

PRE-EXAMINATION BOOKLET
FOR
POLICE COMMUNICATIONS OFFICER
ENTRANCE LEVEL EXAMINATION



PREPARED BY
OFFICE OF STATE EXAMINER
MUNICIPAL FIRE AND POLICE CIVIL SERVICE

INTRODUCTION

One of the first steps toward becoming a Police Communications Officer is successfully passing a civil service examination which is administered by the Office of State Examiner for Municipal Fire and Police Civil Service. This booklet will provide you with important information about the examination process, helpful hints on taking tests, and sample questions that are similar to those that are on the Police Communications Officer examination.

You do not need to already have a knowledge of the operations of a police communications center in order to pass this examination. The test has been designed to evaluate knowledge, skills, and abilities that are needed in order to learn the duties of a Police Communications Officer. For example, much of a Police Communications Officer's time is spent in listening to communications over the telephone or radio and writing the information in a log. Therefore, part of your examination will consist of listening to simulated police calls and writing down information that you have heard.

BRIEF DESCRIPTION OF THE TEST

The Police Communications Officer test consists of two parts: a multiple-choice written examination and a job simulation test that will be given at the same time.

To closely simulate the job itself, you will be asked to assume that you are working as a Police Communications Officer. After you have been given specific directions by the examiner, you will begin working on your multiple-choice test. Periodically, you will be interrupted by recorded messages simulating actual radio communications and calls from the public for assistance.

JOB SIMULATION TEST

Much of the work handled by police dispatchers involves handling calls from the public, dispatching the correct police unit, and keeping track of the various units at all times. The job simulation test is designed to closely simulate these work activities. As you are taking your multiple-choice test, you will be periodically interrupted by recorded messages that simulate calls from the public for assistance. After listening to each call, you are to record the caller's name, address, the nature of the call, and the time of day on a log sheet.

Following procedures given to you during the audio instructions, as well as those printed in the exam folder, you must then locate the address on the map and dispatch the correct unit, and keep track of the units dispatched by using a police unit board. You will use the information you have recorded on the log sheet later in answering the last section of multiple-choice questions on the written test.

The job simulation part of the examination is designed to evaluate your ability to follow instructions, to remain calm and perform tasks under stress as well as your ability to read maps. Also tested in this exercise is your ability to organize your work so that you may best accomplish given objectives.

WRITTEN TEST

The written test contains 100 multiple-choice questions and is divided into six subject areas. You will have two hours in which to complete the entire examination.

POLICE COMMUNICATIONS OFFICER WRITTEN TEST CONTENT TABLE

SUBJECT AREA	PERCENTAGE OF EXAM
Coding	16%
Interpreting Charts	12%
Telephone Directory Usage	16%
Procedures and Reading Comprehension	14%
Map Reading	10%
Filing	5%
Log Sheet	27%
TOTAL	100%

Coding

This section is designed to evaluate your ability to read and comprehend materials such as manuals, procedure sheets, and instructions. This skill is used in talking on police radio frequencies, and entering, or retrieving, information from computer terminals or from files. You will be given a code corresponding to other information and will be asked to answer multiple-choice questions based on this information.

Interpreting Charts

Much of the report writing done by Police Communications Officers is a matter of gathering or recording information on logs, charts, or forms and compiling this information into a more concise form. This section is designed to test your ability to use and understand forms. You will be given a chart and asked to retrieve information from the chart in answering multiple-- choice questions.

Telephone Directory Usage

This section is designed to evaluate your ability to use directory information. All Police Communications Officers should be able to retrieve necessary information from a directory and be familiar with the basic arrangement and rules of alphabetizing. This section is divided into two groups of multiple-choice questions. In the first group, you are asked to arrange items in the order in which they would appear in the directory. In the second group, you will be given a telephone directory excerpt and asked to retrieve information from the excerpt in answering the multiple-choice questions.

Procedures and Reading Comprehension

This section is designed to test your ability to read and comprehend materials such as manuals, procedure sheets, reports, and instructions. You will be given excerpts from reading material that is very similar to that which must be read by Police Communications Officers. After reading the material you will be asked to answer questions based upon what you have read.

Map Reading

This section tests your ability to understand and use maps. Police Communications Officers are often required to read maps in locating streets, addresses, or intersections, as well as in locating zones in determining which police units to dispatch. You will be given a city map divided into three zones and asked to answer multiple-choice questions based on the information on the map.

Filing

This sections evaluates knowledge of effective filing procedures sufficient to organize and arrange items in numerical, alphabetical, and chronological order, or according to subject matter.

Log Sheet

This section is designed to evaluate your ability to use the information that you have recorded on a form. You will be asked to answer multiple-choice questions based upon the information you have recorded throughout your test on the Log Sheet.

HOW THE TEST IS GRADED

All test papers are graded in Baton Rouge at the Office of State Examiner. Your scores on both parts of the Police Communications Officer exam are statistically combined into a single score. In order to successfully pass the examination and be considered for employment, you must make a score of 75 or above. The scores of all candidates taking the exam will be reported to the Fire and Police Civil Service Board in the jurisdiction where it was given, and the local board will notify you of your grade on the exam. When there is an opening in the Police Department in the jurisdiction, the Fire and Police Civil Service Board will place on an employment list the names of all applicants who have successfully passed the examination. The appointing authority for the Police Department may then fill the vacancy by selecting any one of the names certified to him/her by the board on the employment list.

If you are taking the exam in order to report your score to another jurisdiction, contact the civil service board in the jurisdiction where you wish to work. Find out what their procedure is for accepting scores from another jurisdiction. Also, you will have to complete a separate application for each jurisdiction where you wish to apply. Your score is good for 18 months from the day the civil service board in the jurisdiction giving the exam approves your score. Make copies of your grade letter as you may apply to more than one jurisdiction with your score.

HOW TO USE THIS BOOKLET

You may practice your test-taking skills by answering the sample questions provided in this booklet. If you desire further practice, you may also obtain books from your local library that contain sample civil service test questions. Should you decide to use additional practice material, it would be most beneficial to practice on the questions that are similar to the sample questions in this booklet. For example, it would be helpful to practice reading comprehension questions or alphabetizing exercises, but English questions would not particularly help you to prepare for this exam.

HOW TO USE THE SPECIAL ANSWER SHEET

You will record your answers on a separate answer sheet rather than directly into the test booklet. A sample answer sheet has been provided at the back of this booklet. You may wish to detach all of the practice materials at this time so that you may look at them as you read these directions. Prior to the examination, you will be given detailed instructions on how to fill in the required information on the answer sheet. The front side of the answer sheet contains personal information such as your name and social security number as well as information about the jurisdiction. You must follow the examiner's directions exactly so that your responses may be correctly scanned into the computer.

Some of the information requested on the answer sheet requires that you print information in blocks. After you have printed the required information in the blocks, you must also fill in the oval in the vertical column below each block which corresponds to the letter or number in the block. The first row of boxes is for your name. In the example, John E. Smith entered his name in the boxes by placing one letter in each box, while skipping a space (block) between each name or initial. Once his name was correctly printed in the boxes, the oval corresponding to that letter in the column below was filled in.

2. Budget Your Time.

Before you begin the test look it over and decide how much time you can spend on each section. Do not waste much time trying to answer the questions you find hard, since this may not leave you enough time to do the easier ones. All questions are counted the same. That means you get the same credit for correctly answering the easy questions as you do for answering the hard questions. Therefore, answer the easier ones first, then go back to the harder ones if you have the time. The Examiner will notify you after you have been working for one hour and when the exam time has 15 minutes remaining. Use this to help pace yourself.

3. Read the Question Carefully.

Read all of the questions carefully. Do not assume to know what a question is asking after reading the first few words. Read the entire question then all of the possible answer choices. Your task is to pick out the best answer. You cannot pick out the best answer until you know all of the choices, so read them all.

4. Set Aside Wrong Choices.

If you are not sure which answer is correct, eliminate the ones you know are wrong. If you can narrow down the number of choices, you will increase the chances of answering the question correctly.

5. Answer All Questions.

Your test score will be based upon the number of questions you answer correctly. As you will not be penalized for guessing, you should mark an answer to each question. Even if you are not absolutely sure of the right answer, take a guess.

6. Check Your Answer Sheet Often.

The questions on the answer sheet are in columns. Look over the answer sheet before beginning the test. If you have any questions, ask the Examiner before you start. While taking the test, check your answer sheet every few questions to be sure that you are using the right number to mark your answer. Be particularly careful if you skip questions.

7. Do Not Write in the Test Booklet.

Scratch paper will be provided. You may do any figuring or make any notes on the blank scratch sheet of paper provided with the examination materials. Do not mark in the test booklet or make stray marks on your answer sheet.

8. Do Your Own Work.

Rely on your own ability. Test takers who are caught copying are disqualified. Besides, your neighbor may not know as much as you do.

9. Check Your Work.

After you have answered all of the questions on the test, check your work. Have you answered all the questions you were supposed to? Make sure you have marked the answer sheet properly. When you review the answer sheet, do not look for patterns in the order of answer choices. Tests are not designed to have patterns for correct answers.

SPECIFIC HINTS FOR TAKING THE POLICE COMMUNICATIONS OFFICER TEST

Job Simulation Test

Listen very carefully to the taped instructions. Ask the Examiner if you do not understand any part of the instructions. You should arrange your test materials in front of you so that you may make the best use of your time. Pay very close attention to the recorded messages as you will be graded on information which you record. You will only hear each call one time — it cannot be repeated, so you must record the information as you are listening to the call. After you have handled each call according to the procedures, return to your written test until the next call comes in. If you do miss some of the information in the call, do not panic. Concentrate on recording as much information as you can.

Interpreting Charts

The multiple-choice questions require you to gather certain information from a police officer activity chart. To do this, you may need to complete certain columns or lines of the chart. Use your scratch paper for any computations. Do not write in your test booklet.

Map Reading

You will be given one map which has been divided into three zones to use in taking the Police Communications Officer test. Some of the questions require you to locate buildings, streets, addresses, or intersections. You will also use the same map in locating the addresses of the police calls in the job simulation test so that you may determine the correct police units to dispatch. The directions (north, south, east, and west) are indicated by a legend on the map and the buildings and street names are labeled directly on the map.

Log Sheet

This section of the multiple-choice test requires you to answer questions based on the information you have recorded on the log sheet during the job simulation exercise. It is to your advantage to write legibly and record the information accurately following the procedures that we will give you.

JOB SIMULATION TEST

The next section of this booklet contains information on the job simulation part of the Police Communications Officer examination. Sample calls are included so that you can practice recording information from the calls on the log sheet.

A copy of a log sheet similar to the one you will be using is included in the Practice Materials Section of this booklet. The procedures for recording this information are listed on the log sheet.

On the actual test, you will be given recorded instructions for the job simulation test prior to the start of the examination. Keep in mind that when you take the exam, you will be working on your written test in between the simulated dispatching messages.

INSTRUCTIONS FOR JOB SIMULATION TEST

For the purposes of this test, you are to assume that you are a Police Communications Officer in the City of Urbandale. While you are taking your written test you will be periodically interrupted by taped messages that simulate the kinds of calls received by Police Communications Officers.

After you have heard all of the calls you will be required to answer questions based on the information you have recorded on the log sheet. During the actual test, you will be given specific procedures to follow in recording the information on the Log Sheet. You will also be given the procedures to follow in dispatching police units to the scene. For practice, have someone read the sample calls to you as you record the information on the sample Log Sheet. The procedures for recording the information are listed at the bottom of the Log Sheet.

After you have recorded the information from the calls on the Log Sheet, put the Log Sheet aside and begin answering the questions on the written test. You will need to refer to the Log Sheet in answering the multiple-choice questions in the last section of the written test.

PRACTICE CALLS FOR JOB SIMULATION TEST

(NOTE: For practice, have someone read the following calls to you as you record the information on the Log Sheet.)

CALL #1

CALLER: *"This is Marie Belton, I live at 205 West Peachtree Street. My next-door-neighbor at 215 Peachtree is away for the week, and I noticed someone prowling around the house trying to open one of the garage doors. Could you send someone out?"*

DISPATCHER: *"We'll have a police unit over there immediately, Ms. Belton. The time is 7:06 a.m. "*

CALL #2

CALLER: *"This is Paul Broussard, the principal of Central High School at 500 Florida Street. While we were away for the weekend, someone broke into the building and left the water running in the bathrooms. The halls are flooded on the first floor. Could you send someone out to make a report ? "*

DISPATCHER: *"Someone will be there shortly to make a report. The time is 7:32 a.m. "*

SAMPLE MULTIPLE-CHOICE QUESTIONS

The next section contains practice questions that are very similar to those on the test. You may practice taking the test by marking your answers on the sample answer sheet. A discussion of the correct answers follows after the end of the sample exam.

CODING

INCIDENT LOCATION	F	C	W	D	C	P
ZONE CODE LETTER	t	f	d	w	s	r
FILE NUMBER	3	6	2	7	5	1

Assume that each of the above capital letters is the first letter of a street on which an incident occurs, that the small letter directly beneath the capital letter is the code for the zone in which an incident occurs, and that the number beneath the code letter is the corresponding file number.

FOR EXAMPLE: If you have a traffic accident on Deer Park Drive you would know that the corresponding code letter would be "w" as it is directly under "D", and that the file number is "7".

* * * * *

1. A man who gives his name as Robert C. Smith calls and reports a traffic accident in the 1100 block of Park Drive. The corresponding zone is
 1. l
 2. r
 3. 7
 4. f

2. You need to retrieve the file for an incident which involved a fight which occurred at a bar at 718 Field Street. You would look for file number
 1. t
 2. 6
 3. 3
 4. f

3. Listed below is a series of fire locations. Choose the correct series of code letters that corresponds with the following locations: W, V, D, C.
 1. d, s, f, w
 2. d, s, w, f
 3. s, d, f, w
 4. s, d, w, f

NUMBER OF TRAFFIC ACCIDENTS HANDLED

POLICE UNIT	MON	TUES	WED	THU	FRI	SAT	SUN	TOTAL
"H"	3	N	5	1	3	4	1	
"I"	4	N	N	2	3	1	1	
"J"	N	N	N	1	1	N	1	
"K"	1	2	2	2	2	N	2	
"L"	3	2	2	N	1	4	2	
"M"	N	3	3	1	N	2	2	
"N"	1	1	1	N	4	2	1	
TOTAL								

INTERPRETING CHARTS

DIRECTIONS: The next 3 questions are based on the chart above. The number of traffic accidents handled by each police unit is listed . "N" indicates that the police unit did not handle any traffic accidents that day.

4. Which police unit answered the MOST traffic accident calls this week?

1. H
2. I
3. L
4. N

5. How many times did police unit "L" get dispatched on Saturday?

1. 3
2. 2
3. 1
4. 4

6. Which police unit answered the MOST calls on Wednesday?

1. H
2. K
3. L
4. M

TELEPHONE DIRECTORY

INSTRUCTIONS: Select the answer that corresponds to the correct order in which the items would appear in a directory.

7. A. Santiago, Anthony
B. Santa, J.R.
C. Santamaria, Robert A.

1. B, A, C
2. A, B, C
3. B, C, A
4. C, A, B

8. A. Beasley, David C.
B. Beardon, Fred W.
C. Beam, David R.

1. C, A, B
2. B, A, C
3. A, B, C
4. C, B, A

DIRECTORY USAGE

Foust Terry & Becky 1290 Park Blvd ---	344-2183	Gwin Robert 14328 Bon Dickey Dr -----	261-3354
Foust William Z 1028 Rue De Siree ----	766-9479	Gwin Sarah Allen 9858 Ave G -----	775-4734
Foutch David L 377 Wingate Drive -----	275-4303	Gwin Scott 8939 Jefferson Hwy -----	923-0875
Fouts Edward M 5084 Byron -----	355-9655	Gwyn S H 4536 McClelland Ct -----	344-1532
Fowble Kathy 810 Aster -----	343-4353	Gwyn Stuart C 4155 Essen Ln -----	925-0637
FOWLER ASSOC INTERNATIONAL INC		Gyan E A 11888 Longridge Dr -----	292-1667
1713 Wooddale Blvd -----	926-0547	Gyan Joseph A 11860 Millburn Dr -----	275-8929
Fowler B D 3114 Drusilla Ln -----	923-0233	Gymnastics Work Shop	
Fowler Bobby R 3114 Drusilla Ln -----	927-4062	800 Government -----	344-8959
Fowler Dale 424 Cypress Dr. Baker ----	774-7033	Hagan Lowell C 2729 Day Baker -----	775-6777
Fowler Douglas 1925 N 3rd -----	387-5335	Hagan Margie 14595 Florida Blvd -----	275-5596
Fowler Edgar A 10090 Big Bend Av -----	275-7777	Hagan R H 1317 Mississippi Av -----	775-5554
Fowler George 422 Sherwood Forest Blvd ---	272-5046	Hagan Sonny 1012 Sherron Bkr -----	775-2785
Fowler Gerald 3157 Truman Baker -----	774-1885	Hagan Thomas G 1112 Colonial Dr -----	927-6010
Fowler Gertrude & Gloria 3418 Dalton -----	357-1221	Hagan Thomas H 1033 Daventry Dr -----	769-0923
Fowler H B & Co		Hagan Wayne L 1188 Longridge Dr -----	292-2673
See Williams-McWilliams		Hagan Wendell 12474 Wedgewood Dr ----	775-6285
Company Inc		Hagar Arthur A 13319 Avants Av -----	272-3010

Use the telephone directory above to answer the next 2 questions.

9. The telephone number for Gymnastics Workshop is

1. 356-2775
2. 766-8206
3. 927-6010
4. 344-8959

10. The address for Gloria Fowler is

1. 13336 Avant Ave
2. 3418 Dalton
3. 8965 Tallyho Av
4. 7061 Albany Dr

PROCEDURES/READING COMPREHENSION

STANDARD TEN CODES

10-41	Beginning tour of duty
10-42	Ending tour of duty
10-43	Information
10-44	Request permisison to leave patrol ____ for ____
10-45	Animal carcass in _____ at _____
10-46	Assist motorist
10-47	Emergency road repairs needed
10-48	Traffic standard needs repair
10-49	Traffic light out
10-50	Accident - F, PI, PD
10-51	Wrecker needed
10-52	Ambulance needed
10-53	Road blocked
10-54	Livestock on highway
10-55	Intoxicated driver

Use the list of Standard 10 Codes (not necessarily in use now) to answer the following questions.

11. An officer on patrol notices a dangerous break in concrete in a heavy traffic area. His signal to indicate this would be

1. 10-43
2. 10-47
3. 10-53
4. 10-54

12. An officer at the scene of a traffic accident is requesting a tow truck. The correct signal is

1. 10-46
2. 10-51
3. 10-52
4. 10-54

FILING

13. Select the name which would be filed LAST if the names were in correct alphabetical order. Then, blacken in your choice on the answer sheet.

1. Ernie P. Jones
2. Ernest C. Jenkins
3. Erma T. Jones
4. Ernest G. James

14. In order to answer the question, it will be advisable for you to arrange these items in alphabetical order on your scratch paper.

wedges	blocks	plates	bolts	blades
cables	helmets	plasma	plaster	unions
valves	brushes	blankets	pipes	pliers

If the items in the above list were arranged in alphabetical order, the second item on the list would be

1. blades.
2. blocks.
3. blankets.
4. bolts.

MAP READING

Answer the following questions based upon the map included with your practice materials.

15. The police station is in which direction from Central High School?

1. Southeast.
2. Southwest.
3. Northeast.
4. Northwest.

16. Which street is on the south side of the Court House?

1. West Peachtree Street.
2. West Main Street.
3. Third Avenue.
4. Fifth Avenue.

LOG SHEET

Answer the following questions based upon the information you have recorded on your Log Sheet. Do not include the sample call in deciding upon your answers. The questions are based only on the calls you have recorded on the Log Sheet.

17. The name of the person who called to report a prowler at 215 West Peachtree Street was

1. Paul Broussard.
2. Marie Belton.
3. Paul Belton.
4. Marie Broussard.

18. What was the nature of the call at 7:32 A.M.?

1. Prowler.
2. Stolen car.
3. Vandalism.
4. Robbery.

END OF SAMPLE EXAM

The next section of this booklet contains the correct answers and explanations to both parts of the examination.

CORRECT ANSWERS TO THE POLICE COMMUNICATIONS OFFICER PRACTICE EXAM

CODING

1. **Correct answer is #2.**

The street location of the accident is Park Drive. The first letter of a street on which an incident occurs is the Incident Location code (P). The corresponding zone is "r" which is the small letter directly beneath the capital letter.

2. **Correct answer is #3.**

The first letter of the street on which the fight occurred is "F" which is the Incident Location Code. Locate the Incident Location Code (F) and follow the column down. The Zone Code Letter is listed next and the File Number is listed last in the column (3).

3. **Correct answer is #2.**

Find each Incident Location Code letters (capital letters) on the list. The small letter directly beneath each capital letter is the Zone Code Letter. The Zone Code Letter for W is d, for V is s, for D is w and for C is f. Thus, the correct series of Code Letters is d, s, w, f.

INTERPRETING CHARTS

4. **Correct answer is #1.**

Use your scratch paper to add up the calls on the chart for each Police Unit. By doing this, you will find that Police Unit "H" answered the most calls the week with seventeen calls.

5. **Correct answer is #4.**

Locate Police Unit "L" on the chart and follow the line for that unit across to "SAT" where you will find "4" listed as the number of times Police Unit "L" was dispatched on Saturday.

6. **Correct answer is #1.**

Find the column for Wednesday by scanning the top of the chart. Under the "WED" column, you will find that Police Unit "H" answered the most calls on Wednesday with five calls answered.

TELEPHONE DIRECTORY

7. **Correct answer is #3.**

By using the basic rules of alphabetizing, the correct order of the items would be : Santa, JR; Santamaria, Robert A; and Santiago, Anthony. The answer choice which corresponds to this correct order is #3: B, C, A.

8. Correct answer is #4.

The correct order for these items would be: Beam, David R.; Beardon, Fred W.; and Beasley, David C.
The answer choice which corresponds to this correct order is #4: C, B, A.

DIRECTORY USAGE

9. Correct answer is #4.

Use the telephone directory excerpt to find the first word of the business. After finding "Gymnastics" in the second column, look to the right and find the number.

10. Correct answer is #2.

Find the last name of Fowler in the first column. Look through the first names until you find the name Gloria. The address follows the name.

PROCEDURES/READING COMPREHENSION

11. Correct answer is #2.

By consulting the list of Standard Code 10 radio signals, you will find that the appropriate signal to use for indicating a dangerous break in the concrete would be "10-47. This signal means that emergency road repairs are needed.

12. Correct answer is #2.

By consulting the list of Standard Code 10 radio signals, you will find that the appropriate signal to use for when requesting a tow truck is "10-51". This signal indicates that a wrecker is needed.

FILING

13. Correct answer is #1.

Ernie Jones would be filed last.

14. Correct answer is #3.

It would be the second item on the list if the items in the words were arranged in alphabetical order.

MAP READING

15. **Correct answer is #4.**

The direction indication arrows are located at the bottom right side of the map. Locate the Police Station and Central High School on the map. By referring to the direction arrows, you can determine that the Police Station is northwest of Central High School.

16. **Correct answer is #2.**

Find the Court House on the map. Notice that it occupies a four block area bound by Third Avenue, Fifth Avenue, West Main Street, and West Peachtree Street. By using the direction indicator arrows at the bottom right of the map, you will find that West Main Street is the street on the south side of the building.

LOG SHEET

17. **Correct answer is #2.**

Column 1 is where the name of the caller is to be recorded. From the information given to you in the call, you should have "Marie Belton" listed as the name of the person who called to report a prowler.

18. **Correct answer is #3.**

Column 2 is where the nature of the call is to be recorded. Column 4 is where you record the time. Find the time for the call in the question (7:32 A.M.) and trace it back to column 3 and you will find that the nature of the call was "vandalism."

POLICE COMMUNICATIONS OFFICER PRACTICE MATERIALS

NOTE: Remove all of the following pages from the booklet for use when answering the practice questions.

P7 0196 -E2030- 12

TEST NAME (CLASSIFICATION)												
A	A	A	A	A	A	A	A	A	A	A	A	I
B	B	B	B	B	B	B	B	B	B	B	B	II
C	C	C	C	C	C	C	C	C	C	C	C	III
D	D	D	D	D	D	D	D	D	D	D	D	IV
E	E	E	E	E	E	E	E	E	E	E	E	V
F	F	F	F	F	F	F	F	F	F	F	F	1
G	G	G	G	G	G	G	G	G	G	G	G	2
H	H	H	H	H	H	H	H	H	H	H	H	3
I	I	I	I	I	I	I	I	I	I	I	I	4
J	J	J	J	J	J	J	J	J	J	J	J	5
K	K	K	K	K	K	K	K	K	K	K	K	6
L	L	L	L	L	L	L	L	L	L	L	L	7
M	M	M	M	M	M	M	M	M	M	M	M	8
N	N	N	N	N	N	N	N	N	N	N	N	9
O	O	O	O	O	O	O	O	O	O	O	O	10
P	P	P	P	P	P	P	P	P	P	P	P	11
Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	12
R	R	R	R	R	R	R	R	R	R	R	R	13
S	S	S	S	S	S	S	S	S	S	S	S	14
T	T	T	T	T	T	T	T	T	T	T	T	15
U	U	U	U	U	U	U	U	U	U	U	U	16
V	V	V	V	V	V	V	V	V	V	V	V	17
W	W	W	W	W	W	W	W	W	W	W	W	18
X	X	X	X	X	X	X	X	X	X	X	X	19
Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	20
Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	Z	21

TEST ANSWERS (1-192)																									
1	1	2	3	4	5	49	1	2	3	4	5	97	1	2	3	4	5	145	1	2	3	4	5		
2	1	2	3	4	5	50	1	2	3	4	5	98	1	2	3	4	5	146	1	2	3	4	5		
3	1	2	3	4	5	51	1	2	3	4	5	99	1	2	3	4	5	147	1	2	3	4	5		
4	1	2	3	4	5	52	1	2	3	4	5	100	1	2	3	4	5	148	1	2	3	4	5		
5	1	2	3	4	5	53	1	2	3	4	5	101	1	2	3	4	5	149	1	2	3	4	5		
6	1	2	3	4	5	54	1	2	3	4	5	102	1	2	3	4	5	150	1	2	3	4	5		
7	1	2	3	4	5	55	1	2	3	4	5	103	1	2	3	4	5	151	1	2	3	4	5		
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11	1	2	3	4	5	59	1	2	3	4	5	107	1	2	3	4	5	155	1	2	3	4	5		
12	1	2	3	4	5	60	1	2	3	4	5	108	1	2	3	4	5	156	1	2	3	4	5		
13	1	2	3	4	5	61	1	2	3	4	5	109	1	2	3	4	5	157	1	2	3	4	5		
14	1	2	3	4	5	62	1	2	3	4	5	110	1	2	3	4	5	158	1	2	3	4	5		
15	1	2	3	4	5	63	1	2	3	4	5	111	1	2	3	4	5	159	1	2	3	4	5		
16	1	2	3	4	5	64	1	2	3	4	5	112	1	2	3	4	5	160	1	2	3	4	5		
17	1	2	3	4	5	65	1	2	3	4	5	113	1	2	3	4	5	161	1	2	3	4	5		
18	1	2	3	4	5	66	1	2	3	4	5	114	1	2	3	4	5	162	1	2	3	4	5		
19	1	2	3	4	5	67	1	2	3	4	5	115	1	2	3	4	5	163	1	2	3	4	5		
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22	1	2	3	4	5	70	1	2	3	4	5	118	1	2	3	4	5	166	1	2	3	4	5		
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24	1	2	3	4	5	72	1	2	3	4	5	120	1	2	3	4	5	168	1	2	3	4	5		
25	1	2	3	4	5	73	1	2	3	4	5	121	1	2	3	4	5	169	1	2	3	4	5		
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45	1	2	3	4	5	93	1	2	3	4	5	141	1	2	3	4	5	189	1	2	3	4	5		
46	1	2	3	4	5	94	1	2	3	4	5	142	1	2	3	4	5	190	1	2	3	4	5		
47	1	2	3	4	5	95	1	2	3	4	5	143	1	2	3	4	5	191	1	2	3	4	5		
48	1	2	3	4	5	96	1	2	3	4	5	144	1	2	3	4	5	192	1	2	3	4	5		

BOOKLET NUMBER					
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2	2	2	2	2	2
3	3	3	3	3	3
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9	9	9	9	9	9

TEST DATE					
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6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9

NAME:

SCRATCH PAPER

POLICE DISPATCHER DAILY LOG SHEET

DISPATCHER'S NAME: _____
JURISDICTION: _____
DATE: _____

NAME OF CALLER	ADDRESS	NATURE OF CALL	TIME	ZONE	UNIT ASSIGNED
Henry Allen	375 Main Street	Stolen Car	8:02 A.M.	① ② ③	① ② ③

SAMPLE CALL ONLY - USE ONLY THE INFORMATION YOU RECORD BELOW TO ANSWER QUESTIONS ABOUT THE LOG SHEET

[illegible]

LAKE URBANDEALE

ZONE 2

City Park

Lakeview Apartments

ZONE 1

N. Louisiana Ave.

Second Street

First Street

Fire Station

Parish Library

Farmers' Market

State Avenue

Train Station

ZONE 3

Petrochem Manufacturing Company

Acadiana Farms

LAKE URBANDEALE, IOWA

Stockton Avenue

Fire Station

Peyton Avenue

Tipton Avenue

Havenwood Ave.

Parton Ave.

Pearlree Dr.

200

300

400

500

600

Main Street

W. Crestfield Drive

Lakeview Drive

Park Boulevard

500

600

700

800

900

South Louisiana Avenue

Acadiana Office Building

Parking Lot

Acadiana Avenue

1000

1100

Dixon Apartments

Harper's Department Store

Fire Station

East Crestfield Drive

Lakeview Drive

Farmers' Market

State Avenue

Train Station

Acadiana Farms

Petrochem Manufacturing Company

Jefferson Road

Adkins Road

Hospital and Medical Complex

Nursing Home

CITY OF URBANDEALE

N

E

W

S

For calls in:

ZONE 1
ZONE 2
ZONE 3

You should dispatch:

POLICE UNIT 1
POLICE UNIT 2
POLICE UNIT 3

If **FIRST** unit is 'BUSY,' dispatch:

POLICE UNIT 2
POLICE UNIT 1
POLICE UNIT 1

If **BOTH** units are 'BUSY,' dispatch:

POLICE UNIT 3
POLICE UNIT 3
POLICE UNIT 2