



# Read what your peers are saying about.....

**PEI-911 Online**

## *The Public Safety Group's* **Crimes in Progress, 2<sup>nd</sup> Edition**

I have to admit, I was apprehensive about taking an on-line class. I thought I would miss the hands-on approach and the classroom setting. Well, I was wrong. I enjoyed being able to see how other departments handle things. I enjoyed our Canadian counterpart and reading about how some calls are handled differently because the gun laws are so different than ours. It gave me a chance to review our policies, share information with other dispatchers here, and to help each member of our team make our jobs just a little bit easier. This class also gave me a chance to realize that sometimes we come complacent with certain calls, and complacency can bite you when you are not looking. It (the class) reminded me to listen for "buzz words", gave me pointers on how to tactfully control callers, and relay enough information that all members of our safety forces can efficiently do their jobs. *Ron G., OH*

I enjoyed this class! It was a great reminder of what can happen in our job and how things can go back real quick in a hurry. It was neat to listen to real life calls for other agencies. It was cool to see how other dispatch centers operate outside of our agency. Its been a fun couple of weeks! *Caitlyn M., CO*

I really enjoyed the class and reading how other agencies handle similar calls. Listening to the audio and reading the textbook, made me stop and think if I was doing all I could to keep responders safe. *Kelly L., IN*

Having different dispatchers from various cities gives new perspective that I did not consider. At our department we take the call and put it out over the radio, some are only call takers and some are only dispatchers, some work by themselves or with a room full of people. All the audio clips and "stories" from the course book are serious and practicing with what could happen is a great way to be ready for anything & everything. Another great online class and this is my 5th class through P-E-I. *Chris F., OH*

This course, as my lil sis would say, "gave me life". I loved it! I am very close to the officers I work with and keeping them safe is at the top of my list. I am happy that I enrolled and I feel equipped and prepared to move forward in this new career. Once again PEI has created an awesome course!! *Sheila B., Anguilla*

I enjoyed reading the class materials, listening to the tapes and reading everyone's comments. I believe that training and review are just as important for the seasoned dispatcher as it is for the newly hired. *Christine Y, OH*

One of my favorite things about these courses is hearing from dispatchers from other agencies and how their agencies handle things. Policies and practices vary widely and it's interesting to learn what other agencies do. The most beneficial thing I learned from this course is thinking about how I would respond in these critical incidents. Some of these discussions made me review my agency's policies which is always good to have a refresher on. Also, I never knew our AMBER alert policy until I checked last week. That is definitely a policy that all dispatchers should know. Thanks for putting on a great course! *Josh M., MN*

This course has been great. Some materials touched on, I hadn't even thought about actually happening in my agency or even read the policies. Actually understanding the worst case scenarios, and forcing myself to think my way through it as I have in this course, is hopefully going to help me be prepared and stay as calm as possible when these situations arise. *Shannon C., CA*

I really enjoyed this course, I learned a lot of valuable information not only from the textbook and voice recordings, but also from the classmates and their responses. It has all helped me to become more aware of what to do in situations that are crimes in progress and better my dispatching abilities. *Sara V. OK*

I think the Crimes in Progress class really got me thinking about critical incidents that could happen in any area. We need to work on policies or plans for special incidents with lists of resources. You can't be totally prepared for every incident but the more prepared we are the better job we can do. Thanks for your help. *Cathy M., MI*

Overall I found this course to be extremely beneficial. Not only was the course a good refresher but it also provided me with good points to remember when I begin training new dispatchers. While we all know the basics that were covered in this course, it is always nice to study issues from a different point of view. I was able to take new information away from this course that I may not have thought about before for my agency. I also realized taking this course that my agency does not prepare its current dispatchers and even officers for certain situations. *Katelynn A., FL*

I've always found listening to audio of calls to be an extremely useful tool for me, and I think this class has covered a good variety of serious calls. It's also been helpful for me to see the points of view of other dispatchers from other parts of the country in how they perceive these situations. This class has made me think much more deeply about things and even pose hypothetical situations to myself to consider how I would handle them if they should arise. *Eleanor R., MA*

This was a great class that taught me to think a little more outside the box incase of an emergency. It also encouraged me to review different departmental polices regarding these call types to ensure I knew what to do during these situations. *Robert I., MI*

This class has been a refreshing reminder of how important a dispatcher's role is. A lot of people think we just answer the phone but it's so much more than that. We have a tremendous responsibility to not only protect our responders but also the citizens. *Tammy K., MI*

I found this class very interesting and picked up a considerable amount of addition information and ways of doing things to advance my career and my skills as a Communications Tech. I hope to get several more of the techs in my center to take this class. *Tracy V., OH*

Thank you for providing all of this information. The textbook review was quite helpful. Seeing and hearing similar calls to what I have taken. and judging how I would handle them helped me do some deeper thinking. Very well put together online course. Thank you! *Katrina B., MI*

I think this was a good class. It helped you take a moment, step back and really look at the polices and procedures that you have been trained on. Being able to look at what you are trained to do and what you need to do are really important. Make sure to get the information of the calls is also something that is really important. It's great that this class went over how important our role is in the first few minutes of the call and everything that we can do to affect the outcome of the call. *Kristi H. CO*

This course was great, thank you. It really makes you re-evaluate your own policies and what your agency needs to work on. I know there are definitely some things we need to address or at least get a conversation started especially for situations that we do not encounter often. *Adrianna B., OH*