

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

The below worksheet is based off the DOH study guide dated 07/01/2017. This worksheet should be used as a guide to help learn the material within it in preparation for the state exam. This worksheet does not cover all elements of **Chapter 1**. When preparing for the state exam, the state study guide is the primary resource.

Chapter 1: Roles / Duties of the Public Safety Telecommunicator (PST)

1. In public safety telecommunications, who has a primary role of gathering pertinent information?

2. Due to the role of the PST in both public and responder safety, name at least two (2) characteristics a PST must display to demonstrate proper conduct.

3. What is the Florida Statute number requiring anyone working in a public safety answering point (PSAP) to participate in an approved training program? How many hours are required in the program?

4. Where and when was the first two-way radio system implemented?

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5. List the ways unplanned and excessive absenteeism can have a negative impact on the communications center and its personnel.

6. The 911 system was developed with the first call being made in what year and from what location?

7. The 911 system evolved to include an enhanced feature, allowing the telephone number, address and name of the caller to automatically be displayed on the 911 screen. The enhanced system was introduced where and when?

8. What can happen if there is PST fails to make proper notifications during significant events?

9. What are performance standards for PSTs?

10. When do PST certifications expire?

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WORKSHEET 1 – Answer Key

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Chapter 1: Roles / Duties of the Public Safety Telecommunicator (PST)

1. In public safety telecommunications, who has a primary role of gathering pertinent information? (1.03)

The call-taker

2. Due to the role of the PST in both public and responder safety, name at least two (2) characteristics a PST must display to demonstrate proper conduct. (1.04)

Protect confidentiality by adhering to laws and agency policy with regard to medical and personal information

Display teamwork

Be dependable

Be accountable for their actions, both on and off duty

3. What is the Florida Statute number requiring anyone working in a public safety answering point (PSAP) to participate in an approved training program? How many hours are required in the program? (1.09)

FS 401.465

232 Hours

4. Where and when was the first two-way radio system implemented? (1.01)

Bayonne, New Jersey in 1933

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5. List the ways unplanned and excessive absenteeism can have a negative impact on the communications center and its personnel. (1.05)

Lowers moral

Creates stress

Places a burden on co-workers

6. The 911 system was developed with the first call being made in what year and from what location? (1.01)

Haleyville, Alabama in 1968

7. The 911 system evolved to include an enhanced feature, allowing the telephone number, address and name of the caller to automatically be displayed on the 911 screen. The enhanced system was introduced where and when? (1.02)

Orange County, Florida in 1980

8. What can happen if there is PST fails to make proper notifications during significant events? (1.07)

Failure to make notifications can jeopardize public and responder safety.

9. What are performance standards for PSTs? (1.08)

Performance standards are a uniform measurement of each PST's work product when compared to the goals and requirements set by the agency.

10. When do PST certifications expire? (1.09)

All PST certifications expire February 1st of every odd year.