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2022 Lesson 13: Eyewitness Identifications

This one-hour training helps prepare 9-1-1 dispatchers for calls involving eyewitness identifications. It addresses:

- How stress or fear can negatively affect a person's ability to provide accurate descriptions/identifications.
- The importance of following the recommended guideline when attempting to obtain the description of a suspect – especially when a caller is in distress.
- How the visible presence of a weapon during an encounter negatively affects memory for faces and identification accuracy because witnesses tend to focus their attention on the weapon instead of on the face or appearance of the perpetrator.
- The need to avoid using suggestive wording and leading questions during an interview and to make sure that inquiries are specific, direct, and clearly worded.
- Factors about a witness or a witnessed event that might contribute to a witness misidentification.
- Factors that might increase or decrease a witness's reliability.

2022 Lesson 3: Doctor Assaulted-Shoots Patient and Caller Shot Girlfriend

This one-hour training helps prepare 9-1-1 dispatchers for calls involving an assault against a doctor and callers who shoot their girlfriends. In the first section, a patient reports that his doctor has been assaulted by a patient and then shot the patient. This section addresses:

- Transfer handoffs.
- Scene safety.
- Identifying the location of any weapons involved.
- Listening closely to what a caller says – or doesn't say – and behaviors that suggest they are not being as forthcoming as possible.
- Preserving a crime scene.

In the second section, a caller reports that he had an argument with his girlfriend, then shot her in the head, and is now holding a rag to her injuries. The section addresses:

- Obtaining a specific home layout.

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- Obtaining a caller's narrative.
- Issues involved in asking a person who has injured another to provide aid to the victim.
- Recognizing and following up on red flags during an interview.
- Establishing who/how many people are at a scene so that responding personnel can prepare accordingly.
- Updating responders when a caller's demeanor changes significantly.

2022 Lesson 2: Assault Inside Hotel Room and Suicide by Gunshot

This one-hour training helps prepare 9-1-1 dispatchers for calls involving assaults in hotel rooms and suicides by gunshot. In the first section, a caller reports a woman screaming for help from a hotel room. The section addresses:

- Establishing if the number a caller provides is their cell phone or a business line.
- Helping callers identify the address of the emergency when the caller is unfamiliar with it.
- Using minimal encouragers (uh-huh, okay, etc.).
- Avoiding public safety "jargon" when speaking to a caller.
- Hotel security and law enforcement needs.

In the second section, a caller reports that a person just shot himself in the head while sitting in a truck outside. The section addresses:

- Why asking a caller to select police, fire, or EMS can be problematic.
- Making sure a caller understands what is happening before transferring a caller.
- Liability for delaying life-saving support.
- Using Geographical Information System (GIS) data and/or mapping applications.

2022 Lesson 1: Father-Son Domestic and Man Breaks into Occupied Home

This one-hour training helps prepare dispatchers to handle 9-1-1 calls involving father-son domestic disputes and break-ins of occupied homes. In the first section, a woman reports that her husband and son are brawling inside a home. The section addresses:

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- Getting callers to safety.
- Obtaining control of the interview at the outset.
- Obtaining weapon information.
- Providing assurances.
- Exercising repetitive persistence.
- Determine if anyone at a scene is under the influence of drugs, alcohol, etc. and/or is experiencing a mental health issue.

In the second section, a woman with two children in the home reports that a man broke into her home and is now lying on her bedroom floor. The section addresses:

- The recommended salutation.
- Helping callers who are struggling to provide a street address.
- Caller safety.
- Utilizing calming techniques.
- Determining who else at the scene the caller is interacting with.
- Acknowledging a caller's emotions.

2021 Lesson 16: Bloodborne Pathogens

This one-hour lesson helps prepare 9-1-1 dispatchers to handle calls involving bloodborne pathogens. It addresses:

- The need to advise public safety personnel immediately if a caller divulges the presence of – or exposure to – a bloodborne pathogen.
- Following agency guidelines regarding the method by which the information is relayed to the responders (CAD, MDC, radio, phone, etc.).
- The bloodborne pathogens of greatest concern to law enforcement officers.
- Identifying situations where law enforcement officers may face exposure to bloodborne pathogens.

2021 Lesson 15: Mental Illness

This one-hour lesson helps prepare 9-1-1 dispatchers to handle calls involving mental illness. It addresses:

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- The significance of mental illness to the public safety community.
- Strategies for first responders.
- Depression.
- Bipolar Disorder.
- Anxiety Disorders.
- Obsessive-Compulsive Disorder (OCD).
- Post-Traumatic Stress Disorder (PTSD).
- Schizophrenia.
- Personality Disorders.
- Non-Suicidal Self-Injury.

2021 Lesson 14: Hazardous Materials & Hazard Communication – Part 2

This one-hour lesson helps prepares 9-1-1 dispatchers to handle calls involving hazardous materials. It addresses:

- Department of Transportation (DOT) warning placards.
- The Emergency Response Guide.
- Personal protective equipment and decontamination.
- OSHA Hazard Communication Standards.
- Safety Data Sheets.

2021 Lesson 13: Hazardous Materials & Hazard Communication – Part 1

This one-hour lesson helps prepares 9-1-1 dispatchers to handle calls involving hazardous materials. It addresses:

- Hazardous materials incidents.
- Routes of exposure and physical characteristics of hazardous chemicals.
- Railroad, highway, agriculture containers used for transporting hazardous materials.

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2021 Lesson 12: Abandoned Newborn Discovered and Man Fell from Ladder

This one-hour training helps prepare dispatchers to handle 9-1-1 calls involving abandoned newborns and people who have fallen from ladders. In the first section, a grocery store employee finds an abandoned newborn baby in a shopping cart. The section addresses:

- Risks involved with providing callers information and asking them to confirm the information.
- Obtaining direct callback information.
- Transferring calls.
- Obtaining information from other witnesses.
- Scene safety.
- Safe Baby Haven laws.
- Avoiding gaps of silence.

In the second section, a child caller reports that his father fell off a ladder and is nonresponsive. The section addresses:

- Salutation best practices.
- Adjusting questioning techniques for child callers.
- Why giving a caller information before asking them to provide it is discouraged.
- Using open-ended questions rather than closed-ended questions.
- Informing callers when a gap of silence is necessary.
- Obtaining a caller's acknowledgement of a direction or instruction.
- Avoiding stacked questions.

2021 Lesson 11: Gunshot to the Face and Brother Murdered his Sister

This one-hour training helps prepare dispatchers to handle 9-1-1 calls involving a gunshot to the face and a brother who has murdered his sister. In the first section, a father reports that his daughter has been shot in the face. This section addresses:

- Gathering information from distressed callers.
- Best practice for beginning the interview.

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- Scene, caller, and law enforcement safety.
- Recognizing “red flags” during an interview and relaying them to law enforcement.
- Crime scene integrity.
- Problems that occur when talking to others during the interview.

In the second section, a caller reports discovering her sister’s beaten body and her belief that her brother is the perpetrator. This section addresses:

- Caller safety.
- Obtaining vehicle descriptions.
- Establishing a timeline.
- Problems with verbally calling out vital information in a communications center.
- Employing calming techniques.
- Crime scene preservation.
- Interrupting callers.
- Dispatcher empathy and compassion.

2021 Lesson 10: Man with Gun and Knife Threatening Suicide

This is a one-hour training helps prepare 9-1-1 dispatchers to handle a caller who reports he is suicidal and armed. In this lesson, the caller reports that he has antisocial personality disorder and post-traumatic stress disorder, he has a gun and a knife on him, and he is walking down a street towards a high school stadium. The lesson addresses:

- Being direct when speaking to a suicidal caller.
- Avoiding putting a suicidal person on hold.
- Carefully selecting words when speaking with a suicidal caller.
- Using a caller’s name to build rapport.
- Keeping a caller talking.
- Noticing red flags.
- Using active listening techniques.
- Obtaining descriptions and locations of weapons.
- Determining if the caller intends to harm himself or others.
- Suicide by cop.
- Effectively using “action with reason” statements to obtain a caller’s voluntary compliance.

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2021 Lesson 9: Preschool on Lockdown and Physical Domestic

This one-hour training helps prepare 9-1-1 dispatchers to handle calls involving a preschool on lockdown and a physical domestic incident. In the first section, a caller reports that a man just took a rifle out of his car in the parking lot of a preschool and then walked to a nearby house. The section addresses:

- Visualizing the scene and gathering scene details (landmarks, businesses, parks, etc.) for callers who have difficulty with cardinal directions (N, S, E, W).
- Determining the jurisdiction and discipline being requested (LE/Fire/EMS) when the PSAP answers calls and dispatchers for multiple agencies.
- Addressing caller, law enforcement, and scene safety.
- Obtaining direct callback numbers when a call has been routed through a Centrex telephone system (or something similar).
- Obtaining lockdown policy information.
- Following the recommended questioning guidelines.

In the second section, a caller at an apartment complex reports hearing a woman screaming for help and saying that she can't breathe. The emergency results in an officer-involved shooting. This section addresses:

- Determining precise location information in an apartment complex.
- The risks of domestic violence incidents for responders.
- Controlling the interview to obtain necessary information.
- Addressing caller safety.
- Establishing rapport with distressed callers.

2021 Lesson 8: Caller Stabbed Boyfriend & Armed Home Invasion

This one-hour training prepares 911 dispatchers to handle calls in which a person reports an attempted kidnapping and a roommate homicide. In the first section, a caller reports that she just stabbed and killed her boyfriend because he was cheating on her. This section addresses:

- The importance of first obtaining the location information before moving on to other aspects of the emergency.
- Obtaining the layout of a residence to aid responders.

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- Keeping emotions under control when a caller reports something shocking or offensive.
- Determining how many weapons are present, their types/descriptions, and where they are located.
- Obtaining clarification regarding a caller's contradictory statements.
- Phrasing questions in a non-accusatory manner when the caller is a suspect.
- Preserving crime scene integrity.
- Officer safety.

In the second section an elderly couple calls to report they are the victims of a home invasion robbery by escapees from a local prison. This section addresses:

- Verify location information and asking for a callback number.
- Identifying safe places for callers to wait for responders.
- Obtaining suspect/vehicle descriptions.
- Obtaining a suspect's direction of travel.
- Obtaining and relaying weapon information to law enforcement officers.
- Asking questions to prompt a caller's memory.

2021 Lesson 7: Implicit Bias

This 9-1-1 dispatcher training course:

- Defines "implicit bias."
- Explains how implicit bias can exist in everyone, including members of the public, dispatchers/call-takers, and individual law enforcement officers, and is not a personal defect.
- Addresses how the brain can produce biased decision-making, even when one does not intend to be biased.
- Examines the concept of "profiling by proxy."
- Addresses how bias-motivated calls can pit the police against the public in potentially dangerous confrontations.
- Considers how implicit bias could affect the perceptions of witnesses and callers.

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2021 Lesson 6: Attempted Kidnapping & Roommate Homicide

This one-hour training helps prepare dispatchers to handle calls in which a person reports an attempted kidnapping and a roommate homicide. In the first section, a caller reports she was just escaped from her kidnapper and is now on a city bus. The section addresses:

- Best practices for 9-1-1 salutations.
- Following the questioning technique guideline.
- Controlling Interviews.
- Obtaining the caller's attention.
- Scene safety.

In the second section, a male 9-1-1 caller reports that his roommates just murdered someone. This section addresses:

- 9-1-1 callers who have difficulty providing a precise address.
- Obtaining callback numbers.
- Scene safety.
- Asking one question at a time.
- Utilizing calming techniques on distressed 9-1-1 callers.
- Visualizing the scene of the emergency.

2021 Lesson 5 – Domestic/Officer Shooting – Woman Passed out in Car

This is a one-hour course helps prepare dispatchers to handle calls involving trespassers and people passed out in cars. In the first section, a caller reports a trespasser inside her home who her boyfriend subsequently shoots. This section addresses:

- Obtaining location information for multiple subjects.
- Scene safety.
- Gathering weapon information.
- Obtaining suspect descriptions.
- Determining if fire/EMS are needed at a scene.
- Situational awareness.
- Threats of suicide.

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- Controlling the interview.

In the second section, a male caller reports his mother is passed out in her car in front of the house. The section addresses:

- Best practice for determining what a caller is reporting.
- Agitated 9-1-1 callers.
- Offering assurances to distressed callers.
- Using action with reason statements.
- De-escalating 9-1-1 callers.
- Callers who use provoking language.

2021 Lesson 4: Caller Reports Waking Up to a Man in Her Kitchen

This is a one-hour lesson in which the dispatcher will listen to a 9-1-1 call where a caller reports that she woke up and found a man sitting in her kitchen. As the call progresses the caller tells the man to leave the house. The caller's husband follows the man (who is an acquaintance) outside, where a confrontation occurs, and husband shoots the man. The lesson addresses: the need to obtain suspect description information and routes of travel; providing medical instructions; and controlling the interview. Dispatchers will use a computer to read through the lesson and learn best practice in interrogating callers reporting such incidents.

2021 Lesson 3: Hiker Injured in Fall - Brandishing a Gun and an Assault

This is a one-hour lesson in which the dispatcher will listen to two 9-1-1 calls. Dispatchers will use a computer to read through the lesson and learn best practice in interrogating callers reporting such incidents.

In the first call, a caller reporting that a man has fallen from a rock while hiking and is injured. The lesson addresses the importance of determining the victim's exact location; scene safety; determining the severity of the victim's injuries; and checking on the caller's well-being.

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In the second call, the caller reports that a man pulled a gun on him and his girlfriend. The caller is searching for the suspect while he reports the incident. The lesson addresses obtaining weapons information; the need to obtain suspect description information and routes of travel; the importance of determining the caller's exact location and the location of other involved parties; caller safety; and controlling the interview.

2021 Lesson 2: Caller Reports Being Robbed and Shot

This is a one-hour lesson in which the dispatcher will listen to a 9-1-1 call where a caller reports that he came home, and as he walked into his house, he interrupted an in-progress burglary. As the suspects were leaving, they shot the caller in the face. Dispatchers will use a computer to read through the lesson and learn best practice in interrogating callers reporting such an incident. The lesson addresses the fact that caller safety was paramount and the need to address it throughout the call was of the utmost importance. It highlights the need to follow the established guideline when trying to obtain a suspect description to avoid missing important descriptors. Lastly it shows the importance of giving assurances early and often during an interview, especially when a caller is terrified, and their safety is in jeopardy.

2021 Lesson 1: Caller Reports Intruders Breaking into Her Home

This is a one-hour lesson in which the dispatcher will listen to a 9-1-1 call where a caller is reporting that two men have passed her fence line and are breaking into her house while she hides in a closet. Dispatchers will use a computer to read through the lesson and learn best practice in interrogating callers reporting such an incident. The lesson addresses caller safety and the importance of obtaining suspect location information throughout a call and relaying that information to the responders. It highlights the need to follow the established guideline when obtaining a suspect description to avoid missing important descriptors. It addresses the importance of providing instructions to the caller as officers arrive on scene and make entry into a home. Lastly, it provides an example of the importance of giving assurances early and often during an interview, especially when a caller is terrified and her safety is in jeopardy.

2020 Lesson 12: Flash Flood & Baby Found in Stolen Car Calls

This is a one-hour lesson in which the dispatcher will listen to two 9-1-1 calls, the first involves receiving a 9-1-1 call reporting that several people are stranded and injured

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after a flash flood suddenly came over a waterfall into a popular state park wading area. The second 9-1-1 call involves a resident waking up to a strange car in his driveway. Once he goes outside he notices that his car is gone, and the strange car has an infant inside it. Both 9-1-1 calls present a challenging scene that the dispatcher must work through. Dispatchers will use a computer to read through the lesson and learn best practice in interrogating callers reporting such incidents. The lesson addresses the need to determine the exact location of the victim; transferring the caller to a secondary PSAP for Fire/EMS if within agency guidelines; caller, responder, and scene safety; ascertaining if weapons were present; the need to obtain suspect description information and routes of travel; and controlling the interview.

2020 Lesson 11: Sexual Harassment

This lesson addresses state and federal prohibitions against sexual harassment. It defines what conduct constitutes sexual harassment and explains the difference between quid pro quo and hostile environment sexual harassment. The lesson explores the role of the Equal Employment Opportunity Commission in sexual harassment cases. The lesson defines retaliation and provides examples of retaliatory conduct. The lesson explains when an employer may be held liable for sexual harassment committed by an employee and what an employer can do to avoid or limit liability. The lesson explains where and how to file a sexual harassment complaint and what damages may be available for victims of harassment.

2020 Lesson 10: Caller Shot Daughter & Son Finds Dad & Stepmom Dead in Their Home

This is a one-hour lesson in which the dispatcher will listen to two 9-1-1 calls.

In the first call, a mother reports to 9-1-1 that she just shot her infant daughter. The caller is extremely distressed. The lesson addresses the need for the dispatcher to maintain her composure; methods for obtaining information from a distressed caller; addressing the child's injuries; and dispatcher mental health after handling such a challenging call.

In the second call, an adult son reports that he found his dad and stepmom dead in their home. The lesson addresses the need to determine the exact location of the victims;

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determining how a caller knows the victims are deceased; caller, responder, and scene safety; ascertaining if weapons are present; treating crime scenes with care to avoid destroying evidence; and controlling the interview.

2020 Lesson 9: Domestic Dispute / Officer Shooting

This is a one-hour lesson in which the dispatcher will listen to a 9-1-1 call where a caller is reporting that she and her boyfriend have been drinking for several days and that she needs help. As the call progresses the dispatcher learns that an ambulance is needed because of the caller's alcohol consumption and possibly because the caller has been assaulted by her boyfriend. The caller does not answer some questions posed by the dispatcher. The scene quickly becomes chaotic, and the caller tells the dispatcher that her boyfriend has several weapons. When officers arrive, they try to get the caller and her boyfriend to exit the house, but they refuse. In the end, the boyfriend exits the back of the house and shoots a responding officer. He is then shot and killed by law enforcement.

The lesson examines how to recognize red flags in calls, strategies for handling domestic calls where the caller is not forthcoming with details, methods to promote cooperation, and more.

2020 Lesson 8: Car Driven into Bar

This is a one-hour lesson in which the dispatcher will listen to two 9-1-1 calls. In the first call, a car was driven into the front of a bar. In the second call, a person reports an armed home invasion robbery. Dispatchers will use a computer to read through the lesson and learn best practice in interrogating callers reporting such incidents. The lesson addresses the need to determine the exact location of the victim; transferring the caller to a secondary PSAP for Fire/EMS if within agency guidelines; caller, responder, and scene safety; ascertaining if weapons are present; obtaining a suspect description and travel route; and controlling the interview.

2020 Lesson 7: Man Falls to Death from Apartment Window & Caller Reports Intruder

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This is a one-hour lesson where the dispatcher will listen to two calls. The first call in the lesson is a report of a subject who has fallen from a window; and in the second call the reporting party is reporting that he just came home and has found an intruder in the house with his grandma.

In both calls, the scenes are chaotic, and the lesson reinforces the need for situational awareness and the importance of adhering to established questioning techniques to keep the call flowing with information. The lesson examines both what the dispatchers did what and how a dispatcher could improve the handling of the calls.

2020 Lesson 6: Fight at Martini Ranch

This is a one-hour lesson in which the dispatcher will listen to a 9-1-1 call where a fight is occurring at a popular bar in their city. As a result of the fight at least one person is stabbed, and the scene is chaotic. Dispatchers will use a computer to read through the lesson and learn best practice in interrogating callers reporting such an incident. The lesson addresses the need to determine the exact location of the victim; transferring the caller to a secondary PSAP for Fire/EMS if within agency guidelines; caller, responder, and scene safety; ascertaining if weapons are present; obtaining a suspect description and travel route; and controlling the interview.

2020 Lesson 5: Serial Stabber & Co-Worker Shooting

This is a one-hour lesson analyzing two calls.

In Part I, the dispatcher will listen to a 9-1-1 call where a caller reports that he has been flagged down by a person who has been stabbed. Dispatchers will use a computer to read through the lesson and learn best practice in interrogating callers reporting such an incident. The lesson addresses: identifying the victim's exact location and if he was literally "on the street"; determining if the victim and caller were in harm's way; providing scene safety directions; and gathering information about the suspect (description, direction of travel, weapon). The lesson also analyzes the need to address the caller's injuries. Finally, the lesson stresses the need to obtain a callback number and the reporting party's name early in an interview and the need to avoid stacking questions so that critical information is not overlooked.

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Part I further brings to light the vital need for a PSAP to identify the relevant issues and scenarios regarding transfers and develop appropriate protocols so that when calls are transferred to other agencies there are established procedures in place to identify everyone's respective role.

In Part II, the dispatcher will listen to a 9-1-1 call where a man reports that he just killed his co-worker. Dispatchers will use a computer to read through the lesson and learn best practices in interrogating callers reporting such an incident. The lesson addresses the need to obtain a location immediately after answering a call and the consequences of moving on with an interview before that has been accomplished. It provides a good example of how utilizing a mapping application could have assisted in identifying the location or the street address. The lesson examines how stating, "Tell me exactly what happened," could have been beneficial in quickly obtaining critical information about the incident. The lesson demonstrates the need to follow the established questioning technique guideline to conduct a more effective interview. Further, the lesson analyzes how the caller's statements, combined with the fact that he dialed 9-1-1 to self-report a homicide, indicated that responders may have been en route to a "suicide by cop" situation. It was crucial for the dispatcher to recognize that possibility and inform responders.

2020 Lesson 4: Burglary in Progress at a Residence

This is a one-hour lesson in which the dispatcher will listen to a 9-1-1 call where a caller reports a trespasser on her back porch who breaks in while she hides in the bathroom. Dispatchers will use a computer to read through the lesson and learn best practice in interrogating callers reporting such an incident. The lesson addresses the fact that caller safety was paramount and the need to address it throughout the call was of the utmost importance. It also demonstrates the need to obtain updated suspect location information and relay it to the responders. It highlights the need to follow the established guideline when trying to obtain a suspect description to avoid missing important descriptors. The lesson examines how providing instructions to the caller as officers arrived on scene and made entry into her home was vital. Lastly it is an example of how important it is to give assurances early and often during an interview, especially when a caller is terrified and their safety is in jeopardy.

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2020 Lesson 3: Active Shooter on Campus

This is a one-hour lesson in which the dispatcher will listen to three 9-1-1 calls where callers report an active shooter at a college campus. Dispatchers will use a computer to read through the lesson and learn best practices in interrogating callers reporting such an incident. The lesson addresses the fact that campus shootings are a tragic reality and the calls in this lesson offer an excellent training opportunity for dispatchers. Further, it highlights the importance of being familiar with a campus and the buildings located there. It examines the need to establish: the caller's exact location inside the building by confirming the caller's room number; the exact location of the shooter; and the type of weapon(s). It addresses how to remain professional while controlling an interview and considering scene safety.

2020 Lesson 2: Break-In & Three Dead People in Mudhole

This is a one-hour lesson that analyzes two calls.

In Part I, the dispatcher will listen to a 9-1-1 call where a caller reports that "Somebody just broke into our door." During the break in, the suspect attempts to kick in the bedroom door and is shot by the resident. The lesson addresses how to: ensure caller safety; obtain all relevant information; determine whether the suspect is armed; and secure pets at a scene. The call provides a good example of how jumping from topic to topic during an interview can have a negative impact on gathering information. The lesson also emphasizes the significance of coordinating with LE when issuing directions to callers regarding where to secure a weapon and how to make initial contact with responders. Finally, the call analysis provides a reminder to make an effort to conduct every interview in an engaging, caring, and empathetic manner, regardless of what is being reported.

In Part II, the dispatcher will listen to a 9-1-1 call where a caller reports that he has found three missing men that appear deceased in their vehicle. The lesson addresses: gathering precise location information in a remote setting; obtaining the victims' names and ages to run through missing persons databases; establishing how many victims are present; and advising responders of difficult terrain. Lastly, the lesson examines caller safety and the need to advise the caller against placing himself in harm's way. The call provides a great example of how remaining patient and showing compassion to a distraught caller can have a positive impact on a difficult interview.

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2020 Lesson 1: Disturbance/Shooting at Waffle House

This is a one-hour lesson in which the dispatcher will listen to a 9-1-1 call where a caller reports an imminent fight at a restaurant. Someone draws a gun and the scene quickly becomes chaotic. Dispatchers will use a computer to read through the lesson and learn best practices in interrogating callers reporting such an incident. The lesson addresses: determining the exact location of the person with a gun; ascertaining the weapon type and a description; remaining professional; controlling the interview; addressing scene safety, and determining how many people are present.