

## COMPETITOR INFORMATION

**Purpose** The purpose of this event is to allow the student to realize the important role of the ETC (Emergency Telecommunicator) when receiving a call for help.

**Description** The scenario will be based on a high priority call. The call taker will gather all pertinent information necessary to relay to first responders while at the same time reassuring the caller and keeping the caller calm.

**Dress Code** Competitors shall wear a uniform consistent with current standards in law enforcement patrol. The student shall not wear a duty belt throughout the duration of this event.

**Maximum Teams** 3

**Competitors Per Team** 1

**Event Rules**

- Competitors in this event must be active members of the Texas Public Service Association and in good standing with the Texas Public Service Association.
- Competitors must be familiar with and adhere to the Texas Public Service Association Bylaws and Code of Conduct.
- Plagiarism, copyright violation and falsification of information are prohibited. Any attempt to gain an unfair advantage will not be tolerated. Violation of the code of conduct or bylaws will result in disqualification and revocation of Texas Public Service Association membership.
- The scenario is a secret topic. Professional ethics demand that competitors DO NOT discuss or reveal the secret topic until after the event has concluded. Violation of the ethics rules will result in disqualification and revocation of Texas Public Service Association membership.

**Event Procedures**

1. Competitor(s)/Team(s) will report to their respective event when called for or at a set reporting time.
2. Competitor(s)/Team(s) must check in with event management upon arrival and present photo identification for verification.
3. Competitor(s)/Team(s) will be directed (by room moderator) into the event room.
4. Instructions will be given (by room moderator) to the Competitor(s)/Team(s).
5. Competitor(s)/Team(s) will use a provided computer/laptop with a call sheet to answer an emergency call.
6. The room moderator will set a timer for ten (10) minutes and call “start”, at which the simulated emergency call will begin.
7. The room moderator will give a visual two (2) minute warning to the competitors.

8. The moderator will call “time” when the ten (10) minute timer sounds, Competitor(s)/Team(s) will only be judged in their performance within the time limit.

**Competitor  
Supplies**

- Photo Identification (See [Policies](#) for more information)

## EVENT MANAGEMENT INFORMATION

**Information** The caller will be in the same room as the judge. The actor will be in a separate room.

- Event Personnel**
- **Event Manager:** Manages the competitors, makes sure the event is running on time, i.e. runs the event outside the “room”.
  - **Room Moderator:** Provides quality assurance for the event by ensuring that the guidelines are followed, all event documents are complete, and is the timekeeper if applicable. The room moderator operates inside the event room during the competition.
  - **1x Judge(s):** Judges the competition
  - **1x Actor(s):** Will simulate needed scenarios accurately portraying real life events.
  - **Event assistants:** per stage if a multi-stage event.

- Event Facilities**
- Two rooms with phone capabilities. These areas should be secluded and not visible to anyone other than those directly involved in the event.

- Event Equipment**
- Computer/Laptop
  - Proper Power Cords/Connections
  - Timer
  - One phone with speakerphone capabilities for the competitor
  - One phone for the actor
  - Two phones must be able to make and receive calls

- Event Materials**
- Digital Emergency Call Sheet
  - Rubric/Score Sheets
  - Writing Utensil

**SCORING INFORMATION**

CRITERIA	LOWEST POINTS	HIGHEST POINTS
<b>Appearance</b>		
Maintains complete, neat, and clean overall professional appearance	No (0)	Yes (1)
<b>Call Documentation</b>		
Fluent Keyboarding Skills (able to key information at high rates of speed)	No (0)	Yes (1)
Inputs Information while receiving it over the phone, while also conversing and questioning for more information.	0	5
Inputs Information Accurately	0	5
Working knowledge of call sheet	No (0)	Yes (1)
Consistently spells correctly	No (0)	Yes (1)
Uses appropriate words and correct tense	No (0)	Yes (1)
Types pertinent, organized information clearly and concisely	0	5
<b>Telephone Skills</b>		
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	5
Actively listens to obtain information without repeating questions	0	5
Obtains necessary information in a minimum period of time, using sequential method of questioning and recording.	0	5
Able to reason through even the most complex situations and is able to make appropriate conclusions.	0	5
Proper Greeting: Answers call with professional greeting (911 what is the location of your emergency?)	No (0)	Yes (1)
Keeps caller on the line when necessary	0	5
When necessary provides safety directions/ instructions to the caller	0	5

Advised the caller of intended response and advised possible ETA, even as questioning continues	0	5
Allows caller to answer questions without interruption	0	5
Accurately determined the location of the incident	No (0)	Yes (1)
Used the caller's name when appropriate	0	5
When appropriate obtains weapon information and location	0	5
Obtains scene safety information from caller	0	5
Obtains information regarding suspects and/or victims	0	5
<b>Position Performance</b>		
Maintains calm and self control in even the most extreme situations.	0	5
Quickly restores control in the situation, and takes command.	0	5
Determines the best course of action and takes the same.	0	5
Provides appropriate assistance and/or service to the caller. Makes extra effort to assist the caller.	0	5
Courteous, objective, communicates effectively	0	5
Listens, shows interest, empathy, and relates to caller	0	5

*All points are assumed to be scaled low to high, with high being the best unless specified by Yes/No or other scoring procedure.*