

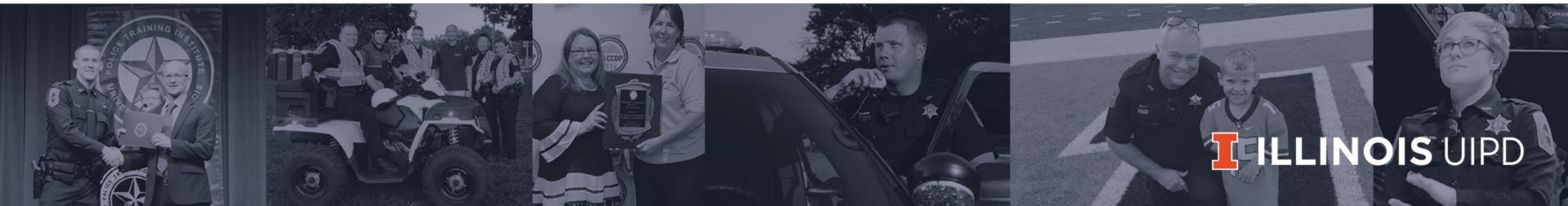


UIPD

DISPATCHERS
& CALLING 911

WHAT DOES A TELECOMMUNICATOR DO?

- Acts as an initial contact for the department
- Assists police officers on patrol by providing information regarding warrants, licenses, identification, security cameras, etc.
- Operates communications control center involving police, fire, security guards, student patrol, facilities personnel and others as needed
- Processes various police reports and records
- There are no requirements/degrees (other than no criminal record – ability to pass a background check).
- We train TCs on the job: 3-4 month training program, with trainers on each shift. They get Daily Observations Reports (DORs) and every 2 months until they are off probation with University, they get an evaluation on performance.
- Can extend training time to accommodate learning.



When does a Telecommunicator work?

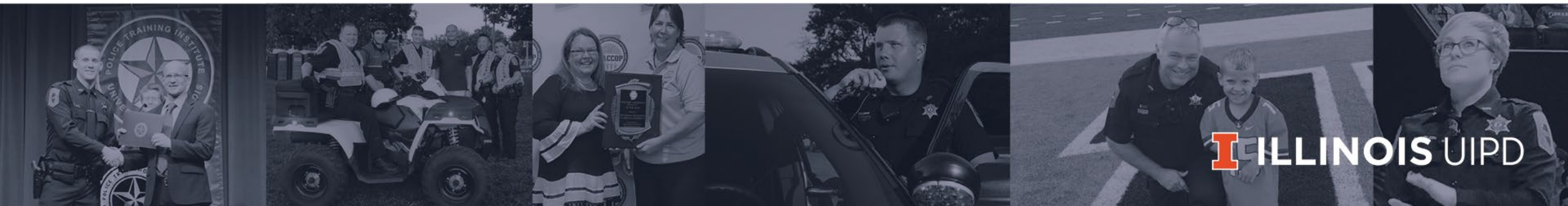
- UIPD TCs work 8-hour shifts:
 - 1st 0700-1500
 - 2nd 1500-2300
 - 3rd 2300-0700

9 TCs is full staffing right now
1 TC2 – evening supervisor
1 TC/Records Supervisor

They work 24/7 – holidays, weekends, during campus closures.

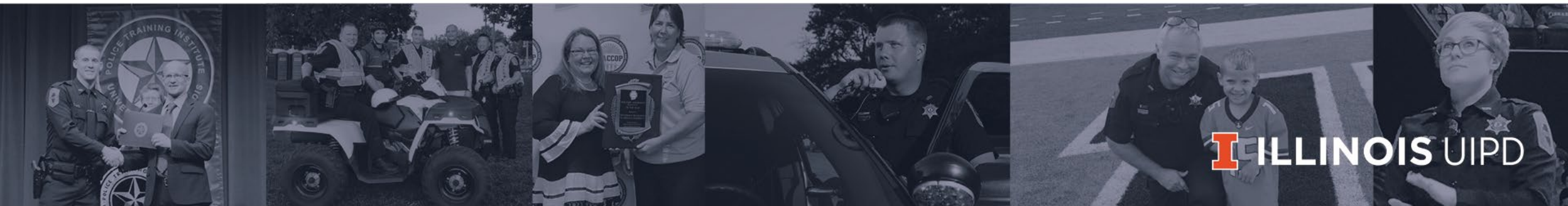
Minimum staffing is 1, however, we try to run 2 TCs at a time.

TCs have a lot of overtime opportunities – voluntarily or mandatoried.



TCs PROVIDE MANY SERVICES – **We are the Nerve Center**

- Connect to Safe Walks
 - Illini-Alert
 - Security camera utilization
 - Emergency phones
 - Fire alarms
 - Parking issues - Flex
 - Building maintenance issues
 - Emergency contact notifications
 - Records work
 - Library alarms
 - Study abroad after-hours emergencies
 - Animals in buildings
 - Tech Services Contact – stolen items
- **Even if we don't know the answer, we can either find it or direct you to the right resource.**



HOW CAN YOU CONTACT A TELECOMMUNICATOR?

Emergency: 911 – METCAD dispatchers

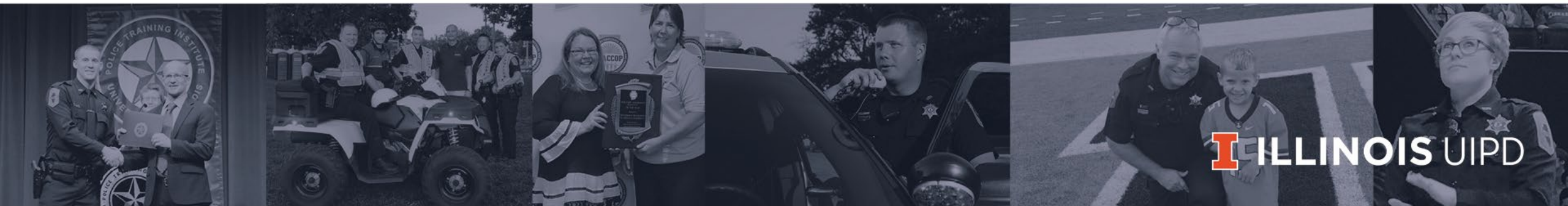
Non-emergency: 217-333-1216 – UIPD telecommunicators

Email: police@illinois.edu

TC Supervisor Kristy Mecum

217-300-1531

mecumak@illinois.edu



CONTACTING THE POLICE

- 911 or 217-333-1216 (from any cellphone, campus phone or residence hall)
- Emergency phones
(go.illinois.edu/epphones)
 - This is a direct phone line to UIPD
 - Kiosks with blue lights, bus shelters, elevators, parking lots/garages

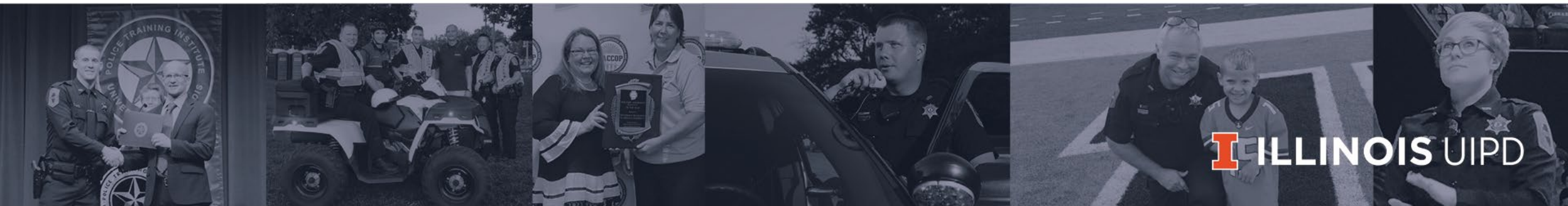
Disabled phones can still call 9-1-1. Be wary of giving to a child to play with. If you don't have your phone and have to use someone's you don't need their pass code or thumb print.



ILLINOIS UIPD

WHEN SHOULD YOU CALL UIPD/911?

- Worried about your own or someone else's safety or well-being.
- If you are experiencing any kind of emergency or you have just witnessed a crime.
- Don't hesitate calling thinking you might be bothering the police. It's important to call if you have any concerns.
 - Time Delay: suspect(s) out of area and we are unable to locate/arrest
 - Details that could be important might be forgotten
- If the circumstances dictate the need for a Campus Safety Notice, your identity would not be included in that notice.



WHAT TO EXPECT WHEN CALLING UIPD or 911

- You will be asked a series of questions about what kind of help you need, where you are and what you saw.
- It helps if you are able to provide specific details (i.e. description of the offender, what they are wearing or license plate of cars that may be involved).
- While helpful, this information is not necessary to call 911. We will help you regardless of how much information you may or may not have.

