

State of Florida Department of Health  
Public Safety Telecommunicator  
WORKSHEET 1 – Answer Key

The below worksheet answer key is based off the DOH study guide dated 07/01/2017. This worksheet does not cover all elements of **Chapter 7**.

**Chapter 7: Identify and perform the operational skills of a dispatcher**

1. What do the letters “CYMBALS” represent when obtaining standard vehicle description? (7.01)

C – Color – Y – Year – M – Make & Model – B – Body Description –  
A – Additional Descriptors – L – License Plate – S – State of Plate

2. As a dispatcher it’s important to remember that everything you do or say may be \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_. (7.01)

Recorded  
Reproduced  
Examined

3. What is important to do prior to dispatch to ensure understanding? (7.01)

Read the call notes

4. Give examples of commonly used terms used to define response modes. (7.02)

Code 1/Code 3 = While some agencies use code 1 to indicate an emergency response, many others use code 3 to indicate an emergency response.  
Hot/Code = Typically, agencies that utilize these terms assign “hot” as an emergency response and “cold” as a non-emergency response.

5. List the five (5) resources available specifically to dispatchers different from call takes. (7.03)

Apparatus – Field Units – Field Supervisors – Domestic Violence Hotlines -  
Interoperable Communications

6. Delays in processing information could jeopardize who? (7.05)

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7. List five (5) mutual-aid resources specifically available to dispatchers and not call takers. (7.06)

K9 – Helicopter/Aviation – Dive Team – Hostage Negotiation – SWAT – Bomb Squad – Haz-Mat/Special Ops – High Angle Rescue – Confined Space Rescue Marine Unit – Homicide Unit – Crime Scene Unit

8. What are some visual cue callers may reference when trying to give a location? (7.06)

Waterways – Thoroughfares – Significant Landmarks

9. What is the additional skills needed by dispatchers different from a call taker when it comes to multi-functional dexterity? (7.07)

Also listening to the radio talk group

10. List three (3) requirements needed when completing logs, forms, and files appropriately. (7.04)

Using plain English, unless agency policy states otherwise – Use acronyms when appropriate – Ensure they are universally understood and can be explained – Logs should be thoroughly completed – Provide a logical Narrative – Be aware of spelling and grammar