

## PPDS™ v3.1 Update in ProQA®

The following changes have been approved by the NAEPD™ Council of Standards and are being released as PPDS v3.1 in ProQA. No changes in the manual cardset will be provided until v4.1 is released.

### 1. **Addition** of a **COLD CALL pathway** selection question:

- The question “Do you **see** or **hear** anyone **now**?” with the answer choices “Yes:” and “No” has been added to protocols with **COLD CALL** Key Questions and/or **Past** Determinant Codes. This question appears when the caller reports that the time of the incident is “Past” or “Unknown” *and* that it is “Unknown” if the suspect or person is on scene or in the area. If the caller answers “No” to the newly added question “Do you **see** or **hear** anyone **now**?” ProQA’s logic provides the **COLD CALL** pathway Key Questions appropriate for the Chief Complaint selected by the calltaker; if the caller answers “Yes,” the calltaker is prompted to enter a comment to record what is seen or heard and ProQA proceeds with a full interrogation.

**Rationale:** This clarifying question is designed to alleviate confusion in selection of the **COLD CALL** pathway and aims to identify whether the suspect or person is in the area when the caller doesn’t know. It eliminates unnecessary KQs for **PAST** events that were not identified as such previously, and it prevents over-response to inappropriately high Determinant Codes for **COLD CALL** situations.

### 2. **Consolidation** of **Scene Safety** Questions:

- The Scene/Caller Safety Questions have been consolidated in an effort to speed up call processing. The question “**Are you in immediate danger?**” followed by the statement “**Tell me if you feel unsafe at any time**” and the question “**Is anyone else in immediate danger?**” have been replaced by one Scene/Caller Safety Question: “**Are you or anyone else in immediate danger?**” There are three answer choices in ProQA:
  - “No” (interrogation continues with the next appropriate Key Question)
  - “Yes - caller” (shunts to the Caller In Danger Protocol)
  - “Yes - someone else” (interrogation continues with the conditional subquestion “**Exactly where are they now?**”)

**Rationale:** This change in the Safety Question sequence is designed to be more efficient, to provide earlier information to responders gained through subsequent Key Questions, and to lessen the probability of irritating a caller with a longer script that is not necessary to determine if it is appropriate to use the Caller In Danger Protocol.

Additionally, existing Case Exit Instructions—including the statements: “Call us back **immediately** if anything **changes**,” on X-1 and X-3, and “If anything **changes**, just let me know,” on X-2—convey the need for the caller to report changes and adequately communicate the unnecessary instruction, “**Tell me if you feel unsafe at any time.**”

3. **Change in the sequence of Description Essentials (DE) and Safety Key Questions:**

- DE Key Questions pertaining to the suspect and the suspect’s vehicle have been placed directly after the SEND point and before the Safety Questions on all protocols where they exist, except Protocol 117: Explosion. These DE Key Questions include: “**Where’s the suspect/person responsible now?**” and its conditional subquestions; “I need to get the **suspect’s description**,” and “**(Suspect on scene)** Did s/he **arrive** in a **vehicle?**” and its conditional subquestions. The Protocol 114 Key Question “How **many** people are **involved?**” and Protocol 129 Key Question “**(SUSPICIOUS/WANTED vehicle)** I need to get the **vehicle description**” were also included in this change of sequence.
- **On Protocol 124: Officer Needs Assistance**, DE Key Questions pertaining to the officer and officer’s vehicle were also moved and still immediately follow the suspect DE Key Questions.
- The wording of the DE Key Questions and the description pop-up windows remains the same.
- The **Safety Questions** have been placed **immediately after** the DE questions listed above.

**Rationale:** This change of sequence is designed to provide responding officers with critical suspect and vehicle description information directly after the Determinant Code is sent in an effort to increase officer safety in the field and the likelihood of apprehending the suspect.