



PUBLIC SAFETY DISPATCHER, CALIFORNIA HIGHWAY PATROL

OPEN STATEWIDE CONTINUOUS FILING ONLINE EXAMINATION

THE STATE OF CALIFORNIA IS AN EQUAL OPPORTUNITY EMPLOYER TO ALL, REGARDLESS OF AGE, ANCESTRY, COLOR, DISABILITY (MENTAL AND PHYSICAL), EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, GENDER, GENDER EXPRESSION, GENDER IDENTITY, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, REPRODUCTIVE HEALTH DECISION-MAKING, SEX (INCLUDES PREGNANCY, CHILDBIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), AND SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

NOTE: Positions exist in the following locations: Bakersfield, Barstow, Bishop, Chico, El Centro, Fresno, Humboldt, Indio, Irvine, Los Angeles, Merced, Monterey, Redding, Sacramento, San Bernardino, San Diego, San Luis Obispo, Stockton, Susanville, Ukiah, Vallejo, Ventura, and Yreka.

FINAL FILING DATE

The Year 2024 Cut-Off Dates Will Be:

- **January 12, 2024**
Testing Dates: March 3, 2024, through March 16, 2024
- **March 4, 2024**
Testing Dates: April 21, 2024, through May 4, 2024
- **April 22, 2024**
Testing Dates: June 9, 2024, through June 22, 2024
- **June 10, 2024**
Testing Dates: July 28, 2024, through August 10, 2024
- **July 29, 2024**
Testing Dates: September 15, 2024, through September 28, 2024
- **September 16, 2024**
Testing Dates: November 3, 2024, through November 16, 2024
- **November 8, 2024**
Testing Dates: December 29, 2024, through January 11, 2025

Applications (STD. 678, Examination / Employment Application, Rev. 12-21 or later) must be **POSTMARKED** no later than the cut-off date. Applications postmarked, personally delivered, received electronically, or received via interoffice mail after the cut-off date will be held for the next administration of the examination.

NOTE: Dates printed on mobile bar codes, such as Quick Response (QR) codes available at the United States Postal Service, are not considered Postmark dates for the purpose of determining timely filing of an application. It is the applicant's responsibility to submit their application on time and to ensure the envelope is postmarked.

HOW TO APPLY

Applications may be submitted electronically. To apply for this examination electronically, you may complete an application through your [CalCareer Account](#), and email in PDF format to PSO-PSD-Testing@chp.ca.gov. Applications must be signed and dated.

NOTE: The application must be electronically received (not postmarked) by Selection Standards and Examinations Section by **11:59 p.m. no later than the cut-off date posted above**.

The following documents comprise a complete application package:

- Examination / Employment Application (STD. 678) – signature and date required <https://jobs.ca.gov/pdf/STD678.pdf>
- California Highway Patrol - Conditions of Employment <https://www.chp.ca.gov/CHPCareersSite/Documents/COE.pdf>

To obtain copies of the Employment Application and Conditions of Employment, go to the links above.

NOTE: Applicants may have only one active application in process at a time.

If you choose to not apply electronically, a hard copy application may be submitted through an alternative method listed below:

Submit applications by mail to:

California Highway Patrol
Selection Standards and Examinations Section
P. O. Box 942898
Sacramento, CA 94298-0001

OR applications may be hand delivered during regular business hours (8:00 a.m. to 5:00 p.m.) to the following location:

California Highway Patrol
Selection Standards and Examinations Section
601 North 7th Street
Sacramento, CA 95811

NOTE: Submission of the Criminal Record Supplemental Questionnaire is not required with applications for examination.

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES (CALHR) OR TO A LOCAL CALIFORNIA HIGHWAY PATROL OFFICE.

FAXED APPLICATIONS WILL NOT BE ACCEPTED. APPLICATIONS POSTMARKED, RECEIVED VIA INTEROFFICE MAIL, OR PERSONALLY DELIVERED AFTER 5:00 P.M. ON THE CUT-OFF DATE WILL BE HELD FOR THE NEXT ADMINISTRATION OF THE EXAMINATION.

NOTE: All application (STD. 678) forms must include: employment history “from” and “to” dates (month/day/year); hours per week; title/job classification; and duties performed. Application (STD. 678) forms received without this information will be rejected. Resúmes or other documents will not be accepted in lieu of a completed application (STD. 678) form.

CONTACT INFORMATION

Examination Services: (916) 843-3820

SPECIAL TESTING ARRANGEMENTS

Applicants with a disability who are requesting special testing arrangements shall mark the appropriate box in item number 10 on the application. Applicants will be contacted to make specific arrangements.

TEST DATE

It is anticipated the examination will be available during the dates listed below:

- March 3, 2024, through March 16, 2024
- April 21, 2024, through May 4, 2024
- June 9, 2024, through June 22, 2024
- July 28, 2024, through August 10, 2024
- September 15, 2024, through September 28, 2024
- November 3, 2024, through November 16, 2024
- December 29, 2024, through January 11, 2025

SALARY RANGE

\$5,101 - \$7,023

NOTE: Public Safety Dispatchers, California Highway Patrol, assigned to any of the following communications centers shall receive a \$300 monthly recruitment and retention differential: Barstow, Capitol, Chico, Fresno, Humboldt, Indio, Monterey, Sacramento, San Luis Obispo, Ukiah, and Ventura Communications Center. Eligibility for the retention incentive will terminate upon reassignment for any reason to any other communications center not specified in this provision.

Public Safety Dispatchers, California Highway Patrol, assigned to any of the following communications centers shall receive a \$750 monthly recruitment and retention differential: Border (San Diego), Golden Gate (Vallejo), Los Angeles, and Orange (Irvine) Communications Center. Eligibility for the retention incentive will terminate upon reassignment for any reason to any other communications center not specified in this provision.

ELIGIBLE LIST INFORMATION

A departmental eligible list is established for the California Highway Patrol. When an examination is administered for any location, the names of the persons successful in that examination will be merged onto the existing Statewide list. Eligibility on a list is for a period of 24 months, unless the needs of the service and conditions of the list warrant a change in this period.

This is an open examination. Career credits do not apply.

Once you have taken the CitiCall preemployment examination, you may not retake it for 6 months.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the experience and/or education requirements for this examination by the cut-off date. Your work experience must clearly be described on your application. Your signature on your application indicates you have read, understand, and possess the minimum qualifications required. The application must display your original signature. Applications received without this information will be rejected.

Experience: Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as “Either I,” “Or II,” “Or III,” etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

Either I

Six months of experience in the California state service performing the duties of a Public Safety Operator, California Highway Patrol.

Or II

One year of experience in dispatching work involving the operation of radio communications equipment; or as an operator of a telephone switchboard or console.

Or III

Two years of experience involving a substantial amount of telephone contact or three years of direct contact with the public or other employees. Such experience must involve the responsibility to perform numerous tasks simultaneously or progressively responsible experience in a field requiring decision-making ability and the exercise of judgment. (Thirty semester or 45 quarter units of college level courses may be substituted for one year of the required experience.) **(NOTE: If substituting college level courses for required experience, applications must contain the following information on all courses completed: Title, semester or quarter credits, name of institution, and completion date. Evidence of completion of required course work must be attached to the application at the time of filing [i.e., copy of transcript]. Applications received without this information will be rejected.)**

Or IV

Successful completion of 60 semester or 90 quarter units of college level courses. (Persons who will complete the required units during the current semester/quarter will be admitted to the examination, but they must produce evidence of successful completion of the units before they may be considered eligible for appointment.) **(NOTE: Applications must contain the following information on all courses completed: Title, semester or quarter credits, name of institution, and completion date. Evidence of completion of required course work must be attached to the application at the time of filing [i.e., copy of transcript]. Applications received without this information will be rejected.)**

Or V

Successful completion of the POST Certified Public Safety Dispatcher Basic Course and six months of experience involving a substantial amount of direct and/or telephone public contact. **(NOTE: You must attach a copy of your POST certificate to your application.)**

DRUG TESTING REQUIREMENT

Applicants for positions in this classification are required to pass a drug screening test. (The drug screening test will be waived for employees who are currently in a designated “sensitive” classification for which drug testing is required under California Code of Regulations, Section 213.)

SPECIAL PERSONAL CHARACTERISTICS

Consistently reports to work on time with a minimum of absences; willingness to work nights, weekends, holidays, overtime, and at unusual hours is required; has emotional stability and even temperament; willingness and initiative to take independent action; performs tasks accurately; positive attitude; adapts to shifting demands of the job; performs effectively under stress and time pressure; tolerates a confined work space with sitting and/or standing for prolonged periods; shows interest in serving the public; shows respect and consideration for others; maintains confidentiality of information; works productively without supervision; dependable; self-motivated; mature; and a team-player.

SPECIAL PHYSICAL CHARACTERISTIC

Normal hearing.

SPECIAL REQUIREMENT

Ability to type at a speed of not less than 40 words per minute and a satisfactory record as a law-abiding citizen.

NOTE: This classification requires a net typing speed of 40 words per minute. If you are successful in the examination, you will be required to present an official typing certificate that meets or exceeds the standard prior to being considered for hire from the eligible list. Additionally, possession of a typing certificate does not preclude being tested on-site to verify your typing speed and accuracy.

THE POSITION

Working under direction, duties include operating radio, automated telephone, and computer-related equipment to receive, transmit, and record information; dispatching appropriate personnel and resources such as officer, emergency equipment, allied agencies, etc.; screening incoming calls from officers, public, media, and other allied agencies and taking appropriate action; receiving and handling 911 calls; receiving and handling calls from citizens who are difficult to communicate with (e.g., upset, abusive, intoxicated, suicidal, very young/old, or speech-impaired); querying specialized law enforcement databases for information; communicating with personnel of other agencies to obtain and disseminate information; monitoring and responding to field units and allied agencies; providing information to field units; disseminating information and advice to the public; briefing oncoming dispatcher; and processing reports and records.

Persons hired will be required to attend one or more training classes at the California Highway Patrol Academy in West Sacramento or the Clark Training Center in Riverside. Attendance at an additional training class will also be required within the first year of hire.

EXAMINATION INFORMATION

To obtain a position on the eligibility list, applicants must receive a minimum rating of 70% on the examination. This examination will consist of the following:

Performance Examination – Weighted at 100%.

The performance examination consists of a computer-based test of multi-tasking ability under stress using CRITICAL software. Helpful information about the software can be found at: [Criticall Test Descriptions](http://criticall911.com) (criticall911.com).

The CritiCall study guide can be found at: [StudyGuideCriticall.pdf](#)

Candidates will be provided a CritiCall test link. The CritiCall test link will **NOT** work with any mobile device running on a mobile operating system (Android or IOS).

Candidates will need the following: keyboard, mouse, speakers/headphones, and access to the internet to take this examination. Microsoft Edge, Google Chrome, FireFox, and Safari are compatible web browsers. **Notice to Safari Users: Audio and video does not play automatically.**

More information regarding the examination will be sent to the email address provided on your application.

Please ensure we have the correct email information on file.

CANDIDATES WHO DO NOT COMPLETE THE PERFORMANCE EXAMINATION BEFORE THE TEST LINK EXPIRES WILL BE DISQUALIFIED.

The examination is an intensive, multidimensional test battery for entry-level dispatchers developed by CritiCall. The examination is designed to measure underlying skills and abilities a person needs to possess prior to any training they might receive if they are hired as a public safety dispatcher and/or call taker, including the ability to effectively navigate and use a computer.

Scope:

Ability to:

- Understand spoken and written English words, sentences, and paragraphs.
- Communicate effectively in English so others will understand.
- Produce a number of alternative ideas.
- Understand the speech of another person.
- Tell when something is wrong or is likely to go wrong.
- Apply general rules to specific problems to come up with logical answers.
- Correctly follow rules to arrange things or actions in a certain order.
- Remember information, such as words, numbers, and procedures.
- Quickly combine and organize information.
- Quickly and accurately compare letters and numbers.
- Concentrate on a task or source of information and not be distracted.
- Shift back and forth between two or more sources of information.
- Sufficient physical dexterity, coordination, and agility to successfully perform the critical aspects of the job.
- Sufficient near vision to successfully perform the critical aspects of the job.

VETERANS' PREFERENCE

Veterans' Preference: Will be awarded in this examination, pursuant to Government Code Section 18973.1, effective January 1, 2014, as follows:

1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference.
2. An entrance examination is defined, under the law, as any open competitive examination.
3. Veterans' Preference is not granted once a person achieves permanent civil service status.

HIRING INFORMATION

Background Investigation: The California Highway Patrol conducts a background investigation to determine the competitor's suitability for employment. Information collected for a background investigation after the examination is distinct from that required on the Examination / Employment Application (STD. 678, Rev. 12-21 or later), which is completed prior to the examination. You may be requested to divulge conviction history on the background investigation form that is not required of you when completing the STD. 678. Fingerprints of competitors are also taken as part of the background investigation.

Psychological Evaluation: The California Highway Patrol conducts a psychological evaluation of applicants for positions in this classification to determine the competitor's suitability for employment. The psychological evaluation screening process ensures competitors are free from any psychological or emotional condition that might adversely affect job performance. The evaluation consists of an online examination and a clinical interview with a psychologist or a physician.

Medical Examination: The California Highway Patrol requires a medical examination be conducted of applicants for positions in this classification by a licensed physician to determine the competitor's suitability for employment, which includes an audiogram. The medical examination ensures competitors are free from any medical condition that might adversely affect job performance.

GENERAL INFORMATION

It is the competitor's responsibility to contact the California Highway Patrol, Selection Standards and Examinations Section, Examination Services, at (916) 843-3820, three weeks after the cut-off date if a progress notice has not been received.

Applications (STD. 678, Rev. 12-21 or later) for open and promotional examinations are available from the California Highway Patrol, local offices of the Employment Development Department, CalHR, and the CalHR Web site at www.jobs.ca.gov.

Applicants who meet the requirements stated on this bulletin may take this examination, which is competitive. Possession of the entrance requirements does not ensure a place on the eligible list. All competitors who pass will be ranked according to their scores.

The California Highway Patrol reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such a revision will be in accordance with civil service law and rules and all competitors will be notified.

General Qualifications: Competitors must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the classification.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Code Sections 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference; 2) An entrance examination is defined, under the law, as any open competitive examination; and 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by CalHR. Directions to apply for Veterans' Preference are on the Veterans' Preference for Examinations form (CalHR 1093), which is available at www.jobs.ca.gov/calhrpublic/landing/jobs/veteransinformation.aspx, from written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

The California Relay Service enables a person with a Telecommunications Device for the Deaf (TDD) to communicate over telephone lines with another person who does not have a TDD. To use the California Relay Service, call the following: If you have a TDD, 1-800-735-2929; if you do not have a TDD, 1-800-735-2922.

(Rev. 10-23)
