



First Contact 9-1-1, LLC

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The Dispatcher's Role in 'Active Shooter' Incidents

- San Bernadino, California

- Orlando, Florida (Pulse Nightclub)

- Dallas, Texas

When a deranged subject enters a building and starts hurting people, there's little time to react. For the Dispatch Center, this sudden 'Active Shooter' event will tax resources to the limit. Dispatchers in the Center need to know what to do quickly, and be in a position to help our responders to the fullest extent possible.

In this course, we'll answer the questions that your dispatchers may be already asking...

- What circumstances comprise an 'Active Shooter' event?

- What Mutual Aid resources will be required?

- What information do we need to obtain from callers?

- How will our Dispatch Center be affected?

- What Policies and Procedures does our Agency need?

We'll also give your team sample Checklists they can incorporate into your existing Policy and Procedure, so they'll be most effective when facing an Active Shooter event. We'll demonstrate the use of Active Listening principles that you'll be able to employ on ANY 9-1-1 call, not just the critical ones... We'll examine several past Active Shooter events to glean valuable lessons that every dispatcher can use... 'what went right', 'what went wrong', and 'what can we learn'? What to do and how to do it... from people who have done it.