

**Number: 4.28**

Date Issued: January 28, 2003

Date Effective: January 28, 2003

Subject: CritiCall Hiring Software

Policy: The Enhanced 9-1-1 Authority shall follow a standardized procedure for the use of CritiCall Hiring Software.

Purpose: To provide all personnel with the necessary understanding of how CritiCall Software will be used in PSAP hiring processes.

Procedure:

1. CritiCall Hiring Software is available for use by all PSAPs in the El Paso-Teller 9-1-1 Authority system. Use of the software is not mandatory in any hiring program.
2. Five terminals, equipped with CritiCall, are available for use by PSAPs at the 9-1-1 training facility. Persons responsible for hiring new telecommunicator candidates will schedule the use of the software through the 9-1-1 Authority offices.
3. The 9-1-1 Authority has five CritiCall licenses; therefore, no more than five candidates may be tested system-wide at any time.
4. Test validation is the responsibility of PSAP management.
5. PSAPs may choose from a list of standard modules, which portions of the test they wish to include in their individual test sets. Telecommunicator candidates from one agency must all receive the same test set in a given hiring period.
6. Test sets may be changed as required by PSAP management.
7. In addition to established test modules, PSAPs may

- develop user-defined modules to include in their test sets.
8. Depending on interconnectivity, certain PSAPs may use CritiCall at their facilities. Persons responsible for hiring new telecommunicator candidates will schedule the use of the software through the 9-1-1 Authority offices.
  9. Test scores are confidential. Hard copies of candidate test scores will be available for PSAPs no later than the next business day after testing. The PSAP Manager, or representative, will coordinate delivery of test scores with the appropriate 9-1-1 Authority representative.
  10. The 9-1-1 Authority will keep electronic test records for a minimum period of six months, after which records will be purged. Record keeping and hard copies are the responsibility of PSAP management.
  11. Candidates will be assigned an identification number prior to taking the CritiCall test. Numbers are assigned as follows:
    - a. Nine digits. ie. 022003001 – agency id, year, candidate number (see below)
      - i. 01 Air Force Academy
      - ii. 02 Colorado Springs PD
      - iii. 03 Cripple Creek PD
      - iv. 04 El Paso County Sheriff's Office
      - v. 05 Fountain PD
      - vi. 06 Fort Carson Fire
      - vii. 07 Manitou Springs PD
      - viii. 08 Peterson Air Force Base
      - ix. 09 Teller County Sheriff's Office
      - x. 10 Woodland Park PD
  1. The PSAP will provide a test proctor, either at the 9-1-1 facility, or at the PSAP (unless prior arrangements have been made).