

State PST Exam Mock Test 2

1. Respect for different cultures, backgrounds, lifestyles and generational differences is part of Human _____. (4.11)
 - a. Differences
 - b. Diversity
 - c. Contrast
 - d. Discrepancy

2. A mobile water source. (10.04)
 - a. Engine
 - b. Tanker
 - c. Fire Boat
 - d. Brush Truck

3. HIPAA does not prevent PSTs from relaying information to responding units; it does prevent PSTs from relaying information to curious callers. (2.05)
 - a. True
 - b. False

4. A conscious effort that requires the listener to understand and interpret what is being heard by showing interest in what the speaker is saying and to ensure mutual understanding is _____ (4.04)
 - a. Conversation attending
 - b. Paraphrasing
 - c. Active listening
 - d. Communications cycle

5. Hypertension is low blood sugar. (9.01)
 - a) True
 - b) False

6. The use of force or threat of force without declaring war to terrorize citizens and achieve a political goal is known as _____. (11.02)
 - a. Domestic Terrorism
 - b. Nationalist Terrorism
 - c. State Terrorism
 - d. International Terrorism

7. One example of conditions which could rise to the level of trauma are falls greater than _____ feet. (9.08)
- a. 8
 - b. 10**
 - c. 15
 - d. 18
8. When callers intentionally give false information in order to misdirect law enforcement resources where no emergency exists, often initiating a SWAT response is known as _____ (4.10)
- a. Swatting**
 - b. 911 Pranking
 - c. Hoaxing
 - d. 911 fraud
9. All TERT members are required to complete the ICS-800 training. (11.04)
- a. True
 - b. False**
10. Information should be gathered using the _____ (06.01)
- a. 3 Ws – Where, Who, and What
 - b. 5 Ws – Who, What, Where, When, and Why
 - c. 4 Ws – Who, What, Where, and When
 - d. 6 Ws – Where, What, Weapons, When, Who, and Why**
11. What type of stress reactions are shaking, rapid pulse, and hyperventilation? (12.03)
- a. Emotional
 - b. Cognitive
 - c. Physical**
 - d. Behavioral
12. Responsibilities of the PST during an MCI include _____ (9.07)
- a. Establish a command post for field units
 - b. Designate command positions
 - c. Designate the incident commander
 - d. Fulfill resource requests from command**
13. Putting information in a logical order will assist in the timely dispatching of resources. (7.02)
- a. True**
 - b. False

14. A secured area for landing emergency aircraft. (9.01)
- Landing area
 - Emergency landing
 - Emergency zone
 - Landing zone
15. _____ is defined as the potential for responsibility of payment to an aggrieved party due to the violation of a civil law. (2.04)
- Criminal Liability
 - Financial Liability
 - Civil liability
 - Civil Obligation
16. The ICS is a systematic tool used in the command, control and coordination of emergency response. (11.04)
- True
 - False
17. EMTs are trained on all of the following except _____ (9.03)
- Child birth
 - Administering medications
 - Advanced first aid
 - Oxygen therapy
18. When obtaining pertinent information, the PST should explain delays. (7.01)
- True
 - False
19. Non-verbal communication skills include _____. (4.04)
- Listening for background noise
 - Rushing the caller
 - Use open and close-ended questions
 - Paraphrasing statements to ensure understanding
20. Syncope means _____. (9.01)
- Intoxication
 - Diabetic
 - Swelling
 - Fainting

21. There is a fire in a residential neighborhood. Caller reports smoke and fire coming from roof of the home. What type of fire is this considered? (10.03)
- a. Industrial
 - b. Trailer
 - c. Multi-Family
 - d. Single Family
22. Good decision making skills include learning from past mistakes and knowing the possible consequences. (4.05)
- a. True
 - b. False
23. EMTs provide the following care except _____. (9.02)
- a. Splinting
 - b. Immobilization
 - c. Establishing IVs
 - d. CPR
24. _____ is defined as the willful, negligent, or reckless violation of criminal law or statute which can result in sanctions in the form of imprisonment. (2.04 – 18)
- a. Felonious Liability
 - b. Criminal Liability
 - c. Civil liability
 - d. Criminal Responsibility
25. Location is the vital piece of information that should be obtained first. (06.01)
- a. True
 - b. False
26. A licensed aeronautical transport unit used for the purpose of rapid patient transport. (9.09)
- a. Air Rescue Transport Unit
 - b. Air Ambulance Unit
 - c. Air Emergent Unit
 - d. Air Medical Transport Unit
27. It is not important for the PST to know the agency's geographical areas and the agencies surrounding the boundaries. (7.06)
- a. True
 - b. False

28. _____ refers to the mental process of selecting a course of action from two or more possible alternatives: (4.05)
- a. Supervising
 - b. Decision making
 - c. Stress
 - d. Rational decisions
29. 311/211 is a _____ resource PSTs should be aware of and the services they provide. (06.03)
- a. Federal
 - b. Local
 - c. State
 - d. Community
30. Paramedics can provide patients with advanced life support functions such as cardiac monitoring and establishing IVs. (9.02)
- a. True
 - b. False
31. State resources available to the PSAP include the Highway Patrol, Fish and Wildlife, Department of Health and _____. (06.03)
- a. Alcohol, Tobacco & Firearms
 - b. NOAA
 - c. State Watch Office
 - d. Coast Guard
32. _____ is defined as bad stress. (12.01)
- a. Eustress
 - b. Anxiety
 - c. Distress
 - d. Isolation
33. FEMA provides services for (11.01)
- a. Crisis counseling
 - b. Unemployment
 - c. Legal services
 - d. All of the above
34. Databases such as the Criminal Justice Information System (CJIS) and the Driver and Vehicle Information Database (DAVID) user policies prohibit personal access and dissemination outside business purposes. (2.04)
- a. True
 - b. False

35. CHEMTREC is available to provide emergency information and assistance to anyone involved in a chemical or hazardous material incident around the globe _____. (10.09)
- Monday to Friday 8am to 5pm
 - Seven days a week from 7 am to 9 pm
 - 24/7/365
 - Available by page only
36. When dealing with an upset caller, the use of sarcasm can be used to lighten the situation and calm the caller. (4.06)
- True
 - False
37. Location information includes address or intersection, name of business or apartment complex, building or apartment numbers, landmarks and _____. (06.01)
- direction of travel
 - color of the house or building
 - number of cars in the driveway
 - whether or not there is a fence
38. An emergency is an unexpected situation which may cause injury, loss of life, or damage to property. Some examples are: (10.05)
- HAZMAT Incidents
 - Life-threatening injuries/illness
 - Extrications
 - All the above
39. The first test call of the 911 system was made in _____. (01.01)
- Huntsville, AL
 - Haleyville, AL
 - Orange County, FL
 - Orange County, CA
40. When staging for an incident, the responding field units should choose a location right in front of the scene. (10.01)
- True
 - False
41. The highest rank in the Fire Chain of Command is _____. (10.01)
- Battalion Chief
 - District Chief
 - Chief
 - Deputy or Assistant Chief

42. PSTs must have the ability to use logical and sound judgment based on _____. (4.05)
- Inferences
 - Common sense
 - What someone else tells them?
 - Experience and knowledge
43. Everything a PST does or says may be recorded, reproduced and examined. (7.01)
- True
 - False
44. _____ can be divided by city, county, zone, region, or territory. (06.06)
- Logs
 - Jurisdictions
 - Teletype
 - Interoperability
45. A method which provides PSTs and supervisors the opportunity to regularly monitor work performance and take corrective action in the form of training is known as _____. (01.08)
- Quality Assurance
 - Daily Observation Report
 - Remedial Training
 - Standard Evaluation Guidelines
46. International terrorism is defined as terrorism practiced in one's own country against one's own people. (11.02)
- True
 - False
47. Guidelines for testifying in any court setting include all of the following except: (2.09)
- Refresh your memory before testifying
 - Being courteous, using appropriate titles
 - Exaggerate or guess when you are unsure about answers
 - Do not volunteer information, answer only the question you are asked
48. Law Enforcement doesn't assist with evacuations. (10.11)
- True
 - False
49. Which mnemonic is commonly used to aid in obtaining the standard vehicle description? (7.01)
- DAVID
 - CYMBALS
 - VIN
 - FCIC

50. Improperly logging information of forms could result in violations of user agreements, civil lawsuits, fines, and licensure revocations. (06.04)
- a. True
 - b. False
51. All of the following are good techniques used to control hysterical, angry or highly emotional callers except _____. (4.06)
- a. Elevating to the caller's emotional level
 - b. Providing reassurance
 - c. Using the caller's name
 - d. Building a good rapport with the caller
52. A stolen vehicle is considered a non-emergency incident. (06.02)
- a. True
 - b. False
53. When the PIO is unavailable, agency policy may dictate the amount and type of information provided to members of the media or may prohibit all communications until the PIO is available. (2.08)
- a. True
 - b. False
54. _____ is the successful, simultaneous performance of two or more tasks by one individual. (7.07)
- a. Active listening
 - b. Performance standards
 - c. Situational awareness
 - d. Multi-functional dexterity
55. Critical Incident Stress Management teams are available only during normal business hours. (12.07)
- a. True
 - b. False
56. Mutual Aid Agreements allow emergency responders to reach across jurisdictional boundaries to supplement the requesting agency's resources. (06.06)
- a. True
 - b. False

57. Silver Alerts provide a standardized system to aid local law enforcement in the rescue of an elderly person with a cognitive impairment who is lost or missing (8.11)
- a. True
 - b. False
58. The Health Insurance Portability and Accountability Act of 1996 was designed to protect _____ from disclosure of protected health information (PHI) that is oral, written or electronic. (2.05)
- a. Physicians
 - b. Patients
 - c. Insurance Companies
 - d. Hospitals
59. What type of resources are the Highway Patrol, Fish & Wildlife, and the Department of Health? (7.03)
- a. Local
 - b. County
 - c. State
 - d. Federal
60. Maintaining good personal hygiene and adherence to agency dress code are not necessary in confined work spaces. (01.06)
- a. True
 - b. False
61. Ethics is defined as the principles of _____, _____ and _____ that govern an individual or group. (2.01)
- a. Professionalism, honor and integrity
 - b. Honor, morality and integrity
 - c. Honor, morality and accepted rules of conduct
 - d. Duty, honor and integrity
62. One of the benefits of being a PST is receiving gratuities and gifts. (2.02)
- a. True
 - b. False
63. _____ are central databases used for tracking crime-related data at state and national levels respectively. (8.01)
- a. FCIC/NCIC
 - b. NCIC/CJIS
 - c. CJIS/DAVID
 - d. FCIC/DAVID

64. Felony: A serious crime punishable by death or imprisonment in a _____ penitentiary or in correctional facilities for a year or more. (8.01)
- a. Municipal
 - b. County
 - c. State
 - d. Federal
65. More than one element of Critical Incident Stress Management may be utilized after a critical incident. (12.06)
- a. True
 - b. False
66. In 1981, _____ declared the first National Public Safety Telecommunicators Weeks as a nod to the voices behind the headset. (01.01)
- a. New York
 - b. Florida
 - c. Michigan
 - d. California
67. Which of the following is not a primary duty of law enforcement officers (8.02)
- a. Provide community policing, education, and crime prevention
 - b. Provide safety to the public and protection of property
 - c. Relaying information quickly and accurately
 - d. Investigate and document incidents and crime
68. The Enhanced 911 system was introduced in Orange County, CA in 1980. (01.02)
- a. True
 - b. False
69. The Communications Cycle is made up of the following components: (4.08)
- a) Sender, Receiver, Message, Media, Response
 - b) Transmitter, Receiver, Media, Medium, Feedback
 - c) Sender, Receiver, Message, Medium, Feedback
 - d) Transmitter, Receiver, Message, Medium, Reply
70. _____ complaints involve an offense against society and can be penalized by punishment such as incarceration or probation. (8.04)
- a. Criminal
 - b. Misdemeanor
 - c. Civil
 - d. Felony

71. The Incident Command System (ICS) is solely used by the federal and state government. (11.04)
- True
 - False
72. Typically the five major functional areas in ICS are Command, Operations, Planning, Logistics, and _____ . (11.04)
- Finance/Administration
 - Equipment
 - Training
 - Safety
73. Which of the following is not a stressor that is unique to the environment of a Public Safety Telecommunicator? (12.02)
- They take on others problems
 - The lack of sleep he or she gets
 - No one understands what he or she does for a living
 - Not caring about the problems of others
74. Providing legal advice can attach liability to the PST and/or the employing agency (8.05)
- True
 - False
75. What types of stress reactions are changes in eating, withdrawal, and decrease in personal hygiene? (12.03)
- Emotional
 - Cognitive
 - Physical
 - Behavioral
76. Each PST owes a standard of care to all stakeholders, by virtue of being endowed with the significant responsibilities of being a PST. (8.05)
- True
 - False
77. Just occurred: the event has been committed and there is no _____ threat to life or property. (8.06)
- Impending
 - Imminent
 - Critical
 - Immediate

78. What types of stress reactions are irritability, feeling overwhelmed and depression? (12.03)
- Emotional
 - Cognitive
 - Physical
 - Behavioral
79. The role of the PST is to gather and summarize pertinent information and relay it in a timely manner to the responder. (8.07)
- True
 - False
80. The five phases of an Active Shooter Incident are _____ . (8.07)
- Fantasy, Planning, Preparation, Approach and Implementation
 - Fantasizing, Researching, Preparation, Planning and Implementation
 - Dreaming, Planning, Logistics, Approach and Implementation
 - Fantasy, Planning, Preparation, Containment and implementation
81. A _____ primary role is to process the information received and deploy the closest, most appropriate field resource, based on the incident classification and priority. (01.03)
- call taker's
 - supervisor's
 - dispatcher's
 - operator's
82. When providing instructions to a caller, it is important that the PST obtain feedback to ensure understanding. (4.08)
- True
 - False
83. The L in CYMBALS is for the tag number. (06.01)
- True
 - False
84. PSTs should treat all calls the same way, keeping responder, citizen, scene safety, and patient care in mind. (8.07)
- True
 - False
85. Proper interview questions for suicidal callers should include _____. (8.08)
- Is it a threat or attempt?
 - What is the method/means?
 - Is anyone else present?
 - All of the above

86. FEMA provides funding for housing, medical assistance, funerals, fuels (heat source), items for clean-up, vehicle repair, and moving/storage. (11.01)
- a. True
 - b. False
87. PSTs need to be aware of officer safety issues at every scene. For all incidents, regardless of the nature, the PST needs to gather information including: (8.09 – 84)
- a. Nature of the incident/threat
 - b. Suspect's description and current location
 - c. History (premise history, hazmat information, and other responder safety issues)
 - d. Universal precautions
 - e. All of the above
88. The three phases of a Hostage situation are. (8.07)
- a. Initial, Negotiation, and Release
 - b. Taking, Demanding, and Surrender
 - c. Initial, Negotiation, and Termination
 - d. Observation, Containment and Termination
89. PSTs do not need to be available in the event of a natural disaster, emergency mobilizations, or other declarations of emergency. (01.05)
- a. True
 - b. False
90. The US Department of Homeland Security is responsible for guarding against terrorism, securing US borders, enforcing US immigration laws, and _____. (11.01)
- a. investigating transportation accidents
 - b. improving federal readiness for disasters
 - c. provide the safest aerospace system
 - d. maintaining emergency management programs
91. The Enhanced 911 system includes _____. (01.02)
- a. text and photos
 - b. AIN/AIL
 - c. text and video
 - d. ANI/ALI
92. The phases of a barricaded subject are _____. (8.07)
- a. Barricading, Observation, Conclusion
 - b. Observation, Containment and Termination
 - c. Barricading, Observation, Securing
 - d. Observation, Securing and Recovery

93. Silver Alerts provide a standardized system to aid local law enforcement in the rescue of an elderly person with a cognitive impairment who is lost or missing (8.11)
- a. True
 - b. False
94. There are several Critical Incident Stress Management resources available on line? (12.07)
- a. True
 - b. False
95. A Blue Alert contains a subject and/or vehicle description of persons that may pose a serious threat to the public after a _____ has been seriously injured, killed, or goes missing in the line of duty (8.11)
- a. Firefighter and LEO
 - b. Law Enforcement Officer
 - c. Member of the Armed Services
 - d. Firefighter
96. The first two-way radio system was implemented in _____. (01.01)
- a. Bayonne, New Jersey
 - b. Detroit Michigan
 - c. San Jose, California
 - d. Chicago Illinois
97. Facts are based on perceptions and inferences are based on something that has happened. (4.09)
- a. True
 - b. False
98. If a caller is providing information that appears suspicious, the PST should _____. (4.10)
- a. Ask the caller to repeat, then paraphrase
 - b. Tell the caller their story does not make sense
 - c. Ask follow-up/open-ended questions
 - d. Take the information as it is provided and relay to responders
99. Critical Incident Stress Management is therapy. (12.04)
- a. True
 - b. False
100. _____ is used to seek to form self-determination which may range from gaining greater autonomy to establishing a completely independent sovereign state. (11.02)
- a. Domestic Terrorism
 - b. State Terrorism
 - c. Nationalist Terrorism
 - d. International Terrorism