

206 - Extra Work Hours and Callback Guideline

I. Extra Work Hours

All extra work hours must be authorized by a Chief Officer. A District Extra Work Hours Request Form must be submitted and approved for all extra work hours.

Off-Duty Response – Overtime pay will be granted to personnel that respond during off-duty hours to significant incidents or events (e.g. structure fires, weather events, multiple calls) and will be treated as emergency callback for callback list purposes. It is impractical to list all possible circumstances where self-dispatch would be justified. Generally, it is acceptable when current staffing levels are not able to cover the incident(s) *and* the individual's off-duty response would have a marked impact on the current situation. The individual will be expected to use discretion when responding during off hours.

Extended Duty – On-duty personnel may be held over at shift change (Ex: someone calls in sick and puts us below minimum staffing) until the staffing vacancy is filled. Unscheduled, extended duty will be paid at the overtime rate and will be considered emergency callback.

II. Callback

Callback may be utilized in order to maintain minimum staffing levels (see SOG 404) or augment existing staff as special circumstances dictate (e.g. weather, special events).

Two major principles will be applied when calling personnel back for duty: 1) Personnel called back will be matched for the available assignment, and 2) the callback list will be utilized.

A. Matching Personnel

Depending on a given situation, the District will determine which personnel would best meet the service demands of the community when call back is utilized. Individual personnel skills, abilities, and experience levels will be considered when calling personnel back for duty. The following are a couple of examples for consideration:

1. Shift Leader Position

In the event that an Officer is absent from duty (schooling, illness, etc.) the District may, at its option, determine that it needs to offer callback duty to personnel based on leadership experience. In this case the District reserves the right to fill the position with a Chief Officer if no line officers are available.

2. Real or Potential Disaster and Significant Events

Should the District determine that a real or a potential for a significant increase in demand for service is required, it may exercise the option to call back personnel. Special skills, abilities, and experience levels may be sought for various events.

3. Wildland Mobilizations

According to their order on the callback list, fulltime personnel will be given the first opportunity to fill a fulltime position vacancy resulting from a wildland mobilization. Part-time personnel will be given first opportunity to fill a part-time position vacancy. All callback for wildland backfill will be considered emergency callback and will be paid at time and one-half.

B. Callback Defined

Callback falls into two categories: Emergency and Scheduled.

1. Emergency Callback

Emergency Callback is that which is made with less than 24 hours notice. All time on emergency callback shall be paid at one and one-half the employee's normal rate of pay.

2. Scheduled callback

Scheduled Callback is that which occurs with 24 hours or more notice. This time will be calculated as regular extra hours which may—or may not—result in overtime at the end of the FLSA cycle.

C. Callback List

1. Regular Maintenance

The District will maintain a list(s) for the purposes of callback. The list(s) will be updated on a regular basis. The list will reflect a total number of any callback hours that each employee has recorded. Employees with the least amount of hours reflected on the Callback List, and all other factors considered (as outlined in Section A) will be offered callback duty first.

2. New Employees

When the District hires a new employee, the number of overtime hours for all other employees will be averaged. That averaged amount will become the starting point for the new hires. As of this revision date (06-23-2015) all newly hired employees will be held off of the callback list for their first four months of employment.

3. Scheduled Time Off

When consulting the callback list(s), employees who have been scheduled for vacation and/or floating holidays will be temporarily passed over. Should the entire list be exhausted or qualified personnel not on it, personnel on scheduled time off may be called back.

4. Employee Notification

When an immediate response is required to fill a callback situation, the District will typically utilize the telephone for contacting employees. If time permits or if employees are unavailable via the telephone, the District will send out a page. A Chief Officer (typically the Operations Chief) will manage all callback assignments. In the Ops Chief's absence, the Shift Leader may make callback assignments after obtaining approval from the Duty Chief.

5. Excessive Hours

Employees will be skipped over on the callback list if the needed callback would require them to work more than 72 consecutive hours; or more than 96 hours in a 144-hour period.