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| Title Upgrade to EPD 6.2 | Date 09/14/2020 |
| CDE Number P-2009003 | CDE Credit Hours 1 HR |

I verify that I read and am familiar with the contents of this document.

Please return this to your agency's training coordinator for CDE credit. If you have any questions please contact us at 911training@elpasoteller911.org

X _____

Signature

DATE

X _____

Printed Name

X _____

Agency



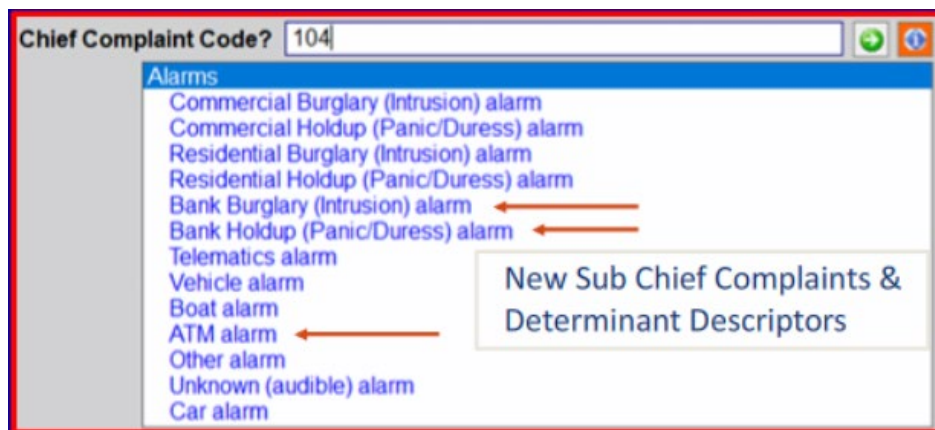
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As with the updates to EMD last summer, it is very important to click slowly through ProQA and read the questions carefully as the wording has changed slightly for many of the questions we know so well!

Global Changes:

“Were there any weapons involved?” – It’s believed the words **or mentioned** caused some callers confusion.

Protocol 104 Alarms: New Sub Chief Complaints and Key Questions.



- “Is the alarm audible or silent?” has been added. **Listening alarms** have the ability to monitor sounds within a structure once an alarm has been activated/triggered. **Listening alarms** can continue to monitor sounds, such as glass breakage, voices, footsteps and other activities taking place inside a



structure. **Listening alarms** are typically silent alarms and do not utilize audible sirens, bells or other warning sounds in or outside of the structure.

- When Audible, Silent, or Unknown is chosen as the type of alarm, the protocol prompts a new Key Question of "Is the alarm system **equipped** with any **audio or video surveillance?**"
- If the calling party is a Private caller, "Do you see anything suspicious?" will be displayed.

Protocol 105 Animal: New Sub Chief Complaint

A screenshot of a 911 dispatch interface. On the left, there is a grey box with the text "Select the type of incident." in blue. To the right of this box is a dropdown menu with a blue header "ATTACK" and a list of options: "DANGEROUS animal", "Animal CRUELTY", "MINOR BITE", "Lost/Missing animal", "Found animal", "Unwanted/Stray animal", "Injured animal", "Dead animal", "Barking dog", "Animal locked in vehicle", "Illegal hunting", and "Referral". An orange arrow points from the grey box to the dropdown menu.

This new Sub Chief Complaint triggers additional Key Questions:

- "I need to get the **vehicle description...**"
- "What's the **exact location** of the **vehicle** now?"
- "(Appropriate) I need to get the **animal's** description."
- "Does the animal appear **injured** or **sick?**"



Protocol 113 DISTURBANCE/NUISANCE: New CIVIL MATTER Sub Chief Complaint

Chief Complaint Code? CIVIL

Disturbance / Nuisance

CIVIL MATTER

CIVIL MATTER
A matter relating to **private transactions** between members of a **community** or **business**.

Axioms

2. **CIVIL MATTERS** are **non-criminal** in nature and **may require law enforcement intervention** to provide guidance or advice.

Protocol 121 MENTAL DISORDER (BEHAVIORAL PROBLEMS): New rule

3. **Suspect callers** who **appropriately respond** to questions and **communicate with clarity** should be **kept on the line** for interrogation. Attempts to **speak to a friend or family member** should happen if the caller is **incoherent, uncooperative, or lacks a sense of reasoning** or awareness.

- If the suspect caller is not cooperative or incoherent, new Key Questions are displayed.
 - "Is there a friend or family member with you right now?"
 - "May I **speak** with her/him please?"

Protocol 122 MISCELLANEOUS: New Sub Chief Complaint

Chief Complaint Code? CUR

Miscellaneous

Curfew violation



Protocol 122: SUPPLEMENTAL: New NCIC Recovery Sub Chief Complaint and rule.

Chief Complaint Code?

- Supplemental
- NCIC Vehicle recovery – Supplemental**
- NCIC Person recovery – Supplemental

NCIC Recovery
Confirmed incidents of **located persons** or **vehicles** that are listed on the **National Crime Information Center (NCIC)**. Examples include previously reported missing persons, runaway juveniles, or stolen vehicles that are listed on NCIC.

Rules

2. **Individuals** who are listed on NCIC for **criminal purposes** should be **handled on Protocol 129** as a **WANTED** person. **Vehicles** listed on NCIC that are currently **occupied by a suspect** should be **handled on Protocol 129** as a **WANTED** vehicle.

Protocol 131 TRAFFIC/TRANSPORTATION INCIDENT: Change to Safety Question

"Are there any **hazards involved?**" now reads "Are there any **dangerous conditions present?**" This change should be more easily interpreted by callers as a general assessment of potential dangers at the scene.

We hope you like the most recent changes to EPD! While they can be difficult to get used to, if you take the time to read the questions instead of reciting them from memory, it will get easier!