



Media Release

FOR IMMEDIATE RELEASE

November 19, 2018

Troup County E-911 Announces Upgraded Phone System



Troup County, Ga. November 19, 2018 – Troup County would like to announce the launch of its first bonded SPLOST V project, a new and improved E-911 phone system that focuses on providing more rapid and accurate emergency response capabilities to the public.

Troup County E-911 switched from a Motorola VESTA Pallas phone system to a Motorola VESTA 7 phone system last week due to the current phone system nearing the end of its service life. The upgrade will enhance the 911 caller user experience by providing improved wireless call tracking through immediate location tracing software and upgraded call recording technology for instant playback capabilities to help with call transfers. It also allows for the ability to provide more available dispatchers than ever before when call volume is high through additional receiver upgrades.

The upgraded system enables Text-to-911 and Next Generation 911 capabilities, which is essential in future plans for the county, and it provides more extensive back-up capabilities, such as enhanced IP support that will enable instant call transfers in the case of an emergency or natural disaster where temporary relocation of 911 phone lines is necessary.

The E-911 staff received extensive training on the new system before the launch from a head trainer who traveled to Troup County from the Motorola headquarters in Chicago, Illinois. Troup County E-911 Director Jason Lawson claimed that he was excited about the change, “This change will really enable us to be more responsive to those in emergency situations by permitting our access to more extensive technology.”

The conversion was completed on the morning of Wednesday, November 14, 2018, and it was instantaneous. As expected, the conversion went smoothly with zero down time, and it did not affect any E-911 call operations.

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