
SHIFT CHANGE PROCEDURE

8005.1 PURPOSE

This procedure establishes guidelines for the assignment of personnel during shift change and applies to Communications Supervisors, Police Services Dispatchers and Communications Services Officers.

8005.2 BACKGROUND

The Communications Center operates 24-hours a day, 7 days a week. Shift change assignments occur twice a year, in February and August. The needs of the unit determine personnel deployments. Each shift shall have a Police Communications Supervisor (PCS), a Lead Police Services Dispatcher (LPSD), a predetermined number of Police Service Dispatchers (PSD) and additional staff as needed. The assignment of personnel shall be accomplished through consistent, sound and prudent operational practices.

8005.3 PROCEDURE FOR SHIFT CHANGE SCHEDULING

1. Shift needs shall be determined by the Communications Manager, or his/her designee, before the commencement of shift change selections. When identifying the needs of each shift, consideration may be given to the following, so a balance of members by rank and job skills is accomplished.
 - (a) Supervisory needs
 - (b) Other needs determined critical to operations
 - (c) Coverage due to members on long term FMLA or IOD status
 - (d) Minimum staffing levels based on historical activity levels, i.e. Friday/Saturday activity
 - (e) Training needs
 - (f) Language skills
2. Shift change shall occur every six months. The actual day of the shift change will be the "A" side Wednesday closest to the first of the month in which the shift change is set to occur.
 - (a) Deployment period 1: February 1st - July 31st
 - (b) Deployment period 2: August 1st - January 31st
3. Both deployment period sign-ups shall occur back to back so a one-year schedule can be established.
4. Typical shift change hours, though not guaranteed are:
 - (a) 0600-1830 Dayshift
 - (b) 1000-2230 Early Overlap

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- (c) 1400-0230 Late Overlap
 - (d) 1800-0630 Graveyard
5. Members requesting to come off graveyard (1800-0630) after having worked at least six consecutive months, may request to “bump” (force another member off, and onto another shift) another member of like rank on dayshift or any overlap shift (0600-1830, 1000-2230, 1400-0230). The member being bumped shall be the least senior person on any of the day or overlap shifts.
 - (a) If Communications staffing permits, the late overlap shift may be granted bumping rights. This will be determined for both deployment periods prior to the start of sign-ups for the first deployment period. It will be dependent on the number of full-time Police Services Dispatchers who have passed probation.
 - (b) If the total number of members requesting to “bump” exceeds the total number of slots available on the day or overlap shifts, priority will be given to members working graveyard and secondarily to seniority.
 6. The Communications Manager, or his or her designee, shall make it known, either through email or telephone call, that any individual who desires to “bump” as outlined in section 5 above, shall need to submit a written request to do so; either memorandum or email. The deadline for requests will be noted, and strictly adhered to. Once the sign-up process has begun, anyone who requested to “bump” shall be assigned to a day or overlap shift and not permitted to stay on a shift that had bumping rights. This preparation will allow for the appropriate placement of those individuals to a day or overlap shift based on seniority.
 7. Subsequent to the process mentioned in section 6 above, Deployment Period 1 will begin. Each member shall be notified, by seniority, in person or by telephone, by the Communications Manager, or his/her designee, to select a shift choice.
 8. After Deployment Period 1 has been established, and following the same process as outlined in #6, deployment Period two 2 will commence.