

# City of Mission Viejo Personnel Policy

**Subject:**      **CALLBACK PAY – Non-Exempt Employees**

**Statement of Intent:**

To define the procedure for compensating employees required to physically return to work after the completion of their work day (e.g. leave home or another off duty location) in order to perform certain duties for unforeseen situations.

**Policy:**

1. Callback is defined as any work that does not continue into or continue after the regularly scheduled workday.
2. This policy shall apply to any non-exempt employees called back to the worksite with the approval of the employee's supervisor.
3. Callback time shall be reported and compensated on the basis of the nearest one-quarter (1/4) hour of time worked, if the callback time exceeds the guaranteed minimum.
4. A minimum of two (2) hours shall be guaranteed for each callback.
5. Callback time, including travel time, shall count as hours worked for purposes of calculating whether an employee is entitled to overtime pay.
6. There shall not be any duplication or pyramiding of rates paid under this policy.
7. An employee shall be credited with not more than a single two (2) hour guarantee for work performed during any two (2) consecutive hour period.
8. An employee credited with two (2) hours pursuant to this policy may be assigned other work until the guaranteed time has elapsed.
9. Exempt employees are not eligible for callback pay.

**Administration:**

In accordance with City of Mission Viejo Municipal Code chapter 2.60 "Personnel System", this Personnel Policy is deemed to have a direct financial impact on the City. City Council approval is required prior to initial implementation and for any subsequent amendments.

Implemented:      Resolution No. 92-153, August 29, 1992.  
Amended:          Resolution No. 97-151, July 1, 1997.  
Amended:          Resolution No. 09-52, November 2, 2009.