

# September 2012

| Sunday  | Monday   | Tuesday                                      | Wednesday                                       | Thursday   | Friday   | Saturday                               |
|---|--|--|---|--|--|--|
| Each shift is a 12-hr shift 0630-1830 and 1830-0630 | 4-on duty each shift, inclusive of Shift Supervisor. | All are cross-trained to do both Call-taking | and Radio Dispatching.                          |  |  | 1<br><b>A-Shift</b><br><b>D-Shift</b>  |
| 2<br><b>A-Shift</b><br><b>D-Shift</b>               | 3<br><b>B-Shift</b><br><b>A-Shift</b>                | 4<br><b>B-Shift</b><br><b>A-Shift</b>        | 5<br><b>C-Shift</b><br><b>B-Shift</b>           | 6<br><b>C-Shift</b><br><b>B-Shift</b>                                    | 7<br><b>D-Shift</b><br><b>C-Shift</b>                        | 8<br><b>D-Shift</b><br><b>C-Shift</b>  |
| 9<br><b>A-Shift</b><br><b>D-Shift</b>               | 10<br><b>A-Shift</b><br><b>D-Shift</b>               | 11<br><b>B-Shift</b><br><b>A-Shift</b>       | 12<br><b>B-Shift</b><br><b>A-Shift</b>          | 13<br><b>C-Shift</b><br><b>B-Shift</b>                                   | 14<br><b>C-Shift</b><br><b>B-Shift</b>                       | 15<br><b>D-Shift</b><br><b>C-Shift</b> |
| 16<br><b>D-Shift</b><br><b>C-Shift</b>              | 17<br><b>A-Shift</b><br><b>D-Shift</b>               | 18<br><b>A-Shift</b><br><b>D-Shift</b>       | 19<br><b>B-Shift</b><br><b>A-Shift</b>          | 20<br><b>B-Shift</b><br><b>A-Shift</b>                                   | 21<br><b>C-Shift</b><br><b>B-Shift</b>                       | 22<br><b>C-Shift</b><br><b>B-Shift</b> |
| 23<br><b>D-Shift</b><br><b>C-Shift</b>              | 24<br><b>D-Shift</b><br><b>C-Shift</b>               | 25<br><b>A-Shift</b><br><b>D-Shift</b>       | 26<br><b>A-Shift</b><br><b>D-Shift</b>          | 27<br><b>B-Shift</b><br><b>A-Shift</b>                                   | 28<br><b>B-Shift</b><br><b>A-Shift</b>                       | 29<br><b>C-Shift</b><br><b>B-Shift</b> |
| 30<br><b>C-Shift</b><br><b>B-Shift</b>              |  |  | Within classification, each are allowed 2 trade | and 2 change of hours per month to allow for added flexibility to sched, | in addition to any planned leave use – i.e., vac, comp, etc. |  |

# Verdugo Fire Communications Center



## Scheduling of Employees in the Communications Center

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### Memorandum

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## Scheduling of Employees in the Communications Center

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### **I. CLASSIFICATIONS:**

#### **A. Fire Communications Operator Series:**

1. Fire Communications Operator – FCO
2. Part-Time Fire Communications Operator – P/T FCO

#### **B. Fire Communications Supervisory Series:**

1. Fire Communications Administrator – FCA
2. Fire Communications Supervisor - FCS
3. Fire Communications Administrative Shift Supervisor – FCAS
4. Fire Communications Shift Supervisor – FCSS

#### **C. Sr. I.T. Applications Specialist**

## Verdugo Fire Communications Center

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### **II. WORK SCHEDULE - FIRE COMMUNICATIONS<sup>1</sup>:**

This Article describes the work schedule, administration of leave benefits, overtime, meal and rest periods, and other related provisions covering the unit employees in the Verdugo Fire Communications Center, and is in lieu of other such provisions as set forth in this agreement.

#### **A. 7-Day Work Period - Beginning/Ending:**

1. The seven (7) day work period shall begin on Sunday at 0630 hours and end on the following Sunday at 0629 hours, subject to changes by management, after prior notification, based on operation needs of the Fire Department.

#### **B. 7-Day work Period - Fixed and Regularly Recurring:**

1. The work period shall be a fixed and regularly recurring period of 168 consecutive hours consisting of seven (7) consecutive 24-hour periods.

#### **C. Forty-Two (42) Hour Work Week Schedule:**

1. **ROTATING SCHEDULE** - Fire Communications Operators, Senior Fire Communications Operators and Fire Communication Shift Supervisors assigned to work the rotating forty-two (42) hour work week schedule shall work a rotation consisting of two (2) consecutive day shifts (0630-1830) with 24 hours off, and two (2) consecutive night shifts (1830-0630) with four days off.
2. **NON-ROTATING SCHEDULE** - Fire Communications Operators, Senior Fire Communications Operators and Fire Communication Shift Supervisors assigned to work the non-rotating forty-two (42) hour work week schedule may work four (4) consecutive day shifts such as, but not limited to 0630-1830, with four (4) days off or three (3) consecutive day shifts such as, but not limited to 0630-1830 one (1) work week with four (4) days off and four (4) consecutive day shifts such as, but not limited to 0630-1830 the following work week with three (3) days off.
3. **EIGHT WEEK PERIOD** - This work schedule over an eight (8) week period equals four (4) thirty-six (36) hour weeks and four (4) forty-eight (48)

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<sup>1</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Six, Part 1

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hour weeks.

### D. Forty (40) -Hour Work Week Schedule:

1. Those Fire Communications Operators, Senior Fire Communications Operators and Fire Communication Shift Supervisors not assigned to work the forty-two (42) hour work week schedule may be assigned to a forty (40) hour work week schedule either five (5) days, eight (8) hours per day or four (4) days, ten (10) hours per day in any seven (7) consecutive day work period. The scheduled days and times of the forty (40) hour work schedule are subject to change by management, after prior notification, based on operational needs of the Fire Department.

### E. Overlap Shift:

1. The overlap shifts consist of four consecutive 12-hour dayshifts followed by four days off. The overlap shift is considered a day shift.
2. All shift assignments are based on the operational needs of the Center. The overlap shifts shall be filled annually on a seniority basis and in consideration of the Centers potential staffing needs. The hours of the overlap shift or inclusion of these shifts onto regular teams is dependent upon call volume, activity levels, and personnel levels. The overlap shift is subject to all rules that apply to the rotating shift.
3. Once the overlap shift has been volunteered for and assigned for the year, it shall serve as a turn regardless of how much time is actually worked.
4. If assigned to the overlap shift and a vacancy occurs on a rotating shift, personnel shall then be assigned to the rotating shift. Once the vacancy is filled, personnel initially assigned to the overlap shift shall revert back at that time.

### F. Fire Management Rights<sup>2</sup>:

1. It is understood that management reserves the right to change and/or modify work hours, work schedules and assignments, subject to the terms and conditions set forth in the MOU.

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<sup>2</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Six, Part X



## Verdugo Fire Communications Center

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2. Schedule changes and special requests not covered by this memorandum may be approved or denied by Fire Management.

### G. Operational Period – Definition:

1. The operational period shall begin at 0000 hours and end at 2359 hours.

### H. Work Schedule Notification:

1. Schedules will be available for a full calendar year for the purpose of evaluating future scheduling and coverage needs. The schedule will be posted in advance for both personnel and for Fire Management.

### I. Verdugo Calendar in Outlook:

1. This calendar is shared and is available for view to any City of Glendale personnel. It shall be used to reflect scheduling of events, tours, and use of the Verdugo Fire Communications Center Command/Conference Room. It is also used to reflect days off for the FCA, FCAS, and I.T. Specialist or the various tracks they may be assigned.

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### III. WORK SCHEDULE – SR. I.T. APPLICATIONS SPECIALIST:

A. 9/80 Schedule: The 9/80 work schedule shall consist of an eighty (80) work hour two week schedule consisting of eight (8) nine (9) hour days and one eight (8) hour working day in a eighty (80) work hour work period in fourteen (14) consecutive calendar days. This schedule shall be divided into two forty (40) work hour work periods segments exclusive of any meal periods as assigned by management<sup>3</sup>.

B. Time Worked in Excess of 9 Hours: Overtime for unit employees on a 9/80 work schedule is time worked in excess of nine (9) paid hours in a work day except for any scheduled eight (8) paid hour work day as set forth in this agreement<sup>4</sup>.

C. Time Worked in Excess of 40 Hours: Overtime for unit employees on a 9/80 work week schedule is time worked in excess of forty-four (44) paid hours in a 7 day work week period or eighty (80) paid hours worked in a 14 day work period as set forth in this agreement<sup>5</sup>.

D. Call Back Overtime (Unscheduled) Definition: Call back work is unscheduled time worked performed by an off-duty unit employee called back to work after they have completed their normal work schedule and have left work or are on their day off. Unit employees must physically return to the worksite in order to receive call-back pay. Travel time to work and returning home shall not be counted as time worked<sup>6</sup>.

E. Call-Back - Minimum Hours Granted Glendale Water & Power Department, Public Works Department Parks, Recreation and Community Services Department field and operations unit employees, Information Services Department – Computer Operators, Community Development/Neighborhood Services unit employees and Fire and Police Department unit employees called back to work, who are not assigned to standby, shall be granted a minimum of four (4) work time hours of overtime except as set forth in Section VIII, B-4<sup>7</sup>.

1. Additional hours may be guaranteed by department heads as needed.

2. All call back overtime shall be paid at one and one-half (1 1/2) times the employee's regular hourly rate of pay for all hours of call back overtime except as otherwise stated in this article.

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3 Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VI, Item A2

4 Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VII, Item A2

5 Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VII, Item A5b

6 Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VII, Item B1

7 Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VIII, Item B1a

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*F.* Items pertaining to scheduling within the communications center apply solely to the Fire Communications Classification Series with the exception of this section. All other GCEA MOU items, except where excluded, are applicable to the Sr. I.T. Applications Specialist Classification.

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### IV. EMPLOYEE REQUESTS FOR CHANGES IN ATTENDANCE:

#### A. General:

1. A Change in Attendance request form (VFCC 304) is to be used for any routine request for time off. This includes Vacations, Holidays, Trades, Change of Hours, and Compensatory Time. This form is to be used in accordance with existing policy.
2. The request must comply with all provisions of this memorandum and any GCEA MOU provisions, if applicable.
3. Changes include adjustments, cancellations, modification or other personnel movements.
4. If partial leave is needed, it may be utilized as compensatory leave, vacation time, or floating holiday time, as applicable. The employee must find their own coverage unless immediate.

#### B. Restrictions:

1. The following serve to support the procedures involved in completing and determining the validity of a Change in Attendance.
2. Only Supervisors and the assigned Scheduler may modify the schedule and the Immediate Overtime Card tracking file once all of the appropriate and necessary approvals have been obtained.
3. No Changes in Attendance are authorized for July 4<sup>th</sup>, Thanksgiving, Christmas Eve, Christmas Day, or the day of and day preceding the Tournament of Roses Parade without coverage within the classification series, unless otherwise approved by Management.
4. Employees requesting a Change in Attendance less than one month prior to the date(s) must provide their own coverage within their classification series, unless otherwise approved by Management.
5. Trades, Changes of Hours, Compensatory Leave and Floating Holidays (FL not attached to a vacation pick) will only be approved after all vacation selections have been made.

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6. Only one employee per shift may be on a Change in Attendance.
7. A second employee may request a Change in Attendance for the same shift providing:
  - (a) No overtime remains unfilled on the shift involved or an adjoining shift within that calendar day.
  - (b) It is the employee's responsibility to provide their own coverage within their own classification series, unless otherwise approved by Management, regardless of date submitted.
8. If two employees are off on one shift, a third employee on the same shift may request a Change in Attendance providing:
  - (a) No overtime remains unfilled on shift involved or an adjoining shift within that calendar day.
  - (b) It is the employee's responsibility to provide their own coverage within their own classification series, unless otherwise approved by Management, regardless of date submitted.

### C. Availability of Time:

1. Each employee is responsible for recognizing and understanding their own accrued balances and the availability of time from those balances.
2. It is the employee's responsibility to check all available schedules and calendars or reports to determine their balances and the availability of the requested time. If the requested time is available, the employee shall post their initials and the type of request on the associated calendar.
  - (a) The bottom entry shall be recognized as the first request.
  - (b) Entries posted from the bottom up shall represent the order of requests.
  - (c) If the employee cancels the request they must cross off their initials on the calendar.

2. Fill in the appropriate information and obtain the initials of the employee covering the shift, if necessary. See examples in the FCSS Handbook located at the Supervisor's position.

- (b) Place the completed form in the Schedule Changes In-box located next to the Shift Supervisors' mail slots.

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### 3. Processing the Request:

(a) The Supervisor in charge of scheduling or the designated scheduler will process the request as soon as possible. If the request is for immediate need, the on-duty FCSS may process the request.

(b) Only supervisory personnel or the designated scheduler may modify the schedule.

(c) FCSS's shall consider and take action on each item requested. A conference may be requested if adequate staffing of the center is in question. The requesting employee should contact their Supervisor if there is any question or problem relating to the process or the action taken. The chain of command shall be used if acceptable resolution is not achieved.

(d) A response to an initial request, or notification of any change or modification to a previously approved request shall be provided to the originator and/or involved employee(s) by the Supervisor taking the action on their first returning shift.

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### **V. ABSENCES:**

A. Employees unable to report for duty because of illness or other circumstances are to report as such to the on-duty FCSS:

1. All reports of absence are to be made as far in advance of the scheduled reporting time as possible; however, it shall be a minimum of two hours in advance of first shift missed.
2. The type of leave utilized, [SIC/PL] must be identified at the time of the absence. This ensures that the intent of the use of leave is accurate, and that there is no question as to the integrity of the request or use of leave. Should it be determined that the type of leave used is not applicable to the situation, disciplinary action may result.
3. The FCSS receiving an absence notification shall change the schedule, notating the type of leave used.
  - (a) The Immediate Overtime card file shall be updated with all pertinent information under the Sick Leave tracking file.
4. The overtime will be filled utilizing Immediate Overtime procedures.

B. Employees returning to duty after an illness are to notify the on-duty FCSS:

1. This notification must be made a minimum of four hours in advance of the affected shift.
2. Employees must use good judgment when making a determination if they are well enough to return to work. When in doubt, this should be discussed with a Supervisor prior to returning.

C. Sick Leave Utilization<sup>8</sup>:

1. Limitations – Employees using more than six (6) work days a year in sick leave or having more than six (6) occurrences, are considered to have exceeded the acceptable average City sick leave use. Six (6) workdays refers to each employee's assigned work schedule excluding fire employees

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<sup>8</sup> Administrative Policy & Procedures Manual – Section 4-18 – Leave Policy – Item C, Part 5



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assigned to 24-hour shifts, which refers to three (3) 24-hour shifts. An occurrence is defined as (1/2) half of a work shift. Employees with more than above stated sick leave may fall into a situation where their personal medical condition may be evaluated by Employee Health Services. If the reason for this more than standard usage is not readily apparent to the supervisor and/or the validity of the sick leave usage is in question, the supervisor is expected to consult Employee Health Services.

2. Misuse of Sick Leave – No employee shall misuse, feign, and/or misrepresent any illness or injury or deceive the City as to his/her real condition for the purpose of remaining away from scheduled work assignments. Should this misuse, feigning, or misrepresentation of illness or injury be proven, disciplinary action will be taken, which could include removal from employment with the City.

3. Sick Leave of Five (5) Full Working Days or Less<sup>9</sup> – If an employee has been on sick leave for five full working days or less, the employee shall then check in with the division's designated supervisor for a release to return to work. The supervisor will interview the employee and must request from the employee his/her own assessment of his/her ability to return to work. If the supervisor is unsure of the employee's ability to return to work, the employee should be sent to the Employee Health Services office for a release to return to work. If there are no questions, the supervisor shall release the employee by completing Section B of the "Sick Leave Release Certification" (CS-5) and forward it to the Division head for approval.

4. Sick Leave of More Than Five (5) Full Working Days – Employees who have been on sick leave for more than five (5) full working days may return to work by providing Employee Health Services with a release from their personal physician. This release must include any request for modified work. Employee Health Services may place additional requirements on the extent of information needed from the employee physician, in order to make an informed judgment on medical status. Employee Health Services will provide the employee's division with a Return to Work/Work Status Report (CS-234) as evidence of ability to return to work.

5. Special Incidents:

(a) If an employee has been admitted for inpatient hospitalization for

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serious medical condition, he/she must present a physician's release to Employee Health Services prior to return to work.

(b) If an employee has a cast, crutches, cane or limitations due to any injury without significant absence from work, the employee must provide a physician's statement of release, with limitations if needed, to the attention of Employee Health Services.

(c) Medical releases for industrial injuries for which the employee has been seeing a physician designated by the Workers' Compensation Section should be routed through the Worker's Compensation Section.

(d) If an employee has been off more than five (5) full working days for an alleged industrial injury which is still under review by Worker's Compensation staff, and for which the employee is seeing a private physician, the employee must bring a physician's release to Employee Health Services.

### D. Family Care Leave with Pay – Utilization of Sick Leave<sup>10</sup>:

1. Definition - Family care leave shall be defined as whenever the unit employee's presence with the family is needed because of illness or medical conditions with their spouse or family.

#### 2. Sick Leave with Pay:

(a) Unit employees may, upon request, be granted in each calendar year up to a maximum of forty-eight (48) sick leave hours.

(b) Family illness leave and such time taken shall be charged against the unit employee's accumulated sick leave.

(c) Facts Justifying Absence – Management must be furnished reasonable evidence of the illness.

3. Family – Family shall mean spouse, employee's child, including stepchild, parent or spouse's parents, registered domestic partner as defined by State law, or any other relative residing in the same household as employee.

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<sup>10</sup> Glendale City Employee's Association – Memorandum of Understanding – Article 5, Part V, Section G

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4. Additional Leave Without Pay – Additional leaves of absence without pay on account of illness or injury may be granted in the same manner and for such period of time as is provided in the case of other leaves of absence without pay, as set forth in this article or as provided by the City's Family and Medical Care Leave Policy.

(a) Administrative Policy Manual, 4-18, Section K

### E. Schedule/Payroll Designations:

1. Sick Leave shall be designated on the Daily Operational and on time cards as: SIC

(a) Sick Leave is only to be used for instances involving the employee's health.

(b) Sick Leave is not scheduled in advance nor shall it be posted to the schedule in such a manner.

2. Family Care Leave with Pay shall be designated on the Daily Operational and on time cards as: PL

(a) Personal Leave codes are designated only for instances as per Part V Section D of this document.

(i) Where Family Care Leave is invoked by the employee and is not a part of this section, then: Administrative Policy Manual, 4-18, Section K

(b) Personal Leave shall cause a reduction of hours from the employees Sick Leave bank. However, it is not charged as a Sick Leave occurrence.

### F. Other Absences:

1. Absences of any kind affect the general operation of the Center. Center activity, meetings, tours, etc., shall take precedence. Therefore, all requests for the following types of absences must be approved by the FCSS as far in advance as possible but at least one day prior to actual use:

(a) GCEA

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(b) Credit Union

(c) City Hall

(d) Human Resources

2. Communications are required for any of the absences noted in this section; contact requires the immediate return of the employee to the Center:

(a) Portable Radio

(b) Cell phone

### G. Staffing Levels:

1. The FCA must be notified if there is a potential for staffing to be less than three positions or the overlap position is unfilled.
2. Both the assigned Verdugo Deputy Chief and FCA must be notified when it is imminent that staffing is less than three positions.
3. Both the assigned Verdugo Deputy Chief and FCA must be notified of any unusual situations or occurrences with regards to staffing; i.e., sudden use of personal leave for consecutive occurrences, hospitalization, law enforcement inquiries, etc.

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### **VI. LATENESS:**

A. All employees shall relieve their counterpart no later than the scheduled reporting time. The arriving employee must be ready to assume a work position at that time. This includes having supplies, materials or any other items they may need without the necessity of leaving their position to further prepare for work.

B. All employees shall notify the on-duty FCSS as far in advance as possible whenever they are unable to report for duty on time:

1. Any dispatcher arriving late or not ready to assume a work position at the scheduled reporting time shall initiate a memorandum to the on-duty FCSS.

(a) Late memorandums are to be completed shortly after arriving to work.

(b) The FCSS shall annotate the memorandum to include any immediate arrangements that were made to provide coverage and any recommended/appropriate personnel actions.

(c) The memorandum shall include: date, time involved, what happened and why, and what the employee plans to do to prevent a recurrence.

(d) Employees late for duty may make an arrangement to repay the time to the employee who remained or the employee shall be compensated with overtime in accordance with established policies. The late employee shall have the time deducted from VL, HL or CL time. A memorandum is required regardless of any time arrangements made between employees or if the employee was working overtime.

2. Late slips are to be turned in to the FCA for review. They will be returned by the FCA to the FCSS for the departmental employee file.

C. All employees shall wait until properly relieved by their counterpart or are released by the on duty FCSS.

D. Those excessively late are subject to disciplinary action.

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### **VII. TRADES:**

#### **A. Fire Management Rights<sup>11</sup>:**

1. This request shall be made to Fire Management, who shall have the authority to approve or deny trades based on operational necessity or staffing needs of the Fire Communication Center.

#### **B. Restrictions:**

1. Qualified unit employees may request to initiate a maximum of two (2) trades per month with another qualified unit employee.

(a) Trades can only be made between the unit employees who work the same hourly schedule: 12-hour with 12-hour unit employee; 10-hour with 10-hour unit employee; 8-hour with 8-hour unit employee.

(b) Trades can only be made between unit employees who share the same classification series, unless approved by management.

2. Trades between any employees that are working overtime is not permissible.

(a) It contravenes FLSA regulations

(b) It is a significant payroll issue

(c) It is an auditing issue

#### **C. Repayment:**

1. Trades must be repaid within a one (1) calendar year period from the date the trade was executed. Each trade and payback is the sole responsibility of the affected employees. The City and Fire Management are not responsible nor liable for any non-payback trades.

2. In order to facilitate the trade the payback date may be left blank on the

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<sup>11</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Six, Part V

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Change in Attendance form however this practice in no way negates the accountability of the person responsible for the repayment.

### *D. General:*

1. Trades may only be made for full shifts. (See item E for partial trades)
2. Trades may only be changed or canceled if agreed by both parties.

### *E. Friendly Trades (Partial Trade):*

1. Personnel may only relieve another employee in the same classification series, unless otherwise approved by management.
2. The arrangement must be approved by a Supervisor prior to use.
3. The arrangement is not charged to the employee as a Trade.
4. The arrangement is between the two employees agreeing to the trade and there is no compensation:
  - (a) Friendly trades while on overtime: City policy requires that personnel be paid for overtime only if they worked the overtime hours.
    - (i) When a friendly trade occurs on an overtime shift it shall be treated as partial leave and the overtime pay shall be apportioned between the two employees.
5. Repayment of time owed is the sole responsibility of the two employees.
6. A maximum of four hours is allowed when the relief employee is working the shift prior to or after the Friendly.
7. A maximum of eight hours may be taken when the relief employee is not working the shift before or after the trade.

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### VIII. CHANGE OF HOURS:

#### A. Fire Management Rights:

1. Supervisory personnel shall have the authority to approve or deny a Change of Hours based on operational needs, personnel considerations, or if deemed excessive.

#### B. Restrictions:

1. Employees may request a maximum of two (2) Changes of Hours per month.
2. A Change of Hours may only be made between employees in the same classification series.
3. A Change of Hours between employees will not be counted as a schedule change when it does not affect manning levels.
  - (a) An individual who has been granted a Change of Hours and then submits a Change in Attendance to be off on that shift is required to find their own coverage and follow any applicable rules.
4. A Change of Hours is not permissible between two employees, encompassing two operational periods, where one employee is on overtime.
  - (a) It is permissible between two employees who are both on overtime and across operational periods.
  - (b) It is permissible between two employees within the same operational period regardless of overtime assignment.

#### C. General:

1. A Change of Hours occurs when employees work each other's shift that either precedes or follows their normal scheduled shift. A Change of Hours may not necessarily be on the same day.
  - (a) The shifts must connect to each other in order to create a change of hours.



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(b) A Change of Hours may not create a condition whereby an employee would be scheduled for a nightshift, followed by a dayshift.

(c) Where applicable, a consecutive change of hours, two (2) occurrences, must be made for proper use.

2. A Change of Hours must be for full shifts only.
3. A Change of Hours may only be canceled or changed if agreed by both parties.
4. The label for this type of schedule change shall be documented as: COH

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### IX. COMPENSATORY TIME:

#### A. Fire Management Rights<sup>12</sup>:

1. Requests for the use of compensatory time shall be made to Fire Management, who shall have the authority to approve or deny its use based on operational consideration and the needs of the Center.

#### B. Accumulation<sup>13</sup>:

1. Unit employees may accumulate up to a total of 80 overtime hours worked which converts to a total of 120 compensatory hours, unless otherwise set forth in this agreement.
2. Unit employees must transfer unused accumulated compensatory time over one hundred twenty (120) hours compensatory time at the employee's current rate of pay to the employee's RHSP account. This transfer will be made in the pay period following the accrual exceeding the maximum hours.

#### C. Use<sup>5</sup>:

1. Accumulated compensatory time may be utilized as paid leave on a straight time hour for hour basis at the mutual convenience of management and employee. All compensatory time utilized as paid leave by an employee shall be debited from their accrued compensatory time bank.

#### D. Restrictions:

- (a) Unit employees may choose, in lieu of overtime payment, to have overtime hours worked converted to a compensatory time bank.
- (b) Compensatory Leave may not be attached to vacation picks.
- (c) Compensatory Leave may not be requested until it is earned.
- (d) Compensatory Leave may not be earned as part of the overtime process when the employee that is off is using compensatory leave.

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<sup>12</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Six, Part VI

<sup>13</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part X

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### E. Compensatory Overtime Conversion Table<sup>14</sup>:

1. Overtime designated for compensatory time may be converted and banked at the rate of straight time, one and one half time, double time, double time and one half or half time at the mutual agreement between the Management and the employee.

| Example:       | Overtime Worked | Compensatory Time Conversion |
|----------------|-----------------|------------------------------|
| Half-Time      | 1 hour          | 0.5 hrs.                     |
| Straight Time  | 1 hour          | 1.0 hrs.                     |
| One & One-half | 1 hour          | 1.5 hrs.                     |
| Double Time    | 1 hour          | 2.0 hrs.                     |

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<sup>14</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part X

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### **X. HOLIDAYS:**

#### **A. Fire Management Rights<sup>15</sup>:**

1. Floating holidays shall be approved at such time as is mutually agreeable to the employee and Fire Management. All other provisions of the Memorandum of Understanding on floating holidays shall continue to govern.
2. All other provisions of this agreement on floating holidays shall continue to be granted to Fire Communication Operators.

#### **B. Accumulation<sup>7</sup>:**

1. Unit employees working in Fire Communications are eligible for 106 holiday leave hours per calendar year.

##### **(a) Holiday-in-Lieu Pay:**

- (i) Fire Communications Operators shall be paid eighty-two (82) hours annually at straight time at the employee's regular rate of pay prorated per calendar month, in lieu of holiday time off.

##### **(b) Floating Holiday Leave:**

- (i) Twenty-four (24) hours annually shall be granted as floating holidays.

2. Total Holiday Leave time including holiday in lieu pay and floating holiday leave shall not exceed 106 hours.

#### **C. Floating Holiday Use:**

1. Twelve-Hour Employees: A twelve-hour (12) employee floating holiday use is equivalent to two shifts or twenty-four hours (24). With the remaining eighty-two hours paid as holiday-in-lieu.
2. Ten-Hour Employees<sup>16</sup>: For ten-hour (10) employees, three (3) eight-hour

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<sup>15</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Six, Part IV

<sup>16</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Six, Part IV

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floating holidays are granted to provide two ten (10) -hour days with a balance of four (4) hours, which shall be taken in increments of two ten (10) -hour holidays and one four-hour segment to be taken by itself or combined with vacation time to constitute one ten-hour day.

3. Eight-Hour Employees: For eight (8) hour employees, three (3) eight-hour holidays are granted.

4. Floating Holiday time may be used in one-hour increments.

5. Except when chosen as part of a vacation segment, Floating Holiday requests may only be made within the current calendar year.

6. A new unit employee must be employed sixty (60) calendar days in a calendar year before becoming eligible for floating holiday leave<sup>17</sup>.

7. Unit employees who terminate their employment with the City may utilize any floating holidays up to their last day of employment with the City.

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<sup>17</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Five, Part I

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### **XI. SCHOOL ACTIVITY LEAVE<sup>18</sup>:**

#### **A. Purpose:**

1. The City of Glendale School Activity Leave Policy has been formulated to comply with the State of California Labor Code Section 230.8 (Family School Partnership Act). This policy provides for unpaid leave of absence of 40 hours per school year to allow parents, guardians and custodial grandparents to take time off to participate in the school activities of their children.

#### **B. Eligibility:**

1. Employees are eligible for School Activity Leave if they are a parent, guardian or custodial grandparent of a child in kindergarten through grade 12.
2. Both full-time and hourly employees are entitled to School Activity Leave.
3. An employee may utilize this leave for up to 40 hours per school year, but no more than eight hours in any given month of the school year.
4. Regardless of how many children an employee has, 40 hours is the maximum leave allowable under this policy.
5. If both parents work for the City, the parent who gives notice first is the one entitled to the leave. The other parent may take a planned absence simultaneously only if he or she obtains the employer's approval for the requested time off.

#### **C. Notice Required:**

1. Employees are required to give reasonable advance notice of anticipated absences for school activities. The employee must provide documentation from the school verifying participation in school activities on the particular date and time School Activity Leave is utilized. This documentation is to be provided on the first workday following the leave.

#### **D. Use of Accrued Paid Leave Required:**

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1. Any existing vacation, personal leave, or compensatory time off must be used as School Activity Leave prior to the use of unpaid leave. If the employee has no accrued paid leave, a leave of absence without pay will be utilized.

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### **XII. VACATIONS:**

#### **A. General:**

1. Verdugo unit employees select vacations during the months of October, November and December of the preceding year in which the vacation selection is requested.
2. Selection of vacation shall be by seniority order. The individual with the most seniority shall start the selection process followed by the next employee with the most seniority thereafter, until all vacation selections have been made.
  - (a) There are three (3) selection turns.
  - (b) Only one vacation segment may be taken per turn. Once all employees have selected one vacation segment, the rotation shall return to the top of the seniority list for subsequent selections.
    - (i) A segment is considered as that block of time that is consecutive. Picking a vacation segment in January and also in October is not considered a valid segment. However, picking a segment of time that transverses adjoining months is valid so long as the segment is consecutive.
3. A vacation selection must be chosen within two working days.
  - (a) If no selection is made after two working days, the employee will be passed and the list shall proceed to the next individual.
  - (b) If the employee is on vacation during this time period, the employee must leave their vacation picks with their supervisor and/or another employee to ensure that their picks are recorded. Otherwise, they forfeit their turn.
  - (c) The employee shall notify the next individual in line after signing up or passing a vacation selection.
4. A Change in Attendance Form must be submitted and the Verdugo



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calendar updated with the selection.

5. Vacation selections may not be requested if the employee does not have the accrued time for the selection.

6. Floating Holiday leave may be attached to Vacation Leave during vacation picks.

### B. Vacation Earned<sup>19</sup>:

1. Unit employees compensated on a monthly basis shall be provided with vacation earnings to be based on the following schedule:

| Time Frame                                    | Years of Service | Eligible Annual Hours | Monthly Accrual Hours |
|---|------------------|-----------------------|-----------------------|
| Year 1 through 4<br>(start through 48 months) | 1 – 4            | 80 hours              | 6.667 hours           |
| Beginning year 5<br>(49 months to 168 months) | 4 – 14           | 120 hours             | 10.000 hours          |
| Beginning year 15<br>(169 months and after)   | 14               | 160 hours             | 13.333 hours          |

### C. Restrictions:

1. Vacation is earned and awarded monthly and is computed on the basis of the annual hours divided by the number of months per year.

2. No vacation hours shall be credited for a month in which the employee has been on a leave of absence without pay, excluding disciplinary suspensions without pay, during the majority (50%+) of the month.

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3. All vacations shall be taken at such time as approved by the department head for which the employee works. Vacation leave may be taken in 10<sup>th</sup> of an hour increments or more as approved by management.
4. New unit employees accrue vacation time commencing with the first day of employment as a salaried unit employee, but this vacation time is not vested nor may it be taken or cashed-out unless the unit employee completes one (1) year of service with the City. This means on the thirteenth (13th) month of salaried full-time service with the City the eligible new unit employee will have accumulated and be eligible to use 80 hrs. and accrue vacation time on a monthly basis thereafter.
5. Any unit employee, who is laid off during their first year of employment and is then rehired within a one (1) year time period, shall have their prior service time earned prior to their lay off apply toward their service time eligibility for vacation benefits earned.
6. Unit employees working any schedule, including other than a regular 40-hour schedule, shall be subject to the exact same vacation policy as all other unit employees.
7. Vacation leave balance shall be the employee's responsibility to monitor.

### D. Vacation Accumulation<sup>20</sup>:

1. All unit employees shall accumulate and use vacation time earned as follows:
2. Unit employees may accrue a maximum of two (2) years of vacation leave without Department Head approval. Vacation leave earned in excess of the two (2) years of accumulated vacation leave must be used monthly as earned.
3. A unit employee who is unable to take a vacation in accordance with the first provisions of this section due to the fact that such employee's continued service is in the best interest of the City, shall, with the approval of the employee's Department Head, be entitled to accrue a maximum total of three (3) years of vacation time. Vacation leave earned in excess of the three (3)

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years of accumulated vacation leave must be used monthly as accrued.

4. Once three (3) years of accumulated vacation leave is accrued, the unit employee stops accruing additional vacation time until the leave is utilized and the accumulated time is reduced to below the maximum accrual limits. This accrual stops when the unit employee reaches maximum accrual limits of either 240 hours (1 to 4 years of full time service), 360 hours (5 to 14 years of full time service), or 480 hours (15 or more years of full time service).
5. A unit employee who is unable to return to work due to a serious and prolonged illness or injury which prevents such person from taking earned vacation time during the calendar year and the limits set forth in this Section D 1 and 2 above, may, with the approval of the City Manager, carry over such vacation time to the next succeeding calendar year.
6. Accumulation and use of vacation leave beyond any succeeding calendar year and the limits set forth in this Section D 1 and 2 above, may be granted at the discretion of the City Manager in special or unusual circumstances.

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### **XIII. OVERTIME:**

#### **A. City Management Rights:**

1. The City reserves the right to require unit employees to work overtime in an emergency as set forth in Article Ten<sup>21</sup>.
2. In the event of circumstances beyond the control of the City, such as acts of God, fire, flood, insurrection, civil disorder, national emergency, or similar circumstances as determined by management, the provisions of this Memorandum of Understanding which restrict the City's ability to respond to these emergencies shall be suspended for the duration of such emergency. After the emergency is over, the Association shall have the right to meet with the City regarding the impact on employees of the suspension of these provisions in this Memorandum of Understanding<sup>22</sup>.

#### **B. General:**

1. Overtime is to be used only when other options/resources have been exhausted. Scheduled or requested it shall only be used for the hours that it is needed.
2. Overtime is not guaranteed nor a right and therefore may be cancelled or modified at any time.
  - (a) If overtime is cancelled there are no additional rights associated with its cancellation.
  - (b) Overtime that is cancelled will not be replaced with like amount or type, regardless of reason.

#### **C. Eligibility<sup>23</sup>:**

1. 48-Hour Work Week:
  - (a) A unit employee assigned to work the four (4) -day cycle (48-hour work week) shall be compensated at one and one-half (1-1/2) times

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21 Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part XI

22 Glendale City Employee's Association – Memorandum of Understanding – Article Ten, Part II

23 Glendale City Employee's Association – Memorandum of Understanding – Article Six, Part II

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their regular rate of pay for all hours worked in excess of forty-eight (48) hours within the seven (7) day work period.

(b) The eight (8) hours worked beyond 40 hours in the 48-hour work week shall be compensated at straight time and included in the employee's base salary.

### 2. 36-Hour Work Week:

(a) A unit employee assigned to work the three (3) day cycle (36 hour work week) shall be compensated at straight time at their regular rate of pay for all hours worked up to a total of forty (40) hours worked in that seven (7) day work period.

(b) All hours worked in excess of forty (40) in that seven (7) -day work period shall be considered overtime and be compensated at time and one half (1-1/2) their regular rate of pay.

### 3. More Than Twelve (12) Hours Worked in Day:

(a) Unit employees working the four (4) day on, four (4) day off – 12-hour work schedule shall be paid at one and one-half (1 1/2) times the employee's regular rate of pay for all hours worked in excess of 12 hours in a work day.

### 4. Time Worked – Scheduled or Extended Shift Overtime<sup>24</sup>:

(a) Unit employees who are required to work either scheduled overtime or extended shift overtime are defined as working regular overtime.

(b) The City shall attempt when feasible, to have 8 hours of rest before starting their normal workday for unit employees required to work either extended shift or scheduled overtime in non-emergency situations. It is understood that these 8 hours of rest may not always be practical due to operational necessity.

### 5. Regular Overtime – Payment<sup>25</sup>:

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<sup>24</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VII, Section A, Item 10

<sup>25</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VIII, Section A, Item 1

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(a) Overtime shall be paid at one and one-half (1 ½) times the employee's regular hourly rate of pay.

### 6. Call-Back Overtime (Unscheduled) – Definition<sup>26</sup>:

(a) Call back work is unscheduled time worked performed by an off-duty unit employee called back to work after they have completed their normal work schedule and have left work or are on their day off. Unit employees must physically return to the worksite in order to receive call-back pay. Travel time to and returning home shall not be counted as time worked.

### 7. Call-Back Overtime (Unscheduled) Between 12:00 a.m – 8:00 a.m.<sup>27</sup>:

(a) Unit employees shall be paid double (2 times) the employee's regular hourly rate of pay for every hour of call-back overtime actually worked between 12:00 a.m. midnight and 8:00 a.m. or the beginning of the next work shift, whichever comes first.

(i) Only unscheduled time worked between 12:00 a.m. and 8:00 a.m. can be eligible for paid double time.

(ii) This applies only to Unscheduled Call-Back Overtime; not to meetings or training.

### 8. Call-Back Overtime – Minimum Hours Granted<sup>28</sup>:

(a) Glendale Water & Power Department, Public Works Department Parks, Recreation and Community Services Department field and operations unit employees, Information Services Department – Computer Operators, Community Development/Neighborhood Services unit employees and Fire and Police Department unit employees called back to work, who are not assigned to standby, shall be granted a minimum of four (4) work time hours of overtime except as set forth in Section VIII, B-4.

(b) All call back overtime shall be paid at one and one-half (1 1/2)

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<sup>26</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VII, Section B

<sup>27</sup> Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VIII, Item B, Part 2

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times the employee's regular hourly rate of pay for all hours of call back overtime except as otherwise stated in this article.

**D. Time Increments<sup>29</sup> (less than 1 hour):**

1. All authorized time worked which is beyond the unit employee's work shift schedule which is less than one-hour increments shall be compensated in the following manner:

| Time          | Time Worked |
|---------------|-------------|
| 0 - 3 minutes | -0-         |
| 4 - 8 minutes | 0.1 hour    |
| 9-15 minutes  | 0.2 hour    |
| 16-20 minutes | 0.3 hour    |
| 21-26 minutes | 0.4 hour    |
| 27-33 minutes | 0.5 hour    |
| 34-38 minutes | 0.6 hour    |
| 39-45 minutes | 0.7 hour    |
| 46-50 minutes | 0.8 hour    |
| 51-57 minutes | 0.9 hour    |
| 57-60 minutes | 1.0 hour    |

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28 Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VIII, Item B, Part 1

29 Glendale City Employee's Association – Memorandum of Understanding – Article 3, Part IX

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### E. Time Increments (over 1 hour):

1. Any time work increments which are over one hour shall be compensated in the same procedure as mentioned herein.

### F. Overtime "Compensatory Time" Accumulation & Payment:

1. See Section VIII, Part E.

### G. Overtime Card - Signing Statement:

1. When working overtime, be conscious of the statement printed on all overtime cards: *"I certify the work hours are a true and accurate record of ALL time worked excluding non-paid meal time. I have NOT worked any time less than or in excess of the work hours stated above."*

### H. Overtime Categories:

1. Overtime is divided into three (3) categories – Immediate, Short Range, & Long Range:

2. Immediate Overtime: When there is an identified need for position coverage within twenty-four hours these procedures shall be followed in established order:

(a) Contact off-duty personnel of the same rank using the Overtime Tracking file.

(i) To ensure an employee is rested both physically and mentally, do not call personnel to work Dayshift overtime between 2300 hours and 0430 hours.

(ii) When filling an Overlap position due to an absence the calling of personnel may be made at 0600 hours.

(b) The order of contact shall be established using the Overtime Tracking Card files. The order of contact shall be as it is found within the classification series.

(i) As each available employee is contacted, documentation



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shall be made on the card.

(ii) The card of the employee accepting the overtime is then placed last in the file.

(iii) It is understood that all Immediate Overtime situations are generally for full shifts.

(a) If an employee is requested to work a shift or offers to work a shift that is less than 12 hours the card of the person accepting the overtime shall be documented, however, the card will not be moved to the back of the file.

(b) Employees signing up for a full-shift of work shall not be relieved of personnel coverage responsibility:

(i) Any employee accepting a full-shift shall be responsible for working that shift. Should a partial-shift situation occur for any reason it is the employee's responsibility find their own coverage. The employee is not relieved of duty until this obligation has been met.

(c) If an employee is not available for the immediate vacancy, they shall be asked if they are available to work the shift following the vacancy in order to determine their availability to a Center initiated change of hour's situation. This is not charged as a "Change of Hours" towards the employee who has consented to the change.

(i) Employees of the same classification may consent to be moved from their shift to fill the vacancy provided that coverage has already been arranged for the vacated shift.

(ii) Movement of personnel shall not be made unless absolutely necessary or where excepted and only after the ensuing steps have been followed.

(a) Contact off-duty personnel in the same classification series. Every attempt will be made to cover an FCO vacancy with an FCO or an FCSS vacancy with an FCSS

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or FCAS.

(i) An FCSS covering an FCO position on overtime shall be moved to fill any available FCSS vacancy. Example: An FCSS scheduled to work 0800-2000 should be utilized to fill a vacancy occurring at 0630-1830.

(ii) The FCAS working the Forty-hour (40) position can be utilized to automatically cover an FCSS vacancy Monday through Thursday as that position arrives by 0630 hours on those days. There is no need for contact unless the FCAS is scheduled as time off.

(b) Attempts to contact all employees shall be made unless they leave direction specifically advising to the contrary. The sequence of contact shall be: home phone, cell phone, then any alternate phone / method of contact. This includes employees off on leave; including days off adjacent to such leave.

(d) Contact off-duty personnel in the remaining classification series in the order found within the Immediate Overtime list.

(e) Contact the available part-time personnel in the order found within the Immediate Overtime list.

(f) If unable to locate personnel from either Classification, Part-time personnel or a Center initiated Change of Hours is not feasible, then attempt to extend or modify the normal work assignment of any twelve-hour qualified employee up to and including the extension of personnel to an 18-hour shift, if feasible. (See Emergency Shift procedures)

(i) Priority shall be given to providing Supervision on night shift and three on duty during dayshift.

(ii) Anytime the Center is able to fill a supervisor vacancy with a supervisor that will take precedence.

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(iii) Only after every effort has been exhausted and staffing levels have not been met shall the FCSS notify the FCA and VFCC Deputy Chief of the personnel levels status.

(iv) An offer of an 18-hour shift to working staff is to be filled utilizing Immediate Overtime procedures only.

(a) Should available personnel callback to claim the overtime, the offer of an extended shift will be rescinded.

(g) In the event of an immediate shift vacancy whereby the minimum staffing is not met, the following direction applies:

(h) No employee shall be relieved from duty until suitable replacement is obtained, unless specifically approved by Supervisory personnel or the Glendale Line Battalion Chief or Deputy Fire Chief.

3. Short Range Overtime: When the vacancy occurs more than twenty-four hours but within one month these procedures shall be followed:

(a) Routine Individual Requests: A Change in Attendance request shall be submitted. All requests within 30 days shall include the name and initials of the employee working the overtime. Relief personnel shall be arranged as follows:

(i) Contact personnel of the same classification series.

(ii) If approved by management, personnel in the other classification series.

(iii) If approved by management, part-time personnel.

(b) Employees signing up for a full-shift of work shall not be relieved of personnel coverage responsibility:

(i) Any employee accepting a full-shift shall be responsible for working that shift. Should a partial-shift situation occur for any reason it is the employee's responsibility find their own coverage. The employee is not relieved of duty until this obligation has been met.

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(c) For posted overtime, employees may place their initials on the schedule under "Initial AM/PM" for shift they want. If initials are posted then the following will occur:

(i) At fourteen days (including the date of the overtime, counting backwards 14 days) the overtime will be assigned to the employee of the same classification and eligibility using the Overtime Tracking File; their sheet will be moved to the back.

(ii) At ten days (including the date of the overtime, counting backwards 10 days) the overtime will be assigned to the employee from the other classification and eligibility using the Overtime Tracking File; their sheet will be moved to the back.

(a) Should the overtime remain uncovered five days prior to the date for coverage, the issue shall be referred to the FCSS or FCA to implement immediate coverage procedures.

(iii) If the shift remains uncovered then the movement of the overlap person to the dayshift, if one is available, shall then be initiated. The shifting of scheduled personnel shall always be of last resort, unless where noted.

(iv) Partial shifts shall only be allowed if there is no coverage after all previous steps have been applied. An employee offering any coverage should always be considered in these instances.

(d) Urgent or Unforeseen Requests: In the event a vacancy becomes available due to, but not limited to, an employee moving from one shift to another, having extended leave, resigning unexpectedly, or other unusual or unforeseen circumstances. Overtime will be handled as follows:

(i) If the overtime is fifteen days or longer, Long Range Overtime procedures will apply.

(ii) If the overtime is in fourteen days or less, Immediate Overtime procedures will apply.

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4. Long Range Overtime: Scheduled Overtime over one month will be filled using the long-range rotating sign-up sheets. Rotating sign-up sheets are in order by seniority and by classification series. It is the employee's responsibility to ensure that all steps are completed for signing up of long-range overtime. If the employee does not place their initials on the schedule itself, and another employee signs up for the same shift, then the original employee will forfeit that shift. Other than the AM/PM section of the schedule, this is the only occurrence when an employee may place their initials on the schedule. Sign up shall be arranged as follows:

(a) Personnel of the same classification series:

(i) It is each employee's responsibility to check the overtime sign-up sheet for each shift they work. The FCSS' shall pass the employee failing to sign up during their shift.

(ii) If an employee is off for six consecutive days their name will be passed unless they previously advised their Supervisor of their overtime selection(s).

(iii) If a dispatcher wishes to pass their turn, then they must indicate PASS on the list along with the date and their initials.

(b) No one may change their schedule (change of hours, trades) in order to accept an overtime without Management approval.

(c) The rotating sign-up sheet shall continue to circulate until all available overtime positions have been filled.

(d) Employees may place their initials on the schedule under "Initial AM/PM" for posted overtime. Short-range overtime procedures apply for anyone signing up for overtime in this manner.

I. Miscellaneous Overtime Procedures:

(a) Meal Break: Employees attending a training class or other related dispatch function while on overtime will not be paid for time considered as a meal break. An exception may be made if the class is being conducted during the meal break.

(b) Meeting/Training Overtime: If an identified meeting or training

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opportunity has been both specifically preauthorized and deemed mandatory, then overtime is warranted both during actual training and for travel.

(i) Travel time is not authorized for meetings or training held at Verdugo regardless of whether the meeting/training is mandatory or not.

(ii) Travel time is not authorized for meetings or training that is not mandatory.

(iii) Training overtime is authorized on a situational basis. See the document for Training for further information.

(iv) Other Overtime Exclusions<sup>30</sup>:

The following activities shall not be considered time worked, except as provided for in this agreement:

(a) Meal breaks.

(b) Leave of absence taken without pay.

(c) Travel time to work and returning home in either personal or City vehicle.

(d) Time in off-duty training assignments (homework, study time, meal time, sleep time, etc.)

(e) Off-duty travel to training sites and returning home.

(f) Off-duty time putting on and taking off uniforms.

(g) Off-duty time for personal preparation and clean-up.

(h) Off-duty time spent in the maintenance of City vehicles or equipment.

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- (i) Time worked for which unit employees have already been paid at one and one half (1 1/2) times their regular rate of pay within assigned 40 or 42-hour work period.
  - (j) Any time not authorized as work time.
  - (k) Any time spent in and related to organized school program of related supplemental instruction by apprenticeship employees working under a bona fide apprenticeship program.
  - (l) Any time spent by employees in accomplishing voluntary or mandatory Employee Assistance Rehabilitation Program (EAP).
- (c) No employee shall be relieved of the responsibility to cover an overtime vacancy without having made prior arrangement of suitable coverage.
- (d) No employee shall arbitrarily remove their initials from the schedule. The only individual authorized to make changes to the schedule is that of the FCSS' except as provided for in this document.
- (e) An employee may cancel a Vacation or Holiday up to four days before the scheduled leave.
- (i) An employee may cancel closer than four days if it is mutually agreed upon with the employee working the overtime.
  - (ii) If the overtime has not been covered, the employee may cancel at anytime.
  - (iii) If the overtime has been covered, the employee must notify the employee(s) working the overtime that it has been canceled.
  - (iv) If the employee again requests the exact same day off as Vacation or Holiday, the overtime will first be offered to the dispatcher who signed up for it originally. If Vacation or Holiday is canceled and changed to a Trade and then back to a Vacation or Holiday, the same procedure will be followed.

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### **XIV. EMERGENCY SHIFT COVERAGE:**

#### **A. General:**

1. The use of Emergency Shift Coverage within Verdugo shall be used only to maintain adequate staffing levels. This procedure is to be used only when no other scheduling option exists. Under no circumstances shall a unit employee work in excess of eighteen (18) consecutive hours without a rest period of at least two (2) hours<sup>31</sup>.

#### **B. Emergency Shift Coverage – Working From Day-Night:**

1. This coverage extends a unit employee's normal shift 0630-1830 or 0800-2000 by an additional six (6) hours. The 0630-1830 shifts become 0630-0030 and the 0800-2000 shifts then become 0800-0200.

(a) For example, requesting a unit employee to hold over an additional six hours from their scheduled day shift and consecutively requesting a unit employee scheduled the next day to come in for an additional six hours prior to their normally scheduled shift, if needed.

#### **C. Emergency Shift Coverage – Working From Night-Day:**

1. This coverage extends a unit employee's normal shift 1830-0630 by an additional six (6) hours. The 1830-0630 shift then becomes 1830-1230.

(a) For example, requesting a unit employee to hold over an additional six hours from their scheduled night shift and consecutively requesting a unit employee scheduled the next night to come in for an additional six hours prior to their normally scheduled shift, if needed.

**D.** The use of items B and C above should be used in conjunction where/when possible/needed. For example, requesting a unit employee to hold over an additional six hours from their scheduled shift and consecutively requesting an additional unit employee scheduled the following shift to come in for an additional six hours prior to their normally scheduled shift.

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31 Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part 3, Item E



## Verdugo Fire Communications Center

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### E. Time Worked – Scheduled or Extended Shift Overtime<sup>32</sup>:

(a) Unit employees who are required to work either scheduled overtime or extended shift overtime are defined as working regular overtime.

(b) The City shall attempt when feasible, to have 8 hours of rest before starting their normal workday for unit employees required to work either extended shift or scheduled overtime in non-emergency situations. It is understood that these 8 hours of rest may not always be practical due to operational necessity.

### F. Regular Overtime – Payment<sup>33</sup>:

1. Overtime shall be paid at one and one-half (1 ½) times the employee's regular hourly rate of pay.

### G. Withdrawal of Offer:

1. Should available personnel callback to claim the overtime, the offer of a 18-hour shift will be rescinded.

### H. Ride Sharing<sup>34</sup>:

1. Civic Center employees who car pool to work may use City vehicles to go home in case of an emergency or unexpected overtime. However, if this need arises on the day prior to a weekend or holiday, employees are required to utilize a taxi voucher. In all cases when a City vehicle is used for such instances, employees shall not maintain possession of the vehicle for any time longer than necessary. In most cases, this will mean returning the vehicle the following day.

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32 Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VII, Section A, Item 10

33 Glendale City Employee's Association – Memorandum of Understanding – Article Three, Part VIII, Section A, Item 1

34 Administrative Policy Manual – Chapter 6 – Policy 6-4 – Section C, Part 2, Item E

## Scheduling of Employees in the Communications Center

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### **XV. REST PERIOD – NIGHTSHIFT:**

A. Rest period time on nightshifts is not guaranteed. Center activity, call load, staffing levels and incident activity shall be the determinant factors.

B. Rest periods may not be used to circumvent the “Physical and Mental Work Standard”<sup>35</sup>.

C. Personnel on rest periods may not leave the Station 21 facility and are subject to immediate call back to the dispatch floor.

D. Rest periods are to start at approximately 0000 and end at approximately 0600 hours.

1. Time frame: 1 hour 45 minutes. This allows for 15 minutes between the rotations for meal/preparation, snack locker run, changing of clothes, straightening of dorm, making of bed, etc.

2. If the rest period is interrupted due to center activity and is then resumed, the remaining time will be equally divided between personnel that have not yet had a rest period.

(a) Rest period time may not be “rolled over” or accrued from shift to shift.

E. The rest period rotation should be discussed early on the shift to determine the order of personnel leaving the dispatch floor that is mutually acceptable to all parties that partake of this benefit.

F. Employees must use their own personal bedding when using the dorms.

1. The beds in the dormitories shall be properly made up and straightened after each use.

## Verdugo Fire Communications Center

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### **XVI. PHYSICAL AND MENTAL WORK STANDARD:**

A. All employees are required to report for duty in a rested and alert manner, capable of performing their duties in an efficient and effective manner.

B. Sleeping while on duty is strictly prohibited.

1. The exception to this policy is the rest period provided on nightshift.

2. Failure to follow this policy will result in disciplinary action.

C. Unless otherwise approved, the normal work schedule of personnel should not conflict with an eight-hour period of rest prior to regular or overtime coverage. It is understood that these 8 hours of rest may not always be practical due to operational necessity.

### **XVII. DAYLIGHT SAVINGS TIME:**

A. In the spring at 2:00 a.m. (0200 hours), the clocks are turned ahead one hour, creating an eleven-hour shift. Employees will be paid for working a twelve-hour shift, although only present for eleven hours.

1. Overtime shall only be paid in excess of twelve hours actually worked.

B. In the fall at 2:00 a.m. (0200 hours), the clocks are turned back one hour, creating a thirteen-hour shift. The employee shall submit an overtime card for one hour.

## Scheduling of Employees in the Communications Center

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### **XVIII. C-340 OVERTIME CARDS:**

A. Each employee who works overtime shall fill out a C-340 overtime card completely in blue or black ink and sign it on the day of the overtime actually worked.

1. Sample instructions for filling out overtime cards and/or hourly time cards are at the end of this document. They can also be located in the Supervisor's manual.

2. Overtime cards may only be submitted upon return from offsite training locations the day of or the shift immediately following such training. Proof of attendance may be required.

B. Several times a year Payroll closes on or slightly before the last day of a pay period. If an employee is scheduled to work overtime during this period, they will be paid for the overtime on the next pay period.

1. The overtime card may not be submitted until all hours have been worked in that calendar day/period.

C. It is the employee's responsibility to ensure that the overtime/hourly time cards are filled out correctly and signed. Time cards will be sent back to the employee for any corrections – possibly delaying payment by a pay period due to errors.

D. The FCSS or FCAS or FCA shall review the card for accuracy and sign it.

E. Authorization:

1. An FCA may sign off on any time card other than their own

2. An FCAS/FCSS may sign off on any FCO card. They may not sign off on their own classification or the FCA classification.

3. An FCO is not an authorized signatory for the processing of time cards.

F. When a Center initiated Change of Hours is conducted (CHG), for example, changing hours from a dayshift to cover a nightshift that has become available, the employee will receive overtime at straight time for the hours worked after midnight until shift change.

## Verdugo Fire Communications Center

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1. The employee is not charged a Change of Hours (COH) for this occurrence.
2. The overtime benefit is in lieu of the following:
  - (a) Unit employees shall be paid double (2 times) the employee's regular hourly rate of pay for every hour of call-back overtime actually worked between 12:00 a.m. midnight and 8:00 a.m. or the beginning of the next work shift, whichever comes first. Only unscheduled time worked between 12:00 a.m. and 8:00 a.m. can be eligible for paid double time<sup>36</sup>.

## Scheduling of Employees in the Communications Center

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### **XIX. LEAD WORKER ASSIGNMENT:**

A. FCO's functioning in the capacity of a Leadworker assignment must be familiar with and agree to the conditions set forth in the Work Assignments numbered memo.

1. Compensation: Unit employees in the classification of Fire Communication Operator who are assigned as a Leadworker shall receive eighty cents (\$0.80) per hour above their base hourly rate for each hour worked as a Leadworker<sup>37</sup>.

(a) Working Regular Shift: Write "Shift-5" on the Daily Operational Report in the Remarks column in red ink.

(b) Working Overtime: Under Job Description "Pay Shift-5 nn hours" in red ink.

B. FCO's working in the capacity of a Leadworker needing to make overtime call outs, must log the information as to who was contacted, what time they were contacted and whether the person called back in the journal. The Supervisor who relieves them will update the immediate overtime tracking file as soon as possible.

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37 Glendale City Employee's Association – Memorandum of Understanding – Article 2, Part XXVII

## Verdugo Fire Communications Center

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### **XX. DAILY OPERATIONAL REPORT:**

A. The Verdugo Fire Communications Center Daily Operational Report (VFCC-301) shall be completed daily by the FCSS or FCAS or FCO Leadworker for all shifts within the operational period of 0630-0629 hours.

B. It shall be reviewed and initialed by either the FCSS or FCAS or FCA, or the assigned Verdugo Deputy Chief, with overtime cards attached. This is for purpose of determining accuracy and to obtain any needed overtime card signatures. This occurs the day following the date of the operational period.

1. Processing exceptions shall be made for those payroll periods where the period ends early. (See item E)

2. Photocopies of all documents and/or related attachments shall be made only upon receipt of all necessary signatures on all documents.

C. ALL overtime is to be shown on the Daily Operational Report. This includes meetings, training, or any other activities. It is the FCSS's or FCAS or FCO Leadworker's responsibility to ensure the accuracy of this report.

D. The FCSS/FCAS shall approve the operational by initialing in the administrator field and on the overtime cards sign in the "Approved by" field. Upon review and obtaining of necessary signatures, both the operational and overtime cards shall be forwarded to the employee responsible for processing payroll.

E. Several times a year Payroll closes on or slightly before the last day of a pay period.

1. When this occurs, the daily operational shall be photocopied along with the C-340 cards, and any hourly time cards. The photocopies shall remain with the Supervisor to be annotated with any schedule changes.

2. All originals will be sent downstairs to the employee in charge of payroll no later than 10am on the day that payroll is scheduled to close.

3. Should the operational change due to schedule changes, note any changes on the photocopy and resubmit the operational to payroll for updates. To determine when these periods occur, a copy of the yearly Payroll Schedule is kept in the front of the schedule folder for review purposes.

## Scheduling of Employees in the Communications Center

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# Verdugo Fire Communications Center

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## XXI. Appendix A – Sample Overtime Time Cards (CS-340):

|   |                      |             |
|---|----------------------|-------------|
| 1<br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>10<br>11<br>12 |                      |             |
|   | Employee's Signature | Approved By |

Sample: OT Card for a 36 Hour Week - Double Time

|   |                      |             |
|---|----------------------|-------------|
| 1<br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>10<br>11<br>12 |                      |             |
|   | Employee's Signature | Approved By |

Sample: OT Card for a 48 Hour Week - Double Time

|   |                      |             |
|---|----------------------|-------------|
| 1<br>2<br>3<br>4<br>5<br>6<br>7<br>8<br>9<br>10<br>11<br>12 |                      |             |
|   | Employee's Signature | Approved By |

# Scheduling of Employees in the Communications Center

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C-363 (REV. 11/98)

Sample: Part-Time/Hourly Time Card

**Directions:**  
Days of the Week: "X" out the days not worked for the week not worked and fill in the corresponding hours for the days worked in the appropriate boxes as shown. Notice in this example the week ending is 3/26. The employee fills in the next row corresponding, leaving a blank row. "X" out any days not worked in the row showing hours worked. The converse should be applied if the employee is working the week ending on the 11th. The employee fills out the first available row with their hours and "X" out the days numbered 12 through 26. Pay periods begin on the 27th and on the 12th of each month & end on the 11th and 26th.

# Verdugo Fire Communications Center

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## Appendix B – Work Codes & Overtime Codes:

| <u>ATTENDANCE CODES</u>                               | <u>OVERTIME CODES</u>                                    | <u>ABSENCE CODES</u>                   | <u>VERDUGO OT CODES</u>           |
|---|--|--|-----------------------------------|
| REG = Straight Time                                   | CTS = Compensatory<br>Leave Earned at –<br>Straight Time | SIC = Sick Pay<br>Leave Used           | VS = Verdugo<br>Sick Time         |
| RDO = Regular Day<br>Off                              | CTD = Compensatory<br>Leave Earned at –<br>Double Time   | VAC = Vacation Pay<br>Leave Used       | VV = Verdugo<br>Vacation Time     |
| OP = Overtime Pay                                     | CTH = Compensatory<br>Leave Earned at –<br>Half Time     | FL = Floating<br>Holiday Pay Used      | VH = Verdugo<br>Floating Holiday  |
| S5 = FCO Lead<br>Worker Shift<br>[Use Red Ink for S5] | CTT = Compensatory<br>Time Earned at –<br>Time & ½       | CL = Compensatory<br>Leave Used        | VC = Verdugo<br>Comp. Leave       |
|   | OTD = Overtime –<br>Earned at Double<br>Time             | DL = Bereavement<br>Leave Used         | VB = Verdugo<br>Bereavement Leave |
|   | OTH = Overtime –<br>Earned at Half Time                  | PL = Personal<br>Leave Used            | VP = Verdugo<br>Family Illness    |
|   | OTS = Overtime –<br>Earned at Straight<br>Time           | LX = Leave without<br>Pay              | VL = Verdugo<br>Meetings          |
|   | OTT = Overtime –<br>Earned at Time & ½                   | SX = Sick without<br>Pay               | VR = Verdugo<br>Training          |
|   |  | JLS = Jury Duty<br>Superior Court      | VT = Verdugo<br>Court Time        |
|   |  | JLF = Jury Duty<br>Federal Court       | VJ = Verdugo<br>Jury Duty         |
|   |  | JL1 = Jury Duty 1 <sup>st</sup><br>Day | VF = Verdugo<br>FLSA              |
|   |  | MML = Mid-<br>Management Leave         | VM = Verdugo<br>Vacant Position   |
|   |  | UML = Management<br>Leave              | VE = Verdugo<br>Emergency Recall  |
|   |  | IL = Injury –<br>Paid Leave            | VD = Verdugo<br>Disaster Recall   |
|   |  | IX = Injury –<br>Without Pay           | VG = Verdugo<br>Daylights Savings |
|   |  | NX = Non-approved<br>absence           | VI = Verdugo<br>Workmen's Comp.   |
|   |  |  | VX = Verdugo<br>Special Detail    |