

**ON-CALL, CALL BACK AND RESPONSE TIMES**  
**Policy #140**

April 2012

The City of Copperas Cove provides for after-hour service needs when required by allowing some departmental operations to designate nonexempt employees to be on call. Employees designated to be on-call are expected to respond to departmental after-hour service needs as required by procedures established by their department.

**On Call and Call Back**

- A. After regularly scheduled working hours, on-call employees are free to pursue personal activities but may be requested to respond to call back (via paging, phone, or radio) within designated guidelines set by their department. This on-call status is not considered time worked and is not compensable. All employees designated to be on-call are expected to be fit (mentally/physically) to accomplish services needed within the time frame required. Each department shall establish internal procedures for handling emergency services, which could require call back of all employees necessary to provide the needed service, regardless of on-call status. Employees requested to report to work to provide emergency service shall be compensated accordingly. An employee will be considered officially scheduled and designated as on-call only when approved by his/her supervisor in accordance with procedures established by his/her department.
- B. Nonexempt personnel who are called back during their on-call status to the workplace will be paid at their regular rate of pay for actual hours worked until overtime requirements are met. Employees exempt from overtime are not eligible for compensation under the provision of this policy.
- C. Departments should establish guidelines for varying levels of response and response time to callback situations depending upon the nature and importance of services to be completed.

**Response Time for Essential Employees**

- A. City employees who are required to respond in the event of a civil emergency (e.g., police, fire, and certain other employees designated as essential by the City Manager) must reside within a thirty (30) minute travel response time to the main location of the employing department (e.g. Police Station, Central Fire Station, Service Center). Department Directors are responsible for ensuring compliance with the residency requirement by the employees who are required to abide by it.
- B. A pre-authorized outside employment request will not serve as preapproval for a City employee not to respond in the event of a civil emergency (e.g., police, fire, and certain other employees designated as essential by the City Manager) within a thirty (30) minute travel response time to the main location of the employing department.

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- C. Essential employees who can respond within a thirty (30) minute travel response time in the event of a civil emergency, but fail to do so, will be subject to termination of employment.
- D. City employees who are required to meet a thirty (30) minute travel response time, must notify and receive prior approval from his/her department supervisor to be out of the (30) minute travel response time area. (i.e. City employees must be pre-authorized to be unavailable for a civil emergency)
- E. Essential employees who are required to respond in the event of a civil emergency will be subject to recall.

**Residency Requirement**

- A. City employees who do not currently meet a thirty (30) minute travel response time at the time this policy was adopted (February 2012) will be required to provide a written declaration stating the length of time it will take them to respond to a civil emergency in the future. This written declaration will be kept on file in the Human Resource Department. This document must be signed by the employee and notarized. These employees must provide the above written declaration to the City within 30 days from date of City Council adoption of this policy.
- B. City employees who have provided a written declaration of response time will be required to re-declare, in writing, any future residency relocations. No employee may relocate his/her residency to a location that increases the response time in their initial declaration. This new written declaration will be kept on file in the Human Resource Department. This document must be signed by the employee and notarized within 14 days of any residency relocations.

City employees that are required to respond to a civil emergency and do not comply with the provisions outlined in this policy will be subject to termination of employment.

**Definitions**

**CIVIL EMERGENCY** - An unforeseen combination of circumstances or the resulting consequences thereof within the geographic limits of a given jurisdiction that calls for immediate action or for which there is an urgent need for assistance or relief to protect the general citizenry.

Examples of such situations could be:

- Wide spread disruption caused by abnormal weather (freeze, flood, high winds, heat wave, etc.)

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- Fire, explosion or toxic release causing the evacuation of a large number of properties.
- Major failure of telecommunications systems causing loss of public 911 services.
- Major transportation accident.
- Crowd Incidents – e.g. at organized public events or during civil disorder.