

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

Chapter 6: Identify and perform the operational skills of a call taker

1. What are the six (6) Ws used when gathering information?

2. What is the logical order of inputting location information?

3. What is the mnemonic commonly used to aid in obtaining the standard vehicle description?

4. List five (5) incidents considered as an emergency.

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

5. List four (4) state surrounding agencies resources commonly utilized in a PSAP.

6. Other than surrounding agencies list four (4) other commonly used resources in a PSAP.

7. _____ and _____ are official records which must be rapidly and accurately completed.

8. What are the examples of other field units requests call takers may be utilized to process?

9. Jurisdictions can be divided into what five (5) types of boundaries?

10. Define multi-functional dexterity.

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1 – Answer Key

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Chapter 6: Identify and perform the operational skills of a call taker

1. What are the six (6) Ws used when gathering information? (6.01)

Where – What – Weapons – When – Who – Why

2. What is the logical order of inputting location information? (6.01)

Address of intersection

Name of business, apartment complex, subdivision, or development

Building or apartment numbers

Landmarks, if no other information is available

Direction of travel

3. What is the mnemonic commonly used to aid in obtaining the standard vehicle description? (6.01)

CYMBALS

4. List five (5) incidents considered as an emergency. (6.02)

Heart attack – structure fire – armed robbery in progress – active shooter incident – domestic disturbance in progress

5. List four (4) state surrounding agencies resources commonly utilized in a PSAP. (6.03)

Highway Patrol – Fish & Wildlife – Department of Health – State Watch Office

6. Other than surrounding agencies list four (4) other commonly used resources in a PSAP. (6.03)

Manuals – Co-workers/Supervisors – CAD – Mapping – Internet – Community Media – Social Media

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1 – Answer Key

7. _____ and _____ are official records which must be rapidly and accurately completed. (6.04)

Forms

Logs

8. What are the examples of other field units requests call takers may be utilized to process? (6.05)

Calling wrecker companies

Contacting outside agencies for assistance

9. Jurisdictions can be divided into what five (5) types of boundaries? (6.06)

City – County – Zone – Region - Territory

10. Define multi-functional dexterity. (6.07)

The successful simultaneous performance of two or more tasks by one individual.