

Original Dispatcher Accuracy Worksheet with Explained Answers

This original worksheet practices reading accuracy, record checking and clear reasoning. Read the fictional notes as often as you need. It is not an operational dispatch protocol, a timed memory test or material from an employer's assessment.

Read the accessible web version: <https://californiadispatcherpractice.com/resources/downloads/dispatcher-accuracy-worksheet>

How to use this resource

1. Read both fictional records, then answer the seven questions before reading the answer section.
2. Use only information stated in the records. Mark unknown facts as unknown.
3. After checking the answers, explain the source of any mistake and a way to avoid it.
4. All names, numbers and places here are fictional; do not call the sample telephone numbers.

Fictional record A

Caller: Morgan Lee. Callback: 202-555-0146. Caller is at 84 Juniper Lane. Morgan reports a fallen tree blocking one lane near 312 River Road, beside the west entrance to Cedar Park. Morgan says, 'I saw it about ten minutes ago; I am home now.' No injury information is provided. Record time: 14:08.

Fictional record B

Caller: Taylor Kim. Callback: 202-555-0183. Reported incident location: 47 Harbor Street, near Pine Avenue. Taylor says a parked blue van is obstructing the driveway. The plate is reported as KRT 642. Draft entry: '47 Harbor Avenue; blue van; KRT 624; callback 202-555-0183.' Record time: 14:12. These records do not contain enough information to assign an operational response priority.

Questions

1. In record A, what is the reported incident location, and what is the caller's current location?

2. Can you write 'no injuries' in record A? Explain.

3. Was the tree definitely still blocking the lane at 14:08? What is stated and what remains unknown?

4. Which two details in record B's draft conflict with the caller's report?

5. Which callback number belongs to record A? Copy it exactly.

6. How many minutes separate the two record times? Show the calculation.

7. Can you assign either record a higher operational response priority from these notes alone? Explain.

Explained answers

- 1. Reported incident: near 312 River Road, west entrance to Cedar Park. Caller now: 84 Juniper Lane. Keeping these separate prevents substituting the caller's home for the reported location.
- 2. No. The notes contain no injury information. 'Not provided' is different from a confirmed negative answer.
- 3. The caller saw the tree about ten minutes earlier and is home now. Its condition at 14:08 is unconfirmed; do not convert an earlier observation into a verified current status.
- 4. 'Harbor Avenue' should match the reported 'Harbor Street'; KRT 624 conflicts with KRT 642. The callback number matches. Check each field rather than assuming the whole draft is wrong.
- 5. 202-555-0146. Record B's 202-555-0183 belongs to Taylor. Match the number to the correct record before copying it.
- 6. Four minutes: 14:12 minus 14:08. The earlier time is a record timestamp, not an exact incident start time.
- 7. No. The notes expressly lack enough information for that decision. Real prioritization uses trained questioning and the agency's authorized procedures, not a guess based on these short summaries.

Review your reasoning

My error type: copied detail / mixed records / assumption / calculation

A specific checking step I will use next time

Related resources

[Existing call-taking accuracy practice](#)

[30-day study calendar](#)

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