

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 teams to compete.

Materials

Only the below materials are permitted in the competition.

- **Photo Identification** Reference [the rulebook \(https://tpsa.info/rulebook\)](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 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 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, 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.

Safety Protocols

- **Respect for Safety Regulations** Competitors are expected to adhere to all general safety regulations of the venue and any additional rules provided by the moderators or judges.

Criteria	Unattempted	Unsatisfactory	Satisfactory	Proficient	Exemplary	Points
Call Documentation						
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.	Opts
Multi-tasking The competitor will input information into the callsheet, 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.	Opts
Call Sheet Knowledge The competitor demonstrates a working knowledge of the call sheet by placing all pieces of information 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.	2 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.	6 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.	8 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.	10 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.	Opts
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.	4 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.	Opts
Telephone Skills						
Call Control Controls the caller 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	1 Attempted to control the narrative but was unable to do so. Did not use appropriate voice, tone, word selection, and inflection.	3 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.	4 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.	Opts
Active Listening Actively listened to obtain information. Used the following "verbal Judo" tactics: 1. Deflection 2. Redirection 3. Paraphrasing 4. Verbal deflectors 5. Calibrated Questions	0	1 Used 1 of the 5 tactics	2 Used 2 of the 5 tactics	3 Used 3 of the 5 tactics	5 Used 5 of the 5 tactics	Opts

Criteria	Unattempted	Unsatisfactory	Satisfactory	Proficient	Exemplary	Points
Proper Greeting Proper Greetings: Answers calls with professional greetings (e.g. 911 what is the location of your emergency?) 1. 911 What's your emergency 2. Location of emergency 3. Call back number 4. Caller information (name/dob)	0	1 Completed 1 of the 4 tasks	2 Completed 2 of the 4 tasks	3 Completed 3 of the 4 tasks	4 Completed 4 of the 4 tasks	Opts
Keep Caller On Line The competitor is able to communicate to the caller and has the ability to keep them on the phone through proper communication tactics. Uses the following tactics: 1. Calibrated Questions 2. Tactical Questions 3. Positive Regard 4. Universal Acknowledgement	0	1 Deploys 1 of the 4 tactics	2 Deploys 2 of the 4 tactics	3 Deploys 3 of the 4 tactics	4 Deploys 4 of the 4 tactics	Opts
Instructs Caller When necessary, provide safe directions/ instructions to the caller.	0	1 Does not provide "safe instructions/directions" to the caller.	2 Provided either safe instructions or directions but not both at the inappropriate time.	3 Provided either safe instructions or directions but not both at the appropriate time.	4 Provided both safe instructions and directions at the appropriate time.	Opts
Advises Caller of Response Advised the caller of the intended response and advised possible ETA, even as questioning continues. This is a all or nothing category. The caller must inform the caller officers are en-route multiple times through the call.	0				3 Advised the caller of the intended response and advised possible ETA, even as questioning continues	Opts
Determines Location Accurately and in a timely manner determines the location of the incident. 1. physical address 2. zip code 3. cross street 4. Description of location	0	1 gets little to no information or description o the location.	3 Gets half of the location description	6 Gets the majority of the location description but not all the information	7 Accurately and in a timely manner determines the location of the incident.	Opts
Weapon Information The Competitor obtains if a weapon is involved and the appropriate information on the weapon.	0	1 The competitor gathers wrong information on the weapon and location.	4 The competitor obtains if a weapon is involved but what type of weapon	6 The competitor obtains if a weapon is involved but does not gather all the weapon information.	8 The Competitor obtains if a weapon is involved and the appropriate information on the weapon. Type of weapon Location of weapon	Opts
Suspect/Victim Info The competitor obtains information regarding suspects and/or victims: 1. Name 2. DOB 3. Gender 4. Race 5. Description	0	1 Gathered 1 of the 5 requirements	3 Gathered 2 of the 5 requirements	4 Gathered 3 of the 5 requirements	6 Gathered 5 of the 5 requirements	Opts
Position Performance						

Criteria	Unattempted	Unsatisfactory	Satisfactory	Proficient	Exemplary	Points
Tactical Patience The competitor displays "tactical patience" throughout the call. The competitor does not show frustration or anger with the caller. This is a all or nothing category.	0				8 Competitor displayed control over their emotions and showed "tactical patience"	Opts
Triple "M.E." The competitor displays a verbal judo tactic called "Triple me" 1. Maximum efficiency 2. Maximum effectiveness 3. Minimum effort The competitor was able to gather the information, control the narrative of the call and render an appropriate response to the caller using the 3 tactics above.	0	1 The student did not show any of the triple "me" tactics throughout the call	3 The student attempted to employ triple "me" but was not able to appropriately deploy it.	4 The student attempted to employ triple "me" but was not able to maintain the tactic through out the call.	5 The student employed triple "me" and was able to appropriately deploy it.	Opts
Professionalism						
Dress Code	0 Does not fulfill the dress code requirements.				10 Fulfills the dress code requirements.	Opts
Total Score: 0 /97 pts						