



THREAT SUPPRESSION®

## THREAT SUPPRESSION® INCORPORATED

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### ***“9-1-1 Communications Response to the Active Assailant”***

#### **Presentation Description:**

*“Communication is always the second casualty at an active shooter event.”*

Numerous active shooter/active assailant events have required public safety agencies small and large to analyze their abilities to respond to these events. Consistently, there have been 125 people killed each year in active shooter events in the United States and many more injured. Research by the Department of Justice found that active shooter events have increased 600% since 2009 and the lethality of these events has increased 150%.

Universally, every active shooter event has demonstrated that 9-1-1 communication centers will be quickly overwhelmed at active shooter events. At the 2007 Virginia Tech Shooting, three dispatchers handled 2,027 emergency calls. At the 2012 Aurora Theater Shooting, 13 dispatchers handled more than 6,000 emergency calls. At the 2013 Paramus, New Jersey mall shooting, Paramus 9-1-1 received so many calls that they had to transfer calls to five New Jersey counties, the NYPD, and the State of Pennsylvania.

Numerous after-action reports have found similar problems with 9-1-1 communications at active shooter events. In some reports, reports have found that 9-1-1 communicators are very skeptical at first, not believing that callers are actually experiencing an active shooter event. In other cases, 9-1-1 communicators have had lengthy arguments with the callers about their location, not believing or understanding where they were. In other cases, 9-1-1 communicators have simply stated, “We have the call” and disconnected on callers who had critical information to share.

This presentation will discuss the concept of an integrated law enforcement, fire, and EMS response. Multiple active shooter events in the United States have resulted in delays exceeding three hours for medical personnel to get to the injured. Numerous published research papers demonstrate that one third to half of the deaths are preventable with quick treatment and rapid transport to a trauma hospital. This course will discuss the use of the Rescue Task Force model, as well as other type of rescue team models.

This presentation explores multiple challenges faced by 9-1-1 centers at active shooter events, including determining an ASHE response, warning signs of an ASHE, receiving the call, overwhelming calls, inconsistent information, triaging calls, questions to ask callers, dispatching the call, , working the call, utilizing credible and actionable intelligence, the concept of “stale information”, use of encrypted channels, PSAP information sharing, sentinel benchmarks, protocol deconfliction, preparing callers for room entry, use of social media to locate victims, and more. In nearly every active shooter after action

report, the 9-1-1 centers reported major problems, including complete radio system failure, CAD failure, numerous “dropped” 9-1-1 calls, and lack of radio discipline.

This presentation also discussed the role of the tactical telecommunicator. This is a communicator trained in active assailant response and terrorism response. Numerous concepts are discussed, including asymmetric attack tactics, situational awareness, “swarm ball”, the need for Reunification Centers to decompress 9-1-1, and much more. This course will also cover the concept of “swatting”, which has become a significant public safety problem.

Threat Suppression staff led the development and implementation of one of the nation’s largest joint public safety active shooter response protocols in a metropolitan city in the Southeast. Our staff also commanded the 2019 University of North Carolina at Charlotte active shooter event, and the 2024 U.S. Marshal’s shooting in Charlotte that resulted in eight officers shot and four officers killed.

Our staff have trained more than 200,000 public safety providers from local, state, and federal agencies on active shooter response. Following an active shooter event, the 9-1-1 Communications Center Director stated, *“The event happened exactly like Threat Suppression said it would in training. It was almost like the event was following the training script and the callers were following the course outline.”*

**Presentation Objectives:**

1. At the conclusion of this program, attendees will learn and discuss the history of mass shooting and school shootings in United States.
2. At the conclusion of this program, attendees will be able to describe historical data from previous active shooter events of the massive number of 9-1-1 calls received.
3. At the conclusion of this program, attendees will be able to describe “triggers” for declaring an active shooter event.
4. At the conclusion of this program, attendees will be able to describe “triggers” for declaring a complex active shooter event.
5. At the conclusion of this program, attendees will be able to describe the law enforcement response to an active shooter.
6. At the conclusion of this program, attendees will be able to describe the fire department and emergency medical services response to an active shooter.
7. At the conclusion of this program, attendees will be able to describe a method to rapidly gain information from an active shooter caller in less than 15 seconds.
8. At the conclusion of this program, attendees will be able to describe the importance of credible, actionable intelligence from callers.
9. At the conclusion of this program, attendees will be able to describe the three phases of initial response by 9-1-1 communicators.
10. At the conclusion of this program, attendees will learn about numerous problems 9-1-1 centers faced at active shooter events.
11. At the conclusion of this program, attendees will learn about protocol deconfliction during call taking.
12. At the conclusion of this program, attendees will be able to describe the priority of callers.

13. At the conclusion of this program, attendees will be able to describe communication lessons learned from numerous active shooter events and exercises.
14. At the conclusion of this program, attendees will be able to describe the role of the tactical telecommunicator.
15. At the conclusion of this program, attendees will be able to describe indicators of a potential swatting event.
16. At the conclusion of this program, attendees will be able to describe numerous 9-1-1 communicator lessons learned from multiple events.

**Resources Needed:**

Classroom, computer, projector, audio

**Time Needed:**

Four to eight hours

**Cost:**

\$3,500.00 for a half day plus travel and lodging for the instructor.

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