



**Media Release**

**FOR IMMEDIATE RELEASE**

**September 27, 2019**

## **Firefighters Undergo 911 Communications Training**

**Troup County, Ga. September 27, 2019** – Troup County Fire Department Firefighters are undergoing voluntary E-911 Communications training with Communications Officers through the month of October as a way to learn the fundamentals of the E-911 department and establish enhanced communications.

The training began on September 1, 2019 and will continue through the month of October until every Firefighter employed by Troup County has undergone training with a Troup County E-911 Communications Officer. The training is six hours in length, beginning at 8:00AM and ending at 2:00PM with one firefighter reporting for training each day.

During the training, firefighters will observe the routine duties of a Communications Officer, such as answering and dispatching emergency calls, providing key information to public safety, conducting radio checks, etc. in order to acquire further awareness of the role of a dispatcher and how it relates to the central functions of the Fire Department. The objective of the training is to provide increased understanding of the routine communications system process and the role of a dispatcher in order to aid in efficiency and communications between the two departments.

According to Troup County Firefighter Micheal “Shane” Guerrero, the training provided valuable insight into the role of a Communications Officer, “The role of a Communications Officer is very complex. Through this training, I was able to gain thorough understanding of the steps involved before we are alerted of an emergency. The training allowed me to see a different perspective and ultimately made me appreciate what they do even more,” said Guerrero.

Chief John Ekaitis has encouraged the training since his onboarding with Troup County, stating the importance of understanding every facet of emergency communication protocols and implementing new methods to improve the ways in which public safety serves the community.

**Media Contact:** Rachel Camp, Citizen Engagement Specialist, (706) 298-3670 or [rcamp@troupcogov.org](mailto:rcamp@troupcogov.org).

To keep up with the latest news involving Troup County Government, go to [www.troupcogov.org](http://www.troupcogov.org) or follow us on Facebook at <https://www.facebook.com/troupcogov.org/>, twitter at <https://twitter.com/TroupCoGov>, and Instagram @ troupcogovernment.

###