

STATE OF FL DOH PST 6th EDITION WORKBOOK SECTION 1 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. It is **not** necessary for the PST to be available in the event of a natural disaster, as they are usually victims of the same natural disaster. **Workbook Pg. 18**

True or **False**

2. Enhanced 911 (E911) is the technology implemented in Orange County, FL that pinpoints the caller's location with greater precision for mobile phones. **Workbook Pg. 12**

True or False

3. The first 911 call was made in Haleyville, FL. **Workbook Pg. 11**

True or **False**

4. The acronym PSAP stands for Public **System** Answering Point. **Workbook Pg. 12**

True or **False**

5. Answering non-emergency and emergency calls, gathering information, prioritizing calls and providing pre-arrival instructions are all primary responsibilities of the call taker.

True or False **Workbook Pg. 15**

6. List 2 examples of **state** statutes that governs the PST's actions. **Workbook Pg. 13 & 23**

Any 2 of the following:

FL Communications Fraud Act,

FL Public records law,

Denise Amber Lee Act (responsible for Training, certification and renewal of certification)

7. Treating all individuals with impartiality and respect, regardless of the circumstances is defined as **Workbook Pg. 23**

Ethical Conduct

8. Professional dress code usually addresses foot wear, **jewelry** and clothing. **Workbook Pg. 19**

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9. This act established 911 as the national emergency number and created the National 911 Program. It is responsible for implementing policies and programs to improve the 911 system.

Wireless Communications and Public Safety Act **Workbook Pg. 11**

10. List any two benefits of maintaining personal hygiene and a professional appearance.

Any 2 of the following: **Workbook Pg. 19 & 20**

Enhances Professionalism and Credibility,

Promotes a Positive Work Environment,

Boosts Self-Confidence,

Reduces Distractions (Any 2 of the 4 will suffice)

11. Call wait times, response time, stress and burnout are direct impact of _____ in the ECC. **Workbook Pg. 18**

A. Absence

B. Professionalism

C. Statutory requirements

D. Sunshine Law

12. The primary responsibilities of the dispatcher are **Workbook Pg. 16**

A. Analyzing call information

B. Monitoring the situation

C. Deploying resources

D. All of the above

13. To ensure consistency and effective call handling, PSTs must adhere to the following.

A. Policies

B. A & C **Workbook Pg. 22**

C. Procedures

D. Call taker's intuition

14. Ensuring consistent and effective service, along with maintaining accountability and transparency are reasons _____ are important **Workbook Pg. 21**

A. Performance standards

B. Stress Management

C. Problem-Solving

D. Ethics

15. Ensuring responders receive clear details without ambiguity is an example of **Workbook Pg. 17**

A. Gathering information

B. Clear and concise communication

C. Prioritizing calls

D. Compassionate communication

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