

# DU-COMM

## DuPage Public Safety Communications

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### PRESS RELEASE

#### FOR IMMEDIATE RELEASE

#### **DuPage Public Safety Communications (DU-COMM) Improves 9-1-1 Response Capabilities with Smart911**

DuPage Public Safety Communications (DU-COMM), the consolidated 9-1-1 public safety communications center providing police and fire dispatch to a significant portion of DuPage County, announced today its use of Smart911. Smart911 allows citizens to enter information online which they would want automatically available to the 9-1-1 operator in the event 9-1-1 is called from their home or cell phones. The additional data is far more extensive than what is typically available to 9-1-1 dispatchers and will help to improve incident outcomes.

DuPage County is first in the State of Illinois to implement an enhanced 9-1-1 service for citizens, called Smart911. The program was purchased by the DuPage Emergency Telephone System Board (DuPage ETSB). This service allows individuals online access at: [www.Smart911.com](http://www.Smart911.com) to build a safety profile for their household to include vital personal and medical information that will be available to emergency responders in the event 9-1-1 is called.

"Smart911 strengthens and expands our current 9-1-1 service by providing us with critical information about callers, while enhancing our ability to locate and communicate with them." said Brian Tegtmeyer, Executive Director of DU-COMM. "Everyone is used to 9-1-1 knowing where they are calling from, but we do not get as much information on a wireless call as we do when someone calls from a landline phone in their home. Many people are also opting to eliminate their landline phones, and Smart911 will provide our 9-1-1 Telecommunicators with the information they need to better serve our citizens and it can help save lives. This is our first step towards the next generation of 9-1-1 services in DuPage County".

Smart911 provides citizens with the ability to enter information that they want to make available to 9-1-1 call takers through a secure website at [www.Smart911.com](http://www.Smart911.com). Information can include medical conditions, children's photos, home addresses of mobile phone callers, disabilities, or other rescue-related information. Smart911 delivers this information to the dispatcher's work station automatically when a 9-1-1 call is received at a participating Public Service Answering Points (PSAPs). The service, which is free to citizens, enhances the response and supports improved incident outcomes by providing responders with critical additional information. It also supports citizens' request to easily provide and manage special needs data.

DU-COMM strongly encourages those who live, work, and visit the greater DuPage County area register for this free service. The information provided remains completely confidential and is only available to emergency responders in the event the citizen calls 9-1-1. The information provided can help save lives. Additionally, since Smart911 is a national system, it will assist citizens here and in other areas of the country, where Smart911 is utilized.

#### **About DuPage Public Safety Communications – DU-COMM**

DU-COMM ([www.ducomm.org](http://www.ducomm.org)) is an intergovernmental agency formed in 1975 to provide public safety communications services to Police, Fire, and EMS agencies. Today, DU-COMM serves thirty-four (34) agencies in DuPage County and is the largest consolidated 9-1-1 center in Illinois. In 2010 DU-COMM answered over 775,000 phone calls of which approximately 260,000 were 9-1-1 calls. Over 77,000 of those 9-1-1 calls were from wireless phones.

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