Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Fire Department Communications Quiz**

1. Which of the following is an advantage of CAD systems?

a. Reduces call holding times

b. Prioritizes incoming calls

c. Reduces voice traffic between dispatch and field units

d. None of the above

1. What is the Standard for Professional Qualifications for Public Service Communicators?

a. NFPA 1061

b. Federal Communications Guidebook #43

c. The Code of Federal Regulations

d. FEMA Rule 12

1. Once an emergency call has been received, dispatch should occur within how many seconds?

a. 30

b. 60

c. 90

d. 120

1. Fire department communications are authorized under licenses granted by:

a. The FCC

b. FEMA

c. State regulatory agencies

d. The state Office of Emergency Management

1. Which members of the fire department usually have the most contact with the public?

a. Firefighters

b. EMS personnel

c. Telecommunicators

d. Fire Prevention Officers

1. Which feature is found only on ENHANCED 9-1-1 (E-9-1-1) systems?

a. Automatic Vehicle Locating capabilities

b. Automatic Location Identification

c. Automatic Number Identification

d. Automatic Call Trace

1. What is the term used to identify distress calls or other urgent messages that must be given over the radio?

a. “MAYDAY”

b. “FIREFIGHTER NEEDS ASSISTANCE”

c. “CODE 30”

d. “EMERGENCY TRAFFIC”

1. Which E-9-1-1 system feature allows the telecommunicator to call back a reporting party’s phone after they have hung up?

a. Ring back

b. Automatic call trace

c. Automatic Location Identification

d. Point-to-point tracing

1. How does computer-aided dispatch assist the telecommunicator?

a. It eliminates the need for map-reading skills.

b. Displays the location of all emergency vehicles as they move around.

c. It eliminates the need for telecommunicators to monitor fire department

resources.

d. It helps determine which unit is closest to a call.

1. List four (4) basic communication skills that a telecommunicator must possess.

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_