

# FIRE FIGHTERS' AND POLICE OFFICERS'

## CIVIL SERVICE COMMISSION

### CITY OF HOUSTON

APPROVED NOV 25 2013

## SOURCE MATERIAL LIST FOR

### 2014 PROMOTIONAL EXAMINATION

## Deputy Chief Communications

### HOUSTON FIRE DEPARTMENT

The 2014 promotional examination for **DEPUTY CHIEF COMMUNICATIONS, HOUSTON FIRE DEPARTMENT**, will be written from the following sources:

**NATIONAL INCIDENT MANAGEMENT SYSTEM: PRINCIPLES AND PRACTICE**, 2<sup>nd</sup> Edition, Copyright 2012. By: Dr. Donald W. Walsh, Dr. Hank T. Christen, Jr., Christian E. Calisen, Jr., Geoffrey T. Miller, Paul M. Maniscalco, Graydon C. Lord, and Neal J. Dolan. ISBN: 978-0-7637-8187-3. Jones & Bartlett Learning, 40 Tall Pine Drive, Sudbury, MA 01776. 1-(800)832-0034 toll free or 1-978-443-5000. Cost: \$70.95 plus \$15.00 for shipping and handling. Rush delivery is available for an extra charge. To order on-line go to [www.jblearning.com](http://www.jblearning.com). **STUDY ONLY THE FOLLOWING: Chapters 1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 14, 15, 16, and 17.**

**FIRE SERVICE PERSONNEL MANAGEMENT**, 3<sup>rd</sup> Edition, Copyright 2010. By: Steven T. Edwards. ISBN: 978-0-13-512677-6. Pearson Publisher, One Lake Street, Upper Saddle River, NJ 07458. 1-(800)922-0579. Cost: \$87.40 plus shipping and handling. Rush delivery is available for an extra charge. **STUDY ONLY THE FOLLOWING: Chapters 1, 2, 3, 4, 7, 8, 9, 10, 11, 12, and sections titled Selection Standards and Assessment Centers in Chapter 6.**

**INTRODUCTION TO LEADERSHIP: CONCEPTS AND PRACTICE**, 2<sup>nd</sup> Edition, Copyright 2012. By: Peter G. Northouse. ISBN: 978-1-4129-8952-7. SAGE Publications, 2455 Teller Road, Thousand Oaks, CA 91320. 1-(800)818-7243. Cost: \$58.00 plus shipping and handling. Rush delivery is available for an extra charge. To order on-line go to [www.sagepub.com](http://www.sagepub.com). **STUDY ONLY THE FOLLOWING: Chapters 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, and 11.**

**THE PUBLIC ADMINISTRATOR'S COMPANION: A PRACTICAL GUIDE**, Copyright 2011. By: Sandra Emerson, Royce Menkus, and Kathy Van Ness. ISBN: 978-0-87289-909-4. CQ Press, 2300 N Street, NW, Suite 800, Washington, DC 20037. 1-(800)818-7243. Cost: \$47.00 shipping and handling. Rush delivery is available for an extra charge. To order on-line go to [www.cqpress.com](http://www.cqpress.com). **STUDY ONLY THE FOLLOWING: Chapters 1, 2, 3, 4, 5, 6, 8, 9, 13, 14, and 17.**

**THE FOLLOWING HOUSTON FIRE DEPARTMENT GUIDELINES are included in the study material:**

#### **VOLUME I – ADMINISTRATION**

I – 01	10.00 UNIFORM REGULATIONS AND PERSONAL APPEARANCE	DATED 04-01-12
I – 01	RULES AND REGULATIONS	DATED 08-01-12
I – 04	COMPLAINTS	DATED 08-01-12
I – 09	MUTUAL AID	DATED 08-01-05
I – 19	GRIEVANCES (CLASSIFIED MEMBERS)	DATED 09-19-11
I – 30	COACHING, COUNSELING AND MOTIVATING	DATED 08-01-05
I – 40	RECORDS MANAGEMENT PROGRAM	DATED 08-01-05

#### **VOLUME II – EMERGENCY OPERATIONS**

II – 06	INCIDENT MANAGEMENT	DATED 08-01-05
II – 25	EMERGENCY MOBILIZATION PLAN	DATED 08-01-05
II – 31	HYDRANT INSPECTION	DATED 08-01-05
II – 41	WEAPONS OF MASS DESTRUCTION	DATED 11-01-06
II – 42	MAY-DAY	DATED 05-01-03

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The 2014 promotional examination for **DEPUTY CHIEF COMMUNICATIONS, HOUSTON FIRE DEPARTMENT**, will be written from the following sources: (continued)

**VOLUME III – EMERGENCY MEDICAL SERVICES** APPROVED NOV 25 2013

III – 02	HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA) RULES AND REGULATIONS	DATED 12-01-05
III – 09	MULTIPLE CASUALTY MANAGEMENT GUIDELINES	DATED 11-20-13
EO 1-18	POLICY ON USE OF SOCIAL MEDIA	DATED 01-04-11
EO 1-39	ESTABLISHMENT OF OFFICE OF INSPECTOR GENERAL FOR INVESTIGATION OF EMPLOYEE MISCONDUCT	DATED 03-01-11
EO-1-50	WORKPLACE DISCRIMINATION AND HARASSMENT	DATED 04-06-12

The Houston Fire Department Accountability Manual DATED 08-22-12

**PLEASE NOTE:** Only the portions of the sources identified above will be included in the examination. Omit any chapter/ section/ portion of the sources that are **NOT** specifically listed as “**STUDY ONLY THE FOLLOWING.**” For example, omit the glossaries of all textbooks (as no glossary is listed as a portion of any source to study for this exam). The examination will only cover the portions of the sources explicitly listed for you to study.

**THE HOUSTON FIRE DEPARTMENT GUIDELINES FOR THE 2014 DEPUTY CHIEF COMMUNICATIONS EXAMINATION** are available as a package from the Houston Fire Department, at the Quartermaster, in the Logistics Building, Room 102, 1205 Dart Street, Houston, Texas, 77007. The cost per package is \$5.00 with no charge for the Informational Testing Guide. (Picture I.D. is required and the package must be picked up in person). **PLEASE NOTE: Employees who will be eligible and who are interested in taking the examination should obtain the above books promptly in case a supply shortage should occur later in the year. Only the publishers’ prices for the above books are listed. Prices may vary if books are obtained from any other sources. QUESTIONS FOR THIS PROMOTIONAL EXAMINATION WILL BE TAKEN SOLELY FROM THE MATERIALS LISTED IN THIS ANNOUNCEMENT. IF RESOURCE MATERIALS ARE OBTAINED THROUGH ANY SOURCE OTHER THAN THE QUARTERMASTER AS SPECIFIED HEREIN, (E.G., INTERNET, ETC.), ANY DISCREPANCY IN THE MATERIALS OBTAINED THROUGH ANOTHER SOURCE WILL NOT BE ALLOWED TO SUPPORT A CHALLENGE TO AN EXAM QUESTION BASED ON SUCH**

**ORIENTATION:**

Classified Testing will coordinate with HFD to host a least one testing orientation prior to the examination.

**DATE AND TIME OF EXAMINATION:**

The examination will be given at 9:00 a.m. on **Wednesday, March 12, 2014** at the **E.B. Cape Center, Room 111-112, 4501 Leeland, Houston, TX 77023.**

**DATE OF ANNOUNCEMENT:**

November 26, 2013

AN EQUAL OPPORTUNITY EMPLOYER M/F  
POST UNTIL: December 27, 2013

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## DEPUTY CHIEF COMMUNICATIONS 2014 - STUDY AIDE

		Study Source 1	Study Source 2	Study Source 3	Study Source 4	Study Source 5	Study Source 6
		NIMS Principles and Practices	Fire Service Personnel Management	Introduction to Leadership	The Public Administrators' Companion	HFD Guidelines Volumes I, II, and III	Executive Orders and HFD Accountability Manual
<p>Applicant Instructions: This matrix is presented as a study aide to assist you in your preparation for the written job knowledge promotional examination for Deputy Communication Chief with the Houston Fire Department. The top ten job tasks performed by the Deputy Communication Chief are listed on the left hand side of the page, and each source material is listed by title (only) on the top of this document (1-6). To identify what to study from any particular source and how to apply what you study to the test, follow down the sheet to read what portions/ chapters of the source are related to each critical job task. For example, as you study Source A think about how Chapter X might help you. Participate in problem solving and informational meetings with other Divisions, etc." as a DCC. Please note that examination questions will NOT be verbatim from the sources and will not be answerable by rote memorization. Correctly answering examination questions will require you to use the facts and information presented in these sources as they apply to the critical job tasks.</p>							
1	To inform your performance of the 10 primary Job Tasks listed below: Participates in problem solving and informational meetings with other Divisions of the Fire Department, other City Departments, and with people and groups outside City government.	Chapters 5-7, 9, 13	Chapters 1, 2, 3, 11	Chapters 1, 4, 9, 8, 11	Chapters 1, 4, 13, 14		1-18, 1-39, 1-50 and Accountability Manual
2	Meets with Section Heads to determine departmental accomplishments, problem identification, and solutions.	Chapters 9, 12, 16	Chapter 3	Chapters 1, 6-10	Chapters 1-4		
3	Manages record section and OEC personnel to use and distribute tape of conversation pertaining to dispatch complaints, Fire/Ambulance Records, Hydrant section, or EMS records as legally and operationally required.	Chapter 10	Chapter 11	Chapters 2, 3, 5-7, 11	Chapters 1, 8, 9	1-04, 1-40, 11-31	
4	Provides written reports to Assistant Fire Chief of Communications Command or Fire Chief's Office as required.	Chapters 12, 14			Chapter 17	11-42	
5	Responsible for any and all aspects pertaining to dispatch and records management, especially ensuring accuracy.	Chapters 13-15, 17	Chapters 3, 12			1-09, 1-19, 11-06, 11-02, 11-09	
6	Participates in personnel actions related to disciplinary procedures, performance, leaves of absence, and grievances		Chapters 3, 4, 10, 11, 12	Chapters 1-4, 11	Chapter 8	1-01, 1-30	1-18, 1-39, 1-50 and Accountability Manual
7	Develops professional standards to establish policies and procedures for emergency dispatch operations	Chapters 1-7, 9-17	Chapters 1, 4, 7, 8	Chapters 5-7, 10	Chapters 6, 8, 9	1-40, 11-41	
8	Continues direct contact with HEC Fire/EMS call taker manager/director.	Chapters 11, 12	Chapters 7, 8		Chapters 5, 6	11-25	1-18, 1-39, 1-50 and Accountability Manual
9	Evaluates job performance rating of personnel under direct supervision and reviews said ratings for those personnel under staff supervisors.		Chapters 1, 2, 4, 8, 9, 11, 12 and the "Selection Standards" and "Assessment Centers" section of Chapter 6	Chapters 1-11	Chapters 3, 17		1-18, 1-39, 1-50 and Accountability Manual
10	Evaluates, documents, and facilitates the department wide evaluation of the effectiveness of dispatch.		Chapter 12	Chapter 8			
Estimated PERCENTAGE of questions on the		15	20	25	20	16	4