

The Public Safety Group
Presents
“Dispatcher Training”

In conjunction with the Westborough Fire Department

Westborough Fire Department
42 Milk St.
Westborough, MA
Class 8:00-4:00

9-1-1: Hacked, Attacked and Where’s that – March 14

This class has been created to bring telecommunicators up to speed on the technological terrorism and the “Internet of Things” that are plaguing our 9-1-1 centers across the nation. We will discuss getting back to the basics of identifying ANI/ALI & mapping knowledge and the importance of understanding all of the information displayed. We will also review and hear examples of swatting, hoax calls, and denial of service, ransomware as well as other situations that have temporarily paralyzed 911 centers. In addition we will identify other technological speed bumps that are stumping our call-takers such as VOIP calls, APPS calling 911, WIFI dialing, cellular boosters and calls being routed to other countries. These types of calls do not always arrive in the PSAP via tradition means and it is important for telecommunicators to be ready for and understand the process for when they do.

Customer Service – March 30

Who are your customers, your role in community oriented policing, your role in providing high level of service, customer expectations, 6 sins of customer service, how to deal with difficult callers, the communications process, how to defuse anger, officer dispatcher relations & maintaining high levels of motivation.

Active Assailant – March 31

The most comprehensive Active Assailant class. Topics include: The active assailant. the dispatcher’s role in the active assailant, what is an active shooter, history of the active shooter, law enforcement response, EMS response, call taker techniques, dispatching techniques, the school shooter, active assailant terrorist, case studies, lessons learned & what to expect in the future.

Cost \$229 per person each day
The Public Safety Group
PO Box 1368, Wake Forest, NC 27587
Telephone (877) 794-9389 or Fax (239) 676-7468
Register on-line at www.publicsafteygroup.com

Which session will you be attending _____

Name _____ Title _____

Agency _____

Address _____ City _____ State _____ Zip _____

Tel# _____ Fax# _____