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

Chapter 7: Identify and perform the operational skills of a dispatcher

1. What do the letters "CYMBALS" represent when obtaining standard vehicle description?

    _____
    _____
    _____
    _____
    _____
    _____
    _____

2. As a dispatcher it's important to remember that everything you do or say may be _____, _____, and _____ .

    _____
    _____
    _____

3. What is important to do prior to dispatch to ensure understanding?

    _____
    _____

4. Give examples of commonly used terms used to define response modes.

    _____
    _____
    _____
    _____

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5. List the five (5) resources available specifically to dispatchers different from call takers.

    _____

    _____

    _____

    _____

    _____

6. Delays in processing information could jeopardize who?

    _____

    _____

7. List five (5) mutual-aid resources specifically available to dispatchers and not call takers.

    _____

    _____

    _____

    _____

    _____

8. What are some visual cue callers may reference when trying to give a location?

    _____

    _____

    _____

9. What is the additional skills needed by dispatchers different from a call taker when it comes to multi-functional dexterity?

    _____

    _____

10. List three (3) requirements needed when completing logs, forms, and files appropriately.

    _____

    _____

    _____

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

The below worksheet answer key is based off the DOH study guide dated 07/01/2017. This worksheet does not cover all elements of **Chapter 7**.

Chapter 7: Identify and perform the operational skills of a dispatcher

1. What do the letters "CYMBALS" represent when obtaining standard vehicle description? (7.01)

    C – Color – Y – Year – M – Make & Model – B – Body Description – A – Additional Descriptors – L – License Plate – S – State of Plate

2. As a dispatcher it's important to remember that everything you do or say may be _____, _____, and _____ . (7.01)

    Recorded
    Reproduced
    Examined

3. What is important to do prior to dispatch to ensure understanding? (7.01)

    Read the call notes

4. Give examples of commonly used terms used to define response modes. (7.02)

    Code 1/Code 3 = While some agencies use code 1 to indicate an emergency response, many others use code 3 to indicate an emergency response.
    Hot/Code = Typically, agencies that utilize these terms assign "hot" as an emergency response and "cold" as a non-emergency response.

5. List the five (5) resources available specifically to dispatchers different from call takes. (7.03)

    Apparatus – Field Units – Field Supervisors – Domestic Violence Hotlines - Interoperable Communications

6. Delays in processing information could jeopardize who? (7.05)

    Responder & Public Safety

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7.   List five (5) mutual-aid resources specifically available to dispatchers and not call takers. (7.06)

K9 – Helicopter/Aviation – Dive Team – Hostage Negotiation – SWAT – Bomb Squad – Haz-Mat/Special Ops – High Angle Rescue – Confined Space Rescue Marine Unit – Homicide Unit – Crime Scene Unit

8.   What are some visual cue callers may reference when trying to give a location? (7.06)

Waterways – Thoroughfares – Significant Landmarks

9.   What is the additional skills needed by dispatchers different from a call taker when it comes to multi-functional dexterity? (7.07)

Also listening to the radio talk group

10.   List three (3) requirements needed when completing logs, forms, and files appropriately. (7.04)

Using plain English, unless agency policy states otherwise – Use acronyms when appropriate – Ensure they are universally understood and can be explained – Logs should be thoroughly completed – Provide a logical Narrative – Be aware of spelling and grammar

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