

2015 Negotiations between
City of Corpus Christi &
Corpus Christi Fire Fighters Association

Association Proposal 2.20.2015 @ 2:30 pm
[Initial Proposal]

APPENDIX "B"

Title: Call Back Procedures
Corpus Christi Fire Department
Standard Operating Procedures
No. 101.09

- I. PURPOSE:** To establish standard procedures and guidelines for utilizing the Fire Department call-back list.
- II. SCOPE:** These instructions apply to call back situations as applicable.
- III. DEFINITIONS:**
- A. Daily Staffing List: A list composed of firefighters needed to fulfill the Daily Staffing levels of normally assigned units.
 - B. Daily Eligibility List: A daily list composed of the top eligible firefighters from the Daily Staffing List.
 - C. Special Events List: A list composed of firefighters needed to fulfill positions for planned events.
 - D. Special Events Call Back: Planned, anticipated events that allow the Department adequate time for scheduling. Examples may include such situations as jury duty, parades, etc.
 - E. Holdover: A requirement for a firefighter to remain on duty after the completion of their normal shift for the purposes of determining morning staffing levels and completing those assignments. Additionally, a "holdover" may be used to augment staffing during promotional exams, and other short term assignments.
 - F. Emergency Call Backs: A mandatory requirement to report to work in the event of an emergency or other situation as declared by the Fire Chief or his/her designee. Recognizing that both the citizens and on duty firefighters at the scene need immediate assistance, the Department may utilize any means necessary to initiate this assistance. Firefighters called in on an emergency call back will not lose their place on any call back list.
- IV. RESPONSIBILITY:**

- A. It shall be the responsibility of the Fire Chief or his/her designee to ensure that this policy is adhered to when initiating a Call Back.
- B. Fire Department personnel have the responsibility and duty to report to work when contacted and advised that an emergency exists or has been declared by the Fire Chief, or his representative.
- C. Failure of an employee to respond to a call back during an emergency without being excused by the Fire Chief, First Assistant Chief or the Shift Commander may result in disciplinary action being brought against said employee.

V. CALL BACK LISTS:

A call back list will be created for “Special Events” and a separate list for “Daily Staffing”. A firefighter’s position on the Special Events List will not affect his/her position on the Daily Staffing List or vice versa. (Example: a firefighter is called back for a parade for three hours and consents to work. He/she remains in his/her position on the Daily Staffing List)

VI. GENERAL:

- A. Each call back list shall include the name, rank, certifications (EMT, Paramedic, etc) and qualifications (assigned Rescue, HazMat, etc.) of all members of the shift. Firefighters who do not wish to be assigned to the Special Events List shall notify the Fire Chief in writing.
- B. Each callback list shall contain firefighters’ permanent home telephone numbers. Pagers or cell phone are not permitted. The Department will not leave messages on answering machines, nor will the Department relay messages through a third party.
- C. Firefighters shall be called back in numerical order from the first position on a call back list to the last position on the list. After 8:00 a.m. vacancies will be filled by calling back a firefighter to complete the shift at the station in which the vacancy occurs. This will be accomplished by calling back the first firefighter on the list that is able to fill a position in the station in which the vacancy occurs, which will be a firefighter of equal or lower rank than the vacant position. Once a firefighter has been called back and works overtime, or declines a Special Events callback, his/her name shall be placed in the last numerical position on the applicable list.
- D. A firefighter reassigned to another shift shall be added to the call back list for that shift in the same numerical position held on the list before reassignment. In the event that more than one such firefighter is reassigned with the same numerical position on the applicable callback list, placement shall be by lot. A probationary firefighter will be placed in the last numerical position on the applicable callback list for his/her assigned shift, provided that placement order at the bottom of the list shall be by lot.

- E. For call backs that require staffing by specific rank, certification, or qualification, only firefighters on the applicable callback list who possess the needed rank, certification, or qualifications shall be eligible for the callback.
- F. For EMS callbacks, Firefighter 1 Paramedics, and FFII EMT and EMT-P's assigned to EMS and are qualified as per Article VI, Section 1 of the Collective Bargaining Agreement shall be considered eligible. Firefighter I Paramedics who have served five years as a FFII EMS will not be called back for EMS staffing. Medic unit staffing shall include at least one paramedic.
- G. FFII EMS personnel routinely perform fire suppression duties (tailboard) in addition to EMS duties. For purposes of this policy, FFII EMS personnel shall be utilized in either position, however, FFII EMS personnel, when performing a call back, shall not be assigned to a FFII Engineer position.
- H. Personnel who are not immediately available to answer the telephone will be considered "unable to contact".
- I. Firefighters who on sick leave will not be eligible for overtime until reporting back to duty, or to other scheduled leave (vacation, Kelly, PL, etc.).

VII. DAILY STAFFING GUIDELINES:

- A. This procedure will be used when the Fire Chief or his designee determines it is necessary to utilize the call back list to maintain the daily staffing needs of the Department. This list shall be a separate list from the Special Events list.
- B. To maintain daily staffing levels, this procedure will utilize personnel in their numerical order on the Daily Staffing List, and not rank for rank. The Fire Chief's designee will make every attempt to utilize the list in the numerical order, with the exception of situations where the firefighter would be required to perform in a lower rank except as noted in paragraph VI-G.
- C. It is the responsibility of each firefighter to be adequately prepared to immediately report to duty when called back for Daily Staffing. If the firefighter is unable to immediately report to duty (upon being properly relieved,) to the assigned station, the firefighter shall be considered to have refused and his/her name shall be placed at the bottom of the Daily Staffing List.
- D. Firefighters who are called in for an overtime assignment must report to, and complete the assignment in person. Firefighters who are on approved leave shall not be considered for Daily Staffing callback. Standby periods for up to four hours are acceptable, provided that the firefighter that accepts the callback assignment is available to report to the assigned Station immediately.
- E. Firefighters may not perform the duties of those in a lower rank except as noted in paragraph VI.-G., i.e., a Captain will not be called in to fill a FFI assignment, etc.

- F. Firefighters who have been previously scheduled to “act” may be reassigned to accommodate a firefighter who is called back for daily staffing. Reassignment is at the discretion of the Fire Chief’s designee.
- G. An EMS Supervisor vacancy shall be filled by using a Firefighter II EMS assigned to the shift and approved to act as EMS Supervisor.
- H. Firefighters shall not be assigned to a medic unit when called in for daily staffing call back if the firefighter has worked a twenty four hour shift on a medic unit immediately preceding the call back.

VIII. Daily Staffing Procedure:

Firefighters shall have the right to refuse assignment for Daily Staffing without jeopardizing their position on the call back list except in situations as listed below.

- A. As per the Collective Bargaining agreement, firefighters should notify the Shift Commander on duty, immediately when the employee knows he/she will be absent on account of illness. If such determination is made by the employee past midnight, it is acceptable to report the illness between 6:30 a.m. and 7:00 a.m. In all cases, a report of illness should be made no later than 7:00 a.m.
- B. During each shift the Shift Commander shall make arrangements to fill anticipated, scheduled vacancies for the following shift by reassigning firefighters, and/or assigning firefighters to “act”. This list will be left available for the off-going Shift Commander to utilize for call back.
- C. At morning roll call, the Station Captain shall furnish the Shift Commander with the names of firefighters under his/her command who are declining to work overtime the following shift. The Shift Commander shall publish a list of the top eligible firefighters available for callback for Daily Staffing prior to noon. The number of firefighters on the list will be dependent on the anticipated needs of the Department. The Shift Commander shall provide the names of ten firefighters above the number anticipated to be needed. For example, if the shift is anticipated to be three firefighters short, the Shift Commander shall publish a list of the top thirteen eligible firefighters. These firefighters shall remain on duty until 8:00 a.m. so as to be available for callback assignment.
- D. Once the Daily Eligibility List is posted and a change occurs in the firefighter’s eligibility status, he/she must contact the Shift Commander as soon as possible; but no later than 10:00 p.m. A change in condition, or refusal that occurs between the hours of 10:00 p.m., and 8:00 a.m. will result in the firefighter’s name being placed at the bottom of the Daily Staffing list (the firefighter will be placed at the bottom of the list if the number of needed callbacks meets or exceeds his/her number/position on the list. This cannot be determined until after sick calls have been taken).
- E. Top eligible firefighters who previously declared available for callback and

have not remained available at their station when contacted by the Shift Commander will be placed at the bottom of the list. The morning announcement of "0800 morning roll call" will serve as the official time for purposes of being placed at the bottom of the Daily Staffing List. In the event "8:00 a.m. Roll Call" is not announced at the appropriate time, the Station Captain should contact the District Chief.

Firefighters on the Daily Eligibility List who have remained available at their station after 08:00 a.m. may be contacted for callback, if a staffing need arises. If contacted after 8:00 a.m., these personnel may reject the assignment without loss of position on the Daily Staffing list.

- F. Should a vacancy occur following the 8:00 a.m. roll call, the Shift Commander may attempt to contact those firefighters available at their stations for Call Back. If unsuccessful, the Special Events list should be used.
- G. The Shift Commander shall make every effort to notify personnel that they will be used on a callback as early as possible.
- H. The Special Events List shall be utilized to fill vacancies that occur after 8:00 a.m., (except as noted in VIII.F)
- I. Firefighters shall be called back in their numerical order on the call-back list and not rank for rank.

IX. SPECIAL EVENTS LIST:

- A. Special events will include callbacks for events that allow the Department adequate time for scheduling. This will include jury duty, parades and other planned events. This list shall also be used for staffing regularly assigned apparatus after 8:00 am., (except as noted in VIII.F)
- B. Once a firefighter is called back for overtime on a scheduled event, or refused an offer for callback, his/her name will be placed at the bottom of the Special Events List. However, his/her name will remain unaffected on the Daily Staffing List.
- C. Firefighters will be called back for Special Events in a timely manner whenever possible. To accommodate the needs of the Department and the needs of the Firefighter, the call back will be scheduled as far in advance as practical. Additionally, there is no requirement to be on duty for a complete shift to be called back for a future Special Event.

X. DIRECTIONS FOR COMPLETING CALL BACK LISTS:

- A. The person making the calls will enter the correct code; date (mm-dd-yy), time, and his/her own initials. Actual time contacted shall be noted.
- B. The Fire Chief's designee will ensure that the list is updated after each use and will provide an updated list to the First Assistant Chief and to the Union within 48 hours.

- Definition, Leave: A firefighter is off work due to any scheduled leave including sick, vacation, personal, kelly, injury, training or other approved scheduled leave.
- Definition: “Contacted, Unable” shall indicate the firefighter cannot accept the callback assignment due to previously assigned official Department business, i.e., schools, etc.
- The Fire Chief shall be notified at any time a firefighter refuses to report to duty as ordered for an emergency callback.
- Definition of refused: The firefighter cannot report to work for personal reasons, and the firefighter is not on an approved leave as described above.

H. To facilitate callbacks requiring use of EMS certified personnel, a code shall be placed next to the rank of each firefighter on the list:

- a. “P” shall designate Firefighter I and Firefighter II EMS personnel who are qualified as per Article VI, Section 1 of the Collective Bargaining Agreement. In addition, FFI’s who have previously served five years as a FFII EMS will not be required to work an EMS callback, and will not have a “P” designation.
- b. “E” shall designate FFII EMT’s who are qualified as per Article VI, Section 1 of the Collective Bargaining Agreement.