



FIRE PRIORITY DISPATCH SYSTEM

Beyond Fire: Sending the Right Resources for All Emergencies

Life safety. Property conservation. Incident stabilisation. These are the top three priorities of the Fire Priority Dispatch System (FPDS[®]). Recognised as the most comprehensive fire-rescue call handling protocol system in the world, the FPDS includes extensive Pre-Arrival and Post-Dispatch Instructions that allow Emergency Fire Dispatchers[™] (EFDs) to assume a rescuer role, providing lifesaving instructions to a caller while firefighters are still en route to the call. “Fight for Your Life” instructions are included in the FPDS that are available nowhere else in the world. Ultimately, the information gathered and the instructions given through the FPDS help Emergency Dispatchers send not only a more informed response, but also allow for direct caller and bystander critical safety interventions—whether he or she is a seasoned veteran at the console or a brand-new Emergency Dispatcher.

With the ever-developing climate of catastrophe and emergency events that have happened in recent years—from weather disasters and wildfires to massive structure fires and technical rescues—you can trust the FPDS will always deliver the highest standard of care and service.

BENEFITS OF THE FPDS

- **INCREASED SAFETY** for firefighters and their local communities with more informed responses and accurate, efficient dispatch of resources.
- **MAXIMUM FLEXIBILITY** with prioritised responses set by you—the most locally-defined inputs in the industry.
- **INTUITIVE AND EASY TO USE** even for new calltakers because it is delivered with the long proven and widely used ProQA[®] software.
- **ELEVATED CONFIDENCE** with access to the most advanced emergency protocol system in the world.
- **ENHANCED DISASTER MANAGEMENT** with agencies having the capability to manage catastrophic incidents on one protocol.

“We needed a tool to be able to handle larger brush fires as well as routine incidents like fire alarms and structure fires with a more standardised response.”

Jordan Roberts

Training Supervisor, Fire Communication Center Ventura County Fire Department, Carmillo, CA



WHAT CAN FPDS DO FOR ME?

FOR COMMUNICATION CENTRE MANAGERS

The protocol creates greater efficiency and effectiveness, leading to increased trust from first responders. Quality Improvement technology built into ProQA and fully integrated AQUA* software makes the QA process easier and quicker—paving the way to become an Accredited Centre of Excellence.

EMERGENCY DISPATCHERS

In the event of a low-frequency, high-acuity call, anxiety is reduced because the protocols guide the Emergency Fire Dispatcher through every emergency situation—even if they've never answered that type of call before. This ensures the right instructions are given in every situation and the correct response is sent every time.

FOR FIRE CHIEFS AND OPERATIONS PERSONNEL

Benefit of compliance to many telecommunications requirements of both NFPA 1221 and 1061. Improvement of fire service ISO ratings by fulfilling telecommunications requirements of the ISO Fire Suppression Rating Schedule.

FOR PUBLIC SAFETY AND ELECTED OFFICIALS

Confidence in providing their communities with an internationally recognised standard of care and service that directly reduces agency risk and exposure to liability.

FOR MEDICAL DIRECTORS

Medical instructions for bleeding control (to include tourniquet application) and burn care are included to significantly improve patient outcomes and save time. Instructions for airway control will also be available in a future release. These instructions give the Emergency Fire Dispatcher the ability to deal with medical and injury problems encountered during fire-rescue calls within the structure of the FPDS, instead of having to go to another protocol.

A SYSTEM, NOT A SCRIPT

The FPDS gives you a proven, comprehensive approach to emergency fire dispatch, driving operational excellence in the communication centre. It includes:

1. **STRUCTURED EMERGENCY FIRE CALLTAKING.** The FPDS provides calltakers the necessary tools to efficiently gather information, send the right help, and assist callers in immediate need—regardless of tenure or professional background.
2. **TRAINING, CERTIFICATION, AND CONTINUING EDUCATION.** The FPDS requires trained, tested, and certified Emergency Dispatchers to stay up to date with ongoing education. It's one way you can ensure your community gets the highest level of care possible.
3. **QUALITY ASSURANCE AND IMPROVEMENT PROGRAMME.** Improvement starts with measurement. The FPDS provides a robust case review programme so quality assurance teams can measure performance and continuously improve.

“Our Fire Chiefs thought response times would go up. They were actually reduced due to efficiencies. We talked with them about how they would receive much more information prior to arriving at the scene. Those of us responding on the calls can literally make tactical decisions prior to arriving on the scene.”

Ron Two Bulls

Battalion Chief and Protocol Coordinator,
Northwest Central Dispatch System, Arlington Heights, IL