

LEE CONTROL END OF CALL TAKING CLASSROOM PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE

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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 status code means Arrived on-scene - unit has arrived at the location of an assigned event?
 - A. AR
 - B. ER
 - C. TR
 - D. OL
2. Which protocol number is used for Outside/ Other Fires scenario?
 - A. 32
 - B. 67
 - C. 69
 - D. 55
3. What symbol is used to verify a commonplace?
 - A. #
 - B. %
 - C. &
 - D. @
4. Which protocol covers Electrocution / Lightning?
 - A. Electrocution / Lightning
 - B. Heart Problems / A.I.C.D.
 - C. Diabetic Problems
 - D. Hemorrhage / Lacerations
5. What is the Delta code for Cape Coral Hospital?
 - A. D04
 - B. D01
 - C. D02
 - D. D03

- 6. Which PSAP handles a 9-1-1 call when it is transferred from the Primary PSAP?**
- A. Primary PSAP
 - B. Secondary PSAP
 - C. Tertiary PSAP
 - D. Backup PSAP
- 7. What is a key characteristic of Wireless Phase II?**
- A. Dispatchable location based on triangulation of towers.
 - B. Tower site
 - C. GPS-based only
 - D. None of the above
- 8. Which option describes a valid CAD login credential?**
- A. Kronos# + START
 - B. Kronos# + 911911
 - C. Hexagon 9.4
 - D. Vesta
- 9. Which statement best describes the purpose of a Rapid Intervention Team during a structure fire?**
- A. To manage water supply at the incident.
 - B. To document accountability reports.
 - C. To rapidly intervene and rescue firefighters in distress.
 - D. To coordinate ventilation strategies.
- 10. The 50's numbering is assigned to which district?**
- A. ESFD
 - B. SAFD
 - C. SCFD
 - D. PIFD

Answers

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

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Explanations

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1. Which status code means Arrived on-scene - unit has arrived at the location of an assigned event?

- A. AR**
- B. ER
- C. TR
- D. OL

Status codes track where a unit is in relation to an incident. Arrived on-scene communicates that the unit has reached the location and is ready to take on on-scene tasks. That makes AR the best choice because it explicitly signals arrival at the scene. The other codes describe other stages—being en route, transporting, or a different status not indicating arrival—so they don't indicate that the unit has reached the incident location.

2. Which protocol number is used for Outside/ Other Fires scenario?

- A. 32
- B. 67**
- C. 69
- D. 55

Matching a call to the correct fire protocol is essential because each scenario has its own tailored questions and actions. For Outside/Other Fires, the protocol is built for fires happening away from structures—brush, grass, vehicles, or other exterior flames. It prompts the dispatcher to gather precise location and fire type, determine if the flames threaten exposures, identify any people involved, note hazards (fuel sources, electricity, hazardous materials), and assess weather, terrain, and water needs. It also guides what additional units or equipment may be necessary. Using this specific protocol ensures the call taker collects the right information and dispatches appropriately, rather than using an interior-fire or different-fire protocol that wouldn't cover exterior hazards or resource needs. The other protocol numbers correspond to different fire scenarios, so they wouldn't fit the Outside/Other Fires situation as well.

3. What symbol is used to verify a commonplace?

- A. #
- B. %
- C. &
- D. @**

The symbol used to verify a commonplace is the at sign because it stands for the word "at," which is commonly used to indicate a location. In documentation and dispatcher workflows, marking something with @ provides a quick, clear cue that the entry is tied to a specific place, helping confirm the exact commonplace involved. Other symbols have different primary uses—numbers or hashtags for enumeration, percentage for a portion, and the ampersand for "and"—so they don't convey location verification as directly as the at sign.

4. Which protocol covers Electrocution / Lightning?

- A. Electrocution / Lightning**
- B. Heart Problems / A.I.C.D.
- C. Diabetic Problems
- D. Hemorrhage / Lacerations

Electrical injuries require a distinct approach because the danger and effects go beyond visible damage. Electrocution and lightning can disrupt heart rhythm, stop breathing, and cause hidden burns or spinal injuries, even if the person looks okay at first. That's why the protocol named Electrocution / Lightning is the right framework—it specifically guides responders to handle the unique hazards of electricity: safely removing the person from the source, ensuring airway, breathing, and circulation, monitoring for cardiac arrhythmias, treating both obvious and hidden burns, and deciding on appropriate transport. The other topics don't fit this scenario. Cardiac device issues cover problems with implants like an AICD, not electrical injury from a source, diabetic problems address glucose emergencies, and hemorrhage / lacerations focus on bleeding injuries.

5. What is the Delta code for Cape Coral Hospital?

- A. D04**
- B. D01
- C. D02
- D. D03

Delta codes identify the destination hospital in the EMS system. Cape Coral Hospital is assigned the D04 code in the local roster, which is why that option is the correct one. This mapping reflects the hospital's location and the services it provides, helping dispatch and field crews route patients quickly and ensure receiving staff are prepared for the patient's needs. Other codes correspond to nearby facilities, so using D04 directs the patient to Cape Coral Hospital when that facility is the appropriate destination based on triage, transport rules, and available capabilities.

6. Which PSAP handles a 9-1-1 call when it is transferred from the Primary PSAP?

- A. Primary PSAP
- B. Secondary PSAP**
- C. Tertiary PSAP
- D. Backup PSAP

When a 9-1-1 call needs resources or capabilities outside what the Primary PSAP can provide, the call is transferred to the next appropriate PSAP. The center that receives and handles the call after that transfer is the Secondary PSAP. It takes over dispatch duties, coordinates with the Primary PSAP as needed, and engages the responders within its jurisdiction. A Tertiary PSAP is involved only if further escalation or multi-agency coordination is required, while a Backup PSAP is a standby facility to handle calls if the Primary PSAP is unavailable.

7. What is a key characteristic of Wireless Phase II?

A. Dispatchable location based on triangulation of towers.

B. Tower site

C. GPS-based only

D. None of the above

Wireless Phase II delivers a dispatchable location by using signals from multiple cell towers to triangulate the caller's position. This means the system can provide a precise, actionable location that responders can use to reach the caller, not just a rough area. While GPS data from the handset may be available and improve accuracy, Phase II is not GPS-only; it relies on network-based triangulation to determine the location when GPS isn't available or as a supplement. That combination—a fixed, dispatchable location derived from triangulation of tower signals—is the defining characteristic. The other options don't capture that the important outcome is a usable, dispatchable position, rather than simply the tower site or GPS-only data.

8. Which option describes a valid CAD login credential?

A. Kronos# + START

B. Kronos# + 911911

C. Hexagon 9.4

D. Vesta

A valid CAD login credential combines a system or user identifier with a password in a standard format. The chosen option clearly shows Kronos as the system, a separator (#), and a password (START), which matches the typical pattern used in CAD practice where both parts are required and clearly delineated. The other options don't fit because they either lack a password, use a password that doesn't follow the expected format, or present something that isn't a credential (like a version string or just a name).

9. Which statement best describes the purpose of a Rapid Intervention Team during a structure fire?

A. To manage water supply at the incident.

B. To document accountability reports.

C. To rapidly intervene and rescue firefighters in distress.

D. To coordinate ventilation strategies.

The purpose of a Rapid Intervention Team is to provide an immediate rescue capability for firefighters who are in distress inside a structure fire. In high-risk environments, conditions can deteriorate fast, trapping a responder or leaving them unable to retreat. A RIT is strategically positioned with trained personnel and the necessary gear to locate, extricate, and assist the downed firefighter, and to supply emergency air or medical aid as needed, using a rapid Mayday response protocol. This readiness to intervene quickly is what sets the RIT apart and defines its role on the fire ground. Other tasks described are essential to incident operations but belong to different functions. Managing water supply supports the initial fire attack but is not the RIT's primary function. Documenting accountability reports is important for tracking crews but is handled through the incident command and staff responsible for personnel accountability. Coordinating ventilation strategies falls under the planning or operations side of fire attack and is not the core duty of the intervention team.

10. The 50's numbering is assigned to which district?

- A. ESFD
- B. SAFD
- C. SCFD**
- D. PIFD

Understanding how district numbering works helps you read unit designations at a glance. In this system, the 50s block is allocated to SCFD, so any unit code in the 50s clearly identifies SCFD as the responding district. This quick mapping lets dispatchers route calls, assign the right resources, and coordinate with other agencies without confusion. Other departments—ESFD, SAFD, and PIFD—use their own number blocks, which is why the 50s are specifically tied to SCFD.

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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://leecontrolendofcalltaking.examzify.com>

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

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