PUBLIC SAFETY ANSWERING POINT (PSAP) TRAINING RELEASE 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.

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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!

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Questions

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1. What is the response for a 29 check when there are no hits in CWIS and locals, but there is a non-extraditable warrant in NCIC?

A. 104 secure extraditable 99

B. 104 secure non-extraditable 99

C. 104 notify active warrant 99

D. 104 clear non-extraditable 99

2. Can officers request a phone ping if they are surrounding a residence where a subject is known to be?

A. Yes, if they believe the subject is a flight risk

B. No, because they know where the subject is

C. Yes, if they have a warrant for the subject's arrest

D. No, unless there is an immediate threat to life

3. Which practice enhances service delivery in PSAPs?

A. Limiting training updates to once a year

B. Providing regular call reviews and feedback mechanisms

C. Dismissing caller feedback

D. Prioritizing technology over training

4. What should you do if officers are in pursuit of a vehicle and need to transition to a county channel?

A. Notify the highway patrol

B. Switch to a designated main and tactical channel

C. Maintain current channel until resolved

D. Call for backup immediately

5. Under what circumstances can a PSAP employee consider signing a citizen's arrest?

A. Obstruction of PSAP functionality and a direct threat to PSAP

B. A complaint from a citizen

C. Any claim of a crime in progress

D. Incidents involving a public officer

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6. What is the preferred term used to describe a patient who requires special handling due to their size?

A. Large Patient

B. Obese Patient

C. Bariatric Patient

D. Weight-Challenged Patient

7. What does PSAP operator stress management training typically address?

A. Operator salary adjustments

B. Techniques to maintain mental wellness

C. Installation of new software

D. Reducing the number of calls handled

8. Why is it critical for PSAPs to maintain accurate records of calls and incidents?

A. For monitoring call volume trends only

B. To facilitate accountability, analysis, and legal compliance

C. To evaluate staff performance only

D. For billing purposes

9. What is the benefit of stress management training for PSAP operators?

A. Increases workload

B. Improves mental resilience

C. Enhances public speaking skills

D. Reduces operational downtime

10. If there is an injury accident on a specific road, which agencies should respond or be notified?

A. Deputy and City Fire Department

B. Deputy and Larimore Fire and EMS

C. County Highway Patrol and EMS

D. Local Police and State Troopers

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Answers

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

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Explanations

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1. What is the response for a 29 check when there are no hits in CWIS and locals, but there is a non-extraditable warrant in NCIC?

A. 104 secure extraditable 99

B. 104 secure non-extraditable 99

C. 104 notify active warrant 99

D. 104 clear non-extraditable 99

The appropriate response for a 29 check, in the context of having a non-extraditable warrant present in NCIC but no hits in CWIS and locals, is to acknowledge the existence of that warrant clearly. This involves securing the information about the non-extraditable warrant, distinguishing it from extraditable warrants. When a warrant is classified as non-extraditable, it confirms that while the individual may have a legal issue documented, law enforcement cannot pursue extradition for that warrant, often because it is related to lesser offenses or the jurisdiction's policies. Therefore, alerting relevant parties about the non-extraditable status is crucial for handling the situation appropriately. In this case, the response is formatted as to provide clarity on the warrant status. Including the "104 secure non-extraditable 99" indicates that the warrant has been noted and the relevant parties are made aware of its non-extraditable nature, which is essential for the proper handling of the individual in question.

2. Can officers request a phone ping if they are surrounding a residence where a subject is known to be?

A. Yes, if they believe the subject is a flight risk

B. No, because they know where the subject is

C. Yes, if they have a warrant for the subject's arrest

D. No, unless there is an immediate threat to life

The statement that officers cannot request a phone ping because they know where the subject is is grounded in the understanding of how and when law enforcement can utilize tracking technology. A phone ping is typically used to determine the real-time location of an individual when that location is unknown or needs to be verified for ongoing situations, such as pursuits or searches for missing persons. When officers have already surrounded a residence where a subject is known to be located, they possess the necessary information about the subject's whereabouts. In such cases, requesting a phone ping may not be justified, as they do not require additional data to ascertain the subject's location. Therefore, invoking this approach would not align with the operational standards regarding the use of tracking technology, especially since they can physically observe the subject's location. Contrastingly, the other options mention scenarios where either the subject is a flight risk, where they have a warrant, or where an immediate threat exists—all of which highlight situations that may warrant a phone ping despite the officers knowing the subject's general area, but do not apply when the subject is already confirmed to be at a specific location.

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3. Which practice enhances service delivery in PSAPs?

A. Limiting training updates to once a year

B. Providing regular call reviews and feedback mechanisms

C. Dismissing caller feedback

D. Prioritizing technology over training

The practice of providing regular call reviews and feedback mechanisms is essential for enhancing service delivery in Public Safety Answering Points (PSAPs). This approach allows personnel to receive continual and constructive feedback on their performance, which contributes to improved communication skills, problem-solving abilities, and overall service quality. Regular call reviews help identify strengths and areas for improvement, encourage accountability, and foster a culture of learning and professional growth among the staff. In essence, incorporating regular feedback mechanisms ensures that personnel are equipped to handle real-world scenarios effectively, ultimately leading to a more efficient and responsive PSAP. Continuous training and improvement processes are critical in a dynamic environment where the nature of calls can vary widely, and responders need to adapt quickly for optimal outcomes.

4. What should you do if officers are in pursuit of a vehicle and need to transition to a county channel?

A. Notify the highway patrol

B. Switch to a designated main and tactical channel

C. Maintain current channel until resolved

D. Call for backup immediately

Switching to a designated main and tactical channel is the appropriate action when officers are in pursuit of a vehicle and require a transition to a different communication channel. This approach ensures that the officers involved in the pursuit can communicate effectively and securely, which is crucial for coordination and safety during high-risk situations. Using the designated channels specifically set for tactical operations facilitates clearer communication among units involved in the pursuit, allows for other necessary resources to be efficiently allocated, and helps manage the flow of information as the situation unfolds. It also prevents congestion on the primary channel, enabling other non-emergency communications to continue without interruption. The other options do not align as closely with established protocols for communication during active pursuits. For instance, notifying the highway patrol may be necessary in some cases, but it doesn't directly address the immediate need for direct communication among responding units. Maintaining the current channel might hinder the effectiveness of the pursuit, and calling for backup, while critical, does not specifically pertain to the immediate transition required for communication during the pursuit.

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5. Under what circumstances can a PSAP employee consider signing a citizen's arrest?

A. Obstruction of PSAP functionality and a direct threat to PSAP

B. A complaint from a citizen

C. Any claim of a crime in progress

D. Incidents involving a public officer

The correct choice reflects the understanding that a Public Safety Answering Point (PSAP) employee has a role focused primarily on emergency communications and dispatching resources, rather than initiating law enforcement actions. Signing a citizen's arrest is a serious decision and can only be justified under specific and urgent circumstances, such as when there is obstruction of PSAP functionality and a direct threat to the operations of the PSAP itself. This is because the primary duty of a PSAP is to ensure public safety through effective communication, and when an individual poses a direct threat to this function, it becomes essential to act in a way that protects the integrity of emergency services and overall public safety. Other options, while potentially relevant in a law enforcement context, do not align with the specific responsibilities and authorities of PSAP employees. Complaints from citizens or claims of a crime in progress are not directly actionable for a PSAP employee in terms of initiating a citizen's arrest, as they should rely on law enforcement to handle these situations. Similarly, incidents involving a public officer may involve specific legal protocols that require direct engagement with law enforcement rather than individual PSAP decisions.

6. What is the preferred term used to describe a patient who requires special handling due to their size?

A. Large Patient

B. Obese Patient

C. Bariatric Patient

D. Weight-Challenged Patient

The term "bariatric patient" is preferred because it specifically refers to individuals who have a body weight that significantly exceeds normal limits, particularly in the context of medical care and emergency response. This designation is important for healthcare providers, including PSAP personnel, as it highlights the need for specialized equipment, protocols, and considerations that are required when assisting these individuals. "Bariatric" is derived from the Greek word "baros," meaning weight, and is commonly used in medical settings to discuss issues related to obesity in a respectful and professional manner. It underscores the importance of sensitivity in communication and care, while also recognizing the unique challenges that come with providing medical assistance to patients with higher body weights. The other terms listed do not encapsulate the specific medical context and sensitivity that "bariatric patient" does. For example, "large patient" might refer to size without the associated health implications. "Obese patient" can carry negative connotations and may not be preferred in all contexts, while "weight-challenged patient" is an informal term that lacks the clarity and recognition found in medical terminology. Therefore, "bariatric patient" is not only the most accurate choice but also reflects the professionalism expected in healthcare environments.

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7. What does PSAP operator stress management training typically address?

A. Operator salary adjustments

B. Techniques to maintain mental wellness

C. Installation of new software

D. Reducing the number of calls handled

PSAP operator stress management training primarily addresses techniques to maintain mental wellness. This aspect of training is crucial because operators are frequently exposed to high-stress situations, including emergency calls and handling crises. The nature of their work can lead to burnout, anxiety, and other mental health issues if not appropriately managed. By focusing on mental wellness strategies, such as coping mechanisms, mindfulness techniques, and stress reduction practices, the training helps operators develop resilience and better manage the emotional toll of their responsibilities. This ultimately enhances their performance and well-being while ensuring they can effectively assist the public in emergency situations. The other choices do not align with the primary focus of stress management training. Operator salary adjustments are a separate administrative issue, installation of new software pertains to technical updates, and reducing the number of calls handled is not a practical solution to managing stress, as it does not address the fundamental mental health needs of the operators.

8. Why is it critical for PSAPs to maintain accurate records of calls and incidents?

A. For monitoring call volume trends only

B. To facilitate accountability, analysis, and legal compliance

C. To evaluate staff performance only

D. For billing purposes

Maintaining accurate records of calls and incidents is critical for PSAPs for several reasons, primarily centered around accountability, analysis, and legal compliance. These records serve as a comprehensive log of events that can be referenced for investigation, planning, and response improvements. Accurate documentation helps ensure that all actions taken during a call are properly accounted for, which is essential in accountability, as it can clarify responsibility in the event of complaints or inquiries. Additionally, these records are vital for trend analysis, allowing PSAPs to understand peak call times, types of incidents, and overall workload. This data can support resource allocation and operational adjustments to improve efficiency and effectiveness. Furthermore, legal compliance is a significant factor; accurate record-keeping can provide essential evidence in court cases or investigations, showcasing adherence to protocols and standard operating procedures. Without such comprehensive records, PSAPs risk diminishing their ability to perform effectively, to provide accountability, and to meet legal obligations.

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9. What is the benefit of stress management training for PSAP operators?

A. Increases workload

B. Improves mental resilience

C. Enhances public speaking skills

D. Reduces operational downtime

The benefit of stress management training for PSAP operators, which is improving mental resilience, is crucial in this high-pressure environment. PSAP operators frequently deal with emergency calls that can be emotionally and mentally taxing. By enhancing mental resilience, operators are better equipped to handle the stressors associated with their role. This training allows them to remain calm and focused during critical incidents, which in turn leads to more effective communication and decision-making under pressure. Improved mental resilience can also contribute to lower burnout rates and higher job satisfaction, ultimately leading to better overall performance. The other options do not specifically address the core advantages of stress management in this context. For instance, increasing workload would likely result in heightened stress, while enhancing public speaking skills, though valuable, is not the primary focus of stress management training. Reducing operational downtime, while important, is more related to workflow and processes rather than directly linked to the personal coping mechanisms that stress management aims to cultivate.

10. If there is an injury accident on a specific road, which agencies should respond or be notified?

A. Deputy and City Fire Department

B. Deputy and Larimore Fire and EMS

C. County Highway Patrol and EMS

D. Local Police and State Troopers

The correct answer highlights the importance of a coordinated emergency response that includes both fire and emergency medical services (EMS) in the event of an injury accident. In such situations, the fire department is typically responsible for fire control, extrication, and ensuring that the scene is safe. EMS is vital for providing medical treatment to the injured individuals, performing triage, and transporting patients to hospitals if necessary. In this context, the response from a deputy and the Larimore Fire and EMS is crucial as it ensures that both law enforcement and medical rescue capabilities are engaged effectively. This combination allows for a comprehensive approach to managing the scene, addressing the needs of the victims, and securing the roadway. Other choices may not provide the optimal mix of resources needed for an injury accident. For instance, a purely law enforcement response without immediate medical support could delay life-saving measures for the injured. Similarly, a response focused solely on county highway patrol might lack the necessary medical assistance that an EMS team provides. Each agency plays a unique role, and having both fire and EMS ensures that every critical aspect of response is covered.

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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://psaptrainingrelease.examzify.com

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

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