

ProQA Paramount Certification Requirements



Below are the details of the information and processes in an interface that is required for each of the levels of integration between ProQA and CAD, Telco, or other dispatching software.

Tiers of Integration:

Gold:

This level of integration represents the minimum functionality of a Certified interface. Interfaces at this level will assist in the effective dispatch of response units.

Platinum:

This level of integration indicates that all of the functionality of Gold (see above) has been completed as well as the as additional enhancements to assist in the successful implementation of a CAD/Telco system with ProQA. These additional features can be user/agency configurable; in fact, PDC suggests these be configurable items to allow for communications center preferences and control, but they must be available.

Titanium:

This level of integration indicates that all of the functionality of Gold and Platinum (see above) has been completed as well as the as additional enhancements to assist in the successful implementation of a CAD/Telco system with ProQA. These additional features can be user/agency configurable; in fact, PDC suggests these be configurable items to allow for communications center preferences and control, but they must be available. Items on this level are CAD infrastructure dependent, so implementing all of these items may not be possible. **These items are highlighted in yellow below.**

Blue highlighted items are optional items that CAD may or may not support. Please confirm with your CAD vendor as to whether they support this functionality.

Platinum and Titanium are the only levels of integration that Priority Dispatch Corporation will recommend, endorse and partner with.

Functions of a Certified Interface:

1. Accessibility From CAD

1. CAD should perform the following tasks upon creation of each new case: gather information from ANI/ALI, verify caller location and callback number, record call-type (Fire, PD, Medical Emergency, Non-Emergent transport).
2. CAD should have a defined function key or button that the calltaker will use to launch ProQA or an automatic shift to ProQA based on a call-type designator.
3. Once the function key or button is pressed, focus needs to be given to ProQA.

2. ProQA Start-up and Operation

1. ProQA must open with fields Location and Callback number preloaded.
2. ProQA must open with the CAD ID of the calltaker and, when available, the CAD incident number having been passed from CAD.
3. CAD must pass a call start time – the time the phone was picked up or that the CAD case was began.
4. CAD must pass a phone type – the type of line that was used for the incoming call (mobile phone, E911, 7 digit direct, etc.).
5. CAD must pass Latitude and Longitude of a call when a case is initiated with ProQA.
6. ProQA must be visually accessible – The window must be large enough to view all print sizes or operates at full screen height (ProQA cannot be maximized wider than it opens – but needs to be able to be stretched up to full screen height).
7. Workstation must operate with minimal speed degradation. ProQA should load in under 3 seconds.
8. Minimal hesitation between fields and screens. Calltaker should not be forced to wait for the computer to catch up or buffer keystrokes that may be in error.

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3. Passage of Data

1. **Abort Function:** Calltaker may choose to abort ProQA – CAD should regain focus with abort message/text or abort code written into CAD's incident notes.
2. **Initial dispatch:** Calltaker selection of Send within ProQA which will initiate a response based on the call severity.
 - a. Retrieval of Dispatch Level and Determinant Text by CAD.
 - b. Retrieval of Suffix code and Suffix Text by CAD.
 - c. Reconcile Dispatch Determinant and Suffix to locally defined response code with alert or recommendation to Dispatcher.
 - d. Retrieval of Response Text by CAD.
 - e. Retrieval of Key Question Answer Text by CAD.
 - f. Retrieval of Person Descriptor info by CAD (Medical and Police Only).
 1. CAD should have the ability to gather multiple Person entries and display the type of each Person entry (Suspect, Victim, Witness, etc.).
 2. Attach any updates or edits to appropriate Person Descriptor info and visually alert dispatcher that data has been updated.
 3. Where the CAD has functionality or an interface with the ability to do person lookups (NCIC, Nlets, etc.), automatically parse the person descriptor info and prefill the lookup fields.
 - a. Notification of any 'hit' information should be passed by CAD to ProQA.
 4. CAD should provide a CAD Admin option to display Person information in the CAD narrative in either bulleted or paragraph formatting per Discipline.
 - g. Retrieval of Vehicle & Boat Descriptor info by CAD (Police and Fire Only).
 1. CAD should have the ability to gather multiple Vehicle/Boat entries and display the type of each entry (Suspect, Victim, Witness, etc.).
 2. Attach any updates or edits to appropriate Vehicle/Boat Descriptor info and visually alert dispatcher that data has been updated.
 3. Where the CAD has functionality or an interface with the ability to do vehicle lookups (NCIC, Nlets, etc.), automatically parse the vehicle info and prefill the lookup fields.
 - a. Notification of any 'hit' information should be passed by CAD to ProQA.
 4. CAD should provide a CAD Admin option to display Vehicle and Boat information in the CAD narrative in either bulleted or paragraph formatting. Each DE should have its own option the agency can select per Discipline.
3. **Reconfigure:** Change in case status – ProQA will update CAD with a new dispatch code. If the new code is an upgrade or change in response, an alert must be displayed in the CAD for the Dispatcher.
 - a. Retrieval of Reconfigured Dispatch Level and Determinant Text by CAD.
 - b. Retrieval of Suffix code and Suffix Text by CAD.
 - c. Reconcile Reconfigured Dispatch Level and Suffix to locally defined response code and recommend response.
 - d. Retrieval of Response Text by CAD.
 - e. Retrieval of Key Question Answer Text by CAD.
 - f. Retrieval of Suspect Descriptor info by CAD (Medical and Police Only).
 1. CAD should have the ability to gather multiple Person entries and display the type of each Person entry (Suspect, Victim, Witness, etc.).
 2. Attach any updates or edits to appropriate Suspect Descriptor info and visually alert dispatcher that data has been updated.
 3. Where the CAD has functionality or an interface with the ability to do person lookups (NCIC, Nlets, etc.), automatically parse the person descriptor info and prefill the lookup fields.
 - a. Notification of any 'hit' information should be passed by CAD to ProQA.
 4. CAD should provide a CAD Admin option to display Person information in the CAD narrative in either bulleted or paragraph formatting per Discipline.
 - g. Retrieval of Vehicle & Boat Descriptor info by CAD (Police and Fire Only).
 1. CAD should have the ability to gather multiple Vehicle/Boat entries and display the type of each entry (Suspect, Victim, Witness, etc.).
 2. Attach any updates or edits to appropriate Vehicle/Boat Descriptor info and visually alert dispatcher that data has been updated.
 3. Where the CAD has functionality or an interface with the ability to do vehicle lookups (NCIC, Nlets, etc.), automatically parse the vehicle info and prefill the lookup fields.
 - a. Notification of any 'hit' information should be passed by CAD to ProQA.

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4. CAD should provide a CAD Admin option to display Vehicle and Boat information in the CAD narrative in either bulleted or paragraph formatting. Each DE should have its own option the agency can select per Discipline.
- h. Dispatcher must be alerted to all retrieved reconfigure information & possible changes in response assignment.
4. Dispatcher must be alerted to an Urgent message.
5. CAD incident must be updated with Critical Updates.

4. Program Focus – CAD vs. ProQA

1. Vertical Dispatch – Return to CAD for unit response assignment. ProQA case in pending, or non-focused window. Upon completion of unit assignment, return to ProQA (unpend case or return focus to ProQA) for remaining Key Questions and PDIs or PAIs.
2. Horizontal Dispatch – Remain focused in ProQA, send Dispatch Code to CAD and notify dispatcher of event.
3. Calltaker should be able to easily toggle between programs during the calltaking process.
4. When a calltaker requests a new case in ProQA from CAD, if ProQA still has a case open, CAD needs to display a message & pass focus to ProQA so the calltaker can finish the old case then return to CAD to create the new case.

5. Supported Functionality

1. Any user from any position must be able to reopen a previously completed/closed ProQA case. Allow for callbacks and additional input by allowing the user to open the incident in CAD, and then have a function that will reopen the corresponding case in ProQA.
2. Support the Pend (hold) and Unpend (unhold) functions of ProQA. Once the user Pends a case in ProQA, allow the user to Unpend from CAD.
3. Support the Summary function of ProQA. Have a function key or button in CAD that will call for the Summary of a particular case in ProQA.
4. Support the capability of ProQA to pass to CAD the Case Entry information on the display of Key Questions. (agency may / may not choose to enable this feature).
5. CAD should display all Key Questions gathered after dispatch.
6. **SMS Texting capable:** Where CAD has functionality for SMS sending and receiving or even a TTY interface, CAD should be able to send and receive the questions between caller and calltaker via ProQA.
 - a. Take questions and instructions from ProQA and send out via SMS or TTY.
 - b. Receive a response from the caller via SMS or TTY and display the returned information within ProQA.
7. CAD must support the Multi-Discipline Launching capabilities of ProQA.
8. Where rich text is utilized within CAD notes/narrative or MDC/MDT's, colorization of ProQA data must be supported.

6. Completion of Case

1. ProQA completion by calltaker, return to CAD for next case and place ProQA in wait state.

7. Configuration and Options

1. Provide a "toggle" within CAD's Admin to activate the KQ display in paragraph or bullet (list) format within the incident notes.
2. CAD must provide agency configurable options to allow for the Key Question information from ProQA to be sorted. There should be a method (admin options, config file, .ini, etc.) by which the following items can be chosen/activated **per ProQA Discipline**.
 - a. Send all Key Questions unsorted.
 - b. Send all Key Questions Short Answer Text unsorted.
 - c. Send all Key Questions with scene and responder safety questions floated.
 - d. Send all Key Questions Short Answer text with scene and responder safety questions floated.
 - e. Send the Key Question Answer text with Critical Importance answers and scene / responder safety questions floated.

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- f. Send the Key Question Short Answer text with Critical Importance answers and scene / responder safety questions floated.
 - g. Send the Key Questions Answer text with Critical and High importance answers with scene / responder safety questions floated.
 - h. Send the Key Questions Short Answer text with Critical and High Importance answers with scene / responder safety questions floated.
 - i. Send the Key Questions Answers text with Critical, High, and Moderate Importance answers with scene / responder safety questions floated.
 - j. Send the Key Questions Short Answers text with Critical, High, and Moderate Importance answers with scene / responder safety questions floated.
3. CAD should provide a method (Utility, screen, config file, .ini) by which the agency can select which amount of data is desired within each unique environment. **These options must be user-selectable for each Discipline in each of the following environments.**
- a. Dispatch
 - b. Mobile
 - c. RMS
 - d. Mobile / pager
4. Gather, parse, and display field labels and data entered from the Descriptor Information and Essential Information tools in Medical, Fire, and Police. Information must be displayed in the order passed by ProQA.
5. Aspirin given notification must be displayed when received.