Facilities Management Response and On-Call Operations

**Purpose:**

This policy provides guidance on when and how additional compensation is provided to employees who are scheduled for Facilities Response status or when they are called back to work at the University outside of the normally scheduled working hours.

**References:**

PPM 3-2: Employee Definitions  
PPM 3-4a: On-Call Status, Staff Personnel  
PPM 3-17: Working Hours (Non-Teaching Personnel)  
PPM 3-18: Overtime (Non-Exempt Personnel)  
PPM 3-48: Extra Compensation (Salaried Non-Faculty)  
PPM 5-45: Facilities Management  
Fair Labor Standards Handbook  
Fair Labor Standards Act (FLSA)  
FM Policy201-Vehicle Use  
FM Policy 601 -Emergency Response (for snow removal)

**Definitions:**

FM Response: Being readily available to respond to the University when contacted according to a pre-arranged agreement. A staff member on FM Response agrees to:  
(1) Provide a **telephone number**, or carry a device, where he or she can be reached; and  
(2) Be prepared to respond to the University and be on-site within one hour of the notification.  
(3) A person on FM Response agrees to limit activities and distance traveled away from the University in order to respond within the prescribed one hour time frame.  
(4) A person on FM Response agrees to notify Heat Plant Operator on duty of any changes in status of contact telephone numbers or communication device.

On-Call: The normal condition of an employee either before or after their normal work shift. If an employee can be contacted, they may be called in to work during an
emergency. An on-call status does not require an employee limit their activities, distance traveled from the University, or ability to respond to communication attempts. All FM personnel are on-call for emergencies or for snow removal duties. If an emergency or a snow storm occurs, personnel may be called to work if they can be contacted using a standard call-down list. On-call activation will only be used when the urgency of need is beyond the ability of the FM Response personnel or first responder to address the situation.

Call-Back: When an employee is called back to work after their normal shift of work has been completed or before their normal shift of work commences.

Contact: When direct communication with Heat Plant Operator or university authority had been achieved.

Notification: When Heat Plant Operator makes initial attempt to contact via means provided by stand-by technician.

Essential Personnel: Personnel required to effect recovery and restoration of campus functions and services. FM personnel are, by definition, essential personnel unless specifically and personally notified otherwise.

Response: Physically being on-site to address a problem as necessary.

**Policy:**

FM Response duty employee will be accessible, available, and able to report for duty as necessary.

**Procedure**

1. Non-exempt employees in scheduled FM Response status will be compensated as follows:
   a. One hour regular straight time compensation for each normal and weekend day completed on FM Response status.
   b. Two hours regular straight time compensation for each defined university holiday completed on FM Response status.
   c. FM Response compensation is separate from any work time accrued as a result of a call-back FM Response and call-back compensation will be borne by the shop's hourly account per university policy.

2. Exempt staff will not be scheduled for FM Response and are expected to work the times and flexible schedules required to fulfill their responsibilities. Compensatory time is appropriate for exempt employees in accordance with university policy.

3. Shop managers and Superintendents are responsible for determining the need for FM Response duty and for assigning non-exempt staff to that duty. Not all shops require FM Response personnel. If FM Response duty is required, the shop manager/superintendent will maintain a roster of all qualified employees. An
equitable rotation shall be followed in scheduling employees to serve on FM Response duty.

4. Shop managers/Superintendents may arrange for cross training of employees between shops to reduce the FM Response requirement. If employees are cross-trained, they must have sufficient expertise to handle and control any emergency in the field to which they have been cross-trained.

5. Employees in non-exempt positions (positions that are eligible for overtime compensation) who are called in to work on a regular day off or who are called back to work after a regular work schedule shall be compensated per university policy for the hours worked.

6. Employees shall be compensated a minimum of two hours whenever they are called back and respond to work from either a FM Response or on call status, except as noted below. The two hour minimum will start when the employee arrives on-site and the end time will be at two hours or when the work task is completed, whichever is greater. For personnel on FM Response duty, the two hour minimum will be in addition to the additional compensation for being on FM Response duty.

7. All employees will physically check-in and check-out at the Heat Plant. If necessary, employees may use a campus phone or personal cell phone to check in, but checking out will be done physically at the Heat Plant. The Heat Plant Operator will log check-in and check-out times for all call backs.

8. Exceptions to the two hour minimum for call back compensation are as follows:
   a. If the employee is called back and responded during the two hour period immediately prior to the beginning of the employee's next regularly scheduled work shift.
   b. Adjustments in the schedule were arranged for the employee's convenience (e.g. to make up for time lost earlier in the week).
   c. An employee is scheduled to work additional hours and is notified in advance as to the schedule change (e.g. work one hour on Saturday).
   d. Snow removal operations (which will be addressed with compensatory time).

9. Non-exempt employees authorized to take a University owned vehicle home each day to respond to emergencies are not eligible for FM Response pay but are entitled to compensation as listed above if they respond while in an on-call or FM Response status as a call-back.

10. Travel time is not paid time.

11. The scheduled FM Response employee will provide to the Heat Plant Operator on duty a current telephone number where they can be contacted during non-duty hours.
12. The shop manager/superintendent will provide a roster and schedule of assigned FM Response personnel to the Heat Plant and the Business Center.

13. Selected shops have Leads who are non-exempt employees. In the absence of the shop manager/superintendent, or when delegated to do so, the shop Lead has authority to schedule FM Response duty. In the event the Lead is required to respond while in a FM Response role, he/she will be compensated per this policy.

14. Large scale emergencies requiring several or all of a shop's manpower to respond from an on-call status, all responding employees will be eligible for the minimum two hour compensation (except for snow removal operations or other exceptions as listed above).

15. When notified of a duty to respond, the scheduled FM Response employee must respond within one hour from the time of notification. If the nature of the emergency requires an on-site response, then the employee must be on-site within the one hour time limit. Responding personnel are expected to abide by all traffic laws and respond in a safe manner.

16. All after normal duty hour calls will originate from the FM Business Center or the Heat Plant Operator. Failure to respond to an emergency call-back within the specified timeframe when on scheduled FM Response duty is cause for disciplinary action.

17. A work order will be created by the FM Business Center to which all time and materials associated with the call-back will be recorded.

18. If, for any reason, the scheduled FM Response technician becomes unable to fulfill stand-by duties, the FM Response technician must notify the Heat Plant Operator as soon as possible. The Heat Plant Operator will notify the appropriate authority in the chain of command. This should only happen in times of extreme emergency.

19. Violation of this policy may result in standard Facilities Management disciplinary process.