



THREAT SUPPRESSION, INCORPORATED

THREAT SUPPRESSION®

Corporate Headquarters: 525 North Tryon Street, Suite 1600 | Charlotte, NC 28202 | USA

Corporate Mailing Address: Post Office Box 57 | Fort Mill, SC 29715 | USA

Phone: 800.231.9106 **Web:** www.ThreatSuppression.com **E-Mail:** info@ThreatSuppression.com

9-1-1 Communicator Response to the Active Shooter/Active Assailant

Executive Summary:

This course prepares public-safety communications personnel for the information and coordination problems that emerge when an active assailant event overwhelms a communications center. Participants examine how to recognize and declare the event, rapidly capture credible and actionable intelligence, prioritize callers, manage inconsistent or stale information, support integrated law-enforcement, fire, EMS, and emergency-management operations, and maintain operational discipline when call volume, radio traffic, and technology failures compete for attention. The program is built for 9-1-1 professionals who must help turn a chaotic stream of calls and data into decisions that responders can use.

THE CHALLENGE: During an active shooter or active assailant attack, the communicators center can become the first operational bottleneck. Callers often provide incomplete and conflicting information, while radio traffic, CAD activity, mutual aid requests, and technology failures accelerate. Rapid recognition and dispatch of an active assailant attack is critical. The quality of decisions made in the first few minutes often dictate success of the event.

Course Overview:

Length	Four to eight hours, based on the host organization's objectives, audience, and desired level of discussion.
Format	Instructor-led lecture, facilitated discussion, case studies, call-taker and dispatcher scenarios, and communications-center planning. Available in person or as a live webinar.
Audience	9-1-1 communicators and telecommunicators, PSAP supervisors and managers, dispatch trainers, law-enforcement, fire, EMS, emergency-management, public-safety communications, and government officials.
Class Size	Host-specific and scalable. Final limits depend on room capacity, delivery platform, and the desired level of participant interaction.
Prerequisites	No prior tactical or law-enforcement qualification is required. Participants should be familiar with their PSAP's call-taking, dispatch, radio, CAD, mutual-aid, and emergency-notification procedures.
Cost	\$3,500 for a half day or \$6,000 for a full day, plus instructor travel and lodging. Virtual discounts may apply.

What Participants Will Learn:

The Communications Center Under Pressure

An active shooter or active assailant event creates an information problem before it creates a manageable operational picture. Calls arrive from people who may be frightened, injured, hiding, moving, or unsure of what they have seen. The communications center must absorb the initial surge, identify the location and nature of the threat, support responders, and keep information moving while recognizing that early reports will be incomplete and sometimes wrong. Historical case studies, including Virginia Tech, Aurora, and the Paramus mall shooting, demonstrate how quickly call volume can exceed normal assumptions.

Recognizing and Declaring the Event

The first communications decision is often whether the information supports an active shooter or active assailant response, a more complex event, or another type of emergency. Participants examine warning signs, declaration triggers, complex-event indicators, credible and actionable intelligence, and the difference between information that is current, uncertain, or stale. The course addresses how protocol language, call-taking habits, and the need for confirmation can either support or delay an integrated response.

The course also examines how communicators manage the first minutes of the call, including the rapid collection of location, threat, movement, injuries, weapons, access, and caller-safety information. Participants consider how to ask focused questions without turning the call into an obstacle course, how to prioritize callers, and how to prepare callers for possible room entry or rescue. The objective is not perfect information; it is useful information delivered quickly enough to guide action.

Call Triage, Dispatch, and Information Discipline

Participants examine the three phases of initial 9-1-1 response: receiving and stabilizing the call, extracting and validating actionable information, and dispatching and updating the response. The course addresses call prioritization, inconsistent reports, dropped or abandoned calls, protocol deconfliction, plain-language communications, encrypted channels, radio discipline, PSAP information sharing, sentinel benchmarks, and the management of information that has become stale. It also examines the use of social media and other sources to locate victims or clarify developing information while preserving reliability and operational control.

Integrated Public Safety Response

The communications center is part of the integrated law-enforcement, fire, EMS, and emergency-management response. Participants examine how dispatch supports law-enforcement intervention, Rescue Task Force or other rescue models, fire and EMS staging, medical access, mutual aid, command, and the movement of credible information between disciplines. The discussion includes the operational consequences of radio-system failure, CAD failure, overloaded talkgroups, poor radio discipline, and incompatible or deconflicted protocols.

Tactical Telecommunicator and Reunification Functions

The program introduces the tactical telecommunicator as a communications professional who understands active-assailant and terrorism response, not merely call processing. Participants examine situational awareness, asymmetric attack considerations, swarm or multi-location information, reunification centers that help decompress the 9-1-1 system, hostage or officer-ambush information, and responsible use of social media. The course also addresses swatting and other deliberate efforts to create false or conflicting emergency information.

Experience-Based Lessons and Exercise Planning

Threat Suppression staff have helped develop and implement large joint public-safety active-assailant response protocols, commanded active-assailant and mass-casualty incidents, and trained more than 200,000 public-safety providers. The final discussion translates those lessons into communications-center improvement questions: what should trigger escalation, how will the center absorb overload, which information must be shared immediately, what happens when CAD or radio systems fail, and how will the PSAP support sustained operations after the first wave of calls? The program can support later tabletop, functional, or full-scale exercises.

Learning Objectives (based on course length):

At the conclusion of the program, participants will be able to:

1. Summarize the history of mass-violence and active-assailant events relevant to 9-1-1 communications.
2. Explain why active-assailant events can overwhelm a PSAP with rapidly increasing and conflicting information.
3. Identify indicators and decision points that support an active shooter, active assailant, or complex-event response.
4. Describe the respective roles of law enforcement, fire, EMS, emergency management, and the communications center.
5. Describe how to rapidly obtain useful information from an active-assailant caller while maintaining caller safety.
6. Distinguish credible and actionable intelligence from uncertain, duplicated, unverified, or stale information.
7. Explain the three phases of initial 9-1-1 response: receiving, validating, and dispatching or updating information.
8. Describe methods for prioritizing callers, managing abandoned calls, and handling inconsistent information.
9. Explain protocol deconfliction during call-taking and dispatch when multiple disciplines or jurisdictions are involved.
10. Describe communications-center problems associated with CAD failure, radio-system failure, dropped calls, and poor radio discipline.
11. Discuss information-sharing practices among PSAPs, responding agencies, mutual-aid partners, and command personnel.
12. Describe how communicators can prepare callers for room entry, rescue, sheltering, or other immediate protective actions.
13. Explain how social media and other information sources may support victim location and situational awareness while requiring verification.
14. Describe the role of the tactical telecommunicator in active-assailant and terrorism response.
15. Identify indicators and operational considerations associated with swatting and other deceptive emergency calls.
16. Develop prioritized communications-center improvement questions and exercise objectives for an active shooter or active assailant event.

Host Agency Requirements:

The host organization is responsible for coordinating the course, registering participants, obtaining any applicable continuing-education credit, and providing a suitable classroom or virtual-delivery environment. For in-person delivery, the host should provide a computer, projector or display, reliable audio, and adequate seating for the confirmed attendance. For virtual delivery, the host should provide the meeting platform, participant access, and a point of contact who can manage attendance and technical issues.

Before delivery, the host should identify the participating PSAPs and disciplines, known call-taking or dispatch concerns, local mutual-aid relationships, and any site-specific priorities suitable for discussion. The lecture does not require a live-fire facility, training weapons, tactical medical equipment, or practical-training props. If the host requests a tabletop, CAD or radio exercise, or other practical component, the technology, staffing, scenario, security, and attendance requirements will be addressed in a separate course plan before scheduling.

About Threat Suppression:

Threat Suppression, Incorporated is a research-driven safety, security, and public-safety training and consulting firm founded in 2012. The company is a leading provider of integrated active assailant training for the Department of War, providing more than 165 classes at 45 major installations. The company has invested more than 50,000 hours in internal active assailant research. Threat Suppression serves as a principal member of NFPA 3000 and participates in multiple state and federal ASHE workgroups that shape national active assailant preparedness standards and policy.

The company's leadership has commanded active assailant events and was lead author on the 2021 Oxford High School mass shooting after-action report, one of the most comprehensive analyses of an active assailant incident response. Threat Suppression provides active assailant preparedness, rescue task force training, emergency management support, behavioral threat assessment and management, exercises, after-action reviews, and physical security services to federal agencies, military installations, public safety organizations, healthcare systems, schools, and private organizations. Our work combines operational experience, applied research, and field-tested instruction.

To Schedule or Learn More:

Phone: 1-800-231-9106

Email: info@ThreatSuppression.com

Course Page: www.threatsuppression.com/911-response-active-assailant

Website: www.threatsuppression.com