1. A fire truck is a basic fire apparatus that has a self-contained pump used for pumping water through hoses to extinguish the fire.
   a. True
   b. False

2. The five (5) normal and expectable stress reactions include:
   a. Cognitive, Psychological, Physical, Behavioral and Spiritual
   b. Cognitive, Emotional, Psychological, Behavioral and Spiritual
   c. Cognitive, Emotional, Physical, Psychological and Spiritual
   d. Cognitive, Emotional, Physical, Behavioral and Spiritual

3. Any premeditated, politically motivates attack against information, computer systems, computer programs, and data which results in violence against non-combatant targets by sub-national groups or clandestine agents (hacking):
   a. Cyberterrorism
   b. Cyber stalking
   c. Cyberism
   d. Terrorism

4. Civil liability is the potential for responsibility of payment to an aggrieved party due to the violation of a civil law.
   a. True
   b. False

5. A group of responders trained to deal with unusually dangerous or violent situations and having special weapons more powerful than standard issue.
   a. Select weapons and techniques
   b. Select weapons and tactics
   c. Special weapons and techniques
   d. Special weapons and tactics

6. What is the name of the incident time that will be initiated by the PST to prompt the incident commander to respond with a status update?
   a. Scene Size-Up
   b. Incident Command (1C) Time / Benchmark
   c. Situational Awareness
   d. Secondary search

7. The ANI/ALI provides the 911 call taker with a cell phone number and the closest tower available.
   a. True
   b. False
8. The Amber Alert contains critical information about:
   a. Missing person cases
   b. Child abduction cases
   c. Escaped fugitive cases
   d. Domestic abuse cases

9. APCO is an acronym for:
   a. Association of Public-Safety Communications Officials
   b. Association of Public-Safety Communications Office
   c. Administration of Public-Safety Communications Officials
   d. Administration of Public-Safety Communications Office

10. Any silent open line must be considered a TDD/TTY call until proven otherwise.
    a. True
    b. False

11. A division of a law enforcement agency that investigates citizen complaints of police misconduct, and handles internal disciplinary matters is:
    A. Florida Crime Information Center (FCIC)
    B. National Crime Information Center (NCIC)
    C. Criminal Justice Information Services (CJIS)
    D. Internal Affairs (IA)

12. When incoming phone calls are automatically presented to PSTs according to availability and the length of time which has elapsed since their last phone call.
    a. Automatic Call Dissemination (ACD)
    b. Automated Call Dissemination (ACD)
    c. Automated Call Distribution (ACD)
    d. Automatic Call Distribution (ACD)

13. An inference is something that is known to exist or has happened. It can be verified and proven.
    a. True
    b. False

14. The technology that allows the PST to see a 911 caller’s approximate location on an electronic map:
    a. GIS
    b. TDD/TTY
    c. ANI/ALI
    d. RMS

15. Signals, codes, and other terminology provide ways of classifying incidents. The PST must pay close attention to the actual complaint in order to classify the incident correctly.
    a. True
    b. False
16. CJIS is an acronym for:
   a. Criminal Justice Intel System
   b. Critical Justice Intel System
   c. Criminal Justice Information System
   d. Critical Justice Information System

17. CYMBALS is commonly used to obtain subject description.
   a. True
   b. False

18. K9, dive teams and SWAT are resources used in:
   a. Mutual aid agreements
   b. Jurisdictional agreements
   c. Geographical agreements
   d. B and C

19. The terrible ten of public safety includes:
   a. Suicide of colleague
   b. Disaster/multiple casualty
   c. Events with excessive media interest
   d. All of the above

20. Reading the call notes prior to dispatching and relaying the information in a logical order will assist in the timely dispatching of resources.
   a. True
   b. False

21. In 1981, California recognized the "voices behind the headset", by declaring the first:
   a. National Public Safety Telecommunicators Week
   b. National Public Safety Telecommunicators Month
   c. National Public Safety Telecommunicators Day
   d. National Public Safety Telecommunicators "Employee of the Month" Program

22. An incident where the number and severity of causalities exceeds the capability of the responder's initial resources is known as a:
   a. Multiple-casualty incident
   b. Mass-casualty incident
   c. Mass-catastrophe incident
   d. Multi-catastrophe incident

23. Be on the lookout (BOLO) and attempt to locate (ATL) are terms used to establish, maintain, and/or broadcast a description of persons or property of interest.
   a. True
   b. False
24. 911 calls transferred from a primary PSAP are received by a:
   a. Local Police Department
   b. Public Safety Office
   c. Secondary PSAP
   d. Call Answering Center

25. NCIC is an acronym for:
   a. National Children's Information Center
   b. National Crime Intelligence Center
   c. National Crime Information Center
   d. National Children's Intelligence Center

26. The acronym for intoxication from ethyl alcohol is ETOH.
   a. True
   b. False

27. PSTs are required to make proper notifications during significant events. Failure to make proper notifications can result in:
   a. Facilitating situational awareness
   b. A break in communication between other shifts, supervisors and field units
   c. Dispatching additional resources
   d. Notifying the appropriate chain of command

28. When obtaining information, the most vital information should be obtained first. What is considered the most vital information?
   a. Nature of the incident
   b. Location
   c. When the incident occurred
   d. Subject description

29. Air Rescue Transport Unit is a licensed aeronautical transport unit used for the purpose of transporting only medically ill patients.
   a. True
   b. False

30. All PST certifications expire, every odd year on:
   a. January 1st
   b. February 1st
   c. October 1st
   d. December 31st
31. Which federal agency provides a coordinated response to a disaster when local and state resources are overwhelmed?
   a. FAA
   b. FEMA
   c. NTSB
   d. ICS

32. Elevator malfunctions are considered a fire incident type.
   a. True
   b. False

33. Verbal communication skills include:
   a. Maintaining patience
   b. Paraphrase statements to ensure understanding
   c. Reading body language
   d. Listening for background noise

34. Recycling centers are not considered a hazardous material disposal site.
   a. True
   b. False

35. The comprehensive program that includes assistance to individual states in developing programs that would lead to the establishment of predetermined and preselected teams of trained individuals who can be mobilized quickly and deployed to assist communications centers during disasters is known as:
   a. TERT
   b. FEMA
   c. NIMS
   d. ICS

36. Many fire incidents require an additional law enforcement and EMS response.
   a. True
   b. False

37. A method which provides PSTs and supervisors the opportunity to regularly monitor work performance and take corrective action in the form of training:
   a. Quality assurance (QA)
   b. Benchmarks
   c. Performance
   d. Monitoring

38. An incorrect response can result if the PST makes improper inferences and assumptions while attempting to gather facts.
   a. True
   b. False
39. A non-emergency is described as:
   a. Incidents that require immediate action
   b. A situation that does not require immediate response
   c. Medical care provided by emergency medical technicians and paramedics that involve non-invasive procedures
   d. BLS

40. Natural disasters are caused by one or more, deliberate or negligent actions of a person. Examples include plane crashes, train derailments, nuclear accidents, rioting, mass shootings, and major automobile crashes.
   a. True
   b. False

41. Off-road truck is a four-wheel drive vehicle that is capable of responding to off-road incidents.
   a. True
   b. False

42. A feeling of deep sympathy and sorrows for another who is stricken by misfortune accompanied by a strong desire to alleviate the suffering.
   a. Condescension
   b. Compassion
   c. Condolence
   d. Empathy

43. TTY is an acronym for:
   a. Telematic Call Center
   b. Telematic Device for the Deaf
   c. Teletypewriter
   D. Touch Tone Transcriber

44. The Public Information Officer's (PIO) primary responsibility is to bridge information between the agency and the public.
   a. True
   b. False

45. The primary role of the call taker is:
   a. Answering inbound 911 calls only
   b. Answering inbound 911 calls and non-emergency calls
   c. Answering inbound 911 calls, non-emergency calls and administrative lines
   d. Gathering information only

46. Withdrawal and changes in eating are cognitive reactions to stress,
   a. True
   b. False
47. Which one of the following stress reactions is an example of emotional stress?
   a. Nightmares
   b. Hyperventilation
   c. Irritability
   d. Aggressiveness

48. PSTs are not responsible for requesting wreckers or utility services.
   a. True
   b. False

49. The Wireless Communications and Public Safety Act (911 ACT) established 911 as the national emergency phone number in:
   a. 1928
   b. 1999
   c. 2001
   d. 2008

50. The mental process of selecting a course of action from two or more possible alternatives is referred to as:
   a. Decision Making
   b. Non-verbal Communication
   c. Being Competent
   d. Relying on training

51. RITS is a component of CISM.
   a. True
   b. False

52. A response matrix which determines the number and type of units that will respond:
   a. Assignments
   b. Automatic Aid
   c. Alarm Levels
   d. ALI

53. Verbiage such as, in-progress, just occurred and delayed/past event are essential in determining incident prioritization.
   a. True
   b. False

54. A base station is:
   a. The main radio system of the agency that is installed in a fixed location
   b. Also known as a portable radio, this radio allows field units to communicate outside of their vehicles
   c. A radio typically housed inside responders' vehicles
   d. A radio that has less coverage than the handheld radio
55. Project 25 (P25): P25 radio protocols include built-in methods to access mutual aid. P25 called for a 700 MHz frequency to be built into modem radios so that agencies can communicate regardless of the frequency they use for internal radio traffic,
   a. True
   b. False

56. Left side of a structure as established by incident command:
   a. Alpha
   b. Bravo
   c. Charlie
   d. Delta

57. PSTs are qualified to give legal advice.
   a. True
   b. False

58. CALEA is an acronym for:
   a. The Commissionaires of Accountability for Law Enforcement Agencies
   b. The Commissionaires of Accreditation for Law Enforcement Agencies
   c. The Commission of Accreditation for Law Enforcement Agencies
   d. The Commission of Accountability for Law Enforcement Agencies

59. Hyperthermia is a state of abnormally low internal body temperature.
   a. True
   b. False

60. An urgent message which takes precedence over routine radio traffic, which may involve the use of alert tones:
   a. Mayday
   b. Emergency/priority traffic
   c. Hot
   d. Audible Alarm

61. Trailers that contain multiple methods of communication equipment to be used in the field; radio, FIN, VoIP, satellite, cellular/ and more:
   a. MARC
   b. EDICS
   c. FIN
   d. SLERS

62. Natural disasters can be classified a mass-casualty incident.
   a. True
   b. False
63. Writ of bodily attachment is a warrant issued as a result of criminal contempt.
   a. True
   b. False

64. Internationally recognized distress signal:
   a. Priority
   b. Mayday
   c. Urgent
   d. Emergency

65. In 2016, how many law enforcement officer line of duty deaths occurred in the United States:
   a. 140
   b. 150
   c. 199
   d. 200

66. Anticipating responder's needs is a top priority for the PST.
   a. True
   b. False

67. Which component is not part of the communication cycle?
   a. Sender
   b. Receiver
   c. Assumption
   d. Medium

68. In 2006, the U.S. Supreme Court ruled that 911 calls could be used as evidence if the victim was not present in court to testify on their behalf.
   a. True
   b. False

69. An audible alarm which notifies other firefighters when a team member becomes motionless:
   a. Personal Alarm Safety System (PASS)
   b. Personal Alert Sound System (PASS)
   c. Personal Alarm Sound System (PASS)
   d. Personal Alert Safety System (PASS)

70. SCOTUS is an acronym for Supreme Court of the United States.
   a. True
   b. False

71. HIPAA does not prevent PSTs from relaying information to responding units.
   a. True
   b. False
72. Field units must avoid secondary contamination:
   a. by washing their hands thoroughly
   b. by changing bunker gear and boots
   c. resulting from contact with persons who have not been properly decontaminated
   d. resulting from inhaling without their SCBA equipment

73. Improperly logging information could result in violations of user agreements, civil lawsuits, fines, and licensure revocations.
   a. True
   b. False

74. Complete cessation of breathing:
   a. Cardiac Arrest
   b. Heart Attack
   c. Respiratory Disease
   d. Respiratory Arrest

75. Over-modulating cuts off the beginning and end of a radio transmission.
   a. True
   b. False

76. Syncope is also known as:
   a. Fainting
   b. High Blood Pressure
   c. Difficulty Breathing
   d. Heart Problems

77. Under control is a status called by incident command when the situation is no longer escalating.
   a. True
   b. False

78. Public Records Law is also known as:
   a. Chapter 119, F.S.
   b. Chapter 120, F.S.
   c. Chapter 109, F.S.
   d. Chapter 121, F.S.

79. TERT teams were deployed to Louisiana after Hurricane Katrina.
   a. True
   b. False

80. Command is the only position which must always be staffed.
   a. True
   b. False
81. Florida's central database for tracking crime-related data.
   a. Florida Criminal Information Center (FCIC)
   b. Florida Crime Information Center (FCIC)
   c. Florida Crime Information Complex (FCIC)
   d. Florida Criminal Information Complex (FCIC)

82. Effective communication is essential to understanding the message has been received and understood. Public safety agencies may utilize the phonetic alphabet when interacting with field personnel and the public to ensure understanding.
   a. True
   b. False

83. E911 is also known as:
   a. Enhanced 911
   b. Enriched 911
   c. Elevated 911
   d. Advanced 911

84. NFPA is an acronym for National Fire Prevention Association.
   a. True
   b. False

85. Federal law which protects the confidentiality of all patients in the U.S.:
   a. Health Insurance Portability and Accountability Act (HIPAA)
   b. Health Insurance Portability and Accountability Act (HIPAA)
   c. Health Insurance Portable and Answerability Act (HIPAA)
   d. Health Insurance Potable and Accountability Act (HIPAA)

86. An intentional act in response to dangerous incidents, such as bomb threats and active shooter incidents.
   a. Radio Emergency
   b. Radio Silence
   c. Radio Notification
   d. Radio Signal

87. A missing person is anyone wrongfully taking or carrying away of one person by another by force, fraud, or persuasion.
   a. True
   b. False

88. The abrupt loss of effective heart function is known as a:
   a. Cardiac Arrest
   b. Stroke
   c. Heart Attack
   d. Hyperthermia
89. Basic life support is emergency medical care provided only by emergency medical technicians that involve non-invasive procedures.
   a. True
   b. False

90. When did it become required for a 911 PST at a public answering point to become state certified?
   a. October 1, 2012
   b. February 1, 2012
   c. April 24, 2008
   d. October 31, 2012

91. PSTs are expected to maintain a high standard of professionalism. This includes:
   a. Protecting Confidentiality
   b. Establishing Friendships with Co-workers
   c. Accountability for one’s actions/ both on and off duty
   d. A and C only

92. During a hazardous material incident the PST will assist field units and help prevent citizens from coming into contact with contaminants.
   a. True
   b. False

93. A dispatch supervisor gossiping online about the Chief of Police is considered:
   a. Dishonesty
   b. Quid pro quo
   c. Malicious defamation
   d. Prejudice

94. It is not necessary to stay on the line when transferring a 911 call.
   a. True
   b. False

95. A house fire with injuries requires which response:
   a. Fire
   b. Fire and EMS
   c. Fire and Police
   d. Police, Fire and EMS

96. Like good interpersonal skills, professional customer service skills are essential to successfully interacting with the public and field units.
   a. True
   b. False
97. Cardiac arrest is failure of lung function; patient has no pulse.
   a. True
   b. False

98. A standardized system to aid local law enforcement in the rescue of an elderly person with a cognitive impairment who is lost or missing:
   a. Blue Alert
   b. Silver Alert
   c. Amber Alert
   d. Abduction Alert

99. A 24/7/365 emergency call center that provides immediate information and assistance to anyone involved in a chemical or hazardous material incident:
   a. DOTERG
   b. 911
   c. 311
   d. CHEMTREC

100. A serious line of duty injury can create significant distress to the telecommunicator.
    a. True
    b. False