



First Contact 9-1-1, LLC

P.O. Box 1815
Morgan Hill, CA 95038
(866) 613.1911
www.firstcontact911.com

How Can We Host A Class?

Thanks for visiting the First Contact 9-1-1 website. We realize you may have many questions, and we'll try to help answer them for you. Please take a moment to go over our [Frequently Asked Questions](#) page...

First, we'd like to know a little about you, your agency, and your specific training needs. That usually begins with a telephone call to our Customer Care Line. Many 9-1-1 Centers know that they need (and want) the best training possible, but how do they begin? Here, we'll ask you what your needs may be, so we may suggest training solutions that will help your agency gain the best possible results. This isn't cookie-cutter; we know as Public Safety professionals ourselves that different Centers have different needs.

After we've suggested possible training solutions, we'll send you a First Contact 9-1-1 [Host Pack](#). (You may also download the [Host Pack](#) from this page and fax it back to us). This helps us know some specifics about your agency, the training solutions you desire, and the dates that you'd like to schedule for the upcoming classes. We'll use that information to help in the registration process, and to design a Class Confirmation Letter specific for your class, including a map and directions to the classroom.

As a host we generally require from you: a PowerPoint type projector, a classroom setting with tables and chairs, and some snacks in the morning. That's it!

We'll begin taking registrations for the class, and will send class informational bulletins to other Centers near you that may also be interested in attending the class.

About two weeks before the class date, we'll contact you to see if you have any additional questions, and to give you any updated class information that we may have. A box will shortly arrive that will contain our class Handouts, Enrollment Forms, Evaluations and Certificates. There's nothing you need to do, other than to give the box a good home until we arrive.

When we arrive in your community, we'll 'run the route' to your training location, and we'll check-in with you to let you know that we've arrived. After we've completed the class, we'll be happy to share our Class Evaluations with you, and we'll continue to follow-up with you to ensure that you're pleased with the results.

To see if we may meet your individual training needs, contact our Customer Care Line at (866) 613-1911; we look forward to hearing from you!



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