

## PUBLIC SAFETY COMMUNICATIONS (PSC) Disqualifier List

### Temporary Disqualifiers

The following situations shall result in the temporary disqualification of an applicant for the position of 9-1-1 Call Taker / Police-Fire-EMS Dispatcher. Temporary disqualifiers range from 6-months to 10-years in time, depending on the actual cause for disqualification.

- Inability to legally work in the US or not a US Citizen
- Unsuccessful Critical test results
- Unfavorable interview
- Practicing deception during any portion of the selection process
- Exercising poor decision making skills in the past 5 years
- Unfavorable psychological evaluation
- Unfavorable hearing or medical-physical test results
- Unstable or unfavorable work history
- Deceptive polygraph results with admissions by the applicant
- Any use of Marijuana in the past three (3) years
- Conviction of a Class B Misdemeanor in the past ten (10) years
- Unfavorable driving history
- Must possess a valid driver's license.
- Under any current criminal indictment
- Conviction of non-traffic related Class C Misdemeanors shall be reviewed on a case-by-case basis.
- Conduct that constitutes the abuse of legally obtained prescription medical or illegal use of prescription medications of another person shall be reviewed on a case-by-case basis
- Use of any other controlled substances that do not constitute a felony according to the Texas Health and Safety Code within the past ten (10) years

### Permanent Disqualifiers

The following situations shall result in the permanent disqualification of an applicant for the position of 9-1-1 Call Taker / Police-Fire-EMS Dispatcher.

- Employment in an illegal occupation
- Conviction, deferred adjudication, or admission of conduct that constitutes a Felony offense
- Conviction for any family violence offense
- Conviction or deferred adjudication for a Class A Misdemeanor offense. Admissions of conduct that constitutes a Class A Misdemeanor will be considered on a case-by-case basis.
- Applicants with convictions for crimes involving moral turpitude will be considered on a case-by-case basis.
- Illegal use of felony grade substances as defined in the Texas Penal Code

### CritiCall Scoring Matrix

The following matrix contains the minimum scores needed for each testing module to successfully complete Critical testing.

Module	Min. Score	Module	Min. Score
Keyboarding	33 WPM*	Memory Recall	60%
Data Entry	3238 KPH	Map Reading	61%
Data Entry (audio)	1772 KPH	Sentence Clarity	58%
Call Summarization	61%	Reading Comprehension	59%

\*Based on average during the course of a 5-minute typing test