



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



Eff. Date 11/24/2025

Purpose

This outlines the procedures to be followed when scheduling special events/assignments and requesting patrol staffing holds.

Procedure

- Holds may only be requested by a commander.
- The hold request 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. Hold requests should be emailed to the Executive Captain of Operations for discussion and approval.
- 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 (Professional Development, SWAT, SET, etc.)

- Person coordinating training dates sends the request through email to the Executive Captain – Operations for approval.
- If approved, the email is forwarded to the MPD scheduler.
- The MPD 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 sends the request through email for discussion and approval to the Executive Captain – Operations. This should be completed and submitted at least 30 days prior to training date.
- If approved, the Executive Captain – Operations forwards the email to the MPD scheduler.
- The MPD 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; smaller district events requiring additional citywide staffing, such as UW Football Saturdays, the annual Juneteenth Day celebration, 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 emails the request to the Executive Captain – Operations for discussion and approval.
- If approved, the Executive Captain – Operations forwards the email to the MPD scheduler.

- The MPD 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 emails the request to the Executive Captain – Operations for approval.
- Person requesting hold also notifies Operations Lieutenants and the Officer(s) in Charge (OIC) of affected shift(s) by email.
- If approved, the Executive Captain – Operations forwards the email to the MPD scheduler.
- The MPD 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 the Executive Captain – Operations of request and identifies individual officers to be utilized for special assignment.
- 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.

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(Revised: 02/24/2016, 01/15/2020, 11/24/2025)

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