

NEW YORK STATE EVALUATION SUMMARY

911 DISPATCH DISABILITY AWARENESS TRAIN THE TRAINER

2 sessions – Genesee & Erie County

33 participants (32 evaluations), 20 departments (see back for list)

ALL RESPONDENTS (100%) WOULD RECOMMEND THIS TRAINING

Do you feel you are adequately prepared to train dispatch personnel on proper response to people with disabilities? (1 missing)

- a. I feel very prepared to present – 22
- b. I feel somewhat prepared to present – 7
- c. I will need more guidance to be adequately prepared – 2
- d. I do not feel I am adequately prepared – 0

What part of today's training was the most significant (or stood out) to you?

- "Don't assume. There is a need to take the time with a caller to adequately address each situation especially with a person with a disability."
- "I feel the Basic Etiquette handouts will be very helpful."
- "How little I knew."
- "The physical and intellectual disabilities. The entire training opened my eyes to all the topics covered."
- "The overall was excellent. It was well covered in this course that is not covered anywhere else."
- "The videos will help illustrate very well the explanations of what actually comprises disability."

Other comments/feedback:

- "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."
- "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!"
- "Very good class, have learned a lot and will be very helpful for my job and my life."
- "It is great to learn how to deal with callers with disabilities but more importantly to fully understand why we handle calls in certain ways."
- "Well presented, highly informational, broadened my individual awareness. Trainer was high quality, very informative, wealth of knowledge, and experience. Thank you."

Participating departments:

1. Amherst Fire Alarm Office
2. Amherst Police Department
3. Broome County Office of Emergency Services
4. Cortland County 911
5. Dutchess County Department of Emergency Response
6. Erie County Central Police Services
7. Erie County Sheriff's Office
8. Genesee County Sheriff's Office
9. Lancaster Police Department
10. Monroe County Emergency Communications
11. Niagara County Sheriff's Office
12. Orchard Park Police Department
13. Orleans County Sheriff's Office
14. Saratoga County Sheriff's Office
15. TLC EMS
16. Tompkins County Emergency Response
17. Tonawanda City Police Department
18. Union County (PA) 911
19. University of Buffalo
20. Wyoming County Sheriff's Office