Chapter 2 Test

Name: _____   **Date:** _____

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

_____ 1. Calls received at fire department facilities that range from requests for assistance to personal calls from family or friends are known as _____ calls. (57) *[4.2.2]*

    A. extraneous
    B. nonessential
    C. discretionary
    D. nonemergency

_____ 2. Which is a guideline for receiving nonemergency calls? (57) *[4.2.2]*

    A. Answer calls promptly
    B. Answer with only "Hello" and wait for caller to respond
    C. Place a caller on hold until an answer is found for a question
    D. Wait until the end of the shift to deliver any messages taken

_____ 3. At the station, if you cannot answer a caller's question, refer them to someone who can, then: (57) *[4.2.2]*

    A. hang up.
    B. follow up on the request.
    C. return to your station duties.
    D. listen in on the call and take notes.

_____ 4. When receiving a call from someone who is angry or upset: (58) *[4.2.2]*

    A. immediately hang up on the caller.
    B. be pleasant and take necessary information.
    C. speak authoritatively and tell the caller to stop complaining.
    D. file a complaint with local law enforcement regarding the caller.

_____   5.   A separate dispatch center operated by a fire department would be categorized as a(an): (58) *[4.2.1]*

A.   Public Safety Answering Point (PSAP).
B.   Tertiary Public Safety Answering Point (TSAP)
C.   Regional Public Safety Telecommunications Center.
D.   Emergency Service Specific Telecommunications Center.

_____   6.   Which category of telecommunications systems is in a central location, takes all emergency calls, and then routes calls to appropriate dispatchers? (58) *[4.2.1]*

A.   Public Safety Answering Point (PSAP)
B.   Tertiary Public Safety Answering Point (TSAP)
C.   Regional Public Safety Telecommunications Center
D.   Emergency Service Specific Telecommunications Center

_____   7.   Modern 9-1-1 system capabilities now include _____ and smartphone apps. (58) *[4.2.1]*

A.   blogging
B.   social media
C.   text messaging
D.   video conferencing

_____   8.   Which type of communications center equipment would be used for communications at an emergency scene? (59) *[4.2.1]*

A.   Teletype (TTY)
B.   Direct-line telephones
C.   Two-way radio system
D.   Municipal alarm box systems

_____   9.   What communication center equipment is used to receive calls from individuals with hearing impairments? (59) *[4.2.1]*

A.   Teletype
B.   Telegraph box
C.   Two-way radio
D.   Telephone alarm box

_____ 10.   Emergency calls to a telecommunications center must be handled quickly in order to: (60) *[4.2.1]*

A.   avoid scrutiny by the media.
B.   ensure the safety of the community.
C.   meet federal telecommunications guidelines.
D.   justify the operations of the telecommunications center.

_____ 11.   Often referred to as dispatchers, the persons who are trained to answer emergency calls and obtain the correct information are: (60) *[4.2.1]*

A.   radio operators.
B.   telecommunicators.
C.   communications attendants.
D.   public safety communicators.

_____ 12.   What information should be gathered by a dispatcher? (60) *[4.2.1]*

A.   Number and location of people involved
B.   Hospital information for victims involved
C.   Previous incidents at the location involved
D.   Length of time before responders must be at the scene

_____ 13.   Once an emergency has been reported, the information must be: (61) *[4.2.1]*

A.   properly encoded before transmission.
B.   electronically recorded before being sent out.
C.   transmitted to the responding units or personnel.
D.   verified by a second source before being dispatched.

_____ 14.   Which type of alarm consists of scrolling message boards and pagers? (61) *[4.2.1]*

A.   Visual
B.   Audible
C.   Electronic
D.   Combination

15. What information should be included when broadcasting information on emergencies to department members? (62) *[4.2.1]*

   A. Information from the caller and historical incidents
   B. Information from area businesses and media outlets
   C. Information from the caller and from preincident plans
   D. Information from neighboring jurisdictions and state law enforcement

16. What federal agency regulates all radio communication in the United States? (63) *[4.2.1]*

   A. Federal Radio Commission (FRC)
   B. Federal Communications Agency (FCA)
   C. Federal Communications Commission (FCC)
   D. Federal Telecommunications Commission (FTC)

17. Fire department radio channels should NOT be used: (63) *[4.2.1, 4.2.3]*

   A. to send personal messages.
   B. to dispatch information to responders.
   C. as a way to communicate about incident hazards.
   D. in conjunction with a personnel accountability system.

18. The use of plain English in radio communications transmissions and avoidance of 10-codes is known as using: (63) *[4.2.1, 4.2.3]*

   A. clear text.
   B. plain text.
   C. open text.
   D. simple text.

19. To provide better performance than other radios, base stations have receivers that are: (63) *[4.2.1, 4.2.3]*

   A. blue-tooth enabled.
   B. interference-resistant.
   C. capable of rapid decryption.
   D. connected in series for redundancy.

20. Communications equipment that is to be used in flammable atmospheres must be: (64) *[4.2.3]*

    A. flame proof.
    B. energy limited.
    C. intrinsically safe.
    D. oxidation resistant.

21. The straight line travel of radio signals between the transmitting radio and the receiving radio is referred to as _____ communication. (66) *[4.2.3]*

    A. direct
    B. primary
    C. repeated
    D. single channel

22. Which channel would be assigned for fireground operations only? (66) *[4.2.3]*

    A. Primary channel
    B. Tactical channel
    C. Dispatch channel
    D. Command channel

23. Static and broken messages are an indication that a radio receiver is: (67) *[4.2.3]*

    A. about to shut down.
    B. on the incorrect channel.
    C. too close to the transmission source.
    D. near the limit of the transmission range.

24. To overcome physical barriers to radio communication, you may need to turn your body 90 degrees or: (67) *[4.2.3]*

    A. find an acceptable interface.
    B. raise the antenna up straight.
    C. attempt to use another channel.
    D. move the radio toward the ground.

_____ 25. Which term refers to remote areas or locations inside structures that can cause loss of cellular telephone service or radio signals? (67) *[4.2.3]*

    A. Dead zones
    B. Interference
    C. Ambient noise
    D. Physical barriers

_____ 26. Using your PPE to create a wind barrier when transmitting on a portable radio is a means to deal with: (68) *[4.2.3]*

    A. dead zones.
    B. interference.
    C. ambient noise.
    D. physical barriers.

_____ 27. All recorded transmissions become part of the official record on an incident and may be made public under open records laws or _____ requests. (68) *[4.2.1, 4.2.3]*

    A. Public Records Access Act (PRAA)
    B. Freedom of Information Act (FOIA)
    C. Equal Access to Information Act (EAIA)
    D. Federal Information Collection Act (FICA)

_____ 28. Everyone at an emergency scene should follow two basic communications rules, the first of which is: (68) *[4.2.3]*

    A. always state your message twice to ensure its understanding.
    B. hold the microphone as close as possible to your mouth when speaking.
    C. units or individuals must identify themselves in every transmission.
    D. key the microphone and wait a second or two before starting your message.

_____ 29. Experience at emergency incidents has shown that, in addition to background noise, _____ can significantly affect the ability to hear and understand radio transmissions. (69) *[4.2.3]*

    A. time of day
    B. age of the individual
    C. experience of the individual
    D. personal protective equipment

_____ 30. Which is a radio communications best practice? (70) *[4.2.1, 4.2.3]*

      A. Use monotone speech
      B. Speak across the microphone
      C. Do not transmit until the frequency is clear
      D. Use expressions that are specific to your area

_____ 31. To improve your ability to hear and be heard at an emergency incident: (71) *[4.2.3]*

      A. keep your voice pitch as low as possible.
      B. speak with a loud voice and shout if necessary to be heard.
      C. if necessary, remove your facepiece to talk into the microphone.
      D. place the microphone against your throat if you cannot be understood through your SCBA facepiece.