

**CITY OF AUSTIN  
FIREFIGHTERS', POLICE OFFICERS'  
AND EMERGENCY MEDICAL SERVICES PERSONNEL'S  
CIVIL SERVICE COMMISSION**

**NOTICE OF WRITTEN EXAMINATION & SOURCE MATERIALS LIST  
FOR THE RANK OF**

**COMMANDER - COMMUNICATIONS**

**DATE:** January 27, 2021

**TIME:** 9:00 AM

**PLACE:** Learning & Research Center  
5202 E. Ben White Blvd. #500  
Austin, Texas 78741

**ELIGIBILITY REQUIREMENT:** This written examination shall be held in accordance with the Agreement between the City of Austin and the Austin-Travis County EMS Employees Association and with Civil Service law and rules, and shall be open to each Captain-Communications who has continuously held this classification for at least two (2) years immediately before the date of the written examination, and who has six (6) years service in the Department.

In addition, it is the responsibility of candidates seeking education points to ensure that the Human Resource division of the Department has the necessary supporting documentation for education points. The documentation must be received by the HR Division no later than 5:00 PM, January 20, 2021. No education points will be counted unless proper documentation is timely received.

**ELECTRONIC REGISTRATION FOR WRITTEN EXAMINATION:** As required by Civil service Commission Rule 7.06, all eligible candidates who intend to take the examination **MUST** register.

Candidates will now signup for examinations electronically at <https://signup.com/go/spYoRSU>.

**Registration must be made no later than 9:00 AM, January 20, 2021.** Exam registration instructions can be found at: <http://cityspace.ci.austin.tx.us/departments/hrm/civil-service/ems/promotional-exam-exam-review-sign-up-instructions>.

Once you register, you will receive a confirmation email which will serve as your Letter of Intent. Civil Service will have the master list of those who have signed up. **Only those applicants who have registered through the electronic process will be admitted into the examination.**

**CONTENT OF EXAMINATION:** Examination questions will be taken only from those source materials identified below. No questions will be taken from material in the source that is assigned a label, e.g. figure, table, exhibit, box, scan, etc., unless such material is specifically identified below.

## **1. Austin/Travis County Emergency Medical Services Department Policies & Procedures**

### **Policies**

Chapter 2 Code of Conduct  
Chapter 3 Human Resources  
Chapter 5 Operations  
Chapter 6 Training

### **Procedures**

OP – 01 Communications

OP – 02 Responses and Transport

- OP – 02.01.00 Incident Assignment – Out of Chute
- OP – 02.02.01 Incident Assignment – Responding
- OP – 02.03.01 Incident Assignment – Staging
- OP – 02.04.00 Incident Assignment – Arriving At Scene & At Patient Side
- OP – 02.05.00 Incident Assignment – Transporting
- OP – 02.07.01 Incident Assignment – At Facility
- OP – 02.08.00 Multi Destination Transport Guidelines
- OP – 02.10.00 Inter Facility Transfers
- OP – 02.11.00 Knox boxes
- OP – 02.12.00 Request & Utilization of The Bariatric Lift
- OP – 02.13.01 Forcible Entry

OP – 06 General

- OP – 06.11.00 Emergency ID Testing Procedure
- OP – 06.12.00 Emergency ID Procedure
- OP – 06.13.01 Unscheduled Leave

Available online:

[http://atcemsinside.org/home/index.php?option=com\\_content&view=category&layout=blog&id=121&Itemid=250](http://atcemsinside.org/home/index.php?option=com_content&view=category&layout=blog&id=121&Itemid=250)

**20%** of the examination questions will come from this source.

## **2. EMS Supervisor: Principles and Practice**

ISBN-10: 0763776432

ISBN-13 978-0763776435

Author: Orlando Dominguez

Candidates are responsible for Chapters 1-4, and 5 pages 115 – 129 and chapter 8, including charts, graphs, tables, figures, and “Managerial Leadership Briefcase” of each of those chapters.

**20%** of the examination questions will come from this source.

## **3. Lessons in Loyalty: How Southwest Airlines Does It – An Insider’s View**

ISBN-10: 976252856

ISBN-13: 9780976252856

Author: Lorraine Grubbs

Candidates are responsible for Chapters 4 and 9

**10%** of the examination questions will come from this source.

**4. The New One Minute Manager**

ASIN: B083Q4T91P

ISBN-13: 9780062367549

Authors: Kenneth Blanchard, PhD and Spencer Johnson, MD

Candidates are responsible for all sections of source material.

**10%** of the examination questions will come from this source.

**5. Unusually Excellent: The Necessary Nine Skills Required for the Practice of Great Leadership**

ISBN-13: 9780470928431

Authors: John Hamm

Publisher: Jossey-Bass: an Imprint of WILEY

Candidates are responsible for Chapters 1-3, 5 and 8

**15%** of the examination questions will come from this source.

**6. Leading with Kindness, How Good People Consistently Get Superior Results: 1st (First) Edition – August 13, 2008**

ISBN-13: 9780814439425

ISBN-10: 0814401562

ASIN: B0085OAI5M

Authors: William F. Baker; Ph.D., Michael O'Malley, Ph.D.

Publisher: AMACOM, a division of American Management Association

Candidates are responsible for Chapters 1, 3-5

**15%** of the examination questions will come from this source.

**7. Lincoln on Leadership: Executive Strategies for Tough Times**

ISBN-13: 9780446394598

Author: Donald T. Phillips

Publisher: Warner Books, Inc. & Grand Central Publishing

Candidates are responsible for Chapter 1, 4, 5, & 6, including tables of principles at the end of each of those chapters.

**10%** of the examination questions will come from this source.

**ADMINISTRATION OF EXAMINATION:** 2.5 hours will be allowed for answering examination questions.