



The Dispatcher's Role in Active Assailant Events

OVERVIEW

When a 9-1-1 Center receives a report of an Active Assailant, there's no more time for planning. You'll need to mobilize whatever resources you have on hand at the time. You'll be taking calls, sending resources, and trying to anticipate what the Incident Commander will need. You'll have little help, at least initially. The more you know ahead of time, the better the event will be. Your Instructor has been a Dispatcher during such an event, and we can help you know what to do, what to say, who to call, and what will happen before the event occurs.

CLASS AGENDA

We'll show you:

- The four types of 9-1-1 calls you'll be receiving in the Center. Two will help you, and two will make the situation worse.
- What the Incident Commander needs **right now** from you?
- What four locations do we need from the Incident Commander as soon as possible?
- What three phases will we be working through during this event?
- How does the Tactical Team operate? How can we help them with intelligence gathering?
- What is the aftermath of this event, and how does it affect your Agency?
- **...And, MORE!**

We'll give you resources to use, checklists to keep you on track and places to go to find the information you need.

We'll see you virtually in 'The Briefing Room'!

FIRST CONTACT 9-1-1, LLC

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