UCSB FM On-Call Duty Expectations

After-hours on-call duty is for full-time non-probationary Facilities Management skilled trade employees on a voluntary basis. On-call duty is an after-hours service, shifts begin at 4:30pm – 7:30am during work weeks and 24/7 weekends and holidays.

1. When the Pager person receives a call, the pager carrier is to go through the overtime list in order to find the appropriate tradesmen to respond to the call. If no one responds to a call after going through the list twice, the pager carrier has the option of responding to the call if the call is for a job within their trade. If the pager carrier is unable to respond, or it is outside the trade, the pager carrier person will contact the appropriate trade superintendent or a manager. The pager carrier should leave a voicemail for the first call only.

2. The trade person responding to a call-out should generally be able to respond and clock-in on campus to a call-out within 90 minutes of the dispatch.

3. For any calls, texts or emails received by the on-call person after 4:00am on working days, the on-call person will contact the trade specific superintendent to determine if a trades person should be sent out to respond to the alarm or call.

4. The Tradesperson cannot be the pager carrier if they have scheduled time off that exceeds 16 hours for the week, and it is the tradesperson's responsibility to switch with another person.

5. For unscheduled leaves (bereavement, sick, worker's compensation, FMLA, etc.) the pager carrier will find someone else on the on-call list to switch with while they are out on leave or contact their supervisor.

6. The On-Call person assigned the Pager will respond to a call, text or email from the on-call phone, if not immediately, within fifteen to thirty minutes of the call, text or email depending on the alarm type received by the on-call pager phone.

7. Overnight call-outs will be reported on the call-out log sheet to the Customer Service manager first thing the following morning during normal work days (Monday – Friday) so that work orders can be created.

8. The call-out log shall be completed by the On-Call person during non-working hours, not on work time, except for calls after 4:00am.

9. Follow up – The On-Call person will follow up with the person who went out on a call-out to find out what was done as a result of the call-out. The On-Call person will then update the call-out log and will report the result of the call-out at the Monday morning Pager Report meeting.

10. Holidays – When there is a holiday on a Monday, it is the responsibility of the person carrying the on-call pager phone to coordinate with the next scheduled person to carry it, to meet and transfer the on-call phone on that holiday.

11. If the person scheduled to carry the on-call pager phone is unable to, it is their responsibility to find someone else from the on-call list to carry it and notify the Customer Service manager prior to the start of the Monday morning Pager meeting.
12. Pager meeting – prior to the Monday morning Pager meeting, it is the responsibility of the person who was assigned the on-call pager phone to contact the next person on the on-call schedule to make sure they are at the Pager meeting. Fifteen copies of the call-out log, which will include information that is clear, complete, and accurate, will be printed for the Pager meeting. The Pager carrier will arrive to the meeting 30 minutes in advance to prepare for the meeting.

13. The On-Call person is responsible for the on-call Pager phone, case and charger. If there are any problems with the on-call Pager phone while the person on-call is carrying it, they will take the phone to the Stock Room Manager. The pager carrier should not make changes to any of the settings except for ringer tones or to set the wifi. Please notify a manager immediately if there is an issue with the pager phone.

14. All emails received by the on-call Pager phone between the hours of 7:30 a.m. and 4:30 p.m., Monday through Friday, excluding holidays, will be logged and dispatched by Customer Service. However, the pager carrier should carry the pager phone at all times.

Acknowledgement of Receipt of UCSB FM On-Call Duty Expectations

- I have received access to and/or a copy of the UCSB Facilities Management On-Call Duty Expectations. I understand that these On-Call Duty Expectations replace any previous written or oral expectations for on-call duty.
- I understand that it is my responsibility to read the On-Call Duty Expectations, and to ask my supervisor or manager for clarification of any of the expectations that I do not understand.
- I understand that failure to follow these expectations could result in disciplinary action in accordance with the terms of the collective bargaining agreement.

__________________________  __________________________
Signature                    Name (Printed)

__________________________  __________________________
Date                        Employee ID#