

State PST Exam Mock Test 3

1. The first 9-1-1 call made in 1968 was initiated in which state?
 - a. Alaska
 - b. Arkansas
 - c. Alabama
 - d. Florida

2. Guidelines for testifying in court include all of the following except: (2.09)
 - a. Refresh your memory. Listen to the 911 call and other recordings and review the CAD notes
 - b. Dress appropriately (no jeans or casual clothing)
 - c. Use proper titles
 - d. Provide all the information you know

3. As required by the ADA, communications centers are required to conduct TDD training: (3.05)
 - a. Biannually
 - b. Annually
 - c. Monthly
 - d. Quarterly

4. Differences in culture, backgrounds, lifestyles, and generational differences refers to: (4.11)
 - a. The communications cycle
 - b. Human Diversity
 - c. Decision making
 - d. Call Classification

5. Which of the following is a telephone technique that should be used by a call taker for obtaining and organizing pertinent information? (6.01)
 - a. Ignoring the caller
 - b. Arguing with the caller when needed
 - c. Filling gaps of silence by humming or other noises
 - d. Listen to background noises

6. Confidential information includes all of the following except: (2.07)
 - a. Name of a 911 caller
 - b. Description of a suspect vehicle
 - c. Telephone number of a 911 caller
 - d. Patient care information

7. In 1999, what law took effect establishing 911 as the national emergency phone number? (1.01)
 - a. The Wireless Communications and Public Safety Act (911 Act)
 - b. The American Communications and Public Safety Act (911 Act)
 - c. The Global Communications and Public Safety Act (911 Act)
 - d. The Wireless Communications and Emergency Contact Act (911 Act)

8. Florida's Silver Alert Plan was made effective by an executive order in:(8.11)
 - a. July, 2000
 - b. October, 2008
 - c. August, 2000
 - d. December, 2005

9. A person whose body is unable to regulate blood sugar is: (9.01)
 - a. Hypertension
 - b. Hypothermia
 - c. Seizure
 - d. Diabetic

10. Property or structures in close enough proximity that can be damaged by smoke, heat, or flames. (10.01)
 - a. Alpha/Bravo/Charlie/Delta
 - b. Reverse lay
 - c. Exposures
 - d. Fire out

11. All of the following are basic precautions to be taken to protect one and others in hazardous materials incidents except: (10.07)
 - a. Establish a perimeter for an evacuation zone or safe zone
 - b. Make contact with the product to determine if it is harmful
 - c. Establish decontamination areas
 - d. Evacuate if necessary

12. Florida gives _____ the responsibility of maintaining emergency management programs at the county level. (11.01)
 - a. SERT
 - b. Each of the 67 counties
 - c. TERT
 - d. LEPC

13. A _____ is an event that has the potential to create significant human distress and can overwhelm one's usual coping mechanisms. (12.02)
- Critical incident
 - Stressor
 - Compassion fatigue
 - Eustress
14. Tracking responders is a primary responsibility of: (1.03)
- Call Takers
 - Quality Improvement Personnel
 - Dispatchers
 - Field Training Officers
15. The Health Insurance Portability and Accountability Act of 1996 was designed to protect patients from disclosure of _____ that is oral, written or electronic. (2.05)
- Shot records
 - Protected Health Information (PHI)
 - Criminal histories
 - 911 records
16. The three types of service radios include: (3.07)
- Handheld radio, tower radio and home station
 - Handheld radio, mobile radio and base station
 - Mini radio, portable radio and base station
 - Mobile radio, handheld radio, and home station
17. Something that is known to exist or has happened is a(n): (4.09)
- Inference
 - Fact
 - Conclusion
 - Guess
18. What are the 6 W's of information gathering? (6.01)
- Where, What, When, Who, Weapons, Which
 - What, Where, When, Who, How, Whatever
 - Where, What, When, Weapons, Who, Why
 - What, Where, When, Wanted, Weapons, How
19. A 911 caller's cell phone number may not be released due to the: (2.07)
- Right to Know Law
 - Freedom of Information Law
 - Public Records Law
 - Public Information Law

20. Which of the following is not important to adhering to dress codes and personal hygiene? (1.06)
- Always wear name brand shoes
 - Uniforms should be clean and pressed
 - Make-up should be conservative and appear natural
 - Hair should be neat and clean
21. The age criteria for activation of the Amber Alert is (8.11)
- 18 years of age and older
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 - 12 years of age and under 22.
22. ETOH is: (9.01)
- A needle inserted in a vein to administer fluid
 - An electrocardiogram that checks for problems with electrical activity of the heart
 - Used to describe an intoxicated person
 - A specified ground area for landing a helicopter
23. Basic fire apparatus that has a self-contained pump used for pumping water through hoses to extinguish the fire. (10.04)
- Fire Boat
 - Engine
 - Brush truck
 - Rescue
24. The two main sources of hazardous materials identification are: (10.09)
- FEMA and CHEMTREC
 - National Fire Academy
 - National Shipper's Service
 - CHEMTREC and the Department of Transportation Emergency Response Guidebook (DOT ERG)
25. The National Response Framework (NRF) works in conjunction with: (11.03)
- NIMS - National Incident Management System
 - DOF - Division of Forestry
 - DHS - Department of Homeland Security
 - DOT - Department of Transportation
26. Cognitive stress indicators include all but which of the following: (12.03)
- Crying
 - Difficulty concentrating
 - Denial
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27. What type of impact do employee absences have on a communications center? (1.05)
- Decreases cost
 - Lessens workload
 - Boosts morale
 - Lowers morale
28. Shaking is a symptom of which type of stress? (12.03)
- Cognitive Stress
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 - Behavioral Stress
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29. The abbreviation ALI stands for: (1.02)
- Automatic Location Identification
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30. A conscious effort that requires the listener to understand and interpret what is being heard by showing interest in what the speaker is saying to ensure mutual understanding is called: (4.04)
- Active Listening
 - Considering
 - Monitoring
 - Receiving
31. A caller may have multiple complaints but a call should be classified according to: (5.03)
- The first thing the caller says
 - The issue with the highest priority
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- the act of performing uncomplicated tasks with ease and comfort
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33. The principles of honor, morality and accepted rules of conduct that govern an individual or group are? (2.01)
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34. The following are considered unethical acts except: (2.02)
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 - Giving false or slanted testimony
 - Gambling
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35. TDD is an abbreviation for _____. (3.03)
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 - Telephone Device for Deaf
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36. A person with good interpersonal skills is more valuable and productive to the agency and the: (4.02)
- Public
 - Boss
 - County commission
 - Attorneys
37. _____ help sort between incident types, classification, and prioritization, making it easier for the dispatcher to identify emergency versus routine incidents. (5.01)
- FEMA Leaders
 - CAD programs
 - Fire fighters
 - 911 phones
38. _____ may sometimes be pertinent to the response as it could affect responder safety. (6.01)
- Quotes
 - Guesses
 - Music
 - Transfers
39. Notification techniques for the various alert programs include all but: (8.11)
- Dynamic message signs
 - Gas pumps
 - Mass notification systems
 - U.S. Mail
40. It is imperative to remain calm and manage the situation, not the: (4.01)
- Supervisor
 - EMT
 - Personality
 - Emotions

41. A situation that does not require immediate response: (5.04)
- Non-emergency incident
 - Non-priority incident
 - Emergency Incident
 - Priority Incident
42. The three phases of a barricaded subject are: (8.07)
- Initial, negotiation, termination
 - Initial, containment, termination
 - Observation, containment, termination
 - Fantasy, containment, termination
43. Deliberately doing harm to oneself that results in injury or the potential for injury or death: (8.07)
- Suicide attempt
 - Battery
 - Suicide threat
 - Assault
44. PST's need to be aware of officer safety issues _____. (8.09)
- When not on break
 - Listed in the guide
 - At every scene
 - When several subjects are involved
45. A ____ digit numbering system was established to identify hazardous materials. (10.09)
- 3
 - 4
 - 5
 - 6
46. The five major functional areas to facilitate activities in a typical Incident Command System (ICS) structure are: (11.03)
- Command, Orientation, Preparedness, Logistics, Finance/Administration
 - Command, Operations, Provision, Logistics, Finance/Administration
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47. All of the following are indicators of behavior stress except: (12.03)
- Changes in ordinary behavior patterns
 - Changes in eating
 - Questioning
 - Decreased personal hygiene

48. The Federal Emergency Management Agency (FEMA) is an agency of: (11.01)
- The Federal Aviation Administration (FAA)
 - The Division of Emergency Management (DEM)
 - The Department of Homeland Security
 - The National Transportation Safety Board (NTSB)
49. All of the following are duties of law enforcement except: (8.02)
- Stabilize dangerous situations
 - Discipline children
 - Investigate and document incidents and crime
 - Enforce court orders
50. All of the following are a responsibility of an EMT and Paramedic except: (9.04)
- Administer emergency care
 - Assess the nature and condition of the patient's injuries
 - Deliver prescription medications
 - Respond to fire, chemical and medical emergencies
51. A status called by incident command when the situation is no longer escalating: (10.01)
- Primary search
 - Under control
 - Fire out
 - All clear
52. All of the following are a typical location in the community where hazardous materials are stored, transported, used or disposed except: (10.08)
- Airports
 - Power plants
 - Trains
 - Classrooms
53. Florida gives the _____ the responsibility of maintaining a statewide emergency management program. (11.01)
- Division of Emergency Management
 - Division of Environmental Management
 - Division of Emergency Protection
 - Division of Environmental Protection
54. A unique stressor to the telecommunicator is: (12.02)
- Being yelled at by callers
 - Co-workers bickering
 - They take on others' problems
 - Uncomfortable chairs

55. A call that “just occurred” is: (5.04)
- An event that is currently taking place and requires an immediate response
 - The event has been committed and there is no immediate threat to life or property
 - An incident that has already occurred and is over
 - An incident that will always require a report
56. A non-invasive level of emergency medical care provided by emergency medical technicians (EMT) and paramedics used to treat patients with illness and injury: (9.03)
- Advanced Life Support
 - Mass Casualty Incident
 - Intravenous infusion
 - Basic Life Support
57. All of the following are fire emergency calls except: (10.03)
- Structure Fires
 - Fire Alarms
 - Train incidents
 - Diabetic episode
58. A subset of terrorism in which terrorist groups participate directly in the cultivation, manufacture, transportation, or distribution of controlled substances and monies derived from these activities (11.02)
- Cyberterrorism
 - State terrorism
 - Nuclear terrorism
 - Narcoterrorism
59. The five phases of an active shooter are: (8.07)
- Fantasy, planning, preparation, approach, implementation
 - Initial, preparation, negotiation, planning, termination
 - Observation, preparation, planning, approach, termination
 - Observation, preparation, containment, approach, termination
60. An unexpected situation which may cause injury, loss of life, or damage to property: (10.05)
- Emergency
 - Non-Emergency
 - Public assist
 - Unknown incident
61. Which of these is not one of the five types of normal stress reactions? (12.03)
- Cognitive
 - Emotional
 - Physical
 - Stressor

62. The three phases of a hostage situation are: (8.07)
- Planning, preparation, approach
 - Observation, containment, termination
 - Initial, negotiation, termination
 - Fantasy, planning, approach
63. The Detroit Police Department used the first one-way radio communications in 1928. (1.01)
- True
 - False
64. A primary PSAP directly receives 911 calls. (1.02)
- True
 - False
65. Bunker gear is a location away from the scene where units wait for their assigned position. (10.01)
- True
 - False
66. For the PST, civil or criminal liability may come about as the result of misconduct or negligence of duty. (2.04)
- True
 - False
67. CHEMTREC is a 24/7/365 emergency call center that provides immediate information and assistance to anyone involved in a chemical or hazardous material incident around the globe. (10.09)
- True
 - False
68. PST's are permitted to use personal data and case information for personal reasons. (2.04)
- True
 - False
69. The telecommunicator's role in firefighting is limited to relaying pertinent information. (10.10)
- True
 - False
70. Criminal liability cannot result in imprisonment. (2.04)
- True
 - False
71. Next Generation 911 (NG911) allows communication through text, pictures, and video. (1.02)
- True
 - False

72. The Telecommunicator should follow the Emergency Response Guidebook (ERG) for a particular substance based on the placard number. (10.09)
- a. True
 - b. False
73. FCIC is based in Clarksburg, West Virginia. (3.09)
- a. True
 - b. False
74. NLETS is a computerized high speed message switching system created for and dedicated to the criminal justice community. (3.09)
- a. True
 - b. False
75. CVA - Cerebrovascular Accident – is also known as a laceration. (9.01)
- a. True
 - b. False
76. AMBER Alerts are investigative tools to help locate missing elderly persons. (8.11)
- a. True
 - b. False
77. The number of people involved in an incident is a scene safety issue for both primary and secondary response units. (10.01)
- a. True
 - b. False
78. As a public servant, a PST is held to a higher standard of professionalism. (1.04)
- a. True
 - b. False
79. Domestic terrorism is defined as terrorism practiced in one's own country against foreigners. (11.02)
- a. True
 - b. False
80. The PST should have ability to anticipate problems and be prepared with possible solutions. (4.05)
- a. True
 - b. False
81. Assault is any actual and intentional touching and striking of another person against that person's will, or the intentional causing of bodily harm to another person. (8.01)
- a. True
 - b. False

82. When giving instructions, the PST, should keep instructions concise, clear, direct, and appropriate. (4.08)
- a. True
 - b. False
83. PST's may be subject to severe penalties such as civil liability and criminal prosecution for violation of public information laws. (2.04)
- a) True
 - b) False
84. When asking a caller "When" an incident occurred, the response will be either in progress or past event. (6.01)
- a. True
 - b. False
85. A multi-casualty incident is defined as an incident where the number and severity of casualties exceeds the capability of the responders' initial resources. (9.06)
- a. True
 - b. False
86. When prioritizing a fire service related call, a threat to property is a factor taken into consideration. (5.04)
- a. True
 - b. False
87. When completing forms, logs and files, it is acceptable to use acronyms or non-standard abbreviations frequently. (6.04)
- a. True
 - b. False
88. Proper eating habits and performing desk exercises are methods to reduce and/or manage stress. (12.05)
- a. True
 - b. False
89. Trespass is a written order issued by authority of the state and commanding the seizure of the person named. (8.01)
- a. True
 - b. False

90. According to the Florida "Public Records Law", records made or received by any public agency in the course of official business are only required to be made available to the public when they have lost their usefulness to the agency. (2.07)
- a. True
 - b. False
91. Providing legal advice can attach liability to the PST and/or the employing agency. (8.05)
- a. True
 - b. False
92. Paramedics provide advanced life support to victims. Skills include all of those of an EMT as well as invasive procedures (9.04)
- a. True
 - b. False
93. Specialty rescues may be necessary for a person entrapped, building collapses, and other incidents requiring specialized, technical personnel and equipment. (5.03)
- a. True
 - b. False
94. A robbery is unlawfully entering a dwelling, structure, or conveyance with the intent to commit an offense inside. (5.03)
- a. True
 - b. False
95. Hazardous material in various forms can cause death or serious injury to humans and animals, or harm the environment or property. (10.07)
- a. True
 - b. False
96. Location is the single most important piece of information to obtain when handling a crisis call for service. (8.08)
- a. True
 - b. False
97. Only the FAA can require or enforce changes for the grounding of an aircraft. (11.01)
- a. True
 - b. False
98. Stress is only caused by emotional factors that cause bodily or mental tension. (12.01)
- a. True
 - b. False

99. PST's should always keep in mind responder, citizen, and scene safety as well as patient care. (8.08)
- a. True
 - b. False
100. It is important to receive a typed copy of a deposition. (2.09)
- a. True
 - b. False

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Answer Key

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 - They take on others' problems
 - Uncomfortable chairs

55. A call that “just occurred” is: (5.04)
- An event that is currently taking place and requires an immediate response
 - The event has been committed and there is no immediate threat to life or property
 - An incident that has already occurred and is over
 - An incident that will always require a report
56. A non-invasive level of emergency medical care provided by emergency medical technicians (EMT) and paramedics used to treat patients with illness and injury: (9.03)
- Advanced Life Support
 - Mass Casualty Incident
 - Intravenous infusion
 - Basic Life Support
57. All of the following are fire emergency calls except: (10.03)
- Structure Fires
 - Fire Alarms
 - Train incidents
 - Diabetic episode
58. A subset of terrorism in which terrorist groups participate directly in the cultivation, manufacture, transportation, or distribution of controlled substances and monies derived from these activities (11.02)
- Cyberterrorism
 - State terrorism
 - Nuclear terrorism
 - Narcoterrorism
59. The five phases of an active shooter are: (8.07)
- Fantasy, planning, preparation, approach, implementation
 - Initial, preparation, negotiation, planning, termination
 - Observation, preparation, planning, approach, termination
 - Observation, preparation, containment, approach, termination
60. An unexpected situation which may cause injury, loss of life, or damage to property: (10.05)
- Emergency
 - Non-Emergency
 - Public assist
 - Unknown incident
61. Which of these is not one of the five types of normal stress reactions? (12.03)
- Cognitive
 - Emotional
 - Physical
 - Stressor

62. The three phases of a hostage situation are: (8.07)
- a. Planning, preparation, approach
 - b. Observation, containment, termination
 - c. Initial, negotiation, termination
 - d. Fantasy, planning, approach
63. The Detroit Police Department used the first one-way radio communications in 1928. (1.01)
- a. True
 - b. False
64. A primary PSAP directly receives 911 calls. (1.02)
- a. True
 - b. False
65. Bunker gear is a location away from the scene where units wait for their assigned position. (10.01)
- a. True
 - b. False
66. For the PST, civil or criminal liability may come about as the result of misconduct or negligence of duty. (2.04)
- a. True
 - b. False
67. CHEMTREC is a 24/7/365 emergency call center that provides immediate information and assistance to anyone involved in a chemical or hazardous material incident around the globe. (10.09)
- a. True
 - b. False
68. PST's are permitted to use personal data and case information for personal reasons. (2.04)
- a. True
 - b. False
69. The telecommunicator's role in firefighting is limited to relaying pertinent information. (10.10)
- a. True
 - b. False
70. Criminal liability cannot result in imprisonment. (2.04)
- a. True
 - b. False
71. Next Generation 911 (NG911) allows communication through text, pictures, and video. (1.02)
- a. True
 - b. False

72. The Telecommunicator should follow the Emergency Response Guidebook (ERG) for a particular substance based on the placard number. (10.09)
a. True
b. False
73. FCIC is based in Clarksburg, West Virginia. (3.09)
a. True
b. False
74. NLETS is a computerized high speed message switching system created for and dedicated to the criminal justice community. (3.09)
a. True
b. False
75. CVA - Cerebrovascular Accident – is also known as a laceration. (9.01)
a. True
b. False
76. AMBER Alerts are investigative tools to help locate missing elderly persons. (8.11)
a. True
b. False
77. The number of people involved in an incident is a scene safety issue for both primary and secondary response units. (10.01)
a. True
b. False
78. As a public servant, a PST is held to a higher standard of professionalism. (1.04)
a. True
b. False
79. Domestic terrorism is defined as terrorism practiced in one's own country against foreigners. (11.02)
a. True
b. False
80. The PST should have ability to anticipate problems and be prepared with possible solutions. (4.05)
a. True
b. False
81. Assault is any actual and intentional touching and striking of another person against that person's will, or the intentional causing of bodily harm to another person. (8.01)
a. True
b. False

82. When giving instructions, the PST, should keep instructions concise, clear, direct, and appropriate. (4.08)
a. True
b. False
83. PST's may be subject to severe penalties such as civil liability and criminal prosecution for violation of public information laws. (2.04)
a) True
b) False
84. When asking a caller "When" an incident occurred, the response will be either in progress or past event. (6.01)
a. True
b. False
85. A multi-casualty incident is defined as an incident where the number and severity of casualties exceeds the capability of the responders' initial resources. (9.06)
a. True
b. False
86. When prioritizing a fire service related call, a threat to property is a factor taken into consideration. (5.04)
a. True
b. False
87. When completing forms, logs and files, it is acceptable to use acronyms or non-standard abbreviations frequently. (6.04)
a. True
b. False
88. Proper eating habits and performing desk exercises are methods to reduce and/or manage stress. (12.05)
a. True
b. False
89. Trespass is a written order issued by authority of the state and commanding the seizure of the person named. (8.01)
a. True
b. False

90. According to the Florida "Public Records Law", records made or received by any public agency in the course of official business are only required to be made available to the public when they have lost their usefulness to the agency. (2.07)
- a. True
 - b. False
91. Providing legal advice can attach liability to the PST and/or the employing agency. (8.05)
- a. True
 - b. False
92. Paramedics provide advanced life support to victims. Skills include all of those of an EMT as well as invasive procedures (9.04)
- a. True
 - b. False
93. Specialty rescues may be necessary for a person entrapped, building collapses, and other incidents requiring specialized, technical personnel and equipment. (5.03)
- a. True
 - b. False
94. A robbery is unlawfully entering a dwelling, structure, or conveyance with the intent to commit an offense inside. (5.03)
- a. True
 - b. False
95. Hazardous material in various forms can cause death or serious injury to humans and animals, or harm the environment or property. (10.07)
- a. True
 - b. False
96. Location is the single most important piece of information to obtain when handling a crisis call for service. (8.08)
- a. True
 - b. False
97. Only the FAA can require or enforce changes for the grounding of an aircraft. (11.01)
- a. True
 - b. False
98. Stress is only caused by emotional factors that cause bodily or mental tension. (12.01)
- a. True
 - b. False

99. PST's should always keep in mind responder, citizen, and scene safety as well as patient care. (8.08)

a. True

b. False

100. It is important to receive a typed copy of a deposition. (2.09)

a. True

b. False