



FEMA

---

## PRACTICE NOTE

---

### School Emergency Response Operations: Hood River County, Oregon, Dispatch Center's Accessing of a School Video Camera System during an Active Shooter Drill

#### PRACTICE

The Hood River County, Oregon, 9-1-1 Dispatch Center accessed the Hood River Valley High School's (HRVHS) video camera system during an active shooter drill. This enabled drill participants to confirm and update information.

#### DESCRIPTION

On October 11, 2008, the Hood River County, Oregon, Division of Emergency Services sponsored the Hood River Sheriff's Department Active Shooter Drill. The drill scenario simulated an active shooter situation with an unknown number of gunmen at HRVHS. Law enforcement officers and emergency medical services personnel responded following a 9-1-1 call from HRVHS reporting shots fired. The drill tested Hood River County's active shooter response policy and assessed the public safety and security response capability for an active shooter in a school. The drill also assessed communications procedures among a police response team, the 9-1-1 Dispatch Center, and HRVHS. Sixty-three participants from ten state and local agencies participated in the drill.

The Hood River County School District contains 9 schools and approximately 3,900 students.

During the drill, the Hood River County 9-1-1 Dispatch Center accessed HRVHS's video camera system. This allowed the center to confirm and pass near-real-time information to responders at the school. This enabled law enforcement personnel to act on timely, clear, and current information, which improved the overall response.

The 9-1-1 Dispatch Center identified opportunities for additional enhancements that would improve response operations at area schools. The drill after-action report noted that exercise participants would have obtained a better understanding of what was happening within the school during emergency response efforts if they could have accessed audio recordings. This could have confirmed if shots were fired and could have provided a better understanding of the scope of the incident. Drill evaluators recommended that the Hood River County Division of Emergency Services work with the county's schools to provide the 9-1-1 Dispatch Center with audio capability to supplement the video capability. They also recommended that emergency services work with schools to develop a policy for the use of the video and/or audio systems.

**CITATION**

Hood River County, OR Sheriff's Office. *Hood River Sheriff's Department Active Shooter Drill*. 8 Dec 2008. <https://www.llis.dhs.gov/docdetails/details.do?contentID=34666>

**DISCLAIMER**

*Lessons Learned Information Sharing (LLIS.gov)* is the US Department of Homeland Security/Federal Emergency Management Agency's national online network of lessons learned, best practices, and innovative ideas for the emergency response and homeland security communities. The Web site and its contents are provided for informational purposes only, without warranty or guarantee of any kind, and do not represent the official positions of the US Department of Homeland Security. For more information on *LLIS.gov*, please email [feedback@llis.dhs.gov](mailto:feedback@llis.dhs.gov) or visit [www.llis.gov](http://www.llis.gov).