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3.0 Purpose

This section establishes the policies and procedures governing the eligibility, sign-up, selection, notification and assignment of personnel, including straight-day and specialty assignment personnel, who have volunteered for overtime relief assignments in the Operations Division and FPB standby assignments.

3.1 General Policy Guidelines

- A. Personnel are required to become familiar with and follow the policies in this Staffing Policy Manual, and all bulletins pertaining to staffing procedures.
- B. Personnel are responsible for promptly reporting any suspected malfunctions or program design deficiencies encountered in the TeleStaff program to the staffing captain, via the chain of command.
- C. Personnel who have purposely exploited program malfunctions or design deficiencies for personal gain outside of the policies established in this Manual may be subject to disciplinary action.

3.2 Scheduling

- A. Staffing will be scheduled seven days in advance of the effective date. Additional staffing assignments will be made as they become known, up to and including the effective date of the assignment.
- B. All personnel are required to check the TeleStaff roster periodically to ensure proper posting of overtime sign-up and/or assignments.
- C. It is the responsibility of the on-duty captain to check the TeleStaff roster each day to ensure proper staffing.
 - 1. All inaccuracies and personnel switches are to be reported to the staffing desk as soon as possible and followed-up via email at sfdstaffingdesk.com.
- D. When signed up on the overtime picklist, personnel are to be available for notification of assignment at the contact telephone numbers they have provided for the duration of the availability time they entered into TeleStaff.

3.3 Total Hours Overtime Assignment Format

- A. The total hours format is based on a 90 day rolling window. The timeframe will consider overtime acquired 60 days in the past and 30 days in the future. The computer will make an assignment based on the total hour balance acquired by an employee during this time period from the date of scheduling. The assignment will go to the qualified employee with the least number of

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accrued hours that has signed up to work for the day being scheduled.

- B. New hires will start with a zero balance of total hours.
- C. The total hours balance will carry over when promoted (60 days in the past will carry over; 30 days in advance will not carry over).
- D. The penalty for canceling overtime opportunities will consist of adding the rejected hours to the employee's total hours balance. To cancel or reject an overtime assignment, all personnel must call the staffing desk.
- E. All overtime earned, with the exception of the following, will be counted toward the total hours balance:
 - 1. Shift extension overtime hours worked while awaiting relief. This exclusion does not include shift extensions resulting from mandatory overtime assignment.
 - 2. Overtime hours worked on any blocked day listed in Section 2.4.B.6 of this manual.
 - 3. Overtime hours worked during an annual leave trade (ALT).
 - 4. Overtime hours earned due to mandatory department training.
 - 5. Mid-shift assignments accepted by personnel who will be on duty the following shift in the same station the vacancy occurs.

3.4 Assignment of Overtime

- A. The system will begin making outbound calls to fill vacancies the morning of a shift at approximately 0600 hours, and fill advance notice shifts at approximately 1630 hours.
- B. Partial shifts will be filled in advance and will only be converted to full shifts prior to mandatory callback use.
- C. All personnel signed up for overtime on the pick-list are required to check their messages and the roster in the TeleStaff system periodically to ensure accuracy and timely acquisition of overtime assignments.
- D. Once an employee is assigned by TeleStaff, the employee is committed to that overtime assignment.
- E. All employees with icons (a small telephone indicating a message for the employee) still by their name at 0600 hours on the morning of an overtime shift will be assumed to have rejected the overtime and the rejected hours will

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be added to their total hours balance. Staffing desk personnel will remove the employee from the assignment and place the next available person in the vacancy.

- F. In the event of TeleStaff notifications at the station, the call will be placed on hold and the employee notified of the phone call. In the event of a missed call, the employee should access their TeleStaff profile to determine the nature of the notification.
- G. If an employee is on duty, but out of the station when TeleStaff calls, the system will call the employee's primary and secondary telephone numbers.

3.5 Overtime Availability (Signing Up for Overtime Opportunities)

A. Eligibility

1. Operations Assignments

- a. Personnel must have successfully completed the most recent wellness exam or physical abilities evaluation (PAE), be medically cleared for full-duty, and possess all required certifications and licenses to be eligible for overtime assignments.
- b. Human Resources will notify the staffing desk of all personnel who do not meet the eligibility requirements by emailing a memorandum identifying such personnel. The battalion one chiefs will be cc'd on the email.

2. Community Risk Reduction (CRR) Standby Assignments

- a. Personnel must be currently qualified to work the specific assignment in question, as determined by the CRR.
- b. The assistant fire marshal will notify the staffing desk of all personnel who are qualified to work CRR standby assignments by emailing a memorandum identifying such personnel. The battalion one chiefs will be cc'd on the email.

B. Compiling and Updating Overtime Pick Lists

- 1. Personnel are responsible for entering their own overtime sign-up in the TeleStaff system:
 - a. "24 hours only" work code – An employee using this work code will only be considered for a full 24 hour shift and nothing else.

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- b. “Any hours” work code –An employee using this work code, which defaults to 24 hours, will be considered for every vacancy.
- c. “Partial hours” work code – An employee using this work code will be considered for any shift up to and including the entered time frame.
- 2. Personnel may volunteer for overtime any time they are not regularly scheduled to work or are not on leave.
- 3. Personnel may sign up for overtime 365 days in advance.
- 4. Personnel are responsible for removing themselves from the overtime sign-up anytime they do not wish to be considered for an overtime assignment. This includes the remainder of a day when assigned a partial shift, when out on leave (including, but not limited to: job-protected leave (such as FMLA, CFRA, PDL, ADA, etc.), annual leave, injury leave, industrial leave, etc. or are on light duty.
 - a. All full and partial shift sign-ups may be canceled in TeleStaff without penalty, if the cancellation is done prior to the assignment of overtime.
 - b. To cancel potential overtime assignment hours remaining after a partial shift assignment has been made, personnel must call the staffing desk, i.e., canceling (if desired) availability for assignment for the remainder of a 24 hour shift when assigned a partial shift (otherwise employee may be assigned additional hours).
 - c. Cancellations of overtime after the assignment has been made must be called in to the staffing desk and will result in the hours being added to the employees total hours balance.

3.6 Employee Information Maintained in TeleStaff

- A. The following basic personal information will be maintained in each employee’s TeleStaff profile:
 - 1. Full name, rank, specialty
 - 2. Division and station assignment
 - 3. Telephone number(s) - no more than two total
- B. Changing Employee Personal Information contained in TeleStaff

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1. Personnel are responsible for maintaining accurate contact telephone numbers in the TeleStaff database.
2. Personnel are only provided access to modify their contact telephone numbers and home address. Those desiring to change other personal information on file with TeleStaff must email a request to the staffing desk indicating the information to be changed and the effective date.
3. In your TeleStaff profile, information may need prior approval from Human Resources, the battalion one chiefs, etc. (station assignment, permanent/temp-perm status, etc.).

3.7 Order of Assignment

- A. When making overtime assignments, the highest priority will be given to correcting mistakes that were beyond the control of the employee. The staffing captain will consult the battalion one chief prior to making any policy exceptions.
- B. All known overtime opportunities will be assigned in TeleStaff and posted to the roster starting seven days prior to the effective date, and as they become known.
- C. Overtime assignments are made in the following order:
 1. Specialty (Air Operations, Metro Arson Strike Team (MAST), Hazardous Incident Response Team (HIRT), Aircraft Rescue and Firefighting (ARFF), Mobile Operation Detail (MOD), paramedic, Technical Rescue Team (TRT)
 2. Rank (battalion chief, captain, engineer, firefighter)
 3. Battalion (random)
 4. Station (random)
- D. These shifts will be filled in order of greatest to least number of hours available.
- E. Employees of the same rank who wish to exchange overtime assignments for the same effective date only (may be for unequal hours) may do so by sending an email to the staffing desk advising them of the particulars of the exchange.
- F. Overtime workers will be permitted to offer up to four hours of their shift to personnel of the same rank and specialty. These hours of time and name of the relief personnel must be must be emailed to the staffing desk and entered into TeleStaff by the effective date and time.
- G. If a staffing captain is assigned an overtime shift at a location other than the airport fire station, and a non-staffing captain (ARFF only) has been

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previously assigned to work at the airport fire station, the staffing captain shall be assigned to the airport and the ARFF only (non-staffing) captain shall be assigned to the open shift vacated by the ARFF only captain.

- H. Section G above can also apply to other certified staffing personnel at the discretion and approval of the battalion one chief.
1. This decision should be made based on the need of having certified staffing personnel during shifts that may require extensive staffing work (i.e. strike team back fills).

3.8 Morning-Of Assignments (0600– 0800 hours)

A. Availability for Assignment

1. All personnel who have signed up for overtime are expected to be available at their contact telephone numbers (or duty station, if on-duty) for morning-of assignment between 0600 and 0800 hours or until the “transfers are complete” announcement has been made, whichever comes first.

B. Order of Assignment

1. When selecting employees for a morning-of overtime assignment, the staffing desk must find the next employee to be used from the picklist and begin telephoning qualified volunteers, in order, until the vacancies are filled.

C. Method of Assignment

1. Morning-of overtime assignments can be made by TeleStaff, by telephone and computer, or staffing desk personnel on the morning of the effective date of the assignment.
2. To minimize the chance of an employee who is working at a station missing a morning-of overtime assignment, the staffing desk will ensure the following steps are taken:
 - a. Check the on-duty roster to determine if the employee is on duty.
 - b. Diligently attempt to locate the on-duty employee for assignment (mobile device, smartphone, pagers, telephones, etc.).
 - c. If the employee is on an emergency response, the position will be held until the employee has a reasonable chance to respond

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to the notification (i.e., gets back to the station and calls the staffing desk, etc.).

- d. After 0700 hours, and when the staffing captain is assured a diligent attempt has been made to contact the employee and the employee is not on an emergency response, the employee will be removed from that vacancy and the time will be charged to the employee's total hour balance.

D. Notification

1. TeleStaff and/or staffing desk personnel will call the employee to be assigned using the telephone numbers on file in TeleStaff.
2. To reduce the possibility that a dialing error might result in a lost overtime opportunity, the TeleStaff and/or staffing desk personnel will make two attempts to contact the employee being assigned.
3. If there is no answer, or the employee cannot be contacted, the staffing captain will move to the next employee on the overtime picklist.
4. The number of overtime hours that would have been assigned will be added to the employee's total hours balance when that employee cannot be contacted for the morning-of overtime assignment.
5. Voicemail/Message Policy
 - a. When unable to contact the employee directly, and voicemail or a third party is reached, a message indicating the date and time that an assignment attempt was made and the caller's name will be left.

3.9 Mid-Shift Overtime Assignments

A. Assignment Time-Frame

1. A mid-shift overtime assignment is one that is made after the Transfers Are Complete Message is transmitted, on the effective date of the assignment.

B. Order of Assignment

1. If a mid-shift overtime assignment should occur, for any reason, at any time on the day that a division is normally scheduled to work; e.g., Industrial Leave, illness, back fill for strike teams, etc., the staffing desk will fill the vacancy using the following procedures and in the following order:

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- a. Exhaust the day's overtime picklist.
 - b. Offer the overtime assignment to personnel who will be on duty the following shift in the same station the vacancy occurs.
 - i. In this instance, hours will not be added to employee's total hours balance unless employee chooses to have the shift counted as a mandatory shift. If it is counted as a mandatory shift, the hours will apply to the total hours balance.
 - c. Mandatory standby list of division to be on duty the following day.
 - d. Mandatory callback list of division to be on duty the following day.
 - e. Extend personnel on partial mandatory in station where opening exists.
 - f. Extend personnel on partial mandatory assigned to other stations using least separation of time in reverse sonority.
 - i. Personnel who do not comply with the mandatory callback extension request will be considered a mandatory callback refusal.
 - ii. Personnel, regardless of their position on the mandatory callback list, accepting a mid-shift work assignment may have the shift be counted as a mandatory shift. Hours will go in their bucket, and their name will rotate to the bottom of the mandatory list.
 - iii. Personnel who do not comply with a request to work a mid-shift from the mandatory callback list WILL NOT be considered a mandatory callback refusal.
- C. Method of Assignment
- 1. Mid-shift overtime assignments will be made by the staffing desk via telephone on the effective date of the assignment.
 - 2. Completed assignments will be posted to TeleStaff immediately to ensure accurate payroll accounting.
- D. Notification

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1. TeleStaff and/or staffing desk personnel will call the employee to be assigned using the telephone numbers on file in TeleStaff.
2. To reduce the possibility that a dialing error might result in a lost overtime opportunity, the TeleStaff and/or staffing desk personnel will make two attempts to contact the employee being assigned.
3. If there is no answer, or the employee cannot be contacted, the staffing captain will move to the next employee on the overtime pick list.
4. No time will be added to the employee's total hours balance when that employee cannot be contacted immediately for a mid-shift overtime assignment.
5. An employee, signed up for overtime, is contacted and refuses a mid-shift assignment, the time will be added to the employee's total hours balance.
6. Voicemail/Message Policy
 - a. When unable to contact the employee directly, and a voicemail or third party is reached, a message indicating the date and time that an assignment attempt was made and the caller's name will be left.

3.10 OCA-Up Overtime Assignments

- A. OCA-up overtime assignments of eight or more hours will be limited to the following classifications and will be assigned by the staffing captain in accordance with the policies in Section 1.2.A:
 1. Battalion chief to shift commander

3.11 Overtime Assignment Refusals/Cancellations/Exchanges

- A. Overtime Assignment Refusals/Cancellations
 1. When an employee refuses to accept or cancels an already accepted overtime assignment, the time will be added to the employee's total hours balance.
- B. Overtime Assignment Exchanges
 1. Eligibility
 - a. Employees of the same rank who wish to exchange overtime

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assignments for the same effective date only (may be for unequal hours) may do so by sending an email to the staffing desk advising them of the particulars of the exchange.

2. Procedure

- a. An employee wishing to exchange an overtime assignment with another employee of equal rank will contact the other employee and secure permission for the exchange.
- b. Once agreement has been reached, it will be the responsibility of the employee who initiated the exchange to notify the staffing desk by sending a message to the staffing desk email address as soon as possible, providing the necessary information.
- c. Upon notification of the exchange, staffing desk personnel will enter the transaction into the computer.

3.12 Modification of Overtime Assignment

A. Backing Down or Reduction of Overtime Assignments

1. In the event an overtime assignment must be shortened or eliminated, the employee filling the overtime assignment shall be the one affected. Any hours lost due to the modification of the assigned overtime will be removed from the employee's total hours balance.
2. If a relief person is filling the position of the employee who is regularly assigned, and the regularly assigned employee returns to work, the relief employee will be displaced. If there is an open position of the appropriate rank, the relief employee will be sent there. If there is no available opening, the last overtime position filled in that rank will be backed down and the relief employee will take the place of the overtime employee. Any hours lost due to the modification of the assigned overtime will be removed from the employee's total hours balance.
3. If an employee is called to work by the department in error and then backed down from the assignment they may be entitled to four hour minimum overtime compensation in accordance with the following:
 - a. If the employee could not be notified of the overtime cancellation prior to their departure from home or a fire station they will be eligible for the compensation.
 - b. The employee must enter overtime hours in OneSD and notify their supervisor via email. This allows for the supervisor to review and approve all legitimate requests.

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B. Increase in Overtime Assignment Hours

1. In the event an overtime assignment must be extended due to an employee being absent from the position for longer than originally scheduled, the shift extension will be handled in the following manner and order:
 - a. Offered to the employee currently working the original vacancy.
 - b. Offer to employees on the overtime picklist.
2. The above process will not include filling a shift extension that began as an ALT. If an employee wishes to extend a shift past an 11 hour ALT, the staffing desk will fill in accordance with the normal staffing policies.

3.13 Overtime Assignment Error Reporting and Correction

A. Overtime Assignment Error Reporting

1. Personnel will discuss suspected errors or other staffing policy issues with their supervisor as soon as possible.
2. Supervisors will make reasonable attempts to resolve the issue, but if unsuccessful, may authorize the employee to contact the staffing desk directly emailing a message to the staffing desk with all necessary information.
3. It will be the responsibility of the staffing captain to research the alleged error and make any corrections necessary.
4. In the event of a disagreement concerning the error or appropriate correction, the battalion one chief will be notified.

B. Correction of Confirmed Errors

1. When making overtime assignments, the highest priority will be given to correcting overtime assignment mistakes which were beyond the control of the employee.
2. Personnel who were denied an opportunity to work overtime due to a confirmed error will be made whole as soon as possible.
3. The staffing captain will consult the battalion one chief prior to making any policy exceptions.