PPM #31
Policy Name: ***On-Call Pay***
Effective Date: ***July 25, 2005***
Revision Date: ***December 1, 2011; April 17, 2015; August 20, 2018, August 21, 2020***

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This memorandum cancels and supersedes all other memoranda and policies on this subject, including policies previously promulgated by individual DCRT Offices.

I. POLICY

In accordance with Civil Service Rule 6.28(b), the Office of the Lieutenant Governor (OLG) and Department of Culture, Recreation and Tourism (DCRT) may utilize on-call pay for situations when employees are required, as business needs dictate, to be available for work status at times outside of their regular work schedule.

II. APPLICABILITY

This policy is applicable to the specific offices and positions reflected on the attached addendums.

III. DEFINITIONS

A. Call Area: The geographical area that an employee must remain while in on-call status.

B. On-Call Status: The time period for which the employee is required to remain available to move into work status, if required.

C. On-Call Pay: Compensation for the time period in which the employee is in on-call status. On-call pay is not included in base pay, retirement calculations or terminal leave payments, and shall not be granted to an employee for his/her regularly-scheduled hours of duty.

D. Work Status: The time period for which the employee has been called to duty, commencing from the time the employee answers/responds to a call/email for assistance through the completion of any work (and associated travel) required to address the issue. Thereafter, the employee reverts back to on-call status until the end of the assigned on-call period.

IV. ON-CALL PROCEDURES

A. Travel

In assessing the issue prompting the call/email for assistance, the on-call employee, with approval by his supervisor, must determine whether support may be provided off-site (such as via a home computer) or on-site (at the on-call employee's assigned work site or an alternate location). If it becomes necessary to travel to resolve the issue, transportation to and from the on-site location is the responsibility of the on-call employee. During such travel to and from the on-site location, the employee is considered to be in work status, in accordance with U.S. Department of Labor guidelines.

B. Compensation

1. On-Call Rate of Pay: The rate of on-call pay shall be set by the Appointing Authority, in consultation with the Human Resources Director, in accordance with Civil Service regulations.

2. Work Status Rate of Pay: While in work status, an employee is eligible for compensation in accordance with OLG/DCRT's overtime policy (PPM #42).

3. Travel: Mileage and any other travel-related expenses shall be reimbursable to the employee in accordance with the State of Louisiana Travel Guide (PPM #49).

4. Restriction: An employee is restricted to compensation for either on-call status or work status, but never both at the same time.

C. Timekeeping

1. Timesheet: On-call hours and overtime hours must be appropriately recorded by the employee on his/her bi-weekly timesheet, with supporting documentation attached thereto as required by the applicable Office such as work logs, on-call report forms, travel expense forms, etc.

2. Increment: On-call hours and overtime hours shall be recorded in six-minute increments as provided by PPM #42.

D. Effect of Paid Leave on On-call Status

In general, employees who have been absent the entirety of a regular workday through the utilization of sick and/or annual leave should not be thereafter on-call that same day. For example, an employee whose work hours are 8:00 a.m. to 5:00 p.m., and who has called in sick for that day, should not be in on-call status

again until after he/she has returned to work on the next business day. When such absences occur, it is the responsibility of the supervisor to designate a suitable substitute for the on-call employee.

However, an employee may be authorized for on-call status on the same workday for which he/she was fully absent, provided that he/she is able to respond to calls or return to the worksite (if needed) and his/her supervisor deems the on-call status as necessary for the efficient operations of the agency. It is incumbent upon supervisors of on-call employees to manage on-call schedules and employee leave requests such that exceptions of this nature are limited.

V. REPORTING

Appointing Authorities and supervisors are responsible for reporting to the Human Resources Division the specific positions and incumbents who are eligible for on-call compensation. Such reporting must be submitted in a timely manner, as follows:

1. For Positions: When creating a new position request or updating an existing position for which on-call pay is/will be applicable, the position description (SF-3) must include the optional attachment form (SF-3.A) located on Channel Z, indicating that there is on-call pay for this position and listing the applicable amount.

2. For Employees: When the movement of an employee from one position to another, or the movement of the position from one organizational unit to another, creates or eliminates an employee's eligibility for on-call pay, a Personnel Authorization Form (Form 301) must be submitted for the action specifically denoting the addition or deletion of on-call pay as a result.

VI. QUESTIONS

Questions regarding this policy should be directed to the Human Resources Division.

Summary of Changes: Revised policy number, updated payroll system name from ISIS to LaGov HCM (December 1, 2011); Combined two sections (Philosophy and Policy) into one (Policy), revised Applicability section to remove provision for, and thus nullified, any office-specific policies related thereto, updated Definitions, to specifically include adding travel time to Work Status, updated and reorganized Procedures section with subsections for Travel, Compensation, Timekeeping, and Effect of Paid Leave on On-Call Status, revised Reporting section to better clarify documentation required for submission to HR, removed Responsibilities section, removed Reference section, added Addendum A for on-call specific to the Office of Management & Finance – Information Services and Addendum B for Office of State Parks – Reservation Center Help Desk (April 17, 2015). Signature, dates updated (August 20, 2018).

ADDENDUM A.
OFFICE OF MANAGEMENT AND FINANCE (OMF)
INFORMATION SERVICES (I.S.)

1. List the positions for which on-call pay is applicable.

Primary

- Position #165457, Information Technology Technical Support Supervisor (I.S. Network Administrator)
- Position #50468163, Information Technology Technical Support Specialist 3 (I.S. Network Engineer)

Back-up

- Position #50362733, Information Technology Technical Support Specialist 1 (Desktop Support Specialist)

2. The hours of on-call coverage are:

Monday – Friday	4:30 PM to 10:00 PM
Saturday	7:00 AM to 10:00 PM
Sunday	7:00 AM to 10:00 PM
Holidays & Office Closures	7:00 AM to 10:00 PM

Hours of support may be expanded or reduced based on assessed need.

3. Explain the business need for the applicable positions to be on-call during the specified coverage hours.

It is necessary for the identified I.S. positions to be on-call in order to respond to after-hours service requests relative to emergency and/or mission-critical information systems, to include Exchange Email Server, Webmail, the DNS server, and the main switches, routers, and firewalls attached to the primary 20 mbps data circuit. The Office of State Parks (OSP) Frame Network and all network components, configurations, routers, switches, and data circuits related thereto are mission critical, since it supports the OSP Internet-based automated reservation system. On-call personnel must take correction action when any of these systems fail during the on-call coverage schedule.

Service requests that are not considered emergency and/or mission-critical, as denoted above, should be resolved during regular hours on the next business day.

4. The rate of compensation for on-call status shall be:
(Must be within the pre-authorized limits set forth by the Department of State Civil Service, or if in excess thereof, approved by the Civil Service Commission)

$2.00 per hour.

5. On-call employees must comply with the following:

(a.) Call Area – While assigned to be on-call, applicable employees must remain within a one (1) hour drive of the Capitol Annex building.

(b.) Response Requirements – Upon receipt of a call, email or other communication requesting assistance for an emergency service, the on-call employee shall:

- Respond as soon as possible, but no later than one (1) hour after receiving the request.
- Determine, with approval of his/her supervisor, if the problem can be resolved off-site or if travel is required to the Capitol Annex building or an alternate location, such as a state park.
- Create an entry in the work log to track reported problems and resolution rendered. The work log must be attached to the on-call employee's timesheet as supporting documentation.

6. On-call scheduling shall be as follows:

Scheduling shall be alternated such that the Network Engineer is on-call for the first week/weekend of the pay period and the Network Supervisor is on-call for the second week/weekend of the pay period.

If, for any reason, it is needed for the Network Engineer and Network Supervisor to be on-call at the same time, such as during major server and/or network outages, the dual on-call responsibility must be authorized by the Undersecretary.

Back-up on-call responsibility by the Desktop Support Specialist shall only be invoked as necessary when neither of the primary employees is available for on-call scheduling.

Any temporary deviations from this on-call scheduling, such as to accommodate an emergency, illness, vacation or other scheduling disruption, including the use of back-up on-call support, may be coordinated by the affected employees, but must be approved by the I.T. Director in advance (if circumstances permit) and noted on his/her timesheet. On-call schedule changes cannot exceed one (1) month in duration.

ADDENDUM B.
OFFICE OF STATE PARKS (OSP)
RESERVATION CENTER HELP DESK

1. List the positions for which on-call pay is applicable.

- Position #185890, Information Technology Technical Support Specialist 3
- Position #186369, Administrative Program Director 3 (Reservation Center Section Head)

2. The hours of on-call coverage are:

Monday – Thursday	6:00 AM to 8:00 AM and 5:00 PM to 9:00 PM
Friday	6:00 AM to 8:00 AM and 5:00 PM to 10:00 PM
Saturday, Sunday & Holidays	6:00 AM to 10:00 PM

Hours of support may be expanded or reduced based on assessed need.

3. Explain the business need for the applicable positions to be on-call during the specified coverage hours.

It is necessary for the identified Reservation Center positions to be on-call in order to provide emergency support services for after-hour and holiday calls from state park recreational and historic sites. These services include support to park personnel who operate the online computer at each site used to record all reservations, collect revenue, and record visitation. This also includes maintenance and support of each computer.

Service requests that are not considered emergency, as denoted above, should be resolved during regular hours on the next business day.

4. The rate of compensation for on-call status shall be:
(Must be within the pre-authorized limits set forth by the Department of State Civil Service, or if in excess thereof, approved by the Civil Service Commission)

$2.00 per hour.

5. On-call employees must comply with the following response requirements:

Upon receipt of a call, email or other communication requesting assistance for an emergency service, the on-call employee shall:

- Respond no later than ten (10) minutes after receiving the request.
- Determine if the problem can be resolved by telephone or requires remotely accessing the park's reservation system via a home computer.

- Create an entry in the Help Desk Work Log to record the date and time of any issue reported, the park involved, the person who called, and the resolution rendered. The work log must be attached to the on-call employee's timesheet as supporting documentation.

6. On-call scheduling shall be as follows:

On-call scheduling shall be alternated between the two affected employees based on discussion and mutual agreement by the parties. If, for any reason, an agreement cannot be reached as to which employee shall be on-call for a specific time, the Deputy Assistant Secretary shall be advised and render a determination accordingly.

ADDENDUM C.
OFFICE OF THE STATE MUSEUM
POLICE AND MAINTENANCE

1. **List the positions for which on-call pay is applicable.**

- Police Officer 1-A (job code 169660)
- Police Officer 2-A (job code 169680)
- Police Officer 3-A (job code 169700
- Police Lieutenant-A (job code 169620)
- Police Captain-A (job code 169580)
- Police Sergeant-A (job code 169720)
- Maintenance Foreman (job code 129230)
- Facility Maintenance Manager B (job code 172250)
- Facility Assistant Maintenance Manager A (job code 172270)
- Facility Assistant Maintenance Manager B (job code 172280)
- Electrician (job code 128770)
- Carpenter Foreman (job code 128710)
- Carpenter Master (job code 128740)
- Electrician Master (job code 145440)
- Maintenance Repairer 1 (job code 128650)
- Maintenance Repairer 2 (job code 128640)
- Maintenance Repairer Master (job code 128630)

2. **The hours of on-call coverage are:**

Security schedule:

Sunday – Saturday (daily)	4:30 PM to 8:00 AM

Maintenance schedule:

Monday – Thursday (daily)	4:30 PM to 8:00 AM
Friday – Sunday (continuous)	4:30 PM to 8:00 AM (Monday)

The on-call period starts at the end of the normal workday and ends at the beginning of the next or following normal workday for both security and maintenance workers. Maintenance workers, therefore, may also be On-Call for weekend coverage.

Hours of support may be expanded or reduced based on assessed need.

*In the event of a museum closure, regular weekday hours shall be encompassed into the on call schedule. The on-call period will begin at the time of the museum closure.

3. Explain the business need for the applicable positions to be on-call during the specified coverage hours.

It is necessary for the identified New Orleans Police and Maintenance positions to be on-call in order to provide emergency services for after-hour and holiday calls from Pontalba tenants or Museum building issues. Our buildings in New Orleans are not managed by Office of State Buildings. These services include access provided by police officers to all of our facilities after hours for security or maintenance issues and maintenance correction/repair of those issues which cannot wait until regular Monday – Friday business hours. Tenants are provided an on-call phone number and this cell phone is carried by the police officer who is on call. The officer in turn determines if it is a security call (tenant lock out) or maintenance call and if that call warrants immediate attention.

Examples are:

- Plumbing issues that are causing or with the potential to cause damage to property or the building (Water and or drain leaks).
- Electrical Outages (NO Electricity throughout the apartment) and contact has been made with the utility company outage line to ensure that utility company is not at fault
- Air Conditioning outages (No air conditioning throughout the apartment)
- Building Damage (structural – example balcony pole being struck by a vehicle)
- Broken door knobs, locks, or windows if they prevent a tenant from securing the unit
- Gas Odors (turn off appliance notify museum emergency phone)
- Stopped up toilet (if there is only one toilet in the unit)

Regular service requests that are not considered emergency, as denoted above, should be resolved during regular hours on the next business day.

Examples include:

- Plumbing issues such as dripping faucets, running toilets where damage is not present.
- Air conditioner repair if the temperatures are below 80 degrees
- Electrical outlet not working
- Burnt out light bulb
- An appliance not working (refrigerator, stove, washer, or dryer)
- Lock – outs
- Pest control
- No hot water

4. The rate of compensation for on-call status shall be:
(Must be within the pre-authorized limits set forth by the Department of State Civil Service, or if in excess thereof, approved by the Civil Service Commission)

$2.00 per hour.

5. On-call employees must comply with the following response requirements:

Upon receipt of a call, email or other communication requesting assistance for an emergency service, the on-call police employee shall:

- Respond no later than ten (10) minutes after receiving the request.
- Determine if the problem can be resolved by telephone, if security related.
- Advise the individual if they should call 911 for life threatening emergencies.
- Contact the maintenance person on call to meet them at the designated facilities (if not an example of a regular maintenance service call).

Upon receipt of a call, email or other communication requesting assistance for an emergency service, the on-call maintenance employee shall:

- Respond by phone no later than ten (10) minutes after receiving the request.
- Determine if the problem can be resolved by telephone and contact the tenant directly to walk them through resolution/if not report to work within the hour.
- Meet Security at work to get necessary keys, check and assess the problem.
- Stop damage from occurring make appropriate repairs if possible. Contact Facility maintenance management to discuss corrective actions that was or will need to be taken and/or if additional help or repairs are required at this time.

6. On-call scheduling shall be as follows:

On-call scheduling shall separately be determined by the Police Captain and the Facility Maintenance Manager for their respective groups.