

**PHOENIX REGIONAL
STANDARD OPERATING PROCEDURES**

FIRE THREAT LIAISON OFFICER (TLO)
M.P. 201.05I 02/21 Page 1 of 2

PURPOSE

The purpose of this procedure is to define the roles and responsibilities of the Threat Liaison Officer (TLO) in the Phoenix Regional Response System.

OVERVIEW

A large proportion of fire company responses involve some interaction of a routine nature between Law Enforcement and Fire personnel. These incidents are regularly and routinely handled in a very successful manner between the Company Officer and the Police Officers or Supervisors that respond. When incidents occur that require coordination and communication between law enforcement tactical units and fire companies, a request for the TLO of the jurisdiction having authority (JHA) shall be made to ensure all involved agencies work effectively. This coordination and communication is critical to ensure the safety of the community and the public safety personnel.

The request for the TLO is made using an incident assigned tactical channel or by contacting the appropriate regional dispatch center.

- For those agencies dispatched by the Phoenix Regional Dispatch Center, contact the Alarm Room Supervisor via phone at (602) 262-7496.
- For those agencies dispatched by the Mesa Regional Dispatch Center, contact the Alarm Room Supervisor via phone at (480) 644-2609.

The regional dispatch center will then contact the appropriate TLO for the jurisdiction, or representative assigned, share pertinent information, and determine the requirement for a response. The on-duty TLO will then contact the agency requesting assistance for additional information, intelligence, and determination of what type of response will be required. In most cases, this will include the initiation of a TLO nature code. For example, in the Phoenix Regional Dispatch System, the on-duty TLO will initiate a TLO-Operation (TLOOPS CAD nature code) and request the appropriate resources for the incident.

The TLO will assist in activities requiring coordination between the respective fire and law enforcement agencies. This includes but is not limited to:

- Law enforcement tactical operations, for example:
 - Special Assignment Units (SAU) or Special Weapons & Tactics (SWAT)
 - Fugitive Apprehension Investigations Detail (FAID)
 - Street Crimes
 - Explosive Ordnance Disposal (EOD)
 - Phase 1 Barricades

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02/21

Page 2 of 2

- Any nature code included in the following list:
 - 962PD, A3, ARFMR, BARHOS, CRASH, DL, GSW2, GSW2PD, GSW2S, GSW3, GSW3PD, GSW3S, GSWACT, GSWPD, GSWPDS, GSWSPD, INJPD, JUMP, NBC, STAB2, STAB2S, STAB3, VIACT
- Any request made by fire department or law enforcement personnel that require additional coordination or an extended operation related to a law enforcement incident.

The assigned TLO will be responsible for determining each situation's specific needs and communicating them to the law enforcement supervisor. The fire and law enforcement TLOs should remain at the Command Post to facilitate continuing communications.

INCIDENT RESPONSE

Incidents that meet the mission of law enforcement are led by the law enforcement agency having authority. These incidents may require Fire, EMS, or Special Operations functions to work in conjunction or coordination with law enforcement to mitigate or react to a potential hazard. In these situations, the Fire TLO should report to the Police Command Post to coordinate requests for assistance from the Police Department.

At times, the on duty TLO will be asked to support law enforcement activities in other municipalities. The on duty TLO will make the appropriate notifications to the TLO in the responding jurisdiction in which municipality the law enforcement operation will take place in. Any TLO responding to a law enforcement request that requires action in any other city or jurisdiction shall communicate this response to the on-duty TLO for that jurisdiction (or appropriate agency). At no time should a Fire TLO from any jurisdiction open a TLO-Operation incident and request resources without first notifying the TLO in the municipality of the operation.

A TLO-Operation shall require a TLO to serve as a liaison for fire response, coordinating efforts with their law enforcement counterpart, intelligence officer, and Incident Commander. TLO-Operations cannot be managed by any fire-based tactical EMS resource at any incident, regardless of whether they are a trained TLO or not. These fire-based tactical EMS resources include trained SWAT Medics, or TEMS personnel (or units).

Anytime a fire-based tactical EMS resource requests assistance, the Alarm Room Supervisor should notify the on duty TLO for that jurisdiction. An on scene TLO, working outside of the hazard zone, and dedicated to this function, must act as the liaison for fire companies at any law enforcement incident. This is to ensure effective communication, coordination, and operational focus between fire companies and law enforcement personnel.