



## FACILITIES MANAGEMENT DEPARTMENT

Roger A. El Khoury, M.S., P.E., Director

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### MEMORANDUM

**Policy No.:** 101R

**File No.:** 100

**TO:** All Maintenance and Repair Division Staff

**FROM:** Roger A. El Khoury, M.S., P.E., Director

**DATE:** January 31, 2017

**SUBJECT:** On Call and Call Back Maintenance Procedures

A handwritten signature in blue ink that reads "Roger A. El Khoury".

The Facilities Management Department (FMD) has published the policy number 101R. The purpose of Policy 101R is to cover the On Call and Call Back Maintenance Procedures to meet the operational needs of the FMD. The On Call and Call Back Maintenance Procedures will include:

- Definitions of the terms
- The responsibilities of the MRD Staff
- The scheduling process
- The pay method

All Maintenance and Repairs Division (MRD) staff is responsible for complying with the provisions of the Policy Number 101R. Failure to comply with On Call and Call Back Maintenance procedures, Policy number 101R, may result in disciplinary action. The Policy 101R is effective on the date shown above.

### **A. DEFINITIONS**

“**On Call**” means a period of time in addition to the employee’s officially schedule work hours and previously scheduled overtime or holiday time during which a non-exempt employee is waiting to be engaged in Travis County work and time spent primarily for the non-exempt employee’s own purposes, even though subject to receiving a call back to work. A requirement to leave a number with the FMD where they can be reached is not considered worktime.

“**Call Back**” means an unscheduled or emergency return to work at a time other than officially scheduled work hours occurring after leaving the job site, on a holiday, or on a regular day off, but does not include work scheduled in advance for overtime or a holiday

“**Facilities**” means any Travis County owned or leased facilities under the management of Facilities Management Department requiring emergency response.

“**MRD on Call hours**” are anytime Monday through Thursday after 5:00 p.m. and 7:00 a.m. before the following day. (except for days off and holidays)

For example:

- Monday 5:00 p.m. to Tuesday 7:00 a.m.
- Tuesday 5:00 pm to Wednesday 7:00 am
- Wednesday 5:00 pm to Thursday 7:00 am
- Thursday 5:00 pm to Friday 7:00 am
- Friday 5:00 pm to following Monday 7:00 am
- All day during holidays
- If there is a holiday, the On Call hours will continue until the next business day.

## **B. RESPONSIBILITIES of MRD Staff**

### B.1 – Maintenance and Repairs Division Manager

The Maintenance and Repairs Division manager will be responsible for implementing this Policy 101R.

1. Work with Building Maintenance Superintendents to confirm whether there is a business need for an on call response.
2. Ensure the MRD rotational staffing schedule for On Call is consistent and fair.
3. Manage the program and issue any reports as needed.
4. Approve the weekly time sheets for work performed by MRD On Call and Call Back staff.

### B.2 – Building Maintenance Superintendent

Building Maintenance Superintendents (BMS) shall be responsible for performing the following procedures:

1. Determine whether there is a business need for an on call response.
2. Develop the MRD rotational staffing schedule for On Call for consistency and fairness for the entire month.

3. Determine the tools necessary to perform the work.
4. Ensure MRD staff has the necessary key/security access to the site.
5. Train the MRD staff on the process to respond to the On Call emergency work.
6. Maintain record of the hours, work performed, and other information requested by management or customer.
7. Issue a County-provided cell phone to be used as the primary On Call communication method to the MRD staff scheduled for the week's On Call hours.
8. Respond to the scheduled On Call MRD staff to Call Back another MRD staff in the event the On Call MRD staff needs assistance of other MRD staff.
9. Provide Emergency Purchase Orders (called EPO) for maintenance requiring an outside contractor and authorize work to be performed as needed.
10. Ensure Security Division personnel are provided with the correct County-provided cell phone number of the BMS and the scheduled On Call MRD staff.
11. Communicate in writing to employees:
  - a. Procedures for on-call and or call-back assignments
  - b. Required equipment time
  - c. Period the employee will be in on-call/call-back status
  - d. Consequences of failing to comply with this policy 101R.
12. Issue the related policy 101R forms to be filled out by On Call and Call Back MRD staff.

### B.3 – Maintenance and Repairs Division Staff

The Maintenance and Repair Division staff shall be responsible for the following procedures:

1. Accept and follow the scheduling procedure and be responsible for working the required On Call work hours.
2. Be available during the time scheduled.
3. Notify BMS at least 24 hours in advance in the event he/she cannot be available during the time scheduled.
4. Take possession of the County-provided cell phone when he/she starts his/her schedule and ensure that the cell phone is completely charged and turned on and within hearing range for the duration of the On Call assignment.
5. Maintain the physical and mental fitness standards that are regularly required for performing their job tasks when in an on-call status.
6. Notify their supervisor if, due to illness, injury or other circumstances, they are unable to be on-call.
7. Be able to respond within one hour when called back to work.

8. Respond to the emergency calls and inform FMD Security and BMS on the time that he/she will reach the facility. In the event, MRD staff cannot reach the facility within one hour; he/she calls BMS and informs BMS on the status of his/her trip to the facility.
9. Provide BMS a second contact number where they can be reached in case of Travis County provided Cell phone failure.
10. Ensure the necessary tools are available and on hand and in the appropriate carrying toolbox.
11. Inform BMS in the event parts are needed from the warehouse.
12. Inform BMS to call outside contractor if he/she does not have the necessary tools, parts or knowledge of the repair and/or if any difficulty arises during the work.
13. Document the hours and work performed on the required call back and on-call form and inform BMS the next working day on the number of hours worked during an emergency call.
14. Observe all safety and County policies and procedures while working during On Call or Call Back assignment.

#### B.4 – FMD Security Division Staff

The FMD Security Division staff will assist in the following manner:

1. Upon receiving a call for maintenance, FMD Security Division staff shall call the County-provided cell phone number for the On Call MRD staff to respond to emergency work needed at the facility.
2. FMD Security Division staff at the site shall call the BMS in the event of no answer from the County-provided cell phone of the On Call MRD staff.
3. FMD Security Division staff shall open the location where maintenance is required and be present with the MRD staff at all times.

#### C. SCHEDULING PROCESS

The scheduling procedure for On Call or Call Back work shall be done in the following manner:

1. One MRD staff will be scheduled for On Call
2. On Call schedule will be on a rotating basis
3. On Call schedule for the month will be provided to each MRD staff via email
4. Staff availability when scheduled is mandatory. BMS will determine any changes to a schedule

5. In the event an MRD staff cannot be available during his/her scheduled On Call work time, he/she needs to inform BMS 24 hours in advance and BMS will determine the new replacement
6. Any schedule changes will be done by the BMS in coordination with the MRD staff.

**D. PAY METHOD**

Salary payment for On Call or Call Back work shall be done in accordance with County Policy §14.081 and §14.082, and explained below:

1. Scheduled on Call MRD staff shall automatically get 2 hours of pay per day if he/she works his normal 40 hours during the week and then he/she is scheduled for On Call for the week.
2. The MRD staff shall be paid at his/her normal hourly rate for the 2 hours scheduled each day, which is equivalent to 14 hours of straight time per week assigned.
3. Scheduled on Call MRD staff will be paid for all additional hours worked at the job-site when called to perform the emergency work in addition to the 2 hours per day of on-call pay. Additional hours worked shall be paid at time-and-half-rate. A minimum of 2 hours worked will be paid to employees being called back to work.
4. Employee will be paid for travel time to and from worksite. Documentation of this travel time is required i.e. home to work or place or origin to work and work to return to place of origin.
5. If another MRD staff is called upon as Call Back to perform the work or part of the emergency work, the Call Back MRD staff will also be paid for his/her travel time and work at time-and-half-rate and is guaranteed a minimum of two hours of pay at that rate.
6. This pay method applies to all non-exempt MRD Staff.

**ATTACHMENT:**

Form 101R-1: On-Call and Call Back Timesheet

**END of POLICY 101R**



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## ON-CALL and CALL BACK Timesheet

This On-Call and Call back Timesheet Form must be turned in to Building Maintenance Superintendent at end of work week.

Nature of emergency work (Circle one):      On Call / Call Back

Date(s) of Work: \_\_\_\_\_

Time Work Start: \_\_\_\_\_ Time Work Stop: \_\_\_\_\_

Travel Time: \_\_\_\_\_

Scheduled: \_\_\_\_\_ Yes \_\_\_\_\_ No

Was County phone charged and in your possession during your work schedule?

\_\_\_\_\_ Yes      \_\_\_\_\_ No

Description of any Work Performed including any issues/concerns:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Recommendation:

### Approval

BMS: Name and Signature

MRD Manager Signature:

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_