COUNTY DEPARTMENT AGENDA REQUEST

Department:	Communications	Presenter(s):	Cheryl Rogers
Meeting Date:	Thursday, January 28, 2010	Type of Request:	Consent

Wording for the Agenda:

Approval of staff's request to acquire training materials for 911 Communications personnel from Professional Pride, Inc., at a cost of $8,800.

Background/History/Details:

The critical nature of the 911 Communications' operation requires specialized training of personnel. Traditionally, the Center has used an in-house program made up of a compilation of processes; however, due to the changes in technologies and our citizens' ever increasing and complex calls for service, this in-house program no longer provides the level of skill and competency needed to succeed as a Communications Officer Cadet. Recognizing the change and improvement needed in the existing training program, coupled with the desire to continually provide our tenured employees with growth opportunities and ongoing education, Fayette County 911 seeks to purchase a qualified, validated Core Curriculum and to implement an Instructor Certification Program. Outside qualified and validated programs are needed to reduce liability to the County and assist in the stabilization of our young workforce.

Having reviewed the available programs and having considered the overall cost, 911 recommends the Complete Core Curriculum by Professional Pride, Incorporated. This request was presented and unanimously approved by the 911 Communications Board on Thursday, January 7, 2010.

What action are you seeking from the Board of Commissioners?

Authorization to purchase the Complete Core Curriculum with 11 (eleven) instructor certifications for a cost of $8,800, with funding to come from the 911 Fund.

If this item requires funding, please describe:

The funds for this project are not earmarked in this year's operational budget and will have to be taken from the 911 Funds.

Has this issue come before the Commissioners in the past?	No	If so, when?	
Do you need audio-visual for the presentation?	No	Back-up Material Submitted?	Yes

STAFF USE ONLY

Approved by Finance	Yes	Reviewed by Legal	Yes
Approved by Purchasing	Not Applicable	Approved by County Clerk	Yes
Administrator's Approval	Yes		

Staff Notes:

FAYETTE COUNTY E 9-1-1 COMMUNICATIONS
Memorandum

TO: Chief M. Allen McCullough, Director of Public Safety

FROM: Captain Cheryl Rogers, Director of 911 Communications

DATE: December 22, 2009

RE: Professional Pride 'Complete Core Curriculum'

The purpose of this memorandum is to attain your recommendation to utilize 911 funds to purchase the Complete Core Curriculum, and, if approved, to implement this program to train all future Communications Officer Cadets. In addition, we will offer this certification program as an opportunity for personal growth and development for our tenured employees.

"Complete Core Curriculum", a Professional Pride product, is a validated program developed by an advisory board of 911 professionals, designed to train potential Communications Officers. The cost of this product is $8800.00. The purchase includes the program materials and 11 instructor certifications. Most importantly, this product can become Fayette County specific, no other known program offered can do that. Once completed each student may test for national certification for an additional cost of $15.

Broken down into 10 study units, the course is 630 hours, half simulation, half classroom - using CORE objectives and materials. The units are broken down as follows:

Unit 1 – Wild Calling (Emergency Communications as a Profession)
Unit 2 – Call Receiving (Heart of Emergency Communications)
Unit 3 – Enhanced 9-1-1 (A National Emergency Number)
Unit 4 – Bade 9-1-1 (Law Enforcement Communications)
Unit 5 – High Performance Team (Fire Communications)
Unit 6 – Chain of Survival (Emergency Medical Dispatch)
Unit 7 – Emergency Radio (Lifeline to the Responders)
Unit 8 – Here Comes the Judge (Liability and Accountability)
Unit 9 – Dangerous Opportunity (Crisis Intervention)
Unit 10 – Stress Management (9-1-1 for Wellness)

Each unit contains an Instructors Manual, a Student Manual, DVDs, CDs, Power Points, Lesson Plans, Tests and Games.

Fayette County Communications has purchased several training products from Professional Pride, i.e., scenario training DVDs, CDs, Core skills and competency training programs. These previously purchased, validated products complement and augment the Complete Core Curriculum and can seamlessly be incorporated into the program.

Having fully researched all potential 911 curriculums, there is no other total product available to meet our needs. In discussions with the supervisory staff it is felt the Complete Core Curriculum is the only product suited to the training goals and performance objectives of our Center.

Your every consideration of our recommendation is appreciated.