



## **First Contact 9-1-1 Makes the Jump to Cyberspace**

First Contact 9-1-1 LLC, a leading 9-1-1 training and consultant company to the telecommunications industry, has introduced an exciting new way to take 9-1-1 training: FC911 Online.

Since originally established in 2005, First Contact 9-1-1 LLC has been a major provider of Emergency Services training to 9-1-1 PSAP's across the country. Many 9-1-1 Centers, however, have had staffing issues that have prevented them from sending their personnel to school.

"We've had PSAP's tell us that they'd like to send their dispatchers to school, but they just do not have the staffing to be able to send them", said Perrin Larton, FC911's Administrative Chief. "We saw a need to get our Instructors out to those 9-1-1 Centers who needed training, but couldn't get to a class".

FC911 recognized early on for the need to link up with the best training site available. Using the power and reach of the Internet, FC911 contracted with the popular online training site ClassroomRevolution.com, powered by Yugma technology. Yugma software features include: cross-platform (PC, Mac and Linux) usability, desktop sharing, annotation and whiteboard tools, and the ability to assign presenter capabilities to any participant.

Students may work at their own pace, independently or as a group, and experienced FC911 Online Instructors are available at the click of a mouse. Current 9-1-1 audio and video files will be reviewed by students, giving them the ability to evaluate lessons learned from recent events. Students may 'chat' online with the Instructor, and each other, in real time. Instructors will have regular 'Office Hours', enabling students to interact directly with the Instructor during the class. Each week of class will begin on Wednesday, and students will have until the following Tuesday to complete their assignments for that particular week.

Larton said that FC911 Online gives smaller PSAPs the ability to enroll their staff in quality training, at a huge savings to the department.

"By taking online training classes, dispatchers can remain at their departments, saving the agency the cost of backfill of staffing, overtime, hotel and travel expenses", Larton said. "If you add up the costs to send a dispatcher to school, it may cost the agency over a thousand dollars per student. With department budgets as lean as they have ever been, online training makes a lot of sense".

The first of a series of classes will be '*Customer Service*' starting July 2, 2008. Class will take place over a four week period, with tuition of \$179 per student. Other classes will be rolled out over the summer of 2008, including *9-1-1 Ethics and Liability, Fire Communications, 9-1-1 Quality Assurance, Team Building, creating quality Policy and Procedure documentation, 9-1-1 Leadership and Management, Managing Crisis Callers, and Active Shooter Incidents.*

To register, visit the First Contact 9-1-1 website at **[www.firstcontact911.com](http://www.firstcontact911.com)**, or call their Customer Care Line toll-free at (866) 613.1911 for further information.

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***About First Contact 9-1-1 LLC:*** Established in 2005, FC911 was created to provide the highest quality training for Emergency Services staff. Using award-winning Instructors, FC911 provides a quality training solution for every segment of the telecommunications industry. FC911 also gives 9-1-1 dispatchers who have that special passion for training the ability to teach others in PSAPs across the United States.

FC911 also provides management and consulting services on a variety of topics, including 9-1-1 Center Staffing, private industry Call Center Management, and agency Policy and Procedure review.

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