

STATE OF FL DOH PST 6th EDITION WORKBOOK SECTION 6 QUIZ

The below is intended to compliment or be used in conjunction with the FL DOH PST 6th Edition Workbook dated 2024. FL APCO Training Committee recommends the workbook be thoroughly read in preparation for the state examination. The below is meant to aid, not to substitute or supersede the information found in the workbook.

1. The alert tone is used to attract field personnel's attention and to differentiate between incident severities.

True or False

2. 988 is the number for the National Suicide Prevention Lifeline. This number is operational 24/7 and provides crisis intervention and prevention services.

True or False

3. Clear documentation serves as a vital record for future reference and potential follow-up.

True or False

4. The "What" is the most important piece of information needed when processing a call for service.

True or False

5. Mapping, knowledge and collaboration are key tips that are used by the PST to leverage geographical boundaries and mutual aid agreements in achieving effective response.

True or False

6. The PST is tasked with cultivating a collaborative environment where progress updates are exchanged, and resource adjustments are made as soon as possible when needed.

True or False

7. Define Multi-functional dexterity.

IDENTIFY AND PERFORM THE OPERATIONAL SKILLS OF A PUBLIC SAFETY TELECOMMUNICATOR



STATE OF FL DOH PST 6th EDITION WORKBOOK SECTION 6 QUIZ

8. This service is provided by the National Domestic Violence Hotline.

9. This acronym/mnemonics is used to ascertain an accurate vehicle description.

10. How does the PST enhance situational awareness?

11. The purpose and format for all relevant _____ and _____ must be thoroughly understood by the PST, to include incident reports and dispatch logs.

12. Arrange the following in the correct order: Why, What, When, Where, Who, Weapons

13. A PST sort calls by prioritizing based on the greatest threat to life then _____

- | | |
|-------------|------------------------|
| A. Limb | B. Jurisdiction |
| C. Property | D. Available resources |

14. The following are reasons multi-functional dexterity is important except

- | | |
|-----------------------------------|-------------------------------|
| A. Faster response times | B. Improved caller experience |
| C. Enhanced situational awareness | D. Collaboration |

15. In an effort to maintain data integrity, PSTs must follow agency protocols regarding data security and access restrictions to protect personal details and _____

- | | |
|----------------------------------|--------------------------|
| A. Boundaries | B. Resource availability |
| C. Confidential case information | D. The 6 Ws |

IDENTIFY AND PERFORM THE OPERATIONAL SKILLS OF A PUBLIC SAFETY TELECOMMUNICATOR



STATE OF FL DOH PST 6th EDITION WORKBOOK SECTION 6 QUIZ

16. Two ways the PST effectively share information are

- A. Prioritize urgency
- B. Use standardized terminology
- C. Familiarization of jurisdiction
- D. A & B

17. In order to avoid duplication of effort and ensure everyone is informed, the PST must practice

- A. Continuous learning
- B. Notification
- C. Situational awareness
- D. Clear communication

18. Keeping field units informed throughout an incident with information such as ETA, availability of resources and any additional changes is the PST's way of maintaining

- A. Mutual Aid agreement
- B. Open communication
- C. Active listening
- D. Consistency

19. The following are examples of crisis calls except

- A. Domestic violence
- B. Suicidal attempts/threats
- C. Hostage situation
- D. Noisy neighbors

20. An unexpected situation that does not require an immediate response.

- A. Emergency
- B. Priority incident
- C. Non-emergency
- D. None of the above