



# Read what your peers are saying about.....

**PEI-911 Online**

## *The Public Safety Group's* **Active Assailant, 4<sup>th</sup> Edition**

Taking this class really opened my eyes about active shooter incidents. I'm only 23 years old and fairly new to dispatching, so I haven't really known much about active shooters besides what I've seen on the news. This class taught me the different kinds of shooters, the demographics of shooters, and all the rest of the ins and outs. It was incredibly helpful to get a great background on this topic to prepare myself just in case this were to happen to my department. I really enjoyed taking this course! *Angela S., FL*

This was one of the best classes I have ever taken. I really enjoyed this class. I am very excited about everything that I learned from this class and would love to share it with my other coworkers. I really enjoyed listening to the phone calls and recordings. It's always nice to hear how other agencies handle the call or dispatch. I hope that there will be more classes that I will be able to take and share my learning with my fellow employees. Thanks for a great 3 weeks! *Kari P. FL*

This was a fabulous class. I have learned quite a bit. There was a lot of reading material and a lot of audio that helped exemplify points made. I really appreciated all of it. I also really liked that I was able to download it (for offline access) and print it. I like being able to print the material and make notes on it. I have really enjoyed all the comments and the assignments. *Kathryn T., ID*

Great course! Can't wait to take more!! I learned a lot in this class. I enjoyed and benefited from every part of the class. I am looking forward to sharing what I have learned with my existing dispatchers and future recruits to better prepare my agency for an active shooter or terrorist event in our city. *Brian P., OK*

LOVED, LOVED, LOVED this class!!!! I have also taken the APCO online active shooter class which was excellent, however, I gained more knowledge from this course. *Kathy C., FL*

I think this was an excellent class. It really opened my eyes as to how little I knew about active shooters. I will continue to research this topic and be the best that I can be in this situation. *Joshua R., MA*

This class has been very beneficial. I'm glad I took it and will recommend it to other dispatchers. Prior to this class I had very little training in how to deal with an active shooter. Listening to the tapes of the dispatchers and calltakers gave me a better perspective on what a dispatch center will experience. Unfortunately, with a situation like this, better training and policies are implemented after the fact which is too late. In addition, I didn't know what our department protocol is for dealing with an active shooter. Because of this class my partners and I have started a dialogue amongst ourselves on how to deal with an active shooter. I don't think this would have happened if we didn't take this class. Although we have seen these tragedies on the news, it's hard knowing the inner workings within a department during a situation. All we get to see on the news is what can be seen by the cameras. We don't get to hear or see what is going on behind the scenes. Now I know more, this will help me and the rest of our dispatchers become more effective. THANK YOU!!!! *Sandaliz R., FL*

Great course. Thank you. I learned a lot. I really enjoyed listening to the 911 tapes and radio traffic. I think I learned a lot from these dispatchers. I can see how quickly what seems like a routine call can quickly become very non-routine. I know that I will be more observant of people around me now. Before taking this course I really hadn't thought much about active shooter incidents (just when it's on the news). But now I think it would be very beneficial to me and my coworkers to train along with our officers so that we are all prepared and on the same page in case something like this happens in our jurisdiction. *Stacy F., FL*

The course content was excellent. This is one of the most informative, yet easy to navigate, online course I have ever taken. The instructor comments were very helpful and timely. *David I., OH*

What I liked most about this course was the information about how our communicators should deal with active shooter incidents. I liked the audio clips and the video clip, as they add realism to the training and are good examples of what to do and what not to do. *Theresa B., Canada*

This course gave me a true outlook on the active shooter incident. This outlook will give me a foundation that we needed to better serve our responders if this type of situation arises. *Joseph R., MA*

I'm really glad that we took this class. It has opened up discussion in our department and is assisting us in writing new policies here at the university. I also learned that so many other agencies didn't have a plan either. I feel like this is an important subject we should be spending more time and effort on. The amount of active shooter incidents are on the rise. They can happen anywhere and at any time. Preparation, knowledge and training are the key to be able to efficiently and quickly deal with these situations. *Nicole H., IL*

This was a great class, very informative. I got to read about some incidents I was not familiar with. This is the type of call you hope to never take in your career but i feel more prepared for it now if I do. *Heather J., OH*  
I feel that this class was beneficial because it made me think about the situations and what I would do in the same situation. Hopefully, this will prepare me for the chance that something like this could happen in my area. It also urged the importance of training for officers and dispatchers alike in an active shooter scenario. *Jason M., IN*

I enjoyed the class very much. I've learned several different topics that will assist my agency in dealing with these types of incidents. *Bill S., MO*

I found the information and material presented in the training to be very interesting and informative. The topic of an active shooter situation is something that you seem to only think about when it happens and makes National news. Unfortunately, terrorism is at the forefront of everyone's minds these days and the material showed how it could become a "Hybrid Active Shooter" incident. There were some great examples through the audio recordings of how an incident of this magnitude may be like in the communications center. Through everyone's feedback you got a feel about what to do or not to do. Train for the worst and hope for the best. *David N., MA*

I am not a dispatcher but I have applied for the position of one. I never knew what an active shooter was until I took this course. I am currently taking Police and Patrol procedures as one of my classes at the community college and I have used this class in discussion. I think I even taught my professor something and he used to be a cop. Thanks for the class and I will be taking another in the future. *Donna D., NM*

Lots of great information was presented in both the text and the recordings. I learned a lot and will be able to apply this information in our current training programs. I was surprised (happily) by how much this class made me research topics and get a better understanding of the responders approach to Active Shooter incidents. I will be recommending this class as a great resource for our call-takers. *Barb N., VT*

This course has brought new awareness and horrors to my job. I thought I was fully aware of things that di and could happen in my job. I was wrong. I appreciate the issues of this class that you have brought to my attention. I hope I can only learn more and help teach myself and others about these active shooter course. *Jack H., TN*

Amazing class! *Teresa B., TN*

I found this to be one of the better active shooter courses I have taken not because we have just looked at the shooter but looked at possible future type of calls. We have discussed what to say/not say vs the topic being glanced at but no discussion. New ideas have been presented and resources to look into for future educational learning. Active shooter is an ever changing concept and we in dispatch need to be aware of that and prepare so when our tapes are released, we feel confident that we did everything possible to help all involved. *Anthony N., MA*

I thought this course had valuable and helpful information. Not only from the textbook but also audio. Discussions and reading posts from classmates was also very helpful because everyone has different perspectives and may handle the same situation differently. *Kristina M., CO*

I am thankful for all the information shared here by both the course material and classmates. It is definitely interesting to find out the different operation methods we have in place, and how we all think and react to events such as active shooters. Studying other incidents gave me an idea of what I should strive for in the event that we encounter an active shooter, terrorist, or hybrid shooter. Communications Centers throughout the country definitely need to keep training its operators, disseminating the information on possible offenders and different methods of carrying out the attack, and I would love to see this education continue for all operators in general. *Heidi R., FL*

I have really enjoyed this class and the sharing of knowledge by our instructor and classmates. I do feel that these type classes and forums will help communication centers be able to learn from one another and to be able to be on one accord if any of our centers were ever in these type of situations. *Kanehsa M., FL*

I enjoy taking classes like this, not only for the information provided by the class itself, but also for the discussions and input given from the participants. I think one of the best ways to learn things in our line of work is to discuss what works and what doesn't with other people who have been through it before and who are familiar with the stressors that we deal with every day. Getting to hear the calls, and then discuss them with others in the field is one of the best ways to understand how to handle these kind of events. I like the fact that participants are from agencies of varying sizes and responsibilities from different parts of the country. It gives you some perspectives and ideas that you may never have thought of within your own comfort zone. *Mike S., NC*

I found this course very interesting and a real eye-opener. We all know that it can happen, we hear about it happening, but never expect something like this to happen in our city. But as we have seen and read about, it CAN happen anywhere, anytime. And we need to be prepared to respond-not just the officers and fire/EMS personnel, but dispatchers as well. We should spend down time reviewing policies, resource materials and having discussions with co-workers about how we would handle various types of calls. I would hope that by learning about the different types of incidents and "shooters", it has given me a better view of the "big picture." I would hope that if I ever took a call like that, that I could be the calm voice on the phone taking gathering information and calming the callers, and also over the radio, helping the officers get the information they need to get the situation resolved quickly and safely. I would recommend this course to our new employees. *Jennifer K., OH*

Great course, very interesting material. It's amazing to see how many ASE's there are and how the media picks and chooses the ones they 'blow up.' Its great to hear radio traffic and calls from other agencies that have dealt with them so that we can learn from their mistakes as well as mimic their triumphs. I know this will happen to us eventually and I think all of us are now more prepared to handle a major catastrophe like this because of these timely trainings. *Melissa F., ID*

The last 3 weeks of class has been very useful in gaining information and knowledge about active shooters. As our great professor taught, we must think in multiples (multiple calls, multiple suspects, etc.)! And we must always be training and prepare ourselves in the case an active shooter incident occurs in our jurisdiction! Thanks for all your input and thoughts during this class that helped me learn! *Kyle S., CO*

I am definitely appreciative of the opportunity to have participated in this class. I learned a lot, and have also bookmarked many other pages and resources that I came across while researching information for our assignments. I'm excited to go back and thoroughly read some of these documents and learn exactly how the Canadian government is preparing itself, as well as read further into the past incidents and what was learned from them. Thank you very much for sharing this information! *Jamie P., Canada*

I really enjoyed the class and thought that the way it was presented was really user friendly. I found that there were a lot of take aways about all of the case studies and Secret Service findings that could be used and referenced frequently in our work setting and also applied to other incidents outside of specifically Active Shooter Incidents. *Heather W., NC*

While I have taken other Active Shooter classes, I really feel I learned more in this class that was never discussed in others. Reading others responses and how they do things is always beneficial since each agency is different. All we can do is train, plan and prepare for the worst, if it ever happens. *Kelly L., IN*

I think that many agencies never imagine they will experience an Active Shooter Incident. This class shows that an Active Shooter can happen anywhere at any time. Being prepared is key. Getting familiar with YOUR role in a response to an

Active Shooting incident, and being prepared to play your role, is extremely important. The variety of incidents shown, and the vast difference between the shooters, was interesting and valuable information. I think of an "Active Shooter" entirely differently on many levels than I did before I started this class. I am glad I had the opportunity to take this class. Some of the best information was the opinions shared by some of the other members of the class. Reading other people's views and opinions can sometimes make you see things in a different light. *Jim P., MN*

I felt like this was a great training course. I enjoyed hearing the different scenarios and reading about them as well. I have learned a lot by taking this course. I would recommend this course to others. *Chelbie S., OH*