STATE OF FL DOH PST 6th EDITION WORKBOOK SECTION 3 QUIZ-KEY

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. 611 is the number for deaf and hearing- impaired callers to communicate with the PST. **Workbook Pg. 53**

        True or **False**

2. The purpose of a repeater is to extend the coverage/signal range of a radio. **Workbook Pg. 57**

        True or False

3. TDD/TTY is the device used to communicate with the deaf and hearing impaired. **Workbook Pg. 54**

        True or False

4. Telematics is the emergency notification feature in a vehicle. **Workbook Pg. 51**

        True or False

5. Administrative phone lines are used for non-emergency calls or communication with other agencies. **Workbook Pg.47**

        True or False

6**.** Define phishing. **Workbook Pg. 61**

An attempt to steal login credentials or sensitive information.

7. This law ensures equal access to 911 for everyone. **Workbook Pg. 54 and glossary**

ADA- Americans with Disabilities Act

8. Define EDICS. **Workbook Pg. 59**

Emergency Deployable Interoperable Communications System - Trailers equipped with various communication technologies like radio, FIN, VoIP, satellite, and cellular, providing versatile communication options in the field.

9. List four modern communication streams. **Workbook Pg. 51**

Emails, Social Media, Video-to-911 and Text-to-911

10. E911 provides additional functionalities like ANI and ALI for faster verification and call back capabilities. Define ANI and ALI. **Workbook Pg. 49**

ANI Automatic Number Identification - automatic identification and transmission of the phone number associated with an incoming call to the ECC.

ALI Automatic Location Identification - automatic identification and transmission of the caller's approximate location to the ECC.

11. Which of the following are reasons Cybersecurity is important in the ECC. **Workbook Pg. 61**

      A. Disrupted Operations   B. Compromised Data

      C. Erosion of Trust   **D. All of the above**

12. Cutting off parts of the transmission when using the radio is known as **Workbook Pg.57**

      A. Over-modulating   **B. Clipping**

      C. Patching   D. Simulcasting

13. Define FCIC and NCIC. **Workbook Pg. 59**

FCIC serves as the state's central repository for criminal records, histories, and hot files.

NCIC serves as the national hub for criminal justice information, encompassing all fifty states, U.S. territories, and Canada. Workbook Pg. 60

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14. Calls rerouted from an assigned PSAP to another when the system is overwhelmed or during a failure at the primary PSAP are referred to as **Workbook Pg.50**

    A. VOIP   B. Phase 2

    C. Automatic call distribution   **D. 911 Spill-Over**

15. Which of the following are internal resources within the ECC **Workbook Pg. 62**

    A. CAD   B. Training manuals and protocols

    C. Translation service   **D. A & B**

16. Voice communication systems, chat and _____ are examples of internal communication resources. **Workbook Pg. 62**

    A. NCIC/FCIC   **B. Emails**

    C. Social Media   D. ACD

17-20. Match the following to the correct answer. **Workbook Pg.57**

a. Base Station	PSTs workstation, often with a computer interface, displays available channel and talk groups. **B**
b. Radio Console	Mounted in response vehicles, offering better coverage than handhelds. **C**
c. Mobile Radio	Portable radios for emergency responders, but with limited range compared to mobile radios. **D**
d. Handheld Radio	Agency's main transmitter and receiver, relays information between PSTs and responders. **A**

THE OPERATION OF COMMUNICATION EQUIPMENT AND RESOURCES