

State PST Exam Mock Test 1

1. Helicopters or planes used to drop water or fire retardant in large quantities. (10.04)
 - a. Aircraft Rescue
 - b. Air Truck
 - c. Aerial Fire Fighting
 - d. Fire Boat

2. Medical calls may require a law enforcement response if crowd/traffic control is needed. (9.10)
 - a. True
 - b. False

3. It is important for the PST to extract all pertinent information from the caller _____ (06.01)
 - a. confidently
 - b. quickly and accurately
 - c. with clarity and brevity
 - d. with a friendly demeanor

4. Effective communication is essential to understanding the message has been received and understood. (4.01)
 - a. True
 - b. False

5. Symptoms of a diabetic emergency may mimic those of _____. (9.01)
 - a. Intoxication
 - b. Stroke
 - c. Fainting
 - d. Seizure

6. Florida gives each of the 67 counties the responsibility of maintaining emergency management programs at the county level. (11.01)
 - a. True
 - b. False

7. All of the following are components of good interpersonal skills except: (4.02)
 - a. Decision making
 - b. Personalizing situations
 - c. Working together to reach a mutual understanding
 - d. Interacting appropriately and productively

8. HIPAA was designed to protect patients from disclosure of protected oral, written or Electronic health information. (02.05)
 - a. True
 - b. False

9. Which of the following is not part of the 6 W's? (7.01)
- Where
 - Who
 - Why
 - Which
10. PSTs in a call taker position may be utilized to process requests for field units. (06.05)
- True
 - False
11. A subset of terrorism in terrorist groups participate directly in the cultivation, manufacture, transportation, or distribution of controlled substances and the monies derived from these activities is known as _____. (11.02)
- Eco-Terrorism
 - Cyber Terrorism
 - Narco Terrorism
 - Nationalist Terrorism
12. During a MCI, it is the responsibility of the PST to make notifications to local and state agencies. (9.07)
- True
 - False
13. The 911 Public Safety Telecommunicator Certification requires students to participate in an approved training program consisting of at least _____. (01.09)
- 280 hours
 - 256 hours
 - 232 hours
 - 240 hours
14. PSTs should remain professional, no matter the circumstance, by using industry jargon with callers seeking assistance. (4.01)
- True
 - False
15. The _____ is a 24/7 clearing house which holds and shares information with local, state, and federal entities. (11.06)
- Federal Emergency Management Agency
 - State Fire Office
 - Department of Emergency Management
 - State Watch Office

16. Prioritization is not a factor when determining the order in which incidents will be handled. (06.05)
- True
 - False
17. Vehicle crashes with numerous patients is one example of an MCI. (9.06)
- True
 - False
18. A non-emergency event which may not require immediate response. (10.05)
- Public Education
 - Animal Rescue
 - Pre-Fire Plan
 - All of the above
19. A portable device which has the ability to analyze the heart rhythm and deliver an electrical shock (when necessary) to restore the heart to a normal rhythm. (9.01)
- CVA
 - LOC
 - AED
 - DOA
20. For HAZMAT events, callers should be advised to get as close as possible to the product so they may obtain all information requested by the PST on the telephone. (10.07)
- True
 - False
21. _____ is defined as feeling of deep sympathy and sorrow for another who is stricken by misfortune accompanied by a strong desire to alleviate the suffering. (4.02)
- Sympathizing
 - Stress
 - Eustress
 - Compassion
22. All hospitals have a designated trauma center. (9.08)
- True
 - False
23. A _____ is a hospital unit equipped and staffed to provide care to patients with acute and life threatening traumatic injuries. (9.08)
- Trauma center
 - Emergency room
 - Urgent care
 - Hospice

24. Florida gives the Division of Emergency Management (DEM) the responsibility of maintaining a statewide emergency management program. (11.01)
- a. True
 - b. False
25. Which type of agreement allows emergency responders to reach across jurisdictional boundaries to supplement the requesting agency's resources? (7.06)
- a. Mutual Aid Agreement
 - b. Federal Agreement
 - c. Local Agreement
 - d. Regional Agreement
26. HIPAA law, CJIS security policy, and agency protocols all have a role in dictating which information can or cannot be disseminated and to whom. (2.05)
- a. True
 - b. False
27. A Cerebrovascular Accident, or CVA, is commonly referred to as a _____ (9.01)
- a. Fainting
 - b. Stroke
 - c. Intoxication
 - d. Cardiac arrest
28. _____ is defined as the skill, good judgment, and respectful behavior that is expected from a person who is trained to do a job well. (2.01)
- a. Self-respect
 - b. Ethics
 - c. Professionalism
 - d. Morality
29. Non-emergency calls do not need to be placed on hold in order to answer incoming 911 calls. (06.01)
- a. True
 - b. False
30. Who can enforce changes for the grounding of an aircraft? (11.01)
- a. FAA
 - b. ELF
 - c. NTSB
 - d. FEMA
31. PSTs should be willing to go the extra mile to provide excellent customer service to callers. (4.03)
- a. True
 - b. False

32. PSTs contribute to EMS safety by _____. (9.11)
- Not rebroadcasting pertinent information during a crisis call
 - Disregarding units who are too busy to respond on the radio
 - Entering less CAD notes
 - Following up on responders who do not answer the radio
33. An emergency is defined as a serious, unexpected, and often dangerous development or situation which may cause injury, loss of life, or damage to or loss of property. (06.02)
- True
 - False
34. The software that keeps records organized, easy to archive, and recall is known as _____. (01.02)
- CAD
 - ALI
 - KOP
 - NENA
35. Major fires involving death or arson should be reported to the county and state watch office or warning point. (11.06)
- True
 - False
36. Edema means _____. (9.01)
- Swelling
 - Fainting
 - Intoxication
 - Laceration
37. A Telecommunicator can be held criminally liable if they violate a law or statute. (02.04)
- True
 - False
38. All of the following are factors essential to providing excellent customer service except: (4.03)
- Focusing on the caller
 - Active listening
 - Raising your voice
 - Showing tenacity
39. When completing forms and logs, using codes and ten signals is appropriate. (06.04)
- True
 - False

40. What types of stress reactions are irritability, feeling overwhelmed and depression? (12.03)
- a. Emotional
 - b. Cognitive
 - c. Physical
 - d. Behavioral
41. The abbreviation for Intoxication from ethyl alcohol is _____. (9.01)
- a. IFEA
 - b. ETOH
 - c. IEA
 - d. ITEA
42. The _____ investigates transportation crashes and can issue safety recommendations for improvements. (11.01)
- a. FEMA
 - b. NIMS
 - c. NTSB
 - d. FAA
43. It is important to give as much information as you can when asked questions in court. (02.09)
- A. True
 - B. False
44. The primary responsibility of a call taker is to answer inbound 911 calls, non-emergency calls, and _____. (01.03)
- a. tracking responders
 - b. determining the appropriate response
 - c. administrative lines
 - d. tracking equipment
45. Use of persuasion techniques is part of providing excellent customer service. (4.03)
- a. True
 - b. False
46. A method used by emergency medical personnel to grade the severity of a traumatic injury and determine the need to transport to a designated/verified trauma center is trauma alert _____. (9.08)
- a. Benchmarks
 - b. Conditions
 - c. Criteria
 - d. Standards

47. Law enforcement may be required to respond to some fire or EMS calls. (10.11)
- True
 - False
48. The two most common court settings that a PST would be subpoenaed for are trials and _____ . (2.09)
- Jury Selection
 - Arraignments
 - Depositions
 - Sentencing
49. When transferring a caller to another PSAP, the call taker can disconnect once they confirm the correct PSAP has been reached. (06.12)
- True
 - False
50. This individual serves as a bridge between the agency and the public and is responsible for sharing information with news and journalism outlets. (2.08)
- Media Relations Director
 - Public Information Officer
 - Head of the Agency
 - Watch Commander
51. When completing logs, forms and files appropriately, the PST should always use plain English, even if agency policy states otherwise (7.04)
- True
 - False
52. These items are exempt from disclosure as per Chapter 119, F.S. (2.07)
- Home addresses and private phone numbers.
 - Home Addresses and email addresses
 - Phone numbers, and email addresses
 - Home addresses, private phone numbers, and personal email addresses
53. The acronym CYMBALS is commonly used to obtain standard vehicle description. (06.01)
- True
 - False
54. Chapter 119, F.S. provides protection to prevent certain types of information from being released in a public records request. Which of the following are examples of protected information? (2.07)
- Victims of domestic violence and Minors
 - 911 caller information, including phone number
 - Criminal intelligence information, and ongoing criminal investigations
 - All of the above

55. PSTs should never change their communication style based on their caller. (4.07)
- a. True
 - b. False
56. Multi-functional dexterity means the individual must be able to _____ at the same time with accuracy. (06.10)
- a. write, type, listen and talk
 - b. walk, type, listen and talk
 - c. write, type, and walk
 - d. write, type, listen and walk
57. FEMA stands for _____. (11.01)
- a. Federal Emergency Management Assistance
 - b. Federal Emergency Management Administration
 - c. Florida Emergency Management Agency
 - d. Federal Emergency Management Agency
58. Truck which carries large amounts of foam to fight fires accelerated by airplane fuel. (10.04)
- a. Tanker
 - b. Quint
 - c. Fire Boat
 - d. Foam Truck
59. The PST must be able to differentiate between emergency and non-emergency incidents. (7.02)
- a. True
 - b. False
60. PSTs should use phonetics to clarify information, such as confirming a tag number or the spelling of a name. (4.07)
- a. True
 - b. False
61. To be eligible for 911 PST renewal certification, the certificate holder must complete 40 hours of renewal training.
- a. True
 - b. False
62. Verbal communication skills include leaning forward, smiling and nodding. (4.04)
- a. True
 - b. False

63. The internet based technology that allows callers to send text messages, photos and videos to PSAPs is known as _____. (01.02)
- a. 2nd Generation 911
 - b. NextGen911
 - c. Generation 911
 - d. Future 911
64. PST's are permitted to use personal data and case information for personal reasons? (2.02)
- a. True
 - b. False
65. _____ is a set of personnel, policies, procedures, facilities, and equipment integrated into a common organizational structure designed to improve emergency response operations. (11.03)
- a. NIMS
 - b. ICS
 - c. DHS
 - d. FEMA
66. Non-verbal communication skills include listening for background noise. (4.04)
- a. True
 - b. False
67. Which is not an example of personal stress management practices? (12.05)
- a. Eating and drinking right
 - b. Venting to co-workers
 - c. Frequent breaks
 - d. Exercise
68. Members of upper management are privy to the information that is discussed during Critical Incident Stress Management session? (12.04)
- a. True
 - b. False
69. ANI is the acronym for _____. (01.02)
- a. Automatic Numeral Identification
 - b. Automatic Number Identifier
 - c. Automatic Number Identification
 - d. Automatic Numbering Identifier
70. Written or typed words such as those used with TDD/TTY are part of non-verbal communication. (4.04)
- a. True
 - b. False

71. Who coordinates a response to a disaster that has occurred in the US and that overwhelms the resources on local and state authorities? (11.01)
- a. Division of Emergency Management
 - b. Federal Emergency Management Agency
 - c. U.S. Dept. of Homeland Security
 - d. National Transportation Safety Board
72. All agencies use the term "Code 3" to indicate an emergency response (7.02)
- a. True
 - b. False
73. The acronym PSAP stands for _____. (01.01)
- a. Public Safety Answering Point
 - b. Public Safety Awareness Point
 - c. Public Security Answering Point
 - d. Public Safety Answering Program
74. When giving testimony during a hearing if you are unsure of the answer the best thing to do would be to take a guess and give the best answer possible. (02.09)
- a. True
 - b. False
75. The principles of honor, morality and accepted rules of conduct that govern an individual are known as (02.01)
- a. Professionalism
 - b. Rules and Regulations
 - c. Ethics
 - d. Values
76. Bunker gear is protective clothing worn by firefighter fighters while working an active fire incident. (10.01)
- a. True
 - b. False
77. This is the single most important piece of information to be obtained by a PST. (8.07)
- a. When did the incident occur?
 - b. What is the location of the incident?
 - c. What is the nature of the incident?
 - d. Are there any weapons involved?
78. Law enforcement agencies often use similar terminology and acronyms to describe incidents and systems. (8.01)
- a. True
 - b. False

79. An apartment fire is considered to be what type of fire? (10.03)
- a. Single Family
 - b. Commercial
 - c. High Rise
 - d. Multi-Family
80. TERT is the acronym for Telecommunicator Emergency Response Taskforce. (11.04)
- a. True
 - b. False
81. _____ is the key when determining the order in which incidents will be dispatched for service. (7.05)
- a. When
 - b. Prioritization
 - c. Weapons
 - d. Location
82. The Detroit Police Department used the first one way radio communications in 1928. (1.01)
- a. True
 - b. False
83. Misdemeanor: A criminal offense that is punishable by a term of imprisonment in a _____ correctional facility for up to a year. (8.01)
- a. Municipal
 - b. County
 - c. State
 - d. Federal
84. It is the PST's responsibility to help maintain officer safety by relaying information quickly and accurately. (8.02)
- a. True
 - b. False
85. The Enhanced 911 system includes _____. (01.02)
- a. text and photos
 - b. AIN/AIL
 - c. text and video
 - d. ANI/ALI
86. As a public servant, a PST is held to a higher standard of professionalism. (01.03)
- a. True
 - b. False

87. A MAYDAY is an internationally recognized distress signal. (10.01)
a. True
b. False
88. Civil complaints involve disputes between private individuals or disputes involving contractual matters and are penalized by non-criminal sanctions such as fines or forfeitures. (8.04)
a. True
b. False
89. To be eligible for 911 PST renewal certification, the certificate holder must complete 40 hours of renewal training. (1.09)
a. True
b. False
90. The five types of normal and expectable stress reactions are cognitive, emotional, physical, behavioral and spiritual. (12.03)
a. True
b. False
91. In-progress: the event is still being committed, there is _____ threat to life or property and requires immediate dispatch. (8.06)
a. Impending
b. Imminent
c. Critical
d. Immediate
92. Supervisors and co-workers are resources available in the PSAP to assist during unfolding incidents. (7.03)
a. True
b. False
93. Past event (delayed event): the event was committed in the past or at an unknown time, but a law enforcement response is _____. (8.06)
a. Pending
b. Imminent
c. Required
d. Immediate
94. NFPA is the acronym for _____. (01.08)
a. National Fire Protocol Association
b. National Fire Protection Association
c. National Fire Prevention Association
d. National Fire Procedure Administration

95. In 1989, the Wireless Communications and Public Safety Act took effect. (01.01)
- a. True
 - b. False
96. _____ is defined as an armed person who has, or intends to use, any type of weapon to inflict deadly physical force on others and continues to do so while having unrestricted access to additional victims. (8.07)
- a. Hostage Taker
 - b. Active Shooter
 - c. Barricaded Subject
 - d. Suicidal Subject
97. Hostage situation is defined as a situation involving an individual being held against their will. (8.07)
- a. True
 - b. False
98. What types of stress reactions are denial, confusion, and memory impairment? (12.03)
- a. Emotional
 - b. Cognitive
 - c. Physical
 - d. Behavioral
99. Which is not a community resource? (7.03)
- a. Poison Control
 - b. 311/211
 - c. Domestic Violence Hotline
 - d. Tax Collector
100. Barricaded subject: a subject that has blocked themselves in an area. (8.07)
- a. True
 - b. False