COURSE OUTLINE
Dispatch Specialties: Fire, Police, and Tactical Dispatching

Course Description
CC 204. Dispatch Specialties: Fire, Police, and Tactical Dispatching. 3 hours credit. Prerequisite: CC 100 with a C or better. This course will enable the student to recognize the need for fire or police responses to 9-1-1 calls. The student will be able to explain and demonstrate the protocol selection and assignments for the level of call determined. The student will also become familiar with the roles and responsibilities of dispatchers in a tactical setting.

Required Materials


Boyd, Jerry M.S. *Incident dispatcher, a guide for the professional tactical and incident dispatcher.* Morgan Hill, CA: First Contact 9-1-1, LLC

* - For complete textbook information, refer to https://bookstore.butlercc.edu

Supplemental Materials
Pivetta, S. *9-1-1 Emergency communications manual.* Sumner, WA: Professional Pride Publishing

Butler-assessed Outcomes
The intention is for the student to be able to:
1. Discuss the roles and responsibilities of an emergency fire, police, and tactical dispatcher
2. Demonstrate competency in the principles, practices, and standards of fire, police, and tactical communication skills
3. Define the benefits of protocol usage when classifying emergent calls for service.

Learning Outcomes
1. Qualify for the International Academies of Emergency Dispatch, Emergency Fire Dispatcher’s Certificate exam.

Learning PACT Skills that will be developed and documented in this course
Through involvement in this course, the student will develop ability in the following PACT skill area(s):

**Analytical Thinking Skills**
Critical thinking – Through classroom discussion and application exercises, the student will be able to explain how emergency dispatchers use protocols to properly classify calls for service and describe the time-life priority incident classifications used for calls for service.

**Major Summative Assessment Task(s)**
These Butler-assessed Learning Outcome(s) and the Learning PACT skill(s) will be demonstrated by:
1. Writing a paper describing the method and flow of specific protocol progression including the different levels of response and what that includes. (Echo vs. Bravo Response) –OR-
2. Completing a series of skills and competency–based assessments to prepare for the national certification exams.

**Skills or Competencies**
Actions that are essential to achieve the course outcomes:
1. Explain difference between law enforcement and fire calls for service
2. Utilize protocols to aid in determination of call response and determinant level
3. Demonstrate the proper method of communication with personnel on a fire scene
4. Demonstrate proper techniques for dispatching officers to in progress, just occurred, and past calls
5. Understand the need and reasoning behind documentation of radio traffic
6. Use computer-aided dispatch (CAD) and protocol software used to monitor and record information from the scene
7. Use the radio and paging systems to alert fire personnel at the time of the call
8. Demonstrate the proper use of radio tones for alerting law enforcement officers of emergency traffic

**Learning Units**
I. Emergency fire dispatching
   A. Firefighter safety
   B. Nature of fire
   C. Fire communications

II. National Academy of Emergency Dispatching (NAEFD) introduction
   A. Progression through a “typical call and dispatch”
   B. Roles and responsibilities of fire dispatcher
   C. Fire protocols
   D. Development of protocols
   E. Benefits of protocols
   F. Prioritized response

III. Fire priority dispatch systems
A. Components
B. Progression (flow)
C. Chief complaint protocols
D. Determinant descriptors
E. Critical emergency fire dispatcher (EFD) information
F. Pre-arrival instructions
G. Chief complaint classification

IV. NAEFD roles of EFD and dispatch principles
   A. Incident classification
   B. Scene safety
   C. Determinant codes
   D. Additional resources
   E. Logistics coordinator
   F. Emergency vehicle collision risk
   G. Background knowledge
   H. Informing responders
   I. Other resources
   J. Communications network

V. NAEFD operations
   A. The firefighting process
   B. Fire terminology
   C. Incident command system
   D. Primary incident command systems roles

VI. Tactical incident dispatch introduction
   A. Definition
   B. Formal beginning to incident command system
   C. Incident dispatchers
   D. Selling the concept
   E. Selection criteria and training

VII. Duties and responsibilities
    A. Overview
    B. Incident dispatchers personal and "Go Kit" equipment
    C. Radio equipment maintenance
    D. Mobile communications environment
    E. Communications procedures

VIII. Post incident activities
    A. Dealing with the media
    B. Demobilization
    C. Professional knowledge base development
    D. Conclusion of incident command system
IX. Emergency police dispatching
   A. Nature of police
   B. Police communications

X. National Academy of Emergency Police dispatching (NAEPD) introduction
   A. Roles and responsibilities of police dispatcher
   B. Police protocols
   C. Essentials of call processing
   D. Benefits of protocols
   E. Prioritized responses
   F. Quality improvement
   G. Certification and accreditation

XI. Police priority dispatch systems
   A. Components
   B. Progression (flow)
   C. Chief complaint protocols
   D. Determinant descriptions
   E. Caller in danger protocol
   F. Pre-arrival instructions
   G. Chief complaint classification

XII. Law enforcement communications
    A. Police communications
    B. Agency specific learning
    C. Organization of police agencies
    D. Sheriff or county law enforcement
    E. Municipal police agencies
    F. Crime and punishment defined

XIII. Police call types
      A. Crimes against persons
      B. Family and juvenile, domestic violence, and sex crimes
      C. Drug and alcohol, weapons, complaint, and hazards
      D. Burglary, criminal trespass, and alarms
      E. Theft, fraud, and miscellaneous crimes
      F. Accidents and other police services

XIV. Police radio
     A. Unit assignment
     B. Methods and techniques
     C. Information systems

XV. Terrorism
    A. About terrorism
    B. Combating terrorism
C. Bio-terrorism  
D. Working with fear  
E. Post-traumatic stress disorder

**Learning Activities**
Learning activities will be assigned to assist the student to achieve the intended learning outcome(s) through lecture, reading assignments, instructor-led class discussion, group activities, drill/skill practice of actual news footage, 9-1-1 recordings, radio recordings, as well as other activities at the discretion of the instructor.

**Grade Determination**
The student will be graded on learning activities and assessment tasks. Grade determinants may include the following: daily work, quizzes, chapter or unit tests, comprehensive examinations, projects, presentations, class participation, and other methods of evaluation at the discretion of the instructor.