

State PST Exam Mock Test 7

1. A fire truck is a basic fire apparatus that has a self-contained pump used for pumping water through hoses to extinguish the fire.
 - a. True
 - b. False

2. The five (5) normal and expectable stress reactions include:
 - a. Cognitive, Psychological, Physical, Behavioral and Spiritual
 - b. Cognitive, Emotional, Psychological, Behavioral and Spiritual
 - c. Cognitive, Emotional, Physical, Psychological and Spiritual
 - d. Cognitive, Emotional, Physical, Behavioral and Spiritual

3. Any premeditated, politically motivated attack against information, computer systems, computer programs, and data which results in violence against non-combatant targets by sub-national groups or clandestine agents (hacking):
 - a. Cyberterrorism
 - b. Cyber stalking
 - c. Cyberism
 - d. Terrorism

4. Civil liability is the potential for responsibility of payment to an aggrieved party due to the violation of a civil law.
 - a. True
 - b. False

5. A group of responders trained to deal with unusually dangerous or violent situations and having special weapons more powerful than standard issue.
 - a. Select weapons and techniques
 - b. Select weapons and tactics
 - c. Special weapons and techniques
 - d. Special weapons and tactics

6. What is the name of the incident time that will be initiated by the PST to prompt the incident commander to respond with a status update?
 - a. Scene Size-Up
 - b. Incident Command (1C) Time / Benchmark
 - c. Situational Awareness
 - d. Secondary search

7. The ANI/ALI provides the 911 call taker with a cell phone number and the closest tower available.
 - a. True
 - b. False

8. The Amber Alert contains critical information about:
 - a. Missing person cases
 - b. Child abduction cases
 - c. Escaped fugitive cases
 - d. Domestic abuse cases

9. APCO is an acronym for:
 - a. Association of Public-Safety Communications Officials
 - b. Association of Public-Safety Communications Office
 - c. Administration of Public-Safety Communications Officials
 - d. Administration of Public-Safety Communications Office

10. Any silent open line must be considered a TDD/TTY call until proven otherwise.
 - a. True
 - b. False

11. A division of a law enforcement agency that investigates citizen complaints of police misconduct, and handles internal disciplinary matters is:
 - A. Florida Crime Information Center (FCIC)
 - B. National Crime Information Center (NCIC)
 - C. Criminal Justice Information Services (CJIS)
 - D. Internal Affairs (IA)

12. When incoming phone calls are automatically presented to PSTs according to availability and the length of time which has elapsed since their last phone call.
 - a. Automatic Call Dissemination(ACD)
 - b. Automated Call Dissemination (ACD)
 - c. Automated Call Distribution (ACD)
 - d. Automatic Call Distribution (ACD)

13. An inference is something that is known to exist or has happened. It can be verified and proven.
 - a. True
 - b. False

14. The technology that allows the PST to see a 911 caller's approximate location on an electronic map:
 - a. GIS
 - b. TDD/TTY
 - c. ANI/ALI
 - d. RMS

15. Signals, codes, and other terminology provide ways of classifying incidents. The PST must pay close attention to the actual complaint in order to classify the incident correctly.
 - a. True
 - b. False

16. CJIS is an acronym for:
 - a. Criminal Justice Intel System
 - b. Critical Justice Intel System
 - c. Criminal Justice Information System
 - d. Critical Justice Information System

17. CYMBALS is commonly used to obtain subject description.
 - a. True
 - b. False

18. K9, dive teams and SWAT are resources used in:
 - a. Mutual aid agreements
 - b. Jurisdictional agreements
 - c. Geographical agreements
 - d. B and C

19. The terrible ten of public safety includes:
 - a. Suicide of colleague
 - b. Disaster/multiple casualty
 - c. Events with excessive media interest
 - d. All of the above

20. Reading the call notes prior to dispatching and relaying the information in a logical order will assist in the timely dispatching of resources.
 - a. True
 - b. False

21. In 1981, California recognized the "voices behind the headset", by declaring the first:
 - a. National Public Safety Telecommunicators Week
 - b. National Public Safety Telecommunicators Month
 - c. National Public Safety Telecommunicators Day
 - d. National Public Safety Telecommunicators "Employee of the Month" Program

22. An incident where the number and severity of casualties exceeds the capability of the responder's initial resources is known as a:
 - a. Multiple-casualty incident
 - b. Mass-casualty incident
 - c. Mass-catastrophe incident
 - d. Multi-catastrophe incident

23. Be on the lookout (BOLO) and attempt to locate (ATL) are terms used to establish, maintain, and/or broadcast a description of persons or property of interest.
 - a. True
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24. 911 calls transferred from a primary PSAP are received by a:
- Local Police Department
 - Public Safety Office
 - Secondary PSAP
 - Call Answering Center
25. NCIC is an acronym for:
- National Children's Information Center
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26. The acronym for intoxication from ethyl alcohol is ETOH.
- True
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27. PSTs are required to make proper notifications during significant events. Failure to make proper notifications can result in:
- Facilitating situational awareness
 - A break in communication between other shifts, supervisors and field units
 - Dispatching additional resources
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28. When obtaining information, the most vital information should be obtained first. What is considered the most vital information?
- Nature of the incident
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29. Air Rescue Transport Unit is a licensed aeronautical transport unit used for the purpose of transporting only medically ill patients.
- True
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30. All PST certifications expire, every odd year on:
- January 1st
 - February 1st
 - October 1st
 - December 31st

31. Which federal agency provides a coordinated response to a disaster when local and state resources are overwhelmed?
 - a. FAA
 - b. FEMA
 - c. NTSB
 - d. ICS

32. Elevator malfunctions are considered a fire incident type.
 - a. True
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33. Verbal communication skills include:
 - a. Maintaining patience
 - b. Paraphrase statements to ensure understanding
 - c. Reading body language
 - d. Listening for background noise

34. Recycling centers are not considered a hazardous material disposal site.
 - a. True
 - b. False

35. The comprehensive program that includes assistance to individual states in developing programs that would lead to the establishment of predetermined and preselected teams of trained Individuals who can be mobilized quickly and deployed to assist communications centers during disasters is known as:
 - a. TERT
 - b. FEMA
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37. A method which provides PSTs and supervisors the opportunity to regularly monitor work performance and take corrective action in the form of training:
 - a. Quality assurance (QA)
 - b. Benchmarks
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39. A non-emergency is described as:
- Incidents that require immediate action
 - A situation that does not require immediate response
 - Medical care provided by emergency medical technicians and paramedics that involve non-invasive procedures
 - BLS
40. Natural disasters are caused by one or more, deliberate or negligent actions of a person. Examples include plane crashes, train derailments, nuclear accidents, rioting, mass shootings, and major automobile crashes.
- True
 - False
41. Off-road truck is a four-wheel drive vehicle that is capable of responding to off-road incidents.
- True
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42. A feeling of deep sympathy and sorrows for another who is stricken by misfortune accompanied by a strong desire to alleviate the suffering.
- Condescension
 - Compassion
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43. TTY is an acronym for:
- Telematic Call Center
 - Telematic Device for the Deaf
 - Teletypewriter
 - Touch Tone Transcriber
44. The Public Information Officer's (PIO) primary responsibility is to bridge information between the agency and the public.
- True
 - False
45. The primary role of the call taker is:
- Answering inbound 911 calls only
 - Answering inbound 911 calls and non-emergency calls
 - Answering inbound 911 calls, non-emergency calls and administrative lines
 - Gathering information only
46. Withdrawal and changes in eating are cognitive reactions to stress,
- True
 - False

47. Which one of the following stress reactions is an example of emotional stress?
- Nightmares
 - Hyperventilation
 - Irritability
 - Aggressiveness
48. PSTs are not responsible for requesting wreckers or utility services.
- True
 - False
49. The Wireless Communications and Public Safety Act (911 ACT) established 911 as the national emergency phone number in:
- 1928
 - 1999
 - 2001
 - 2008
50. The mental process of selecting a course of action from two or more possible alternatives is referred to as:
- Decision Making
 - Non-verbal Communication
 - Being Competent
 - Relying on training
51. RITS is a component of CISM.
- True
 - False
52. A response matrix which determines the number and type of units that will respond:
- Assignments
 - Automatic Aid
 - Alarm Levels
 - ALI
53. Verbiage such as, in-progress, just occurred and delayed/past event are essential in determining incident prioritization.
- True
 - False
54. A base station is:
- The main radio system of the agency that is installed in a fixed location
 - Also known as a portable radio, this radio allows field units to communicate outside of their vehicles
 - A radio typically housed inside responders' vehicles
 - A radio that has less coverage than the handheld radio

55. Project 25 (P25): P25 radio protocols include built-in methods to access mutual aid. P25 called for a 700 MHz frequency to be built in to modern radios so that agencies can communicate regardless of the frequency they use for internal radio traffic,
- True
 - False
56. Left side of a structure as established by incident command:
- Alpha
 - Bravo
 - Charlie
 - Delta
57. PSTs are qualified to give legal advice.
- True
 - False
58. CALEA is an acronym for:
- The Commissionaires of Accountability for Law Enforcement Agencies
 - The Commissionaires of Accreditation for Law Enforcement Agencies
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 - The Commission of Accountability for Law Enforcement Agencies
59. Hyperthermia is a state of abnormally low internal body temperature.
- True
 - False
60. An urgent message which takes precedence over routine radio traffic, which may involve the use of alert tones:
- Mayday
 - Emergency/priority traffic
 - Hot
 - Audible Alarm
61. Trailers that contain multiple methods of communication equipment to be used in the field; radio, FIN, VoIP, satellite, cellular/ and more:
- MARC
 - EDICS
 - FIN
 - SLERS
62. Natural disasters can be classified a mass-casualty incident.
- True
 - False

63. Writ of bodily attachment is a warrant issued as a result of criminal contempt.
- True
 - False
64. Internationally recognized distress signal:
- Priority
 - Mayday
 - Urgent
 - Emergency
65. In 2016, how many law enforcement officer line of duty deaths occurred in the United States:
- 140
 - 150
 - 199
 - 200
66. Anticipating responder's needs is a top priority for the PST.
- True
 - False
67. Which component is not part of the communication cycle?
- Sender
 - Receiver
 - Assumption
 - Medium
68. In 2006, the U.S. Supreme Court ruled that 911 calls could be used as evidence if the victim was not present in court to testify on their behalf.
- True
 - False
69. An audible alarm which notifies other firefighters when a team member becomes motionless:
- Personal Alarm Safety System (PASS)
 - Personal Alert Sound System (PASS)
 - Personal Alarm Sound System (PASS)
 - Personal Alert Safety System (PASS)
70. SCOTUS is an acronym for Supreme Court of the United States.
- True
 - False
71. HIPAA does not prevent PSTs from relaying information to responding units.
- True
 - False

72. Field units must avoid secondary contamination:
- by washing their hands thoroughly
 - by changing bunker gear and boots
 - resulting from contact with persons who have not been properly decontaminated
 - resulting from inhaling without their SCBA equipment
73. Improperly logging information could result in violations of user agreements, civil lawsuits, fines, and licensure revocations.
- True
 - False
74. Complete cessation of breathing:
- Cardiac Arrest
 - Heart Attack
 - Respiratory Disease
 - Respiratory Arrest
75. Over-modulating cuts off the beginning and end of a radio transmission.
- True
 - False
76. Syncope is also known as:
- Fainting
 - High Blood Pressure
 - Difficulty Breathing
 - Heart Problems
77. Under control is a status called by incident command when the situation is no longer escalating.
- True
 - False
78. Public Records Law is also known as:
- Chapter 119, F.S.
 - Chapter 120, F.S.
 - Chapter 109, F.S.
 - Chapter 121, F.S.
79. TERT teams were deployed to Louisiana after Hurricane Katrina.
- True
 - False
80. Command is the only position which must always be staffed.
- True
 - False

81. Florida's central database for tracking crime-related data.
- Florida Criminal Information Center (FCIC)
 - Florida Crime Information Center (FCIC)
 - Florida Crime Information Complex (FCIC)
 - Florida Criminal Information Complex (FCIC)
82. Effective communication is essential to understanding the message has been received and understood. Public safety agencies may utilize the phonetic alphabet when interacting with field personnel and the public to ensure understanding.
- True
 - False
83. E911 is also known as:
- Enhanced 911
 - Enriched 911
 - Elevated 911
 - Advanced 911
84. NFPA is an acronym for National Fire Prevention Association.
- True
 - False
85. Federal law which protects the confidentiality of all patients in the U.S.:
- Health Insurance Portability and Answerability Act (HIPAA)
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 - Health Insurance Potable and Accountability Act (HIPAA)
86. An intentional act in response to dangerous incidents, such as bomb threats and active shooter incidents.
- Radio Emergency
 - Radio Silence
 - Radio Notification
 - Radio Signal
87. A missing person is anyone wrongfully taking or carrying away of one person by another by force, fraud, or persuasion.
- True
 - False
88. The abrupt loss of effective heart function is known as a:
- Cardiac Arrest
 - Stroke
 - Heart Attack
 - Hyperthermia

89. Basic life support is emergency medical care provided only by emergency medical technicians that involve non-invasive procedures.
- True
 - False
90. When did it become required for a 911 PST at a public answering point to become state certified?
- October 1, 2012
 - February 1, 2012
 - April 24, 2008
 - October 31, 2012
91. PSTs are expected to maintain a high standard of professionalism. This includes:
- Protecting Confidentiality
 - Establishing Friendships with Co-workers
 - Accountability for one's actions/ both on and off duty
 - A and C only
92. During a hazardous material incident the PST will assist field units and help prevent citizens from coming into contact with contaminants.
- True
 - False
93. A dispatch supervisor gossiping online about the Chief of Police is considered:
- Dishonesty
 - Quid pro quo
 - Malicious defamation
 - Prejudice
94. It is not necessary to stay on the line when transferring a 911 call.
- True
 - False
95. A house fire with injuries requires which response:
- Fire
 - Fire and EMS
 - Fire and Police
 - Police, Fire and EMS
96. Like good interpersonal skills, professional customer service skills are essential to successfully interacting with the public and field units.
- True
 - False

97. Cardiac arrest is failure of lung function; patient has no pulse.
- True
 - False
98. A standardized system to aid local law enforcement in the rescue of an elderly person with a cognitive impairment who is lost or missing:
- Blue Alert
 - Silver Alert
 - Amber Alert
 - Abduction Alert
99. A 24/7/365 emergency call center that provides immediate information and assistance to anyone involved in a chemical or hazardous material incident:
- DOTERG
 - 911
 - 311
 - CHEMTREC
100. A serious line of duty injury can create significant distress to the telecommunicator.
- True
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Answer Key

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 - b. EDICS
 - c. FIN
 - d. SLERS
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 - c. Chapter 109, F.S.
 - d. Chapter 121, F.S.
79. TERT teams were deployed to Louisiana after Hurricane Katrina.
- a. True
 - b. False
80. Command is the only position which must always be staffed.
- a. True
 - b. False

81. Florida's central database for tracking crime-related data.
- Florida Criminal Information Center (FCIC)
 - Florida Crime Information Center (FCIC)
 - Florida Crime Information Complex (FCIC)
 - Florida Criminal Information Complex (FCIC)
82. Effective communication is essential to understanding the message has been received and understood. Public safety agencies may utilize the phonetic alphabet when interacting with field personnel and the public to ensure understanding.
- True
 - False
83. E911 is also known as:
- Enhanced 911
 - Enriched 911
 - Elevated 911
 - Advanced 911
84. NFPA is an acronym for National Fire Prevention Association.
- True
 - False
85. Federal law which protects the confidentiality of all patients in the U.S.:
- Health Insurance Portability and Answerability Act (HIPAA)
 - Health Insurance Portability and Accountability Act (HIPAA)
 - Health Insurance Portable and Answerability Act (HIPAA)
 - Health Insurance Potable and Accountability Act (HIPAA)
86. An intentional act in response to dangerous incidents, such as bomb threats and active shooter incidents.
- Radio Emergency
 - Radio Silence
 - Radio Notification
 - Radio Signal
87. A missing person is anyone wrongfully taking or carrying away of one person by another by force, fraud, or persuasion.
- True
 - False
88. The abrupt loss of effective heart function is known as a:
- Cardiac Arrest
 - Stroke
 - Heart Attack
 - Hyperthermia

89. Basic life support is emergency medical care provided only by emergency medical technicians that involves non-invasive procedures.
- a. True
 - b. False
90. When did it become required for a 911 PST at a public answering point to become state certified?
- a. October 1, 2012
 - b. February 1, 2012
 - c. April 24, 2008
 - d. October 31, 2012
91. PSTs are expected to maintain a high standard of professionalism. This includes:
- a. Protecting Confidentiality
 - b. Establishing Friendships with Co-workers
 - c. Accountability for one's actions/ both on and off duty
 - d. A and C only
92. During a hazardous material incident the PST will assist field units and help prevent citizens from coming into contact with contaminants.
- a. True
 - b. False
93. A dispatch supervisor gossiping online about the Chief of Police is considered:
- a. Dishonesty
 - b. Quid pro quo
 - c. Malicious defamation
 - d. Prejudice
94. It is not necessary to stay on the line when transferring a 911 call.
- a. True
 - b. False
95. A house fire with injuries requires which response:
- a. Fire
 - b. Fire and EMS
 - c. Fire and Police
 - d. Police, Fire and EMS
96. Like good interpersonal skills, professional customer service skills are essential to successfully interacting with the public and field units.
- a. True
 - b. False

97. Cardiac arrest is failure of lung function; patient has no pulse.
- a. True
 - b. False
98. A standardized system to aid local law enforcement in the rescue of an elderly person with a cognitive impairment who is lost or missing:
- a. Blue Alert
 - b. Silver Alert
 - c. Amber Alert
 - d. Abduction Alert
99. A 24/7/365 emergency call center that provides immediate information and assistance to anyone involved in a chemical or hazardous material incident:
- a. DOTERG
 - b. 911
 - c. 311
 - d. CHEMTREC
100. A serious line of duty injury can create significant distress to the telecommunicator.
- a. True
 - b. False