



**MONTGOMERY COUNTY FIRE AND RESCUE SERVICE  
MONTGOMERY COUNTY, MD.**

# Information Bulletin

April 17, 2015

Number: 15-02

**TO:** All MCFRS Personnel

**FROM:** Division Chief Stephen Jones,  
Division of Operations

A handwritten signature in black ink, appearing to read "S. Jones".

**SUBJECT:** Priority Dispatch Case Feedback

***This Information Bulletin supersedes Information Bulletin 14-06 dated August 18, 2014.***

The Office of Professional Standards at the Emergency Communications Center (ECC) has revised and updated its Priority Dispatch Case Feedback process, as required by the accreditation standards from the International Academies of Emergency Dispatch (IAED).

- 1) The first part of this process is to provide MCFRS personnel with a single point of contact for questions or concerns regarding both the Medical Priority Dispatch System (MPDS) and the Fire Priority Dispatch System (FPDS). MCFRS personnel should submit questions or concerns about specific dispatched events to this email address: [#frs.ECCDispatchFeedback@montgomerycountymd.gov](mailto:frs.ECCDispatchFeedback@montgomerycountymd.gov). The Office of Professional Standards staff will research the case and provide timely feedback to the submitter. The information obtained from this research and feedback will be used to improve the overall quality of the EMD and EFD processes.
- 2) The second part of this process is to supply all front-line units with a Field Responder Guide for the current versions MPDS and FPDS protocols. The purpose of these Field Responder Guides is to provide MCFRS personnel with access to the dispatch determinant codes and descriptions currently in use. Any questions or concerns about the dispatch determinant code and description for a specific event should be submitted via the email above.
- 3) The final part of this methodology is to provide MCFRS personnel with the current listing of all call types with associated response plans. This document is located on Quicklinks under the ECC Resource Page, or directly at <http://tinyurl.com/ohk2ncc>.

~~Other questions can be directed to ECC Section Chief.~~

