

Florida NENA Emergency Number Professional (ENP) Practice Test (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. Which phase involves activities before an emergency to plan and prepare?**
 - A. Mitigation**
 - B. Response**
 - C. Recorder**
 - D. Preparedness**

- 2. Which law addresses wage discrimination based on sex?**
 - A. Civil Rights Act.**
 - B. Age Discrimination Act.**
 - C. Equal Pay Act.**
 - D. Vocational Rehabilitation Act.**

- 3. Which document mandated Enhanced 911 services for wireless users?**
 - A. FCC Report and Order 94-102**
 - B. Title VII of the Civil Rights Act**
 - C. Americans with Disabilities Act**
 - D. Equal Pay Act**

- 4. What is the name of the act that established the National E9-1-1 Implementation and Coordination Office?**
 - A. Enhance 911 Act**
 - B. NET 911 Improvement Act**
 - C. Public Safety Act**
 - D. Emergency Number Act**

- 5. Executive Order 11375 amended which order and what did it require?**
 - A. Amended order 11246; required elimination of discriminatory practices toward current employees and applicants.**
 - B. Amended 11246; eliminated all affirmative action.**
 - C. Amended 11478; required sexual orientation protections.**
 - D. Amended 10988; established labor-management relations.**

- 6. Which act authorizes a Federal PSAP grant program?**
- A. NET 911 Improvement Act**
 - B. Public Safety Act**
 - C. Enhance 911 Act**
 - D. Emergency Communications Act**
- 7. ACD - Automatic Call Distribution is best described as:**
- A. A feature in the call handling equipment that sends the call to the next available call taker.**
 - B. A device that backs up power.**
 - C. A method for recording screens.**
 - D. A data retrieval system.**
- 8. Which act establishes 9-1-1 as the universal emergency number and requires enhanced 911, including for non-landline phones?**
- A. Wireless Communications and Public Safety Act**
 - B. Telecommunications Act of 1996**
 - C. Communications Act of 1934**
 - D. National Telecommunications Act**
- 9. Which description best defines the term law?**
- A. A suggestion for social etiquette**
 - B. A system of rules enforced by governments to govern behavior**
 - C. A voluntary code among corporations**
 - D. A religious doctrine**
- 10. GINA—Genetic Information Nondiscrimination Act of 2008—prohibits discrimination based on genetic information and retaliation against those who complain about discrimination. When did GINA become effective?**
- A. Genetic Information Nondiscrimination Act of 2008**
 - B. Genetic Privacy Act**
 - C. Genetic Information Protection Act**
 - D. Genetic Data Rights Act**

Answers

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

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Explanations

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1. Which phase involves activities before an emergency to plan and prepare?

- A. Mitigation**
- B. Response**
- C. Recorder**
- D. Preparedness**

Preparedness is the activities you undertake before an emergency to plan and get ready to respond. This includes developing plans, training personnel, conducting drills and exercises, coordinating with other agencies, stocking equipment and supplies, and setting up communication systems. These steps create a ready posture so that when an event occurs, response can be organized and effective. While mitigation also happens before events to reduce potential harm, its focus is on lessening impact rather than building the readiness to respond. The option that isn't a recognized pre-event phase isn't applicable here.

2. Which law addresses wage discrimination based on sex?

- A. Civil Rights Act.**
- B. Age Discrimination Act.**
- C. Equal Pay Act.**
- D. Vocational Rehabilitation Act.**

Wage discrimination based on sex is addressed by the Equal Pay Act. This law, part of the Fair Labor Standards Act, requires men and women to receive equal pay for jobs that require substantially equal skill, effort, and responsibility, and are performed under similar working conditions, in the same establishment. It targets pay differences for equal work between the sexes and allows exceptions only when the differential is based on factors other than sex, such as seniority, merit, quantity or quality of production, or other non-sex factors. The Civil Rights Act also protects against sex discrimination in employment but is broader than pay for equal work. The other laws mentioned cover different areas—age discrimination and discrimination against people with disabilities.

3. Which document mandated Enhanced 911 services for wireless users?

- A. FCC Report and Order 94-102**
- B. Title VII of the Civil Rights Act**
- C. Americans with Disabilities Act**
- D. Equal Pay Act**

The question tests knowledge of the regulatory action that first required Enhanced 911 services for wireless users. The governing document is the FCC's Report and Order 94-102, which established the basic rules for wireless E911. This order created the obligation for wireless carriers to implement E911 features, such as routing 911 calls to the correct public safety answering point and providing caller identification and location information to help responders. Why this is the best answer: only the FCC Report and Order 94-102 addresses wireless E911 requirements and sets the formal framework for how wireless 911 calls must be handled, whereas the other items—Title VII of the Civil Rights Act, the Americans with Disabilities Act, and the Equal Pay Act—concern civil rights, disability rights, and wage equality, not emergency communications mandates.

4. What is the name of the act that established the National E9-1-1 Implementation and Coordination Office?

- A. Enhance 911 Act**
- B. NET 911 Improvement Act**
- C. Public Safety Act**
- D. Emergency Number Act**

The Enhance 911 Act is the one that established the National E9-1-1 Implementation and Coordination Office. This act created a dedicated office to lead nationwide E9-1-1 efforts, coordinating policy, standards, and deployment across federal, state, and local levels, and it positioned this work within the National Telecommunications and Information Administration as part of the National 9-1-1 Program. The other acts relate to different aspects or later updates of 9-1-1 policy and do not serve as the origin of that coordinating office.

5. Executive Order 11375 amended which order and what did it require?

- A. Amended order 11246; required elimination of discriminatory practices toward current employees and applicants.**
- B. Amended 11246; eliminated all affirmative action.**
- C. Amended 11478; required sexual orientation protections.**
- D. Amended 10988; established labor-management relations.**

Executive Order 11375 expanded the protections already in place for federal contractors by adding sex as a protected characteristic and requiring affirmative action to eliminate discrimination. That means it amended the existing order, EO 11246, to prohibit discrimination based on sex and to ensure equal employment opportunities for women as well as minorities. The description in the choice—that it amended EO 11246 and required elimination of discriminatory practices toward current employees and applicants—captures this expansion and the ongoing duty to address discrimination in employment. The other options don't fit: EO 11375 did not eliminate affirmative action, nor did it pertain to sexual orientation protections or to the labor-management relations provisions associated with EO 10988 or to EO 11478.

6. Which act authorizes a Federal PSAP grant program?

- A. NET 911 Improvement Act**
- B. Public Safety Act**
- C. Enhance 911 Act**
- D. Emergency Communications Act**

The Enhance 911 Act is the one that authorizes a federal PSAP grant program. It established the National 911 Program and explicitly provides for grants to support states and PSAPs in planning, implementing, and upgrading Enhanced 911 and Next Generation 911 services. This funding helps with equipment, infrastructure, training, and GIS/data improvements needed for modern 911 systems. The other acts focus on different aspects of 911 (such as provider responsibilities or data and standards) and do not establish a broad federal PSAP grant program.

7. ACD - Automatic Call Distribution is best described as:

- A. A feature in the call handling equipment that sends the call to the next available call taker.**
- B. A device that backs up power.**
- C. A method for recording screens.**
- D. A data retrieval system.**

Automatic Call Distribution is a feature in the call handling system that routes incoming calls to the next available call taker. In a PSAP, when a 911 call comes in, the ACD places the caller in a queue and automatically connects them to the first telecommunicator who is free and capable of handling the call, often using rules like skills-based routing and current workload to match the right person to the caller. This helps minimize wait times and ensures calls are handled efficiently by trained staff. It's not about power backup, which would be something like a UPS; it's also not about recording screens or retrieving data from a system.

8. Which act establishes 9-1-1 as the universal emergency number and requires enhanced 911, including for non-landline phones?

- A. Wireless Communications and Public Safety Act**
- B. Telecommunications Act of 1996**
- C. Communications Act of 1934**
- D. National Telecommunications Act**

Designing 9-1-1 as the universal emergency number and requiring enhanced 9-1-1 capabilities, including for non-landline phones, is established by the Wireless Communications and Public Safety Act. This law explicitly designates 9-1-1 as the nationwide emergency number and pushes the transition to enhanced services so that wireless calls—along with landlines—provide PSAPs with the caller's location and other important data. It creates the framework for wireless carriers to deliver Phase II location information to responders and to support accurate routing to the appropriate PSAP. The other acts mentioned focus on different regulatory goals—such as telecommunications market competition or the broader regulatory framework for communications—and do not specifically establish 9-1-1 as the universal number or mandate wireless E-911.

9. Which description best defines the term law?

- A. A suggestion for social etiquette**
- B. A system of rules enforced by governments to govern behavior**
- C. A voluntary code among corporations**
- D. A religious doctrine**

Law is a system of rules created and enforced by governments to regulate behavior and maintain order. This means rules are binding within a jurisdiction, with formal enforcement by police, courts, and sanctions for violations. This makes law different from informal social etiquette (norms without government penalties), voluntary corporate codes (guidelines that aren't generally enforceable by the state), and religious doctrines (moral guidelines that operate outside governmental enforcement).

10. GINA—Genetic Information Nondiscrimination Act of 2008—prohibits discrimination based on genetic information and retaliation against those who complain about discrimination. When did GINA become effective?

A. Genetic Information Nondiscrimination Act of 2008

B. Genetic Privacy Act

C. Genetic Information Protection Act

D. Genetic Data Rights Act

GINA is the Genetic Information Nondiscrimination Act, enacted in 2008. The option that names the actual law and the year—Genetic Information Nondiscrimination Act of 2008—is the best choice because it directly identifies the statute involved in prohibiting discrimination based on genetic information and retaliation for complaints. The other options are not real statutes and don't correspond to the law's official name. While GINA was signed into law in 2008 (May 21, 2008), exam contexts often focus on recognizing the act and its year, rather than a specific later effective date for all provisions.

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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://flnaenp.examzify.com>

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

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