

PRINTABLE STUDY WORKBOOK

5-page guide + 10-page quiz

A focused offline resource for written-exam preparation, dispatch thinking, listening accuracy, and applicant readiness.

HOW TO USE THIS WORKBOOK

- Read the five-page review before beginning the quiz.
- Complete pages 6-15 without checking the answer key.
- Circle multiple-choice answers and write clearly on answer lines.
- Use only the fictional rules printed with each exercise.
- Review mistakes by skill, then practice again with fresh details online.

IMPORTANT

This workbook contains original practice activities created using publicly available information. It does not reproduce secure test questions, predict an official score, or replace instructions from POST or a hiring agency.

CONDENSED GUIDE

Know the structure. Train the skill.

Public descriptions identify 11 exercise formats that draw on verbal, reasoning, memory, and perceptual abilities.

Verbal + reasoning

- Read or listen for stated facts.
- Apply only the supplied rule.
- Separate supported from merely possible.
- Place actions in the required order.

Memory + perceptual

- Group details by person, place, event, and vehicle.
- Compare every character in exact order.
- Reset your method when instructions change.

Eleven public exercise formats

01 Public Safety Bulletin**02** Assigning Field Units**03** Evaluating Facts**04** Setting Priorities**05** Reading Comprehension**06** Sentence Clarity**07** Recalling Facts and Details**08** Call-Taking**09** Oral Directions**10** Checking Coded Information**11** Checking and Listening

A practical four-week loop

01**Baseline**

Learn the format and record why each error happened.

02**Accuracy**

Practice one skill slowly until the method is dependable.

03**Integration**

Combine listening, rules, codes, and timed decisions.

04**Taper**

Review weak areas, confirm logistics, and protect sleep.

ERROR-LOG HABIT

For every miss, name the cause: instruction, attention, memory, rule, note placement, or speed. Choose one correction and prove it with fresh details.

CONDENSED GUIDE

Capture calls without chasing every word

Use a fixed note structure. Important facts should have a predictable place to land while the conversation continues.

FOUR-STEP NOTE METHOD

1

ANCHOR

Location and callback number first.

2

LABEL

Reduce the event to two or three words.

3

CHUNK

Group plates, phones, and descriptions.

4

SEPARATE

People, vehicles, injuries, and hazards on different lines.

FAST LABELS

A = address X = cross street N = name
CALL = event DESC = person VEH =
vehicle PLATE = characters HAZ = risk or
injury

Memory that survives pressure

People

Name, age, clothing, role, direction

Places

Address, business, cross street, district

Vehicles

Color, type, plate, travel direction

Events

What happened, when, status, hazard

PRACTICE CYCLE

Listen once and take notes in real time. Score individual facts. Identify the first detail that was lost. Repeat later with a fresh call so improvement is not memorization.

CONDENSED GUIDE

Decide by rule, not instinct

A realistic-sounding answer is not automatically supported. Extract the rule, classify the facts, and audit the final choice.

NOW?

Active danger or life safety

WHERE?

Exact location and district

WHO?

Police, fire, medical, or multiple

HOW?

Field response or another disposition

WHICH?

Available unit type, status, distance

Facts + priorities

- True: the conclusion must follow.
- False: a fact directly contradicts it.
- Cannot determine: it may be possible, but is not proven.
- For ranked events, mark priority levels, exceptions, and tie-breakers first.

Units + maps

- Locate the event and identify its district.
- Remove busy, unavailable, or wrong-type units.
- Meet every role required by the printed guide.
- Confirm that no required role is missing and no extra unit was added.

Code-checking sequence

01**Chunk**

Use consistent groups.

02**Compare**

Read left to right.

03**Reverse**

Verify from the end.

04**Mark**

Find the first mismatch.

ACCURACY CHECKPOINT

Status first, required type second, location third. Do not choose a unit simply because it looks close. Apply the rule printed for that exercise.

CONDENSED GUIDE

Finish prepared, calm, and precise

Reading, writing, test-day logistics, and interview readiness all benefit from a simple repeatable process.

Reading + sentence clarity

- Identify the passage purpose.
- Point to the sentence that proves the answer.
- Watch pronouns, sequence, qualifiers, and overstatements.
- Choose the wording with the clearest actor, action, time, and place.

Before the written exam

- Re-read agency and official instructions.
- Confirm date, time, location, parking, and identification.
- Sleep, eat, hydrate, and allow extra travel time.
- Do not discuss or reconstruct secure exam content afterward.

During the assessment

- Reset your method when the task changes; listen before touching answers.
- Mark only what the supplied facts and rules support.
- Use brief notes where permitted and compare code strings in exact order.
- Release one difficult item rather than losing the next several.
- Treat a speeded section as a pacing task, not a panic signal.

Hiring and interview readiness



INTERVIEW ANSWER FORMULA

Answer first. Prove it with a truthful example. Explain your actions in sequence. End with the result and what you learned.

NEXT: PRINTABLE QUIZ - PAGES 6-15 | ANSWER KEY - PAGE 16

PRINTABLE QUIZ

Name: _____ Date: _____

Public Safety Bulletin

Read the fictional bulletin once. Place a blank sheet over the dark box, then answer Questions 1-5 without looking back.

FICTIONAL BULLETIN

At 8:25 a.m., Redwood Junction issued a bulletin about a missing 72-year-old, Helen Ortiz. She was last seen at 7:40 a.m. leaving 418 Willow Street in the North District. Helen wore a blue cardigan, gray pants, and white shoes. She may be walking with a small black dog named Pepper. At 8:05 a.m., a witness saw someone matching her description walking east on Market Street toward Harbor Avenue. Callers should not approach if she appears confused near traffic; they should report the location and direction of travel.

1. **What is the missing person's name?**
 - ☐ A Helen Ortiz
 - ☐ B Elena Ortega
 - ☐ C Helen Oliver
 - ☐ D Maria Ortiz
2. **Where was she last seen leaving?**
 - ☐ A 418 Market Street
 - ☐ B 481 Willow Street
 - ☐ C 418 Willow Street
 - ☐ D 418 Harbor Avenue
3. **Which clothing combination is correct?**
 - ☐ A Blue cardigan, gray pants, white shoes
 - ☐ B Gray cardigan, blue pants, black shoes
 - ☐ C Blue jacket, black pants, white shoes
 - ☐ D White cardigan, gray pants, blue shoes
4. **What is the dog's name and color?**
 - ☐ A Pepper, black
 - ☐ B Peanut, tan
 - ☐ C Pepper, gray
 - ☐ D Shadow, black
5. **Which direction was the possible sighting moving?**
 - ☐ A West toward Central Avenue
 - ☐ B East toward Harbor Avenue
 - ☐ C North toward Willow Street
 - ☐ D South toward River Road

MY ERROR REVIEW

First lost detail: _____ Next practice action: _____

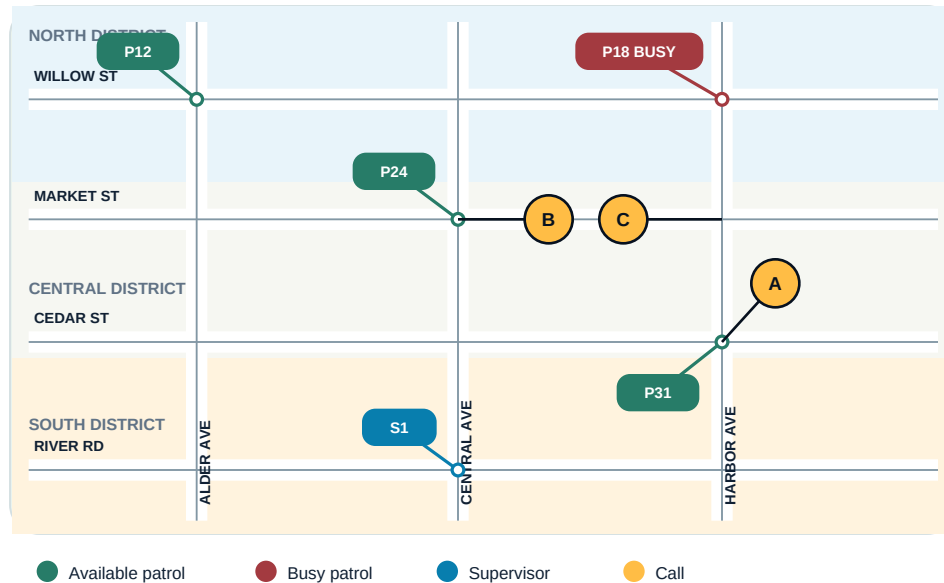
☐ Instructions☐ Missed detail☐ Wrong rule☐ Rushed☐ More practice

PRINTABLE QUIZ

Name: _____ Date: _____

Fictional-town dispatch map

Use only the visible fictional response guide, map districts, unit status, and call facts. Circle one answer for each question.



RESPONSE GUIDE

- POLICE EMERGENCY**
Send 2 available patrols:
1) District patrol
2) Next closest patrol
- ADD SUPERVISOR S1**
Active violence, occupied structure fire, or serious-injury collision.
- NON-EMERGENCY**
Send 1 available district patrol.
Never use a busy unit.
- SERVICE MIX**
Fire: Fire + EMS
Injury collision: Police + Fire + EMS

A Active domestic violence
Cedar & Harbor

B Past vandalism
Market & Central

C Injury collision
Market & Harbor

6. Call A is a police emergency. Which assignment follows the guide?

- ☐ A P31 only
- ☐ B P31 + P24 + S1
- ☐ C P18 + S1
- ☐ D P12 + P18

7. Call B is a non-emergency. Which unit should be sent?

- ☐ A P24
- ☐ B P31
- ☐ C P12 + S1
- ☐ D No unit

8. Which services are required for Call C?

- ☐ A Police only
- ☐ B Fire only
- ☐ C Police + Fire + EMS
- ☐ D EMS only

9. Does Call C require Supervisor S1 under this guide?

- ☐ A Yes, for every injury collision
- ☐ B Yes, only if injuries are described as serious
- ☐ C No collision ever requires S1
- ☐ D No, because S1 is in the South District

MY ERROR REVIEW

- ☐ Instructions
 ☐ Missed detail
 ☐ Wrong rule
 ☐ Rushed
 ☐ More practice

PRINTABLE QUIZ

Name: _____ Date: _____

Evaluating Facts

Mark T if the conclusion must be true, F if a fact contradicts it, or U if it cannot be determined. Use no outside knowledge.

FACTS

1. All priority-one calls require location verification. 2. Some domestic disturbance calls are priority-one calls. 3. No records requests require field response. 4. Every call requiring field response receives an incident number. 5. Some alarm calls require field response.

10. Some domestic disturbance calls require location verification.

- ☐ T Must be true
- ☐ F Contradicted
- ☐ U Cannot be determined

11. All domestic disturbance calls are priority-one calls.

- ☐ T Must be true
- ☐ F Contradicted
- ☐ U Cannot be determined

12. No records requests receive an incident number.

- ☐ T Must be true
- ☐ F Contradicted
- ☐ U Cannot be determined

13. Some alarm calls receive an incident number.

- ☐ T Must be true
- ☐ F Contradicted
- ☐ U Cannot be determined

14. Every call receiving an incident number requires field response.

- ☐ T Must be true
- ☐ F Contradicted
- ☐ U Cannot be determined

MY ERROR REVIEW

Do not reverse an if-then relationship. Name the exact fact that supports your answer.

- ☐ Instructions
- ☐ Missed detail
- ☐ Wrong rule
- ☐ Rushed
- ☐ More practice

PRINTABLE QUIZ

Name: _____ Date: _____

Setting Priorities

Rank each set from highest to lowest using the fictional rules. Within the same code, the earlier received time comes first.

FICTIONAL PRIORITY RULES

Code 1: immediate threat to life, active violence, or occupied structure fire. Code 2: crime in progress, unoccupied fire or property at immediate risk, stable injury, or missing vulnerable person. Code 3: completed incident with no suspect present or routine assistance.

15. 1) Child choking; 2) Person forcing a store door now; 3) Past vandalism, suspect gone

☐ A 1, 2, 3
☐ B 2, 1, 3
☐ C 2, 3, 1
☐ D 3, 1, 2

16. 1) Confused older adult missing; 2) Parked car blocking driveway; 3) Neighbor threatening caller with a knife now

☐ A 3, 1, 2
☐ B 1, 3, 2
☐ C 3, 2, 1
☐ D 2, 1, 3

17. All Code 2: 1) Shoplifting at 9:06; 2) Stable-injury bicycle collision at 9:02; 3) Burglary in progress at 9:04

☐ A 1, 2, 3
☐ B 2, 1, 3
☐ C 2, 3, 1
☐ D 3, 2, 1

18. 1) Unoccupied vehicle actively burning; 2) Question about a permit; 3) Apartment smoke with resident believed inside

☐ A 1, 3, 2
☐ B 3, 1, 2
☐ C 3, 2, 1
☐ D 2, 1, 3

MY ERROR REVIEW

Write each code first. Rank the codes. Use time only to break a tie within one code.

☐ Instructions☐ Missed detail☐ Wrong rule☐ Rushed☐ More practice

PRINTABLE QUIZ

Name: _____ Date: _____

Reading Comprehension

Read the passage and select the answer most directly supported by the text. Do not add assumptions.

PASSAGE

Emergency call-takers often confirm the location early because a disconnected call may leave responders with only a starting point. Wireless-location tools can help, but they may identify an approximate area rather than an exact room or apartment. Short questions asked one at a time are usually easier for a distressed caller to answer. If remaining at the scene creates danger, the caller should move to safety and call back if necessary. A call-taker should avoid promising a precise arrival time because unit availability and conditions can change.

19. Why is location often confirmed early?
- ☐ A To shorten every call
 - ☐ B To provide a starting point if the call disconnects
 - ☐ C Wireless location is always exact
 - ☐ D To test whether the caller is truthful
20. What limitation of wireless location is stated?
- ☐ A It may show only an approximate area
 - ☐ B It never works
 - ☐ C It always includes an apartment
 - ☐ D It replaces direct questions
21. Which questioning style does the passage recommend?
- ☐ A Several long questions together
 - ☐ B Questions about motive first
 - ☐ C Short questions, one at a time
 - ☐ D Only yes-or-no questions
22. What should a caller do when staying creates danger?
- ☐ A Remain until a unit arrives
 - ☐ B Follow the event from a distance
 - ☐ C Move to safety and call back if needed
 - ☐ D Stop sharing information permanently
23. Why should a precise arrival time not be promised?
- ☐ A Responders never estimate
 - ☐ B Unit availability and conditions can change
 - ☐ C The caller may leave
 - ☐ D It makes calls longer

MY ERROR REVIEW

Underline the exact sentence that proves each answer before checking the key.

☐ Instructions☐ Missed detail☐ Wrong rule☐ Rushed☐ More practice

PRINTABLE QUIZ

Name: _____ Date: _____

Sentence Clarity

Choose the sentence that states the actor, action, time, and meaning most clearly.

24. Which sentence is clearer?

- ☐ A After speaking with the neighbor, the officer told dispatch she saw the suspect.
- ☐ B The officer told dispatch that the neighbor saw the suspect.

25. Which sentence is clearer?

- ☐ A At 9:14 p.m., the caller reported that the alarm began five minutes earlier.
- ☐ B At 9:14 p.m., five minutes earlier, the caller reported the alarm began.

26. Which sentence is clearer?

- ☐ A The red truck struck the sedan while it was backing out.
- ☐ B While the red truck was backing out, it struck the sedan.

27. Which sentence is clearer?

- ☐ A Dispatch sent Unit 12 to Oak Street, which arrived two minutes later.
- ☐ B Unit 12 arrived on Oak Street two minutes after dispatch sent it there.

28. Which sentence is clearer?

- ☐ A Before ending the call, the dispatcher repeated the address to confirm it.
- ☐ B Before it ended, the address was repeated by the dispatcher to confirm the call.

MY ERROR REVIEW

Check the actor, action, time, place, pronouns, and modifier placement.

☐ Instructions☐ Missed detail☐ Wrong rule☐ Rushed☐ More practice

PRINTABLE QUIZ

Name: _____ Date: _____

Call-Taking Note Capture

Partner mode: have someone read each fictional call aloud once while you take notes. Solo mode: read it once, cover it, and answer. Minor spelling differences are acceptable when meaning is clear.

CALL 1

My name is Marcus Lee. I am at 725 Cypress Avenue, apartment 3C. A man in a red sweatshirt is trying car doors in the rear parking lot. He has a silver bicycle and is moving toward Central Avenue. My callback is 209-555-0148.

29. Write the caller's name, complete location, and callback number.

30. Describe the activity, person, vehicle/object, and direction of travel.

CALL 2

I am Priya Shah at Silver Leaf Pharmacy, 980 Meadowview Court. A white sedan struck a bicyclist at the east driveway. The bicyclist is awake but bleeding from the forehead. The car stayed here. Its plate is 8KJL219.

31. Write the caller's name, business, and address.

32. Write the collision details, injury/status, vehicle description, and plate.

MY ERROR REVIEW

Score individual facts, not writing style. Record the first fact you lost.

☐ Instructions☐ Missed detail☐ Wrong rule☐ Rushed☐ More practice

PRINTABLE QUIZ

Name: _____ Date: _____

Direction Sequence Recall

Partner mode: have someone read the sequence aloud once. Solo mode: read it once and cover it. Then answer Questions 33-36 in order.

DIRECTION SEQUENCE

First, contact tow operator Elena Park and tell her to stage at the east gate of 410 Arbor Way. Second, notify Supervisor Grant that the blue pickup has plate 7NRQ318. Third, call the property owner, Martin Cole, at 209-555-0172. Finally, record case number RJ-260904 before ending the task.

33. What is the first task?

- ☐ A Notify Supervisor Grant
- ☐ B Contact tow operator Elena Park
- ☐ C Call Martin Cole
- ☐ D Record the case number

34. Where should the tow operator stage?

- ☐ A West gate of 410 Arbor Way
- ☐ B East gate of 410 Harbor Way
- ☐ C East gate of 410 Arbor Way
- ☐ D Rear lot of 401 Arbor Way

35. Which plate should be given to Supervisor Grant?

- ☐ A 7NRQ318
- ☐ B 7NRO381
- ☐ C 7NRQ381
- ☐ D 7MRQ318

36. What is the final task?

- ☐ A Call the property owner
- ☐ B Record RJ-260904
- ☐ C Notify the supervisor
- ☐ D Release the tow operator

MY ERROR REVIEW

Write the action verb first, then attach the person, place, identifier, and order.

☐ Instructions☐ Missed detail☐ Wrong rule☐ Rushed☐ More practice

PRINTABLE QUIZ

Name: _____ Date: _____

Checking Coded Information

Compare each TARGET with the RECORD. Mark M for an exact match or N for no match. Check every character and its position.

ITEM	TARGET	RECORD	M / N	
37	8KJL219	8KJL219	☐ M	☐ N
38	7NRQ318	7NR0318	☐ M	☐ N
39	RJ - 260904	RJ - 260904	☐ M	☐ N
40	5MNB602	5MNB620	☐ M	☐ N
41	2095550148	2095550148	☐ M	☐ N
42	P24 - CEDAR	P24 - CEDER	☐ M	☐ N
43	AL7B - 091	AL7B - 091	☐ M	☐ N
44	3CX - 18S0	3CX - 1850	☐ M	☐ N

MY ERROR REVIEW

Watch for O/O, 1/I, 5/S, 8/B, transposed digits, hyphens, and one-letter changes.

☐ Instructions☐ Missed detail☐ Wrong rule☐ Rushed☐ More practice

PRINTABLE QUIZ

Name: _____ Date: _____

Mixed Five-Minute Challenge

Use the information printed with each item. This page mixes rule application, detail checking, note strategy, and applicant readiness.

45. A rule says every occupied structure fire requires a supervisor. This call is an occupied structure fire. What follows?
- ☐ A A supervisor is required
 - ☐ B A supervisor is never required
 - ☐ C Cannot be determined
 - ☐ D Only police may respond
46. Which note should be written first when a distressed caller gives all details rapidly?
- ☐ A Caller opinion
 - ☐ B Usable location and callback
 - ☐ C Full sentences
 - ☐ D A promised arrival time
47. True or False: Knowing that some alarm calls require field response does not prove that all alarm calls require field response.
- ☐ A True
 - ☐ B False
48. Which code pair is an exact match?
- ☐ A 6TRP119 / 6TRP191
 - ☐ B 8KJL219 / 8KJL219
 - ☐ C 7NRQ318 / 7NRO318
 - ☐ D 5MNB602 / 5MNB620
49. Which sentence is clearest?
- ☐ A After it arrived, dispatch sent Unit 8 to Pine Street.
 - ☐ B Unit 8 arrived on Pine Street after dispatch sent it there.
 - ☐ C It was sent there and arrived after it.
 - ☐ D Pine Street arrived after Unit 8 was sent.
50. Which test-day choice best protects performance?
- ☐ A Skip instructions to save time
 - ☐ B Stay up late doing one last full test
 - ☐ C Confirm logistics, sleep, and reset your method for each section
 - ☐ D Discuss remembered secure questions afterward

MY ERROR REVIEW

Most hesitant skill: _____ One next practice action: _____

☐ Instructions☐ Missed detail☐ Wrong rule☐ Rushed☐ More practice

ANSWER KEY

Check the method, not only the score

Questions 1-50. Written items earn 1 point when all listed facts are captured, 0.5 when most are captured, and 0 when key facts are missing.

Objective answer key

1 A Helen Ortiz	13 T some field responses	25 A clear time order	40 N last digits 02 vs 20
2 C 418 Willow St	14 U reverse not proven	26 B clear vehicle action	41 M exact
3 A blue / gray / white	15 A Code 1, 2, 3	27 B clear subject	42 N A differs from E
4 A Pepper, black	16 A knife, missing, routine	28 A clear actor and object	43 M exact
5 B east toward Harbor	17 C 9:02, 9:04, 9:06	33 B contact Elena Park	44 N letter S vs number 5
6 B P31 + P24 + S1	18 B occupied, property, routine	34 C east gate, 410 Arbor	45 A rule applies
7 A P24	19 B starting point	35 A 7NRQ318	46 B anchor facts
8 C Police + Fire + EMS	20 A approximate area	36 B record RJ-260904	47 A some does not prove all
9 B only if serious	21 C short, one at a time	37 M exact	48 B exact string
10 T must follow	22 C move to safety	38 N Q differs from O	49 B clear actor and action
11 U some does not mean all	23 B conditions can change	39 M exact	50 C prepared and rested
12 U number rule is one-way	24 B clear observer		

Written call-taking fact checklists

29 Caller + contact ☐ Marcus Lee ☐ 725 Cypress Ave, Apt 3C ☐ 209-555-0148	30 Activity + description ☐ Trying car doors ☐ Red sweatshirt ☐ Silver bicycle ☐ Toward Central Ave
31 Caller + business ☐ Priya Shah ☐ Silver Leaf Pharmacy ☐ 980 Meadowview Court	32 Collision + status ☐ White sedan struck bicyclist ☐ East driveway ☐ Bicyclist awake ☐ Forehead bleeding ☐ Sedan remained ☐ Plate 8KJL219

Category tracker

Recall 1-5: ____/5	Units 6-9: ____/4	Logic 10-14: ____/5	Priorities 15-18: ____/4	Reading 19-23: ____/5
Clarity 24-28: ____/5	Call-taking 29-32: ____/4	Directions 33-36: ____/4	Codes 37-44: ____/8	Mixed 45-50: ____/6

YOUR NEXT STEP

Workbook score: ____ / 50 Call-taking facts: ____ / 16 Lowest category: _____

Practice that category online with fresh details. This workbook score is not an official POST score or hiring prediction.