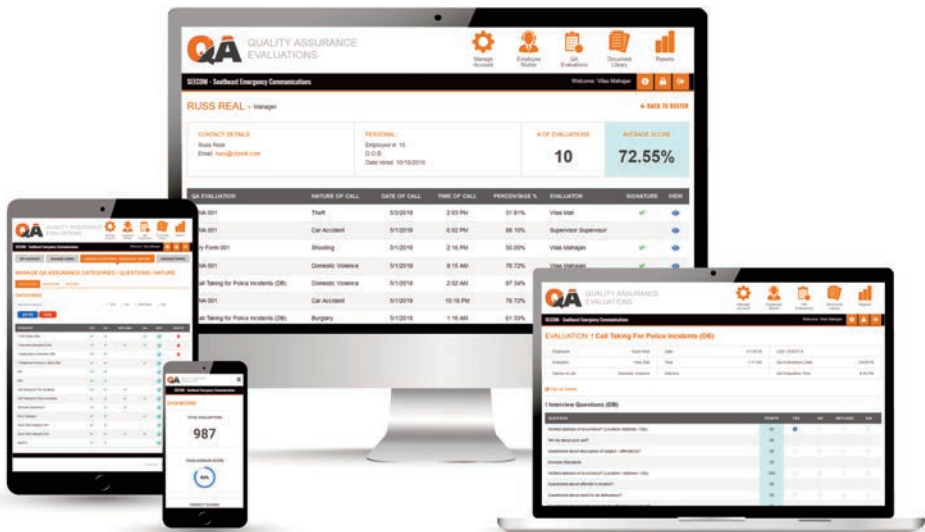




MANAGE — EVALUATE — REPORT



Web-Based Quality Assurance /  
Quality Improvement Program

855.794.1576 | [www.frontlinepss.com](http://www.frontlinepss.com)

**DeLozier, Sara**

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**From:** Prevost, Karinah  
**Sent:** Thursday, January 6, 2022 10:28 AM  
**To:** Tech Services Meeting Coordinator  
**Cc:** Felter, Jennifer  
**Subject:** Discussion Topic - Jan. 2022 E911  
**Attachments:** qa-tracker\_intro.pdf

Good morning,

I completely forgot to send of the discussion topic we wanted include for future consideration.

Basically, this is a quality assurance tracking program for managing, evaluating and reporting performance. It is a web-based, QA/QI Program specific for Public Safety. Currently the QA program known as AQUA (for PSAPs), is part of the ProQA Software however, it is limited. There's no radio component for evaluation and it's primary focus is specific to using protocols EFD/EMD/EPD.

Frontline PPS has a much broader span of QA/QI capabilities and is inclusive of ProQA, call-taking, radio operations, BWC, Dash Cams and a various other demographics for evaluation and tracking.

The below info was provided as a summary of key features (outlined for our Dispatch needs but features available for the other Public Safety Solutions they provide):

- Create Custom evaluation forms (Categories/Questions/Nature Codes)
  - Call-Taking and Radio Operations
  - Training Officers
  - Acting in Charge
- User friendly interface
- In Depth Reporting features (Graphs/Charts/Percentages)
  - Exportable Reports
  - Easy to read/understand Analytics
- Email Alerts and Evaluator Calibration tools
- Signature Verification by employee and supervisor
- Dashboard Screens
- Import AQUA Forms from ProQA (EFD/EMD/EPD)
- AFFORDABLE! Annual subscription fee

Future product upgrades and additional tools:

Daily Observation Reports - expected around the end of Q2/ Q3

Does this provide enough information to formulate some type of a discussion draft?

Karinah Prevost, Communications Supervisor  
Washoe County Sheriff's Office, Administrative Division  
5195 Spectrum Boulevard, Reno NV 89512  
Email: [kprevost@washoecounty.us](mailto:kprevost@washoecounty.us)  
Office: 775-333-7015  
Dispatch: 775-785-WCSO (9276)



# Web-Based Quality Assurance / Quality Improvement Program

## MANAGE

### Customize Your Evaluation Forms, Categories and Questions

It is easy to customize evaluations to meet your requirements. Our Form Wizard allows you to create Categories, Questions and apply a Points System to each question giving you the ability to “weigh” the questions by importance.

- Manage your employee roster
- Manage Categories, Questions and Points
- Create Custom forms or choose from our pre-loaded form options
- Track progress of employees

CATEGORY	YES	NO	REFUSED	N/A	EDIT	DELETE
1 CAD Skills (DB)	✓	✓		✓		
1 Interview Questions (DB)	✓	✓	✓	✓		
1 Supervisor's Overview (DB)	✓	✓		✓		
1 Telephone Protocol / Skills (DB)	✓	✓		✓		
001	✓	✓				
002	✓	✓				
Call Taking for Fire Incidents	✓	✓	✓	✓		
Call Taking for Police Incidents	✓	✓	✓	✓		



## Web-Based Quality Assurance / Quality Improvement Program

# EVALUATE

### Quick, Easy and Accurate Solution

Spend less time setting up the evaluation and more time analyzing the results.

Simply select your evaluation form, choose your employee and you are ready to go!

You have options to require evaluator and employee signature's on your completed evaluations to provide acknowledgement of receipt of the evaluation.

**QA TRACKER** QUALITY ASSURANCE EVALUATIONS

Manage Account Employee Profile QA Evaluations Document Library Reports

SECOM - Southeast Emergency Communications Welcome: Vlas Mahajan

**EVALUATION: I Call Taking For Police Incidents (DB)**

Employee	Rules Read	Date	5/8/2019	CAD / EVENT #	778795428
Evaluator	Vlas Mail	Time	2:02 PM	QA Evaluations Date	5/15/2019
Nature of call	Domestic Violence	Address	123 Main	QA Evaluation Time	1:55 PM

[Edit QA Details](#)

**I Interview Questions (DB)**

QUESTION	POINTS	YES	NO	REFUSED	N/A
Verified address of occurrence? (Location / Address / City)	60	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tell me about your self?	50	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Questioned about description of subject / offender(s)?	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Exceeds Standards	20	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Verified address of occurrence? (Location / Address / City)	200	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Questioned about offender's location?	20	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Questioned about need for an ambulance?	20	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Questioned about number of subject / offender(s) involved?	20	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Questioned about direction of travel?	20	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Questioned about description of vehicle?	10	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Access the QA Tracker from any device!*

Contact Us for More Details: **855.794.1576**

**[www.frontlinepss.com/QA](http://www.frontlinepss.com/QA)**



## Web-Based Quality Assurance / Quality Improvement Program

# REPORT

### Let the Results Work for You!

Now that the evaluations are complete and stored nicely within your QA Tracker, take full advantage of your data and truly analyze the results.

With real-time dashboards and reports, you can easily identify trends, positive qualities, and areas for improvement, which allows you to monitor progress and provide training when needed.

Filter reports by:

- Employee Performance
- Evaluation Form
- Date Range
- Individual Questions
- Evaluators

“

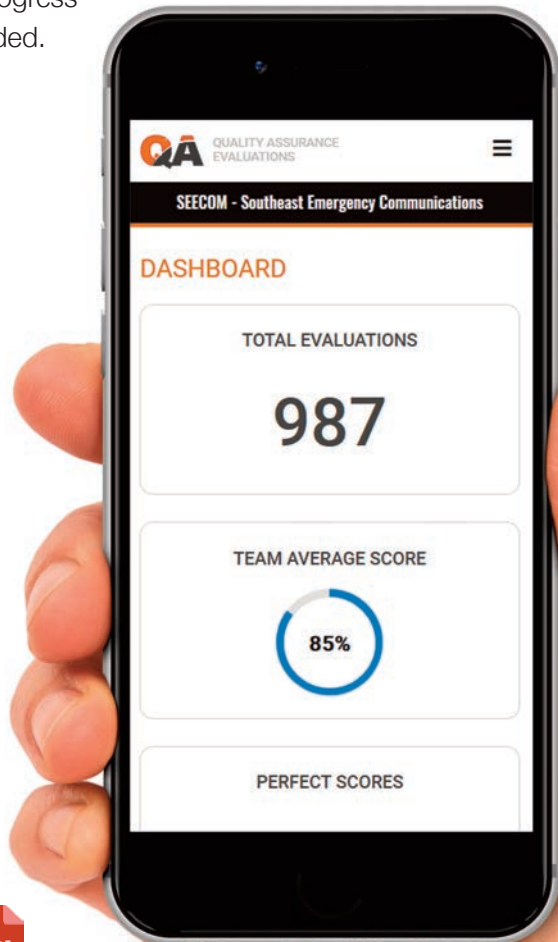
*I can now quickly and easily obtain data to measure and prove how well our staff is doing.*

**Jason E. Kern, CPE**

Southeast Emergency Communications

”

A simple click to Email or Print Evaluations and send results to employees and supervisors.





# Manage, Evaluate, & Report Your Quality Assurance Evaluations



**Manage Account**



**Manage Employees**



**Create QA Evaluations**



**Store Documents in Library**



**Report Results of Evaluations**

## **Manage Cost of Risk**

- Pre-loaded evaluation forms makes getting started simple
- Proactively identify gaps in your training program
- Evaluate Results, Develop Training, Reduce Risk
- Quantifiable data on the processes your employee's provide

**“** *This product allowed us to significantly enhance our QA Program while reducing the time commitment and documentation from our evaluators.* **”**



**QA TRACKER**

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