



# FIRE PRIORITY DISPATCH SYSTEM

## FIRE PRIORITY DISPATCH SYSTEM (FPDS) 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 situation and local needs. This process maximizes resource utility while minimizing the potential for emergency vehicle collisions and resource depletion.

**Certification of Emergency Fire Dispatchers (EFDs)** ensures that competent calltakers are taking the community's emergency fire calls, building trust in those they serve. Appropriate training always provides the highest level of return when using the FPDS.

**Quality Improvement (QI) 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 FPDS, which provides the most complete package in liability protection for fire 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 dispatch services.



## FIRE PRIORITY DISPATCH SYSTEM (FPDS) FEATURES

*"Help me! My friend and I were working on a car and now his clothes are on fire!"* This caller's 9-1-1 communication center could tell him exactly what to do because they were using the FPDS. The center quickly gathered information to dispatch responders. Then using pre-arrival instructions giving the caller step-by-step lifesaving information to extinguish the fire and keep the person safe until responders arrived on scene.

**Use of a Case Entry system.** The FPDS 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 right 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 Response

**Determinants.** Recommendations for response codes are driven by on-scene event information provided by the caller. The specific response codes ensure that calls are triaged according to designated local agency-defined response policy.

### Provides Pre-Arrival Instructions to improve both caller and responder safety while providing a Zero-Minute Response in time-critical situations.

In these incidents, the protocol prompts the calltaker to give easy-to-follow, step-by-step Pre-Arrival Instructions to the caller to support life until field responders arrive.

### Provides Post-Dispatch Instructions for callers and calltakers.

These important instructions help the calltaker direct the caller to improve scene safety and the effectiveness of the overall response, as well as providing direction to the calltaker in sending notification to additional agencies.