



Carroll County Department of Fire & EMS

Standard Operating Procedure

DOCUMENT DETAILS

Standard Operating Procedure: 2.01	Effective Date: August 23, 2024
Subject: Callback / Overtime Assignments	Section: Human Resources
Authorized: Michael Robinson, Director/Chief	Revision Date: January 1, 2026 <i>PJS</i>

Applicability: ☐ Volunteer ☒ Career

I. PURPOSE

The policy is to establish a procedure for distribution and approval of overtime for members of the Carroll County Department of Fire & EMS.

II. DEFINITIONS

Overtime: any time worked in excess of 84 hours within the 14-day work period for Fair Labor Standards Act (FLSA) defined 207(k) employees, and in excess of 40 hours per workweek for non 207(k) and uniformed personnel with daywork schedule.

Day Work: Personnel assigned to a schedule involving a Monday through Friday type of work week.

Shift Schedule: Personnel assigned to work 24 on, 72 off rotation.

Approved Leave: Allotted time off as outlined in SOP 2.08 Leave Administration.

III. PROCEDURES

A. Overtime List

1. All overtime hours worked will be tracked in VTI. Mandatory Hold Over hours will be tracked separately.
 - a. A Hiring List Status is generated daily in the VTI program. Personnel will be listed in order from the least to the greatest hours of overtime worked. Overtime will be assigned to personnel with the lowest number of hours worked based on the classifications listed in section E of this policy.
 - b. If the number of hours worked is equal, overtime will be offered to the employee who has the earliest sign-up date and time.
2. Personnel held over due to a Mandatory Holdover will not be assessed those hours worked on the Hiring List Status in VTI.

3. A reset date for the Overtime Status List will occur at 0700 on April 1st and October 1st annually, where personnel shall have their Overtime hours zeroed, with the list remaining in order of sign-up date and time.

B. Overtime Availability for Shift Schedule Personnel.

1. Employees are required to sign up for overtime for each calendar day. Employees may choose the following time frames
 - a. 0700-0700
 - b. 0700-1900
 - c. 1900-0700
2. Overtime for Day Work personnel must not interfere with the day work assignment they are assigned to.

C. Personnel Contact Information

1. Personnel should ensure their primary phone number is correct in VTI.
 - a. Personnel that are currently on duty at the time of the Overtime opportunity may be contacted at their respective stations.

D. Fatigue Consideration for Overtime Opportunities

1. Personnel shall NOT be allowed to be on duty in an operational assignment, including on a Work Shift Exchange, for greater than 48 hours without a continuous 12-hour period off. Exceptions may be approved by the Deputy Chief of Operations on a case-by-case basis.

E. Overtime Job Classifications

1. Overtime shall be offered back on a “rank for rank” basis until that list has been exhausted.
2. Should the overtime list for a particular rank be exhausted, qualified personnel from a different rank will be used to avoid mandatory holdovers.
3. Personnel may, at the discretion of the Shift Commander, be offered an overtime opportunity for a position other than their current rank or functional position type if they are “qualified”, which implies they:
 - a. Are on the current promotional eligibility list for the needed capacity and;
 - b. Are approved to function in the needed capacity by the Deputy Chief and;
 - c. Meet other established criteria as defined by the Department.
4. Once a particular list has been exhausted, overtime opportunities shall occur following the order listed below
 - a. Shift Commander
 - i. Shift Commander
 - ii. Qualified Lieutenant
 - iii. Holdover
 - b. Station Lieutenant
 - i. Station Lieutenant
 - ii. Qualified Lieutenant Paramedic

- iii. Qualified Fire Apparatus Driver Operator, Firefighter Paramedic, or Firefighter EMT
 - iv. Shift Commander (with Deputy Chiefs' approval)
 - v. Holdover
- c. Lieutenant Paramedic
 - i. Lieutenant Paramedic
 - ii. Qualified Station Lieutenant
 - iii. Qualified Fire Apparatus Driver Operator, Firefighter Paramedic, or Firefighter EMT (Cleared to act in the EMS car)
 - iv. Shift Commander (with Deputy Chiefs' approval)
 - v. Holdover
- d. Fire Apparatus Driver Operator
 - i. Fire Apparatus Driver Operator
 - ii. Qualified Firefighter EMT
 - iii. Qualified Firefighter Paramedic
 - iv. Qualified Station Lieutenant
 - v. Qualified Shift Commander (with Deputy Chiefs' approval)
 - vi. Holdover
- e. Firefighter Paramedic
 - i. Paramedic or Firefighter Paramedic
 - ii. Qualified Fire Apparatus Driver Operator
 - iii. Qualified Station Lieutenant or Lieutenant Paramedic
 - iv. Qualified Shift Commander (with Deputy Chiefs' approval)
 - v. Holdover
- f. Paramedic
 - i. Same as Firefighter Paramedic
- g. Firefighter EMT
 - i. Firefighter EMT
 - ii. Fire Apparatus Driver Operator
 - iii. Firefighter/ Paramedic or Paramedic
 - iv. Station Lieutenant (with Deputy Chiefs' approval)
 - v. Shift Commander (with Deputy Chiefs' approval)
 - vi. Holdover

F. Filling of Approved Leave

1. All leave requests must be submitted per the guidelines established in Policy 2.08.
2. Shift Commanders or their designee will contact personnel who have indicated their availability on the Hiring Status List using their supplied contact information.
3. Shift Commanders or their designees will fill overtime vacancies starting 8 calendar days (two shifts) out from the current day.
 - a. Personnel can either "accept" or "decline" the overtime opportunity when contacted.

- b. The employee will have 15 minutes to return contact to the Shift Commander or designee. Failure to return contact back within that 15 minutes may result in the next person on the list being contacted.

G. Filling of call out and vacancies that exist for the next workday.

1. All out leave will be filled according to the filling of approved leave policy (listed in section F), if the call-out is made prior to 2000 hrs.
2. All leave/vacancies for the next workday, created after 2000hrs. on the prior day will be filled in the following sequence:
 - a. **Step 1:** The Shift Commander will contact the on-duty personnel who are signed up to work and offer the position. Example – B shift firefighter is working and signed up for the following day, C shift firefighter calls out. The Shift Commander will contact the B shift personnel who are on duty, signed up with the lowest hours and offer the position.
 - b. **Step 2:** The Shift Commander will make calls to fill the position based on contacting personnel on the sign-up list and not currently on duty.
 - c. **Step 3:** The Shift Commander will page all qualified personnel for the open position.
 - d. **Step 4:** The Shift Commander will make contact with the personnel on the holdover position. They will advise the personnel that they are being held over.

H. Unable to fulfill Awarded Overtime

1. Personnel who have accepted and assigned overtime in a field position who become unavailable or unable to fulfill the overtime assignment shall contact the Shift Commander:
 - a. Personnel cancelling (2) or more assigned overtime shifts within a 4-month period may be subject to discipline.

IV. RESCISION

This Standard Operating Procedure rescinds all directives regarding Callback / Overtime Assignments or similar content previously issued for personnel of the Carroll County Department of Fire & EMS.

V. RELATED STANDARD OPERATING PROCEDURES / DOCUMENTS

VI. ATTACHMENTS