

PLS DISPATCH PRO

Lesson Packages



PLS DISPATCH PRO, reality-based online training, is a cost-effective, highly motivational training platform used by 9-1-1 centers across North America to satisfy state CDE requirements, IAED, and APCO.

Each month, PLS releases new lessons that include a recording of actual 9-1-1 calls and an analysis of those calls. The training evaluates: the dispatcher's questioning techniques (where, what, when, who, etc.); professionalism (situational awareness, caller/responder/public safety, control); and customer service (assurances, courtesy, use of voice, manner of ending the call, etc.). The dispatcher's call handling is analyzed from the perspective of career dispatchers and training officers, a personal injury attorney, and a risk manager. Finally, PLS provides background material, the outcome of the emergencies in the calls, media links, discussion questions and statistics related to the emergencies in the calls. Lessons include a section dedicated to dispatcher mental health.

Benefits of PLS training:

- Expands visualization and critical thinking skills by examining actual 9-1-1 calls.
 - Challenges and reinvigorates veteran dispatchers.
 - Shortens the learning curve for new hires.
- Reduces staffing shortages and overtime expenses associated with conferences.
 - Is available 24/7.

PLS Dispatch Pro offers the following lesson packages:

16-Hour Public Safety Package Lesson Package:

- Call-Based Lessons: Generally includes 11-12 one-hour lessons that analyze actual 9-1-1 calls regarding law enforcement, fire, and medical emergencies.
- Technical & Interpersonal Skills Lessons: Generally includes 4-5 one-hour technical and interpersonal skills lessons on topics such as dispatcher mental health, sexual harassment prevention, human trafficking investigations, mental illness, crisis management, etc. (Includes ethics every year for Oregon agencies.)
- Release Schedule: Two lessons in January, April, July, and October, one lesson in all other months.
- Price: **\$160 per dispatcher per year.***

12-Hour Public Safety Package Lesson Package:

- Call-Based Lessons: Generally includes 11-12 one-hour lessons that analyze actual 9-1-1 calls regarding law enforcement, fire, and medical emergencies.
- Technical & Interpersonal Skills Lessons: Generally includes 0-1 one-hour technical and interpersonal skills lessons on topics such as dispatcher mental health, sexual harassment prevention, human trafficking investigations, dispatcher ethics, mental illness, crisis management, etc.
- Release Schedule: One lesson each month.
- Price: **\$120 per dispatcher per year.***

6-Hour Public Safety Package Lesson Package:

- Call-Based Lessons: Generally includes 6 one-hour lessons that analyze actual 9-1-1 calls regarding law enforcement, fire, and medical emergencies.
- Technical & Interpersonal Skills Lessons: Generally includes 0 technical and interpersonal skills lessons.
- Release Schedule: One lesson in January, March, May, July, September, and November.
- Price: **\$80 per dispatcher per year***

*Beginning with **February 1, 2025** subscriptions, PLS will charge a **\$2** per user service fee for each user, whether fulltime or reserve.*