

STUDY GUIDE
FOR WRITTEN EXAMINATION
PUBLIC SAFETY DISPATCH SUPERVISOR I
CALIFORNIA HIGHWAY PATROL

The purpose of this study guide is to help competitors prepare for the Public Safety Dispatch Supervisor I (PSDS I) written examination. The written examination is in “multiple-choice” format and divided into four segments; each segment measures the knowledge and/or abilities required for success as a PSDS I within a communications center. The number of questions or premises (statements) in each segment varies. The PSDS I examination is timed, and competitors will be scored on the total number of correct answers.

This study guide references study material and provides examples of the types of questions appearing on the examination; however, it is important to note the actual test questions vary in format and content. Correct answers are indicated with a double asterisk (**).

SUGGESTED STUDY MATERIAL:

- Bargaining Unit 7, Protective Services and Public Safety, Contract
- California Statewide Law Enforcement Association
- California Secretary of State
- California Department of Human Resources
- Classification Specification
- Department of Labor
- Department of Industrial Relations
- Department of General Services
- Equal Employment Opportunity Commission
- Occupational Safety and Health Administration
- The Americans with Disabilities Act
- The Gregg Reference Manual

**SEGMENT 1: KNOWLEDGE OF LABOR CONTRACTS, POLICIES, PROCEDURES,
AND PRACTICES RELEVANT TO A COMMUNICATIONS CENTER**

Segment 1 measures the knowledge and/or abilities a PSDS I must possess in order to supervise staff in the preparation, sending, and receiving of radio/telephone, management information system, and computer aided dispatch messages; assist staff during emergencies or unusual circumstances; and perform normal dispatch duties when necessitated by emergency workload or scheduling problems.

Example Question #1

All of the following are examples of records or information available for review/release under the Public Records Act, **except**:

- (A) Employee name and classification.
 - ** (B) Employee home address and phone number.
 - (C) Employee dates of employment and rehire information.
 - (D) Employee gross salary rate and training received at State expense.
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SEGMENT 2: READING AND UNDERSTANDING JOB-RELATED MATERIAL; BASIC ARITHMETIC, SPELLING, GRAMMAR, AND PUNCTUATION

Segment 2 measures the basic knowledge and abilities a PSDS I must possess in order to successfully perform critical tasks of the job, including reading and understanding written materials and instructions. Incumbents in this classification must also be able to extract pertinent information, draw conclusions, and understand key issues in a variety of written materials.

Example Question #2

You're supposed to be answering 911 calls. Clerical will handle the office calls.

- (A) No error(s).
 - (B) Spelling and grammar.
 - ** (C) Punctuation and spelling.
 - (D) Grammar and punctuation.
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SEGMENT 3: ABILITY TO ORGANIZE, ASSIGN, PRIORITIZE, AND ADJUST ASSIGNMENTS AND SCHEDULES

Segment 3 measures the basic knowledge and abilities a PSDS I must possess in order to complete various forms, determine work priorities, equitably assign work, review documents for accuracy and completeness, and other related duties.

Example Question #3

Once an alternate work week schedule has been established, absent an emergency, the schedule shall not be changed prior to providing notice within

- (A) 10 days.
 - (B) 15 days.
 - ** (C) 30 days.
 - (D) 60 days.
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SEGMENT 4: SUPERVISION, LEADERSHIP, AND EQUAL EMPLOYMENT OPPORTUNITY

Segment 4 measures the basic knowledge, understanding, and ability to apply key principles related to supervision, leadership, and equal employment opportunity (EEO). It will measure a PSDS I's roles and responsibilities as a supervisor, and the importance of providing direction, support, and feedback to employees. Knowledge of federal and state laws related to EEO, such as the Civil Rights Act, and the Americans with Disabilities Act.

Example Question #4

An employee or applicant who believes they have been discriminated against has how long to file a formal complaint?

- (A) 1 year from last incident.
 - ** (B) 3 years from last incident.
 - (C) 2 months from last incident
 - (D) 7 days from the last incident.
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