

911 Public Safety Telecommunicators (PST) State Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. What alert is specifically related to the serious injury or death of an officer?**
 - A. Officer Down**
 - B. Law Enforcement Officer (LEO)**
 - C. Emergency Services Alert**
 - D. Critical Incident Alert**

- 2. In which year was the first two-way radio used in Bayonne, New Jersey?**
 - A. 1913**
 - B. 1930**
 - C. 1993**
 - D. 1933**

- 3. Who must recommend the activation of an Amber Alert?**
 - A. FDLE**
 - B. FCIC, FDLE, FBI and local law enforcement agency of jurisdiction**
 - C. The local law enforcement agency of jurisdiction**
 - D. FBI**

- 4. During which phase of a negotiation are demands being received?**
 - A. Preparation phase**
 - B. Evaluation phase**
 - C. Negotiation phase**
 - D. Closure phase**

- 5. What principle states that public safety telecommunicators must not leverage their positions for personal benefits?**
 - A. Gratuity**
 - B. Gifts**
 - C. Personal Gain**
 - D. Duty to Act**

- 6. The Emergency Support Functions (ESF) provide the structure for coordinating federal interagency support for a federal response to an incident.**
- A. True**
 - B. False**
- 7. When was the first telephone added to call booths for police communications?**
- A. 1880**
 - B. 1870**
 - C. 1928**
 - D. 1929**
- 8. Do EMTs provide advanced life support to victims?**
- A. Yes**
 - B. No**
 - C. Only in emergencies**
 - D. Only for trauma cases**
- 9. How should a telecommunicator prioritize calls during a high-volume emergency?**
- A. By the order received**
 - B. By severity of the situation**
 - C. By caller's location**
 - D. By caller's identity**
- 10. What does NIMS stand for?**
- A. National Incident Management System**
 - B. National Integrated Management System**
 - C. National Internal Management Strategy**
 - D. National Incident Measurement System**

Answers

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1. B
2. D
3. C
4. C
5. C
6. A
7. B
8. B
9. B
10. A

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Explanations

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1. What alert is specifically related to the serious injury or death of an officer?

- A. Officer Down**
- B. Law Enforcement Officer (LEO)**
- C. Emergency Services Alert**
- D. Critical Incident Alert**

The alert specifically related to the serious injury or death of an officer is the "Officer Down" alert. This alert serves to quickly inform other law enforcement personnel and emergency services of a critical situation involving an officer, ensuring an immediate and coordinated response. When an officer is seriously injured or has died, activating this alert is crucial for mobilizing the necessary resources and support, both for the officer in need and to protect the safety of other officers in the area. In contrast, while the "Law Enforcement Officer (LEO)" designation refers to the classification of officers, it does not indicate a particular alert type related to injury or death. The "Emergency Services Alert" generally covers a wider range of emergencies and is not specific to law enforcement. Lastly, the "Critical Incident Alert" is a broader term that can encompass various severe incidents but does not specifically denote an officer's injury or death. Thus, the focused nature of the "Officer Down" alert makes it the appropriate choice in this context.

2. In which year was the first two-way radio used in Bayonne, New Jersey?

- A. 1913**
- B. 1930**
- C. 1993**
- D. 1933**

The first two-way radio used in Bayonne, New Jersey, was introduced in 1933. This was a significant development in communication technology, allowing for real-time dialogue between police and dispatch, enhancing response times and operational efficiency in managing public safety. The advent of two-way radios marked a pivotal moment in emergency services, transforming the way public safety agencies interacted and coordinated during incidents. It laid the groundwork for modern communications systems used by emergency responders today. The other years listed do not correspond with this historical milestone in Bayonne. 1913 predates the widespread adoption of radio technology, and while 1930 is close, it is not the specific year of the Bayonne introduction. The year 1993 is far too recent for the establishment of the two-way radio in that context, as this technology was already well established by then. Thus, 1933 is recognized as the accurate year for this advancement in public safety communications in Bayonne.

3. Who must recommend the activation of an Amber Alert?

- A. FDLE
- B. FCIC, FDLE, FBI and local law enforcement agency of jurisdiction
- C. The local law enforcement agency of jurisdiction**
- D. FBI

The activation of an Amber Alert is primarily the responsibility of the local law enforcement agency of jurisdiction. This agency is in the best position to assess the situation regarding a reported child abduction and is equipped to determine if the criteria for an Amber Alert are met. The urgency associated with missing children situations necessitates a quick and localized response, which local law enforcement can provide effectively. They can quickly gather critical information, coordinate the response, and ensure that the alert is disseminated swiftly to the appropriate channels, maximizing the chances of locating the child. In this context, while other organizations such as FDLE, FBI, and FCIC may be involved later in support or oversight roles, the initial recommendation and activation process for the Amber Alert system relies on the assessment of the local agency that is directly managing the incident.

4. During which phase of a negotiation are demands being received?

- A. Preparation phase
- B. Evaluation phase
- C. Negotiation phase**
- D. Closure phase

The negotiation phase is the time when parties actively engage in the back-and-forth exchange of offers and demands. In this phase, the involved parties present their positions, establish their wants and needs, and respond to each other's propositions. The essence of this phase is dialogue and interaction, which allows for clarification and exploration of each side's demands. During the negotiation phase, it's common for each party to articulate their positions, respond to questions, and negotiate terms that may lead to a mutually acceptable agreement. This is distinct from the preparation phase, where parties strategize and gather information, or the evaluation phase, where they assess the options on the table. The closure phase takes place after negotiations are concluded and involves final agreements and formalizing results. Understanding this framework highlights the significance of the negotiation phase as the crucial point for demand exchange and collaborative discussion, making it the correct answer in this context.

5. What principle states that public safety telecommunicators must not leverage their positions for personal benefits?

A. Gratuity

B. Gifts

C. Personal Gain

D. Duty to Act

The principle that public safety telecommunicators must not leverage their positions for personal benefits is rooted in the concept of Personal Gain. This principle emphasizes the ethical obligation of telecommunicators to conduct themselves in a manner that upholds integrity and public trust. By avoiding any actions that could be seen as using their official capacity for personal benefits, telecommunicators help ensure that the services they provide remain impartial and dedicated solely to the safety and well-being of the community. This principle is crucial in maintaining the high standards expected in public safety roles, where individuals are entrusted with sensitive information and the responsibility for public safety. Upholding this principle helps to prevent corruption and promotes accountability within the public safety telecommunications field. In contrast, the other options—gratuity, gifts, and duty to act—do not specifically encapsulate the ethical stance concerning personal benefit and the misuse of authority that is covered under the Personal Gain principle.

6. The Emergency Support Functions (ESF) provide the structure for coordinating federal interagency support for a federal response to an incident.

A. True

B. False

The statement is accurate because the Emergency Support Functions (ESF) indeed serve as a framework for organizing the federal government's response to incidents. Each ESF is aligned with specific federal agencies that provide coordinated support in various scenarios, ensuring an efficient and organized approach to disaster response. By establishing distinct functions, the ESF allows for specialized knowledge and resources to be mobilized swiftly, streamline communication and collaboration among federal agencies, state and local governments, and other partners during emergency situations. This structure is essential for effective disaster management and ensures that the necessary assistance is timely and relevant to the needs of the incident.

7. When was the first telephone added to call booths for police communications?

- A. 1880**
- B. 1870**
- C. 1928**
- D. 1929**

The first telephone added to call booths for police communications was in 1870. This marked a significant innovation in how law enforcement communicated with dispatchers and coordinated responses to incidents. The introduction of the telephone into call booths enabled more rapid reporting of crimes and the ability to request assistance, fundamentally changing the dynamics of public safety communication during that period. In the context of historical advancements, by 1870, the telephone was still a relatively new invention, and its integration into police communication reflected the evolving needs of public safety agencies to improve their operational efficiency and response times. The innovations with communication technology, starting with the telephone, laid the groundwork for the modern emergency communication systems we rely on today.

8. Do EMTs provide advanced life support to victims?

- A. Yes**
- B. No**
- C. Only in emergencies**
- D. Only for trauma cases**

Emergency Medical Technicians (EMTs) are trained to provide basic life support (BLS) rather than advanced life support (ALS). They have skills that enable them to manage situations such as providing CPR, using an automated external defibrillator (AED), and handling airway emergencies. Advanced life support is typically delivered by paramedics or other healthcare providers with specialized training in advanced medical procedures. EMTs play a crucial role in the emergency response system, but their scope of practice is designed to provide critical interventions while ensuring the patient is stabilized and prepared for transport to a medical facility, where more advanced care can be administered. This distinction emphasizes the tiered structure of emergency medical services, where different levels of providers are equipped to handle various aspects of patient care.

9. How should a telecommunicator prioritize calls during a high-volume emergency?

- A. By the order received**
- B. By severity of the situation**
- C. By caller's location**
- D. By caller's identity**

Prioritizing calls by the severity of the situation is crucial during high-volume emergencies. This approach ensures that the most pressing and life-threatening incidents receive immediate attention and resources. For example, if a call reports an active shooter or a fire in a densely populated area, it will be prioritized over non-emergency situations or minor incidents. By assessing the urgency and potential impact of the situation described in each call, telecommunicators can efficiently allocate police, fire, or medical resources to where they are needed the most. This not only helps in managing public safety more effectively but also ensures that those in dire situations are assisted promptly, potentially saving lives and mitigating harm. Other prioritization methods, such as the order received, caller's location, or caller's identity, may not adequately address the immediate threats to life and property. They could lead to critical delays in response time for the most severe situations. Thus, evaluating the severity of each call is fundamental to effective emergency management.

10. What does NIMS stand for?

- A. National Incident Management System**
- B. National Integrated Management System**
- C. National Internal Management Strategy**
- D. National Incident Measurement System**

NIMS stands for the National Incident Management System, which is a key initiative in the United States designed to provide a systematic, proactive approach to guide government agencies at all levels, non-governmental organizations, and the private sector in their response to and recovery from incidents, both large and small. The purpose of NIMS is to ensure that responders can work together effectively during emergencies, regardless of their jurisdiction or discipline. This includes standards for organizing response operations, managing resources, and facilitating communication among various agencies. By establishing standardized structures, terminologies, and procedures, NIMS strengthens the capabilities of all levels of government and the private sector to promote preparedness, response, recovery, and mitigation efforts. This understanding aligns with the principles of emergency management, which emphasize collaboration, efficiency, and effective communication among all stakeholders involved in disaster response and recovery.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://911pststate.examzify.com>

We wish you the very best on your exam journey. You've got this!

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