

## Callout Fill Rate Questions & Answers

- Q-1 ERC Repairman "A" gets called out from areas, entitled to incentive?
- A-1 Currently Repairmen A are not a required classification shown in exhibit A and fill rate will not apply.
- Q-2 Does an employee get charged for not working 2<sup>nd</sup> rest day callout if they work their 1<sup>st</sup> rest day?
- A-2 Yes both OT and Fill Rate. MOA Power Systems Paragraph 44(b) 3, "If an employee refuses overtime which the Company gets someone else to perform, the overtime will be charged against the employee who refused".
- Q-3 Callout for another yard is performed and employee declines, are they charged?
- A-3 Yes both OT and Fill Rate/Fill Rate charges apply only for callouts within the employee's classification. MOA Power Systems Paragraph 44(b) 3
- Q-4 If someone is going to be out sick for some reason, multiple days should we block them out multiple days in ACS?
- A-4 Sick employees are required to report sickness for each day missed and ACS should be updated accordingly for the employee's normal shift. Employees that are out on an approved absence can be updated in ACS as Do Not Call / Company Request.
- Q-5 What happens to employee if they don't meet minimum of 50% call out rate?
- A-5 This is a performance issue and will be handled as any other performance issue.
- Q-6 What happens if an employee refuses to provide a valid phone number?
- A-6 Paragraph 44 Section (c) 1) "All Employees identified by the single asterisk in Exhibit "A" will be required to be on the overtime list and required to provide correct phone number(s) for callout response".
- Q-7 What happens if an employee accepts a callout and then calls back he's sick and cannot make it?
- A-7 Employee would be charged as a decline.
- Q-8 ARCOS - Message in VRU for "Normal" call out beginning at a future time. Message needs to provide that future time.
- A-8 Investigating with Vendor.
- Q-9 Should employees who are DJSC/LJSAC or on special committees that are not available to take a callout be entered as "do not call" by management? Request to make this consistent.
- A-9 Yes employees who are unavailable due to company business should be noted as "do not call company request" if they are unavailable for callout.

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- Q-10 Employees not getting called on cell phone, but ACS shows they were called. Cell phone provider issue, are they charged?
- A-10 Yes, Fill rate review process will resolve.
- Q-11 Employee puts himself on rest at 8:01 and a callout is executed at 16:00. Employee will miss callout. What should they do?
- A-11 Employee should contact a supporting trained ACS web user to accurately update their rest time through the web. Using the VRU, the employee can only update rest time in one hour increments.
- Q-12 Manual callout is performed. No accepts. Should a new callout be done to capture who filled it due to an overlap?
- A-12 Yes, Initial callout should be closed. Create a new callout and make it an overtime assignment.
- Q-13 Employee prearranged and held past the end time. What should be done, holdover or callout at that point?
- A-13 Follow Letter of Intent "Holdover"
- Q-14 Employee forced to hold and turned down callout assignment. Does the employee get "fill shift credit" if they work more than 2 or 3 hours until the replacement person shows up to relieve them? Is there a time limit?
- A-14 No, there is no time limit. Employee will be charged for the turn down.
- Q-15 Who will administer the incentive award dollars?
- A-15 After approved by local management/BU, it will be forward to Payroll for processing.
- Q-16 When crew checks out, should PIC state all people who are checking out and not just use crew #?
- A-16 Yes, all employees checking out of service need to be identified. ACS does not recognize crew makeup/people.
- Q-17 Is there a record retention period for fill rate paperwork?
- A-17 Will follow corporate procedures.
- Q-18 If you do multiple callouts in a 24 hour period, are you getting credit for all? How will employee know?
- A-18 Yes, employee will get credited if assignment is accepted and worked. Fill rate by Employee Detail report would show if charges or credits were applied for each callout.

## Callout Fill Rate Questions & Answers

- Q-19 How many days do we have to resolve a fill rate dispute?
- A-19 Per Callout Process Guideline section 2.3 Supervisors shall investigate circumstances related to corrected responses prior to approving corrections and will communicate resolution back to the employee within a maximum of 10 days after the receipt of the dispute submittal.
- Q-20 Ability to put employee on rest time until a certain hour using VRU (ex: 16:00) instead of hours.
- A-20 Web Users can put a specific time.
- Q-21 Does an employee get “credit” for accepting in a relieving classification?
- A-21 Yes.
- Q-22 How will the VRU handle the fill rate notice to employees calling in?
- A-22 VRU will just state your % fill rate at the current time. Note; ACS will not provide real time fill rate % updates, it can take up to 16 hours to update.
- Q-23 Will new ACS callout instructions be provided?
- A-23 Yes new job aide and yellow card will be provided, see revision 11-14-14.
- Q-24 Can clerks/dispatchers still update ACS entries, (i.e. sick, vacation, etc.)?
- A-24 Yes, but responders calling into the VRU can only make themselves as “rest” after working 16 hours.
- Q-25 Can responder change availability status if mistake is made?
- A-25 Yes, through VRU if callout is still open or they can call duty or Control Center to make web update.
- Q-26 Is the Web application on iPhone or iPad?
- A-26 Yes.
- Q-27 Who has access to the system (ACS)?
- A-27 Web users will have access and be defined by classification.
- Q-28 Will the job Steward have access to ACS for doing the review?
- A-28 No, Clerk and Supervision will have proper clearance for printing reports needed for the reviews.

## Callout Fill Rate Questions & Answers

- Q-29 Person prearranged for shift and calls in sick, how to handle?
- A-29 They will be charged OT for the assignment they called in sick for (MOA PS Paragraph 44. (b) 4) An Employee who accepts an overtime assignment and then fails to report by calling in sick will be charged as refusing the assignment).
- Q-30 Employee is forced/called out for Holdover and goes home sick. Is he charged for fill rate?
- A-30 Yes.
- Q-31 Employee is prearranged for 8 hours, but only works 4 hours or works more than 8 hours. Who is responsible to update availability status?
- A-31 OL/PL/BU Clerk/Restoration PL/CCL/DIST DISP or Employees can make themselves available via VRU.
- Q-32 Do all manual callouts have to be entered into ACS?
- A-32 Yes, see Callout Process Guidelines Q and A - ACS is the method for conducting callouts, however if a manual callout is performed ACS will be updated to reflect the manual callout.
- Q-33 Is there a code in sMobile to capture working callout assignment?
- A-33 Yes, Code 80 in sMobile.
- Q-34 Employee accepts a callout to fill a shift and is at the end of the shift and another callout is done for additional work that is needed is the employee /crew credited for the additional assignment/callout?
- A-34 Yes the employee fill rate would be credited for filling the shift and accepting the callout for additional assignment.
- Q-35 Crew forced to work and credited with a callout response. Another assignment/callout is performed right after, is the crew credited for the additional assignment/callout?
- A-35 No because they would be working the previous callout and would not be called.
- Q-36 On a Manual accept ACS pop up window gives initiator 2 minutes to take action when manually accepting for an employee. What happens if nothing is done?
- A-36 The callout will resume and will move to the next person and the employee will get charged.
- Q-37 When does an employee get released from ACS when working an overtime assignment/callout, (i.e. when they physically leave property or when they check out)?
- A-37 ACS is real time. When the release button is checked the employee will become available for callout.

## Callout Fill Rate Questions & Answers

Q-38 Can an employee make themselves available from a prearranged shift?

A-38 Yes.

Q-39 Employee prearranged Sunday (2nd rest day) and a Saturday callout is performed is the employee eligible?

A-39 Yes.

Q-40 Can you take yourself off rest via VRU?

A-40 Yes.

Q-41 How do you reset your VRU pin?

A-41 Call IMSC, 305-552-4357 (Help).

Q-42 Can anything be done to avoid employees getting woke up at 2am for a callout and then not allowed to accept it because double time is not approved?

A-42 Looking into solution with vendor.

Q-43 Is there a time limit to enter fill rate corrections?

A-43 Web Users will have 28 days from the callout date to make corrections in compliance with monthly "fill rate" review. Limited users will be able to make corrections greater than 28 days in the event of an exception but all corrections should be completed within the monthly review period. (Reference Paragraph 44 Distribution of Overtime Section b) Overtime records including the callout fill rates at each regular headquarters shall be reviewed every (4) weeks by the supervisor and Job Steward to determine whether all overtime assignments and /or callout fill rates during the period were made and recorded in accordance with the terms of the agreement.

Q-44 Will there be a separate column on the OT posted report for fill rate?

A-44 No there will be a separate report to post. No change to current OT report posted.

Q-45 Will fill rate credit be given to an employee who works a makeup overtime assignment?

A-45 Yes. The "Fill Rate" should be applied on the day the violation occurred not the day make up OT was worked.

Q-46 At the end of the 13 pay period evaluation period, will anyone besides the local BU rep/management rep be reviewing/approving the fill rate percentage before payment is made?

A-46 No

## Callout Fill Rate Questions & Answers

- Q-47 If a fill rate issue goes through the grievance process and it goes past the 6 month time period, would the employee be made whole in the future should the grievance work in his/her favor?
- A-47 Pursuant to the grievance settlement.
- Q-48 Should "Control Center" be making corrections for "service center" ACS callouts?
- A-48 No, Control Center should only be making corrections to in-progress callouts originated from the control center.
- Q-49 Correcting Callout results report - if employee doesn't answer of multiple callouts, will he only get one charge and the rest fall under max charges exceeded?
- A-49 See Callout Process Guidelines Q and A- Employees will be charged a maximum of 1 decline per 24 hour period being defined as 12 Midnight to 12 Midnight regardless of the number of assignments offered. (Excused results will show the resolution "Max Charges Exceeded").
- Q-50 ACS callouts to phone numbers that come back as Network error, channel does not exist, etc. how does this get entered for fill rate?
- A-50 ACS does not charge for Channel does not exist if a call is not received. Exceptions will be investigated via the fill rate review process.
- Q-51 How does busy signal get charged?
- A-51 Charged.
- Q-52 Can employee go to clerk and have them make a fill rate correction or do they need to go to job steward first?
- A-52 See Callout Process Guidelines Q and A - Supervisor or Job Steward should be made aware of discrepancies with fill rate.
- Q-53 Will a callout with double time not approved be charged to employee?
- A-53 If the employee doesn't answer phone, yes charged. If employee acknowledges they are on double time, they will be excused since the callout will not be offered to the employee.
- Q-54 What do we do if a Shift is not available in ACS on the drop down list?
- A-54 Contact IMSC.
- Q-55 Is floating holiday a drop down exception in ACS?
- A-55 No, treated as an excused absence if tied to vacation.

## Callout Fill Rate Questions & Answers

- Q-56 Afternoon holdover (callout) is created at 1500 with a start time of 1600 and someone is sick until 1600. Do you call the employee at 1500 or wait until 1600? Do you proceed with calling employees below that person or hold the callout until 1600?
- A-56 If an employee is sick he/she will not be offered overtime during his regular shift and will be by-passed.
- Q-57 Afternoon holdover (callout) is created at 1500 with a start time of 1600 and someone is rest time until 1600. Do you call the employee at 1500 or wait until 1600? Do you proceed with calling employees below that person or hold the callout until 1600?
- A-57 Call the employee at 1500 and inform employee to start travel at 1600.
- Q-58 What should I do if I have an employee coming from the Plant and is not in the system (ACS)?
- A-58 Contact IMSC.
- Q-59 What does the red color for % on the fill rate report indicate?
- A-59 Thresholds, (i.e. if the target is 50% and the employee's rate is 40%, it'll be shown in red).
- Q-60 ARCOS – Two or more employees with same seniority date on relieving list. Who gets called first?
- A-60 ACS -Reliving list will remain in the same order as previous week's list by seniority date. (This process needs clarified to determine rules that ACS should follow for this example)/This is usually done alphabetically.
- Q-61 ARCOS – is there a manual pop-up for relievers?
- A-61 Yes, manual pop-up works the same for relievers as it does within classification if the employee is working but eligible for the callout being conducted.
- Q-62 ARCOS – comments in ACS need to post to IDAP.
- A-62 This will require a new interface between IDAP and ARCOS to have the remarks / comments populated in schedule from ARCOS to IDAP. No new development is planned for IDAP.
- Q-63 ARCOS – moving employees – can the system establish start/end times?
- A-63 Yes, IM checking functionality.
- Q-64 ARCOS – when an employee calls in to VRU for status update for open callouts, can the system provide ALL open callouts, not just the last callout?
- A-64 Investigating with Vendor. Currently, only the last callout opportunity is presented. To be determined.

## Callout Fill Rate Questions & Answers

- Q-65 ARCOS - Can ACS callout have a delay in-between calls to give responders more time to call back?
- A-65 No.
- Q-66 ARCOS - Can ACS outbound call make it known who is initiating the callout?
- A-66 No.
- Q-67 ARCOS - How many times will the system call back if the phone is busy?
- A-67 When ARCOS receives a busy signal from the employee's provider, we will wait 5 seconds and try to connect again. This process happens a total of three times. On the third time, if ARCOS receives the busy signal from the employees provider, that is the result that will be recorded for the employee.
- Q-68 ARCOS - sMobile was affected with internet explorer 10 update, will that impact ACS?
- A-68 No issues found and it was tested already.
- Q-69 ARCOS - will there be any modifications to service center locations in the location tab? For example, SRW is shown in East, but they are really north.
- A-69 PDIM will need to verify current configurations in ARCOS to match structure in Power Delivery Operations.
- Q-70 ARCOS - slide 33 of presentation - does holdover description go onto any fill rate reports or other reports for tracking purposes?
- A-70 No.
- Q-71 ARCOS - how long will the pop up come up when a callout goes to "wait" status?
- A-71 Enhancement now allows user to acknowledge and receive additional pop up only when there is a change to the callout.
- Q-72 ARCOS - need to make sure "Callout Response Final Results" report has an excused code for employee called back within the hour of the callout.
- A-72 Automated if the employee calls back through the VRU within the hour of when they were contacted. Note this function only applies if calls were made by the system and not on manually documented entries.
- Q-73 ARCOS - Will IDAP ever feed ACS?
- A-73 Not currently planned.



## Callout Fill Rate Questions & Answers

- Q-74 ARCOS - Can we use Pay period based reports for review along with date selection?
- A-74 Researching.
- Q-75 Do the employees who travel get credit for call-outs while on Storm travel?
- A-75 No.
- Q-76 If I have worked 16 hours and I am entitled to 8 hrs. rest, will I be charged for an all hands call out during the 8 hr. rest period?
- A-76 Yes.
- Q-77 If I am called 10 times during the 24 hr. period and decline, then accept the 11th time I am called, will the system show this as a positive response for that 24 hr. period?
- A-77 Yes.
- Q-78 Shift trade employee is not at work for the day they traded and he is eligible for call out, he uses a vacation day at the start or end of the day he has traded off. Is he on vacation for all the days? I.e. Schedule is Tuesday to Saturday I trade Saturday and take vacation on Friday.
- A-78 Employee is on vacation and not eligible for OT assignment.
- Q-79 Employee does not hear the announcement for the LOI holdover call out, they go home. Do they get charged?
- A-79 Yes, as long as callout is within the employees regular scheduled hours.
- Q-80 Is there a Time Limit on answering a manual call out?
- A-80 The employee should respond when asked.
- Q-81 Employee is sick for normal shift and gets called out after normal shift and does not respond or work. Are they charged for the fill rate?
- A-81 Yes, however if employee calls back and notifies the company that they are still sick, they will not be charged for OT or fill rate.
- Q-82 Does the fill rate round with percentages, (i.e. 79.4 % rounds to 79%. 79.5% rounds to 80%)?
- A-82 Yes, ARCOS automatically rounds in accordance with the established rounding rules.

## Callout Fill Rate Questions & Answers

- Q-83 When we “hold” the yards per LOI "HOLDOVER" do we have to do a manual or system generated callout.
- A-83 You can perform either option but the preferred method is a system generated callout for tracking purposes.
- Q-84 Can sMobile feed ACS?
- A-84 Currently sMobile cannot talk to ACS however future upgrades may allow this functionality.
- Q-85 When responding to a fill shift call out, what happens if I’m on rest but eligible at the start of the shift being filled? If the travel time required to meet the start time of the assignment will not give me 8 hours of rest, I will be on double time? How do we manage that?
- A-85 The employee is not eligible and will not be called unless the Company approves double time or overrides rest time during the creation of the callout.
- Q-86 On a call out pop up window, what is the resolution for the responder that is working and did not provide a response in 10 minutes? The system goes on to call the next person. How is that responder to be charged?
- A-86 In the event the dispatcher cannot reach an employee while a callout is being held by the pop up window the “callout initiator” should pause the callout and attempt to reach the person to get a response. Once a response is given the “callout initiator” can utilize the manual response function to document and then resume the callout.
- Q-87 Employee works 16 hours and ACS calls them before they get 8 hours rest and they don’t answer and have not put themselves on rest, will they be charged for fill rate purposes if double time was approved?
- A-87 Yes
- Q-88 Does an employee get charged the fill rate if nobody fills the assignment?
- A-88 Yes, if the Company utilizes another resource to complete the work.
- Q-89 Employee on intermittent FMLA does the employee get charged the call out fill rate if they do not work the OT assignment?
- A-89 FMLA will be handled on a case by case basis.
- Q-90 ARCOS calls employee at 2200 hours on their first rest day, the callout will result in working their first and second rest day. Is the employee eligible for this assignment?
- A-90 Yes, the employees is eligible for the assignment.

## Callout Fill Rate Questions & Answers

### FPL & IBEW SC U-4 Contract Negotiations Proposal Package July 28, 2014 Pages 93 & 94

#### 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.

## Callout Fill Rate Questions & Answers

- 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.
- 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.

## Callout Fill Rate Questions & Answers

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.

### 2014 – 2017 Negotiations Q&A's Dated 2-14-14

Q A continuation of Q-10, will the employee be charged on the overtime list if he calls back within one (1) of the initial call?

A No, Paragraph 44 b) 3, if however, the employee responds within one (1) hour expressing a desire to work, they will not be charged if the assignment has been filled.

Q Can you still refuse to be on the overtime list?

A No, All employees identified by the single asterisk in Exhibit "A" will be required to be on the overtime list and required to provide correct phone number(s) for callout response.

Q What is the disciplinary action if you don't work your required percentage of call outs?

A It would be considered a performance issue and would be handled in the same manner as any other performance issue.

Q Who's going to be tracking the call outs?

A Callout Process Guidelines, 2.1 Supervisor or designee shall maintain a current and accurate employee roster and schedule data in ARCO's.

Q Do call outs outside your classification count against your percentage (relieving)?

A No, Question & Answer 13 page 93 & 94 of proposal.

Q Once you have worked 16 does a call out before you have had 8 hours off count against you?



A Yes, if the callout overtime assignment results in a callout refusal it will count against your fill rate.

Q Does a call out for another yard or service territory count against your percentage?

## Callout Fill Rate Questions & Answers

- A Yes. A callout for another location that is refused will count against your fill rate, provided the callout assignment is worked.
- Q If you accept a call out and notify the duty supervisor that you are away at dinner with the family and it will be a couple of hours before you will be in and he tells you to stay home that they are going to run the call out pass you (bypass you), will that call out be counted against you since you we're willing to work?
- A Yes
- Q What if there aren't 13 call outs in the 6 months' time frame, do you still have to meet the percentage ( example would be Cable Splicers), they don't get called out during the week just on weekend's when it should be family time.
- A Yes. If the employee receives at least 6 callouts he should respond to fifty (50) percent of the callouts.
- Q Per our conversation yesterday pertaining to being charged for overtime when sick.  
Employee is M-F 730-1600  
\* Employee calls in sick on Tuesday, callout comes later that day, is he charged for not accepting?  
\* Employee calls in sick on Friday, callouts come over the weekend, is he charged for not accepting?  
Answers to any other scenarios will be appreciated.
- A If the employee is called out after their normal shift he will be charged unless he notifies the supervisor that he is still ill.
- Q 44. Distribution of Overtime pages 84-86, "I'm in CMC, and will I be charged a negative response for call-outs outside my geographical boundary?"
- A Yes. A callout for another location that is refused will count against your fill rate, provided the callout assignment is worked.

If any unforeseen issues arise as a result of disseminating these Q&A's, the parties will meet to discuss and resolve.

	2-13-15		2/13/15
Gary J Aleknavich Business Manager SCU-4, IBEW	Date	Brendan Callaghan Director, Labor Relations Florida Power Light Company	Date