Department Scheduling System

208.1 PURPOSE AND SCOPE

The purpose of this policy is to provide an understanding of the practices, procedures, expectations, and infrastructure related to the Department's scheduling system. The Police Department relies on its scheduling system to function on a continuous, uninterrupted basis with adequate personnel staffing to effectively meet service demands. The Department currently uses the InTime Scheduling System, which provides an electronic mechanism for the scheduling of personnel; tracking of assets and training; overtime management; timekeeping; and payroll integration.

While this SOP does address some generalized guidelines for scheduling practices, it is not intended to cover all Departmental scheduling practices.

208.2 DEFINITIONS

Administrator: Schedulers with complete access to view and edit the InTime system on all levels.

Daily Scheduler: Users who will be scheduling Employees using basic or advanced functions. This will most likely be unit supervisors, sergeants, or command staff members.

Employee: Users who will be viewing the schedule, signing up for assignments, submitting requests to schedulers, and submitting timesheets. All Department members not occupying one of hte other roles listed in this section will be considered employees in the system.

System Administrator: The Field Operations Daytime Lieutenant is the System Administrator of the scheduling system and has overall responsibility for it.

Scheduling Committee: A standing Departmental committee of personnel from a variety of units within the Police Department having responsibility for the oversight and maintenance of the scheduling program.

Scheduling Coordinator: The Field Operations Administrative Sergeant serves as the primary scheduler for the Field Operations Division. The Coordinator will work with the System Administrator on overall system management.

208.3 ROLES AND RESPONSIBILITIES

System Administrator:

The scheduling system is administered by the System Administrator, who has the responsibility of oversight of the overall system. Responsibility for day-to-day scheduling for the various units in the Department rest with the respective managers and supervisors. The System Administrator will work with the various Division and Unit managers and supervisors to ensure proper scheduling practices are maintained.They will make system update recommendations, identify any appropriate implementation/training for users related to changes in the program, etc.

The System Administrator may designate as appropriate the responsibility for duties and coordination with other Departmental staff; however, final responsibility of system administration

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rests with the System Administrator. This includes oversight of data entry, maintenance, and oversight of the Scheduling Committee.

Scheduling Coordinator:

The Scheduling Coordinator will serve as the primary scheduler for the Field Operations Division, but he/she may delegate scheduling responsibility to the supervisors or managers of specific units within Field Operations. The Scheduling Coordinator and System Administrator will work closely to ensure that Field Operations scheduling is properly maintained.

The Scheduling Coordinator will have the following responsibilities:

1. The Scheduling Coordinator will maintain a master work schedule of all personnel assigned to the Field Operations Division. This schedule will include the name of the employees, the shift, date, day and time of assignment.
2. The Scheduling Coordinator will review, maintain and record approved requests for vacation and other leave requests, utilizing current policies and procedures, with specific focus on long term changes or activities (outside the immediate 4 or 5 day work cycle).
3. The Scheduling Coordinator will be responsible for resolving minor conflicts in scheduling, by using existing Department policies and guidelines. In the event a conflict arises which cannot be resolved at the Scheduling Coordinator level, the issue should be escalated to the System Administrator Manager for resolution.
4. The Scheduling Coordinator will obtain authorization from the System Administrator or their designee for the expenditure of overtime used to cover staffing shortages, except those emergency periods such as an immediate sick call or injury void. In the event the System Administrator cannot be consulted, the Patrol Lieutenant affected by the staffing shortage and overtime expenditure shall have the authority to grant approval.
5. The Scheduling Coordinator will annually conduct a vacation schedule sign-up, based on seniority, for the Field Operations Division. This sign-up shall begin the day after the shift pick process has completed and will be completed before the start of the upcoming year.

Supervisors:

Supervisors are responsible for the following:

1. Monitoring and supervising the day-to-day staffing needs of the schedule for their respective units as permitted within these scheduling guidelines. In the Field Operations Division, the supervisors' focus should generally be limited to the immediate work cycle (usually 4 or 5 days in length). Long-term scheduling issues (outside the immediate work cycle) should usually be referred to the Scheduling Coordinator.
2. Reviewing the activity requests for all employees under their supervision for accuracy, ensuring the request complies with applicable MOU rules, and either approving or rejecting as appropriate before the end of the payroll period.

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3. Ensuring that all employees under their supervision submit digital timesheets prior to the end of a payroll period.
4. If an employee is unable to submit a timesheet prior to the end of a payroll period, the supervisor will ensure that an accurate timesheet is submitted on the employee's behalf.
5. When a patrol team is on its Off Days at the end of a payroll period, unapproved timesheets for employees from that team will be approved by the patrol sergeants that are working. The sergeants working will be responsible for approving the timesheets for employees on their respective shift (ie: Watch 1 sergeants would approve timesheets for all Field Operations Watch 1 personnel on both A and B Teams).
6. Reviewing all timesheets of employees under their supervision for accuracy, ensuring time has been entered in accordance with applicable MOU rules, and either approving or ensuring that appropriate changes are made so the timesheet can be submitted prior to the end of the payroll period.
7. Ensuring that any identified inaccuracies in the employee profile information for employees under their supervision are passed along to the system administrator for correction.
8. If supervisors encounter questions about how to operate the system, they are encouraged to review the Scheduler training video, which is located on the Department Sharepoint site, "Police Team Site," under the "InTime Scheduling" folder.

Employees:

All employees are responsible for the following:

1. Checking their work schedule and notifications each work day to look for additions, changes, updates, or any notes.
2. Should an employee wish to check the InTime scheduling system outside of their normal work hours (off-duty), such a decision is voluntary and not subject to compensation.
3. Regularly reviewing their employee profile to ensure that all data listed is accurate and current. Such data includes contact information, employment information, and any attributes. Employee profiles will, at a minimum, contain an accurate cell phone and work email address.
4. If an inaccuracy is discovered in their profile, the employee will notify their supervisor as soon as possible to request a correction, routed through the System Administrator.
5. Submitting digital timesheets prior to the end of the payroll period. The timesheet shall accurately reflect the employee's schedule, to include regular and overtime hours and leave types and hours.
6. If changes are needed, the employee should notify their immediate supervisor or the System Administrator.

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7. Per Diem employees that do not have a set schedule will either notify their supervisor of the hours they work (so the supervisor can enter them into the system) or submit an activity request in the system to record their hours worked.
8. If employees encounter questions about how to operate the system, they are encouraged to review the End- User training video, which is located on the Department Sharepoint site, "Police Team Site," under the "InTime Scheduling" folder.

Support Services Administrative Technician:

The Support Services Administrative Technician is responsible for the following:

1. Entering all new employees to the system; including name, contact information, etc.
2. Entering new employees' unit and location assignments and make updates if employees move units or divisions.
3. Entering employee classification changes.
4. Entering and updating employees' assignments in their employee profile
5. Entering and updating employee's skill sets or secondary assignments (ie: instructor positions, specialized units assignments, Master Officer designations, language fluency, etc)
6. If corrections in the above information are necessary, those will be routed through the System Administrator to confirm before routing to the Administrative Technician for action.
7. Deactivating employees separating from the Department after their last pay period with pay activity has exported.
8. Coordinating the upload of schedule information to the payroll reporting system.
9.

Scheduling Committee:

The Department will maintain a standing committee to focus on scheduling practices, workflow, and system management. The Scheduling Committee should meet on a regular basis, no less often than twice every year. The Committee is managed by the System Administrator, and should also include the following employees:

1. Scheduling Coordinator
2. Support Services Administrative Technician
3. Any other employee that the System Administrator deems beneficial

208.4 SYSTEM SUPPORT

If problems arise with the InTime Scheduling system, supervisors and managers are encouraged to consult with the System Administrator. Supervisors and managers may also contact InTime Support through the Scheduler Portal "Help" option during regular office hours on weekdays. For after hours and critical issues, the System Administrator or Scheduling Coordinator should be contacted to serve as the Department point of contact with InTime.

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208.5 INTIME SCHEDULING

Timesheets:

Submission:

- It is the responsibility of each employee to submit a timesheet before the end of the payroll period.
  - If any employee fails to submit a timesheet by the end of the payroll period, the employee shall submit a memorandum to their immediate supervisor with an explanation for not submitting the timesheet prior to the end of the following pay period.
  - Employees that repeatedly fail to submit timesheets prior to the end of the payroll period may be subject to the progressive disciplinary process.

    Employees facing extenuating circumstances, such as location or medical status prohibiting them from accessing the system, are exempt from these requirements.
- The employee will review and confirm that the timesheet accurately reflects their hours worked and any appropriate leaves, activities, etc.
  - If employees discover any mistakes or other issues with their timesheet, they are to make appropriate changes or consult with their supervisor if needed.
- The recommended practice is for employees to submit timesheets on their last day of work prior to the end of the payroll period.
  - If changes are needed after submitting the timesheet (prior to the end of the payroll period) the employee can remove the submitted timesheet, make appropriate changes, and submit the updated version.
  - If changes are needed after the submitted timesheet has been approved, the employee should notify a supervisor of the need to reject the approved timesheet so that the changes can be entered and recorded on an updated timesheet.

Approval:

- In general practice, supervisors should wait until the final day of the payroll period before approving timesheets. This will allow employees to submit activity or leave requests and update timesheets.
  - For Field Operations, sergeants working on the final day of the payroll period should review and approve the timesheets for all appropriate employees on their shift (regardless of team assignment). For example, Watch 1 sergeants would approve timesheets for all Field Operations Watch 1 personnel on A and B Teams.
  - Various units and divisions may adopt alternative methods on when to approve timesheets.

Activity Requests:

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Pre-scheduled events will most times be recorded in the system and will not require activity requests. For events that are not pre-scheduled, the employee will need to submit an activity request for approval. Examples of activity requests include court appearances, trainings, extended shifts, report writing, events on days off, etc.

Telephonic Stand-By for Court

- When an employee is placed on stand-by status for court for a time period longer than one hour, the employee should submit two activity requests. This will allow for the MOU guidelines for court stand-by to be recorded appropriately.

1. On the first activity request, the employee should list the actual time involved with being placed on stand-by status in the start/ end time. The employee should then list 1 hour in the minimum hours section.
2. On the second activity request, the employee should list the stand-by time (minus the first hour) in the start/end time.

Court Appearances:

- When an employee appears in court (outside of work hours), they are entitled to compensation and should submit an activity request.
- If the court appearance is shorter in time than the minimum hours outlined in the appropriate MOU (usually 2 hours for Work Days and 4 hours for Off Days), the employee should list the actual start and end time of the appearance.
    - The employee should then list the corresponding minimum hours in the designated section on the request.
- If the appearance lasts longer than the MOU minimum level, then the minimum hours section on the request should be left blank.
- If an employee has multiple court appearances outside of work hours during a single day, the employee should submit additional activity requests.
    - For any appearance after the initial one, the employee should only list actual start/end times. The minimum hours section should be left blank.

Lunch/Breaks

- For activities like court, training, etc, where the employee does not work during a dedicated meal break, the employee should deduct the break time from the start/end time listed on the activity request. If the employee does work during the break, no adjustment to the hours listed is needed.
- Notes should be added to the request that reflect the break (ie: "1 hour non-working lunch") or that the employee worked through the break (ie: "1 hour working lunch").

Field Training and Communications Training Overtime:

- When an officer or dispatcher works unscheduled overtime as a FTO or CTO, they should submit two activity requests.

1. The first should be entered for the overtime hours worked

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2. The second should be entered for the hours worked as a FTO or CTO. This will ensure that the appropriate differential is recorded on their schedule.

Leave Requests:

- In most cases, it is the responsibility of the employee to submit a leave request for approval prior to taking time off from work.
- If the employee wants their leave time to be deducted from a different leave bank from the original submission, they should submit an updated leave request to reflect this change.
- In cases where an employee is going to leave work prior to the end of a shift due to illness or injury, it will be the responsibility of the Department to record this absence. The employee will notify their supervisor, and the supervisor will record the leave in the scheduling system.
- For sick calls, as required by Departmental policy, the employee will call and speak with a supervisor to notify them that they are unable to work. If will be the responsibility of the Department to record this absence in the scheduling system.

208.6 OVERTIME GUIDELINES FOR SWORN PERSONNEL

Occasionally the Department has a need for employees to work overtime hours (hours in addition to their normally scheduled tour of duty) to provide optimal service to the community. The Department will rely on the scheduling system to manage the staffing shortages, creation/ posting of overtime assignments, and the fair and equitable allocation of overtime opportunities/ responsibilities.

The Department, in consultation with the involved labor associations, has established the following definitions, guidelines, and procedures in an effort to manage overtime in a consistent, transparent, and efficient manner that balances the interests of the Department and of all employees.

Overtime for the Field Operations Division shall be divided into three separate locations: Patrol, Mandatory, and Outside Details.

208.6.1 MANDATORY OVERTIME

Mandatory overtime is overtime that the Department must fill to maintain minimum staffing levels and/or uninterrupted levels of service to the community. Mandatory overtime includes shifts that employees volunteer to work and shifts that they are ordered to work. Occasionally, and only with the approval of the Patrol Captain, certain outside work details may be classified as Mandatory Overtime.

Ordering in of Employees:

The Scheduling Coordinator will work to identify and post upcoming mandatory overtime shifts with as much advance notice as possible. Mandatory overtime shifts that have not been filled voluntarily will be assigned to employees no later than 96 hours in advance of the shift in question. The exception to this 96 hours timeframe is when an unexpected staffing related need arises.

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When the Department needs to order an employee to fill a Mandatory shift, the Department will use the "Mandatory Overtime List" maintained within the scheduling system. This list will contain all employees assigned to the Field Operations Division that have been determined by the System Administrator as eligible to being ordered in to work such shifts.

At the start of the new work year, the scheduling system will generate the Mandatory Overtime List of all Field Operations personnel, ranked in reverse order of Department seniority. The list is hours-based, where an officer's position is based on their seniority and the number of hours they have worked Mandatory overtime. As officers volunteer or are ordered to work Mandatory overtime shifts, they will move to the bottom of the list.

Assigning Mandatory Overtime:

For shifts occurring within 24 hours from posting date (considered exigent)

- To be filled automatically by the first volunteer

For shifts occurring between 24-96 hours from posting date

- The posting will remain available for employees to sign-up for 12 hours
- After the 12-hours sign-up window, if there are volunteers, the shift will be assigned to the volunteering employee who has worked the fewest hours of overtime in the past 60 days (from the date the shift is assigned).
    - In the case of tie, the shift will be awarded to the employee that signed up first.
- If no employees volunteer for the shift, it will be assigned to the employee at the top of the Mandatory Overtime List (per the above section on Ordering In of Employees).

For shifts occurring beyond 96 hours from posting date

- The posting will remain available for sign-up for 72 hours (except if waiting for 72 hours will bring the Department within the 96 hours deadline from time of shift).
- After the 72-hours sign-up window, if there are volunteers, the shift will be assigned to the volunteering employee who has worked the fewest hours of overtime within the past 60 days (from the date the shift is assigned).
    - In the case of tie, the shift will be awarded to the employee that signed up first.
- If at 96 hours prior to the shift no employees have signed up, the shift will be assigned to the employee at the top of the Mandatory Overtime List.

Officers who fill vacancies described above will receive mandatory overtime credit and will be rotated to the bottom of the Mandatory Overtime List.

These guidelines are reflected in the table below.

Mandatory Staffing Vacancies	Posting Timelines	Mandatory Assignments (if no one volunteers)

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Occurring within 24 hours of posting	Automatically filled by first volunteer	'Bridge' with Officer(s) that are highest on Mandatory OT List
Occurring between 24-96 hours from posting	12 hours after posting	'Bridge' with Officer(s) that are highest on Mandatory OT List
Occurring outside of 96 hours from posting	72 hours after posting **or** closed upon 96 hours deadline from the start of the shift in question	Assign entire shift to officer that is highest on the Mandatory OT List

208.6.2 OTHER OVERTIME

All overtime that is not Mandatory will be considered either Voluntary or Outside Detail overtime that employees agree to work.

Voluntary Overtime:

The Department Scheduling system will use the following guidelines when posting and assigning out Voluntary overtime:

- Voluntary overtime shifts will be posted with a 72-hour sign-up window when possible.
- After the 72-hours, the shift will be assigned to the volunteering employee who has worked the fewest hours of overtime in the 60-day period before the assignment of the shift.
- The system will not factor in hours worked as training, extended shift, call-back, court, etc, when calculating the total number of hours worked by the volunteering officers.
    - In the case of tie, the shift will be awarded to the first employee that signed up.
- When a voluntary shift becomes mandatory based on staffing changes after the employee has signed up to work the shift, the employee will receive credit for a Mandatory overtime turn.

Outside Detail Overtime:

- Outside Detail overtime shifts will be posted with a 72-hour sign-up window when possible.
- After the 72-hours, the shift will be assigned to the volunteering employee who has worked the fewest hours of Outside Detail overtime in the 60-day period before the assignment of the shift.
    - In the case of tie, the shift will be awarded to the first employee that signed up.
- When an Outside Detail shift becomes mandatory based on staffing changes after an employee has already signed up to work the shift, the employee will receive credit for a Mandatory overtime turn.

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