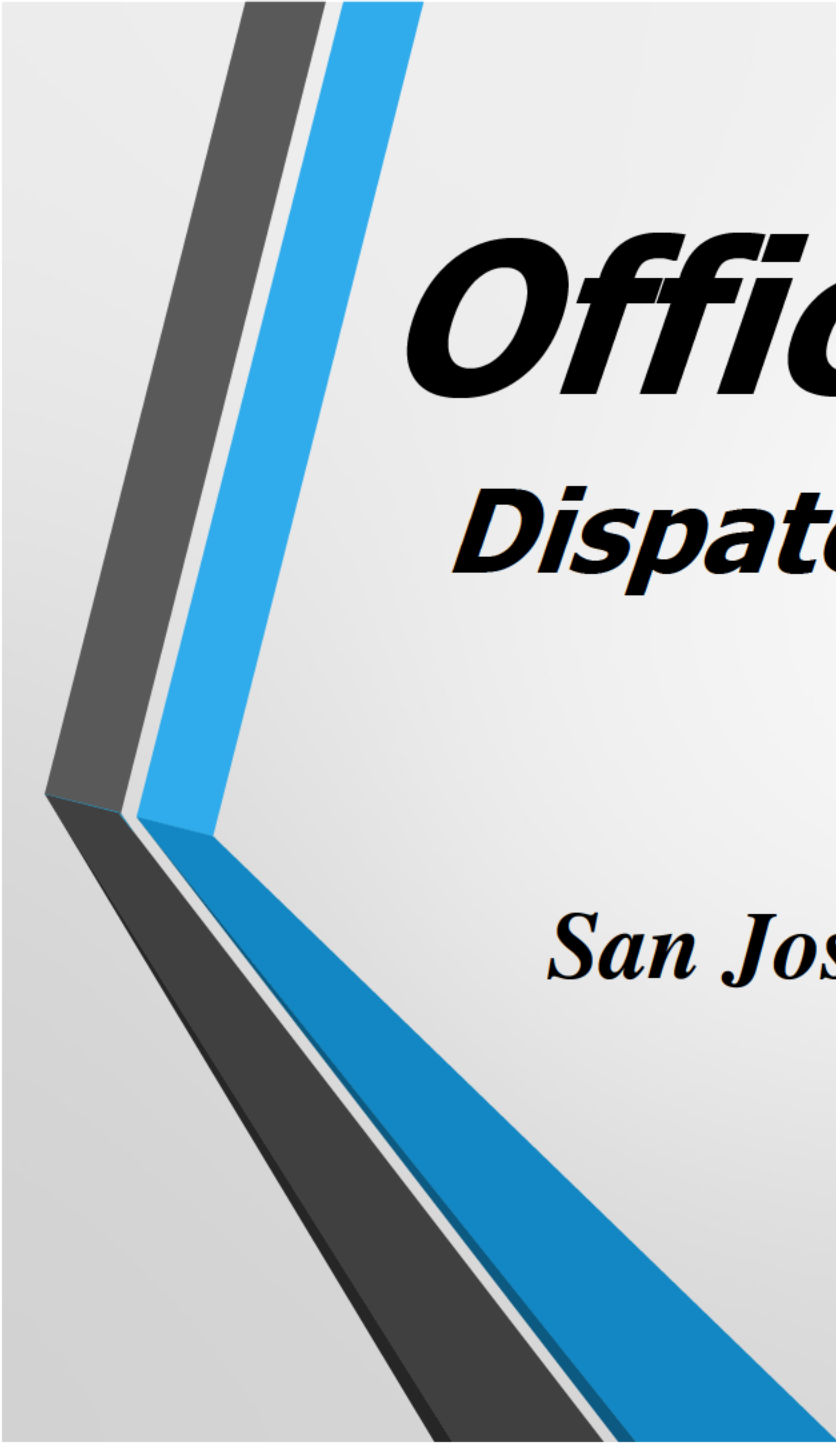




Officer Safety

Dispatcher Perspective

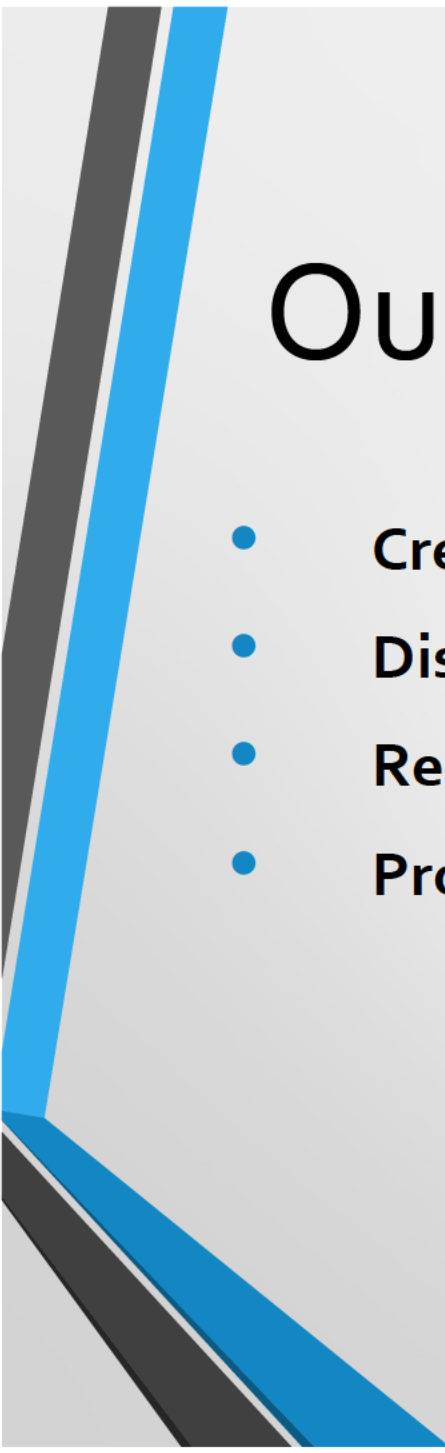
Dispatch Academy

San Jose Police Department

Communications' Role in Officer Safety

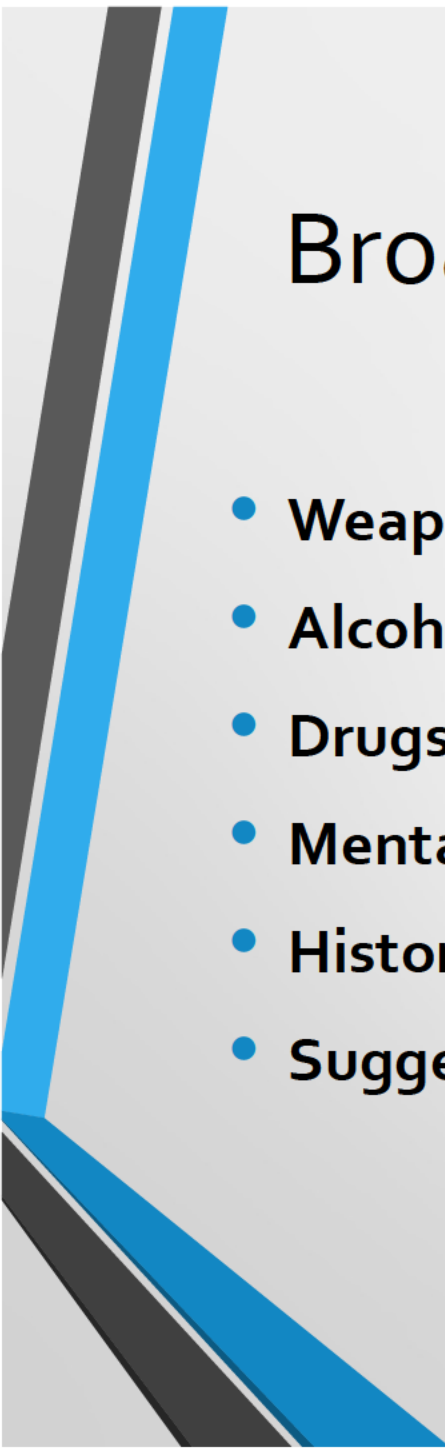
- We are the “right hand” of the officer working in the field





Our Role in Officer Safety

- **Creating calls for service**
- **Dispatching calls for service**
- **Receiving calls from officers**
- **Providing information to officers**



Broadcast accurate and complete safety information

- Weapons
- Alcohol
- Drugs
- Mental Impairment
- History of Violence
- Suggestive statements made by suspects or victims.

Remember...

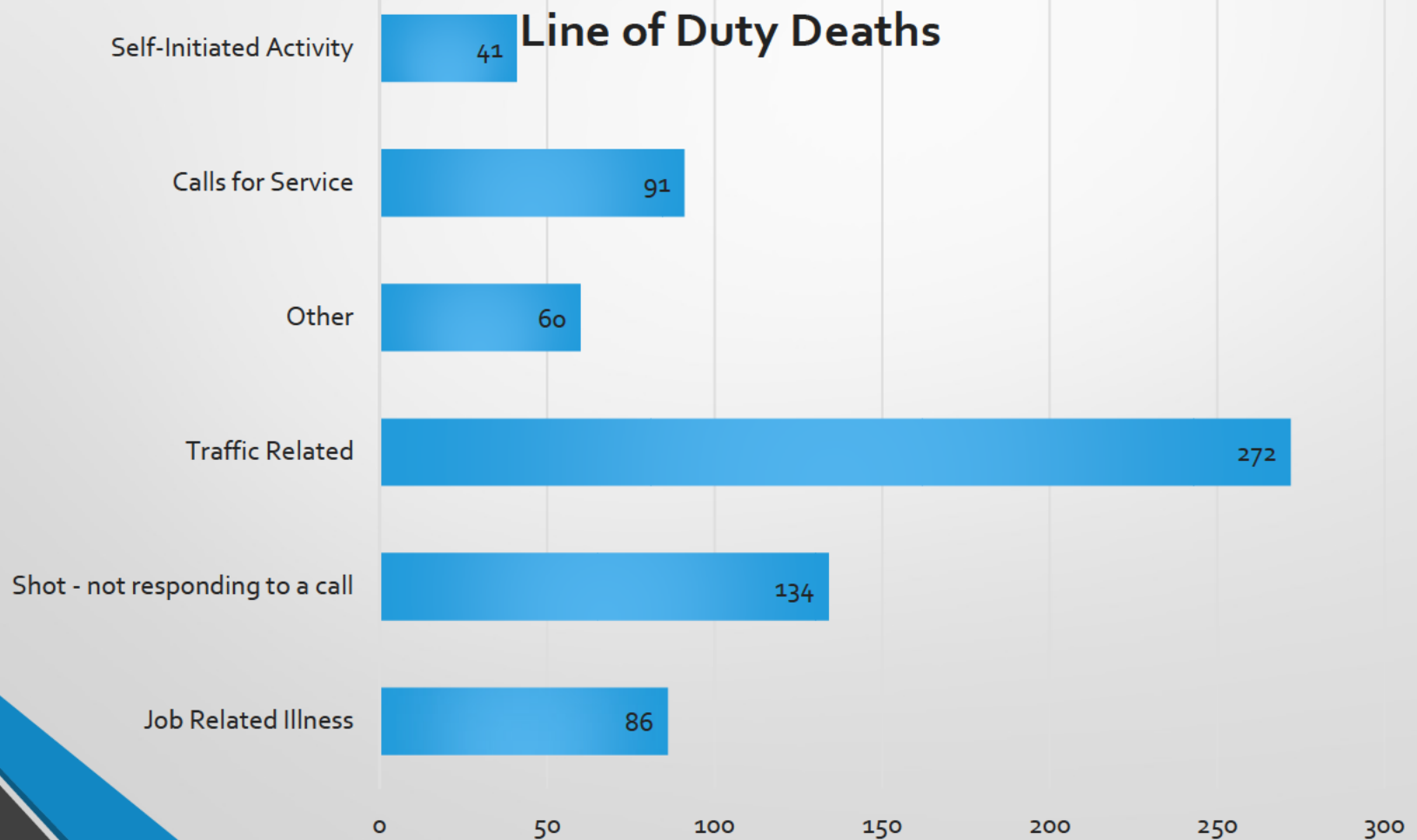
- A dispatcher's role is **proactive**



Study of Officers Killed

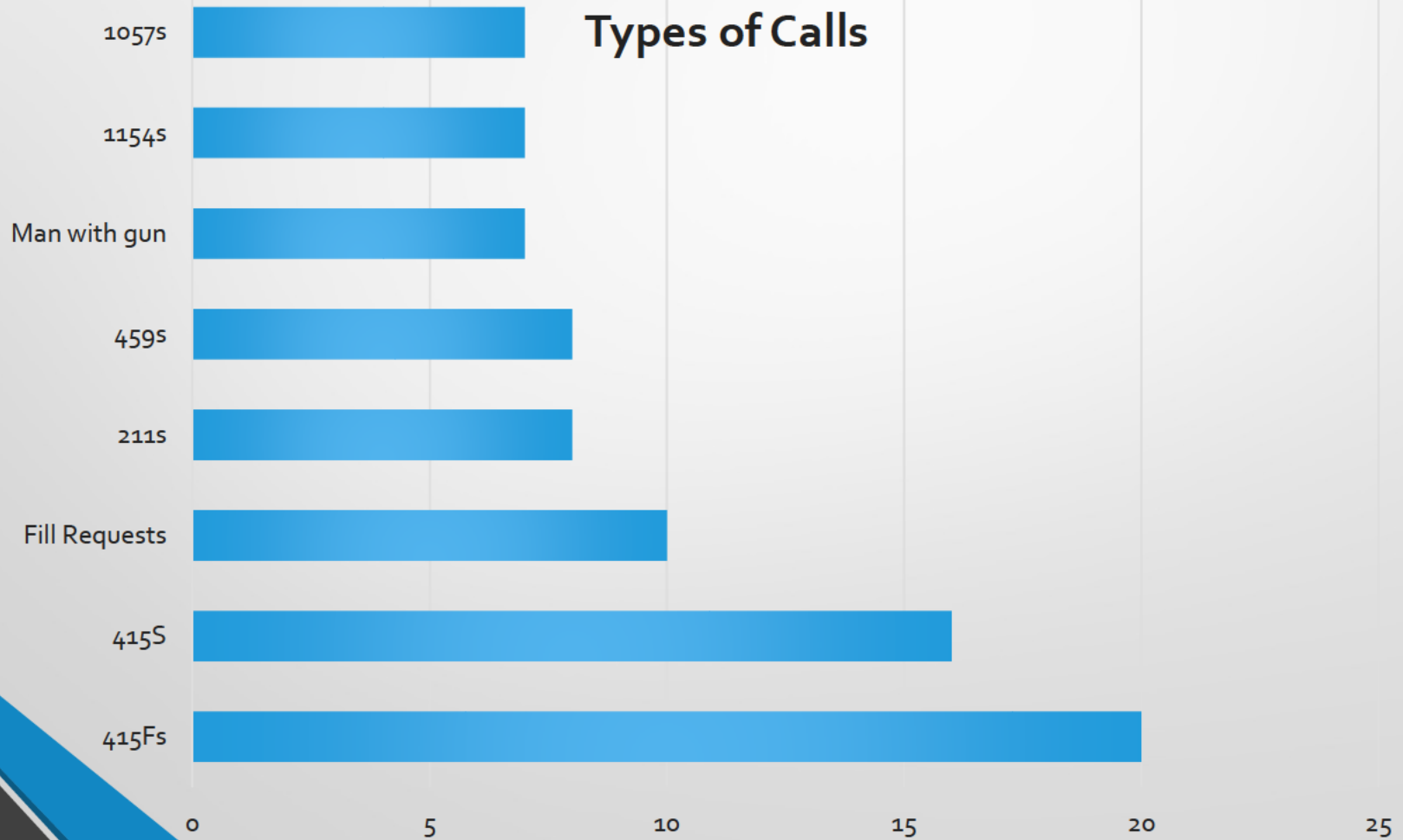
Statistically, when are officers killed most often?

NLEOMF Study 2010-2014 reviewed 684 line of duty deaths



NLEOMF Study 2010-2014

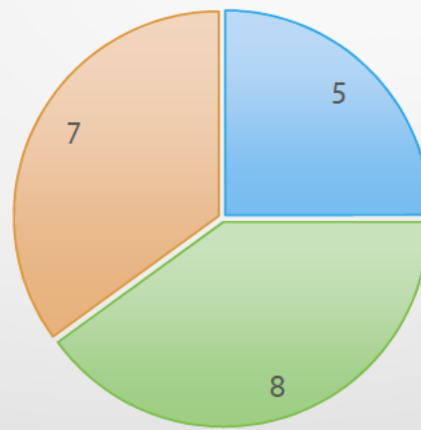
91 LODDS Calls for Service



NLEOMF Study 2010-2014

Calls for service - 415Fs

Number of Officers on Scene at Time of LODD of 20 415Fs

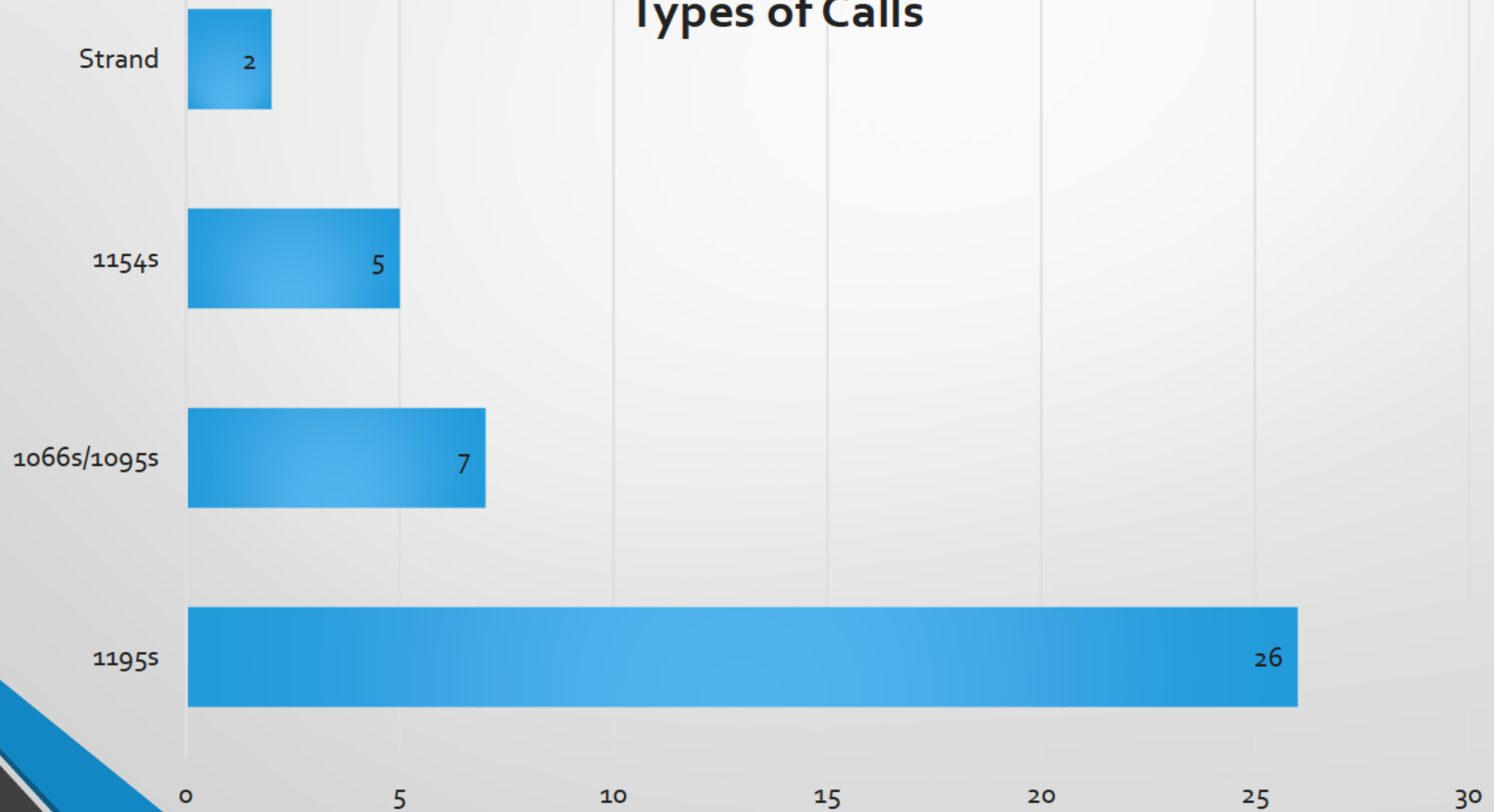


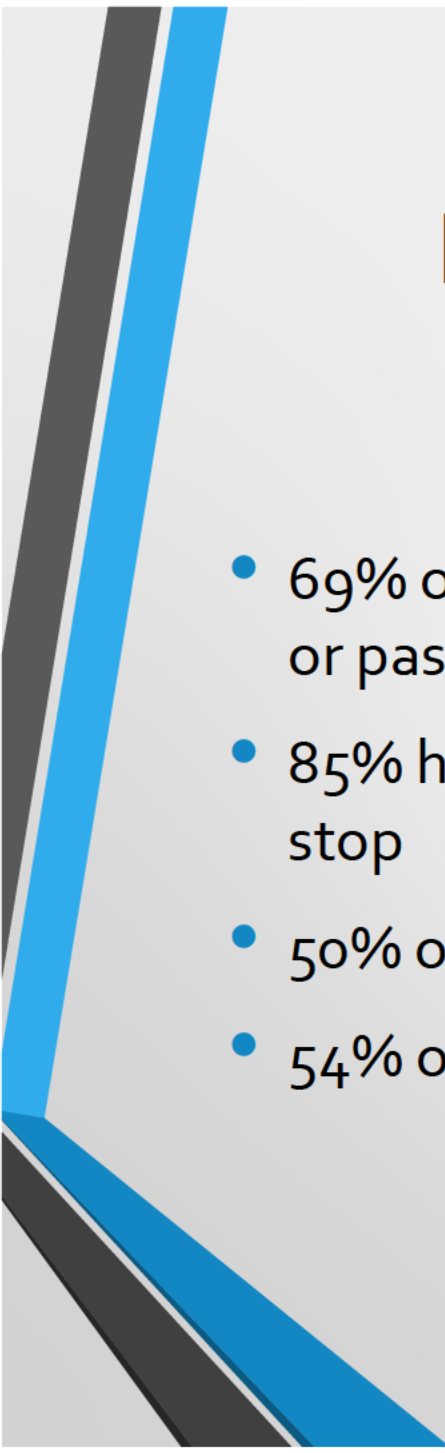
■ 3+ Officers ■ 2 Officers ■ 1 Officer

NLEOMF Study 2010-2014

41 LODDS during self-initiated

Types of Calls





NLEOMF Study 2010-2014

1195s LODD

- 69% of the officers were shot after contacting the driver or passengers
- 85% had advised their dispatcher of their location and stop
- 50% of the vehicles stopped were solo occupant
- 54% of shooters were passenger in the vehicle

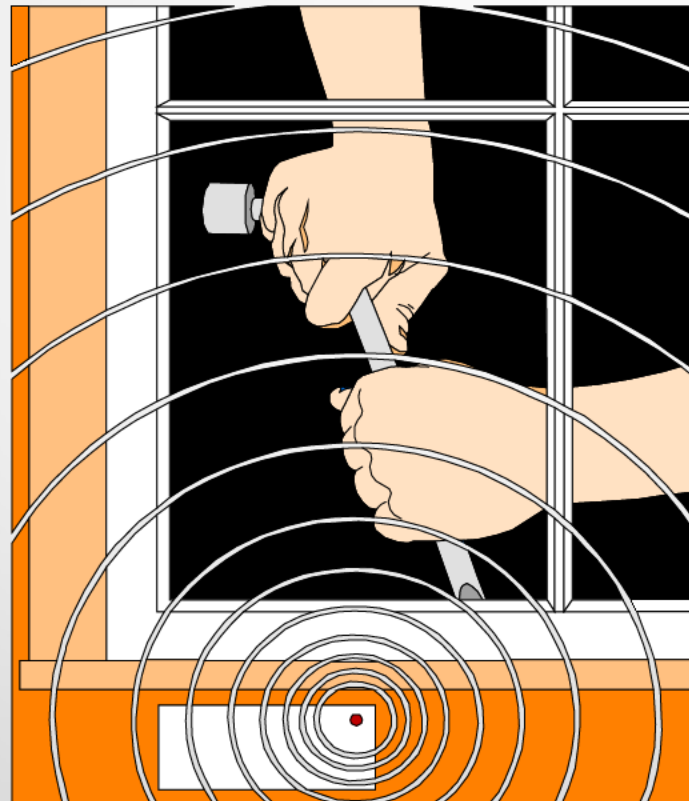
NLEOMF Study 2010-2014

- Out of 132 officers killed 129 were shot
 - 71% suspects were armed with a handgun
 - 21% suspects were armed with a rifle
 - 10% suspects were armed with a shotgun
- 14-19% of officers were not wearing body armor

“Man with a Gun” or Domestic Calls



Practice: "When?" thinking



Common mistakes - call taking:

- Not asking officer safety questions
- Wrong locations
- Unclear information
- Loss of control
- Updating channel

Common mistakes – dispatching:

- Loss of control
- Misspelled names
- Incorrect unit 10-20
- No verification
- Assumption
- Hesitation
- Wrong unit



It is better to be prepared for an opportunity and not have one than to have an opportunity and not be prepared.

- Whitney Young Jr.

Remember: There is no such thing
as a “routine” call!



Communications' Officer Safety Tactics



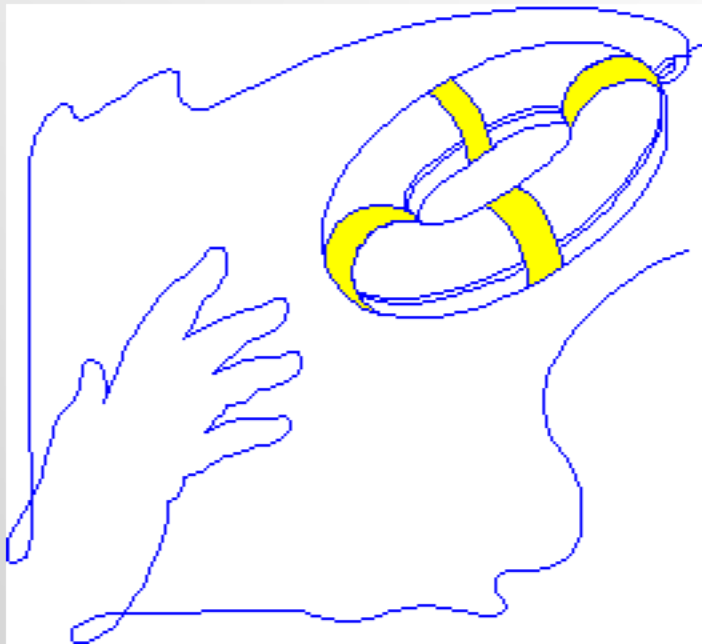
- **ALERTNESS**
- **THOROUGHNESS**
- **ANTICIPATION**
- **CALMNESS**

Creating the Event

- Policy on event entry
 - Emergency calls
 - 90 Seconds
 - Non Emergency
 - 3 minutes
- Take the time to add that extra information to assist the units



Officer Survival



- **Will to survive**
- **Plan of action**
- **Information gathering**



Remember:

**With practice comes
proficiency,
with proficiency comes
confidence,
and with confidence comes
control.**



**It's all right to have butterflies
in your stomach.
Just get them to fly in
formation.**

- Dr. Robert Gilbert

You may know where you are
and what you're doing...





God may know where you
are and what you are
doing....

But if your Dispatcher doesn't
know where you are and what
you are doing...



I hope you and God are on
very good terms!

