

STATE OF FL DOH PST 6th Mock Exam

The below is intended to compliment or be used in conjunction with the FL DOH PST 6th Edition Workbook dated 2024. FL APCO Training Committee recommends the workbook be thoroughly read in preparation for the state examination. The below is meant to aid, not to substitute or supersede the information found in the workbook.

1) WHAT POLICE DEPARTMENT WAS THE FIRST TO USE ONE WAY VOICE COMMUNICATIONS RADIO?

- A) DETROIT POLICE DEPARTMENT
- B) POLK COUNTY SHERIFF'S OFFICE
- C) LOS ANGELES POLICE DEPARTMENT
- D) NEW YORK CITY POLICE DEPARTMENT

2) WHERE WAS THE FIRST TWO-WAY RADIO SYSTEM UTILIZED?

- A) CHICAGO , ILLINOIS
- B) BAYONNE, NEW JERSEY
- C) TAMPA, FLORIDA
- D) SAN DIEGO, CALIFORNIA

3) SECONDARY PSAP'S DIRECTLY RECEIVE 911 CALLS.

- A) TRUE
- B) FALSE

4) ALL OF THE FOLLOWING ARE RESPONSIBILITIES OF CALL TAKERS **EXCEPT**:

- A) DEPLOYING RESOURCES
- B) GATHERING INFORMATION
- C) PROVIDING PRE-ARRIVAL INSTRUCTIONS
- D) PRIORITIZING CALLS

5) WHICH OF THESE IS A REASON PERFORMANCE STANDARDS ARE IMPORTANT?

- A) ADHERING TO THE ANNUAL BUDGET OF THE CALL CENTER
- B) ENSURING CONSISTENT AND EFFECTIVE SERVICE
- C) REDUCES DISTRACTIONS
- D) THEY REDUCE STRESS

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- 6) PERFORMANCE STANDARDS ARE A SET OF EXPECTATIONS OR GUIDELINES THAT DEFINE THE LEVEL OF PERFORMANCE REQUIRED FOR A SPECIFIC JOB OR TASK.
- A) TRUE
 - B) FALSE
- 7) IT IS IMPORTANT FOR PST'S TO ADHERE TO A PROFESSIONAL DRESS CODE.
- A) TRUE
 - B) FALSE
- 8) PST'S ARE NOT EXPECTED TO PARTICIPATE IN CONTINUOUS COMPLIANCE AND TRAINING ONCE CERTIFIED.
- A) TRUE
 - B) FALSE
- 9) WHERE WAS THE FIRST ENHANCED 911 (E911) SYSTEM INTRODUCED?
- A) HALEYVILLE, ALABAMA
 - B) ORANGE COUNTY, FLORIDA
 - C) LAKELAND, FLORIDA
 - D) ATLANTA, GEORGIA
- 10) WHICH OF THE FOLLOWING IS NOT AN IMPACT THAT ABSENCES HAVE ON A COMMUNICATIONS CENTER?
- A) LONGER WAIT TIMES FOR CALLERS
 - B) INCREASED RESPONSE TIMES FOR EMERGENCY RESPONDERS
 - C) THE REMAINING STAFF MUST WORK HARDER AND LONGER HOURS TO COVER THE WORKLOAD
 - D) BRINGS EMPLOYEES CLOSER TOGETHER
- 11) ETHICS REFERS TO THE PRINCIPLES OF CONDUCT THAT GOVERN A PERSON'S ACTIONS AND BEHAVIOR.
- A) TRUE
 - B) FALSE
- 12) PROFESSIONALISM ENCOMPASSES
- A) MAINTAINING A NEAT AND CLEAN APPEARANCE
 - B) TEAMWORK AND COLLABORATION
 - C) REPORTING MISCONDUCT
 - D) A & B ONLY



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13) IMAGE REPRESENTS THE CORE BELIEFS AND PRINCIPLES THAT GUIDE A PERSON'S ACTIONS AND DECISIONS.

- A) TRUE
- B) FALSE

14) PST'S MUST UPHOLD ETHICAL STANDARDS BOTH ON AND OFF DUTY.

- A) TRUE
- B) FALSE

15) PSTS MAY FACE CRIMINAL LIABILITY IF THEIR ACTIONS OR INACTIONS DIRECTLY CONTRIBUTE TO HARM OR ENDANGERMENT

- A) TRUE
- B) FALSE

16) HIPAA IS A FEDERAL LAW THAT PROVIDES DATA PRIVACY AND SECURITY PROVISIONS FOR SAFEGUARDING CONFIDENTIAL AND _____.

- A) HEALTH DATA RECORDINGS
- B) BACKUP FOR MEDICAL UNITS
- C) PROTECTED HEALTH INFORMATION (PHI)
- D) PROTECTION FROM SEXUAL HARASSMENT

17) WHICH OF THESE IS A STATE LAW PERTAINING TO GOVERNMENT HELD RECORDS?

- A) THE FLORIDA SUNSHINE LAW
- B) HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT
- C) CIVIL LAW
- D) KARI'S LAW

18) INFORMATION DISSEMINATION REFERS TO THE PROCESS OF SHARING AND DISTRIBUTING INFORMATION TO THE SMALLEST POSSIBLE AUDIENCE

- A) TRUE
- B) FALSE

19) PST'S SHOULD ASSUME ALL CONVERSATIONS ARE RECORDED.

- A) TRUE
- B) FALSE

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20) WHICH ONE OF THESE IS A CONSIDERATION TO REMEMBER WHILE IN COURT:

- A) VOLUNTEER ALL THE INFORMATION YOU HAVE
- B) DO NOT CORRECT MISTAKES YOU MAKE WHILE IN COURT UNLESS REQUIRED TO
- C) AVOID MAKING EYE CONTACT WITH THE JUDGE
- D) SPEAK CLEARLY

21) CAD IS AN ACRONYM FOR:

- A) COMPUTER AIDED DISPATCH
- B) CRASH ASSISTED DISPATCH
- C) CALL TAKERS ASSISTING DISPATCH
- D) CALLERS ANNOYING DISPATCH

22) ONE TYPE OF AN ALERTING AND NOTIFICATION SYSTEM IS:

- A) STATION ALERTING
- B) CONFUSION ALERTING
- C) COMBAT ALERTING
- D) CROWD ALERTING

23) VOIP STANDS FOR:

- A) VERY OBVIOUS INTERNET PROTOCOL
- B) VISUAL OBSERVATION INCIDENT PROCESS
- C) VOICE OVER INTERNET PROTOCOL
- D) VINDICTIVE OBSTINATE INTERNET PEOPLE

24) WHICH OF THE BELOW ABBREVIATIONS IS NOT APPROVED FOR USE WITH TELECOMMUNICATIONS DEVICE FOR THE DEAF:

- A) GA
- B) STOP
- C) SKSK
- D) Q

25) THE PST'S ROLE IN CALL ROUTING INCLUDES ALL OF THESE BUT:

- A) VERIFYING CALLER INFORMATION
- B) PROVIDING INSTRUCTIONS
- C) KEEPING COMMUNICATION OPEN
- D) DISCONNECTING FROM THE LINE AS SOON AS POSSIBLE WHEN ROUTING



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26) TEXT-TO-911 IS A TRADITIONAL CHANNEL THROUGH WHICH EMERGENCY CALLS COME INTO A PSAP

- A) TRUE
- B) FALSE

27) ALI REFERS TO:

- A) AUTOMATIC LISTENING INDICATOR
- B) AUTHORIZED LANDING IDENTIFIER
- C) AUTOMATIC LOCATION IDENTIFICATION
- D) AUTHORIZED LOCATION INCIDENT

28) WHICH TYPICAL COMPONENT IS NOT INCLUDED IN A COMMUNICATION CENTER?

- A) 911/IN-COMING TELEPHONE LINES
- B) MEDIA LINE
- C) CAD
- D) HEADSETS

29) CHOOSE THE TERM THAT MATCHES THIS DEFINITION: CERTAIN VEHICLES ARE EQUIPPED WITH EMERGENCY NOTIFICATION FEATURES

- A) TELEMATICS
- B) TELEKINESIS
- C) TEXTRONICS
- D) TELMAC

30) 988 IS THE NATIONAL SUICIDE AND CRISIS LIFELINE NUMBER

- A) TRUE
- B) FALSE

31) THE AMERICANS WITH DISABILITIES ACT (ADA) DICTATES THAT 9-1-1 SERVICES MUST BE ACCESSIBLE TO PEOPLE WITH _____.

- A) HEARING LOSS
- B) SPEECH IMPEDIMENTS
- C) DEAF, HARD OF HEARING, DEAF/BLIND, AND SPEECH IMPAIRED
- D) DEAFNESS OR HARD OF HEARING

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32) ACD STANDS FOR _____.

- A) AUTOMATIC CALL DISTRIBUTION
- B) AMBULANCE CALL DISTRIBUTION
- C) AVERAGE CALL DISTRIBUTION
- D) AUTOCRATIC COUNTRY DEITY

33) THE FLORIDA INTEROPERABILITY NETWORK (FIN) IS A:

- A) SYSTEM TO CONNECT ALL AGENCIES TO THE MEDIA
- B) BRIDGE TO OSCEOLA COUNTY
- C) SYSTEM TO CONNECT LOCAL AGENCIES TO EUROPEAN AGENCIES
- D) BRIDGE BETWEEN AGENCIES WHOSE RADIO SYSTEMS ARE NOT USUALLY COMPATIBLE

34) FCIC STANDS FOR:

- A) FEDERAL CRIME INFORMATION CENTER
- B) FRONTIER CRIME INTELLIGENCE CENTER
- C) FIRST CRIMINAL INTELLIGENCE CORE
- D) FLORIDA CRIME INFORMATION CENTER

35) PST'S MUST BE CONCERNED WITH CYBERSECURITY

- A) TRUE
- B) FALSE

36) THE FIRST 911 CALL WAS MADE IN BIRMINGHAM, ALABAMA

- A) TRUE
- B) FALSE

37) THE MAIN PURPOSE OF THE WIRELESS COMMUNICATIONS AND PUBLIC SAFETY ACT WAS TO

- A) ENABLE RESPONDERS TO PINPOINT THE CALLERS LOCATION
- B) ESTABLISH 911 AS THE NATIONAL EMERGENCY PHONE NUMBER
- C) TO DEPLOY RESOURCES
- D) TO ESTABLISH 911 AS THE FLORIDA EMERGENCY PHONE NUMBER

38) THE ACRONYM PSAP STANDS FOR PUBLIC SAFETY ANSWERING POINT

- A) TRUE
- B) FALSE



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39) THE TECHNOLOGY IMPLEMENTED IN ORANGE COUNTY, FLORIDA THAT ENABLED EMERGENCY RESPONDERS TO PINPOINT THE CALLER'S LOCATION WITH GREATER PRECISION IS

- A) AUTOMATIC VEHICLE LOCATION (AVL)
- B) GLOBAL POSITIONING SYSTEM (GPS)
- C) ENHANCED 911 (E911)
- D) RADAR SIGNAL SOURCE (RSS)

40) WHICH OF THE FOLLOWING IS NOT A PRIMARY RESPONSIBILITY OF THE CALL TAKER?

- A) ANSWERING EMERGENCY AND NON-EMERGENCY CALLS
- B) GATHERING INFORMATION
- C) PROVIDING PRE-ARRIVAL INSTRUCTIONS
- D) PRIORITIZING UNITS

41) WHICH OF THE FOLLOWING IS NOT A PRIMARY RESPONSIBILITY OF THE DISPATCHER?

- A) ANSWERING EMERGENCY AND NON-EMERGENCY CALLS
- B) ANALYZING CALL INFORMATION
- C) DEPLOYING RESOURCES
- D) MAINTAINING COMMUNICATION

42) _____ AND _____ COMMUNICATION INCLUDES COMMUNICATING INFORMATION ACCURATELY AND SUCCINCTLY, ENSURING THAT RESPONDERS RECEIVE CLEAR DETAILS WITHOUT AMBIGUITY.

- A) BRIEF AND AMBIGUOUS
- B) CLEAR AND CONCISE
- C) LENGTHY AND AMBIGUOUS
- D) AMBIGUOUS AND CONCISE

43) _____ COMMUNICATION CAN GREATLY REASSURE AND COMFORT INDIVIDUALS IN CRISIS.

- A) COMPASSIONATE
- B) CONCISE
- C) AMBIGUOUS
- D) MINIMAL



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44) WHICH OF THE FOLLOWING IS ONE OF THE THREE MAIN IMPACTS ABSENCES HAVE ON A COMMUNICATIONS CENTER?

- A) SHORTENS RESPONSE TIMES
- B) INCREASES CALL WAIT TIMES
- C) REDUCES STRESS AND BURNOUT
- D) REDUCES OVERTIME PAY

45) PSTs MUST BE AVAILABLE IN THE EVENT OF _____, EMERGENCY MOBILIZATIONS, OR OTHER DECLARATIONS OF EMERGENCY.

- A) HUMAN RESOURCES MEETING
- B) CRITICAL INCIDENT DEBRIEFING
- C) SHIFT SCHEDULING MEETING
- D) NATURAL DISASTERS

46) REDUCES DISTRACTIONS IS ONE OF THE MAIN BENEFITS OF MAINTAINING A PROFESSIONAL APPEARANCE AND PERSONAL HYGIENE.

- A) TRUE
- B) FALSE

47) WHICH OF THE FOLLOWING EXPLAINS WHY PERFORMANCE STANDARDS ARE IMPORTANT?

- A) PROMOTES PROFESSIONAL DEVELOPMENT
- B) NEAT AND CLEAN ATTIRE
- C) RESULTS IN UNFAIR EVALUATIONS
- D) ANALYZES CALL INFORMATION

48) PSTs MUST ADHERE TO ESTABLISHED _____ AND _____ TO ENSURE CONSISTENT AND EFFECTIVE HANDLING OF EMERGENCY CALLS.

- A) POLICY; REDUNDANCY
- B) POLICY; PROCEDURES
- C) RULES; COMPROMISES
- D) CONTROLS; QUESTIONS

49) TREATING ALL INDIVIDUALS WITH RESPECT AND IMPARTIALITY, REGARDLESS OF CIRCUMSTANCES DEFINES ETHICAL CONDUCT

- A) TRUE
- B) FALSE



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50) STATE STATUTES THAT PST'S ARE REQUIRED TO OPERATE WITHIN INCLUDE WHICH OF THE FOLLOWING?

- A) FLORIDA COMMUNICATIONS FRAUD ACT
- B) HIPPA
- C) AMERICANS WITH DISABILITIES LAW
- D) A AND C

51) PSTs MUST AVOID SITUATIONS WHERE PERSONAL INTERESTS COULD INFLUENCE THEIR PROFESSIONAL JUDGMENT. THIS INCLUDES REFRAINING FROM ACCEPTING _____ OR FAVORS FROM INDIVIDUALS OR BUSINESSES THAT MAY BE INVOLVED IN EMERGENCY SITUATIONS.

- A) REGULAR PAY
- B) CALLS
- C) GIFTS
- D) RETURNS

52) PSTs SHOULD EXERCISE CAUTION WHEN USING SOCIAL MEDIA AND OTHER ONLINE PLATFORMS, ENSURING THEIR POSTS AND INTERACTIONS ALIGN WITH PROFESSIONAL STANDARDS.

- A) TRUE
- B) FALSE

53) PSTs HAVE A RESPONSIBILITY TO _____ ANY INSTANCES OF UNETHICAL OR ILLEGAL BEHAVIOR OBSERVED WITHIN THE WORKPLACE.

- A) EXPORT
- B) REPORT
- C) IGNORE
- D) INSTIGATE

54) THE ACTIONS AND DECISIONS OF A PST HAVE A PROFOUND IMPACT ON THE SAFETY AND WELL-BEING OF THEIR COMMUNITIES.

- A) TRUE
- B) FALSE

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55) PSTs MUST DEMONSTRATE _____ AND UNDERSTANDING DURING TIMES OF CRISIS, OFFERING SUPPORT AND GUIDANCE.

- A) FINANCIAL AWARENESS
- B) DISABILITY
- C) DEMONSTRATION
- D) COMPASSION

56) TRANSPORTATION DEFINES THE PST'S DEMEANOR AND APPROACH TO THEIR WORK.

- A) TRUE
- B) FALSE

57) _____ LAW DEALS WITH OFFENSES AGAINST SOCIETY, WHERE THE GOVERNMENT PROSECUTES INDIVIDUALS WHO VIOLATE ESTABLISHED LAWS.

- A) CIVIL
- B) CITY
- C) CRIMINAL
- D) INTERPOL

58) PSTs THAT FAIL TO ADHERE TO PROTOCOLS AND PROCEDURES TO ENSURE PROPER HANDLING OF EMERGENCY CALLS AND DISPATCHING MAY BE FOUND CIVILLY LIABLE.

- A) TRUE
- B) FALSE

59) BREACH OF _____ OCCURS WHEN A PERSON FAILS TO MEET THE LEGAL STANDARD OF CARE OWED TO ANOTHER PERSON.

- A) DUTY
- B) CONTRACT
- C) WHALES
- D) CAUTION

60) THE TELECOMMUNICATIONS ACT REGULATES THE USE OF TELECOMMUNICATIONS NETWORKS AND SERVICES, INCLUDING THE OBLIGATION TO PROVIDE ASSISTANCE TO PERSONS WITH _____.

- A) ATTITUDES
- B) JOBS
- C) APPETITES
- D) DISABILITIES



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- 61) THE _____ REGULATES THE USE OF TELECOMMUNICATIONS EQUIPMENT AND SERVICES, AND PSTs MUST COMPLY WITH THESE REGULATIONS WHEN HANDLING EMERGENCY CALLS.
- A) FEDERAL AVIATION ADMINISTRATION
 - B) FEDERAL COMMUNICATIONS COMMISSION
 - C) FLORIDA COMMUNICATIONS CORPORATION
 - D) FLORIDA CARTEL COMMISSION
- 62) THE DEPARTMENT OF _____ REGULATES THE TRANSPORTATION OF HAZARDOUS MATERIALS, AND PSTs MUST BE AWARE OF THESE REGULATIONS WHEN HANDLING CALLS RELATED TO HAZARDOUS MATERIAL SPILLS OR ACCIDENTS.
- A) CORRECTIONS
 - B) TRANSPORTATION
 - C) INTERIOR
 - D) LAW ENFORCEMENT
- 63) PSTs ENTER CRITICAL INFORMATION INTO CAD SYSTEMS, WHICH AUTOMATICALLY UPDATES AND SHARES DATA WITH RELEVANT AGENCIES AND PERSONNEL.
- A) TRUE
 - B) FALSE
- 64) IN THE CONTEXT OF PUBLIC SAFETY, DISSEMINATION INVOLVES SHARING CRITICAL INFORMATION WITH EMERGENCY RESPONDERS
- A) TRUE
 - B) FALSE
- 65) LANGUAGE BARRIERS, TECHNOLOGICAL LIMITATIONS, OR PHYSICAL OBSTRUCTIONS CAN HINDER _____ AND INFORMATION SHARING, CREATING CHALLENGES TO DISSEMINATING INFORMATION
- A) COMMUNICATION
 - B) DISSEMINATION
 - C) RECLAMATION
 - D) DISTRIBUTION

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66) WHICH OF THE BELOW IS A KEY REASON WHY A PST COULD TESTIFY IN COURT?

- A) TO BE CERTAIN AN ACCUSED DEFENDANT IS CONVICTED
- B) TO PROVIDE THEIR OPINION ON THE OUTCOME OF A COURT CASE
- C) TO EARN EXTRA DUTY PAY
- D) TO CORROBORATE OR REFUTE OTHER TESTIMONY

67) PSTs WILL RECEIVE A _____, A LEGAL DOCUMENT ORDERING THEIR APPEARANCE IN COURT TO TESTIFY.

- A) DEPOSITION
- B) REQUISITION
- C) SUBPOENA
- D) RETRIBUTION

68) PSTs MUST MAINTAIN THE _____ OF ANY SENSITIVE INFORMATION THEY POSSESS, EVEN IN COURT.

- A) CONFIDENTIALITY
- B) RESPONSIBILITY
- C) REGURGITALITY
- D) FINALITY

69) WHAT TYPE OF PHONE LINE IS USED FOR NON-EMERGENCY CALLS OR COMMUNICATION WITH OTHER AGENCIES?

- A) DEDICATED 911 LINE
- B) ADMINISTRATIVE LINE
- C) 311 LINE
- D) VOIP LINE

70) ALL THREE OF THESE ITEMS ARE TYPES OF MASS NOTIFICATION SYSTEMS AVAILABLE TO INFORM THE PUBLIC ABOUT AN EMERGENCY: TEXT MESSAGES, PHONE CALLS, PUBLIC ADDRESS SYSTEMS.

- A) TRUE
- B) FALSE

71) THE TWO ADDITIONAL FUNCTIONALITIES INCLUDED IN ENHANCED 911 ARE AUTOMATIC NUMBER IDENTIFICATION AND AUTOMATIC LOCATION IDENTIFICATION.

- A) TRUE
- B) FALSE



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72) VEHICLES WITH EMERGENCY NOTIFICATION FEATURES HAVE _____.

- A) TELECOMMUNICATIONS
- B) TELETYPE
- C) TELEPHONES
- D) TELEMATICS

73) TEXT TO 9-1-1, SOCIAL MEDIA, AND EMAILS ARE ALL CONSIDERED MODERN COMMUNICATIONS STREAMS.

- A) TRUE
- B) FALSE

74) THE NUMBER FOR DEAF AND HARD OF HEARING CALLERS TO COMMUNICATE WITH WHEN REQUESTING EMERGENCY RESPONDERS OR OTHER SERVICE PROVIDERS.

- A) 411
- B) 611
- C) 711
- D) 511

75) UNDERSTANDING _____ CAN EMPOWER A PST TO GUIDE CALLERS EFFECTIVELY AND CONNECT THEM TO THE RESOURCES THEY NEED.

- A) THE THREE-DIGIT CALL OPTIONS AVAILABLE
- B) THE FOUR-DIGIT CALL OPTIONS AVAILABLE
- C) YOUR SUPERVISOR
- D) THE PHONE BOOK

76) WHAT SPECIAL DEVICES ARE USED TO COMMUNICATE WITH THE DEAF OR SPEECH IMPAIRED?

- A) COMPUTER AIDED DISPATCH (CAD)
- B) TDD/TTY
- C) RADIO
- D) TELEPHONE

77) WHAT LAW ENSURES EQUAL ACCESS TO 9-1-1 FOR EVERYONE?

- A) AMERICANS WITH DISABILITIES ACT
- B) AMERICANS WITH ABILITIES ACT
- C) CITIZEN'S ACT OF 1999
- D) RELAY SYSTEMS ACT



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78) WHICH OF THE BELOW LISTED TERMS IS NOT INCLUDED IN THE COMPONENTS OF A RADIO SYSTEM?

- A) BASE STATION
- B) HANDHELD RADIOS
- C) SUBSTATION RADIO
- D) MOBILE RADIOS

79) RADIO PROTOCOLS WITH BUILT-IN MUTUAL AID FEATURES AND A DEDICATED 700 MHz FREQUENCY DESIGNED TO ENABLE CROSS-AGENCY COMMUNICATION REGARDLESS OF THE INTERNAL RADIO FREQUENCIES USED IS KNOWN AS PROJECT 25.

- A) TRUE
- B) FALSE

80) _____ ARE TRAILERS EQUIPPED WITH VARIOUS COMMUNICATION TECHNOLOGIES LIKE RADIO, FIN, VOIP, SATELLITE, AND CELLULAR, PROVIDING VERSATILE COMMUNICATION OPTIONS IN THE FIELD.

- A) PORTABLE COMMUNICATION SYSTEM
- B) EMERGENCY DEPLOYABLE INTEROPERABLE COMMUNICATIONS SYSTEMS (EDICS)
- C) MUTUAL AID RADIO COMMUNICATIONS
- D) FLORIDA INTEROPERABLE NETWORK

81) WHICH OF THE THREE TERMS SHOWN BELOW IS A CONSEQUENCE OF POOR CYBERSECURITY PRACTICES?

- A) LOWER PAY
- B) LONGER WORK HOURS
- C) EROSION OF TRUST
- D) VIOLATION OF REGULATIONS

82) SCAMS THAT ATTEMPT TO STEAL LOGIN CREDENTIALS OR SENSITIVE INFORMATION ARE KNOWN AS FRISKING.

- A) TRUE
- B) FALSE

83) CAD IS AN INTERNAL RESOURCE WITH THE COMMUNICATIONS CENTER.

- A) TRUE
- B) FALSE

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84) CHAT, EMAIL, AND VOICE COMMUNICATION SYSTEMS ARE EXAMPLES OF _____ RESOURCES.

- A) INTERNAL COMMUNICATIONS TOOLS
- B) REDUNDANT COMMUNICATIONS TOOLS
- C) CYBERSECURITY TOOLS
- D) CHAT EBT

85) PSTs ENTER CRITICAL INFORMATION INTO _____ SYSTEMS, WHICH AUTOMATICALLY UPDATE AND SHARE DATA WITH RELEVANT AGENCIES AND PERSONNEL.

- A) TDD
- B) GPS
- C) CAD
- D) RAD

86) WHEN TESTIFYING IN COURT, CORRECT ANY MISTAKES, IF NEEDED.

- A) TRUE
- B) FALSE

87) CUTTING OFF PARTS OF THE TRANSMISSION WHEN UTILIZING THE RADIO IS CALLED

- A) OVER-MODULATING
- B) UNDER-MODULATING
- C) TRIPPING
- D) CLIPPING

88) WHICH ONE OF THESE IS ALSO REFERRED TO AS RINGDOWNS, ALLOW FOR DIRECT CALLS INTO ECCs.

- A) ADMINISTRATIVE LINES
- B) EMERGENCY LINES
- C) TIGHT LINES
- D) DEDICATED LINES

89) _____ ALLOWS VOICE CALLS OVER THE INTERNET.

- A) ROPE
- B) VOIP
- C) PROJECT 25
- D) PROJECT 24



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90) ACD STANDS FOR

- A) AUTOMATED CHILD DETECTOR
- B) AUTOMATIC CREW DETAILER
- C) AUTOMATIC CALL DISTRIBUTION
- D) AUTOCRATIC CALL DICTATOR

91) WHICH OF THE TERMS BELOW MEANS CALLS CAN BE REROUTED FROM AN ASSIGNED PSAP TO ANOTHER WHEN THE SYSTEM IS OVERWHELMED OR DURING ANY FAILURES AT THE PRIMARY PSAP?

- A) 911 SPILL-OVER
- B) CAD
- C) PSAP RELEGATION SYSTEM
- D) DEPOSITION SYSTEM

92) TCC STANDS FOR TELEMATIC CALL CENTER

- A) TRUE
- B) FALSE

93) GA, SK, AND STOP ARE ALL APPROVED ABBREVIATIONS WHEN USING TDD SERVICES.

- A) TRUE
- B) FALSE

94) PSAP STANDS FOR

- A) PUBLIC SERVICE AUTOMATED SERVICE
- B) PREVIOUS SYNTAX ANSWERING SERVICE
- C) PUBLIC SAFETY ANSWERING POINT
- D) PUBLIC SERVICE AUTOMATIC SENDER

95) BOLO STANDS FOR

- A) BRAVO ONLINE LISTING OFFER
- B) BE ON THE LOOKOUT
- C) BROADCAST ON TWO LEVELS
- D) BRIEFING OVER LOCATION ONLINE



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96) WHEN A PST IS ABSENT, IT CAN HAVE A SIGNIFICANT IMPACT ON THE ABILITY OF AN ECC TO FUNCTION EFFECTIVELY.

- A) TRUE
- B) FALSE

97) MAINTAINING PROFESSIONAL APPEARANCE AND HYGIENE BOOSTS SELF-CONFIDENCE

- A) TRUE
- B) FALSE

98) WHICH TERM BELOW MEANS THAT ONCE THE PST HAS COMPLETED THEIR TESTIMONY, THEY WILL BE EXCUSED FROM THE WITNESS STAND.

- A) DISMISSAL
- B) COURT REGRESSION
- C) REMANDED
- D) PORTABILITY

99) IF UNSURE ABOUT ANY ASPECT OF TESTIFYING IN COURT, THE PST SHOULD SEEK GUIDANCE FROM THEIR SUPERVISOR OR LEGAL COUNSEL.

- A) TRUE
- B) FALSE

100) _____ STRENGTHEN AND BROADCAST TRANSMISSIONS.

- A) MONITORS
- B) COMPUTERS
- C) MOBILES
- D) ANTENNAS

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ANSWER KEY

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- 3) SECONDARY PSAP'S DIRECTLY RECEIVE 911 CALLS.
- E) TRUE
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- 4) ALL OF THE FOLLOWING ARE RESPONSIBILITIES OF CALL TAKERS **EXCEPT**:
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C) TRUE

D) FALSE

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11) ETHICS REFERS TO THE PRINCIPLES OF CONDUCT THAT GOVERN A PERSON'S ACTIONS AND BEHAVIOR.

E) TRUE

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12) PROFESSIONALISM ENCOMPASSES

E) MAINTAINING A NEAT AND CLEAN APPEARANCE

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G) REPORTING MISCONDUCT

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15) PSTS MAY FACE CRIMINAL LIABILITY IF THEIR ACTIONS OR INACTIONS DIRECTLY CONTRIBUTE TO HARM OR ENDANGERMENT

- C) TRUE
- D) FALSE

16) HIPAA IS A FEDERAL LAW THAT PROVIDES DATA PRIVACY AND SECURITY PROVISIONS FOR SAFEGUARDING CONFIDENTIAL AND _____.

- B) HEALTH DATA RECORDINGS
- B) BACKUP FOR MEDICAL UNITS
- G) PROTECTED HEALTH INFORMATION (PHI)
- H) PROTECTION FROM SEXUAL HARASSMENT

17) WHICH OF THESE IS A STATE LAW PERTAINING TO GOVERNMENT HELD RECORDS?

- C) THE FLORIDA SUNSHINE LAW
- D) HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT
- G) CIVIL LAW
- H) KARI'S LAW

18) INFORMATION DISSEMINATION REFERS TO THE PROCESS OF SHARING AND DISTRIBUTING INFORMATION TO THE SMALLEST POSSIBLE AUDIENCE

- C) TRUE
- D) FALSE

19) PST'S SHOULD ASSUME ALL CONVERSATIONS ARE RECORDED.

- C) TRUE
- D) FALSE



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20) WHICH ONE OF THESE IS A CONSIDERATION TO REMEMBER WHILE IN COURT:

- E) VOLUNTEER ALL THE INFORMATION YOU HAVE
- F) DO NOT CORRECT MISTAKES YOU MAKE WHILE IN COURT UNLESS REQUIRED TO
- G) AVOID MAKING EYE CONTACT WITH THE JUDGE
- H) SPEAK CLEARLY

21) CAD IS AN ACRONYM FOR:

- E) COMPUTER AIDED DISPATCH
- F) CRASH ASSISTED DISPATCH
- G) CALL TAKERS ASSISTING DISPATCH
- H) CALLERS ANNOYING DISPATCH

22) ONE TYPE OF AN ALERTING AND NOTIFICATION SYSTEM IS:

- E) STATION ALERTING
- F) CONFUSION ALERTING
- G) COMBAT ALERTING
- H) CROWD ALERTING

23) VOIP STANDS FOR:

- C) VERY OBVIOUS INTERNET PROTOCOL
- D) VISUAL OBSERVATION INCIDENT PROCESS
- G) VOICE OVER INTERNET PROTOCOL
- H) VINDICTIVE OBSTINATE INTERNET PEOPLE

24) WHICH OF THE BELOW ABBREVIATIONS IS NOT APPROVED FOR USE WITH TELECOMMUNICATIONS DEVICE FOR THE DEAF:

- E) GA
- F) STOP
- G) SKSK
- H) Q

25) THE PST'S ROLE IN CALL ROUTING INCLUDES ALL OF THESE BUT:

- E) VERIFYING CALLER INFORMATION
- F) PROVIDING INSTRUCTIONS
- G) KEEPING COMMUNICATION OPEN
- H) DISCONNECTING FROM THE LINE AS SOON AS POSSIBLE WHEN ROUTING



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26) TEXT-TO-911 IS A TRADITIONAL CHANNEL THROUGH WHICH EMERGENCY CALLS COME INTO A PSAP

- C) TRUE
- D) FALSE

27) ALI REFERS TO:

- E) AUTOMATIC LISTENING INDICATOR
- F) AUTHORIZED LANDING IDENTIFIER
- G) AUTOMATIC LOCATION IDENTIFICATION
- H) AUTHORIZED LOCATION INCIDENT

28) WHICH TYPICAL COMPONENT IS NOT INCLUDED IN A COMMUNICATION CENTER?

- E) 911/IN-COMING TELEPHONE LINES
- F) MEDIA LINE
- G) CAD
- H) HEADSETS

29) CHOOSE THE TERM THAT MATCHES THIS DEFINITION: CERTAIN VEHICLES ARE EQUIPPED WITH EMERGENCY NOTIFICATION FEATURES

- E) TELEMATICS
- F) TELEKINESIS
- G) TEXTRONICS
- H) TELMAC

30) 988 IS THE NATIONAL SUICIDE AND CRISIS LIFELINE NUMBER

- C) TRUE
- D) FALSE

31) THE AMERICANS WITH DISABILITIES ACT (ADA) DICTATES THAT 9-1-1 SERVICES MUST BE ACCESSIBLE TO PEOPLE WITH _____.

- E) HEARING LOSS
- F) SPEECH IMPEDIMENTS
- G) DEAF, HARD OF HEARING, DEAF/BLIND, AND SPEECH IMPAIRED
- H) DEAFNESS OR HARD OF HEARING

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32) ACD STANDS FOR _____.

- E) AUTOMATIC CALL DISTRIBUTION
- F) AMBULANCE CALL DISTRIBUTION
- G) AVERAGE CALL DISTRIBUTION
- H) AUTOCRATIC COUNTRY DEITY

33) THE FLORIDA INTEROPERABILITY NETWORK (FIN) IS A:

- E) SYSTEM TO CONNECT ALL AGENCIES TO THE MEDIA
- F) BRIDGE TO OSCEOLA COUNTY
- G) SYSTEM TO CONNECT LOCAL AGENCIES TO EUROPEAN AGENCIES
- H) BRIDGE BETWEEN AGENCIES WHOSE RADIO SYSTEMS ARE NOT USUALLY COMPATIBLE

34) FCIC STANDS FOR:

- E) FEDERAL CRIME INFORMATION CENTER
- F) FRONTIER CRIME INTELLIGENCE CENTER
- G) FIRST CRIMINAL INTELLIGENCE CORE
- H) FLORIDA CRIME INFORMATION CENTER

35) PST'S MUST BE CONCERNED WITH CYBERSECURITY

- C) TRUE
- D) FALSE

36) THE FIRST 911 CALL WAS MADE IN BIRMINGHAM, ALABAMA

- C) TRUE
- D) FALSE

37) THE MAIN PURPOSE OF THE WIRELESS COMMUNICATIONS AND PUBLIC SAFETY ACT WAS TO

- E) ENABLE RESPONDERS TO PINPOINT THE CALLERS LOCATION
- F) ESTABLISH 911 AS THE NATIONAL EMERGENCY PHONE NUMBER
- G) TO DEPLOY RESOURCES
- H) TO ESTABLISH 911 AS THE FLORIDA EMERGENCY PHONE NUMBER



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38) THE ACRONYM PSAP STANDS FOR PUBLIC SAFETY ANSWERING POINT

- C) TRUE
- D) FALSE

39) THE TECHNOLOGY IMPLEMENTED IN ORANGE COUNTY, FLORIDA THAT ENABLED EMERGENCY RESPONDERS TO PINPOINT THE CALLER'S LOCATION WITH GREATER PRECISION IS

- E) AUTOMATIC VEHICLE LOCATION (AVL)
- F) GLOBAL POSITIONING SYSTEM (GPS)
- G) ENHANCED 911 (E911)
- H) RADAR SIGNAL SOURCE (RSS)

40) WHICH OF THE FOLLOWING IS NOT A PRIMARY RESPONSIBILITY OF THE CALL TAKER?

- E) ANSWERING EMERGENCY AND NON-EMERGENCY CALLS
- F) GATHERING INFORMATION
- G) PROVIDING PRE-ARRIVAL INSTRUCTIONS
- H) PRIORITIZING UNITS

41) WHICH OF THE FOLLOWING IS NOT A PRIMARY RESPONSIBILITY OF THE DISPATCHER?

- E) ANSWERING EMERGENCY AND NON-EMERGENCY CALLS
- F) ANALYZING CALL INFORMATION
- G) DEPLOYING RESOURCES
- H) MAINTAINING COMMUNICATION

42) _____ AND _____ COMMUNICATION INCLUDES COMMUNICATING INFORMATION ACCURATELY AND SUCCINCTLY, ENSURING THAT RESPONDERS RECEIVE CLEAR DETAILS WITHOUT AMBIGUITY.

- E) BRIEF AND AMBIGUOUS
- F) CLEAR AND CONCISE
- G) LENGTHY AND AMBIGUOUS
- H) AMBIGUOUS AND CONCISE

43) _____ COMMUNICATION CAN GREATLY REASSURE AND COMFORT INDIVIDUALS IN CRISIS.

- E) COMPASSIONATE
- F) CONCISE
- G) AMBIGUOUS
- H) MINIMAL



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44) WHICH OF THE FOLLOWING IS ONE OF THE THREE MAIN IMPACTS ABSENCES HAVE ON A COMMUNICATIONS CENTER?

- E) SHORTENS RESPONSE TIMES
- F) INCREASES CALL WAIT TIMES
- G) REDUCES STRESS AND BURNOUT
- H) REDUCES OVERTIME PAY

45) PSTs MUST BE AVAILABLE IN THE EVENT OF _____, EMERGENCY MOBILIZATIONS, OR OTHER DECLARATIONS OF EMERGENCY.

- E) HUMAN RESOURCES MEETING
- F) CRITICAL INCIDENT DEBRIEFING
- G) SHIFT SCHEDULING MEETING
- H) NATURAL DISASTERS

46) REDUCES DISTRACTIONS IS ONE OF THE MAIN BENEFITS OF MAINTAINING A PROFESSIONAL APPEARANCE AND PERSONAL HYGIENE.

- C) TRUE
- D) FALSE

47) WHICH OF THE FOLLOWING EXPLAINS WHY PERFORMANCE STANDARDS ARE IMPORTANT?

- E) PROMOTES PROFESSIONAL DEVELOPMENT
- F) NEAT AND CLEAN ATTIRE
- G) RESULTS IN UNFAIR EVALUATIONS
- H) ANALYZES CALL INFORMATION

48) PSTs MUST ADHERE TO ESTABLISHED _____ AND _____ TO ENSURE CONSISTENT AND EFFECTIVE HANDLING OF EMERGENCY CALLS.

- E) POLICY; REDUNDANCY
- F) POLICY; PROCEDURES
- G) RULES; COMPROMISES
- H) CONTROLS; QUESTIONS

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49) TREATING ALL INDIVIDUALS WITH RESPECT AND IMPARTIALITY, REGARDLESS OF CIRCUMSTANCES DEFINES ETHICAL CONDUCT

C) TRUE

D) FALSE

50) STATE STATUTES THAT PST'S ARE REQUIRED TO OPERATE WITHIN INCLUDE WHICH OF THE FOLLOWING?

E) FLORIDA COMMUNICATIONS FRAUD ACT

F) HIPPA

G) AMERICANS WITH DISABILITIES LAW

H) A AND C

51) PSTS MUST AVOID SITUATIONS WHERE PERSONAL INTERESTS COULD INFLUENCE THEIR PROFESSIONAL JUDGMENT. THIS INCLUDES REFRAINING FROM ACCEPTING _____ OR FAVORS FROM INDIVIDUALS OR BUSINESSES THAT MAY BE INVOLVED IN EMERGENCY SITUATIONS.

E) REGULAR PAY

F) CALLS

G) GIFTS

H) RETURNS

52) PSTS SHOULD EXERCISE CAUTION WHEN USING SOCIAL MEDIA AND OTHER ONLINE PLATFORMS, ENSURING THEIR POSTS AND INTERACTIONS ALIGN WITH PROFESSIONAL STANDARDS.

C) TRUE

D) FALSE

53) PSTS HAVE A RESPONSIBILITY TO _____ ANY INSTANCES OF UNETHICAL OR ILLEGAL BEHAVIOR OBSERVED WITHIN THE WORKPLACE.

E) EXPORT

F) REPORT

G) IGNORE

H) INSTIGATE

54) THE ACTIONS AND DECISIONS OF A PST HAVE A PROFOUND IMPACT ON THE SAFETY AND WELL-BEING OF THEIR COMMUNITIES.

C) TRUE

D) FALSE



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55) PSTs MUST DEMONSTRATE _____ AND UNDERSTANDING DURING TIMES OF CRISIS, OFFERING SUPPORT AND GUIDANCE.

- E) FINANCIAL AWARENESS
- F) DISABILITY
- G) DEMONSTRATION
- H) COMPASSION

56) TRANSPORTATION DEFINES THE PST'S DEemeanOR AND APPROACH TO THEIR WORK.

- C) TRUE
- D) FALSE

57) _____ LAW DEALS WITH OFFENSES AGAINST SOCIETY, WHERE THE GOVERNMENT PROSECUTES INDIVIDUALS WHO VIOLATE ESTABLISHED LAWS.

- E) CIVIL
- F) CITY
- G) CRIMINAL
- H) INTERPOL

58) PSTs THAT FAIL TO ADHERE TO PROTOCOLS AND PROCEDURES TO ENSURE PROPER HANDLING OF EMERGENCY CALLS AND DISPATCHING MAY BE FOUND CIVILLY LIABLE.

- C) TRUE
- D) FALSE

59) BREACH OF _____ OCCURS WHEN A PERSON FAILS TO MEET THE LEGAL STANDARD OF CARE OWED TO ANOTHER PERSON.

- E) DUTY
- F) CONTRACT
- G) WHALES
- H) CAUTION

60) THE TELECOMMUNICATIONS ACT REGULATES THE USE OF TELECOMMUNICATIONS NETWORKS AND SERVICES, INCLUDING THE OBLIGATION TO PROVIDE ASSISTANCE TO PERSONS WITH _____.



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- E) ATTITUDES
- F) JOBS
- G) APPETITES
- H) DISABILITIES

61) THE _____ REGULATES THE USE OF TELECOMMUNICATIONS EQUIPMENT AND SERVICES, AND PSTs MUST COMPLY WITH THESE REGULATIONS WHEN HANDLING EMERGENCY CALLS.

- E) FEDERAL AVIATION ADMINISTRATION
- F) FEDERAL COMMUNICATIONS COMMISSION
- G) FLORIDA COMMUNICATIONS CORPORATION
- H) FLORIDA CARTEL COMMISSION

62) THE DEPARTMENT OF _____ REGULATES THE TRANSPORTATION OF HAZARDOUS MATERIALS, AND PSTs MUST BE AWARE OF THESE REGULATIONS WHEN HANDLING CALLS RELATED TO HAZARDOUS MATERIAL SPILLS OR ACCIDENTS.

- E) CORRECTIONS
- F) TRANSPORTATION
- G) INTERIOR
- H) LAW ENFORCEMENT

63) PSTs ENTER CRITICAL INFORMATION INTO CAD SYSTEMS, WHICH AUTOMATICALLY UPDATES AND SHARES DATA WITH RELEVANT AGENCIES AND PERSONNEL.

- C) TRUE
- D) FALSE

64) IN THE CONTEXT OF PUBLIC SAFETY, DISSEMINATION INVOLVES SHARING CRITICAL INFORMATION WITH EMERGENCY RESPONDERS

- C) TRUE
- D) FALSE

65) LANGUAGE BARRIERS, TECHNOLOGICAL LIMITATIONS, OR PHYSICAL OBSTRUCTIONS CAN HINDER _____ AND INFORMATION SHARING, CREATING CHALLENGES TO DISSEMINATING INFORMATION



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E) COMMUNICATION

F) DISSEMINATION

G) RECLAMATION

H) DISTRIBUTION

66) WHICH OF THE BELOW IS A KEY REASON WHY A PST COULD TESTIFY IN COURT?

E) TO BE CERTAIN AN ACCUSED DEFENDANT IS CONVICTED

F) TO PROVIDE THEIR OPINION ON THE OUTCOME OF A COURT CASE

G) TO EARN EXTRA DUTY PAY

H) TO CORROBORATE OR REFUTE OTHER TESTIMONY

67) PSTs WILL RECEIVE A _____, A LEGAL DOCUMENT ORDERING THEIR APPEARANCE IN COURT TO TESTIFY.

E) DEPOSITION

F) REQUISITION

G) SUBPOENA

H) RETRIBUTION

68) PSTs MUST MAINTAIN THE _____ OF ANY SENSITIVE INFORMATION THEY POSSESS, EVEN IN COURT.

E) CONFIDENTIALITY

F) RESPONSIBILITY

G) REGURGITALITY

H) FINALITY

69) WHAT TYPE OF PHONE LINE IS USED FOR NON-EMERGENCY CALLS OR COMMUNICATION WITH OTHER AGENCIES?

E) DEDICATED 911 LINE

F) ADMINISTRATIVE LINE

G) 311 LINE

H) VOIP LINE

70) ALL THREE OF THESE ITEMS ARE TYPES OF MASS NOTIFICATION SYSTEMS AVAILABLE TO INFORM THE PUBLIC ABOUT AN EMERGENCY: TEXT MESSAGES, PHONE CALLS, PUBLIC ADDRESS SYSTEMS.

C) TRUE

D) FALSE



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71) THE TWO ADDITIONAL FUNCTIONALITIES INCLUDED IN ENHANCED 911 ARE AUTOMATIC NUMBER IDENTIFICATION AND AUTOMATIC LOCATION IDENTIFICATION.

C) TRUE

D) FALSE

72) VEHICLES WITH EMERGENCY NOTIFICATION FEATURES HAVE _____.

E) TELECOMMUNICATIONS

F) TELETYPE

G) TELEPHONES

H) TELEMATICS

73) TEXT TO 9-1-1, SOCIAL MEDIA, AND EMAILS ARE ALL CONSIDERED MODERN COMMUNICATIONS STREAMS.

C) TRUE

D) FALSE

74) THE NUMBER FOR DEAF AND HARD OF HEARING CALLERS TO COMMUNICATE WITH WHEN REQUESTING EMERGENCY RESPONDERS OR OTHER SERVICE PROVIDERS.

E) 411

F) 611

G) 711

H) 511

75) UNDERSTANDING _____ CAN EMPOWER A PST TO GUIDE CALLERS EFFECTIVELY AND CONNECT THEM TO THE RESOURCES THEY NEED.

E) THE THREE-DIGIT CALL OPTIONS AVAILABLE

F) THE FOUR-DIGIT CALL OPTIONS AVAILABLE

G) YOUR SUPERVISOR

H) THE PHONE BOOK

76) WHAT SPECIAL DEVICES ARE USED TO COMMUNICATE WITH THE DEAF OR SPEECH IMPAIRED?

E) COMPUTER AIDED DISPATCH (CAD)

F) TDD/TTY

G) RADIO

H) TELEPHONE



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77) WHAT LAW ENSURES EQUAL ACCESS TO 9-1-1 FOR EVERYONE?

- E) AMERICANS WITH DISABILITIES ACT
- F) AMERICANS WITH ABILITIES ACT
- G) CITIZEN'S ACT OF 1999
- H) RELAY SYSTEMS ACT

78) WHICH OF THE BELOW LISTED TERMS IS NOT INCLUDED IN THE COMPONENTS OF A RADIO SYSTEM?

- E) BASE STATION
- F) HANDHELD RADIOS
- G) SUBSTATION RADIO
- H) MOBILE RADIOS

79) RADIO PROTOCOLS WITH BUILT-IN MUTUAL AID FEATURES AND A DEDICATED 700 MHz FREQUENCY DESIGNED TO ENABLE CROSS-AGENCY COMMUNICATION REGARDLESS OF THE INTERNAL RADIO FREQUENCIES USED IS KNOWN AS PROJECT 25.

- C) TRUE
- D) FALSE

80) _____ ARE TRAILERS EQUIPPED WITH VARIOUS COMMUNICATION TECHNOLOGIES LIKE RADIO, FIN, VOIP, SATELLITE, AND CELLULAR, PROVIDING VERSATILE COMMUNICATION OPTIONS IN THE FIELD.

- E) PORTABLE COMMUNICATION SYSTEM
- F) EMERGENCY DEPLOYABLE INTEROPERABLE COMMUNICATIONS SYSTEMS (EDICS)
- G) MUTUAL AID RADIO COMMUNICATIONS
- H) FLORIDA INTEROPERABLE NETWORK

81) WHICH OF THE THREE TERMS SHOWN BELOW IS A CONSEQUENCE OF POOR CYBERSECURITY PRACTICES?

- E) LOWER PAY
- F) LONGER WORK HOURS
- G) EROSION OF TRUST
- H) VIOLATION OF REGULATIONS



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82) SCAMS THAT ATTEMPT TO STEAL LOGIN CREDENTIALS OR SENSITIVE INFORMATION ARE KNOWN AS FRISKING.

- C) TRUE
- D) FALSE

83) CAD IS AN INTERNAL RESOURCE WITH THE COMMUNICATIONS CENTER.

- C) TRUE
- D) FALSE

84) CHAT, EMAIL, AND VOICE COMMUNICATION SYSTEMS ARE EXAMPLES OF _____ RESOURCES.

- E) INTERNAL COMMUNICATIONS TOOLS
- F) REDUNDANT COMMUNICATIONS TOOLS
- G) CYBERSECURITY TOOLS
- H) CHAT EBT

85) PSTs ENTER CRITICAL INFORMATION INTO _____ SYSTEMS, WHICH AUTOMATICALLY UPDATE AND SHARE DATA WITH RELEVANT AGENCIES AND PERSONNEL.

- E) TDD
- F) GPS
- G) CAD
- H) RAD

86) WHEN TESTIFYING IN COURT, CORRECT ANY MISTAKES, IF NEEDED.

- C) TRUE
- D) FALSE

87) CUTTING OFF PARTS OF THE TRANSMISSION WHEN UTILIZING THE RADIO IS CALLED

- E) OVER-MODULATING
- F) UNDER-MODULATING
- G) TRIPPING
- H) CLIPPING

88) WHICH ONE OF THESE IS ALSO REFERRED TO AS RINGDOWNS, ALLOW FOR DIRECT CALLS INTO ECCs.



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- E) ADMINISTRATIVE LINES
- F) EMERGENCY LINES
- G) TIGHT LINES
- H) DEDICATED LINES

89) _____ ALLOWS VOICE CALLS OVER THE INTERNET.

- E) ROPE
- F) VOIP
- G) PROJECT 25
- H) PROJECT 24

90) ACD STANDS FOR

- E) AUTOMATED CHILD DETECTOR
- F) AUTOMATIC CREW DETAILER
- G) AUTOMATIC CALL DISTRIBUTION
- H) AUTOCRATIC CALL DICTATOR

91) WHICH OF THE TERMS BELOW MEANS CALLS CAN BE REROUTED FROM AN ASSIGNED PSAP TO ANOTHER WHEN THE SYSTEM IS OVERWHELMED OR DURING ANY FAILURES AT THE PRIMARY PSAP?

- E) 911 SPILL-OVER
- F) CAD
- G) PSAP RELEGATION SYSTEM
- H) DEPOSITION SYSTEM

92) TCC STANDS FOR TELEMATIC CALL CENTER

- C) TRUE
- D) FALSE

93) GA, SK, AND STOP ARE ALL APPROVED ABBREVIATIONS WHEN USING TDD SERVICES.

- C) TRUE
- D) FALSE

94) PSAP STANDS FOR

- E) PUBLIC SERVICE AUTOMATED SERVICE



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- F) PREVIOUS SYNTAX ANSWERING SERVICE
- G) PUBLIC SAFETY ANSWERING POINT
- H) PUBLIC SERVICE AUTOMATIC SENDER

95) BOLO STANDS FOR

- E) BRAVO ONLINE LISTING OFFER
- F) BE ON THE LOOKOUT
- G) BROADCAST ON TWO LEVELS
- H) BRIEFING OVER LOCATION ONLINE

96) WHEN A PST IS ABSENT, IT CAN HAVE A SIGNIFICANT IMPACT ON THE ABILITY OF AN ECC TO FUNCTION EFFECTIVELY.

- C) TRUE
- D) FALSE

97) MAINTAINING PROFESSIONAL APPEARANCE AND HYGIENE BOOSTS SELF-CONFIDENCE

- C) TRUE
- D) FALSE

98) WHICH TERM BELOW MEANS THAT ONCE THE PST HAS COMPLETED THEIR TESTIMONY, THEY WILL BE EXCUSED FROM THE WITNESS STAND.

- E) DISMISSAL
- F) COURT REGRESSION
- G) REMANDED
- H) PORTABILITY

99) IF UNSURE ABOUT ANY ASPECT OF TESTIFYING IN COURT, THE PST SHOULD SEEK GUIDANCE FROM THEIR SUPERVISOR OR LEGAL COUNSEL.

- C) TRUE
- D) FALSE

100) _____ STRENGTHEN AND BROADCAST TRANSMISSIONS.

- E) MONITORS



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- F) COMPUTERS
- G) MOBILES
- H) ANTENNAS

