

# **APCO FIRE SERVICE COMMUNICATIONS EXAM**

## **STUDY QUESTIONS AND ANSWERS (NEW 2025)**

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Fire, a chemical chain reaction, occurs when which three elements are present in the right conditions?

\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ - ✓✓ANSWER✓✓>>Heat

Oxygen

Fuel

Fires are fought from the \_\_\_\_\_ to the \_\_\_\_\_. - ✓✓ANSWER✓✓>>Unburned, Burned

The Fire Tetrahedron depicts which four factors necessary for fire? -

✓✓ANSWER✓✓>>Heat

Oxygen

Fuel

Chemical Chain Reaction

T or F

The Administration Division includes frontline firefighters - ✓✓ANSWER✓✓>>FALSE

\_\_\_\_\_, is cutting holes in roofs or breaking out upper windows when fighting a fire. -

✓✓ANSWER✓✓>>Ventilation

\_\_\_\_\_, can be an indicator of what is burning (or not burning). It is typically an indicator of \_\_\_\_\_, or a chemical cloud. - ✓✓ANSWER✓✓>>White cloud / Steam

Before disconnecting from a caller, it is important to always verify the ....

a. Telephone number

b. Location (Where)

c. Name

d. Problem - ✓✓ANSWER✓✓>>B (location/where)

The acronym "CYMBALS" is used to help describe...

a. Persons

b. Buildings

c. Vehicles

d. Musical instruments - ✓✓ANSWER✓✓>>C (Vehicles)

T or F

You only have to advise law enforcement units of weapon description information. - ✓✓ANSWER✓✓>>FALSE

Name the technique used to calm an hysterical caller by repeating a request the same way each time... - ✓✓ANSWER✓✓>>Persistent Repetition

T or F

Telecommunications should rely on memory while gathering information. - ✓✓ANSWER✓✓>>FALSE

T or F

PBX (Private Branch Exchange) systems provide the communications center with a central location, not the location of caller - ✓✓ANSWER✓✓>>TRUE

Wireless E9-1-1 phase II provides the communications center with the \_\_\_\_, \_\_\_\_ and the caller's \_\_\_\_ & \_\_\_\_ - ✓✓ANSWER✓✓>>ANI, ALI, Longitude, Latitude

T or F

Teleservices is the term given to the technology that delivers location-based services to consumer driven vehicles? - ✓✓ANSWER✓✓>>FALSE  
(Telematics)

VoIP stands for \_\_\_\_ - ✓✓ANSWER✓✓>>Voice over internet protocol

VoIP calls can come in on \_\_\_\_ phone lines. - ✓✓ANSWER✓✓>>Administrative

A TTY is a terminal device with a keyboard and display used by persons who are-

- a. Speech impaired
- b. Hearing impaired
- c. Deaf

d. All of the above - ✓✓ANSWER✓✓>>D (All of the Above)

The TTY abbreviation "SK" means? - ✓✓ANSWER✓✓>>Stop Keying

\_\_\_\_ is the most important information a telecommunication can receive when processing a wireless call. - ✓✓ANSWER✓✓>>Location

A silent, open-line call must be considered a potential \_\_\_\_ call. -  
✓✓ANSWER✓✓>>TTY (or TDD)

\_\_\_\_\_ is an agreement to provide supplemental personnel, equipment and other resources to another department upon their request for assistance. -

✓✓ANSWER✓✓>>Mutual Aid

The procedure used to emphasize certain important parts of a message to ensure the message is received correctly is called the-

- a. Repeat
- b. Echo
- c. Playback
- d. Persistent Repetition - ✓✓ANSWER✓✓>>b (Echo)

Radio broadcasts should be no longer than \_\_\_\_ seconds. - ✓✓ANSWER✓✓>>30

\_\_\_\_\_ rules include limitations on radio power, antenna height and frequency use

- a. Homeland Security
- b. Federal Communications Security Division
- c. Federal Bureau of Investigation
- d. Federal Communications Commission - ✓✓ANSWER✓✓>>D (Federal Communications Commission)

The Fire Prevention Division is commonly referred to as... - ✓✓ANSWER✓✓>>Fire Marshall's Office

T or F

Public Education is an important function of the Special Operations Division. -

✓✓ANSWER✓✓>>False

What is the primary function of an engine? - ✓✓ANSWER✓✓>>(aka Pumper  
An engine has a self-contained water pump. Its primary function is) to provide pressurized water.

T or F

In fire terminology, fire "truck" and an engine are the same type of fire apparatus -

✓✓ANSWER✓✓>>False

T or F

The process of searching for evidence of further fire hidden from view and the removal of materials that may re-combust is called Salvage - ✓✓ANSWER✓✓>>FALSE

(It is called "Overhaul")

Define SCBA? - ✓✓ANSWER✓✓>>Self-Contained Breathing Apparatus

The actual physical firefighting operations utilizing available personnel and equipment is called? - ✓✓ANSWER✓✓>>Attack

Property that may be endangered by a fire is no longer spreading although there may still be some fire to deal with is called? - ✓✓ANSWER✓✓>>Under Control

A fire that requires firefighting activity on the part of most or all personnel assigned to the alarm is called? - ✓✓ANSWER✓✓>>Working fire

T or F

ANI displays the caller's address or location - ✓✓ANSWER✓✓>>FALSE

List the 4 methods used for call routing - ✓✓ANSWER✓✓>>-Direct Dispatch

- Call relay
- Call Transfer
- Call Referral

The technology that allows telephone calls to be made using the internet is called? - ✓✓ANSWER✓✓>>VoIP (Voice over internet)

A device used to extend the effective range of communication by receiving and re-transmitting radio signals is called a \_\_\_\_? - ✓✓ANSWER✓✓>>Repeater

The term used to describe the complete range of radio frequencies used for communication is \_\_\_\_\_? - ✓✓ANSWER✓✓>>Spectrum

E9-1-1 enhances basic 9-1-1 by providing the caller's \_\_\_\_ and \_\_\_\_ - ✓✓ANSWER✓✓>>ALI (location) ANI (number)

What are two primary roles of a Fire Service Telecommunicator - ✓✓ANSWER✓✓>>-

- Call taker
- Dispatcher

T or F

Whenever possible, the TCC operator should attempt to conference in the Telematics caller to communicate directly with the telecommunicator. - ✓✓ANSWER✓✓>>TRUE

T or F