



**FIRST CONTACT 9-1-1, LLC AND  
UNIVERSITY OF CENTRAL ARKANSAS POLICE  
PRESENT:**

***TACTICAL DISPATCHER  
Conway, Arkansas  
July 23-24, 2018 (Two-day class)***

UCAPD Outreach Building  
201 Donaghey Avenue  
Conway, Arkansas 72035  
(0830-1630 both days)  
\$279 per student

REGISTRATION AND ADDITIONAL  
INFORMATION IS AVAILABLE AT  
[WWW.FIRSTCONTACT911.COM](http://WWW.FIRSTCONTACT911.COM)  
OR BY CALLING CUSTOMER  
CARE AT (866) 613-8911

**Agency Point of Contact: Andrew Norvell (501) 450.3111**

Recent events in San Bernadino, Orlando and Parkland have shown that dispatchers with an critical understanding of Tactical events have a significant role to play during an incident, both inside and outside of the Dispatch Center. These Tactical Dispatchers can assist the Incident Commander by taking on the burden of establishing reliable incident field communications, and helping to establish a workable Incident Command structure.

This two-day class is tailored primarily for local governmental agencies who wish to respond Tactical Dispatchers within their own jurisdiction, or to work with their Special Operations Team during a critical incident, whether from the Dispatch Center or deployed in the field in a Mobile Command Unit.

Using experience gained over 30 years as an Incident Dispatcher, Communications Unit Leader and Hostage Negotiator, our Instructor will show you what it takes to be a Tactical Dispatcher for your Agency, how to assemble a Local Government Tactical Dispatch Team, how to assemble resources and response to an incident, and to provide Mutual Aid as a Tactical Incident Dispatcher.

**First Contact 9-1-1, LLC PO Box 1815 Morgan Hill, CA 95038  
(866) 613.1911 [www.firstcontact911.com](http://www.firstcontact911.com)**

(This Training Announcement has been sent at the request of the Hosting Agency)