City and County of San Francisco

Department of Human Resources

Overview Presentation on

Call Back and Standby Pay

Call Back

- General Provision: Employees called back to their work locations shall be granted a minimum of four (4) hours pay at the applicable rate or shall be paid for all hours actually worked at the applicable rate, whichever is greater.
- Does not apply to:
  - *pre-scheduled shifts* (e.g., voluntary shift sign ups) as call back only applies to when an employee has left the work site and has been contacted by the Appointing Officer (or designee) to return to work.
  - *called in early* (e.g., asked to come in two hours early before the start of your normal shift).

Call Back

- "Applicable/Appropriate" Rate of Pay: While this will typically be at the 1.5x overtime (OT) rate of pay, if an employee failed to work 40 hours in the week or 8 hours in the day, it could be that the employee is paid at straight-time (OS).
- Travel Time: No compensation for commute travel time.

Standby Pay

- General Provision: Employees who, as part of the duties of their positions are required by the appointing officer to stand by when normally off duty to be instantly available on call for *immediate emergency service* for the performance of their regular duties, shall receive standby pay. When such employees are called on to perform their regular duties in emergencies during the period of such standby service, they shall be paid while engaged in such emergency service the *usual rate of pay* for such service as provided herein.
- Ineligible:
  - Classifications primarily administrative in nature (e.g., clerical).
  - Z-symbol (salaried) classifications (as should always be available).
  - Employees on unpaid/paid leave (absent exigent circumstances).
  - Employees that *were* on standby that have been called *in* to work.
  - As-Needed Employees (absent exigent circumstances).
- Travel Time: Counts as work time (up to one hour) towards coming in to work (but not travel time after work to return back to home).
- Phone Calls: If receive a phone call while on standby, the minimum increment of compensation is fifteen (15) minutes, not one hour.

Call Back and Standby Pay

Only One Provision Can Apply:

- If called *in* while on Standby, compensated only for hours actually worked. Smallest increment is 15 minutes (e.g., if receive a phone call). Once back on the clock, cannot earn standby until are back off the clock.
- If called *back* while not on Standby, compensated for a minimum of four (4) hours.
- Underlying Logic: An employee called *back* (i.e., not on standby) is compensated for at least four (4) hours pay to ensure the employee is adequately compensated for having to get ready and travel to and from work. As employees that are on standby pay are already receiving a significant economic benefit to be immediately available, no such minimum hour threshold is provided if required to come *in* to work.