

**EASTERN MICHIGAN
UNIVERSITY™**

**PHYSICAL PLANT
OPERATIONAL & MAINTENANCE
ADMINISTRATIVE PROCEDURE**

Section	Subject	Effective date	Procedure Number
Administration	On-Call	May 30, 2013	A-09

Purpose

The On-Call procedure is set to ensure that customer service is maintained at an optimum level while minimizing the cost required to provide the service.

Procedure

1. On-Call List

1.1. On-Call list worker

1.1.1. At least one tradesperson from each shop will be on-call each week.

1.2. The individuals that are on-call will make themselves available to respond to call-ins as required. It is expected that missed calls will be returned within thirty (30) minutes of receipt of a call.

1.3. If an individual will not be available to respond to a call, they must make prior arrangements to have another tradesmen of the same craft take their place and receive prior approval from their foreperson/supervisor.

1.3.1. The Department of Public Safety must be notified of any changes.

1.4. The assignment of the beeper/on-call responsibility will be rotated between employees within their respective trades as designated and assigned by their respective foreperson/supervisor.

1.5. The On-Call list will be posted in each shop and updated as needed by the appropriate foreperson/supervisor.

1.6. If the new list is not published, then the last person on the list, which is expiring, will continue to be on-call.

2. Procedure for Call-ins

2.1. The department of Public Safety will determine that a call-in is needed and contact the appropriate foreperson/supervisor.

2.2. The foreperson/supervisor will then determine if and who to call in from the Call-in list and call those individuals in to perform the required work, if necessary.

2.3. The tradesperson called in will notify the Department of Public Safety when they arrive on campus and upon leaving campus at the completion of the call-in.

Authorized by:

Scott Storrar
Director of Facilities Planning and Construction

Dieter Otto
Director of Custodial, Grounds, Motor Pool, and Waste Management

Bilal Sarsour
Director of Facilities Maintenance

John Donegan
Chief of Operations