✪PPDS®

POLICE PRIORITY DISPATCH SYSTEM ™
911 CALLTAKING

Priority Dispatch™

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 for 35 years

"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 9-1-1 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?

Features of the Police Priority Dispatch System include:

- **Use of a Case Entry system:** The PPDS Protocol provides a standardized method for answering each call. Event location and callback numbers are verified and the appropriate Chief Complaint is selected.

- **Identification and ordering of Key Questions:** The protocol identifies and prompts the dispatcher to ask the necessary questions for each Chief Complaint. The questions and information 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.

- **Provides Pre-Arrival Instructions to callers:** Based on the information provided by the caller, the protocol alerts dispatchers of specific life-threatening situations such as: Active Assailant (Shooter), sinking vehicles, hostage situations, bomb threats, and other caller-in-danger situations. It then helps calltakers provide a Zero-Minute Response by giving easy-to-follow, step-by-step Pre-Arrival Instructions to the caller so that help can be given immediately while responders are on the way.

- **Provides Post-Dispatch Instructions:** Using the information provided by the caller, Post-Dispatch Instructions can help improve scene safety and the effectiveness of the overall response.

- **Collects detailed multiple descriptions:** As the incident unfolds, descriptions of suspects, vehicles, weapons, victims, and witnesses are recorded in detail while they are still 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 citizens 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 E9-1-1 Director

TRAINING

EPD Certification Course
Twenty-four hours of the **best police dispatch training on the planet**. Students will receive background information related to calltaking and dispatch functions including in-depth, hands-on practice with the **International Academies of Emergency Dispatch®** (IAED™) **protocols** 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.

BENEFITS OF THE PPDS INCLUDE:

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) ensures that **competent dispatchers** are taking the community's emergency calls, **building trust in those they serve**. 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 any variable in 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 the PPDS, which provides the most **complete package in liability protection** for police dispatch.

ACCREDITED CENTER OF EXCELLENCE status is achieved by maintaining the **highest level of excellence** at the dispatch and communication center operations levels. This recognition 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 integrates the **power of the IAED protocols** with today's critical computer technologies. It **helps emergency dispatchers move smoothly** through **Case Entry and Key Questioning**, assists calltakers in **quickly determining the appropriate dispatch code** for each case, and clearly displays the correct response as assigned to that 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 entire emergency dispatch **case review process** for your quality improvement (QI) staff. Everything **from 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 defendable 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 or AQUA Evolution software**. These courses are designed for emergency dispatchers, supervisors, and communication center managers.

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 technical support is included. ESP **guarantees free updates** to your current version and **discounts on future versions** of software.

Technical Support is available in a **variety of options** allowing you maximum flexibility. We provide outstanding advanced technical **support for all of our software products**. The friendly and knowledgeable Technical Support staff can be reached via phone, e-mail, Web, FTP, and dial-in. Whether you need answers to problems, guidance installing and setting up our software, or i**ntegrating 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 cardsets are primarily used for training and back-up purposes. They come 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. 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 defendable 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.
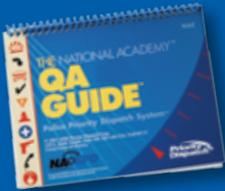
The QA Guide™ is a spiral-bound 7 ½" x 5 ¾" full-color flip book that provides communication supervisors, managers, and QI officers easy access to the protocols. Essential for case review and dispatch performance evaluation, it is the perfect companion for AQUA Evolution QI software.

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 ½" 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 ½" x 8 ½" 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.

Priority Dispatch

NAE