

Callout Process Guideline Questions & Answers

Q-1 How will an employee's callout response be measured?

A-1 Call out response will be measured by a "Fill Rate". Fill rate is calculated by dividing the number of callout overtime assignments accepted by the number of overtime assignments offered.

Q-2 What is the minimum fill rate an employee should meet during the evaluation period?

A-2 50% fill rate.

Q-3 What is the length of an evaluation period for calculating the fill rate?

A-3 There are two evaluation periods each lasting approximately six months as defined in paragraph 44 a) of the MOA.

Q-4 How would my fill rate be calculated if I only receive 4 callouts during an evaluation period?

A-4 Employees must receive at least 6 callouts in order to be evaluated during an evaluation period.

Q-5 What if I respond to 20 callouts and do not achieve a 50% fill rate?

A-5 Any employee accepting 13 or greater call-outs during an evaluation period will be considered as meeting their responsibility as it relates to their fill rate.

Q-6 How many phone numbers can an employee have listed on the overtime list?

A-6 Employees can have a maximum of two (2) phone numbers listed.

Q-7 Will I be charged for declining multiple callouts during a weekend?

A-7 Employees will be charged a maximum of 1 decline in a 24 hour period, being defined as 12 Midnight to 12 Midnight regardless of the number of assignments offered.

Q-8 If I respond to a call out at midnight on Saturday and complete that assignment and receive a subsequent callout later in the day that Saturday and do not respond, will I be charged with a decline?

A-8 No, if you respond to a call out during any 24 hour period as defined in Question 7 above.

Q-9 Can an employee call back to accept a callout if he missed the incoming call?

A-9 Yes, if the employee calls back within (1) one hour, using the call back number (1-866-402-7267) and the assignment is active and has not been filled, the employee may accept the callout overtime assignment.

Q-10 Will the employee be charged against his fill rate if he calls back within one (1) hour of the initial callout?

A-10 No, if the employee calls back within one (1) hour and the callout overtime assignment has been filled they will not have the callout charged against their fill rate.

C-17 Callout Response Rate

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Q-11 Can an employee accept call out overtime assignment if they call back outside the one (1) hour window?

A-11 Yes, an employee can accept the callout after the one (1) hour window provided the assignment has not been filled or the callout request has not been closed. They will be credited for accepting the assignment. This will count towards their fill rate.

Q-12 If I accept a callout for relieving outside my classification will it count towards my fill rate?

A-12 Yes

Q-13 If I refuse a callout for relieving outside my classification will I be charged against my fill rate?

A-13 No

Q-14 Will employees be permitted to opt off the overtime list?

A-14 No

Q-15 If an employee from Transmission is awarded a position in Distribution what is their fill rate?

A-15 Zero

Q-16 What do I need to do to qualify for the incentive?

A-16 Achieve a sixty-five percent (65%) or greater fill rate during an evaluation period.

Q-17 When will I be paid the incentive?

A-17 The incentive payment will be paid within two (2) pay periods following the previous evaluation period.

Q-18 How do I know my fill rate?

A-18 Biweekly postings of the fill rate report will be posted alongside the overtime list. Additionally employees will have the option to acquire their fill rate via the ACS.

Q-19 What occurs if a manual callout is conducted?

A-19 ACS is the method for performing callouts, however if a manual callout is performed ACS will be updated to reflect the manual callout.

Q-20 Who do I speak with if I see a discrepancy with my fill rate?

A-20 Your Supervisor or Local Union Job Steward.

Q-21 Is my fill rate accumulative?

A-21 No. Each evaluation period will be calculated separately.