

ON-CALL PERSONNEL

Purpose/Background:

To clearly identify the policy for on-call employees work scheduling and requirements to cover work load in Facilities Management. Buildings and systems operate 24 hours per day every day of the year. While routine maintenance, servicing, and repairs are performed during scheduled working hours, emergency needs occasionally arise, requiring maintenance and service personnel to respond during non-scheduled hours.

Authority:

Approved by the Associate Vice President for Facilities Management in consultation with the Office of Human Resources.

Applicability:

The program applies to all hourly-wage employees of the Department of Facilities Management with on-call requirements as a condition of employment.

Timeliness:

This program shall become effective on **December 1, 2021**.

Procedure Details:

- Required shops will have a weekly schedule that details the individual responsible for on-call work and after-hours responsibilities.
- Employees responding to a call are required to clock in and clock out using the University timeclock system.
- Call-outs will be initiated by Customer Service or by technicians responding to an event.
- The repairs performed on a call-out will be limited to the necessary repairs needed to mitigate any potential damage to property and assets. Complete repairs will wait until the next scheduled workday.
- Individuals on-call are required to respond to a phone call or notification within 5 minutes of initial contact.
- Arrival at the site with proper tools and equipment will be no longer than 45 minutes after a confirmed notification.
- If the respondent determines he/she cannot correct the immediate problem alone, then he/she may call out other individuals as required, to include the appropriate supervisor.

Compensation

- Employees who are on-call and do not receive a call for service will receive Stand-By compensation. Stand-by compensation will be 1.5 hours pay at the employee's regular hourly rate. On University observed holidays, Stand-By compensation will be 3 hours pay at the employee's regular hourly rate.
- Employees are not eligible for Stand-By compensation on regularly scheduled workdays such as weekdays or overtime shifts.
- Employees receiving a call for service will receive On-Call compensation. On-Call compensation will be actual work time plus travel time or two hours (i.e. 2 hour call out minimum); whichever is greater (3 hours for holidays).
- The On-Call technician will receive a two hour minimum for responding to campus on the first call-out on campus. The minimum will be three hours on University recognized holidays. Travel time shall be included in the calculation of the two or three hour minimum.
- The call out minimum applies only to the first call-out for each day. Additional call outs the same day will be for the actual time worked plus travel time. Actual time worked will be calculated as the time from clock-in to clock-out using the University timeclock system plus travel time.
- Travel time shall be defined as the amount of time required to travel to the University from an employee's personal residence and back. Travel time is limited to one hour per call out.
- It is the responsibility of the On-Call employee to report time worked on any phone calls where response on campus was not required. The minimum does not apply to work that is done off campus.

Rosters

- On-call rosters will be the responsibility of each supervisor to establish. Substitutions must be approved by the supervisor.
- Copies of the on-call roster will be provided to each individual on the roster, the supervisor, Facilities Management administrative offices, and Customer Service.

Revision History:

October 2021: Revised

July 2017: Revised

October 1984: Initial program implemented.