Dispatcher Call Checklist

A six-step structure for a clear update. Pull over and park safely before calling or typing.

Before you call

Know your location, current hours, safe status and realistic ETA. Never promise an unsafe schedule.

Step	What to include	Example
1. Location	Give the city, highway and direction.	I am parked near I-80 eastbound in Des Moines.
2. Situation	State what happened without guessing.	Traffic is stopped because of a road closure.
3. Hours	Report your accurate available driving time.	I have two driving hours left.
4. ETA	Give a realistic updated arrival time.	My updated ETA is 5:30 p.m.
5. Request	Say exactly what you need.	Please update the receiver and send instructions.
6. Confirm	Repeat the plan before ending the call.	I will park safely and call again in thirty minutes.