



# New 9-1-1 Training Opportunity

## Center Training Officer Program

In the PSAP, people are your most important resource. The NENA Center Training Officer (CTO) Program provides you with the proper framework to train your new employees, which leads to better performance and higher retention rates. The course covers proper documentation of performance, evaluation of performance, setting milestones, and developing a plan for trainee success. CTO software with the exclusive NENA Daily Observation Report template is provided by Agency360 Public Safety Software.

This is a 3-day course.



**WHEN** October 22 - 24, 2018, 8:00 AM – 5:00 PM

**WHERE** Scott Emergency Communications Center (SECC)  
1100 E. 46th St., Davenport, IA 52807

**COST** Funding for Iowa attendees provided by the Iowa Department of Homeland Security and 9-1-1 Communications Council

**REGISTRATION** 911training@scottcountyiowa.com - "CTO" in subject line.

**FOR MORE INFORMATION** Mike Becker - mike.becker@scottcountyiowa.com  
Ty Wooten - NENA Education Director - twooten@nena.org



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