

# POLICE DISPATCHER PRACTICE TEST (SAMPLE)

## STUDY GUIDE



## SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

## 1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

## 2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

## 3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

## 4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

## 5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

## 6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

## Questions

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- 1. How does stress management assist police dispatchers?**
  - A. It allows them to ignore difficult calls
  - B. It helps them maintain calm during pressure
  - C. It prevents them from taking calls
  - D. It encourages faster dialogues
- 2. Which of the following terms could represent an emergency situation witnessed by an officer?**
  - A. On view
  - B. Investigative stop
  - C. Situation report
  - D. Command alert
- 3. Which of the following best describes leather straps used in law enforcement?**
  - A. Restraints
  - B. Detainers
  - C. Handcuffs
  - D. Adhesives
- 4. What does the term "clearance rate" signify in policing?**
  - A. The number of patrols conducted
  - B. The percentage of cases solved by arrest
  - C. The amount of revenue generated from fines
  - D. The number of calls received in a day
- 5. What does the term "Till Tap" refer to in police dispatching?**
  - A. To grab equipment from the vehicle
  - B. To grab money from the register
  - C. To alert officers about a robbery
  - D. To check in funds at a station

- 6. What is the appropriate term for checking up on the behavior of a suspicious individual?**
- A. Investigate Suspicious Activity
  - B. Suspicious Person, Check Activity
  - C. Surveillance
  - D. Proactive Policing
- 7. What is an "all units" call?**
- A. A message for available units for immediate attention
  - B. A system test carried out once a week
  - C. A call for backup during a routine stop
  - D. Instructions for a community event
- 8. What is a critical initial action a dispatcher should take during a bomb threat call?**
- A. Ask the caller for their location
  - B. Gather detailed information
  - C. Notify the media for public safety
  - D. End the call if it seems suspicious
- 9. What does CAD stand for in the context of police dispatching?**
- A. Computer-Aided Decision
  - B. Computer-Assisted Dispatch
  - C. Centralized Automated Dispatch
  - D. Computer-Aided Dispatch
- 10. What is indicated by the term 'thirty-six' in police records?**
- A. Field interrogation form
  - B. Crime severity level
  - C. Number of reports filed
  - D. Type of emergency response

## **Answers**

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1. B
2. A
3. A
4. B
5. B
6. B
7. A
8. B
9. D
10. A

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## **Explanations**

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## 1. How does stress management assist police dispatchers?

- A. It allows them to ignore difficult calls
- B. It helps them maintain calm during pressure**
- C. It prevents them from taking calls
- D. It encourages faster dialogues

*Stress management is crucial for police dispatchers because it directly influences their ability to maintain composure during high-pressure situations. Being a dispatcher often involves handling calls that can be chaotic or emotionally charged, such as distress calls or emergencies. Through effective stress management techniques, dispatchers can learn to control their physiological and emotional responses, which enables them to remain calm and focused. This calm demeanor is essential as it helps dispatchers to think clearly, make sound decisions, and communicate effectively with both the public and first responders. When dispatchers are able to manage stress efficiently, they can prioritize tasks, process information accurately, and deliver vital instructions without succumbing to panic or anxiety. This ultimately contributes to better outcomes in emergency situations, as clear and composed communication is key to facilitating an effective response. Therefore, stress management equips dispatchers with the tools they need to navigate their challenging roles and provide the best possible support during critical incidents.*

## 2. Which of the following terms could represent an emergency situation witnessed by an officer?

- A. On view**
- B. Investigative stop
- C. Situation report
- D. Command alert

*The term "on view" refers to a situation that an officer observes directly, indicating that the officer has witnessed an incident occurring in real-time. This term is commonly used in law enforcement to describe immediate actions taken based on what an officer sees, rather than relying on reports from others or secondary information. In an emergency context, this observation could encompass anything from a traffic accident to a crime in progress, requiring swift and appropriate response actions by the officer. The other terms do not convey the same immediacy or direct observation of an emergency. For instance, an "investigative stop" pertains to a police action based on reasonable suspicion but doesn't necessarily indicate that an emergency situation is being witnessed at that moment. A "situation report" usually involves documented information regarding ongoing circumstances rather than actual incidents observed in real-time. A "command alert" is associated with disseminating urgent operational information but does not denote a situation seen firsthand by an officer. Therefore, "on view" is the most accurate term to describe an emergency situation that an officer has personally witnessed.*

### 3. Which of the following best describes leather straps used in law enforcement?

**A. Restraints**

B. Detainers

C. Handcuffs

D. Adhesives

Leather straps used in law enforcement are often employed as restraints. Restraints are devices designed to limit an individual's movement, ensuring that they cannot escape or pose a danger to themselves or others. In the context of law enforcement, leather straps can be used in various scenarios, such as transporting individuals safely or securing them during situations where they may pose a threat. The function of restraints is critical for maintaining control in law enforcement situations. They are designed to safely manage individuals who may be agitated or combative, providing officers with a means to ensure safety without resorting to more forceful measures. Although handcuffs could also be considered a form of restraint, they are specifically designed for the wrists. Leather straps encompass a broader range of uses and may be applied to different parts of the body or in various configurations, making the term "restraints" more encompassing and appropriate. Detainers and adhesives do not align closely with the primary purpose of leather straps in a law enforcement context, which further supports the choice of "restraints" as the best description.

### 4. What does the term "clearance rate" signify in policing?

A. The number of patrols conducted

**B. The percentage of cases solved by arrest**

C. The amount of revenue generated from fines

D. The number of calls received in a day

The term "clearance rate" signifies the percentage of cases solved by arrest, which is a critical measure in policing. It indicates the effectiveness of law enforcement agencies in solving crimes. A higher clearance rate suggests that a significant portion of reported crimes has been successfully resolved, either through arrests, charges, or other legal actions. This metric helps police departments assess their performance and resource allocation, as well as inform the community about safety and crime resolution. It is not related to the number of patrols, revenue from fines, or the volume of calls received, which do not directly reflect the success of investigations into criminal incidents. Understanding the clearance rate can aid in evaluating the overall impact of policing strategies on crime in a community.

### 5. What does the term "Till Tap" refer to in police dispatching?

A. To grab equipment from the vehicle

**B. To grab money from the register**

C. To alert officers about a robbery

D. To check in funds at a station

The term "Till Tap" in police dispatching refers specifically to the action of grabbing money from the register. This term is often associated with theft or robbery scenarios where someone unlawfully accesses the cash drawer or register, typically in a retail setting. It is an important term for dispatchers to understand, as it helps them effectively communicate the nature of the incident to responding officers and inform them of the potential for a robbery in progress. Recognizing this terminology allows dispatchers to respond appropriately, ensuring that officers have the critical context needed for their safety and the safety of the public when approaching such an incident.

**6. What is the appropriate term for checking up on the behavior of a suspicious individual?**

- A. Investigate Suspicious Activity
- B. Suspicious Person, Check Activity**
- C. Surveillance
- D. Proactive Policing

*The term "Suspicious Person, Check Activity" effectively captures the specific action of assessing a potentially suspicious individual's behavior. This terminology implies that the dispatcher or responding officer is tasked with evaluating the actions and demeanor of a person who does not seem to fit into their surroundings or exhibits behavior that raises concern. When engaging with a suspicious individual, law enforcement officers typically employ observational skills to gather information about the person's actions, intent, and interaction with the community. This approach is critical for maintaining public safety and can prevent potential criminal activities before they escalate. Other options, while related, do not encapsulate the nuanced action involved in checking on a suspicious person. For instance, "Investigate Suspicious Activity" implies a more thorough inquiry that may extend beyond mere observation to include gathering evidence or interviewing witnesses. "Surveillance" refers to the continuous observation of a person or location over time, suggesting a more structured and ongoing activity rather than an immediate check. "Proactive Policing" is a broader concept focused on preventing crime through community engagement and problem-solving strategies rather than the specific act of monitoring an individual's behavior. Thus, this combination of wording in the selected answer most accurately reflects the task of verifying the conduct of a suspicious individual.*

**7. What is an "all units" call?**

- A. A message for available units for immediate attention**
- B. A system test carried out once a week
- C. A call for backup during a routine stop
- D. Instructions for a community event

*An "all units" call refers to a message that is sent out to all available units within a specific area or jurisdiction that requires immediate attention. This type of communication is crucial in law enforcement as it ensures that all officers or units on duty are alerted to a situation that may require their presence or assistance. In emergency situations, for example, an "all units" call might be used to quickly mobilize available officers to respond to a crime in progress, a major accident, or another urgent incident. This approach maximizes the response capability of the agency involved, making it easier to deploy resources effectively. The other options do not accurately describe the purpose of an "all units" call. While a system test, call for backup during a routine stop, or instructions for community events may involve communication to units, they do not encompass the urgency and broad reach of an "all units" alert.*

**8. What is a critical initial action a dispatcher should take during a bomb threat call?**

- A. Ask the caller for their location
- B. Gather detailed information**
- C. Notify the media for public safety
- D. End the call if it seems suspicious

*Gathering detailed information is a critical initial action during a bomb threat call because it helps to assess the situation accurately and respond appropriately. Detailed information, such as the caller's specific threat, the location of the potential bomb, any specific timelines, and the caller's identity or motives, is essential for law enforcement to evaluate the threat level and formulate an immediate response plan. The dispatcher acts as the vital link between the caller and emergency response teams, ensuring that every relevant detail is documented and conveyed swiftly. This initial gathering of information is crucial because it can include data that may lead to the successful resolution of the situation and can also assist in identifying the caller if necessary. Each piece of information can impact how authorities handle the situation, making this step paramount in ensuring safety and efficacy during the response to a bomb threat.*

**9. What does CAD stand for in the context of police dispatching?**

- A. Computer-Aided Decision
- B. Computer-Assisted Dispatch
- C. Centralized Automated Dispatch
- D. Computer-Aided Dispatch**

*In the context of police dispatching, CAD stands for Computer-Aided Dispatch. This system plays a crucial role in managing and coordinating emergency response operations. It allows dispatchers to efficiently track incidents, allocate resources, and maintain communication with officers in the field. The use of computer systems automates various tasks, such as call logging, resource management, and incident documentation, thus enhancing the overall efficiency and effectiveness of the dispatch process. Computer-Aided Dispatch systems integrate mapping and geographic information systems (GIS), enabling dispatchers to visualize the locations of incidents and available resources in real-time. This assists in making informed decisions about how to deploy units quickly and effectively, ultimately improving response times and public safety. While other options might reference various technologies or systems related to dispatching, they do not accurately represent the standard terminology used in the police communication field. Understanding CAD as Computer-Aided Dispatch is essential for effective training and implementation in dispatch operations.*

**10. What is indicated by the term 'thirty-six' in police records?**

- A. Field interrogation form**
- B. Crime severity level
- C. Number of reports filed
- D. Type of emergency response

*The term 'thirty-six' refers specifically to a field interrogation form. This form is typically utilized by law enforcement to document interactions with individuals that may not lead to an arrest but are deemed important for police records. The purpose of using such a form is to track information, gather intelligence, and create a record of encounters that could be useful for future investigations. A field interrogation form helps officers to maintain detailed accounts of suspicious activities or individuals, which is vital for community policing and crime prevention efforts. This term reflects a specific procedural aspect in police documentation that emphasizes the need for comprehensive records in law enforcement operations.*

## Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).

Or visit your dedicated course page for more study tools and resources:

<https://policedispatcher.examzify.com>

We wish you the very best on your exam journey. You've got this!

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