



911 Dispatch

Created 09/30/2020

Revised 09/01/2022

Revised 07/23/2022

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 students per Chapter

RULES AND PROCEDURES:

1. The event will consist of: The judge for the competition who will be the 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 **and will not go beyond 5 minutes.**
3. In the event of a tie, the time from the call to dispatch will be used as a tie breaker.
4. The Judge (role player) will place a 911 call to the call taker.
5. The time begins when the call taker answers the call.
6. The Judge (role player) will state the particulars of the call as the call taker asks the appropriate questions.
7. The Judge (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 choose the appropriate unit(s) and dispatch them to the call. The Judge (role player) will act as the field unit and accept the call. The Judge (role player) will advise he / she is on scene and the



dispatcher marks them on scene in the computer. The Judge (role 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.

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Scoring Guidelines

Created 03/04/2020

Student Name _____ Final Score _____

Student Name _____

School Name _____

Judge's Name _____ Judge's Signature _____

Points Values

Excellent = 5

Superior = 4

Good = 3

Fair = 2

Poor = 1

Case Entry Protocol

- | | Score |
|---|-------|
| 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 | _____ |

Key Questions

- | | |
|---|-------|
| 1. Are at the location now? | _____ |
| 2. When did this happen? | _____ |
| 3. Were weapons involved or mentioned? | _____ |
| 4. How many people are involved? | _____ |
| 5. Where's the suspect/person now? | _____ |
| 6. I need to get the suspect's / person's description | _____ |
| 7. I need to get the suspect's / person's vehicle description | _____ |
| 8. Where exactly is the officer now? | _____ |
| 9. I need to get the officers description | _____ |

(double points – worth 10 max)

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10 I need to get the police vehicle description _____

11 **Is anyone else in danger right now?**

(double points – worth 10 max)

12 Exactly where are they now? _____

13 Does anyone need medical attention? _____

Total 100 Points Possible _____