

CUSTOMER PROFILE

# City of Appleton, WI Police Department

## Summary

Creating and tweaking 24/7 schedules for a dynamic department like Appleton PD is nearly a full-time job for Lt. Kelly Gady. TCP's Aladtec scheduling system has streamlined some of her weekly tasks.

"There are two works groups within our patrol division, red patrol, and blue patrol. When one group is working the other is off. This Modified Pitman schedule involves a 42-day cycle of overlapping shifts in three different groups of the rotational 42-day cycle. There are times when the staffing is adjusted to meet minimum hourly staffing."

"If someone takes vacation or someone's in training, I may have to bump an officer to a different shift, so I'm manually making adjustments daily to make sure I'm at my minimums, due to injury, illness, family leave, military leave, training — whatever takes someone out of their normal assignment," said Gady.

"It's faster than what we previously had," said Gady, noting the previous vendor went out of business. "I have been working with (Aladtec support specialist) Nadine whom I love. She's awesome."

"In our profession, things come up. If there are any restrictions for an officer on their work, they are moved to modified duty status. We always have to be prepared to adjust. When I update these schedule needs, all staff can see the change. It sure beats the Post-It notes on my computer monitor."

Officers appreciate the ability to view schedules from anywhere, anytime. And they like being able to initiate trades, leave requests or swaps from their smartphones or home computers.

"There are several very nice things about it. When people log in from wherever, they can be at home. Sometimes officers might notice the schedule displays an extra person beyond minimum staffing and they'd like to take off. Our officers do a lot of trading. We're several officers short right now, so officers are looking to that trade feature in Aladtec for more availability for time off. They submit it all electronically, and I approve it. An on-duty supervisor can also approve the request in my absence."



## DEPT INFO:

### ROSTER:

111 sworn officers, 25 civilian staff.

### CALLS:

101,151 incoming calls in 2016.

### SERVICE AREA:

Approx. 25 sq. miles, pop. 75,000.

### APPARATUS:

50 squads, mobile command- and crime scene vans, SUVs, SWAT vehicle, robot and drones.

### SPECIAL TEAMS:

12 school resource officers, three canine handlers, threat assessment officer, PIO, criminal response unit (focus on drugs, sex-trafficking).

### EXTRA DUTY:

About 100 annual community events ranging from large corporate picnics to Wisconsin's largest Oktoberfest celebration, security for NFL teams which stay in Appleton before/after Packer games.



Appleton PD is known across Wisconsin as “very progressive and innovative”, said Gady, noting that in 1999 she became the state’s first school resource officer. Today, Appleton has 12 sworn officers working as SRO’s.

The Appleton Police Department also has a Threat Assessment Officer, a Behavioral Health Officer who deals with mental health issues, two Community Liaison Officers and a Public Information Officer. Several officers also act as liaisons in areas such as Veterans Court, developed to help vets who’ve stumbled in their transition to civilian life, the domestic abuse shelter, local refugee groups, and others.

Officers have proficiency in a variety of computer applications. Squads are equipped with mobile data computers and TraCS (Traffic and Criminal Software) to run plates and check for warrants. Printers generate citations on the spot. Gady said there wasn’t much of a learning curve when Appleton PD shifted to Aladtec.

“Definitely. I think the program is easy to use. (Staff) can see what shifts they’re on, they can see what staffing we have. If they’re looking to request time off, it’s really clear,” said Gady.

Members enjoy the notification function within Aladtec. Requests for time off, trades and upcoming shifts are set up by each member so they can choose if they want a text reminder, e-mail, or both. They can even select the hours the notification is sent, which is especially nice for those working shifts.



## Lt. Kelly Gady

has served 22 years with APD. She began her career in patrol, worked eight years as a School Resource Officer and served as a field training officer before her promotion to Lieutenant in 2009. She has been Operations Coordinator since 2014. Gady holds a bachelor’s degree in Criminal Justice and Sociology from UW Oshkosh and a masters degree in Organizational Leadership from Marian College.



A recent weekday schedule showed 24 APD patrol officers on the street. A notification posted by a Patrol Lieutenant noted badge numbers of two officers and which Field Training Officer they’d been assigned. Another note explained a “Special Assignment” of an officer to represent the department at a veteran’s board meeting. Another advised which officer would be attending a crisis negotiating class that day. The eight Community Service Officers scheduled that day would learn who was job-shadowing with whom that day. Eight people were away on sick leave, PTO, vacation, or family leave.

“We are continually getting new employees. Our CSO’s work many more of our special events, so we’re adding notes and things, so everyone knows who’s doing what -- which is a little time-consuming, but this helps ensure everyone knows what their responsibility is for that day. The monthly schedule view is popular,” said Gady.

Although she serves as a clearinghouse of information, Gady says she hopes “they’re not calling me every time. They look it up, and they’ll know. They won’t need to ask because it will be in Aladtec.”

“I think it’s doing more things than what we’ve had in the past. I think we’re still looking for opportunities for improvements, but it’s meeting many of our current needs.”

Aladtec welcomes customer feedback and suggestions for its platform. They’re noted as “feature requests” and reviewed by the developers.



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