

Subject:	Shift Rotation Process	
Effective:	4/1/2015	Procedure
Update:	7/23/2018, 2/26/2019	
Reference:		

PURPOSE

To outline the methodology of the selection of shift choices at shift rotation.

PROCEDURE

1 . For every five years of seniority¹, a dispatcher will be awarded one point:

- | | |
|---------------|------------------|
| 1 - 5 years | One (1) point |
| 6 - 10 years | Two (2) points |
| 11 - 15 years | Three (3) points |
| 16 - 20 years | Four (4) points |
| 21 - 25 years | Five (5) points |
| 26 - 30 years | Six (6) points |
| 31 - 35 years | Seven (7) points |

¹Seniority date will be based on the date the shift rotation begins. For example: employee hire date is 07-11-1990. Shift choices are distributed on 06-29-2011 and due to be submitted by 07-06-2011. Shift rotation begins 08-08-2011. On 07-11-2011, employee will have 21 years of service and qualify for 5 seniority points which will be reflected in the YRS of SVC column on the shift points document.

- a. Dispatch Training Officers will be given an additional 3 points, added to their choice, as an added incentive for training.
- b. Any dispatcher whose shift gets changed due to a vacancy during the shift period (prior to the posting of the shift choices for the next rotation), will receive an additional two (2) points to their point total for the next shift rotation. Any dispatcher who fails to work at least half the assigned shift will have one (1) point deducted from their point total for the next shift rotation.
- c. Any dispatcher missing a shift rotation due to illness, pregnancy or extended leave will be given 0 points for that shift rotation missed.
- d. Anyone assigned a shift, including trainees being released from training, will be awarded 2 points.
- e. Dispatchers who are given shifts due to special needs and by their own request will receive 1 point for that shift rotation.
- f. Dispatchers who have a regularly scheduled trainee assigned to them, but not full-time during the previous shift period will receive 2 additional points.

2. Approximately 6 weeks prior to shift change, the Communications Manager and Training Supervisor will collaborate and agree upon the next shift schedule. Staffing levels and training issues will be the deciding factor as to how the upcoming shift schedule is configured.
3. The blank shift schedule, a copy of the list of points each dispatcher has earned and a cover memo will be distributed to all dispatchers eligible to select a shift, based on their points.
4. Shift choices will be required to be submitted within one week after they have been distributed. In case of vacation, or other extenuating circumstances, the Supervisors will make every effort to contact that dispatcher and ascertain their choices. Otherwise, if a dispatcher does not submit their choices within the one-week time period, they will be assigned a shift.
 - a. The dispatchers will submit their choices by placing them **in a sealed envelope into the brown mail envelope posted at the consoles**. Once it has been submitted, there will be absolutely no changes made, except for an emergency or extenuating circumstances as determined and/or approved by the supervisor and/or the Communications Manager. The reason behind the blind choices is to keep the whole system fair and un-manipulated.
5. In order to maintain the skills, knowledge and abilities that are required of a Communications Dispatcher, all Dispatchers are required to work a shift of opposite hours within a 2 (two) year period. For example, if a dispatcher has been working a night shift for 5 shift rotations (of four months), the next shift period must be a day shift.
6. Dispatcher II's will be assigned shifts per their choices, in point's order. The number of choices listed should be the equal number of points each employee has on the points list. Dispatcher I's will be assigned shifts per their choices, in point's order, after the Dispatcher II's have been assigned their choices. Assigning shifts in this order will give the Dispatcher I's added incentive to cross-train on Fire and Ambulance and become Dispatcher II's.
 - a. If a Dispatcher I is expected to be promoted to Dispatcher II prior to the upcoming shift change, the dispatcher may request through the Training Supervisor that they be placed in the Dispatcher II column on the shift points document. The Training Supervisor will confer with the shift supervisors for agreement and then present the request to the Communications Manager for final decision.
7. Once shift assignments are made, the shift choice points record will be reconfigured based on any changes in seniority occurring before the next scheduled rotation, the points given for the assignments made, and the previous three quarterly rotation points accumulated. Any ties in total points will be broken, first, by referring to points awarded in the prior rotation, the next prior

rotation, and the next prior rotation, and finally, by seniority. If there is still a tie, the lowest body number will be used to break the tie.

8. Points will be awarded as follows:

First choice	One (1) point
Second choice	Two (2) points
Third choice	Three (3) points
Fourth choice	Four (4) points
No or subsequent choice	Seven (7) points