



 **PPDS[®]**

**Priority
Dispatch**

POLICE PRIORITY DISPATCH SYSTEM™

PPDS[®]
POLICE PRIORITY DISPATCH SYSTEM™

GET THE RIGHT INFORMATION

AT THE RIGHT TIME TO THE RIGHT PEOPLE EVERY CALL



“Information is the reduction of uncertainty”
ProQA[®] Paramount Dispatch Software—reducing uncertainty since 1987.



“I heard a window break, and there are noises coming from downstairs—send the police now! I’m so scared. What should I do?” The woman making this 911 call was trapped in her home by intruders with a gun. Unfortunately, her communication center didn’t offer the calltaker the tools to help the caller stay safe and out of danger while collecting all the crucial information responding officers needed to protect themselves and the caller. No Pre-Arrival Instructions existed for callers in danger—until now. Cases like this one and millions of others are why the PPDS is the most widely used and respected calltaking protocol worldwide. Shouldn’t you be using it?



The Police Priority Dispatch System includes the following features:

- **Use of a Case Entry system:** The PPDS Protocol provides a standardized method for answering each call. On Case Entry, the event location and callback number are verified, and the appropriate Chief Complaint is selected.
- **Identification and ordering of Key Questions:** The protocol prompts the calltaker to ask the right questions for each Chief Complaint. The questions and instructions are logically ordered with scene safety first, followed by other essential information.
- **Logic-based selection of dispatch codes:** Recommendations for dispatch codes are driven by on-scene event information provided by the caller. The dispatch codes ensure that calls are triaged according to designated agency-defined response policy.
- **Pre-Arrival Instructions for life-threatening situations:** Based on information provided by the caller, the protocol guides calltakers to instructions for specific, life-threatening situations such as Active Assailant (Shooter), sinking vehicles, hostage situations, bomb threats, and other caller-in-danger situations. Calltakers can initiate a Zero-Minute Response by providing the caller with easy-to-follow, step-by-step Pre-Arrival Instructions so help can be given immediately while responders are on the way.
- **Post-Dispatch Instructions for callers:** These important instructions help the calltaker direct the caller to improve scene safety and the effectiveness of the overall response.
- **Collection of detailed descriptions:** As incidents unfold, descriptions of suspects, vehicles, weapons, victims, and witnesses are recorded in detail while fresh in the minds of those on the scene. This information is quickly relayed to the responders en route, and all descriptions are saved in the call file, becoming a permanent part of the case data archive.
- **Constant flow of scene information to responders:** Dispatchers are able to quickly send the right on-scene information to responding officers and update it in real time. Both new and veteran dispatchers will be able to immediately provide responding officers with the crucial information they need to protect themselves and the people around them.



“PPDS is a critical
component in providing safety and
consistent service;
it’s not about us, it’s about who
we serve!”

–Jason Barbour, ENP
Johnston County E911 Director

TRAINING

EPD Certification Course

This 24-hour course provides the best police dispatch training on the planet. Students receive background information related to calltaking and dispatch functions including in-depth, hands-on practice with the Police Priority Dispatch System (PPDS) Protocol in preparation for immediate on-line use. This training is applicable for dispatch personnel, supervisors, and communication center managers.

EPD-Q™ Certification Course

This 16-hour course highlights the essential principles of case review for PPDS calls. This training is applicable for supervisors and communication center managers and essential for all quality improvement personnel. This certification, when combined with AQUA® Evolution quality improvement software, can dramatically cut the time spent on case review. On-location software training is available, providing the intensive hands-on experience needed for quick results.

EPD Leadership Training

A one-day seminar that provides managers and supervisors with the concepts, theory, and best practices they need to make important decisions about improving and maintaining the vital processes of their respective communication centers.

THE PPDS PROVIDES THE FOLLOWING BENEFITS:

ESTABLISHMENT OF A UNIFIED STANDARD helps ensure that each caller receives comparable levels of service regardless of the Chief Complaint or the calltaker’s experience. A unified standard also facilitates quality improvement procedures because each dispatcher’s performance is objectively evaluated.

SAFE PRIORITIZATION OF RESPONSES enables agencies to triage responses according to the seriousness of the incident and local needs. This process maximizes resource utility while minimizing the potential for emergency police vehicle collisions and resource depletion.

CERTIFICATION OF EMERGENCY POLICE DISPATCHERS (EPDs) builds confidence in the community and efficiency in the communication center. Appropriate training always provides the highest level of return when using the PPDS.

QUALITY IMPROVEMENT PROCEDURES measure individual performance against a defined standard. QI ensures a high standard of service for every call regardless of the calltaker’s experience.

REDUCTION OF LIABILITY results when agencies work from a recognized standard of best practices, prioritize responses, certify calltakers, and maintain a robust QI program. All of this is available through the use of PPDS, which provides the most complete package in liability protection for police dispatch.

ACCREDITED CENTER OF EXCELLENCE recognition is achieved by maintaining the highest level of excellence at the dispatch and communication center operations levels. This accreditation by the International Academies of Emergency Dispatch® is only given to the very best communication centers and ensures their communities that they are receiving the best possible emergency services.



SOFTWARE

ProQA Paramount Dispatch Software pairs the power of the IAED™ protocols with the latest computer technology, increasing the speed and accuracy of the whole calltaking process. It helps emergency dispatchers move smoothly through Case Entry and Key Questioning, assisting calltakers in quickly determining the appropriate response code for each case and clearly displaying the response configuration specifically assigned to the code by their local agency authorities. ProQA Paramount then guides calltakers in providing all relevant Post-Dispatch and Pre-Arrival Instructions, as well as important case completion information.

AQUA Evolution Quality Improvement Software automates the case review process for your quality improvement staff. Data entry, compliance scoring, record keeping, reporting, and more can be done quickly and accurately. AQUA Evolution helps you quantify that the emergency calltakers in your agency are providing quality service in compliance with all standards established by the International Academies of Emergency Dispatch. Pinpoint specific training needs and liability risks and document your continuous improvement efforts. In today's world, public safety agencies simply must have a defensible quality improvement program to help protect them from liability lawsuits. AQUA Evolution is a powerful tool that helps you meet this need with minimal commitments of time and personnel.

Software Training offered by Priority Dispatch Corp.™ provides an excellent hands-on experience with ProQA Paramount and AQUA Evolution software. This course is designed for both communication center managers and emergency dispatchers.

The Extended Service Plan (ESP) is a must for all ProQA Paramount and AQUA Evolution users who want to stay at the forefront of the protocol system. An extended 12 months of access to software support is included. ESP guarantees free updates to your current version and discounts on future versions of software.

Software Support is available in a variety of options, allowing you maximum flexibility. We provide outstanding advanced software support for all of our software products. Our friendly and knowledgeable software support staff can be reached via phone and email 24/7/365. Whether you need answers to problems, guidance installing and setting up our software, or integrating with any of our various CAD/Telco partners, we're there to help you every step of the way.

support@prioritydispatch.net
www.prioritydispatch.net/support
800-363-9127 or 801-363-9127

CARDSETS

The cardset delivers the PPDS in a durable 18" x 10" flip-file format with individual protective card pockets. Cardsets allow dispatchers to quickly move through Case Entry and Key Questioning. Determinants clearly display the response configuration specifically assigned to the code by local agency authorities. Additional Information and Pre-Arrival and Post-Dispatch Instruction cards are clearly linked and easy to access, as well as important case completion and DLS information.



QUALITY IMPROVEMENT

AQUA Evolution Quality Improvement Software automates the entire emergency dispatch case review process, assisting with everything from data entry, compliance scoring, record keeping, reporting, and more. It provides a defensible QI program that pinpoints and documents QI needs and areas for improvement.

The EPD-Q Course is the first comprehensive QI training course designed specifically for EPD centers. This in-depth, hands-on training course is designed to help you establish an effective QI process using your in-house experts to do a professional review of your center's emergency dispatch cases.



The QA Guide™ is a spiral-bound 7 1/2" x 5 3/4" full-color flip book that provides communication supervisors, managers, and QI officers easy access to the protocols. Essential for case review and dispatch performance evaluation, it is the perfect companion for AQUA Evolution QI software.

The Case Evaluation Pad provides the form QI officers use for consistent case review when evaluating emergency dispatcher performance. The completed Case Evaluation form becomes the official Case Evaluation Record. Written to correlate with the Police Protocol, this 8 1/2" x 11" notepad has 50 sheets and an easy-tear spine.



SUPPORT PRODUCTS



The Field Responder Guide™ provides a dispatch code interpretation reference for field use on-line during responses and for completing incident reports. This spiral-bound 5" x 3" flip book has a waterproof, tearproof cover and convenient incident tabs.

The Case Entry Pad provides a convenient format for taking case notes during training or on-line dispatching. Written in protocol format, this 5 1/2" x 8 1/2" notepad has 100 sheets and an easy-tear spine.



Continuing Dispatch Education CDs provide interactive multimedia lessons focused on the protocol Chief Complaints. These lessons are great training tools, and each one counts as two hours of Continuing Dispatch Education credit for recertification.

WWW.PRIORITYDISPATCH.NET



FOR ADDITIONAL INFORMATION, PLEASE VISIT OUR WEBSITE.



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