

**City of Winter Park Fire-Rescue  
Standard Operating Guideline**

**130.03**

**Title: "Call-In" Time**

**Date Issued: December 6, 2005  
Date Last Revised: NEW  
Revision Number: NEW  
Total Pages: 2**

**Purpose:** To provide a means of compensation for those employees that are called-in for the purpose of operating at the scene of, or to be in assistance of, on-duty crews during an emergency situation.

**Scope:** This procedure is to be followed by all members of this department. Authority to deviate from this procedure rests with the Battalion Chief who is solely responsible for the results of any deviation. Any time personnel are called-in or held-over, the Assistant Chief / Operations shall be advised.

**General:** In order to be fair to both the City and the employees, the following guidelines will be followed to compensate call-in and overtime hours for all hourly employees.

**130.03.01. Call Back Guidelines:**

- When an employee is called from off duty to respond to an emergency situation they will be compensated a minimum of 2 hours pay.
- For alarms that are dispatched prior to a complete shift change, all off-duty personnel will be compensated at the normal hourly rate at 1/2-hour increments. A minimum of 1 hour will be paid. It should be noted that at no time should response time be jeopardized due to shift change. All personnel should make every effort to be on time (07:00), have all personal equipment switched over, and ready for response.
- Off-duty personnel who respond to an alarm on their own will not be compensated unless authorized by the Shift Commander. When personnel are called-in to operate on a shift or at an emergency scene, they will be compensated for all overtime worked.

- For clarification: when personnel are called-in, the pay is to be considered, "Call Time", otherwise it will be considered overtime. Overtime for an emergency will apply to general alarms, or when there are multiple alarms in the Department that require additional personnel.