OVERVIEW:
This policy is intended to provide all member agencies with information on the expectations and limitations for Administrative Oversight of the Priority Dispatch System (PDS).

PURPOSE:
The intended purpose of this policy is to ensure that member agencies understand the required oversight necessary within the agency, the IAED-approved process for implementing authorized modifications to the PDS, and the agency limitations regarding modifications to PDS.

POLICY:
1. Expectations.
   
   A. Administrative Authority. The IAED directs all agencies using the protocol to designate a qualified emergency dispatch professional (ED Authority) empowered by the local jurisdiction to enact those authorizations and definitions that require local approval. The ED Authority position may be filled by a Medical Control Physician, Fire Chief Officer (Fire Chief, Fire Chiefs Association Representative or equivalent), Senior Law Enforcement Administrator (Chief of Police, Sheriff, Highway Patrol Colonel, or equivalent), or any of their formally approved designees. The ED Authority shall provide oversight for all aspects of the Emergency Dispatch program including:

   i. The Priority Dispatch System software and its emergency backup
   ii. Maintenance of Emergency Dispatch Certifications
   iii. Continuing Dispatch Education
   iv. Adherence to the ED-Q Standards
   v. Policies and procedures
   vi. Quality Improvement program
   vii. Accreditation achievement and maintenance program
B. **Authority to Modify.** Only certain elements contained within the protocols are eligible for local add-ins or modification and are listed by discipline in Standard Operating Procedures SOP 01-05a, b, & c, and/or 01-05S M, F, & P. The local ED Authority has the responsibility for approving and enacting any add-ins or modifications made to these certain items and/or definitions.

C. **Documentation.** These approvals are typically finalized, and documented, through the regular meetings of the Dispatch Review Committee (DRC) and the Dispatch Steering Committee (DSC). It shall be the Member Agency’s responsibility to ensure these signatures and authorizations are obtained and on record, and that all personnel are trained in the definitions and their use prior to adopting the Priority Dispatch System Response Matrix.

2. **Limitations.**

   A. The IAED prohibits any addition, alteration, and/or omission to the PDS by policy, directive, or application—other than those specifically listed in SOP 01-05a, b, & c, and/or 01-05S M, F, & P—without the express written permission of the IAED.

   B. All written text and printed materials contained within the PDS, including, without limitation, Interrogation Questions, Dispatch Determinants, Pre-Arrival Instructions, Post-Dispatch Instructions, Diagnostics, and Additional Information elements are integral to the PDS. Member agencies are NOT AUTHORIZED TO MAKE CHANGES TO THE PDS other than as specifically provided herein.

   C. Any unauthorized change made, and/or implemented in the Software, Cards, or elsewhere within the PDS, by the agency outside of this policy, is considered an unsafe practice and is a material breach of the relevant license agreement governing the use of the PDS as well as infringement of applicable copyrights and patents.