

CritiCall 911 Dispatcher Test

One-page study plan. Full guide and free timed practice test at primedprep.com/criticall-test

Test format

- Data entry, cross-referencing, memory recall, decision-making, call summarisation, typing (audio transcription).

Study focus (what actually moves your score)

- Typing: target 45+ WPM at 95% accuracy — most PSAPs require 35–45 WPM.
- Cross-referencing: read addresses character-by-character including punctuation and direction.
- Prioritisation: life-safety and active threats outrank quality-of-life calls.
- Memory: read a paragraph, wait 10 seconds, answer from recall.
- Summarisation: preserve the who / what / where / when / weapon.

One-week study plan

- Days 1–7: 10 minutes typing drill daily (typing.com, [keybr](https://keybr.com)) — non-negotiable.
- Alternate days: one CritiCall module timed under real pace.
- Final 2 days: full mixed timed sets.

Test day

- Hydrate; the test can run 60–90 minutes with headphones on.
- Never blank on typing sections — keep hitting keys, accuracy first.
- Prioritise ruthlessly: shots fired > medical > property > noise.