



General Order

Department of Fire & EMS
G.O. #: 12-2-24

Subject: Process to Address Payroll Issues

Date: December 2, 2024

Authority: Deputy Chief Paul Supko/*PS*

Starting December 3, 2024, all members are required to follow the established chain of command for addressing payroll-related issues. Members must not contact the payroll office directly unless they have received explicit permission from their supervisor to do so. This policy aims to minimize unnecessary disruptions at the payroll office by ensuring that payroll issues are first handled at the appropriate level within the chain of command.

If a member is granted permission by their supervisor to engage directly with the payroll office, they must schedule an appointment prior to visiting. To schedule an appointment, members should email payroll@carrollcountymd.gov or call 410-386-2001. Members are not permitted to approach the payroll office without a pre-scheduled appointment. This process is designed to streamline payroll operations and improve efficiency by ensuring that issues are addressed in an orderly and systematic manner.