Arizona State University Police Department
Request for Proposals #: CAD/RMS/Mobile

Computer Aided Dispatch Functional Requirements

Please explain any line items (from the left that are not an "out of the box" standard but are part of your overall proposal; specifically, why the particular line item is not an "out of the box" standard. Additionally, please identify what potential effect this may have upon meeting a January 13, 2020 implementation date. (Required for any items marked "M", "A", or "U") Your proposed solution will be evaluated based on the value of each of these items combined and will not negatively impact the proposal.

Item #	CAD Functional Requirements	S	M	A	U	Comments
1	**General CAD Requirements**					
2	Ability to handle multiple types of public safety agencies within the same jurisdiction:					
3	Law Enforcement					
4	Events					
5	Ability for CAD workstation to manage both call taking and dispatching functions.					
6	Ability to maintain compliance with published NENA NG-911 standards.					

Column headers (vertical): Standard Functionality (S); Modification Needed. At no extra Cost (M); Modification needed at an additional cost (A); Unable to meet the requirement (U)

Item #	CAD Functional Requirements	S	M	A	U	Comments
7	Ability to provide dedicated fields to capture all CAD transactions in an audit log.					
8	Ability to support remote access to CAD.					
9	Ability to perform the following via remote access:					
10	Monitor Units					
11	Monitor Incidents					
12	Create Incidents					
13	Dispatch Incidents					
14	Run Queries					
15	Ability to access a browser-based CAD on a PDA (e.g., smartphone, tablet).					
16	**Application User Interface**					
17	Ability for the agency to determine which window configuration options are configurable at the user level.					
18	Ability for users to customize window views, including, but not limited to:					
19	Font size					
20	Font color					
21	Font type					
22	Window background color					
23	Window sizes					
24	Window locations					
25	Fields displayed					
26	Order in which fields are displayed					
27	Ability to save windows configurations based on user login, irrespective of workstation.					
28	Ability to maintain window configuration settings during upgrades.					
29	Ability to reset configuration to default settings.					
30	Ability to display system messages without affecting work in progress.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
31	Ability to have multiple windows open at the same time (e.g., multiple incident entry windows).					
32	Ability to tile or cascade multiple windows on screen.					
33	**General Data Entry**					
34	Ability to support data entry via:					
35	Mouse (point and click)					
36	Command line					
37	Preformatted masks					
38	Ability to execute any CAD function using the keyboard (list exceptions).					
39	Ability to execute any CAD function using the mouse (list exceptions).					
40	Ability to provide multiple command lines.					
41	Ability to create a new command line with a single keystroke.					
42	Ability to link a command line to a distinct incident.					
43	Ability to enter commands in any order on the command line.					
44	Ability to enter more than one command on a single command line.					
45	Ability to send the same comments via one command to any unit associated with an event/incident.					
46	Ability to click on the map and populate the address field with the corresponding location information.					
47	Ability to support:					
48	Drop down menus					
49	Auto-completion					
50	Ability to provide word processing capabilities on narrative and comment fields, including, but not limited to:					
51	Text wrap					
52	Paragraph formatting					
53	Bullets and numbering					
54	Copy and paste					
55	Grammar check					
56	Spell check					

Item #	CAD Functional Requirements	S	M	A	U	Comments
57	**Time Stamps**					
58	Ability to automatically time stamp all system transactions.					
59	Ability to manually create a time stamp.					
60	Ability to manually override a time stamp.					
61	Ability to capture the time a time stamp was overridden.					
62	Ability for all overridden time stamps to be recorded as a manually entered, override time.					
63	**Timers**					
64	Ability to configure incident timers based on agency-defined parameters (e.g., unit status updates, incident type, incident status) and times.					
65	Ability to associate timers with:					
66	Unit status updates					
67	Incident type					
68	Priority type					
69	Incident status (e.g., remained in pending for 20 minutes)					
70	Ability to alert user to the expiration of the timer via:					
71	Audible alert					
72	Visual alert					
73	Ability to configure the alerts to repeat at agency-defined intervals until the timer has been reset.					
74	Ability to manually set timers.					
75	Ability to record acknowledgement of timer alert.					
76	Ability to provide the following options when a status timer expires:					
77	Modify to new time value					
78	Reset to default value					
79	Stop timer					
80	**Flags and Alerts**					
81	Ability, upon entering an address, to automatically present user any flags/alerts associated with the address, including but not limited to:					

Item #	CAD Functional Requirements	S	M	A	U	Comments
82	Hazard information					
83	Premise history					
84	Ability for alerts to include:					
85	Audible alert					
86	Visual alert					
87	Ability to require dispatchers to acknowledge that they have viewed hazards.					
88	Ability, when querying a name, for user to be notified of an associated alert (e.g., if the subject is flagged in the RMS, wanted via ALETS/NCIC).					
89	Ability to drill down into flags to display additional information.					
90	Ability to display incident history of address when creating an incident.					
91	Ability for users to sort summary of past incidents by:					
92	Chronological order (most recent call shown first)					
93	Call type					
94	Ability for user to add a flag/alert.					
95	Ability to set an expiration for a flag/alert.					
96	Ability to add a temporary flag, comment or note to a location.					
97	Ability to notify agency-defined personnel of pending expiration of a temporary flag.					
98	Ability to include flagged information with dispatches sent to responding units.					
99	**Call Taking**					
100	**Call Receipt**					
101	Ability to receive call data from:					
102	E9-1-1 phone system					
103	Non-emergency 10 digit phone numbers					
104	Private alarm companies					
105	Ability to automatically create a call for service when a 9-1-1 call comes in through the phone system (e.g., create a call and open a call entry mask):					

Item #	CAD Functional Requirements	S	M	A	U	Comments
106	Administrative hard wired phone line					
107	Hard wired 9-1-1 phone line					
108	Wireless 9-1-1 line					
109	Ability to transfer calls to another agency.					
110	Ability to capture and track to which agency a call is transferred.					
111	**Call Data Entry**					
112	Ability to enter incidents using preformatted screens.					
113	Ability for the agency to determine what data elements are captured as part of the preformatted screen.					
114	Ability to provide dedicated fields to capture all incoming call information from the E9-1-1 system, including, but not limited to:					
115	Caller name					
116	Caller telephone number					
117	Caller address/location calling from					
118	Incident location					
119	Alternate telephone number					
120	Cellular phone service provider					
121	Phase I or Phase II indication					
122	X/Y coordinates					
123	Text messages (assuming phone system is NG911 capable)					
124	TTY conversation					
125	Any other information captured by the E9-1-1 system					
126	Ability to attach multimedia messages (MMS), including videos or pictures taken by citizens, to a call.					
127	Ability to automatically populate CAD screen with information from E9-1-1 application, without manual intervention.					
128	Ability to populate CAD screen with information from E9-1-1 application via manual intervention (e.g., function key, mouse click).					

Item #	CAD Functional Requirements	S	M	A	U	Comments
129	Ability to provide dedicated fields to enter the following information:					
130	Individual (caller, witness, suspect)					
131	Multiple individuals					
132	Vehicle					
133	Location					
134	Ability to generate an incident from a previous incident.					
135	Ability for call taker to add comments to a call after it has been dispatched.					
136	Ability to alert dispatcher that the call taker has added information by:					
137	Audible alert					
138	Visible alert					
139	**Location Capture**					
140	Ability to receive geographic coordinates from a cellular telephone carrier.					
141	Ability to relate X/Y coordinates to an actual address.					
142	Ability to transform X/Y coordinates to a map for display.					
143	Ability to capture incident location separately from caller location.					
144	Ability to enter a location for an event by the following methods:					
145	Street address					
146	Block number or address range					
147	Commonplace name					
148	Landmark					
149	Intersecting street names					
150	X/Y coordinates					
151	Point and click on a map					
152	Ability to suggest locations based on type-ahead capabilities for:					
153	Street addresses					
154	Intersections					

Item #	CAD Functional Requirements	S	M	A	U	Comments
155	Commonplace names					
156	Ability to type in either street first when entering intersections.					
157	Ability to save intersections as identical address points regardless of order of streets entered (e.g., 1st/Main same as Main/1st).					
158	Ability for system to automatically parse address data into address data fields including:					
159	Street number					
160	Street name					
161	Street prefix					
162	Street suffix (NW, SW, NE, SE)					
163	Street type (Av, Ln, Bd, "None")					
164	Unit type					
165	Unit number					
166	City					
167	Ability to capture the following information upon receipt of a wireless 9-1-1 call:					
168	X/Y coordinates					
169	Street address of tower					
170	Nearest cross street					
171	**Location Verification**					
172	Ability to geoverify location of all entered addresses.					
173	Ability to override geoverified location.					
174	Ability to log all locations that fail geofile validation.					
175	Ability to create a report of all overridden geoverified locations.					
176	Ability to use the ALI reported location address for address verification.					
177	Ability to validate an entry upon:					
178	Operator request (e.g., press a button)					
179	Entry into location field					

Item #	CAD Functional Requirements	S	M	A	U	Comments
180	Ability to support Phase I wireless location validation from cellular callers.					
181	Ability to support Phase II wireless location validation from cellular callers.					
182	Ability to notify dispatcher if multiple street addresses/street names/intersections with the same names are found in geofile.					
183	Ability to offer a list of address options if multiple similar addresses/intersections/street names are found in geofile.					
184	Ability to display closest address matches based on:					
185	Block ranges					
186	Building name					
187	Business name					
188	Common place names					
189	Intersections					
190	Phonetic spelling					
191	Soundex					
192	Street name					
193	Ability to display an unlimited number of common place names during the address verification process.					
194	Ability to enter a valid street name and be presented with:					
195	Aliases					
196	Associated address ranges					
197	List of cross streets					
198	Ability to translate call location to appropriate public safety geographical boundary (e.g. district, beat, sector).					
199	Ability to translate alias names to actual street names or addresses.					
200	Ability to display, on a map the incident location in relation to other active incidents on the map during the incident entry process.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
201	Ability to display, on a map, the incident location in relation to other active incidents on the map during the incident entry process.					
202	Ability to manually verify an address without creating an event.					
203	**Call Classification and Prioritization**					
204	Ability to display a drop down list containing incident types.					
205	Ability to support unique Police and Fire call types.					
206	Ability to override incident priority.					
207	Ability for an authorized user to assign a priority to a location for a agency-defined period of time.					
208	Ability to allow the authorized user to manually upgrade or downgrade the system-assigned priority.					
209	Ability for dispatcher to change call type without impacting active call data.					
210	**Incident Initiation**					
211	Ability to initiate an incident from the input of location and type code.					
212	Ability to input all call and narrative information on one screen.					
213	Ability to display a blank form for entering new incidents with a single keystroke, mouse click or function key upon initiation of a CAD incident.					
214	Ability to copy an existing incident to create a new incident at the same location.					
215	Ability to enter incidents using:					
216	Standard call entry screen form					
217	CAD command on a command line					
218	Map by clicking on a location					
219	**Duplicate Call Management**					
220	Ability to automatically identify potential duplicate calls based on:					
221	Incident/call type					

Item #	CAD Functional Requirements	S	M	A	U	Comments
222	Proximity to current incident					
223	Time parameter					
224	Specific incident address/event location					
225	Phone number					
226	Ability to display proximity calls on a map (e.g., to assist dispatchers in identifying possible duplicate calls).					
227	Ability for the agency to configure the duplicate call identification algorithm (e.g., defined proximity, definition of "recently closed").					
228	Ability to include the following in the potential duplicate call identification process:					
229	Recently closed calls					
230	Pending calls					
231	Self initiated calls					
232	Active calls					
233	Ability to manually identify a duplicate call and transfer the duplicate call information into the primary call.					
234	Ability to provide the dispatcher with the following information about possible duplicate incidents:					
235	Incident details					
236	Caller phone number					
237	Incident status					
238	Incident type					
239	Time the incident was initiated					
240	Units assigned					
241	Original dispatcher					
242	Ability for the dispatcher to do any of the following if a CAD incident is determined to be a duplicate call:					
243	Add to the original incident record a second complainant with complete complainant information and additional incident comments					
244	Close a duplicate incident and cross-reference it to the original CAD incident					

Item #	CAD Functional Requirements	S	M	A	U	Comments
245	Create an entirely new incident using existing address data					
246	Ability to filter duplicate calls out of reports.					
247	**Premise Information Retrieval**					
248	Ability to automatically initiate, upon address verification, an address inquiry to search for associated premise information in CAD.					
249	Ability for premise information searches to query for flagged information in the RMS.					
250	Ability to search for premise information based on:					
251	Address					
252	Sub-address (e.g., unit number, building floor, apartment number)					
253	Partial address information (e.g., all addresses with apartment 14)					
254	Block ranges					
255	Current business name					
256	Historic business name (unlimited number)					
257	Common place names					
258	Intersections					
259	Ability to search for premise information on locations not associated with incidents.					
260	Ability to automatically show premise history related to a current incident.					
261	Ability to indicate the number of past incidents at a location.					
262	Ability to retrieve and attach to a CAD call any information associated with the premise (e.g., pre-plan information, previous calls for service).					
263	Ability for map to display all known hazards within a user-defined radius.					
264	Ability to record in the incident history that premise history has been viewed by the user.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
265	Ability to recall any incident or premise history that has been viewed (e.g., does not allow for only one time view of premise history or incident).					
266	Ability for premise information to be available to user but not prevent operator from continuing current work (e.g., window does not cover entire workstation screen).					
267	**Incident Scheduling**					
268	Ability to enter incidents scheduled for dispatching at a later time, maintaining the original time of entry.					
269	Ability to modify incidents scheduled for dispatching at a later time, maintaining the original time of entry.					
270	Ability to generate a call for service at specified intervals (e.g., directed patrol 5 hours after the last directed patrol left).					
271	Ability for scheduled incident to automatically enter the pending queue.					
272	Ability for officers to self-dispatch to scheduled incidents.					
273	**Dispatching**					
274	**CAD Incident Retrieval**					
275	Ability to alert a dispatcher to the arrival of a new incident via:					
276	Audible alert					
277	Visual alert					
278	Ability to alert a dispatcher to the arrival of new incident information via:					
279	Audible alert					
280	Visual alert					
281	Ability to retrieve a CAD incident and review all available information already entered up to the point of incident retrieval.					
282	Ability to sort pending incidents by:					
283	Priority					
284	Location					

Item #	CAD Functional Requirements	S	M	A	U	Comments
285	Incident type					
286	Time in pending queue					
287	Ability to keep incidents in pending queue indefinitely.					
288	**Resource Recommendation**					
289	Ability to automatically provide appropriate resource recommendations based on any combination of:					
290	AVL location					
291	Closest unit taking into account:					
292	Natural boundaries					
293	District - by Campus					
294	Incident location (e.g., unique response for specific location)					
295	Special skills units required					
296	Ability for the agency using the CAD system to enable and disable agency-specific resource recommendations.					
297	Ability to support numerous resource recommendation algorithms based on agency defined parameters (e.g., priority 1 calls are dispatched according to closest, available unit and all other calls are dispatch based on beat assignments).					
298	**Response Plans**					
299	Ability for the agency to develop response plans based on:					
300	Geographic area (beat, sector, district, fire zone box etc.)					
301	Address					
302	Multiple response route configuration (e.g., divided highway).					
303	Time of day					
304	Call type					
305	Fire pre-plan					
306	Resource availability					
307	Station coverage requirements					
308	Ability to generate temporary response plans.					
309	Ability for user to override response plan recommendation.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
310	Ability to load a new response plan without stopping or pausing application operations.					
311	Ability for a communications supervisor to update the response plans (e.g., without assistance from technical support or vendor).					
312	**Resource Determination**					
313	Ability to bring up a list of special skills/equipment for:					
314	All personnel logged on					
315	A selected person					
316	Apparatus/vehicle					
317	Ability to identify all personnel with a specific skill (e.g., language, training) by:					
318	Logged on and available					
319	Logged on and not available (e.g., on another incident)					
320	Not logged on					
321	Ability to display potentially available resources based on unit status:					
322	Assigned to a CAD call					
323	Assigned to a CAD call with a lower priority					
324	Unassigned					
325	**Resource Dispatch**					
326	Ability for dispatcher to select and assign/re-assign recommended units using any of the following methods:					
327	Command line entry					
328	Function key					
329	Mouse (drag and drop onto map)					
330	Ability to dispatch units by:					
331	Accepting the proposed application recommended units					
332	Selecting and dispatching units other than those recommended by the application					
333	Selecting some, but not all, of the recommended units					
334	Ability to log recommendation overrides in the audit trail (e.g., recommended units and dispatched units).					

Item #	CAD Functional Requirements	S	M	A	U	Comments
335	Ability for CAD to do the following upon dispatch:					
336	Assign the recommended or requested units					
337	Remove the incident from the pending queue					
338	Send the incident to the assigned unit's mobile computer					
339	Start the status timers					
340	Update the status display					
341	Ability to dispatch more than one unit at a time to the same call.					
342	Ability to assign or add multiple units to an incident with a single command.					
343	Ability to assign a unit to an incident to which it was not originally recommended.					
344	Ability to provide sender notification that dispatches have been successfully delivered.					
345	Ability to automatically notify agency-defined personnel (e.g., Battalion Chiefs) of calls for service meeting agency-defined parameters.					
346	**Self-Initiated Calls for Service**					
347	Ability for field personnel to initiate a call for service from the mobile computer (e.g., traffic stop).					
348	Ability to add additional units to a self-initiated incident.					
349	Ability to capture AVL coordinates when field personnel initiate a call for service from the mobile computer.					
350	Ability to geovalidate addresses of self-initiated incidents.					
351	Ability to provide dedicated fields to record the following information when a unit is placed in a traffic stop status:					
352	Location of the stop					
353	Number of occupants in the vehicle					
354	Vehicle license plate					
355	State of registration					
356	Vehicle identifier (make, model, color)					
357	Driver information					

Item #	CAD Functional Requirements	S	M	A	U	Comments
358	Ability to limit field self-initiated calls to specific call types.					
359	**Unit Assignment to CAD Incident**					
360	Ability to update unit status to associate the dispatched unit or units with the CAD incident.					
361	Ability to take a unit off a call and reassign the unit to a new call via:					
362	Single command					
363	Drag and drop					
364	Ability to use one command to both dispatch and put "on scene" field personnel (e.g., if field personnel is "out with another unit").					
365	Ability to hold an incident for a specific unit.					
366	Ability to automatically (without user intervention) notify the dispatcher of a held incident when the unit becomes available.					
367	**Call Preemption**					
368	Ability to pull a unit off an incident and reassign the unit to a new incident.					
369	Ability to return CAD incident to the pending dispatch queue if all units are removed from an active incident.					
370	Ability to visually indicate a preempted call (e.g., color code).					
371	Ability to support a swap feature to allow two units to swap incidents with a single command.					
372	**Integrated Texting**					
373	Ability support sending text messages directly from CAD.					
374	Ability to support unlimited text characters (if limited in characters, please specify limit in comments).					
375	Ability for dispatch of a unit to trigger a text to agency-defined personnel, based on a configurable algorithm including:					
376	Call type					
377	Alarm level					
378	Incident location					

Item #	CAD Functional Requirements	S	M	A	U	Comments
379	Time of day					
380	Unit					
381	Ability to include the following information in the text:					
382	Call type					
383	Call location					
384	Time of day					
385	Date					
386	Initial comments					
387	Ability deliver texts to additional numbers, in the event that the initial text is unsuccessful.					
388	Ability to reattempt to deliver unsuccessful texts for an agency-defined length of time.					
389	Ability to record delivery confirmation in the CAD audit trail.					
390	Ability to record the time the text was read in the CAD audit trail.					
391	Ability to manually initiate texts.					
392	**Unit Management**					
393	**Unit Placement in Service**					
394	Ability to log one or more units on-duty/off-duty with a single command.					
395	Ability to automatically assign a beat to a unit upon logon.					
396	Ability to assign a unit to multiple beats.					
397	Ability to modify a unit's assignment during a shift.					
398	Ability to define a roster (e.g. squad, company).					
399	Ability to place all units in a previously defined roster on or off-duty.					
400	Ability to allow for a single unit exception when placing a roster on or off duty.					
401	Ability to associate multiple individuals with a unit.					
402	Ability to designate a unit available for only certain types of calls.					
403	Ability for units to log themselves into or out of service.					
404	Ability to prevent units from logging themselves into and out of service.					

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405	Ability to indicate a unit does not have a mobile computer.					
406	**Unit Status Display**					
407	Ability to monitor an unlimited number of units.					
408	Ability to display the following unit information:					
409	Beat					
410	Call type					
411	Company					
412	Current incident number					
413	Current location					
414	Current status					
415	Division					
416	Elapsed time in status					
417	Last known location					
418	Logged onto Mobile (Y/N)					
419	Original location					
420	Radio ID					
421	Reporting district					
422	Special note or comments					
423	Special skills/training					
424	Station					
425	Unit ID/call sign					
426	Vehicle number					
427	Ability to automatically update and display unit status data.					
428	Ability to sort displayed data by any unit information (e.g., station, shift, incident, unit, location, status).					
429	Ability to filter the units to be displayed in a single status monitor (e.g., by response area, discipline, type, status, out of service (mechanical)).					
430	Ability to visually differentiate, through color, text and/or symbols, unit status:					
431	On CAD unit status display					
432	On map display					
433	**Unit Activity Tracking**					

Item #	CAD Functional Requirements	S	M	A	U	Comments
434	Ability to record all unit assignments.					
435	Ability to record all unit locations.					
436	Ability to record all unit status changes.					
437	Ability to review unit status history within the CAD application.					
438	Ability to update location and note mileage for multiple stops.					
439	Ability to record multiple arrival times, including:					
440	Arrival at a staging area					
441	Arrival at the incident location (e.g., room within a building)					
442	Arrival at the scene (e.g., general location)					
443	Ability to record multiple units arriving:					
444	At one time (all at once)					
445	At different times					
446	Ability to place "at the scene" units that were not originally dispatched to the call.					
447	Ability to assign (potentially multiple) units to a specific location which is different from the incident location.					
448	Ability for a dispatcher to change the location of a unit at any time while the unit is still assigned to an incident.					
449	Ability to update the location of a unit without altering the original incident location.					
450	**Status Monitoring**					
451	Ability to initiate status changes via the following methods:					
452	Data fields					
453	Function key					
454	Mouse click (e.g., screen icon)					
455	Ability to automatically notify users monitoring or displaying the incident that information has changed via a visual alert.					
456	**Unit Clearance**					

Item #	CAD Functional Requirements	S	M	A	U	Comments
457	Ability to clear one unit from a CAD incident while allowing the other assigned units to remain on the call.					
458	Ability to select any number of units to clear from CAD incident.					
459	Ability to clear all units simultaneously from a CAD incident.					
460	Ability to require a disposition to be entered prior to clearing the primary unit from a CAD incident.					
461	**Incident Management**					
462	**CAD Call Display**					
463	Ability to monitor an unlimited number of incidents.					
464	Ability to dynamically display (e.g., automatically update) incident status data in a summary window (status monitor).					
465	Ability to review incident information in reverse chronological order.					
466	Ability to display a window listing pending and holding incidents entered from any CAD workstation					
467	Ability to allow for an unlimited number of agency-defined incident statuses.					
468	Ability to view incident details of one or more incidents at a time.					
469	Ability to click on an active incident and highlight all assigned units in the unit monitoring window.					
470	Ability to show incidents on the CAD mapping display.					
471	Ability to accommodate multiple locations for one call.					
472	**CAD Incident Updates**					
473	Ability to add new or additional information to a CAD incident.					
474	Ability for multiple operators to simultaneously modify the same incident.					
475	Ability to automatically identify (e.g., ID stamp) the operator adding information to a call.					
476	Ability to display the following information when additional information is added to an incident:					

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477	Time information was added (time stamp)					
478	ID of person entering information					
479	Ability to display new information added to the incident without requiring the user to open the call.					
480	Ability to simultaneously notify dispatcher and dispatched units of updated information.					
481	**Reopening CAD Incidents**					
482	Ability to reopen closed incidents.					
483	Ability to reopen a closed call without losing previously recorded date and timestamps.					
484	Ability to assign units to reopened calls.					
485	Ability to assign units to reopened calls without losing the integrity of the initial time of the call for service.					
486	Ability to show units and the time the units were on a follow up for call for service					
487	Ability to total the time on the initial call for service.					
488	Ability to total the follow up times on a reopened call.					
489	Ability for dispatchers to add comments to a CAD call record after the call is closed without reopening the incident.					
490	Ability to add a case number to a closed incident.					
491	**Cross-Referencing Calls**					
492	Ability to cross-reference two or more active incidents.					
493	Ability to cross-reference active and closed incidents.					
494	**Call Disposition**					
495	**CAD Incident Cancellation**					
496	Ability to cancel an incident with a single command.					
497	Ability to mandate that the user enter a reason for canceling an incident prior to the system executing the command to cancel.					
498	Ability to automatically remove the incident from the pending or active incidents queue and add the disposition (e.g., cancelled) upon execution of a command canceling an incident.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
499	Ability to automatically clear all dispatched units from the incident upon incident cancellation (e.g. upon invoking the cancel command).					
500	**Disposition Recording**					
501	Ability for the agency to define disposition codes.					
502	Ability to clear a unit with a disposition when clearing with a report. (Unit dispo, not call dispo)					
503	Ability to support an unlimited number of disposition types.					
504	Ability to require a disposition code before an incident can be cleared.					
505	Ability for either dispatchers or field personnel to enter the disposition code.					
506	Ability to enter comments of an unlimited length with a disposition code.					
507	**Report Initiation**					
508	Ability to identify whether a report is required based on disposition code.					
509	Ability to transfer call for service data to:					
510	RMS					
511	RMS Field Reporting application					
512	Ability to transfer call for service data:					
513	Upon transfer to dispatcher					
514	Upon incident closure					
515	On demand (i.e., manual initiation of transfer)					
516	**CAD Incident Closure**					
517	Ability to close a call that does not require the dispatch of resources.					
518	Ability to enter a closing disposition code at the time of call creation to avoid having the call appear in the pending queue (e.g., call is created and closed prior to the dispatching of resources)					
519	Ability to change an incident disposition after a call is closed, but maintain a history of the original disposition.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
520	**CAD Mapping**					
521	Ability for mapping functionality to be integrated into CAD application.					
522	Ability to select multiple map layers for display, limited only by the number of available map layers.					
523	Ability to display the following on the map:					
524	Location of 9-1-1 caller					
525	Location of all pending and active 9-1-1 calls					
526	Incident location during address verification					
527	Units based on AVL or last known locations (regardless of status)					
528	Ability to select units to display on map by user-defined criteria including, but not limited to:					
529	Beat					
530	Incident number					
531	Incident type					
532	Reporting district					
533	Station					
534	Status					
535	Type					
536	Unit ID					
537	Ability to pull up a call for service and have it automatically show up on the map.					
538	Ability to zoom in and center map display on:					
539	Incident location during address verification					
540	CAD incident in active window					
541	Last known location of a selected unit (AVL or unit status)					
542	Vehicle activating emergency button					
543	Ability to prevent the zoom level from automatically modifying during an active incident (e.g., not automatically zooming out when new units are added)					

Item #	CAD Functional Requirements	S	M	A	U	Comments
544	Ability for operational user to close streets by clicking on a specific area (e.g., street, hundred block area) from the CAD map.					
545	Ability for user to define an expected duration for street closures.					
546	Ability to alert user when the expected duration for a street closure has expired.					
547	Ability to push closed street information to mobile computers.					
548	Ability to project anticipated response times between two points on a map.					
549	Ability for dispatcher to view the quickest route (based on time) from dispatched unit location to incident.					
550	Ability for dispatcher to view shortest route from dispatched unit location to incident.					
551	Ability to view shortest route.					
552	**Perimeters**					
553	Ability to create perimeter locations by drawing a perimeter on the mapping display.					
554	Ability to create a perimeter by identifying the location and requisite perimeter size (e.g., 300 yards around incident location) and have the perimeter location automatically generated.					
555	Ability to display the drawn perimeter on the map and have it displayed for all responding units on their Mobile computers.					
556	Ability to dispatch units to perimeter locations.					
557	Ability for units to place themselves on a designated perimeter location.					
558	Ability to annotate the map.					
559	Ability for a user's annotated map to be shared with other users.					
560	**Automatic Vehicle Location (AVL)**					

Item #	CAD Functional Requirements	S	M	A	U	Comments
561	Ability to support the use of a continuous, real-time AVL system via a CAD interface.					
562	Ability to automatically refresh current vehicle location at agency-defined intervals.					
563	Ability to turn AVL on/off by:					
564	Agency					
565	Unit					
566	Ability to default to agency-defined defaults for dispatching when AVL is turned off.					
567	Ability to automatically mark a unit on-scene when it comes within a certain number of feet of the incident location.					
568	Ability for the agency to define what constitutes on-scene.					
569	Ability to prevent use of on-scene function if unit is not within an agency-defined radius of incident.					
570	Ability to log the specific X/Y coordinate from where the unit was dispatched prior to responding to an incident.					
571	Ability to generate reports from AVL data, including:					
572	Vehicle route					
573	Speeds along the route					
574	Ability to provide an AVL playback utility.					
575	**Towed Vehicles**					
576	**Towed Vehicle History**					
577	Ability to attach tow history to a call for service record.					
578	Ability to document reason for the tow.					
579	Ability to associate multiple vehicles with a single tow incident.					
580	Ability to track the total number of vehicles towed per incident.					
581	**BOLs**					
582	Ability to create BOLs.					
583	Ability to provide an audit trail for BOLs.					
584	Ability for field personnel to create BOLs.					
585	Ability to associate a BOL with a case number.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
586	Ability to provide the following fields for a BOL record:					
587	Date issued					
588	BOL expiration date					
589	Nature of the BOL					
590	BOL priority					
591	Subject name					
592	Subject description:					
293	Height					
594	Weight					
595	Build					
596	Hair color					
597	Eye color					
598	Date of birth					
599	Known address or location					
600	Driver's license number					
601	Vehicle description					
602	Vehicle license plate					
603	Weapon (multiple)					
604	Known associates					
605	Last known location					
606	Direction of travel					
607	Contact Information					
608	Person issuing the BOL					
609	Agency issuing the BOL					
610	Additional information in free-form text field					
611	Ability to search for BOL based upon any of the data fields.					
612	Ability to accommodate multiple subjects in a BOL.					
613	Ability to accommodate multiple vehicles in a BOL.					
614	Ability to accommodate multiple weapons in a BOL.					
615	Ability to attach a file to a BOL.					
616	Ability to embed a photo in a BOL.					
617	Ability to update a BOL.					
618	Ability to set time limits for BOL retention.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
619	Ability to close a BOL.					
620	Ability to designate groups or individuals to whom BOLs should be sent.					
621	Ability to view history of recently created BOLs.					
622	Ability to archive expired BOL records.					
623	Ability to search expired BOL records.					
624	**CAD Reporting and Query Features**					
625	**CAD Reporting and Analysis**					
626	Ability to provide a native reporting tool that can:					
627	Create CAD reports based on any data field in the CAD database					
628	Create CAD reports based on multiple operational data fields in the CAD database					
629						
630	Ability to generate the following standard reports from within the CAD application:					
631	Incident analysis by day of week					
632	Incident analysis by geographic area					
633	Incident analysis by hour of day					
634	Incident analysis by shift					
635	Incident analysis by beat					
636	incident analysis by reporting district					
637	Incident analysis by call type					
638	Incident analysis by disposition					
639	Incident analysis by priority code					
640	Incident analysis by geographic area by hour of day					
641	Incident analysis by responding agency					
642	Incident analysis by unit					
643	False alarm reports					
644	Fractile reports					
645	Fractile reports by unit					
646	Processing time by method of call receipt					
647	Response times by geographic area					

Item #	CAD Functional Requirements	S	M	A	U	Comments
648	Response times by type of call/priority					
649	Response times by original call destination					
650	Response times by assigned unit					
651	Total and average time on call – by day of week					
652	Total and average time on call – by geographic area					
653	Total and average time on call – by hour of day					
654	Total calls for service by:					
655	Date or date range					
656	Disposition					
657	Time of day					
658	Total incidents by date by nature or disposition					
659	Ability to provide an analytical tool that reviews workload by, but not limited to:					
660	Workstation					
661	Call taker/dispatcher					
662	Ability to report on unavailability of field personnel resources.					
663	Ability to report on unavailability of equipment resources.					
664	Ability to account for unavailable resources in response time calculations.					
665	Ability to capture a snap shot, based on day and time parameters, of:					
666	A workstation					
667	General CAD system					
668	Ability to generate, from within the CAD application, a daily listing of incidents and personnel assigned to the incidents including, but not limited to:					
669	Actual dispatch location					
670	Call taker/dispatcher ID					
671	Date/time received					
672	Disposition					
673	Field personnel name					
674	Field personnel ID					

Item #	CAD Functional Requirements	S	M	A	U	Comments
675	Incident location					
676	Incident number					
677	Ability to print audit report of changes to incident records including:					
678	Transaction type (deletion, edit, etc.)					
679	Unit ID					
680	Workstation/terminal ID					
681	Before and after value					
682	Ability to generate a list of incidents to be shared with the public based on agency-specific business rules.					
683	Ability to generate a report containing a summary of incidents for an agency-defined period of time for distribution to the public.					
684	**CAD Queries**					
685	Ability to query the following databases from within CAD:					
686	RMS					
687	ALETS/NCIC					
688	CJIC					
689	DMV					
690	All four databases simultaneously					
691	Ability for subject query returns to include associated photos, if available in the following databases:					
692	RMS					
693	County Mugshots					
694	DMV					
695	AZ MVD Photo					
696	Ability to query call for service records based on:					
697	Date range					
698	Time range					
699	Incident number					
700	Unit ID					
701	Officer name/ID					
702	Location					

Item #	CAD Functional Requirements	S	M	A	U	Comments
703	Any location in an incident					
704	Any combination of the above					
705	Ability to populate the query mask with data in the incident record without cutting and pasting (e.g., with a function key or one or two key strokes):					
706	Person Information					
707	Vehicle Information					
708	Ability to automatically query the following databases upon entry of a name:					
709	RMS (Master Indices)					
710	ALETS/NCIC					
711	DMV					
712	CJIC					
713	Ability to automatically query the license plate against the RMS, DMV and ALETS databases when a unit is on a vehicle stop.					
714	Ability to automatically run a registered vehicle owner upon return of a license plate query.					
715	Ability to query and view the following by any public safety boundary layer (beat, sector etc.):					
716	Active calls					
717	Assigned calls					
718	Priority calls					
719	Waiting (pending) calls					
720	Ability to query unit history by any combination of:					
721	Date and time range (e.g., start and end date and time parameters)					
722	Unit ID, field personnel ID, or employee number					
723	Ability to query resource availability by:					
724	Dispatch group					
725	Geographic area (e.g., fire zone box, beat, sector)					
726	Special skills					
727	Unit types (e.g., apparatus, patrol units, Hazmat)					

Item #	CAD Functional Requirements	S	M	A	U	Comments
728	Ability to query unit status by:					
729	Date and time range					
730	Dispatch group					
731	Personnel ID					
732	Geographic area (e.g., fire zone box, beat, sector)					
733	Incident type					
734	Unit ID					
735	Unit types (e.g., apparatus, patrol units)					
736	Ability to sort query results by any criteria (e.g., most recent to oldest, by priority).					
737	Ability to limit query returns to an agency-defined number.					
738	Ability to attach query returns to incident records.					
739	Ability to hyperlink query returns to incident records.					
740	Ability to print query returns.					
741	Ability to redact query returns prior to printing.					
742	**Messaging**					
743	**General Messaging Features**					
744	Ability to support a messaging system that can transmit messages to and from mobile and desktop workstations.					
745	Ability to display the following identifiers within a message:					
746	Sender name/ID					
747	Sender date					
748	Sender time					
749	Receiver name/ID					
750	Receiver date					
751	Receiver time					
752	Ability to send messages to a user who is not logged into CAD and cache that message for retrieval when the user logs onto CAD.					
753	Ability for message server to continuously attempt to deliver a message until received and confirmed.					
754	Ability for user to retrieve cached messages upon logon.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
755	Ability to assign a priority to a message (e.g., routine, urgent, emergency).					
756	Ability to store messages for later viewing.					
757	Ability for messages to be sorted by most recent or first received.					
758	**Sending Messages**					
759	Ability to create and save message groups.					
760	Ability to send broadcast messages.					
761	Ability for users to select any number of people as part of a message group with no limitation on the number of people in a group.					
762	Ability to enter unlimited narrative with wrap-around feature (if characters are limited, indicate the maximum in the "comments" section).					
763	Ability to automatically populate the "To" field on the message mask when selecting recipients.					
764	Ability to select recipient by:					
765	Name					
766	Unit ID					
767	Badge Number					
768	Ability to select a recipient by a single command to create a message (e.g., double click on a logged on user and message screen pops up).					
769	Ability to attach files to messages.					
770	Ability to embed photos in messages.					
771	Ability to set agency-defined file size limit.					
772	Ability to send a message to all units handling a specific incident.					
773	Ability to transmit a reply message to the originator of a currently displayed message without having to reenter the originator's address.					
774	Ability to transmit a "reply all" message to multiple recipients that were part of the originator's message group.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
775	Ability to forward a message.					
776	Ability to create messages that are retained in the system and sent at pre-specified times.					
777	Ability to provide a notification for delivery of messages to the device.					
778	**Receiving Messages**					
779	Ability to notify receiver via an audible and/or visual flag that a new message has arrived in mailbox.					
780	Ability to prevent incoming messages from interfering with current work.					
781	Ability to notify receiver of total number of unread messages.					
782	Ability for messages to be queued in an "inbox" for later viewing at the convenience of users.					
783	Ability to query message logs by agency-defined criteria (e.g., date/time range, sender, recipient, device).					
784	Ability to note time opened/read by receiver.					
785	Ability to clear a message from the queue.					
786	Ability to retain a message in the queue.					
787	Ability for supervisors to monitor messages.					
788	Ability for supervisors to search messages by a text string (e.g., to identify inappropriate language use)					
789	Ability to archive messages.					
790	Ability to save message logs for an agency-determined period of time.					
791	Ability to purge message logs for an agency-determined period of time.					
792	**CAD System Administration**					
793	**CAD Table Maintenance**					
794	Ability for CAD fields to default to agency-defined values.					
795	Ability to include, at a minimum, the following data tables:					
796	Call source (e.g., officer-initiated, 9-1-1, 10-digit)					

Item #	CAD Functional Requirements	S	M	A	U	Comments
797	Call types and priorities					
798	Commands					
799	Devices					
800	Dispositions					
801	Equipment					
802	Vehicle ID					
803	Event error logs (so vendor can identify and troubleshoot errors)					
804	Patrol and command area definitions					
805	Personnel, including emergency contact information and current assignment					
806	Timers					
807	Unit status types (i.e., assigned, unassigned, assigned but available)					
808	Units					
809	Ability to accommodate agency-defined unit identifiers.					
810	**CAD Configuration**					
811	Ability to configure commands (e.g., V = vehicle stop).					
812	Ability to create agency-defined data entry screens.					
813	Ability to configure the field entry sequence.					
814	Ability to configure status code colors.					
815	Ability to create conditional fields.					
816	Ability to create mandatory fields.					
817	Ability for agency to add data elements on any screen.					
818	Ability for agency to change data elements on any screen.					
819	Ability for agency to configure alerts:					
820	Associated message displayed					
821	Audible indicator					
822	Visual indicator					
823	Ability to display strategic incident protocols (i.e. a task list) for agency-defined incident types.					
824	Ability for users to update progress as tasks listed in the strategic incident protocol are completed.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
825	Ability for the agency to create strategic incident protocols without vendor intervention.					
826	Ability for the agency to modify strategic incident protocols without vendor intervention.					
827	**Premise File Maintenance**					
828	Ability to update/create CAD premise history files.					
829	Ability to automatically update premise history when an incident occurs.					
830	Ability to capture the following information when creating premise history:					
831	Date and time stamp					
832	Date of incident					
833	Disposition					
834	Type of incident					
835	Incident number					
836	Narrative text of unlimited length (if limited, indicate maximum in the "comments" field)					
837	Ability to capture and maintain specific premise information, including but not limited to the following:					
838	Alarm/access information					
839	Emergency contact information					
840	Hazardous conditions (e.g., officer responder safety)					
841	Chemicals					
842	Medical information					
843	Agency defined premise information					
844	Previous calls for service based on at least the following:					
845	Address/Location					
846	Contact information					
847	Date and time					
848	Incident number					
849	Incident type					

Item #	CAD Functional Requirements	S	M	A	U	Comments
850	Ability to capture and maintain specific premise information by groups of addresses (e.g., all apartments in an apartment complex, all houses in a subdivision).					
851	Ability to store premise information for an agency-defined length of time.					
852	Ability to purge premise information from a location (e.g., if it is known that the tenant/owner generating the incidents has moved).					
853	Ability to store premise information for a specific apartment unit/suite/building number.					
854	Ability to define valid date ranges for time limited premise information at a given location (e.g., information valid between <start date> and <end date>).					
855	Ability to archive expired premise file information.					
856	Ability to include in a premise record the following information when premise information is added or changed:					
857	Expiration date					
858	Unit ID of person entering information					
859	Ability to attach files to a premise record (e.g., floor plans, building diagrams, special instructions).					
860	Ability to access files attached to a premise record:					
861	In CAD environment					
862	In Mobile environment					
863	**Hazard File Maintenance**					
864	Ability to enter hazards associated with:					
865	Persons					
866	Specific locations					
867	Address ranges					
868	Vehicles					
869	Ability to record with an entered hazard:					
870	Expiration date					

Item #	CAD Functional Requirements	S	M	A	U	Comments
871	Time and date stamp at time of entry					
872	ID of person entering information					
873	Ability to assign expiration dates to hazards.					
874	Ability to create lists of hazards by category					
875	Ability to print hazards and hazard lists					
876	**Communications Supervisor Support**					
877	Ability for a communications supervisor to monitor system configuration and current staffing (e.g., who is signed-on, at what position, and with what responsibilities).					
878	Ability for a CAD workstation to be configured as a supervisor workstation upon logon of a user with a CAD supervisor profile.					
879	Ability for a supervisor to choose logon type (supervisor vs. dispatcher) upon workstation logon.					
880	Ability for a communications supervisor to monitor activity on any user workstation.					
881	Ability for supervisor to override actions taken by any other operator.					
882	Ability to notify dispatcher of any changes made by supervisor.					
883	Ability to identify dispatch origin (e.g., dispatcher or dispatch supervisor) of modifications.					
884	**CAD Recovery**					
885	Ability to retain and display last-known unit and incident status in the event of a catastrophic system failure (e.g., at the workstation, remote external logging device or similar solution).					
886	Ability to load incidents from the backup environment into the production environment upon restarting system after a system failure.					
887	Ability to reset numbering after CAD system has been restarted.					

Item #	CAD Functional Requirements	S	M	A	U	Comments
888	Ability to retain CAD numbering sequence after system has been restarted.					
889	Ability to add incidents retroactively independent of incident number order or sequential time sequence (i.e., incident 15 may have occurred after incident 20) in the event that the CAD system is unavailable for a time.					
890	Ability to process retroactive incidents and assign incident numbers in the same manner as new incidents; the supervisor can override the times associated with the incident.					
891	Ability to set aside a block of call for service numbers in the event of a catastrophic CAD failure to enable a manual workflow and tracking.					
892	Ability to indicate in the audit trail that an incident was entered retroactively.					
893	Ability to perform CAD catch-ups after system downtime, without requiring users to log back in.					