

DATE: January 26, 2022
TO: 911 Emergency Response Advisory Committee
FROM: Cody Shadle, City of Reno Public Safety Dispatch Manager
shadlec@reno.gov
THROUGH: Joseph Robinson, Commander, Reno Police Department
SUBJECT: REGIONAL PSAP FUNDING REQUEST- by CITY OF RENO PUBLIC SAFETY DISPATCH TO PURCHASE A LOCALLY HOSTED TRAINING SESSION FOR DISPATCH SUPERVISOR TRAINING PROGRAM FROM THE NATIONAL EMERGENCY NUMBER ASSOCIATION (NENA). A review, discussion and possible action to approve, deny, or otherwise modify a request for funding for the costs associated with locally hosting the Dispatch Supervisor Training Program as provided by NENA, not to exceed \$10,000.

SUMMARY

PUBLIC SAFETY TRAINING FOR REGIONAL PRIMARY PSAPS (Public Safety Answering Point) RENO PUBLIC SAFETY DISPATCH:

A review, discussion and possible action to approve, deny, or otherwise modify a request for funding for the costs associated with locally hosting the Dispatch Supervisor Training Program as provided by NENA, not to exceed \$10,000.

NRS APPLICABLE:

NRS 244A.7645 Provides approval of costs associated with maintenance, upgrade and replacement of equipment necessary for the operation of the enhanced telephone system.

STAKEHOLDER REVIEW(s)

Stakeholders are the area Primary Public Safety Answer Points (PSAP) – City of Reno Public Safety Dispatch, City of Sparks Emergency Communications and the Washoe County Sheriff’s Office Communications.

PREVIOUS ACTION & BACKGROUND

On March 18, 2021 the 9-1-1 Emergency Response Advisory Committee approved funding for the City of Reno Public Safety Dispatch for the costs associated with locally hosting the Center Training Officer Course as provided by NENA (National Emergency Number Association) in the amount of \$10,000. The course was successfully hosted and fully attended by all of the stakeholders in October of 2021.

FISCAL IMPACT

The Enhanced 911 Fund is a special revenue fund which receives revenue pursuant to NRS 244A.7643 in the form of telephone surcharges collected to support the emergency reporting system.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for the costs associated with locally hosting the Dispatch Supervisor Training Program as provided by NENA, not to exceed \$10,000.

POSSIBLE MOTION

Move to approve the recommendation to reimburse the City of Reno Public Safety Dispatch PSAP for the costs associated with locally hosting the Dispatch Supervisor Training Program as provided by NENA, not to exceed \$10,000.



Course Syllabus



9-1-1 Center Supervisor Program

Course Description

This course will give new supervisors the skills they need to succeed in their positions. It will give experienced supervisors updated, refreshed skills that will further their careers. Using a combination of lecture and practical exercises, students will learn the supervisor's role in HR, tools to get organized, how to effectively make the transition from line-level to supervisor, how to build and lead a team, supervisor-specific communications, conflict resolution, performance evaluations, stress management techniques, and many other skills, and tips for their toolbox.

Course Objectives

1. Understanding the role of supervisor in Public Safety Communications
2. Learn techniques to enhance your role of Supervisor including communication, time management and leadership styles.
3. Demonstrate a foundation of proper documentation, corrective action and methods of evaluation.

Course Audience

This course is intended for anyone assigned or acting in the role of front line supervisor in a Public Safety Communications Center. This includes anyone who has delegated authority within the center.

Course Prerequisites

None

Course Materials

- Course Manual
- Flash drive
 - PowerPoint
 - Handouts

Student Expectations

All electronic devices are to be turned off or set to silent before the start of class. Students are expected to act in a professional manner, participating in the course, be courteous to the instructor(s) and your fellow participants. When applicable, students are expected to pass the final exam with a score of 75% or above.



Course Syllabus



Classroom Etiquette

The classroom is a forum for the exchange of ideas. During the course of the term, questions and/or statements may be made that can and will stimulate different points of view. Everyone has the right to express himself or herself and to be heard. Responses to varying opinions will be respectful and responsible. Class participants will treat their classmates with dignity and respect, both inside and outside the classroom.

Attendance Policy

NENA offers all participants certificates of completion for our courses. Attendance is critical. Therefore, no more than 10% or 4 hours, of class time may be missed. It is strongly suggested that participants missing any time contact the instructor and make suitable arrangements to pick-up missed materials.

Academic Integrity

The National Emergency Number Association (NENA) supports a strict policy on academic integrity. Participants are responsible for their own work, including preparation of papers, presentations, and taking any examinations that might be part of the course work. Cheating and plagiarism will not be tolerated and certification will not be issued.

Homework and Assignments

This course certification may require participants to complete homework, assignments or group projects. Participants must complete these assignments for successful completion of the course.



Course Syllabus



Course Schedule 3 Day Course

Day	#	Units of Instruction
Day 1		
	1	Orientation and Introductions
	2	Defining a Center Supervisor
	3	Leadership vs. Supervision
	4	Communications
	5	Building Your Team Environment
	6	Professionalism
Day 2		
	7	Getting Organized
	8	Knowing & Understanding the Rules
	9	Conflict Resolution
	10	Documentation
	11	Investigations & Disciplinary Process
Day 3		
	12	Evaluations
	13	PSAP DDD (Data Driven Decisions)
	14	Supervisor's Role in HR
	15	Media & Social Media
	16	Stress Management
	17	Exam

Enter search criteria



MENU

Host a NENA Course or Webinar

NENA holds courses in conjunction with all of our conferences and events, and most chapters host classes at their state conferences or meetings. Additionally, many PSAPs, local and state governments, companies, public safety associations, and other emergency communications groups choose NENA as a cost effective, reliable, and proven method to providing critical education to parties of eighteen or more.

Please read below for an overview of hosting a NENA course. If you would like to host a class, or have any questions or comments, please contact: Amanda Tegtmeyer (mailto:ategtmeyer@nena.org?subject=Course%20Inquiry).

Option 1 - Outright Purchase:

The host agency / entity pays for the course in full. There is no minimum number of students and the course will go forward regardless of the number of registrants. Registrations can be collected by the host agency. Host agency / entities can charge attendees a fee to attend a course purchased from NENA, but registration fees cannot exceed normal NENA Education & Training registration fees for that course.

Option 2 - Individual Registration:

Each student / agency is responsible for registering and paying for their registration on the NENA website (www.nena.org/educationcalendar). Registration fees are based on the student's membership with NENA. Discounted rates are given to NENA members. A registration fee shall be paid for each person to be trained at the course ("Trainee"). The host agency is entitled to three (3) discounted or free seats (depending on the length of the course) for hosting the course and upon meeting the minimum registration. Minimum registration number for a course to move forward is eighteen (18).

	Instructor-Led Online Course	1-Day Courses	3-Day Courses	CMCP <small>COMMUNITY MANAGEMENT CERTIFICATION PROGRAM</small>
Individual Member Price	\$ 139	\$ 199	\$ 399	\$ 1,000
Individual Non-Member Price	\$ 199	\$ 275	\$ 550	\$ 1,200
Outright Purchase	\$ 2,800	\$ 4,000	\$ 10,000	Available Upon Request

NENA Headquarters is responsible for:

- Promoting the course via the NENA website and bi-weekly Email Blast
- Creating flyers and/or registration forms (as requested by host)
- Outreach to NENA Members in surrounding areas (as requested by host)
- Printing and shipping of materials to course site and associated costs
- Securing of instructor and associated costs (travel, honorarium, etc.)
- Providing Certificates of Attendance to attendees who complete the course

Host is responsible for:

- Providing date and location details to NENA Headquarters in a timely manner
- Securing of meeting/conference room and all A/V setup and associated costs
- Promoting the course via appropriate and available methods (website, flyers, etc.)
- Providing refreshments for attendees (at host's discretion)

Interested - email Amanda Tegtmeyer (<mailto:ategtmeyer@nena.org?subject=Course%20Inquiry>)

Frequently Asked Questions about Hosting a NENA Course

Can we host a course or do we have to purchase the entire class? +

What are the requirements to host a course? +

How do Instructor-Led Online courses work? +

Do I have to pay for instructor travel expenses separately? +

Am I responsible for copying the course materials? +

How many students do you need to hold a class? +

What do I need to do? +

What do I need to do to help fill the class? +

Do NENA classes count toward continuing education credits? +

Do we get free seats for in-person hosting a class? +

*All prices in US Dollars

****NENA Education & Training Cancellation Policy:** Students registered for NENA Education & Training courses must notify, in writing (email), the Education Director they are not able to attend the course at least 21 days in advance of the beginning of the course for a full refund. Cancellation requests received within 20 days of the start of the course, will result in the registrant receiving a credit in the amount of the registration. This credit is good for one year and can only be used for NENA Education & Training courses.

NENA Webinars: Connect with Customers & Maximize Market Coverage

Webinars are a cost-efficient marketing tool that allow you to reach buyers and present your message in an interactive environment that you control. NENA Webinars, like in-person sessions, give you a valuable forum to education emergency communications professionals - but without the hassles and expenses of travel and time away from the office.

This free webinar that explains how NENA can connect you with decision makers in the emergency communications industry. Through this presentation you will learn how:

NENA Webinars are Customizable to Meet Your Marketing Needs

- You control the webinar's topic, content, and speaker(s)
- Presented live so you can interact with your prospects
- Include polling questions to increase audience participation and collect valuable information
- Answer audience questions either during or after the webinar

- Available for on-demand viewing for 90 days so more prospects can hear your webinar

NENA Webinars Increase Your Visibility and Branding

- NENA promotes your webinar via emails to emergency communication professionals responsible for purchasing decisions
- Complete details of your webinar and your logo are placed on www.nena.org. Invite your prospects to participate in the webinar

For more information on **corporate-sponsored webinars only**, contact Anna Marie Batt (<mailto:abatt@nena.org>). For all other course booking inquiries, contact Amanda Tegtmeyer (<mailto:ategtmeyer@nena.org>).

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OR