



## **First Contact 9-1-1, LLC**

P.O. Box 1815  
Morgan Hill, CA 95038  
(866) 613.1911  
[www.firstcontact911.com](http://www.firstcontact911.com)

### **About Us**

**First Contact 9-1-1** was begun by dispatchers, for dispatchers. We began the Company asking the question: 'how can we provide the very best training available?' The obvious answer was to get the best people we could find, give them the tools to be successful, and then let them show their passion for their profession through their quality instruction.

We've recruited only the best Emergency Services professionals to join our Instructional Services Team. Our Instructors have worked 'the Board' for many years, answering the same calls for help that your team been taking. We know the material, because we've lived it. We have the knowledge to give you accurate, up-to-date training, and the passion for serving that makes our presentations fun, as well as interesting.



We have Instructors that have experience as Police Officers, Firefighters, Paramedics, Tactical Dispatchers, Incident Dispatchers, Hostage Negotiators, Health Care Administrators, Tactical Medics, and FEMA Urban Search and Rescue Communications Specialists. We've been to wildland fires, high-rise infernos, Multi-Casualty Incidents and to the World Trade Center. We served as Emergency Communicators during the 2002 Winter Olympic Games. We've searched for survivors during Hurricane Katrina. We've been through it, and we want to share our passion for teaching with you.



There's little fluff here. No glitz...no 'dog and pony show' atmosphere. We'll know your team's needs when we train them, because we'll ask you first. We provide education... rather than entertainment. Just good, solid training that your team needs...and you expect.

The bottom line? *A Commitment to Excellence. Professionalism. Results.*

Call our Customer Care Line toll-free at (866) 613-1911, and let us know your needs today.