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

**Emergency Service Communication Quiz**

1. It is a violation of Federal Communication Commission (FCC) regulations for outside sources such as the news media to monitor emergency service communications.
   1. True
   2. False
2. What is the purpose of TDD/TTY text phones?
   1. To allow hearing impaired individuals to communicate over the telephone system
   2. To allow speech impaired individuals to communicate over the telephone system
   3. Both statements a and b are correct
   4. Both statements a and b are incorrect
3. When receiving calls from public alerting systems, the call taker must be able to acquire all of the necessary information to dispatch personnel quickly and effectively.
   1. Name
   2. Call back number
   3. Location of the incident
   4. All of the above
4. Radio operators must hold the “push to talk” button for a minimum of \_\_\_\_\_\_ seconds before and after speaking.
   1. 1
   2. 2
   3. 3
   4. 4
5. Keeping the “push to talk” button depressed before and after transmissions allows the entire message to be heard without \_\_\_\_\_\_\_ the beginning or ends of messages.
   1. Tearing
   2. Ripping
   3. Clipping
   4. Shredding
6. What percent of the states participate in National Fire Incident Reporting System (NFIRS)?
   1. 70
   2. 80
   3. 90
   4. 100
7. Telecommunicators must effectively answer \_\_\_\_ % of all calls within 30 seconds.
8. 65
9. 75
10. 85
11. 95
12. All alarms must be responded to within
13. 30 seconds
14. One minute
15. A minute and a half
16. Two minutes
17. All \_\_\_\_\_\_ information is forwarded to the United States Fire Administration.
18. Incident report
19. NFIRS
20. TSFIRS
21. All of the above
22. Which of the following uses global positioning satellite (GPS) technology to alert the closest available units to an emergency?
23. AVL
24. CAD
25. NFIRS
26. None of the above