

NCBRT

Participant Comments

2011-2013

The following comments were collected from Participant Surveys conducted from January 2011 – December 2013. The participants were contacted by the NCBRT six months after successfully completing the course(s) to measure the value and effectiveness of the training the NCBRT provided. The participants were asked to provide feedback on what they found beneficial, whether they used, applied or shared the training as well as, if their organization had improved or developed emergency response plans or procedures.

## A Coordinated Response to Food Emergencies: Practice and Execution (Food Emergencies)

*I am not directly involved with food service at my facility, however it was interesting to see how other agencies deal with these problems and the steps taken to resolve them. It is very useful information should our facility become affected by a food emergency. It is good for me, as an emergency coordinator, to know the responsibilities of the external agencies. I have shared some of the information in my emergency preparedness class that I teach.*

- Colt Peterson, Correctional Sergeant  
Wyoming Department of Corrections  
Newcastle, WY

*The overall extent of the course and the threat assessment component were great. I feel better prepared due to the informative teaching style with good visual aids and handouts. I believe that the inspectors that took this course have been helped in their epidemiological investigation work.*

- Gary Hickman, Director Environmental Health  
Cheyenne- Laramie County Health Department  
Cheyenne, WY

*So much valuable information was received, especially regarding trace-backs, from the book and networking. I have a better explanation of what needs to be done and how to do it. We have since performed some illness outbreaks; a norovirus and other food borne investigations.*

-Kathy Torrisi, Principal Sanitarian  
Westchester County Health Department  
Peekskill, NY

*The most useful information I took from the class is how prevalent the material was and how important the information was. I have paid specific attention to the outbreaks that seem to occur daily. My awareness increased with an issue and what to do if it happens. I have paid better attention to food in the stores and in reality, would rather shop locally than from big growers.*

-Carla Paradine, Facility Manager  
Ability Works Inc.  
Olive Branch, MS

## A Coordinated Response to Food Emergencies: Practice and Execution (Food Emergencies)

*Finding out what other agencies were responsible for in terms of their response to emergency events, was very useful. I made some valuable connections and I had the opportunity to interact with many agencies. I have added the agencies to my contact list.*

-Jennifer Heller, Environmental Health Specialist  
Brown County Health Department  
Nashville, IN

*Best practices and real world examples is what I found the most useful. We work closely with sister agencies to improve communications on these types of events. We have a routine meetings with FBI and Homeland Security.*

-Kathy Fowler, Assistant Director  
Kentucky Department of Public Health  
Frankfort, KY

*I found the procedures involved in trace back and trace forward to be rather useful. The course gave me a greater understanding of a recall from a national perspective. I have shared information with others that I work with.*

-Shane Lockwood, Director of Health  
Plainville-Southington Health Department  
Southington, CT

*The information I took away from the course was how to look at foodborne illness investigation with possibility of non-organic causative factors. I have a better ability to investigate foodborne illness.*

-Helen Giles, RN Public Health Nurse  
Mount Olive Township  
Budd Lake, NJ

**Advanced Forensic Investigations for Hazardous Environments  
(Forensics)**

*I took this class with the county's Emergency Preparedness Director, who is the director of the HazMat team. Learning what they do on a scene and what they need to do will help me in my duties. Also, all the information I received from the class was beneficial in that in our area, there is very little of this training taken. Before this class I had no training in this area. Since taking the class, I have met with the local HazMat teams and tried to help them train on different scenarios they may encounter.*

-Ryan McVey, Detective  
Seward County Sheriff's Office  
Liberal, KS

*I found how to operate in a HazMat situation the most useful. I know the steps to prepare myself in a HazMat situation if it were to occur. I use some of the crime scene techniques learned in this course in my daily duties.*

-Michael Adcock, Texas Ranger  
Texas Department of Public Safety  
Athens, TX

*Learning how difficult working these kinds of scenes are in full gear – how important decontamination is at every single phase - was most useful. We had a homicide and the suspect said he had a Molotov cocktail in his vehicle. We brought a bomb squad. It wasn't directly related but it made me more aware of toxic chemicals and their effects.*

-Brenda Harris, Criminalist  
Broomfield Police Department  
Broomfield, CO

*The knowledge for proper packaging of evidence for a hazmat scene and being taught the FBI standards was very useful. I feel better with the skills to package the evidence properly related to a hazmat scene.*

-Bruce Dolloff, Detective  
Transit Police Department  
Boston, MA

**Advanced Forensic Investigations for Hazardous Environments  
(Forensics)**

*I found fingerprint recovery to be most useful. I feel better by working to secure evidence. I am more aware of what need to be done in the event we respond to a call of this nature, where we could need to assist law enforcement. I have applied the information during training sessions we have gone over the skills we learned with other responders.*

-Greg Standard, Director  
Seward county Emergency Management  
Liberal, KS

*I found knowing the types of equipment we would have to work with in a hazardous environment, most useful. I know what to expect now if I were called upon to enter a hazardous environment. I am also fully aware of what equipment I should have compared with what I have available to me on the job. I have started using the evidence collection techniques we practiced in training.*

-Denise LaSonde, Crime Scene Investigator  
Atlanta Police Department  
Atlanta, GA

*Knowing how to wear the hazmat suit and being able to perform the tasks needed to collect the evidence was what I found helpful. This course opened my eyes to the 'what if's' and proved that I could be of assistance if and when I am needed. It gave me the confidence to be able to perform when the time comes. I now look at a crime scene and think about the potential of it being a hazmat scene. I think about the techniques we learned on cross-contamination.*

-Det. Laura Martin, Criminalist  
Albuquerque Police Department  
Albuquerque, NM

*How to process a scene as a first responder but keeping forensic needs in mind was valuable. I now have a better understanding of the forensic value of scenes. I now look at scenes differently- preserve forensic evidence.*

-Dakota Beck, Police Officer  
Durham Police Department  
Durham, NC

**Biological Incidents Awareness  
(Bio Awareness DD/TTT)**

*Good information on types and symptoms of biological agents. I really like the WMD Response Guidebook. I am more familiar with biological agents, and have a better knowledge of how they might be dispersed, what symptoms to look for and some new terminology. I have shared this information, by obtaining and providing several copies of the WMD Response Guidebook to our staff and the county's Hazmat ERT.*

-Dirk Jensen, Hazardous Materials Regulatory Inspector/Emergency Responder  
San Mateo County Environmental Health  
San Mateo, CA

*Recognizing the hazards associated with a bio-event and creating plans ahead of time to mitigate those hazards is what I found most useful. I found the course made me more aware of the potential directions a bio-hazard event can take. Plans were modified to include potentials revealed in the course material.*

-Gene Delp, Commander of Operations  
Pickerington Police Department  
Pickerington, OH

*The course increased my knowledge of the different pathogens that can be seen. Being more informed helped after taking this course. I am now more alert and I passed on the information to others in the classes that I teach.*

-James Rudder, State Fire Rescue Area Training Coordinator  
Laurel County Emergency Management  
London, KY

*The importance of community preparedness is what I found useful. I feel better knowing who to contact for this type of issue. I have worked with the county emergency management officer on general animal preparedness, as well as taught class on animal and food model.*

-Theresa Hand, Extension County Director  
Hinds County Extension Service  
Jackson, MS

**Biological Incidents Awareness  
(Bio Awareness DD/TTT)**

*Learning the most common signs of a biological disease and how to use the WMD Response Guidebook were what I found most useful. We had an incident on the 1500 block of Powell Street. This is a multi-level apartment building, which is located around the corner from our police station. The subject texted his ex-girlfriend and said he was going to commit suicide using an extremely toxic chemical. I was at the station, and four of my officers were walking up to the location. I had my PSA look up the chemical – the search revealed that direct exposure to this chemical could kill you in minutes. I immediately informed my officers and notified SFFD, which is the lead agency for all haz-mat incidents in San Francisco. I established a command post up wind of the incident and we evacuated the buildings. After the incident, I was told by a battalion chief that if my officers had opened the door, they would most likely be dead. The subject used more of the chemical than he needed, and it started to melt through the tape. If I had not taken your class, I probably would not have looked up the chemical prior to my officers arriving on the scene.*

-Sgt. Patrick M. Tobin, TLO Team Leader  
San Francisco Police Department  
San Francisco, CA

*The awareness of the risks, along with the WMD Response Guidebook, were the most useful aspects of the course. I feel with the increased awareness, I am better prepared to recognize a potential situation and the guidebook provides me with an initial plan to respond appropriately. I keep the guide with my reference materials that I carry during my shift as a resource. We are establishing a disaster response unit with ambulance strike team training and at this point, I have made our emergency preparedness supervisor aware of the program and suggested that we incorporate it in the future training for team members.*

-Normand Desautels, Clinical Field Supervisor - Paramedic Captain  
Paramedics Plus - Alameda County EMS  
San Leandro, CA

*The selected case studies involving biological events were what I found most useful. The course provided me with a better understanding and awareness of biological hazards. It made us take a look at our plans to revise and re-validate them. I have used the information in organizational preparedness.*

-MAJ Nathaniel Garza, FA52 (EOD)  
US Army (ARNORTH) G3/7  
Security Cooperation Division (SCD)  
Fort Sam Houston, Texas



**Biological Incidents Awareness  
(Bio Awareness DD/TTT)**

*The most useful information I took away from the course is the need for full time personal protective equipment, no matter how small the event appears. I am more aware of the potential threats to our community, no matter how small we are. We incorporated the presentation into our training programs.*

-Russell Blue, Clinical Field Supervisor  
Kenton Fire Department  
Columbus, OH

*Being provided with a useful overview of the various biological agents was most helpful. I feel better prepared, because it is easy to forget information that is rarely or never used. We have since used this information in drills, emergency management planning, and we have enhanced PPE for our staff.*

-Michael Jett, EMS Coordinator  
Atrium Medical Center  
Middletown, OH

*All the information was useful. I feel that I am more prepared to look for what can happen or what may happen, and better prepared to mitigate the situation or at least gather the resources to mitigate the situation. We have used this information during training and mock drills.*

-Robert Potter, Firefighter/Paramedic  
Fairfield Township Fire Department  
Hamilton, OH

*I now have a better understanding of the possible spread of disease by air born means. I have had a very good training background in this field but feel your instructors improved my skill level. This information has been incorporated into group presentations related to our SNS plans, on several occasions. It has also been used in public health response, in the use of PODs to distribute medication. In ICS courses, questions sometimes come up by students, related to biological response - your course has provided me with good reference material.*

-Capt. Carl Hollier, Ret.  
Detroit Fire Department  
Detroit, MI

**Biological Incidents Awareness  
(Bio Awareness DD/TTT)**

*The confidence to be able to respond in a proactive manner that would be helpful to the community, and provide proper attention in a emergency that could save lives, property and establish shelter, when needed – is what I found most useful. By having a plan to respond to an emergency, I feel better prepared – the disaster will dictate the response. I have used this information by just being aware of my surroundings and now know what to do if any number of things might happen. We are going over a multitude of scenarios in my community, practicing how to respond, if needed.*

-Tom Fitzsimmons, Volunteer Firefighter  
Crockett-Carquinez Fire Department  
Crockett, CA

*I am currently in nursing school, and the bio threat awareness training has dovetailed nicely with my microbiology course, giving me deeper understanding. I feel better prepared – training and understanding of specific conditions always helps to alleviate concerns about potential unknown future events. I have shared this information with my fellow nursing students.*

-John Hurley, Emergency Medical Technician  
Medical Reserve Corps  
San Rafael, CA

*All of the real-life examples that were shared during the course were what I found most useful. This course opened my eyes to several different possible threats facing our communities. I am planning on setting up more trainings on this topic for our county's Medical Reserve Corps volunteers. As a result of this training, we have added more training sessions.*

-Carrie C. Suns, MPH, Community Relations/Tulsa County OKMRC Coordinator  
Tulsa Health Department  
Tulsa, OK

*The overview of the realistic risk from each type of possible biological agent is what I found most useful. The class added to my base of knowledge, which I will apply to my disaster preparedness training. Information from the class is included in our division's training, and will be included in future training. These disaster-related classes have led to improvements in the division's disaster preparedness activities, including training, drills, policies and equipment.*

-Joseph Doser, Supervisor - Environmental Health Specialist  
Contra Costa Environmental Health  
Concord, CA

**Biological Incidents Awareness  
(Bio Awareness DD/TTT)**

*I found the flow chart showing the steps in bioterrorism response, and a whole bunch more, to be useful. I know more of the need for effective planning, even if the threat is not the most compelling. I have used this information in exercise planning for a regional CRI mass dispensing exercise. With more time and resources, we will improve or develop our plans and procedures, as result of this training.*

-Fred Hofstetter, Emergency Planning Coordinator  
Contra Costa Health Services  
Martinez, CA

*The course enhanced my awareness – that was the most useful aspect. I feel better prepared, because I have a greater understanding of the subject matter. The information from this course was included in In-Service, as well as New Employee Orientation training.*

-George Wright, Security Shift Supervisor  
East Bay Municipal Utility District  
Oakland, CA

*Good refresher on potential agents and indicators of potential use. The class took us through a number of operational steps to consider in dealing with such an incident. The information has been incorporated into local emergency plans and incident outcomes.*

-Matthew Marmor, Emergency Management Director  
County of Calumet Government  
Chilton, WI

*Identifying agents and rapidly developing a sound tactical response, is what I found most useful. I got the knowledge-base I needed to be first-responder ready. I have used this information in identifying routine disease episode patterns and distinguishing them from what a weaponized version would have been like.*

-John T. Heinen, Hazmat Planner  
Richland County Emergency Management  
Richland Center, WI

**Biological Incidents Awareness  
(Bio Awareness DD/TTT)**

*The most useful aspect of the course was the book, (WMD Guidebook) as reference material, for the future. I now have a basis of knowledge to assist me in writing and updating County Emergency Operations Plans. In general – it is in my toolbox.*

-Carol Buck, Director of Emergency Management  
Washburn County, WI Government  
Shell Lake, WI

*The overview of the materials involved was what I found most useful about the course. I have more awareness of the hazards present and the removal of “the unknown” makes me feel better prepared. I have incorporated some of the material learned in the course into departmental training. We have improved our bio-hazard response policy as a result of this training.*

-Michael Mennella, Supervising Fire Marshal/Hazmat Specialist  
Nassau County Fire Marshal  
Westbury, NY

*Having taken the course and subsequently teaching the food safety section multiple times, it is a diverse course covering both plant and animal diseases and other very applicable safety issues to be aware, consider and prepare for in various disaster situations. It highlights both natural and intentional disasters and provides knowledge and precautionary steps to take to ensure a safe and plentiful food supply for humans and animals.*

-J Byron Williams, Extension Muscle Food Specialist  
Mississippi State University Extension Service  
Mississippi State, MS

*The general information to identify threats and the basic precautions to take are what I found most useful. The class gave me a broad base of knowledge to help identify the possibilities of biological events that could occur. It helped us to understand how to establish policies that will help prevent the spread of biological threats should they occur.*

-Kevin Glover, Director of Security  
Victory Christian Center  
Tulsa, OK

**Biological Incidents Awareness  
(Bio Awareness DD/TTT)**

*The instructors were very knowledgeable, and the materials really opened the student's eyes to the biological agents that can harm. I feel better prepared, again, due to the great instructors who really delivered informative material. I have shared the information from the course with my subordinates.*

-Sgt. Robert Brady  
New York, NY

*The course was well developed to address animal, plant and food (ag) disasters occurring in three ways: accidental, intentional or natural occurring. The interaction with other agencies was very helpful. It was good to connect with other agencies and allow to follow them to learn more about extension agents and our duties/abilities. I am more tuned into news related to ag disasters and consider the "what if it happened here" scenario.*

-Linda Breazeale, Public Information Officer  
Mississippi State University  
Mississippi State, MS

**Campus Emergencies: Prevention, Responses and Recovery  
(Campus Emergencies)**

*This course helped us identify adjustments needed in our current emergency plans to be more prepared for an actual incident. Identifying areas for improvement was one of the biggest benefits of the training. The information from training helped to update current emergency preparedness plans.*

-Keith Lambert, Deputy Chief  
University of Tennessee Police Department  
Knoxville, TN

*All the information from the course was great. I feel better prepared to conduct a more complete campus threat and risk assessment. I have applied the information to training officers to identify the importance of campus and student risk assessments as a proactive campus security component.*

-William Banks, President  
Professional Security Consultants  
Hattiesburg, MS

## Campus Emergencies: Prevention, Responses and Recovery (Campus Emergencies)

*All the information from the course was great. I feel better prepared to conduct a more complete campus threat and risk assessment. I have applied the information to training officers to identify the importance of campus and student risk assessments as a proactive campus security component.*

-William Banks, President  
Professional Security Consultants  
Hattiesburg, MS

*I found that staff can help respond to emergencies when necessary but most important to follow directions to be useful. The course helped me to become more aware of what is going on. I am more on the lookout for unusual behavior and I feel more confident reporting anything now.*

-Angela Whetstone, Accountant  
Jacksonville State University  
Jacksonville, AL

*The standards and accepted methods for emergency planning was most useful. The course re-enforced what we have in place as being an accepted practice and helped refine what we also have in place. We also have communicated to regular staff what our plans are and how to react on their own behalf so they can be accountable for their own safety.*

-Dennis Hollern, Staff Lieutenant  
Ohio State University Police Department  
Newark, OH

*What I found useful was a large scale thought process and scenarios as well as working with other subject matter experts. I have never had this type of course prior, specifically campus emergencies. I have used the planning process for other events.*

-Joseph Angelino, Chief of Police  
City of Norwich Police Department  
Norwich, NY

*This course was a good overview for understanding the scope of issues that can arise in an emergency. I know more about what might go wrong. I have used the information to make sure emergency information is more available in more places.*

-Lenore Friend, Director of Community Affairs  
Finger Lakes Community College  
Canandaigua, NY

**Campus Emergencies: Prevention, Responses and Recovery  
(Campus Emergencies)**

*I appreciated the presentation on ICS and organizing resources. I have had numerous ICS/NIMS courses in my career and appreciate refresher information as well as the new updates. We have used Incident Command procedures in virtually every conceivable scenario we deal with in a campus police environment.*

-Michael Avey, Lieutenant  
Tulsa Community College  
Tulsa, OK

*The contacts and planning information was the most useful. I feel anything that keeps you thinking or offer strategies for possible scenarios that may occur produces a state of mental preparation. I have encouraged command staff to require officers not normally associated with district building to take tours to help acclimate them in case an emergency arise.*

-Timothy Benning, Police Officer  
Hazelwood Police Department  
Hazelwood, MO

*All the information from the course was great. I feel better prepared to conduct a more complete campus threat and risk assessment. I have applied the information to training officers to identify the importance of campus and student risk assessments as a proactive campus security component.*

-William Banks, President  
Professional Security Consultants  
Hattiesburg, MS

*The variety of communication paths that need to be instituted to assure a cohesive and collective effort is what I found most useful – and the table top exercise as well. We are currently redesigning our disaster plans (this will be ongoing) and used bits of the information (from the course) for team training.*

-James Austin, Facilities Director  
Columbia George Community College  
The Dalles, OR

### Campus Emergencies: Prevention, Responses and Recovery (Campus Emergencies)

*When doing the scenarios, a lot of the thoughts I had were on par with the course of action taken, so it validated my skills in terms of dealing with a crisis situation; I did learn new strategies and procedures as well. In lieu of 'common sense' answers to a situation, the group came up with creative solutions that weren't listed as the set answers to a problem – answers that might be unique to our island culture, so the responses I heard helped me think in a different manner and prepare better for emergency response. Since the training, the public school system as a whole is revising their procedures, and based on that, each school will base their own specific plans.*

-Reo Arriola, Vice Principal  
CNMI Public School System  
Saipan, MP

*An understanding of who is in charge when an emergency occurs was very insightful. It may not be the top administrator on campus, it will be a matter of who is present at the time of the event and that it could change depending on how things progress. Immediately following the training, I discussed strategies with my direct reports. I also worked with our campus police supervisor to provide a campus emergency/lockdown training session as well as a drill.*

-Theresa Alonso, Dean of Student Services  
Tulsa Community College  
Tulsa, OK

### Community Healthcare Planning and Response to Disasters (Community Healthcare)

*The entire course was useful. The interactive sections of the program enhanced capabilities. Learning how to be prepared in every facet of life, especially in facility has increased.*

-Deborah Conradi, Registered Nurse  
West Chester Hospital  
West Chester, OH



**Community Healthcare Planning and Response to Disasters  
(Community Healthcare)**

*It was beneficial to discuss the issues involved with relocating patients with personnel from the various agencies that were represented. Additional information regarding the abilities of programs and agencies within the state were clarified. I have a better appreciation as a local emergency provider of what the RI EOC, RI Department of Health and other agencies expect from the local communities in terms of support and information needed to support similar activities.*

-James Cady, Battalion Chief  
Central Coventry Fire District  
Coventry, RI

*The limitations and difficulties in communication with other departments is what I found most useful. I have a better understanding of how other disciplines react and work in a disaster. I am more transparent with information and quick to open lines of communications with other departments.*

-John Broderick, Operations Director  
Boston University Medical Center  
Boston, MA

*Resources required to accomplish the task and the fact that preparedness is the key was valuable. The course has opened my eyes to the field of emergency management. Preparedness, preplanning and incorporation are the concepts that has been applied to our daily training objectives.*

-Craig Emerson, Lieutenant  
North Cumberland Fire Department  
Cumberland, RI

*Really it was the information sharing and discovery through networking during the hands on workshops that was most useful. For the simple fact I know more of the players in my community and having the knowledge that they are planning in the same manner and speaking the same "NIMS" language.*

-Dereck Dudley, Environmental Safety Specialist  
Cincinnati Health Department  
Cincinnati, OH

**Emergency Response to Domestic Biological Incidents  
(ERDBI)**

*The most useful information I took away from the course was knowledge and awareness. The course provided me with a broad overview of biomedical response. I have used this information in MRC trainings and in developing Radiological Reception Center planning, and we are in the process of developing regional response plans.*

-Cynthia Bella, Emergency Preparedness Nurse/Public Health Nurse Supervisor/  
MRC Coordinator  
Morris County Office of Health Management  
Morristown, NJ

*I now have a better appreciation of the federal role and responsibilities at an incident. I have spent more time looking into resources that are state and locally available in case of an incident. I spent a limited amount of time going over some resources like the Strategic National Stockpile and the Civil Incident Support Teams.*

-Capt. John Bagala, Training Officer  
Marinwood Fire Department  
San Francisco, CA

*I recognized the vulnerabilities we may have at our own facility. I also learned that many individuals could be affected by such a minute amount of agent which would produce catastrophic results. I was able to discuss the information I had received with the Director of Facilities. I believe that the mechanisms that have been put into place will make this facility a safer place. This information was shared with Emergency Preparedness Committee members, ED, Facilities and Security staff. We now have improved security guidelines in place regarding roof and power plant access, as well as contractor safety training.*

-Kathleen Collins, Environmental Safety Program Manager and  
Emergency Preparedness Coordinator  
Providence, RI

*I found learning the difference between the various bio incidents to be the most useful information I took away from the course. It was great information on what is going to get us - and how. I am more informed on how biological weapons are made and used, which better prepares me for these incidents – I have more confidence. I have applied this information on white powder calls. We use the information in our continuing education program in training for UNK white powder calls.*

-Michael Brewer, Engineer/Hazmat Tech  
Phoenix Fire Department  
Phoenix, AZ

**Emergency Response to Domestic Biological Incidents  
(ERDBI)**

*The signs and symptoms of exposures to different biological agents were the most beneficial aspects of the course. I feel I am better prepared to respond to biological incidents. My agency is fairly new to the HazMat arena and SOP's are now being written with the help of your training and other training we are receiving.*

-David Bier, NJDOC HazMat Response Team  
New Jersey Department of Corrections  
Annandale, NJ

*The specific information on the different types of WMD threats are what I found most useful. The course allowed all of us who work together on automatic aid in several jurisdictions, to hear the same information and learn the same skills. We have used what we learned in numerous training evolutions and we have improved response strategies as a result.*

-Battalion Chief William Bishop  
Goodyear Fire Department  
Goodyear, AZ

*The biological exposure, recognition and symptoms were what I found most useful. I think this added a different view point for initial on scene size-ups. I have used this information in round-table discussions at training.*

-Brett Anderson, Fire Captain  
Cumberland Hill Fire Department  
Warwick, RI

*How to detect and assess a biological incident as an attack, as well as how to prevent the further spread of contamination, is what I found most useful. I feel like I have a basic knowledge of how to operate during a biological attack. I used the knowledge from this course in the LSU Public Safety Sampling class.*

-FF Evan G. Burns, EMT-P, Engine 25-A-Shift  
Jacksonville Fire and Rescue Department  
Jacksonville, FL

**Emergency Response to Domestic Biological Incidents  
(ERDBI)**

*A majority of the course was beneficial in my understanding of the diversity of the threat and response to it. It strengthened my understanding of bio incidents natural or man-made, and response to said incidents. I have shared this information through talking to colleagues and educating them on the hazards, showing a need for all-hazards response, and addressing misconceptions.*

-Donald R. Denmeade, Fire Service Instructor/Firefighter/Paramedic  
North Chittenango Fire Department  
Chittenango, NY

**Instructor Development Workshop  
(IDW)**

*I found how to teach adult learners and techniques to use when giving presentations were most useful. I have more confidence and a wider range of skills to use when giving presentations. I have made sure my presentations have clear objectives and that I stick to those objectives; incorporated movement into my presentations; blanked the screen at different times during presentations; been more aware of the importance of breaks for attendees; and used less words on my slides.*

-Joseph Graham, Supervisor, Food Safety Program  
Washington State Department of Health  
Olympia, WA

*Being able to experience both sides makes one feel that learning is beneficial. Working with adults is different than working with college-aged students. We learn differently; have different needs; and interact differently when questions are asked because we use own experiences as the baseline. This course taught us how to use the adult learning structure to better reach our students. I now talk slower; ask more questions and repeat the questions and answers so that the group can benefit. Granted, I have done a lot of lecturing and public speaking in the past, but this course did a good job of reinforcing what I have done and what I will do make my lectures easier to grasp and understand.*

-William Adler, MPH, RS, Public Health Sanitarian 3  
Minnesota Department of Health  
Rochester, MN

**Instructor Development Workshop  
(IDW)**

*The exercise of putting together a presentation was most beneficial. It gave me the confidence of knowing that even having only a short time to familiarize myself with a subject - I can effectively communicate that knowledge to others. It was especially helpful due to the fact we were presenting before a group of trained professional communicators/educators. Again, I feel that it will make me a better presenter and instructor. I learned so much from my colleagues in the class. It has made me a stronger and more prepared for teaching the subject matter that I am asked to present.*

-Charles Backstrom, Program Manager  
Department of Health and Hospitals  
Baton Rouge, LA

*I found how to become a more effective trainer was most useful. I understand my shortcomings and can work on them to improve my teaching/training skills. I have begun to make sure I repeat students' questions as well as have students apply higher level of learning through exercises.*

-Hien Albright, Training Officer  
United States Food and Drug Administration  
Rockville, MD

*Peer feedback was valuable. The class participants came from diverse backgrounds allowing me better understanding of their needs. I am regularly asked to conduct trainings. It is my desire and goal to deliver content in a meaningful, digestible way for the student.*

-Lorraine Churchill, UASI Regional Staff  
UASI Columbia County Emergency Management  
Saint Helens, OR

*I was totally impressed with the instructors and their organization. The execution of the course was excellent. I feel like I have a much better perspective on organizing my classes. I am in the process of setting up a full day class of EMS simulation stations and the structure of the class will be much improved after attending your course.*

-Pamela Stigall, EMS Simulation Technician  
Indiana Department of Homeland Security  
Indianapolis, IN

**Instructor Development Workshop  
(IDW)**

*It was great to participate in a training that gave you the opportunity to learn how to facilitate your own trainings and get the class involved in the learning process. It was great to observe different lecturing styles. I really enjoyed the training and I look forward to implementing what I learned in my upcoming courses.*

-Angela Winslow, Microbiologist/Instructor  
University of Maryland  
College Park, MD

*After years of training and experience, the recording of the fast drill presentations was one of the most beneficial aspects of the course. Being able to see yourself giving the training is beneficial to continuous improvement. I have always been very comfortable in training and knowing the subject being taught, however, the course reaffirmed some strategies already used and provided additional techniques to improve the outcome of the training for the students. The use of new or updated skills learned from the course are used as reminders to be aware of the level and criticality in delivery of information to the different stakeholders, both external and internal, in making sure the information presented is clear and understood. The training provided by LSU/NCBRT is of benefit to the concepts of training, educating and learning, which were major components of the course. These concepts are important when training on the necessary actions and skills required in updated emergency operations plans.*

-Gary Elliott, Emergency Management and Operations Coordinator for Environmental  
Health/Food Protection Supervisor  
South Carolina Department of Health and Environmental Control  
Columbia, SC

*The performance video was very valuable. Instructors were excellent and subject matter very good. My work requires presentations to elected officials, general public, and first responders; as well as in training classes for all of these group. I refer to the materials often.*

-Robert Barnes, Director Emergency Management  
Bradford County Emergency Management  
Towanda, PA

**Introduction to the Computer-Aided Management of Emergency Operations Suite  
(I-CAMEO DD/TTT)**

*The ability to use an emergency program that is a national standard and allows me to solve problems in a universal fashion is what I found most useful. I can pull together a solution from a notebook computer in a reasonable amount of time and pre-planning is very efficient. I have used the skills in SARA Title III planning.*

-Benjamin Russell, Fire Fighter  
Walkerville Area Fire Rescue  
Walkerville, MI

*Learning how to store information about local industry and other facilities is a very valuable tool for pre-planning. I will be able to teach other members of our department how to use this program and we will be able to plan and respond more efficiently to events in our area. We have used CAMEO in a couple of drills and also we have demonstrated parts of it to our LEPC. We are in the information gathering process and we have already updated our response plan with our local water treatment facilities as a result of this training.*

-Kyle Jackson, Company Training Officer  
Paragould Fire Department  
Paragould, AR

*I found both CAMEO and MARPLOT to be most useful. As a member of a regional hazmat team, I feel that I can help give unified command the answers needed in a more efficient and effective manner, allowing them to make better choices in mitigating each incident. I have applied the information and skills from the course repeatedly in training, but not as yet in a real incident.*

-Michael Specian, Hazmat Technician/Firefighter  
Southeastern New Hampshire Hazardous Materials Mutual Aid District  
Windham, NH

*It was useful to discover how user friendly the program (CAMEO) is. I am now able to conduct a facility hazard analysis and print reports for pre-planning purposes. I have applied the information by not only conducting the analysis, but am currently inputting all information into the CAMEO program. I am now in the process of developing facility emergency response plans and procedures.*

-Jackie Conway, Environmental Specialist/Emergency Management  
Fallon Paiute-Shoshone Tribe  
Fallon, NV

**Introduction to the Computer-Aided Management of Emergency Operations Suite  
(I-CAMEO DD/TTT)**

*Learning how to use the plotting maps and downloading excel spreadsheets into the CAMEO plotter for mapping was the most useful skill I took away from the course. I feel better prepared, still needing updates and deeper understanding of the program. I have used the skills in preparing emergency response for new pipeline construction, providing the Excel spread sheets to county emergency responders for their Computer Aided Dispatch (CAD), for faster emergency response and preparedness mapping.*

-Lourinda Willey, Safety Specialist  
Lourinda R Willey LLC  
Frisco, TX

*Knowing how to plot items in MARPLOT and use ALOHA to plot a chemical release is what I found important. I had only rudimentary knowing of MARPLOT/ALOHA/CAMEO before this class. The class helped me to become quite proficient with these tools, and the instructors have already helped me back home with questions. We have plotted damage from severe thunderstorms in MARPLOT. We also used ALOHA and MARPLOT in a HAZMAT functional exercise we conducted in July.*

-Michael Amberson, Operations Manager  
Gadsden County Emergency Management Agency  
Gadsden, AL

*The whole course was very useful to me. I feel I can quickly begin documenting and making decision on scene with confidence. Since the course, I have trained others on the HazMat team as well as presented the suite to our Emergency Management department. I have also used the information learned during regional table top exercises.*

-Benjamin Treppa, Operations & Safety Supervisor  
McComb County Government  
Mount Clemens, MI

*The skills I took from the course were data management and utilizing it on a GIS platform for use in an all hazards event. The course reinforced my knowledge base. I have since updated CAMEO and Marplot programs in-house.*

-William Weinhold, Battalion Chief  
Concord Fire Department  
Concord, NH



**Introduction to the Computer-Aided Management of Emergency Operations Suite  
(I-CAMEO DD/TTT)**

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-William Weinhold, Battalion Chief  
Concord Fire Department  
Concord, NH

*The use of the recently upgraded program and its ability to look-up chemicals and their interaction with each other was very useful. I now have an additional tool to rely on for information. I have used the CAMEO chemical for a Hazmat run involving pool chemicals at a commercial swimming pool. I also used Marplot for a gas leak evacuation table top exercise.*

-Richard Scheich, Training Captain  
Southfield Fire Department  
Southfield, MI

*The basis of determining threat assessments is what I found to be useful. I feel I have the basics of doing a threat assessment after taking the course. I have applied the skills at The EMRTC of New Mexico Tech during exercises for prevention of suicide bombings.*

-Robert Leverone, Police Officer  
Massachusetts State Police  
Framingham, MA

*I found the software to be user friendly once I spent a little time with the program. I particularly liked how I could add my own data layers to make a more comprehensive regional map and database. I can better navigate the program myself, which in turn allows me to provide better technical assistance to my communities/agencies using the program. I have completed facility pre-plans for over 50 facilities within my district. I have also been using the ALOHA plume model to develop maps for tabletops exercises.*

-Eric Anderson, LEPC Staff  
Northeast Florida Regional Council  
Jacksonville, FL

**Introduction to the Computer-Aided Management of Emergency Operations Suite  
(I-CAMEO DD/TTT)**

*The fact that it is a multipurpose tool that can be used for a multitude of emergencies was very useful. I now have a tool for many incidents from HazMat to flooding and tornadoes.*

-Woodrow Will, Training Director  
Hardin County Sheriff's Department  
Elizabethtown, KY

*Seeing how other jurisdictions use and plan to use the CAMEO suite of programs was very useful. I think the constant, hands-on practice and clear progression of course topics gave me a strong refresher for the knowledge that I already had, as well as introducing me to some new skills. I have demonstrated the program for my co-workers, and have applied them to managing data for our agency's response to the flooding on the Missouri river this summer.*

-Scott McIntyre, Emergency Response Team Member (Hazmat Technician)  
Nebraska Department of Environmental Quality  
Lincoln, NE

*Learning how to use the resources available in the CAMEO system was helpful. The course is very hazmat and fire intensive, but it allows law enforcement to understand what is being attempted or accomplished by use of the system. I am also the Local Emergency Planning Committee (LEPC) Chairman. Some of the CAMEO information has been used in our Local Emergency Operation Plan (LEOP).*

-Capt. Bob Cynova, Support Services Commander  
Jefferson City Police Department  
Jefferson City, MO

*The use of the actual program was extremely helpful. I am using the CAMEO software to ensure chemical inventories are up to date and cross checked during incidents.*

-Matthew Miller, Specialist  
Dallas Fort Worth International Airport  
DFW Airport, TX

*I found learning how to appropriately utilize the CAMEO suite to be very beneficial. I now feel that I have the skills necessary to efficiently utilize the CAMEO suite in the field.*

-Matthew Akers, Firefighter  
Roanoke Emergency Medical Services  
Roanoke, VA

**Law Enforcement Active Shooter Emergency Response  
(LASER DD/TTT)**

*The most useful information I took from the course was not to wait - go after and neutralize the threat as quick as possible. The course addressed some of the grey areas regarding department policy and officer expectations. The instructors did a great job of explaining that the policies need to be clear as to the expectations of their officers in these situations. In my day to day awareness on the job, I pay particular attention to incidents or situations that have the potential of turning into a critical incident and process through how to handle it based on the training.*

-Greg Thomson, Detective  
California State University Police  
Sacramento, CA

*The scenarios were most beneficial. I thought the door breaching was exceptional. The door breaching is something I have never trained on in any type of training course I have been involved in. We have since incorporated that type of training in our training scenarios. We are currently working on developing procedures, as well as on training.*

-Officer Brad Bucciarelli  
Channahon Police Department  
Channahon, IL

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-Ofc. Brad Bucciarelli  
Channahon Police Department  
Channahon, IL

*The clearing of the stairwell was most useful to me. Most training involves the clearing and securing of single level or less "complex" structures. Most schools have multiple levels with "tight" stairwells within the building. I use the techniques learned to make more "tactical" choices when it comes to clearing buildings and residences. I have better tactical knowledge when approaching structures that may not be occupied from the business intrusion alarm to residential 911 calls.*

-Robert Viner, Corporal  
Hamilton County Sheriff's Office  
Cincinnati, OH

**Law Enforcement Active Shooter Emergency Response  
(LASER DD/TTT)**

*This course afforded all the opportunity to stay informed on tactics used statewide as participants were able to work closely with law enforcement personnel from a large region on NYS. The instructor's knowledge of the topic and experience was clearly evident and all understand different teaching models to best present the material to the class. We have run Active Shooter/Joint Agency Reality-Based Training locally, implementing the knowledge we already had along with what we were able to take from the class. The Joint Agency Reality-Based training was implemented prior to attending the course, however, this class strengthened what we already had in place. We were able to pass on our knowledge to the students as well as other instructors, which proved to be truly beneficial to those who were only familiar with the 'old school' diamond formations. Our training was attended by approximately 120 police officers from 8 area agencies over the course of 2 ½ days, around the clock.*

-Sgt. Joseph Canzano  
Cornell University Police Department  
Ithaca, NY

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-Robert Viner, Corporal  
Hamilton County Sheriff's Office  
Cincinnati, OH

*The overall training was amazing and I learned a lot in the subject matter of active shooters. I enjoyed the hands on training which I felt was the most beneficial aspect. I have implemented a new procedure since taking the course.*

-Coreena Behnke, Patrol Officer  
Portland Police Department  
Portland, ME

**Law Enforcement Active Shooter Emergency Response  
(LASER DD/TTT)**

*Finding out the primary focus – primary objective in an active shooter scenario is what I found most valuable. I do not think that taking this course would make me act differently in an active shooter situation, however, it most certainly would give me the confidence to KNOW I was doing the right thing instead of guessing that I have chosen the correct course of action. In one word – confidence.*

-David Cagle  
Military Member

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Cornell University Police Department  
Ithaca, NY

**Law Enforcement Prevention and Deterrence of Terrorist Acts, Customized  
(P&D-C)**

*I found different techniques to falsify documents and new techniques to counter falsifying documents to be valuable. It is a refresher on old technology and how criminals use it to gain access or passage and new technology to counter them. I observe more and question more since taking the class.*

-Cynthia Moore, Probation and Parole Officer  
Probation & Parole Department of Corrections  
Greenville, KY

**Law Enforcement Prevention and Deterrence of Terrorist Acts, Customized  
(P&D-C)**

*The module on fraudulent documents is what I found to be most beneficial. Although the opportunity to take part in an active terrorist incident investigation has, thankfully, not presented itself, I feel more confident in my abilities learned from this training. For the most part, I use the skills learned in fraudulent document identification in day-to-day activities. Emergency response plans have been improved, and are coordinated at higher levels.*

-Sgt. William Gross  
Prince George's County Police Department  
Clinton, MD

*Learning how to determine both international and fraudulent identifications are what I found most useful. I have already used information learned during the course on my job, to assist other detectives in cases of identity theft and in identifying fraudulent subjects.*

-Det. Greg Garner  
Goodyear Police Department  
Goodyear, AZ

*Differentiating between real and fake identifications was most beneficial. I feel that I can better handle situations that may arise in my day-to-day activities. I allowed my fellow officers to review my course information so that they can maybe take some of the information and use it in the course of their work. We already have a plan in place, but when the policy is revised, I will use my knowledge (from the course) to assist in updating our current policy, to help prepare my department in the event of a terrorist threat.*

-Cpl. William Clark  
Tulane Health Sciences Center  
New Orleans, LA

*I discovered several tactics and measures we could utilize to delay or prevent terrorist acts; the course was very beneficial. They give us more options to utilize. We have used the information and skills learned during our counter surveillance and VIPR details.*

-Jana Spring, Inspector  
Department of Homeland Security  
Union, NJ

**Law Enforcement Prevention and Deterrence of Terrorist Acts, Customized  
(P&D-C)**

*I enjoyed learning about body language and false identifications. I have learned new techniques in identifying false identifications. I have used the skills on daily basis when interviewing people. Your course helped with my understanding of body language and the false identification class was helpful in everyday interactions with people.*

-James Donnelly, Investigator  
Simpsonville Police Department  
Simpsonville, SC

*The catalogs of security features on government documents and the tools to help verify these features were beneficial. I have a better understanding of how to spot forged documents. I have applied the training by checking government documents for the proper security features.*

-Jeffrey Cahill, Deputy II  
Greenville County Sheriff's Office  
Greenville, SC

*I have found the identification detection tools and documentation to be very beneficial. My officers and I now have the tools and information to detect false identification of numerous documents and have used the skills afforded us in identifying counterfeit money.*

-Marvin Butler, Assistant Sherriff of Operations  
Charles County Sheriff's Office  
La Plata, MD

*The information provided raises the awareness level and allows for better knowledge of events that could or have taken place, and was very useful. Having served overseas, I had previous knowledge of terrorist acts. This course served as a great refresher and added to the information that I had once learned. I have taken the information learned and used it as training aids within my department. I feel that sharing the information with fellow officers is crucial in raising awareness.*

-Andrew Terry, Corporal/Police Officer  
Shawnee Police Department  
Shawnee, OK

Preparing Communities for Animal, Plant and Food Incidents  
(AG Aware DD/TTT)

*The awareness and what to look for as well as how some incidents can evolve is what I took away from the course. I feel more comfortable with the new knowledge. I am a retired full-time fireman who now works for a community college. From time to time I am called upon for safety knowledge and advice. I now feel more comfortable with my awareness of this type of incidents.*

-Art Borum, Business Services Representative  
Business & Industry, Kaskaskia College  
Centralia, IL

*Having taken the course and subsequently teaching the food safety section multiple times, it is a diverse course covering both plant and animal diseases and other very applicable safety issues to be aware, consider and prepare for in various disaster situations. It highlights both natural and intentional disasters and provides knowledge and precautionary steps to take to ensure a safe and plentiful food supply for humans and animals.*

-J Byron Williams, Extension Muscle Food Specialist  
Mississippi State University Extension Service  
Mississippi State, MS

*The course was well-developed to address animal, plant and food agriculture disasters occurring in three ways: accidental, intentional or natural occurring. The interaction with other agencies was very helpful. It was good to connect with other agencies and being allowed to follow them to learn more about extension agents and our duties/abilities. I am more tuned into news related to agriculture disasters and consider the "what if it happened here" scenario.*

-Linda Breazeale, Public Information Officer  
Mississippi State University  
Mississippi State, MS

*The importance of community preparedness is what I found useful. I feel better knowing who to contact for this type of issue. I have worked with the county emergency management officer on general animal preparedness, as well as taught class on animal and food model.*

-Theresa Hand, Extension County Director  
Hinds County Extension Service  
Jackson, MS



**Preparing Communities for Animal, Plant and Food Incidents  
(AG Aware DD/TTT)**

*Gaining a basic understanding of how food borne illnesses affect a large percentage of the population even far away from the source of the food product is what I found most useful. I now understand how to prepare and clean my food better and how to be aware of the potential risks from and to our food system. Also, I feel more able to better quantify the items I find out of the ordinary in our agricultural areas. I have shared this information in a basic overview of what I learned with my subordinates during a recent division meeting.*

-Sgt. Jason L. Ashley, Washington State Patrol  
Special Operations Division  
Morton, WA

*Having the information necessary to assist our local farmers, ranchers and livestock barn with awareness training was what I found valuable. I did not know where to get the materials to use in my presentations and trainings until I took the course. I have shared this information by speaking with the local vets, farmers and ranchers and am also using the information to present to our Unified Local Emergency Planning Committee. The Agro-Terrorism annex of the Johnson County Emergency Response Plan is being revised as a result of this training.*

-Marilyn Connolly, Homeland Security/Emergency Management Coordinator  
Johnson County  
Buffalo, NY

**Law Enforcement Prevention and Deterrence of Terrorist Acts  
(P&D TTT)**

*The skills taken away from the course is recognizing fake identifications and facial recognition. I am more aware about recognizing possible threats. I have explained the validity or lack of validity of international driver's licenses to others.*

-Ronnie Stevens, Training Coordinator  
Osage County Sheriff's Office  
Pawhuska, OK

**Law Enforcement Prevention and Deterrence of Terrorist Acts  
(P&D TTT)**

*What I took away from the course was to stay alert and aware of things going on in your surroundings. I have applied the skills when watching people's behavior, stationary items around my school, visitors with bags and people's attire.*

-Sharron Artis, Officer  
District of Columbus  
Washington, DC

*The lecture was great and course books and handouts were valuable. I have better awareness and I have passed along the information to officers. I have applied the information to doing more Intel gathering, teaching officers what to look for and just basic general awareness.*

-Steven Wright, Corrections Officer  
Delaware County Sheriff's Office  
Delaware, OH

*Overall this was a rehash and upgrade of previous information I have learned from previous courses taken in my career as a Fire Investigator. I now have a better knowledge of driver's licenses information.*

-John Carvajal, Fire Investigator  
Glen Ellen Fire District  
Glen Ellen, CA

*All of the information was useful. I feel better prepared after taking this course. We have more awareness of vehicles and railroads. We run scenarios involving railroads being sabotaged.*

-Kenneth Wise, Patrolman  
Amber Police Department  
Amber, OK

*I am now more educated in the warning signs of a potential explosive device/bombing suspect. I have applied this training to my agency's Threat/Risk Analysis for Ohio's casino properties.*

-Ryan Zempter, Agent  
Ohio Casino Control Commission  
Columbus, OH

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-Stephanie Polizziani, Area 3 Coordinator Operations  
Berkeley Police Department  
Berkeley, CA

**Public Safety WMD Response – Sampling Techniques and Guidelines  
(Sampling)**

*The advanced knowledge in identification, detection, dispersal and collection is what I found useful. Being forewarned is being prepared. The ability to recognize acts of aggression from a distance will allow for an appropriate incident action plan to be developed. Executed and re-evaluated to create an outcome that keeps citizens and our country safe. I have used the information in day-to-day tasks.*

-Harry Aunkst, Deputy Sheriff  
Wayne County Sheriff's Department  
Lyons, NY

*The better methods to preform sampling to be very useful. I am not more confident in my skills. I have applied what I learned in my hazardous materials response.*

-Christopher Albro, Firefighter  
Warwick Fire Department  
Warwick, RI

**Public Safety WMD Response – Sampling Techniques and Guidelines  
(Sampling)**

*The realization that our infrequent use of our training will leave us unprepared to respond to an actual incident is what I found useful. I feel better prepared with handling equipment in the company of such diverse and well trained participants, including the staff, is a good confidence builder. I have better use of monitoring equipment during normal responses.*

-Daniel Turco, Firefighter  
Warwick Fire Department  
Warwick, RI

*The whole process was beneficial. I feel better prepared because a lot of these techniques were not taught in the Hazmat course for tech and spec. We actually went to Urban Shield a couple of months after attending this class. We scored the highest of all the participating Hazmat teams on a "white powder" scenario. Without the prior training, we probably would not have done as well.*

-James Woida, PSO (Public Safety Officer)  
Sunnyvale Department of Public Safety  
Sunnyvale, CA

*How to properly sample unknowns for transportation to an evaluation facility was the useful skill I took away from the course. I had no prior knowledge of the subject and now I feel proficient. As a company officer, I am responsible for a part of the training effort. I have incorporated lessons learned in PER-222 into the company level hazmat team training.*

-Andrew Whitehead, Lieutenant  
Baltimore City Fire Department  
Baltimore, MD

*The material that we can use as "cheat sheets" on the scene of an incident was very useful. I feel better prepared because sampling is something we very rarely do. It was nice to brush up on our skills and to see how other departments are approaching sampling techniques. I have used the information in training of skills to other shifts unable to take the class.*

-Anonymous

**Public Safety WMD Response – Sampling Techniques and Guidelines  
(Sampling)**

*The skills I took away from the course are collecting techniques and documentation. I feel better with the techniques of collecting samples. I used the skills during a white powder call at a state prison with a letter being sent to a Circuit Judge.*

-Philip Aldrich, Lieutenant/EMT  
Lake County Fire Rescue  
Tavares, FL

*The FBI 12 step method and the aseptic collection techniques were very useful. This course provided all of us with either an introduction or a refresher on evidence collection and preservation. I have utilized the techniques on a number of calls and applied those techniques in other training venues.*

-Michael Barz, Police Officer III  
Los Angeles Police Department  
Los Angeles, CA

*The most useful information I received from this course was the handling of different testing and sampling agents and meters. Prior to taking this course, I really didn't have a clear vision or knowledge of what meters should be used for what and how to use them. This course not only introduced some things I didn't know and also reiterated some things I already had some knowledge of. On incidents, I have used the four meter gas and ph. paper. We have had to suit up in Level A suits on an incident and I felt really confident in adding my knowledge on what things we need prior to entry.*

-Shirese Moore, Captain  
Winston-Salem Fire Department  
Winston-Salem, NC

*The entire class was so well put together with the information, skills and general knowledge from the instructors that I can't say any one thing that stands out. I feel better prepared with the information and many different techniques that we used made me open my eyes much wider. As an officer, I now take a much closer look while going to and on every run regardless of its nature.*

-Tracy Badgley, Lieutenant  
Indianapolis Fire Department  
Indianapolis, IN

**Public Safety WMD Response – Sampling Techniques and Guidelines  
(Sampling)**

*The response capabilities and information is what I found useful. We feel better prepared to respond to an incident of this kind should it ever arise. The lessons learned have been applied to monthly training.*

-William Baca, Lieutenant  
Clovis Fire Department  
Clovis, NM

*The equipment I used specific to the type of incident bio/chem, is what I found most useful. Before attending this class, I was a certified HazMat tech with no sampling experience and or specific training. After taking the class, I am a lot more confident in the actual collection of a sample. I have used the information and techniques in various training exercises as well as incidents allowing me to put my new skills to the test.*

-William Bowdler, Police Officer  
New Jersey Transit Police Department  
Newark, NJ

*The most useful skill from the course was the hands-on application. I gained a deeper understanding of WMD's, and how to respond and operate inside such an incident. I have applied the skills learned during a drill for our MABAS Division HazMat Team, through my work with the Illinois Fire Service Institute as a Haz Mat program field instructor, and attended the ACBIRC program in Dugway, Utah. I am currently applying materials to our departmental response guidelines as it relates to this information.*

-Assistant Chief Gary Baum  
Sugar Grove Fire Department  
Sugar Grove, IL

*All the hands-on portions of the training were highly memorable, and greatly appreciated. Extra training encouraged more confidence in this particular field. I have shared this information by bringing our unit up to speed and encouraging it into our annual training.*

-SSGT Cody Grella  
Kulis Air National Guard Fire Department  
Anchorage, AK

**Readiness: Training Identification Preparedness Planning  
(RTIPP DD/TTT)**

*Dealing with safety and different things that happen in the nature of the job requires me to use several things offered through the course on a daily basis. I feel better prepared after taking this course. We have had an in-service meeting with our bus drivers, but I was able to take some of the information to emphasize how we should handle certain procedures.*

-Darryl Webb, Director of Transportation  
Anderson County School District Five  
Anderson, SC

*A realistic self-evaluation was valuable. We were able to identify areas for improvement which will enable us to focus on improving those areas. We educated the entire team on the identified areas of improvement and taking action steps to fill the identified holes.*

-Earl Reavley, Director  
Hamilton County Emergency Services  
Chattanooga, TN

*Uncovering our department's weaknesses as well as the entire regions weakness was useful. The instructors gave us ideas on our city/county relationships we had not even thought about. The course helped us to spend out grant monies in locations we would not have thought of.*

-David Tallent, Captain Special Operations  
Chattanooga Fire Department  
Chattanooga, TN

*Having a plan involving all response agencies and testing the plan, find the strength and weakness with in the plan, make the corrections and test the corrected plan was useful. We are in the process of rewriting our response plan.*

-Rip Rohen, Chief of Field Services  
Hamilton county Emergency Services  
Chattanooga, TN

*Thinking through the process for training identification and identifying all agencies who may need a specific training was the most useful. Previously, I only considered hospitals' needs when identifying training they may have needed. After this course, I have an increased awareness that other responders may also need the same training. We recently developed a healthcare coalition.*

-Rip Rohen, Chief of Field Services  
Hamilton county Emergency Services  
Chattanooga, TN

**Site Protection Through Observation Techniques  
(SPOT DD/TTT)**

*I found the facial recognition skills to be very useful. I feel better prepared since taking the course. I have used the facial recognition skills several times to determine identity of people we have stopped.*

-David Tyms, Lieutenant  
Union Township Police Department  
Union, NJ

*Learning to identify unusual behaviors is what I found important. I feel the course materials have helped me to develop better situational awareness, not just for preparedness, also for general personnel safety.*

-Karla Bendicto, Emergency Services Coordinator  
California Emergency Management Agency  
Los Alamitos, CA

*I found being cognizant of the possibility of a person to exhibit suspicious behavior very useful. I certainly did not retain all the material, but now being able to closely, and in different ways, look for suspicious behavior, I will undoubtedly do my job better. On a couple occasions, I have dealt with citizens under the influence of drugs and my ability to screen them as more than just patients has been beneficial, after taking the course.*

-Craig Deardorff, Resident Firefighter  
Benton County Fire District 1  
Kennewick, WA

*Learning to recognize the habits of possible terrorists and their activities, that may or could happen on hospital properties, was very useful. I feel better prepared for suspicious activities. I have used the information in every day observations of mannerisms of visitors and employees.*

-Thomas Turner, Corporal  
Cincinnati Children's Hospital Medical  
Cincinnati, OH

*Recognition, planning and networking is what I found useful. I used the networking opportunities to discuss a different point of view. I now use the phrase "see something say something" and document with coordination of other agencies.*

-Bell Rodney, Special Deputy  
Kenton County Sheriff's Office  
Ft. Wright, KY



**Site Protection Through Observation Techniques  
(SPOT DD/TTT)**

*What I found to be useful is how to differentiate observational techniques from racial profiling. I feel better prepared after taking this course. In my primary profession, I observe several hundred employees come through the employee entrance and there are of some questionable character. The training came in handy on several occasions when I detected employees trying to introduce contraband into the plant they were working on.*

-Arthur Trevino  
San Antonio, TX

*The skills I took away from the course was organization and techniques. Sometimes educators and practitioners are so mired in the tasks, time and initiatives as well as in planning and research for their functions. I have included all information not in my presentations as party of my programs.*

-Crist Wagner, Instructor  
California State University Dominguez  
Carson, CA

*The techniques that suspects may employ to distract security or law enforcement is what I found useful. This would also include expected behaviors for people who are about to commit crimes. This course was a review of the need to be vigilant in looking at the people who come to events. I provided a presentation for school administrators and taught them how to watch students and visitors enter the properties. The administrators were provided information on behavioral cues and interview techniques.*

-Jeffery Burson, Lieutenant  
Mason Police Department  
Mason, OH

*Education on the variations of threats out there was very useful. I have gained more knowledge on the types of threats/incidents that may impact my facilities. I have added the information to policy and presentations.*

-Kelly Frye, Director of Risk Management/Patient Safety  
Hospital Corporation of America  
Jacksonville, FL

**Site Protection Through Observation Techniques  
(SPOT DD/TTT)**

*Making sure the presentation was professional, accurate and relevant was very beneficial. After taking the SPOT class, the SPOT TTT reiterated SPOT facts and methodologies and we were able to ask for further information from our instructors. The skills learned in the SPOT and SPOT TTT classes are not honed if you don't avail yourself to noticing everything that is around you at all times.*

-Stephen Sullivant, CERT Coordinator  
Fontana Police Department  
Fontana, CA

*The observation skills were very beneficial. This course helped me better observe a larger group and what type of indicator I should look for. I use the skill any time I am working an event such as football games, school dances or any large venue.*

-Scott Meyerhoffer, Detective  
Chesterfield Police Department  
Chesterfield, VA

*A back to the basics approach regarding observing all individuals was very useful. This course reinforces that observation techniques are a perishable skill. I have used those skills when observing and every all individuals regardless of location and reason.*

-Thomas Boyles, Senior Investigator  
San Bernardino County District Attorney  
Joshua Tree, CA

*What I found useful was what people carry in the front doors of the E.R., how it is carried, where/what things are left behind and in what locations of the hospital. The course made me think how many times I have found a backpack or a bag of stuff. Now, I call security to check it first. I look at everything and everyone coming in the front doors. I also ask questions and give security a heads up when things don't add up.*

-Bonnie Pierce, Emergency Medical Technician  
Southwestern Medical Agency  
Tulsa, OK

**Site Protection Through Observation Techniques  
(SPOT DD/TTT)**

*To learn techniques in recognizing potential threats was very useful. The course has provided me with the needed information. I have used the information to increase my ability to observe and monitor people visiting our plant.*

-Vernon Arboleda, Manager, Safety, Health and Security  
Ashland ISP Chemicals Incorporated  
Calvert City, KY

*Reading body language enabled me to, hopefully, detect a threat to prevent an incident, but being able to defend any misreading as not being racial, sexual or any other protected group, which could result in the loss of use of the screening techniques, is great. Before the class, my observations and beliefs would have only been based on racial profiling. I applied these techniques while on call-outs to attempted takeovers of the Iolani Palace, and recently, while working the APEC detail during President Obama's visit. The emergency response plan to the Iolani Palace has mention of the skills, although training for the branch has yet to be conducted.*

-Henry B. Haina, Jr. #187, Conservation and Resources Enforcement Officer III  
Department of Land and Natural Resources  
Division of Conservation and Resources Enforcement  
O'ahu Branch, District II  
Pearl City, HI

*The observational techniques that are not associated with profiling, but based on scientific observational characteristics, were most useful. Information is knowledge and this course is filled with knowledge not readily shared with the public. I have shared this knowledge with training participants during instructional opportunities throughout Hawaii and the Pacific. I have improved or developed emergency response plans in association with different authorities in the Pacific Region – I've also helped improve the secured response for first responders by sharing the knowledge of this course.*

-Vernon Maguire, Instructor  
Pacific Regional Disaster Preparedness Center (PRDPC)  
Aiea, HI

**Site Protection Through Observation Techniques  
(SPOT DD/TTT)**

*A stronger understanding on what to look for and ideas to help in recognizing issues of importance regarding terrorist activity was useful. Knowing what to recognize and being better prepared. I have used the information on my daily patrol by being more observant.*

-Rodney Carter, Sergeant  
Cincinnati Police Department  
Cincinnati, OH

*The best takeaway was the behavior analysis for terrorist activity. I better understand behavior analysis as it relates to terrorist planning and activity. After attending SPOT in September, 2011, in York, SC, I immediately implemented the behavior analysis portion into annual and sustainment training for our department. As a result, our officers are better prepared and better trained.*

-Frederick Calawor, Training Chief  
Provost Marshal's Office  
Marine Corps Air Station  
Beaufort, SC

*All of the information and the class participation with the exercises were very useful. I feel better due to the training, updates and exercises which are always important and needed. The normal application of observing others in certain areas of the airport which include entry to buildings, vehicles and various secured areas.*

-Loleta Sherman, Emergency Management Coordinator  
Mitchell International Airport  
Milwaukee, WI

*The best takeaway was the behavior analysis for terrorist activity. I better understand behavior analysis as it relates to terrorist planning and activity. After attending SPOT in September, 2011, in York, SC, I immediately implemented the behavior analysis portion into annual and sustainment training for our department. As a result, our officers are better prepared and better trained.*

-Frederick Calawor, Training Chief  
Provost Marshal's Office  
Marine Corps Air Station  
Beaufort, SC

## Site Protection Through Observation Techniques (SPOT DD/TTT)

*What I found most useful was the distance at which screening should start to occur and the layers that are involved. I always learn something every course I have taken, regardless of how long I have been involved with public safety. We have applied the skills by trying to have officers who have gone to training forward information, whether verbally or through hand-outs, to the other members of the department.*

-Lt. Edmund Johnson, Public Safety  
Burlington County College Campus Police Department  
Mount Laurel, NJ

*The course just reinforces what you already know about your equipment. There were procedures and training that were new and beneficial to me, but overall, it just builds your confidence in the overall scheme of a WMD incident. It reinforces your confidence in what you learned in your earlier training – it prepares you for the incident, and gives you a basic knowledge of what you should be doing. We have had several commercial businesses in our area that have some nasty chemicals inside and we have trained our street officers on how to respond to these locations, by suggesting that they don't rush in, position their vehicles upwind, etc.*

-Sgt. Scott Dewitte, Tactical Team Leader  
Lenexa Police Department  
Lenexa, KS

## Tactical Planning for WMD Incidents (TAC PLAN)

*Identifying the specific danger associated with materials that could be used for an attack, and what equipment can be used to protect personnel who are moving to mitigate an event, or prevent an attack – are what I found most useful. I have a better understanding as to what is needed to protect personnel under my charge when responding to an incident that has already taken place or when moving to prevent an incident. The information was used to bolster existing training curriculums and to review equipment needs. The information has been used to update training curriculums and to identify any equipment needs or adjustments.*

-Lt. Scott Byrd, Assistant Team Leader, SWAT  
Metropolitan Nashville Police Department  
Nashville, TN

**Tactical Planning for WMD Incidents  
(TAC PLAN)**

*I think that the hands-on drills were the most useful. I think that anytime you can interop units that normally do not train together to accomplish a similar mission to the same threat, then that is a good thing. I have used this information during training sessions with our SWAT team – we have discussed booby traps and PBIED incidents, and we have started to conduct more interop training.*

-Antonio Allen  
Chicago Police Department  
Chicago, IL

*The most useful aspect of this course was the practical application of the learning material. I feel better prepared, due to the coordination of effort through interagency communications. I have used this information during regular training as required by the National Guard Bureau within the team, and with outside civilian agencies. I have applied both WMD and active shooter response to Anti-Terrorism and Force Protection planning.*

-Officer James Bowling  
Pine Ridge Police Department  
Pine Ridge, SC

*The logistics and the organization that are involved in a large-scale scenario – that's what I found most useful. I came across several new ideas as to what resources may be utilized in this type of scenario. Since the course, we have had one large-scale training scenario, where this training was applied.*

-Gregory Lecas, SWAT Team Member, WMD Team Member  
Chicago Police Department  
Chicago, IL

*The information regarding proper command/control of WMD is what I found most useful. The information provided updated my KSAs regarding C/C and WMD. I am a VDEM instructor and use the information during class.*

-Sharon Chamberlin, Emergency Management, Senior Planner  
Police Officer, Ret.  
Chesapeake Fire Department  
Chesapeake, VA

**Tactical Planning for WMD Incidents  
(TAC PLAN)**

*This was my first class in the WMD field, so it was very beneficial to me. Not just the input from the instructors, but the hands on planning and networking with the other agencies within the state. I don't feel that I would be ready to take the IC roll in a large WMD event, however, I would not hesitate to be with the command staff. We have used some of the framework within our HAZMAT training.*

-Austin Dagenais, Fire Lieutenant  
Northern Warren Fire Department  
Des Moines, IA

*The instructor cadre did an excellent job creating an environment which encourages group discussion and interaction. This course developed skills and interagency cooperation between a number of participating agencies and disciplines. I am assigned to a multidisciplinary fusion center which has the responsibility for information sharing and identifying threats. This responsibility continues to be developed and strengthened through training and education.*

-Jack Fry, Fire Captain II, Hazardous Materials Specialist/Intelligence Officer  
Los Angeles Fire Department  
Los Angeles, CA

*This was my first "big picture" class with WMD, so it was great to see the amount of planning it takes for large-scale events. Seeing others' thought processes helps me work to the solution. There was plenty of experience in the class, so got to learn from their experiences. I have applied the skills learned in the course while taking a role during a threading phone call report at a local hospital, and while taking a liaison role within the hospitals' EOC. I fell back onto one of the roles in the class – the big "what if." Our organization's plans and procedures are already in place – one of the instructors of the course is our captain.*

-Brian Johnson, Patrol Officer/Intelligence Liaison/FTO  
Boise Police Department  
Boise, ID

**Tactical Planning for WMD Incidents  
(TAC PLAN)**

*The ability to integrate tactical elements in planning for a WMD incident allowed me to expand on strategies. Short of a real event, every training that incites planning and strategies based on ICS raises the confidence in the incident management tools in place. During various hazardous materials-related incidents, which are the most similar to WMD incidents, the planning processes established in this course are used.*

-Dong Lee, Hazardous Materials Investigation  
Los Angeles Port Police Department  
Los Angeles, CA

*To participate in the overall planning of a major event was what I found most useful. Seeing things from a command point of view helped me to better understand my individual role as it relates to the whole. Not only did we learn new skills and methods, we learned why these work, why others don't and maybe, most importantly, met and worked with some of the very people and agencies we would have to tier with in such an event. These relationships are crucial. I have used some of these dry skills in the follow-up training: Tactical WMD.*

-Christopher Connelly, Firefighter/EMT  
Northern Warren Fire Department  
DeMoines, IA

*The most useful information was the area control for incident command set-up. The explanation of delegation of duties, distance from the scene to establish command set-up and moc-assault tasks for recovery of people and/or WMD materials was very well done. It would be beneficial if more command staff could attend these types of courses as well.*

-Scott Glowinke, Patrol and Tactical Operations  
University Park Police Department  
River Grove, IL

*Proper planning before an event and how to respond during these types of operations were what I found most valuable. The course gave the team and me a good understanding of how we can further our in-service training in continued training operations and the different types of resources we have for mutual aid. We are also working with other sister agencies in joint training to better prepare ourselves for these types of events. We are currently training with other local agencies, sharing the training we learned from this course. We have reviewed our policies and changed some things that will assist us in being better prepared for these types of operations.*

-Lt. Cdr. Ricky Ezzell, SWAT  
Richland County Sheriff's Department  
Columbia, SC



**Tactical Planning for WMD Incidents  
(TAC PLAN)**

*The planning aspects and considerations in dealing with WMD material were what I found useful. I feel better prepared, because it was good training, with good instructors. I have used the planning principles in planning and organizing real world operations. Our organization has become better prepared due to this training, in addressing possible WMD issues.*

-Christopher Crace  
Louisville, KY

*Most of the information I received during the course was already known. This information is not routinely used by local law enforcement. Therefore, refreshing the information is extremely important. I have used the information from the course in general – mainly by challenging our tactical unit officers during training scenarios. I have worked on county and city emergency management plans.*

-Lt. Cdr. Michael Butaud, Patrol Shift Commander/Tactical Support Unit Commander  
Olathe Police Department  
Olathe, KS

*The depth of planning and awareness needed for strategic emergency plans for terrorist activity is what I found most beneficial. It taught me to not only look at the situation as a whole, but, more importantly, to look at all the small details and issues that may arise, all equipment and resources needed. I've shared information with officers – to not limit themselves when it comes to resources. In a terrorist event, every resource possible will be needed. Having information, contact numbers and building those resources now will help when time is of the essence. I have improved or developed emergency response plans and procedures by getting contact information from resources, going over current plans, listing step-by-step preparations to make additions to old plans, and preparing to complete exercises to control the actual function of our plans.*

-Joe Brown, Security Supervisor  
Diley Ridge Medical Center  
Canal Winchester, OH

*The logistics and the organization that are involved in a large-scale scenario – that's what I found most useful. I came across several new ideas as to what resources may be utilized in this type of scenario. Since the course, we have had one large-scale training scenario, where this training was applied.*

-Gregory Lecas, SWAT Team Member, WMD Team Member  
Chicago Police Department  
Chicago, IL

**Team Approach to Foodborne Outbreak Response  
(Foodborne Outbreak)**

*I found outbreak investigation principles and techniques to be the most useful skills. The course gave me very good information and hands-on practice in investigating foodborne outbreaks. I have used the information in investigating individual salmonella, campy, and crypto, cases, as well as foodborne illness complaints.*

-Fith Blicharz, Community Health Nurse  
Flathead City-County Health Department  
Kalispell, MT

*I found working with others from different areas such as lab and environmental health on table scenarios, was the most useful. Basically, this was a review for me and we always use these skills in outbreak situations. Therefore, I believe the training boosted my confidence and helped me to respond more effectively.*

-Connie Cronley, Epidemiology Nurse  
Knox County Health Department  
Knoxville, TN

*Learning exactly what part the other two components of this team approach bring to the table was very useful. I understand better who to involve when during an emergency and now work more closely with environmental health than before.*

-Dana Fejes, Epidemiologist  
Montana Department of Public Health and Human Services  
Helena, MT

*I found complaint driven inspections can help prevent a large foodborne illness outbreak very useful. Since taking this course, I feel more confident in sections and being able to communicate better.*

-Joann Xiong, Environmental Health Specialist  
Marion County Public Health Department  
Indianapolis, IN

*The best approaches to different scenarios that may cause outbreaks within the population was the most useful. I took what I learned and have used it effectively in day to day basis. I have shared the information with others in my organization.*

-Brody Saleen, Rehs in Training  
Kern County Environmental Health  
Bakersfield, CA

Team Approach to Foodborne Outbreak Response  
(Foodborne Outbreak)

*The most useful information is how epidemiology, environmental health, and labs are all connected during an outbreak response. I was not very experienced with outbreak management/response, but after taking this course, I feel more confident in what needs to be done and which department is responsible for specific activities. I have used the information from the training in delegating how to handle outbreak activities such as inspections, follow-ups and data analysis.*

-David Carlson, Senior Epidemiologist  
Hamilton County Public Health  
Cincinnati, OH

*This course refreshed my skills and how to use them for a foodborne illness outbreak. I felt confident after this training. We have used the information for a statewide exercise involving a foodborne illness outbreak in November 2013.*

-Diana Wilson, Food Program Supervisor  
Kern County Environmental Health  
Bakersfield, CA

*I have a much better understanding of the roles of each responder. I also feel more confident in the interview process to make sure we are consistently gathering and sharing all the information as best as we can.*

-Lisa Kane, Public Health Coordinator  
Monroe County Health Department  
Bloomington, IN

*I found the communication between departments/agencies plays a vital role when investigating a foodborne outbreak very insightful. Since taking this course, I have placed more emphasis on team approach rather than relying on individuals for certain tasks.*

-Ruth Wernquest, Environmental Supervisor  
Rhode Island Department of Health Laboratory  
Providence, RI

### Team Approach to Foodborne Outbreak Response (Foodborne Outbreak)

*The most useful part of the course was learning to work with each discipline as a team to perform an outbreak investigation. I have gained useful knowledge on how to work better in a team with each discipline involved in a foodborne outbreak.*

-Tori Thorn, Environmental Health Specialist  
Marion County Public Health Department  
Indianapolis, IN

### Transit Terrorist Tools and Tactics (T4)

*The knowledge and use of CBRNE/bomb detection equipment was useful. The exposure to various inert IEDs of types used in real world incidents. The exposure to the knowledge and various detection equipment provided valuable insight of how certain pieces of detection equipment works. I used some of the knowledge gained from this course during a real world incident that resulted in a full call out by the local bomb squad. Bomb squad techs on scene were impressed with my working knowledge that made things run a lot more smoothly.*

-Arthur De La Rosa, Assistant Security Director  
Valley Fair Mall Security  
Santa Clara, CA

*The group exercises were very useful. We made a plan to secure a train station and we had to come up with another plan to infiltrate the same train station. I feel as though I am more informed regarding the wider scope of a security operation and how to think "outside the box". I have used what I gained from the course in behavior detection training.*

-Scott Tonelli, Behavior Detection Officer  
Transportation Security Administration  
Sacramento, CA

*I found how easy of a target our transit system is was very useful. The work on scanning for suspicious persons, channeling people and traffic away from the potential crisis site was invaluable. We have incorporated this into our active shooter training as well.*

-Paul Toth, Instructor  
North College Hill Police Department  
North College Hill, OH

**Transit Terrorist Tools and Tactics  
(T4)**

*The difference between a suspicious item and unattended item was beneficial. I am better prepared detecting unusual behavior in crowds. I look at even minor incidents as intentional scouting and intel gathering, since taking the course.*

-Anthony Mormino, Police Officer  
Ridgewood Police Department  
Ridgewood, NJ

*The chemical or Bio weapons with IED as secondary devices as well as some of the modeling and screening process was useful. I will use the information when I instruct Emergency Preparedness classes on terrorism concepts and screening.*

-Benjamin Hissam, Industrial Safety Consultant  
Ohio Bureau of Workers Compensation Division of Safety Hygiene  
West Chester, OH

*The SPOT behavioral analysis and working with NJ Transit law enforcement command staff was very beneficial. I have a better knowledge of law enforcement activities and how the fire service will work with them. I have shared the information in class, with my co-workers and supervisors. I have also used the information about grant sources available to purchase equipment with my supervisors.*

-Christopher Esposito, Battalion Chief  
Berkeley Heights Fire Department  
Berkeley Heights, NJ

*The additional information regarding terrorist acts regarding mass transit systems, which assist me with my daily duties. I feel better prepared after taking this training. I am more aware of the vulnerabilities of mass transit systems.*

-Peter Lockhart, Investigator  
California Highway Patrol  
Sacramento, CA

*Being able to do hands-on, working with other agencies, see how we were able to work together as well as the use different resources was valuable. The training has helped us also plan for VIP visits this year.*

-Ronnie Adair, Director  
Mobile County Emergency Management Agency  
Mobile, AL

**Transit Terrorist Tools and Tactics  
(T4)**

*Gaining a better idea of what to look for in suicide bombers, or terrorist-related activities in general, was what I found most useful. Knowing how to react, or counter-act, if and when something else happens. I don't think anyone will ever 'be prepared' for a terrorist incident, however, this opened our eyes in ways to improve response and what needs to be done in the immediate events thereafter. Or, perhaps be able to prevent such an event, if lucky enough. I have passed on some information gained from the class onto other co-workers who have not had this training so they have a better idea as well.*

-Ofc. David M. Collins, #2127  
Metropolitan Police Department, 5<sup>th</sup> District  
Washington, DC

*The practical exercises conducted outside, where we put the classroom training to work, was most helpful. The instructors were really very good – obviously well-experienced and with a wealth of information applicable to any size agency. I have conducted training using this information for my own department. I also met with our Emergency Response Director (Fire Chief) and shared my observations and take-aways with him.*

-Darryl Hutson, Deputy Police Chief and Commander of Patrol Operations  
Grandview Police Department  
Grandview, MO

*Gaining a better idea of what to look for in suicide bombers, or terrorist-related activities in general, was what I found most useful. Knowing how to react, or counter-act, if and when something else happens. I don't think anyone will ever 'be prepared' for a terrorist incident, however, this opened our eyes in ways to improve response and what needs to be done in the immediate events thereafter. Or, perhaps be able to prevent such an event, if lucky enough. I have passed on some information gained from the class onto other co-workers who have not had this training so they have a better idea as well.*

-Ofc. David M. Collins, #2127  
Metropolitan Police Department, 5<sup>th</sup> District  
Washington, DC

## Transit Terrorist Tools and Tactics (T4)

*The sorting out of a crowd of people to determine who may present a risk is what I found most useful. Many things that I took for granted were shown to present potential risks – either that, or I had not realized that I had “jumped” to too many conclusions. I belong to a public – private information-sharing organization. I took time to explain the subject matter and to encourage other agencies to look into this type of training for their police and security officers. Our annual review and update of the System Emergency Preparedness Plan was due, so I had an opportunity to write in more information that focused on observations.*

-Anthony L. Clark, Supervisor, System Security  
River LINE Light Rail  
New Jersey Transit  
Camden, NJ

## WMD Advanced Tactical Operations (ATO)

*Learning about the latest trends, mitigation techniques and equipment was what I found most useful. Refreshers are always good for resetting our mindset. We are constantly developing our situational awareness and CBRNE preparation. Many of the tenets cross over into incident management. We are developing OSHA guidelines and are working with our area partners to develop relationships.*

-Frank Derris, Patrol Lieutenant, Special Operations SWAT and  
Terrorism Counter Assault Team Commander  
Foster City Police Department  
Foster City, CA

*The experience of performing tactical operations in full chemical gear was what I found most useful. The instructors are top notch and were able to provide top notch instruction. I try to better apply tactics I learned from the course to my daily duties.*

-Natale Chiodo, Patrol/School Resource Officer  
Des Moines Police Department  
Des Moines, IA

**WMD Advanced Tactical Operations  
(ATO)**

*Just the experience of training in teams is what I found useful. Although I no longer oversee the Emergency Response Team, the training experience allowed us to work together in team settings. The leaders were able to work on tasks which may have been outside of their comfort zones in a comfortable, non-stressful environment.*

-Dodi Camacho, Northwest Area Commander  
Albuquerque, Police Department  
Albuquerque, NM

*Training at the New Meadowlands Stadium, and getting feedback from the instructors on site security, was extremely beneficial. Since this training, checkpoint security training has been developed and employed and we've also enhanced decon strategies.*

-Christopher DeMaise, Training Officer  
New Jersey State Police  
Williamstown, NJ

*It was a great refresher and training exercise. Practice is the key to being successful when the real incident happens. If there are any improvements in training and/or equipment, the instructors updated everyone. During training or during an incident, we will use the techniques reviewed or taught in the class.*

-Sgt. Joseph McCloskey, Ret., Special Operations  
Port Authority of New York and New Jersey Police Department  
Jersey City, NJ

*Just having the opportunity to work within the CBRNE environment in Level C; learning the detection methods, ops plan and being able to have our team work together for the week, was what I found most useful. The familiarization with working in this environment, knowing limitations and so forth, helped me to feel better prepared. The more you do something, the more comfortable you become with the task. I have applied the information and skills learned in the course in planning more operations. We have identified specific individuals to become experts within the team.*

-Sgt. Randy Benton, Sex Crimes Unit/SWAT Team Leader  
Shreveport Police Department  
Shreveport, LA



**WMD Advanced Tactical Operations  
(ATO)**

*Information regarding evacuation distances and what tools are needed to prevent loss of life and injury were the most useful aspects of this course. These types of things are ever-prevalent in society in our current times, but are rarely discussed among smaller first-responding agencies, and it is invaluable to learn this information for the "little guys." We have incorporated the uses of proper PPE into our SWAT training, and are currently in the works of developing plans of action and responses to these types of major incidents.*

-James Cothron, Detective / SWAT Operator  
Mount Juliet Police Department  
Mount Juliet, TN

**WMD Tactical Operations  
(TAC OPS)**

*The most useful part was to learn how effective the filter/ gas mask is for most threats. I didn't think a WMD attack was survivable by a first responder, but now I know I can be effective at a scene. I have encouraged others to keep their gas mask with them.*

-Matthew Austin, Police Officer  
Huntington Beach Police Department  
Huntington Beach, CA

*I found the recognition of WMD components the most useful. The instructors were able to break down the information into simple terms, making it easy to remember the skills for practical application.*

-Paul Beller, Officer  
San Marcos Police Department  
San Marcos, TX

*Operating in WMD operation was a first for our SWAT team. We learned valuable skills to protect ourselves and the citizens of our community. This was a skill set that many members of the team had never been trained.*

-Richard Vaughn, Captain  
Henry County Sheriff's Office  
Martinsville, VA

## WMD Tactical Operations (TAC OPS)

*Acclimation to the different levels of suit requirements and usage when in gear and searching a building - as well as understanding of the equipment and how to properly use and read it- was the most useful information I took away from the course. I have a better understanding of the use and expectations of equipment, along with maximum protection, while searching. I have begun assisting co-workers in proper application of protective equipment for threats needs.*

-Stephen Cox, Police Officer  
Ohio State University Police Department  
Columbus, OH

*Knowing how to treat and react to known and unknown chemical/gases, along with trusting the equipment provided to assist with our roles as tactical operators, was the best information. The hands-on training with live scenarios is always the best way to prepare and gain personal and team trust for an incident if it were to occur. I am now able to conduct hands on HAZMAT scenario based training with confidence.*

-Edward Connolly, Corporal  
Anne Arundel County Police  
Millersville, MD

*Operating in WMD operation was a first for our SWAT team. We learned valuable skills to protect ourselves and the citizens of our community. This was a skill set that many members of the team had never been trained.*

-Richard Vaughn, Captain  
Henry County Sheriff's Office  
Martinsville, VA

*Being provided the opportunity and learning to operate in a variety of realistic scenarios wearing full CBRNE gear, is what I found most useful. The level of experience and expertise held by the instructors, as well as their ability to pass on their knowledge has increased our preparedness. We were able to build on the skills we learned and apply them on actual calls and in our training.*

-Anonymous

**WMD Tactical Operations  
(TAC OPS)**

*Identification of the biological and chemical hazards that are commonly used in warfare and terrorist events is what I found most useful. I feel better with the knowledge achieved that protection is available and recognition of threats is crucial to the type of response that is necessary. We have shared the need of biological and chemical protection for emergency response to our administrative leaders. The cost is too overwhelming for a small agency such as ours. It is more beneficial to obtain these items through grant-funded resources.*

-Sgt. Jimmy Boatman, Law Enforcement Patrol Supervisor and Tactical Operations Team Leader  
Cedar Hill Police Department  
Cedar Hill, TX

**A Coordinated Response to Food Emergencies: An Introduction  
(Food Awareness)  
Web-Based Course**

*I found how vulnerable our country is to acts of terrorism most useful. I am more aware of my surrounding and those in my area. I have applied the information on patrol while checking on people in places that are abnormal for people to be. I pay more attention to items left behind whether in an urban or rural environment.*

-James Hendrickson, Sergeant  
Citizen Potawatomi Nation Police  
Shawnee, OK

*The course helped me understand how to use security in a shopping center terrorism incident. I made more aware of potential indicators of potential terrorist incidents. I have applied the information to my day-to-day work tasks.*

-Christopher Venable, Deputy  
Cook County Sheriff's Office  
Skokie, IL

Shopping Center Security Terrorism Awareness Training  
(Shopping Center)  
Web-Based Course

*Learning about terrorism preparedness and associated attributes of a terrorist and their activities was useful. I feel as though I could better understand terrorist activities. I now know what to look for and how to better prepare and act should an attack occur. In the wake of the bombing attacks in Boston, I have had conversations and shared ideas with other law enforcement entities that were involved with that incident.*

-Todd Castro, Captain  
Bristol County Sheriff's Office  
North Dartmouth, MA

*The course helped me understand how to use security in a shopping center terrorism incident. I made more aware of potential indicators of potential terrorist incidents. I have applied the information to my day-to-day work tasks.*

-Christopher Venable, Deputy  
Cook County Sheriff's Office  
Skokie, IL

*Understanding those items that need attention in providing security for the mall complex and how to look at the requirements in applying them to your site is what I found most useful. I feel better prepared, because the information helped in planning. I've passed on the information to my officers in teaching and in discussion. I've reviewed our emergency procedures manual and applied corrections to outdated material.*

-David Black, Security Director  
AlliedBarton Security Services  
Conshohocken, PA

*The course content was pretty much a refresher for me but I know it was very beneficial for numerous of our staff. The members of my team gained useful knowledge to be applied during the course of their duties. The new team members apply suspicious activity detection skills gained from the training.*

-Arthur De La Rosa, Assistant Security Director  
Valley Fair Mall Security  
Santa Clara, CA

## Shopping Center Security Terrorism Awareness Training (Shopping Center) Web-Based Course

*Sharpening my skills is always great, however when taking these online courses. With your classes, the content was engaging and I took away more because of that. I retained the information better than many other online classes. Every time I learn, I always apply what I have learned in my work and personal life.*

-Edward Blake, Security Director  
Tri-State Enforcement  
Barboursville, WV

*The ability to recognize and deter unwarranted activity was most useful. I was able to recognize and understand. I have been able to be proactive while on duty.*

-Adrian Macias, Senior Officer Specialist  
Federal Department of Justice  
Anthony, TX

*Understanding those items that need attention in providing security for the mall complex and how to look at the requirements in applying them to your site is what I found most useful. I feel better prepared, because the information helped in planning. I've passed on the information to my officers in teaching and in discussion. I've reviewed our emergency procedures manual and applied corrections to outdated material.*

-David Black, Security Director  
Chambersburg Mall  
AlliedBarton Security Services  
Pennsylvania Real Estate Trust (PREIT)  
Conshohocken, PA