



**CITY OF MADISON POLICE DEPARTMENT
STANDARD OPERATING PROCEDURE
Patrol Staffing Hold Guidelines/
Special Events & Special Assignment Scheduling**



Eff. Date 01/15/2020

Purpose

This outlines the procedures to be followed when scheduling special events/assignments and requesting patrol staffing holds. Some general guidelines applying to all hold requests.

Procedure

- Holds may only be requested by a commander.
- Hold requests must be submitted on the appropriate form ("[Patrol Staffing Hold Request](#)").
- The hold request form must indicate the following information: who is requesting hold; who is responsible for scheduling; at what level staffing should be held; who is responsible for notifying affected officers; and who is responsible for lifting hold.
- Those requesting holds must lift the hold (if appropriate) once scheduling has been completed (if need for hold no longer exists). Event/assignment scheduling should be completed in a timely manner so that the hold can be lifted (if appropriate).
- Hold requests should be made as far in advance as possible.

THE FOLLOWING PROCEDURES ARE TO BE FOLLOWED WHEN REQUESTING PATROL STAFFING HOLDS

Non-Elective Training Holds (In-Service, SWAT, SET, etc.)

- Person coordinating training dates completes "[Patrol Staffing Hold Request](#)" (form should be completed and submitted in fall of prior year).
- Form is submitted to Executive Captain – Operations for approval.
- If approved, form is forwarded to the MPD scheduler.
- Scheduler makes Telestaff entries and enters a "Hold" on roster for date(s) in question.
- Once scheduling is done, scheduler notifies person coordinating training; hold should be lifted/modified as appropriate.

Elective/Specialized Training Holds

- Person coordinating training or requesting hold completes "[Patrol Staffing Hold Request](#)" (form should be completed and submitted at least 30 days prior to training date).
- Form is submitted to Operations Lieutenants for discussion and approval.
- If approved by Operations Lieutenants, form is submitted to Executive Captain – Operations for final approval.
- Executive Captain – Operations forwards form to MPD scheduler.
- Scheduler makes Telestaff entries and enters a "Hold" on roster for date(s) in question.
- Once scheduling is done, scheduler notifies person coordinating training; hold should be lifted/modified as appropriate.

Special Events/District Issues (More than 30 days out)

Special Events/District Issues include major citywide events, such as Halloween, Shake the Lake, etc.; smaller district events requiring additional citywide staffing, such as UW Football Saturdays, Juneteenth Day, etc.; and any other issues requiring additional citywide patrol staffing. Generally, once these events have been scheduled, overtime will be used to fill any unexpected patrol staffing shortages.

- Person requesting hold completes "[Patrol Staffing Hold Request](#)" (form should be completed and submitted at least 30 days prior to event date).
- Form is submitted to Operations Lieutenants for discussion and approval.
- If approved by Operations Lieutenants, form is submitted to the Executive Captain – Operations for final approval.
- The Executive Captain – Operations forwards form to MPD scheduler.
- Scheduler makes Telestaff entries and enters a "Hold" on roster for date(s) in question.
- Once scheduling is done, scheduler notifies person requesting hold; hold should be lifted/modified as appropriate.

Special Events/District Issues (Less than 30 days out)

- Person requesting hold completes "[Patrol Staffing Hold Request](#)."
- Person requesting hold notifies Operations Lieutenants and OIC of affected shift by email.
- Form is submitted to Executive Captain – Operations for approval.
- If approved, form is forwarded to MPD scheduler.
- Scheduler makes Telestaff entries and enters a "Hold" on roster for date(s) in question.
- Once scheduling is done, scheduler notifies person requesting hold; hold should be lifted/modified as appropriate.

District Special Assignments (Generally less than 30 days out)

These are dates where district commanders identify extra patrol staffing and schedule additional patrol personnel for special district initiatives, such as traffic enforcement, park patrol, etc.

- District commander identifies extra patrol personnel (above soft minimums).
- District commander notifies shift OIC, shift scheduler, and Executive Captain – Operations of request – identifying individual officers to be utilized for special assignment.
- District commander notifies Operations Lieutenants affected shift by email.
- Shift OIC or shift scheduler schedules identified officers for a special assignment; a "hold" is **not** entered for the shift.
- **If staffing falls below hard minimums, OIC should generally move officers from special assignment back to a patrol assignment to avoid overtime.**

When scheduling special events, commanders should adhere to the following process:

- Identify personnel to be assigned to the event.
- Forward list of personnel working the event to MPD scheduler for Telestaff entries.
- Scheduling should occur at least 30 days ahead of the event in most cases.
- Commanders planning event are responsible for notifying employees assigned to event.
- Remember to use Telestaff work code "Event Planning: on Regular Time" to track planning/preparation time for event.

Original SOP: 03/01/2014
(Revised: 02/24/2016, 01/15/2020)
(Reviewed Only: 01/09/2017, 12/26/2017, 02/04/2022, 02/05/2024)