

Tactical Dispatch Basic Concepts (24094)  
Expanded Course Outline  
San Bernardino County Sheriff's Department

**I. Welcome, Administration, and Introductions**

A. Administration

1. POST Roster
2. Networking Roster
3. Facilities, security, parking, emergencies, and safety plan
4. Course goals and overview

B. Introductions

1. Instructor
2. Attendees

C. Expectations

1. Organizational
2. Personal

**II. Tactical Dispatchers and Tactical Dispatch Teams**

A. Types of Tactical Dispatchers

1. Incident dispatcher
2. Tactical dispatcher

B. Composition of a Tactical Dispatch Team

1. Single tactical dispatcher
2. Multiple tactical dispatchers who are local or from a single agency
3. Regional teams

**III. Core Competencies of a Tactical Dispatcher**

A. Personal Traits

1. Strong work ethics
2. Dependable/Reliable
3. Flexible
4. Team player
5. Takes pride in their work
6. Positive attitude

7. Assertive
8. Ability to stay focused
9. Strong ability to multi-task
10. Complete understanding of policies and procedures
11. Legal issues/civil liability

**B. Desirable Traits**

1. Mentoring qualities
2. Demonstrates appropriate tactfulness/confidence in situations that require it, without being aggressive or rejecting personal opinions
3. Ability to make sound decisions quickly and defend that decision
4. Willingness to fully participate in continued training
5. Strong written communications skills
6. Strong verbal communication skills

**C. Psychological Considerations**

1. Suitability
2. Willingness to seek assistance
3. Stress management

**D. Agency/Department Requirements**

1. Some teams require the dispatcher's previous annual performance evaluation be satisfactory or higher in addition to the dispatcher being off probation
2. Selection process

**IV. Types of Events for Tactical Dispatchers**

**A. Overview of What a Tactical Incident Is and Is Not**

1. Is or has the potential to be a prolonged incident
2. Is not a chaotic incident that is of short duration

**B. Planned Incident**

1. Large-scale events
2. Incidents that may exceed the capabilities of the investigative unit(s)
3. High risk arrest/apprehension

4. Drug eradication
  5. Checkpoints
  6. Staff/answer 'tip line' phone calls
- C. Unplanned/Spontaneous Incident
1. Situations which may or may not go mobile
  2. Barricaded subjects
  3. Hostage situation/rescue
  4. Active shooter
  5. Mass casualty incident
  6. Other types of calls
- D. Training Events
1. SWAT team training
  2. Crisis Negotiation Team (CNT) training
  3. Multi-Assault Counter-terrorism Action Capabilities (MACTAC) training
  4. Multi-casualty drills
  5. Regional training
  6. Maintaining a record of participation in training events
- E. Other considerations
1. Agency policy/practice will dictate the type of response and whether tactical dispatch is included
  2. Incident may exceed the capability and/or capacity of an agency's first responder
  3. Multiple scene containment is required
  4. Fixed versus mobile scenes
  5. Protracted events

## **V. Duties of a Tactical Dispatcher and/or Tactical Dispatch Team**

- A. Duties Common to Both Field Deployment and Center Operations
1. Documenting pertinent details and radio traffic
  2. Intelligence gathering/Data mining
  3. Information for dissemination

4. Communication plans
  5. Perimeters
  6. Potential equipment needs and resource ordering
  7. After action reports
  8. Document resources available
- B. Duties Common to Field Deployment
1. Establishing or setting up a command post
  2. Incident management
  3. Incident personnel
  4. Application of the Incident Command System (ICS)
  5. Use of technology

## **VI. Special Teams**

- A. Special Weapons and Tactics Team (SWAT)
1. Purpose
  2. Components of a SWAT Team
  3. Tactics
  4. SWAT terminology and procedures
- B. Hostage Negotiation Teams (HNT)
1. Purpose
  2. Tactical dispatcher's role with HNT
  3. HNT components
- C. Other Special Teams
1. Dive Team and/or Swift Water Rescue Team
  2. Fire
  3. Chaplain
  4. Coroner
  5. Bomb Squad or EOD
  6. Air Operations
  7. Medical/EMS
  8. Search and Rescue (SAR)

9. FEMA/DHS Mobile Field Force (MFF)
10. Public works (utilities)
11. Certified Emergency Response Team (CERT)

## **VII. Preparedness for Tactical Callout**

- A. Team Preparedness
  1. Team supplies/equipment
  2. Manuals
- B. Family Preparedness
  1. Family support is critical
  2. Child/pet care plans
- C. Personal Preparedness
  1. Building your knowledge base
  2. Personal go-bag

## **VIII. Lessons Learned for Tactical Situations**

- A. Texas Tower Sniper (1966)
  1. First mass shooting and suicide-by-cop
  2. 14 killed, 32 injured
  3. Lasted for 90 minutes
  4. Shot by two officers who went up the elevator to the tower
- B. San Ysidro McDonalds (1984)
  1. Police were outgunned (Uzi, 9 mm, and shotgun)
  2. Another suicide-by-cop (mentally ill suspect)
  3. 21 killed, 19 injured
- C. North Hollywood Bank Robbery (1997)
  1. Police outgunned and suspects had body armor
  2. Changed response tactics
  3. Self-deployment
- D. Columbine (1999)
  1. Completely changed the way law enforcement approached active shooters
  2. Gave birth to the idea of rescue task force

3. 13 killed, 24 injured
  4. Used guns and explosives
- E. Nickels Mines Amish School in Bart Township (2006)
1. Barricaded suspect and no breaching tools
  2. Jurisdictional and communications issues
  3. 5 killed, 5 wounded
- F. Virginia Tech (2007)
1. Mobile situation
  2. Lack of breaching tools
  3. 32 killed, 23 injured
  4. Told psychiatrist
- G. Washington Naval Yard (2013)
1. Failure of ICS with no one in command
  2. 69-minute rampage
  3. 12 killed, 8 injured
  4. Extreme chaos
- H. Minkler Incident (2010)
1. Suspect used a rifle with a scope
  2. Suspect was armed, barricaded and had a history of weapons charges
  3. Possible female hostage
  4. Two officers killed

## **IX. Practical Exercise**

- A. Students will work in small groups and emulate a tactical dispatch team.
- B. Each group will demonstrate skills learned in class by managing a tactical dispatch scenario.
- C. Groups will identify relevant information updates, select and track the appropriate resources, utilize necessary diagrams, ICS forms, perimeters and briefing oncoming teams.
- D. Students will report back any identified weaknesses or strengths of their teams performance.

## **X. Summary and Closing**

A. Review of Key Points

1. Tactical dispatchers must understand and accept the various aspects of their job
2. Tactical dispatchers must strive to keep skills current
3. Tactical dispatchers must accept their role with flexibility

B. Certificates and Evaluations