

	<b>CITY OF DECATUR PERSONNEL POLICY</b>		
<b>Chapter 03</b>	<b>Compensation</b>		
<b>Section 07</b>	<b>On-Call &amp; Call Back Provisions</b>		
<b>Revised By:</b>	<b>Nate Mara, City Manager</b>	<b>Revised Date:</b>	<b>December 22, 2025</b>
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### **03.07 On-Call & Call Back Provisions**

**Purpose.** To ensure continuity of essential municipal services outside of regular business hours, the City authorizes departments to designate certain non-exempt employees for on-call duty and outlines compensation and expectations for call-back responses.

#### **A. Eligibility**

- a. Only non-exempt employees may be designated for on-call status for compensation under this policy.
- b. Exempt employees are not eligible for compensation under this policy.
- c. On-call assignments must be approved by the employee’s supervisor in accordance with departmental procedures.

#### **B. On-Call Status**

- a. On-call employees are expected to be available to respond to after-hours service needs as defined by their department.
- b. While on-call, employees may engage in personal activities but must remain fit for duty and able to respond promptly to call-back notifications (e.g., phone or radio) within departmental response guidelines.
- c. Employees are considered officially on-call only when scheduled and approved by their supervisor.

#### **C. Return to Work Provisions**

- a. On-call employees must be mentally and physically prepared to perform assigned duties upon call-back.
- b. Response expectations, including timeframes and communication protocols, are determined by each department and must be followed by the employee.

#### **D. Compensation**

- a. On-call status alone is not compensable.
- b. Compensation begins only when the employee responds to a call-back.
- c. Employees called back to the workplace shall:
  1. Be paid at a rate of one and a half times their regular rate for actual hours worked; and
  2. Receive a minimum of (1) hour of pay per call-back, applicable within the same 24-hour period following their regular shift or on a scheduled day off.

- d. Work performed immediately after a regular shift at the supervisor's request is not considered a call-back and is paid at the regular rate until overtime thresholds are met.
- e. Continued work from a call-back that extends into a scheduled day off does not qualify for additional premium pay beyond the hours worked.
- f. Travel time to and from the workplace for a call-back is compensable in accordance with departmental policy.
- g. If the issue is resolved remotely (e.g., via phone), the employee will be compensated for actual time spent addressing the matter.
- h. All time worked must be accurately recorded on the employee's timesheet.

**E. Departmental Procedures**

- a. Each department shall establish internal procedures for managing on-call assignments and call-back responses.
- b. Departments may define varying levels of response based on the urgency and nature of the service required.