

Attachment 1

POST Entry-Level Dispatcher Selection Test Formats

1. Public Safety Bulletin: The examinee is given 3 minutes to study a one-page "shift bulletin." The bulletin contains descriptions of several different events. After the study period, the examinee answers multiple-choice questions regarding facts and details about the events, based solely upon memory.

Sample Question:

The suspect was described as

- A. 30 to 35 years old.**
- B. 6 feet 2 inches tall.**
- C. short with a mustache.**
- D. a white male.**

2. Assigning Field Units: The examinee reads a novel set of rules and then determines which field unit or units should be assigned to various "incidents." The incidents occur in different geographic regions and are designated emergency or non-emergency. The examinee uses a multiple-choice response format to designate no, one, or more units to be dispatched to each incident.

Sample Question:

There are three field units: A, B and C. Each unit is designated to cover one or more areas as follows:

Unit A - North & West Unit B - South Unit C - East

Rules for assigning the field units to incidents are given below:

- Units are to be assigned only to the area(s) in which they are designated, except as noted below.**
- Units are to be assigned to a call only if they are currently available.**
- All available units are to be assigned to an emergency call.**

Now assign the appropriate field unit or units to each example incident below. In doing so, consider the above rules, along with the area, type of call and current assignments of the field units. Mark on your answer sheet the letters corresponding to all units that you assign to each incident. If an incident requires *more than one unit* to be assigned, you are to mark *more than one letter* on your answer sheet for that item. When no units are to be assigned, mark the space labeled "N" on your answer sheet for that item.

Incidents:

**1. Area: South
 Type of Call: Non-emergency
 Current Assignments:
 Unit A: Available
 *Unit B: Available
 Unit C: Available**

**2. Area: East
 Type of Call: Emergency
 Current Assignments:
 Unit A: Non-emergency
 *Unit B: Available
 *Unit C: Available**

***=correct answer**

3. Evaluating Facts: The examinee reads set of public safety-related facts and then determines whether conclusions that follow are true, false, or cannot be determined on the basis of the facts.

Sample Question:

FACTS:

All crimes are to be recorded in the criminal activity log.
Some vehicle accidents are crimes.
Supervisors are to be notified of all crimes.

CONCLUSIONS:

1. Some vehicle accidents are to be recorded in the criminal activity log. (T)
2. Supervisors are to be notified of all vehicle accidents. (F)

4. Setting Priorities: The examinee is given a novel set of rules to read and follow in order to assign priority codes to events. The events are presented in sets of three. A multiple-choice response format is used to designate the priority of events in each set as 1st, 2nd, and 3rd priority.

Sample Question:

Example Rules for Assigning Priorities

Events are to be prioritized as follows:

Code A - Highest priority:	Events that involve injury or are life threatening.
Code B - Second priority:	Events that involve property loss or damage.
Code C - Lowest priority:	Other events that do not involve injury, threat to life, property loss or damage.

Example set of events:

Set #1:

1. A man is breaking into an unoccupied house. (B)
2. Two neighbors are currently involved in a fistfight. (A)
3. A caller is requesting information about parking permits. (C)

5. Reading Comprehension: The examinee reads a brief passage and then answers multiple-choice questions regarding facts and details contained in the passage, as well as the meaning of the information, how it may be interpreted, and conclusions that may be drawn.

Sample Question:

Example Passage:

Alzheimer's disease affects a person's short-term memory. The affected person may be able to easily recall information from years past, but may not recall current information such as his or her address. Alzheimer's patients exhibit a variety of behaviors, which may be construed as violations of the law. With a little careful questioning, a dispatcher can gather enough information to determine if a person's behavior is a manifestation of his or her illness, or a criminal act.

Example Test Question:

According to the above passage, a person with Alzheimer's disease

- A. is likely to commit a crime.
- *B. will have trouble remembering recent events.
- C. will have difficulty walking or lifting heavy objects.
- D. will have trouble remembering events that happened years ago.

6. Sentence Clarity: The examinee compares two versions of the same sentence and identifies the one that is more clearly written.

Sample Question:

A. The victim said that he was attacked by a man. He was riding a bicycle.

*B. The victim said that he was riding a bicycle when he was attacked by a man.

7. Recalling Facts & Details: The examinee listens to a simulated call for law enforcement service received by a public safety dispatcher. The examinee is not allowed to take notes. The examinee then answers multiple-choice questions regarding various facts and details contained in the call, based solely upon memory.

Sample Question:

What is the name of the caller?

- A. Johnson
- B. Smith
- C. Alvarez
- D. Chin

8. Call-Taking: The examinee listens to several simulated calls for law enforcement service received by a dispatcher. The examinee is allowed to take notes during the calls and is given a brief period to complete the notes after all calls have been presented. The examinee is allowed to use the notes to answer a series of multiple-choice questions regarding facts and details pertaining to the calls, as well as interpretations and conclusions regarding the meaning of each call.

Sample Question:

Where is the caller now?

- A. At her home**
- B. At her office**
- C. At the corner of 10th Street and Mission Avenue**
- D. Across the street from the drug store**

9. Oral Directions: The examinee listens to a simulated radio call from a patrol officer to a dispatcher. The examinee is allowed to take notes during the call and is given a brief period to complete the notes after the call is presented. The examinee is allowed to use the notes to answer multiple-choice questions regarding various tasks to be performed, the order in which they are to be performed, various details contained in the call such as names, times, locations, etc., and interpretations and conclusions that may be drawn.

Sample Question:

What instructions are you supposed to give the field technician?

- A. Be on the lookout for a knife at the scene**
- B. Search the vehicle for illegal drugs**
- C. Wait for the detective before entering the crime scene**
- D. Forward all evidence to Sergeant Jones**

10. Checking Coded Information: The examinee listens to a series of random letter-number codes. The codes range from two to four alphanumeric characters. As each code is presented, the examinee refers to a "Code Sheet," and identifies and marks the same code among 5 written alternatives. The information is presented slowly at first, increasing in speed until the task becomes very difficult. After the information is presented, the examinee transfers his/her answers on an answer sheet.

Sample Question:

CODE SHEET				
Item	Alternative Codes:			
item 1: 5A	a5	F5	AZ	Za
item 2: U1	1J	UL	L1	J1
item 3: 3g	j3	3B	8c	g8

If the first code you hear is *F5* then you should circle or mark *F5* for item 1 on your *Code Sheet*. If the second code you hear is *J1* then you should circle or mark *J1* for item 2 on your *Code Sheet*. If the third code you hear is *3B* then you should circle or mark *3B* for item 3 on your *Code Sheet*.

11. Checking & Listening: The examinee performs two tasks at the same time. Task #1 is to compare a list of names, addresses, and license numbers with a "HOT SHEET" and identify as many matches as possible. Task #2 is to listen to simulated radio broadcasts from several field units and record the unit status transmissions on a "RADIO LOG." After the simulated radio broadcasts have ended, the examinee is instructed to stop the "HOT SHEET" comparison (Part 1) and answer a series of multiple-choice questions regarding the various status broadcasts of each unit (Part 2).

Sample Question:

Part 1: Hot Sheet Comparison:	
<i>Indicate whether or not each item below matches the HOT SHEET.</i>	
1)	1BCD732
2)	ACOSTA, CHARLES
3)	ACOSTA, CHERYL
 Part 2: Unit Status Questions:	
<i>Refer to your RADIO LOG as needed to answer the following questions.</i>	
1) What was the first status reported by Unit CHARLES?	
A) One	B) Two C) Three D) Four E) Five