

# Responder Risk and the 9-1-1 Professional

Our field responders are experiencing new challenges and there are more “ambush” situations occurring than ever before in modern law enforcement history. Hardly a day goes by where we don’t hear about a call for service that went “bad” and a member of law enforcement was put in great peril.

In 2016, 140 law enforcement officers lost their lives in the line of duty. That is a 10% higher rate than 2015. We also lost over 85 Firefighter & EMS members in the line of duty or as a result of their work.

What can your 9-1-1 team do to increase safety and lower death rates for our responders?

Topics in the course include:

- Using clarifying questions and responder related questions to enhance safety
- Knowing and using internal and external resources
- Radio operations that increase responder safety
- Intuition and its’ role in preventing ambush events or warning responders
- Trends and call types that bring added risk to Law, Fire and Medical responders

This class will cover call taking skills to use, dispatching skills to know and the risk of cutting corners or not being ready for the worst. If your agency uses protocol based questioning, don’t worry, we follow proven practices that will keep your call takers compliant but increase responder safety.

PSTC is known for their unique approach of “lessons learned”. We want every student to have “take aways” that they can use immediately when they return to work. We also discuss the importance of reviewing agency specific policy, process, guidelines and how to use regional and agency resources.

As always, we do case study analysis to illustrate what went well and where we can improve. We will cover Law, Fire and EMS risk so that all responders are covered.

Class length: 8 Hours

Class audience: Any public safety dispatch professional. Call taker, Dispatcher, Lead, Supervisor, Trainer or Manager.

To host this class, call 650-591-7911 or e-mail [Kevin@pstc911.com](mailto:Kevin@pstc911.com)

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