

1. Telecommunicators have the ability to handle both task-oriented duties and people-oriented duties, as well as an above-average ability to do more than one thing at a time (also known as _____), and remain focused under stress.
 - A. Empathy
 - B. Performance
 - C. Multi-tasking
 - D. Prioritizing

2. Public safety telecommunicators must conduct themselves in an exemplary manner. They are the link between _____ and the _____.
 - A. The PSAP and Emergency Medical Services
 - B. The public and the community's emergency services
 - C. The Fire Department and the Law Enforcement
 - D. Support Services and agencies

3. Being in a position of public service mandates that the ethics of the individual and the ethical standards of the organization meet or exceed the standards and expectations of the community and the industry.
 - A. True
 - B. False

4. There is very little prioritization of fire-related cases since a majority of fire service calls are _____ emergencies that require immediate response.
 - A. Escalating
 - B. Emergent
 - C. Non-life threatening
 - D. Technical rescues

5. People's lives and the safety of their property depend on the communications function being available at any time. Communication is the link between _____ and _____.
 - A. Referrals and safety services
 - B. The telephone and radio
 - C. Citizens and PSAPS
 - D. Requests or problems, and solutions

6. Public safety communications systems have four vital services. These are include communication with:
 - A. 9-1-1 callers, Fire Department, EMS and Law enforcement
 - B. the public, other public safety agencies, teletypewriters, telematic service providers
 - C. the public, between members of the same agency, between public safety agencies, and support services
 - D. The public, supervisors, between other public safety agencies, and support staff

7. By utilizing resources and technology such as the _____, telecommunicators can address various events and incidents more effectively.
- A. MSAG
 - B. RMS
 - C. CAD
 - D. PSAP
8. _____ is a process of supplying supplemental personnel, equipment or other resources to an incident to assist agencies that may be in danger of becoming overwhelmed in their response.
- A. Mutual Response
 - B. Automatic Aid
 - C. Simultaneous Dispatch
 - D. Mutual Aid
9. A policy is a guide to _____, which states what should happen in terms of outcomes, sometimes in very general terms.
- A. Thinking
 - B. Action
 - C. Multitasking
 - D. Attention
10. A procedure is a guide to _____ and tells the telecommunicator exactly what to do.
- A. Thinking
 - B. Action
 - C. Multitasking
 - D. Attention
11. Policies and procedures are also important because they help to establish the _____ that telecommunicators are committed to perform.
- A. Duty to serve
 - B. Standard of care
 - C. Resources
 - D. Jurisdictional boundaries
12. Three component of the communication cycle are:
- A. Message Medium, Audience
 - B. Sender, Receiver, Intent
 - C. Message, Medium, Connection
 - D. Message, Context, Feedback

13. The communications cycle consists of _____ components.
- A. Six
 - B. Five
 - C. Three
 - D. Four
14. Context includes:
- A. The situation in which the exchange takes place, including the relationship between sender and receiver
 - B. The manner in which the message is transferred from the sender to the receiver
 - C. Communication from the receiver back to the sender in reaction to the message as perceived by the receiver
 - D. The person or group who is the target of the communication
15. Demonstrating an interest and understanding in what is being said through staying focused, asking questions, listening for the main point and listening for the rationale behind what is being said is the definition of:
- A. Paraphrasing
 - B. Non-verbal Attending
 - C. Active Listening
 - D. Reflective Feelings
16. Paraphrasing:
- A. is repeating in a short, declarative statement the emotions or feelings that the sender is communicating.
 - B. can assist you in remaining clear on what is being said, and demonstrating your interest in the conversation.
 - C. is a brief rephrasing of information provided by the sender. It provides the restatement of the essence of the information in your own words.
 - D. are questions that cannot be answered “yes” or “no,”.
17. The use of paraphrasing:
- A. Demonstrates that you are listening and that you understand what the sender is saying
 - B. Helps you make sure your interpretation or understanding is correct
 - C. Encourages the sender to more fully analyze and discuss the subject matter
 - D. All of the above
18. Which of the following are NOT pitfalls of active listening:
- A. Conversation Overload
 - B. Noise
 - C. Personal Preoccupation
 - D. Observations

19. People generally speak at a rate of _____ words per minute.
- A. 120
 - B. 130
 - C. 140
 - D. 150
20. It is important for telecommunicator to guard against complacency when routine calls begin to sound similar because no two calls are exactly alike.
- A. True
 - B. False
21. One of the essential elements of good customer service is meeting or _____ customer expectations.
- A. determining
 - B. examining
 - C. clarifying
 - D. Exceeding
22. Telecommunicators can take charge of the call by:
- A. being prepared to gather information immediately upon answering the call
 - B. being attentive to the first phrases spoken by the caller, as typically they will give you an indication of the type and severity of the emergency being reported.
 - C. guiding the caller through the information-gathering process
 - D. All of the above
23. "Pertinent information" is defined as:
- A. The information needed to get response units to the incident location
 - B. All available information given by the caller
 - C. The information needed to prepare the response units to deal with what may confront them when they get there
 - D. A and C
24. Telecommunicators must present an accurate picture to response units of the information gathered from the caller by not asserting what into the call for service.
- A. Personal viewpoints
 - B. Supposition
 - C. Theories
 - D. All of the above
25. Calls can be dispatched with JUST the location information.
- A. True
 - B. False

26. In many agencies, _____ are customized to comply with the standards and procedures of that agency. _____ help to ensure that each call is handled with uniform quality.
- A. Guidecards
 - B. SOPs
 - C. Policies and Procedures
 - D. Jurisdictional Boundaries
27. Identifying the _____ where help is needed is the top priority when gathering information.
- A. Incident type
 - B. Location
 - C. Callers Name
 - D. Callers phone number
28. In an E9-1-1 system, the ANI/ALI information will display on a screen associated with the telephone equipment.
- A. True
 - B. False
29. Some E9-1-1 systems access other databases to display special information related to the address, such as law enforcement jurisdictions, fire service districts or EMS response stations.
- A. True
 - B. False
30. All telecommunicators must be able to properly recognize and handle TTY calls. A potential TTY call may include:
- A. Recorded announcement from the TTY
 - B. Audible tones from the TTY
 - C. Silence on the line
 - D. All of the above
31. Telematics is the general term referring to the _____ and the _____ involved in delivering location-based services to consumer-driven vehicles (personal vehicles and rental cars).
- A. Technology and location
 - B. Technology and Industry
 - C. Industry and Agency
 - D. Communication and Transmission
32. There general types of calls that PSAPs may receive from vehicle telematics service providers:
- A. Emergency Key Press, Automatic Crash Notifications with Voice, and Automatic Crash Notifications without Voice

- B. Automatic Crash Notifications with Voice, and Automatic Crash Notifications without Voice
- C. Emergency Key Press, Automatic Crash Notifications without Voice
- D. Emergency Key Press, Automatic Crash Notifications with Voice, Automatic Crash Notifications without Voice, and Vehicle Location Assistance

33. The typical standard used in deciding liability cases is what a “reasonable and prudent person” would do in a similar set of circumstances.

- A. True
- B. False

34. _____ is the omission to do something a reasonable person, guided by those ordinary considerations which ordinarily regulate human affairs would do, or the doing of something which a reasonable and prudent person would not do.

- A. Liability
- B. Preponderance
- C. Discretionary
- D. Negligence

35. _____ is defined as when there is no hard and fast rule as to the course of conduct one must or must not take.

- A. Official immunity
- B. A Ministerial Act
- C. A Discretionary Act
- D. A and C

36. The key to reducing _____ during the post-dispatch phase is to follow the PSAP’s policies and procedures for ensuring that additional information received from the caller is relayed to response units, and that information received from response units is acknowledged and appropriately acted upon.

- A. CAD Failures
- B. Communication Breakdowns
- C. Liability exposure
- D. All of the above

37. Fire calls are high priority are classified as:

- A. Immediate threat to people or property
- B. Emergent
- C. Non-emergency
- D. Non - life threatening