# Outside Detail Operations

## 403.1 PURPOSE AND SCOPE

This procedure provides direction on how the Department should handle operations where staff work for entities outside of the City organization. This direction includes how such requests are received, how such requests are evaluated, how outside details are designated as mandatory, how staffing is coordinated for such details, and the roles of staff when assigned them.

## 403.2 DEFINITIONS

**Outside Details:** Operations where Police Department staff are requested to work, most commonly by providing uniformed presence and/or security, separate from staff's regular duties.

**Outside Entity:** Organizations or groups that are not part of our City Organization. Examples include other law enforcement agencies, other public sector agencies, non-governmental agencies, private companies, or stand alone groups or associations (schools, churches, etc.)

**Mandatory Outside Detail:** Any detail meeting a significant departmental need or that has a reasonable likelihood of significantly impacting community public safety.

**Mandatory Outside Detail Overtime List:** A list maintained by the Department, consisting of all members of a certain classification, used to appropriately staff Mandatory Outside Details.

## 403.3 RECEIPT OF REQUESTS FOR OUTSIDE DETAILS

All requests for our Department to provide personnel to work an outside detail should be directed to the Field Operations Captain, or their designee. The preferred method for receipt of such requests is by email, which should be forwarded to the Field Operations Captain, or their designee

These requests should ideally be made no later than 30 days in advance of the date(s) in question.

## 403.4 EVALUATION OF REQUESTS FOR OUTSIDE DETAILS

The Field Operations Captain, or their designee, should evaluate any request for our Department to provide personnel for an outside detail using the following matrix:

| Factor to Consider | The answer to all factors considered should generally be yes |
|---|---|
| Does our Department have sufficient resources to meet the request? | |
| If not, does the vendor have contingency plans for when we cannot meet their needs? | |

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| | |
|---|---|
| Does the request address any of the following:<br>· An issue that is timely<br>· An issue that has been identified by data as recurring<br>· Any other issue that is of interest to our community | |
| Is the vendor prepared to pay our Department using our established payment structure? | |

Upon receipt of the request or notification of the detail, the Captain/designee shall determine if the detail will be designated as a Mandatory Outside Detail. If so, the Department will follow the protocol as outlined below.

## 403.5 MANDATORY OUTSIDE DETAILS

Mandatory Outside Details, as defined above, are events of significant impact to the Department and community, and it is a shared responsibility of the entire Department to appropriately manage them. This includes staffing the detail, and all members of a certain classification/rank (including those assigned to specialty assignments and/or units) are included in the potential staffing complement.

### 403.5.1 NOTICE OF MANDATORY OUTSIDE DETAIL

Whenever practicable, the Department will strive to notify employees of a Mandatory Outside Detail and related staffing needs at least 30 days in advance of the event. This will allow employees to monitor the detail and its potential impact to them.

If the detail is not fully staffed within 14 days of the upcoming event, if practicable, the Department will contact external police agencies in San Mateo County to see if they have employees that will volunteer to work the detail.

If the detail is not fully staffed within 10 days of the upcoming event, if practicable, the Department will strive to notify employees of this so they are aware that mandatory overtime may be assigned.

### 403.5.2 MANDATORY OUTSIDE DETAIL OVERTIME

Whenever employees do not volunteer to work all of the staffing needs for an outside detail, the Department must act to ensure adequate staffing is arranged. If staffing needs remain within 5-7 days from the event date, the Department representative will use the Mandatory Outside Detail Overtime List to determine which employee to order to work the event. This list will be based on the number of hours worked by the respective employee, and it will reset at the start of every calendar year.

### 403.5.3 REASONABLE EXCUSES TO MANDATORY OUTSIDE DETAIL OVERTIME

There will be times when employees are not able to work Mandatory Outside Details and they should be excused from having to do so. If the request to be excused is personal in nature, the involved employee is responsible for immediately requesting the excuse through their chain-of-

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command. The request should be evaluated based on existing practice (ie: on vacation leave, pre-paid travel with proof of such submitted, etc).

Requests to be excused because of job duties/obligations should follow the below process:

The involved employee is responsible for immediately requesting the excuse through their chain-of-command.

The request should be evaluated at each level to make sure it fits the below criteria before moving up the chain. The request needs to be approved by the Divisional Captain or their designee, under the following guidelines:

- Is the request to be excused stemming from a Departmental duty?
- Is the duty of critical importance?
- Is it unreasonable for the duty to be reassigned to another employee?
- Is it unreasonable for the duty to be rescheduled?

If the Captain or their designee determines that the employee should be excused, they will ensure the Department representative managing the affected Outside Detail is notified. In such instances, Patrol will serve as the back-up to help fill the vacancy created by the excusal. It will be the responsibility of the Patrol Lieutenant and/or Sergeant to determine if an employee needs to be reassigned from Patrol to the Outside Detail to ensure adequate staffing is maintained. If this causes Patrol staffing to drop below minimum levels, those will be addressed through regular processes.

### 403.6 VOLUNTEERING PROCESS FOR OUTSIDE DETAILS

Unless designated as a Mandatory Outside Detail, our Department will not require employees to work outside details. Outside details should be staffed by employees that have volunteered to work the detail through established Departmental practices. Most of these details will be available to be worked by employees from sworn classifications (ie: officers, sergeants, lieutenants, and captains), unless otherwise noted in the detail description/posting. All sworn classifications are eligible to signup for such details once the shift is posted. The shifts will be filled according to the schedule below, unless the Field Operations Captain, or their designee, determines otherwise.

| Classification/Rank | Timeline to Volunteer | Post fill schedule |
|---|---|---|
| Police Officer | Post Time | Upon posting availability |
| Police Sergeant | Post Time | 10 days from the date of the event unless there are sufficient police officer volunteers |
| Police Lieutenant or Captain | Post Time | 7 days from the date of the event unless there are sufficient lower rank volunteers |

**Exceptions to this timeline are based on the needs of the vendor.**

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403.6.1 APPLE DETAIL PROCESS:
Apple requests our staffing plan in two week increments to supplement vacancies with their security personnel. The Apple Detail shifts will be posted 30-60 days in advance. They are open to officers, sergeants, lieutenants, and captains who can all sign up the day they are posted. Officers have priority for the first 7 days of the sign up and selection will be hours-based when there are members of the same rank. Sergeants have priority over Lieutenants and Captains and will be filled on day 15 of the sign up. Lieutenants and Captains will be filled on day 18. After day 18, if there are still vacant shifts, the posting will remain open to all ranks and be filled on a first come first serve basis based on lowest rank priority.

The scheduler shall be responsible for compliance with the following timeline (EFFECTIVE 6/1/23):

1st - post all shifts for the following month

8th - fill ONLY officers based on hours

15th- fill officers and sergeants ONLY based on rank and/or hours if same rank

18th - fill all personnel based on rank and/or hours if same rank

All personnel can sign up beginning the 1st day of the month, but will ONLY be filled by the rank schedule above. Once the posts are filled on the 8th and 15th, those shifts will be taken down. The remaining posts will stay live until the 18th and then filled accordingly. All remaining shifts will then be on a first come first served basis if the shifts are available. Any time stamp ties will go to lowest rank.

****Employees who cancel their voluntary outside detail assignment shall submit a memo to their immediate supervisor. The shift will defer to the next in line employee by set regulations. If there are no other volunteers, the detail will be posted and selection procedure followed. An employee shall not cancel a voluntary outside detail within 96 hours if there are no other volunteers****

## 403.7 RESPONSIBILITIES OF STAFF ON OUTSIDE DETAILS

The responsibilities of staff assigned to outside details should be clearly described in the requests from the outside entity. Such duties should be listed in the Departmental operational order, overtime posting, or some other document as prepared by Field Operations. These duties, communicated in advance to our staff, will ensure that the outside entity's expectations are clearly understood and met during the outside detail.

All staff postings, unless designated as a supervisor or manager role, shall be for the role of an officer or operator. Any staff above the rank of officer (sergeant, lieutenant, or captain) that volunteers to work an outside detail shall be expected to meet the expectations of that detail as if they were in the officer rank.

If unexpected questions or issues arise during an outside detail, those should be immediately relayed to the Field Operations Captain or their designee.

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## 403.8 BILLING FOR OUTSIDE DETAILS

The Field Operations Administrative Assistant is responsible for billing to recover costs for outside details. For regularly occurring/ongoing details, the Administrative Assistant will bill the outside entity on a monthly basis, based on hours entered as “outside detail” in the schedule. For singular or occasional details, the Administrative Assistant will bill at the conclusion of the detail based on hours entered as “outside detail” in the schedule. The Field Operations Captain or their designee will advise the Administrative Assistant that the detail has been completed.

Time worked shall be billed at the rates prescribed in the City’s Comprehensive User Fee Schedule.

Employees assigned to an outside detail are responsible for reviewing their schedule/timecard to confirm the shift has been entered as an outside detail, and that it accurately reflects the hours worked.

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