



METRO COMMUNICATIONS 911 CITIZEN'S ACADEMY

Sioux Falls, SD - Metro Communications will offer a 2-part 911 Citizen's Academy starting Tuesday, October 6, 2009 and ending on Tuesday, October 13, 2009. The academy will be held each of those nights from 6 P.M. to 9:30 P.M. at Law Enforcement Center, 320 W 4th St.

The Academy, open to anyone over 18 years of age, will include:

- Listening to dramatic 911 tapes of calls dispatchers handled in the past
- Teaching how dispatchers handle a 911 call from the time it's placed to when emergency responders arrive.
- Learning how Metro Communications provides the best standard of care through a Quality Assurance program
- Observing a 911 dispatcher one-on-one

Class size will be limited and the applicant deadline is September 21, 2009. Applications are available at the Law Enforcement Center or online at www.911metro.org. Applicants may also contact:

Deb Berreth
Operations Manager
(605)367-7297

Jennifer Disburg
Training Coordinator
(605)367-7828