

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 3**. When preparing for the state exam, the state study guide is the primary resource.

Chapter 3: The operation or communications equipment and resources

1. List five (5) typical components found in a communications center.

2. Describe the components of a console typically found in a communications center.

3. What is the purpose of the TDD/TTY?

4. List five (5) common functions included in a telephone system found in a communications center.

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5. List three (3) tips the PST must recognize when dealing with the communication on a TDD/TTY.

6. What do the acronyms TCC, AVL, and GPS stand for when dealing with telematic call centers?

7. Explain the characteristics of a mobile radio.

8. What is the joining of two (2) or more talk groups together so that field users can interact with other users regardless of talk group.

9. List three (3) tips to use during a mutual aid event.

10. What does the acronym NCIC stand for and what is their purpose?

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WORKSHEET 1 – Answer Key

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Chapter 3: The operation or communications equipment and resources

1. List five (5) typical components found in a communications center. (3.01)

Personnel – Consoles – Computers with CAD software – Radio systems -
Phone systems – Monitoring equipment – Recording equipment – Security
cameras/locked doors – Chairs – Headsets – Other information technologies
Maps – Manuals - Logs

2. Describe the components of a console typically found in a communications center. (3.02)

Physical workstations for PSTs which may include computers, telephones,
radio systems, and other technologies.

3. What is the purpose of the TDD/TTY? (3.03)

A device which allows the deaf, hard of hearing, and speech impaired
community communication with the 911 system.

4. List five (5) common functions included in a telephone system found in a communications center. (3.04)

Caller ID – Routing calls/call transfers – Hold/Mute – Conference calls – Call
tracing – Releasing the call – Automatic Call Distribution (ACD)

5. List three (3) tips the PST must recognize when dealing with the communication on a TDD/TTY. (3.05)

Keep language simple and sentences short – Ask questions one at a time and
wait for a response – Use easy vocabulary – Repeat important statements
twice – Be specific – Check for understanding

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6. What do the acronyms TCC, AVL, and GPS stand for when dealing with telematic call centers? (3.06)

Telematic Call Center

Automatic Vehicle Locator

Global Positioning System

7. Explain the characteristics of a mobile radio. (3.07)

Mobile radios are typically housed inside responders' vehicles. The vehicles have mounted antennas and provide a power source. Mobile radios provide better coverage and are longer lasting than handheld radios.

8. What is the joining of two (2) or more talk groups together so that field users can interact with other users regardless of talk group? (3.07)

Patching

9. List three (3) tips to use during a mutual aid event. (3.08)

Use plain language

Avoid unnecessary chatter

Practice – Practice - Practice

10. What does the acronym NCIC stand for and what is their purpose? (3.09)

National Crime Information Center

It maintains information on stolen and recovered property as well as wanted and missing persons.