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PRESS RELEASE

FOR IMMEDIATE RELEASE

“TEXT TO 9-1-1” NOT YET AVAILABLE IN OUR AREA

Around May 15, 2014 many news stories and articles about the availability of nationwide Text to 9-1-1 were circulated. These articles were based on the FCC deadline for the four largest mobile telephone providers to make Text to 9-1-1 accessible to every 9-1-1 center by May 15, 2014. The carriers met this deadline, and DU-COMM is working with the DuPage County Emergency Telephone System Board to deploy Text to 9-1-1 in DuPage County as part of a larger regional effort.

Currently, residents need to know that a text to 9-1-1 will receive a “bounce back message”, which advises them to call 9-1-1 because text to 9-1-1 is not available in our area.

When Text-to-9-1-1 becomes available it should only be used when someone is unable to make a call to 9-1-1.

In addition to learning about Text to 9-1-1, DU-COMM encourages anyone who lives or works in DuPage County register for SMART911. SMART911 is an enhanced 9-1-1 database, provided at no cost to residents, that shares personal information with 9-1-1 in an emergency. Residents can register at: www.smart911.com.

About DuPage Public Safety Communications (DU-COMM)

DuPage Public Safety Communications (DU-COMM) is an intergovernmental agency as defined in the Illinois statues (5 ILCS 220/1) formed in 1975 by our member departments to provide emergency communication services to police, fire, and emergency medical services (EMS).

DU-COMM is a large consolidated public safety communications center in Illinois and currently serves thirty-nine (39) member agencies and over 800,000 residents in DuPage and neighboring counties. DU-COMM receives requests for police, fire, and EMS via 45 incoming 9-1-1 lines. DU-COMM processes over one (1) million phone calls each year, including over 300,000 9-1-1 calls, and more than 550,000 calls for service. Under DU-COMM municipalities and fire districts work together to provide a high level of service to their citizens in public safety communications.

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