



## POLICE PRIORITY DISPATCH SYSTEM

The most flexible police dispatch solution in the world.

What makes the Police Priority Dispatch System™ (PPDS®) so flexible? Over 100 Jurisdictionally Approved Questions and Instructions that can be turned on or off in ProQA®, and pathways to handle non-urgent events using non-traditional responses or referrals. PPDS has been increasing officer, victim, and bystander safety while delivering a higher standard of care for over 20 years. Now police agencies and communication centres can customise their call workflow and responses to an unprecedented degree while still decreasing liability, increasing efficiency, and even decreasing call times.

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As a 999 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 999 Center.

Melissa Alterio, RPL  
Executive Director for Cobb County Department of  
Emergency Communications  
(Marietta, Georgia).

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### THE PPDS INCLUDES:

- 1. STRUCTURED POLICE CALLTAKING SYSTEM**  
powered by ProQA software, accepted as the industry standard of care, and proven by hundreds of millions of calls. PPDS is 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 centre managers. New Emergency Dispatchers are efficiently trained to seasoned calltaker levels and continuing education keeps Emergency Dispatchers improving their skills.
- 3. QUALITY ASSURANCE AND IMPROVEMENT SYSTEM**  
designed to track performance against a recognised standard of best practices. Because you can track performance, you can measure and improve it, ensuring a high standard of service on every call. And Emergency Dispatchers thrive with the extra attention and coaching given through QA.

# Priority Dispatch



## WHAT ARE THE BENEFITS OF PPDS?

### 1. OFFICERS

- Receive consistent and complete information that provides a tactical edge on every call
- Influence questions asked, customise responses, and determine MDT output
- Post-Dispatch Instructions can help preserve a crime scene, keep callers or bystanders safe, or even instruct armed callers what to do and not to do when police arrive on scene

### 2. CENTRE LEADERSHIP AND MUNICIPAL GOVERNMENT

- Lower risk of liability
- Customisation to best serve first responders and the community
- Safe prioritisation of responses for maximising resources and minimising vehicle collisions
- Increased community confidence when your agency becomes an Accredited Centre of Excellence (ACE) with the IAED

### 3. VICTIMS/PUBLIC

- Assurance that police officer's are dispatched 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 to ensure a complete interrogation, no matter the call
- Able to provide Pre-Arrival Instructions step by step for callers in life-threatening situations

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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 999 Central Dispatch

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