Facilities On-Call Procedures

Revised 08/13
FSS/PPS 04.04.05
Issue No. 4
Reviewer: Associate Vice President for Facilities
Effective Date: 9/07 (EY 2)
Review Date: 09/15

01. POLICY STATEMENT

01.01 This FSS/PPS establishes the procedures for On-Call response in the Facilities Department.

01.02 This FSS/PPS also establishes the basis for On-Call Compensation to provide payment for employees, who are scheduled to respond to calls after regular work hours, on weekends, holidays, and energy conservation (EC) days.

02. PROCEDURES FOR ON-CALL RESPONSE

02.01 An employee who is on-call must be available for recall for the entire on-call period for which the employee is being compensated. Being on-call requires that the employee be available to immediately respond to a call-back. During the call-back period the employee must remain fit to perform the required duties of their position. Failure to respond to a call-back may result in disciplinary action.

02.02 Most on-call employees will be on-call either all week or weekends only.

02.02.01 Maintenance Shops: On-call duty for “weekday” on-call will commence at the end of the normal work day and continue until 8:00 a.m. the next day and from the end of the normal work day on Friday until 8:00 a.m. Monday morning. “Weekend only” on-call will commence at 8:00 a.m. on Saturday and end at 8:00 a.m. on the following Monday. Holidays will be treated like weekend days.

02.02.02 Custodial Operations: On-call duty is scheduled from Friday at midnight to Sunday at 11:00 p.m.

02.03 Each on-call employee will receive a special payment for the week they are on-call. This will be calculated at $12.00 per weekday (non-holiday or energy conservation day) and $24.00 for Saturday, Sunday, or holiday. A normal week (no holidays) of on-call will be $108 (5 X $12 + 2 X $24). Weekend only on-call employees will receive $48 (2 X $24).

02.04 Employees will be reimbursed for mileage traveled using personal vehicles to respond to campus for call backs. Payment for mileage will be calculated at the standard State of
Texas mileage rate, found at http://txstate.edu/gao/ap/travel/procedures/mileage.html. Employees may calculate the distance traveled either by odometer reading, or by calculating distance traveled by using MapQuest at http://www.mapquest.com/.

02.05 If an employee is called back, the employee will begin logging hours when they arrive at the University, either straight time or overtime depending on whether or not forty hours of work will be achieved for the week. The employee will be compensated for a minimum of two hours of work if on campus for two hours or less. If on campus more than two hours the employee will be paid for the actual amount of time spent on campus.

02.06 When called back an employee will report his or her presence to the COGEN Control Room Operator at 512-245-2108. The employee will also keep the Control Room Operator apprised of the call-back work and report to Control Room Operator when departing campus. The Control Room Operator will maintain a log of call-backs including the time of the call-back, the nature of the call-back, and the name of the employee responding.

02.07 If the employee responding to an on-call request determines that additional help is needed, they will contact their shop’s supervisor to request assistance. If the supervisor is unavailable, the employee will contact the next person in the chain of command. They will continue to work their chain of command until they talk to someone to get guidance or assistance (example: shop supervisor, then Assistant Director, then Director, then Associate Vice President for Facilities). The Facilities chain of command can be found at http://www.facilities.txstate.edu/about/orgchart_facilities.html.

02.08 The employee will respond to the Control Room Operator or UPD dispatcher within fifteen (15) minutes, via telephone or push-to-talk device, and should be on campus within one hour (60 minutes) when responding in person on campus. If the on-call employee cannot be reached or does not respond to the Control Room Operator or Dispatcher within 15 minutes, the employee’s shop supervisor shall be called and notified. If the employee’s immediate shop supervisor is unavailable, the Assistant Director (if there is one) shall be notified. If the Assistant Director is unavailable, the Director shall be notified. The Facilities chain of command can be found at http://www.facilities.txstate.edu/about/orgchart_facilities.html.

02.09 If the designated on-call employee is sick, the shop supervisor will designate a replacement for that employee until the employee returns to full duty. The employee must keep his or her supervisor informed if at any time they are unable to fulfill their assigned on-call duties.

02.10 The following shops will normally be on-call:

a. Tech Services: 1 person all week
b. Steam: 1 person all week
c. Electric: 1 person all week
d. CoGen: 2 people all week
The Associate Vice President for Facilities may designate additional staff to be on-call as required by special conditions such as anticipated severe weather.

02.11 Supervisors of people on-call will maintain a rotation of on-call employees, taking into account the personal needs of the individual employees such as scheduled vacations and other personal matters. For safety reasons supervisors will only designate a person on-call when they are sufficiently familiar with campus operations for which they are expected to respond.

02.12 Payment for on-call will be made at least monthly or more frequently as determined by the department by Personnel Change Request (PCR).

03. **MAJOR RESPONSIBILITIES ASSOCIATED WITH THIS PPS**

Major responsibilities for routine assignments associated with this PPS include the following:

<table>
<thead>
<tr>
<th>Positions</th>
<th>Section</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate Vice President for Facilities</td>
<td>Review</td>
<td>September 1(E2Y)</td>
</tr>
</tbody>
</table>

04. **CERTIFICATION OF STATEMENT**

This FSS/PPS has been approved by the following individuals in their official capacities, and represents FSS policy and procedure from the date of this document until superseded.

Associate Vice President for Facilities, Reviewer

Vice President for Finance and Support Services

Approved: ________________________________

Reviewer

Approved: ________________________________

Vice President for Finance and Support Services