1. Do you feel you are adequately prepared to train 911 dispatch personnel on proper response to people with disabilities? (one missing)
   a. I feel very prepared to present – 12
   b. I feel somewhat prepared to present – 2
   c. I will need more guidance to be adequately prepared – 1
   d. I do not feel I am adequately prepared – 0

2. What topics, if any, do you need more information or guidance on to confidently conduct training?
   - Overall, an increased familiarity with the content is needed. This can be accomplished with continued review over next few weeks/months. During training, material was presented very well for attendants to comprehend.
   - Would like follow-up information regarding routing of 911 calls from Sorenson. Potential integration of autism questionnaire into NCMEC intake protocol.
   - I feel I would have benefited from this training as first being trained as a “student” and then later as a “trainer.” There was a lot of information.

3. What part of today’s training was most significant (or stood out) to you?
   - I feel the Basic Etiquette handouts will be very helpful.
   - How little I knew.
   - Autism (2)
   - High level that some persons with disabilities function.
   - The physical disabilities and intellectual disabilities. The entire training opened my eyes to all the topics covered.
   - All of the training stood out and is useful.
   - TBI
   - TBI – my father-in-law recently suffered a TBI and I could relate to the content and video. I also found the section on autism very interesting.
   - The overall was excellent. It was well covered in this course that is not covered anywhere else.
   - The lack of awareness by emergency responders about disabilities.
   - The videos will help illustrate very well the explanations of what actually comprises disability.

4. Do you plan on using the videos?
   a. Yes, all of them – 15
   b. Yes, most of them – 1
   c. Yes, some of them – 0
   d. No, none of them – 0

5. If you answered (b) or (c), which videos are you most likely to use?
   - TBI, Tourettes, ID

6. Will you provide copies of the handouts at your presentations?
   a. Yes, all of them – 13
   b. Yes, most of them – 2
   c. Yes, some of them – 1
d. No, none of them –

7. If you answered (b) or (c), which handouts are you most likely to use?
   - Words with Dignity, Basic Etiquette, Title II ADA, Series
   - Ones that dispatchers are likely to reference

8. Would you recommend this training to others? ALL 16 SAID YES

9. When, and where, do you plan on conducting training?
   - Monroe County 911 (2)
   - OCSO, unknown time frame
   - I would be willing to become a Master Trainer. I am excited to bring this information to others.
   - Typically during in-service training sessions. We may split the training into three different sessions covering multiple modules.
   - At department to include surrounding agencies by year end.
   - Saratoga Co SO, TBD
   - TLC training room in Cortland. Soon.
   - Tompkins County 911, early autumn 2015 and as needed.
   - Genesee County Sheriff’s Office 2015
   - In January or February 2016 at my PSAP (Monroe County)
   - Not sure when but at least at my agency (Broome County)
   - At NY 911
   - Cortland Co 911 within next couple of months
   - Probably fall after summer vacations/high call volume period. Whenever we have new employees.

10. Please provide the contact information of any departments and/or persons that you feel would be interested in this program:
   - 911 Coordinator, Genesee Co. OEM, Genesee Co. Sheriff
   - Richard Castle, Chief Deputy rcastle@saratogacounty.gov, Saratoga Co Sheriffs
   - Anthony Pirrone, Ballston Spa PD 518-885-5033
   - sbaia@empressems.com, mb@paladincenter.com

Other comments:
   - Moving forward, I would recommend teach the basic course to the new trainers on Day 1 to give pace and how it should be done. Day 2 add the “how-to” pieces, review the instructor guide. Have you considered developing blocks of instruction for “online” presentation? Consider 2-4 hours classroom session followed by remaining 4-6 hours with articles/handouts, videos to view and then have short quizzes to confirm material comprehension. If you are interested and need assistance developing this, contact us (Christopher Martin, Monroe Co. ECD). For agencies with limited training money, this serves an economical yet informative format to spread the word. SLOW DOWN.
   - The class was extremely informative. Sheds a positive light on persons with disabilities. Introductions at the beginning. One word I noticed that was perhaps overused was the word “relative.” Thank you!
   - This class gave me a lot of cues to make me aware, not only professionally but personally as well. Dave is a great trainer – he is very knowledgeable and interactive with the class.
- Great program, long overdue for PSAP setting. Saratoga County is willing to host Fall session of this program. Also interested in Master Instructor, would like to discuss further.
- David was an excellent instructor. Very knowledgeable and passionate about the presentation. Very, very well done.
- David Whalen is very knowledgeable of the information he is presenting. Excellent class. I learned a lot.
- I enjoyed this class.
- Instructor was great, very knowledgeable. Content was valuable and interesting. I think this training will be a big hit and will be around for many, many years!
- I fear that dispatchers will lose interest if there is not enough info relevant to them. This program is a great awareness training but I will need more practical tips to keep them engaged. Scale this back to 8 hours, maybe 12 at the most. It would be perfect. Thanks Dave!
- It would be more helpful to teach the class first to us, then go over the training part on day 2. You went very fast over some items. Don’t keep referring to the other classes, either include it or don’t. Also the copies of handouts in the book are cut off. Review the slides to ensure accuracy for 911. There were quite a few of the stats that were uncited that would be nice to see to look up more information to be able to research questions asked. Great class! You’ll fill a gap that we are missing. Would like to see a little more on how to present to class, i.e. can it be presented online (Blackboard, Power DMS, etc.) or a hybrid course. Also you might want to partner with DCJS to get the word out, as well as write something post class for updates (Dropbox, Google Drive, etc.).
- I’m willing to spread this to agencies in Erie County beyond mine. I’ll discuss that with Commissioner Glascott. I have two trainers I may send in September. Dave, very well developed program. Thanks!