

# Specialty Lines

## UNDERWRITERS

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### 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: \$ \_\_\_\_\_
  3. Consent to Settle Coverage Option? .....  Yes  No
  4. Fire Legal Liability Coverage Option? .....  Yes  No
  5. Additional Insured Coverage Option? .....  Yes  No
- Name and address of additional insured(s) and describe interest: \_\_\_\_\_  
\_\_\_\_\_

#### 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: \_\_\_\_\_

#### C. UNDERWRITING INFORMATION

1. What type of emergency dispatchers operation do you have?
  - a. Start-up operation—no dispatching anticipated during policy period .....  Yes  No
  - b. Dispatching service—no pre-arrival instructions given .....  Yes  No
  - c. Dispatching service—pre-arrival instructions given .....  Yes  No
  - d. Other .....  Yes  NoIf yes, describe: \_\_\_\_\_
2. If start-up operation, attach copies of management staff resumes and provide start-up date: \_\_\_\_\_

3. What type of 9-1-1 system do you have?  Basic  Enhanced  
 If enhanced, does the system have:  
 Automatic number identification  Automatic location identification  Automatic vehicle locator system  
 Mobile data terminal  Other (explain): \_\_\_\_\_
4. How long has the 9-1-1 service been in operation? \_\_\_\_\_
5. What is the radius (in miles) served by the dispatching center? \_\_\_\_\_
6. Number of 9-1-1 calls received during the past twelve (12) months? Emergency: \_\_\_\_\_ Other: \_\_\_\_\_
7. Do you screen calls to determine whether an emergency response is needed?.....  Yes  No
8. Does each dispatcher use a departmentally approved documentation form for gathering information?....  Yes  No
9. For what entities do you perform emergency dispatching services?  
 Police  Ambulance  Fire  Other (Explain): \_\_\_\_\_
10. Confirm that incoming calls to dispatchers are recorded and tapes are maintained at least thirty (30) days:  
 Confirmed  Not Confirmed
11. 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
12. In a 24-hour period:  
 a. How many work shifts does the center have? \_\_\_\_\_  
 b. What is the number of dispatchers on duty each shift? \_\_\_\_\_
13. Is psychological testing required before hiring? .....  Yes  No
14. What is your dispatcher turnover rate for the past year? \_\_\_\_\_

**D. POLICIES AND PROCEDURES**

1. Do you have written policies and procedures governing your operations?.....  Yes  No
2. Do you have a written policy for priority dispatching? .....  Yes  No
3. Is your policies and procedures manual reviewed at least annually by management? .....  Yes  No
4. If pre-arrival instructions are provided:  
 a. Is there a desk reference manual to aid the dispatchers in handling the following situations:  
 (1) Fire/explosion? .....  Yes  No  
 (2) Hazardous materials incidents? .....  Yes  No  
 (3) Threatened suicide? .....  Yes  No  
 (4) Medical? .....  Yes  No  
 (5) Crimes in progress? .....  Yes  No  
 b. Are desk reference manuals provided to each dispatcher?.....  Yes  No

**E. TRAINING**

1. What is the minimum educational requirement for hiring dispatchers?  
 High School  Some College  College Graduate  Other (describe): \_\_\_\_\_
2. Is formal training required of all dispatchers?.....  Yes  No  
 If yes:  
 a. By whom? \_\_\_\_\_  
 b. Number of hours required: \_\_\_\_\_

c. Other (explain): \_\_\_\_\_

- 3. Does the dispatcher training program include periodic review of your policies and procedures manual and desk reference manual? .....  Yes  No
- 4. Confirm dispatchers are under constant supervision by a trained supervisor until the training has been completed.  
 Confirmed       Not Confirmed
- 5. If pre-arrival instructions are provided, are dispatchers trained in handling the following situations:
  - a. Fire/explosion? .....  Yes  No
  - b. Hazardous materials incidents? .....  Yes  No
  - c. Threatened suicide? .....  Yes  No
  - d. Medical? .....  Yes  No
  - e. Crime in progress? .....  Yes  No