UIPD
Dispatcher & 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/ephones)
  • 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.
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.