

DARIEN POLICE DEPARTMENT

Community Information Bulletin

Serving and Protecting the City of Darien, Illinois



KNOW WHEN TO CALL 911

Understanding DUCOMM and Emergency Communications

★ National Public Safety Telecommunicators Week: April 12–18, 2026 ★

The Darien Police Department proudly honors the dedicated men and women of DUCOMM — our 911 dispatchers and telecommunications professionals who are the critical first link in every emergency response. These professionals answer your call, dispatch help, and keep officers safe — all at the same time, every day.

What is DUCOMM?

DUCOMM (DuPage Public Safety Communications) is the 911 emergency communications center that serves the Darien Police Department and numerous other DuPage County communities. When you dial 911 from Darien, your call is answered by a highly trained DUCOMM dispatcher who gathers critical information and coordinates the appropriate response from police, fire, and emergency medical services.

DUCOMM telecommunicators undergo extensive training and are certified professionals. They handle hundreds of calls daily — from life-threatening emergencies to routine service requests — while simultaneously monitoring radio traffic and coordinating field units.

When Should You Call 911?

Call 911 for ANY life-threatening emergency or crime in progress, including:

- ✓ Medical emergencies — unconsciousness, difficulty breathing, chest pain, stroke symptoms, severe bleeding
- ✓ Fire, smoke, or gas leaks
- ✓ Crimes in progress — burglary, robbery, assault, domestic violence
- ✓ Traffic accidents with injuries
- ✓ Any situation where there is immediate danger to life or property

Tips for Calling 911 Effectively

Stay calm and speak clearly. The dispatcher needs to hear you clearly to help you quickly.

Know your location. Always know your address or be aware of landmarks near you. If calling from a cell phone, location data may be imprecise.

Answer the dispatcher's questions. Help is already being dispatched while the dispatcher gathers information. Do NOT hang up unless told to do so.

Never call 911 as a prank. False 911 calls divert resources from real emergencies and are subject to criminal prosecution in Illinois.

Darien Police Department | 1710 Plainfield Rd, Darien, IL 60561

Non-emergency: (630) 971-3999 | EMERGENCY: 911

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