



# ***Officer Safety***

## ***Dispatcher Perspective***

***Dispatch Academy***

***San Jose Police Department***

# Communications' Role in Officer Safety

- We are the “right hand” of the officer working in the field



# Our Role in Officer Safety

- **Creating calls for service**
- **Dispatching calls for service**
- **Receiving calls from officers**
- **Providing information to officers**

# Broadcast accurate and complete safety information

- Weapons
- Alcohol
- Drugs
- Mental Impairment
- History of Violence
- Suggestive statements made by suspects or victims.

# Remember...

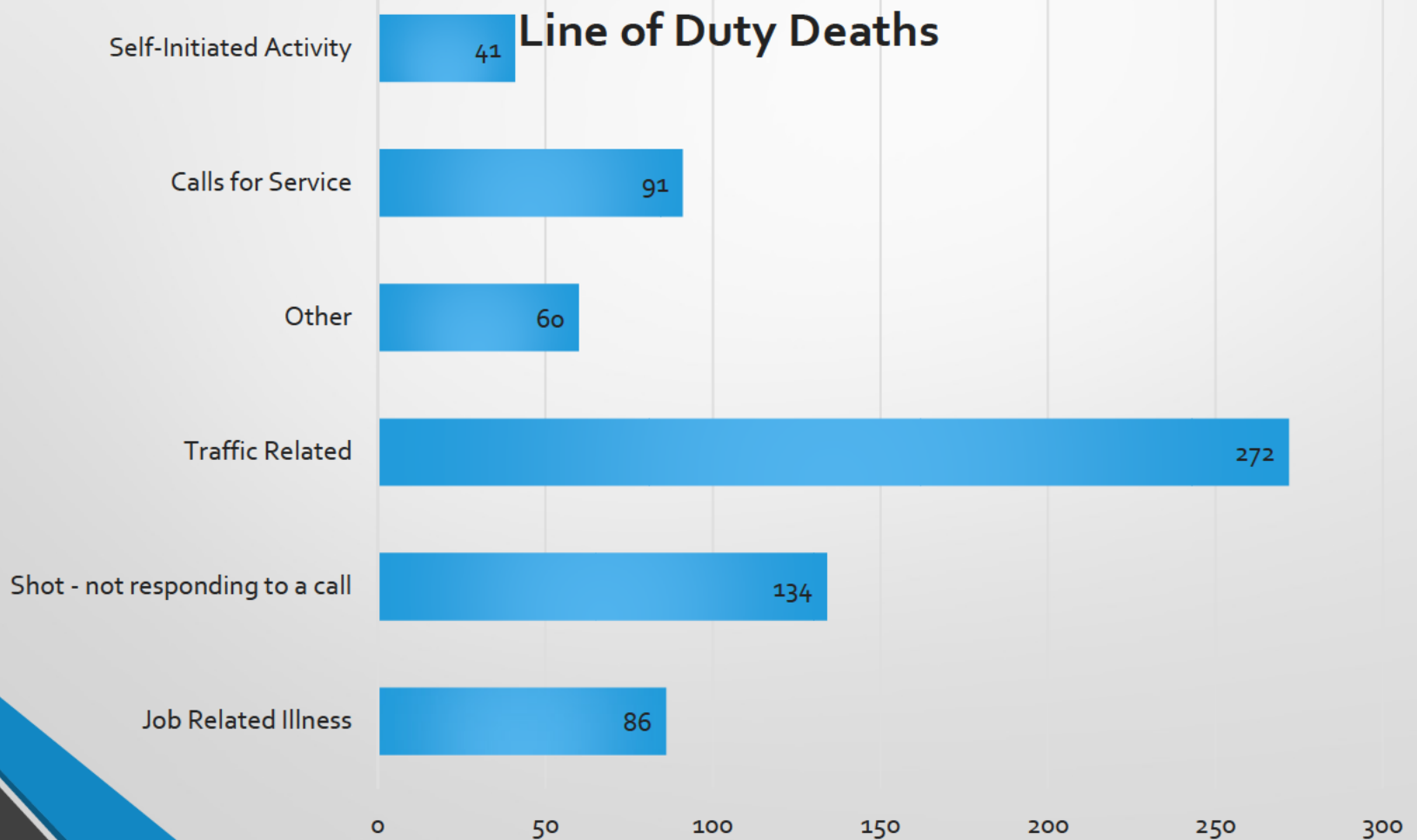
- A dispatcher's role is **proactive**



# Study of Officers Killed

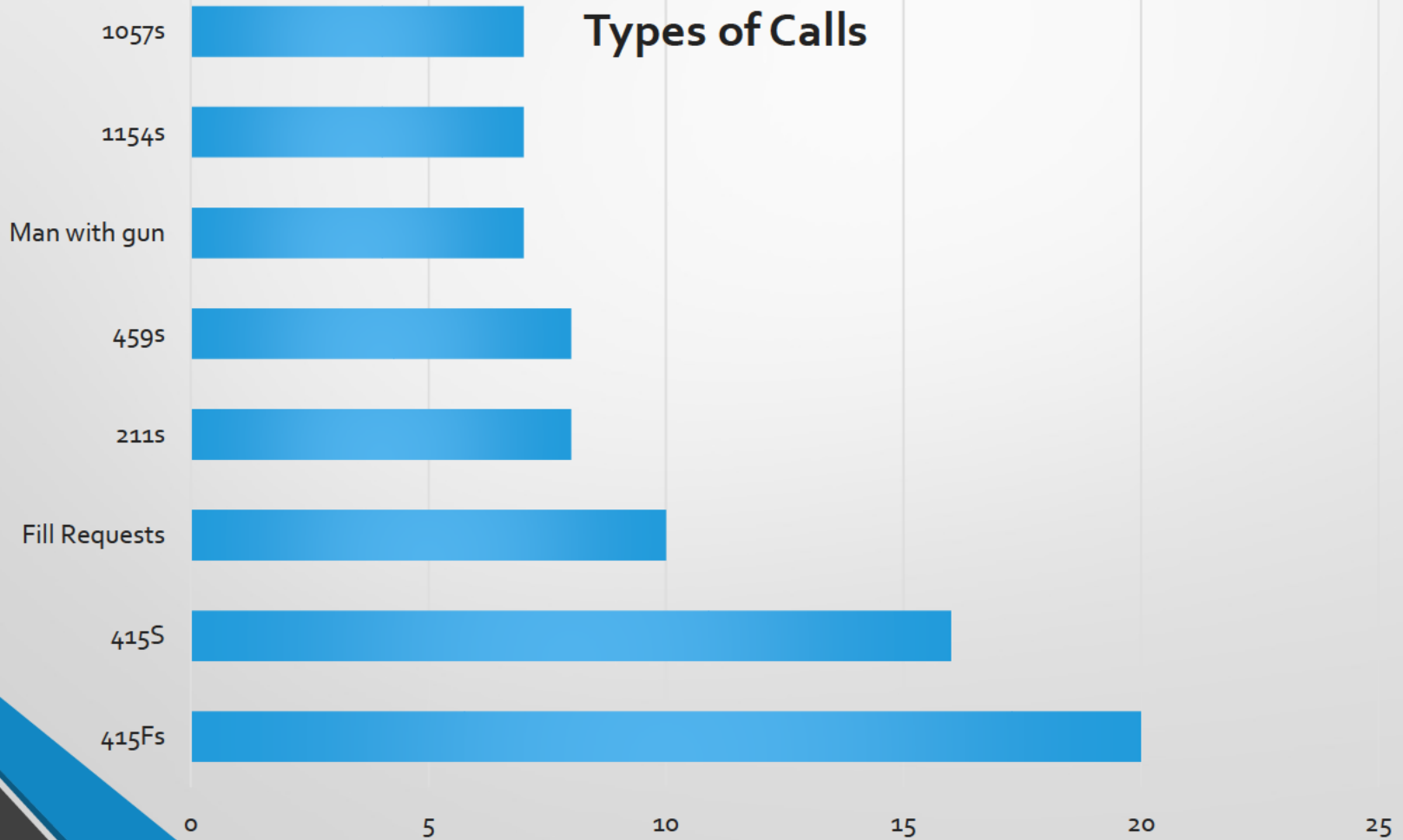
**Statistically, when are officers killed most often?**

# NLEOMF Study 2010-2014 reviewed 684 line of duty deaths



# NLEOMF Study 2010-2014

## 91 LODDS Calls for Service

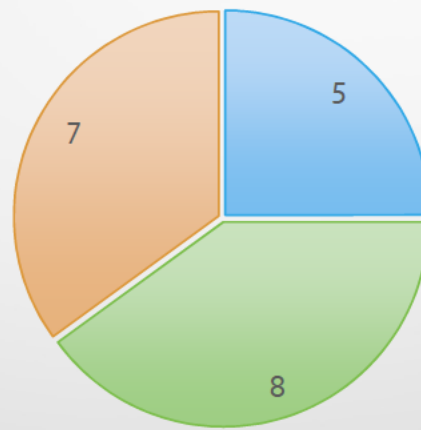




# NLEOMF Study 2010-2014

## Calls for service - 415Fs

Number of Officers on Scene at Time of LODD of 20 415Fs

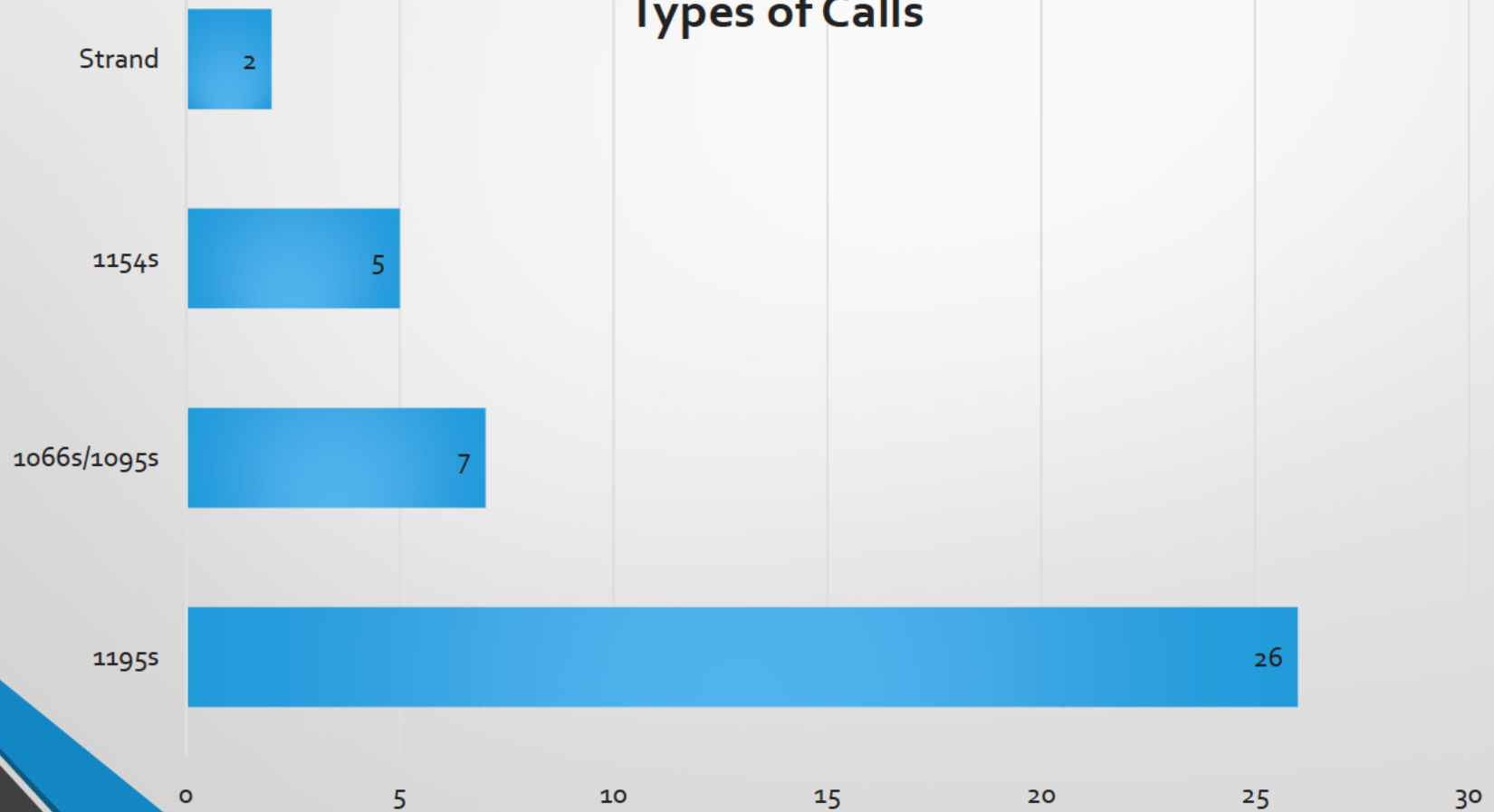


■ 3+ Officers ■ 2 Officers ■ 1 Officer

# NLEOMF Study 2010-2014

## 41 LODDS during self-initiated

### Types of Calls



# NLEOMF Study 2010-2014

## 1195s LODD

- 69% of the officers were shot after contacting the driver or passengers
- 85% had advised their dispatcher of their location and stop
- 50% of the vehicles stopped were solo occupant
- 54% of shooters were passenger in the vehicle

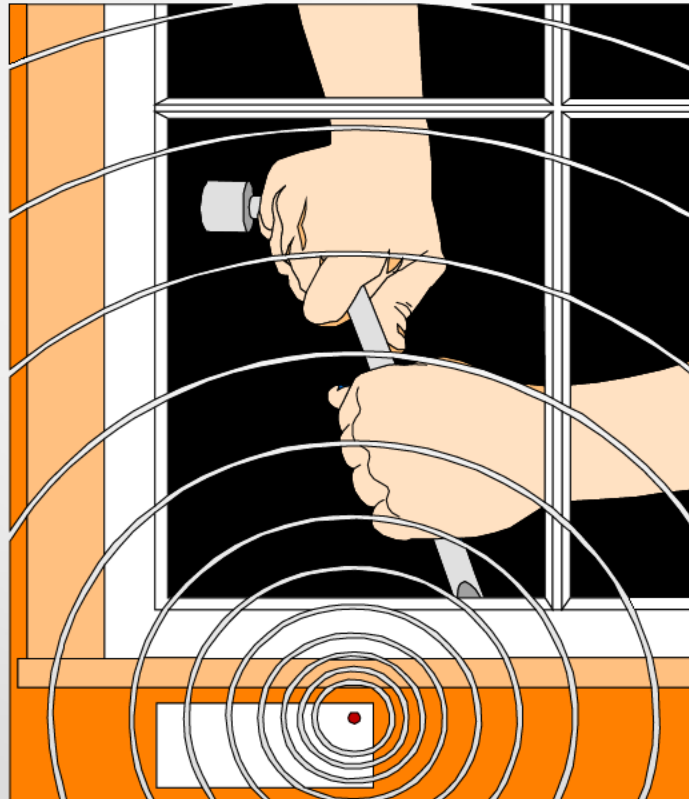
# NLEOMF Study 2010-2014

- Out of 132 officers killed 129 were shot
  - 71% suspects were armed with a handgun
  - 21% suspects were armed with a rifle
  - 10% suspects were armed with a shotgun
- 14-19% of officers were not wearing body armor

# “Man with a Gun” or Domestic Calls



# Practice: "When?" thinking




# Common mistakes - call taking:

- Not asking officer safety questions
- Wrong locations
- Unclear information
- Loss of control
- Updating channel

# Common mistakes – dispatching:

- Loss of control
- Misspelled names
- Incorrect unit 10-20
- No verification
- Assumption
- Hesitation
- Wrong unit





**It is better to be prepared for an opportunity and not have one than to have an opportunity and not be prepared.**

**- Whitney Young Jr.**

Remember: There is no such thing  
as a "routine" call!



# Communications' Officer Safety Tactics



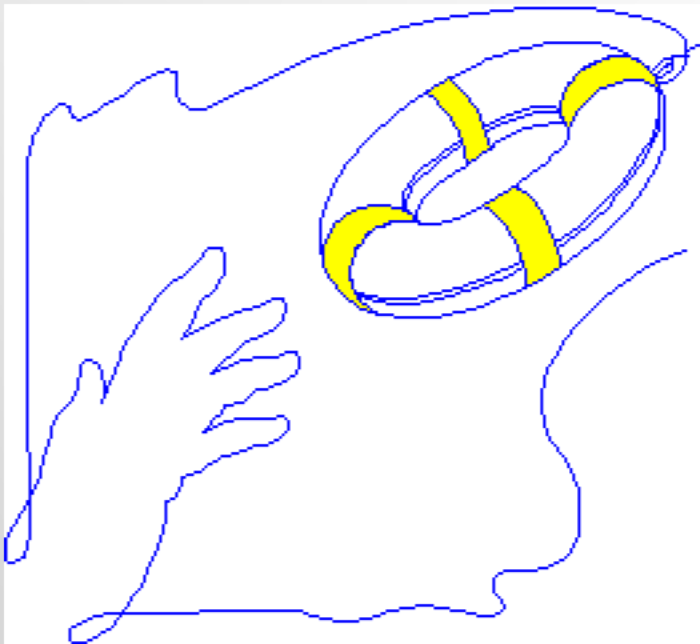
- **ALERTNESS**
- **THOROUGHNESS**
- **ANTICIPATION**
- **CALMNESS**

# Creating the Event

- Policy on event entry
  - Emergency calls
    - 90 Seconds
  - Non Emergency
    - 3 minutes
- Take the time to add that extra information to assist the units



# Officer Survival




- **Will to survive**
- **Plan of action**
- **Information gathering**



**Remember:**

**With practice comes  
proficiency,  
with proficiency comes  
confidence,  
and with confidence comes  
control.**




**It's all right to have butterflies  
in your stomach.  
Just get them to fly in  
formation.**

**- Dr. Robert Gilbert**

You may know where you are  
and what you're doing...







**God** may know where you  
are and what you are  
doing....

But if your Dispatcher doesn't know where you are and what you are doing...



I hope you and God are on  
very good terms!

