

## STATE OF FL DOH PST 6<sup>th</sup> EDITION WORKBOOK SECTION 1 QUIZ

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. It is not necessary for the PST to be available in the event of a natural disaster, as they are usually victims of the same natural disaster. .

True or False

2. Enhanced 911 (E911) is the technology implemented in Orange County, FL that pinpoints the caller's location with greater precision for mobile phones.

True or False

3. The first 911 call was made in Haleyville, FL.

True or False

4. The acronym PSAP stands for Public System Answering Point.

True or False

5. Answering non-emergency and emergency calls, gathering information, prioritizing calls and providing pre-arrival instructions are all primary responsibilities of the call taker.

True or False

6. List 2 examples of state statutes that governs the PST's actions.

\_\_\_\_\_ and \_\_\_\_\_

7. Treating all individuals with impartiality and respect, regardless of the circumstances is defined as

\_\_\_\_\_

8. Professional dress code usually addresses foot wear, \_\_\_\_\_ and clothing.

UNDERSTAND THE ROLES AND DUTIES OF A PUBLIC SAFETY TELECOMMUNICATOR



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9. This act established 911 as the national emergency number and created the National 911 Program. It is responsible for implementing policies and programs to improve the 911 system.

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10. List any two benefits of maintaining personal hygiene and a professional appearance.

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11. Call wait times, response time, stress and burnout are direct impact of \_\_\_\_\_ in the ECC.

- A. Absence
- B. Professionalism
- C. Statutory requirements
- D. Sunshine Law

12. The primary responsibilities of the dispatcher are

- A. Analyzing call information
- B. Monitoring the situation
- C. Deploying resources
- D. All of the above

13. To ensure consistency and effective call handling, PSTs must adhere to the following.

- A. Policies
- B. A & C
- C. Procedures
- D. Call taker's intuition

14. Ensuring consistent and effective service, along with maintaining accountability and transparency are reasons \_\_\_\_\_ are important

- A. Performance standards
- B. Stress Management
- C. Problem-Solving
- D. Ethics

15. Ensuring responders receive clear details without ambiguity is an example of

- A. Gathering information
- B. Clear and concise communication
- C. Prioritizing calls
- D. Compassionate communication

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