**SECTION: PAY AND COMPENSATION**

**POLICY:** On Call/Call Back **EFFECTIVE DATE:** insert date adopted

**STATEMENT OF PURPOSE:**

The purpose of this policy is to establish guidelines for compensating employees who are placed on standby or are called out to work outside of their regularly scheduled hours. This ensures fair compensation while maintaining the City's operational readiness.

**APPLICATION:**

This policy applies to all non-exempt City employees who may be assigned to standby or on-call status by their department and are subject to callback for work-related duties.

**DEFINITIONS:**

1. Callback Period: The duration of time an employee is required to work after being called in while on standby or on-call status.
2. Standby/On-Call Status: A designated period during which an employee is not actively working but is required to be available to return to duty if called.
3. Base Rate: The employee’s standard hourly wage excluding any premiums or differentials.

**PROCEDURES:**

1. Assignment to Standby/On Call
   1. Employees are officially placed on standby or on-call status only with prior approval from a supervisor and in accordance with departmental procedures.
   2. The standby period must be clearly defined and communicated in advance.
2. Availability Requirements
   1. Employees on standby or on-call status must be available and able to respond to a callback within thirty (30) minutes of notification.
   2. While on standby, employees may engage in personal activities but must remain reachable and prepared to report to duty.
3. Compensation for Callback Work
   1. Employees who are called back to work during an on-call period will be compensated at 1.5 times their base hourly rate for all hours worked during the callback period.
   2. Time worked will include travel from the employee's regular work location to and from the job site.
4. Travel Time
   1. Some departments may authorize up to fifteen (15) minutes of paid travel time from home to the job site based on operational needs and pre-established departmental policy.