

FLORIDA NENA EMERGENCY NUMBER PROFESSIONAL (ENP) PRACTICE TEST (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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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. The National E9-1-1 Implementation and Coordination Office coordinates the deployment and implementation of 9-1-1 and E9-1-1 at which levels?**
 - A. Federal, State, and local levels
 - B. Only Federal level
 - C. International levels
 - D. State and local levels
- 2. Known at the wage-hour law, which Act established minimum wages and maximum hours for workers engaged in covered Interstate commerce, and in 2004 new regulations provided criteria for determining which employees are subject to or exempt from the overtime?**
 - A. Wage and Hour Act
 - B. Fair Labor Standards Act
 - C. Americans with Disabilities Act
 - D. Equal Pay Act
- 3. What term describes a small section of the spectrum where channels are assigned by the FCC or CRTC to prevent interference?**
 - A. radio waves
 - B. UHF - Ultra High Frequency
 - C. GPS - Global Positioning
 - D. band
- 4. Which act requires affirmative action to hire, retain, and promote qualified individuals with disabilities for federal contracts over \$2,500?**
 - A. Age Discrimination Act.
 - B. Equal Pay Act.
 - C. Vocational Rehabilitation Act.
 - D. Civil Rights Act.
- 5. What do Mobile Data Systems provide in responder vehicles?**
 - A. Systems that use ruggedized computers in responder vehicles to obtain information directly from databases connected to CAD and RMS.
 - B. A device used to communicate with hearing impaired.
 - C. A tool to graphically display caller locations.
 - D. A system that automatically logs calls for billing.

- 6. Selective Routing is the process by which 9-1-1 calls are routed to the appropriate PSAP.**
- A. A method of identifying caller location.
 - B. The mechanism that directs 9-1-1 calls to the correct Public Safety Answering Point (PSAP) based on routing criteria.
 - C. A feature that blocks telemarketing.
 - D. A procedure to assign ESN.
- 7. A Switching system that provides traffic concentration and distributes calls between end offices or to an inter-exchange carrier.**
- A. End Office
 - B. Exchange Area
 - C. Selective Router
 - D. TSP
- 8. What is the function of the Legacy Network Gateway (LNG) in NG911?**
- A. A gateway interconnecting legacy wireline/wireless networks to NG911
 - B. A satellite backup system
 - C. A data storage facility
 - D. A firewall for internal networks
- 9. Which items are typically included in the Operational Budget?**
- A. Personnel (hourly, overtime, vacation, sick time), utilities, office supplies, rents/leases, and system maintenance.
 - B. 9-1-1 equipment, CAD systems
 - C. Radio systems, consoles
 - D. Training scholarships
- 10. What is the primary function of the Emergency Call Routing Function (ECRF)?**
- A. It routes emergency calls to the correct PSAP using location input and provides a universal resource identifier to route the call
 - B. It processes billing information
 - C. It stores call recordings for QA
 - D. It translates calls into multilingual text

Answers

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

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Explanations

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1. The National E9-1-1 Implementation and Coordination Office coordinates the deployment and implementation of 9-1-1 and E9-1-1 at which levels?

- A. Federal, State, and local levels
- B. Only Federal level**
- C. International levels
- D. State and local levels

Coordinating 9-1-1 and E9-1-1 deployment involves collaboration across all levels that shape emergency communications: federal, state, and local. The national office provides overarching guidance, standards, and funding mechanisms to ensure consistency and interoperability across the country. States interpret and implement that guidance through statewide 9-1-1 plans, governance, and the distribution of resources to localities. Local PSAPs handle the on-the-ground implementation—routing calls, managing the data and GIS layers, and integrating local systems with statewide and national frameworks. This multi-level approach is necessary because national standards alone don't capture local variations, while local deployment without federal coordination could fragment practices and data. International levels aren't part of this national coordination structure, which is why the focus is on federal, state, and local levels.

2. Known at the wage-hour law, which Act established minimum wages and maximum hours for workers engaged in covered Interstate commerce, and in 2004 new regulations provided criteria for determining which employees are subject to or exempt from the overtime?

- A. Wage and Hour Act
- B. Fair Labor Standards Act**
- C. Americans with Disabilities Act
- D. Equal Pay Act

The fundamental law here is the Fair Labor Standards Act, which established federal minimum wage and overtime protections for workers engaged in interstate commerce. It requires non exempt employees to be paid overtime—typically at one and a half times their regular rate—for hours worked over 40 in a workweek. The act covers many private and public sector workers, with coverage extending to those involved in interstate commerce or work connected to it. In 2004, the Department of Labor issued regulations to clarify which employees qualify for overtime exemptions, outlining the criteria for determining exemption status based on job duties and, in many cases, salary requirements. This helps distinguish those who must receive overtime from those who are exempt from it. The other acts mentioned address different workplace rights (disability access, equal pay for equal work, etc.) and do not establish the general overtime framework described by the Fair Labor Standards Act.

3. What term describes a small section of the spectrum where channels are assigned by the FCC or CRTC to prevent interference?

- A. radio waves
- B. UHF - Ultra High Frequency
- C. GPS - Global Positioning

D. band

Managing spectrum relies on assigning defined slices of frequencies to keep services from stepping on each other. A band is a defined block of frequencies allocated to a particular service or purpose. By designating these bands, regulators like the FCC or CRTC organize the spectrum so different systems can operate without interference, with channels negotiated or assigned within those bands. So the term that describes a small section of the spectrum where channels are assigned to avoid interference is band. The other terms describe broader concepts or specific systems (radio waves are the signals themselves, UHF is a frequency range, GPS is a location-based system), but they do not name the conceptual slice of spectrum used to organize channels.

4. Which act requires affirmative action to hire, retain, and promote qualified individuals with disabilities for federal contracts over \$2,500?

- A. Age Discrimination Act.
- B. Equal Pay Act.

C. Vocational Rehabilitation Act.

D. Civil Rights Act.

The concept tested is the affirmative-action requirement for people with disabilities in federal contracting. The Vocational Rehabilitation Act (often invoked as such) specifically mandates that federal contractors with contracts above a certain value take affirmative steps to recruit, hire, retain, and promote qualified individuals with disabilities, and to provide reasonable accommodations. This obligation is what ensures opportunities for qualified applicants with disabilities within those contracting relationships, beyond simple nondiscrimination. This is distinct from the other laws listed. The Age Discrimination Act prohibits age-based discrimination in programs receiving federal funds. The Equal Pay Act addresses wage differences based on sex. The Civil Rights Act prohibits discrimination on race, color, religion, sex, or national origin. None of those enactments establish the disability-focused affirmative-action program tied to federal contracts that the Vocational Rehabilitation Act provides.

5. What do Mobile Data Systems provide in responder vehicles?

A. Systems that use ruggedized computers in responder vehicles to obtain information directly from databases connected to CAD and RMS.

- B. A device used to communicate with hearing impaired.
- C. A tool to graphically display caller locations.
- D. A system that automatically logs calls for billing.

Mobile Data Systems are designed to give responders real-time access to information directly in the field. They equip responder vehicles with ruggedized computers that connect to the agency's centralized databases, pulling data from systems like CAD (Computer-Aided Dispatch) and RMS (Records Management System). This setup allows field personnel to view incident details, responder status, location data, and related records without having to return to a station, improving situational awareness and decision-making on the scene. Other options describe useful tools in different contexts, such as accessibility devices or general mapping functions, or functions like call logging for billing. But the defining role of Mobile Data Systems in responder vehicles is the direct, real-time access to CAD/RMS data via the mobile computer.

6. Selective Routing is the process by which 9-1-1 calls are routed to the appropriate PSAP.

A. A method of identifying caller location.

B. The mechanism that directs 9-1-1 calls to the correct Public Safety Answering Point (PSAP) based on routing criteria.

C. A feature that blocks telemarketing.

D. A procedure to assign ESN.

Selective Routing is the mechanism that directs 9-1-1 calls to the correct Public Safety Answering Point (PSAP) based on routing criteria. It uses location data and ESN mappings to determine which PSAP is responsible for the caller, ensuring the emergency is handled by the appropriate agency. This is distinct from simply identifying a caller's location, blocking telemarketing, or just assigning an ESN—the routing process sits at the level of delivering the call to the right PSAP using predefined criteria.

7. A Switching system that provides traffic concentration and distributes calls between end offices or to an inter-exchange carrier.

A. End Office

B. Exchange Area

C. Selective Router

D. TSP

This question tests how 9-1-1 network switches manage call flow. A selective router is the node that gathers many 9-1-1 trunks from multiple local end offices and concentrates that traffic, then distributes each call to the appropriate destination—either the correct PSAP via an end office or to an inter-exchange carrier for routing to another area. In other words, it centralizes incoming 9-1-1 traffic and directs it to the right place based on the caller's location information. The other options don't perform this cross-office concentration and routing role: an End Office is the local switch that terminates subscriber lines and handles basic call processing but doesn't aggregate traffic from multiple offices or route to IECs; an Exchange Area is a geographic grouping rather than a switching node; and a TSP (Toll Service Provider) is a service provider, not the routing switch in a 9-1-1 network.

8. What is the function of the Legacy Network Gateway (LNG) in NG911?

A. A gateway interconnecting legacy wireline/wireless networks to NG911

B. A satellite backup system

C. A data storage facility

D. A firewall for internal networks

The Legacy Network Gateway is the bridge between old-style 9-1-1 networks and the IP-based NG911 system. Its job is to interconnect legacy wireline and wireless networks with NG911 so that calls and accompanying data can travel smoothly into the NG911 environment and reach the appropriate PSAP. It handles the signaling and protocol translation needed when a legacy network (which may use different signaling methods) talks to the NG911 components, ensuring caller information like location and ANI/ALI data can be delivered where it's needed. It's not a satellite backup system, a data storage facility, or a firewall; its purpose is interworking between legacy networks and NG911.

9. Which items are typically included in the Operational Budget?

- A. Personnel (hourly, overtime, vacation, sick time), utilities, office supplies, rents/leases, and system maintenance.
- B. 9-1-1 equipment, CAD systems
- C. Radio systems, consoles
- D. Training scholarships

The main idea here is that the Operational Budget is for the day-to-day costs required to keep the PSAP running. It should cover ongoing expenses that recur regularly as the center operates, not large one-time purchases or upgrades. The best choice lists personnel costs (hourly wages, overtime, vacation, sick time), utilities, office supplies, rents/leases, and system maintenance. These are all recurring expenses that support daily operations—paying staff, keeping the lights on, buying consumables, renting space, and maintaining the software and hardware the center relies on. Items like 9-1-1 equipment, CAD systems, and radio systems are typically capital expenditures or major upgrades. They involve large, upfront purchases funded through a capital budget or project funding rather than the ongoing operating budget. Training scholarships are more aligned with a training or personnel development budget. While some training costs may appear in operating budgets, scholarships as a distinct line item aren't a standard part of the day-to-day operating costs.

10. What is the primary function of the Emergency Call Routing Function (ECRF)?

- A. It routes emergency calls to the correct PSAP using location input and provides a universal resource identifier to route the call
- B. It processes billing information
- C. It stores call recordings for QA
- D. It translates calls into multilingual text

The Emergency Call Routing Function primarily acts as the routing brain for 911 calls in NG911. It uses the caller's location information to determine which PSAP should handle the call and provides a universal resource identifier to route the call through the ESI-net to that PSAP. This combination ensures the call reaches the correct dispatcher quickly, with the necessary routing data accompanying it. It does not handle billing, store or QA call recordings, or translate or transcribe calls—those functions belong to other systems such as billing platforms, call recording/QA tools, or translation services.

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://flnenaenp.examzify.com>

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

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