



# DISPATCH SUPPLEMENT MULTI-STATE

P.O. Box 5670  
Cortland, NY 13045  
Phone: (800) 822-3747  
Fax: (607) 756-5051  
Email: applications@mcneilandcompany.com

## General Information

---

Date: \_\_\_\_\_

Which best describes the dispatch operations? (please check all that apply)

- Fire and Rescue/EMS Dispatching
- Law Enforcement Dispatching
- 911 Standard Service
- 911 Enhanced Service
- Other (please describe): \_\_\_\_\_

Population served: \_\_\_\_\_

Year dispatching established: \_\_\_\_\_

Number of dispatchers: \_\_\_\_\_

Annual total operating expenditures: \_\_\_\_\_

## Operations

---

Annual Fire calls dispatched: \_\_\_\_\_

Annual Rescue/EMS calls dispatched: \_\_\_\_\_

Annual Law Enforcement calls dispatched: \_\_\_\_\_

How many law enforcement, fire suppression and emergency medical service entities does the organization dispatch?

- 1-2
- 3-5
- more than 5

Are all incoming calls to the organization recorded?  Yes  No

Are all outgoing (dispatch) calls to the organization recorded?  Yes  No

Is a call report created for every call received?  Yes  No

Are call reports reviewed for completeness, legibility and professional content?  Yes  No

How long are recordings and call reports kept? \_\_\_\_\_

Are any dispatchers on duty for more than 12 hours at a time?  Yes  No

## Training

---

Are all dispatchers required to be certified as a prerequisite to employment?  Yes  No

Are certifications for dispatchers kept on file?  Yes  No

Are dispatchers required to complete formal training?  Yes  No

If yes, is training required:  Annually  Bi-Annually  Less often