

## State PST Exam Mock Test 3

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.) WHERE WAS THE FIRST 911 CALL MADE?

- A. BIRMINGHAM, ALABAMA
- B. FAIRBANKS, ALASKA
- C. HALEYVILLE, ALABAMA
- D. JACKSONVILLE, FLORIDA

2.) SUSPICIOUS INFORMATION MAY BE IDENTIFIED WHEN:

- A. CALLERS PROVIDE EXACT LOCATIONS
- B. CALLERS SOUND CALM
- C. RESPONSES ARE VAGUE OR INCONSISTENT WITH THE SITUATION
- D. PSTS ASK THE SAME QUESTION TWICE

3.) WHICH OF THE FOLLOWING IS NOT ONE OF THE 6 WS USED FOR OBTAINING PERTINENT INFORMATION?

- A. WHAT
- B. WHOSE
- C. WHERE
- D. WHY

4.) WHAT MAKES ALS DISTINCT FROM BLS?

- A. VEHICLE COLOR
- B. USE OF ADVANCED MEDICAL EQUIPMENT AND MEDICATION
- C. SCENE PRIORITY
- D. HOSPITAL DESTINATION FLEXIBILITY

5.) ONE BENEFIT OF ICS FOR PSTS IS:

- A. FREEDOM FROM TRAINING REQUIREMENTS
- B. ABILITY TO CHANGE CALL PRIORITIES
- C. IMPROVED COMMUNICATION AND SITUATIONAL AWARENESS
- D. EXEMPTION FROM AGENCY RULES



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**6.) WHICH SERVICE IS DESIGNED SPECIFICALLY FOR MENTAL HEALTH CRISES?**

- A. 311
- B. 511
- C. 911
- D. 988

**7.) A TRANSPORT UNIT REFERS TO:**

- A. ANY HELICOPTER ON STANDBY
- B. A STRETCHER FOR CHILDREN
- C. AN AMBULANCE DESIGNATED TO CARRY PATIENTS TO MEDICAL FACILITIES
- D. A VEHICLE FOR LAW ENFORCEMENT TRANSFERS

**8.) WHY IS PROFESSIONALISM CRITICAL DURING COURTROOM TESTIMONY?**

- A. IT DETERMINES SALARY INCREASES
- B. IT INFLUENCES LEGAL OUTCOMES AND PUBLIC TRUST
- C. IT PREVENTS ALL CROSS-EXAMINATIONS
- D. IT BYPASSES THE NEED FOR DEPOSITIONS

**9.) WHAT IS A COMMON CHALLENGE IN DISSEMINATING INFORMATION?**

- A. EXCESSIVE AGENCY STAFFING
- B. INFORMATION OVERLOAD
- C. OVER-REGULATION
- D. CALLER EMPATHY

**10.) WHEN AN OFFICER INITIATES A TRAFFIC STOP, THE PST SHOULD:**

- A. IGNORE UNLESS REQUESTED
- B. WAIT FOR ADDITIONAL INFO
- C. DOCUMENT ALL DETAILS AND MONITOR RADIO TRAFFIC
- D. ONLY NOTIFY A SUPERVISOR

**11.) WHICH AGENCY REGULATES TELECOMMUNICATIONS SERVICES FOR 911?**

- A. FEMA
- B. FCC
- C. CDC
- D. USGS



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**12.) WHICH IS A BENEFIT OF INTER-AGENCY COOPERATION?**

- A. REDUCED EMPLOYEE BENEFITS
- B. EXPANDED RESOURCE POOL
- C. LESS COMMUNITY OVERSIGHT
- D. SHORTENED SHIFT HOURS

**13.) CRISIS CALL RESOURCES HELP PSTS BY:**

- A. AVOIDING LIABILITY
- B. DECREASING CALL VOLUME
- C. PROVIDING CALLERS WITH APPROPRIATE SUPPORT OR GUIDANCE
- D. ENDING CALLS FASTER

**14.) WHY IS ORGANIZING INFORMATION IMPORTANT FOR PSTS?**

- A. TO IMPROVE PERSONAL SKILLS
- B. TO MAKE IT EASIER FOR THE GENERAL PUBLIC
- C. SO OTHER RESPONDERS CAN INTERPRET AND ACT ACCORDINGLY
- D. IT REDUCES CALL VOLUME

**15.) WHICH EMS UNIT PROVIDES FIRST RESPONSE WITHOUT HOSPITAL TRANSPORT?**

- A. ALS RIG
- B. JUMP TEAM
- C. NON-TRANSPORT EMS UNIT
- D. FIRE SUPPRESSION TRUCK

**16.) HOW DOES TRAINING SUPPORT EFFECTIVE INTER-AGENCY COOPERATION?**

- A. REDUCES RESPONDER ACCOUNTABILITY
- B. MINIMIZES THE NEED FOR JOINT RESPONSES
- C. FAMILIARIZES PERSONNEL WITH ICS PROTOCOLS AND PROCEDURES
- D. HELPS PSTS AVOID HIGH-STRESS CALLS

**17.) WHAT DOES "ETHICS" REFER TO IN THE CONTEXT OF PST RESPONSIBILITIES?**

- A. ADHERING TO COMPANY POLICIES ONLY
- B. PRINCIPLES OF CONDUCT GUIDING ACTIONS AND BEHAVIOR
- C. COMPLETING ALL CALLS IN UNDER 2 MINUTES
- D. FOLLOWING ORDERS FROM SUPERVISORS



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**18.) WHEN FACED WITH SUSPICIOUS INFORMATION, PSTS SHOULD:**

- A. CONFRONT THE CALLER
- B. ASSUME IT IS FALSE
- C. DOCUMENT AND NOTIFY A SUPERVISOR PER PROTOCOL
- D. IGNORE IT UNLESS TOLD OTHERWISE

**19.) WHAT DOES SITUATIONAL AWARENESS MEAN IN A PST'S ROLE?**

- A. READING NEWS WHILE WORKING
- B. STAYING UPDATED ON RESPONDER ASSIGNMENTS AND FIELD CONDITIONS
- C. PREPARING CALL SUMMARIES
- D. WATCHING AGENCY CAMERAS

**20.) WHY MUST PSTS PROTECT ACCESS TO NCIC/FCIC SYSTEMS?**

- A. TO LIMIT CAD USAGE
- B. TO AVOID DUPLICATE ENTRIES
- C. BECAUSE ACCESS IS RESTRICTED TO CERTIFIED PERSONNEL ONLY
- D. BECAUSE THE FCC REQUIRES IT

**21.) WHAT DOES A TRAFFIC UNIT TYPICALLY ENFORCE?**

- A. NOISE ORDINANCES
- B. PARKING IN RESIDENTIAL ZONES
- C. TRAFFIC LAWS AND ACCIDENT RESPONSE
- D. WILDLIFE PROTECTION

**22.) WHY MUST PSTS TRACK OFFICER-INITIATED ACTIVITY CAREFULLY?**

- A. FOR RECORDKEEPING ONLY
- B. TO MINIMIZE DOWNTIME
- C. FOR RESPONDER SAFETY AND SITUATIONAL AWARENESS
- D. TO MEET QUOTAS

**23.) HOW SHOULD PSTS CLASSIFY EMS CALLS INVOLVING BREATHING DIFFICULTY?**

- A. TRAFFIC INCIDENT
- B. CARDIAC ARREST
- C. RESPIRATORY EMERGENCY
- D. FIRE HAZARD



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**24.)** PARAMEDICS PROVIDING ALS MAY:

- A. ONLY GIVE OXYGEN
- B. TRANSPORT PETS
- C. ADMINISTER MEDICATIONS INTRAVENOUSLY
- D. SUPERVISE EMT CERTIFICATION TESTS

**25.)** WHEN SHOULD A PST NOTIFY OTHERS OF AN EVOLVING SITUATION?

- A. IF IT INVOLVES A CELEBRITY
- B. ONLY IF ASKED DIRECTLY
- C. WHENEVER IT COULD IMPACT OPERATIONS OR RESPONDER SAFETY
- D. AT THE END OF SHIFT

**26.)** A PST USES A MANUAL THAT DETAILS HOW TO OPERATE DISPATCH SOFTWARE. THIS IS AN EXAMPLE OF A:

- A. CAD DATABASE
- B. REFERENCE GUIDE
- C. PERSONAL NOTE
- D. TECHNICAL BROADCAST

**27.)** PROBLEM-SOLVING DURING A CALL INCLUDES:

- A. ENDING THE CALL QUICKLY
- B. DE-ESCALATING AND GUIDING THE CALLER TO PROVIDE NEEDED INFORMATION
- C. GIVING UNRELATED ADVICE
- D. AVOIDING COLLABORATION

**28.)** PROPERLY COMPLETED FORMS AND LOGS HELP ENSURE:

- A. THE AGENCY EARNS MORE FUNDING
- B. DOCUMENTATION IS AVAILABLE FOR AUDITS AND LEGAL USE
- C. PSTS RECEIVE BONUSES
- D. THE CALLS ARE RECORDED AUTOMATICALLY



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**29.)** WHAT IS THE PRIMARY PURPOSE OF HAVING A WELL-DEFINED CHAIN OF COMMAND WITHIN THE ECC?

- A. TO CREATE MORE JOB TITLES
- B. TO IMPROVE CALL VOLUME STATISTICS
- C. TO ENSURE EFFICIENT AND EFFECTIVE EMERGENCY RESPONSE
- D. TO INCREASE DOCUMENTATION REQUIREMENTS

**30.)** WHAT IS THE BENEFIT OF CORRECTLY CLASSIFYING EMS CALLS?

- A. REDUCES EMS WORKLOAD
- B. AVOIDS DISPATCH DELAYS
- C. ENSURES APPROPRIATE UNIT RESPONSE AND PRIORITIZATION
- D. PREVENTS ALL LIABILITY

**31.)** A MARINE UNIT WOULD MOST LIKELY RESPOND TO:

- A. A BOAT ACCIDENT ON A RIVER
- B. A HIGHWAY DUI
- C. AN ARSON INVESTIGATION
- D. A ROBBERY IN PROGRESS

**32.)** WHAT DEFINES A NON-EMERGENCY INCIDENT?

- A. IT REQUIRES TWO RESPONDERS
- B. IT INVOLVES LOSS OF LIFE
- C. IT DOES NOT POSE AN IMMEDIATE THREAT TO LIFE OR PROPERTY
- D. IT INVOLVES WEAPONS

**33.)** WHAT DOES A HIGH-PRIORITY CLASSIFICATION TYPICALLY INVOLVE?

- A. SITUATIONS WITH MINOR DISTURBANCES
- B. LIFE-THREATENING EMERGENCIES OR ONGOING CRIMINAL ACTIVITY
- C. FIRE DRILLS OR ALARM TESTS
- D. LOST PET REPORTS

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**34.)** WHAT IS A RESPONSIBILITY WHEN HANDLING EMAILS TO THE ECC?

- A. PRINTING EACH MESSAGE
- B. FORWARDING ALL EMAILS TO SUPERVISORS
- C. CATEGORIZING AND ROUTING THEM EFFICIENTLY
- D. SAVING ONLY THE SUBJECT LINES

**35.)** WHEN DEALING WITH A DISTRESSED OR AGITATED CALLER, PSTS SHOULD:

- A. ESCALATE IMMEDIATELY
- B. SPEAK LOUDER
- C. REMAIN CALM AND REASSURING
- D. TRANSFER THE CALL WITHOUT ATTEMPTING TO ASSIST

**36.)** IN TRADITIONAL CALL ROUTING, WHERE IS A 911 CALL DIRECTED?

- A. NATIONAL OPERATIONS CENTER
- B. NEAREST CELLULAR TOWER
- C. PSAP WITH JURISDICTION BASED ON CALLER'S LOCATION
- D. CALL CENTER CLOSEST TO THE AREA CODE

**37.)** WHICH OF THE FOLLOWING IS A PROPER USE OF AVAILABLE RESOURCES?

- A. DISPATCHING RESPONDERS WITHOUT LOCATION INFO
- B. ACCESSING CALLER SOCIAL MEDIA FOR PERSONAL REASONS
- C. REQUESTING MUTUAL AID FOR A STRUCTURE FIRE BEYOND JURISDICTION
- D. DELAYING NOTIFICATIONS TO AVOID ALARMS

**38.)** WHAT IS THE SILENT OPEN LINE PROTOCOL?

- A. CLOSING UNUSED PHONE LINES
- B. ASSUMING ALL SILENT CALLS ARE TTY UNTIL PROVEN OTHERWISE
- C. REPLACING TDD SYSTEMS EVERY SHIFT
- D. DELAYING RESPONSE TO UNKNOWN CALLERS

**39.)** WHAT IS A BENEFIT OF ADDRESSING A CHIEF OR DIRECTOR BY THEIR PROPER TITLE?

- A. AVOIDS CONFUSION DURING PUBLIC EVENTS
- B. ENSURES RESPECT AND MAINTAINS A DISCIPLINED ENVIRONMENT
- C. REDUCES THE WORKLOAD ON SUPERVISORS
- D. INCREASES THE LIKELIHOOD OF PROMOTION



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**40.)** SCENE SAFETY AWARENESS INCLUDES:

- A. CALLER PERSONALITY TRAITS
- B. HAZARDS LIKE FIRE, GAS, OR HOSTILE INDIVIDUALS
- C. HOSPITAL WAIT TIMES
- D. SUPERVISORY PREFERENCES

**41.)** WHAT DOES FCIC STAND FOR?

- A. FEDERAL COMMUNICATION INVESTIGATIVE CHANNEL
- B. FLORIDA CRIMINAL INFORMATION CENTER
- C. FIRST CALL INTERAGENCY CENTER
- D. FEDERAL CRIME INDEX CONSOLE

**42.)** WHICH OF THE FOLLOWING IS A METHOD PSTS USE TO DISSEMINATE INFORMATION?

- A. POLICE REPORTS
- B. EMPLOYEE EVALUATIONS
- C. RADIO AND CAD SYSTEMS
- D. CALLER SURVEYS

**43.)** WHAT IS A PST'S ROLE IN OFFICER SAFETY?

- A. CONDUCTING TACTICAL TRAINING
- B. MONITORING RESPONDER VITALS
- C. PROVIDING ACCURATE, TIMELY, AND RELEVANT INFORMATION
- D. SUPERVISING FIELD UNITS

**44.)** UNDERSTANDING CULTURAL NORMS HELPS PSTS TO:

- A. AVOID CALLS FROM DIVERSE COMMUNITIES
- B. ADAPT COMMUNICATION APPROPRIATELY AND RESPECTFULLY
- C. GENERALIZE BEHAVIORS
- D. DELAY SERVICE DELIVERY

**45.)** WHAT DID THE WIRELESS COMMUNICATIONS AND PUBLIC SAFETY ACT ACCOMPLISH?

- A. CREATED THE FCC
- B. ESTABLISHED 911 AS THE NATIONAL EMERGENCY NUMBER
- C. LAUNCHED THE DENISE AMBER LEE FOUNDATION
- D. ALLOWED ONLY LOCAL AGENCIES TO MANAGE 911 SYSTEMS





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**46.)** EFFECTIVE CALL MANAGEMENT INVOLVES:

- A. ENCOURAGING LONG CONVERSATIONS
- B. DELAYING CLARIFICATION
- C. COLLABORATING WITH TEAM MEMBERS AND CLARIFYING CALLER DETAILS
- D. GUESSING THE CALLER'S NEEDS

**47.)** REQUESTS FROM FIELD UNITS SHOULD BE PROCESSED:

- A. WHEN CONVENIENT
- B. ONLY IF VERIFIED BY A SUPERVISOR
- C. PROMPTLY AND IN THE ORDER RECEIVED
- D. IN A TIMELY MANNER, WITHOUT DELAY

**48.)** WHICH OF THE FOLLOWING IS CONSIDERED A MAJOR INCIDENT TYPE?

- A. NOISE COMPLAINT
- B. TRAFFIC SIGNAL OUTAGE
- C. MEDICAL EMERGENCY
- D. LOST WALLET REPORT

**49.)** WHICH OF THE FOLLOWING BEST DESCRIBES A SILENT ALARM?

- A. AN ALARM WITH NO AUDIBLE SIREN TO ALERT INTRUDERS
- B. AN ALARM TRIGGERED BY A SMOKE DETECTOR
- C. A SYSTEM TEST PERFORMED QUIETLY
- D. A MALFUNCTIONING ALARM

**50.)** HAZMAT SCENES OFTEN REQUIRE:

- A. CROWD CONTROL
- B. THERMAL CAMERA USE
- C. ISOLATION, IDENTIFICATION, AND PROPER MITIGATION RESOURCES
- D. ONLY FIRE SUPPRESSION

**51.)** A CHAIN OF COMMAND IMPROVES PERFORMANCE BY:

- A. DECREASING THE NUMBER OF SUPERVISORS
- B. ENHANCING DOCUMENTATION PRACTICES
- C. ALLOWING FOR BETTER FEEDBACK AND ACCOUNTABILITY
- D. ENCOURAGING PSTS TO WORK INDEPENDENTLY



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**52.) WHICH OF THE FOLLOWING BEST SUPPORTS RESPONDER SAFETY?**

- A. DELAYED RESPONSE
- B. ACCURATE AND TIMELY UPDATES FROM THE PST
- C. SCENE SUMMARIES FROM LAST WEEK
- D. REPORTS FROM SOCIAL MEDIA

**53.) ROLE-PLAYING SCENARIOS ARE USEFUL FOR:**

- A. TESTING HARDWARE
- B. PRACTICING COMMUNICATION WITH DIFFICULT CALLERS
- C. REVIEWING POLICY MANUALS
- D. AVOIDING REAL-TIME CALLS

**54.) WHICH STRATEGY IMPROVES PRIORITIZATION SKILLS?**

- A. LIMITING QUESTIONING TO SPEED UP THE CALL
- B. FOLLOWING INTUITION ONLY
- C. REGULAR TRAINING, CRITICAL THINKING, AND USING CALL-TAKING SYSTEMS
- D. LISTENING TO THE CALLER'S TONE

**55.) WHAT IS ONE KEY ROLE OF PSTS IN DISASTER RECOVERY?**

- A. INVESTIGATING INSURANCE CLAIMS
- B. COORDINATING RESPONDER SCHEDULES
- C. MANAGING COMMUNICATIONS AND TRACKING REQUESTS
- D. CONDUCTING SITE INSPECTIONS

**56.) WHY IS NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK CELEBRATED?**

- A. TO HONOR RETIRED DISPATCHERS
- B. TO RECOGNIZE THE CONTRIBUTIONS OF PSTS
- C. TO COMMEMORATE THE FIRST USE OF TWO-WAY RADIOS
- D. TO FUNDRAISE FOR ECC UPGRADES

**57.) WHAT DOES NG911 PRIMARILY RELY ON FOR COMMUNICATION?**

- A. ANALOG TELEPHONE SIGNALS
- B. MORSE CODE
- C. INTERNET PROTOCOL (IP) TECHNOLOGY
- D. SATELLITE NETWORKS



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**58.)** PSTS SUPPORT FIRE SERVICE OPERATIONS BY:

- A. CONDUCTING HYDRANT INSPECTIONS
- B. MAINTAINING FIRE HOSES
- C. COORDINATING COMMUNICATIONS AND DISPATCHING APPROPRIATE UNITS
- D. DELIVERING MEDICAL SUPPLIES

**59.)** WHAT DOES THE ICS STRUCTURE ESTABLISH DURING INCIDENT RESPONSE?

- A. FUNDING AND BILLING RESPONSIBILITIES
- B. A LOCATION FOR RESPONDERS TO MEET
- C. CLEAR ROLES AND RESPONSIBILITIES
- D. A LIST OF POSSIBLE OUTCOMES

**60.)** AN EXAMPLE OF MUTUAL AID WOULD BE:

- A. A SCHOOL CONDUCTING A DRILL
- B. A STATE FIRE AGENCY ASSISTING A SMALL TOWN DURING A LARGE WILDFIRE
- C. A DISPATCHER WORKING OVERTIME
- D. A SHIFT SUPERVISOR APPROVING TIME OFF

**61.)** A DISASTER IS DEFINED AS:

- A. AN EMS-ONLY INCIDENT
- B. ANY INCIDENT THAT CAN BE RESOLVED IN ONE SHIFT
- C. A LARGE-SCALE EVENT THAT OVERWHELMS LOCAL RESOURCES
- D. A ROUTINE FIRE ALARM

**62.)** JURISDICTIONAL AWARENESS HELPS A PST:

- A. AVOID DEALING WITH FIELD UNITS
- B. KNOW WHEN TO CONTACT NEWS OUTLETS
- C. SEND CALLS TO THE APPROPRIATE RESPONDING AGENCY
- D. INCREASE CALL SPEED

**63.)** WHAT CRITICAL SYSTEM DID DENISE AMBER LEE HELP REFORM POSTHUMOUSLY?

- A. HIPAA COMPLIANCE
- B. LOCAL EMS RESPONSE
- C. STATEWIDE TRAINING REQUIREMENTS FOR PSTS
- D. CELL TOWER PING LAWS



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**64.)** WHEN A FIREFIGHTER IS MISSING, THE PST SHOULD:

- A. NOTIFY THE NEWS
- B. DOCUMENT BUT TAKE NO ACTION
- C. IMMEDIATELY NOTIFY COMMAND AND ASSIST WITH RAPID INTERVENTION COORDINATION
- D. REQUEST ADDITIONAL TRANSPORT UNITS

**65.)** WHICH PRACTICE ENSURES PROFESSIONALISM IN CALL TRANSFERS?

- A. AVOIDING CONTACT WITH THE OTHER AGENCY
- B. ALLOWING THE CALLER TO WAIT UNTIL THE LINE IS ANSWERED
- C. REMAINING ON THE LINE UNTIL THE TRANSFER IS COMPLETE
- D. LETTING THE CALLER REDIAL IF TRANSFER FAILS

**66.)** WHICH ACTION WOULD MOST LIKELY BE TAKEN BY A DISPATCHER?

- A. PERFORMING CPR
- B. ANSWERING ADMINISTRATIVE CALLS
- C. PROVIDING LOCATION INSTRUCTIONS TO RESPONDERS
- D. TRIAGE OF MEDICAL EMERGENCIES

**67.)** WHAT IS THE PURPOSE OF CROSS-EXAMINATION?

- A. REWARDING TESTIMONY WITH TIME OFF
- B. EXPLORING THE PST'S PERSONAL OPINIONS
- C. CHALLENGING CREDIBILITY OR RECOLLECTION
- D. ENDING TESTIMONY EARLY

**68.)** WHAT SECONDARY ROLE DO FIRE PERSONNEL OFTEN ASSIST WITH?

- A. ADMINISTRATIVE CITY AUDITS
- B. ANIMAL CONTROL
- C. EMS MEDICAL RESPONSE
- D. COURTROOM SECURITY

**69.)** A TTY USER SENDS "GA" DURING A CONVERSATION. WHAT DOES IT MEAN?

- A. GOODBYE ALWAYS
- B. GO AHEAD
- C. GREAT ALERT
- D. GENERAL ANNOUNCEMENT



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**70.)** A RIT TEAM IS RESPONSIBLE FOR:

- A. TRAINING CIVILIAN VOLUNTEERS
- B. HANDLING RADIO TRAFFIC
- C. RESCUING FIREFIGHTERS IN DISTRESS
- D. INSPECTING HYDRANTS

**71.)** E911 TECHNOLOGY IMPROVES CALL ROUTING BY PROVIDING:

- A. ACCESS TO THE FCC DATABASE
- B. AUTOMATIC LOCATION AND NUMBER IDENTIFICATION
- C. MANUAL REROUTING OPTIONS
- D. UNLIMITED CALL TRANSFERS

**72.)** WHICH OF THE FOLLOWING IS CONSIDERED IMPROPER WHEN TRANSFERRING A CALL?

- A. INFORMING THE CALLER OF THE TRANSFER
- B. CONFIRMING THE RECEIVING AGENCY IS ON THE LINE
- C. DISCONNECTING BEFORE THE OTHER AGENCY ANSWERS
- D. PROVIDING KEY INFORMATION

**73.)** WHAT QUALITY IS MOST IMPORTANT FOR MAINTAINING PROFESSIONALISM AS A PST?

- A. ASSERTIVENESS
- B. ADVANCED EDUCATION
- C. COMPOSURE AND ADHERENCE TO PROTOCOLS
- D. STRONG POLITICAL OPINIONS

**74.)** A WILDFIRE NEAR RESIDENTIAL AREAS WOULD BE CLASSIFIED AS:

- A. A MINOR BRUSH FIRE
- B. A PUBLIC SERVICE CALL
- C. AN ENVIRONMENTAL EMERGENCY
- D. A COMMERCIAL ALARM

**75.)** WHAT TYPE OF UNIT IS MOST COMMONLY DISPATCHED FOR BRUSH FIRES?

- A. TANKER TRUCK
- B. LADDER TRUCK
- C. BRUSH TRUCK
- D. AERIAL PLATFORM



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**76.) WHY IS IT IMPORTANT FOR PSTS TO MAINTAIN PROFESSIONALISM WITH OTHER AGENCIES?**

- A. IT SHORTENS TRAINING TIME
- B. IT IMPROVES RESPONSE COORDINATION AND PROMOTES RESPECT
- C. IT REDUCES RADIO USAGE
- D. IT ALLOWS MORE BREAKS

**77.) PEER SUPPORT TEAMS ARE USEFUL FOR:**

- A. DISCIPLINARY MATTERS
- B. PROVIDING CONFIDENTIAL SUPPORT FROM COLLEAGUES WITH SIMILAR EXPERIENCES
- C. ENFORCING AGENCY POLICIES
- D. ASSIGNING EXTRA DUTIES

**78.) A ROTATING SHIFT SCHEDULE CAN AFFECT A PST'S:**

- A. TAX BRACKET
- B. ERGONOMIC POSTURE
- C. CIRCADIAN RHYTHM AND SLEEP PATTERNS
- D. RADIO PERFORMANCE

**79.) WHICH KEY ICS POSITION IS RESPONSIBLE FOR MEDIA RELATIONS?**

- A. INCIDENT COMMANDER
- B. PUBLIC INFORMATION OFFICER
- C. PLANNING CHIEF
- D. LOGISTICS CHIEF

**80.) WHAT SHOULD PSTS DO TO EFFECTIVELY HANDLE STRESS?**

- A. WORK EXTRA SHIFTS
- B. IGNORE CALLS DURING BREAKS
- C. USE SELF-CARE AND STRESS MANAGEMENT TECHNIQUES
- D. VENT EMOTIONS TO CALLERS

**81.) WHAT IS THE FIRST FORMAL STEP IN TESTIFYING IN COURT?**

- A. ISSUANCE OF A SUBPOENA
- B. TAKING THE WITNESS STAND
- C. REVIEWING CAD NOTES
- D. ATTENDING COURT TRAINING



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**82.) WHY IS IT IMPORTANT FOR PSTS TO UNDERSTAND INCIDENT TYPES, CLASSIFICATION, AND PRIORITIZATION?**

- A. IT ALLOWS THEM TO HANDLE ADMINISTRATIVE PAPERWORK CORRECTLY
- B. IT ENABLES EFFICIENT COMMUNICATION WITH THE GENERAL PUBLIC
- C. IT ENSURES TIMELY RESPONSE, PROPER RESOURCE DISPATCHING, AND PUBLIC SAFETY
- D. IT HELPS REDUCE THE NUMBER OF EMERGENCY CALLS

**83.) A PST SHOULD USE STATE/NATIONAL DATABASES:**

- A. TO RESEARCH PUBLIC EVENTS
- B. FOR APPROPRIATE LAW ENFORCEMENT-RELATED TASKS ONLY
- C. WITHOUT TRAINING
- D. ON PERSONAL TIME

**84.) A COMMON EXTERNAL STRESSOR FOR PSTS IS:**

- A. POOR WEATHER
- B. FAMILY AND PERSONAL LIFE IMBALANCE DUE TO SHIFT WORK
- C. LACK OF ACCESS TO ELEVATORS
- D. BUDGETING FOR UNIFORMS

**85.) WHICH OF THE FOLLOWING BEST SUPPORTS AN EFFECTIVE TRANSFER?**

- A. DISCONNECTING ONCE TRANSFERRED
- B. PROVIDING THE OTHER AGENCY'S CALLBACK NUMBER ONLY
- C. CLEARLY ANNOUNCING THE TRANSFER AND PROVIDING PERTINENT CALL INFORMATION
- D. ALLOWING THE CALLER TO EXPLAIN EVERYTHING AGAIN

**86.) WHY MUST AGENCIES SUPPORT WELLNESS INITIATIVES?**

- A. TO IMPROVE BADGE RECOGNITION
- B. TO ATTRACT NEWS ATTENTION
- C. TO REDUCE ABSENTEEISM AND BURNOUT AMONG PSTS
- D. TO MONITOR SOCIAL MEDIA USE

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**87.)** REGULAR PHYSICAL ACTIVITY HELPS PSTS BY:

- A. LOWERING KEYBOARD ERRORS
- B. REDUCING STRESS AND BOOSTING OVERALL HEALTH
- C. DECREASING CALL TIME
- D. IMPROVING HEADSET DURABILITY

**88.)** VOICE MODULATION HELPS PSTS TO:

- A. STAY AWAKE
- B. COMMUNICATE URGENCY AND MAINTAIN CALLER ENGAGEMENT
- C. SOUND MONOTONE AND CALM
- D. AVOID SPEAKING

**89.)** WHAT TYPE OF LAW MIGHT REGULATE LOCAL FIRE CODES AND NOISE ORDINANCES?

- A. CIVIL LAW
- B. STATE STATUTES
- C. LOCAL LAW
- D. INTERNATIONAL LAW

**90.)** PSTS MUST NOTIFY SPECIALTY TEAMS FOR HAZMAT WHEN:

- A. SCENE IS CLEAR
- B. STANDARD FIRE UNITS ARE UNAVAILABLE
- C. HAZARDOUS SUBSTANCES ARE SUSPECTED OR CONFIRMED
- D. NO CALLER IS PRESENT

**91.)** WHEN INTERACTING WITH PARTNER AGENCIES, PSTS SHOULD:

- A. DELEGATE DECISIONS WITHOUT NOTICE
- B. USE MINIMAL DETAIL
- C. COMMUNICATE CLEARLY, CONCISELY, AND COURTEOUSLY
- D. SHARE SHIFT COMPLAINTS

**92.)** A CALLER ASKS FOR HELP FINDING A PHONE NUMBER. WHICH 3-DIGIT NUMBER SHOULD THE PST REFERENCE?

- A. 511
- B. 411
- C. 211
- D. 611





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**93.) GOOD SLEEP HYGIENE SUPPORTS:**

- A. PROPER RADIO USAGE
- B. FASTER CAD ENTRIES
- C. MENTAL ALERTNESS AND EMOTIONAL REGULATION
- D. BETTER UNIFORM FIT

**94.) WHICH OF THE FOLLOWING COULD BE A SIGN OF ACCUMULATED STRESS?**

- A. IMPROVED ALERTNESS
- B. DECLINE IN JOB PERFORMANCE AND INCREASED ABSENTEEISM
- C. BETTER MULTITASKING
- D. INCREASED HYDRATION

**95.) WHAT IS THE GENERAL RULE WHEN PRIORITIZING INCIDENTS?**

- A. DISPATCHING NEAREST AVAILABLE UNIT
- B. LIFE TAKES PRECEDENCE OVER PROPERTY
- C. POLICE BEFORE FIRE/EMS
- D. SAVING TAXPAYER MONEY

**96.) CRITICAL THINKING HELPS PSTS:**

- A. MEMORIZE EVERY CALL TYPE
- B. DELAY DECISION-MAKING
- C. ADAPT TO CHANGING SITUATIONS AND MAKE INFORMED DECISIONS
- D. AVOID GIVING INSTRUCTIONS

**97.) WHAT ROLE DOES THE PST PLAY AT THE BEGINNING OF AN INCIDENT?**

- A. PROVIDING BACKUP ON SCENE
- B. GATHERING INITIAL DETAILS FROM CALLERS
- C. SERVING AS OPERATIONS CHIEF
- D. APPROVING MUTUAL AID DEPLOYMENT

## State PST Exam Mock Test 3

**98.)** WHAT RESOURCE MUST PSTS USE RESPONSIBLY TO MAINTAIN OPERATIONAL INTEGRITY?

- A. LOCAL ORDINANCES
- B. EMERGENCY VEHICLE FUEL
- C. FCIC/NCIC DATABASES
- D. NEWS WEBSITES

**99.)** A CALLER REPORTS AN ARGUMENT THAT HAS NOT BECOME PHYSICAL. WHAT CLASSIFICATION APPLIES?

- A. ASSAULT
- B. BATTERY
- C. FIGHT
- D. DISTURBANCE

**100.)** PHYSICAL SYMPTOMS OF STRESS IN PSTS CAN INCLUDE:

- A. INCREASED PATIENCE
- B. ENHANCED APPETITE
- C. HEADACHES, FATIGUE, AND SLEEP DISRUPTION
- D. GREATER MEMORY RECALL



## State PST Exam Mock Test 3

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.) WHERE WAS THE FIRST 911 CALL MADE?

- A. BIRMINGHAM, ALABAMA
- B. FAIRBANKS, ALASKA
- C. HALEYVILLE, ALABAMA
- D. JACKSONVILLE, FLORIDA

2.) SUSPICIOUS INFORMATION MAY BE IDENTIFIED WHEN:

- A. CALLERS PROVIDE EXACT LOCATIONS
- B. CALLERS SOUND CALM
- C. RESPONSES ARE VAGUE OR INCONSISTENT WITH THE SITUATION
- D. PSTS ASK THE SAME QUESTION TWICE

3.) WHICH OF THE FOLLOWING IS NOT ONE OF THE 6 WS USED FOR OBTAINING PERTINENT INFORMATION?

- A. WHAT
- B. WHOSE
- C. WHERE
- D. WHY

4.) WHAT MAKES ALS DISTINCT FROM BLS?

- A. VEHICLE COLOR
- B. USE OF ADVANCED MEDICAL EQUIPMENT AND MEDICATION
- C. SCENE PRIORITY
- D. HOSPITAL DESTINATION FLEXIBILITY

5.) ONE BENEFIT OF ICS FOR PSTS IS:

- A. FREEDOM FROM TRAINING REQUIREMENTS
- B. ABILITY TO CHANGE CALL PRIORITIES
- C. IMPROVED COMMUNICATION AND SITUATIONAL AWARENESS
- D. EXEMPTION FROM AGENCY RULES
- B. ABILITY TO CHANGE CALL PRIORITIES
- C. IMPROVED COMMUNICATION AND SITUATIONAL AWARENESS
- D. EXEMPTION FROM AGENCY RULES

## State PST Exam Mock Test 3

6.) WHICH SERVICE IS DESIGNED SPECIFICALLY FOR MENTAL HEALTH CRISES?

- A. 311
- B. 511
- C. 911
- D. 988

7.) A TRANSPORT UNIT REFERS TO:

- A. ANY HELICOPTER ON STANDBY
- B. A STRETCHER FOR CHILDREN
- C. AN AMBULANCE DESIGNATED TO CARRY PATIENTS TO MEDICAL FACILITIES
- D. A VEHICLE FOR LAW ENFORCEMENT TRANSFERS

8.) WHY IS PROFESSIONALISM CRITICAL DURING COURTROOM TESTIMONY?

- A. IT DETERMINES SALARY INCREASES
- B. IT INFLUENCES LEGAL OUTCOMES AND PUBLIC TRUST
- C. IT PREVENTS ALL CROSS-EXAMINATIONS
- D. IT BYPASSES THE NEED FOR DEPOSITIONS

9.) WHAT IS A COMMON CHALLENGE IN DISSEMINATING INFORMATION?

- A. EXCESSIVE AGENCY STAFFING
- B. INFORMATION OVERLOAD
- C. OVER-REGULATION
- D. CALLER EMPATHY

10.) WHEN AN OFFICER INITIATES A TRAFFIC STOP, THE PST SHOULD:

- A. IGNORE UNLESS REQUESTED
- B. WAIT FOR ADDITIONAL INFO
- C. DOCUMENT ALL DETAILS AND MONITOR RADIO TRAFFIC
- D. ONLY NOTIFY A SUPERVISOR

11.) WHICH AGENCY REGULATES TELECOMMUNICATIONS SERVICES FOR 911?

- A. FEMA
- B. FCC
- C. CDC
- D. USGS

12.) WHICH IS A BENEFIT OF INTER-AGENCY COOPERATION?

- A. REDUCED EMPLOYEE BENEFITS
- B. EXPANDED RESOURCE POOL
- C. LESS COMMUNITY OVERSIGHT
- D. SHORTENED SHIFT HOURS



## State PST Exam Mock Test 3

**13.)** CRISIS CALL RESOURCES HELP PSTS BY:

- A. AVOIDING LIABILITY
- B. DECREASING CALL VOLUME
- C. PROVIDING CALLERS WITH APPROPRIATE SUPPORT OR GUIDANCE**
- D. ENDING CALLS FASTER

**14.)** WHY IS ORGANIZING INFORMATION IMPORTANT FOR PSTS?

- A. TO IMPROVE PERSONAL SKILLS
- B. TO MAKE IT EASIER FOR THE GENERAL PUBLIC
- C. SO OTHER RESPONDERS CAN INTERPRET AND ACT ACCORDINGLY**
- D. IT REDUCES CALL VOLUME

**15.)** WHICH EMS UNIT PROVIDES FIRST RESPONSE WITHOUT HOSPITAL TRANSPORT?

- A. ALS RIG
- B. JUMP TEAM
- C. NON-TRANSPORT EMS UNIT**
- D. FIRE SUPPRESSION TRUCK

**16.)** HOW DOES TRAINING SUPPORT EFFECTIVE INTER-AGENCY COOPERATION?

- A. REDUCES RESPONDER ACCOUNTABILITY
- B. MINIMIZES THE NEED FOR JOINT RESPONSES
- C. FAMILIARIZES PERSONNEL WITH ICS PROTOCOLS AND PROCEDURES**
- D. HELPS PSTS AVOID HIGH-STRESS CALLS

**17.)** WHAT DOES "ETHICS" REFER TO IN THE CONTEXT OF PST RESPONSIBILITIES?

- A. ADHERING TO COMPANY POLICIES ONLY
- B. PRINCIPLES OF CONDUCT GUIDING ACTIONS AND BEHAVIOR**
- C. COMPLETING ALL CALLS IN UNDER 2 MINUTES
- D. FOLLOWING ORDERS FROM SUPERVISORS

**18.)** WHEN FACED WITH SUSPICIOUS INFORMATION, PSTS SHOULD:

- A. CONFRONT THE CALLER
- B. ASSUME IT IS FALSE
- C. DOCUMENT AND NOTIFY A SUPERVISOR PER PROTOCOL**
- D. IGNORE IT UNLESS TOLD OTHERWISE

**19.)** WHAT DOES SITUATIONAL AWARENESS MEAN IN A PST'S ROLE?

- A. READING NEWS WHILE WORKING
- B. STAYING UPDATED ON RESPONDER ASSIGNMENTS AND FIELD CONDITIONS**
- C. PREPARING CALL SUMMARIES
- D. WATCHING AGENCY CAMERAS



## State PST Exam Mock Test 3

**20.) WHY MUST PSTS PROTECT ACCESS TO NCIC/FCIC SYSTEMS?**

- A. TO LIMIT CAD USAGE
- B. TO AVOID DUPLICATE ENTRIES
- C. BECAUSE ACCESS IS RESTRICTED TO CERTIFIED PERSONNEL ONLY**
- D. BECAUSE THE FCC REQUIRES IT

**21.) WHAT DOES A TRAFFIC UNIT TYPICALLY ENFORCE?**

- A. NOISE ORDINANCES
- B. PARKING IN RESIDENTIAL ZONES
- C. TRAFFIC LAWS AND ACCIDENT RESPONSE**
- D. WILDLIFE PROTECTION

**22.) WHY MUST PSTS TRACK OFFICER-INITIATED ACTIVITY CAREFULLY?**

- A. FOR RECORDKEEPING ONLY
- B. TO MINIMIZE DOWNTIME
- C. FOR RESPONDER SAFETY AND SITUATIONAL AWARENESS**
- D. TO MEET QUOTAS

**23.) HOW SHOULD PSTS CLASSIFY EMS CALLS INVOLVING BREATHING DIFFICULTY?**

- A. TRAFFIC INCIDENT
- B. CARDIAC ARREST
- C. RESPIRATORY EMERGENCY**
- D. FIRE HAZARD

**24.) PARAMEDICS PROVIDING ALS MAY:**

- A. ONLY GIVE OXYGEN
- B. TRANSPORT PETS
- C. ADMINISTER MEDICATIONS INTRAVENOUSLY**
- D. SUPERVISE EMT CERTIFICATION TESTS

**25.) WHEN SHOULD A PST NOTIFY OTHERS OF AN EVOLVING SITUATION?**

- A. IF IT INVOLVES A CELEBRITY
- B. ONLY IF ASKED DIRECTLY
- C. WHENEVER IT COULD IMPACT OPERATIONS OR RESPONDER SAFETY**
- D. AT THE END OF SHIFT

## State PST Exam Mock Test 3

**26.)** A PST USES A MANUAL THAT DETAILS HOW TO OPERATE DISPATCH SOFTWARE. THIS IS AN EXAMPLE OF A:

- A. CAD DATABASE
- B. REFERENCE GUIDE**
- C. PERSONAL NOTE
- D. TECHNICAL BROADCAST

**27.)** PROBLEM-SOLVING DURING A CALL INCLUDES:

- A. ENDING THE CALL QUICKLY
- B. DE-ESCALATING AND GUIDING THE CALLER TO PROVIDE NEEDED INFORMATION**
- C. GIVING UNRELATED ADVICE
- D. AVOIDING COLLABORATION

**28.)** PROPERLY COMPLETED FORMS AND LOGS HELP ENSURE:

- A. THE AGENCY EARNS MORE FUNDING
- B. DOCUMENTATION IS AVAILABLE FOR AUDITS AND LEGAL USE**
- C. PSTS RECEIVE BONUSES
- D. THE CALLS ARE RECORDED AUTOMATICALLY

**29.)** WHAT IS THE PRIMARY PURPOSE OF HAVING A WELL-DEFINED CHAIN OF COMMAND WITHIN THE ECC?

- A. TO CREATE MORE JOB TITLES
- B. TO IMPROVE CALL VOLUME STATISTICS
- C. TO ENSURE EFFICIENT AND EFFECTIVE EMERGENCY RESPONSE**
- D. TO INCREASE DOCUMENTATION REQUIREMENTS

**30.)** WHAT IS THE BENEFIT OF CORRECTLY CLASSIFYING EMS CALLS?

- A. REDUCES EMS WORKLOAD
- B. AVOIDS DISPATCH DELAYS
- C. ENSURES APPROPRIATE UNIT RESPONSE AND PRIORITIZATION**
- D. PREVENTS ALL LIABILITY

**31.)** A MARINE UNIT WOULD MOST LIKELY RESPOND TO:

- A. A BOAT ACCIDENT ON A RIVER**
- B. A HIGHWAY DUI
- C. AN ARSON INVESTIGATION
- D. A ROBBERY IN PROGRESS

## State PST Exam Mock Test 3

**32.) WHAT DEFINES A NON-EMERGENCY INCIDENT?**

- A. IT REQUIRES TWO RESPONDERS
- B. IT INVOLVES LOSS OF LIFE
- C. IT DOES NOT POSE AN IMMEDIATE THREAT TO LIFE OR PROPERTY**
- D. IT INVOLVES WEAPONS

**33.) WHAT DOES A HIGH-PRIORITY CLASSIFICATION TYPICALLY INVOLVE?**

- A. SITUATIONS WITH MINOR DISTURBANCES
- B. LIFE-THREATENING EMERGENCIES OR ONGOING CRIMINAL ACTIVITY**
- C. FIRE DRILLS OR ALARM TESTS
- D. LOST PET REPORTS

**34.) WHAT IS A RESPONSIBILITY WHEN HANDLING EMAILS TO THE ECC?**

- A. PRINTING EACH MESSAGE
- B. FORWARDING ALL EMAILS TO SUPERVISORS
- C. CATEGORIZING AND ROUTING THEM EFFICIENTLY**
- D. SAVING ONLY THE SUBJECT LINES

**35.) WHEN DEALING WITH A DISTRESSED OR AGITATED CALLER, PSTS SHOULD:**

- A. ESCALATE IMMEDIATELY
- B. SPEAK LOUDER
- C. REMAIN CALM AND REASSURING**
- D. TRANSFER THE CALL WITHOUT ATTEMPTING TO ASSIST

**36.) IN TRADITIONAL CALL ROUTING, WHERE IS A 911 CALL DIRECTED?**

- A. NATIONAL OPERATIONS CENTER
- B. NEAREST CELLULAR TOWER
- C. PSAP WITH JURISDICTION BASED ON CALLER'S LOCATION**
- D. CALL CENTER CLOSEST TO THE AREA CODE

**37.) WHICH OF THE FOLLOWING IS A PROPER USE OF AVAILABLE RESOURCES?**

- A. DISPATCHING RESPONDERS WITHOUT LOCATION INFO
- B. ACCESSING CALLER SOCIAL MEDIA FOR PERSONAL REASONS
- C. REQUESTING MUTUAL AID FOR A STRUCTURE FIRE BEYOND JURISDICTION**
- D. DELAYING NOTIFICATIONS TO AVOID ALARMS

**38.) WHAT IS THE SILENT OPEN LINE PROTOCOL?**

- A. CLOSING UNUSED PHONE LINES
- B. ASSUMING ALL SILENT CALLS ARE TTY UNTIL PROVEN OTHERWISE**
- C. REPLACING TDD SYSTEMS EVERY SHIFT
- D. DELAYING RESPONSE TO UNKNOWN CALLERS





## State PST Exam Mock Test 3

**39.)** WHAT IS A BENEFIT OF ADDRESSING A CHIEF OR DIRECTOR BY THEIR PROPER TITLE?

- A. AVOIDS CONFUSION DURING PUBLIC EVENTS
- B. ENSURES RESPECT AND MAINTAINS A DISCIPLINED ENVIRONMENT**
- C. REDUCES THE WORKLOAD ON SUPERVISORS
- D. INCREASES THE LIKELIHOOD OF PROMOTION

**40.)** SCENE SAFETY AWARENESS INCLUDES:

- A. CALLER PERSONALITY TRAITS
- B. HAZARDS LIKE FIRE, GAS, OR HOSTILE INDIVIDUALS**
- C. HOSPITAL WAIT TIMES
- D. SUPERVISORY PREFERENCES

**41.)** WHAT DOES FCIC STAND FOR?

- A. FEDERAL COMMUNICATION INVESTIGATIVE CHANNEL
- B. FLORIDA CRIMINAL INFORMATION CENTER**
- C. FIRST CALL INTERAGENCY CENTER
- D. FEDERAL CRIME INDEX CONSOLE

**42.)** WHICH OF THE FOLLOWING IS A METHOD PSTS USE TO DISSEMINATE INFORMATION?

- A. POLICE REPORTS
- B. EMPLOYEE EVALUATIONS
- C. RADIO AND CAD SYSTEMS**
- D. CALLER SURVEYS

**43.)** WHAT IS A PST'S ROLE IN OFFICER SAFETY?

- A. CONDUCTING TACTICAL TRAINING
- B. MONITORING RESPONDER VITALS
- C. PROVIDING ACCURATE, TIMELY, AND RELEVANT INFORMATION**
- D. SUPERVISING FIELD UNITS

**44.)** UNDERSTANDING CULTURAL NORMS HELPS PSTS TO:

- A. AVOID CALLS FROM DIVERSE COMMUNITIES
- B. ADAPT COMMUNICATION APPROPRIATELY AND RESPECTFULLY**
- C. GENERALIZE BEHAVIORS
- D. DELAY SERVICE DELIVERY

## State PST Exam Mock Test 3

45.) WHAT DID THE WIRELESS COMMUNICATIONS AND PUBLIC SAFETY ACT ACCOMPLISH?

- A. CREATED THE FCC
- B. ESTABLISHED 911 AS THE NATIONAL EMERGENCY NUMBER
- C. LAUNCHED THE DENISE AMBER LEE FOUNDATION
- D. ALLOWED ONLY LOCAL AGENCIES TO MANAGE 911 SYSTEMS

46.) EFFECTIVE CALL MANAGEMENT INVOLVES:

- A. ENCOURAGING LONG CONVERSATIONS
- B. DELAYING CLARIFICATION
- C. COLLABORATING WITH TEAM MEMBERS AND CLARIFYING CALLER DETAILS
- D. GUESSING THE CALLER'S NEEDS

47.) REQUESTS FROM FIELD UNITS SHOULD BE PROCESSED:

- A. WHEN CONVENIENT
- B. ONLY IF VERIFIED BY A SUPERVISOR
- C. PROMPTLY AND IN THE ORDER RECEIVED
- D. IN A TIMELY MANNER, WITHOUT DELAY

48.) WHICH OF THE FOLLOWING IS CONSIDERED A MAJOR INCIDENT TYPE?

- A. NOISE COMPLAINT
- B. TRAFFIC SIGNAL OUTAGE
- C. MEDICAL EMERGENCY
- D. LOST WALLET REPORT

49.) WHICH OF THE FOLLOWING BEST DESCRIBES A SILENT ALARM?

- A. AN ALARM WITH NO AUDIBLE SIREN TO ALERT INTRUDERS
- B. AN ALARM TRIGGERED BY A SMOKE DETECTOR
- C. A SYSTEM TEST PERFORMED QUIETLY
- D. A MALFUNCTIONING ALARM

50.) HAZMAT SCENES OFTEN REQUIRE:

- A. CROWD CONTROL
- B. THERMAL CAMERA USE
- C. ISOLATION, IDENTIFICATION, AND PROPER MITIGATION RESOURCES
- D. ONLY FIRE SUPPRESSION

51.) A CHAIN OF COMMAND IMPROVES PERFORMANCE BY:

- A. DECREASING THE NUMBER OF SUPERVISORS
- B. ENHANCING DOCUMENTATION PRACTICES
- C. ALLOWING FOR BETTER FEEDBACK AND ACCOUNTABILITY
- D. ENCOURAGING PSTS TO WORK INDEPENDENTLY



## State PST Exam Mock Test 3

**52.) WHICH OF THE FOLLOWING BEST SUPPORTS RESPONDER SAFETY?**

- A. DELAYED RESPONSE
- B. ACCURATE AND TIMELY UPDATES FROM THE PST**
- C. SCENE SUMMARIES FROM LAST WEEK
- D. REPORTS FROM SOCIAL MEDIA

**53.) ROLE-PLAYING SCENARIOS ARE USEFUL FOR:**

- A. TESTING HARDWARE
- B. PRACTICING COMMUNICATION WITH DIFFICULT CALLERS**
- C. REVIEWING POLICY MANUALS
- D. AVOIDING REAL-TIME CALLS

**54.) WHICH STRATEGY IMPROVES PRIORITIZATION SKILLS?**

- A. LIMITING QUESTIONING TO SPEED UP THE CALL
- B. FOLLOWING INTUITION ONLY
- C. REGULAR TRAINING, CRITICAL THINKING, AND USING CALL-TAKING SYSTEMS**
- D. LISTENING TO THE CALLER'S TONE

**55.) WHAT IS ONE KEY ROLE OF PSTS IN DISASTER RECOVERY?**

- A. INVESTIGATING INSURANCE CLAIMS
- B. COORDINATING RESPONDER SCHEDULES
- C. MANAGING COMMUNICATIONS AND TRACKING REQUESTS**
- D. CONDUCTING SITE INSPECTIONS

**56.) WHY IS NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK CELEBRATED?**

- A. TO HONOR RETIRED DISPATCHERS
- B. TO RECOGNIZE THE CONTRIBUTIONS OF PSTS**
- C. TO COMMEMORATE THE FIRST USE OF TWO-WAY RADIOS
- D. TO FUNDRAISE FOR ECC UPGRADES

**57.) WHAT DOES NG911 PRIMARILY RELY ON FOR COMMUNICATION?**

- A. ANALOG TELEPHONE SIGNALS
- B. MORSE CODE
- C. INTERNET PROTOCOL (IP) TECHNOLOGY**
- D. SATELLITE NETWORKS

**58.) PSTS SUPPORT FIRE SERVICE OPERATIONS BY:**

- A. CONDUCTING HYDRANT INSPECTIONS
- B. MAINTAINING FIRE HOSES
- C. COORDINATING COMMUNICATIONS AND DISPATCHING APPROPRIATE UNITS**
- D. DELIVERING MEDICAL SUPPLIES



## State PST Exam Mock Test 3

59.) WHAT DOES THE ICS STRUCTURE ESTABLISH DURING INCIDENT RESPONSE?

- A. FUNDING AND BILLING RESPONSIBILITIES
- B. A LOCATION FOR RESPONDERS TO MEET
- C. CLEAR ROLES AND RESPONSIBILITIES
- D. A LIST OF POSSIBLE OUTCOMES

60.) AN EXAMPLE OF MUTUAL AID WOULD BE:

- A. A SCHOOL CONDUCTING A DRILL
- B. A STATE FIRE AGENCY ASSISTING A SMALL TOWN DURING A LARGE WILDFIRE
- C. A DISPATCHER WORKING OVERTIME
- D. A SHIFT SUPERVISOR APPROVING TIME OFF

61.) A DISASTER IS DEFINED AS:

- A. AN EMS-ONLY INCIDENT
- B. ANY INCIDENT THAT CAN BE RESOLVED IN ONE SHIFT
- C. A LARGE-SCALE EVENT THAT OVERWHELMS LOCAL RESOURCES
- D. A ROUTINE FIRE ALARM

62.) JURISDICTIONAL AWARENESS HELPS A PST:

- A. AVOID DEALING WITH FIELD UNITS
- B. KNOW WHEN TO CONTACT NEWS OUTLETS
- C. SEND CALLS TO THE APPROPRIATE RESPONDING AGENCY
- D. INCREASE CALL SPEED

63.) WHAT CRITICAL SYSTEM DID DENISE AMBER LEE HELP REFORM POSTHUMOUSLY?

- A. HIPAA COMPLIANCE
- B. LOCAL EMS RESPONSE
- C. STATEWIDE TRAINING REQUIREMENTS FOR PSTS
- D. CELL TOWER PING LAWS

64.) WHEN A FIREFIGHTER IS MISSING, THE PST SHOULD:

- A. NOTIFY THE NEWS
- B. DOCUMENT BUT TAKE NO ACTION
- C. IMMEDIATELY NOTIFY COMMAND AND ASSIST WITH RAPID INTERVENTION COORDINATION
- D. REQUEST ADDITIONAL TRANSPORT UNITS

65.) WHICH PRACTICE ENSURES PROFESSIONALISM IN CALL TRANSFERS?

- A. AVOIDING CONTACT WITH THE OTHER AGENCY
- B. ALLOWING THE CALLER TO WAIT UNTIL THE LINE IS ANSWERED
- C. REMAINING ON THE LINE UNTIL THE TRANSFER IS COMPLETE
- D. LETTING THE CALLER REDIAL IF TRANSFER FAILS



## State PST Exam Mock Test 3

66.) WHICH ACTION WOULD MOST LIKELY BE TAKEN BY A DISPATCHER?

- A. PERFORMING CPR
- B. ANSWERING ADMINISTRATIVE CALLS
- C. PROVIDING LOCATION INSTRUCTIONS TO RESPONDERS
- D. TRIAGE OF MEDICAL EMERGENCIES

67.) WHAT IS THE PURPOSE OF CROSS-EXAMINATION?

- A. REWARDING TESTIMONY WITH TIME OFF
- B. EXPLORING THE PST'S PERSONAL OPINIONS
- C. CHALLENGING CREDIBILITY OR RECOLLECTION
- D. ENDING TESTIMONY EARLY

68.) WHAT SECONDARY ROLE DO FIRE PERSONNEL OFTEN ASSIST WITH?

- A. ADMINISTRATIVE CITY AUDITS
- B. ANIMAL CONTROL
- C. EMS MEDICAL RESPONSE
- D. COURTROOM SECURITY

69.) A TTY USER SENDS "GA" DURING A CONVERSATION. WHAT DOES IT MEAN?

- A. GOODBYE ALWAYS
- B. GO AHEAD
- C. GREAT ALERT
- D. GENERAL ANNOUNCEMENT

70.) A RIT TEAM IS RESPONSIBLE FOR:

- A. TRAINING CIVILIAN VOLUNTEERS
- B. HANDLING RADIO TRAFFIC
- C. RESCUING FIREFIGHTERS IN DISTRESS
- D. INSPECTING HYDRANTS

71.) E911 TECHNOLOGY IMPROVES CALL ROUTING BY PROVIDING:

- A. ACCESS TO THE FCC DATABASE
- B. AUTOMATIC LOCATION AND NUMBER IDENTIFICATION
- C. MANUAL REROUTING OPTIONS
- D. UNLIMITED CALL TRANSFERS

72.) WHICH OF THE FOLLOWING IS CONSIDERED IMPROPER WHEN TRANSFERRING A CALL?

- A. INFORMING THE CALLER OF THE TRANSFER
- B. CONFIRMING THE RECEIVING AGENCY IS ON THE LINE
- C. DISCONNECTING BEFORE THE OTHER AGENCY ANSWERS
- D. PROVIDING KEY INFORMATION



## State PST Exam Mock Test 3

**73.)** WHAT QUALITY IS MOST IMPORTANT FOR MAINTAINING PROFESSIONALISM AS A PST?

- A. ASSERTIVENESS
- B. ADVANCED EDUCATION
- C. COMPOSURE AND ADHERENCE TO PROTOCOLS**
- D. STRONG POLITICAL OPINIONS

**74.)** A WILDFIRE NEAR RESIDENTIAL AREAS WOULD BE CLASSIFIED AS:

- A. A MINOR BRUSH FIRE
- B. A PUBLIC SERVICE CALL
- C. AN ENVIRONMENTAL EMERGENCY**
- D. A COMMERCIAL ALARM

**75.)** WHAT TYPE OF UNIT IS MOST COMMONLY DISPATCHED FOR BRUSH FIRES?

- A. TANKER TRUCK
- B. LADDER TRUCK
- C. BRUSH TRUCK**
- D. AERIAL PLATFORM

**76.)** WHY IS IT IMPORTANT FOR PSTS TO MAINTAIN PROFESSIONALISM WITH OTHER AGENCIES?

- A. IT SHORTENS TRAINING TIME
- B. IT IMPROVES RESPONSE COORDINATION AND PROMOTES RESPECT**
- C. IT REDUCES RADIO USAGE
- D. IT ALLOWS MORE BREAKS

**77.)** PEER SUPPORT TEAMS ARE USEFUL FOR:

- A. DISCIPLINARY MATTERS
- B. PROVIDING CONFIDENTIAL SUPPORT FROM COLLEAGUES WITH SIMILAR EXPERIENCES**
- C. ENFORCING AGENCY POLICIES
- D. ASSIGNING EXTRA DUTIES

**78.)** A ROTATING SHIFT SCHEDULE CAN AFFECT A PST'S:

- A. TAX BRACKET
- B. ERGONOMIC POSTURE
- C. CIRCADIAN RHYTHM AND SLEEP PATTERNS**
- D. RADIO PERFORMANCE

## State PST Exam Mock Test 3

**79.) WHICH KEY ICS POSITION IS RESPONSIBLE FOR MEDIA RELATIONS?**

- A. INCIDENT COMMANDER
- B. PUBLIC INFORMATION OFFICER**
- C. PLANNING CHIEF
- D. LOGISTICS CHIEF

**80.) WHAT SHOULD PSTS DO TO EFFECTIVELY HANDLE STRESS?**

- A. WORK EXTRA SHIFTS
- B. IGNORE CALLS DURING BREAKS
- C. USE SELF-CARE AND STRESS MANAGEMENT TECHNIQUES**
- D. VENT EMOTIONS TO CALLERS

**81.) WHAT IS THE FIRST FORMAL STEP IN TESTIFYING IN COURT?**

- A. ISSUANCE OF A SUBPOENA**
- B. TAKING THE WITNESS STAND
- C. REVIEWING CAD NOTES
- D. ATTENDING COURT TRAINING

**82.) WHY IS IT IMPORTANT FOR PSTS TO UNDERSTAND INCIDENT TYPES, CLASSIFICATION, AND PRIORITIZATION?**

- A. IT ALLOWS THEM TO HANDLE ADMINISTRATIVE PAPERWORK CORRECTLY
- B. IT ENABLES EFFICIENT COMMUNICATION WITH THE GENERAL PUBLIC
- C. IT ENSURES TIMELY RESPONSE, PROPER RESOURCE DISPATCHING, AND PUBLIC SAFETY**
- D. IT HELPS REDUCE THE NUMBER OF EMERGENCY CALLS

**83.) A PST SHOULD USE STATE/NATIONAL DATABASES:**

- A. TO RESEARCH PUBLIC EVENTS
- B. FOR APPROPRIATE LAW ENFORCEMENT-RELATED TASKS ONLY**
- C. WITHOUT TRAINING
- D. ON PERSONAL TIME

**84.) A COMMON EXTERNAL STRESSOR FOR PSTS IS:**

- A. POOR WEATHER
- B. FAMILY AND PERSONAL LIFE IMBALANCE DUE TO SHIFT WORK**
- C. LACK OF ACCESS TO ELEVATORS
- D. BUDGETING FOR UNIFORMS



## State PST Exam Mock Test 3

**85.) WHICH OF THE FOLLOWING BEST SUPPORTS AN EFFECTIVE TRANSFER?**

- A. DISCONNECTING ONCE TRANSFERRED
- B. PROVIDING THE OTHER AGENCY'S CALLBACK NUMBER ONLY
- C. CLEARLY ANNOUNCING THE TRANSFER AND PROVIDING PERTINENT CALL INFORMATION**
- D. ALLOWING THE CALLER TO EXPLAIN EVERYTHING AGAIN

**86.) WHY MUST AGENCIES SUPPORT WELLNESS INITIATIVES?**

- A. TO IMPROVE BADGE RECOGNITION
- B. TO ATTRACT NEWS ATTENTION
- C. TO REDUCE ABSENTEEISM AND BURNOUT AMONG PSTS**
- D. TO MONITOR SOCIAL MEDIA USE

**87.) REGULAR PHYSICAL ACTIVITY HELPS PSTS BY:**

- A. LOWERING KEYBOARD ERRORS
- B. REDUCING STRESS AND BOOSTING OVERALL HEALTH**
- C. DECREASING CALL TIME
- D. IMPROVING HEADSET DURABILITY

**88.) VOICE MODULATION HELPS PSTS TO:**

- A. STAY AWAKE
- B. COMMUNICATE URGENCY AND MAINTAIN CALLER ENGAGEMENT**
- C. SOUND MONOTONE AND CALM
- D. AVOID SPEAKING

**89.) WHAT TYPE OF LAW MIGHT REGULATE LOCAL FIRE CODES AND NOISE ORDINANCES?**

- A. CIVIL LAW
- B. STATE STATUTES
- C. LOCAL LAW**
- D. INTERNATIONAL LAW

**90.) PSTS MUST NOTIFY SPECIALTY TEAMS FOR HAZMAT WHEN:**

- A. SCENE IS CLEAR
- B. STANDARD FIRE UNITS ARE UNAVAILABLE
- C. HAZARDOUS SUBSTANCES ARE SUSPECTED OR CONFIRMED**
- D. NO CALLER IS PRESENT

**91.) WHEN INTERACTING WITH PARTNER AGENCIES, PSTS SHOULD:**

- A. DELEGATE DECISIONS WITHOUT NOTICE
- B. USE MINIMAL DETAIL
- C. COMMUNICATE CLEARLY, CONCISELY, AND COURTEOUSLY**
- D. SHARE SHIFT COMPLAINTS





## State PST Exam Mock Test 3

**92.)** A CALLER ASKS FOR HELP FINDING A PHONE NUMBER. WHICH 3-DIGIT NUMBER SHOULD THE PST REFERENCE?

- A. 511
- B. 411**
- C. 211
- D. 611

**93.)** GOOD SLEEP HYGIENE SUPPORTS:

- A. PROPER RADIO USAGE
- B. FASTER CAD ENTRIES
- C. MENTAL ALERTNESS AND EMOTIONAL REGULATION**
- D. BETTER UNIFORM FIT

**94.)** WHICH OF THE FOLLOWING COULD BE A SIGN OF ACCUMULATED STRESS?

- A. IMPROVED ALERTNESS
- B. DECLINE IN JOB PERFORMANCE AND INCREASED ABSENTEEISM**
- C. BETTER MULTITASKING
- D. INCREASED HYDRATION

**95.)** WHAT IS THE GENERAL RULE WHEN PRIORITIZING INCIDENTS?

- A. DISPATCHING NEAREST AVAILABLE UNIT
- B. LIFE TAKES PRECEDENCE OVER PROPERTY**
- C. POLICE BEFORE FIRE/EMS
- D. SAVING TAXPAYER MONEY

**96.)** CRITICAL THINKING HELPS PSTS:

- A. MEMORIZE EVERY CALL TYPE
- B. DELAY DECISION-MAKING
- C. ADAPT TO CHANGING SITUATIONS AND MAKE INFORMED DECISIONS**
- D. AVOID GIVING INSTRUCTIONS

**97.)** WHAT ROLE DOES THE PST PLAY AT THE BEGINNING OF AN INCIDENT?

- A. PROVIDING BACKUP ON SCENE
- B. GATHERING INITIAL DETAILS FROM CALLERS**
- C. SERVING AS OPERATIONS CHIEF
- D. APPROVING MUTUAL AID DEPLOYMENT

## State PST Exam Mock Test 3

**98.)** WHAT RESOURCE MUST PSTS USE RESPONSIBLY TO MAINTAIN OPERATIONAL INTEGRITY?

- A. LOCAL ORDINANCES
- B. EMERGENCY VEHICLE FUEL
- C. FCIC/NCIC DATABASES**
- D. NEWS WEBSITES

**99.)** A CALLER REPORTS AN ARGUMENT THAT HAS NOT BECOME PHYSICAL. WHAT CLASSIFICATION APPLIES?

- A. ASSAULT
- B. BATTERY
- C. FIGHT
- D. DISTURBANCE**

**100.)** PHYSICAL SYMPTOMS OF STRESS IN PSTS CAN INCLUDE:

- A. INCREASED PATIENCE
- B. ENHANCED APPETITE
- C. HEADACHES, FATIGUE, AND SLEEP DISRUPTION**
- D. GREATER MEMORY RECALL