



November 16, 2023

TC911 Vesta Training Requirement

In an effort to better equip the Telecommunicators utilizing Vesta. Tarrant County 9-1-1 District will be implementing the following requirement.

All new Vesta users will be required to receive initial Vesta training from a Tarrant County 9-1-1 Vesta trainer. When Vesta user logins are requested, the PSAP will need to plan for the user to be trained within 30 calendar days. The trainers will work with you or your PSAP trainers to schedule a time and date that is acceptable to all parties for each new user to receive the approved training. As always, TC911 will continue to hold this training at your PSAP on your system. TC911 believes this will allow new users the foundation to be more successful and to be aware of changes within the system that arise with new technology and version upgrades. We ask for your continued communication and cooperation with us so that we may ensure that we can provide your staff with this valuable training.

Any questions, please reach out to Yvonne Krumm ykrumm@tc911.org or Cody Sheppard csheppard@tc911.org