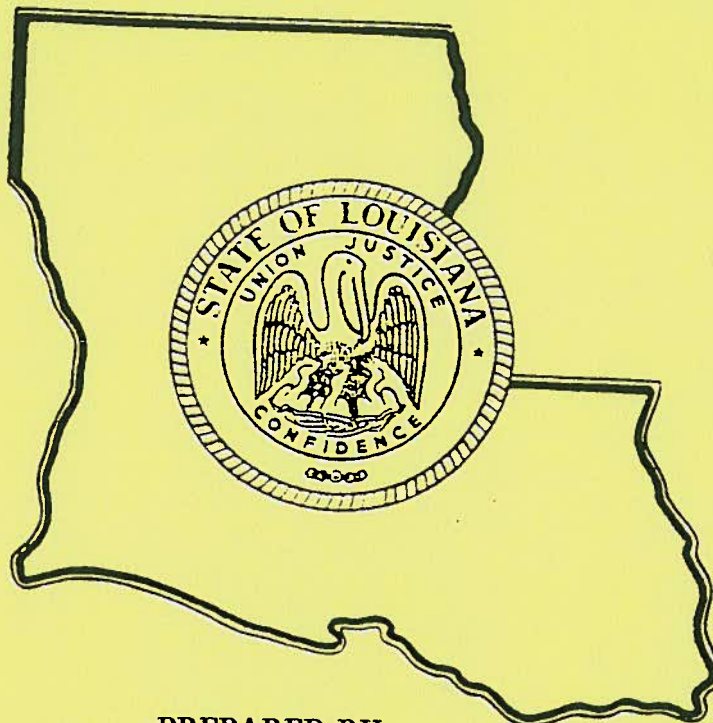


PRE-EXAMINATION BOOKLET
FOR
FIRE COMMUNICATIONS OFFICER
ENTRANCE LEVEL EXAMINATION



PREPARED BY
OFFICE OF STATE EXAMINER
MUNICIPAL FIRE AND POLICE CIVIL SERVICE
TEST DEVELOPMENT AND RESEARCH DIVISION

DO NOT BRING THIS BOOKLET TO THE EXAM SITE

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INTRODUCTION

One of the first steps toward becoming a Fire Communications Officer is successfully 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 some sample questions that are similar to those that are actually on the Fire Communications Officer examination.

You do not need to already have a knowledge of the operations of a fire communications center in order to pass this examination. The test has been designed to evaluate knowledges, skills, and abilities that are needed in order to 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 writing the information on a log. Therefore, part of your examination will consist of listening to simulated fire calls and writing down information that you have heard.

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 itself, 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. Periodically, you will be interrupted by taped messages simulating actual calls from the public for assistance. When you hear the simulated messages, you will put aside your written test and write down certain information from the calls onto a form. You will then use the procedures provided to you in deciding which fire companies to "dispatch".

After you have recorded the necessary information from a call and after dispatching the required 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 taped messages that simulate actual calls reporting fires from the public. After listening to each call, you are to record the address of the fire, the kind of fire, and the time of day on a log sheet. Following procedures given to you during the taped instructions, as well as those printed in the exam folder, you must then locate the address on the map and dispatch the correct number of fire companies. 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 part 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 84 multiple-choice questions and is divided into six subject areas. You will have two hours in which to complete the entire examination.

**FIRE COMMUNICATIONS OFFICER
WRITTEN TEST
CONTENT TABLE**

SUBJECT AREA	NUMBER OF QUESTIONS	PERCENTAGE OF EXAM
Coding	15	16
Interpreting Charts	10	12
Telephone Directory Usage	11	16
Reading Comprehension	10	14
Map Reading	10	10
Log Sheet	28	27
TOTAL	84	100%

Coding

This section is designed to evaluate your ability to read, comprehend, and recall material such as manuals, streetnames, 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.

Telephone Directory Usage

This section is designed to evaluate your ability to use a telephone book. All Fire Communications Officers should be able to retrieve necessary information from the telephone book and should, therefore, be familiar with the basic arrangement and rules of alphabetizing. This section is divided into two groups of multiple-choice questions. In the first group, you are asked to arrange items in the order in which they would appear in the directory by following the basic rules of alphabetizing.

In the second group, you will be given a telephone directory excerpt and asked to retrieve information from the excerpt in answering the multiple-choice questions.

Reading Comprehension

This section is designed to test your ability to read and comprehend materials such as manuals, procedure sheets, reports, and instructions. You will be given excerpts from reading material that is very similar to that which must be read by Fire Communications Officers. After reading the material you will be asked to answer questions based upon what you have read.

Map Reading

This section tests your ability 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.

Log Sheet

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 throughout your test on the Log Sheet.

HOW THE TEST IS GRADED

Regardless of the area in which you take your test, all test papers are graded in Baton Rouge in the Office of State Examiner. Your scores on both parts of the Fire Communications Officer exam are statistically combined into a single score. In order to successfully pass the examination and be considered for employment, you must make a score of 75 or above. The scores of all candidates taking the exam will be reported to the Fire and Police Civil Service Board in your jurisdiction, and the local board will notify you of your grade on the exam. When there is an opening in the Fire Department in your jurisdiction, the Fire and Police Civil Service Board will place on an employment list the names of all applicants who have successfully passed the examination. The appointing authority for your Fire Department may then fill the vacancy by selecting any one of the names certified to him by the board on the employment list.

HOW TO USE THIS BOOKLET

You may actually 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. For example, it would be helpful to practice reading comprehension questions or alphabetizing exercises, but English questions would not particularly help you to prepare for this exam.

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 following page 25. 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 in the block. The first row of boxes is for your name. In the example below, 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.

STATE OF LOUISIANA
OFFICE OF STATE EXAMINER
Municipal Fire And Police Civil Service

IMPORTANT

← USE NO. 2 PENCIL ONLY →

• EXAMPLE (1) (2) (3) (4) (5)

• ERASE COMPLETELY TO CHANGE

1 APPLICANT'S SIGNATURE

John E. Smith

2

LAST NAME, FIRST NAME, MIDDLE INITIAL (Please leave a blank space between each name)																										
S	M	I	T	H		J	O	H	N		E															
(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)	(A)
(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)	(B)
(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)	(C)
(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)	(D)
(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)	(E)
(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)	(F)
(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)	(G)
(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)	(H)
(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)	(I)
(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)	(J)
(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)	(K)
(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)	(L)
(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)	(M)
(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)	(N)
(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)	(O)
(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)	(P)
(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)	(Q)
(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)	(R)
(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)	(S)
(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)	(T)
(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)	(U)
(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)	(V)
(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)	(W)
(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)	(X)
(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)	(Y)
(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)	(Z)

You may practice recording the required information on the answer sheet by printing your name in the correct spaces on the front of the sample answer sheet.

The back of the answer sheet contains more information about the examination. In recording your answer choices, you should use only the No. 2 pencil 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. In the example below, answer "3" was chosen as the correct answer and the oval over the "3" was filled in completely. Erase your original mark completely to change your answer. Do not make any stray marks on the answer sheet.

EXAMPLE: ① ② ● ④ ⑤'

On the sample answer sheet, find the words "TEST ANSWERS" over the blocked area with numbers 1-192. This is where you will record your answers to the test questions.

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 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 smoke 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 much time trying to answer the questions you find hard, since this may not leave you enough time to do the easier ones. All questions count the same. That means you get the same credit for correctly answering the easy questions as you do for answering the hard questions. Therefore, answer easy questions first, then come back to the harder ones if you have time. The Examiner will notify you after you have been working one hour and then again fifteen minutes before your time is up. Use this information to help pace yourself.
3. **Read the Question Carefully.** Read all 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 the possible answer choices. Your task is to pick out the best answer. You cannot pick out the best answer until you know all 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 taped 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 taped messages as you will be graded on information which you record. 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 the same 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.

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 following page 25. The procedures for recording this information are listed on the log sheet.

On the actual test, you will be given taped instructions for the job simulation test prior to the start of the examination. Keep in mind that when you actually 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 taped 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 following page 25. 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 Central High School. Our address is 115 Fifth Avenue. At lunch time some of the kids must have 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 Beyer's Department Store in the 500 block of West Peachtree Street. Would you send someone over here right away? The men's department is filled with smoke but we can't determine where it's coming from because there's no flame yet. The men's department is located 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 beginning on page 12. 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 test. You may actually practice taking the test by marking your answers on the sample answer sheet. A discussion of the correct answers begins on page 21.

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

1. 1.
2. r.
3. 7.
4. f.

2. You need to retrieve the file for a fire which occurred at at 718 Field Street. You would look for file number

1. t.
2. 6.
3. 3.
4. 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

1. d,s,f,w
2. d,s,w,f
3. s,d,f,w
4. 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								

DO NOT WRITE IN THIS BOOKLET

USE SCRATCH PAPER FOR ANY COMPUTATIONS

INTERPRETING CHARTS

DIRECTIONS:

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

4. The fire company that answered the MOST calls this week was
 1. "H".
 2. "I".
 3. "L".
 4. "N".

5. The number of times fire company "L" was dispatched on Saturday is
 1. 3.
 2. 2.
 3. 1.
 4. 4.

6. Which fire company answered the MOST calls on Wednesday?
 1. "H"
 2. "K"
 3. "L"
 4. "M"

TELEPHONE DIRECTORY EXCERPT

**EDDIE'S ACE
HARDWARE**

4401 Downman Rd 242-8352

**EDDIE'S AUTO PARTS
& ACCESSORIES INC**

236 Hickory Av Harahan 737-6355

Eddie's Auto Repair

1908 C Industrial Blvd Harvey 340-2079

EDDIE'S BODY SHOP

1323 Carroll Kenner 468-3332

Eddie's Body Shop 3618 Boudin 482-1723

Eddie's Bumper Reinforcement

Recycling 508 Homewood Pl Westwego 347-9161

Eddie's Complete Auto Repair

3804 Frenchmen 944-2665

Eddie's Exxon 3339 Bienville 827-0463

Eddie's Paint & Body Shop

1815 Airline Hwy Kenner 721-0881

Eddie's Radio & TV Sales & Service

1741-D Williams Blvd Kenner 443-1949

**EDDIE'S RESTAURANT
& BAR**

2119 Law 945-2207

Edel David G 328 Marmande Av River Rd 738-9622

Edel Frank R 777 Means Av 242-6465

Edel Hypolite 4118 N Johnson 947-8590

Edel M G 250 Tudor Av River Ridge 737-0292

Edel Madeline Mrs 1225 Missouri Chalmette 277-3005

Edel Peter 367-2567

Edel Robert P 3604 Mumfrey Rd Chalmette 279-1131

Edelblut C M 4235 Vizen 392-0075

Edelen Bruce 4 Petite Bayou Ln 254-2102

Edelen Cary 1314 Pleasant 895-4330

Edelen G O 218 Mauros Av 394-2214

Edelhaus Inc gifts

Uptown Square Shopping Center 866-3915

3213 17th Metairie 837-3818

Edell Lester W 4322 Spain 282-2483

Edell Lester W Jr 497 Audubon 866-8017

Edelman A 4409 Eba 822-4969

Edelman Alan S 640 Governor Nichols 522-4188

Edelman M 7 Dove 283-7187

Edelman S 3201 St Charles Av 895-8739

Edelman Thelma A Mrs 2233 St Charles Av 524-3838

Edelman Warren S 624 Lowerline 861-9857

Edelman William W 7 Dove 283-7187

Eden Crosby 1320 August Dr Harvey 368-9699

Eden Frances 2301 Severn Av Metairie 837-8506

Eden Isles 4600 Ponchartrain Dr

Sidell La New Orleans Tel No 821-3465

EDEN ISLES INC rest center

Administration & Sales

4600 Ponchartrain Dr

Sidell La New Orleans Tel No 821-3464

Ofc 4600 Ponchartrain Dr Sidell La 643-8211

Golf Club & Pro Shop 201 Pebble Beach Dr

Sidell La New Orleans Tel No 821-0633

Eden Isles Sales Moon Raker Dr

Sidell La New Orleans Tel No 525-1722

Eden John 830 Lamorne 366-3810

Edgerson Louis 2514 Columbus 945-4209

Edgerson Marie 829 Colesons 897-0450

Edgerson Peter 2428 S Drigny 522-2997

Edgerson Raymond 422 Atlanta River Ridge 721-0349

Edgerson Ronald F 10225 Flossmoor Dr 241-6514

Edgerson Sandra 3329 Press 949-2214

Edgerson Sedonia 157 2nd Bridge City 436-4300

Edgerton D 840 Esplanade Av 522-3172

Edgerton James C 1901 Lafayette Gretna 367-8540

Edgett M D 301 Doerr Dr Arabi 271-2595

Edgett Melissa 4349 Macie Leaf Dr 394-8029

Edgett Milton L 609 S Pierce 482-5950

Edgett Stephen 8429 Hermitage Dr Chalmette 277-2642

Edgett William C 2228 Lena Dr Chalmette 271-8746

Children's Telephone

2228 Lena Dr Chalmette 271-2414

Edgewater Baptist Church 5900 Paris Av 288-1461

EDGEWATER SALES

CO boats

1607 Veterans Memorial Blvd 835-3143

EDGEWOOD PEST AND TERMITE

CONTROL INC

307 W Judge Perez Dr Chalmette 271-6530

Edgeworth Charles T Sr

124 Helen Dr Avondale 436-8025

Edginton Richard W 418 Bruce Av Gretna 366-1762

EDICT ECONOMIC DEVELOPMENT

PROGRAM 2908 S Carrollton Av 861-2364

EDICT INVESTMENT CORP

2908 S Carrollton Av 861-2364

Edie Fred 2 Olympic Ct 392-5452

Edie Thomas H Jr 4700 Laudun Metairie 885-3166

Edin G 2511 St Charles Av 899-6772

TELEPHONE DIRECTORY

INSTRUCTIONS:

Select the answer that corresponds to the correct order in which the items would appear in the directory.

7. A. Santiago, Anthony
B. Santa, J.R.
C. Santamaria, Robert A.

1. B,A,C
2. A,B,C
3. B,C,A
4. C,A,B

8. A. Beasley, David C.
B. Beardon, Fred W.
C. Beam, David R.

1. C,A,B
2. B,A,C
3. A,B,C
4. C,B,A

DIRECTORY USAGE

Use the telephone directory excerpt on the facing page to answer the next 2 questions.

9. The telephone number for Eddie's Paint and Body Shop is

1. 340-2079.
2. 468-3332.
3. 482-1723.
4. 721-0881.

10. The address for Lester W. Edell, Jr., is

1. 4322 Spain.
2. 497 Audubon.
3. 4409 Elba.
4. 210 Maumus.

STANDARD TEN 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)

PROCEDURES/READING COMPREHENSION

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

11. 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
1. 10-73.
 2. 10-71.
 3. 10-76.
 4. 10-77.
12. 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
1. message received.
 2. do not notify the utility company.
 3. cancel the message.
 4. dispatch information.

MAP READING

Answer the following questions based upon the map included with your practice materials following page 25.

13. The fire station is in which direction from Central High School?
1. Southeast
 2. Southwest
 3. Northeast
 4. Northwest
14. Which street is on the south side of the Court House?
1. West Peachtree Street
 2. West Main Street
 3. Third Avenue
 4. Fifth Avenue

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.

15. What kind of fire was reported at Central High School at 115 Fifth Avenue?
1. Business
 2. Car
 3. Trash
 4. Dwelling
16. At what time did the call come in from Beyer's Department Store in the 500 block of West Peachtree Street?
1. 7:56 A.M.
 2. 2:05 A.M.
 3. 1:15 P.M.
 4. 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 21 and compare your answers with the correct ones.

CORRECT ANSWERS TO THE SAMPLE QUESTIONS

**CORRECT ANSWERS TO THE FIRE
COMMUNICATIONS OFFICER PRACTICE TEST**

CODING

1. Correct answer is #2

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 #3

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 (3).

3. Correct answer is #2

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.

INTERPRETING CHARTS

4. Correct answer is #1

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 #4

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 #1

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.

TELEPHONE DIRECTORY

7. Correct answer is #3

By using the basic rules of alphabetizing, the correct order of the items would be: Santa, J.R.; Santamaria, Robert A; and Santiago, Anthony. The answer choice which corresponds to this correct order is #3 (B,C,A).

8. Correct answer is #4

The correct order for these items would be: Beam, David R.; Beardon, Fred W.; and Beasley, David C. The answer choice which corresponds to this correct order is #4 (C,B,A).

DIRECTORY USAGE

9. Correct answer is #4

Use the telephone directory excerpt on the facing page to find the first word in the name of the business. After finding "Eddie's" in the first column, look down the column for the next word (Paint) in alphabetical order beside the "Eddie's" listings. You will find that "Eddie's Paint and Body Shop" is listed after "Eddie's Exxon", and the telephone number listed is 721-0881 (Answer Choice #4).

10. Correct answer is #2

Locate the last name of the subject in the second column of the excerpt. You will find that there are two listings with the last name "Edell". Lester W. Edell, Jr. is listed after Lester W. Edell, and his address is given as 497 Audubon.

PROCEDURES/READING COMPREHENSION

11. Correct answer is #2

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.

12. Correct answer is #2

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.

MAP READING

13. Correct answer is #4

The direction indication arrows are located at the bottom right side of the map. Locate the Fire Station and Central High School on the map. By referring to the direction arrows, you can determine that the Fire Station is northwest of Central High School.

14. Correct answer is #2

Find the Court House on the map. Notice that it occupies a four block area bound by Third Avenue, Fifth Avenue, West Main Street and West Peachtree Street. By using the direction indicator arrows at the bottom right of the map, you will find that West Main Street is the street on the south side of the building.

LOG SHEET

NOTE: A completed Log Sheet is found on page 24 following the answers to this section.

15. Correct answer is #3

Look for the address of Central High School (115 Fifth Avenue) in column 1 of the log sheet. You will find that the kind of fire listed in column 2 for this address was a trash fire (T).

16. Correct answer is #4

Look for the address of Beyer's Department Store (500 block of West Peachtree Street) in column 1. By scanning the information listed for the call to column 3, you will find that the call came in at 2:05 p.m.

(CORRECT ANSWERS) LOG SHEET

THIS IS HOW THE COMPLETED LOG SHEET SHOULD LOOK:

DATE _____
DISPATCHER'S NAME _____
JURISDICTION _____

COLUMN 1	COLUMN 2	COLUMN 3	COLUMN 4
<u>ADDRESS</u>	<u>KIND OF FIRE</u> B-BUSINESS D-DWELLING C-CAR T-TRASH	<u>TIME</u>	<u>ZONE</u>
302 Florida Street	B	7:56 A.M.	1
115 Fifth Avenue	T	1:15 P.M.	3
500 (Block) West Practice St.	B	2:05 P.M.	3

PROCEDURES FOR COMPLETING LOG SHEET:

- Column 1: Under the ADDRESS column, you should enter the address of the fire.
- Column 2: Under KIND OF FIRE, you should use the codes listed at the top of the column to enter the kind of fire.
- Column 3: In this column you should enter the time of day given at the end of the call.
- Column 4: Consult the Zone Map in the Practice Material Section and locate the address of the fire from Column 1. Write the Zone Number in Column 4.

A sample call has been recorded on the log sheet for you to see how the information should be recorded. Familiarize yourself with the Log Sheet and the columns on the sheet.

FIRE COMMUNICATIONS OFFICER

PRACTICE MATERIALS

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

LOG SHEET

DATE _____

DISPATCHER'S NAME _____

JURISDICTION _____

COLUMN 1	COLUMN 2	COLUMN 3	COLUMN 4
<u>ADDRESS</u>	<u>KIND OF FIRE</u> B-BUSINESS C-CAR D-DWELLING T-TRASH	<u>TIME</u>	<u>ZONE</u>
302 Florida Street	B	7:56 A.M.	1

PROCEDURES FOR COMPLETING LOG SHEET:

Column 1: Under the ADDRESS column, you should enter the address of the fire.

Column 2: Under KIND OF FIRE, you should use the codes listed at the top of the column to enter the kind of fire.

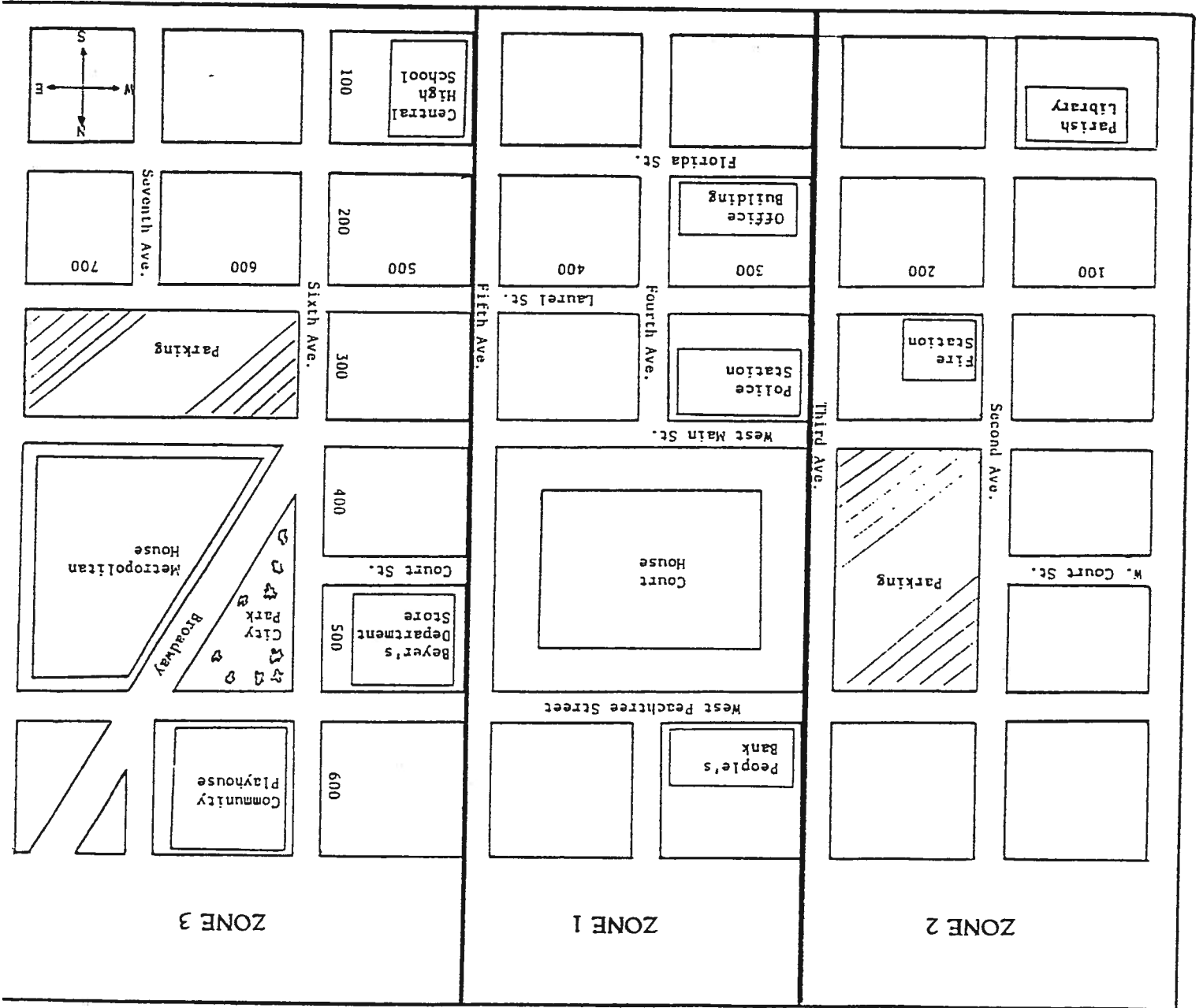
Column 3: In this column you should enter the time of day given at the end of the call.

Column 4: Consult the Zone Map in the Practice Material Section and locate the address of the fire from Column 1. Write the Zone Number in Column 4.

A sample call has been recorded on the log sheet for you to see how the information should be recorded. Familiarize yourself with the Log Sheet and the columns on the sheet.

(FOR USE WITH PRACTICE CALLS AND LOG SHEET)

ZONE MAP



ZONE 3

ZONE 1

ZONE 2

9

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

10

BOOKLET NUMBER					
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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					
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4	4	4	4	4	4
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6	6	6	6	6	6
7	7	7	7	7	7
8	8	8	8	8	8
9	9	9	9	9	9

12

TEST ANSWERS (1-192)																								
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2	1	2	3	4	5	50	1	2	3	4	5	98	1	2	3	4	5	146	1	2	3	4	5	
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