

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 6**. When preparing for the state exam, the state study guide is the primary resource.

Chapter 6: Identify and perform the operational skills of a call taker

1. What are the six (6) Ws used when gathering information?

2. What is the logical order of inputting location information?

3. What is the mnemonic commonly used to aid in obtaining the standard vehicle description?

4. List five (5) incidents considered as an emergency.

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5. List four (4) state surrounding agencies resources commonly utilized in a PSAP.

6. Other than surrounding agencies list four (4) other commonly used resources in a PSAP.

7. _____ and _____ are official records which must be rapidly and accurately completed.

8. What are the examples of other field units requests call takers may be utilized to process?

9. Jurisdictions can be divided into what five (5) types of boundaries?

10. Define multi-functional dexterity.
