



2016-Host Pack and Agency Information

Thank you for considering hosting or sponsoring a PSTC course in your region. Our “host packet” gets the ball rolling! Communication between our hosts and PSTC is vital to providing the best class possible. We know that you are busy. We will do most of the time-consuming tasks. **The “FAX BACK” pages must be sent to us before we will confirm a date.** Call Instructional Coordinator Kevin Willett at 650-591-7911 x102 or e-mail kevin@pstc911.com with questions. When you are done with this packet, please fax it to 650-591-8911 or e-mail it to Kevin.

In addition to the FAX back, there is some regional information we need to help promote the classes. We ask that you get the following information to us as soon as you can.

A mailing/fax list: This should include the 40 closest agencies, their training manager’s names, e-mails, phone numbers, fax numbers and agency mailing addresses. In lieu of 40, we basically market to the area within a 3 hour drive time to the class facility. We handle advertising via mail, e-mail and fax. We ask that you help pass the word via local teletypes, training bulletins/calendars, training managers meetings or APCO/NENA chapter meetings. You can get teletype information from Angela@pstc911.com or call us at 650-591-7911.

Classroom Needs: We will need an LCD Projector (often referred to as a PowerPoint projector) and something like a whiteboard or flip chart for each class. We bring the laptop for the projector and provide you with a handout master for duplication in advance of the class. Duplication of our handout is required. Snacks each morning are your responsibility.

Please ask us if you have any questions at all! We want to ensure a smooth operation for you with no surprises! Call Kevin Willett (X-102) or our support staff (X-105) with your hosting questions. Call PSTC at 650-591-7911

Once we receive your FAX BACK, we will set up your dates and work with you closely to make this the best training experience possible. If you have questions along the way, please feel free to call myself or our support team at 800-348-8911 x 105, 102 or 109.

Thanks for offering to host a PSTC class.

2016 Packet - Class Host/Location Information



Please complete the form below and do one of the following, e-mail it to Kevin@pstc911.com or Angela@pstc911.com or fax it to **650-591-8911**. Thanks! Please complete it ASAP. It assists us with travel planning and promotions.

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| Host agency name | |
| Your name (you will be our contact person) | |
| Mailing address (We prefer a street address. We usually send hand-outs via UPS) | |
| City – State – ZIP | |
| Phone # | |
| FAX # | |
| Your Cellular Phone # | |
| Your E-mail address | |
| Class location Bldg. Name, address, room #,etc. | |
| How many people will the room comfortably fit? <u>PLEASE CHECK</u> | *We prefer classrooms that hold 28 or more people. |
| Special Directions to classroom | |
| Parking location AND Parking information (permit, meter or free) | |
| Class hours you prefer. We usually do 0830-1630 but will do anything you prefer. (CA Agencies, POST classes are 0800-1700) | |



Instructor Travel Information - FAX BACK

Please complete the information below. We need the information below to make travel arrangements for our Instructor(s)

| | |
|---|--|
| Name of the closest airport (Note approx. distance or driving time to the class location) | |
| Name of next closest airport | |
| Hotel Suggestions – list at least 2 (We just ask for safe, clean and close) | Hotel name Phone # Hotel name Phone # |
| MAP INFO PLEASE! If your location is unique (on a campus or in a complex) or if it doesn't show up well on existing maps, please send us a map. It will be useful to our students and our Instructor. Please e-mail or fax a clean copy to us! E-mail maps to kevin@pstc911.com or Angela@pstc911.com or fax them to 650-591-8911 | |

Additional information:

DON'T FORGET THE CLASSROOM NEEDS:

All classes require an LCD projector. PLEASE ask if you have any questions! All audio-visual equipment must be provided by the host agency. We provide the laptop computer that we hook up to your LCD. Any problems let us know!



FAX BACK - CLASS/DATES What class / classes are you interested in?

- ☐ Active Shooter Situations (Updated for 2016)
- ☐ Being the Best (updated monthly)
- ☐ Building your Liability Shield (updated for 2016)
- ☐ Complacency, Cannibalism, Critical Thinking (constantly updated)
- ☐ Communications **Training Officer 3-day Workshop** (updated for 2016)
- ☐ CTO Update 2 day course
- ☐ Crisis Communications (updated for 2016)
- ☐ Customer Service the 9-1-1- Way! (Updated frequently, always a favorite)
- ☐ Domestic & Family Violence (Updated for 2016)
- ☐ Fire Communications (Updated frequently)
- ☐ High Risk! (New topics added in 2016)
- ☐ It's Your Ship –Navigating Communications Center Leadership (New Class)
- ☐ In-Progress!
- ☐ Mission Critical Communications (2 or 2.5 day workshop)
- ☐ Planes, Trains & Automobiles (updated for 2015)
- ☐ Policy & Procedure Workshop (24 hour workshop – Updated in 2016)
- ☐ Progressive **Supervision** Workshop (new curriculum for 2015)
- ☐ People **FIRST Leadership** (NEW CLASS for 2015)
- ☐ School Violence – Lessons Learned (updated for 2016)
- ☐ “Spirit to Serve” – Our all NEW Customer Service class (Updated monthly)
- ☐ Surviving Dispatch Stress (Updated frequently)
- ☐ **What if it Were Family?** (aka: **Providing Exceptional Service**) ALL new in 2016
- ☐ You Just NEVER Know! [AKA, Mental Preparedness] (Updated for 2016)
- ☐ 24 Hour Dispatch Update Course (Available in CA ONLY) Post Plan II
- ☐ Other class or conference session(s): _____
If this is for a conference, what length is the session? _____

In a “perfect world” what month would you like to host/sponsor a class?

Month/Year _____

Do you have any specific dates you prefer? _____



This checklist is for YOUR reference just to make sure all the “little details” get handled. If you have any questions, please let us know!

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| What are your proposed dates for training? Avoid holidays, other local training, etc. | |
| Class location set? Consider atmosphere, parking, access and quality of facility. The classroom should have tables and chairs when possible. | |
| Confirmation letter information has been completed and faxed to PSTC? See attached worksheet. Complete it and FAX it to PSTC. 650-591-8911 | |
| Promotions. Have you notified the various schools, public safety agencies and emergency management representatives? | |
| How many students will your agency try to train? Don't forget part-time, per diem, reserve, substitutes and student teachers or new employees. | |
| Mailing list provided to PSTC for promotional use? Include the following: Agency - Contact Person – Mailing Address –Phone # - Fax #. Keep in mind the variety of agencies that might be appropriate to invite | |
| Handouts have been duplicated? We will send them to you two weeks in advance. | |
| Refreshment duties have been dealt with? Here is our usual shopping list. Feel free to offer anything you wish. Morning: coffee, juice, muffins or bagels, fresh fruit. Afternoon: coffee, soft drinks or water, cookies or snacks. Students deserve these creature comforts – thanks! | |
| AUDIO VISUAL NEEDS: VERY IMPORTANT! We will need an LCD projector. This is a projector that hooks up to our IBM compatible windows based laptop. PLEASE ask us if you have a question! A whiteboard, flip-chart or chalk board would be helpful also. A podium is appreciated. A table near the front of the class for the Instructors equipment is needed. For classes with over 50 students, we do ask for a lapel microphone and a hook-up to the hotel or conference center speakers. We bring speakers to class sizes of 40 or less. | |

Thanks again for supporting quality training for dispatch professionals!



Frequently asked questions:

Q: Do we get free seats for hosting classes?

A: Yes, you get at least 2 free seats once we get 25 paid students and an additional free seat for every 10 paid students over 25.

Q: If we plan to train a great deal of our people, can we get a flat or discounted rate?

A: Yes, call us for a quote or e-mail Kevin@pstc911.com

Q: How much are your classes?

A: Traditionally, they are \$169-\$179 per person, per day. That is between \$50-\$100 less than most of our competitors. We are committed to quality, affordable training. Some states have negotiated discounted pricing. We also have a "daily rate" rather than a per person rate available. In California our classes are less thanks to POST. Typically \$110-\$125

Q: If we host your classes, do we pay for the Instructor travel?

A: No! Our prices are all-inclusive on our per person classes.

Q: If we host and the class does not fill, are we financially responsible?

A: Absolutely not.

Q: What do you need from me to help fill the class?

A: Help us by sending out personal e-mails to your neighboring agencies
Send out teletypes, add the class to state training calendars
Post the classes to your state APCO & NENA Chapter web sites
Pass out flyers at local training or supervisor meetings and to other agencies

Q: Can I get the class "state certified"

A: YES. Many of our classes are already approved in CA, MI, MA and others but we can help to get it approved in your state too. E-mail Kevin@pstc911.com
or Andrew@pstc911.com

Q: Who will help me at PSTC?

A: For sample teletypes, class outlines and instructors bios, Angela@pstc911.com
To see how many people have been enrolled, Romina@pstc911.com
To get free flyers that you can pass out, Debie@pstc911.com
To get answers about class content or anything not listed, Kevin@pstc911.com