



**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)**

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- 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)**

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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)