



## Snap Schedule Case Reference

# Police Department Manages Overtime and Shift Scheduling More Effectively with Cloud-Based Employee Scheduling Software

**Customer:**  
Redwood Police Department

**Web Site:**  
[www.redwoodcity.org/departments/police-department](http://www.redwoodcity.org/departments/police-department)

**Industry:**  
Law Enforcement

**Customer Profile:**  
The Redwood City Police Department is comprised of three departments including patrol, investigation, and administration. Redwood PD believes working with the members of its community is the best means of protecting and serving the citizens and their property.

**Software and Services:**  
■ Snap Schedule 365™ Employee Scheduling Software

**For more Information Call:**  
800-450-4230  
[sales@snapschedule.com](mailto:sales@snapschedule.com)

“ I came across Snap Schedule online and within 2 hours I had built out my entire schedule. I was able to pick it up quickly because of how intuitive the program is.”

*Lieutenant Farley, Redwood City Police Department*

## The Challenge

The Redwood City Police Department has a duty to protect and serve its residents and is dedicated to providing the best in policing services. The police department has 96 sworn officers, 36 civilian employees, 4 reserve officers, and 25 volunteers that work in the patrol, investigation, dispatch, records and administrative departments. With multiple departments, teams, divisions, and varying schedules to manage, the task of overseeing, and approving the law enforcement team's schedules on Excel spreadsheets used to take up significant time and attention.

The process of scheduling officers and support personnel using Excel required active communication between several parties and took multiple steps to complete. “Each Sergeant was doing their own team's schedule. They would spend about 8 hours a week working on schedules in Excel, and would have to spend time calling officers on the phone.” Lieutenant Farley explained. “Managing the overtime open shifts was a multistep process for us. We would have to open a Word document next to the Excel spreadsheet to see which shifts were open, create a document for the police officers to bid on open shifts, and post it in a common area where they would sign up on the available slots. After about a week we'd get the overtime sign up sheet, enter them into the open shift in Excel, and call the police officer who was awarded the slot to let them know they received that overtime shift.”

Redwood City Police Department also runs 24/7 operations with employees working day, night, and swing shifts. Like their operations, the process of creating and revising shift schedules seems non-stop. “The fact that we are a 24/7 operation makes it difficult to schedule. That is why we needed an employee scheduling program.” Lt. Farley struggled to find a scheduling program that could accommodate the department's unique scheduling needs and easy to use. “We were using another program, but it was very difficult and you had to go through multiple steps just to complete one action.” Looking for a simple to use but effective scheduling software, Lt. Farley set out to find a new solution that would work for his police department and possess the functions he needed it to perform.

## The Solution

When Lt. Farley found Snap Schedule 365 cloud-based employee scheduling software, he quickly saw that its user-friendly interface and powerful



Business Management Systems  
[www.BMScentral.com](http://www.BMScentral.com)  
800-450-4230  
PO Box 17188  
Anaheim, CA 92807

## About Business Management Systems

Business Management Systems develops and supports software that optimizes schedules and staff time in every business sector. BMS software streamlines laborious scheduling that consumes thousands of management hours every day.

- **Employee Scheduling Software:** Snap Schedule employee scheduling software drastically shrinks manager and scheduler time. It simplifies creating, modifying, reporting, and publishing employee work schedules. Users earn praise for stretching payroll dollars by more-efficient employee shift scheduling and rostering.
- **Managing Staff Appointments, Billing:** Business Appointment Manager focuses on appointment-based businesses. It reduces time spent scheduling employees, rooms and equipment, then in billing for services and reporting. Those tasks now take minutes or seconds, not hours.
- **Who Is Business Management Systems?** The engineering and software professionals running BMS rocked business software by winning five Microsoft awards for software excellence over four years. Their software products were acquired by the world's largest software company, which still actively markets and expands them.

From this heritage of modern software development excellence, Snap Schedule employee scheduling software and Business Appointment Manager continue to optimize staff scheduling, appointments and management for businesses around the world.

Web site:  
<http://www.SnapSchedule.com>

capabilities were perfect for Redwood City Police Department's needs. The software can schedule a virtually unlimited number of employees, shifts, and tasks and show the schedules in multiple views using Excel-like column and row format. "I came across Snap Schedule online and within 2 hours I had built out my entire schedule. I was able to pick it up quickly because of how intuitive the program is. Most people have experience with Excel so it was easy to understand."

Snap Schedule's drag and drop interface and color-coded presentation simplified the process of scheduling officers and law enforcement personnel. Its self-service features cut scheduling and administrative time by making employees more involved in the process. By using the notification system and overtime bidding process Lt. Farley was able to provide the officers with more control over their schedules. "Snap Schedule was also priced comparable to what we had been paying for the last program. It fit our operational budget," Lt. Farley recounted.

### The Benefits

Snap Schedule dramatically reduced the time Lieutenant Farley and his team of Sergeants spent on scheduling tasks, giving them more time to focus on other responsibilities. Even better, Snap Schedule has also helped them plan and proactively create employee schedules well in advance. "Our Sergeants schedule 6 months out now and it takes them only a couple hours in total instead of the 8 hours a week they were spending before," Lt. Farley commented.

The process to schedule, send out for bidding, retrieve, input, and notify officers of overtime shifts has been considerably simplified as well. Through Snap Schedule 365, Lt. Farley can create the overtime shift that is available for bidding and the software can send notifications to qualified police officers and law enforcement personnel. The officers receive notifications on their mobile devices through the employee app, and they can log in immediately to see if they want to bid on the overtime shift. Lt. Farley stated, "Overtime shifts now are booked within about 5 minutes as opposed to the week time frame it took previously."

Providing employees with mobile access to their schedules also helped the Redwood City Police Department schedule special events. Lt. Farley explained, "I really like that officers can go on their phones and see their schedule, where they are scheduled to work, and if they have a special event. Before the employee online accessibility, if we had a special event sometimes we wouldn't know if the officer was going to show up until they showed up at the event."

Snap Schedule lets Lt. Farley and supervisors see where each officer is assigned at any given moment and ensure that each position is properly filled with qualified personnel. "I can look at the schedule and see where each officer is assigned, and know where they are. Knowing that we are meeting our minimum requirements every day is important, and it shows when we are short and need to add an officer to a shift," Lt. Farley stated.

By utilizing Snap Schedule, Lt. Farley and his team of Sergeants spend less time on scheduling, officers have access to their schedule on their mobile devices, the process to manage overtime shift bids is more streamlined, and supervisors can easily see that they are meeting staffing requirements for each shift.