

Chapter 2 Quiz

Name: _____ Date: _____

Directions: Write the correct letter on the blank before each question.

- _____ 1. When answering nonemergency telephone calls, remember to be professional and courteous because you are: (57)
- A. being paid to be professional.
 - B. representing your department.
 - C. likely to be speaking with an officer.
 - D. going to be evaluated on this behavior.
- _____ 2. A central location that takes all emergency calls and routes the call to the fire, emergency medical, or law enforcement dispatcher is a: (58)
- A. dispatch center.
 - B. communications center.
 - C. public safety answering point.
 - D. emergency service specific telecommunications center.
- _____ 3. Enhanced 9-1-1 systems provide dispatchers with information such as the caller's location, phone number and: (58)
- A. the caller's first and last name.
 - B. directions to the caller's location.
 - C. the type of emergency at the caller's location.
 - D. live video of the current conditions at the location.
- _____ 4. Individuals who are trained to receive, process, and dispatch emergency calls are known as: (60)
- A. controllers.
 - B. announcers.
 - C. radio operators.
 - D. telecommunicators.

-
- _____ 5. Once an emergency has been reported, the information must be: (61)
- A. verified and sorted.
 - B. logged into a public blog.
 - C. transmitted to responding units.
 - D. shared with other telecommunicators.
- _____ 6. Which method of alerting fire department members of an emergency alerts the member by tone, light, and/or vibration and can be sent to specific frequencies? (62)
- A. Radio
 - B. Pagers
 - C. Computer terminal
 - D. Home electronic monitors
- _____ 7. Which federal agency issues radio licenses to fire departments that operate radio equipment? (63)
- A. Federal Trade Commission (FTC)
 - B. Federal Aviation Administration (FAA)
 - C. Federal Communications Commission (FCC)
 - D. Federal Emergency Management Agency (FEMA)
- _____ 8. Radios used in fixed locations such as fire stations, telecommunications centers, training centers, or administrative offices are referred to as: (63)
- A. mobile radios.
 - B. portable radios.
 - C. command radios.
 - D. base station radios.
- _____ 9. The power of the transmitter and receiver and the height of the broadcast and receiving antennas determine the: (67)
- A. frequency of the radio signal.
 - B. volume of the radio broadcast.
 - C. distance a radio signal will travel.
 - D. number of radios that can use a given channel.

- _____ 10. Remote areas or locations inside structures that cause the loss of cellular telephone service or radio signals are known as: (67)
- A. dead zones.
 - B. no-go zones.
 - C. non-com zones.
 - D. ambient noise zones.
- _____ 11. Everyone at an emergency scene should follow two basic communication rules: the sender should identify themselves in every transmission and the receiver should: (68)
- A. acknowledge the message.
 - B. avoid repeating back the message.
 - C. make written notes of the message.
 - D. share the message with other telecommunicators.