Fire Service Communications

1. What is a group of shared frequencies that are controlled by a computer? p. 106

A.) Remoter system
B.) Relaying system
C.) Repeater system
*D.) Trunking system

2. What is a benefit of the CAD system? p. 94

*A.) Speed
B.) Compatibility
C.) Liability
D.) Able to use skeleton crew

3. What do fire department communications depend upon? (p. 103)

A.) Reporter system
*B.) Two-way radio system
C.) Relay tower system
D.) Cell phone system

4. What is the third step in processing an emergency incident? p. 96

A.) Dispatch
*B.) Classification and prioritization
C.) Unit selection
D.) Location validation

5. Which digit in the regional numbering system identifies the fire department to which the apparatus belongs? p. 108

A.) Fourth
*B.) First
C.) Third
D.) Second

6. How many frequencies are used in a repeater system? p. 106

*A.) Two
B.) Four
C.) One
D.) Three

7. What connects two predetermined points? p. 97

A.) Fire-service telephone
*B.) Direct-line telephone
C.) Relay-line telephone
D.) Text telephone

8. Which of the following is permanently mounted in vehicles and powered by the vehicle's electrical system? p. 103-104

A.) Portable radio
B.) Relay radio
*C.) Mobile radio
D.) Base radio

9. What is one of the telecommunicator's most important skills? p. 93

A.) Being able to remember all of the details later
*B.) Being able to gather information from a stressed citizen
C.) Being able to direct the fire department on the next step
D.) Being able to be a professional witness on the stand

10. Which of the following would be found in a fire station? p. 104

*A.) Base station radio
B.) Mobile station radio
C.) Portable station radio
D.) Relay station radio

11. Which is a better alternative for tracking the status of various units by the telecommunicator? p. 102-103

A.) IAP system
*B.) CAD system
C.) Tag system
D.) Radio reporting system

12. What must be used by the telecommunicator to interpret the information given by the caller? p. 97

A.) Partial listening
B.) False listening
C.) Informative listening
*D.) Active listening

13. Who is usually responsible for determining when and where to redeploy units? p. 103

A.) Sector commander
B.) Telecommunicator
*C.) Communications center supervisor
D.) Unit's chief in command

14. How do most fire departments dispatch a call to fire stations? p. 100

*A.) Verbal over speakers in the station
B.) Automatic CAD
C.) Text messages to the commanders
D.) Printed computer message in the station

15. What is the hub of the fire department emergency response system? p. 92

A.) Command post
B.) ICS system
C.) Fire station
*D.) Communications center

16. How often should reports about progress on the fireground be made as a minimum during a working incident? p. 109

*A.) Every 10 to 20 minutes
B.) Every 5 to 10 minutes
C.) Every 30 to 45 minutes
D.) Every 20 to 30 minutes

17. Which connects the caller to a telecommunicator directly? p. 98

A.) List box
B.) Set box
C.) Fire box
*D.) Call box

18. What is the first thing that must be done when initiating a response to a simulated emergency? p. 99-100

*A.) Identify your agency
B.) Ask if there is an emergency
C.) Obtain the incident location
D.) Obtain a callback number

19. Which is **NOT** a correct statement about enhanced 911? p. 98-99

A.) ALI shows the location of the telephone and caller's name
*B.) There is no need to ask the location
C.) Telephone service providers, state regulatory agencies, and local emergency service agencies must keep the database current
D.) The features can save time and lives

20. How are most requests for fire department response made? p. 95

A.) Walk-in
B.) Call box
C.) Relay
*D.) Telephone

21. What is the first responsibility of the telecommunicator? p. 95

*A.) Obtain information needed to dispatch units to the location
B.) Ensure that units arrive on the scene
C.) Locate all available units at the time of the call
D.) Determine if the caller's information is correct

22. What is the minimum number of times that an evacuation warning should be announced? p. 109

*A.) Three
B.) Four
C.) One
D.) Two

23. What do most fire departments use for radio communications? p. 107

A.) Fire terminology
B.) Ten-codes
C.) Radio code system
*D.) Plain English

24. Who staffs the communications center? p. 93

A.) Organizers
B.) Collaborators
*C.) Telecommunicators
D.) Relay workers

25. Who is a primary source for information for the incident report? p. 110

A.) Police officer
*B.) Property owner
C.) Bystanders
D.) Person who reported it

26. Who should be notified when a person walks into the station to report an emergency? p. 98

A.) Incident commander
*B.) Communications center
C.) Fire chief
D.) Shift manager

27. What is the minimum number of different methods for sending a dispatch message that each department must have? p. 100

*A.) Two
B.) One
C.) Four
D.) Three

28. What type of channel do some fire departments use for a talk-around channel for on-scene communications? p. 106

*A.) Simplex
B.) Quadriplex
C.) Duplex
D.) Triplex

29. How long should the communications system be capable of operating during the worst of conditions? p. 93

A.) One day
B.) Several weeks
C.) One week
*D.) Several days

30. What should be done when an important message or instruction is received over the radio? p. 109

*A.) Restate it
B.) Alter it
C.) Write it down
D.) Repeat it verbatim

31. What is considered the most important radio traffic? p. 109

A.) Call for emergency evacuation
B.) Change of tactics/operations
C.) Intermittent roll-call
*D.) Fire fighter call for help

32. Which is **NOT** correct about taking calls at the fire station? p. 111

*A.) Never put the caller on hold
B.) Get as much information from the caller as possible
C.) Advise the communications center if your unit will respond
D.) Answer promptly and professionally

33. How many initial pieces of information are needed to be able to initiate the response? p. 97

A.) Five
*B.) Two
C.) Three
D.) Four

34. At what angle should you speak across the microphone when using a radio? p. 107

A.) 60 degree
*B.) 45 degree
C.) 90 degree
D.) 30 degree

35. Which is **NOT** a correct statement about the communications center? p. 93

A.) It should be protected against natural threats
B.) It should be able to operate during times of civil unrest
C.) There should be backup systems for all of the critical equipment
*D.) It should be open to the public

36. What are used with repeater systems? p. 105

A.) Triplex channels
B.) Quadriplex channels
C.) Simplex channels
*D.) Duplex channels

37. What is the final communications step in an emergency situation? p. 109

*A.) Incident report
B.) Run card
C.) Transcript summary
D.) IAP

38. What is the minimum amount of time you should wait to talk after the "push-to-talk" button has been depressed? p. 107

A.) 3 seconds
B.) 4 seconds
*C.) 2 seconds
D.) 5 seconds

39. How will the IC generally communicate with a telecommunicator in the communications center? p. 102

A.) Via IM
*B.) Via radio
C.) Via text message
D.) Via phone

40. What amount of time can most voice recording systems allow the operator to replay a conversation? p. 94

A.) 5-10 minutes
B.) 15-20 minutes
C.) 20-25 minutes
*D.) 10-15 minutes

41. What can used to list units in proper order of response? p. 100

A.) Pace cards
*B.) Run cards
C.) Response cards
D.) Limit cards

42. What determines the urgency of the call and its priority? p. 100

A.) Location of the problem
B.) Owner of the location
*C.) Nature of the problem
D.) Value of the location