



ADMINISTRATIVE REGULATION

Effective Date: September 14, 1993

Administrative Regulation: 1-31

Revision Date: March 11, 2023

Supersedes: July 7, 2018

Approved By: William H. Ashton II

Subject: On-Call & Call Back Compensation

I. Purpose

The purpose of this Administrative Regulation is to establish policies and guidelines for the administration of on-call and call back compensation. Only employees designated as non-exempt under the Fair Labor Standards Act are eligible for this benefit. All on-call pay must be approved by the appropriate department head.

II. On-Call Provisions

Employees who are designated on-call who are not required to remain on town premises but are required to answer a work related phone call, are entitled to receive:

One hour pay at the employee's regular straight time rate, per day. On call pay must be recorded each day on-call pay is earned.

Employees designated as on-call who are restricted in the personal use of such time or who may be required to remain at the work site or other places must be paid regular or overtime wages, as appropriate.

An employee designated as on-call is responsible for responding within a reasonable time as determined by the department head. Department heads are responsible for clearly communicating to employees the expectation of reasonable response time.

Any employee designated as "on-call" who is not available or cannot be reached by telephone will not be entitled to on-call pay and may be subject to disciplinary action.

III. Call Back Pay

Employees called in to work outside their normally scheduled hours for an unanticipated event shall be entitled to receive two hours call back pay at time and a half of their hourly rate. In addition, employees will be paid for actual hours worked. All employees called back to work shall be en route within a reasonable time, as needed, as determined by the department head.

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Department heads are responsible for clearly communicating to employees the expectation of reasonable time to be en route for call back assignments.

Example:

Employee gets called back and works one (1) hour. Employee's hourly wage is \$30/hour. Employee will receive:

2 hours call back pay at time and a half (2 hours x \$45/hr=\$90 for call back) + 1 regular hour worked (\$30) Total for 1 hour worked with call back = \$120.
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William H. Ashton II
Town Manager