

# 9-1-1 SIMULATORS AND TRAINING STATIONS

## 1 StarZ Plus



An electronic multi-tasking simulator with computer classroom learning products (see pages 2-3)

## 2 911 Reality

Computer-to-computer network with classroom learning products (see pages 4-5)



## 3 Desktop Academy



A full 10-unit 9-1-1 academy, loaded onto a desktop all in one computer (see pages 6-7)

**SIMULATION is no longer on the "Wish List" for training  
Emergency Communications Call Taking and Emergency Radio!!  
Look inside for all the PLUG AND PLAY tools you need to  
expand, enhance and complete your 9-1-1 training program.**

**Professional Pride, Inc. • [www.911Trainer.com](http://www.911Trainer.com)**

**1.800.830.8228 • 253.435.0911 • FAX:253.435.6031 • P.O. BOX 1090 SUMNER, WA 98390**

**One year warranty with extended warranty available.**

Professional Pride, Inc excellence in customer service is well known in the 9-1-1 industry. When you call we answer the call from 0800-1600 PST. Questions, ideas, advice or quotes email us at info@911trainer.com

We appreciate your business and all you do. You have our greatest respect. We love what we do and it shows as we go the extra step to honor our word and our products.

Signed Sue Pivetta and the Pride Team

## About Us



Our company has been serving Emergency Communications for 24 years since 1989. Our founder, Sue Pivetta, works with Comm Centers, Colleges, High Schools and experts in 9-1-1 to produce high quality products and services to assist with training, management and inspiration. Our team of business experts have created an energetic viable company that provides only the best quality products and customer service.

**APCO PROJECT 33 STATES:**

Common abilities of high-performing Public Safety Telecommunicators are:

- Critical thinking
- Active listening
- Multi-tasking
- Effective customer service
- Decision-making
- Working with others
- Problem-solving

This is a clear description of the foundation of all of our training products, workshops and management support. Thank you for your trust and support for the last 24 years.

With respect,  
The Pride Team.

# 1 The Perfect Training Lab

## INTRODUCING

# 911 STARZ PLUS Simulation and Full 9-1-1 Academy – \$9,845

**Simulation Folder** – has all the files and helpers needed for successful simulation lab sessions with the StarZIII Simulator. Storage folders for student recordings.

**Classroom Training** – Folders loaded with tools such as DVDs, 911 calls, call cards and more. Call Receiving, Emergency Radio, Police, Fire, and EMD.



**Start Here** –Tutorials for the instructor and student for set up, simulation training and evaluation.

**Instructor Tools** – NECC Certification, Typing, 911 Manual ebook, Jeopardy, web links for 9-1-1 online learning and projects.

*"I have 5 StarZ and EZ CAD in my college lab and I love them."  
— Nycole Harding  
Seneca College,  
Ontario Canada*

StarZ Plus delivers:  
(1) StarZ Instructor Station,  
(1) Student Station,  
(1) Desktop All in One loaded with a full academy of training for Call Taking, Emergency Radio, Police, Fire, and EMD Communications.  
  
StarZ Plus allows for both simulations and classroom training products LOADED INTO organized folders.

With the All In One Desktop added to the already popular 911 StarZ, we have made your training lab even more carefree. View our video instruction, play EMD jeopardy, play Good Call Bad Call, introduce 9-1-1 web links. NECC Instructor and Student certification and EZ CAD are *included with this introductory price.*

**Units of study include:**

- Call Taking
- Emergency Radio
- Police Communications
- Fire Communications
- EMD

Each Unit contains Instructor Tools, Knowledge, Skill and Attitude folders. The KSA folders are loaded with relevant subject training material. A full 9-1-1 Academy. Everything is here to update or complete your 9-1-1 training with a company you can trust. Set up EZ CAD next to the student unit or your own CAD Clone for learning.



## 2 Get the Latest Technology Plug and Play Simulation

Introducing 9-1-1 multi tasking call taking and radio dispatch simulator loaded with training products.  
**Add Desktop Academy and Save \$1,000!**

**NFPA SAYS –  
Increased  
Confidence**

**VIEW DEMO ONLINE**  
[www.911Trainer.com](http://www.911Trainer.com)

### 9-1-1 Reality is User Friendly

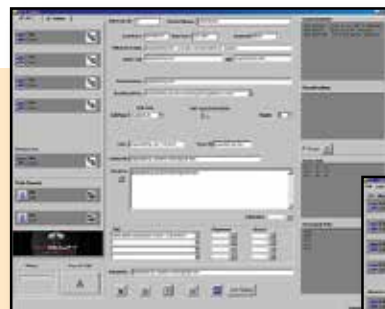
**Flexible Configurations** Small agency? Excellent one-on-one and training station for your new hire. College, Academy, Large Lab? Instructor to Trainee ratios can be 1/20, 2/4, 2/10. Role players can sign on at any Trainee Station.

*Multiple configurations from large lab to one-station training with Instructor to Trainee set up.*



**EASY  
SETUP**

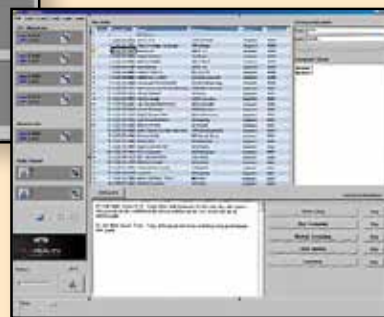
### 9-1-1 Reality Simulation Software User-Friendly Features



Trainee Screen

View enlarged images of these screens at [www.911Trainer.com](http://www.911Trainer.com)

*Instructor can view trainee entry in real time.*



Instructor Screen

- Login screens
- Call types/codes programmable
- Programmable ALI/ANI
- Traffic Stop/OnView popup
- Trainee Outcome Report
- Session recording logs
- Instructor Notes screen
- Background sounds for radio or calls
- Multiple phone lines
- Multiple radio frequencies
- Trainee can handle call and answer the radio at the same time

## Enhance and Expand Your 9-1-1 Training Program

**911 Reality  
Multi Tasking  
Simulator  
LOADED!**

911 Reality is a 'Training Station' because there are many ways to train with this system. See below a description of all the products 'loaded' onto this Training Station. And YES 9-1-1 Reality is also a multi-tasking call taking and radio dispatch simulator too.

### 9-1-1 Reality is a Training Station!

**Built-In Modeling** Exclusive feature actual 9-1-1 calls as models of best practices, voice and demeanor of actual working call takers and dispatchers.

**Built-In Realism** ALI/ANI, Wireless, VOIP, TTY calls come in as they are in your area — because they are programmed by you. Call Types and Units programmable.

**Built-In Recording Studio and Sound Effects** Pre-recorded actor scenarios (domestics, bar fights, gunshots) heighten emotional aspect on phone calls.

**4 Phone Lines 2 Radio Channels for "Multi Tasking"** Instructor or Trainer calls the learner on phone or radio.

**CAD Card** The Instructor watches the Trainee while they enter the call on the viewing screen. Instructor records notes on the call.



**Instructor Tools folder loaded.**  
 Start up icons for simulation training.

	<b>Jeopardy Millionaire</b> (9) Power Point Exercises; Liability, Police, Fire EMS etc.		<b>Customer Service</b> Power Point Workshop with eBook
	<b>DVDs &amp; Workbooks</b> (6) 20 minutes DVDs; Call Taking, Radio, Crisis, Suicide, More		<b>E Radio Workshop</b> Emergency Radio Power Point Workshop with eBook
	<b>9-1-1 Call Cards</b> (3) Call Guides (50) 9-1-1 Actual Calls Embedded, Police, Fire, EMD		<b>Call Taking Mastery</b> Power Point Workshop with eBook
	<b>9-1-1 Scripted Calls</b> (3) Intense 9-1-1 Calls Scripted, Police, Fire, EMD		<b>Stress Training</b> Negativity eBook, Stressful Job eBook, Chill Out eGame
	<b>Domestic Violence</b> Power Point Workshop with eBook	<b>See more information on each included product at <a href="http://www.911trainer.com">www.911trainer.com</a>!</b>	

**Additional product downloads available for purchase**

Shows Desktop with folders

**Add the Desktop Academy full curriculum to your 911 Reality Simulator and SAVE \$1,000**

## 9-1-1 Reality is Priced for Reality Complete Loaded Training Station \$9,895

**1 Complete 9-1-1 Reality Training Station Includes:**

- (1) Desktop All In One Instructor Station
  - (1) Desktop All In One Student Station
  - (1) Instructor View Screen, (1) Wireless Printer, (1) Router, (2) Headsets – LOADED with Training DVDs, Power Points and more.
- (Adding learners' stations and on-site training, to be quoted per configuration.)*



# 3 A Fully Loaded 9-1-1 Training Academy Here

## Absolutely Everything You Need For 9-1-1 Training Loaded Up

Many ways to learn

*"We recently purchased the Desktop Academy with Reality Simulation. This is the second simulator we have purchased from Professional Pride. We originally purchased 911 StarZ and utilized it for many years. The Desktop Academy/Reality is a wonderful training unit. It's easy to use and provides our staff with excellent training opportunities.*

*We can't overstate the wonderful customer service we've received from the staff who understand the needs and issues of emergency communications because they've all worked in the field for many years. We 'highly' recommend the Desktop Academy and 9-1-1 Reality Simulation."*

*– John Familo, Training Supervisor, County of Oswego New York  
E 9-1-1 Emergency Communications Department*



What you will receive is an All In One Desktop computer loaded and packaged for you digitally. Organized into ten vital folders, just open each unit of study to find an amazing assortment of training materials and links for web research topics.

Desktop has all the time tested 911 CORE Curriculum NOW digitized and loaded up with more material and more tools added for organizing and online training links and products for your learners. Quizzes and NECC Certification BONUS with Desktop.

### HERE ARE JUST A FEW OF THE PRODUCTS LOADED UP:

10) Unit folders with Instructor Guides / Objectives / Unit Quizzes

Training Manual Template / (7) Jeopardy Games / EMD Police Fire Skill Building Exercises / Quiz Making Template / Domestic Violence Workshop / Customer Service Workshop / Call Taking Mastery / 9-1-1 Liability / (5) DVDs / (3) 9-1-1 Call Cards / (5) Scripted 9-1-1 Calls / (10) Web Research Projects / (10) Unit Quizzes / Full Academy Tutorials....Kindle eBook Reader and 9-1-1 eBooks from our library...

**\$5,895**

*Desktop Academy ships in one week from date of order.*

*Call or email for a quote to add 9-1-1 Reality Simulation Software. SAVE \$1000*

### A Training Academy Station – LOADED!

- ★ UNIT 1: About the 9-1-1 Profession
- ★ UNIT 2: Emergency Call Receiving
- ★ UNIT 3: Enhanced 9-1-1 - Technology
- ★ UNIT 4: Police Communications
- ★ UNIT 5: Fire Communications
- ★ UNIT 6: Emergency Medical Dispatch
- ★ UNIT 7: Emergency Radio
- ★ UNIT 8: 9-1-1 Liability
- ★ UNIT 9: Crisis Intervention, Suicide
- ★ UNIT 10: Stress and Wellness 9-1-1

See Online Demos Today  
[www.911Trainer.com](http://www.911Trainer.com)

# Organized, Efficient, Current, Relevent

## A Full 9-1-1 Curriculum with 10 Units of Study

The Profession, Police Communications, Fire Communications, EMD, 911 Call Taking, Emergency Radio, E911, Crisis Intervention, Stress Management, Liability Concerns

### Q. What Is a Desktop Academy?

A. A complete 10 Unit vocational college course beautifully organized and digitally packaged for you.

### Q. Who developed this curriculum?

A. The course was designed by an Advisory Board of 911 Professionals using a DACUM Develop a Curriculum facilitated by a College Dean. CORE follows the 911 Manual.

### Q. APCO Project 33 recommends a Job Task Analysis, is this the same?

A. A DACUM goes further as it defines the KSA or Knowledge, Skill and Attitude needed for success and the competency levels or how well. CORE covers KS and A learning.

### Q. Don't we all do it different?

A. Desktop Academy offers a foundation of knowledge such as Best Practices. Many colleges, High Schools, academies and Comm Centers use this actual 9-1-1 academy modules exclusively for their training.

### Q. Can I use this curriculum with my current training material?

A. Absolutely, you should use your material. The Power Points were designed to be customized. The games, 9-1-1 calls, tours are used as you decide.

### Q. Are there outlines and objectives for the trainer/instructor?

A. Each of the 10 units offer full objectives and exercises and forms for the instructor.

*I purchased the full curriculum when it was released last school year. As the creator of a high school level 9-1-1 Dispatch class, it was imperative to have materials that could withstand District and State requirements, while being flexible enough to adapt to an entry level class. This curriculum does!! The contents, from the articles to the activities, get to the heart of dispatching with a depth and breadth that sustains our two semester course. And the proof is in the job offers extended to those students who met the standards set by our city dispatch center — after completing my course — designed around this product. Now that's professional pride! Thanks, Sue Pivetta, for developing a useful product, and thanks to Terri, my service rep for all the follow up support.*

*Sincerely, Ragan E. Volk, Broadcast/Dispatch Instructor, Career Center Billings MT*

More reasons you need the Desktop Academy! Have you ever wished you had all your training files and material in one organized place? Have you ever wanted to have all the important topics to Emergency Communications fully developed into folders and get some guidance on 'interesting and practical' skill building exercises for call taking and radio? Well, here you go! This product is a wonderful relief for anyone who educates or trains for the work of 9-1-1.

PRACTICAL USEFUL ENTRY LEVEL 9-1-1 TRAINING PROGRAM SOLUTION

Shop at 911Trainer.com		Cost
9-1-1 Call Cards for Police, Fire and Medical 9-1-1 Calls with over 150 actual calls.		\$99
Good Call or Bad Call? This interactive training tool offers scripted calls for training.		\$129
9-1-1 Books & eBooks for Trainers, Supervisors, Wellness, Stress and more...		\$25 - \$75
Packaged workshops for your training; Call Taking Mastery, Radio and more ...		\$99
Exceptional Trainer Workshops Series of 10 on Adult Learning.		\$99
9-1-1 Textbook for Comm Centers, college, high school or academy courses.		\$64.95
FREE inspiring 9-1-1 Training Connection Newsletter download.		FREE
Blog with links to relevant training articles and websites.		FREE
Visit 911Trainer.com for a complete list of all our products.		
Come and sign up for one of our NEW Webinars for Emergency Communications Professionals FREE - \$49		

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*All and all (the Desktop Academy) is a nice machine, what I have seen so far I like, machine is easy to use, fairly intuitive and self contained. The pre-loaded software is perfect for the employee just starting off and will serve as an excellent refresher for the seasoned dispatcher. Combined with your other software products we now have an excellent training resource that is easily accessible 24/7. Thanks.*

— Michael F. Curtin, Division Supervisor

*I can't believe it! This 911 simulator has to be the best training device I have ever seen. It wasn't out of the box more than 20 minutes before we tried our very first scenario. It was a breeze to set up and the possibilities are endless. It...*

*Sue, thank you very much!!!! I was able to download both files and I will take a look at them and work them into the class for this semester. As always it is a pleasure working with you and your staff. Everyone is always responsive to my requests and are always very polite and helpful when I call in and place an order. Thanks again and take care.*

— Bryan Ellis,  
Hutchinson Community  
College, KS

*"We recently purchased the Desktop Academy/Realiti...  
This is the second simulator...  
purch...*

## **NFPA STANDARDS for 9-1-1 enforces simulation as necessary for retention and employee confidence.**

### **C.1.1 Background/Overview.**

Training that involves actual workplace conditions is an element that ensures that the linkage between classroom knowledge and job performance skills is completed. In many processes, this linkage is created through the use of on-the-job training (OJT).

### **C.1.2 Elements.**

Many visualize the procedure of placing a new employee with an experienced worker and allowing the new employee to *watch over his or her shoulder* to learn the job. Under these conditions, the process has only limited success at best. Often it leaves the employer and employee dissatisfied with the outcome. The employee feels apprehension from being overwhelmed with too many sensory stimuli of new duties and new people. It is a human characteristic to attempt to absorb the new environment, but it can be distracting from the task at hand. He or she might also feel apprehension about taking too long to become "productive."