



PPDS

POLICE PRIORITY DISPATCH SYSTEM

Safe and Sound Emergency Dispatching for Law Enforcement

Increase officer, victim, and bystander safety with the Police Priority Dispatch System™ (PPDS™) while delivering a higher standard of care. Officers benefit by receiving the most accurate information possible with emergency dispatchers gathering and relaying additional critical information to your officers en route. Risk is further limited as emergency dispatchers provide pre-arrival instructions step by step for callers in life-threatening situations.

As a 911 Director, I rely on the protocols to ensure consistency on every call. And with the structured quality assurance program, the liability factor is virtually nonexistent. We're able to provide our citizens with the utmost standard of care they should expect from a professional 911 Center.

Melissa Alterio, RPL
911 Director
City of Roswell Police Department

THE PRIMARY COMPONENTS OF THE POLICE PRIORITY DISPATCH SYSTEM

- 1. STRUCTURED POLICE CALLTAKING SYSTEM**
powered by ProQA® software, proven by tens of millions of calls. The 36 Police protocols in the PPDS are backed by worldwide experts on the International Academies of Emergency Dispatch's (IAED®) 17 boards, councils, and College of Fellows.
- 2. TRAINING, CERTIFICATION, AND CONTINUING DISPATCH EDUCATION**
to create highly competent and knowledgeable emergency dispatchers, supervisors, and communication center managers. New emergency dispatchers are efficiently trained to seasoned calltaker levels in a short amount of time.
- 3. QUALITY ASSURANCE AND IMPROVEMENT SYSTEM**
is designed to track performance against a recognized standard of best practices, ensuring a high standard of service on every call.



HOW DOES PPDS BENEFIT ME?

1. OFFICERS

- Highest level of safety
- More complete descriptions of persons, vehicles, and weapons involved
- Post-dispatch instructions help preserve the crime scene

2. CENTER LEADERSHIP AND MUNICIPAL GOVERNMENT

- Lower risk of liability
- Safe prioritization of responses for maximizing resources and minimizing vehicle collisions
- Increased community confidence when your agency becomes an Accredited Center of Excellence (ACE) with the IAED

3. VICTIMS/PUBLIC

- Assurance that responders are notified quickly
- Consistent high standard of care regardless of emergency dispatcher experience
- Increased level of safety and care with specific instructions for callers while police are en route

4. EMERGENCY DISPATCHERS

- Tools and training to perform at a high level with or without field experience
- Always know what question or action comes next, no matter the call

With PPDS training it's amazing how quickly a new dispatcher can handle complex police incidents. We had a new calltaker take a robbery call and begin asking the protocol questions as if he'd been doing the job for years. When it comes to these high-stress, low-frequency-type calls, the protocols are invaluable.

Jill Breen
Quality Improvement Specialist
Livingston County 911 Central Dispatch
