



# 911 EXAM PREPARATION GUIDE

TIPS TO PREPARE FOR THE 911 CIVIL SERVICE EXAM



City of Rochester, NY  
Malik D. Evans, Mayor  
Rochester City Council

# INTRODUCTION

This guide was created to provide helpful tools and tips in preparation of taking the 911 civil service exams. This guide is not a depiction of the actual exam.

# LOCATION OF EXAM

THE EMERGENCY COMMUNICATIONS DEPARTMENT

321 WEST MAIN STREET, ROCHESTER NY 14608

- **FREE PARKING**
- **MUST WEAR MASK AT ALL TIMES**
- **TEMPERATURE SCREENING UPON ENTRY**
- **MUST SIGN IN**
- **WILL BE PROVIDED WITH VISITOR BADGE**
- **BRING REQUIRED IDENTIFICATION**





# EXAM STYLE

- **STUDY PERIOD** (reference materials provided at time of exam)
- **LISTEN TO SCENARIOS** (Headphones are provided)
- **TYPING**
- **MULTITASKING**
- **ONE COMPUTER SCREEN IS USED FOR THE EXAM (TERMINAL HAS 5 OTHER SCREENS SET UP NOT IN USE FOR EXAM)**

The 911 exam is scenario based. You will hear a series of audio recording and will type portions of the information based on directions and format provided by an Exam Proctor.

*\*You should allow 1 1/2 hours to complete the exam process.\**



# PREPARING FOR EXAM



## Listening Skills & Multi--tasking

While doing daily activities like watching tv or having phone conversations type out what you hear. This will also help improve your multitasking skills.



## Typing Skills

Practice typing. Free typing tutorials are available online to practice speed and accuracy.



## Radio Communications

Practice listening to radio communication using free applications.



## Show Up at your Best

Prepare yourself the night before to ensure you have a good night sleep and a balanced breakfast before the exam. It's also a good idea to map out your route to ensure you arrive on time.

# IMPROVE MULTITASKING SKILLS

USING SCANNER AUDIO

## Improve Multitasking with Scanner Audio

1. **DOWNLOAD A FREE SCANNER APPLICATION**
2. **SELECT A RADIO CHANNEL TO LISTEN TO**
3. **TYPE AS YOU HEAR THE RADIO TRANSMISSIONS**

### LIST OF FREE POLICE/FIRE SCANNER APPS:

BROADCASTIFY.

POLICE SCANNER.

POLICE SCANNER X.

SCANNER 911.

SCANNER RADIO

ENLISTED HERE ARE FREE SCANNER APPLICATIONS THAT CAN IMPROVE MULTITASKING SKILLS USING LIVE RADIO TRANSMISSIONS SIMILAR TO DISPATCHER JOB FUNCTIONS (THESE ARE SUGGESTIONS AND NOT AN ADVERTISEMENT TO USE A SPECIFIC PRODUCT).



# IMPROVING TYPING SKILLS

## Improve Typing Skills

1. **DOWNLOAD A FREE TYPING TUTORIAL APP OR VISIT A TYPING TUTORIAL WEBSITE**
2. **PRACTICE TYPING SKILLS USING THE SELECTED TYPING TUTORIAL**
3. **KEEP RECORD OF YOUR SCORES TO TRACK IMPROVEMENT**

### LIST OF 21 FREE TYPING SOFTWARE ONLINE:

RAPID TYPING TUTOR

KEYBLAZE FREE TYPING TUTOR

SPEED TYPING ONLINE

TYPING BOLT

TYPING.COM

TYPINGCLUB

TOUCH TYPING STUDY

TYPING.IO

RATATYPE

TYPING MASTER

ZENTYPIST

ANIMAL TYPING LITE

TYPING FINGERS LT

THE VEHICLES TYPING

MAX TYPE PRO

TYPING TRAINER

SONMA TYPING EXPERT FOR WINDOWS

INSCRIPT KEYBOARD LAYOUT

GOOGLE INPUT TOOL

HINDI WRITER

ANOP HINDI TYPING TUTOR

ENLISTED ARE FREE TYPING SOFTWARE THAT WOULD HELP IN LEARNING TYPING EFFICIENTLY AND QUICKLY. (THESE ARE SUGGESTIONS AND NOT AN ADVERTISEMENT TO USE A SPECIFIC PRODUCT)



# EXAM DAY TIPS

- PLAN DRIVING ROUTE
- EAT A BALANCED BREAKFAST
- ARRIVE ON TIME





# FOLLOWING EXAM

YOU WILL RECEIVE  
CORRESPONDENCE VIA  
MAIL OR EMAIL FROM  
THE DEPARTMENT OF  
HUMAN RESOURCES

## CONTACT FOR:

### INFORMATION ABOUT THE EXAMS:

Department of Human Resources

✉ [HR@cityofrochester.gov](mailto:HR@cityofrochester.gov)

☎ 585-428-8900

### INFORMATION ABOUT 911:

✉ [Join911@monroecounty.gov](mailto:Join911@monroecounty.gov)

🌐 [www.cityofrochester.gov/join911](http://www.cityofrochester.gov/join911)

☎ 585-528-2200



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