

DO NOT BRING THIS BOOKLET TO THE EXAM SITE

PRE-EXAMINATION BOOKLET  
FOR  
FIRE COMMUNICATIONS OFFICER  
ENTRANCE LEVEL EXAMINATION



**OFFICE *of***  
**STATE EXAMINER**

Prepared by the Office of State Examiner  
Municipal Fire and Police Civil Service  
Testing and System Services Division  
Revised 02/2022

## INTRODUCTION

One of the first steps toward becoming a fire communications officer is taking and passing a civil service examination which is administered by the Office of State Examiner for Municipal Fire and Police Civil Service. This booklet will provide you with important information about the examination process, some helpful hints on taking tests, and sample questions that are similar to those on the Fire Communications Officer exam.

You do not need to have a previous knowledge of the operations of a fire communications center in order to pass this examination. The test has been designed to evaluate knowledge, skills, and abilities that are needed to successfully learn the duties of a Fire Communications Officer. For example, much of a Fire Communications Officer's time is spent in listening to communications over the telephone or radio and recording information in a computer database or on a written log sheet. Therefore, part of your exam will consist of listening to simulated fire calls and recording information on your log sheet.

## BRIEF DESCRIPTION OF THE TEST

The Fire Communications Officer test consists of two parts: a multiple-choice written examination and a job simulation test that will be given at the same time.

To closely simulate the job, you will be asked to assume that you are working as a fire communications officer. After you have been given specific directions by the examiner, you will begin working on your multiple-choice test. When you hear the recorded simulated messages, you will put aside your written test and write down certain information from the calls onto a log sheet. After you have recorded the necessary information from a call and dispatched the required fire company or companies, you will return to your written test until the next call comes in.

## JOB SIMULATION TEST

Much of the work handled by fire dispatchers involves handling calls from the public and dispatching the correct fire companies. The job simulation test is designed to closely simulate these work activities. As you are taking your multiple-choice test, you will be periodically interrupted by recorded messages that simulate callers reporting fire emergencies. After listening to each call, you are to record the name of the caller, the address of the emergency, the nature of the call, and the time of day on a log sheet. Following procedures given to you during the audio instructions, as well as those printed in the exam folder, you must then locate the address on the map and dispatch the correct fire company or companies to the emergency scene. You will use the information you have recorded on the log sheet later in answering the last section of multiple-choice questions on the written test.

The job simulation portion of the examination is designed to evaluate your ability to follow instructions, to remain calm and perform tasks under stress, as well as your ability to read maps. Also tested in this exercise is your ability to organize your work so that you may best accomplish given objectives.

## WRITTEN TEST

The written test contains 100 multiple-choice questions and is divided into nine subject areas. You will have 2 hours and 15 minutes to complete the examination.

### FIRE COMMUNICATIONS OFFICER WRITTEN TEST CONTENT TABLE

<u>SUBJECT AREA</u>	<u>NUMBER QUESTIONS</u>	<u>PERCENTAGE OF EXAM</u>
Coding	13	13%
Interpreting Charts	13	13%
Fire Codes	10	10%
Filing	5	5%
Map Reading	3	3%
Grammar and Spelling	8	8%
Basic Computer Skills	10	10%
Telephone Skills and Prioritizing Calls	9	9%
Job Simulation – Call Log	29	29%
TOTAL	100	100%

### CODING

This section is designed to evaluate your ability to read, comprehend, and recall material such as manuals, street names, messages, guidelines, and instructions. This skill is used in talking on fire radio frequencies, and entering or retrieving information from computer terminals or from files. You will be given a code corresponding to other information and will be asked to answer multiple-choice questions based on this information.

### INTERPRETING CHARTS

Much of the report writing done by fire communications officers is a matter of gathering or recording information on logs, charts, or forms and compiling this information into a more concise form. This section is designed to test your ability to use and understand forms. You will be given a chart and asked to retrieve information from the chart in answering multiple-choice questions.

## FIRE CODES

Fire communications officers spend a great deal of time communicating by radio with responding fire companies before, during, and after an incident. It is important for the fire communications officers to familiarize themselves with codes used to communicate on the radio and be comfortable using them. You will be given a chart containing various radio codes used in radio communications. You will use this information to answer questions pertaining to them.

## FILING

As a fire communications officer, you should always be ready to pull up requested information at a moment's notice or be able to file information correctly so that you are able to locate it when needed. In this section of the test, you will be given various information which must be filed in different ways such as alphabetically, chronologically, geographically, or numerically. You are to use the information provided to you in answering questions pertaining to filing and retrieving information.

## MAP READING

Although much of dispatching is computer based, a fire communications officer should still be able to understand and use maps. Fire communications officers are often required to read maps in locating streets, addresses, or intersections, as well as in locating zones in determining which fire companies to dispatch. You will be given a city map divided into three zones and asked to answer multiple-choice questions based on the information on the map.

## GRAMMAR AND SPELLING

In order to create reports and log narratives concerning incidents coming into the fire communications center, a fire communications officer should be comfortable using proper grammar and spelling in writing a report that is clear and concise and also grammatically correct. You will be asked to pick out a grammatically correct sentence from a group of sentences and also to identify words that are correctly spelled or correct for their usage in the sentence provided.

## BASIC COMPUTER SKILLS

Over the years, the fire communications officer job has changed considerably. Perhaps the most drastic change came with the introduction of computers and the ever-changing technology that is continually introduced. In this section of the exam, you will be asked questions about basic computer and keyboard use.

## TELEPHONE SKILLS AND PRIORITIZING CALLS

When performing the job of fire communications officer, you will spend many hours answering telephone calls from individuals with many types of emergencies. You will be tasked with the duty of deciding how to handle these calls and to prioritize them when you receive multiple calls at one time. There are nine questions in this section of the exam that will test your ability to do this.

## JOB SIMULATION – CALL LOG

This section is designed to evaluate your ability to use the information that you have recorded on a form. You will be asked to answer multiple-choice questions based upon the information you have recorded on your log sheet throughout your written test.

## HOW THE TEST IS GRADED

All exams are graded in Baton Rouge at the Office of State Examiner. To pass the examination and be considered for employment, you must score 75 percent or above.

## HOW TO USE THIS BOOKLET

You may practice your test taking skills by answering the sample questions provided in this booklet. If you desire further practice, you may also obtain books from your local library that contain sample civil service test questions. Should you decide to use additional practice material, it would be most beneficial to practice on the questions that are similar to the sample questions in this booklet.

When you get to the practice exam, separate the papers that follow. Take the Scantron answer sheet, the blank scratch sheet, and your log sheet and write your name on them (that will be explained on the next page). The first part of the sample test will require someone else to read information to you as you record what you hear on your log sheet and then dispatch fire companies. Once you have completed these sample calls, move on to the sample written exam. When you are finished, use the Answer Key to see which ones you answered correctly. Read the explanations for each answer. This will help in understanding any items which you answered incorrectly.

## HOW TO USE THE SPECIAL ANSWER SHEET

When you take the Fire Communications Officer examination you will record your answers on a separate answer sheet rather than directly into the test booklet. A sample answer sheet has been provided at the back of this booklet. You may wish to detach all of the practice materials at this time so that you may look at them as you read these directions. Prior to the examination, you will be given detailed instructions on how to fill in the required information on the answer sheet. The front side of the answer sheet contains personal information such as your name and social security number as well as information about the jurisdiction. You must follow the examiner's directions exactly so that your responses may be correctly scanned into the computer.

Some of the information requested on the answer sheet requires that you print information in blocks. After you have printed the required information in the blocks, you must also fill in the oval in the vertical column below each block which corresponds to the letter or number written in the block. The first row of boxes is for your name. In the example on the next page, John E. Smith entered his name in the boxes by placing one letter in each box, while skipping a space (block) between each name or initial. Once his name was correctly printed in the boxes, the oval corresponding to that letter in the column below was filled in.

In the example below under the word "IMPORTANT", answer "3" was chosen as the correct answer and the oval was filled in completely for answer choice "3." If you decide to change your answer

choice, erase your original mark completely, then darken your new answer choice. Do not make any stray marks on the answer sheet.

The back of the answer sheet contains more information about the examination. On the sample answer sheet, find Box #12. This is where you will record your answers to the test questions. In recording your answer choices, you should only use the No. 2 pencils provided at the exam site and mark only one answer for each question number. It is extremely important that you make your mark dark and that you completely fill the oval with your mark.

### HOW TO TAKE THE WRITTEN TEST

The written examination is divided into six sections. The next part of this booklet contains several sample questions from each of the subject areas. Before you begin, however, become familiar with the helpful hints for taking a multiple-choice test:

1. Know the Rules. The Examiner will be the person in charge of the exam. Listen carefully when he/she gives the test instructions. If you have any questions, ask the Examiner. There may be others who have the same questions but are afraid to ask. You will not be allowed to use a calculator for the test nor will you be allowed to leave the room, or use tobacco (real or otherwise) products during the test.
2. Budget Your Time. Before you begin the test, look it over and decide how much time you can spend on each section. Do not waste time trying to answer the questions that you find hard, since this may not leave you enough time to do the easier ones. All questions are counted the same. That means that you get the same credit for correctly answering the easier question as you do for the hard question. Therefore, answer easier ones first, then go back to the harder ones if you have time. The Examiner will notify you after you have been working for 1 hour and then when there are 15 minutes remaining in exam time. Use this information to pace yourself.

3. Read the Question Carefully. Read all of the questions and directions carefully. Do not assume that you know what a question is asking after reading the first few words. Read the entire question. After you have read a question, read all of the possible answer choices. Your task is to pick out the best answer. You cannot pick out the best answer until you know all of the answer choices, so read them all.
4. Set Aside Wrong Choices. If you are not sure which answer is correct, eliminate the choices you know are wrong. If you can narrow down the number of choices, you increase your chances of answering the question correctly.
5. Answer All Questions. Answer every test question. Even if you cannot eliminate any of the answer choices, take a guess. You have nothing to lose.
6. Check Your Answer Sheet Often. The answer sheet is numbered from top to bottom. Before you start the test, look over the answer sheet. If you have any questions, ask the Examiner before you start. While taking the test, check your answer sheet every few questions to be sure you are using the right number to mark your answer. Be particularly careful if you skip questions. Do not make any extra marks on your answer sheet. If you skip a question it is better to make a note of it on your scratch paper.
7. Do Not Write in the Test Booklet. Scratch paper will be provided. Do any figuring or make any notes on the scrap paper. Do not make any marks in or on the test booklet.
8. Do Your Own Work. Rely on your own ability. Test takers who are caught copying are disqualified. Besides, your neighbor may not know as much as you do.
9. Check Your Work. After you have answered all the questions on the test, check your work. Have you answered all the questions you were supposed to answer? Make sure you have marked the answer sheet properly. When you review the answer sheet, do not look for patterns in order of answer choices. Tests are not designed to have patterns for correct answers.

### SPECIFIC HINTS FOR TAKING THE FIRE COMMUNICATIONS OFFICER TEST

#### JOB SIMULATION TEST

Listen very carefully to the audio instructions. Ask the Examiner if you do not understand any part of the instructions. You should arrange your test materials in front of you so that you may make the best use of your time. Pay very close attention to the audio messages as you will need the information that you record from them to answer questions later in your exam. You will only hear each call one time — it cannot be repeated, so you must record the information as you are listening to the call. After you have handled each call according to the procedures, return to your written test until the next call comes in. If you do miss some of the information in the call, do not panic. Concentrate on recording as much information as you can.

#### INTERPRETING CHARTS

The multiple-choice questions require you to gather certain information from a fire company activity chart. To do this, you may need to complete certain columns or lines of the chart. Use your scratch paper for any computations. Do not write in your test booklet.

## MAP READING

You will be given one map which has been divided into three zones to use in taking the Fire Communications Officer test. Some of the questions require you to locate buildings, streets, addresses or intersections. You will also use a similar map in locating the addresses of the fire calls in the job simulation test so that you may determine the correct fire companies to dispatch. The directions (north, south, east, and west) are indicated by a legend on the map and the buildings and street names are labeled directly on the map.

## LOG SHEET

This section of the multiple-choice test requires you to answer questions based on the information you have recorded on the log sheet during the job simulation exercise. It is to your advantage to write legibly and record the information accurately following the procedures that we will give you.



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## JOB SIMULATION TEST

The next section of this booklet contains information on the job simulation part of the Fire Communications Officer examination. Sample calls are included so that you can practice recording information from the calls on the log sheet.

A copy of a log sheet similar to the one you will be using is included in the Practice Materials Section of this booklet. The procedures for recording this information are listed on the log sheet. On the actual test, you will be given recorded instructions for the job simulation test prior to the start of the examination. Keep in mind that when you take the exam, you will be working on your written test in between the simulated dispatching messages.

## INSTRUCTIONS FOR JOB SIMULATION TEST

For the purposes of this test, you are to assume that you are a Fire Communications Officer in the City of Urbandale. While you are taking your written test, you will be periodically interrupted by recorded messages that simulate the kinds of calls received by fire communications officers. After you have heard all of the calls on the tape, you will be required to answer questions based on the information you have recorded on the log sheet. During the actual test, you will be given specific procedures to follow in recording the information on the Log Sheet. You will also be given the procedures to follow in dispatching fire companies to the scene. For practice, have someone read the sample calls to you as you record the information on the sample Log Sheet. The procedures for recording the information are listed at the bottom of the Log Sheet.

## PRACTICE CALLS FOR JOB SIMULATION TEST

(NOTE: For practice, have someone read the following calls to you as you record the information on the Log Sheet. )

### CALL #1

CALLER: *This is Jim Elliot, the maintenance supervisor at Lakeview Apartments. Our address is 115 Lakeview Drive. Someone set fire to the trash bins at the rear of the building on the east side. Will you please send a fire truck to put out the blaze?"*

DISPATCHER: *"We'll be there immediately, Mr. Elliot. The time is 1:15 p.m. "*

### CALL #2

CALLER: *"I'm calling from the Acadiana Office Building located in the 900 block of Peartree Drive. Would you send someone over here right away? The third floor is filled with smoke but we can't determine where it's coming from because there's no flame yet. The law offices of Jones and Smith are located on the third floor at the northeast corner of the building. "*

DISPATCHER: *"We'll send someone out right away. The time is 2:05 p.m. "*

After you have recorded the information from the calls on the Log Sheet, put the Log Sheet aside and begin answering the questions on the written test. You will need to refer to the Log Sheet in answering the multiple-choice questions in the last section of the written test.

## SAMPLE MULTIPLE-CHOICE QUESTIONS

The next section contains practice questions that are very similar to those on the actual exam. You may actually practice taking the test by marking your answers on the sample answer sheet. A discussion of the correct answers follows after the end of the sample exam.

### CODING

In this type of question, you are asked to match letters and numbers according to a given pattern.

FIRE LOCATION	F	C	W	D	V	P
ZONE CODE LETTER	t	f	d	w	s	r
FILE NUMBER	3	6	2	7	5	1

As a fire communications officer, you may receive many calls from the public reporting fires. Assume that each of the above capital letters is the first letter of a street on which a fire occurs, that the small letter directly beneath the capital letter is the code for the zone in which a fire occurs, and that the number beneath the code letter is the corresponding file number.

FOR EXAMPLE: If you have a fire on Deer Park Drive you would know that the corresponding code letter would be "w" as it is directly under "D", and that the file number is "7".

\*\*\*\*\*

1. A man who gives his name as Robert C. Smith calls and reports a fire in the 1100 block of Park Drive. The corresponding zone is
  - A. 1
  - B. r
  - C. 7
  - D. F
  
2. You need to retrieve the file for a fire which occurred at 718 Field Street. You would look for file number
  - A. t
  - B. 6
  - C. 3
  - D. F
  
3. Listed below is a series of fire locations. Choose the correct series of code letters that corresponds with the following locations: W, V, D, C.
  - A. d, s, f, w
  - B. d, s, w, f
  - C. s, d, f, w
  - D. s, d, w, f

NUMBER OF TIMES DISPATCHED PER DAY

FIRE COMPANIES	MON	TUES	WED	THUR	FRI	SAT	SUN	TOTAL
"H"	3	N	5	1	3	4	1	
"I"	4	N	N	2	3	1	1	
"J"	N	1	N	1	1	N	1	
"K"	1	1	2	2	2	N	2	
"L"	3	2	2	N	1	4	2	
"M"	N	1	3	1	N	2	2	
"N"	1	3	1	N	4	2	1	
TOTAL								

INTERPRETING CHARTS

DIRECTIONS:

The next 3 questions are based on the above chart. The number of times each fire company was dispatched is listed on the chart. "N" indicates that the fire company was not dispatched at all that day.

4. Which fire company answered the MOST calls this week?
  - A. H
  - B. I
  - C. L
  - D. N
  
5. How many times did fire company "L" get dispatched on Saturday?
  - A. 3
  - B. 2
  - C. 1
  - D. 4
  
6. Which fire company answered the MOST calls on Wednesday?
  - A. H
  - B. K
  - C. L
  - D. M

## FIRE CODES

- 10-66 Message Cancellation
- 10-67 Clear to read net message
- 10-68 Dispatch information
- 10-69 Message received
- 10-70 Fire alarm
- 10-71 Advise nature of fire (size, type, and contents of building)
- 10-72 Report progress on fire
- 10-73 Smoke report
- 10-74 Negative
- 10-75 In contact with
- 10-76 En Route
- 10-77 ETA (Estimated Time of Arrival)

Use the list of Standard Code 10 radio signals (not necessarily in use now) to answer the following questions.

7. An officer en route to a fire requests the Fire Communications Officer to advise him of the nature of the fire. His signal to indicate this would be
- A. 10-73
  - B. 10-71
  - C. 10-76
  - D. 10-77
8. The Fire Communications Officer asks the officer in charge at the fire if he should notify the public utility company. He gets a 10-74 response from the officer at the scene. This response most nearly means
- A. message received.
  - B. do not notify the utility company.
  - C. cancel the message.
  - D. dispatch information.

FILING

Use your knowledge of filing to answer the next two (2) questions.

9. Choose the response which lists the following words in the correct alphabetical order.

- A. Waters, Walters, Whatley, Waverly.
- B. Walters, Waters, Waverly, Whatley.
- C. Waverly, Waters, Walters, Whatley.
- D. Walters, Waverly, Waters, Whatley.

10. Which of the following dates would be second if listed in chronological order?

- A. March 17, 2022
- B. July 10, 2022
- C. April 5, 2022
- D. May 6, 2022

11. If the following files were filed by file number, what would the correct order be?

**File A - 68921**

**File B - 68436**

**File C - 68842**

**File D - 68920**

- A. A, B, C, D.
- B. B, D, C, A.
- C. B, C, D, A.
- D. C, D, A, B.

MAP READING

Answer the following questions based upon the map included with your practice materials.

**12.** The Parish Library is in which direction from First National Bank?

- A. Southeast.
- B. Southwest.
- C. Northeast.
- D. Northwest.

**13.** Which street is on the south side of the Court House?

- A. Lakeview Drive.
- B. Main Street.
- C. Acadiana Avenue.
- D. Lakeland Avenue.

GRAMMAR AND SPELLING

Select the grammatically correct sentence for each of the following two questions.

**14.**

- A. My sons is twins.
- B. My sons, is twins
- C. My sons are twins.
- D. My son's are twins.

**15.**

- A. April shower's bring Mayflowers.
- B. April showers bring May flowers.
- C. April shower's bring may flowers.
- D. April showers bring May flower's.

**16.** Doesn't is the contraction for

- A. Do not.
- B. Does not.
- C. Don't not.
- D. Do is not.

**17.** Select the noun in this sentence.

Flowers bloom in the springtime.

- A. Flowers.
- B. Bloom.
- C. In.
- D. Springtime.

## BASIC COMPUTER SKILLS

- 18.** Pressing which of the following keys before typing a word would cause the word to be typed in all capital letters.
- A. Tab
  - B. Ctrl-Tab at the same time.
  - C. Shift
  - D. Caps lock.

Answer the following question by using the computer keyboard image provided below.



- 19.** When typing a number as a dollar amount, which of the following procedures would allow you to type the "dollar" ("\$\$") sign?
- A. Pressing the number "4" key.
  - B. Pressing the "Tab" Key and the number "4" key at the same time.
  - C. Pressing the "Ctrl" key and the number "4" key at the same time.
  - D. Pressing the "Shift" key and the number "4" key at the same time.
- 20.** Which of the following is the strongest password?
- A. Smith1234
  - B. \$mith!234
  - C. \$mith\_!234\$
  - D. Smith\_1234
- 21.** Which of the following is considered computer software?
- A. Hard drive.
  - B. Google.
  - C. MS Office.
  - D. Mouse.

## TELEPHONE SKILLS AND PRIORITIZING CALLS

- 22.** Upon answering a call for an emergency response, the caller asks "How long until the EMTs get here? What is the best response to this question?"
- A. It takes what it takes.
  - B. 5 minutes.
  - C. As soon as they have completed their previous call.
  - D. They will be there as soon as possible.
- 23.** Which of the following is the most acceptable response to a question for which you do not have the answer?
- A. "I don't know." and hang up.
  - B. "That's not my job."
  - C. "I am not sure of the answer, but I will find out and let you know. "
  - D. Ask the caller to hold and leave them on hold until they hang up.

## LOG SHEET

Answer the following questions based upon the information you have recorded on your Log Sheet. Do not include the sample call in deciding upon your answers. The questions are based only on the calls you have recorded on the Log Sheet.

- 24.** What kind of fire was reported at the Lakeview Apartments at 115 Lakeview Drive?
- A. Business.
  - B. Car.
  - C. Trash
  - D. Dwelling.
- 25.** At what time did the call come in from the Acadiana Office Building in the 900 block of Peartree Drive?
- A. 7:56 A.M.
  - B. 2:05 A.M.
  - C. 1:15 P.M.
  - D. 2:05 P.M.

END OF SAMPLE EXAM

The next section of this booklet contains the correct answers and explanations to both parts of the examination. When you have answered all of the questions in this section, turn to page 16 and compare your answers with the correct ones.



CORRECT ANSWERS TO THE FIRE COMMUNICATIONS OFFICER PRACTICE TEST

1. Correct answer is B.  
The street location of the fire is Park Drive. The first letter of a street on which a fire occurs is the Fire Location code (P). The corresponding zone is "r" which is the small letter directly beneath the capital letter.
2. Correct answer is C.  
The first letter of the street on which the fire occurred is "F" which is the Fire Location Code. Locate the Fire Location Code (F) and follow the column down. The Zone Code Letter is listed next and the File Number last. Therefore, the File Number is 3.
3. Correct answer is B.  
Find each Fire Location Code letter on the list. The small letter directly beneath each capital letter is the Zone Code Letter. The Code Letter for W is d, for V is s, for D is w and for C is f. Thus, the correct series of Code Letters is d, s, w, f.
4. Correct answer is A.  
Use your scratch paper- to add up the calls on the chart for each Fire Company. By doing this, you will find that Company "H" answered the most calls this week.
5. Correct answer is D.  
Locate Fire Company "L" on the chart and follow the line for that company across to "SAT" where you will find "4" listed as the number of times Fire Company "L" was dispatched on Saturday.
6. Correct answer is A.  
Find the column for Wednesday by scanning the top of the chart. Under the "WED" column, you will find that Company "H" answered the most calls on Wednesday with five calls answered.
7. Correct answer is B.  
By reading the list of Standard Code 10 radio signals on the facing page, you will find the one to use to advise someone of the nature of a fire. The signal a fire communications officer would use to indicate this information is listed as 10-71.
8. Correct answer is B.  
The Standard Code 10 signal given to the fire communications officer by the officer-in-charge at the fire, is listed as the signal for "Negative", which means that the officer-in-charge does not wish for the utility company to be notified.
9. Correct answer is B.  
Walters, Waters, Waverly, and Whatley all begin with the letter "W," however, the second letter of Walters, Waters, and Waverly is an "a" and the second letter of Whatley is an "h." Therefore, Whatley would be placed after all of the other three words because "h" comes after "a" in the alphabet. In the same way that the third letters of the first three words are "l", "t" and "v." Arranging these words by their third letters means that the first three words are Walters, Waters, and Waverly with Whatley being the last word.
10. Correct answer is C.  
Chronological usually refers to a series of data that is organized just as the passage of time occurs. For instance, the date that is the oldest would be first and the date that is the newest would be last. In this instance, March is the first month of the year, followed by April, May, and July. Therefore, the answer to the question is April 5, 2022 since it would be the second date in the sequence.

11. Correct answer is C.  
By arranging the file numbers in order, you would find the answer to be C because the correct order of the files numerically is 68436, 68842, 68920, and 68921.
12. Correct answer is D.  
The direction indication arrows are located at the bottom right side of the map. Locate the Parish Library and First National Bank on the map. By referring to the direction arrows, you can determine that the library is northwest of the bank.
13. Correct answer is B.  
Find the Court House on the map. Notice that it occupies a four-block area bound by Lakeview Drive, Lakeland Avenue, Acadiana Avenue, and Main Street. By using the direction indicator arrows at the bottom right of the map, you will find that Main Street is the street on the south side of the building.
14. Correct answer is C.  
Answer choice "A" uses the wrong verb tense, is instead of are. Answer choice "B" contains an unnecessary comma after sons and no period at the end of the sentence. Answer choice "D" contains a possessive apostrophe in "sons" which is unnecessary since there is no object in the sentence for the sons to possess.
15. Correct answer is B.  
Answer choices A, B, and D contain apostrophes which do not belong. Also, May flowers is two words and the month of May should always begin with a capital "M".
16. Correct answer is B.  
Doesn't is the contraction for Does not.
17. Correct answer is A.  
The noun in the sentence is Flowers.
18. Correct answer is D.  
Pressing "Caps lock" before typing a word would cause the typed word to be in all capital letters.
19. Correct answer is D.  
The proper way to type a dollar sign is to use the Shift key while also pressing the number 4 key at the same time because the shift key is the way to type the symbols that are above each number on the number keys.
20. Correct answer is C.  
The strongest password is the one that contains the most different types of characters.
21. Correct answer is C.  
MS Office is the only computer software program listed.
22. Correct answer is D.  
A dispatcher should never give a certain time for the responders to arrive at the caller's location due to circumstances beyond their control which could affect their response time. Also, Distractor A is rude and Distractor D is not a viable answer because no one wants to feel like their call is any less important than any other calls. There is no need to mention any other emergencies to the caller.

23. Correct answer is C.

A fire communications officer should always try to help a caller in any way possible or find someone who can help. "I don't know," "Not my job," and leaving the caller on hold until they give up are bad customer service.

24. Correct answer is C.

Look for the address of the Lakeview Apartments (115 Lakeview Drive) in column 2 of the log sheet. You will find that the nature of call was a trash fire.

25. Correct answer is D.

Look for the address of the Acadiana Office Building (900 block of Peartree Drive) in column 2. By scanning the information listed for the call to column 4, you will find that the call came in at 2:05 p.m.

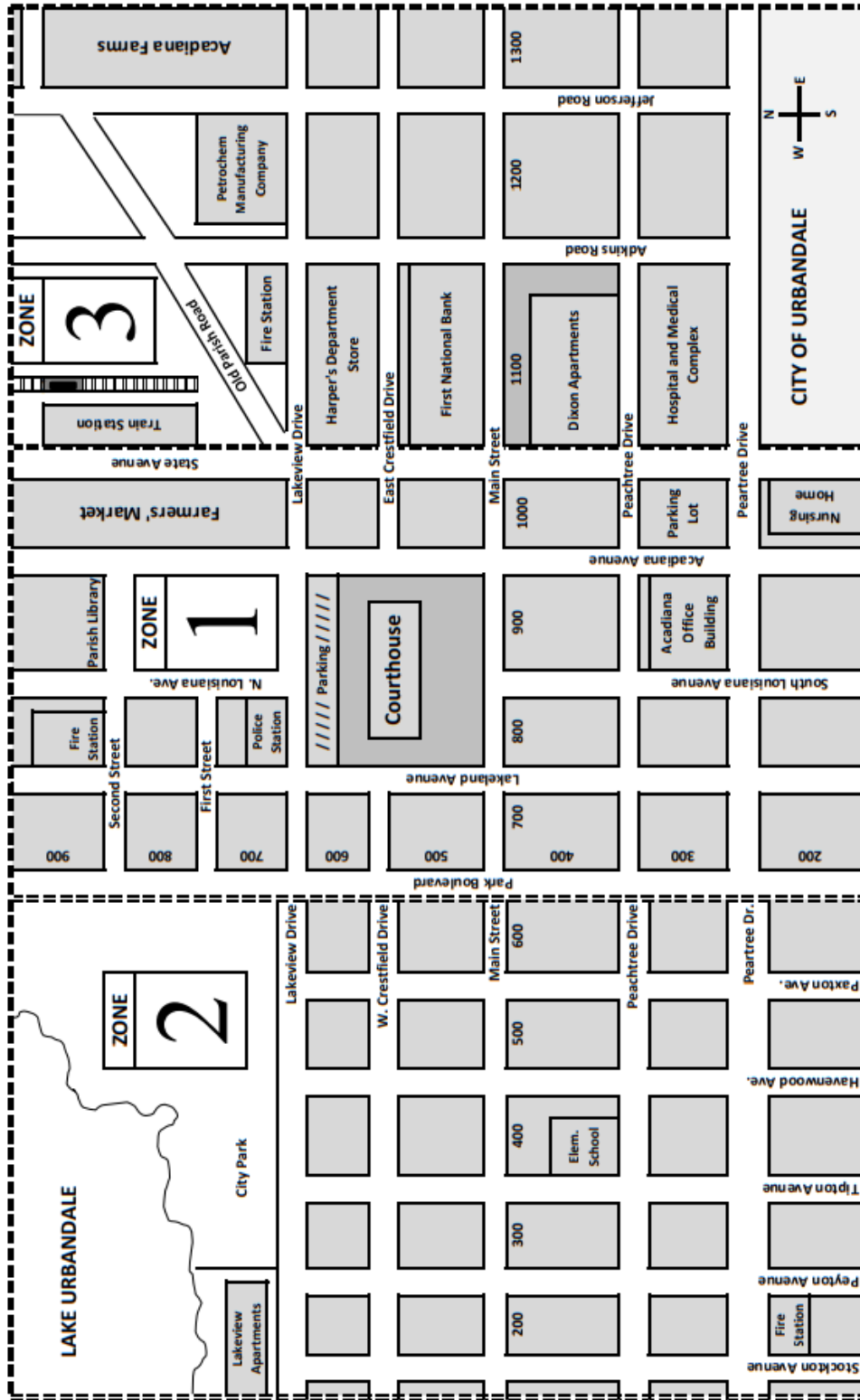
#### PRACTICE EXAM GRADING SCALE

<b>Questions Answered Correctly</b>	<b>Percentage Score</b>		<b>Questions Answered Correctly</b>	<b>Percentage Score</b>
25	100%		12	48%
24	96%		11	44%
23	92%		10	40%
22	88%		9	36%
21	84%		8	32%
20	80%		7	28%
19	76%		6	24%
18	72%		5	20%
17	68%		4	16%
16	64%		3	12%
15	60%		2	8%
14	56%		1	4%
13	52%		0	0%

FIRE COMMUNICATIONS OFFICER PRACTICE MATERIALS

Remove all of the following pages from this booklet for use when answering the practice questions.

# CITY OF URBANDALE





9

TEST NAME (CLASSIFICATION)												
(A)	A	(A)	A	(A)	A	(A)	A	(A)	A	(A)	A	(1)
(B)	B	(B)	B	(B)	B	(B)	B	(B)	B	(B)	B	(2)
(C)	C	(C)	C	(C)	C	(C)	C	(C)	C	(C)	C	(3)
(D)	D	(D)	D	(D)	D	(D)	D	(D)	D	(D)	D	(4)
(E)	E	(E)	E	(E)	E	(E)	E	(E)	E	(E)	E	(5)
(F)	F	(F)	F	(F)	F	(F)	F	(F)	F	(F)	F	(6)
(G)	G	(G)	G	(G)	G	(G)	G	(G)	G	(G)	G	(7)
(H)	H	(H)	H	(H)	H	(H)	H	(H)	H	(H)	H	(8)
(I)	I	(I)	I	(I)	I	(I)	I	(I)	I	(I)	I	(9)
(J)	J	(J)	J	(J)	J	(J)	J	(J)	J	(J)	J	(10)
(K)	K	(K)	K	(K)	K	(K)	K	(K)	K	(K)	K	(11)
(L)	L	(L)	L	(L)	L	(L)	L	(L)	L	(L)	L	(12)
(M)	M	(M)	M	(M)	M	(M)	M	(M)	M	(M)	M	(13)
(N)	N	(N)	N	(N)	N	(N)	N	(N)	N	(N)	N	(14)
(O)	O	(O)	O	(O)	O	(O)	O	(O)	O	(O)	O	(15)
(P)	P	(P)	P	(P)	P	(P)	P	(P)	P	(P)	P	(16)
(Q)	Q	(Q)	Q	(Q)	Q	(Q)	Q	(Q)	Q	(Q)	Q	(17)
(R)	R	(R)	R	(R)	R	(R)	R	(R)	R	(R)	R	(18)
(S)	S	(S)	S	(S)	S	(S)	S	(S)	S	(S)	S	(19)
(T)	T	(T)	T	(T)	T	(T)	T	(T)	T	(T)	T	(20)
(U)	U	(U)	U	(U)	U	(U)	U	(U)	U	(U)	U	(21)
(V)	V	(V)	V	(V)	V	(V)	V	(V)	V	(V)	V	(22)
(W)	W	(W)	W	(W)	W	(W)	W	(W)	W	(W)	W	(23)
(X)	X	(X)	X	(X)	X	(X)	X	(X)	X	(X)	X	(24)
(Y)	Y	(Y)	Y	(Y)	Y	(Y)	Y	(Y)	Y	(Y)	Y	(25)
(Z)	Z	(Z)	Z	(Z)	Z	(Z)	Z	(Z)	Z	(Z)	Z	(26)

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BOOKLET NUMBER					
(0)	0	(0)	0	(0)	0
(1)	1	(1)	1	(1)	1
(2)	2	(2)	2	(2)	2
(3)	3	(3)	3	(3)	3
(4)	4	(4)	4	(4)	4
(5)	5	(5)	5	(5)	5
(6)	6	(6)	6	(6)	6
(7)	7	(7)	7	(7)	7
(8)	8	(8)	8	(8)	8
(9)	9	(9)	9	(9)	9

11

TEST DATE					
(0)	0	(0)	0	(0)	0
(1)	1	(1)	1	(1)	1
(2)	2	(2)	2	(2)	2
(3)	3	(3)	3	(3)	3
(4)	4	(4)	4	(4)	4
(5)	5	(5)	5	(5)	5
(6)	6	(6)	6	(6)	6
(7)	7	(7)	7	(7)	7
(8)	8	(8)	8	(8)	8
(9)	9	(9)	9	(9)	9

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TEST ANSWERS (1-192)																							
1	a	b	c	d	e	49	a	b	c	d	e	97	a	b	c	d	e	145	a	b	c	d	e
2	a	b	c	d	e	50	a	b	c	d	e	98	a	b	c	d	e	146	a	b	c	d	e
3	a	b	c	d	e	51	a	b	c	d	e	99	a	b	c	d	e	147	a	b	c	d	e
4	a	b	c	d	e	52	a	b	c	d	e	100	a	b	c	d	e	148	a	b	c	d	e
5	a	b	c	d	e	53	a	b	c	d	e	101	a	b	c	d	e	149	a	b	c	d	e
6	a	b	c	d	e	54	a	b	c	d	e	102	a	b	c	d	e	150	a	b	c	d	e
7	a	b	c	d	e	55	a	b	c	d	e	103	a	b	c	d	e	151	a	b	c	d	e
8	a	b	c	d	e	56	a	b	c	d	e	104	a	b	c	d	e	152	a	b	c	d	e
9	a	b	c	d	e	57	a	b	c	d	e	105	a	b	c	d	e	153	a	b	c	d	e
10	a	b	c	d	e	58	a	b	c	d	e	106	a	b	c	d	e	154	a	b	c	d	e
11	a	b	c	d	e	59	a	b	c	d	e	107	a	b	c	d	e	155	a	b	c	d	e
12	a	b	c	d	e	60	a	b	c	d	e	108	a	b	c	d	e	156	a	b	c	d	e
13	a	b	c	d	e	61	a	b	c	d	e	109	a	b	c	d	e	157	a	b	c	d	e
14	a	b	c	d	e	62	a	b	c	d	e	110	a	b	c	d	e	158	a	b	c	d	e
15	a	b	c	d	e	63	a	b	c	d	e	111	a	b	c	d	e	159	a	b	c	d	e
16	a	b	c	d	e	64	a	b	c	d	e	112	a	b	c	d	e	160	a	b	c	d	e
17	a	b	c	d	e	65	a	b	c	d	e	113	a	b	c	d	e	161	a	b	c	d	e
18	a	b	c	d	e	66	a	b	c	d	e	114	a	b	c	d	e	162	a	b	c	d	e
19	a	b	c	d	e	67	a	b	c	d	e	115	a	b	c	d	e	163	a	b	c	d	e
20	a	b	c	d	e	68	a	b	c	d	e	116	a	b	c	d	e	164	a	b	c	d	e
21	a	b	c	d	e	69	a	b	c	d	e	117	a	b	c	d	e	165	a	b	c	d	e
22	a	b	c	d	e	70	a	b	c	d	e	118	a	b	c	d	e	166	a	b	c	d	e
23	a	b	c	d	e	71	a	b	c	d	e	119	a	b	c	d	e	167	a	b	c	d	e
24	a	b	c	d	e	72	a	b	c	d	e	120	a	b	c	d	e	168	a	b	c	d	e
25	a	b	c	d	e	73	a	b	c	d	e	121	a	b	c	d	e	169	a	b	c	d	e
26	a	b	c	d	e	74	a	b	c	d	e	122	a	b	c	d	e	170	a	b	c	d	e
27	a	b	c	d	e	75	a	b	c	d	e	123	a	b	c	d	e	171	a	b	c	d	e
28	a	b	c	d	e	76	a	b	c	d	e	124	a	b	c	d	e	172	a	b	c	d	e
29	a	b	c	d	e	77	a	b	c	d	e	125	a	b	c	d	e	173	a	b	c	d	e
30	a	b	c	d	e	78	a	b	c	d	e	126	a	b	c	d	e	174	a	b	c	d	e
31	a	b	c	d	e	79	a	b	c	d	e	127	a	b	c	d	e	175	a	b	c	d	e
32	a	b	c	d	e	80	a	b	c	d	e	128	a	b	c	d	e	176	a	b	c	d	e
33	a	b	c	d	e	81	a	b	c	d	e	129	a	b	c	d	e	177	a	b	c	d	e
34	a	b	c	d	e	82	a	b	c	d	e	130	a	b	c	d	e	178	a	b	c	d	e
35	a	b	c	d	e	83	a	b	c	d	e	131	a	b	c	d	e	179	a	b	c	d	e
36	a	b	c	d	e	84	a	b	c	d	e	132	a	b	c	d	e	180	a	b	c	d	e
37	a	b	c	d	e	85	a	b	c	d	e	133	a	b	c	d	e	181	a	b	c	d	e
38	a	b	c	d	e	86	a	b	c	d	e	134	a	b	c	d	e	182	a	b	c	d	e
39	a	b	c	d	e	87	a	b	c	d	e	135	a	b	c	d	e	183	a	b	c	d	e
40	a	b	c	d	e	88	a	b	c	d	e	136	a	b	c	d	e	184	a	b	c	d	e
41	a	b	c	d	e	89	a	b	c	d	e	137	a	b	c	d	e	185	a	b	c	d	e
42	a	b	c	d	e	90	a	b	c	d	e	138	a	b	c	d	e	186	a	b	c	d	e
43	a	b	c	d	e	91	a	b	c	d	e	139	a	b	c	d	e	187	a	b	c	d	e
44	a	b	c	d	e	92	a	b	c	d	e	140	a	b	c	d	e	188	a	b	c	d	e
45	a	b	c	d	e	93	a	b	c	d	e	141	a	b	c	d	e	189	a	b	c	d	e
46	a	b	c	d	e	94	a	b	c	d	e	142	a	b	c	d	e	190	a	b	c	d	e
47	a	b	c	d	e	95	a	b	c	d	e	143	a	b	c	d	e	191	a	b	c	d	e
48	a	b	c	d	e	96	a	b	c	d	e	144	a	b	c	d	e	192	a	b	c	d	e

# SCRATCH PAPER

<b>NAME:</b>	
<b>MAILING ADDRESS:</b> Include CITY, STATE and ZIP CODE	
<b>EMAIL ADDRESS:</b>	
<b>PHONE NUMBER:</b>	

# DAILY LOG SHEET

DATE: \_\_\_\_\_ DISPATCHER'S NAME: \_\_\_\_\_

**RULES:**  
 1. SEND 2 FIRE COMPAINES FOR ANY FIRE INVOLVING A BUILDING, AND ONLY 1 COMPANY FOR ALL OTHER EMERGENCIES  
 2. ALWAYS DISPATCH THE COMPANIES IN THE ORDER IN WHICH THEY ARE LISTED  
 3. ALWAYS ASSUME THAT ALL COMPANIES HAVE RETURNED BACK TO THEIR STATIONS BEFORE THE NEXT CALLS ARE RECEIVED

**COMPANIES DISPATCHED BY ZONE**  
 ZONE 1: COMPANIES 9, 10, 11, 12  
 ZONE 2: COMPANIES 5, 6, 7, 8  
 ZONE 3: COMPANIES 1, 2, 3, 4

1	2	3	4	5	6
NAME OF CALLER	ADDRESS	NATURE OF CALL	TIME	ZONE	COMPANY DISPATCHED