



DuPage Public Safety Communications

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Call 9-1-1 for Emergencies

PRESS RELEASE

FOR IMMEDIATE RELEASE

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DU-COMM CELEBRATES NATIONAL PUBLIC SAFETY TELECOMMUNICATIONS WEEK APRIL 11 – 17, 2010

DuPage Public Safety Communications (DU-COMM) in Glendale Heights, IL will honor the men and women who serve as 9-1-1 public safety telecommunicators during National Public Safety Telecommunications Week (NPSTW), April 11-17, 2010.

Introduced to the United States Congress by the Association of Public Safety Communications Officials (APCO) International in 1991, National Public Safety Telecommunications Week is the second full week of April each year. The purpose of this week is to recognize the hard work and dedication of all 9-1-1 Telecommunicators. Telecommunicators are the first contact citizens have during an emergency, and the crucial link in getting police officers, firefighters and paramedics to the proper location. Truly, Telecommunicators are the First of the First Responders.

Every day, millions of people depend on the skill, expertise and commitment of the men and women who work in public safety telecommunications. These individuals help save countless lives by responding to calls for assistance, dispatching police, fire and medical professionals while providing support to persons in distress.

The term '9-1-1' is often associated with rapid emergency response, poised under pressure, aid and compassion in times of distress, and critical decision-making within seconds. Many people do not stop to think about these seemingly nameless, faceless individuals until they require their help. These professionals make the difference between life and death in many instances.

By officially recognizing these public safety telecommunications professionals, DU-COMM and APCO hope to expand public awareness, and promote much needed education regarding important public safety issues and legislation.

◆ Addison FPD • Bartlett FPD • Bartlett PD • Carol Stream FPD • Carol Stream PD • Elmhurst FD • Elmhurst PD • Glen Ellyn FC
◆ Glen Ellyn PD • Glenside FPD • Hanover Park FD • Hanover Park PD • Lisle-Woodridge FPD • Lombard FD • Lombard PD
◆ Oakbrook Terrace FPD • Oakbrook Terrace PD • Roselle FD • Roselle PD • Villa Park FD • Villa Park PD • Warrenville FPD
◆ Warrenville PD • West Chicago FPD • West Chicago PD • Wheaton FD • Wheaton PD • Winfield FPD • Winfield PD • York Center FPD

DU-COMM

Happy Birthday 9-1-1. February 16, 2008 marked the 40th Anniversary of the first 9-1-1 call. The historic call was placed by Alabama Speaker of the House, Rankin Fite, from City Hall in Haleyville, Alabama, to U.S. Representative, Tom Bevill at the city's police station.

"To see the progress we have made in the past four decades is truly remarkable," said NENA (National Emergency Number Association) President, Jason Barbour, ENP. "We have overcome many challenges over the years to create the world's best emergency communications system. "9-1-1 is a brand that the American people know they can rely on in times of crisis, 24 hours a day, 365 days a year. That is testament to the spirit of innovation and collaboration amongst the many groups that started in Haleyville and continues through today."

DU-COMM is among the largest consolidated 9-1-1 Public Safety Communications Center in the state of Illinois. Formed in 1975 to provide emergency communications services to police, fire, and emergency medical departments, DU-COMM currently serves thirty (30) agencies with a combined population of over 800,000 citizens. DU-COMM's 53 full-time Telecommunicators answered over 250,000 calls to 9-1-1 in 2009.

For more information about DU-COMM please call Executive Director Brian Tegtmeyer at (630) 260-7500, or visit us at: www.ducomm.org.

DU-COMM Fact Sheet

DU-COMM is a consolidated 9-1-1 Public Safety Communications Center that serves thirty (30) police and fire agencies, and the combined population of over 800,000 citizens. Dedicated to public safety, DU-COMM began operations in 1975, and is currently located at: 600 Wall Street in Glendale Heights, IL.

DU-COMM serves the following agencies:

Addison Fire Protection District, Bartlett Fire Protection District, Bartlett Police Department, Carol Stream Fire Protection District, Carol Stream Police Department, Elmhurst Fire Department, Elmhurst Police Department, Glen Ellyn Fire Department, Glen Ellyn Police Department, Glenside Fire Protection District, Hanover Park Fire Department, Hanover Park Police Department, Lisle-Woodridge Fire Protection District, Lombard Fire Department, Lombard Police Department, Oakbrook Terrace Fire Protection District, Oakbrook Terrace Police Department, Roselle Fire Department, Roselle Police Department, Villa Park Fire Department, Villa Park Police Department, Warrenville Fire Protection District, Warrenville Police Department, West Chicago Fire Protection District, West Chicago Police Department, Wheaton Fire Department, Wheaton Police Department, Winfield Fire Protection District, Winfield Police Department, and York Center Fire Protection District.

Staff:

DU-COMM is staffed 24 hours a day, 7 days a week, 365 days a year. DU-COMM's staff is comprised of 53 full-time Telecommunicators, 1 part-time Telecommunicator, 3 part-time Alarm Board Operators, 6 Operations Managers, a Training Manager, an EMD Quality Specialist, 3 full-time Radio Technicians, 1 part-time Radio Technician, a Technical Services Manager, 3 MIS Specialists, a part-time GIS Coordinator, a Support Services Manager, a part-time finance clerk, an Executive Secretary, a Finance/Human Resources Manager, a Deputy Director, and an Executive Director.

Call Volume:

In 2009, DU-COMM answered over **700,000** phone calls of which approximately **250,000** were 9-1-1 calls. Over **70,000** of those 9-1-1 calls were made using wireless phones. Additionally, DU-COMM handles support services for municipal alarm boards, fire starter hotline, and is the primary dispatch center for: MABAS Divisions 12 and 16, and IMERT (Illinois Medical Emergency Response Team).