



First Contact 9-1-1, LLC

P.O. Box 1815
Morgan Hill, CA 95038
(866) 613.1911
www.firstcontact911.com

Incident Dispatcher (Tactical)

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.

A review of the Incident Command System with an emphasis on Law Enforcement, 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.

In the Dispatch Center, you'll see how Tactical Dispatch - trained telecommunicators can be a great resource person for the Incident 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 police officer, Supervisor or Hostage Negotiator.

We'll explain the functions of:



- Incident Commanders***
- Inner and Outer Perimeters***
- Hostage Negotiation Strategies***
- SWAT Operations***
- Command Post Tactics***
- Incident Documentation***
- Gathering Intelligence***
- Timekeeping during Critical Events***
- Securing Facilities***
- Entry Team Tactics***
- Communications Interoperability***
- Tactical Medics***
- Mutual Aid Operations***

- Active Shooter 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 Incident Dispatcher Team, or are just starting out, this course will give you the skills needed in any crisis situation.



Taught by Tactical Dispatchers who are currently serving on SWAT and Hostage Negotiation Teams, this two-day class is designed as a general overview of SWAT / Tactical Operation in a condensed time format. What you need to know and how things work.



Contact our FC911 Customer Care Line at (866) 613.1911 for information on hosting this important class.



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Tactical Dispatchers: Course Outline

Introductions and Course Goals

The use of a Tactical Dispatcher

- Tactical Operations
- Planned Events
- High-Risk Warrants
- Fair or Expositions
- Executive Protection
- Mass Casualty Event
- Crimes in Progress
- Burglary or Robbery
- Hostage / Barricaded Subjects

Use of a Tactical Dispatcher

- In the Station
- In the Field
- As a Mutual Aid Resource

Need for Commitment

- Agency
- Dispatch Partners
- Participant

Selection Criteria

- Policy and Procedures
- Qualifications
- Team Concept
- Continuing Training

Response Criteria

- Notification Procedures
- Chain of Command

Duties and Responsibilities of the Tactical Dispatcher

- Reporting to the Scene
 - Initial Briefing
- Working in the Tactical Command Post
- Communications
- Runner
- Gathering Intelligence

- Documentation
 - Logs
 - Communications Plan (ICS 205)
 - Backup Plan (Communications Failure)

 - Information / Intelligence Logs
 - Incident Log
 - Suspect Information Log
 - Threat / Demands Log
 - Communications Log
 - Negotiators Log
 - Sniper Log

 - Deployment Charts

 - Maintain and update the Situation Board
 - Personnel Accountability
 - Document Control
- Scribe
- Securing Utilities
- Resource Officer
- Videographer

Initial Contact

- Asking the Proper Questions
- Dealing with Crisis Callers
 - Establishing Trust and Rapport
 - Dealing with their Emotions
 - Validating the Call
- Using Active Listening Principles

Gathering Information

- Threat (Perceived / Actual)
- Suspect
- Ask 5 W's
- Prior History
- Witness / Involved Party
- Family Members / History
 - Children / Elderly / Infirm
- Professional Background / Education
- Hostage / Participant
- Supervisory Notification
- Command Notifications
- Allied Agency Notification
- Confidentiality of Command
 - 'Chronicler of Events'

Logging in CAD

- Legal Documentation for Court
- Demands and Threats
- Deadlines
- Floor Plan – Pre-Plan
- Inner and Outer Perimeter
- Positive things done for the subject
- Topics to be avoided
- Handling large CAD events
- Handing off the Call

Logistics

- Resource Ordering
- Lighting / Barricades / Armored Vehicles
- Maintaining a Resource Manual

Structure of a Tactical Team

- Incident Commander
- Tactical Commander
 - SWAT Operations
 - Negotiators

Tactical Plan

- Goals of the Tactical Team
 - Surrender of the subject
 - Release of hostages
 - Neutralize threat condition
- Rules of Engagement (firearms policy)
- Accessible Entry / Egress Points and Routes
- Search / Isolate / Contain
- Rapid Entry (Active Shooter)
- Barricaded Suspect vs Hostage Taker

Organization and Staffing

- Outer Perimeter – Patrol / Mutual Aid Agencies
- Inner Perimeter – SWAT
- Snipers / Observers
- Negotiators
- Detectives
- Community Service Officers

Support Services (Dispatch, Vehicle, Logistics)

- Traffic Division
 - Entry / Egress Routes for Responders
 - Access Routes for citizen traffic
- Public Information Officer
- Emergency Services
 - EMS Plan (officer / suspect injury, extraction)
 - Landing Zone for Medical Transport
- Fire Department
- Paramedics
- Air Operations

Mutual Aid Operations

- Mission Assignment
- Other Teams may come in to assist yours, particularly on long deployments
- Command relationships
 - They may or may not be familiar with your Team Operations (who is in charge?)
- Situation Assessment
- Tactical and Operational Information
- Changing Teams during an Incident

SWAT Operations

- Terminology
- Communications
 - Radio
 - Cellular / SMS
 - Text Pages
 - Verbal
 - Signals
- Entry Team
 - Dynamic Entry.
- Sniper/Observer
 - 'Ghillie' Suit
- Interior Perimeter
- Outer Perimeter
- Negotiators
- Detectives
- Technical Specialists
- Medics
- K-9 Handlers and Officers (Patrol / Drug / Search / Cadaver)
- Mounted Units
- Chaplain
- Mental Health Professionals

The Need for Balance

- SWAT vs Negotiators
- Evaluation of Possible Actions

Call-Out Procedures

Documentation and Logging

- Organizational Charts
 - Team Rosters
- Maps
 - Diagram the Incident Scene, including Inner and Outer Perimeters
 - Commercial Structure
 - Residential Structure
 - Vehicle
 - Aircraft
 - Rural Environment
- Time Marks

Securing Utilities

- Electrical Power
- Gas
- HVAC
- Telephone
 - Multiple Lines / DSL
- Throw Phone
- Cable Television
- Wireless and Internet
- Cellular Telephones

Communications Interoperability

- Keeping the Dispatch Center Informed
 - Briefings and Time Elements
 - Planning for the next Operational Period
- Command Net
- Tactical Net
- Support Net

Equipment

- Encrypted channels
- Radio Repeaters
- Trans-peaters
- Cellular-on-Wheels
- Spare radios/cellular telephones/NEXTEL

Communications Procedures

- Plain Text vs '10-Codes'
- Rate of Speech
- Negative vs NO (sounds like GO)

Dealing with the Media

- Designate a Public Information Officer
- No 'Off the Record' answers
- Access to the Command Post
- Voice Mail PIO Telephone Line at the Center
- Use of News Helicopters
 - Pros vs Cons
 - Aerial Surveillance and support

Personal Gear

- Clothing
- Identification
- Food / Snacks / Water
- Camera
- Personal Hygiene Items

Setting Up the Command Post

- Station / Mobile / Fixed Facility
- Location
- Accessibility
- Staging Areas (Responders / Media)
- Telephones / FAX Capability

Mobile Command Post

What is its purpose?

- Communications
- Back-up PSAP
- Hostage Negotiation
- Mobile Light Unit
- Command Staff
- Neighborhood Watch / DARE / Pub Ed
- Disaster Coordination / Mobile EOC

Positioning the Command Post

- Uphill and upwind from the Incident scene
- Easy to access area for public safety
- Restricted access to the public and media

Command Post Equipment

- Departmental Lists and Rosters
- Telephone Directory
- Forms
- Office Equipment and Supplies
- Easel Boards
- T-Cards and Rack
- Laptop Computer (remote CAD or wireless connection)

Post Operations Procedures (Demobilization)

- Returning Evacuated Residents
- Media Notification through Dispatch / PIO
- Securing all Event Documentation
 - Replenish Command Post Kit
- Policy and Procedure Evaluations
- Equipment Evaluations
 - Returned Loaned Equipment
 - Mark Broken Equipment for Repair
- Incident Debriefing (Post Event Critique)
- CISD Debriefing
- After-Action Report