

DATE: March, 1st, 2021
TO: 911 Emergency Response Advisory Committee
FROM: Cody Shadle, Manager, City of Reno Public Safety Dispatch
shadlec@reno.gov 775-334-2370
THROUGH: Zachary Thew, Deputy Chief, Reno Police Department
SUBJECT: REGIONAL PSAP FUNDING REQUEST – by CITY OF RENO PUBLIC SAFETY DISPATCH PSAP TO PURCHASE A LOCALLY HOSTED TRAINING SESSION FOR CENTER TRAINING OFFICER [CTO] 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 Center Training Officer course as provided by NENA not to exceed a total amount of \$10,000.00.

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 Center Training Officer course as provided by NENA not to exceed a total amount of \$10,000.00.

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

Reno Public Safety Dispatch has not previously requested funding for this training. Yearly a request is made for funding for individuals from each of the three (3) primary PSAPs to attend four Dispatch Training Conferences. NENA is one of the organizations that hosts one of the conferences. Attendees received critical training on 9-1-1 technology, operations, policies, and education issues; however, attendance has been limited to two (2) persons per PSAP.

A locally hosted training would create the opportunity for more attendees from all three (3) primary PSAPs.

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.

The NENA CTO course may be purchased in full at a cost of \$10,000.00, which includes instructor travel and all related training materials. The course has a maximum size of 30 participants and any available seats may be offered to outside agencies for individual purchase at a maximum of \$399 per seat.

RECOMMENDATION

It is recommended that the E911 Emergency Response Advisory Committee approve the request for funding for the costs associated with locally hosting the Center Training Officer course as provided by NENA not to exceed a total amount of \$10,000.00.

POSSIBLE MOTION

Move to approve that the E911 Emergency Response Advisory Committee approve the request for funding for the costs associated with locally hosting the Center Training Officer course as provided by NENA not to exceed a total amount of \$10,000.00.

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>UNLOCK YOUR FUTURE</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 Tegtmeier (<mailto:ategtmeier@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>).

Sign In

Login with Facebook(<https://ws.yourmembership.com/Ams/SocialOAuth/facebook?Continue=%2fAms%2fFinalizeLogin%2ffacebook%3fReturnUrl%3dhttps://www.nena.org/Events/Default.aspx?EventID=1234567890>)

Login with LinkedIn(<https://ws.yourmembership.com/Ams/SocialOAuth/linkedin?Continue=%2fAms%2fFinalizeLogin%2flinkedin%3fReturnUrl%3dhttps://www.nena.org/Events/Default.aspx?EventID=1234567890>)

OR

Username

Password

SIGN IN

[Forgot your password? \(/general/email_pass.asp\)](#)

[Haven't joined yet? \(/general/register_start.asp\)](#)

NENA News

[more \(/news/\)](#)

2/22/2021

NENA 2021 Conference & Expo Registration Open! Members-Only Sale Now Thru 02.26! ([/news/328000/NENA-2021-Conference--Expo-Registration-Open-Members-Only-Sale-Now-Thru-02.26.htm](#))

2/15/2021

NENA Board Election "Meet the Candidates" Webinars Scheduled for March 2 ([/news/552075/NENA-Board-Election-Meet-the-Candidates-Webinars-Scheduled-for-March-2.htm](#))

2/15/2021

NENA Releases "Standards for 9-1-1 Professional Education" Document ([/news/552068/NENA-Releases-Standards-for-9-1-1-Professional-Education-Documents.htm](#))

2/11/2021

Free Women in 9-1-1 Webinar Announced for March 11: Helping 9-1-1 Employees Succeed ([/news/551745/Free-Women-in-9-1-1-Webinar-Announced-for-March-11-Helping-9-1-1-Employees-Succeed.htm](#))

Calendar

[more \(/events/event_list.asp\)](#)

2/28/2021 » 3/4/2021

Georgia Emergency Communications Conference (GECC 2021) ([/events/EventDetails.aspx?id=1474271](#))

3/1/2021 » 3/5/2021

Center Manager Certification Program (CMCP) - Wheaton, IL ([/events/EventDetails.aspx?id=1267151](#))

3/4/2021

Enhanced Caller Management - ILO ([/events/EventDetails.aspx?id=1435582](#))

3/7/2021 » 3/12/2021

FL NENA Training Conference and Expo ([/events/EventDetails.aspx?id=1474140](#))

1700 Diagonal Road
Suite 500
Alexandria, VA 22314
Phone: 202.466.4911
Fax: 202.618.6370

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(mailto:it@nena.org)

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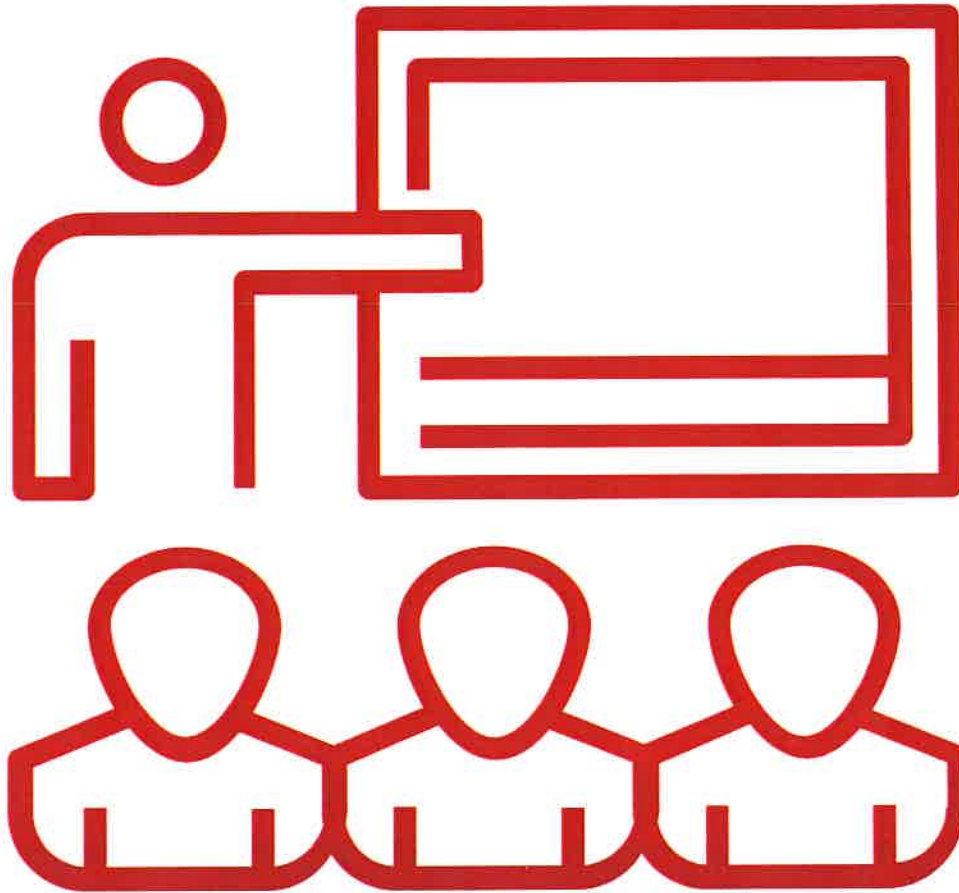
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[MENU](#)

Center Training Officer (CTO) Program





24 Hours



(/resource/resmgr/course_catalog/new/syllabus_-_cto_-_v3.2_-_octo.pdf)

Course syllabus

Course Description

In the PSAP, people are your most important resource. The NENA Center Training Officer (CTO) Program provides you with the proper framework to train your new employees, which leads to better performance and higher retention rates.

The course covers proper documentation of performance, evaluation of performance, setting milestones, and developing a plan for trainee success. CTO software with the exclusive NENA Daily Observation Report template is provided by Agency360 Public Safety Software.

This is a 3-day course.

In order to fully participate in daily assignments and activities, all students should bring a laptop with a USB port, Microsoft Office and PDF reader software.

There are no re-certification requirements for this course.



(<https://agency360.com/>)

Agency360 was founded by a police officer, in 2006 to facilitate consistency in the field training process, build positive relationships between employees and their jobs, and help public safety agencies ensure they've got the right people in the right positions. From law enforcement, to EMS, to 9-1-1 dispatch, to private security firms hundreds of agencies with thousands of users are using Agency360 to streamline on-boarding, improve retention, and increase both the accountability and efficiency of their organization. Get details at Agency 360 (<https://agency360.com/>).

Continuing Education Credits



3 point



(<https://www.emergencydispatch.org/certification>)

IAED accepts NENA courses as continuing education. Get details at [emergencydispatch.org/certification](https://www.emergencydispatch.org/certification) (<https://www.emergencydispatch.org/certification>).

State Certifications: Michigan - NENA2020-1065

Contact us (<mailto:ategtmeyer@nena.org?Subject=Course%20CEUs>) for details regarding other certifications.

Interested in Attending or Hosting this course?

Find and register for an upcoming In-Person or Instructor-Led Online course.
(/educationcalendar)

Host a NENA Course. (/Host_Course)

Who should attend?



CTO



Supervisors



Managers/Directors

What are they saying?

"The whole class was exceptional. It is much better than the other CTO class I have attended and the overall program is simpler and easier to implement."

"The availability of resources to be used as samples/starting points for agencies."

"I've been training for almost 10 years and this class will change the way I train."

"New DOR's and how the categories are split into sections make it so simple for both the trainee and CTO"

"This course was amazing and I like the structure of the class."

"The class contained helpful and useful new information. The class was interesting. I would recommend this course."

"Well organized and informative."

"The materials worked great and everything was easy to understand."

"My favorite part was learning all the ways to properly train a new trainer while keeping the atmosphere and morale up."

"Very detailed and informative."

Your Instructors:



(/page/BrianTegtmeyer)

(/page/BrianTegtmeyer)

Brian Tegtmeyer, ENP (/page/BrianTegtmeyer)

Brian is the Executive Director at DuPage Public Safety Communications (DU-COMM) and has worked in public safety communications for more than 21 years. In his current position, Brian runs a consolidated 9-1-1 center in the second-largest county in Illinois, serving over 44 police and fire agencies, and more than 800,000 citizens.



(/page/LeslieWhitham)

(/page/LeslieWhitham)

Leslie Whitham, ENP (/page/LeslieWhitham)

Leslie is a Public Safety Dispatch Supervisor for the Chino Police Department in Chino, California and has worked in the public safety field for more than 25 years. A longtime supervisor and instructor, Leslie brings a commitment to teaching and a belief in the importance of comradery

amongst 9-1-1 professionals with her to NENA.



(/page/TyWooten)

(/page/TyWooten)

Ty Wooten, ENP (/page/TyWooten)

Ty is NENA's Director of Education and has been working in the public safety arena for nearly 25 years. In working for NENA, Ty oversees the development and delivery of the organization's educational offerings, which are accessible to more than 15,000 NENA members.

Cost: Member \$399 | Non-member \$550 | Outright Purchase \$10,000

Upcoming Multi-Day Programs Events list

Community Calendar (https://www.nena.org/events/event_list.asp)

Click the event name to view more details.

- Center Manager Certification Program (CMCP) - Wheaton, IL (<https://www.nena.org/events/EventDetails.aspx?id=1267151>)
NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, newly-promot...
- Center Training Officer Program (CTO) - Wheaton, IL (<https://www.nena.org/events/EventDetails.aspx?id=1466182>)
In the PSAP, people are your most important resource. The NENA Center Training Officer (CTO) Program...
- 9-1-1 Center Supervisor Program - Morris, IL (<https://www.nena.org/events/EventDetails.aspx?id=1417472>)
This course will give new supervisors the skills they need to succeed in their positions. It will gi...
- 9-1-1 Center Supervisor Program - Colorado Springs, CO (<https://www.nena.org/events/EventDetails.aspx?id=1457055>)
This course will give new supervisors the skills they need to succeed in their positions. It will gi...
- Center Training Officer Program (CTO) - Franklin, IN (<https://www.nena.org/events/EventDetails.aspx?id=1389249>)
In the PSAP, people are your most important resource. The NENA Center Training Officer (CTO) Program...
- Center Manager Certification Program (CMCP) - Brighton, CO (<https://www.nena.org/events/EventDetails.aspx?id=1262288>)
NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, newly-promot...
- Center Manager Certification Program (CMCP) - Franklin, IN (<https://www.nena.org/events/EventDetails.aspx?id=1430460>)
NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, newly-promot...

- Center Manager Certification Program (CMCP) - Appleton, WI (<https://www.nena.org/events/EventDetails.aspx?id=1431292>)
NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, ne...
- Center Training Office Program (CTO) - Colorado Springs, CO (<https://www.nena.org/events/EventDetails.aspx?id=1484558>)
In the PSAP, people are your most important resource. The NENA Center Training Officer (CTO) Program...
- Center Training Officer Program (CTO) - Billings, MT (<https://www.nena.org/events/EventDetails.aspx?id=1418089>)
In the PSAP, people are your most important resource. The NENA Center Training Officer (CTO) Program...
- 9-1-1 Center Supervisor Program - Steelton, PA (<https://www.nena.org/events/EventDetails.aspx?id=1481769>)
This course will give new supervisors the skills they need to succeed in their positions. It will gi...
- Center Manager Certification Program (CMCP) - Manchester, CT (<https://www.nena.org/events/EventDetails.aspx?id=1426525>)
NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, ne...
- 9-1-1 Center Supervisor Program - Steelton, PA (<https://www.nena.org/events/EventDetails.aspx?id=1481785>)
This course will give new supervisors the skills they need to succeed in their positions. It will gi...
- Center Manager Certification Program (CMCP) - Keyser, WV (<https://www.nena.org/events/EventDetails.aspx?id=1435554>)
NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, ne...
- 9-1-1 Center Supervisor - Lakewood, CO (<https://www.nena.org/events/EventDetails.aspx?id=1323519>)
This course will give new supervisors the skills they need to succeed in their positions. It will gi...
- Center Manager Certification Program (CMCP) - Shelbyville, MI (<https://www.nena.org/events/EventDetails.aspx?id=1491305>)
NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, newly-promot...
- Center Manager Certification Program (CMCP) - Moncks Corner, SC (<https://www.nena.org/events/EventDetails.aspx?id=1266438>)
NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, newly-promot...
- 9-1-1 Center Supervisor Program - Castle Hayne, NC (Cape Fear Community College)
(<https://www.nena.org/events/EventDetails.aspx?id=1457186>)
This course will give new supervisors the skills they need to succeed in their positions. It will gi...

CONTACT US

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Suite 500
Alexandria, VA 22314
Phone: 202.466.4911
Fax: 202.618.6370




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(https://www.youtube.com/channel/UCzp5f-CHLEFi0rIL_BJQ8hQ)  (<mailto:it@nena.org>)

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SECONDARY EMPLOYMENT NOTIFICATION FORM

Employee Name: Shelby Neathammer Date: 3/1/2021

SECONDARY EMPLOYMENT INFORMATION

Position Title: Counseling Student Work Days/Hours: Fridays 1200-1300
Thursdays 1000-1600

Anticipated Duration: March to 5/10/2021 Total Hours Per Week: 6-10

Company Name: Downing Counseling Clinic

Name of Supervisor: Ashley Osborne

Address: 1664 N. Virginia St Phone: 775-682-5515
Reno, NV

Brief Description of Duties:

Providing supervised counseling sessions as
an unpaid intern for individuals, couples,
and families. Internship reflects a requirement
of the marriage and family therapy master's program.

Employee Signature: [Signature] Date: 3/01/2021

Supervisor's Signature: [Signature] Date: 3/1/2021

Comments:

Position is unpaid and a requirement for Shelby's Master's
Program. No request for shift accommodations at this time.