



Fire Priority Dispatch System

The Fire Priority Dispatch System™ (FPDS™) is part of the Priority Dispatch System which features structured caller interrogation which enables agencies to logically prioritize responses and provide life-saving Pre-Arrival Instructions. Using this foundation, the Fire Protocol protects against liability while increasing call-processing effectiveness and assures measurable standards of care

The purpose of these instructions is to ensure that no further harm is done, and that the service requester or victim is kept safe and the situation possibly improves.

Benefits of the Fire Priority Dispatch System

ESTABLISHMENT OF A UNIFIED STANDARD helps ensure that each caller receives comparable levels of service regardless of the Fire Chief Complaint or calltaker. A unified standard also facilitates Quality Improvement procedures since each dispatcher's performance is evaluated with the same measure.

SAFE PRIORITIZATION OF RESPONSES enables agencies to match the response configuration to the seriousness of the incident. This process maximizes resource utility while minimizing the potential for Emergency Fire Vehicle Collisions and system depletion.

CERTIFICATION OF EMERGENCY FIRE DISPATCHERS (EFDs) builds confidence in the community and efficiency in the communication center. Appropriate training always provides the highest level of return when using the FPDS.

QUALITY IMPROVEMENT PROCEDURES measure individual performance against a known standard. These procedures maintain a high standard of service across caller, calltaker, and Fire Chief Complaint variables.

REDUCTION OF LIABILITY results when agencies work from a recognized standard of practice, prioritize responses, certify users, and provide quality improvement. The FPDS provides the most complete package in liability protection for fire dispatch.

ACCREDITATION is a reward and tribute to the hard work Emergency Fire Dispatchers provide to both the agency and their community. Communication center agencies that demonstrate on-going Quality Improvement and excellence in the use of the FPDS may apply to the International Academy of Emergency Fire Dispatch for recognition as a nationally accredited center.

Objectives of the Fire Priority Dispatch System

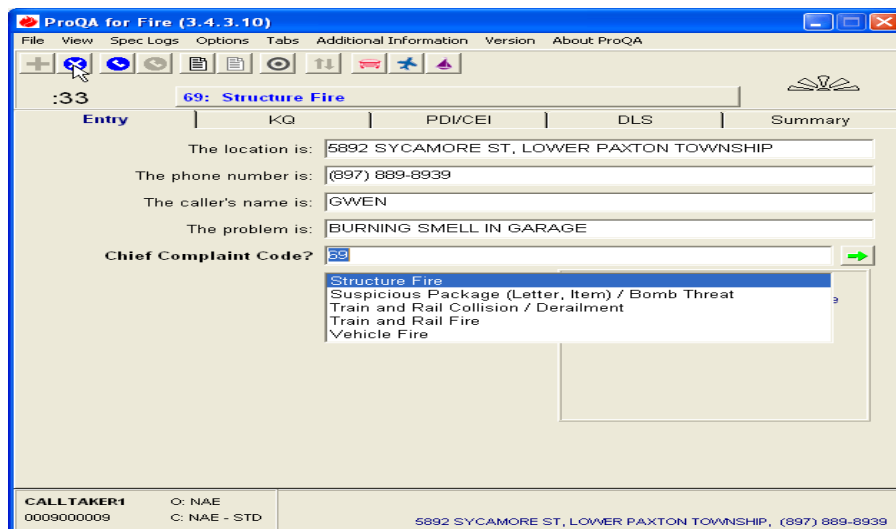
- Collect scene safety information
- Prioritize correct resource response
- Assess the need for patient / victim care and safety instructions
- Collect information for responders

Components of the FPDS

- Case Entry Protocol
- 25 Chief Complaint Protocols
- Response Determinants
- Post Dispatch Instruction Protocols
- Pre-arrival instruction protocols
- Case Exit Protocol

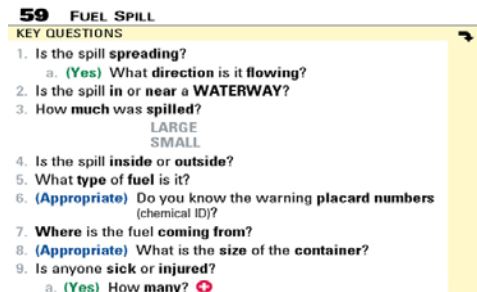
Case Entry

The Case Entry protocol provides a standardized method for answering each call in the same manner while identifying the Fire Chief Complaint and its related scene-safety issues. This system also provides for immediate dispatch in life-threatening situations.



Key Question

Key questions on each chief complaint protocol are intended to accomplish the objectives and are logically ordered for safety and effectiveness.





Fire Incident Protocols are grouped as:

Support Protocols:

Citizen Assist
Odor
Gas Leak
Electrical Hazard
Mutual Aid
Suspicious Package

Rescue Protocols:

Water Rescue
Elevator/Escalator Rescue
Extrication/Entrapped (Machinery, Vehicle
High Angle Rescue (Above or Below Grade)
Confined Space/Structure Collapse
Watercraft in Distress

Fire Protocols:

Smoke Investigation (Outside)
Alarms
Lightning Strike (Investigation)
Outside Fire
Vehicle Fire
Marine Fire

Major Incident Protocols:

Aircraft Emergency
Explosion
Fuel Spill
HAZMAT
Structure Fire
Train Derailment
Train Fire



Response Determinants

The protocol selects a response code based on the information provided by the caller. These codes help the agency to match the response to the incident so that agencies can appropriately conserve resources when safe to do so. **All responses are locally determined.**

LEVELS	#	DETERMINANT DESCRIPTORS	H S Z	CODES	RESPONSES	MODES
E	1	Person on fire (inside)		69-E-1	Base Response Plus	
	2	Trapped in Structure Fire		69-E-2	Bike	
D	1	HIGH LIFE HAZARD		69-D-1	HIGH LIFE RESPONSE	
	2	HIGH RISE		69-D-2	HIGH RISE RESPONSE	
	3	COMMERCIAL STRUCTURE		69-D-3	COMMERCIAL RES	
	4	Residential (multiple)		69-D-4		
	5	Residential (single)		69-D-5		
	6	Chimney		69-D-6		
	7	Large non-dwelling structure (barn, storage building)		69-D-7	First Due - Hot	
	8	Small non-dwelling structure (shed, detached garage)		69-D-8	Plus additional as desired	
	9	Mobile home, house trailer, portable office		69-D-9		
	10	Unknown situation (investigation)		69-D-10		
C	1	Appliance (contained)		69-C-1	Single Unit	
	2	Extinguished fire		69-C-2		

Pre-arrival Instructions

Based on the information provided by the caller, the protocol provides instructions in life-threatening situations. These instructions include victims in a sinking vehicle, trapped in a fire, and even individuals that may be trapped in a tunnel full of smoke, such as a subway tunnel.

A WATER RESCUE

1a Sinking Vehicle (FLOATING)

Roll the window **down** and **get out** now. (If you have **electric** windows, make sure the **key** is **on**.)

(Window won't open) Try **breaking** the side window out by **hitting** it in the **corner** with a **sharp** or **heavy** object.

(Stay as **calm** as you can. I'll **stay on the line** with you.)

Can't break → 1b End

Post Dispatch Instructions

Using the information provided by the caller, these important instructions help the dispatcher direct the caller or victim to improve scene safety and the effectiveness of the overall response.

71 VEHICLE FIRE

POST-DISPATCH INSTRUCTIONS

- I'm sending the **fire department** to help you now. **Stay on the line**, and I'll tell you **exactly** what to do next.
- Do not** try to put the fire out.
- Do not** try to **get back in the vehicle** to get personal items.
- Stay away** from the **vehicle** and the general **area**.

- * Suspend questioning when necessary to give safety PDIs, and then **return** to sequence.
- * Provide responders with any known information about the **location** and **number of people** trapped/in danger.