

The 911 Call Taking event simulates the high-stress environment of emergency telecommunications. Competitors will handle a high-priority law enforcement call, gathering crucial information and maintaining call taker composure while multitasking.

Entry Requirements

- Competitors in this event compete individually, not as a team.
- Chapters can only register 3 individuals to compete.

Materials

Competitors can/should provide the following materials. Competitors are only permitted to bring in the below materials to the competition. TPSA does not provide the below materials.

Competitor Provided Materials

- **Photo Identification:** Reference the rulebook (<https://tpsa.info/rulebook>) for details.

Supplemental Documents

- [Call Sheet](#)

Procedures and Timeline

- **Check In (10 min Time Limit):** Competitors must check in to their event at their designated **check-in time**. Competitors that arrive **ten (10) minutes** after their designated check-in time will be marked as no-shows and not be allowed to compete out of respect for the time commitment made by our Judges and Volunteers.
- **Pre-Event Briefing (5 min Time Limit):** After check-in, Competitors will be guided to the designated event area. Once there, the Moderator will provide a comprehensive briefing, detailing the event's instructions, rules, and procedures. This briefing ensures that each Competitor is well-informed and prepared for the subsequent stages of the competition.
- **Roleplay (10 min Time Limit)**
 1. The competitor will use a provided computer with a preloaded call sheet to answer an emergency call.
 2. The room moderator will set a timer for ten (10) minutes and call "start", at which time the simulated emergency call will begin.
 3. The competitor will simulate radio communication with the responding officers throughout the event, no actual radios will be utilized.
 3. The room moderator will give a visual two (2) minute warning to the competitors.
 4. The moderator will call "time" when the ten (10) minute timer sounds, Competitors will only be judged in their performance within the time limit.
- **Evaluation and Scoring (5 min Time Limit):** After the completion of the event, the judges will convene to assess each competitor's/team's performance based on a standardized rubric. This stage is conducted without the presence of the competitors. Judges will evaluate the criteria outlined in the rubric to ensure a fair and objective scoring process. Once all assessments are finalized, scores will be recorded for each competitor/team.

Professional Dress Guidelines

To secure professionalism points, competitors should dress in attire that accurately reflects what professionals in the respective public safety careers would wear while performing the tasks associated with the event. Competitors are also expected to consult and follow the professional dress guidelines in the rulebook to qualify for points. Additionally, participation is contingent upon meeting all prescribed safety protocols.

Safety Protocols

- **Jewelry:** Rings must feature a continuous, even, and unadorned exterior surface. Necklaces must not be visible from the outside of the uniform. Bracelets may not be worn. If competitors have piercings beyond a single stud in each ear, they must cover these additional piercings with band-aids or wear clear studs to maintain a professional appearance.
- **Fingernail Length:** Competitors' fingernails shall not extend past the tip of the finger and shall be free of any/all adornments. Color is not a factor.
- **Shirt Sleeves:** If Long sleeve shirts are worn, they shall fit closely at the wrist and not extend past the wrist.

Criteria	Unattempted	Unsatisfactory	Satisfactory	Proficient	Exemplary	Points
Call Documentation						
Multi-tasking The competitor will input Information into the call sheet, while receiving it over the phone, while also conversing and questioning for more information.	0 The competitor did not demonstrate the required elements.	1 The competitor demonstrated their ability to multi-task for less than half of the event.	2 The competitor demonstrated their ability to multi-task for at least half of the event.	3 The competitor demonstrated their ability to multi-task for at least three quarters of the event.	4 The competitor demonstrated their ability to multi-task for the entire event.	
Call Sheet Knowledge The competitor demonstrates a working knowledge of the call sheet by placing all pieces of information provided by the caller in the correct fields. The competitor does not leave any fields blank on the call sheet.	0 The competitor did not use the call sheet.	1 The competitor did not demonstrate a working knowledge of the call sheet by failing to place multiple pieces of information in the correct field and/or the competitor typed all information in the narrative portion of the call sheet.	3 The competitor demonstrated a working knowledge of the call sheet by placing all pieces of information in the correct location. The competitor left more than one field blank on the call sheet.	5 The competitor demonstrated a working knowledge of the call sheet by placing all pieces of information in the correct location. The competitor left no more than one field blank on the call sheet.	6 The competitor demonstrated a working knowledge of the call sheet by placing all pieces of information in the correct field. The competitor did not leave any fields blank on the call sheet.	
Information Entry The competitor inputs information accurately, with no spelling or grammatical errors. The information provided is clear, concise, and organized.	0 The competitor did not demonstrate the required elements.	2 The competitor did not enter the information accurately. There are more than 2 spelling or grammar errors present. The information provided was not clear, concise, and organized.	5 The competitor entered information accurately. More than 2 spelling or grammar errors were present and/or the information provided was not clear, concise, and organized.	6 The competitor entered information accurately, with only 1-2 spelling or grammar errors. The information provided is clear, concise, and organized.	8 The competitor entered information accurately, with no spelling or grammatical errors. The information provided is clear, concise, and organized.	

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Keyboarding Fluency The competitor will demonstrate fluent keyboarding skills (able to key information at high rates of speed) throughout the event. This may be demonstrated by typing without watching the fingers, placing the fingers on the home keys before typing, and typing without multiple corrections.	0 The competitor did not demonstrate the required elements.	2 The competitor demonstrated keyboard fluency for less than one half of the event.	3 The competitor demonstrated keyboard fluency for at least half of the event.	4 The competitor demonstrated keyboard fluency for at least three quarters of the event.	5 The competitor demonstrated keyboard fluency for the entire event.	
Telephone Skills						
Timely Dispatch The competitor dispatches law enforcement promptly, ensuring that response times are minimized for urgent situations.	0 The competitor failed to dispatch law enforcement officers.	2 The competitor demonstrated a significant dispatch delay, potentially endangering the safety of those involved.	3 The competitor demonstrated a slight dispatch delay, potentially compromising the effectiveness of the emergency response.	5 The competitor dispatched law enforcement with a minimal delay, however, the delay was not significant enough to impact emergency response.	6 The competitor dispatched law enforcement promptly, ensuring that response times were minimized for urgent situations.	
Communication and Clarity The competitor maintains clear and effective communication with the caller, ensuring that information is gathered accurately and without confusion. Obtains necessary information in a minimum period of time, using sequential method of questioning and recording. Uses the callers name when appropriate.	0 The competitor did not demonstrate any of the required elements.	2 The competitor demonstrated the required elements for less than 50% of the call.	3 The competitor demonstrated the required elements for at least 50% of the call.	4 The competitor demonstrated the required elements for at least 75% of the call.	5 The competitor demonstrated the required elements for 100% of the call.	
Call Control Controls the call with appropriate; voice, tone, word selection, inflection in response to what is said. Restores order in even the most trying situations through use of voice.	0 The competitor did not control the call.	1 Attempted to control the narrative but was unable to do so. Did not use appropriate voice, tone, word selection, and inflection.	4 Attempted to control the narrative and had moments of control but overall did not maintain control over the call. showed moments of appropriate voice, tone, word selection, and inflection.	5 Gained control over the narrative and guided the caller but did not maintain control the entire time. Majority of the call used appropriated voice, tone, word selection, and inflection.	6 Gained control over the narrative, guided the conversation and maintained control during the entire event.Used appropriated voice, tone, word selection, and inflection during the entire call.	

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Determines Location Accurately determines and records the location where officers should respond. (Incident Location)	0 The competitor did not obtain or record location information.	2 The competitor obtained and documented less than 50% of the correct location information.	5 The competitor obtained and documented at least 50% of the correct location information.	6 The competitor obtained and documented at least 75% of the correct location information.	8 The competitor obtained and documented 100% of the correct location information.	
Professional Greeting Promptly (within 1-2 rings) answers the 911 call, provides agency name and inquires about the location of the emergency.	0 The competitor did not answer the 911 call or failed to provide any greeting.	1 Competitor delayed in answering the 911 call, but provided agency name and inquired about the location of the emergency.	2 Competitor promptly answered the 911 call, provided agency name but failed to inquire about location of the emergency.	3 Competitor promptly answered the 911 call without providing agency name but did inquire about the location of the emergency.	4 Competitor promptly answered the 911 call by providing agency name and inquired about the location of the emergency.	
Scene Safety The competitor gathers information regarding scene safety from the caller and relays necessary information to responding officers.	0 The competitor failed to gather any information regarding scene safety from the caller.	2 The competitor gathered information regarding scene safety from the caller and relayed less than 50% of the necessary information to responding officers.	4 The competitor gathered information regarding scene safety from the caller and relayed at least 50% of the necessary information to responding officers.	6 The competitor gathered information regarding scene safety from the caller and relayed at least 75% of the necessary information to responding officers.	8 The competitor gathered information regarding scene safety from the caller and relayed 100% of the necessary information to responding officers.	
Active listening Actively listens to the caller and minimizes question repetition. Allows caller to answer questions without interruption.	0 The competitor did not demonstrate the required elements during the call.	2 The competitor demonstrated the required elements for less than 50% of the call.	3 The competitor demonstrated the required elements for at least 50% of the call.	4 The competitor demonstrated the required elements for at least 75% of the call.	5 The competitor demonstrated the required elements for 100% of the call.	
Decision-making and Safety The competitor makes well-informed decisions regarding the need to keep the caller on the line for safety and information purposes and acts accordingly.	0 The competitor only gathers information and then ends the call. The competitor made no attempt to keep the caller on the line when necessary.	2 The operator consistently made poor decisions, potentially endangering the caller and officers.	3 The operator made some appropriate decisions but hesitated or made errors in judgment, potentially affecting caller safety.	4 The competitor generally made sound decisions but occasionally struggled with prioritization or timing.	5 The competitor made well-informed decisions regarding the need to keep the caller on the line for safety and information purposes and acted accordingly.	

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Weapon Information The Competitor inquires about the presence of weapons at the location and relays necessary information to responding officers.	0 The Competitor did not inquire about the presence of weapons at the location.	2 The Competitor inquired about the presence of weapons at the location and relayed less than 50% of the necessary information to responding officers.	4 The Competitor inquired about the presence of weapons at the location and relayed at least 50% of the necessary information to responding officers.	6 The Competitor inquired about the presence of weapons at the location and relayed at least 75% of the necessary information to responding officers.	8 The Competitor inquired about the presence of weapons at the location and relayed 100% of the necessary information to responding officers.	
Suspect/Victim Info The competitor obtains all pertinent information regarding suspects and/or victims and documents the information on the call sheet. Information may include name, DOB, gender, race, description, current location, injuries.	0 The competitor did not obtain or document any information regarding the suspect(s) and/or victim(s).	2 The competitor obtained less than 50% of the pertinent information regarding suspects and/or victims and documents the information on the call sheet. Information may include name, DOB, gender, race, description, current location, injuries.	4 The competitor obtained at least 50% of the pertinent information regarding suspects and/or victims and documents the information on the call sheet. Information may include name, DOB, gender, race, description, current location, injuries.	6 The competitor obtained at least 75% of the pertinent information regarding suspects and/or victims and documents the information on the call sheet. Information may include name, DOB, gender, race, description, current location, injuries.	8 The competitor obtains all pertinent information regarding suspects and/or victims and accurately documents the information on the call sheet. Information may include name, DOB, gender, race, description, current location, injuries.	
Advises caller of intended response Advises the caller of the intended law enforcement response as questioning continues. The competitor will update response information as necessary.	0 The competitor did not advise the caller of initial intended response or provide updates.	1 The competitor did not advise the caller of the initial intended law enforcement response and only provided response information when prompted by the caller.	2 The competitor advised the caller of the initial intended law enforcement response as they continued questioning. The competitor did not provide any updated response information even though more information should have been given.	3 The competitor advised the caller of the initial intended law enforcement response as they continued questioning. The competitor provided minimal updated response information even though more information should have been given.	4 The competitor advised the caller of the initial intended law enforcement response as they continued questioning. The competitor updated response information as necessary.	
Professionalism						

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Professional Dress Presents a neat, professional appearance in attire consistent with any recognized industry standard for the career and event tasks. Team members reasonably match in color and style.	0 Attire does not reasonably reflect a recognized industry standard for the career and tasks, or team members do not reasonably match.		3 Attire reflects a recognized industry standard, but noticeable issues with neatness or how clothing is worn detract from professional appearance.		5 Appearance is neat and professional. Attire reflects a recognized industry standard, is worn properly, and reasonably matches among team members.	
Professional Behavior Maintains a professional demeanor, stays attentive and engaged, and communicates appropriately for the role and situation throughout the event.	0 Professional demeanor and role-appropriate engagement are not demonstrated.	1 2 Shows limited professional demeanor. Communication or engagement remains too casual or disconnected from the role.	3 Generally presents professionally, but communication, attentiveness, or engagement is inconsistent.	4 Maintains a professional demeanor, stays engaged, and communicates appropriately for the role.	5 Sustains a professional demeanor and attentive engagement throughout. Communicates with tact and adapts appropriately to the people and situation.	
Total Score: _____ / 100 pts						