1. FEMA provides services for crisis counseling, unemployment, legal services and special tax considerations. (11.01 – 5)
   a. True
   b. False

2. “Ethics” is defined as the principles of honor, morality and accepted rules of conduct that govern an individual or group. (02.01 – 1)
   a. True
   b. False

3. Active listening is a way of listening and responding that shows interest in what the speaker is saying and ensures mutual understanding. (04.06 – 1)
   a. True
   b. False

4. Amber Alerts are the only type of Florida alerts that are displayed on lottery machines and DOT dynamic messaging signs. (07.10 – 4)
   a. True
   b. False

5. ________________ can be defined as behavior and attitude patterns exhibiting standards and character marked by pride in oneself and one’s career, respect for the people served and commitment to the continued development of skills in the pursuit of excellence. (02.01 – 2)
   a. Self-respect
   b. Ethics
   c. Professionalism
   d. Morality

6. Civil Law deals with the body of statues and other laws that define conduct which is prohibited by the government and that sets out government sanctions to be imposed on those that breach laws. (02.04 – 3)
   a. True
   b. False
7. Typically, liability exposure for public safety agencies revolves around issues where the service and ______________________ did not meet the expectations of the public. (02.04 – 2B)
   a. Standard of care
   b. Standards of the Telecommunicator
   c. Level of standards
   d. Agency Standards

8. Information disseminated to the public is governed by: (06.06 – 1A, 3A)
   a. Individual agencies, state laws, and federal laws
   b. Agency policies and local government
   c. Agency policies, local government, state laws and federal laws
   d. Local government, state laws and federal laws

9. A deposition (a/k/a “depo”) is the taking of testimony under oath. (02.06 – 2)
   a. True
   b. False

10. FEMA is the acronym for; (11.01 – 4B)
    a. Federal Emergency Management Administration
    b. Florida Emergency Management Agency
    c. Florida Emergency Management Association
    d. Federal Emergency Management Agency

11. NIMS is the acronym for: (11.04 – 1)
    a. National Incident Micromanagement System
    b. Newest Incident Management System
    c. National Incident Management System
    d. National Insurance Management System

12. Telecommunicators should give information, not advice. (07.04)
    a. True
    b. False

13. When dealing with a suicidal caller, the Telecommunicator should not mention the word “suicide” to the caller. (07.07 – 2C)
    a. True
    b. False
14. A subject who has blocked himself in an inaccessible area would be considered a ____________________ subject. (07.06 – 4)
   a. High risk
   b. Not available
   c. Barricaded
   d. Unreachable

15. The ________________________ specifies a series of administrative, physical and technical safeguards for covered entities to ensure the confidentiality, integrity, and availability of electronically protected health information. (02.05 – 3)
   a. Security Rule
   b. HIPAA Privacy Rule
   c. Public Records Law
   d. Sunshine Law

16. The minimum age criteria for a Silver Alert activation is: (07.10 – 2C)
   a. 65
   b. 55
   c. 60
   d. 75

17. Where is NCIC housed? (03.09 – 2A)
   a. Annapolis, Maryland
   b. Washington D.C.
   c. Richmond, Virginia
   d. Clarksburg, West Virginia

18. What is a sign of physical stress? (12.03 – 1A)
   a. Insomnia
   b. Lack of work ethic
   c. Low morale
   d. Difficulty concentrating and remaining focused

19. The DOT Emergency Response Guidebook (ERG) has established a six-digit numbering system to identify materials. (10.06 – 2E)
   a. True
   b. False
20. Dispatch calls with ______________, ______________ and ______________. (06.02 – 4)
   a. accuracy, brevity, courtesy
   b. accuracy, brilliance, clarity
   c. accuracy, brevity, clarity
   d. accuracy, brilliance, confidence

21. What number is used to reach the Florida Relay System, for individuals with hearing and speech impairments, without TDD capabilities? (03.07 – 3)
   a. 911
   b. 511
   c. 711
   d. 411

22. A ________ is a device which gives the ability to receive calls and communicate with citizens who are hearing impaired and/or unable to verbally communicate, through typing instead of speaking. (03.07 – 2)
   a. TDD
   b. DTC
   c. TTD
   d. FRS

23. Decision-making refers to the ability to use sound judgment in the making of decisions based on available facts, prior knowledge or experience when handling calls for service or responding to emergency situations. (04.09 – 1)
   a. True
   b. False

24. The order in which the Telecommunicator needs to ask questions in order to obtain how an incident happened is? (06.01 – 1)
   a. Weapons, where, what, when, how, who
   b. Where, what, when, weapons, who, how
   c. What, when, where, weapons, who, how
   d. How, who, where, when, weapons, what

25. CHEMTREC is an emergency call center that primarily operates Monday-Friday and provides immediate information and assistance to anyone involved in a chemical or hazardous material incident. (10.06-1)
   a. True
   b. False

26. An event that is currently taking place and requires emergency assistance. (07.05-1)
27. ALI is the acronym for: (03.05 – 1)

a. Authorized Location Identifier
b. Automatic Location Identifier
c. Automatic Location Indicator
d. Automatic Listening Indicator

28. Jurisdictions are primarily configured as agency-specific and can be known as, but not limited to, city, county, zone, region, territory or state. (06.09 – 2)

a. True
b. False

29. The entity that obtains criminal justice intelligence utilizing local, state and national databases, inputs criminal justice information that will be added to the FCIC / NCIC hot files, and sends and receives state and national messages pertaining to criminal justice information. (03.02 – F)

a. Communications
b. Teletype
c. Information Technology (IT)
d. Warrants

30. The purpose of NLETS: (03.09 – 2C)

a. Provide for the interstate and/or interagency exchange of medical and fire department information.
b. Provide for the exchange of life-threatening information between interstate and/or interagency personnel.
c. Provide for the interstate and/or interagency exchange of criminal justice and related information.
d. Provide for the interstate and/or interagency exchange of private or confidential information.

31. The DOT Emergency Response Guidebook (ERG) was developed jointly by the U.S. Department of Transportation, Transport Canada and the Secretariat of Communications and Transportation of Mexico. (10.06 – 2A)

a. True
b. False
32. Which abbreviation is not approved for use when communicating with a TDD? (03.07 – 2)
   a. Q
   b. GA
   c. STOP
   d. SKSK

33. NCIC is the acronym for: (03.09 – Chapter cover page)
   a. National Crime Information Computer
   b. National Criminal Information Center
   c. National Criminal Incarceration Center
   d. National Crime Information Center

34. Which section of the “Sunshine Law” that provides that all state, county and municipal records are open for personal inspection and copying by any person. (06.06 – 2B)
   a. 119.01
   b. 119.07
   c. 119.03
   d. 119.04

35. A hospital that provides surgeons and other medical personnel and equipment to provide care for severely injured patients around the clock. (08.08-1)
   a. Surgical
   b. Trauma
   c. Emergency
   d. Fully-equipped

36. Stress is defined as physical, mental or emotional factors that cause bodily or mental tension. (12.01 – 1)
   a. True
   b. False

37. Interpersonal skills encompass communications between ___________ or ___________ people, including verbal and non-verbal communications. (04.02 – 1)
   a. Three, more
   b. One, two
   c. One, more
   d. Two, more

38. During a multi-casualty incident (MCI), which of the following is not part of a Telecommunicator’s role and responsibility? (08.06)
   a. Make notifications and requests of other agencies
b. Dispatch additional resources
  c. Coordinate requests of other agencies
  d. Leave and offer assistance

39. FCIC is based in Tampa and is administered by the Florida Department of Law Enforcement. (03.09 – 1)
   a. True
   b. False

40. When communicating by TDD, the abbreviation for “go ahead” is: (03.07 – 2A)
   a. GoAd
   b. GA
   c. GOA
   d. GoAh

41. The communications cycle is comprised of 5 parts. Which part refers to the content? (04.02 – 4A)
   a. Receiver
   b. Medium
   c. Message
   d. Feedback

42. The first 911 enhanced call was received in Pinellas County, Florida in January, 1980. (01.02 – 3)
   a. True
   b. False

43. The duration of a TERT response ranges from ___________ to ___________ depending upon the location and severity of an incident. (11.08 – 1B4)
   a. Five days, two months
   b. Five weeks, two months
   c. Five days, two weeks
   d. Five months, two years

44. What information cannot be obtained from FCIC? (03.09 – 1A & 1E)
   a. Criminal histories
   b. Stolen credit cards
   c. Stolen guns
   d. Gang files

45. CAD is the acronym for: (03.03 – 1)
   a. Callers Annoying Dispatch
b. Computer Assisted Dispatch
c. Computer Aided Dispatch
d. Call-takers Assisting Dispatch

46. Using an incorrect call classification will not delay a priority call. (05.02 – 4)

   a. True
   b. False

47. All of the following are examples of the impact absences can have on a communications center, except: (01.06 – 3)

   a. Brings families closer together
   b. Increased cost due to overtime
   c. Lowers morale
   d. Places additional workload on others

48. Soreness in one’s joints, headaches, changes in weight or insomnia are all examples of:
   (12.03 – 1A)

   a. Emotional stress
   b. Physical stress
   c. Mental stress
   d. Distress

49. What state first equipped police cars with radio receivers? (01.01 – 1)

   a. California
   b. New York
   c. Alabama
   d. New Jersey

50. A Telecommunicator can be held criminally liable if they violate a law or statute.
   (02.04 – 3 B)

   a. True
   b. False

51. In _______, President Clinton signed Senate Bill 800 declaring 911 as the National Communications Number. (01.02 – 4)

   a. 1994
   b. 1999
   c. 1996
   d. 1998

52. Which is not a form of terrorism? (11.02 – 4)
53. Criminal complaints involve an offense against society and can be penalized by a fine. (07.03 – 1)
   a. True
   b. False

54. The AMBER Alert was established August 30th of what year? (07.10 – 1B)
   a. 2000
   b. 1996
   c. 1998
   d. 2002

55. Which alert relates to serious injury or death of an officer? (07.10 – 3A)
   a. Emergency Alert
   b. Silver Alert
   c. Blue Alert
   d. Code Alert

56. For a barricaded subject, in the negotiation phase, demands have been received, and hostage negotiations are occurring between the suspect and law enforcement. (07.06 – 3A2)
   a. True
   b. False

57. The AMBER Alert program is a voluntary partnership between law enforcement agencies, broadcasters, transportation agencies and the wireless industry, to activate an urgent bulletin regarding:
   a. exploited children
   b. serious child abductions
   c. missing adults
   d. habitual runaways

58. Where was the first two-way radio used? (01.01 – 1)
   a. Bayonne, New Jersey
   b. Manorville, New York
   c. Metuchen, New Jersey
   d. Bayshore, New York
59. What statute advises that no Public Safety Telecommunicator or employee of a state agency or county, city or other political subdivision in the state shall have any interest, financial or otherwise, directly or indirectly, engage in any business transaction or professional activity; or incur any obligation of any nature, which is in substantial conflict with the proper discharge of his/her duties in the public interest? (02.02)

   a. 136
   b. 112.311
   c. 119.131
   d. 114

60. During what phase of a barricaded subject incident would information about the subject be obtained? (07.06 – 4A1)

   a. Termination Phase
   b. Containment Phase
   c. Observation Phase
   d. Approach Phase

61. To fit the criteria for an AMBER Alert activation, a person must be under 21 years of age. (07.10 – D1)

   a. True
   b. False

62. The group whose mission it is to support citizens and first responders to ensure that as a nation we work together to build, sustain and improve our capability to prepare for, protect against, respond to, recover from, and mitigate hazards, is known as: (11.01 – 4B3)

   a. CEMP
   b. FEMA
   c. NORAD
   d. NIMS

63. EMT provide advanced life support to victims. (08.01 – 2)

   a. True
   b. False

64. In 1968 the first 911 test call was made in; (01.02 – 2)

   a. Fort Myers, Florida
   b. Orange County, Florida
   c. Haleyville, Alabama
   d. Detroit, Michigan

65. An Emergency Operations Center (EOC) is located: (11.06 – 1)
a. In another county as to where the incident is occurring  
b. In a centralized location for representatives of emergency support functions  
c. Near the largest county sheriff’s office in the area  
d. Inside a hospital

66. The Florida Crime Information Center (FCIC) collects and maintains and provides criminal justice information to local, state and federal agencies in a complete and accurate manner. (03.09 – 1B)  
   a. True  
   b. False

67. The following are included in the five phases of an active shooter except: (07.06 – 2A)  
   a. Initial  
   b. Fantasy  
   c. Planning  
   d. Preparation

68. An incident that requires an immediate response due to persons in imminent danger of loss of life or limb, or injuries beyond immediate first aid. (06.02 – 1A)  
   a. Urgent  
   b. Non-emergency  
   c. Emergency  
   d. Routine

69. The acronym HIPAA stands for: (06.06 – 1B)  
   a. Health Insurance Protective and Accountability Act  
   b. Health Integrity Protection and Assurance Act  
   c. Health Information Protection and Accountability Act  
   d. Health Insurance Portability and Accountability Act

70. Public Safety Telecommunicators need to be able to discern the differences between criminal and civil law, (02.04 – 1)  
   a. True  
   b. False

71. When Emergency Medical Services responds “cold” to an accident, this means: (08.04 – 2)  
   a. No lights or sirens  
   b. For life-threatening calls or emergencies  
   c. Lights and sirens  
   d. For routine calls
72. _________ use(s) two-way wireless communications between a vehicle and processing center. (03.10 – 1)
   a. TDD
   b. Relay services
   c. Telematics
   d. Communications centers

73. The primary role and responsibilities of a TERT team is to provide mission critical assistance for call-taking and dispatcher functions during and after a disaster incident. (11.08 – 1)
   a. True
   b. False

74. The following are examples of confidential information except: (06.12 – 2A)
   a. Suspect information
   b. Names, addresses and phone numbers
   c. Patient information
   d. Identity of a deceased person before next of kin have been notified

75. Multifunctional dexterity is: (06.10 – 1)
   a. The ability to carry on a conversation with a co-worker while listening to a caller.
   b. The ability to eat food and drink water at your desk.
   c. The ability to sit at your desk for a long period of time without a break
   d. The ability to write, type, listen and talk at the same time

76. Active listening skills include: (04.06 – 1A)
   a. Not passing judgments or jumping to conclusions.
   b. Interrupting when the caller is going on and on
   c. Becoming defensive if the caller becomes defensive
   d. Not showing empathy for a caller’s situation as it shows weakness

77. HIPAA was designed to protect patients from disclosure of protected oral, written or electronic health information. (02.05 – 1)
   a. True
   b. False

78. Stressors that are unique to a Telecommunicator include: (12.02)
   a. Problems with coworkers, supervisors or managers
b. Heavy traffic coming into work, long commutes, or traffic delays
c. Multitasking, life or death situations, urgency, or shift rotations
d. A death in the family, divorce or familial issues

79. Telecommunicators should have knowledge of the skills and capabilities of the unit handling an incident, be aware of resources available, and recognize potential issues that may threaten: (06.05 – 3)

a. Responder and public safety
b. Public safety
c. The surrounding areas
d. First responders

80. Critical Incident Stress Management (CISM) is a structured process for managing the stress involved in a critical incident. (12.04 – 2)

a. True
b. False

81. FEMA is an agency of the U.S. Department of Homeland Security. (11.01 -4B1)

a. True
b. False

82. What basic information is needed by a Telecommunicator for basic questioning techniques? (05.02 – 5)

a. Getting the callers first and last name, address and date of birth
b. Asking if the patient needs an ambulance
c. Finding out if the call just occurred or if it occurred in the past
d. Where, what, when, weapons, who and how

83. A device that gives people the ability to type a conversation instead of speaking. (03.02 – 1B)

a. DTC
b. TTD
c. FRS
d. TDD

84. A fire response may be required in addition to rescue to assist with manpower. (08.09 – 2A)

a. True
b. False

85. Which of the following is not a technical rescue? (09.02 – 4)

a. Trench rescue
b. Confined space rescue

c. Vehicle extrication

d. Brush fires

86. The Telecommunicator must _______, categorize it as an emergency or non-emergency and identify which responders are needed to handle the situation. (05.02 – 2)

a. Befriend the caller
b. Complete the call as quickly as possible
c. Determine the nature of the call
d. Get control of the call

87. Florida’s ________________ was made effective by an Executive Order signed by Charlie Crist on October 8, 2008. (07.10 – 2A)

a. Emergency Operations Plan
b. Silver Alert Plan
c. Blue Alert Plan
d. Terrorism Plan

88. An air rescue transport unit is a licensed aeronautical transport unit used for the purpose of rapid patient transport. (08.07 - 1)

a. True
b. False

89. Jurisdiction assists in determining which resources handle certain areas of the city, county, zone, region, territory or state. (06.09 – 3)

a. True
b. False

90. The following are all techniques to prevent and manage stress, with the exception of: (12.03 – 2)

a. Taking medications
b. Establish proper eating habits
c. Take regular breaks
d. Get adequate sleep

91. All federal, state and local laws for disseminating public information evolve from the Freedom of Information Act, also known as: (06.06 – 1A)

a. Public Law 89.554
b. F.S. 119
c. Federal Law 89.54
d. Public Law 89.54
92. Paramedics provide what type of medical treatment to the injured: (08.02 – 1)
   a. Advanced Life Support
   b. Basic Life Support
   c. Basic Living Support
   d. Advanced Living Support

93. Location is a non-vital piece of information that should be obtained as you can. (05.02 – 5A)
   a. True
   b. False

94. In accordance with federal regulations, TERT team members are prepared to deploy out of state within 3 days. (11.08 – 1B4)
   a. True
   b. False

95. The use of 911 equipment starts with a 911 call via: (03.05 – 2)
   a. landline phone
   b. cellular phone
   c. voice over internet protocol
   d. all of the above

96. The unlawful use or threatened use of force or violence by a person or an organized group against people or property with the intention of intimidating or coercing societies or governments, often for ideological or political reasons defines: (11.02 – 1)
   a. assault
   b. terrorism
   c. stalking
   d. criminal mischief

97. An EMT’s skills include all but: (08.01 – 2)
   a. Immobilization
   b. Basic airway management
   c. Defibrillation
   d. Cardiac monitoring

98. Depositions are taken in front of a judge or jury. (02.06 – 2B)
   a. True
   b. False
99. It is important to give as much information as you can when asked questions in court. (02.06 – 3E)
   a. True
   b. False

100. Fostering teamwork and camaraderie is an example of developing positive interpersonal skills. (04.02 – 3B)
   a. True
   b. False