

## STATE OF FL DOH PST 6<sup>th</sup> EDITION WORKBOOK SECTION 3 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. 611 is the number for the deaf and hearing impaired callers to communicate with the PST.

True or False

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

True or False

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

True or False

4. Telematics is the emergency notification feature in a vehicle.

True or False

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

True or False

6. Define phishing.

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7. This law ensures equal access to 911 for everyone.

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8. Define EDICS.

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9. List four modern communication streams.

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

ANI \_\_\_\_\_

ALI \_\_\_\_\_

11. Which of the following are reasons Cybersecurity is important in the ECC.

- 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

- A. Over-modulating
- B. Clipping
- C. Patching
- D. Simulcasting

13. Define FCIC and NCIC.

FCIC \_\_\_\_\_

NCIC \_\_\_\_\_

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

- A. VOIP
- B. Phase 2
- C. Automatic call distribution
- D. 911 Spill-Over

15. Which of the following are internal resources within the ECC

- A. CAD
- B. Training manuals and protocols
- C. Translation service
- D. A & B

## STATE OF FL DOH PST 6<sup>th</sup> EDITION WORKBOOK SECTION 3 QUIZ

16. Voice communication systems, chat and \_\_\_\_\_ are examples of internal communication resources.

A. NCIC/FCIC

B. Emails

C. Social Media

D. ACD

17-20. Match the following to the correct answer.

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