



Santa Cruz Consolidated Emergency Communications Center

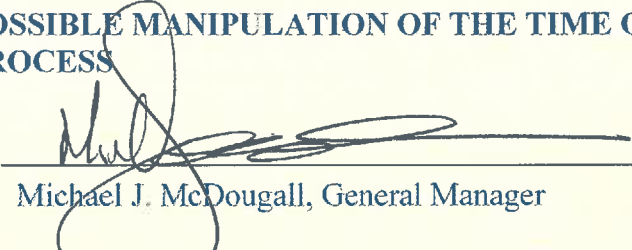
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS PERSONNEL POLICY/PROCEDURE

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|---|--|----------------------|------------------------|
| Policy No. | 2031 | Date Issued: | October 7, 2005 |
| Section: | 2000 – Personnel Procedures | Date Revised: | |
| Accreditation Standards: | None | | |
| SUBJECT: POSSIBLE MANIPULATION OF THE TIME OFF REQUEST PROCESS | | | |
| APPROVED: |  | | |
| | Michael J. McDougall, General Manager | | |

1.0 The Administrative Supervisor has the responsibility and authority, in accordance with Policy No. 2030 (Time Off Requests), to manage time off requests. The intent of the time off request process is to ensure a fair and equitable distribution of time off amongst the dispatchers assigned to Operations.

1.1 In order to satisfy the intent of the time off process, the Administrative Supervisor will investigate time off request patterns that may indicate attempts to manipulate the time off process.

2.0 If the Administrative Supervisor identifies a time off request pattern that merits investigating, s/he will clarify the questionable time off requests with the requesting dispatcher(s). Depending upon the results of the investigation, the Administrative Supervisor may approve or deny the request(s). If s/he believes an employee was attempting to manipulate the time off process, s/he will notify the employee's supervisor for further, appropriate action.

3.0 If an Operations Supervisor identifies a time off request pattern that merits investigating, s/he may request the Administrative Supervisor conduct an investigation. The Administrative Supervisor will conduct an investigation and inform the Operations Supervisor of his/her findings.

3.1 If an Operations Supervisor prefers to conduct his/her own investigation into a

possible manipulation of the time off request process, the Administrative Supervisor will provide him/her with a detailed scheduling report and other scheduling documents pertinent to the issue.