



January 27, 2023

Katherine Wolf  
Professional Standards Division Manager  
Emergency Communications  
Williamson County, TX  
Katherine.Wolf@wilco.org

Dear Katherine Wolf,

HeroLight Training is pleased to offer you this quote for 8 hours of training with our Complacency Kills course to be taught 8:00 a.m.–5:00 p.m. March 27, 2023. Our usual rate for this course is \$4,500 per day. However, as a customer loyalty bonus, I am prepared to offer you 20% off, making your total \$3,600.00 for this course.

I want to reassure you that the topics you mentioned, obtaining and verifying locations and ensuring someone properly monitors radio channels, are part of this course. Additional topics include: not actively checking for stolen vehicle status, not monitoring radio channels, not actively checking for wanted person status, not verifying numerical street address, just going with ALI dump into CAD, not determining the actual address of the incident, using the caller's location as the location of the incident, and minimizing the situation, along with many more elements of complacency.

What's most important to me is to deliver this training to your team. HeroLight Training, LLC is pleased to be a trusted training provider. Please reach out with any questions. I want to serve you and your team this year!

With Gratitude,

Tracy Ertl,  
Owner/Lead Instructor  
HeroLight Training, LLC  
920.737.8051  
[tracy.ertl@herolightraining.com](mailto:tracy.ertl@herolightraining.com)



**Heroes Aren't Born.  
They're Made.**





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Dear Katherine Wolf,

HeroLight Training is pleased to offer you this quote for 8 hours of training with our Complacency Kills course to be taught 8:00 a.m.–5:00 p.m. March 29, 2023. Our usual rate for this course is \$4,500 per day. However, as a customer loyalty bonus, I am prepared to offer you 20% off, making your total \$3,600.00 for this course.

I want to reassure you that the topics you mentioned, obtaining and verifying locations and ensuring someone properly monitors radio channels, are part of this course. Additional topics include: not actively checking for stolen vehicle status, not monitoring radio channels, not actively checking for wanted person status, not verifying numerical street address, just going with ALI dump into CAD, not determining the actual address of the incident, using the caller's location as the location of the incident, and minimizing the situation, along with many more elements of complacency.

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