

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

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. **Workbook Pg. 109**

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. **Workbook Pg. 116**

True or False

3. Clear documentation serves as a vital record for future reference and potential follow-up. **Workbook Pg. 112**

True or False

4. The "What" is the most important piece of information needed when processing a call for service. **Workbook Pg. 107**

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. **Workbook Pg. 113**

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. **Workbook Pg. 110**

True or False

7. Define Multi-functional dexterity. **Workbook Pg. 114**

Listen to calls, read computer screens, enter information into the CAD system, and monitor radio transmissions simultaneously.

IDENTIFY AND PERFORM THE OPERATIONAL SKILLS OF A PUBLIC SAFETY TELECOMMUNICATOR



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8. This service is provided by the National Domestic Violence Hotline. **Workbook Pg. 116**

This hotline offers confidential support and resources for victims and survivors of domestic violence.

9. This acronym/mnemonics is used to ascertain an accurate vehicle description. **Workbook Pg. 108**

CYMBALS

10. How does the PST enhance situational awareness? **Workbook Pg. 117**

PSTs ensure everyone remains informed and facilitate coordinated response strategies by sharing updates on ongoing incidents, resource deployment, and potential risks. This includes promptly communicating evolving situations and ensuring proper notifications reach the chain of command and neighboring communities, adhering to established agency policies.

11. The purpose and format for all relevant **FORMS, LOGS** and **FILES** must be thoroughly understood by the PST, to include incident reports and dispatch logs. **Workbook Pg. 111**

12. Arrange the following in the correct order: Why, What, When, Where, Who, Weapons
Workbook Pg. 107

Where, What, Weapons, When, Who, Why

13. A PST sort calls by prioritizing based on the greatest threat to life then _____
Workbook Pg. 109

A. Limb

B. Jurisdiction

C. **Property**

D. Available resources

14. The following are reasons multi-functional dexterity is important except **Workbook Pg. 114**

A. Faster response times

B. Improved caller experience

C. Enhanced situational awareness

D. Collaboration

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

Workbook Pg. 111

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

16. Two ways the PST effectively share information are **Workbook Pg. 117&118**

- 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 **Workbook Pg. 110**

- 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 **Workbook Pg. 112**

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

19. The following are examples of crisis calls except **Workbook Pg. 115**

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

20. An unexpected situation that does not require an immediate response. **Workbook Pg. 109**

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