



**PUBLIC ENTITY APPLICATION
EMERGENCY DISPATCHERS LIABILITY SECTION**

Legal Name of Public Entity _____	Effective Date _____
A. COVERAGE REQUESTED	
1. Limit of Liability: Each wrongful act \$ _____ Annual aggregate \$ _____	
2. Deductible requested: \$ _____	
4. Consent to Settle Coverage Option? <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. Fire Legal Liability Coverage Option? <input type="checkbox"/> Yes <input type="checkbox"/> No	
6. Additional Insured Coverage Option? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Name of additional insured elected and/or appointed official(s) _____	
B. TOTAL NUMBER OF EMPLOYEES	
1. Full time dispatchers: _____ Part time dispatchers: _____	
2. Department administrator(s): _____ Deputy administrator(s): _____	
3. Supervisor(s): _____	
4. All other personnel: _____	
a. Explain duties: _____	
b. Describe training: _____	
C. UNDERWRITING INFORMATION	
1. Is your entity or any related entity directly or indirectly engaged in any of the following dispatching operations?	
a. Hiring dispatchers? <input type="checkbox"/> Yes <input type="checkbox"/> No	
b. Training dispatchers? <input type="checkbox"/> Yes <input type="checkbox"/> No	
c. Supervising dispatchers? <input type="checkbox"/> Yes <input type="checkbox"/> No	
d. Developing policies and procedures for any emergency dispatching operations? <input type="checkbox"/> Yes <input type="checkbox"/> No	
2. What type of 9-1-1 system do you have? <input type="checkbox"/> Basic <input type="checkbox"/> Enhanced	
If enhanced, does the system have:	
<input type="checkbox"/> Automatic number identification <input type="checkbox"/> Automatic location identification	
<input type="checkbox"/> Automatic vehicle locator system <input type="checkbox"/> Mobile data terminal	
<input type="checkbox"/> Other (explain) _____	
3. How long has the 9-1-1 service been in operation? _____	
4. What is the radius (in miles) served by the dispatching center? _____	
5. Number of 9-1-1 calls received during the past 12 months: _____	
6. Is there any tracking of emergency versus non-emergency calls? <input type="checkbox"/> Yes <input type="checkbox"/> No	
7. Confirm that call screening to determine whether an emergency response is needed is not done.	
<input type="checkbox"/> Confirmed <input type="checkbox"/> Not confirmed	
8. Do you refer emergency calls to emergency response units without becoming involved with the initial caller? <input type="checkbox"/> Yes <input type="checkbox"/> No	

9. Do you provide financial support to an emergency response center without overseeing the operation center? Yes No
10. Does each dispatcher use a departmentally approved documentation form or service for gathering data? Yes No
11. For what entities do you perform emergency dispatching duties?

12. Are incoming calls to dispatchers recorded? Yes No
 a. If "yes",
 1) How long do you maintain tapes of 9-1-1 calls? _____
 2) Are tapes reviewed and critiqued by department administrators? Yes No
 b. If "no", please explain.
13. Do you perform any fire or burglary alarm services for any private entities? Yes No
 If "yes," do you wish to purchase Contracts with Private Services Coverage? Yes No
14. In a 24-hour period, how many shifts does the center run? _____
 a. Number of staff on duty per shift: _____
 b. Function of staff per shift: _____
15. Do you use volunteers? Yes No
 If "yes,"
 a. Number of volunteers: _____
 b. In what capacity do the volunteers work? _____
 c. What training do volunteers receive? _____
16. Is psychological testing required before hiring? Yes No
17. What procedures are in place to anticipate or alleviate burnout? _____

18. Do dispatchers moonlight in the capacity of dispatcher for any other 9-1-1 center? Yes No

D. POLICIES AND PROCEDURES

1. Are there any written policies governing:
 a. Hazardous materials in accordance with DOT regulations? Yes No
 b. Pre-arrival instructions? Yes No
 c. Back-up policy when only one dispatcher on duty?..... Yes No N/A
 d. Handling of suicide calls?..... Yes No
2. Is there a policy for priority dispatching?..... Yes No
3. Do dispatchers have desk reference manuals? Yes No
4. Are policies and procedures reviewed annually by legal counsel? Yes No

E. TRAINING

1. What is the minimum educational requirement for hiring dispatchers?
 High School Some College College Graduate Other (please explain) _____
2. What training is required of full/part time dispatchers?
 a. Formal training..... Yes No
 If "yes,"
 1) By whom? _____
 2) Number of hours required: _____
 b. Other? Explain: _____

3. a. Are dispatchers trained in:
- 1) CPR/First Aid/Medical?..... Yes No
 - 2) Pre-arrival instructions? Yes No
 - 3) Handling of suicide calls? Yes No
 - 4) Hazardous material calls?..... Yes No
 - 5) Telephone interrogation techniques? Yes No
- b. Are dispatchers trained in all areas prior to assignment?..... Yes No
- If "no", confirm dispatchers are under constant supervision by a trained supervisor until the training has been completed. Confirmed Not confirmed
4. Does the dispatcher training program include periodic review of the policies and procedures manual? Yes No
5. Are dispatchers required to participate in a ride-along training program?..... Yes No