



First Contact 9-1-1, LLC

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The Role of 9-1-1 in Homeland Security

Since the events of September 11th, many 9-1-1 dispatchers have wondered the same things:

- Could those same events happen here?
- What type of incidents should we prepare for?
- Is our jurisdiction at risk of terrorist attack?
- What is the difference between a hard and a soft target?
- Who should be notified in case of an event?
- How can we protect our families, our responders and the public?

Since the Federal Government has directed the public to be vigilant, and to contact 9-1-1 if necessary, we ask ourselves: *'WE are 9-1-1...what are WE supposed to do?'*

Because terrorist attacks share some common characteristics with natural and accidental disasters, we'll look at Homeland Security from a view supported by the Federal Emergency Management Agency (FEMA); an All-Risk / All-Hazard approach. In addition to terrorist attacks, we'll examine the role of the Communications Center in natural as well as man-made disasters, Multi-Casualty Incidents, transportation accidents, and other high-casualty incidents.

Using materials designed especially for the 9-1-1 community by the Federal Bureau of Investigation and the Department of Homeland Security, our Instructors will show you what to look for, who to call, and how to protect yourself, your family and your agency.

Students will leave the class with a new sense of responsibility to keep our homeland safe from all forms of natural, accidental and man-made disasters.

Call our FC911 Customer Care Line at (866) 613-1911 to schedule a class in your area.