



## **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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