

El Dorado County Fire Protection District

Standard Operating Procedures

Article: 2 **Administrative Policies**
Section: 2.5.1 **Mandatory Callback Procedure**

Adopted: 10-07-2018
Revised: 06-07-2026

2.5.1.1 **Purpose:**

To establish a standard procedure for assigning Mandatory Overtime Assignments.

2.5.1.2 **Policy:**

Mandatory Overtime assignments shall be assigned following the provisions within the Local 3556 MOU and District operational needs.

2.5.1.3 **Definitions:**

For the purpose of this SOG the following definitions are in place

Firefighter/EMT: Firefighter/EMT on normal duty

Firefighter/Paramedic: Firefighter/Paramedic on normal duty

Engineer: Engineer on normal duty

Captain: Captain on normal duty

Division Chief: Division Chief on normal duty

Apparatus Operator (A/O): Firefighter EMT and/or Paramedic or Captain who is “qualified” to work in the capacity of an Engineer

Paramedic Ambulance Operator (PAO): Non-suppression based single roll paramedic on normal duty

Qualified: Firefighter EMT and/or Paramedic, Engineer or Captain who possesses the proper classes and licensing and has met the District requirements to work in the capacity of an Engineer, Captain or Division Chief

Eligible: Paramedic Ambulance Operator, Firefighter, Engineer or Captain that is working regular duty on their assigned shift

Acting: Firefighter, Engineer or Captain who has completed the District testing process and is active on the acting list for the rank of Engineer, Captain or Division Chief

Captive Audience: Paramedic Ambulance Operator, Firefighter EMT, Firefighter Paramedic, Engineer, Captain or Division Chief on duty, filling a vacancy either through Additional Time, Mandatory Additional Time or Shift Trade

Staffing Crisis: The Districts inability to fill vacancies with available on duty personnel

2.5.1.4 **Procedure:**

Fire Engine: Firefighter vacancy, unable to fill through normal hiring processes.

- a. Pull ATM list within Telestaff and determine ATM eligible Firefighter EMT’s and Paramedics that would not be working beyond 72 consecutive hours. Assign ATM based on ranking within the Firefighter ATM list.
- b. If the Firefighter ATM list has been exhausted to a maximum of 72 consecutive hours, ATM will be assigned to eligible Firefighters not to exceed 96 consecutive hours, utilizing the ranking of the ATM list within Telestaff.
- c. If the Firefighter ATM list has been exhausted to a maximum of 96 consecutive hours, assign the ATM to Engineers utilizing the ranking of the ATM list within Telestaff not to exceed 72 consecutive hours.
- d. If the Engineer ATM list has been exhausted to a maximum of 72 consecutive hours, ATM will be assigned to eligible Engineers not to exceed 96 consecutive hours, utilizing the ranking of the ATM list within Telestaff.

- e. If the Firefighter and Engineer lists have been exhausted, assign the ATM to Captains utilizing the ranking of the ATM list within Telestaff not to exceed 72 consecutive hours.
- f. If the Captain ATM list has been exhausted to a maximum of 72 consecutive hours, ATM will be assigned to eligible Captains not to exceed 96 consecutive hours, utilizing the ranking of the ATM list within Telestaff.
- g. If there are no Firefighters, Engineers or Captains available to fill the vacancy, utilize the “Captive Audience” to fill the vacancy.

Fire Engine: Engineer vacancy, unable to fill through normal hiring process.

- a. Pull ATM list within Telestaff and determine ATM eligible Engineers that would not be working beyond 72 consecutive hours. Assign ATM based on ranking within the Engineer ATM list.
- b. If the Engineer ATM list has been exhausted to a maximum of 72 consecutive hours, ATM will be assigned to eligible Engineers not to exceed 96 consecutive hours, utilizing the ranking of the ATM list within Telestaff.
- c. If the Engineer ATM list has been exhausted, assign the ATM to Acting Engineers, if available, utilizing the ranking of the ATM list within Telestaff.
- d. If the Engineer and Acting Engineer lists have been exhausted. The ATM will be assigned to “qualified” Captains, utilizing the ranking of the ATM list within Telestaff.
- e. If there are no Engineers, Acting Engineers or Captains available to fill the vacancy, utilize “Captive Audience” Engineers and/or qualified Captains to fill the vacancy.

Fire Engine: Captain vacancy, unable to fill through normal hiring processes.

- a. Pull ATM list within Telestaff and determine ATM eligible Captains that would not be working beyond 72 consecutive hours. Assign ATM based on ranking within the Captain ATM list.
- b. If the Captain ATM list has been exhausted to a maximum of 72 consecutive hours, ATM will be assigned to eligible Captains not to exceed 96 consecutive hours, utilizing the ranking of the ATM list within Telestaff.
- c. If the Captain ATM list has been exhausted, assign the ATM to Acting Captains, if available, utilizing the ranking of the ATM list within Telestaff.
- d. If there are no Captains or Acting Captains available to fill the vacancy, utilize “Captive Audience” Captains and/or qualified Engineers to fill the vacancy.

Ambulance (Suppression Based): Firefighter Vacancy, unable to fill through normal hiring processes.

- a. Pull ATM list within Telestaff and determine ATM eligible Firefighter EMT’s and Paramedics that would not be working beyond 72 consecutive hours. Assign ATM based on ranking within the Firefighter ATM list.
- b. If the Firefighter ATM list has been exhausted to a maximum of 72 consecutive hours, ATM will be assigned to eligible Firefighters not to exceed 96 consecutive hours, utilizing the ranking of the ATM list within Telestaff.
- c. If the Firefighter ATM list has been exhausted to a maximum of 96 consecutive hours, assign the ATM to Engineers utilizing the ranking of the ATM list within Telestaff not to exceed 72 consecutive hours.
- d. If the Engineer ATM list has been exhausted to a maximum of 72 consecutive hours, ATM will be assigned to eligible Engineers not to exceed 96 consecutive hours, utilizing the ranking of the ATM list within Telestaff.
- e. If the Firefighter and Engineer lists have been exhausted, assign the ATM to Captains utilizing the ranking of the ATM list within Telestaff not to exceed 72 consecutive hours

- f. If the Captain ATM list has been exhausted to a maximum of 72 consecutive hours, ATM will be assigned to eligible Captains not to exceed 96 consecutive hours, utilizing the ranking of the ATM list within Telestaff.
- g. If there are no Firefighters, Engineers or Captains available to fill the vacancy, utilize the "Captive Audience" to fill the vacancy.
- h. * If the suppression-based ambulance is currently a hybrid unit (operationally staffed with a PAO and a Firefighter) and the vacancy is that of the PAO. The unit will be mandatory back filled with a suppression Firefighter.
- i. ** If the vacancy to be filled requires a Firefighter **Paramedic** and no Firefighter Paramedics are available on shift that are working regular duty, trade working or additional time that can be operationally moved to fill the vacancy. The first eligible Firefighter Paramedic on the ATM list will be utilized to fill the vacancy. If there are no firefighter paramedics available, then a PAO will be selected to fill the vacancy, utilizing the ranking of the ATM list within Telestaff.

Ambulance (Non-Suppression Based): Paramedic Ambulance Operator (PAO), unable to fill through normal hiring processes.

- a. Pull ATM list within Telestaff and determine ATM eligible Paramedic Ambulance Operators that would not be working beyond 72 consecutive hours.
- b. If the PAO ATM list has been exhausted to a maximum of 72 consecutive hours, ATM will be assigned to eligible PAO's not to exceed 96 consecutive hours, utilizing the ranking of the ATM list within Telestaff.
- c. If the Paramedic Ambulance Operator ATM list has been exhausted to a maximum of 96 consecutive hours, ATM will be assigned to Firefighters, Engineers or Captain's in that order, utilizing the ranking of the ATM list within Telestaff. Each rank shall be exhausted to a maximum of 96 hours before moving to the next rank, as per outlined in the "Firefighter Vacancy" section.
- d. If there are no Paramedic Ambulance Operators, Firefighter EMT's, Firefighter Paramedics, Engineers or Captain's available to fill the vacancy, as described in steps A, B, or C above, utilize "Captive Audience" to fill the vacancy.

Division Chief, unable to fill through normal hiring processes.

- a. Standard mandatory callback procedures shall be followed to fill the vacancy, with A-shift being responsible for B-Shift, B-Shift responsible for C-Shift and C-shift responsible for A-Shift.
- b. If all Chief Officer options have been exhausted then assign the ATM to an Acting Chief Officer.

The Fire Chief and Deputy Chiefs reserve the authority to modify or deviate from this policy as necessary to address operational needs and maintain effective service delivery