



CALCOMM911

The Wave of the Future is Here.

www.calumetparkvillage.org

MISSION STATEMENT

OUR MISSION AT CALCOMM 9-1-1 IS TO:

- Provide the region with access to our state-of-the-art Emergency Communication Services, with an emphasis on safety and accuracy
- Provide the most effective Emergency Communications possible for citizens and its regional members of Calumet Park
- Establish a relevant and effective training program for emergency communication professionals and the general public
- Assist agencies outside of Calumet Park whenever possible
- Ensure that professional standards are maintained and that excellent customer service is the norm



FAQs

FREQUENTLY ASKED QUESTIONS

For Whom does the Center dispatch?

The CALCOMM 9-1-1 Center dispatches to the Police Department, Fire Department and Emergency Medical Services.

What is 9-1-1?

9-1-1 is the number most people in the U.S. and some in International countries call to get help in a police, fire or medical emergency. A 9-1-1 call goes over dedicated phone networks to the appropriate 9-1-1 answering point (PSAP) to determine the caller's location. Trained personnel then send the emergency help needed.

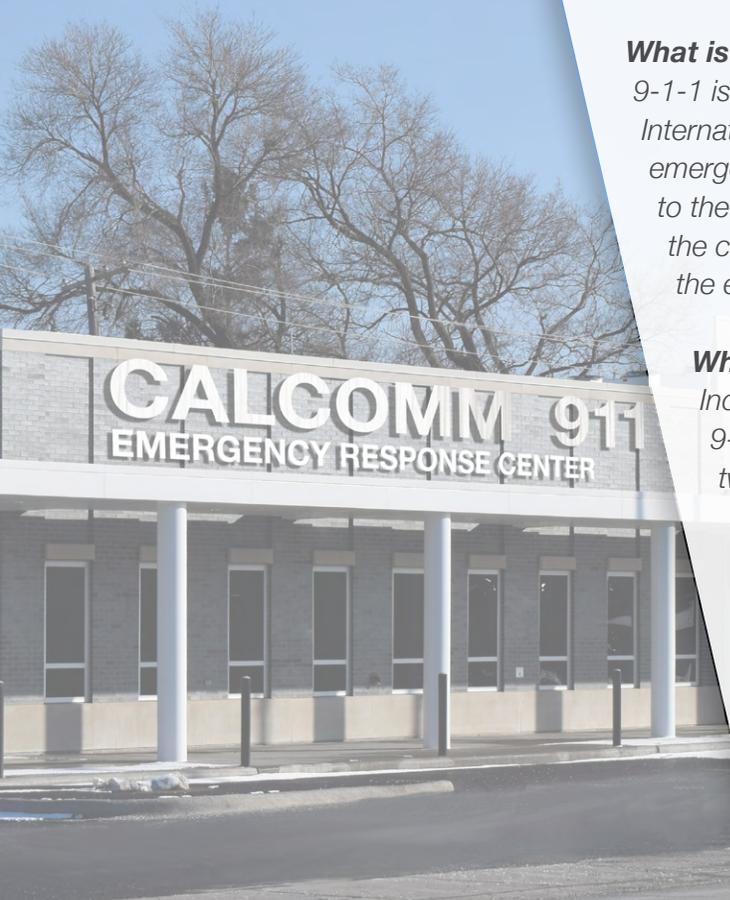
What is "text-to-911" technology?

Individuals facing an emergency can send a text message to 9-1-1 for help. The texting option is specifically designed for two types of emergency scenarios:

- Potential victims who do not want someone to hear them make a 9-1-1 voice call*
- Deaf or hard-of-hearing individuals who may be unable to speak to a telecommunicator*

Is the Village of Calumet Park the first community in Cook County to utilize this new technology?

The Center remains the first and only in Cook County.





CALCOMM911

A MESSAGE FROM THE MAYOR

One of the most rewarding aspects of being a public servant is engaging in efforts that yield additional resources for this great Village. I am honored that the first emergency communications center in Cook County with the capacity to accept calls and “text-to-911” messages is housed in Calumet Park Village.

State-of-the-Art technology allows CALCOMM 9-1-1 to provide faster and more accurate dispatches to police, fire and emergency medical services for those in need. The dedicated and highly trained staff will provide excellent emergency services communications while offering life-saving medical instructions and accurate public safety information.

CALCOMM 9-1-1 will be there to serve our community, our county, and municipalities from surrounding regions promptly, with empathy and respect.

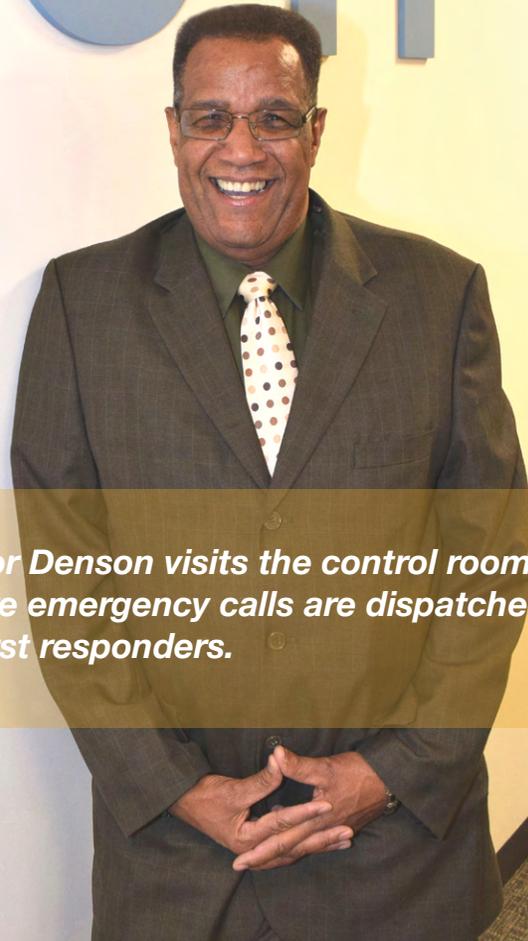
To your safety,



Ronald Denson

Mayor, Calumet Park Village

911



Mayor Denson visits the control room where emergency calls are dispatched by first responders.

Did you Know?

Text-to-911 during an emergency could be necessary if you are deaf, hard of hearing, or have a speech disability, or if a voice call to 911 might otherwise be dangerous or impossible.



THE BIRTH OF CALCOMM 9-1-1

When Mayor Denson contacted former Police Chief Mark Davis about his desire to build a new police station in the Village of Calumet Park, plans to build what is now Cook County's first 9-1-1 text center, CALCOMM 9-1-1 were launched.

Emergency calls from cellphones and other wireless devices require different technology to be quickly served. The state-of-the-art technology at CALCOMM 9-1-1 allows emergency text messaging and wireless communications to be received and dispatched to appropriate emergency service units, without delay.

Before CALCOMM 9-1-1, Calumet Park outsourced its emergency dispatching to a neighboring village. Today, Calumet Park has the capacity to help municipalities throughout the region and across state lines to better address their emergencies, without the cost of building a facility.

Calumet Park Village former Police Chief Mark Davis will oversee CALCOMM 9-1-1. His team will ensure that those in need receive prompt, accurate and courteous service, 24 hours a day, 365 days a year.

CALCOMM 9-1-1 is a great resource that will bring peace of mind, and immediate responses, to those in need.



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“We provide a lifeline to first responders who react to emergency calls for police, fire and medical assistance.”

– MARK DAVIS, CALCOMM 9-1-1 Executive Director

CALCOMM 9-1-1 » TECHNICAL HIGHLIGHTS

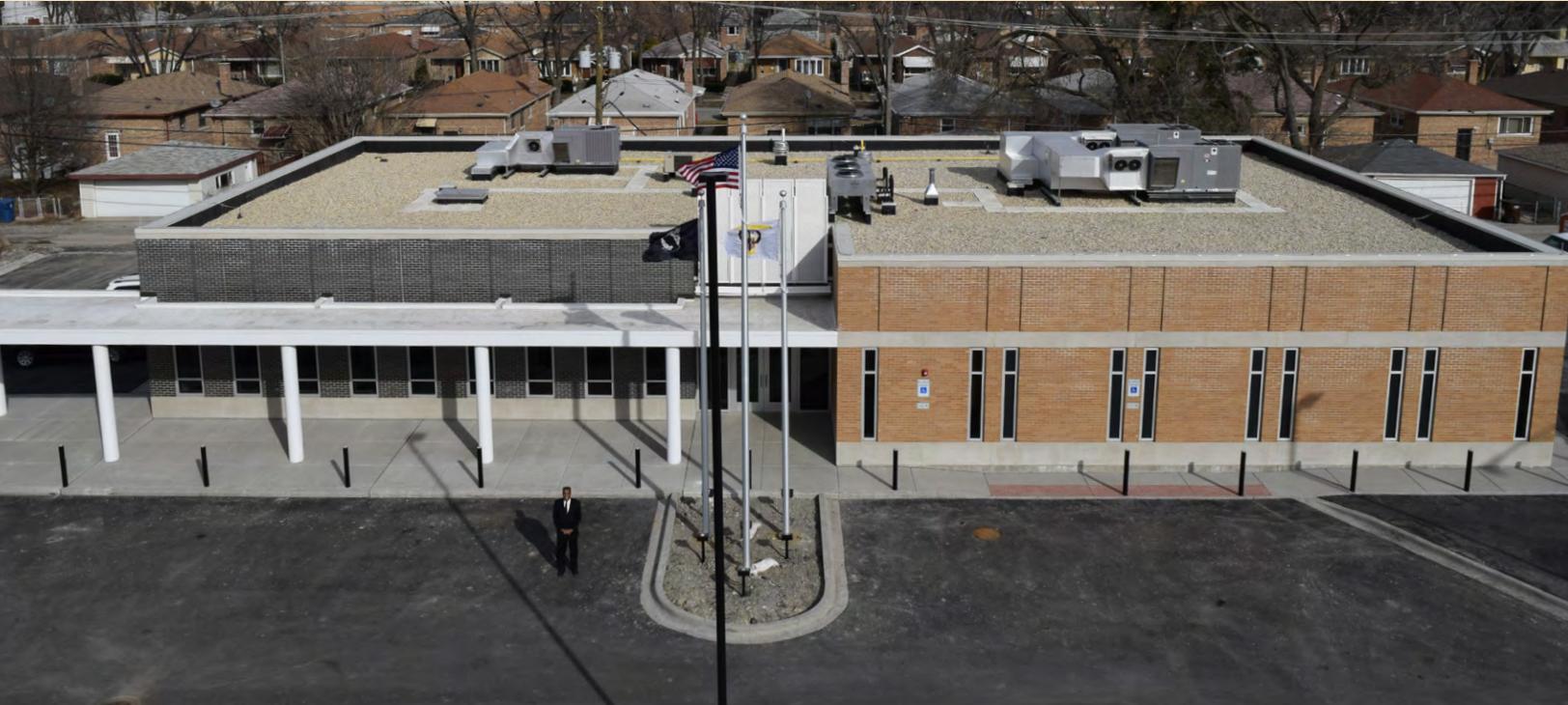
The CALCOMM 9-1-1 Center provides comprehensive fire and police dispatch services to individuals and municipal clients.

CALCOMM 9-1-1 is equipped with a turnkey communication system that includes:

- 8 public safety answering points (PSAP's)
- Computer aided dispatch (CAD)
- Geographic information system mapping (GIS)
- Computer phone system
- Motorola MCC7500 radios and antennas
- Airbus Vesta 9-1-1 call processing system for integrated multimedia for TDD/TTY
- Fire station alerting system (FSA)

CALCOMM 9-1-1 will be accessible 24 hours a day, 365 days a year. The highest level of technical advancements in the industry make the CALCOMM 9-1-1 Center the “best in its class” for the next generation of public safety communications.







The Wave of the Future is Here!

For more information, contact:

Mary R. Ryan
Village Administrator

mryan@calumetparkvillage.org

12419 S. Ashland Avenue • Calumet Park, IL 60827 • 708-388-8072



THE VILLAGE OF
CALUMET PARK

The Place to Be

MAYOR RONALD DENSON