



MILWAUKEE FIRE DEPARTMENT
WORK SCHEDULES FOR
FIRE EQUIPMENT DISPATCHERS/FIRE DISPATCH SUPERVISORS
AND OVERTIME POLICIES FOR FIRE EQUIPMENT DISPATCHERS

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WORK HOURS/SCHEDULES

The communications center of the MFD Technical Services Division must be adequately staffed 24/7 with Fire Dispatch Supervisors (FDISPs) and Fire Equipment Dispatchers (FEDs). To accommodate the need for this coverage, FDISPs and FEDs are dispersed over three shifts: 0730 to 1530 hours, 1530 to 2330 hours, and 2330 to 0730 hours.

FEDs and FDISPs are assigned work schedules of five days on and two days off, then four days on and two days off, with the off day cycles staggered between members of the same shift.

Recommended full staffing of the dispatch center is four (4) FEDs and one (1) FDISP (or actor), however it is not mandatory to hire overtime until staffing falls below a total of four (4) people. Should staffing ever fall below four (4) [as might occur when someone leaves due to an emergency or illness], the FDISP is to send an emergency page to FEDs and FDISPs in an attempt to bring someone in from off-duty. In addition, the FDISP is to notify the Fire Dispatch Manager of the situation. In extraordinary circumstances, the Fire Dispatch Manager, acting on behalf of the Fire Chief, in order to maintain appropriate staffing levels, has the authority to go outside the policies outlined.

FEDs and FDISPs may not work more than 16 hours straight under any circumstances.

OVERTIME POLICIES

All overtime shifts will be filled by hiring FEDs. All overtime compensation will be monetary unless the Chief or his designee determines otherwise prior to the overtime being worked.

Overtime hiring for "known" vacancies due to scheduled-offs will take place, usually during first shift, on or about the 8th (but not prior to the 8th) of the month, preceding the month overtime hiring is being prepared for. (Example: hiring for May will usually take place on the 8th of April during first shift.)

Overtime hiring for "short-notice" [defined as less than seven (7) day's notice caused by such occurrences as unanticipated sick leave], vacancies is done from the Mandate List. Overtime hiring for "unscheduled" [defined as greater than seven (7) day's notice and affecting three (3) shifts or more caused by such occurrences as family leave] vacancies will be filled with volunteers whenever possible. The volunteer list will continue in the seniority and column order for the month in which they occur. If no volunteers accept the assignment, employees will be mandated from the established mandate list/process.

FEDs may not work more than 16 hours straight under any circumstances.

Employees laying up sick on an overtime, whether voluntarily scheduled or mandated, will lose 8 hours of mandate credit.

Employees laying up on their work shift(s) immediately prior to a scheduled overtime, will lose 8 hours of mandate credit and must provide a medical certificate indicating their inability to work on the overtime date.

Employees must work one regular work shift after a layup before being allowed to work an overtime.

VOLUNTARY OVERTIME HIRING POLICIES

The Fire Dispatch Manager or designee will place "known" vacancies on the calendar by the 1st of the month preceding the month in which the vacancy exists. These vacancies are to indicate whether overtime hiring is required. (Example: vacancies for May will be placed on the calendar no later than April 1.)

FEDs wishing to volunteer for overtime opportunities must submit a Voluntary Overtime Request form by 0800 hours on the 8th of the month preceding the month in which hiring is being performed. (Example: FEDs volunteering for May must have their Voluntary Overtime Request form submitted no later than April 8.)

The names of all FEDs volunteering for said month will be placed on a Volunteer Overtime List in seniority order. This list will rotate from most senior to least senior until all "known" vacancies are filled or are left unselected. Should "known" vacancies remain after the list has been rotated and exhausted for every vacancy, a second round of volunteers may be solicited. FEDs must submit a Voluntary Overtime Request form no later than the date established and announced by the Fire Dispatch Manager or designee to be included on this second list. This second list will rotate from most senior to least senior until all "known" vacancies are filled or are left unselected. Any "known" vacancies left unselected at this time will be filled with mandated FEDs.

Voluntary overtime **cannot** be turned back; however, FEDs who do not want to work an overtime they volunteered for, may trade the day with another FED.

MANDATORY OVERTIME HIRING POLICIES

The Mandate Overtime List is a list of all FEDs, in reverse seniority order, and in ascending order of total mandate hours worked.

The best available FED for a mandate is determined by going through the list starting at the top and choosing the first person eligible, taking into account the ability to notify the affected person before the mandated shift will occur, and providing it would not place that FED in a situation of working more than 16 hours straight.

A vacancy caused by a lay-up for the oncoming shift must be mandated from those FEDs currently on duty, using the Mandate Overtime List to determine the next eligible. If a situation arises in which none of the on-duty FEDs qualifies for a mandate, then the following order of mandate will prevail:

1. An FED off during his/her regular shift but still on the calendar that day (traded-on, voluntary overtime)
2. An FED traded off for the day
3. An FED on regular off day

Mandatory overtime **cannot** be turned back; however, one FED may volunteer to work for another FED's entire mandate or a portion thereof. Mandated FEDs may request that the FDISP send out a group page to solicit volunteers to work their mandate. Mandated FEDs will be credited for only the mandated hours they work; neither the mandated FED, nor the volunteer who worked for the mandated FED will be credited for mandated hours worked by the volunteer. FEDs giving away their mandate must fill out a Mandatory Overtime Relinquishment form, signed by both FEDs and submit it to the on-duty FDISP.

- Mandated FEDs are given credit for every mandatory overtime hour they worked.
- All mandate hours credited are set to zero for January 1 of every year.
- New FEDs (just out of training) will be added to the mandate list with mandate credit equal to the FED assigned to their same shift with the lowest total hours.
- A FED off for an extended period due to family or sick leave will be credited mandate hours so that they will be no more than 40 hours behind anyone else on the mandate list.
- Eight (8) hours of mandate credit is given to employees **volunteering** to work overtime on the following otherwise difficult days to staff, and sixteen (16) hours of mandate credit is given to employees **mandated** to work on them: New Years Day / MLK Day / Good Friday / Easter Sunday / Memorial Day / July 3 / July 4 / Labor Day / Thanksgiving Day / Christmas Eve / Christmas Day / New Years Eve
- FEDs cannot be mandated on a day they are furloughed.
- FEDs and FDISPs may not work more than 16 hours straight under any circumstances.