

# Patrol Response to CRITICAL INCIDENTS

## HOSTAGE/BARRICADED GUNMAN

1. Arrive safely
2. Approach safely
3. Contain the incident, establish inner perimeter
4. Notify tactical (SWAT) team
5. Request adequate support (traffic, crowd control)
6. Evacuate injured (if possible)
7. Isolate the incident, establish outer perimeter
8. Establish command post
9. Establish staging area for tactical team
10. Evacuate adjacent structures (if necessary & possible)
11. Determine subject's name and description
12. Determine subject's weapons
13. Determine number (if any) and description of hostages
14. Determine subject's motivation
  - Terrorist
  - Criminal
  - Emotionally Disturbed Person (E.D.P.)
15. Acquire/prepare a floor plan/sketch
16. Keep log of subject's activities

## FIRST RESPONDER NEGOTIATIONS

1. Stay calm
2. Use simple opening remarks

### Seven steps to negotiating

1. Establish trust
2. Obtain information intelligence
3. Meet needs
4. Use your opponent's ideas
5. Establish continuing relationship
6. Take moderate risks
7. Ask for and get your opponent's help

Compliments of



# EMERGENCY POINTS OF CONTACT

Bomb/Explosive Issues . . . . .	888/ATF-BOMB
Center for Disease Control (CDC) . . . . .	888-232-6348
National Response Center-Chem/Bio Hotline . . . . .	800-424-8802
Civil Air Patrol, National Operations Center . . . . .	888-211-1812
Department of Homeland Security . . . . .	202-282-8000
NHTSA Auto Safety Hotline . . . . .	888-327-4236
<b>FEMA</b>	
Regional Contact Information . . . . .	800-480-2520
Apply for Assistance. . . . .	800-621-3362
Report Fraud . . . . .	800-323-8603
U.S. Marshall Fugitive Hotline . . . . .	800-336-0102
Poison Control Center Hotline. . . . .	800-222-1222
State Dept.–Travel Warnings . . . . .	202-647-5225
National Child Abuse Hotline . . . . .	800-4-A-CHILD
National Domestic Violence Hotline. . . . .	800-799-7233
National Missing/Exploited Children Hotline . . . . .	800-843-5678

## **LOCAL POCs** (fill in with alcohol pen)

FBI Field Office . . . . .	
Immigration/Customs Enforcement . . . . .	
Alcohol, Tobacco, Firearms, & Explosives. . . . .	
Drug Enforcement Administration . . . . .	
Secret Service . . . . .	



**Education for Law Enforcement Professionals**  
PublicSafetyatAMU.com | 877-777-9081

For training purposes only. Consult Department SOP for more information.  
The information on this card is designed for authorized use only. SECURITY: Individuals handling this information are required to protect it from unauthorized disclosure.