

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

The below worksheet is based off the DOH study guide dated 07/01/2017. This worksheet should be used as a guide to help learn the material within it in preparation for the state exam. This worksheet does not cover all elements of **Chapter 3**. When preparing for the state exam, the state study guide is the primary resource.

Chapter 3: The operation or communications equipment and resources

1. List five (5) typical components found in a communications center.

2. Describe the components of a console typically found in a communications center.

3. What is the purpose of the TDD/TTY?

4. List five (5) common functions included in a telephone system found in a communications center.

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5. List three (3) tips the PST must recognize when dealing with the communication on a TDD/TTY.

6. What do the acronyms TCC, AVL, and GPS stand for when dealing with telematic call centers?

7. Explain the characteristics of a mobile radio.

8. What is the joining of two (2) or more talk groups together so that field users can interact with other users regardless of talk group.

9. List three (3) tips to use during a mutual aid event.

10. What does the acronym NCIC stand for and what is their purpose?
