

Shift Work Scheduling Process

Summary	This work process standardizes the Gas Control Scheduling Guidelines for Senior Transmission Coordinators, Transmission Coordinators and Gas System Operators.
Target Audience	Gas System Operations, Gas Control: Gas Control Manager, Gas System Supervisor, Senior Transmission Coordinators, Transmission Coordinators, Gas System Operators
Safety	This process will outline roles and responsibilities to ensure control room personnel are provided with information, tools and training needed to operate PG&E's pipeline system safely
Before You Start	<p>Qualifications: Senior Transmission Coordinators, Transmission Coordinators and Gas System Operators are to complete Operator Qualification ASME B31Q for required tasks. (monitoring, remote open/close valves, start/stop compressors)</p> <p>Training: Senior Transmission Coordinators, Transmission Coordinators and Gas System Operators will complete all training as detailed in TD4436P-06, Gas Control Room Training Procedure.</p>

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Detailed Process

Gas Control Room Management Operations Manual includes the following:

- Shift Work Scheduling Process and the Gas Control Shift Schedules are available for inspection upon request

1 Senior Transmission Coordinators, Transmission Coordinators, and Gas System Operators

1.1 Schedule Definition and Framework

1. The Gas Control Scheduling Process ensures adequate personnel coverage to perform required work. This 24 hour operation requires Senior Transmission Coordinators, Transmission Coordinators, and Gas System Operators work rotating 12 hour shifts to provide adequate coverage.
2. Documenting Scheduled and Unscheduled Hours of service includes overtime, commute time associated with overtime shifts, and non-control room duties.
3. Current staffing levels determined and supported by staffing methodology validated by third party consulting group. Supporting documentation is available for inspection upon request.
4. Control Room Management 192.631 (d) Fatigue Mitigation requires implementation of methods to reduce fatigue. The Shift Schedule Process and Filling Vacant Shifts and Assigning Overtime (LOA 12-31) identify the changes.
5. The process for filling shifts and assigning overtime in the Gas Control Department is implemented in accordance with Titles 208 and 212, and in compliance with Control Room Management Regulation (CRM) 192.631, Hours of Service rules as follows:
 - a. Personnel should not work more than five (5) 12 hour shifts in a row.
 - b. Personnel should have a minimum of 35 hours off between sets of scheduled or unscheduled shifts.
 - c. Personnel should have minimum off-duty time to achieve 8 hours continuous sleep, plus commute time, plus 1 hour personal time.
 - d. Personnel should not work more than the daily limit of 14 hours. If an employee, however works more than, two 14 hour shifts in a sliding 5 day period or exceeds 18 hours in one shift during a sliding 5 day period, the Gas System Supervisor must document this occurrence as a deviation using the [Gas Control Deviation Report](#) located in Section 1 of the CRM Operations Manual.

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- e. Personnel should not work more than 65 hours in a sliding 7 day period. However, 35-hours off may be used as a "reset" within any sliding 7 day period if and only if it follows a sequence of two or more day shifts. If an employee works more than 65 hours in a sliding 7 day period, the Gas System Supervisor must document this occurrence as a deviation using the Gas Control Deviation Report located in Section 1 of the CRM Operations Manual.
- f. The Gas System Supervisor will use the time sheets as time cards to verify that employees are not exceeding the hours of service requirements outlined in section 1.1, 5e, maintaining and validating control room compliance.

1.2 Procedure to Fill a Shift:

- 1. When there is a need to fill a vacant shift, the following sequence should be followed in accordance with the Hours of Service criteria: 1) Available Relief, 2) POT list, 3) EOT list (employees marked "A" go to bottom of lists). If there are no volunteers and a deviation from the Hours of Service criteria must be made, offer the deviation in the following sequence: 1) Available Relief, 2) POT list, 3) EOT list (employees marked "A" go to bottom of lists). Employees will not be credited with overtime that is declined when such assignment is a deviation from the Hours of Service criteria.
- 2. The Senior, Transmission Coordinator or supervisor will offer overtime in accordance with these procedures.

1.3 Call Out and Response:

- 1. In accordance with 212.3, in the event employees are called out for emergency overtime and refuse or cannot be reached, they will nevertheless be credited on the appropriate list with equivalent overtime in the same amount as received by those who did the work.
- 2. Due to the implementation of Control Room Management Regulation 192.631 Section (d), overtime may be assigned out of sequential order without the payment of bypass if such assignment would violate the Hours of Service rules or any legal mandate.
- 3. Shift trades are permitted upon approval by the Gas System Supervisor with a follow-up e-mail provided the request meets Hours of Service criteria, and does not result in the payment of overtime.
- 4. If an employee is prevented from working his/her regularly scheduled work hours due to compliance with the hours of service criteria, employee shall be entitled to the rest period provisions in accordance with section 208.11 of the IBEW-Physical agreement.

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1.4 Minimum Scheduling Requirements

1. Weekday Shifts

- a. One Senior Transmission Coordinator
- b. One Transmission Coordinator
- c. Three Gas System Operators

2. Nightshifts, Weekends and Holidays

- a. One Senior Transmission Coordinator
- b. One Transmission Coordinator
- c. Two Gas System Operators

1.5 Personnel should not be scheduled to work more than four twelve hour shifts in a row. The schedule will allow for a minimum of 48 hours off between sets of shifts.

- a. At times, during personnel shortages, abnormal and emergency operating conditions, it will be necessary for personnel to work more than four twelve hour shifts in a row, with less than 48 hours off between sets of shifts. Any exception to these conditions listed is considered a deviation. If a deviation occurs, the Gas Control Fatigue Assessment Process will be utilized to assess and document the worker's ability to perform their roles and responsibilities safely.
 - (1) The Gas Control Fatigue Assessment Process is located in section 3, of the Control Room Management Operations Manual, supporting work procedure TD-4436P-02, the "CRM – Fatigue Mitigation Procedure".
 - (2) The Gas Control Manager will document written approval for hours of service deviations in advance of the anticipated deviations.
- b. Off-Duty personnel may be required to fill shifts, or respond to on-call duties, as necessary. Some examples are:
 - (1) Providing relief for sick leave.
 - (2) Unanticipated vacation
 - (3) Floating holidays
 - (4) Any additional coverage required during abnormal and/or emergency operating conditions.

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- c. Senior Transmission Coordinators and Transmission Coordinators will respond to on-call duties as prescribed by the schedule maker. The schedule maker will consider each Senior Transmission Coordinator and Transmission Coordinator's work schedule, the "four twelve hours shifts in a row" as listed in section 1, when assigning on-call duties.
 - (1) Gas System Operators will follow the filling vacant shifts guidelines, as outlined per the IBEW 1245 contract, and Letter of Agreement 12-31.
 - (2) In the event that personnel shortages, abnormal, and/or emergency operating conditions arise, requiring a deviation, the Gas Control Fatigue Assessment Process will be utilized to assess and document the worker's ability to perform their roles and responsibilities safely, as listed in section 1a.

2 Vacation Guidelines for Non-Bargaining Unit Employees

- 1. Requests for yearly vacation should be returned to the Schedule Maker by March 1st of each year. This will allow for the vacations to be laid out on schedules and any conflicts resolved. All vacation requests submitted after March 1st will be considered on an "as able" basis.
 - a. The number of Transmission Coordinators that can be off on vacation at one time will remain unrestricted as long as "special assignments", "on call" and "minimum days off" coverage are met.
 - b. The number of vacation days used in any one week period will generally be three except for Holiday weeks and then two will be used. The use of two vacation days per week may be a consideration in schedules with high vacation requests or special assignments.
 - c. The Senior Transmission Coordinator may approve same day 4 hour vacation requests and next day vacation requests that don't preempt training or other required coverage. Other requests for vacation must be approved by the Gas System "On Call" Supervisor.
 - d. Trading shifts, that meet the schedule guidelines, can be accomplished within the work group with a follow up e-mail to the Gas System Supervisor. Trading shifts that are outside of the schedule guidelines require approval from the Transmission System Supervisor.

2.2 On Call Guidelines

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1. A designated “on call” individual will be assigned, responsible to be available 24 hours a day. There will be one Senior and one Transmission Coordinator on call at all times. There may be times when the Senior on call individual will be required to fill the Transmission Coordinator position. There may be times when the qualified Transmission Coordinator is asked to fill the Senior position.

- a. It will be the responsibility of the person that initiates a trade or schedule change to review and maintain proper on call coverage.

2.3 Major Holiday Guidelines

- a. Thanksgiving, Christmas and New Years holiday coverage will be assigned and indicated on the vacation planning calendar issued after January each year. If you have someone work the holiday for you, it counts as if you worked.

2.4 Role of the Schedule Maker

- a. Provide to the Schedule Approver a tentative schedule 3 weeks prior to the first work day on the schedule.
 - b. Provide to the Schedule Approver and work group an approved schedule and an on call schedule 2 weeks prior to the first day of the schedule.

2.5 Role of the Schedule Approver

- a. Review and approve schedule within 1 week of receipt.
 - b. Provide special requests to the Schedule Maker prior to the tentative schedule time line described above.

2.6 Priority Guidelines

- a. Schedule vacation requests.
 - b. Schedule special requests from the Schedule Approver.
 - c. Schedule special requests from the Transmission Coordinators.

2.7 Schedule Conflict Guidelines

- a. Any and all schedule conflicts, concerns or issues will first be discussed with the Schedule Maker for resolution.
 - b. If the conflicts, concerns or issues cannot be resolved then the Schedule Maker will confer with the Schedule Approver for resolution.

3 Gas Control Vacation Scheduling for Bargaining Unit Employees – Gas System Operators

3.1 Vacation Scheduling Guidelines

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- a. The Gas System Supervisor will establish minimum staffing requirements
- b. The Gas System Supervisor will determine the maximum number of vacation shifts to be scheduled, for any given week.
- c. The Gas Control work week is defined as Sunday dayshift through Saturday night shift.

3.2 Vacation scheduling timeframe

- a. Vacation Scheduling for the first quarter of year will commence by November 1st in accordance with Title 111.13.
- b. This must be completed and posted by December 15th.
- c. On February 1st, vacation scheduling for the final 3 quarters of the year will begin, in accordance with Title 111.13, and must be completed and posted by March 15th.

3.3 Vacation Deferral

- a. Employees may defer up to 1 year's vacation allotment to the following year.
- b. They must request this from the Gas System Supervisor via e0mail and get approval, by e-mail, no later than December 1st of the current year, in accordance with title 111.11.
- c. Each year, employees are expected to schedule their total annual vacation allotment, unless they have requested and received approval to defer vacation.
- d. Employees will not be allowed five vacation periods of less than one week (24 hour week, 36 hour week, 48 hour week, or 44 hour week) during any calendar year, exclusive of situations where an employee elects to use such vacation time in combination with other authorized time off entitlement in accordance with Title 111.13.

3.4 Unscheduled Time Off

- a. The Gas System Supervisor will consider relief availability and operational impacts when determining whether or not to approve vacation for employees requesting unscheduled time off.
- b. Employees may take less than 6 hours off, in accordance with Title 111.16, as Unanticipated Vacation.
- c. The Gas System Supervisor may authorize changes in scheduled vacation after considering relief availability and operational requirements.

3.5 Other Time Off

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- a. In all other instances, employees will have the option to utilize their Floating Holiday hours in 12 hour increments. The first Floating Holiday request must be honored, but any additional requests for the same shift are at supervisory discretion.



4 Roles and Responsibilities

- a. Gas Control Manager
 - (1) Oversee the execution of the Scheduling Process
 - (2) Responsible for Annual Review and Maintenance of Scheduling Process Gas System Supervisor
 - (3) Approve Schedule Deviations
 - (4) Review Scheduling Process annually for effectiveness
- b. Gas System Supervisor
 - (1) Ensure Scheduling Process is implemented by the Senior Transmission Coordinators, Transmission Coordinators and Gas System Operators.
 - (2) Approve all schedules prior to release and distribution.
 - (3) Approve Schedule Deviations.
 - (4) Responsible for Annual Review and Maintenance of Scheduling Process Gas System Supervisor
 - (5) Review Scheduling Process annually for effectiveness.

5 Recordkeeping

See TD-4436S, "Gas System Operations Control Room Management Standard," Section 10, "Recordkeeping," for recordkeeping instructions.

[INSTRUCTION for Cautions and Warnings - Use the automated toolbar to format the caution or warning then copy and paste the appropriate symbol below in front of the word.

[ = CAUTION or  = WARNING]

END of Instructions

Shift Work Scheduling Process

Definitions	None
Implementation Responsibilities	<p>Manager of Gas Control</p> <ul style="list-style-type: none"> • Training and Tailboards
Governing Document	Utility Standard: GT&D Gas System Operations Control Room #:TD-4436S
Compliance Requirement/Regulatory Commitment	CFR 49 192.631, Control Room Management Rule
Reference Documents	<p>Developmental References:</p> <p>Supplemental References:</p> <p><u>Fatigue Assessment Tool Process</u></p> <p><u>Gas Control Estimated Travel Time from Home</u></p> <p><u>Letter of Agreement 12-31</u></p>
Appendices	
Attachments	
Document Recision	Not applicable, this is a new document.

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Approved By Manager Gas Control

Document Owners Senior Operations Specialist

Document Contact Senior Operations Specialist

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MOC Tracking and Revision Notes

Date	Rev #	Comments	Approved By
6/7/12	1	<p>Under Detailed Process: Added language which states that Schedules and Process are available upon request for inspection</p> <p>Under 1.3a2, The Gas Control Manager will document written approval for hours of service deviations in advance of the anticipated deviations.</p> <p>Under 1.1 2, Documenting Scheduled and Unscheduled Hours of service includes overtime, commute time, and non-control room duties.</p> <p>Under 1 1.3, Current staffing levels determined and supported by staffing methodology validated by third party consulting group. Supporting documentation is available for inspection upon request.</p>	Redacted
7/28/12	N/A	Annual Review	Redacted
8/3/12	2	Updated link to new LOA in section 1.3, c, 1.	
8//8/12	3	Updated initial section to include recent tailboard information	
8/30/12	4	Added <u>Gas Control Estimated Travel Time from Home</u> link under Supplemental References. And updated language in sections 1.1 5 and 1.1 6 regarding deviation reports.	
11/20/12	5	Added language stating that Gas System Supervisor will used the time sheets as a time card to verify personnel adhered to the Hours of Service ruling maintaining compliance.	Redacted