CALL TAKING SCORE SHEET SAMPLE

Points may vary based on the call and type of questions required.

YES	OBVIOUS	NO	N/A	INFORMATION ASKED	POINTS
☐	☐	☐	☐	1) Determine correct location for response?	20
☐	☐	☐	☐	2) Ask and/or confirm address, call back number, and name?	15
☐	Correct?	☐		3) Nature of the call correct? Incident Type coded as:	15
☐	☐	☐	☐	4) All pertinent information in the call including updates? *(Correct abbreviations, text justifies the priority/incident type, duplicate calls appropriately updated/closed)*	15
☐	☐	☐	☐	5) Time element? *(clearly stated at beginning of comments)*	10
☐	☐	☐	☐	6) Weapons?	5
☐	☐	☐	☐	7) Descriptions? Suspect information? *(Suspects/vehicles – must be in the correct order, direction of travel)*	10
☐	☐	☐	☐	8) Controlled the conversation while allowing the caller to give information?	10
				Total Points (Possible 100):	100

CRITICALITY FACTOR: ☐ **Pass** ☐ **Fail**

Criticality factors may be any critical issue that has severe impact on the call. If the call taker fails to complete a critical step, any scoring becomes invalid and the call is scored as "fail". Examples: Fails to create a call, no comments, fails to update a call with important information, fails to recognize duplicate call and update appropriately or added information to the call that was not on the tape.

SUGGESTIONS FOR IMPROVEMENT: (use back if needed**)**

Form updated 11/10/07