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The Public Safety Group's **Active Assailant**

PEI-911 Online

Wow! What a class this has been! It has been quite the eye opener! I have never been a part of a training with so many examples of active assailant type situations. It really created some thoughts that I would have never had before. I think that it is important for everyone to be prepared for situations like these. I am going to be taking this information with me to help prepare myself for these types of situations, and help me try to prepare my co workers as well. Thank you so much for this class! *Branson R., CO*

I feel I gain an immense amount of knowledge from this course. Ongoing training is necessary for officers and dispatch to keep the information fresh in our minds and not just filed away somewhere. These incidents and pop off at any time. This course was my favorite of many taken. *David W., FL*

I am extremely grateful for this course. I have learned so much throughout these 3 weeks and am confident that I can apply it to my workplace and share my knowledge with others. I also learned so much through my classmates and instructor that I may have not even considered or learned. There is always new information to learn when it comes to these events. We all have a different amount of job experience as well and what we have experienced or learned we can share with each other. With a class setting we are better able to grasp the concepts taught. Because of this course, I better understand what an active shooter is, been able to learn different case studies, seen how I as a dispatcher can do my part in gathering information and relaying them to officers and ensuring that the whole scenario, from my end, is taken care of swiftly and effectively. I enjoyed seeing how other agencies deal with these scenarios and how they approach them. *Juliana H., NM*

My final thoughts on this course are that all the material presented was extremely helpful in my career development. Like I mentioned in my prior discussion post this allowed me to network and familiarize myself with my agency's policy & procedure for an active assailant. This allowed for others in Communications that were not enrolled into the class to ask questions and review their training material. I love the mixture of reading material to watching a video to listening to radio traffic. The different methods of presenting information/material allowed for everyone to have an equal shot at retaining and learning the material. *Selvedina C., TX*

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*

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*

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*

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*

This was a very interesting course and I feel like I took more out of it than I normally do with online trainings. It was very in depth, and I really enjoyed all of the examples we reviewed. I honestly had no idea how often these incidents occur, and especially outside of the US, because there isn't a lot of coverage of the news about it. I definitely gained some insight as to some of the tactics that police use during these situations, that will benefit me as their dispatcher. I genuinely enjoyed this class and felt like I got a lot of useful information out of it. *Jade N., CO*

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*

I feel like this course has better prepared me for any active assailant calls that could potentially happen in my jurisdiction. Not only do I feel more prepared, I feel like I gained more knowledge that I can share with my coworkers to help better prepare them as well for an active threat comes up. I feel like as calltakers and dispatchers you can never learn enough in regards to potentially big, complex incidents that could use up a lot of resources. I feel like it is better to be overprepared than not prepared enough. *Toni W., TX*

My final thoughts are that you can never have too much preparation. All this training to continuously have is a necessity, but in dispatch you will never stop learning, and will always find ways to do things better for your civilians. This course gave an amazing amount of insight and examples of how things can be run in outstanding manner and how they cannot. This course presented a good mixture of information to better prepare us for if an incident like this were to occur. It was humbling to here the radio traffic of the dispatcher and officers through an active assailant. It gave chills and encouragement to be more than enough for the people we try to help on a daily basis. *Danielle C., TX*

I think that this course was extremely beneficial and gave good insight on what to expect if we ever encounter an active shooter situation. It showed just how important dispatchers are when it comes to an assailant incident. All we ever think about it's the officers and victims, but dispatchers have to be calm and collected through those situations. I commend all the dispatchers that we listen to on the tapes, because it is easy to critique when you are not in the situation yourself. I hope this is something I will never have to deal with in my career, but it is something that I need to be prepared to deal with. This class was super interesting and I enjoyed reading and listening to all the materials. *Shelby C., IA*

The past couple weeks have provided copious amounts of information that I was very interested to learn. The statistics, and research information in itself was eye opening and made me want to prepare myself the best I can for if the incident were to arise. Learning more about incidents around the country that I only had a sliver of understanding about was something that helped me try and put myself in other dispatchers shoes and try to figure out what I would do in that situation. All was very informative and I took a great deal from this class as a whole. *Cheyenne E., GA*

I really enjoyed this class. The material on school shootings and potential warning signs was very interesting to me. I enjoyed reading the statistics and scenarios and interacting with the class. It is nice to hear thoughts and views of others. *Geena G., Co*

This course has provided great insight into the world of active assailants, whether it be an active shooter or a terrorist attack. Looking at statistics for school shootings, knowing areas that are at high risk of an active assailant, and the radical groups in our own community better prepares us mentally for these type of calls. It has showed how quickly an attack can start and how much destruction can happen within a short amount of time. The more knowledge one has the better prepared we can be and potentially even prevent such attacks from ever occurring in the first place. As this class closes, it opens a world of research avenues and further studies for dealing with an active assailant. *Daniel P., NC*

I really appreciated the way this course puts together information from various types of incidents. Even though they're all "active assailant" incidents, they have many variables that can change the way it may be handled and that it is important to understand the potential motive behind the individual or the individuals to resolve the situation as quickly and safely as possible. It also highlights the importance of integrated training for these and other high acuity incidents. *Josh B., CO*

I really enjoyed this class. It was really helpful to listen to and read about different incidents to understand them better. It was beneficial to read everyone's' thoughts and opinions to gain a broader perspective on certain things. I also enjoyed the readings and thought they were more engaging then most readings normally are. I definitely feel like I have a better understanding of active assailants and how to prepare for them. *Makenzie C., CO*

My final thoughts on this class was that it was one of the more beneficial ones I've taken on active assailants in my dispatch career so far, most of the other ones I've taken felt more broad and treated them like another MCI incident instead of the different threats that come along with the active assailant scenario. I also appreciated all the examples provided in this class from the videos, the radio recording and call recordings. *Justin E., CO*

I think this class really helped supplement the training I am currently going through. I really helps me feel more prepared in the case that this were to ever happen in our city. It really helped me learn what the best way to react to this situation is and that doing my job effectively will effect how the first responders do their jobs out in the field. *Emily C., TX*

I thought the course was great and very helpful. I like that there were a lot of examples of the active threats that have happened around the world, and how the response was to those threats. *Darian J., TX*

I found this class so interesting and eye opening as well. I wish I had taken it earlier. The things I saw and heard really gave a good idea on things that should be and should not be done during an active shooter situation. Fusion Center so important to know is there. I think it should be a requirement to have this information! *Lori P., CT*

The variety of events covered in this course and analyzing them in detail can make any responder better in these situations. The mix of readings and multimedia kept the lessons interesting and informative. Being able to read other dispatcher's perspectives on the lessons was helpful as well. There are multiple classmates that have much more experience than me, and it was interesting to read what they got out of the lessons that I might've missed.. *Elizabeth T., IL*

This class has answered questions and given me a lot to think about at the same time. I found the audios of the dispatchers so beneficial it gave examples of dispatchers caught off guard, dispatchers with concern in their voice, dispatchers missing information and rushing callers off the phone, and it also gave great examples of dispatchers who can keep a calm manner within their voice throughout the incident. This class opened my eyes to the thought of a terrorist incident in my area. This class also provided information about threat assessments which lead to further discussions at work. *Ferrin E., NC*

At first I was somewhat skeptical as to how this course would be as an online training. I must say, however it was really well and I feel as if I learned as much as I would have in an in class course. All the video's and audio's were great because it provided real life situations and added context that can be broken down and learned from. I was able to learn some new concepts and refresh on others. Overall, I have no suggestions to improve for this class. I thought it was great!
Aaron H., NC

I thought that this training was very informative and eye opening. It made me look at things on a much deeper level and will enhance questions that I ask and how I handle radio traffic in the event of one of these incident. Because lets face it.. It's when it happens and not if because we all likely will experience it at some time in our career. Because I found these classes I was the first to take them from my agency and have been keeping my training coordinator up to date on them and hopefully more people will be taking them soon. *Layla A., NC*

I really enjoyed this class. It covered several different incidents that other classes I had attended over the topic did not. It was nice to get a different perspective. *Kendra S., MO*

This was an eye-opening course that I found very informative. I'm grateful for the opportunity to have been part of this class and feel the past three weeks have equipped me with information to become a greater asset to my Department and the community we serve. *Emily P., VT*

I thought this was a really great class. It helped me realize better what potential issues I could be facing in the future in my area. I also found it helpful to listen to previous incidents and listen to how they were handled. I'm hoping this course will help me inside my center trying to come up with some pre plans for certain places such as potential staging areas etc. My center has a lot of younger/newer dispatchers so I'm in hopes I can better help my center to help the younger folks have a "cheat sheet" to help with a major incident such as something like we learned about in this course. Overall I was very happy and impressed with going through this course. *Andrew N., ME*

This class has been amazing. The Active Assailant 911 calls were an eye opener to say the least. Graphic but provided a ton of insight into what you may experience some day as a dispatcher/CT. Researching what hate groups/anti-government groups exist in our area was nothing short of alarming. I had no idea so many existed here but gives some insight into what could come at me as a dispatcher/CT in the future. *Catherine M., MD*

This was a great course! This has been a huge fear of mine. I was involved with the Las Vegas shooting. I worked at a nearby hotel near the festival and so many people ran into our hotel to find shelter. LE was OS really quickly and helped a lot of injured people in our hotel that ran from the festival. The blood and the screams will stick with me, and this is what I am most afraid of while on the job. This course will stick with me and help me with the situation if it arises. I have learned a lot listening to other call takers take calls in this situation. I feel more prepared for the situation. *Tahnia D., CO*

Overall, I felt this course was very informative. It put in perspective how important it is to have a policy in place and to evaluate it from time to time. I typically struggle staying engaged with online courses and that was not the case for this course. I felt engaged and encourage throughout the class. *Layna J., W*

I enjoyed this course. There is a lot of great information here and it is so great to be able to share perspectives with those in the same position. *Brittany K., MA*

Being a self-paced class with access to so much information and so many historical incidents has been very beneficial for me in understanding the different natures, not only of active assailants, but also of various types of events and their outcomes. I would absolutely recommend this course to anyone looking to further their exposure to and understanding of active shooting situations in an attempt to help their department become more prepared and ready for response. *Emery K., WY*

I like the information presented here. Very well put together and lots of historical incidents that I had not heard about or a couple I had forgotten about. I also hearing about examples from other regions outside of Florida on how they react to these incidents. The self paced classes also help me with working around the work schedule. Thanks for a great class.
Adam H., FL

I thought the class content was excellent and the ability to take this online versus in person was extremely helpful due to our staffing shortages. I strongly believe this class should be taken by all dispatchers within their first 1-2 years on the job! *Jennifer C., CO*

The information and material in this course was great, and provided great insight and opinion from others. *Ryan I., MA*

I enjoyed taking this class. Hearing the evolution of taking active assailants calls through the years was really eye opening. Law enforcement as a whole has learned so much more with these calls and it's really helped call takers / dispatchers get the best information from callers and out to officers. It was really interesting to hear the call takers that did not focus on their callers safety, compared to those who did. I hope that if I ever have to work an active assailant situation I am able to pull from the knowledge I have learned throughout this class to make me the best I can be. *Heather P., CO*

This class has been extremely beneficial in learning how to be a good dispatcher. Not only has it opened my eyes to account for the everyday woes that occur in my state, but it taught me what the correct questions are to ask and how to properly get vital information across to my officers. The case studies, in particular, were exemplary to say the least. I've also learned that, unfortunately, there can be great loss at any moment in time, and it is vital to be prepared for what comes next. This class has allowed me to do just that. *Maria R., NH*

I really enjoyed this class! It was a great way to get more exposure into active incidents. My agency can be pretty slow, so listening to radio traffic, 911 calls, and looking at data and past events really helped with considering my own role as a dispatcher if something like that were to happen while I was on shift. It also was very helpful getting a refresher on my own agencies policies regarding these events including what we do with our medical personnel as well. I definitely feel more prepared going forward. It was also interesting to read everyone else's posts and see how their agencies are expected to handle active events. *Cynde R., CO*

I really liked listening to the examples of these incidents. I found it very helpful to see how other dispatchers/call takers handled these stressful situations. It was especially helpful to hear the example with the dispatcher who was alone and had to handle everything herself, that is something I worry about with our staffing. There are multiple shifts where there is only one person assigned and that kind of situation is not something you want to be by yourself for. *Tara H., OH*

This has been a pretty effective and decent training opportunity. The radio/call clips were huge and helped to show that even when chaos strikes, we can make a difference. It was a nice change of pace to include the terror aspect, since that is a growing threat, and the use of the active shooter to accomplish an attack is impressive. I don't think there is much I would change, I liked how this course got us engaged and interacting. *Christopher H., MI*

The course was much more broad than i initially thought it would be. What we learned instead was not just route memorization but instead was a lot more specific... Taking this course both encouraged me to learn about my center's policies, but also to ask questions that might expose a weak spot. I also got a chance to inform myself of the specific threats that are known in my area. I learned incredibly sobering facts about how much damage damage an active assailant can do in a short amount of time and the trends in incident rates. *LydiaT., MD*

This class was amazing! I learned so much, especially from the several audios from active assailant incidents. Overall, the dispatchers did a great job to stay calm, show confidence, and stay organized in such stressful calls. I also learned a lot from the call-takers in these events. The call-takers were experienced to sort through the many calls coming in by advising the caller that help was on the way and quickly asking for more information. If the caller did not have anything new, the call-taker was respectful in disconnecting to take the next call. I think that will be the biggest lesson I take with me moving forward. I have been on 9-1-1 during days we get tens of calls about the same incident. Previously, I have felt guilty about hanging up on someone. However, the potential information from the next caller could be critical for responding officers! *Jaime B., NH*