



EMPLOYMENT OPPORTUNITY

POSITION TITLE: EMERGENCY TELECOMMUNICATOR TRAINEE
DEPARTMENT: CENCOM
SALARY: \$12.26 - \$14.89/HR (1999 RATES)
OPENING DATE: NOVEMBER 24, 2003
CLOSING DATE: DECEMBER 19, 2003

FILING OF AN APPLICATION: APPLICATION PACKETS ARE AVAILABLE IN THE PERSONNEL OFFICE OR AVAILABLE TO DOWNLOAD AT WWW.KITSAPGOV.COM. THE FOLLOWING ITEMS ARE REQUIRED:

1. KITSAP COUNTY APPLICATION FORM.
2. SUPPLEMENTAL QUESTIONNAIRE.
3. TESTING WILL BE USED AS PART OF THE RECRUITMENT PROCESS FOR THIS POSITION
4. IF YOU WOULD LIKE YOUR TECHNICAL SCHOOL OR COLLEGE-LEVEL EDUCATION CONSIDERED, PLEASE ATTACH COPIES OF TRANSCRIPTS OR CERTIFICATE/DIPLOMA. VERIFICATION OF EDUCATION MUST BE RECEIVED BY TIME OF APPOINTMENT.
5. APPLICATION MUST BE RECEIVED BY THE PERSONNEL OFFICE ON OR BEFORE DECEMBER 19, 2003. POSTMARKS WILL NOT BE ACCEPTED.

GENERAL STATEMENT: The incumbent performs responsible telecommunications work in the reception and transmission of 9-1-1 telephone and radio emergency medical, fire and law enforcement service calls and complaints, and inquiries from the public. The employee is responsible for evaluating information to determine jurisdiction, equipment and personnel to be dispatched, utilizing a sophisticated Computer Aided Dispatch system. Works rotating shifts in a 24 hour-a-day, 7 day-a-week operation that includes weekends, holidays and overtime. Work is performed in a close, high security environment with continual pressure and considerable demands for speed and accuracy.

MINIMUM QUALIFICATIONS: Two years work experience in a fast-paced and multi-tasked public contact environment (e.g. bank teller, waiter) or a large public safety communications environment. Must have computer experience and telephone work experience. Up to nine months training in a 911 telecommunications program may be substituted for up to nine months of the required experience. Must possess good oral and written communication skills and the ability to speak English clearly and distinctly at all times, despite extreme stress. Must be able to type accurately at 35 wpm. High school graduate or GED equivalent preferred.

LICENSES, CERTIFICATES & OTHER REQUIREMENTS: Must have a telephone at residence or carry a pager at own expense. Must be able to pass a multi-phase test (including typing test) and psychological evaluation. An examination fee of \$2.50 must be submitted prior to taking the written examination. Submit cash, check, or money order payable to the Kitsap County Treasurer.

Must achieve successful completion of telephonic CPR training, demonstrated proficiency with computer aided dispatch system, call receiving, and law enforcement or fire/medical dispatch prior to completion of probationary period.

A criminal background check through law enforcement agencies will be conducted on all successful applicants prior to their being appointed to this position.

Examiner: Bill Scherr

Kitsap County is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, sex, age, marital status, disability, sexual orientation or veteran status.

Kitsap County provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. If you wish more information, contact Kitsap County Personnel Division.

Kitsap County Courthouse # 614 Division Street, MS-23 # Port Orchard, Washington, 98366-4676
Telephone # Personnel (360) 337-7185 EXT. 0 # 24 Hour Job Line (360) 337-7185 EXT. 1

INSTRUCTIONS FOR COMPLETING THE KITSAP COUNTY APPLICATION PACKET

1. READ AND FOLLOW ALL DIRECTIONS THAT APPLY!
 2. An original, completed, and signed Kitsap County application is required for each position for which you are applying.
 3. Additional pages for work experience are available from the Kitsap County Personnel office or you may copy the back of the application before completing it or you may hand prepare your own as long as you follow the same format. Each page of work experience must have your original signature.
 4. Read the employment opportunity sheet carefully to insure you submit all required documents. This may include, but is not limited to, a supplemental questionnaire, supplemental application, resume', waiver, writing sample, etc.
 5. A supplemental questionnaire is generally included as the last few pages of the application packet. THIS MUST BE COMPLETED AND SIGNED IN ORDER FOR YOU TO BE CONSIDERED FOR THE POSITION! Your responses to the questions on the supplemental questionnaire and Kitsap County application will be used to determine if you are eligible to continue on in the selection process. Please do not use acronyms or abbreviations on your application because you will not be able to receive credit for your experience.
 6. If you submit a resume' in place of the required application material as stated on the Employment Opportunity sheet, your application will be considered incomplete and will not be evaluated.
 7. Any material included beyond what is required as stated on the Employment Opportunity Sheet will not be considered. If you are invited to an interview, you may bring extra material, such as a resume', certificates of training, examples of work performed, performance evaluations, letters of reference, etc.
 8. Make sure your application packet is complete before returning it. The packet must be returned to the Personnel Office by 4:30 p.m. on the closing day. If the appointing department will accept post-marked applications, they must be post-marked by the closing day. If post-marks are accepted, it will be stated on the Employment Opportunity Sheet.
 9. Application packets may be returned by being hand-carried to the Personnel Office at 507 Austin Avenue in Port Orchard

OR

They may be mailed through the U.S. Post Office to 614 Division St., MS-23; Port Orchard, WA 98366

OR

They may be mailed through other carriers such as Federal Express or United Parcel Service to 507 Austin Avenue; Port Orchard, WA 98366.

OR

They may be faxed to (360) 337-7187 until midnight of the closing date. The original applications will be requested if you are invited to interview. Please keep your originals.
- Kitsap County Personnel will not accept application packets that are mailed with postage due.
10. If you have any questions, or need more information, please contact the Kitsap County Personnel Office at (360) 337-7185, extension 0.

KITSAP COUNTY CLASS SPECIFICATION

TITLE: EMERGENCY TELECOMMUNICATOR TRAINEE

DEPARTMENT: CENCOM

REPORTS TO: Shift Supervisor; Receives Work Direction from Emergency Telecommunicator II

GENERAL STATEMENT:

The incumbent performs responsible telecommunications work in the reception and transmission of 9-1-1 telephone and radio emergency medical, fire and law enforcement service calls and complaints, and inquiries from the public. The employee is responsible for evaluating information to determine jurisdiction, equipment and personnel to be dispatched, utilizing a sophisticated Computer Aided Dispatch system. Works rotating shifts in a 24 hour-a-day, 7 day-a-week operation that includes weekends, holidays and overtime. Work is performed in a close, high security environment with continual pressure and considerable demands for speed and accuracy.

Work is performed in accordance with established departmental procedures and State and Federal regulations. Work is reviewed through results obtained, meetings and conferences.

ILLUSTRATIVE EXAMPLES OF DUTIES: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Essential Job Functions:

Operates computer aided dispatch system (CAD).

Answers "9-1-1" phone lines (Enhanced 9-1-1 system) and regular phone lines, both emergency and routine calls, obtains information for and assigns priorities to, calls for service and refers to proper authority.

Operates Law Enforcement and Fire consoles; monitors, dispatches and maintains location and status on all in-service and on-call law enforcement, fire, medical personnel and equipment. Handles encoder operation, off duty call-up, and multiple responses.

Responds to telephone requests from, and relays information between, various public agencies using a variety of equipment including the WACIC/NCIC system.

Answers all law enforcement officers' radio requests for warrant, vehicles, driver and records check information.

Operates emergency TDD for hearing-impaired caller.

Studies the Standard Operations Procedures (S.O.P.) and appropriate manuals to acquire thorough knowledge of CENCOM operations and procedures.

Records information and maintains required logs, event cards and other forms during periods of computer aided dispatch down time, including a 40-channel logging recorder.

Maintains familiarity with major roads, streets, hospitals, schools, churches, buildings and other landmarks in Kitsap County.

Monitors approximately 100 fire/burglar alarm systems.

Assists training supervisor in the orientation of new personnel.

Performs other related duties as assigned.

DISTINGUISHING FEATURES:

Positions in the Emergency Telecommunicator I classification are distinguished from the Emergency Telecommunicator Trainee classification by the increased knowledge, skill and abilities and prior experience required to perform emergency dispatch and 911 call receipt.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

Work is performed in a high security, high stress/activity communication dispatch center and requires sitting for long periods of time while performing dispatch duties, exposure to CRT's, high noise levels and sounds, i.e. tones and alarms. Work schedules may require various shifts and irregular hours. Uses telephone-operator type headsets. Requires the ability to enter information into a computer terminal, to precisely hear voices and respond orally in a clear manner and the ability to quickly assess information and remain calm in extremely stressful situations.

KNOWLEDGE & ABILITIES:

Knowledge of: State and Federal Laws governing secrecy of communications. Kitsap County geography or ability to learn it. City, County, State, and Private agencies, facilities and resources. Working knowledge of Standard Operating Procedures for seven (7) law enforcement agencies and nineteen (19) fire agencies. Working knowledge of State and National law enforcement computerized information systems.

Ability to: Appear for scheduled work and complete assigned tasks within a reasonable period of time. Make quick, accurate decisions affecting life and/or property. Handle multiple duties at one time and prioritize duties according to the nature of the request. Monitor radio in-Center and phone traffic simultaneously. Deal effectively with upset, confused, hostile or hysterical people by phone. Work in a confined secure area with no outside contact. Remain in work area for 8 hours including lunch and breaks. Work the majority of time at a computer terminal. Work with concentration despite any distractions, interruptions or problems. Deal with sensitive (i.e. confidential) information in a discreet and professional manner. Type accurately at 35 wpm. Remain alert, calm and courteous under extreme stress situations. Relay complicated information to road units in a brief yet complete manner immediately. Grasp and retain legal data and computer formats. Read City and County maps accurately and quickly. Work shift work under high stress conditions. Work closely with others in a compatible and mutually supportive way in a teamwork concept.

QUALIFICATIONS:

Two years work experience in a fast-paced and multi-tasked public contact environment (e.g. bank teller, waiter) or a large public safety communications environment. Must have computer experience and telephone work experience. Up to nine months training in a 911 telecommunications program may be substituted for up to nine months of the required experience. Must possess good oral and written communication skills and the ability to speak English clearly and distinctly at all times, despite extreme stress. Must be able to type accurately at 35 wpm. High school graduate or GED equivalent preferred.

LICENSES, CERTIFICATES & OTHER REQUIREMENTS:

Successful completion of telephonic CPR training, demonstrated proficiency with computer aided dispatch system, call receiving, and law enforcement or fire/medical dispatch prior to completion of probationary period.

Must have a telephone at residence or carry a pager at own expense.

Able to pass a multi-phase test and psychological evaluation.

A criminal background check through law enforcement agencies will be conducted on all successful applicants prior to their being appointed to this position.

EXAMINATION FEE

Applicants must submit a check, money order or cash (exact amount, please) for two dollars and fifty cents (\$2.50) payable to the **Kitsap County Treasurer** prior to taking the written examination. Waivers for the \$2.50 examination fee may be obtained for economically disadvantaged applicants by contacting the Personnel Office at (360) 337-7185.

EXAMINATION PROCESS

1. In order to qualify for a position on the employment list, you are required to successfully pass these requirements:
 - a. Review of qualifications
 - b. Video-based exam
 - c. Typing test (35 wpm with 90% accuracy)
 - d. Oral interview
2. All applicants offered employment will undergo a background check, reference check and psychological evaluation. Failure to pass any element of the examination process will result in removal from the employment list.

KITSAP COUNTY PERSONNEL DEPARTMENT
EMERGENCY TELECOMMUNICATOR TRAINEE
SUPPLEMENTAL QUESTIONNAIRE

NAME OF APPLICANT: _____ DATE: ___/___/___

The effectiveness of the Central Communications Center hinges on the quality of the personnel it employs and the level of public trust in those personnel. Emergency Communications work is a personal service of the highest order requiring dedication and professionalism in those individuals who are employed in this career field. Mistakes in judgement could cause irreparable harm to the citizens of Kitsap County and the law enforcement, fire and medical response personnel CENCOM serves.

INSTRUCTIONS: This questionnaire is an effort to assist you and the Kitsap County Personnel Department in determining whether or not you meet the qualifications for the position. **The questionnaire is a mandatory part of the examination process. Your responses will be used in determining whether or not you proceed further in the examination process.** When requested, include in your responses to the following questions the company/agency employed with, period of time employed, hours worked per week, degrees earned or courses taken, and training attended. Coincide responses with those listed on the County application. Attach additional sheet(s) in the same format listed if necessary to include **all** of your related experience. A resume attached or "see resume" response in lieu of answering any questions below **WILL NOT** be rated.

1. Describe your experience in Public Safety (police-fire-medical) Communications:

_____ Mo/Yr. to Mo/Yr. Hrs/wk _____ Position Title
Agency Name

Number of: Dispatched events per year _____
Law Enforcement Agencies Served: _____
Fire Agencies Served: _____
Medical Response Agencies Served (include type): _____

Population base served: _____

Did you perform multiple tasks? (List tasks performed simultaneously i.e., radio, phone, & criminal data requests).

Brief description of work performed: _____

2. Describe your work experience in a fast-paced and multi-tasked public contact environment (e.g. bank teller, waiter) or large public safety communications environment. (Attach additional sheets if necessary.)

Company Name Mo/Yr. to Mo/Yr. Hrs/wk Position Title

Did you perform multiple tasks? (List tasks performed simultaneously ie., phones, computer entry, assisting customers).

Brief description of work performed: _____

Company Name Mo/Yr. to Mo/Yr. Hrs/wk Position Title

Did you perform multiple tasks? (List tasks performed simultaneously ie., phones, computer entry, assisting customers).

Brief description of work performed: _____

3. What is your typing speed? _____ wpm.

4. List your experience in telephone operation (include the number of phone lines.)

Company Name Mo/Yr to Mo/Yr Hrs/week Your Title

Number of lines: _____

Company Name Mo/Yr to Mo/Yr Hrs/week Your Title

Number of lines: _____

5. Describe your education/experience entering and retrieving data on a computer. Include the basic types of data you have worked with.

6. List your related education/training (list courses and credits and attach copy of transcript or diploma if utilizing education to meet the minimum requirements).

School Attended	Dates	Credits Earned	Courses Taken	Degree

If you are using education to meet any part of the minimum qualifications for this position, and you are unable to attach the required transcripts/diplomas, have you submitted a request for the appropriate documents from your college or university?

Yes No Date request submitted: _____

(NOTE: You must request your transcripts/diplomas before you turn in your application. The transcripts must be sent by your educational institution directly to:

Kitsap County Personnel
614 Division Street, MS-23
Port Orchard, WA 98366

Any applicant using education to meet the minimum qualifications for this position will not be hired until their transcripts have been received.)

8. Circle the letter beside the emergency equipment that you are proficient at operating and indicate the length of your experience.

- a. Computer Aided Dispatch (CAD) _____
- b. Enhanced 9-1-1 _____
- c. Radio/telephone head sets _____
- d. Radio equipment _____
- e. Computer inquiries for criminal justice _____
- f. Multi-line telephone system _____
- g. Other _____

9. Have you been convicted of a felony within the last seven years?

Yes _____ No _____

If yes, please explain: _____

10. Please read the following statements carefully. As an CENCOM employee, you must be willing and able to:

- A. Be assigned to shift-work which includes day, swing, graveyard and relief shifts on a rotation basis.
- B. Work weekends, holidays, and overtime.
- C. Accept that you will not be permitted to leave the Central Communications facility during your shift, except in an emergency.
- D. Occasionally perform required work outside your job description.
- E. Understand and agree that the integrity of the information in the Center is vital and any breach of confidentiality will result in immediate dismissal.
- F. Consent to background check, psychological evaluation, and to be fingerprinted.
- G. Work in a high stress environment of an emergency communications center.
- H. Deal with confused, drunk, irate, ill or argumentative people and respond to them in a tactful and diplomatic manner.
- I. Work in a disciplined environment and carry out orders even if you do not agree with them.
- J. Take instructions and abide by the policies, procedures, rules and regulations of the Central Communications facility.
- K. Participate in training in order to learn and develop the techniques and skills required of a dispatcher/call receiver.
- L. Write incident investigation reports, and give testimony in court.
- M. Accept the responsibility of making a decision that could affect the lives of others, knowing that a mistake in judgment could cause irreparable harm.
- N. Have a phone at your place of residence or get a phone or carry a pager at your expense.
- O. Sit for long periods of time, be exposed to low lighting, wear a radio headset, have frequent eye contact with computer screens and work in close proximity to other individuals.

Your signature certifies that you have read and agree to the statements above and that all your responses are true to the best of your knowledge.

Signature of Applicant

Date

NOTE: A criminal background check through law enforcement agencies will be conducted on all successful applicants prior to their being appointed to this position.



Application for Employment
KITSAP COUNTY

Personnel Division
 614 DIVISION STREET MS-23 • PORT ORCHARD, WA 98366-4676
 (360) 337-7185 Ext. 0 • 24 Hour Job Line Ext. 1
 "An Equal Opportunity Employer"

OFFICE USE ONLY
ADDRESS BOOK #
REQ.#

IMPORTANT: THIS APPLICATION MUST BE USED FOR ONE POSITION ONLY. IF YOU WISH TO APPLY FOR OTHER POSITIONS WITH KITSAP COUNTY, YOU MUST SUBMIT AN APPLICATION FOR EACH POSITION. COMPLETE THIS APPLICATION USING TYPEWRITER OR PRINT CLEARLY WITH PEN. ANSWER ALL QUESTIONS AND BE THOROUGH. YOUR ANSWERS DETERMINE WHETHER YOU WILL BE CONSIDERED FURTHER. YOUR COMPLETED APPLICATION AND ANY ADDITIONAL INFORMATION SPECIFIED IN THE ANNOUNCEMENT MUST BE RECEIVED BY THE PERSONNEL DIVISION NO LATER THAN 4:30 P.M. ON THE CLOSING DATE SPECIFIED IN THE ANNOUNCEMENT. INCOMPLETE OR UNSIGNED APPLICATIONS CANNOT BE PROCESSED. PLEASE ADVISE THE PERSONNEL DIVISION OF ANY CHANGES IN YOUR ADDRESS OR PHONE NUMBER.

POSITION APPLIED FOR				DEPARTMENT				SOCIAL SECURITY NUMBER				
LAST NAME			FIRST NAME			MIDDLE NAME			HOME PHONE ()		WORK PHONE ()	
MAILING ADDRESS						CITY			STATE		ZIP CODE	
DO YOU HAVE RESPONSIBILITIES THAT WOULD PREVENT YOU FROM TRAVELING, WORKING UNUSUAL HOURS, OR OVERTIME IF REQUIRED BY THE JOB?				YES <input type="checkbox"/>		NO <input type="checkbox"/>		NAME AND TELEPHONE NO. OF PERSON WHO CAN CONTACT YOU WITH A MESSAGE.				
WILL YOU ACCEPT? (CHECK IF YES)		FULL TIME <input type="checkbox"/>	PART TIME <input type="checkbox"/>	TEMPORARY <input type="checkbox"/>	SEASONAL <input type="checkbox"/>	ON CALL <input type="checkbox"/>		DAYS OR HOURS UNWILLING/UNABLE TO WORK				
ARE YOU NOW OR HAVE YOU EVER BEEN EMPLOYED BY KITSAP COUNTY?		YES <input type="checkbox"/>	NO <input type="checkbox"/>	IF SO, GIVE JOB TITLE			DEPARTMENT		DATES OF EMPLOYMENT			
DO YOU HAVE ANY RELATIVES WORKING FOR KITSAP COUNTY?		YES <input type="checkbox"/>	NO <input type="checkbox"/>	NAME		DEPT./DIV.		RELATIONSHIP				
				NAME		DEPT./DIV.		RELATIONSHIP				
CAN YOU PROVIDE PROOF OF CITIZENSHIP, VISA, OR ALIEN REGISTRATION NO. UPON EMPLOYMENT?			YES <input type="checkbox"/>	NO <input type="checkbox"/>	A VALID DRIVER'S LICENSE IS REQUIRED ONLY WHERE SO STATED ON JOB ANNOUNCEMENT.			DO YOU POSSESS A VALID DRIVER'S LICENSE?		YES <input type="checkbox"/>	NO <input type="checkbox"/>	STATE
HAVE YOU SERVED ON ACTIVE DUTY IN THE MILITARY SERVICES OF THE U.S. WITHIN THE LAST 8 YEARS?			YES <input type="checkbox"/>	NO <input type="checkbox"/>	BRANCH		ACTIVE DUTY DATES					
PER RCW41.04.010, CERTAIN VETERANS ARE ELIGIBLE FOR VETERANS PREFERENCE. DO YOU QUALIFY FOR THIS PREFERENCE?			YES <input type="checkbox"/>	NO <input type="checkbox"/>	HAVE YOU EVER OBTAINED EMPLOYMENT IN THIS STATE THROUGH THE USE OF VETERANS PREFERENCE?		YES <input type="checkbox"/>	NO <input type="checkbox"/>	DO YOU CLAIM VETERANS PREFERENCE FOR THIS EXAMINATION?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
A CONVICTION RECORD WILL NOT NECESSARILY BAR OR DISQUALIFY YOU FROM EMPLOYMENT.		HAVE YOU EVER BEEN CONVICTED WITHIN THE LAST SEVEN YEARS OF OFFENSES WHICH RELATE REASONABLY TO FITNESS TO PERFORM THE JOB YOU ARE APPLYING FOR?						OFFENSE		DATE		
								OFFENSE		DATE		
DID YOU GRADUATE FROM HIGH SCHOOL OR RECEIVE A GED?			YES <input type="checkbox"/>	NO <input type="checkbox"/>	DATE		NAME AND LOCATION OF HIGH SCHOOL ATTENDED			HOW DID YOU LEARN OF THIS POSITION? PLEASE BE SPECIFIC.		

COLLEGE OR VOCATIONAL SCHOOL AND LOCATION	DATES		SEM. HOURS	QTR. HOURS	MAJOR	MINOR	DEGREE EARNED	DATE OF DEGREE
	From	To						

OTHER COURSES AND TRAINING	NAME OF INSTITUTION/LOCATION	TYPE OF COURSE	LENGTH OF COURSE	DATE ENDED

PROFESSIONAL LICENSES, CERTIFICATIONS:	STATE ISSUED	LICENSE NUMBER	DATE ISSUED	EXPIRATION DATE

COMMERCIAL DRIVERS LICENSE				TYPING SPEED	DICTATION SPEED	DICTAPHONE	CALCULATOR BY TOUCH	MULTI-LINE PHONE	DATA ENTRY	FILING	FIRST-AID/CPR	CASHIERING	BOOKKEEPING/BUSINESS MATH
YES	NO	CLASS	ENDORSEMENT			YES	NO	YES	NO	YES	NO	YES	NO

LIST TYPE OF COMPUTER HARDWARE AND SOFTWARE YOU HAVE USED:

AFFIRMATIVE ACTION DATA

IT IS THE POLICY OF KITSAP COUNTY TO PROVIDE EQUAL OPPORTUNITY IN ALL TERMS, CONDITIONS, AND PRIVILEGES OF EMPLOYMENT FOR ALL QUALIFIED JOB APPLICANTS AND EMPLOYEES WITHOUT REGARD TO RACE, CREED, COLOR, NATIONAL ORIGIN, SEX, AGE, MARITAL STATUS, OR VETERAN STATUS INCLUDING DISABLED VETERANS AND VETERANS OF THE VIETNAM ERA, OR PERSONS WITH DISABILITIES.

TO HELP US COMPLY WITH GOVERNMENT RECORD KEEPING, REPORTING, AND OTHER LEGAL REQUIREMENTS, PLEASE COMPLETE THE AFFIRMATIVE ACTION DATA BELOW. PROVIDING THIS INFORMATION IS VOLUNTARY AND WILL BE KEPT IN A CONFIDENTIAL FILE SEPARATE FROM THE APPLICATION FORM.

SEX: MALE FEMALE
DISABLED: YES NO
DISABLED VETERAN: YES NO
VIETNAM ERA VETERAN: YES NO
VETERAN, OTHER: YES NO

ETHNIC ORIGIN (CHECK ONLY ONE):
(A) WHITE (B) BLACK (C) HISPANIC
(D) ASIAN/PACIFIC ISLANDER
(E) AMERICAN INDIAN

POSITION APPLIED FOR: _____ DATE: _____

NAME: _____ SOCIAL SECURITY NUMBER: _____

DATE OF BIRTH: _____

APP #
ADDRESS BOOK #
REQ. #