

# **Tactical Dispatcher**

Whether we're involved with chasing a suspect on a foot chase, setting up a perimeter, or putting together an Incident Command Post, 9-1-1 telecommunicators need to know how to best assist our responders in any tactical situation. Tactical Dispatchers can help fill that specific need in your department.

Recent events in Orlando, Oregon and Dallas have demonstrated the need for specially trained dispatchers who are familiar with the unique aspects of a Tactical incident. While some agencies are creating stand-alone Tactical Dispatch Teams who may respond to directly assist the Tactical Commander, others recognize that all of these events start within the Dispatch Center. This course will point the way toward creating a Tactical Dispatch Team, and will assist any dispatcher in knowing what to say and do when a Tactical situation begins.

A review of the Incident Command System with an emphasis on Law Enforcement strategy and tactics, and a discussion on all aspects of Tactical Operations are a large part of this course, along with scenarios that will put you in the middle of a simulated Tactical Dispatcher callout. We'll show you how Tactical Dispatchers can be of benefit during a hostage situation, barricaded subject, high-risk warrant arrest, and planned and unplanned events.

We'll provide you with all of the ICS forms and documentation you'll need for a Tactical incident, along with Standard Operating Procedures that you'll be able to integrate into your own Agency.

In the Dispatch Center, you'll see how Tactical Dispatch – trained telecommunicators can be a great resource person for the Tactical Commander in the field. If you're the first person to pick up the phone, we'll explain what to say to suicidal / barricaded / hostage taking subjects to gain valuable information, help de-escalate the anxiety of the subject, and to better hand-off the call to your Responders, Supervisor or Hostage Negotiator.

If your Agency decides to include Tactical Dispatchers within its Emergency Response Team operation, you'll know first-hand the functions of the Tactical Commander, Entry Team, Inner/Outer Perimeter and how to work within a Tactical Command Post. What to document, when to document, and what's needed later in court. We'll review actual Tactical 9-1-1 calls, and you'll participate in a Tactical tabletop exercise where your team will make the decisions that a Tactical Commander must often make on an actual incident.



**We'll explain the functions of:**

Tactical Command                      Inner/Outer Perimeters  
Active Listening Principles              SWAT Operations  
Hostage Negotiation Strategies        Documentation  
Command Post Tactics                  Gathering Intelligence  
Tactical Medics                          Rapid Deployment  
Communications Interoperability      Protocol 136  
Tactical Calltaking                      Rapid Treatment Protocols  
Active Shooter Protocols                Mutual Aid Operations

If you anticipate responding into the field with the Tactical Commander, we'll explain how the incident will play out, what events will occur, and what you'll need to document. Whether you're part of an established Tactical Dispatcher Team, or just want to improve your crisis dispatching ability, this course will give you the skills needed in any crisis situation.

**Length of Class:** 16 hours

**Prerequisites:** None; a working knowledge of the Incident Command System is recommended.

**To Register, or to Host a Class:** Visit our Home Page at [www.firstcontact911.com](http://www.firstcontact911.com)

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