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

1. What are the six (6) Ws used when gathering information? (6.01)

2. What is the logical order of inputting location information? (6.01)
   Address of intersection
   Name of business, apartment complex, subdivision, or development
   Building or apartment numbers
   Landmarks, if no other information is available
   Direction of travel

3. What is the mnemonic commonly used to aid in obtaining the standard vehicle description? (6.01)
   CYMBALS

4. List five (5) incidents considered as an emergency. (6.02)
   Heart attack – structure fire – armed robbery in progress – active shooter incident – domestic disturbance in progress

5. List four (4) state surrounding agencies resources commonly utilized in a PSAP. (6.03)
   Highway Patrol – Fish & Wildlife – Department of Health – State Watch Office

6. Other than surrounding agencies list four (4) other commonly used resources in a PSAP. (6.03)
   Manuals – Co-workers/Supervisors – CAD – Mapping – Internet – Community Media – Social Media
7. _________ and __________ are official records which must be rapidly and accurately completed. (6.04)

   Forms
   Logs

8. What are the examples of other field units requests call takers may be utilized to process? (6.05)

   Calling wrecker companies
   Contacting outside agencies for assistance

9. Jurisdictions can be divided into what five (5) types of boundaries? (6.06)

   City – County – Zone – Region – Territory

10. Define multi-functional dexterity. (6.07)

    The successful simultaneous performance of two or more tasks by one individual.