



Saint Louis County

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Ross Litman
Sheriff

NEWS RELEASE

For immediate release:

March 6, 2014

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St. Louis County Sheriff's Office hosts first ever 911 Citizens Academy

Everyone knows to dial 911 when in need of emergency services. But how many people know what actually happens when they call 911? An intricate series of events must occur quickly and efficiently to get the correct help to the correct location.

On Monday, March 24, from 6:30 to 8:30 p.m., St. Louis County Emergency Communications will host a 911 Citizens Academy in the Public Safety Building's Ellen Pence Conference Room located at 2030 N. Arlington Avenue, Duluth. The event is free and open to the public. This is the first time such an event has been held in St. Louis County and is designed to teach community members about the 911 process and to better prepare citizens should they need to utilize 911 emergency services.

The 911 Citizens Academy presentation will cover various topics including: the history of 911, job requirements and responsibilities of 911 dispatchers, 911 myths and the future of 911 services. Participants will hear examples of 911 calls. A question/answer period and a tour of the 911 center will follow the presentation. St. Louis County 911 Emergency Dispatchers Ryan Stauber and Daniel Johnston will lead the presentation.

"At the point when most people interact with our 911 services, they are in the midst of a tense and often highly emotional situation," said St. Louis County Sheriff Ross Litman. "This is an opportunity, under calmer circumstances, for people to gain a greater understanding of the services we offer and the coordinated effort that is delivered time and time again by our Emergency Communications staff.

The 911 Citizens Academy is limited to the first 50 registrants. Due to the graphic nature of some of the 911 call examples, this presentation is not intended for children. To sign up, contact Carrie Borman at (218) 726-2925 or email bormanc@stlouiscountymn.gov.

Similar 911 Citizen's Academy presentations will be held on April 16 at the Public Safety Building, and on April 24 at the Mt. Iron Community Center, 8586 Enterprise Drive South, Mt. Iron. Both will take place from 6:30-8:30 p.m.

A division of the St. Louis County Sheriff's Office, Emergency Communications answers approximately 250,000 requests for assistance annually, dispatches 185 public safety agencies and functions as the central point of coordination for all county emergency warning services.

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