



# Santa Cruz Consolidated Emergency Communications Center

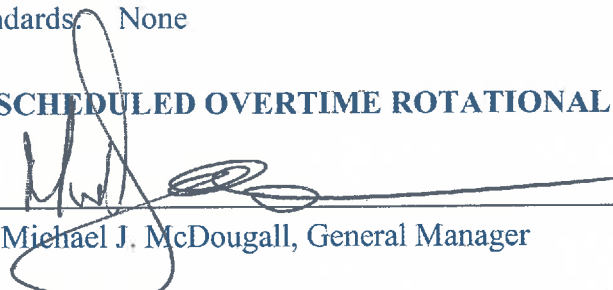
495 Upper Park Road  
Santa Cruz, California 95065  
(831) 471-1000 Fax (831) 471-1010

**9-1-1** FIRE  
POLICE  
MEDICAL



Michael J. McDougall  
General Manager

## COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

<b>Policy No.</b>	<b>2021.80</b>	<b>Date Issued:</b>	January 1, 2005
<b>Section:</b>	2000 – Personnel Procedures	<b>Date Revised:</b>	March 25, 2005
<b>Accreditation Standards:</b>	None		
<b>SUBJECT:</b>	<b>UNSCHEDULED OVERTIME ROTATIONAL LIST PROCEDURE</b>		
<b>APPROVED:</b>	 Michael J. McDougall, General Manager		

### 1.0 Purpose

1.1 To identify a system in which unscheduled overtime blocks of four or more hours are fairly distributed to NetCom employees participating in the unscheduled overtime rotational list.

### 2.0 Rotational List

2.1 The Administrative Supervisor is responsible for soliciting interest in and creating the overtime rotational list.

2.1.1 The rotational list is for time periods corresponding with the shift bid time periods, roughly January through April, May through August, and September through December.

2.1.2 One rotational signup list will be established for all participating employees. Each name on the list will have an associated color (red or blue based upon work schedule, or green for administratively assigned personnel.) The signup calendar will have corresponding colors to indicate which days are available for each person. Red names can only sign up for red days, blue names for blue days, and green names for weekends.

2.1.2.1 Wednesdays will be color coded based on which team is scheduled off, Red or Blue.

2.1.2.2 Dispatchers will sign up in an order determined by random drawing. As dispatchers are limited to which days they can sign up for – based upon their Red or Blue team work schedule – they can skip over opposite team members to continue the signup process. They must stop once they reach an administrative employee and can continue once the administrative employee has completed his/her signup. The administrative employee can sign up once all of the dispatchers above him/her have taken their turn. This process will continue until all days are filled.

2.1.2.3 Dispatchers may trade turns “on top of the list,” but may not give away their turn “on top of the list.”

2.2 Personnel not “on the top” of the rotational list are considered equal. There are no rankings other than “on top of the list,” “not on top of the list,” and “not on the list.”

2.2.1 The Administrative Supervisor will maintain, publish, and display the overtime rotational list.

2.3 When dispatchers attempt to cover their own shifts, they must first try to contact the dispatcher “on top of the list” and then everyone “not on top of the list” until they have found coverage. The person “on top of the list” will have thirty (30) minutes to respond prior to the “not on top of the list” personnel being contacted. The contact date and time must be indicated on the *Request for Time Off* form.

2.3.1 If no one on the list wants the overtime, dispatchers may contact any other qualified NetCom employee who is “not on the list.”

2.3.2 If coverage requires an EMD and the dispatcher “on top of the list” is not an EMD, s/he can be bypassed.

2.4 NetCom managers attempting to obtain overtime coverage resulting from of an unscheduled absence of less than forty-eight (48) hours notice are not subject to this procedure.

2.5 NetCom managers attempting to obtain overtime coverage resulting from an absence of greater than forty-eight (48) hours notice, but less than one (1) week notice, must first contact the dispatcher “on top of the list.” If the dispatcher does not want the overtime or does not respond within thirty (30)

minutes, NetCom managers may obtain the overtime coverage using the most efficient process.

2.6 NetCom managers attempting to obtain overtime coverage resulting from an absence of more than a one (1) week notice must first contact the dispatcher “on top of the list.” If that dispatcher does not want the overtime or cannot be contacted, NetCom managers will contact the remainder of the list until coverage is found. After exhausting the list, managers may obtain the overtime coverage using the most efficient process.

2.7 All participating dispatchers are responsible for providing one contact method (TN pager, cell phone, home phone) to the Administrative Supervisor. This is the only method of contact that will be used.