

Tactical Incident Dispatching Concepts

Course Outline



Prepared for

***Elk Grove Police Department
Support Services Bureau***

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I. Course Introduction and Administration

- A. Registration
- B. Introduction of Instructor and staff
- C. Student Introductions
- D. Facility Information
 - 1. Restrooms
 - 2. City policy on smoking in City buildings
 - 3. Designated smoking areas
 - 4. Local eating establishments and area information
- E. Breaks
 - 1. Break room and vending machines
- F. Course Goals and Objectives
- G. Expectations

II. Roles and Responsibilities of the Tactical Dispatcher

- A. Overview of what a tactical incident is
 - 1. Barricaded subject
 - 2. Hostage Situation
 - 3. Warrant Service
 - 4. Active Shooter
 - 5. Large Scale Search
 - 6. Parole or Probation Search
 - 7. Planned Community Events

a. 4th of July

b. Large scale gatherings

B. What a dispatcher does during tactical incidents

1. Document
 - a. Various methods for documentation
2. Documentation organization
3. Intelligence gathering
 - a. What systems would be used
 - b. What information is needed
 - c. Other resources available for information gathering
4. Information Dissemination
 - a. Provide briefing
 - b. Determining who to give pertinent information to
5. Create a Communications Plan
 - a. Channel assignments
6. Communications Accountability
 - a. Channel management
 - b. Telephone management
 - c. Parroting when necessary
7. Incident Management
 - a. Team assignments
 - b. Team leaders
 - c. Keeping track of each team
8. Command post Operations

- a. How a command post location is determined
- b. Command post personnel
- c. Command post accessibility

III. Special Weapons And Tactics (SWAT)

A. What makes up a SWAT Team

1. Personnel

- a. Sniper
- b. Medic
- c. Commander
- d. Team Leader
- e. Arrest Team
- f. Entry Team

2. Equipment

- a. Armored rescue vehicle
- b. Equipment vehicle
- c. Team deployment vehicle
- d. Firearms
- e. Less lethal tools
- f. Entry tools

3. Tactics

- a. Set up
- b. Entry
- c. Egress
- d. Rescue

B. SWAT Terminology and Procedures

1. Common phrases
2. Key Words

IV. Hostage Negotiations Team (HNT)

A. What makes up an HNT

1. Personnel
 - a. Primary negotiator
 - b. Secondary negotiator
 - c. Team Leader
2. Equipment
 - a. Negotiations Operations Center (NOC)
 - b. Throw phone
 - c. Long Range Acoustical Device (LRAD)
 - d. Protective equipment
3. Tactics
 - a. Set up
 - b. Face-to-Face negotiations
 - c. Telephonic negotiations

B. HNT Terminology and Procedures

1. Common phrases

2. Key Words

V. Field Dispatching

- A. Personnel accountability
- B. Setting up a command post
 - 1. Who is at a command post
- C. Ancillary Duties
 - 1. Scribe
 - 2. Check in / Check out
 - 3. Writing an after action report
 - 4. Providing a debrief

VI. Communications Center Dispatching

- A. Personnel accountability
 - 1. Equipment and resources needed
- B. Information facilitation
- C. Pros and Cons to field dispatching vs. Communications Center
- D. Potential equipment needs
 - 1. Specialized units
 - 2. Air units
 - 3. Fire/Medics
 - 4. Mutual Air
 - 5. Field response bags (“go bag”)

VII. Practical Exercises

A. Tabletop – SWAT/HNT

1. Students will participate in a tabletop exercise that will relate to the mitigation of a SWAT, HNT, or combined incident from inside the communications center
2. Students will focus on the proper use of terminology, communications equipment, and resource tracking
3. Students will also focus on what different tactics would be needed to be utilized if a dispatcher was called to provide field communications

VIII. Course Conclusion

A. Post-test

B. EGPD Course and Instructor Evaluations