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**Section: 1.25      Workback Procedure**

Effective Date: 11/01/2012

Revision Date: 03/23/2018

Approved by: Asst. Chief M. Erickson 03/23/2018

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**SCOPE:**

This Policy applies to all personnel assigned to 24-hour shifts.

**PURPOSE:**

This Policy serves to identify a consistent procedure for filling Department staffing needs with overtime personnel.

**PROCEDURE:**

1. Once a need is identified, a workback will be processed as soon as practical by the on-duty Captain or other on-duty officer. If an on-duty officer is not available, the workback can be processed by an on-duty Acting Lieutenant. If no on-duty officers or acting officers are available, the senior firefighter should contact any off-duty officer or chief to assist with the process.
2. Advanced notice special events or other special details requiring additional staffing will be processed as soon as the requirements for the event are determined. Notification of these events may occur as a typical workback or through email, the Department's message board, etc. Regardless of the notification process utilized, the selection process for these events will be the same as a regular workback.
3. Processing a workback will occur between 0600 hrs and 2200 hrs; unless there is an immediate need or there are extenuating circumstances.
4. A workback greater than 12 hours will be split in half; the workback will not be split if the switch would occur after 2200 hrs.
5. When a workback of four hours or less is needed to be filled, the officer processing the workback has the discretion to use personnel on hold-over or early start.
6. All balances in the Workback Hour Book are reset to zero (0) each year on January 1<sup>st</sup>.
7. Initial Notification Process:
  - a. The officer processing the workback will send a message to Department members via the *iamresponding.com* application.
  - b. For staffing needs from immediate to 72 hours, employees will have 15 minutes to call in and/or respond via lamResponding.
  - c. For staffing needs occurring more than 72 hours in the future, employees will have 60 minutes to call in and respond.
  - d. The message will include:
    - i. The date needing staffing
    - ii. The timeframe needing staffing
    - iii. The position needing staffing (not necessarily the truck or station assignment)
  - e. **Only employees interested in consideration of the overtime should respond via the lamResponding app or call 1-866-702-0271**; the same phone number as used for callbacks.

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f. The following responses will be recognized by the system:

- 5 – available to work the first half only
- 6 – prefer to work the first half, can work the second half
- 7 – available to work the second half only
- 8 – prefer to work the second half, can work the first half
- 9 – available to work only if needed – prior to ordering someone in

Selection process:

- a. The employee with the least number of hours, provided they can fill the position needing to be staffed, i.e. driver, officer, etc., will be selected to fill the overtime.
- b. In the event there is a tie with the least amount of hours, the senior employee will be selected to fill the overtime.
- c. Once the first half of the workback has been filled, post the hours and re-sort the Workback Hour Book and continue down the list. If an employee is selected for the first half of the workback and they are still lower in hours than the next employee after re-sorting, they may take the entire workback providing they are not working more than 48 consecutive hours.

Follow-up Notification Process:

- a. The officer processing the workback will send a message to Department members via the *iamresponding.com* application once the selection has occurred for the workback.
  - b. The message will include:
    - i. The employee name(s) and times they are working
    - ii. The station the employee(s) should report to
8. When no personnel are available to fill the workback voluntarily, the least senior employee capable of filling the position will be ordered back to work. The officer processing the workback will call employees, using the primary contact number supplied by each employee, until all of the staffing needs are met unless that employee is already on shift in which case they will be contacted in person. As a courtesy, if the officer is unable to make contact with the person being forced via a phone call, they will be notified through a message via *IamResponding* to be confirmed in person on their next shift prior to the forced OT.
9. Employees ordered to work will have that date entered into the Workback Hour Book. No employee shall be ordered to work more than once per calendar year until all personnel eligible to work have been ordered to work.
10. Employees ordered to work will not have the hours worked posted to their balance in the Workback Hour Book.