



Santa Cruz Consolidated Emergency Communications Center

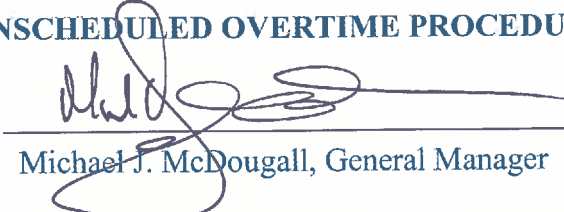
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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

Policy No.	2021	Date Issued:	March 7, 1996
Section:	2000 - Personnel Procedures	Date Revised:	December 16, 2004
Accreditation Standards:	None		
SUBJECT:	UNSCHEDULED OVERTIME PROCEDURE		
APPROVED:	 Michael J. McDougall, General Manager		

1.0 Purpose

- 1.1 To be used after the master schedule is posted and before mandatory overtime is utilized.
- 1.2 To fill the need for unscheduled overtime on a voluntary basis.
- 1.3 To utilize several different options available to accomplish the need for unscheduled overtime.

2.0 Voluntary Holdover

- 2.1 The most desirable method of covering unscheduled overtime is by voluntary holdover.
- 2.2 Voluntary holdover time is credited towards mandatory overtime accruals. A dispatcher accruing four hours of voluntary holdover and/or mandatory overtime will be rotated to the bottom of the mandatory overtime roster.

3.0 Fair Rotation

- 3.1 A Rotational List will be established following Policy/Procedure 2021.80 (Unscheduled Overtime Rotational List Procedure).

4.0 On-Call

4.1 The Operations Supervisor or Senior Dispatcher should recall the on-call dispatcher as appropriate to the circumstances.

4.2 Because the appropriate use of the on-call dispatcher is situational, it is not possible to include it in this procedure. For appropriate use of the on-call dispatcher, refer to Policy/Procedure No. 2060 (On Call Procedures).

5.0 Mandatory

5.1 Any unscheduled overtime not covered that places the shift below minimum will result in a mandatory overtime assignment.

5.1.1 After following the above procedure, the Operations Supervisors are not limited to the above procedure and can utilize other resources, such as flexing or adjusting shifts to maintain coverage as well as other mutually agreeable alterations to avoid a mandatory overtime assignment.