



First Contact 9-1-1, LLC

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

Incident Dispatcher (All Risk/All Hazard)

9-1-1 Dispatchers have a great role to play during an incident, both inside and outside of the Dispatch Center. These Incident 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.

These 2-day classes are tailored primarily for local governmental agencies who wish to respond IDT's within their own jurisdiction, or to supply Mutual Aid IDT's to neighboring agencies.

This class is great for dispatchers who work primarily in a consolidated Center, or who may deploy as an IDT to a Fire, Law or EMS event. We'll cover all the bases based on the "All Risk - All Hazard" model provided by the Federal Emergency Management Agency, the class will explore fire, law, EMS, man-made and natural disasters and pre-planned events.

Incident Dispatchers can respond to any type of incident and immediately assist the Incident Commander by establishing incident documentation, a communications plan and being a resource 'go-to' person that has the power of the Communications Center at the Incident Command Post.

Using experience gained over 15 years as Incident Dispatchers and Managers, our Instructors will show you what it takes to be an Incident Dispatcher for your Agency, how to assemble a Local Government IDT Team, how to assemble resources and respond to an incident, and to provide Mutual Aid as an IDT.



Contact our Customer Care Line at (866) 613-1911 for more information.