

# STANDARD OPERATING PROCEDURES



ADMINISTRATION DIVISION

DEPARTMENTAL STAFFING DETAIL

# City of Miami



DANIEL J. ALFONSO  
City Manager

STAFFING DETAIL  
STANDARD OPERATING PROCEDURES  
MASTER INDEX

SUBJECT	TAB
MIAMI POLICE DEPARTMENT BADGE COVER SHEET	
ENDORSEMENT SHEET	i
MASTER INDEX	INDEX
LETTER OF PROMULGATION	A
ORGANIZATIONAL CHART	B
MISSION STATEMENT AND OBJECTIVES	C
DUTY HOURS AND DRESS	D
DUTIES AND RESPONSIBILITIES OF MEMBERS	E
PROGRAMS, PROJECTS, OR FUNCTIONS	F
UNIT POLICIES	G
MINIMUM STAFFING LEVELS	S.O.P. 1
DAILY ATTENDANCE ROSTER – “P” SHEET	S.O.P. 2
ORGANIZATIONAL CHART	S.O.P. 3



MIAMI POLICE DEPARTMENT/P.O. BOX 016777 / Miami, Florida 33101 / (305) 603-6100  
E-Mail Address: [chiefofpolice@miami-police.org](mailto:chiefofpolice@miami-police.org)



PERSONNEL ASSIGNMENTS FOD PATROL	S.O.P. 4
PERSONNEL ASSIGNMENTS SPECIALIZED UNITS	S.O.P. 5
TIME OFF REQUESTS	S.O.P 6
TRAINING REQUEST PROCESSING	S.O.P. 7
TELEPHONE COURTESY	S.O.P. 8

STAFFING DETAIL  
STANDARD OPERATING PROCEDURES



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## STANDARD OPERATING PROCEDURES

### STAFFING DETAIL

### ENDORSEMENT SHEET

First Quarter Inspection	<u>Det. [Signature] 28584</u> Unit Commander	<u>1/29/18</u> Date
Second Quarter Inspection	<u>Lt. [Signature] 5171</u> Unit Commander	<u>7/7/18</u> Date
Third Quarter Inspection	<u>Lt. [Signature] 5171</u> Unit Commander	<u>7/7/18</u> Date
Fourth Quarter Inspection	<u>Lt. [Signature] 27512</u> Unit Commander	<u>9/6/18</u> Date
Annual Inspection	<u>Det. [Signature] 1824</u> Section Commander	<u>12/21/18</u> Date



# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
COMMISSIONER

## STANDARD OPERATING PROCEDURES

### STAFFING DETAIL

### ENDORSEMENT SHEET

First Quarter  
Inspection

LT W/feh 27512  
Unit Commander

3/18/19  
Date

Second Quarter  
Inspection

LT w/feh 27512  
Unit Commander

6/13/19  
Date

Third Quarter  
Inspection

\_\_\_\_\_  
Unit Commander

\_\_\_\_\_  
Date

Fourth Quarter  
Inspection

\_\_\_\_\_  
Unit Commander

\_\_\_\_\_  
Date

Annual  
Inspection

\_\_\_\_\_  
Section Commander

\_\_\_\_\_  
Date



# City of Miami



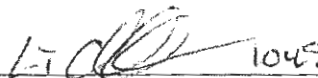
DANIEL J. ALFONSO  
City Manager

STAFFING DETAIL  
STANDARD OPERATING PROCEDURES  
LETTER OF PROMULGATION

These Standard Operating Procedures are established to provide guidelines for the operation and management of the City of Miami Police Department, Staffing Detail.

Procedures incorporated into these Standard Operating Procedures are not meant to supersede, but will supplement published Departmental Orders and Administrative Directives. The Unit Commander will resolve conflicts between documents.

Personnel assigned to the Staffing Detail are required to read and abide by the procedures as set forth by the undersigned.

  
1045  
\_\_\_\_\_  
Lt. Conrad Chin-Quee  
Commander  
Staffing Detail

11/06/17  
\_\_\_\_\_  
Effective Date



STANDARD OPERATING PROCEDURES

STAFFING DETAIL

ORGANIZATIONAL CHART

**STAFFING DETAIL**

LIEUTENANT  
Chin-Quee  
Conrad  
01049

SERGEANT  
Block  
Renee  
28534

POLICE OFFICER  
Martinez Sanchez  
Yamil  
41269

POLICE OFFICER  
Rodriguez  
Yusimi  
28558

POLICE OFFICER  
Sanchez  
Alexandria  
41765

POLICE OFFICER  
Caceres  
Mariano  
28943

POLICE OFFICER  
Blanco  
Roger  
41788

POLICE OFFICER  
Ah  
Michael  
27070



# City of Miami



DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

#### MISSION, GOALS, AND OBJECTIVES

#### I. MISSION:

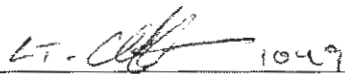
To provide executive management with accurate and timely human resource allocation data for all members of the Miami Police Department. To allocate human resources throughout the Miami Police Department as prioritized by the Chief of Police.


#### II. GOALS:

The goals of the staffing detail are to maintain timely and accurate records of personnel assignments throughout the Miami Police Department. To provide accurate human resource allocation data in a timely manner to members needing this information within the Miami Police Department.

#### III. OBJECTIVES:

To process personnel actions within seventy-two hours in all technology systems and business processes required. To provide accurate data on human resource allocation data within twenty-four hours of request.

  
Lt. Conrad Chin-Quee  
Commander  
Staffing Detail

  
Effective Date



# City of Miami



DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

#### DUTY HOURS AND DRESS

#### I. DUTY HOURS:

- A. The duty hours of the Staffing Detail supervisor are normally 0700 – 1700, a ten hour work day. The Detail supervisor may modify his/her duty hours as necessary to meet the needs of the unit.
- B. The duty hours of the Staffing Detail officer is a ten hour work day. The duty hours shall be established to maximize coverage and to be available for district personnel from all three shifts, when organizationally feasible.

#### II. DRESS:

- A. The daily working uniform for the Staffing Detail personnel will be: Class B Uniform with the 1-3/4 inch black garrison type belt with the appropriate holster, authorized weapon, magazine pouch with spare magazine. Standard nickel (officer) or Brass (sergeant and above) buckle will be used, as appropriate.

Lt. Conrad Chin-Quee 1049  
Lt. Conrad Chin-Quee  
Commander  
Staffing Detail

11/06/17  
Effective Date



# City of Miami



DANIEL J. ALFONSO  
City Manager

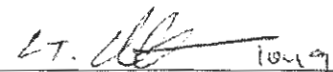
## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

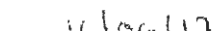
### DUTIES AND RESPONSIBILITIES OF MEMBERS

#### I. DUTIES AND RESPONSIBILITIES OF THE STAFFING DETAIL SUPERVISOR:

- A. Will ensure that the Detail follows Departmental Rules and Regulations and Standard Operating Procedures
- B. Responsible for directly supervising, guiding, directing and reviewing the activities of personnel assigned to the Staffing Detail
- C. Responsible maintaining the attendance and payroll records for employees assigned to the Staffing Detail
- D. Oversees and directs all training of personnel assigned to the Staffing Detail



Lt. Conrad Chin-Quee  
Commander  
Staffing Detail

  
Effective Date



**DUTIES AND RESPONSIBILITIES OF MEMBERS:**

(Continuation)

- E. The supervisor will ultimately be responsible for the work product of the Unit
- F. In addition to his primary supervisory duties, the supervisor will perform such administrative tasks as the Unit Commander deems necessary
- G. Oversees and administers the use of the MPD Staffing Program for the department
- H. Acts as the Unit Liaison with the Accreditation Unit to ensure all CALEA standards are met
- I. Maintains an environment that encourages the development of motivation and competence in his subordinates
- J. Ensures the completion of administrative tasks
- K. The supervisor will attend meetings as directed
- L. The supervisor will develop and maintain inter-unit cooperation and teamwork
- M. The supervisor will investigate city vehicle accidents involving Detail personnel
- N. The supervisor will prepare reports of injury involving Detail personnel
- O. Update and maintain department organizational chart
- P. The supervisor will maintain the Detail's Sharepoint intranet accuracy as it pertains to seniority lists, organizational chart or other Detail specific items
- Q. The supervisor will enter into the Detail's Sharepoint for completion by Staffing Detail members the following tasks:

**DUTIES AND RESPONSIBILITIES OF MEMBERS:**

(Continuation)

1. F.T.O. rotation assignments as provided by the F.T.C.
  2. Monthly personnel assignments as provided by the Staffing Detail Commander
  3. F.M.L.A., Light / Limited Duty / Disability as provided by Health Services
  4. Relieved of Duty, Administratively Reassigned and Dismissals as provided by Internal Affairs
  5. Voluntary Resignations and Service Retirements as provided by department members
- R. The supervisor will coordinate Quarterly bids and if needed yearly FOD patrol and PSA bids at the direction of the Chief of Police
- S. The supervisor will assist in any of the below Staffing Detail Officer duties and responsibilities listed below

**DUTIES AND RESPONSIBILITIES OF MEMBERS:**

(Continuation)

I. **DUTIES AND RESPONSIBILITIES OF THE STAFFING DETAIL OFFICER:**

- A. To keep the supervisor informed of all activities addressed by the Unit
- B. Follow the direction of the supervisor, Unit S.O.P.s, and D.O.s
- C. Utilize staffing program to meet department needs
- D. To assist other Staffing Officers with their assigned duties
- E. Review daily roster sheets (MPD Staffer program P-Sheets) for accuracy and shortages
- F. Enter KRONOS time cards for other district personnel when responsible Staffing Officer is out on Vacation
- G. Process all overtime for payroll
- H. Approve/deny time off requests requested through the MPD Scheduling program as needed
- I. Schedule and post mandatory training days
- J. Approve/deny all assigned district RF-19 training forms that are emailed through the automated RF-19 system
- K. Review, approve and post or deny yearly scheduled vacations
- L. Block out time off (scheduled vacation, training courses or Light or limited duty, disability statuses) in Agency Web system "Police Manager"

**DUTIES AND RESPONSIBILITIES OF MEMBERS:**

(Continuation)

- M. Work closely with the Districts' administrative personnel to ensure minimum staffing levels are maintained
- N. Provide detailed feedback on staffing level projections as they pertain to holidays and special events which require a large number of patrol personnel
- O. Provide daily roster sheets (P-Sheets) assistance / research to Internal Affairs as they relate to current or historical personnel assignments
- P. Provide P sheet assistance to the records unit for public records requests
- Q. Perform administrative tasks as the Detail Supervisor deems necessary

# City of Miami



DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

### PROGRAMS, PROJECTS, OR FUNCTIONS (AS REQUIRED)


I. PROGRAMS

N/A

II. PROJECTS: Intergrading TeleStaff throughout the entire department modernizing the Payroll function through Kronos TeleStaff and Time Keeper.

III. FUNCTIONS

N/A

  
\_\_\_\_\_  
Lt. Conrad Chin-Quee  
Commander  
Staffing Detail

11/06/17  
\_\_\_\_\_  
Effective Date





# City of Miami




DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

#### UNIT POLICIES

- I. The purpose of the Staffing Detail Standard Operating Procedures is to provide policy and procedural guidelines to the members of the Staffing Detail.
  - A. The following orders, notices and bulletins are the official publications of the Miami Police Department and the Staffing Detail.
    1. Departmental Orders
    2. Official Bulletins
    3. Legal Bulletins
    4. Staffing Detail S.O.P.'s
  - B. Each member of the Staffing Detail will be issued a Staffing Detail S.O.P. manual, and shall become thoroughly familiar with its contents. In addition, the rest of the Official Departmental Publications are readily available to all personnel, and they shall familiarize themselves with them.

  
\_\_\_\_\_  
Lt. Conrad Chin-Quee  
Commander  
Staffing Detail

11/06/17  
Effective Date



# City of Miami

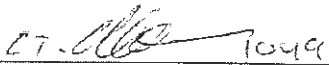



DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

- S.O.P.** 1
- SUBJECT:** MINIMUM STAFFING LEVELS FOR PATROL DISTRICTS
- PURPOSE:** To ensure that minimum staffing levels for the Patrol Districts are determined, and that adherence to such levels is accomplished uniformly across the districts.
- SCOPE:** The following procedures will be adhered to in order to maintain minimum staffing levels.
- I. Staffing Detail personnel will ensure that the most updated Daily Attendance Roster, also referred to as the "P" sheet, is available on line in the MPD Staffing Program.
  - II. Staffing Detail personnel will review the Daily Attendance Roster for the upcoming ten (10) days and ensure that minimum staffing levels for the district has been obtained for all shifts.

  
\_\_\_\_\_  
Lt. Conrad Chin-Quee  
Commander  
Staffing Detail

  
\_\_\_\_\_  
Effective Date



**STANDARD OPERATING PROCEDURES: S.O.P.1**  
(Continuation)

III. Ensure that all scheduled time off, schedule changes and personnel training have been posted on the MPD Staffing Program.

IV. The Staffing Detail, will advise district administrative personnel of any upcoming shortages so that a plan of action can be created to avoid further personnel shortages.

# City of Miami



DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

S.O.P. 2

SUBJECT: DAILY ATTENDANCE ROSTER - "P" SHEET

PURPOSE: To provide patrol districts and certain specialized units throughout the department with a uniform procedure for preparation, distribution, and filing of the Daily Attendance Roster.

SCOPE: The Daily Attendance Roster, also referred to as the "P" Sheet, shall reflect the daily status of all personnel of each respective unit or detail and serve as a record of these assignments.

- I. The Staffing Detail are the administrators of the MPD Staffing Program. Any permanent changes to the Staffing Program will be sent through the Staffing Detail Supervisor for approval.

*17. [Signature]* 10/4/19  
 Lt. Conrad Chin-Quee  
 Commander  
 Staffing Detail

11/06/17  
 Effective Date



**STANDARD OPERATING PROCEDURES: S.O.P.2**  
**(Continuation)**

- II. The Staffing Detail utilizing a monthly master schedule, will prepare the daily "P" sheets utilizing the MPD Staffing Program and monitor patrol minimum staffing levels.
  
- III. The Staffing Detail will advise district administrative personnel of any upcoming shortages so that a plan of action can be created to avoid further personnel shortages.

# City of Miami



DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

S.O.P. 3


SUBJECT: ORGANIZATIONAL CHART

PURPOSE: To provide the department a uniform procedure for the preparation, distribution, and updating of the Department's Organizational Chart.

SCOPE: The Organizational Chart, shall reflect the current assignment of all department personnel, sworn and civilian.

- I. The Staffing Detail Supervisor is the custodian and administrator of the Department's Organization Chart.
- II. Upon approval of the Chief of Police any department re-organization will be reflected permanently on the organizational chart.

  
 Lt. Conrad Chin-Quee  
 Commander  
 Staffing Detail

  
 Effective Date



# City of Miami



DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES


S.O.P. 4

SUBJECT: PERSONNEL ASSIGNMENTS F.O.D. PATROL (BIDDING)

PURPOSE: To provide the Field Operations Division (F.O.D.) Patrol Section a uniformed procedure on assignments through the bidding process.

SCOPE: Personnel assignments through the bidding process will be in compliance with current collective bargaining agreements. The following procedures will be adhered to when personnel assignments are done through bidding.

- I. The department shall be limited to a once per year citywide bid of all Field Operations division positions, if deemed necessary by the Chief of Police.
- II. The department shall continue to fill slots within Field Operations division as openings occur during the year through the use of quarterly bids

  
Lt. Conrad Chin-Quee  
Commander  
Staffing Detail

11/06/17  
Effective Date



**STANDARD OPERATING PROCEDURES: S.O.P. 4**

(Continuation)

- III. Positions that become available prior to a bid will be filled with temporary assignments not to exceed 12 months.
- IV. Bids within Field Operations division are based on seniority. Seniority shall not be used in determining assignment to a specialized unit.
- V. Employees who are interested in bidding must be in uniform patrol prior to bidding.
- VI. Employees must be off probation to be eligible to bid.
- VII. Employees in the following statuses will be ineligible to bid:
  - A. "D" (Disabled)
  - B. Extended "I" (over 90 days)
  - C. R.O.D. (Relieved of Duty)
  - D. "LD" (Light or Limited Duty)
  - E. FMLA (Family Medical Leave Act)
  - F. Leave of Absence



# City of Miami



DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

- S.O.P.** 5
- SUBJECT:** PERSONNEL ASSIGNMENTS SPECIALIZED UNITS
- PURPOSE:** To provide the other divisions of the Department (Administration, Criminal Investigations Division) a uniform procedure on assignments through the interview and selection process.
- SCOPE:** Personnel assignments through the interview and/or selection process will be in compliance with current collective bargaining agreements and Departmental Orders. The following procedures will be adhered to when personnel assignments are completed via the interview and selection process.
- I. Notwithstanding the provisions of any standing Departmental Order or S.O.P., the Chief of Police shall retain the right to grant or deny personnel reassignments when, in his/her judgment, such action is necessary for the efficient operation of the Miami Police Department.

  
 Lt. Conrad Chin-Quee  
 Commander  
 Staffing Detail

11/06/17  
 Effective Date



**STANDARD OPERATING PROCEDURES: S.O.P. 5**

(Continuation)

- II. When a vacancy for a sworn position is to be filled, an announcement will be published in the Official Bulletin describing the duties and responsibilities of the position. This announcement must be published fourteen (14) days prior to the commencement of the selection process
- III. Within this fourteen (14) day period, sworn applicants should submit a Reassignment Application Form (R.F. #224) to the unit with the vacancy.
- IV. Interviews and/or selections shall be conducted in accordance with current collective bargaining agreements, Departmental Orders and Civil Service Rules.
- V. The Personnel Interview Process Coordinator in conjunction with the receiving Unit Commander or designee shall determine the dimensions that will be utilized for the interview process.
- VI. A memorandum with the results of the interview will be forwarded to the receiving section and the Administration Division chief.
- VII. Selection completed pursuant to Departmental Orders.
- VIII. The memorandum with the names of the candidates who were selected by the receiving unit will be forwarded to the Staffing Detail Supervisor.

# City of Miami



EMILIO T. GONZALEZ, Ph.D.  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

**S.O.P.**                    6

**SUBJECT:**                TIME OFF REQUESTS "V", "EO", "CEO", "MILITARY",  
ETC.

**PURPOSE:**                To establish uniform policies and procedures for requesting  
time off.

**SCOPE:**                    The following procedures will be adhered to when granting  
time off:

I. **Full Day Off Request:**

A. Vacation leave must be requested twenty-four (24) hours in advance of use and shall be taken in increments of not less than 1 hour. Requests will be submitted on the Telestaff Program and an email will be sent to staffing personnel, carbon copying employee's supervisor. The Staffing Detail will approve or deny the request based on minimum staffing levels for the day that the employee has requested.

LT M.A. Redondo 27512

Lt. Marc A. Redondo  
Commander  
Staffing Detail

12/05/19  
Effective Date



## **STANDARD OPERATING PROCEDURES: S.O.P. 6**

(Continuation)

- B. No request made to staffing personnel within twenty-four (24) hours of the requested shift will be granted, regardless of the minimum staffing, this includes partial time off request, without the approval of a commanding officer.
- C. Emergency/last minute full-day time off requests for unforeseen or unplanned events can be approved by an on-duty Field Duty Lieutenant. The Field Duty Lieutenant shall take into consideration minimum staffing requirements when evaluating the request.

### **II. Regular Scheduled Vacations:**

A. All employees are entitled to an annual vacation. Every effort will be made to satisfy the employee in his/her selection of vacation days:

1. Scheduled vacation is defined as 40 hours or more of consecutive time off. These types of requests will be processed through the Staffing Detail for approval and posting on the Daily Attendance Roster.
2. Annual scheduled vacation requests will begin to be accepted once the City-Wide Bid has been completed. Dates for the vacation submissions will be announced through MPD Mailer and Official Bulletin prior to each bid.
3. Additional vacation requests will be made during the completion of each Quarterly Bid and processed accordingly. Dates for the Quarterly Vacation submissions will be announced through MPD Mailer and Official Bulletin prior to each bid.
4. Approval of vacation requests that were not completed during the above time frame will be at the discretion of the Staffing Detail personnel.

**STANDARD OPERATING PROCEDURES: S.O.P. 6**  
**(Continuation)**

5. The employee must have enough time in his/her time bank at the date of the request to be granted time off.
- B. The following are the steps for requesting scheduled vacation in advance:
1. The employee will request their top three (3) choices for scheduled vacation in order of importance on an email directed to staffing personnel. A district's minimum staffing requirements will always be maintained before time off can be granted.
  2. The Staffing Detail will then deduct from the requested time bank of the employee in Kronos Workforce Central.
  3. The same procedure will be followed for vacation requests that were not requested during the designated time frames. These requests will be at the discretion of the Staffing Detail personnel and will be based on minimum staffing levels. If two (2) or more employees are requesting the same time frames off, approvals will then be based on seniority.
  4. Re-submissions for Vacation request will also be taken at every Quarterly Bid for review following the same procedures as stated above.
  5. Changing shifts, E-days, or Districts after vacation was granted will not guarantee your scheduled vacation. Requests will be resubmitted on the Telestaff Program and an email will be sent to staffing personnel, carbon copying employee's supervisor.

**STANDARD OPERATING PROCEDURES: S.O.P. 6**  
**(Continuation)**

III. **Compensatory Time "CEO":**

- A. The granting of Compensatory Time (Contractual Earned Overtime "CEO") will be in compliance with current collective bargaining agreements.
1. Employees are encouraged to request compensatory "CEO" time leave as far in advance as possible.
  2. Requests for compensatory time must be made at least ten (10) days prior to the requested day(s).
  3. Employees will request compensatory time via the departments Workforce TeleStaff Program and Email the Staffing Detail and include their supervisor. The request will then be posted on the Daily Attendance Roster. The Staffing Detail will then deduct the hours used from the employees "Comp" time bank in Kronos Workforce Central.

IV. **Earned Overtime "EO":**

- A. Time off requested within ten (10) days prior to the requested day(s) shall not be considered compensatory time. The request may or may not be granted and this will be at the sole discretion of management pursuant to minimum staffing requirements.
1. Employees will request "EO" time via the department's Workforce TeleStaff Program and Email the Staffing Detail and include their supervisor. The MPD Staffing Detail will approve or deny based on minimum staffing levels for the day(s) that the employee has requested.

**STANDARD OPERATING PROCEDURES: S.O.P. 6**  
**(Continuation)**

**V. Military Time:**

A. The granting of Military Time will be in compliance with current City of Miami Civil Service Rules, collective bargaining agreements and applicable labor laws.

1. Active Military or Reservists are encouraged to request Military Time off as far in advance as possible via City of Miami "REQUEST FOR MILITARY LEAVE" Form # CS/AL 001 through the employee's chain of command.
2. Per Civil Service Rule 15.9 (b) requests for Military Leave shall be made as early as possible but at least two (2) weeks prior to the date when such leave is desired.
3. The completed form with copies of military orders will go through the employee's chain of command and will be given to the Staffing Detail once all the necessary approval signatures are affixed.
4. The Staffing Detail will then post the requested Military time on the Daily Attendance Roster.
5. The Staffing Detail will have sole authority for posting the requested time on the Daily Attendance Roster.
6. The Staffing Detail will then carry the employee "Military Leave" in Kronos Workforce Central.

**VI. Bereavement Leave "K":**

A. The granting of Bereavement leave will be in compliance with current collective bargaining agreements and Civil Service Rules.

1. In the case of death of an immediate family member as defined in the collective bargaining agreements the employee shall be authorized up to a maximum of forty (40) hours of paid leave.

2. The employee will call his/her immediate supervisor and advise them of the situation

**STANDARD OPERATING PROCEDURES: S.O.P. 6**

**(Continuation)**

and ask to be carried "K". The supervisor will then post the employee "K" on the Daily Attendance Roster in the amount of the time needed by the employee (maximum of forty (40) hours).

3. Employee has 30 days to submit "Death Certificate" accompanied by appropriate "K" paperwork to the Labor Relations Unit for proper processing.



# City of Miami



DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

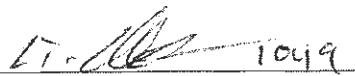
S.O.P. 7

SUBJECT: TRAINING REQUEST PROCESSING

PURPOSE: To ensure the proper procedure for personnel who request training to be approved and posted on the "P" sheets.

SCOPE: The following procedures will be adhered to when approving personnel to attend training and maintain minimum staffing levels. .

- I. Once the electronic training request (RF-19) has been approved through the chain of command, Training Section personnel will coordinate with Staffing Detail personnel to verify which employees have requested to attend a training course.
- II. Staffing Detail personnel will verify minimum staffing levels for the length of the training being requested in the District and the shift that the employee is on.

  
Lt. Conrad Chin-Quee  
Commander  
Staffing Detail

11/06/17  
Effective Date



**STANDARD OPERATING PROCEDURES S.O.P.7**  
**(Continuation)**

- III. If minimum staffing levels can be maintained the employee will be posted to the requested training course and be removed from the non-administrative section of the Daily Personnel Roster.
- IV. The employee will be blocked out of any court appearances during the length of the training course.

# City of Miami



DANIEL J. ALFONSO  
City Manager

## STAFFING DETAIL

### STANDARD OPERATING PROCEDURES

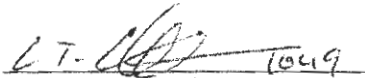
S.O.P. 8

SUBJECT: TELEPHONE COURTESY

PURPOSE: To establish the proper protocol for handling calls made to the Staffing Detail.

SCOPE: The proper method for answering telephone calls made to the Staffing Detail.

- I. This S.O.P. shall not supersede but rather is intended to compliment the standing Departmental Order.
- II. Staffing Detail personnel will answer telephones calls made to the detail in a polite and professional manner. They shall promptly respond by giving their rank, surname and section (Staffing Detail).
- III. Staffing Detail personnel are reminded that they are answering the telephone as representatives of the Staffing Detail and the Police Department, so courtesy and professionalism will be maintained at all times.

  
 Lt. Conrad Chin-Quee  
 Commander  
 Staffing Detail

11/06/17  
 Effective Date

