

McCone County Dispatch
PO Box 201
Circle MT 59215
(406) 485-3405



Your Opinion Counts!

To help evaluate the quality of the service provided by our organization, we would appreciate your time and effort in completing the following questions. The questionnaire will be used to evaluate the skills of our employees and to assist in the development of future training programs.

Type of Call: _____

Date of Call: _____ Time of Call: _____

The number I dialed was:

My 911 call was answered in _____ rings.

After the call was answered, the call taker was courteous.

Any 'hold time' was courteously requested or explained.

The dispatcher was knowledgeable and confident.

The dispatcher was calming and gave appropriate directions.

The operator who assisted me was knowledgeable and provided the assistance I needed or helped me reach the person I needed.

The dispatcher kept me informed of what he/she was doing with my call.

Overall on a scale of 1 (poor) to 10 (excellent) I would rate the quality of the service I received a:

Please list the name of any dispatcher you would like to commend:

As a result of your experience with us, what service-related improvements can you recommend?