

**Master the Public Safety Dispatcher/911 Operator Exam, 3rd Edition**  
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*Please note the following updates and corrections for Master the Public Safety Dispatcher/911 Operator Exam, 3rd Edition. The corrections indicated below are made when the book is reprinted, so the copy you have purchased may already incorporate some or all of these corrections.*

<b>BOOK PAGE</b>	<b>CORRECTIONS</b>
Page 204	<p>The following text should appear above Question <b>58</b>:</p> <p><b>ANSWER QUESTIONS 58-60 ON THE BASIS OF THE FOLLOWING INFORMATION.</b></p> <p>In the event of a bank robbery, the emergency operator must follow this procedure:</p> <ol style="list-style-type: none"><li>1. Determine the precise location of the bank.</li><li>2. Ask for the name of the bank.</li><li>3. Ask for a description of the bank robber.</li><li>4. Ask if any weapons were used and obtain a description of the weapons.</li><li>5. If there are serious injuries, send an ambulance.</li><li>6. Dispatch three police cars to the location.</li><li>7. If the bank robber has left the bank, determine how the suspect left the scene and the direction of travel.</li><li>8. Obtain a description of any vehicle(s) involved.</li><li>9. Request name, location, and telephone number from which call is being made.</li><li>10. Request that the caller remain on that telephone if it is safe to do so.</li></ol>

Page 219	Answer explanation <b>70</b> should read: The correct answer is (C) because the question indicates private ownership. The answer presupposes that the dispatcher will know that since no citizen owns the premises of municipal, state or federal buildings, a citizen would not be calling from the second precinct. Of the precincts that a citizen would be calling from, the third precinct is the least likely because buildings in the third precinct have doormen and other security. Thus, burglars are least likely to have gained access there.
Page 245	Fourth full paragraph from the top, fourth line should read "drew one line."