



COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY

Table with 2 columns: Policy No. 7770, Date Issued: November 14, 2016; Section: 7770 – Operations Policies – Specific Procedures, Date Revised: March 13, 2017. SUBJECT: ACTIVE ASSAILANT. APPROVED: <signed copy on file> Chairperson, Law Enforcement Users Subcommittee. APPROVED: <signed copy on file> Chairperson, Fire/EMS Users Subcommittee. APPROVED: <signed copy on file> Dennis Kidd, General Manager.

1.0 Purpose

- 1.1 To establish call-taking guidelines regarding an active assailant.
1.2 To establish dispatch procedures regarding an active assailant.
1.3 Define terminology associated with active assailant.

2.0 Policy

It is the goal of Santa Cruz Regional 9-1-1 to provide the most accurate information to prepare and protect law enforcement, EMS responders, other responders and bystanders to active assailant incidents. Dispatchers will also provide pre-arrival instructions for callers in active assailant incidents.

3.0 Definitions

Active assailant situations may also be referred to “Active Shooter” or “Active Violence” incident.

- 3.1 Active Assailant – An individual actively engaged in killing or attempting to kill people in a confined or populated area; in most cases, active assailants use firearms and there is no pattern or method to their selection of victims.
3.2 Evacuation – The act of a person removing themselves from immediate danger without the assistance of responders.

- 3.3 Extraction- The act of physically removing a person from immediate danger who cannot remove themselves.
- 3.4 Incident Command – The first supervisor on scene who is not part of a contact or rescue team. This could be a member of any agency until the agency of jurisdiction arrives.
- 3.5 Lockdown – An “order” given to occupants of a building to prevent people from leaving or entering the building.
- 3.6 Shelter in Place – A “recommendation” given to occupants of the structure or area and/or bystanders to remain where they are until told otherwise.
- 3.7 Zones
 - 3.7.1 Hot Zone – The area directly adjacent to the threat.
 - 3.7.2 Warm Zone – An area of potential hostile threat that is indirect. This area is considered stable but not secure.
 - 3.7.3 Cold Zone – A secure area where personnel do not reasonably anticipate a significant danger or threat. The cold zone is where personnel and equipment/apparatus will stage and a likely location of the command post.

4.0 Call-Taking Procedures

It is the role of the call-taker to gather as much information about the incident, including the description of the assailant(s), number of victims, number of hostages, geography of the incident, etc.

4.1 Incident Type

- 4.1.1 Call-takers will use the incident type “ACTIVE”.
- 4.1.2 Call-takers will create an associated fire and medical call for all active assailant incidents.
 - 4.1.2.1 “FACTIV” for Fire
 - 4.1.2.2 “MACTIV” for EMS

4.2 Call-taking Protocol

- 4.2.1 Once the call-taker has determined that they are processing an active assailant incident, they will, as efficiently as possible, ask questions and give specific instructions.
- 4.2.2 At some point, phone contact with the caller may be lost. Pre-arrival instructions need to be given early to prepare the caller as much as possible to escape or defend themselves.
- 4.2.3 Questions and instructions will be asked/provided in the priority order below:
 - 1. What type of weapons is involved?
 - a. (gun) When was the last time you heard shots fired
 - b. (gun) How many shots have been fired?
 - 2. How many suspects do you believe there are?
 - 3. How many people are injured?
 - 4. Where is the suspect now?
 - a. (suspect left/leaving/circulating) How did s/he leave?
 - i. (vehicle) – Describe the vehicle.
 - ii. What direction did it go?
 - b. Suspect Description

5. Can you safely evacuate/leave the building/area?
 - a. **YES** – Give evacuation instructions
 - i. Take the phone with you if you can.
 - ii. Get out of the building/area even if others won't follow.
 - iii. Help others escape, if possible.
 - iv. Take an evacuation path that is away from the suspect.
 - v. Warn others of the situation as you escape.
 - vi. Do not attempt to move wounded people. (Give this instruction only if caller comes upon a victim).
 - vii. Do not rush towards officers, keep your hands visible at all times, and follow all of their commands.
 - viii. Update police with the suspect's description and location.
 - b. **NO or Unknown** – Give Lockdown instructions. The call-taker will instruct the caller to follow their school/business lockdown procedures. If they do not know the them, the following instructions will be provided:
 - i. Gather those around you and lock or barricade your door.
 - ii. Do not leave your current location if you feel the suspect will see or find you.
 - iii. Try to prevent from being seen.
 - iv. If you can, turn off the lights and close the curtains to cover the windows.
 - v. Sit or lie on the floor next to the wall with the door and be as quiet as possible.
 - vi. Silence the ringer and vibration mode on all cell phones.
 - vii. Text 9-1-1 if it is appropriate.
 - viii. Do not answer or open the door for anyone.
 - ix. If you are found and unable to get away, be aggressive and prepared to fight for your life by using any items you can as weapons. Throw objects, yell, and continue to defend yourself.
6. Where exactly are you?
 - a. What is the best way to get to you?
 - b. How many people are with you?
7. How many people are in the building/area?
8. Does the suspect appear to be wearing a bulletproof vest or body armor?
9. Did you see the suspect carrying anything?
 - a. (yes) Describe it to me
10. Did you hear the suspect say anything?
 - a. (yes) What did s/he say?
11. (Suspect is on scene) Did s/he arrive in a vehicle?
 - a. (yes) What is the vehicle description?
 - b. (yes) Where is the vehicle now?
12. Has the suspect taken any hostages?
 - a. How many?

- b. Exactly where are they?
13. Is there anything else you can tell me?

5.0 Dispatch Procedures

5.1 Law Dispatching

- 5.1.1 All in-progress felony calls will be dispatched using alert tones as described in Policy No. 4310 – *Alert Tone*.
5.1.2 The format for dispatching an in-progress felony call is as follows:

Broadcast, without waiting for an acknowledgement:

1. Triple beep.
 2. Assign a primary and cover unit by unit identifier.
 3. State the Incident Type.
 4. State the incident location.
 5. Broadcast the nearest cross street(s) and/or business name.
- 5.1.3 Once the first two units acknowledge, the dispatcher will move the incident to a mutual aid channel.
5.1.3.1 The decision to respond code 3, using red lights and siren, will be made by the responding officers and/or the patrol supervisor.
5.1.4 Immediately advise the patrol supervisor of the code 3 response.
5.1.5 Dispatchers will not call the scene of an in-progress felony call if calling could pose a risk to responding officers of the public.

5.2 Fire/EMS Dispatching

- 5.2.1 The initial dispatch of the incident will be in line with Policy No. 5330 and 6370– Standard Dispatch Format.
5.2.2 Any other dispatches will be filled by request from incident commander or Zone Coordinator. Dispatchers may expect the IC to request alarm assignments based on the SC County MCI plan.

6.0 Communications Center Responsibilities

- 6.1 Immediate notification to on duty command staff (Law/Fire/EMS) and NetCom management.
6.2 Notification to OES, School District, CHP for state facilities, FBI for federal buildings.
6.3 One dispatcher shall coordinate dispatcher deployment.
6.4 One dispatcher shall coordinate all radio communications with law enforcement or unified command for the active scene.
6.4.1 Move the incident to countywide channel early on.
6.4.2 Fire/EMS dispatcher will send TN notification to command staff
6.5 Consider an ERT page for dispatch personnel
6.6 Support dispatcher or Help Desk will make notifications and handle incoming requests related to the incident. Prompts will be made by the dispatcher of the Incident Commander to determine the following:
- Staging area for Law and Fire/EMS personnel
 - Safe area for evacuated personnel
 - Reunification area for family and media

- Identify perimeter beyond predetermined school perimeters for community notifications, including IPAWS
- IDT
- Mutual Aid Requests