



# Colorado Springs Police Department General Order

## 1840 Staffing Availability

### Section 1800 – Personnel Functions

Effective Date: 3/17/2021

Supersedes Date: 4/1/2013

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#### **.01 Purpose**

The purpose of this directive is to specify responsibilities for maintaining sufficient resources to meet needs and to indicate conditions affecting staffing availability, including on-call status and response to emergency callout for unusual occurrences.

#### **.02 Cross Reference**

[GO 1505 Police Employee Information](#)

[DL-1800-01 Timekeeping Procedures](#)

[DL-1840-20 Distribution of Personnel](#)

[Civilian Policies and Procedures Manual](#)

[Sworn Policies and Procedures Manual](#)

#### **.03 Discussion**

As a primary provider of emergency services to the community, the Colorado Springs Police Department has a responsibility to remain ready and able to perform necessary functions at all times. Therefore, the department has established numerous control measures to ensure sufficient human and material resources can be marshaled to meet routine and emergency demands.

Specific scheduling of factors that affect staffing availability, such as shift assignment, vacations, days off, and holidays, will be done by the individual bureaus, as their varying needs cannot be met by a department-wide directive.

#### **.04 Policy**

Commanding officers at all levels and in all bureaus of the department are accountable for ensuring sufficient personnel are available to meet reasonably predictable demands, and that contingency planning for emergency demands is both current and adequate.

The deputy chief of each bureau is responsible for maintaining workable procedures to make this possible. Guidelines in this directive are applicable to the entire police department.

## **.05 Definitions**

*Unusual Occurrence:* An unusual occurrence denotes a situation, generally of an emergency nature, that results from disasters, both natural and man-made, and civil disturbances. In the category of disasters are events such as floods, severe winter storms, earthquakes, fires, explosions, and tornadoes. Man-made and civil disturbances may include (but are not limited to) terrorist attacks, riots, disorders, fires and violence arising from gatherings and marches, political conventions, and labor disputes. An unusual occurrence therefore may be the result of criminal acts, civil disobedience, accidents, or acts of nature.

An unusual occurrence is an incident, which by nature is removed from the scope of routine law enforcement. Such an event is most easily defined as an occurrence, which results in an increased police response or where the possible results of the occurrence are an increase potential for personal injury or death and/or property damage.

## **.10 Telephone Required**

Department employees will maintain a telephone or have a functioning cell phone available in their residence at all times. In the event a phone is not functioning properly, the employee is responsible for ensuring timely restoration of a telephone/cell phone.

## **.15 Change of Address of Telephone Number**

All employees will provide their current phone numbers (to include home landline, personal cell phone, and business cell phone numbers), addresses, name change, and emergency information to Human Resources via the Colorado Springs Employee Self-Service (ESS) system. ESS can be accessed by utilizing the link available through the CSPD web page or through the City of Colorado Springs internet and intranet sites.

If an employee receives mail through a post office box, they must ensure that both the post office box information and a personal physical address are maintained in the ESS system.

## **.20 Overtime**

In certain instances, sworn or civilian employees may be required to work past the end of a scheduled tour of duty, or perform duties at special times or in special circumstances. At such times, paid overtime may be appropriate but must first be authorized by a supervisor.

### **.30 On-Call Procedures**

Certain specialized units have a high probability of being called out when off duty. The deputy chief of each bureau containing such units will develop and distribute a list of on-call officers.

Changes in the list due to exigent circumstances will require the approval of a division commander or section lieutenant. When needed, members will be contacted by telephone until sufficient personnel and resources are available for the situation.

At management's discretion, officers who are on-call will be compensated by pay or by accruing compensatory time at the rate of three hours straight time per full week, or one-half hour per single day, up to a maximum of three hours per week. This provision is applicable to police sergeants and police officers only. No person will accumulate more than eighty (80) hours of such compensatory time.

Employees must keep the communications center informed of how they can be reached by telephone at all times while on standby. Should an employee who is on standby not be available for callout, or be incapable of performing their assigned duties, they will be subject to disciplinary action. The employee is responsible for informing their supervisor of prescribed drugs or alcohol use that would render them incapable of responding to the callout.

### **.31 Standby Procedures**

Employees on department-approved standby status must be immediately available for callout and capable of performing required duties. Those who do not respond, or who cannot be reached by pager or telephone, are subject to disciplinary action.

It is not the department's practice to place sworn personnel on standby status. Except by special direction of the chief of police, standby status will not be used as a means of providing for emergency police services or services requiring the special skills of sworn personnel.

Identified civilian positions may be eligible for standby compensation at the approved standby rate.

### **.32 Emergency Callout**

Department personnel are subject to recall to duty and will report for duty if so called, unless exempted by proper authority. All employees are subject to emergency callout without prior

notice. Contrary to standby, emergency callout is not scheduled and assigned, but may become operationally necessary. An employee is not expected to curtail activities and is not eligible for additional compensation prior to the emergency callout.

When such an emergency callout requires a non-exempt employee to make an additional round-trip to a work site, one hour of pay at the appropriate overtime rate will be paid.

Employees will be allowed to take reasonable steps to safeguard their immediate family members during an unusual occurrence emergency callout. All employees will be expected to respond to an emergency callout within a reasonable time frame. Any delays in response to an emergency callout must have supervisory approval.

An employee who refuses to respond to such emergency callout without good cause may be subject to disciplinary action, up to and including termination **from employment**.

## **.36 Call Out Procedures**

Many of the department's specialized units are subject to after-hours call outs/consultation, in accordance with the callout procedures detailed in the department level procedures associated with this policy.

## **.37 Alcohol Usage While On-Call**

Consumption of alcohol while in an on-call capacity is strictly prohibited. This restriction applies to both sworn and civilian personnel.

## **.38 Communications Center Notifications**

The communications center maintains on-call calendars for each on-call unit throughout the department (e.g., Investigations Division, Metro VNI, Specialized Enforcement Division, Staff Duty Officer, etc.).

Supervisors requesting assistance from a specialized unit must contact the communications center to determine who is on-call for the specific investigative unit requested. The communications center will notify the appropriate sergeant or on-call representative and advise them of the request for assistance, which will be returned in a timely manner.

If a call for service meets the criteria to notify a specialized unit, a patrol supervisor should be on the call and actively supervising the initial investigation. The patrol supervisor actively supervising the call for service should then make the notification as soon as practical after

gathering all relevant and applicable information.

The on-call supervisor will assess the situation and determine the nature and manner of response if warranted. If a decision is made by the on-call supervisor not to respond, the primary on-call supervisor will be available to provide direction by telephone. If for some reason, the designated on-call person for the unit requested is unable to be reached, the on-call lieutenant for the section in which the specialized unit is located should be notified.

#### **.40 Changes to Staffing Levels**

The department maintains an accurate and current database of workload demands by time of day, day of week, month, and reporting area. Distribution and allocation of personnel is based upon careful analysis of workload demands and is reassessed frequently, to match resources with needs, as closely as possible.

Changes to a division's staffing levels as determined by the department's staffing process must be approved by the division's assigned deputy chief.

#### **.42 Vacation Picks**

Lieutenants, with the approval of their commander, will design and conduct a vacation selection based on officers' overall department seniority. The vacation selection process will be conducted after each year's shift pick. Certain positions (e.g., lieutenants, sergeants, PSRs, etc.) will schedule vacation time at the discretion of their assigned division commander.

#### **.44 Minimum Staffing**

The number of officers allowed to take their vacation per period will be dependent upon the number of officers assigned to the division or section. Minimum staffing requirements should be taken into consideration when determining the number of vacation slots available on a shift.

Within the limitations set by Municipal Ordinances, city personnel policies, and department guidelines, specific regulations for use of vacation time, holiday time, days off, and other absences from duty, will be maintained at the bureau level as Standing Operating Procedures.

Deputy chiefs and commanders will schedule their vacations and holidays at the discretion of the chief of police.

#### **.46 Transfers and Scheduled Vacations**

*Voluntary Transfers* - Vacation selection rights will be waived in the case of voluntary transfers. In the event a member's previously selected vacation selection cannot be accommodated as a result of staffing levels, the lieutenant will notify the transferring personnel of the conflict and work to schedule an alternative vacation time.

*Involuntary Transfers* - The assigned lieutenant will attempt to allow all previous selected vacations to stand for officers involuntarily transferred.

## **.50 Military Leave**

In accordance with federal and state laws, the department grants time off from regularly scheduled work days, to fulfill the military obligations of sworn and civilian employees who are affiliated with the National Guard or any reserve branch of the military services of the United States. Employees receive full pay from the Department, for a period not to exceed 120 hours of regularly scheduled work time per calendar year missed due to military obligations. Military leave will be conducted in accordance with the City's Military Leave Guidelines and in coordination with CSPD Human Resources.