

Active Shooting Incidents

Active shooting incidents evolve quickly and may vary greatly from one to another. The “active” nature of these incidents makes it critical for law enforcement to act immediately on the information they are given by the telecommunicator.

In these time-critical situations, telecommunicators face the challenges of continuously adjusting their approach based on the information they gather from callers and communicating these critical details to responders. On every call, you are the first responder. Even though you are not physically at the scene you play a vital role in the survival of victims and the safety of law enforcement personnel.

In this course, you learn the characteristics of an active shooting incident and where they are most likely to occur. We discuss the importance of quickly gathering key details about the scene and communicating that information to responders. We also explore the unique characteristics of how law enforcement response to active shooting events and we describe the important role of telecommunicators in protecting people at the scene.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Describe the characteristics of an active shooter and the active shooting environment.
2. Identify the key questions used to obtain information critical to responders.
3. Describe how law enforcement will respond to an active shooting event.
4. Describe the role of the telecommunicator in helping protect victims, bystanders and law enforcement.

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 1.0 CEU.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)