



GENERAL ORDER

GENERAL ORDER 110.04

Overtime Assignment

EMERGENCY SERVICES BUREAU

Issue Date: July 7, 2006

Revision Date: July 21, 2015

1 APPLICABILITY

2 All Uniformed Career Personnel

3 POLICY

4 The Howard County Department of Fire and Rescue Services (Department) shall set forth procedures for
5 uniformed career personnel to indicate their availability (sign up) for overtime opportunities, the
6 mechanisms in place to manage the overtime process, and the guidelines for Department personnel to be
7 notified of existing overtime opportunities.

8 DEFINITIONS

9 ➤ None

10 PROCEDURES

11 The attached procedure shall be implemented as the Field Operations Overtime Hiring Procedure.

12 REFERENCES

- 13 • Memorandum of Agreement Between Howard County, MD and the International Association of
14 Firefighters, Howard County Local 2000, Effective July 1, 2014-July 1, 2016

15 SUMMARY OF DOCUMENT CHANGES

16 Agreed upon changes to reflect the implementation of the TeleStaff staffing program, as referenced in
17 the Side Letter between Local 2000 and Howard County, MD, effective July 1, 2015.

18 FORMS/ATTACHMENTS

- 19 • ESB Field Operations Overtime Hiring Procedure, v2013-04-29, revised 2015-07-01
20
21
22
23
24
25
26

28
29
30
31 

32 John S. Butler, Fire Chief
33 Office of the Fire Chief

34
35
36 Author:

37
38
39 

40
41
42 Gordon Wallace, Assistant Chief
43 Emergency Services Bureau
44

OVERTIME HIRING FOR CAREER POSITIONS

This document outlines the procedures for Howard County Department of Fire and Rescue Services (HCDFRS) career personnel to indicate their availability (sign up) for overtime opportunities, the mechanisms in place to manage the overtime process, and the guidelines for department personnel to be notified of existing overtime opportunities.

These established procedures may be “extended” to Captains and Battalion Chiefs (BC) at the Chief’s discretion.

The Overtime Status List

1. Hours worked from field overtime opportunities resulting from typical emergency response staffing within the Emergency Services Bureau (ESB) shall be tracked.
 - a. An *Overtime Status List in TeleStaff (the “Picklist”)* shall be established, generated and published daily, on which personnel will be listed in the order of the least to greatest hours of overtime worked including penalty hours.
 - b. Personnel held over due to an emergency incident or as a Mandatory Holdover will not be assessed those worked hours in the *Overtime Status List in TeleStaff (the “Picklist”)*.
 - c. A “reset” date for the *Overtime Status List* will occur at 0700 on July 1st, where personnel shall be re-ordered on the list based on their HCDFRS seniority as of the last day of the previous fiscal year.
2. Personnel who have signed up as being “available” for overtime opportunities that are offered an overtime opportunity by the Battalion Chief (BC) or designee who then “decline” the opportunity shall be assessed as a “false availability penalty” on the *Overtime Status List*. Penalties will be applied in 12 hour blocks unless otherwise specified below, and tracked in TeleStaff. A notation by the BC shall be made in the TeleStaff program that notes the date and includes the BC’s initials.
 - a. No “false availability penalty” shall apply to those personnel that have signed up for the 0700-1900 block of time and are contacted past 0715 hours the day of the overtime opportunity.
 - b. No “false availability penalty” shall apply to those personnel that have signed up for the 1900-0700 block of time and are contacted past 1200 hours on the day of the overtime opportunity.
 - c. No “false availability penalty” shall apply for personnel that change their overtime availability status prior to being offered an overtime opportunity.
 - d. No “false availability penalty” shall apply for on-coming personnel if their availability changes.
 - e. If there is a crossover between the 0700-1900 and 1900-0700 block (e.g. an individual is offered 1600-2200) and that individual “declines” the overtime opportunity, the individual shall be assessed a 12 hour “false availability penalty” as opposed to 24 hours.

92
93
94
95
96
97
98
99
100
101
102
103
104
105
106
107
108
109
110
111
112
113
114
115
116
117
118
119
120
121
122
123
124
125
126
127
128
129
130
131
132
133
134
135
136
137
138
139

3. Firefighter Recruits

- a. Firefighter Recruits who are first assigned to the ESB from an academy setting will be assigned a number equal to the average of the highest and lowest number of overtime hours worked by personnel within the ranks of Firefighter and Master Firefighter.

Overtime availability for personnel assigned to a 48-hour work-week

1. Personnel may choose to indicate availability for one or both of the 12 hours blocks of time (0700-1900 or 1900-0700).
2. Kelly Day Availability
 - a. A list of which personnel are assigned to a Kelly day will be tracked daily for purposes of distributing overtime opportunities.
 - b. Personnel are responsible for entering their availability to work on their Kelly Day in TeleStaff by 1000 hours the morning of the shift prior to their Kelly Day.
 - i. Personnel that originally indicate that they are NOT AVAILABLE may change that status in TeleStaff by 0600 hours on the day of their Kelly Day to AVAILABLE. Should this occur, this shall not alter any overtime opportunities that have already been accepted and scheduled with other individuals.
 - ii. It is the responsibility of the individual to assure the accuracy of entries into TeleStaff.
 - iii. Information entered by the individual will then be incorporated into the *Overtime Status List in TeleStaff (the "Picklist")*.
3. Off-Going and On-Coming Shift Overtime Availability
 - a. Personnel will be recognized as being on the Off-Going shift or on the On-Coming shift for purposes of distributing overtime opportunities.
 - b. Personnel are responsible to complete their own *Overtime Availability in TeleStaff* each day that reflects interest and availability in working their two days off. Entries must be submitted in TeleStaff prior to 1000 hours on their assigned shift (for off-going availability) or first day off (for oncoming availability).
 - i. Late notice of individual availability may be entered into TeleStaff, by utilizing the OTA Other code. It shall be moved to the bottom of the OFF-GOING or ONCOMING *Overtime Status List* for the appropriate rank, unless lateness is caused by an operational incident.
 - ii. Personnel on annual or personal leave are eligible to sign up in TeleStaff prior to 1000 hours on their assigned shift (for off-going availability) or first day off (for oncoming availability).

Overtime availability for personnel assigned to a 40-hour work-week

1. Overtime may be worked by personnel assigned to a 40-hour work week Monday through Thursday 1900-0700 and Fridays 1900 through Monday 0700.
2. Personnel may choose to indicate availability for one or both of the 12 hours blocks of time outlined above (0700-1900 or 1900-0700).

140
141
142
143
144
145
146
147
148
149
150
151
152
153
154
155
156
157
158
159
160
161
162
163
164
165
166
167
168
169
170
171
172
173
174
175
176
177
178
179
180
181
182
183
184
185
186
187

3. Staffing Preference Day Availability

- a. Personnel assigned to a 40-hour work week will be assigned a Staffing Preference Day. The Staffing Preference Day will be considered in the same way that a Kelly day would be considered for purposes of overtime opportunities. It occurs with the same frequency that a Kelly day would occur for personnel who are assigned to a 48-hour work week.
- b. Personnel assigned to a Staffing Preference day will be tracked daily for purposes of distributing overtime opportunities through their entries in the *Overtime Status List in TeleStaff (the "Picklist")*.
- c. Personnel are required to indicate their Staffing Preference Day availability in TeleStaff. This entry must be submitted no later than 1000 hours on the shift before (three days prior).
 - i. Personnel that originally indicate that they are NOT AVAILABLE may change that status in TeleStaff by 0600 hours on the day of their Staffing Preference Day to AVAILABLE. Should this occur, this shall not alter any overtime opportunities that have already been accepted and scheduled with other individuals.

4. Off-Going Shift and On-Coming Shift Overtime Availability

- a. In order to integrate into the overtime availability process, personnel assigned to a 40-hour work week will be assigned a shift designator of either A, B, or C shift for purposes of being recognized as being on the Off-Going shift or on the On-Coming shift for purposes of distributing overtime opportunities.
- b. Personnel are required to indicate their availability in TeleStaff. This entry must be made no later than 1000 hours on the previous day.
- c. Late notice of individual availability may be entered into TeleStaff, by utilizing the OTA Other code. It shall be moved to the bottom of the OFF-GOING or ONCOMING *Overtime Status List* for the appropriate rank, unless lateness is caused by an operational incident.

Contact Numbers

- 1. Personnel should ensure two (2) forms of contact are entered into their profile in TeleStaff (phone numbers preferred, the same number can be entered twice), and have their email listed as the third (3rd) and their text information as the fourth (4th).
 - a. Phone numbers may be either a land-line or cell phone.
 - b. There is no obligation to utilize any other contact information, other than what the individual has entered into their TeleStaff profile, for the purpose of offering available overtime opportunities.
 - c. Personnel are responsible to ensure current contact numbers are correct in TeleStaff. Printed copies of contact lists will be maintained in each field Battalion office and updated periodically.
 - d. Personnel that are currently on-duty at the time of the overtime opportunity will be placed into an available overtime position. TeleStaff, Field Battalion Chiefs, or designee will provide notification and acknowledge acceptance (on denial) of the overtime opportunity. If TeleStaff is utilized for notification, the Field Battalion Chief, or designee shall confirm receipt and acknowledgement of the overtime opportunity.

188 **Fatigue Considerations for Overtime Opportunities**

189
190
191
192
193
194
195
196
197
198
199
200
201
202
203
204
205
206
207

1. Career and contingent personnel shall NOT be allowed to be on-duty, including on a Trade-of-Shift, for greater than 48 hours of any 72 hour continuous time period.
 - a. Exceptions may be approved. Approval from the ESB Bureau Chief or their designee is required for each instance.
 - b. Personnel are responsible NOT to indicate overtime availability if the above standard cannot be met.
 - c. BCs shall have the authority to assess an individual being considered for an overtime opportunity that has been on-duty within the previous 24 hours with regards to their level of fatigue and sleep debt. Based on that assessment, BCs are authorized and expected to withhold offers of overtime opportunities to individuals that are at risk for unsafe operations, despite their standing in the overtime sign-up and distribution process.
 - d. Should this occur, the individual will not be assigned a “false availability penalty” on the *Overtime Status List*.
 - e. Should this occur, a brief report that details the rationale of the decision shall be submitted by the BC to the ESB Bureau Chief and a copy provided to the employee upon request.

208 **Overtime Opportunity Distribution**

209
210
211
212
213
214
215
216
217
218
219
220
221
222
223
224
225
226
227
228
229
230
231
232
233
234
235

1. Overtime opportunities for typical emergency response staffing within the Emergency Services Bureau (ESB) should be distributed in the following order:
 - a. Kelly (or Staffing Preference Day) personnel.
 - Availability of Kelly (or Staffing Preference Day) will be indicated by the individual’s entries in the TeleStaff program, and will be noted on the *Overtime Status List in TeleStaff (the “Picklist”)*.
 - b. Off-going personnel (field and staff).
 - Availability of off-going field personnel is indicated on that shift’s *Overtime Status List in TeleStaff (the “Picklist”)*.
 - Availability of staff personnel with an off-going Shift assignment is indicated via the *Overtime Status List in TeleStaff (the “Picklist”)*.
 - c. On-coming personnel (field and staff).
 - Availability of on-coming personnel is indicated on that shift’s *Overtime Status List in TeleStaff (the “Picklist”)*.
 - Availability of staff personnel with an on-coming Shift assignment is indicated via the *Overtime Status List in TeleStaff (the “Picklist”)*.
 - d. All Career Call: Other personnel that may or may not have indicated overtime availability.
 - BC may use any means available to recruit personnel to fill OT opportunities, to include the TeleStaff notification system.
 - e. Mandatory Holdover List personnel.
 - f. All Call: Other personnel that is available.
2. BCs or their designee will contact personnel who have given appropriate notice that they are available for an overtime opportunity will be contacted using their supplied contact information in TeleStaff.
 - a. Personnel can either “accept” or “decline” the overtime opportunity when contacted.

- 236 b. If the employee does not answer their telephone, a message will be left stating the
237 current date and time and the assigned overtime opportunity times, and a return call-
238 back number. In order to accept the overtime opportunity, the employee needs to
239 return the call to the given call-back number to confirm acceptance. If the overtime
240 opportunity has not yet been assigned at the time the employee returns the call, the field
241 BC office will then assign the opportunity to the employee.
242
- 243 3. Personnel may, at the discretion of the BC (or ESB Bureau Chief for the position of BC), be
244 offered an overtime opportunity for a position other than their current rank or functional
245 position type if they are “qualified”, which implies they:
246 a. Are on the current promotional eligibility list for the needed capacity; or
247 b. Are approved to function in the needed capacity by the ESB; and
248 c. Meet other established criteria as defined by the Department.
249