

PHOENIX FIRE DEPARTMENT

VOLUME 1 – Operations Manual

CONSTANT STAFFING

MP104.03 09/09 - R

PURPOSE

The purpose of the Constant Staffing program is to keep all emergency response units adequately staffed with the appropriately trained personnel to provide safe staffing levels at all times to provide the best possible service to the citizens of Phoenix. The staffing levels established are designed to comply with national standards recommended by NFPA standard 1710. This procedure defines the Constant Staffing Program, establishes the responsibilities of members who participate in it, sets the procedures for those who manage it, and defines how problems are resolved.

CONSTANT STAFFING DEFINED

Constant Staffing is defined as the process wherein positions that are vacant on a given day are filled by members of the appropriate rank and qualification on an overtime basis. Constant Staffing is followed to keep staffing levels of all units at required levels for safe and efficient operations. Included in the Constant Staffing Program are 24-hour, rescue, and partial shift positions. Constant Staffing is a privilege, not a right, and all efforts are made to keep opportunities as equal as possible – based on member sign up.

MEMBER RESPONSIBILITIES

Any member wishing to participate in the Constant Staffing Program is required to:

1. Have their correct Resource (contact) information in TeleStaff/WebStaff.
2. Sign up/remove their name for Constant Staffing utilizing TeleStaff/WebStaff prior to 0500 hours the day they would be hired. If a member is at the station, they must utilize TeleStaff/WebStaff for removing their name from the list. As a last resort for removing your name from the Constant Staffing list (such as no internet connection) call the Constant Staffing Line (602-262-7330, option 3, then option 2) and leave a message regarding removing their name from the Constant Staffing list. If a member does not remove his/her name from the TeleStaff/WebStaff sign up list and refuses to Constant Staff when called, that member will receive a refusal. Each refusal counts as 1.5 opportunities (on the 24-hr Constant Staffing list and the PEAK-TIME Rescue Constant Staffing list) and that penalty is immediate.
3. Arrive at their assigned position on time. Late arrivals will be paid for the hours they work. Members with excessive drive times due to their location will not be hired for a 24-hour position. If a member cannot make the start time for a 24-hour position, it is their responsibility to remove their name from the Constant Staffing List, to avoid a refusal. Members with excessive drive times should sign up for 24-hour Constant Staffing ONLY on their off going shift.
4. Work the entire shift - no AWR's, vacation, union business, comp-time, city business, etc., will be allowed while constant staffing. If you can't work for ANY reason for the entire time you are hired for – do not sign up.

5. Maintain and have in their possession a valid Arizona Driver's License if working in a driving position. While working on a rescue, you need a current DHS EMT-B or EMT-P certification.
6. To remain at their duty station or the phone numbers supplied until 0730. If there are more positions to be filled after 0730, only on-duty members are required to remain at their duty station until the "Constant Staffing is Complete" message is given by AHQ or until 0800 hours. Off-duty members are released of their obligation at 0730 hours.
7. Members must keep their contact numbers current in TeleStaff/WebStaff.
8. Respond as quickly as possible (within 10 minutes) to pages or phone calls from South Shift Command personnel involving Constant Staffing. Numerous phone calls are made each morning to fill various positions. Company officers need to insure that the Do Not Disturb-"DND" light is not activated on the station phones. In order to have all units appropriately staffed and in service at 0800, it is imperative that members be available for phone calls if they are eligible to Constant Staff.
9. Notify South Shift Command personnel as soon as any conflicts/problems are discovered in the Constant Staffing process.
10. Work in a cooperative manner to resolve any Constant Staffing problems.

ELIGIBILITY

All members are eligible to Constant Staff provided:

1. It has been six months since their date of entry into the academy.
2. Working the shift will not cause them to violate the 72-hour rule. (M.P 103.07)
3. They have signed up via TeleStaff/WebStaff to Constant Staff prior to 0500 hours the day of hiring.
4. They are not on sick leave, industrial or alternate duty assignment or FEMA activation.

FILLING DAILY VACANT POSITIONS

Whenever reasonably possible, positions that are vacant for the day will be filled in the following order to fulfill staffing needs:

1. Rovers.
2. Current promotional lists.
3. Requests to act out-of-class (if qualified).
4. Constant Staff, if vacant positions still exist.

NOTE:

Specialty positions such as HAZ MAT, TRT, ARFF, RM14, CV, Investigations and FITS may be worked out of order to fulfill staffing requirements or equalize opportunities.

On days when we are over-staffed and there are vacancies on 24-hour rescues, personnel who are on the Rescue Move Over list will be used. If you Constant Staff on PEAK-TIME Rescues your name is on this list.

If a member is up for multiple constant staffing lists simultaneously, the member will work one based on staffing needs to be determined by South Shift Command members.

All Constant Staffing Lists will be established using counts (least opportunities or hours worked first) and then sorted in alphabetic order by last name. The order of each list will be reversed at regular intervals as agreed through the RBO Constant Staffing Subcommittee process. The resetting of Constant Staffing lists will also be done as agreed through the RBO Constant Staffing Subcommittee process.

MEMBERS SHALL NOT

Place requests for any Constant Staffing positions except PEAK-TIME rescues. Requests for early or late rescues must be made prior to 0500 hours the day of hiring. Requests can be made by calling the Constant Staffing Line (602-262-7330, option 3, then option 2), and leaving a clear request for early only, late only, or early or late preference.

Personnel on industrial or sick leave will not be eligible for Constant Staffing.

FILLING LATE VACANCIES

If the filling of vacancies will require additional time beyond the 0730 release time, an announcement will be made via appropriate means notifying on-duty personnel to stand-by. When all vacancies have been filled, a second announcement will be made, stating that Constant Staffing has been completed. On-Duty members, who turn down Constant Staffing opportunities after the 0730 time has been extended, will be charged with a refusal up to 0800 hours. After 0800 hours, no refusals will be charged for on-duty members.

HOLIDAY CONSTANT STAFFING LIST

Due to the difficulty in finding personnel to work July 4th, Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve, Holiday Constant Staffing Lists will be used. Utilize TeleStaff/WebStaff to sign up to Constant Staff for these holidays. The Holiday hiring lists are separate from the regular Constant Staffing lists and the counts will be separate from the regular Constant Staffing lists. The Holiday Constant Staffing Lists will run for three years. All other constant staffing guidelines will be enforced, including refusals.

OUT OF CLASS CONSTANT STAFFING

When a position above the rank of firefighter cannot be filled with a person of the same rank, an "out of class" Constant Staffer may be hired. If the position to be filled is on a Special Operations company, Special Operations qualifications will be adhered to.

SOUTH SHIFT COMMAND PERSONNEL RESPONSIBILITIES

South Shift Command Personnel are required to:

1. Set their station assignment board following established procedures (see below) and inform the off-going shift of Constant Staffing needs in a timely manner.
2. Remove those members from the list who call and request so following these procedures.
3. Work with the on-coming shift to determine Constant Staffing needs for the day.
4. Initiate phone calls to those on the day's list until all vacant spots are filled.
5. Complete paperwork including those called, who worked, who passed, and who refused.
6. Have Alarm make the "Constant Staffing is complete" notification.

CHIEF OFFICER CONSTANT STAFFING

Fire Management Command Officers who are assigned to and work in the constant staffing program may receive a monthly premium pay as set forth by administrative guidelines.

DEFINITIONS:

REFUSAL

In reference to on-duty members: Between 0600 and 0730 (or 0730-0800 when the announcement that Constant Staffing is not complete has been made), if an on-duty member whose name rotates up on the Constant Staffing List leaves their station, is not at the supplied phone, does not return a page within ten (10) minutes, or refuses the shift, they will receive a refusal. A refusal is given if a member, who for any reason, does not work a Constant Staff on the day that they were signed up for (at the time that the Constant Staffing list was printed) and SDC attempted/got contact with the member.

In reference to off-duty members: Between 0600 and 0730 if an off-duty member whose name rotates up on the Constant Staffing List does not answer the supplied phone numbers, does not return a page within ten (10) minutes, or refuses the shift, they will receive a refusal. If a member is being contacted while off-duty, under no circumstances will a refusal be given after 0730 hours. A refusal is given if a member, who for any reason, does not work a Constant Staff on the day that they were signed up for (at the time that the Constant Staffing list was printed) and SDC attempted/got contact with the member.

72-HOUR RULE

When the member will violate M.P. 103.07.