



# **FIRE FIGHTER TRAINEE (PARAMEDIC) EXAMINATION STUDY GUIDE**



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## TABLE OF CONTENTS

This Study Guide includes a message from the Interim Fire Chief, and information about the Fire Fighter Trainee (Paramedic) Examination. The Study Guide describes the various parts of the test, offers tips on how to prepare for and take the tests, and provides example and practice questions.

<b>Section</b>	<b>Page Number</b>
1. Message from County of Los Angeles Interim Fire Chief and Fire Captains .....	1
Perspectives from County of Los Angeles Fire Captains .....	1
2. Purpose of the Study Guide .....	3
3. Application.....	3
4. Written Test .....	3
Work Orientation: Description and Example Questions .....	3
Abilities and Skills: Description, Example, & Practice Questions .....	5
Written Expression.....	5
Mechanical Comprehension.....	7
Report Interpretation .....	10
Reading Comprehension .....	12
5. Test Tips.....	16
Preparation and Study .....	16
Quick Test-Taking Tips .....	16
6. Sample Test Answer Sheet .....	17
7. Written Test Practice Questions Answer Key .....	18
Abilities & Skills.....	18
Written Expression.....	18
Mechanical Comprehension.....	18
Report Interpretation .....	18
Reading Comprehension .....	19

The pages in this Study Guide are numbered 1 through 20. It is your responsibility to make sure you have a complete study guide.

***DO NOT BRING THIS STUDY GUIDE TO THE WRITTEN TEST***

## 1. Message from County of Los Angeles Interim Fire Chief and Fire Captains

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### Interim Fire Chief Anthony C. Marrone

Congratulations on your decision to apply for the County of Los Angeles Fire Fighter Trainee (with Paramedic License) examination! While we anticipate this exam will be competitive, we commend and thank you for embarking on this exciting career opportunity.

The fire service is a proud and noble profession, and County of Los Angeles firefighters enjoy an internationally renowned reputation for being the best. Each and every day, our firefighters play an integral role in meeting the Department's mission of being *"proud protectors of life, property, and the environment."* I am grateful to lead a team of compassionate, talented, and engaged firefighters who are committed to public service and the communities we serve.

Please take the time to read the helpful perspectives provided below by two of our current Department Fire Captains, along with the examination information that follows. I hope that you will be encouraged by this advice as you begin your journey towards a rewarding career as a County of Los Angeles Fire Fighter Paramedic – a career that provides fulfillment, purpose, and excellence.

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### Perspectives from County of Los Angeles Fire Captains (previously Fire Fighter Paramedics)

Fire Captains (FCs) Sheila Kelliher and Stan Maloof, both previously Fire Fighter Paramedics, are proud members of the County of Los Angeles Fire Department. Their careers have taken them in different directions.

FC Kelliher has more than 22 years of service and is assigned to the Public Affairs Section as our Public Information Officer; FC Maloof has more than 13 years of service and is assigned to Fire Station 49 in the City of La Mirada.

Here are their perspectives to the following questions.

***What are the most important qualities for County of Los Angeles Fire Fighter Paramedics?***

FC Kelliher: The most important qualities are determination, dedication, empathy, and the ability to work in a team environment.

FC Maloof: The most important qualities are those of our Department's core values of integrity, teamwork, caring, commitment, community, and courage. Anyone who aligns with them is a good candidate.

***What can a candidate do to prepare for a career with the County of Los Angeles Fire Department – physically, emotionally, and mentally?***

FC Kelliher: Physically, it is really important to have superior cardiovascular training as well as functional strength and conditioning. Mentally, you need to learn as much as you can about the profession you are about to enter; talk to firefighters and learn about the Department. You need to be willing to learn because you will never stop learning and growing. And emotionally, you have to be confident in who you are and be able to stand true to your ethics. You will be tested and will need to be prepared for what you will see out in the field. Having a strong sense of self and a great support network are keys to your success and your ability to de-compress and re-charge.

FC Maloof: The best thing to do is to speak with someone on the job. You will gain insight and true understanding about the impact this career will have on you personally and professionally. Physical fitness with cardiovascular and strength training will help you tremendously.

***What do you like about being a member of the County of Los Angeles Fire Department?***

FC Kelliher: I love that my job involves helping other people. I love the camaraderie and being part of an extended family, my Fire family. And, I love being part of a job where I get to be physical.

FC Maloof: I enjoy being part of a team of people that feels like family. Everyone steps up and helps each other. The schedule is also a plus. Working for the Department is very rewarding. It is a unique place with a variety of opportunities to gain experience in different fields.

### ***What do you like about the fire service?***

FC Kelliher: I enjoy coming together as a team. It feels rewarding to be part of something greater than yourself. It is exciting to be in a profession where it is never the same day twice.

FC Maloof: The fire service allows you the opportunity to turn your career into anything you want. You can fight fires, work on a boat, or help people in medical emergencies. The options and avenues for success are endless.

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## **2. Purpose of the Study Guide**

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This Study Guide is intended to assist you in preparing for the County of Los Angeles Fire Fighter Trainee (Paramedic) examination process. You should read the entire Guide to assist you in understanding what to expect during the process. No prior knowledge of technical firefighting information is necessary to take any portion of the test.

There are two steps in the examination process for which applicants must be prepared. Each of these steps will be outlined in more detail in the pages that follow.

- Application
- Written Test

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## **3. Application**

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All applicants must submit a complete application as stated in the posted job bulletin. Your application will be considered if you meet the Specialty Requirements as stated in the job posting. Supporting documents must be provided with your application at the time of filing or by April 8, 2023, to [Fire-FFTParamedic@fire.lacounty.gov](mailto:Fire-FFTParamedic@fire.lacounty.gov). Your supporting documents will be verified during a post-test application review.

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## **4. Written Test**

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Applicants will be invited to take the written test based on the responses from the Supplemental Questionnaire. The written test consists of multiple portions that are administered in one sitting<sup>1</sup>. It will occur in proctored test sessions supervised by County personnel. Successful candidates who did not provide a copy of all the required documents listed in the Specialty Requirements will be withheld from the eligible list. Candidates have until twelve (12) months from the initial promulgation date of the eligible list to submit the required documents.

### **Work Orientation: Description and Example Questions**

This portion of the written assessment evaluates aspects of your approach to work-related situations and behaviors. Work Orientation includes attributes such as

conscientiousness, managing work pressure, getting along with others, and trustworthiness.

During this portion of the assessment, select the answer that best describes you. Do not try to figure out which answer might be most desirable or expected. This is an assessment of your attitudes toward work. It is in your best interest to select the answer that most accurately reflects your views, to ensure that a career as a Fire Fighter Paramedic is likely to be a good fit both for you and for the department.

Aspects of Work Orientation	Related Fire Fighter Duties
<ul style="list-style-type: none"><li>• Managing Work Pressure</li><li>• Conscientiousness</li><li>• Getting Along with Others</li><li>• Trustworthiness</li></ul>	<ul style="list-style-type: none"><li>• Maintains composure in difficult situations at the fire scene or rescue situation</li><li>• Stays on task and completes work, even when it is difficult or repetitive</li><li>• Gets to know and serves people in the community</li><li>• Protects the property and safety of others</li></ul>

### **Examples**

#### **Example 1:**

I remain calm in tense situations.

- A. Strongly Disagree
- B. Disagree
- C. In Between
- D. Agree
- E. Strongly Agree

#### **Example 2:**

I prefer work that is routine.

- A. Strongly Disagree
- B. Disagree
- C. In Between
- D. Agree
- E. Strongly Agree

#### **Example 3:**

Everyone has times when it is difficult to get motivated for work. How often have you thought of simply not going to work?

- A. Never
- B. Once every few months
- C. Once a month
- D. Almost once a week
- E. Once a week or more

**Example 4:**

A co-worker, with whom you've worked for several years and become close friends, has a fight with a supervisor over the best way to do a job. You happen to agree with the co-worker. The supervisor responds by ordering the co-worker to do as told or find another job. The co-worker obeys, but intentionally works at a slow pace.

How likely would you be to defend the co-worker's actions?

- A. Very Unlikely
- B. Unlikely
- C. In Between
- D. Likely
- E. Very Likely

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**Abilities and Skills: Description, Example, & Practice Questions**

This portion of the written test measures abilities and skills necessary to learn the job of a Fire Fighter. The following are brief descriptions and example/practice items of each section.

You will be presented with questions that have two or more answer choices, and you will need to choose the best answer for each question. If you are not sure of the answer, try to eliminate one or more choices as incorrect. Then provide your best answer.

This portion of the written test has four parts: Written Expression, Mechanical Comprehension, Report Interpretation, and Reading Comprehension. Sample test questions are provided for each part of this test. These questions are similar to those included in the actual test. Read the instructions, look at the examples, and answer the practice questions. Once you have completed all three sections, you may check your answers by referring to the answer key in the last several pages of this Study Guide.

**Written Expression**

Fire Fighters are required to interact with co-workers, superiors, and public service agencies, and assist fire and law enforcement investigators, often through writing. Performing office duties, writing reports and correspondence, and communicating, reporting, and documenting medical services provided is also required on the job. This portion of the written test measures the ability to recognize correct spelling, punctuation, capitalization, grammar, and usage.

Look at the example problem below. Part of the sentence is underlined. The underlined section may contain errors in spelling, punctuation, capitalization, grammar, or usage. Following the sentence are three suggested changes to replace the

underlined section. If the underlined section contains no error, select the option "No Change". In the actual test, you will record your answers on your answer sheet by filling in the circle under the alternative (A, B, C, or D) you feel is the **best** response. In this study guide, write the letter which you feel is the **best** response next to the question number. Answer every question to the best of your ability. When finished, check your answers using the answer key at the back of this study guide.

### **Example**

The team meeting will be held on Tusday.

- A. Teusday.
- B. Tuesday.
- C. Tuesday.
- D. No change.

For this example, the correct answer is "B" which displays the correct spelling of the underlined word.

### **Practice Questions**

\_\_\_\_\_ 1. There is a need to be insistent when making policy decisions.

- A. insistant
- B. constant
- C. consistent
- D. No change.

\_\_\_\_\_ 2. Mrs. Jones is the most efficient worker.

- A. efficientest
- B. mostly efficient
- C. efficiently
- D. No change.

\_\_\_\_\_ 3. Both of the vehicle's will need an oil change every three months.

- A. vehicles will
- B. vehicle'll
- C. vehicle will
- D. No change.

\_\_\_\_\_ 4. Mrs. Lewis would have left earlier but she was distracted by a phone call from her coworker.

- A. would have left earlier but she was distracted,
- B. would have left earlier, but she was distracted
- C. would have left earlier; but she was distracted
- D. No change.



## Mechanical Comprehension

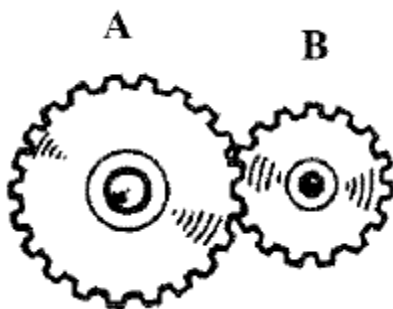
Fire Fighters need mechanical ability to perform many job behaviors, such as operating pumps, raising and securing ladders, and making hose connections. In this portion of the test you will be presented with drawings that illustrate mechanical principles that are relevant to the job of Fire Fighter. The Mechanical Comprehension questions address mechanical principles such as Resolution of Forces, Shape and Volume, Center of Gravity, Hydraulics, and the operation of Gears, Pulley Systems, Planes and Slopes, Levers, and Structures.

Aspects of Mechanical Comprehension	Related Fire Fighter Duties
<ul style="list-style-type: none"><li>• Knowledge of gear systems</li><li>• Understanding of force and leverage principles</li><li>• Use of hydraulics</li></ul>	<ul style="list-style-type: none"><li>• Operating equipment on the fire engine or other fire fighting apparatus</li><li>• Making forcible entries into buildings and vehicles</li><li>• Operating hoses and directing the water stream to put out a fire</li></ul>

In each of the following questions, three possible answers are suggested. In the actual test, you will record your answers on your answer sheet by filling in the circle under the alternative (A, B, or C) which you feel is the **best** response. In this study guide, write the letter which you feel is the **best** response next to the question number. Answer every question to the best of your ability.

### Example

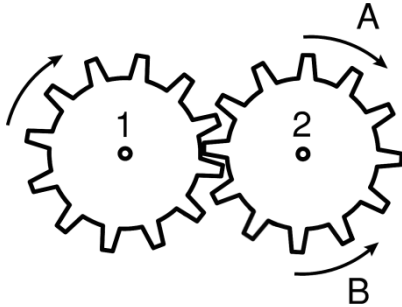
Which cog turns more slowly?  
If equal, mark C.



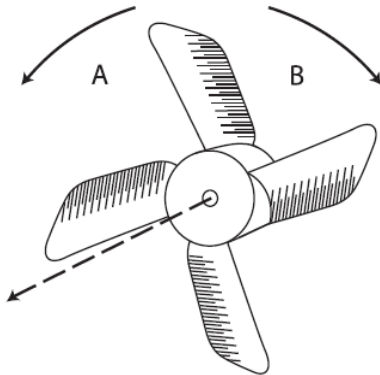
For this example, the correct answer is “A” because the larger the diameter of the cog, the longer it will take to complete a revolution. Therefore, cog A will turn more slowly.

### Practice Questions

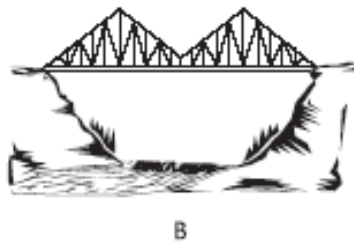
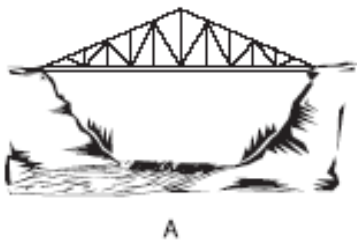
\_\_\_\_\_ 5. If force is applied to Gear 1 in the direction shown, which way will Gear 2 rotate? If neither, mark C.



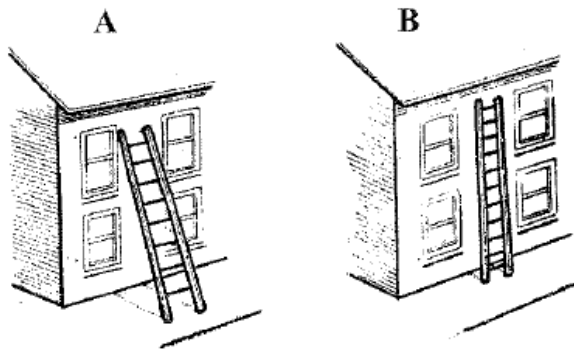
\_\_\_\_\_ 6. Which way must the fan turn to push air in the direction of the dashed-line arrow? If neither, mark C.



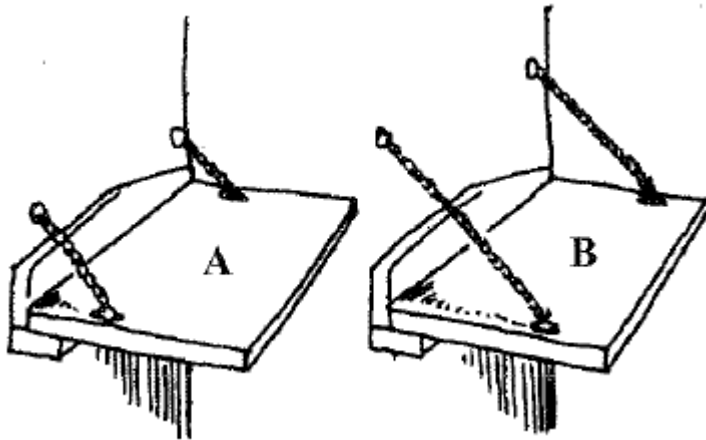
\_\_\_\_\_ 7. Which bridge will hold more weight? If equal, mark C.



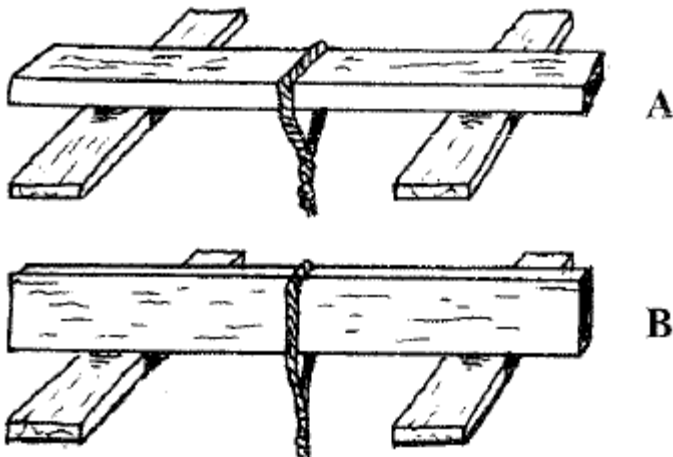
\_\_\_\_\_ 8. Which ladder is most likely to fall away from the building? If equal, mark C.



\_\_\_\_\_ 9. Which shelf is stronger? If equal, mark C.



\_\_\_\_\_ 10. In which picture can you safely put a heavier weight on the rope? If equal, mark C.



## Report Interpretation

Fire Fighters must be able to read and interpret charts and tables when performing a number of important tasks such as adjusting settings on equipment, making emergency medical decisions, and understanding training and operations manuals. The questions in this part measure the ability to read charts and reports concerning fire department operations and to correctly interpret the information.

Aspect of Report Interpretation	Related Fire Fighter Duties
<ul style="list-style-type: none"><li>• Reading and understanding charts and data</li></ul>	<ul style="list-style-type: none"><li>• Reading and interpreting numeric information, tables and charts from training manuals and other source materials.</li></ul>

For each of the following questions, refer to the report and then decide which of the five suggested alternatives best answers the question. In the actual test, you will record your answers on your answer sheet by filling in the circle under the alternative (A, B, C, D, or E) which you feel is the **best** response. In this study guide, write the letter which you feel is the **best** response next to the question number. If you want to write out your calculations, do so in this study guide. Answer every question to the best of your ability.

Fire Department Report					
Company	Number of Trucks	Total Number of Calls Received	Total Number of Calls Dispatched	Number of Fire Calls Worked	Number of False Alarms
A	3	101	90	60	12
B	2	99	85	58	7
C	5	412	274	198	22
D	4	110	72	56	13
E	7	623	428	212	109
F	6	519	275	168	33
G	4	228	102	69	18

### **Example**

Which company worked the least number of fire calls?

- A. Company A
- B. Company B
- C. Company D
- D. Company F
- E. Company G

For this example, the correct answer is “C” because Company D worked only 56 fire calls while all of the other companies worked more than 56 fire calls.

### **Practice Questions**

\_\_\_\_\_ 11. Which company worked the greatest number of fires per truck?

- A. Company A
- B. Company B
- C. Company C
- D. Company E
- E. Company F

\_\_\_\_\_ 12. Which company dispatched the highest percentage of calls received?

- A. Company A
- B. Company B
- C. Company C
- D. Company D
- E. Company E

- \_\_\_\_\_ 13. How many companies responded to more than 20 false alarms?
- A. 1
  - B. 2
  - C. 3
  - D. 4
  - E. 5
- \_\_\_\_\_ 14. What is the average number of trucks for companies that dispatched more than 100 calls?
- A. 4.4
  - B. 4.8
  - C. 5.5
  - D. 6.0
  - E. 7.0
- \_\_\_\_\_ 15. How many companies with more than the average number of trucks also had fewer than 30 false alarms?
- A. 0
  - B. 1
  - C. 2
  - D. 3
  - E. 4
- \_\_\_\_\_ 16. How many companies had more than 10% of their calls received turn out to be false alarms?
- A. 0
  - B. 1
  - C. 2
  - D. 3
  - E. 4

## **Reading Comprehension**

Fire Fighters must be able to read and understand written materials including instructions, directions, procedures, warnings, manuals, bulletins, and training materials. In this part you will read short passages of text and answer questions that assess your understanding of the contents.

The Reading Comprehension passages in this test are comparable in difficulty to actual training materials that entry-level Fire Fighters are required to read as part of their training.

Aspect of Reading Comprehension	Related Fire Fighter Duties
<ul style="list-style-type: none"> <li>• Reading and understanding information from written passages</li> </ul>	<ul style="list-style-type: none"> <li>• Reading and understanding Fire Department procedure manuals and policy information</li> <li>• Reading and following procedures for the use and maintenance of Fire Fighter equipment</li> <li>• Following written directions as instructed by supervisors</li> </ul>

In this section, you will be presented with a reading passage followed by several questions about the passage, along with four possible answers to each question. Read the passage, and then read each question and decide which answer is best. In the actual test, you will record your answers on your answer sheet by filling in the circle under the alternative (A, B, C, or D) you feel is the **best** response. In this study guide, write the letter which you feel is the **best** response next to the question number. Answer every question to the best of your ability.

### **Example**

#### **Reading Passage**

Low-pressure hydrants can be classified as follows: "double" hydrants, which can supply two engines; "single" hydrants, which can supply only one engine; and "suction" hydrants, which are supplied from a static source.

E1. According to the passage above,

- A. a "single" hydrant is a high-pressure hydrant.
- B. a "suction" hydrant can supply two engines.
- C. a "single" hydrant can supply only one engine.
- D. a "double" hydrant is supplied from a static source.

For this example, the correct answer is "C" because the passage states that a "single" hydrant can supply only one engine. The remaining three alternatives are either false or not necessarily true from the information given in the passage.

- E2. According to the passage above, which type of hydrant can supply two engines?
- A. a “suction” hydrant
  - B. a high-pressure “double” hydrant
  - C. a low-pressure “single” hydrant
  - D. a low-pressure “double” hydrant

For this example, the correct answer is “D” because the passage states that a “double” hydrant can supply two engines, and the passage is about low-pressure hydrants. The remaining three alternatives are either false or not necessarily true from the information given in the passage.

### **Practice Questions**

#### **Reading Passage**

The Dandyville Fire Department answered a call and went on site to a fire at a strip mall Monday evening. At around 6:15 p.m. passers-by called 9-1-1 to report seeing "bright red and orange flames" from one of the stores. After reaching the scene several minutes later, firefighters found that the front section of one store was involved in the fire.

The fire was quickly extinguished and the rest of the stores in the strip mall were not burned. The business renting the store’s space was closed when the 9-1-1 call was made, and no one was injured as a result of the fire. The business owner’s insurance company was scheduled to assess the damage and assist the store owner with finding a temporary location and replacing inventory.

The other store fronts in the strip mall are undamaged by either smoke or flames. This good news was due to the passers-by deciding to call the firefighters right away and alerting customers and employees in the nearby stores. Details of how the fire started are still being investigated, but it was confirmed that the fire originated from inside the store.

\_\_\_\_\_ 17. According to the Reading Passage, how many stores were involved in the fire?

- A. one store
- B. two stores
- C. three stores
- D. No stores. The passers-by were mistaken.



\_\_\_\_\_ 18. According to the Reading Passage, when did the firefighters arrive at the strip mall?

- A. at around 6:15 p.m.
- B. at around 6:30 p.m.
- C. sometime after 6:15 p.m.
- D. before 6:15 p.m.

\_\_\_\_\_ 19. According to the Reading Passage, which of the following details is the LEAST likely to have contributed to the fire being extinguished quickly and with no reported injuries?

- A. The fire started inside the building.
- B. Passers-by called 911 quickly.
- C. Passers-by helped ensure the building was empty.
- D. The business was closed when the fire occurred.

\_\_\_\_\_ 20. According to the Reading Passage, the employees and customers of the store where the fire started were not injured because

- A. they ran into the parking lot when the fire was discovered.
- B. they were in the back of the store away from the fire.
- C. the fire was quickly extinguished.
- D. the business was closed when the fire occurred.

\_\_\_\_\_ 21. According to the Reading Passage, aside from the business in the burned store, \_\_\_\_\_ will need help from the insurance company to find a new location.

- A. businesses in the adjacent units
- B. no other businesses in the strip mall
- C. businesses in every store in the strip mall
- D. businesses in the stores where passers-by said they saw "bright red and orange flames"

\_\_\_\_\_ 22. According to the Reading Passage, the passers-by helped avoid further damage and injuries by

- A. making sure the firefighters alerted employees and customers in other stores.
- B. protecting the other stores in the strip mall.
- C. calling the fire department quickly and alerting nearby stores.
- D. looking out for the business in the burned store.

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## 5. Test Tips

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This section lists a variety of things you may wish to do before taking the written test.

### **Preparation and Study**

To help with your test preparation, consider doing some or all of the following:

1. *Go to the County of Los Angeles test preparation website:*
  - Go to <http://hr.lacounty.gov/>
  - Then click on the **Find A Job** tab
  - Then click on **Job Search Toolkit**.
  - Test Preparation Information is located under the **Employment Test Assistance** section
2. *Review the Fire Department website for more information about the examination process.*
  - Go to <http://www.fire.lacounty.gov/>
  - Then click on **Join Us** from the menu
  - Under the **Firefighter** submenu, click on **Fire Fighter Trainee (Paramedic) & Fire Fighter Trainee Recruitment**
3. *Practice Taking Tests*
  - Taking tests can be challenging, but the experience can provide you with an opportunity to demonstrate how prepared you are for the job. Become comfortable with the test-taking situation by finding practice tests online or in the library. The tests should involve reading information and answering multiple-choice questions. Time yourself and practice budgeting your time so that you can effectively manage your testing time.

### **Quick Test-Taking Tips**

- As best as you can, clear your schedule well before the test date. During the exam session, you will be given instructions on how to complete your answer sheets.
- Get plenty of rest the night before the test.
- Read the test instructions carefully and follow them.
- Before choosing an answer, read all of the answer choices.

- Be sure the answer you are marking on your answer sheet corresponds to the response option you are choosing.

## 6. Sample Test Answer Sheet

You will use answer sheets for the written exam to record your answers. During the exam session, you will be given instructions on how to complete your answer sheets.

When taking the test, be sure to check that you have marked your answer in the space on the answer sheet that corresponds to the test question. Because the answer sheet will be read by computer, it is important that you mark your answers clearly and completely erase any unintended or stray marks.

A sample answer sheet is shown below.

*Front Page*

NAME \_\_\_\_\_ SIDE ONE

EXAMPLE  
 1. ☐ A ☒ B ☐ C ☐ D  
 WRONG  
 2. ☐ A ☐ B ☐ C ☐ D  
 WRONG  
 3. ☐ A ☐ B ☐ C ☐ D  
 RIGHT  
 4. ☐ A ☐ B ☐ C ☐ D  
 RIGHT

**IMPORTANT DIRECTIONS FOR MARKING ANSWERS**  
 Use #2 pencil only.  
 Make heavy black marks that fill the circle completely.  
 Erase clearly any answer you wish to change.  
 Make no stray marks on this answer sheet.

REFER TO THESE EXAMPLES BEFORE STARTING PRACTICE EXERCISES

1. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	11. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	21. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	31. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	41. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	51. <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
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*Back Page*

SIDE TWO

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## **7. Written Test Practice Questions Answer Key**

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### **Abilities & Skills**

#### **Written Expression**

1. The correct answer is C.
2. The correct answer is D.
3. The correct answer is A.
4. The correct answer is B.

#### **Mechanical Comprehension**

5. The correct answer is B. As gear 1 turns clockwise, it applies downward force to gear 2, causing it to turn counter-clockwise.
6. The correct answer is B. To push air in the direction of the dashed-line arrow, the fan blades must rotate clockwise. If the blades were to rotate counter-clockwise, they would push air in the opposite direction of the dashed-line arrow.
7. The correct answer is A. Bridge B has two separate truss structures (the triangular configurations of support beams), but no central support between them. Bridge B would be very weak at its center.
8. The correct answer is B. The ladder whose base is farther out from the building is more stable and less likely to tip.
9. The correct answer is B. Attaching the chain farther out on the shelf causes more of the shelf's weight to be supported by the chain.
10. The correct answer is B. A board set on its edge vertically is stronger than a board lying horizontally because it is distributing weight through a thicker and greater area and will therefore support more weight.

#### **Report Interpretation**

11. The correct answer is C. Dividing the number of fire calls worked by the number of trucks for each company yields the highest number for Company C.
12. The correct answer is A. Company A dispatched 90 of the 101 calls received; this percentage is higher than for the alternative companies.
13. The correct answer is C. There are three companies that worked more than twenty false alarms. These include Companies C, E, and F.
14. The correct answer is C. There are four companies that dispatched more than 100 calls. Those include Companies C, E, F, and G. By adding up the number of trucks for those four companies and dividing by four, the average number of trucks is 5.5.
15. The correct answer is B. The average number of trucks is found by adding up the total number of trucks for each company and dividing by seven (because there are seven companies). The average number of trucks works out to be 4.4. For the three companies that had more than the average number of trucks (Companies C, E, and F), Company C is the only one that had fewer than 30 false alarms.

16. The correct answer is D. For Companies A, D, and E, the number of false alarms is more than 10% of the total number of calls received. For example, for Company A, 10% of 101 calls received is 10. Company A had 12 false alarms.

### Reading Comprehension

17. The correct answer is A. The passage states that passers-by reported seeing flames from “one of the stores”, and then later references that the other stores in the strip mall were undamaged.
18. The correct answer is C. Because the call was received at 6:15 p.m. and firefighters arrived “several minutes later”, option C is the best response.
19. The correct answer is A. In the last paragraph of the passage, it is stated that passers-by quickly calling 9-1-1 and alerting nearby customers and employees was an important factor in the other stores remaining undamaged; this statement rules out options B and C. Option D is also likely to be a critical factor to the firefighters having quick access to the fire and no injuries being reported, since there were no customers or employees inside the store at the time of the fire. Therefore, option A is the *least* likely to have contributed to the fire being extinguished quickly and with no reported injuries.
20. The correct answer is D. Because the business was closed when the fire occurred, the employees and the customers were not present inside the store when the fire started.
21. The correct answer is B. There were no other businesses in the strip mall that sustained damage from the fire besides the store from which the fire originated, so there are no other businesses that will require insurance assistance to find a new location due to damage from the fire.
22. The correct answer is C. The passage states that passers-by called the fire department quickly and alerted nearby stores, which contributed to the lack of reported injuries from the fire.

**THE COUNTY OF LOS ANGELES WISHES YOU SUCCESS IN  
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