

Telecommunicators, Call-takers and Technicians are the Critical Lifeline Behind the Scenes for First Responders

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SPRINGFIELD – The Illinois State Police (ISP) is recognizing Telecommunicators, Operators and other behind-the-scenes-heroes who dispatch Troopers and officers from other state agencies in emergency situations.

The recognition comes during National Public Safety Telecommunicators' Week, April 12-18, when the public safety community formally acknowledges the contributions and sacrifices of all Telecommunicators, Call-takers, and Technicians.

“Telecommunications personnel are often the critical lifeline for our citizens and officers in emergency situations. Even during these unprecedented times, in the midst of a global pandemic, they are still here to answer call after call, day and night,” said ISP Director Brendan F. Kelly. “COVID-19 is a perfect example of these heroes continually working behind the scenes **and behind their PPE masks** to ensure public safety and help fulfill the mission of the Illinois State Police. To them, we say, thank you,” he concluded.

The ISP employs more than 114 Telecommunicators at its six call centers across the state. They provided communications assistance for more than 527,719 calls for service in 2019.