CEDAR PARK POLICE DEPARTMENT

GENERAL ORDER

System Use PDS Protocols

NUMBER: 9.30.01

EFFECTIVE: 06-01-2015

APPROVED: _____
Chief of Police

I. POLICY

Call receiving and dispatch for assistance shall be provided in a standardized manner following approved Priority Dispatch System (PDS) protocols for caller interrogation, assigning determinant codes, and providing post-dispatch and pre-arrival instructions.

II. PURPOSE

The purpose of this policy is to provide all Public Safety Communications Division (PSCD) personnel with approved procedures and practices for safe and effective emergency call-taking and dispatching. Those procedures and practices include interrogating the caller; assigning an accurate determinant code; providing telephone assistance; and communicating necessary information to police personnel and other responders.

III. PROCEDURE

PRIORITY DISPATCH SYSTEM (PDS) PROTOCOLS

1. A flip-card file, containing PDS protocols for Emergency Police Dispatching, shall be provided for each call-taking position for ProQA Paramount users. A software application, ProQA Paramount, shall be loaded at each call-taking position. In the event of software malfunction, dispatchers and call takers shall utilize the flip-cards.
2. These protocols provide standardized interrogation questions, post-dispatch instructions, pre-arrival instructions, and priority dispatch determinant codes.
3. The protocol flip-card file shall be kept at every call-taking console at all times and be available for each discipline used by a dispatcher or call-taker.
    a. As of June 2015, CPPD PSCD utilizes only the Police Priority Dispatch System (PPDS).
4. The PDS Protocols have been approved by the chief of police and his executive staff.
5. The PDS Protocols shall be used and followed on all incoming calls where assistance is requested unless specifically stated otherwise by policy.

INTERROGATION

1. All attempts to obtain case entry and key question information from the caller will be made by using good communication techniques and reading the questions exactly as written in the protocol.
2. If the scripted protocol questions are not understood, or the caller does not initially provide an answer, the dispatcher or call taker may re-phrase the question in an appropriately clarified form that does not change the meaning of the question.
3. Questions may only be omitted if the answer is obvious or has already been spontaneously provided by the caller.
4. Dispatchers or call takers may adjust the script to address first party callers. (Example: How old are you? versus How old is s/he?)
5. For languages other than English, the dispatcher or call taker will use a translator to ask the protocol questions and provide all instructions contained in the protocol wherever possible.

DETERMINANT CODES AND RESPONSES

1. The PDS interrogation protocols will be used to select and enter the applicable PDS determinant code in the notes section of the CAD call taker/dispatch window when using the flip-card set. (When Paramount ProQA is used, the determinant code will automatically be placed in the QA field.)
2. Response configurations and modes will not be altered by the use of the PDS.

RELAY OF INFORMATION TO RESPONDING UNITS

1. The following shall be regarded as the minimum information to be passed to all responding personnel:
   a. The location of the incident
   b. The Chief Complaint (Nature)
   c. The PDS determinant code (this is transferred automatically to MCT via the CAD system and does not require audio broadcast over the radio)
   d. Safety issues
   e. Suspect, victim, witness, vehicle, etc. descriptive information
2. Any critical incident information that the dispatcher or call taker receives after responders have been dispatched, and prior to responder arrival to the scene, will be passed to responding units. This includes any responder safety information and drastic changes in scene circumstances or status of any involved parties.

POST-DISPATCH INSTRUCTIONS

1. The dispatcher or call taker giving Post-Dispatch Instructions (PDIs) will follow the protocol, giving instructions as written and as appropriate to each individual call, and avoiding freelance information.
2. PDIs shall be provided to the caller whenever possible and appropriate to do so.

PRE-ARRIVAL INSTRUCTIONS

1. Pre-Arrival Instructions (PAIs) shall be provided directly from the scripted text listed on each PAI Panel in the protocols. The dispatcher or call taker giving PAIs will follow the script, avoiding freelance information, unless it enhances and does not replace the written protocol script.

2. PAIs shall be provided to the caller whenever possible and appropriate to do so.