

OPERATIONS
SUPPORT SERVICES
DIVISION



POLICIES
&
GUIDELINES

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REVISED 04/16/19

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GOAL:

The goal of the Operations Support Services Division is to contribute to making San Jose a safer place to live and work by providing quality customer and support services to the public and law enforcement communities.

MISSION:

The mission of the Operations Support Services Division is to provide support functions to sworn and other department members and prompt, efficient and courteous service to the residents of San Jose. The Operations Support Services Division personnel are committed to excellence in the delivery of these services while treating people with dignity and respect.

PROCEDURE

A 1.1 MAINTENANCE OF MISSION

The Operations Support Services Division Policies & Guidelines are a composite of the policies and procedures established by Operations Support Services Division Management; directives or procedures from the Chief of Police via official memoranda or the SJPD Duty Manual; directives and policies from the City of San Jose Management via the Human Resource Guide; and the Memorandum of Agreement (MOA) between the City of San Jose and the Municipal Employees Federation (MEF) Local 101. Its purpose is to maintain and ensure the achievement of the Division's mission.

A 1.2 AUTHORITY TO AMEND/REVOKE POLICIES

The Operations Support Services Division Management has the authority to amend or revoke any material contained within this document at any time, except matters and notice as they pertain to the current Memorandum of Agreement with MEF, Local 101, and any policies derived from the SJPD Duty Manual or the City Human Resource Guide.

A 1.3 MANAGEMENT RESPONSIBILITY

Supervisors shall be responsible for ensuring that their subordinates have access to the SJPD Duty Manual and up-to-date printed or electronic copy of the Operations Support Services Division Policies and Guidelines.

The Administrative Supervisor has a further obligation to track any updates and changes and provide revisions to all Operations Support Services Division personnel in a timely manner. This supervisor shall also maintain the archive files, master file and keep a permanent record of all revisions made.

A 1.4 EMPLOYEE RESPONSIBILITY

It is the responsibility of all Operations Support Services Division personnel to be thoroughly familiar with these policies and guidelines.



The San Jose Police Department Operations Support Services Division is part of the Bureau of Administration (BOA). In order to complete its mission as efficiently as possible, as well as achieve the goals of the department as a whole, it maintains separate functional units and personnel classifications.

A 2.1 ORGANIZATIONAL COMPONENTS

The Operations Support Services Division is comprised of six individual units. In general, unit responsibilities include the following:

- Fingerprints Unit: Personnel fingerprint and photograph the public for law enforcement related purposes such as convicted sex or narcotics registration requirements and warrant/citation informal bookings.
- Report Processing Unit: Personnel retrieve, copy and distribute reports daily; file and transcribe; complete requests for copies of police reports; and complete data entry and updates in RMS.
- Services & Communications Unit: Personnel enter, update, purge and process information from police reports and other sources into law enforcement computer databases and directly provide information to officers in the field, investigators and the public.
- Vehicle Records Unit: Personnel receive information and reports pertaining to stolen, towed, impounded, lost and recovered vehicles or vessels; information is entered or updated in law enforcement computer databases; and impound vehicle releases are provided to the public.
- Warrants Unit: Personnel process and maintain arrest and bench warrants, court orders and citations; serve warrants received from the courts and other police agencies; and enter, query and update warrant information in law enforcement computer databases.
- Central Identification Unit: Personnel manage the Automated Fingerprint Identification System (AFIS), provide up-front identification of persons being booked or processed; and process and compare fingerprints against crime scene latent prints leading to the identification and apprehension of criminal suspects.

Responsibilities and re-organization of the units including personnel assignments may be done at any time at the direction of management.

A 2.2 OPERATIONS SUPPORT SERVICES DIVISION MANAGER

The Operations Support Services Division Manager is the civilian manager of the division who reports directly to the Deputy Chief of the Bureau of Administration. (Refer to the Organizational Chart). Through subordinate staff, the Division Manager is responsible for the following: oversees and manages all six units within the Division; represents the Division at all Police Department and City Management meetings; develops the personnel productivity standards and priorities within the Division; ensures Department policies and procedures are followed; manages budget issues, program plans and division personnel transactions; oversees the management of the Records Training Program; performs specific assignments related to the internal operations of the Operations Support Services Division; investigates and tracks service complaints; and make recommendations for discipline, when appropriate.

OPERATIONS – RECORDS UNITS

A 2.3 SUPERVISING POLICE DATA SPECIALIST

A Supervising Police Data Specialist supervises, directs and trains employees engaged in the day-to-day 24-hour operations in Records in addition to managing the Records Training Program. On a rotational basis, they staff the Operations Support Services Division Administrative Office.

- Shift Supervising Police Data Specialist: The Shift Supervising Police Data Specialists oversee the day-to-day operations of their entire shift and are also responsible for the following: prepares schedules to ensure adequate staffing levels are met; reviews and approves performance appraisals prepared by Senior Police Data Specialists; reviews and approves trainee Daily Observation Reports and shift reports; investigates complaints; conducts discipline investigations; facilitates shift bidding plans; writes or reviews unit procedural memos; and acts as a division liaison for a wide variety of in- house, county and state law enforcement related committees and organizations.
- Records Training Program: The two Supervising Police Data Specialists assigned to the collateral duty of managing the Records Training Program are responsible for establishing the Academy curriculum; maintenance and update of the training “Rook Book” and determining training schedules.
- Administrative Office: The Supervising Police Data Specialist assigned to this office supports the Operations Support Services Division Manager. Responsibilities include the following: prepares the Program Management Report and quarterly updates; coordinates the recruitment, testing and hiring of Police Data Specialist I trainees; coordinates training classes and the biennial Continual Professional Training (CPT); facilitates the FBI and DOJ audits; acts as the liaison with facilities staff and Systems personnel to

maintain equipment & facilities; acts as the Division timekeeper and completes other special projects, as assigned.

A 2.4 SENIOR POLICE DATA SPECIALIST

A Senior Police Data Specialist is a front line supervisor who leads and trains unit personnel. Responsibilities include the following: supervises all Police Data Specialists engaged in the day-to-day 24-hour operations in each Records unit; writes unit procedural memos; provides unit and Records Academy training; gives roll call and briefings; writes performance appraisals and shift reports; handles disciplinary issues; and develops shift bidding plans and daily deployment including overtime projections. A Senior Police Data Specialist is also required to work as a Police Data Specialist II when unit staffing is below minimum.

A 2.5 POLICE DATA SPECIALIST II

A Police Data Specialist II performs work of varied difficulty in all Records units and trains Police Data Specialist I incumbents. Responsibilities include the following: fingerprints the public for law enforcement purposes; processes all law enforcement transactions related to vehicles and vessels that are stolen, recovered, impounded, private property towed, repossessed or involved in a felony crime; completes in-person requests for information from the public and law enforcement personnel in addition to requests received via phone, fax, mail, email and teletype; controls the release of information through application of the Public Records Act laws; serves warrants through the acceptance of bail and warrant cite/release processing; processes citations and recalls; and completes warrant entries. A Police Data Specialist II is also required to know and conduct all unit transactions that require data inquiry, entry, update, or deletion in CJIC/2, CLETS, SLETS, AWS, RMS, NCIC and the CAD computer databases. *(Revised 04/07/14)*

A 2.6 POLICE DATA SPECIALIST I

The Police Data Specialist I position is an entry-level position. Upon successful completion of the one year Records Training Program and probationary period, a Police Data Specialist is administratively assigned to one of the five Records units. Responsibilities include those listed under the aforementioned Police Data Specialist II classification.

A 2.7 STAFF SPECIALIST (POSITION REMOVED)

The Staff Specialist assists the Division Manager and Administrative Office and supervises the Supply Clerk and Messenger Clerks. Responsibilities include the following: completes specific internal reports; establishes templates for unit assignments; composes minutes for staff meetings and the CAL-ID RAN Board; tracks personnel status and changes; provides notification and tracks performance appraisal due dates; and completes special assignments. *(Revised 04/07/14)*

A 2.8 SUPPLY CLERK

The Supply Clerk manages the supply needs of the Division and is responsible for the following: acts as a liaison for new and revised forms for the Department; assists with

the supply needs of the Department and assists with equipment contracts and repairs. On occasion, the Supply Clerk substitutes for the Messenger Clerk in their absence.

A 2.9 MESSENGER CLERK

A Messenger Clerk handles the courier needs of the Department. Responsibilities include the following: picks up and distributes Department mail; courier for City Treasury transactions; delivers Department mail to outside law enforcement agencies; and assists with the distribution of small packages. On occasion, a Messenger Clerk may substitute for the Supply Clerk in their absence.

OPERATIONS - CENTRAL IDENTIFICATION UNIT

A 2.10 LATENT FINGERPRINT EXAMINER SUPERVISOR (POSITION REMOVED)

A Latent Fingerprint Examiner Supervisor performs work of considerable difficulty in directing activities of the Central ID Unit. Responsibilities include the following: prepares and maintains the sectional budget for the CAL-ID program; coordinates the recruitment, hiring, and training of new personnel; and acts as the liaison with other county criminal justice agencies as administrator of the local CAL-ID program. *(Revised 04/07/14)*

A 2.11 LATENT FINGERPRINT EXAMINER III

A Senior Latent Fingerprint Examiner performs work of unusual difficulty and leads and trains others in the comparison of latent finger and palm prints to rolled finger and palm prints. Responsibilities include the following: handles the more difficult latent print examinations; prepares courtroom displays; and gives expert testimony in court regarding latent print and fingerprint comparison. Incumbents of this class are Certified Latent Fingerprint Examiners and are recognized as expert witnesses by the courts. *(Revised 04/07/14)*

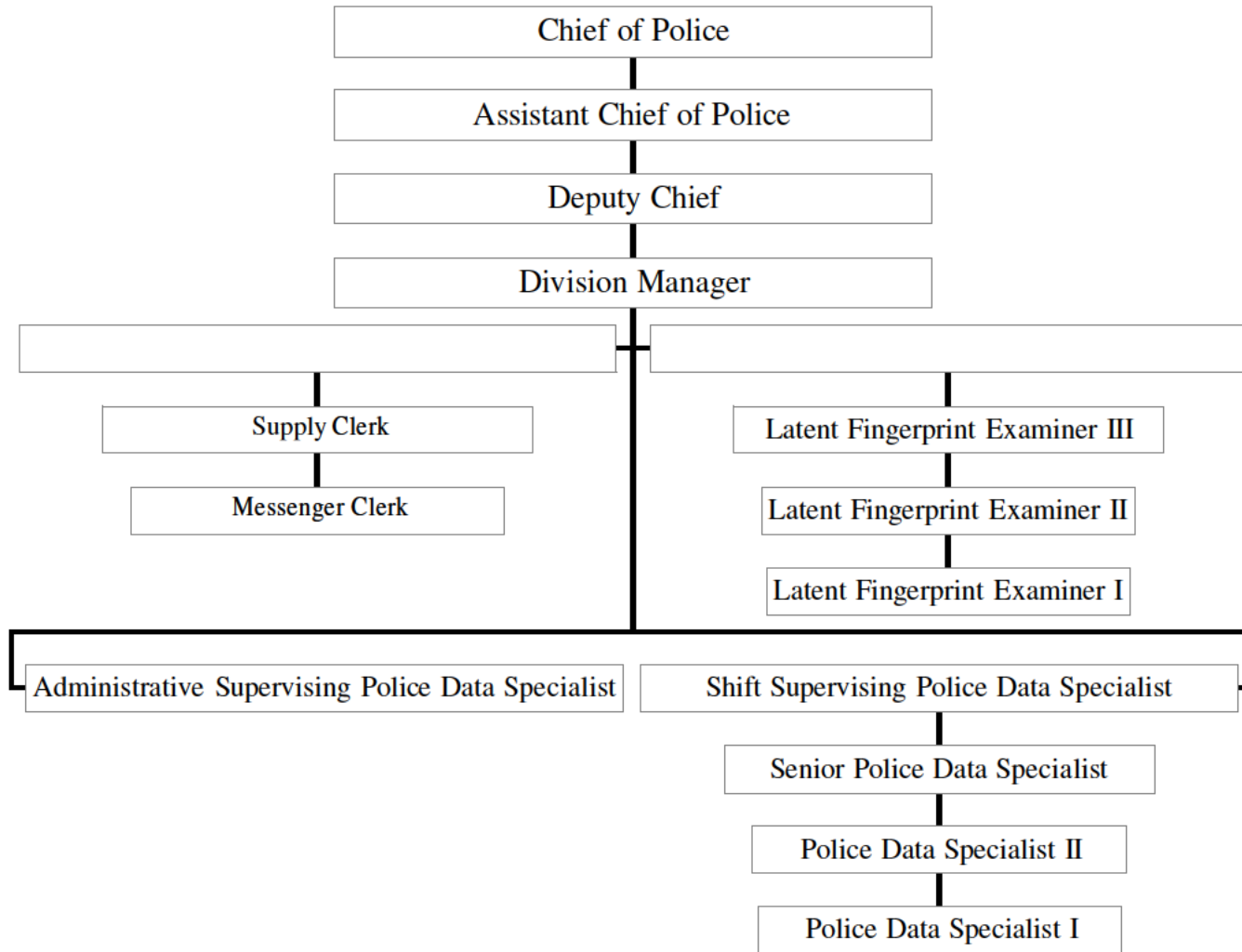
A 2.12 LATENT FINGERPRINT EXAMINER II

A Latent Fingerprint Examiner II performs work of unusual difficulty in the comparison of latent finger and palm prints to rolled finger and palm prints. Responsibilities include the following: quality controls and verifies incoming electronic booking transactions at the AFIS; prepares courtroom displays and gives expert testimony in court regarding latent print and fingerprint comparison; and trains Latent Fingerprint Examiner I incumbents.

A 2.13 LATENT FINGERPRINT EXAMINER I

The Latent Fingerprint Examiner I position is the entry-level position. Responsibilities include the following: learns to compare, process, and enter ten (10) print fingerprint cards into the Automated Fingerprint Identification Systems (AFIS); quality controls and verifies incoming electronic booking transactions at the AFIS; maintains unit files; operates other automated systems available to the unit; and may possibly give expert testimony in court regarding fingerprint identification and comparison.

Operations Support Services Division Bureau of Administration Chain of Command





The mark of every profession is a Code of Ethics. The success and reputation of our Operations Support Services Division is highly dependent upon the individual character, commitment to excellence and customer service philosophy of each of our employees.

PROCEDURE**A 3.1 CUSTOMER SERVICE PHILOSOPHY**

In representing the Department, Operations Support Services Division employees play a major role in the perception held by the community in the performance of the San Jose Police Department. Contacts with the public, other agency representatives and Department members shall be courteous, diplomatic and professional.

A 3.2 HANDLING ABUSIVE/RUDE COMMUNITY MEMBERS

In difficult or emergency situations, employees shall remain calm and in control at all times. In the event an Operations Support Services Division employee encounters a rude or verbally abusive person, the employee shall not respond in a rude or discourteous manner. At the discretion of the employee, the person may be referred to the supervisory staff or the Information Center officers.

A 3.3 PROVIDING IDENTIFICATION

Employees, while acting in an official capacity, will supply their name, rank and position in a professional manner to any person who may inquire. **(Refer to SJPD Duty Manual Section C 1409).**

A 3.4 RELATIONSHIPS WITH OTHER DEPARTMENT MEMBERS

Members of the Department will treat co-workers with respect. In their demeanor toward their associates in the Department, they will be courteous and considerate, and refrain from all communications that discredit others. In no case shall rudeness or any type of demeaning behavior be acceptable.

A 3.5 TEAMWORK

In carrying out the mission of the Department, members shall cooperate and coordinate their efforts in a manner that will establish and maintain the highest possible standard of efficiency and conduct. Department members shall cooperate with and assist other members in their departmental work. Any deliberate and unjustified withholding of police information from other members of the department is prohibited. **(Refer to SJPD Duty Manual Section C 1405).**

A 3.6 MEDIA REQUESTS

All media requests shall be processed through the SJPD Press Information Officer (PIO). Media representatives have been advised to contact the BFO O.D.'s office at (408) 537-1840 after hours that will provide limited information and/or make referrals to the on-duty area Commander of the Division. There is a Press Information officer on-call that can be contacted via Communications. **(Refer to SJPD Duty Manual Section C 1903).** *(Revised 04/08/14)*

A 3.7 CUSTOMER SERVICE COMPLAINTS/INQUIRIES

Any concern, complaint or question relating to any service provided by Operations

Support Services Division personnel shall be investigated promptly and in accordance with established procedures. Personnel receiving an inquiry or complaint about Operations Support Services Division operations or conduct shall forward it to the on-duty supervisor.

A 3.8 INTER-DEPARTMENTAL COMPLAINTS

Complaints received from other department members shall be reported via the chain of command and investigated by the appropriate supervisor. If the complaint is of a serious nature, the supervisor shall forward all investigative information to the Division Manager via the chain of command. Supervisors shall not accept complaints about those of their same rank but rather refer the employee to the next highest ranking member.



Standards of conduct for police personnel are higher than the standards applied to the general public and other City employees. Operations Support Services Division members are expected to conduct themselves in a manner that does not bring discredit upon themselves or the department, on or off duty.

PROCEDURE

A 4.1 GENERAL RESPONSIBILITIES

All Operations Support Services Division members shall abide by all federal, state and local laws as well as the provisions set forth in this document and the SJPD Duty Manual (**Refer to SJPD Duty Manual Section C 1402**)

A 4.2 CHAIN OF COMMAND

The chain of command shall be observed to enhance the organizational flow of information and to respect the structure of the organization.

A 4.3 OPEN DOOR POLICY

All Operations Support Services Division members are advised that if they are unable to resolve a problem with their immediate supervisor, or if circumstances are of a sensitive or personal nature that can be best handled at the next level of the chain of command, they have the option to discuss the problem with the higher rank.

A 4.4 ORDERS

Operations Support Services Division members shall obey all lawful orders given to them from supervisory personnel. No member of the Department will publicly disparage or ridicule written or oral orders or instructions issued by a supervisor. (**Refer to SJPD Duty Manual Sections C 1421 & C 1423**)

If a subordinate receives instructions from a senior member conflicting with the instructions received from proper or higher authority, the subordinate will inform the senior member of the conflict. If the senior member still desires that the order be carried out, the subordinate will do so and the senior member will review the order with the subordinate's supervisor. (**Refer to SJPD Duty Manual Section C 1422**).

A 4.5 OFFENSIVE MATERIAL/REMARKS

Offensive language and distribution or displaying of sexually oriented or racist materials, including email, will not be allowed. Rumors and other remarks intended to degrade an employee or the Department are not professional and will not be tolerated.

A 4.6 SMOKING

Smoking is not permitted in employee work places. This includes any work area, meeting rooms, waiting rooms, public counters, employee lounges, conference rooms, employee cafeterias, private offices, stairwells, restrooms, elevators and all City vehicles.

A 4.7 USE OF DRUGS

No member of the Department will use any illegal drug or narcotic. Any member of the Department who is under the influence of any substance which impairs the mental or physical ability of such member to perform assigned duties will adhere to the procedure contained in **SJPD Duty Manual Section C 1412**. Department members, while on duty, who are unable to perform their duties due to illness, exhaustion or any other impairment will report this fact to a supervisor who will then determine the proper disposition. **(Refer to SJPD Duty Manual Section C 1414)**.

A 4.8 ALCOHOL CONSUMPTION

No employee shall consume any alcoholic beverage or have the smell of alcohol on their breath while on-duty. While in uniform, Operations Support Services Division employees, whether on or off-duty, shall not consume any alcoholic beverage in a public place, nor shall they consume any non-alcoholic drinks if in any public bar or lounge. **(Refer to SJPD Duty Manual Section C 1412 & MEF-MOA “Exhibit #4 – Substance Abuse Program”)**. *(Revised 04/08/14)*

A 4.9 SECONDARY EMPLOYMENT (OUTSIDE WORK PERMIT)

Employees shall not engage in any outside employment until the employee has completed probation and has received authorization from the Department. Secondary Employment Tracking forms shall be submitted bi-weekly, whether any hours have been worked or not. Hours worked in secondary employment cannot exceed 24 hours within a 40 hour workweek.

Employees will reapply for a secondary employment permit annually. All authorizations for secondary employment expire on the following dates:

Employees with last names beginning with:	Work permit expires:
A – G	October 1
H – M	November 1
N – Z	December 1

Requests for an outside work permit will be submitted to the employee’s immediate supervisor on an “Application for Outside Work Permit” form along with a “Secondary Employment Request Transmittal” form for approval.

For further clarification on secondary employment including authorized hour limit and stipulations **(Refer to SJPD Duty Manual Section C 1500)**.

A 4.10 CHANGE OF ADDRESS/PHONE NUMBER

Each employee shall notify the Division within 24 hours of any change of address or phone number. The corrections are recorded on a form that shall be routed through the division supervisors. Once the corrections are made to the Division’s records the form shall then be routed to the Police Personnel Unit **(Refer to SJPD Duty Manual Section L 1104)**.

A 4.11 WEB TIMECARD

Web timecard completion is the sole responsibility of each employee. In case of a computer failure or where access has not been obtained, a manual timesheet shall be turned in. Employees shall also ensure the following:

- Web timecards are completed and approved before the end of the pay period or before the deadline set by the Department timekeeper (as in the case of holidays). For employees going on a planned leave, timecards shall be completed in advance.
- Web timecards are accurately and properly completed per the Department's guidelines and the Memorandum of Agreement with MEF (i.e., shift differential, overtime, training pay, higher class pay, etc.)
- Use of overtime transaction codes shall be accompanied with the appropriate reason code (TRC), hours and explanation, when applicable, in the "Comments" field, including the overtime start and completion times.
- For all partial day's absences, the time period must be noted in the "Comments" field.
- All jury duty forms/payments and funeral leave forms are turned in within two weeks of their use.
- An Employee Timesheet Adjustment form is completed and submitted the following pay period for any corrections on days missed after the web timecard was approved.
- Supervisors are responsible for ensuring the web timecard for each employee under their direction is completed correctly and is an accurate reflection of time used. Supervisors shall compare the web timecard entry with the attendance and assignment logs for the appropriate shift(s).

A 4.12 BRIEFING BINDER RESPONSIBILITIES

It is the responsibility of each employee to review the reminders, memoranda and notices contained in the Briefing binder.



In order to maintain a professional appearance and atmosphere in the Operations Support Services Division and to preserve the life and functionality of the equipment in a 24-hour facility, personnel shall abide by rules specific to the work area.

PROCEDURE

A 5.1 NOISE

No loud noises or disruptive background noise is permitted (e.g. loud radios, conflicting radio stations). The use of headphones is subject to supervisor approval. All pagers and cell phones shall be turned off or on vibrate mode when at workstations or in classroom training areas and briefings.

A 5.2 NON-WORK RELATED MATERIALS

Use of non-work related materials such as books, magazines, crafts, games and personal laptops shall be limited to designated breaks or lunch periods.

A 5.3 PERSONAL USE OF EQUIPMENT

The use of Department computer equipment, electronic facilities (i.e. copier, fax, etc.) and electronic data is limited to official department purposes only.

A 5.4 CONDUCT/PERSONAL PHONE CALLS

Visiting and socializing will be kept to a minimum during working hours. Personal telephone calls will be confined to those of necessity only and shall be kept brief and at a minimum during working hours. Under no circumstances shall employees make personal toll or long distance calls billed to a City of San Jose telephone. The use of City time and/or equipment to conduct private business affairs is strictly prohibited.

A 5.5 CELL PHONE USE

Personal cell phone use causes an undue distraction for the employee as well as other co-workers. *Texting is acceptable so long as it is not excessive, does not affect individual work performance and does not interfere with OSSD operations.* Cell phone use shall be kept to a minimum and limited to break or lunch periods. Cell phones shall be turned off or placed in vibrate or silent mode.

A 5.6 WORKSTATIONS

A clean and orderly work environment is extremely important in maintaining efficiency and morale throughout the Division. Each employee is responsible for leaving a clean workstation at the end of shift.

Personal items shall be stored out of sight and clear of pathways near the workstation or in the employee's assigned locker. Personal items shall be removed from the workstation at the end of the employee's shift.

Workstation drawers and unit file cabinets will be used for work-related items only. Workstation areas and tops of lockers shall not be used for storage of personal items.

A 5.7

SUPPLIES

Each employee is responsible for checking their workstation for necessary supplies either prior to or as soon as practical after assuming their assigned position. The employee shall notify the supervisor of any lack of needed supplies. In the event a supervisor is not available, the employee will obtain the supplies from the Supply Room and note items obtained on the supply log.

A 5.8

FOOD/DRINKS

Consumption of meals and the storage of food items at the workstations are not permissible. Drinks shall be contained in a non-spill container. Exceptions are subject to the approval of management.

A 5.9

FOLDERS

Employee mail boxes located near the back door in Records shall be checked and emptied daily.

They shall not be used for storage or archiving documents or other materials.

(Revised 06/14/17)

A 5.10

PROFANITY

The use of profanity in the work area is not permitted. **(Refer to SJPD Duty Manual Section C 1307)**

A 5.11

REPORTING FOR DUTY

Each employee is aware of their shift or overtime hours and is responsible for being present and ready for duty on time.

A 5.12

DAILY CHECK-IN/BRIEFINGS/TIME STAMPING

Briefings are generally held on Mondays and Thursdays at 0630, 1500 and 2100 hours. All Records personnel are required to attend the briefings. If your start time is later than the briefing for your shift, you are to attend the next shift's briefing. *(Revised 04/08/13)*

All personnel shall time stamp at beginning of shift and check in on the Assignment board or with the on duty supervisor. Submit your time stamps to your immediate supervisor by the deadline they have designated for timecard approval.*(Revised 03/10/17)*

A 5.13

BREAKS/RELIEF

Personnel will be sure to advise a co-worker or the on-duty supervisor when they are leaving on a break or lunch. If break or lunch relief is required, personnel will be sure to receive relief prior to leaving the work area. Personnel leaving late for breaks or lunches shall notify their co-worker or supervisor of the delay.

A 5.14

TARDINESS

All employees are required to call and advise if they will be late. Records and Central Identification Unit personnel will call [REDACTED] when reporting tardiness. All employees shall adhere to the following:

- Less than 15 minutes: If an employee is going to be less than 15 minutes late, they shall leave a message with the employee who answers the phone. The

employee will then document the date and time of the call and relay the information to the employee's supervisor or the briefing supervisor on the

employee's shift. In the Central Identification Unit the employee will call and speak with a supervisor. *(Revised 03/10/17)*

- More than 15 minutes: If the employee is going to be more than 15 minutes late, they are required to call and speak directly with an on-duty supervisor or assigned lead. The supervisor taking the call will document the date and time of the call and relay the information to the employee's supervisor or the briefing supervisor on the employee's shift.
- Time stamp-in/Check-in: The employee reporting late for duty, with or without advance notice to a supervisor shall time stamp in and check-in with a supervisor immediately upon arrival.
- When an employee is late fifteen minutes or less, such employee will be docked to the nearest quarter-hour. When an employee is late more than fifteen minutes, such employee will be docked to the nearest half-hour. This includes employees who are working overtime positions for staffing purposes. *(Revised 04/08/14)*
- The fact that an employee calls in late does not excuse the tardy arrival. Any employee who is tardy may be subject to departmental discipline.

A 5.15 SICK LEAVE NOTIFICATION

Employees requesting sick leave are required to call an on-duty supervisor or appointed lead at least two hours prior to their shift or overtime assignment. Records personnel and Central Identification Unit staff will call [REDACTED]. *(Revised 03/10/17)*

If a supervisor or lead is not immediately available, the caller will leave their name and phone number where they can be reached. The employee taking the call will then immediately contact a supervisor (by cell phone/pager, if necessary) and relay the information. **(Refer to current MEF – MOA)**. Employees will adhere to the following guidelines:

- Any employee who calls in sick will be required to list sick leave on their web timecard for the number of sick leave hours taken.
- In the event an employee exhausts all of their available sick leave, compensatory or vacation leave hours may be substituted only with the approval of their supervisor.
- If an employee is scheduled to work a holiday and subsequently calls in sick, the employee will be required to use sick leave in lieu of the holiday.



To insure the physical safety of employees as well as to safeguard equipment and resource materials and to maintain records confidentiality, it is imperative that strict security measures be exercised at all times.

PROCEDURE

A 6.1 BUILDING SECURITY

Unauthorized persons shall not gain access to this facility. Employees shall have the right and obligation to request appropriate identification from any individual who is not recognized as an employee, who appears to not have official business on the premises or who is not displaying appropriate identification. Any such incident shall immediately be reported to a supervisor or Information Center officer.

A 6.2 POLICE IDENTIFICATION

All Operations Support Services Division personnel will wear a current police identification card or police shield while in PAB/PAC area, whether on or off duty. **(Refer to SJPD Duty Manual Section L 8901-8902)**

A 6.3 OPERATIONS SUPPORT SERVICES DIVISION SECURITY

The Operations Support Services Division is a secured division. Access is limited to Operations Support Services Division personnel, command staff and sworn personnel from the Warrants Unit, Tow Hearing office and the Information Center. All visitors including former employees, family and significant others of Operations Support Services Division personnel shall be escorted in the building and while in work areas. Doors to unattended areas shall remain locked.

Only authorized Operations Support Services Division personnel are allowed access to original reports, warrants and all other Records files. Other Department members will not be allowed access to original files without the express permission of a Supervising Police Data Specialist or the Division Manager.

A 6.4 LEAVING THE WORK AREA/PREMISES

To be able to account for all employees in an emergency situation, an employee leaving the building during breaks and lunch shall notify a supervisor.

A 6.5 INCIDENT REPORT FORM

If an incident involving the security of personnel in or around the Police Administration Building or the Police Communications Building occurs the employee should immediately notify the on-duty supervisor and/or Communications. The incident should also be recorded on an Operations Support Services Division Incident Notification form. *(Revised 04/08/14)*

A 6.6 TOURS

Formal tours of the Division shall be arranged through the Administrative Office with approval of the Division Manager. Informal tours conducted by other police personnel are welcome with notification of the on-duty Supervising Police Data Specialist. Computer monitors that show confidential information shall not be made part of the tour but rather viewed from a distance.

A 6.7 CAD/NETVIEWER SYSTEM MESSAGES

All CAD messages shall be sent for official purposes only. CAD generated messages are potentially official documents or records which may be subject to scrutiny by the courts during criminal and civil proceedings. All computer-generated messages are subject to departmental or supervisory review. Employees have no expectation of privacy when using the CAD system and all documents or messages created are viewed as an official record. Supervisors may periodically review their employee's messages to ensure these standards are upheld. *(Revised 04/08/14)*

A 6.8 INTERNET/INTRANET/E-MAIL USE

The email, Internet and Intranet systems will be used for official purposes only. Supervisory staff may conduct audits, if necessary. Misuse may result in revocation of user access and may result in disciplinary action.

A 6.9 ELECTRONIC TRANSMISSION SECURITY

Employees have the obligation to ensure they are logged onto the CAD/AIS network systems before they send any electronic transmissions. Sending transmissions, including messages or email under another person's identification is strictly prohibited. Employees must log off CAD, AIS, SLETS, RMS, ACES and CJIC/2 when leaving their work station at the end of shift or during their breaks and lunches.

A 6.10 CONFIDENTIALITY

Operations Support Services Division personnel access a variety of automated telecommunications systems (i.e., CJIC/2, DOJ, RMS) in the performance of their official duties. Providing appropriate security, confidentiality and a concise audit trail is required. Failure to conform to established policies regarding the access and release of information shall result in imposition of legal liability which may result in punitive action by the Department of Justice. Violations can result in the removal of agency access to computerized systems; private citizen recourse via formal agency complaint process and/or court of law; and compromise of personal as well as work ethics and/or departmental discipline.

A 6.11 UNAUTHORIZED USE/PENAL CODE

Divulging confidential information that may be detrimental to an investigation or another person without first obtaining permission from a supervisor may result in disciplinary action. Any unauthorized access or misuse of information from automated files is in violation of Section 502 of the California Penal Code and subject to fine and/or imprisonment. Refer to Penal Code section 11142 and CLETS manual section on Policies and Procedures.

A 6.12 NEED TO KNOW/RIGHT TO KNOW

The “need to know” and the “right to know” shall exist before any data base inquiry is made. If any employee suspects that a request for information from the automated systems does not fit the criteria, even if the requestor is another department member, they are not to release the information and shall notify their supervisor. **(Refer to SJPD Duty Manual Section C 2004)**

A 6.13 RELEASE OF INFORMATION TO THE PUBLIC/MEDIA

Information on operations shall not be released to the public. Personnel shall not make any official public statement relating to department business without the consent of the Chief of Police. All inquiries from the media shall be referred to the Public Information Officer or the appropriate bureau commander. **(Refer to SJPD Duty Manual Section C 1903)**

A 6.14 DEACTIVATION IN AUTOMATED SYSTEMS

When an employee separates from City service or transfers, supervisors will ensure the person is deactivated from all departmental systems (e.g. AIS, CAD, RMS), when appropriate.



Operations Support Services Division personnel must exercise care and take all safety precautions when using any City owned equipment, vehicle or facility.

PROCEDURE

A 7.1 EMPLOYEE IDENTIFICATION CARD

When not in uniform, department issued identification cards will be worn on the outer garment and plainly visible at all times while in the PAB/PAC complex. It is the employee's responsibility to ensure their identification card is kept current.

A 7.2 PERSONAL USE OF EQUIPMENT

Each employee is responsible to maintain and store any equipment or property issued by this department.

A 7.3 REPORTING LOST/STOLEN EQUIPMENT

Whenever City issued property has been lost or stolen, the employee shall ensure that a police report is taken. The employee shall also prepare a memorandum to the Division Manager detailing how the theft or loss occurred and forward the memorandum with the police report to the Division Manager for review.

A 7.4 RETURN OF EQUIPMENT - SEPARATION FROM CITY SERVICE/TRANSFER

Upon separation from City service or transfer, the direct supervisor shall collect and turn in all equipment or property issued to the Division Staff Specialist. This shall include, but is not limited to, the following:

- Headset
- Department Shield
- Identification Card
- Building keys (OSSD and PAB)
- Rook Book
- Training Guide
- Duty Manual binder and/or CD-ROM
- PAB E lot parking hang-tag
- PAC 2nd floor parking lot hang-tag (if issued)
- DMV Confidentiality (notify Police Personnel)

Locker: The employee is responsible for clearing out their locker prior to separation from City service or transfer.

Exit Interview: An employee separating from City service will be advised to contact the Employee Services liaison in the Police Personnel Unit at 277-5215 to set up an appointment for an exit interview. The purpose of the interview is to provide information on insurance continuation and what to expect regarding their payroll check.

A 7.5 USE OF SEATBELTS

All department members shall wear seatbelts while driving or riding in any City vehicle. (Refer to SJPD Duty Manual Section L1910).

A 7.6 BREAK ROOM USE/CLEANING POLICY

Employees are responsible for cleaning up after themselves. Volunteer staff clean and maintain the refrigerator, freezer, microwave and surfaces weekly. Due to the limited space, the following restrictions on food and beverage retention are strictly enforced:

- Refrigerator/freezer:
 - Name and date on all items
 - Store only on the days of your work week
 - On each Thursday or designated day, any item without a name, date or if it is “outdated” by the stamp put on by the maker of the product will be discarded.

- Water – (In freezer):
 - Name and date of current week
 - Store only on the days of your work week
 - 1 qt. or 1 liter limit

The counter tops and refrigerator top shall not be used for storage. Aside from a personal cup, mug or glass, no personal items shall be stored in the cupboards or the break room, in general.



The 4/10 and 5/8 work plans are an important employee benefit in maintaining good morale. Shift hours and staffing needs are based on work volumes and departmental needs in fulfilling departmental goals. In all cases, departmental needs and providing law enforcement and public support services are the dominant factors in determining shift hours and assignments.

POLICY

A 8.1 SHIFT HOURS

The normal work schedule for the Operations Support Services Division is a 10.5 hour day. The general shift hours for the Records Units are:

- Day Shift 0630 - 1700 hours
- Swing Shift 1500 – 0130 hours (*Revised 04/08/14*)
- Midnight Shift 2100 - 0730 hours

Central Identification Unit: The shift hours for the Central ID Unit are not consistent with the above and may fluctuate from shift change to shift change.

A 8.2 STAFFING CONFIGURATION COMMITTEE

To allow more employee flexibility with scheduled start times, the Staffing Configuration Committee providing additional start times and added more 5/8 schedules contingent on available staffing. As needed, the Staffing Configuration Committee will reconvene to recommend additional staffing plans. (*Not Active*)

PROCEDURE

A 8.3 SHIFT BIDDING

Most employees bid for shift assignments based on seniority and classification within the Operations Support Services Division twice a year. The distribution of assignments on each of the shifts (within each classification) shall be based upon existing numbers of qualified personnel within each classification and the Division needs. The shift positions shall be posted and/or distributed along with an updated seniority list and call-in times prior to the bidding date. (Refer to the current MEF MOA for the definition of seniority and the Operations Support Services Division Shift Bid Guidelines). **Operations Support Services Division personnel are qualified to bid for a shift if they meet the following conditions:**

1. Employees must be returning to full duty by shift change. Employees on disability, temporary modified duty (work restrictions and/or overtime restrictions), still in training, or on any type of leave of absence, must submit notice and/or medical clearance, if applicable, to the O.S.S.D.'s Administrative Unit three business days before the shift packets are distributed.
2. Employees shall not be on leave or planning on taking a leave that is four months or longer of the six months of shift change. Employees on leaves

lasting longer than four of the six months of shift change shall be administratively assigned based on the needs of the Division upon their return to full duty.

A 8.4 ADMINISTRATIVE ASSIGNMENT

The Bureau Deputy Chief or Division Manager shall initiate administrative assignments (voluntary or involuntary), as needed, in order to effectively manage Operations Support Services Division personnel.

In instances of *involuntary* re-assignments due to staffing concerns, the administrative assignment shall be made on PDS series or LFE series classification and reverse seniority. The employee who has been involuntarily re-assigned shall retain any previously approved vacation and compensatory time off.

In the event an employee has bid for a shift and then is unable to work the shift due to an unscheduled leave or modified work conditions; the employee may be administratively assigned.

A 8.5 PROBATIONARY EMPLOYEES

Probationary Police Data Specialist I and Latent Fingerprint Examiner I trainees are administratively assigned, based on the recommendation of the training supervisor(s). Management may institute an administrative assignment of a probationary trainee at any time.

A 8.6 MODIFIED DUTY

An employee who is unable to return to full duty by shift change, will be administratively assigned to a unit or assignment that can best accommodate the employee's work limitations. Management will give every consideration to the employee's seniority before making the administrative assignment as to the shift, days off and unit assigned, whenever possible. It is the employee's responsibility to keep their supervisor apprised of the status of their modifications and ability to return to full duty.

Personnel working modified duty will keep their supervisor and the Operations Support Services Division Staff Specialist informed of their current status. As doctor's appointments occur and/or restrictions change, an updated doctor's note will be submitted to the employee's supervisor and the Staff Specialist by the employee.

A 8.7 REALLOCATION OF DAILY ASSIGNMENTS – STAFFING & BACKLOGS

Operations Support Services Division supervisors are responsible for evaluating the workloads on their specific shifts and in specific units on a daily basis. Supervisors will coordinate their efforts to reduce backlogs throughout the Division during the overlap period between shifts and when a unit has personnel above the minimum staffing level. Appropriate action will be taken by a supervisor to reassign personnel division wide and/or within a specific unit, whenever practical, in order to reduce backlogs.

A 8.8 SHIFT TRADES

Shifts that were awarded based on seniority may be traded on a long-term basis. Two parties must be in the same classification and anyone whose seniority falls between the trading partners must also approve of the shift trade. All requests shall be made on a memorandum and approved by the OSSD Manager or designee. **For short term trades see Section A8.9 – Shift Substitutions.**

A 8.9 SHIFT SUBSTITUTIONS

- A. Shift substitutions may be granted in order to allow temporary changes in work schedules. Shift substitutions are a privilege and may be restricted at any time. For long-term permanent shift trades see Section A8.8.
- B. A shift substitution form shall be completed for shift substitutions of any duration and must be approved by a Senior PDS or higher rank. Hours-only same day shift substitutions and shift substitutions that are paid back within the seven-day work week (Sunday through Saturday) shall be recorded on the timesheet (days and hours) by the person who actually works it.
- C. Shift substitutions that do not take place within the workweek shall be recorded *as if* the person is still working that day and shall include any applicable shift differential, training pay, etc. Those actually working on that day understand they waive those rights and that the hours they work for someone else also do not qualify for overtime compensation.
- D. The employee regularly scheduled to work (for substitutions described in paragraph “D”) is still responsible for the shift. If another employee agrees to work for the regularly scheduled employee but fails to work for any reason, the regularly scheduled employee is still responsible for the time and for ensuring their own time balance is debited accordingly.
- E. Employees that are promoted to a different classification have 60 days to pay back the shift hours.
- F. Any disputes surrounding shift substitutions shall be resolved between the employees.

A 8.10 SHIFT TRADE - SHIFT DIFFERENTIAL

Compensation is in accordance with the current MEF-MOA. Both employees are expected to be on-duty at each employee’s regularly scheduled start time.

- Example: A police data specialist who normally works 1200-2230 hrs. has a shift trade with a police data specialist who normally works from 1400-0030 hrs. The first police data specialist would be expected to start at 1400 hrs and would receive night shift differential at the appropriate rates for the full shift; the second police data specialist would be expected to start at 1200 hrs. and would receive night shift differential beginning at 1400 hrs.

A 8.11 SHIFT SUBSTITUTION - SICK LEAVE

Staffing levels are adversely affected when an employee calls in sick on the date they are scheduled to work. Employees who agreed to a shift trade will advise an on-duty supervisor as soon as possible if they are unable to complete their shift trade commitment due to illness. In addition:

- If the employee is sick on a scheduled workday, a doctor's note will be required and sick leave will be recorded on the web timecard.
- If an employee calls in sick on a trade day more than twice, they will not be allowed to shift trade for the remainder of the shift.

A 8.12 SHIFT SUBSTITUTION – REQUESTS FOR TIME OFF

If staffing allows, the employee may request vacation, compensatory or personal leave on the payback day. Holiday leave may be granted only if senior employees working in the unit were not previously denied the holiday off.

A 8.13 SHIFT TRADE - PART-TIME PERSONNEL

A part-time police data specialist would work the actual hours of the full-time police data specialist, staying longer than their normal shift. The full-time police data specialist, when working for the part-time police data specialist, may stay the entire shift in order to avoid using compensatory, vacation or personal leave.

A 8.14 OVERTIME – GENERAL

In an effort to maintain minimum staffing levels and to minimize backlogs, both voluntary and mandatory overtime shall be used to fill positions until adequate staffing levels are achieved. Overtime is carefully managed on a weekly basis to ensure that the Division does not exceed its budget. To control staffing levels and backlogs, overtime hours will be posted weekly for the most critical backlogs. Based on approved time off and general staffing shortages, supervisors calculate the staffing needs in their unit and post sign up sheets, as needed.

A 8.15 OVERTIME – SHIFT HOLDOVER

When extreme personnel shortages occur, the on-duty supervisor may direct employees to work overtime. Other alternatives, such as reallocation of on-duty personnel, will be exhausted before any shift holdover is considered.

A 8.16 OVERTIME - VOLUNTARY OVERTIME LIST

A list of Records personnel who have agreed to be contacted for voluntary overtime has been established for staffing purposes and will be maintained on each shift to minimize the likelihood of a shift holdover.

A 8.17 OVERTIME - CALLBACK

In extreme circumstances when all attempts to provide staffing have been exhausted, the on-duty supervisor may direct personnel to report to work based on minimum staffing requirements. When possible, the employee will be given their choice of position or job duty.

An employee who is called back to work in response to an emergency or other

unforeseen circumstances shall be credited for the time worked, or for three hours, whichever is greater, at the appropriate rate. This applies to a work day after the employee has departed or on a day off. It does not apply to scheduled overtime or during a regular shift. **(Refer to current MEF MOA).**

If an employee is requested to report for their shift early, it does not qualify under the above intention for call back but is credited as general overtime

A 8.18 OVERTIME – REQUEST/VERIFICATION

In order to manage the overtime budget and track overtime hours, employees will adhere to the following procedures:

- Prior to reporting to work backlogs approved for overtime, the employee shall call ahead to ensure that the backlogs and/or allotted hours are still available.
- The employee will time stamp **“in”** on the back of the Assignment Log for the day, noting the reason for the overtime and hours of overtime worked. *(Revised 04/08/14)*
- The hours worked must be approved and an entry made in the Comment field of the employee’s timecard noting the employee’s supervisor or, supervisor that approved the overtime. *(Revised 04/08/14)*
- Upon completion, the employee will time/date stamp **“out”** on the back of the form, indicate the amount of work completed and the actual number of hours worked. The on-duty supervisor will verify the amount of work completed, sign the form and initial both time/date stamps on the reverse.

A 8.19 OVERTIME - REASSIGNMENT

If an employee obtains prior approval to work overtime on backlogs and is subsequently needed to assist in another unit or task due to a personnel shortage, the employee will be allowed the same compensation as previously agreed. The on-duty supervisor making the reassignment will be responsible for adjusting the overtime balance on the sign-up sheet. The employee will be responsible for recording the actual assignment worked on the Assignment Log form including start and completion times.

A 8.20 OVERTIME - RESTRICTIONS

In general, employees are restricted to working up to 4 hours before or after their regularly scheduled shift and up to 14.5 hours on a regularly scheduled day off.

A 8.21 OVERTIME – RECORDING

Employees must work a complete quarter-hour or increments thereof to receive overtime compensation. *(Revised 04/08/14)*

A 8.22 OVERTIME - END OF SHIFT

Overtime compensation does not start until the end of an employee's shift. Employees must complete quarter-hour or increments thereof to receive overtime compensation. *(Revised 04/08/14)*

- Example: Day shift ends at 1700 hours, not 1650 hours. A day shift employee must work until 1715 hours, not 1710 hours, to receive a quarter-hour of overtime. To receive one-hour overtime, the employee must work until 1800 hours, not 1750 hours.

A 8.23 OVERTIME - WEB TIMECARD ENTRY

The overtime date, time periods worked and reason for the overtime along with the approving supervisor's name and badge number will be recorded on the employee's web timecard. **(Refer to Web Timecard guidelines, Section A 4.11)** *(Revised 04/08/14)*

A 8.24 OVERTIME - COMBINED WITH LEAVE

Taking compensatory time, vacation, personal, sick, disability or holiday leaves and working overtime within the same work day is subject to approval.

- Example: Taking two hours of compensatory time at the beginning of the shift and then working two hours overtime at the end of shift for time and a half is subject to supervisor approval. **(Refer to current MEF MOA)**

A 8.25 OVERTIME - VACATION LEAVE

If an employee elects to work overtime while on vacation leave, the overtime shall occur during hours other than the employee's regularly assigned shift or on a regularly scheduled day off.

A 8.26 OVERTIME – UNIT STAFFING - CANCELLATION

Overtime commitments are an integral part of maintaining minimum unit staffing. When an employee has signed up to work overtime and subsequently cancels within 24 hours of the overtime shift supervisors must make last minute requests for overtime personnel; on-duty staff may be asked to hold over or personnel may be called to come in early. Employees with multiple cancellations may be restricted from working overtime.

A 8.27 OVERTIME – ATTIRE

Changes in acceptable overtime attire may be made at the discretion of the Division Manager (e.g., dress down clothing). The number of overtime hours worked does not determine acceptable attire.

A 8.28 BREAK PERIODS

Employees are entitled to two 15-minute breaks per shift. The break periods should be scheduled in the middle of each half of the shift in as much as possible. Break periods will not be scheduled in the first or last hour of an employee's shift. Break periods will not be combined with time off. **(Refer to current MEF MOA).**

To help reduce the incidence of repetitive stress injuries, it is imperative that employees take full advantage of the allotted breaks in the manner prescribed. Combining break periods with lunch periods may contribute toward further injury and is discouraged. Additionally, employees are encouraged to break from repetitive tasks regularly to stretch and shift position.

All breaks periods shall be taken away from the workstation/unit.

A 8.29 LUNCH PERIODS

Employees are entitled to a 30-minute lunch period during their regularly scheduled work shift. The lunch period should be scheduled during the middle of each scheduled work shift in as much as possible. Lunch periods will not be scheduled in the first or last hour of an employee's shift. **(Refer to current MEF MOA.)**

Combining breaks and lunch periods may be allowed with prior approval of the employee's supervisor or the on duty supervisor.

Combining compensatory time off with lunch periods may be allowed on occasion with prior approval of the employee's supervisor or the on duty supervisor.

All lunch periods shall be taken away from the unit/workstation.

A 8.30 SENIORITY

Seniority amongst an academy group shall be determined by the final academic standings. An established academic success level needs to be accomplished during the academy training prior to taking the final PDSI probationary examination.

PDS I seniority may change, post academy, if the employee has taken more than 80 hours of paid or unpaid leave during their PDS I probationary period. The hours that are missed are a combined total hours of any paid or unpaid leaves, including, but not limited to, Sick Leave, Vacation, Personal Leave, or Compensatory Time while the PDS I is on probation.

Seniority may also change if a PDS I has their probationary period extended.

The Police Data Specialist II classification will have a probationary period no shorter than 6 months in length. During this probationary period any type of disciplinary action(s) that occur may result in a change in seniority.

PDS II seniority may change, if the employee has taken more than 80 hours of paid or unpaid leave during their PDS II probationary period. The hours that are missed are a combined total hours of any paid or unpaid leaves, including, but not limited to, Sick Leave, Vacation, Personal Leave, or Compensatory Time while the PDS II is on probation.

A 8.31 OVERTIME- FAILURE TO WORK

When personnel is unable to report to work for their assigned overtime position they will automatically be assigned to work the next understaffed shift based on their days off. If a pattern of not reporting to work on your overtime occurs it may lead to discipline.



Any type of leave from work may have a significant impact on the functions of the Operations Support Services Division. Citizen and officer safety is dependent upon maintaining minimum staffing levels. Employees may be entitled to take time off, as with vacation and personal leave, or may be granted other types of time off, such as leaves of absences without pay. Because of the critical nature of the job, time off that is granted may also be rescinded in cases of emergency.

PROCEDURE**A 9.1 ABSENT WITHOUT NOTIFICATION**

An employee who is absent without notification to his/her department head or other designated authority for two consecutive work shifts shall be considered to have voluntarily resigned. **(Refer to current MEF-MOA).**

A 9.2 ADMINISTRATIVE LEAVE

An employee may be placed on administrative leave when the appointing authority determines it is in the City's best interest. A department head or designee shall have the authority to remove a City employee from duty without prior approval in extreme cases. **(Refer to SJPD Duty Manual S 2707).**

A 9.3 BEREAVEMENT LEAVE

All benefited employees shall be granted 40 hours of funeral leave in the event of a death of any of the following relatives of the employee: spouse or registered domestic partner, parent, step-parent, grandparent, step-grandparent, great grandparent, step great-grandparents, child, brother, sister, step-child, son/daughter in-law, brother/sister in-law. This leave must be taken within 14 calendar days following the death of an eligible person. **(Refer to current MEF-MOA).**

The employee shall notify their immediate supervisor of the need for funeral leave. Upon their return, the employee shall fill out a Bereavement Leave certificate and submit it to the employee's supervisor.

A 9.4 COMPENSATORY LEAVE – GENERAL

Compensatory time, commonly referred to as Comp Time or T.O (time off), is earned whenever an employee works overtime or a holiday. Overtime is also credited should the holiday fall on a day off.

Employees may elect to be credited with compensatory time in lieu of paid overtime as authorized by the Division Manager and in accordance with the MEF-MOA. Compensatory time not taken within 26 pay periods shall be paid off. Employees may be directed by their supervisors to take time off in order to avoid pay out. **(Refer to current MEF-MOA).**

A 9.5 COMPENSATORY LEAVE –SUBMITTING A REQUEST

Employees shall submit a request for compensatory time off to a senior or supervisor utilizing the “Request for Time Off” form. Requests shall be submitted on the 1st day of the prior month of the desired time off.

Any time off after the 1st day of the prior month may be denied at the discretion of the senior or supervisor. Last minute requests for compensatory time off may be denied at the discretion of the senior or supervisor if the time off will interfere with the accomplishment of pre-scheduled assignments or when backlogs are at a critical level.

Time off is awarded on a first-come first-serve basis. Beginning and end of shift time off is approved at the discretion of the employee’s supervisor or in their absence, an on-duty supervisor on the same shift.

A 9.6 COMPENSATORY LEAVE – CANCELLATION BY EMPLOYEE

If an employee is granted compensatory time off and chooses to cancel the time off, they must notify a senior or supervisor by the 1st day of the prior month. Any cancellations after the 1st day of the prior month may be denied at the discretion of the senior or supervisor.

A 9.7 COMPENSATORY LEAVE – CANCELLATION BY SUPERVISOR

In the event of a critical staffing problem, it may become necessary to cancel an employee’s scheduled compensatory time off. However, every alternative will be explored to correct the staffing problem prior to canceling the time off.

A 9.8 EMERGENCY TIME OFF (ETO)

Emergency time off will be granted for emergency circumstances only. Emergency time off may only be authorized by a supervisor or above. The employee will give the reason for the emergency request to the supervisor and the supervisor will make the determination if the circumstances are deemed an emergency. Employees shall make every effort to give at least 24 hours notice prior to needing the time off to allow for staffing considerations to be addressed.

Records personnel will call [REDACTED] when requesting emergency time off. Central Identification Unit personnel will call [REDACTED]

A 9.9 DISABILITY LEAVE – GENERAL

Employees who are disabled as a result of an occupational illness or injury shall use disability leave. Only Risk Management may determine if an employee has an approved claim.

Employees have an obligation to check with their Risk Management caseworker before indicating disability on their timesheet. Employees calling in absent for the day who want to use disability leave shall provide medical verification for that day to Risk Management and a copy for the employee’s supervisor. All physical therapy appointments shall be scheduled, if possible, on the employee’s own time. If the employee is already scheduled for disability leave either due to an appointment or work limitation, they may use approved disability leave if they call in sick for the

other portion of their scheduled work day.

A 9.10 DISABILITY LEAVE – PROCEDURE

An employee who believes they have a work incurred injury must notify a supervisor. The supervisor will complete the SJPD Employee Incident Report and the SJPD Accident/Incident Investigation Form. If the employee requires or will require medical treatment, the worker's compensation paperwork must also be completed within 24-hours of notifying a supervisor of the injury. Supervisors will provide the employee with the DWC Form 1 claim form. Supervisors must also fill out the Employer's Report of Occupational Illness or Injury form (Form 5020). Both forms are turned in at the same time. Employers must, however, file the F5020 report with Risk Management within five (5) days of their knowledge.

A 9.11 DISABILITY LEAVE – PAYMENT

There is an initial three-day waiting period for all workers' compensation claims where the employee must use their sick leave. (Physician must put the employee out for three days or more). If the employee is hospitalized or off work for 14 consecutive days, the three-day waiting period time is either reimbursed or waived.

Disability Leave Supplement (DLS) is paid in addition to Workers' Compensation Temporary Disability (WCTD) to equal 85% of the employee's salary. DLS is paid up to 2,080 hours and is not paid for any claim older than five years. **(Refer to current MEF-MOA).**

A 9.12 DISABILITY LEAVE – WEEKLY STATUS REPORT

All Operations Support Services Division personnel on disability are required to call-in weekly to give a status report while on disability. The employee shall call the division Staff Specialist at [REDACTED] every Monday between 0800-1700 hours and leave a message with the following information:

- Your name and badge number
- Updated status of your disabling condition
- Your estimated date of return to duty
- A current telephone number where you can be reached during the day
- Any other information or questions you might have

Note: E-mail correspondence is not acceptable.

In addition, the employee shall relay this information to the San Jose Police Department Disability Hotline at 277-8777. **(Refer to SJPD Duty Manual Section S 2611).**

A 9.13 DISABILITY LEAVE – RETURN TO WORK

Anyone returning to work from a disability leave or anyone who has disability work restrictions must first obtain clearance and paperwork from Risk Management. A copy shall be made for the division Staff Specialist.

A 9.14 FEDERAL FAMILY LEAVE ACT (FMLA)

Employees have the right to utilize up to 480 hours for the birth of a child, adoption or placement of a child in foster care, their own medical illness or the illness of their child, parent, or spouse. This leave may be used in increments totaling up to 480 hours in a 12-month period. The employee must have worked for the City for at least 12 months and worked 1,250 hours in the past 12 months. FMLA for the City is tracked using the 12-month rolling calendar method. FMLA also runs concurrent with any disability leave (worker's compensation).

The Department does not require the employee to apply for FMLA leave if the employee can cover their absence with their sick leave balance. Employee Services will be notified of the leave and may contact the employee to advise that the time off will be counted toward FMLA, if it is a qualifying event.

Leave forms can be obtained from the Department timekeeper and submitted via the Chain of Command 30 days prior to the commencement of the leave, if possible.

Family Medical Leave may also be intermittent for medical reasons only.

Those applying for FMLA for a medical reason must submit medical verification forms to their health care provider. Medical verification shall be submitted directly to the Employee Health Services department.

The employee may be required to pay the City of San Jose for any City paid health contributions made during any unpaid portion of the 480 hour leave.

A 9.15 FMLA – USE OF TIME BALANCES

If the leave requested is for the employee's own medical illness, the employee must exhaust their sick leave balance during the 480 hours of leave. The employee may choose to use their vacation time or compensatory time balances.

The employee may also use their sick leave balance for family members that are ill. Since the employee is only allowed to use FMLA for their parents, spouse or children, the employee may use an unlimited amount of their sick leave. **(Refer to current MEF-MOA).**

Any lost time accrued as a result of FMLA is not counted toward a deduction in calculating department seniority unless the leave extends beyond 480 hours in a 12-month period.

A 9.16 HOLIDAYS – GENERAL

Similar to vacation requests, employees may formally request holidays off at the beginning of each shift change. Holidays off will be granted based on seniority within the assigned unit and shift. Each holiday creates different staffing demands. This fact will be taken into account for holiday staffing plans.

A 9.17 HOLIDAYS – CANCELLATION

If an employee is granted a holiday off and then chooses to work, the employee shall give a senior or supervisor prior notice by the 1st day of the prior month. Any cancellations after the 1st day of the prior month may be denied at the discretion of the senior or supervisor.

A 9.18 HOLIDAYS – SICK LEAVE

If an employee is scheduled to work a holiday and subsequently calls in sick, the employee will be required to use sick leave in lieu of the holiday. **(Refer to current MEF-MOA).**

A 9.19 LEAVE OF ABSENCE – GENERAL

Requests for leaves of absence will be granted for medical emergencies and as required under the Federal Family Leave Act only. Personal leaves of absence will not be approved due to staffing constraints.

Any unpaid leave of absence that extends beyond one pay period must be requested on a Leave of Absence form. The appointed authority for good and sufficient reasons may grant a leave of absence without pay.

In general, the leave of absence may not exceed 12 months. Such leaves may be extended an additional six months with approval **(Refer to current MEF-MOA).**

The member requesting leave shall complete a Request for Leave of Absence no later than 60 calendar days prior to the beginning date of the leave. The leave request shall be submitted via the chain of command to the Chief of Police. **(Refer to SJPD Duty Manual Section S 2703).**

A 9.20 LEAVE OF ABSENCE – RETURN FROM LEAVE

Upon return from any unpaid leave, it is the employee's responsibility to notify the Department timekeeper [REDACTED] of their return to duty. This will ensure the employee is placed back on the City payroll.

A 9.21 LEAVE WITHOUT PAY/LOST TIME

The use of lost time is not a right. Lost time used as additional leave time because a sick leave balance has been exhausted, is not approved time off. Absences resulting in lost time may be considered job abandonment.

Accrual of 10 hours of lost time causes an automatic loss of departmental seniority and can affect City benefits. Employees who continually accrue lost time shall receive counseling by their supervisor and may receive discipline up to and including termination.

In the event that lost time is accrued in error, employees must correct the error on a Time Sheet Adjustment Form within one pay period of the error.

A 9.22 MATERNITY/PATERNITY LEAVE

Besides the 480 hour leave you may receive through FMLA/CFRA (California Family Rights Act) for the birth or adoption of a child, employees may request an additional four weeks leave, totaling four months. This leave must be taken within one year of the child's birth. The department does not approve intermittent FMLA in this case.

Salary Continuation: One month of paid sick leave *prior* to the employee's due date may be utilized in addition to three months of FMLA.

A 9.23 MEDICAL LEAVE

Employees who do not qualify for FMLA may request a medical leave of absence. Leaves without pay affect step increases, in that time used without pay will not count toward a step increase. Therefore, upon return from leave without pay, the anniversary date for a step increase shall be changed.

Those on extended medical leaves that last three months or more shall obtain a medical release from Employee Health Services before returning to work. Any full-time employee who is unable to return to work after being absent on unpaid sick leave for 12 consecutive months or for 12 cumulative months in any period of 24 consecutive months shall be separated from City service. **(Refer to current MEF-MOA).**

A 9.24 MILITARY LEAVE

Employees are entitled to benefits for military service, in accordance with applicable laws of the State of California and the Federal Government. General information about military leave may be found in the MEF-MOA. Instead of using vacation or compensatory time for weekend drills, and on approval of the Division Manager, personnel may be allowed to adjust their days off for the week. All requests for adjustments or military leave must be submitted as soon as the member learns of the commitment. Timely notification to the employer is a requirement under federal and state laws and can be grounds for refusal to grant the adjustment or leave.

A 9.25 RELEASE TIME

Cancer Screening Examinations: Release time must have prior supervisor approval. Release time for cancer screening examinations, up to three hours, during normal work hours, may also be granted with prior supervisor approval under the following circumstances:

1. Women 40 years of age and over;
2. Men 50 years of age and over; and
3. Employees of any age if a screening is recommended by their doctor

A cancer screening release time form must be completed and presented before the supervisor may approve the time.

City Training: Employees are encouraged to attend City-offered training to improve skills, impact effectiveness or productivity, or prepare themselves for advancement within their classification series.

Each employee will be allowed up to 24 hours of release time per calendar year to attend City-offered training only. This is in addition to training provided or required by management.

If voluntary training occurs on the employee's regularly scheduled workday, every attempt will be made by the employee's supervisor to accommodate the training. Conditions such as staffing shortages could preclude the employee from attending voluntary training or adjusting work hours.

If voluntary training occurs on the employee's regularly scheduled hours off, the

employee is not entitled to receive overtime pay or compensatory time off for attending the training.

A 9.26 SICK LEAVE – GENERAL

Sick leave is not a benefit that an employee may use at their discretion; therefore, sick leave shall be authorized only in cases where the request for sick leave is reported promptly and used for an authorized reason. Authorized reasons for sick leave include personal illness, family illness as defined by the MEF-MOA, and medical or dental appointments. Sick leave is not authorized for absences resulting from the consumption of alcohol or non-prescriptive drugs. The department head or designee is authorized to investigate the validity of sick leave requests.

A 9.27 SICK LEAVE – NOTIFICATION

In cases of illness or authorized reasons for sick leave, the employee shall notify the on-duty supervisor at least two hours prior to the start of their scheduled shift so that staffing adjustments may be made.

Anyone, who has been granted beginning of shift time off and later calls in sick for the rest of the workday, shall be charged for a whole day of sick leave.

In cases where the employee does report to work but requests to go home ill, the employee shall notify the supervisor as soon as possible so that minimum staffing levels may be maintained.

A 9.28 SICK LEAVE – VERIFICATION

Employees may be asked to provide medical verification for any leave where sick leave pay is requested. In rare occurrences the issue of sick leave is questionable. In the event that sick leave is not approved, it shall be recorded as lost time hours. Employees are not permitted to use compensatory time or vacation time in lieu of sick leave without express permission of the employee's supervisor, however, personal leave may be used when the employees sick leave balance is exhausted. **(Refer to current MEF-MOA).**

A 9.29 TEMPORARY LEAVE/MODIFIED DUTY

The Division Manager shall make all temporary or modified duty assignments, with coordination from Risk Management. For any restrictions, the employee must submit a completed medical restriction form, which lists the limitations or restrictions for determining the modified duty assignment. A doctor's note that indicates which positions or shift an employee must work is unacceptable. The physician does not have the authority to assign modified duty.

The modified duty assignment may require a change in work hours or shift. Modified duty employees, including those with overtime restrictions, may, at the Division Manager's discretion be assigned shifts. Any employee on any type of medical restrictions may work overtime only with the express permission of management. Outside work permits shall also be re-evaluated and may be revoked if deemed detrimental by the City Medical Director.

A 9.30 VACATION – GENERAL

At the beginning of each shift, employees may formally request vacation time off. Vacation is granted based on seniority within the assigned unit and shift. Requests for vacation time off will take precedence over requests for compensatory time off only at the formal bid times.

A 9.31 VACATION – BIDDING

Employees bidding for vacation during the September – March shift will use e-resource during the designated bidding time Requests can be submitted for the next year using time credited in the first pay period of the new year.

A 9.32 VACATION – REQUESTS

At the initial bid, if an employee elects to not submit a request, subsequent requests will be granted on a first-come basis with no regard to seniority. Subsequent requests for vacation must be submitted to a senior or supervisor utilizing the “Request for Time Off” form. Requests shall be submitted before the 1st day of the prior month of the desired time off. Any time off after the 1st day of the prior month may be denied at the discretion of the senior or supervisor. Last minute requests for vacation time off may be denied at the discretion of the supervisor if the time off will interfere with the accomplishment of pre-scheduled assignments or when backlogs are at a critical level. Time off is awarded on a first-come first-serve basis. Beginning and end of shift time off is approved at the discretion of the senior or supervisor.

A 9.33 VACATION – CANCELLATION

If an employee is granted vacation time off and chooses to cancel the vacation time off, they must notify a senior or supervisor by the 1st day of the prior month. Any cancellations after the 1st day of the prior month may be denied at the discretion of the senior or supervisor. If the employee does not have sufficient vacation leave at the time of their scheduled vacation, their supervisor may cancel their vacation time off.

A 9.34 VACATION – CARRYOVER

Employees who have not submitted a request for vacation time may risk losing any vacation time that exceeds the 200 hour carry-over if not used by the end of the calendar year. Requests submitted towards the end of the calendar year *may* not be accommodated due to staffing constraints. Planning vacation requests is encouraged.

A 9.35 WITNESS LEAVE

Employees who are required to appear in any Court of this State or of the United States of America as a witness under subpoena by reason of their employment, shall receive their regular salary during the term of their service as a witness. Each employee of the City who is called to appear while off-duty under subpoena shall receive overtime for the time spent in court or for two hours, whichever is greater. Compensation will not be paid if the employee is a party to a state or federal action.

Employees shall notify their supervisor immediately upon service of the subpoena of their time when required to appear in Court. **(Refer to current MEF-MOA).**



The Operations Support Services Division expects a high level of professional conduct from all employees. On certain occasions employees exceed those expectations and should be recognized for their outstanding work. Conversely, those who occasionally do not meet the demands of the position need guidance in maintaining the standards and shall also be given an opportunity to improve.

A 10.1 EMPLOYEE AWARDS

Operations Support Services Division employees are recognized for their outstanding daily performance and special achievements in a variety of ways. They may receive verbal praise or a written note for their accomplishments, to more formal recognition as follows:

A 10.2 EMPLOYEE RECOGNITION AWARDS

An Awards and Commendation Board, comprised of members representing all Bureaus and the Office of the Chief of Police, meet regularly to review commendation reports that have been forwarded for consideration for Employee Recognition Awards. All department members are eligible for awards, which may take the form of a letter, certificate, or any other special commendation, as determined by the Awards Board. The Chief of Police presents the awards during Employee Recognition Ceremonies. These special awards are generally for specific work or day-to-day excellence.

Department members are also eligible to receive the Richard Huerta Award, which is given to any non-sworn employee for consistently performing especially meritorious work.

A 10.3 EMPLOYEE OF THE MONTH (EOM)

An Employee of the Month Committee is comprised of members of the Operations Support Services Division and meets to review commendation memos received for consideration for Employee of the Month. All division members are eligible for the award, which will take the form of obtaining the designated Employee of the Month parking space. The Division Manager presents the award during a division Employee of the Month celebration. This award is generally for specific work or day-to-day excellence.

A 10.4 EMPLOYEE SUGGESTION AWARD SYSTEM

The City of San Jose maintains a Suggestion Award System, which provides financial compensation to employees offering suggestions that significantly improve City operations. The Police Department also maintains an in-house Suggestion Award System that provides letters of commendation to members who offer suggestions that significantly improve the ability of the department to fulfill its mission or significantly improve operations. Members are encouraged to participate in both systems.

A 10.5 EMPLOYEE ASSISTANCE PROGRAM (EAP)

The City recognizes that professional counseling is an important benefit to assist employees in resolving personal and family problems which may otherwise affect the employee's job performance and well-being. Through the EAP, licensed counselors are available to help employees resolve problems and identify strategies for coping with difficult situations. **(Refer to current MEF MOA)**

A 10.6 PEER SUPPORT

The Peer Support Program provides assistance to department members in the handling of personal problems. All peer support members are volunteers, and any peer support initiated is at the request of the person seeking assistance. Confidentiality is maintained as much as humanly and legally possible. Peer support information is strictly confidential **except** in these instances:

1. Where the information received by the peer member must be revealed by law, such as cases of criminal conduct.
2. Where the peer support member is involved as a participant or witness in an incident that is part of a disciplinary investigation.
3. Where there is reason to believe that the employee intends to injure himself or another person. In the case of threatened serious injury, a reasonable attempt shall be made to warn the intended victim(s).
4. Where substance abuse places the employee, citizens, or fellow employees in danger.

A 10.7 RECRUITING INCENTIVE PROGRAM

The Recruiting Incentive Program for the recruitment of Police Data Specialists has been in effect since 1999. Sworn and non-sworn personnel who recruit a Police Data Specialist candidate earn 20 hours compensatory leave hours if the candidate is hired, 10 compensatory leave hours if the candidate completes the Records Training Academy, and 10 additional compensatory leave hours if the candidate passes probation.

The Administrative Supervising Police Data Specialist handles memo notification advising the qualified employee of hours awarded.

A10.8 OTHER TRAINING

Professional training is a continual process throughout an employee's career. Besides the training the employee receives in the Records Training Academy, Continual Professional Training (CPT) and shift briefings, employees are encouraged to attend City-offered training classes. A schedule of classes is available on the City Intranet. **(Refer to Release Time, Section A 9.25)**

A 10.9 EDUCATION REIMBURSEMENT

The City provides tuition assistance to all eligible employees for registration, tuition, fees, and textbooks for college accredited courses. The courses must be related to or beneficial for the employee's current position or related to or beneficial for a lateral transfer, promotion or other career opportunity within the City service as approved by the department director or designee. Requests for tuition assistance shall be made prior to an employee beginning the course. **(Refer to current MEF-MOA).**

A 10.10 EMPLOYEE EVALUATIONS

During the probationary period, several reporting devices are utilized to document an employee's performance. While a Police Data Specialist trainee is in the Records Training Program, Daily Observation Reports and Weekly Evaluation Reports are completed. These are kept as part of the employee's training record and access to them is limited.

Once off probation, employees receive performance appraisals annually. Salary increases are given automatically unless purposely withheld by the supervisor. **(Refer to SJPD Duty Manual Section S 2300 and Appendix-Gift Ordinance, etc.)**

A 10.11 PERFORMANCE APPRAISAL APPEALS

All performance appraisal appeals are accomplished through the Chief of Police. The employee may appeal a specific rating of below standard or overall rating of below standard within 30 days. The employee may include their own written comments on any rating also within 30 days. **(Refer to current MEF-MOA).**

A 10.12 DISCIPLINE

The City's policy is to administer discipline with the goal of corrective, rather than punitive, action whenever possible. Discipline refers to management actions designed to correct the conduct or performance of employees who fail to meet established standards or to dismiss from City employment a habitual problem employee, or one who is engaged in grossly unacceptable behavior.

The appropriate use of discipline is essential to high employee morale and productivity. It is the City's policy to exercise progressive disciplinary action in a timely, fair and consistent manner. The supervisor takes progressive action if the employee has not responded to previous actions. Certain conduct and circumstances may be serious enough to warrant severe disciplinary action without prior lower level discipline. The City "Disciplinary Handbook for Supervisors" provides guidelines in determining the appropriate level of discipline. One or more of the following actions may be taken by the Chief of Police, subject to the provisions of the rules of the Civil Service Commission and, when necessary, the approval of the City Manager:

- Training or Counseling
- Documented Oral Counseling (DOC)
- Letter of Reprimand (LOR)
- Suspension

Demotion
Termination

A 10.13 DOCUMENTED ORAL COUNSELING (DOC)

A Documented Oral Counseling is written confirmation of verbal notification that performance or behavior needs improvement and a warning of potential future discipline, if improvement is not effected. The Division Manager retains the Documented Oral Counseling for one year then automatically destroys or returns it to the employee. The Bureau Deputy Chief shall receive a copy for review only. A Documented Oral Counseling shall not be part of an employee's personnel file.

A 10.14 LETTER OF REPRIMAND (LOR)

For non-sworn, letters of reprimand are considered non-formal discipline. Since police department employees must adhere to the SJPD Duty Manual, they are entitled to the same rights afforded to sworn personnel. For this reason, only police department members of MEF are entitled to a Skelley hearing for a Letter of Reprimand. **(Refer to current MEF-MOA).**

A 10.15 GRIEVANCE PROCEDURE

A police employee is entitled to a Skelley hearing for recommended discipline of a Letter of Reprimand or higher. An employee may file a grievance anytime, if there is a dispute between the City and the employee regarding the interpretation or application of the written Memorandum of Agreement. The employee may consult their Union Steward or refer to the current MEF-MOA for more information



All members of Operations Support Services Division (OSSD) are required to maintain a serviceable duty uniform regardless of assignment. Personnel assigned to OSSD operations will wear a full uniform when on duty. All uniform articles will conform to the specifications set forth in these standards. Unless otherwise noted, specifications will be understood to apply equally to men and women. All uniforms will fit properly and be in good repair.

The uniform will be worn only while on duty or while attending an authorized Department function. When traveling to and from work, personnel may wear uniforms providing the badge and patches are concealed from public view. All employees are required to have at least one Class A uniform in serviceable condition. Additionally, they have the option to wear a Class B or Class C uniform.

Department identification must be worn at all times when a uniform with badge/shield and name tag is not worn. It is not necessary to wear identification when wearing the approved holiday attire.

A 11.1 “CLASS A” UNIFORM

All employees are required to have at least one Class A uniform in serviceable condition. The Class A uniform consists of the following:

- A long sleeve uniform shirt with patches (tucked in)
- Tie with tie back/bar or cross-tie (women)
- Badge/shield Name Tag
- Division-approved pins (if applicable) Uniform belt
- Uniform pants or skirt
- Black shoes
- Black socks or plain hosiery, neutral to the wearer’s skin tone
- Ike jacket (optional)
- Military Dress Sweater (optional)
- Sweater or jacket (optional)
- Solid black purse (optional for women)

“CLASS B” UNIFORM

The Class B uniform consists of the following:

- A short sleeve uniform shirt with patches (tucked in).
- Shield
- Name tag
- Division approved pins (if applicable)
- Uniform belt
- Uniform pants or skirt
- Black shoes
- Black socks or plain hosiery, neutral to the wearer’s skin tone
- Matching navy blue shoes, socks, and purse (optional for women)

“CLASS C” UNIFORM

The Class C uniform consists of the following:

A long or short sleeve dark blue polo shirt (may be worn untucked, provided that the bottom of the shirt is uniformly hemmed to no shorter than six inches below the waistband and no longer than the bottom on the pant's zipper. It shall not be worn with the sleeves rolled up).

Uniform belt (if worn tucked-in)

Uniform pants or skirt

Black shoes

Black socks or plain hosiery, neutral to the wearer's skin tone

A 11.2 BADGE/SHIELD

The City-issued badge/shield will be worn in plain view on the uniform shirt over the left breast pocket. Supervising Police Data Specialists and civilian management positions will wear the gold plated badge/shield. All other classifications within the Police Data Specialist series will wear the silver plated badge/shield. The badge/shield will contain the employee's rank.

A 11.3 NAME TAG

Personnel in uniform will wear the regulation name tag in plain view on their uniform shirt. The name tag will be worn on the right pocket flap with the top edge of the name tag at the top edge of the pocket flap, suitably centered.

Name tag dimensions will be 2" x 2-3/8". It will be of equal quality material and workmanship as required in department badges. The name tag will be highly

polished, with the first initial and last name in blue upper case letters of sufficient size to be clear-cut and distinct. It will have a soldered, regular clutch fastener. Name tags will be gold plated for the ranks of Supervising Police Data Specialist and civilian management positions. Name tags will be silver plated for all other classifications within the Police Data Specialist series.

A 11.4 UNIFORM SHIRTS

CLASS A

The material will be 35% cotton and 65% polyester blend, white in color. It will have epaulets, convertible collar, perma-collar stays, badge tabs, and two plain flap patch pockets with a pen or pencil compartment. The shirt will be long-sleeved, may have permanent creases, and will have the approved SJPD shoulder patches sewn on each sleeve 1" below the shoulder seam. Senior Police Data Specialist will wear a "Senior PDS" rocker sewn below the SJPD patch on each sleeve. Supervising Police Data Specialists will wear a "Supervisor" rocker sewn below the SJPD patch on each sleeve.

CLASS B

The material will be 35% cotton and 65% polyester blend, white in color. It will have epaulets, convertible collar, perma-collar stays, badge tabs, and two plain flap patch pockets with a pen or pencil compartment. The shirt will be short-sleeved, may have permanent creases, and will have the approved SJPD shoulder patches sewn on each sleeve 1" below the shoulder seam. Senior Police Data Specialist will wear a "Senior PDS" rocker sewn below the SJPD patch on each sleeve. Supervising Police Data Specialists will wear a "Supervisor" rocker sewn below the SJPD patch on each sleeve.

Zippered fronts are acceptable, in both the long-sleeve and short-sleeve uniform shirts, provided the buttoned appearance is retained. Only the collar button may be unfastened if the employee elects not to wear a tie. Uniform shirts will be worn tucked in. Shirts will not be worn with the sleeves rolled up.

CLASS C

The Class C uniform shirt shall be a long or short sleeve dark blue polo shirt manufactured from a polyester synthetic weave. It shall have flat collars and cuffs, double needle armholes and bottom hem, side vents, and appropriate buttons. An example of a polo shirt that conforms to these specifications is produced under the 5.11 Tactical Performance Polo trademark. Personnel who possess Class C uniform shirts purchased prior to 2013 (cotton blend white, blue or grey polo) may continue to wear those shirts. Any Class C uniform shirts purchased after 2014, shall meet the specifications for the polyester synthetic weave, above. The department star shall be embroidered on the left breast and shall be 3" square. The lettering "O.S.S.D" shall be embroidered under the star. Senior and Supervising PDSs shall have their rank embroidered over the star in a half circle that follows the curvature of the star points. All personnel shall have their first initial and last name or badge # embroidered on the right breast. All lettering will be Arial font, with the name 1/2" in height, "O.S.S.D" 1/4" in height and rank 3/8" in height. The lettering and badge shall be silver in color for all ranks with the exception of Supervising PDSs, which shall be in gold.

A 11.5 PANTS

The material will be navy blue wool, blended wool, blended polyester/cotton or 100% polyester. The style will be straight legged, cuffed or un-cuffed, and will have belt loops. The length of pants will be between the top of the heel and the top of the shoe.

Any pants not identical with the approved models (below) or matching the style, color or material blend, as stated, are not acceptable. An example of pants that do not meet specifications is postal service pants. Examples of pants that conform to specifications are:

WOMEN'S PANTS

Lady Edward model #8657. 75% Dacron, 25% wool pleated pant.
Fecheimer model #38233. 100% polyester.
Sonatra 14-ounce Fire pant. 100% wool.
Liberty model 600MNV. 100% Polyester.
Classique brand women's pleated pants.

MEN'S PANTS

Edward model #2757. 75% polyester, 25% wool.
Sonatra. 100% wool.
Liberty model 600MNV. 100% polyester.

A 11.6 SKIRT

The material will be navy blue wool, blended wool, blended polyester/cotton or 100% polyester. It will be either a straight or A-line skirt with waistband and belt loops. The length of the skirt will be no higher than the top of the knee, nor longer than two inches below the knee.

A 11.7 JUMPER

The jumper will be identical in color and similar in material as that of the pants, skirt and walking shorts. It will be V-necked in style, with the neckline not reaching below the third uniform shirt button. The jumper will be straight or A-line in cut, with or without buttons the full length of the garment, and worn without a belt. The jumper will be worn with a uniform shirt underneath and the length of the jumper will be no higher than the top of the knee nor longer than 2" below the knee. The badge and name tag will be placed on the outside of the jumper at the same location that they would be worn on the uniform shirt, along with any pins approved by Division management.

Hosiery, either neutral to the wearer's skin tone or navy blue matte/opaque, or navy tights may be worn with the jumper. If navy hosiery or tights are worn, they must be worn with navy blue shoes that match the color of the jumper exactly and conform to uniform standards.

The jumper will not be worn as a Class A uniform except when worn as maternity attire.

A 11.8 FEMALE WALKING SHORTS

The material will be navy blue wool, blended wool, blended polyester/cotton or 100% polyester and will include belt loops. The length of the walking shorts will be no higher than 3" above the knee, or 2" below. Optionally, navy blue matte/opaque hosiery or tights may be worn with the female walking shorts.

If navy hosiery or tights are worn, they must be with navy blue shoes that match the color of the shorts exactly and conform to uniform standards. Ankle-high shoes may not be worn with walking shorts and the heels of any shoes worn with the shorts may not exceed 2".

A 11.9 UNDERGARMENTS

Male employees are required to wear a white crew-neck style undershirt with a white neckband, the sleeves of which will not extend below the uniform shirt sleeve. The type of material is optional, although a cotton or cotton blend is recommended.

Female employees are required to wear a white or neutral brassiere under the uniform blouse and have the option of wearing the crew-neck style undershirt.

When wearing the Class C uniform, men or women may wear either a white or navy blue short-sleeve crew-neck t-shirt. The t-shirt sleeves and thermal undershirt shall not extend below the short-sleeved polo shirt sleeves unless the colors are the same (blue polo with blue long sleeve, white polo with white long sleeve.)

A 11.10 TIE AND TIE CLASP

A tie will be worn with the Ike jacket and when commanded on special occasions. The tie will be worn with a tie clasp or tack. Supervising Public Safety Dispatchers, Supervising Police Data Specialists, and management level positions will wear the gold plated tie clasp or tack (SJPD badge emblem only). All other classifications within the Dispatcher and Police Data Specialist series will wear the silver-plated tie clasp or tack (SJPD badge emblem only). The regulation tie will be a solid black four-in-hand style, with a width of 3"-3½". Females have the option of wearing a black cross-cut tie (crossed left over right). A breakaway type is acceptable. Material will be wool or wool blend.

A 11.11 SENIORITY SERVICE STRIPES AND DIVISION-APPROVED PINS

Five-year increments of service with San Jose Police Communications and/or OSSD (full or part-time) will be identified by the wearing of service stripes on uniform jackets and long-sleeved uniform shirts. Wearing of service stripes/pins is optional. The following specifications will regulate the wearing of service stripes:

Service stripes for all Communications and OSSD ranks will be royal blue with a gold border and will be 3/8" wide and 2 3" long. The black backing will be 1/8" longer and wider than the royal blue (gold border) stripes.

On the long-sleeved uniform shirt, service stripes will be sewn on the lower left sleeve so that the lower edge of the stripe is 3/4" above the uppermost seam of the sleeve cuff, with the upper edge of the stripe positioned back toward the rear edge of the shirt sleeve, at an angle of 45 degrees. The complete stripe will be in front of the center press of the sleeve. Additional stripes will be spaced 1/4" apart. Stripes will be sewn on with a matching color thread and with professional skill.

On the dress jacket, service stripes will be sewn on the lower left sleeve so that the lower edge of the stripe is 4" above the edge of the cuff, with the upper edge of the stripe positioned back toward the rear edge of the sleeve at an angle of 45 degrees. The complete stripe will be centered within the outer sleeve panel. Additional stripes will be spaced 1/4" apart. Stripes will be sewn on with a matching color thread and with professional skill.

Division-approved pins will be worn above the right breast pocket, centered above the name plate.

A 11.12 SHOES

Shoes will be of the non-athletic type, shined, in good repair, and free of embellishments (i.e., buckles, ornaments, contrasting stitching). All shoes will be either entirely black including eyelets and speed lacers or, if worn with navy blue matte/opaque hosiery or tights, will be entirely navy blue. All shoes will be closed-toe and closed-heel type. A lightweight, soft leather shoe, plain, with no markings, meets specifications.

Black tennis shoes, athletic looking shoes (e.g., Reeboks) and suede shoes do not meet specifications.

Female employees have the option of wearing a low, mid or high-heeled shoe. Heels may not exceed 3 inches. These shoes will be entirely black if worn with neutral hosiery and entirely navy blue if worn with navy matte/opaque hosiery or tights.

Ankle high shoes may not be worn with walking shorts and the heels of any shoes worn with shorts may not exceed 2”.

Male employees will wear a black low-heeled shoe with a plain toe and solid black socks.

A 11.13 BOOTS

Boots will be all black, military style, leather and plain toed. Any zippers must be black in color. No rubber lug soles are permitted. Boots may be worn with trousers or pants only.

A 11.14 HOSIERY AND SOCKS

Socks must be solid black or opaque and worn with trousers only. Hosiery worn with skirts, pants, walking shorts and jumpers must be plain and neutral in color to the wearer's skin tone. Additionally, with walking shorts and jumpers, navy blue matte/opaque hosiery or tights may be worn. With skirts, tights are not acceptable, but navy blue hosiery may be worn with the navy blue shoes.

The navy blue hosiery may not be worn with "Class A" uniforms.

A 11.15 BELT

A black 1" or 1½” basket weave belt will be worn with the pants, skirt and walking shorts. Supervising Public Safety Dispatchers, Supervising Police Data Specialists, and management level positions will wear a gold plated belt buckle. All other classifications within the Dispatcher and Police Data Specialist series will wear a silver plated belt buckle.

OSSD personnel have the option of wearing a solid matte black leather or leather-like belt.

A 11.16 SWEATER / VEST

The sweater or vest is optional. Cardigan, V-neck pullover, long sleeve or vest sweaters must be solid navy blue, plain knit, made of 100% acrylic material, identical to the San Francisco Knitting Mills or School Apparel Co. approved sweaters. Cardigans may be button-up or zipper.

No unapproved adornments or pins of any kind may be worn on the sweater or vest.

A 11.17 MILITARY DRESS SWEATER

The military dress sweater will be identical to the Blauer, style 205 V-neck military sweater with epaulets. It will be non-ribbed, lightweight, unlined, and "Police Blue" in color with provisions for a name tag and badge holder. Name tags and badges will be worn on the outside of the sweater.

The sweater will be worn with Departmental shoulder patches but will not be worn with service stripes. Sweaters must be worn with the uniform shirt underneath. When worn with a tie, the collar will be worn inside. Without a tie, the collar will be worn outside.

No unapproved adornments or pins may be worn on the sweater.

A 11.18 BLAZER

The material will be navy blue wool, blended wool, or 100% polyester, single-breasted with two to four buttons down the front. Breast and side pockets are optional. The blazer material must match the uniform pants, skirt, or walking shorts as closely as possible. The buttons will be navy blue or match the badge color. The sleeveless blazer shall match the same uniform criteria as the blazer.

No unapproved adornments or pins of any kind may be worn on the blazer.

A 11.19 IKE (DRESS) JACKET

The material will be Raeford 8250-8818, dark navy blue, 100% wool, serge. It must be identical to the one made by Sinatra Manufacturing Company. The style will be a peak lapel jacket with coat sleeves. The front will be fastened with Talon zippers #5 from the bottom of the jacket vertically to the base of the lapels. Folded pleats on each side of the seams will extend from the shoulder seam to the bottom of the jacket. Adjustment straps will have two adjustment buttons at the side seams. There will be a stitched down belt in the back. The bottom of the jacket will be made with turn-up. There will be no separate waistband. Jackets will be worn straight down and not bloused. Lapels will have an opening 15" in length. Lapels will be 3¾" wide at the widest point.

Each sleeve will have a stripe of ½" in black mohair. Each stripe will be 3" from the bottom of the sleeve and will extend half way around the sleeves from seam to seam and will set into both seams at sides. For Supervising Public Safety Dispatchers, Supervising Police Data Specialists, and civilian management level positions, the stripe will be gold and blue in color, Rice's Article 8-3134.

The facing will be the same material as the jacket, cut on one place, not less than 4" wide at the top and 3½" wide at the bottom. The lining will be full, front-quilted and cross stitched. The width of the collar will be 1¾" wide at center of back and will be hand felled.

The jacket will have two breast pockets and must be patch pocket style, 6¼” deep, 6” wide at top, and 6” wide at the bottom. The corners will be slightly rounded. The pockets will have a center pleat and a three point flap with a button and button hole. Pockets must be properly stayed.

Supervising Public Safety Dispatchers, Supervising Police Data Specialists, and management level positions will have gold buttons with the words "San Jose Police" on them. All other personnel will have silver buttons with the words "San Jose Police" on them. A badge holder will be placed above the center of left breast pocket and spaced properly so that the lower point of the badge comes to the upper edge of pocket with two eyelets.

Shoulder straps will be 2¼” wide at the sleeve head and 1½” at the collar to extend under the collar with a buttonhole. The buttonhole will be set so that the button comes flush up to the collar. Straps will be cross stitched 2” from the sleeve.

Service pins will be centered above the right breast pocket flap. The bottom of the pin will be aligned with the top seam of the pocket. Service stripes will be blue and gold with black backing and will meet the specifications listed under A3.10.

No unapproved adornments or pins may be worn on the Ike jacket.

A 11.20 JACKET

The Auburn Kasha Lined Poplin baseball jacket in solid navy blue is the standard as follows: 35% cotton, 65% polyester, poplin fabric shell, kasha lining, stand up collar, raglan sleeves, matching metal snap front, two slash pockets, rib knit collar, cuffs and waistband. All jackets shall also contain on the left breast the SJPD star and the words “OSSD”. Employee name may also be embroidered on the jacket on the middle of the right breast. Additional jacket options include :

[REDACTED]

A 11.21 PURSE

Female employees attending Department functions in uniform may carry a plain, medium-sized purse that matches their shoe color.

A 11.22 HOLIDAY ATTIRE

Removed no longer applies due to implementation of Class C uniform.

A 11.23 RIDE-ALONG ATTIRE

On duty Police Data Specialists who ride-along with officers in the field will wear the standard uniform or holiday attire. During cold weather, personnel are allowed to wear sweaters, coats or windbreakers without Department patches.

A 11.24 CPT ATTIRE

CPT students may dress casually. Jeans or other denim pants are acceptable when in good repair. Denim with intentional distressed look is not acceptable. Hats, shorts, T-shirts with logos, halter tops, tube tops, bare midriffs, tank tops, thong-type sandals (flip-flops), sweat pants and sweatshirts are not permitted. Leggings, with the exclusion of bicycle or athletic-type leggings, are acceptable if worn tastefully with a mid-thigh tunic top. Exceptions are T-shirts and sweatshirts with Police Department logos. The Department ID will be visibly worn.

A 11.25 ACADEMY ATTIRE

All Basic Academy students will wear conservative business attire, using the following examples as a guideline:

Male: Sport shirt, dress shirt, polo style shirt, Dockers style pants, suit or slacks and sports coat in a style that is professional and appropriate for office wear. Appropriate shoes and socks must be worn.

Female: Conservative blouse or top and skirt, conservative dress in a professional style appropriate for office wear, conservative blouse or top and slacks. Leggings, with the exclusion of bicycle or athletic-type leggings, are acceptable if worn tastefully with a mid-thigh tunic top. Shoes and hosiery or appropriate socks must be worn.

The Department ID will be visibly worn.

A 11.26 MATERNITY ATTIRE

The maternity uniform will be either a jumper, skirt or pants that are identical in color and similar in material to the standard for those items. A sleeveless smock top identical in color and similar in fabric may be worn with the skirt or pants. These will be worn with a uniform shirt underneath. The shield, name plate and Division-approved pins will be worn on the outside of the jumper or smock at the same location that they would be worn on the uniform shirt. Shoes and hosiery will conform to current uniform standards. A uniform shirt may be modified to be worn without the smock top. For specifications, see your supervisor. Class A functions will require a long sleeve white uniform shirt or maternity blouse.

Alternate maternity attire may be designated at the discretion of the Division Manager.

A 11.27 PAGERS

Pagers will be black in color or concealed in a black carrying case.

A 11.28 ADDITIONAL ARTICLES OF CLOTHING

Only Department authorized sweaters, jackets and Division-approved pins will be worn while on duty.

Thermal underwear, turtlenecks, dickies, striped socks, and other items plainly visible and not in keeping with uniform standards will not be worn.

A 11.29 TRADEMARKS

Trademarks or manufacturers mentioned in these specifications are for the purpose of comparison only and will not be construed to be the only ones endorsed by the Department.

A 11.30 GROOMING STANDARDS

The following grooming standards will be used for OSSD personnel. Members will maintain a level of personal hygiene consistent with professional and socially acceptable standards.

A 11.31 MALE PERSONNEL - HEAD AND FACIAL HAIR AND JEWELRY

In order to maintain public respect, head and facial hair of personnel will be neat, well-groomed and professional in appearance. The spirit and purpose of this section is to prevent personal grooming from constituting an interference or distraction, and to permit the evaluation of performance of duty on its own merit, independent of appearances.

Head and facial hair may be permitted to grow naturally, but will be groomed close to the skin and neatly trimmed so as not to present a ragged, bushy, or unkempt appearance. Male employees will be allowed to have a full beard, provided it is neatly trimmed and well groomed. Goatees are not allowed. Mustaches are permitted if groomed close to the skin and neatly trimmed. Mustaches are not to extend beyond the corners of the mouth. Sideburns may have a natural flair, but will not be extreme in width or extend below the ear lobe. Hair may not extend past the top of the collar of the uniform shirt. No hairstyle will prevent the wearing of a headset or other required equipment.

A wrist bracelet and a necklace are permitted as follows: one single strand, black, blue, gold or silver in color, that does not exceed 1/2" in width, with no dangling adornments. Necklaces will be worn inside the collar. Any unauthorized jewelry, such as medallions, pendants, or bracelets that do not conform to these guidelines must be concealed under clothing. Earrings and other visible facial and body jewelry are not permitted.

Supervising personnel may require Department members to be photographed for documentation in enforcing the provisions of this section.

A 11.32 FEMALE PERSONNEL - HAIR, MAKEUP AND JEWELRY

In order to maintain public respect, hair, makeup and jewelry will be neat and professional in appearance. The spirit and purpose of this section is to prevent personal grooming from constituting an interference or distraction and to permit the evaluation of performance of duty on its own merit, independent of appearances.

Hair will be clean and neatly arranged. No style will impair vision, and no hair will prevent the wearing of a headset or other required equipment. Items used to hold or secure hair will be similar in color to the individual's hair color and/or the duty uniform.

Facial makeup will be conservative and in keeping with the professional image of the Department.

Female employees may wear small earrings, not to exceed more than one-half inch from the bottom of the earlobe. Color of the earring must be gold, silver or similar in color to the individual's uniform color; gemstones are allowed. Multiple earrings are acceptable; however, no more than three earrings will be allowed per ear and no more than one hoop-style earring per ear. Visible facial and body jewelry are not permitted.

A wrist bracelet and a necklace are permitted as follows: one single strand, black, dark blue, gold or silver in color, that does not exceed 1/2" in width, with no dangling adornments. Necklaces will be worn inside the collar. Any unauthorized jewelry, such as medallions, pendants, or bracelets that do not conform to these guidelines, must be concealed under clothing.

Supervising personnel may require Department members to be photographed for documentation in enforcing the provisions of this section.

A 11.33 PROFESSIONAL BUSINESS ATTIRE DEFINED FOR OSSD NON-UNIFORM PERSONNEL

OSSD employees hired prior to January 1, 1995 have the option of wearing appropriate business attire that reflects professionalism, pride, and good grooming.

CLOTHING - Tailored walking shorts, jumpers, skirts and dresses are acceptable. Hosiery shall be worn with these pieces of clothing. Leggings, with the exclusion of bicycle or athletic-type leggings, are acceptable if worn tastefully with a mid-thigh tunic top.

The following apparel is considered unacceptable: Denim pants and jeans, hats, athletic shorts, T-shirts and sweatshirts, halter tops, tube tops, bare midriff, athletic-

styled tank tops, sweatpants, and any styles of clothing of sheer materials which reveal undergarments.

SHOES - The following shoe types are unacceptable: Thong-type sandals, Birkenstocks, combat boot-type shoes, clogs or jellies, and athletic-type shoes. Hosiery shall be worn with skirts, walking shorts, jumpers, dresses, and when wearing open-toed shoes.

CPT/SPECIAL EVENTS ATTIRE - The following casual attire is acceptable: Denim pants, athletic shoes in clean condition and good repair, and T-shirts which are NOT sheer or have offensive language or advertising slogans.

GROOMING STANDARDS - Personnel will maintain a level of personal hygiene and grooming consistent with professional and socially acceptable standards. Visible facial and body jewelry are not permitted.

A 11.34 “CLASS A” UNIFORM INSPECTION

Inspection of all “CLASS A” uniforms will be performed annually on the day of the Department’s Police Memorial Ceremony. Uniformed personnel who are not on duty during this day for whatever reason i.e.: leave of absence, sick, vacation, shift trade etc., will be **required** to report for duty on their next regularly scheduled shift in their “CLASS A” uniform ready for inspection. *After briefing or checking in at the beginning of the shift personnel requiring inspection will locate a Senior or Supervisor. Once the inspection is complete, personnel may change into their “CLASS B” or “CLASS C” uniform for remainder of their shift.*