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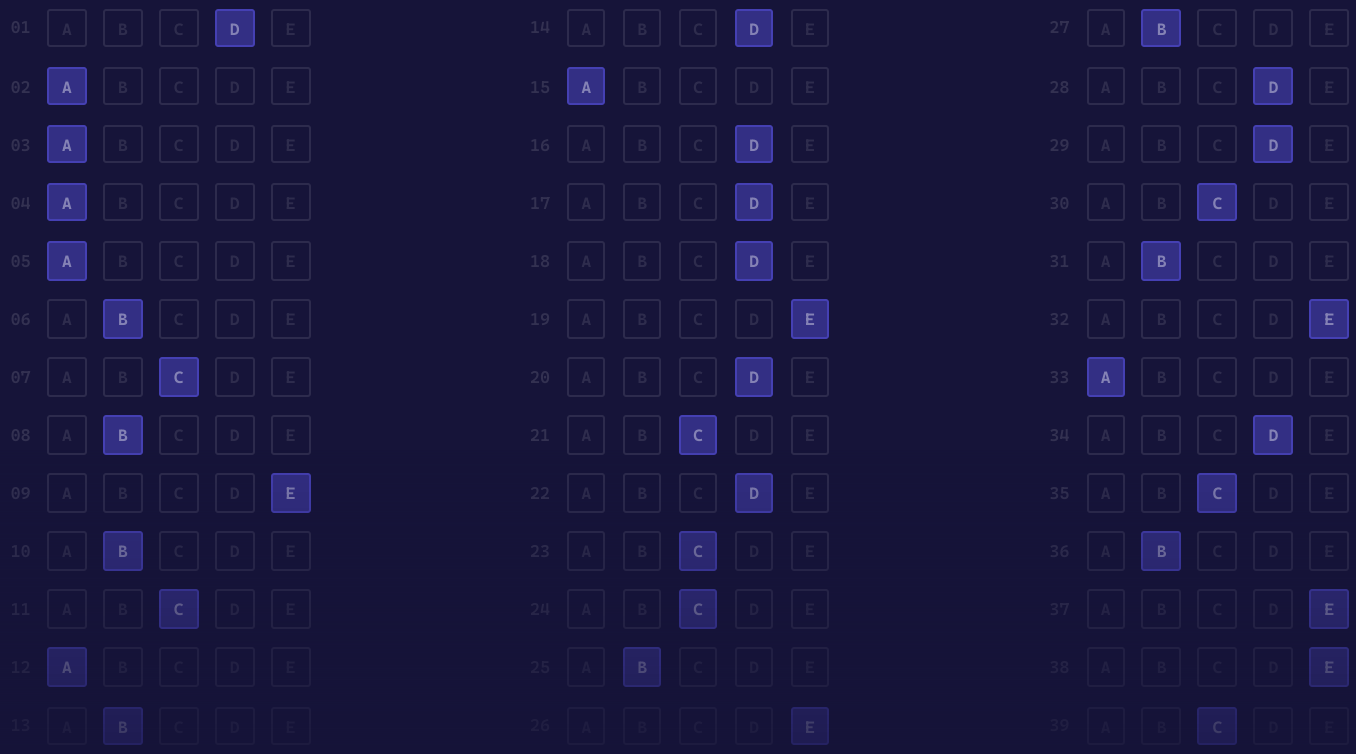

PRACTICE QUESTIONS

Florida Department of Health Testing (FLDOH)

FLPST

FLORIDA PUBLIC SAFETY TELECOMMUNICATOR

EDITION	QUESTIONS	FORMAT
Demo	9	Limited Edition PDF

WEB www.mometrix.net

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Before you begin

What this is

9 practice questions for Florida Department of Health Testing (FLDOH) `FLPST`, each with its answer key and an explanation. Answer a question before you read its key — the explanation is worth more once you have committed.

If something looks wrong

Send us three things and we will check it:

- the exam code, `FLPST`
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

QUESTION 1 SINGLE CHOICE

A 911 caller reports that her neighbor's house is on fire and that the caller can see flames and heavy smoke. Which call priority classification applies to this call?

A **Priority 1 – Emergency (life or property in immediate danger)**

B Priority 2 – Urgent (potential for serious injury or significant property damage)

C Priority 3 – Routine (no immediate threat)

D Priority 4 – Information only / referral

ANSWER A

WHY Structure fires with visible flames and heavy smoke present an immediate, ongoing threat to life and property, which is the textbook example of a Priority 1 emergency call. Priority 2 is reserved for situations where there is potential but not confirmation of immediate danger; Priority 3 and 4 do not match a working structure fire.

QUESTION 2 SINGLE CHOICE

Under Florida public records law, which of the following statements best describes the release of 911 audio recordings and Computer-Aided Dispatch (CAD) records?

A They are automatically posted online within 24 hours of every call

B They are exempt from the Florida Public Records Act and may never be released

C **They are generally releasable upon written request, with statutory redactions for items such as active investigation details and certain personal identifiers**

D They may only be released after a court order, regardless of who requests them

ANSWER C

WHY Florida's Government in the Sunshine / Public Records law treats 911 audio and CAD records as public records. They are releasable upon written request, but agencies routinely redact items protected by statute (for example, certain medical information, identities of confidential informants, or details of active criminal investigations). They are not auto-posted (A), they are not blanket-exempt (B), and a court order is not the only release pathway (D).

QUESTION 3 SINGLE CHOICE

A telecommunicator using a Medical Priority Dispatch (MPD) protocol receives a call about a 60-year-old male who is awake, talking, complaining of chest pressure, diaphoretic, with a history of heart problems. Under the typical determinant logic, which Determinant Code would be assigned?

A 10-D-1 (Not alert)

B 10-C-1 (Abnormal breathing)

C 10-C-3 (Chest pain with a cardiac history, not alert status, priority symptoms)

D 10-A-1 (Ineffective breathing)

ANSWER C

WHY Protocol 10 (Chest Pain) relies heavily on determining whether the patient has a reported history of cardiac problems AND priority symptoms such as chest pressure, diaphoresis, or shortness of breath. A 60-year-old, awake, with chest pressure, sweating, and known cardiac history fits the 10-C-3 (now commonly 10-Delta) bucket depending on the exact revision. The most defensible answer among the listed options is 10-C-3, which captures a patient who is alert but has priority symptoms combined with a cardiac history. 10-D-1 requires not-alert status, which the stem contradicts; 10-A-1 and the breathing codes do not match a stable, talking patient.

QUESTION 4 SINGLE CHOICE

A panicked parent calls 911 reporting that her toddler is unresponsive but breathing. Which of the following is the BEST opening sequence of questions and instructions?

A Ask the parent to stop crying, slow down, and tell you what happened; do not give any instructions until police arrive.

B Immediately give 60 seconds of CPR instructions, then gather history after EMS arrives.

C **Open with a reassurance statement, control the call by requesting the parent listen carefully, obtain the working address and phone number, then move into the MPD pathway for an unresponsive patient who is breathing.**

D Transfer the call to Poison Control because unresponsive toddlers are typically overdoses.

ANSWER C

WHY Standard dispatch training (including MPD and FLDOH-approved curricula) emphasizes opening with reassurance, taking control of an emotional caller, confirming location and callback number first (because disconnect is always a risk), and then following the medical protocol pathway — in this case, Protocol 31 (Unconscious / unresponsive) with breathing, leading to an AED RP and instructions. Telling the caller not to cry or refusing to give instructions (A) violates training; skipping location (B) violates the number-one priority; transferring to Poison Control (D) is inappropriate without a known exposure.

QUESTION 5 SINGLE CHOICE

In the standard phases of Emergency Medical Dispatch, the phase in which the telecommunicator gives pre-arrival instructions, monitors the patient through continued dialogue, and updates responding units is called:

A Phase 1 – Call Taking

B Phase 2 – Dispatch / Scene Management

C **Phase 3 – Post-Dispatch / Telephone Care**

D Phase 4 – Call Termination

ANSWER C

WHY The widely taught EMD model divides the call into Call Taking (Phase 1), Dispatch (Phase 2), and Post-Dispatch / Telephone Care (Phase 3), where the telecommunicator gives Pre-Arrival Instructions (PAIs), provides ongoing telephone care (e.g., coaching CPR, airway maneuvers), and relays updates to responders. 'Phase 4 – Call Termination' is not a recognized phase of the EMD model in standard Florida training materials, making C the correct answer.

QUESTION 6 SINGLE CHOICE

Which of the following best describes a telecommunicator's required behavior when transmitting on a public safety radio frequency in Florida?

A **Speak in a clear, concise manner using plain English and avoid slang or ten-codes when not needed, identify the agency and unit, and end each transmission in a manner permitting acknowledgment.**

B Use ten-codes exclusively and never identify the agency to prevent interception.

C Transmit continuously to keep the channel open so no one else can use it during an incident.

D Use profanity to keep suspects from listening to radio traffic.

ANSWER **A**

WHY Florida APCO/NFPA 1221-style training and standard public-safety radio discipline require plain-language, clear speech; identification of the agency/unit; and an ending that allows confirmation (such as 'over' or 'stand-by'). Continuous transmission, secrecy without identification, and profanity are all violations of FCC rules (Part 90) and Florida public-safety communications policy.

QUESTION 7 SINGLE CHOICE

A caller whispers on a 911 line that her husband is hitting her and that he is still in the room, and she cannot speak freely. Which of the following is the BEST course of action?

A Hang up immediately and call the husband directly to de-escalate.

B **Continue gathering critical information (location, suspect description, weapons) using open-ended and yes/no questions, keep her on the line, and dispatch police code-3.**

C Tell her to yell for help so neighbors will hear.

D Transfer the call to a non-emergency line to avoid escalation.

ANSWER **B**

WHY Standard domestic-violence call-handling training tells telecommunicators that the caller in a covert 911 scenario cannot safely talk, so the telecommunicator should ask yes/no questions and key open-ended questions (location, weapons, children present, suspect description), keep the line open without drawing attention, and dispatch immediately and aggressively (code-3 / Priority 1). The other options either endanger the caller, downgrade the response, or escalate without police protection.

QUESTION 8 SINGLE CHOICE

After completing a particularly traumatic call involving a child death, which of the following actions BEST reflects recommended Critical Incident Stress Management (CISM) practice for a telecommunicator?

A Return to taking 911 calls immediately to avoid dwelling on the incident.

B Suppress all emotion about the call so other coworkers do not worry.

C **Recognize the stress response, document exposure, and participate in a defusing or debriefing offered by the agency's peer support / CISM team.**

D Quit the agency and never work in public safety again.

ANSWER **C**

WHY Critical Incident Stress Management encourages early recognition of stress reactions, documentation of critical incident exposure, and formal peer defusing or debriefing within 24–72 hours — not suppression and not immediate return to unrestricted duty. Quit-and-leave is not a recognized healthy intervention. Returning to live 911 lines without any processing is contrary to established post-incident protocols taught in Florida's telecommunicator training.

QUESTION 9 MULTIPLE CHOICE

Which of the following are considered automatic features that may be presented to a telecommunicator on an incoming 911 call through the ALI / CAD system? (Choose two.)

A **Automatic Location Identification (ALI) providing the caller's address**

B **Automatic Number Identification (ANI) providing the calling phone number**

C Automatic dispatch of every unit to every call without telecommunicator review

D Real-time facial-recognition video of the caller

ANSWER **A** · **B**

WHY ALI (Automatic Location Identification) and ANI (Automatic Number Identification) are the two foundational automatic identifiers presented on 911 calls: ALI returns a location, ANI returns the billing/phone number. C is not correct because dispatch decisions are the telecommunicator's responsibility, not a fully automatic process. D is not correct — real-time facial recognition is not a standard 911 / ALI feature.