



911 Dispatch

Created 11/01/2019

PURPOSE: To encourage students to improve their communication skills for police, fire, and rescue in the field of telecommunications.

DESCRIPTION OF EVENT: The student will play the role of the call taker and the dispatcher. The student will receive a 911 call for service and ask the appropriate questions for the call type. Once the call taker has received all the information necessary, the student will dispatch the call.

Dress Code: Appropriate dress to include; business attire, chapter uniform or other attire appropriate for the competition, or as directed by your chapter advisor.

Limit: 2 teams of 2 students per Chapter

RULES AND PROCEDURES:

1. The event will consist of: one role player, one student who will be the call taker and dispatcher.
2. The event will be timed from the call taker answering the phone to the dispatching of the unit to the call.
3. In the event of a tie, the time from the call to dispatch will be used as a tie breaker.
4. The role player will place a 911 call to the call taker.
5. The time begins when the call taker answers the call.
6. The role player will state the particulars of the call as the call taker asks the appropriate questions.
7. The role player will not volunteer any information that is not asked.
8. Once the call taker believes they have the necessary information, the call taker will send the call to the dispatcher.
9. The dispatcher will chose the appropriate unit(s) and dispatch them to the call. The roll player will act as the field unit and accept the call. The roll player will advise he / she is on scene and the dispatcher marks them on scene in the computer. The roll player will then advise they have cleared the call and give a disposition. The dispatcher will again mark them appropriately in the computer. The time will end at this point and be recorded.
10. Time will stop when the unit is dispatched.



911 Dispatch Scoring Guidelines

Created 11/07/2019

Student Name _____
Student Name _____
Team Number _____
Judge's Name _____ Judge's Signature _____

Final Score _____

Points Values

Excellent = 5

Superior = 4

Good = 3

Fair = 2

Poor = 1

Case Entry Protocol

1. What's the address of the emergency?
2. What's the phone number you're calling from?
3. What's your name?
4. Tell me what happened?
5. Sub-complaint selection

Score

Key Questions

1. Select the type of caller
2. What type of alarm is this?
3. What's the name of the business/resident/owner?
4. What specific area has been activated?

Dispatch Code

1. Type of call/code
2. Marked the unit on scene
3. Marked the unit completed assignment and correct disposition

Key Questions

1. What is the drop time/time received? (when did the alarm company receive the call?)
2. What's the phone number of the business/resident/owner?
3. Will you be contacting a key holder/owner?
4. Who is responding to the business/residence?
5. I need to get the person's description who is responding
6. How will he/she be responding?
7. I need to get the vehicle description
8. What's the estimated time of arrival (ETA)?

Total _____



911 Dispatch Judge's Winner Sheet

1st Place School

Team Members

2nd Place School

Team Members

3rd Place School

Team Members

4th Place School

Team Members

5th Place School

Team Members
