

GUIDE TO BACKFILL PROCEDURES

GENERAL INFORMATION

1) **PURPOSE AND SCOPE**

To memorialize the MPFFA's non-emergency backfill (voluntary overtime) calling practices.

2) **PARTICIPATION**

- a) **Joining the list.** Eligible members may join the overtime list at any time during the year by sending an email request to the Adjutants and the Overtime Committee. Members who are added after the start of a new bid will be placed on the list with the highest total overtime hours plus one additional hour.
- b) **Leaving the list.** Members may remove themselves from the overtime list at any time during the year by notifying the Adjutant and the Overtime Committee. Once removed, they are ineligible to rejoin for six (6) months.

3) **SHIFT CALLBACK LISTS**

Prior to a new shift bid taking effect, all eligible members shall be placed on the Overtime Picklist in order of lowest to highest factor (badge) number with their overtime totals reset to zero (0) hours. Lists will be updated and sorted after every calling period in the following order:

- a) Total overtime hours (lowest to highest)
- b) Then by factor (badge) number (lowest to highest) for members with identical OT hours

4) **TRANSFERRING SHIFTS AND PROMOTIONS**

Members shall retain their overtime hours total when transferred to another shift or promoted.

5) **CONTACT INFORMATION**

Members are responsible for providing the Adjutant's office with accurate contact information including a telephone phone number where they can be reached.

6) **REFERENCE CALENDAR**

DATE						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21

7) **SIGNUP LIST (opting-in for call from adjutant)**

- a) In order to receive a call for voluntary OT, a member must sign up to work on telestaff
- b) Member WILL NOT receive call for voluntary OT if they did not Signup on telestaff
- c) Members who signup can still accept or reject work offer when they are called by adjutant
 - i) Members who sign up for "FULL 24" shift will receive a call to pick any available shift on that given day
 - ii) Members who sign up for "PARTIAL <24" shift will only receive a call for shifts that are less than 24 hours.
 - iii) Members may signup on telestaff until the start of the Calling period

8) **PRIMARY AND SECONDARY LISTS**

Offgoing members are considered Primary (1°) for the first two days and Secondary (2°) for the last two days of their four-day (96 hour) break.

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C Shift	W	W	1°	1°	2°	2°	W	W	1°	1°
B Shift	2°	2°	W	W	1°	1°	2°	2°	W	W
A Shift	1°	1°	2°	2°	W	W	1°	1°	2°	2°

CALLING PROCEDURES

9) CONTACTING MEMBERS

Overtime calls shall normally be made from the Adjutant's landline (650)688-8420 or mobile number (650)388-6334 between 1900- 2200 hours. When calling, the Adjutant shall identify themselves and their purpose for calling. Only the member being offered overtime, or their significant other may accept an offer of overtime. If no one answers, the Adjutant will leave a message.

10) PRESCHEDULED HIRING

- A. Prescheduled vacancies will be filled one tour ahead starting at 1900 on day 2.
 - a. ie If A-shift is working on the 11th/12th, vacancies on the 19th/20th will be filled starting at 1900 on the 12th.
- B. Vacancies will be filled by calling members who signed up on Telestaff in the order of OT Hours worked up until the start of the calling period
 - a. Signup list will automatically populate in order of hours worked on telestaff
 - b. There is one list for OT hours worked (Total Hours Picklist) for all members (no longer shift dependant)
 - c. During the Prescheduled Hiring calling period, members who signed up will be offered a choice of available shifts over the 2 day primary period that correspond with their signups
 - i. Members will not be able to accept a voluntary work shift they did not sign up for
 1. ie if a member signed up for only day 1, when the adjutant calls, they will only be eligible for day 1 voluntary OT, even if there is day 2 available
 2. if a member signed up only for a "partial" shift, they will be ineligible to accept 24 hour voluntary OT shifts
 - d. Once all members on the Signup list have had an opportunity to accept 1 work shift, the members on the list will be contacted in order again if they are signed up for vacancies that remain
 - i. Member signs up for Day 1 and Day 2, they take Day 1 when contacted. Once bottom of the list is reached, list starts at top and member can accept a Day 2 assignment if available
 - ii. If member signed up for Day 1 Full and Day 2 Partial and accepts a Day 1 shift when first contacted, they will only be called again if a corresponding Day 2 partial is available
- C. If a member signed up for multiple days/shifts, once they refuse they will not be contacted again for voluntary OT during that calling period
 - a. i.e. Member signs up for Day 1 and Day 2. If they refuse voluntary OT the first time they are called, they will not be contacted again for voluntary OT, even if shifts are still available during second time through the Signup list.

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11) PLANNED HIRING

- This calling Period will begin at 1900 the night before the start of the most immediate primary days.
 - ie calling period starts at 1900 on the 18th to fill additional vacancies on the 19th/20th that have been entered after completion of Prescheduled Hiring
 - After the Prescheduled Hiring calling period and before those days are worked, there is a possibility for additional planned schedule changes.
 - Prescheduled OT was called and completed for 19th/20th on the 12th. From the 13th until the 18th, there may be new vacancies entered into telestaff for the 19th/20th.
- Planned Hiring takes place before Prescheduled Hiring begins
 - If need to occur during the same night, Planned Hiring will be completed first, then a new OT picklist is compiled and Prescheduled Hiring begins.
 - ie at 1900 on the 12th, the Planned Hiring calling period begins for any vacancies that remain during the 13th/14th. Once those days are filled the Planned Hiring calling period is complete. The Prescheduled Hiring calling period then begins to fill vacancies on the 19th/20th.
- Vacancies for the second day of the tour (unknown at the time of the Planned Hiring calling period) resulting from the extension of unscheduled leave or the addition of a missed request or a new training request, will be filled the between 1900 – 2200 on the evening of Day 1

12) IMMEDIATE HIRING

- Unscheduled vacancies that arise in the middle of the shift will be filled by the Adjutant as soon as possible.
- Adjutants will first call members who signed up on that day but didn't get offered a position.
- Adjutants may send out group text to off-duty members with open shift details and instructions to utilize the signup list, which will remain open until the start of the calling period. The adjutant may elect to call off-duty members in order of the Total Hours Picklist instead of filling the shift by texting and using the signups.
 - ie. A member goes on WC at 11am on day one of a tour. The adjutant may text off-duty members stating the rest of the shift will be filled utilizing the signup list starting at 11:10 (member will have 10 minutes to utilize the signup list before the calling period starts)
 - If nobody signs-up or nobody accepts the vacancy during the calling period, the vacancy will be filled by the first member to contact the adjutant requesting to work the shift. (This does not supersede emergency callback procedures)

13) SELECTION PROCESS

a) Order of calling

- i) Members will be offered overtime opportunities in order of lowest overtime hour total and then lowest factor number regardless of rank, provided a position exists for them that they have signed up for on telestaff.
- ii) Any remaining vacancies left unfilled after the signup list is exhausted will be filled from the rotating forceback list utilizing the forceback procedures.

b) Skipping members

- i) Members who are on unscheduled leave (PTOU) on the second day of the 48-hour tour shall not be eligible for any overtime opportunities in the primary days

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immediately following their unscheduled leave. They can be contacted to fill vacancies for the pre-scheduled primary days.

- ii) Members may be skipped to meet district staffing needs. Members who are skipped to meet staffing needs shall not be penalized.
- iii) Off-duty members who accept a “mid-shift” overtime opportunity but are unable to report within a two-hour timeframe, may be refused an offer of work.

14) UPGRADES

- Members who accept a voluntary shift will not be offered upgrades if they become available after the calling period
- A member can still work additional time by covering a force or up to half of a voluntary work assignment

15) SCHEDULING CHANGES AND CANCELLATIONS

- a) If vacation and/or comp time slots are still available they may continue to be requested up until 1900 the day before the 48 hr tour begins and before the Planned Hiring Calling Period begins.
- b) Whenever previously accepted vacancies are canceled (due to changes in Scheduled time off, training, cancellation of classes, military leave etc.), the offer(s) of work will be rescinded in order of “last hired, first fired” for shifts of that length. (if a 24 hour shift is canceled, “last hired, first fired” applies to those scheduled to work 24 hours shifts. If a partial shift is canceled, the rule will apply only to those scheduled to fill OT of similar time interval. The affected member(s) will be restored to their previous position on the overtime list. Forces will be canceled first.
 - i) If a 6 hour CT is canceled after it has been filled during the Prescheduled Hiring Calling period, the last member to be forced for a 6 hour Vacancies will have that forced erased. If nobody was forced for that time interval, the last person to accept a shift of that time interval will have that OT removed and the hours will not be added to their total.
- c) If a member changes the time-frame of their CT after it has been filled, the following shall occur:
 - i) If reducing the time frame (ie from a 24 to a 12 hour ct)
 - (1) If someone was forced, the last person to be forced for the time interval being changed (ie 24 hour), will have their force changed to the lesser time interval (12 hour)
 - (2) If nobody was forced, the last member to fill a spot for the time interval being changed (ie 24 hour) will have their OT canceled. That OT slot will then be filled using the Planned Hiring Procedure. The member who had their OT canceled would have the ability to accept the new work assignment in order of the signup list. If unable to fill with voluntary OT, then the rotating forceback list will be utilized.
 - ii) If increasing the time frame (ie from a 12 hour CT to a 24 hour CT)
 - (1) The last person to fill a spot of that time interval will have their OT canceled (force or voluntary)
 - (2) The new time slot will be filled using the Planned Hiring Procedure. If unable to fill with voluntary OT, then the rotating forceful list will be utilized.
- d) If a member was protected from a force due to ineligibility because of PTO/CT, that member may not cancel that PTO/CT.

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- e) All trades, scheduled leave, comp time requests, changes and cancellations shall be finalized by 1900 hours on day two immediately before the primary days (before the Planned Hiring).

16) FARM OUTS

- a) Members may request to farm out (give away) up to half of a voluntary overtime shift and any portion of a forceback shift.
- b) At the Battalion Chief's discretion, voluntary farm out requests may be denied if they result in the displacement of on duty personnel from their station or create a hardship for the District (i.e. disruption of training)
- c) Farmouts requested after completion of the Planned Hiring calling period can not create the need for additional calling.

17) RECORDING HOURS

- a) **Recording hours**
Only voluntary backfill hours worked will be added to a member's hours total on the OT Picklist under normal circumstances
 - i) The member may request for their forceback hours to be added.
- b) **Combining shifts**
 - i) When a single member creates **two consecutive vacancies** in the same 24-hour workday, the hours may be combined and logged as a single vacancy.
 - ii) When a single member fills **two non-consecutive vacancies** in the same 24-hour workday, the hours shall be logged separately.
- c) **Adjusting hours**
 - i) The original amount of accepted overtime hours shall be recorded in the overtime system. If an oncoming member returns early, the person being relieved may choose to stay for the duration of the original vacancy or leave early and adjust their timecard to reflect the actual hours worked.
 - ii) If the original accepted number of hours is reduced by the district, the affected member's hours will be adjusted to the actual hours worked.
- d) **Recordkeeping.**
 - i) Hours will be logged after each calling period.
 - ii) Completed Signup Calling list will be signed and kept for review by the Adjutant.

MANDATORY HIRING PROCEDURES (FORCEBACKS)

18) STANDBY (FIRST RIGHT)

- a) All on-duty members are considered on standby (first-righted) until the end of the 48-hour tour and/or all vacancies have been filled.

19) MANDATORY OVERTIME (FORCEBACKS)

- a) Members who are forced back normally have three options:
 - i) Accept work.
 - ii) Refuse. Members who refuse shall be removed from the overtime list for six (6) months.
 - iii) Farm out. Members may normally farmout any portion of a forceback shift. Farmouts may be suspended to meet staffing needs.

20) GENERAL

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- a) Prior to a new shift bid taking effect, all eligible members shall be placed on their shift's overtime pick list in order of lowest to highest seniority irrespective of rank.
- a. The list shall reset at the beginning of the new shift bid every year.
- b. Members who join the voluntary overtime list during the year will be added to the top of the forceback list with the highest factor number across all three shifts.

21) FORCEBACK LISTS

- a) Primary list - the primary list is responsible for filling forcebacks during the first two days of their four day break. In the event that the primary list is exhausted and there are still spots to fill, the Adjutant will move to the Secondary List.
- b) Secondary list - Members on the secondary list may be needed to fill the remaining spots on what would be day 3 and day 4 of their 4 day. If this list is exhausted and there are still spots to fill the Adjutant will move on to those members meeting protected criteria.

22) ASSIGNING FORCEBACKS

- a) Adjutant will assign the Forcebacks starting from the top of the rotating forceback list. As soon as the top unprotected person is placed in the open position of their choosing (if possible) the Adjutant drops them to the bottom of the list and moves to the next (unprotected) individual at the top of the list - once that person is placed in the open position of their choice they are dropped to the bottom of the list and so on. The list will be moving in real time.
 - i) Adjutant will assign the Forcebacks starting from the top of the Rotating Forceback List of the Secondary List. Following all procedures outlined in 3.a.
- b) Skipped or protected members shall remain at the top of the list.
- c) Preference of work assignments may be suspended to meet staffing needs.
- d) Once assigned a force, PTO/CT or "Absent" added after completion of the calling period will not eliminate the force. If a member is unable to work the force, they must follow procedures to farmout force.
- e) A member may be forced during the preschedule hiring calling period without contact from the adjutant if they do not have protection for days being filled.
 - i) If forcing for 19th/20th, a member may be forced during Prescheduled Hiring on the 6th without being contacted if they do not have any protections for the 19th/20th.
 - ii) If a member is off-roster during the Prescheduled Hiring calling period, the adjutant will call the member to tell them they have been forced and for what date
 - (1) If during the Prescheduled Hiring calling period, an off-roster member is going to be forced and has a choice of multiple dates/ times:
 - (a) The adjutant will call the member and give them the option of force assignments
 - (b) If member does not answer, forces will be continued to be filled and that member will be assigned the last spot they are eligible for
 - (i) The member may call the adjutant back, but can only choose force vacancies that have not already been filled
 - (ii) That member will be rotated to the bottom of the forceback list in the order they were forced, not when they call back or are assigned a spot
 - 1. ie If a member is the first to get forced during the Prescheduled Hiring calling period and does not

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answer, they will be assigned the last available force. They will still be the first member to get rotated to the bottom of the forceback list.

(2) If the member does not answer, the adjutant will leave a message with date and time interval of force.

(a) If members voicemail is inactive or full, adjutant is not obligated to repeat attempts to contact member

- f) A member may not be forced from the adjutant land line or cell phone for the immediate hiring or planned hiring if they are not currently on shift.
- g) A member may be forced at any time from the Emergency call back line or a BC phone number.

23) PROTECTED ACTIVITIES

- a) Certain activities will normally protect a member from being forced to work or held over.
- b) Protected activities make a member ineligible to be forced. They may still work a force for another member, but will not receive forceback credit.
- c) Examples of protected activities include:
 - i) Scheduled Leave (PTO or CT) that coincides with the start or end of the four-day (96 hour) break.
 - (1) A member who has been “protected” may not cancel their scheduled leave once calling has been completed. This will be recorded in the Adjutant’s daybook.
 - ii) District approved training (Educational Reimbursement or district sponsorship).
 - (1) Member must have completed Training Request form or written approval from training division
 - iii) Prescheduled District obligations (does not include off roster program work).
 - iv) A member is not eligible to be forced if they are offshift “Absent” for the entirety of 1900-0800 the day immediately before the primary days being filled.
 - (1) Filling for 19th/20th- Member can not be forced if they are Absent the entirety of 1900-0800 on the 18th. This is regardless of if they are on-shift on the 12th during the Prescheduled Hiring calling period. (They may still sign up and accept voluntary OT)
 - (2) If filling for the 13th/14th- Member can not be forced if Absent (offshift) the entirety of 1900-0800 on the 12th.
 - v) Members who are not on the overtime list.

24) **Recordkeeping:** The Adjutant shall maintain accurate and up to date forceback records that are available for review at all times.

GENERAL COMMENTS AND QUESTIONS

Please add comments here using the comment feature.