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THE ZONE

CANDIDATE ANSWER BOOK

100-Point Skills Employment Evaluation

01 MULTI TASK SPLIT EAR

02 LISTENING SKILLS

03 INFORMATION RECALL

04 AUDIO VISUAL COORDINATION

05 KEYBOARDING

5 ZONES • 20 POINTS EACH • 100 POINTS TOTAL

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911 PROFESSIONAL PRIDE, INC.



You have 1 minute to read these instructions and ask questions.

INSTRUCTIONS

You will hear information coming from all directions in stereo. This information will be sporadic. There will be colors, three number combinations and three letter combinations. Write the colors in the column that says colors, the number combinations in the number column and the letters in the letter column. Do not ignore any one column. If you are unable to hear something – continue to keep writing the next information you can hear. We are looking for candidates that do not give up and can capture the most accurate information. You are allowed to abbreviate the colors, however, the color will not be counted if we cannot clearly understand what the abbreviation means. Use tabs to move between the columns as the information comes in. You will be scored on the least amount of information. For example, if colors has 5 entries, numbers have 10, letters have 8 - your score is 5.

WORK COMPARISON:

This assessment provides an atmosphere similar to the Comm Center environment. With phone calls, radio traffic, communications in the room and various other audible reports and data, Telecommunicators must be able to do what is called multi task, often while listening to many different types of input at the same time. It would be much easier to simply choose which input to listen to, but this is not possible in the work. Each and every piece of information is either immediately vital or may become vital – nothing is discounted or ignored.





SPLIT EAR MULTI-TASK

COLORS	NUMBERS	LETTERS





You have 1 minute to read these instructions and ask questions.

INSTRUCTIONS

You will hear 3 different calls appropriately named Call #1, Call #2 and Call #3. You are provided with a space for taking notes on these calls and a list of facts regarding the call. Your notes are for your own use, we do not grade your notes. You may abbreviate any way you wish. Listen to the information and take notes. Next mark the boxes that are factual regarding the call. The information must be entirely accurate, not somewhat accurate. You will receive plus points for marking accurate information, minus points for marking inaccurate information.

When the final tone sounds you will turn to the next call and begin to take notes. Repeat this process through Call #3.

WORK COMPARISON

When a Telecommunicator takes emergency and non emergency calls, there is a need for strict attention to details and focus. One simple mistake in an address could result in death. Responders rely on call takers and dispatchers to relate an accurate depiction of a call, without errors or presuming. During this assessment you will have an opportunity to hear information commonly heard during 911 calls. We are interested in assessing how accurately you can gather and relay information. When you hear the ticking turn the page and prepare to begin. You will hear a tone to begin. You will hear a tone to stop, when you hear that tone, put your pencil down and stop working.



CALL #1

NOTES FOR CALL #1

- | | | |
|--|---|--|
| ☐ ran to St. Anthony's | ☐ 779 | ☐ Jenkins is caller |
| ☐ 729 | ☐ Canterwood Av | ☐ Caller found lighter |
| ☐ 709 | ☐ Arson suspected | ☐ Canterwood Ct |
| ☐ Canterbury St | ☐ Caller Fire Chief | ☐ Blue & Black coats |
| ☐ Canterwood Ln | ☐ All school age | ☐ Tracey is caller |
| ☐ Canterbury Ct | ☐ This morning | ☐ Occurred in evening |
| ☐ Suspects live behind | ☐ 5 minutes ago | ☐ Fire Chief enroute |
| ☐ Suspects live next door | ☐ Brian blue coat | ☐ High School age |
| ☐ Ran south | ☐ 792 | ☐ Elementary school age |
| ☐ Ran north | ☐ Brian has no coat | ☐ Jr. High age |
| ☐ Ran to Jenkins H.S. | ☐ Tracy is black | ☐ 10 minutes ago |
| ☐ Ran to school | ☐ Fire in house | ☐ Fire is spreading |
| ☐ Tracy is tall | ☐ Caller is Charley | ☐ St. Anthony's H.S. |
| ☐ Charley is tall | ☐ Woods on fire | ☐ St. Anthony's JHS |
| ☐ Brian is fat | ☐ Set with a lighter | ☐ St. Anthony's church |
| ☐ Brian black coat | ☐ Left a lighter | ☐ Previous arson arrests |
| ☐ Tracy ran | ☐ Mark is caller | ☐ 7092 |
| ☐ Field by school | ☐ Fire Chief is neighbor | ☐ Fire Chief of this town |
| | ☐ Tracy's dad Fire Chief | ☐ Fire Chief knows both |
| | ☐ Chief of Canterbury | |

CALL #2

NOTES FOR CALL #2

☐ Patient name Brian	☐ Patient is with husband
☐ Many meds	☐ Caller name is Brian
☐ Semi conscious	☐ Caller name is Jenkins
☐ 88 Jasper Av	☐ Door kicked
☐ Husband deceased	☐ Code red
☐ Pulse 89	☐ No oxygen
☐ Cardiac patient	☐ 772-5933
☐ Husband called	☐ Apartment B
☐ ON Oxygen	☐ Apartment C
☐ Doctor is Rita	☐ Patient 89
☐ Had cardiac	☐ Heart Attack
☐ Pt cannot breathe	☐ Possible abduction
☐ Mary is nurse	☐ Possible deceased
☐ Had Chest Pain	☐ Semi Conscious
☐ Husband out back	☐ Gave medication
☐ Jasper Court	☐ Cannot find meds
☐ 98 Tenth Court	☐ Out of Oxygen
☐ Ambulance enr	☐ Was very ill this AM
☐ 88 years old	☐ 88 Jasper Lane
☐ Jenkins Court	☐ Substitute doctor
☐ Patient is smoker	☐ Home Care Specialist
☐ Patient is chronic pain	☐ Just out of Hospital
☐ Door was missing	☐ Husband called
☐ 88 Jenkins Ct	☐ Door was open
☐ Paramedic on scene	☐ Husband called
☐ Rita Jasper real nurse	☐ Rita was missing

CALL #3

NOTES FOR CALL #3

- | | |
|--|--|
| ☐ 550 in checks | ☐ Took the till |
| ☐ 550 cash and checks | ☐ Two biker types |
| ☐ Stadium High School | ☐ Long hair |
| ☐ Canterweed H.S. | ☐ Blue leather coat |
| ☐ Black Harley | ☐ Suspect biker |
| ☐ E. Canterwood | ☐ Leather glove |
| ☐ 505 W. Smith | ☐ Leather cap |
| ☐ Ran out front | ☐ Customer injured |
| ☐ Unknown direction | ☐ Armed with knife |
| ☐ Assaulted customer | ☐ Manager calling |
| ☐ Black jeans | ☐ Waitress calling |
| ☐ Suspect blue coat | ☐ Juvenile male |
| ☐ Occurred 6 ago | ☐ Thin male |
| ☐ Occurred 20 ago | ☐ Dennys |
| ☐ Grabbed the waitress | ☐ Suspect blue coat |
| ☐ Waitress injured legs | ☐ Suspect armed |
| ☐ Jeans | ☐ grabbed \$500 |
| ☐ Jeans coat | ☐ Left on Harley |
| ☐ Caller is waitress | ☐ Armed robbery |
| ☐ Left northbound | ☐ 505 E Smith |
| ☐ Left southbound | ☐ 505 Smith E |



You have one minute to read the instructions and ask questions.

INSTRUCTIONS

You have 20 numbers with blank spaces after them. You will hear a word for each number, write this word in the blank space. After filling in all the blanks, you will be given a limited time to decide which call – or calls (if any) the word is associated with. You are to mark the square in front of the call(s) associated with the word. More than one box can be filled in. You can use your notes from Call 1, 2, or 3 or your memory. When the tone sounds, put your pencil down.

WORK COMPARISON

Often in the work of communications, the dispatcher or call taker must quickly locate information. The information could be contained in a warrant, a teletype, incident card, status card or previous event. The ability to recall information or find the source of information and quickly extract facts is a skill we wish to reveal.

1. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
2. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
3. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
4. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
5. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
6. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
7. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
8. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
9. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
10. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
11. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
12. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
13. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
14. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
15. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
16. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
17. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
18. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
19. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call
20. _____ is associated with? ☐ Call 1 ☐ Call 2 ☐ Call 3 ☐ No call

You have one minute to read the instructions and ask questions.

INSTRUCTIONS

You will hear twenty lines of information. Each line is preceded by a number from 1-20 and will contain an address or a radio transmission. You will not write the information down. You will try to locate some part of each line on the answer sheet by scanning the sheet. When you locate the correct information put that line number next to the information. When you finish, you should have the numbers 1-20 somewhere on the sheet. There is some part of each line somewhere on this sheet. Not all of the line is on the sheet, only part. Your challenge is to find the information and mark it with a number from 1-20. Only mark information that is accurate to the information you heard.

WORK COMPARISON

In the work of Emergency Communications Telecommunicators are often working with a variety of complex equipment, databases, resources, and visual stimulation. Data such as addresses, phone numbers and radio traffic are usually presented audibly in a fast paced environment where accuracy is vital. There is little margin for error where one number in an address or a mistake in a radio transmission can mean delays or misrouting units. The skill is in recognizing written data from audio information, quickly and accurately.

_____ 22399 - SE 302nd	_____ Barnes Bookstore
_____ Barnes & Noble	_____ Unit 442 enroute to
_____ 5005 NW Cherry Ct	_____ 88 year old female
_____ Oregon plate TT4992	_____ STA 5 in service
_____ 22309 SE 302nd	_____ 88 year old male
_____ Hispanic female	_____ Lieutenant Smith
_____ Unit 422 enroute	_____ unit 263 in pursuit
_____ into building at 2234	_____ 22390 SE 302nd
_____ Sgt. Smith	_____ 334 E Main St
_____ Ladder I talk to	_____ 22309 SE 320
_____ five foot ten 240 lbs	_____ switch to frequency 3
_____ Unit 1419 your pager	_____ Hispanic male
_____ Chief 6 talk to ladder 1	_____ Unit 419 your pager
_____ 2220 Cherrywood Ln	_____ 334 E. Main
_____ 5005 NW Cherry Ln	_____ the air is restricted
_____ 40 by 40 tilt up	_____ 220 Cherrywood Ln
_____ Unit 236 in pursuit	_____ in service at 2334
_____ 505 NW Cherry Ct	_____ 40 x 40 concrete tilt up
_____ 344 E. Main St	_____ 2220 Cherrywood Pl
_____ 220 NW Cherry Ln	_____ fled southbound
_____ Oregon plate TT4922	_____ 5'10" 204 pounds
_____ pager # 324-4933	_____ pager # 324-4339
_____ in service at station 5	

INSTRUCTIONS

You will hear twenty lines of information which you will keyboard or type. Do not type the number preceding the information. When you hear the tone, hit the return or enter key and begin the next line. You may NOT use abbreviations except for the following: Use common abbreviations for N, S, E, W, NW, NE, SW, SE. Use St, AV, Pl, and Ct for addressing. You are not graded on punctuation, you are graded on accuracy, speed. Type all numbers as numbers, do not type for example t-e-n but 10. Use capital letters where appropriate.

WORK COMPARISON

Telecommunicators keyboard addresses, phone numbers, names and radio traffic using a variety of number and letters, they must be fast and accurate.



SCORING SHEET

Zone 1 Multi Task Split Ear

Max Possible 20 _____

Score one point for each correct entry taken from the column with the least amount of entries. In the event all columns are equal in number, take the score from the column with the least amount of correct entries.

Zone 2 Listening Skills

Max Possible 20 _____

Score 1 point for each correct entry, deduct 1 point for each incorrect entry.

Zone 3 Information Recall

Max Possible 20 _____

Score 1 point for each correct line, no credit for partially correct answers.

Zone 4 Audio Visual Coordination

Max Possible 20 _____

Score 1 point for each correct answer, deduct 1 point for each incorrect entry.

Zone 5 Keyboarding

Max Possible 20 _____

Score 1/2 point for each complete line with typing accuracy.

Total Possible 100 Maximum _____

Student Name

Date of Test

Evaluator