



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

## *The Public Safety Group's* **Crimes in Progress**

**PEI-911 Online**

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 can become 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*

Great course! Finally a class that relates to us instead of someone that isn't even in our field try to tell us how to do our jobs or what will make our jobs better when they have never sat behind the desk. *Amanda T., IN*

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 want to thank the instructor for a very informative course. This course got me thinking about certain situations and how they would be handled within the departments that I work for. It started some good discussion with my superiors as to what the expectations would be of me and how they would like me to respond to different situations. It is scary when you think about the reality of officer involved shootings happening in these small town communities like the ones I work in, but they are very real. Being prepared for something that I hope I will never experience is a hard thing to do but is so important. The officers that I work with on a daily basis rely on the fact that I am going to be ready to act in the event that they need me or that their life or safety depends on that. I will be sure to be ready in the event I am ever needed. *Trina D., MA*

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*

I think this course was amazing! It gave great tips and tactics, and information that actually related very well to the job we do. It was NOT a "filler training" just for the hours, it was actually very helpful and able to be used on the job.  
*Magdalina W., IN*

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. 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 believe this class made you think about situations and responses to situations that you may never encounter. It made me think about what would I do if this happened here in my small town. I feel I'm better prepared with the "what questions need to be asked" portion. As a new dispatcher I struggle with the questions. This class has been helpful and I enjoyed reading all the responses from my class mates. Insights from others makes you see things in a different perspective. Great class! *Shellece S., FL*

I have enjoyed every bit of this class and already spoke with the Communications Manager at our agency about allowing other fellow dispatcher take the course. I have enjoyed listening to radio traffic and having to find policies that I was not really familiar with. This also allowed me to network with others in the department to get more insight on certain policies. I loved to read my classmates discussion boards on how their agencies conduct certain incidents. *Selvedina C., TX*

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*

Great class! Good information provided. I learned things from not only the class but from others that took part in the class. I think it's always interesting to hear about how other agencies handle things. Whether they be similar or different in their policies and procedures. *Ashley L., NC*

As the class comes to an end, I feel that this was a helpful class to refresh my knowledge and allow for me to see how other agencies handle situations as well as the protocols they follow. It also allowed me to dig a bit deeper into the protocols at my own agency and learn more about what we do in certain situations. Some of the topics even started discussions among my co-workers which helps me when they go over our procedures and they shared their ideas on what I was learning. Overall, I really enjoyed the class material. *Jaden A., NC*

I really enjoyed this class, the ability to see how other agencies work and what kind of protocols they have set up has really been interesting. One thing brought to my attention was how out of date a lot of our information really is in our system. These are things that we must stay on top of to help everyone out. Listening to all the different radio traffic and phone call clips is always helpful. It shows that we all seem to go through the same issues in other areas, with frantic calls, people who don't answer your questions and phone connection issues. Overall I think this call was a great class for anyone in dispatch, if anything it was a great refresher on the basics of how important asking questions and getting accurate information is. *Heidi G., WY*

I think that this is a great course and I am so glad that I found this website! I really needed help with these more serious incidents and how to approach them. I chose it because I wanted to really start thinking about them and prep for the worst. I loved that we were able to share and discuss because we're all far away from one another and our agencies do things differently. This course challenged me to think about the harsh realities of these serious incidents and I've already found myself improving at work! *Gabrielle L., NH*

I really enjoyed taking this class because it was more discussion-based. I liked responding to open-ended questions and seeing how other dispatchers work different scenarios. It helps me to keep in mind that oftentimes there are more resources available to me that I may not have considered, that perhaps someone brought up in one of their responses in this course. Especially when it comes to new technologies. *Eleanor R., MA*

I thought this was an excellent course. Everything was very thought provoking. I think a lot of the things opened my eyes to what ifs. Also gave me perspective on what other agencies do. I do really think I have learned a lot of helpful things and this will make me a stronger dispatcher. I am still on the newer side and I don't have the experience for a lot of things that could happen. A lot better course than some other ones I have taken that don't really apply to our job. *Jana L., IL*

I thought this course was great! It really put you in those types of calls and made you think about what you would do. I have dispatched since 1999 and I find it amazing that there's something new to learn everyday. I would recommend a new or seasoned dispatcher take this course. It was very helpful. *Patricia B., GA*

I really enjoyed this class. It made me put myself in a lot of different situations I've yet to experience. It made me think of how to react if I ever needed to. The resources that are available at our agency and surrounding areas. How lucky our area is that we have the amount of resources readily available in our county, let alone near by with the state post not far from us. This course provided great information! *Stevie R., IN*

I enjoyed this course it was a great refresher in many ways. It was nice to see the differences in my classmates agency and policies compared to my own. It was great material and nice to **not** have 10 quizzes but more audio examples and ability to express our own thoughts on the situation. *Lindsay J., IN*

I really enjoyed this course, the course material, and topics. I thought it was helpful that there were real life examples within the course material as well as the radio transmissions. The material was educating and provided ways to keep everyone safer which is always the goal. *Janelle S., MA*

The material in this class was really educational and interesting. I enjoyed getting to do the assignments at my own pace. *Alexander B., MA*

I enjoyed the class. I think Dispatchers need to be aware that we have to do things differently during In progress calls. I think the recordings helped to illustrate things very well. I would recommend this class to my other dispatchers. *Meghan C., MA*

This course was really eye opening and super helpful, especially with the multiple audio clips of actual events that have happened around the county. They really give us a much better understanding and idea of how some of these intense incidents may unfold and allow us to think ahead to an extent to better prepare ourselves for them. *Shaun M., ME*

I think this was a great review of calls that we do not frequently have but there is always the potential of having. *Joshua D., MA*

I thought that this course was well versed and knowledgeable in high stress call taking. This course provided what could be life saving information in a various amount of calls. I enjoyed the audio clips of real world operations. I also enjoyed learning different departments procedures and policies. *Nicolas M., CT*

I really liked this course. It taught me new things and different ways to possibly handle certain situations that I have yet to experience myself. It showed me how to ensure that I am using all resources available to me at all times and even new ways of finding other resources I didn't know about. I was able to see how different, but the same we all are in this industry. I enjoyed being able to see my classmates thoughts on these situations, it helped me realize how we are really all in this together as one with the same common goal of safety! It was really great to meet you all online! *Paula V., TX*

I thought this course did a good review over things that our job entails that we might not always encounter or be readily prepared for. Our agencies have protocols for a lot of these things, but I feel if you do not have it often they are easy to forget. I thought this course was helpful at having us review that information, and using real audio for these types of situations to drill in the importance of these protocols. I also thought some of the prompts were good at having us think how we would actually respond to these instances and drill in how important communication is between call takers/dispatch, callers, and officers. *Morgan G., IL*

Taking this course, it gave me insight to not every day normal things but some very important crucial calls that not everyone may take but it surely can happen at any moment. It made me think, I am ready to be my best dispatch self to make some necessary decisions and know my SOP on these types of calls? Do I know my resources and how to get them to respond? The training really made me refresh my memory on some very, very vital incidents. This is the reasoning as to why I asked to take this course. It has helped me to realize the severity of some calls and seconds do count. *Shannon W., AK*

This course has been wonderful! I like the interactive nature of the posts and learning from all the different experiences that everyone has had. It has been a pleasure discussing these important topics with you all! I greatly value the experience. I have been doing much needed refreshing of my knowledge of these policies that have been discussed. This course has also provided me with a much needed new perspective on ways to handle callers, the dispatch of calls and my overall handling priority calls. Thank you!! *Kirsten D., GA*

I just wanted to say thank you! This class certainly gave me a lot to think about in regards to my approach with calming callers and ascertaining information, as well as this was a great chance to review policies that we maybe don't use very often and suggest some potential changes to the policy to better fit the times, and create policies where ones don't exist currently to hopefully prevent any accidents in the future. *Rachel F., MA*

This whole course was very informative and really gives somewhat of a wake up call or reminder of how important our role is in officer safety. It put in perspective how our actions can affect how things go down which each call. I really enjoyed the course and having real life examples (the written ones in the book and the audios we listened to) was my favorite part and helped me grasp the information better. *Charlotte H., GA*

This course was extremely helpful in various aspects. It's given me the opportunity to open my mind up to possible calls that I may encounter and how to properly handle them. It's given me insight on how I maneuver my calls and how to better myself and my work. The scenarios I've read in this course have been enlightening on what can happen every day, what we aim to look out for. If we unfortunately do come across anything similar, we were that much better for it because of this course. *Maria R., NH*

This week proved to be invaluable as I learned about various scenarios, policies, and resources, along with insights into how different agencies operate. This experience will enhance my ability to apply what I've learned to ensure the safety of both responders and citizens. I'm grateful for the opportunity to take this course and appreciate your support, Tony! *Ronald W., TX*

I thought that this class was very helpful. Its always nice to get different perspectives, as well as learn from different scenarios that I have not encountered yet. I also liked the discussion forums where we were able to interact with each other. Really informative class and I look forward to the next class in a few weeks! *Kelley M., NH*

Overall, this has been a great learning experience. I've enjoyed learning what other classmate's agencies have for resources or do not have. What kind of calls they deal with on a daily basis. This class puts a lot of things into perspective. In this career anything can happen at any given moment. As dispatchers we need to be prepared for that. Knowing our protocols are important, knowing what resources agencies close to us have. *Erica U., VA*

The perspectives from other agencies I picked up during this course will help me immensely when taking and dispatching calls. Learning new and different approaches to handling difficult callers will also help me in my job. *Jesse T., MO*

This class makes me feel more prepared in case these situations do happen. These situations are not a common occurrence, but there is always a possibility of them happening. The scenarios help me actively think about what I would have to do if it happened here. I also like the emphasis on how we, as communications personnel, do not have control over the final outcome. We can only try our best and follow the policies that are in place to assist the officers as much as we can. Overall, the class was engaging and very informative. 10/10 *Diana G., MD*

I really benefited from the just thinking about and running through scenarios that are so uncommon here in our small community. We are lucky in that we do not have many critical incidents. However, we have had a few that were bad since I have been working here and I would have loved to have something like this before I handled those calls, just to feel more prepared. *Bonnigene C., WA*

Overall, this course has been a valuable opportunity to sharpen skills, reflect on lessons learned, and recognize that even with experience, there's always room to grow. The ultimate takeaway is that our role is never just answering phones or working the radio—we are an essential part of keeping the public and our responders safe. *Harley C., NC*