



# Business Management Systems Case Reference

## Police Department Tightens Staff Scheduling, Gets Back Hours, and Can Save Overtime

### Customer:

Sierra Madre Police Departments

### Web Site:

<http://www.cityofsierramadre.com>

### Location:

Sierra Madre, California

### Industry:

Government

### Customer Profile:

Sierra Madre, California, just east of Pasadena, enjoys one of the lowest crime rates in Southern California. In 2008, crimes reported to the Sierra Madre Police Department (SMPD) dropped 20 percent. Serious crime dropped 17 percent—including a 34 percent reduction in grand theft. There were no reports of homicides, rapes or robberies. SMPD's role includes widespread presence and visibility, community outreach, Neighborhood Watch programs, and officer training.

Several times in 2008, SMPD lent assistance to sudden requests from neighboring cities or county and state agencies. In the words of Chief of Police Marilyn Diaz, the department works toward "minimizing risk through training, equipment and systems." Captain Larry Giannone, recipient of the Chief's Special Service Award in 2008, manages operations, personnel, investigations, communications and more.

### Software and Services:

- Snap Schedule™ Employee Scheduling Software
- Windows® XP
- Windows® Vista

### For more Information Call:

800-450-4230

[sales@bmscentral.com](mailto:sales@bmscentral.com)

“On a larger scale, we can better avoid unnecessary overtime because Snap Schedule's overtime flags automatically display when a new schedule or change invokes overtime.”

*Larry Giannone, Captain, Sierra Madre Police Department*

### The Challenge

Sworn officers work 3-day/12-hour schedules with payback hours every 28 days. Civilians work 4-day/10-hour or 5-day/8-hour shift schedules and may be in the 24/7/365 rostering coverage.

Before 2009, Giannone and his work scheduler labored with Microsoft Excel to make personnel available for all shifts, the unexpected, and community contact. SMPD's sterling results were accomplished in the face of personnel shortages, resulting in a sharp rise in overtime. So predicting, planning, tracking and reporting hours worked is critical. The schedule planner must ensure and report compliance with the Federal Labor Standards Act (FLSA). This includes managing planned and unexpected time-off scheduling to satisfy sometimes-competing needs.

Giannone says, “In 2008, we did staff scheduling in Excel—and that produced a lot of pain. We manually input everything, and had none of the features that modern software like Snap Schedule shift scheduling software gives you. After a viable work schedule was defined, Excel couldn't easily extend it days, months or years into the future. Its cut-and-paste proved vastly inadequate. Making short- and long-term compensations for unexpected times-off or police emergencies—without throwing off FLSA guidelines—added more difficulties.

“In Excel, each person had a cell with a number or letter in it showing their shifts. We had to memorize those codes or keep their legend handy. It was confusing and too easy for errors to occur. Our schedule planner would spend eight hours a week on it—sometimes more when changes were heavy because we have always kept changes very current and our records tight to ensure accurate payroll.”

### The Solution

“When Giannone searched for a rostering program to replace Excel, Snap Schedule employee scheduling software received very high praise from another agency. “Their schedule planners described very convincing benefits with similar shift scheduling problems,” says Giannone. “Snap Schedule's fully-functional, 30-day free trial let us verify its benefits in



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## 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.BMScentral.com>

real-life situations. We licensed the new rostering software in February 2009 .”

“The difference between pushing Excel to do something it wasn’t made for and staff- scheduling with Snap Schedule shift scheduling software is like night and day. Literally, every rostering function is faster, easier, more accurate and foolproof in Snap Schedule. Its records are compact, so we store every change into the database in case there’s a question or challenge about an employee schedule, number of hours worked, or when overtime kicked in.

“Snap Schedule is very easy to use once you look at it and see how it works. I just dug in and did not really read the directions. I set up the company first, then the employees. It’s easy to grasp and teach.” Following the successes of Giannone’s team, in July 2009 Sierra Madre’s Parks and Recreation and Fire Departments will begin using Snap Schedule. Giannone will teach schedule planners and users. Snap Schedule is developed, marketed and supported by Business Management Systems (BMS) of Anaheim, California, USA.

### The Benefits

“Our scheduler’s work is down from eight hours or more per week, to about two hours,” says Giannone. “That gives SMPD back 15 percent more productivity from that person. Our biggest time-savers are being able to extend any schedule into the future as far as necessary—and making faster, more error-free schedule changes.

“On a larger scale, we can better avoid unnecessary overtime because Snap Schedule’s overtime flags automatically display when a new schedule or change invokes overtime. Its internal calculations are really a big benefit. Snap Schedule’s printouts are intuitively easy to read and use. You don’t look through every row and column, then ‘decode’ what’s happening and where. You just pull up dates, people and locations you want.

“Our payroll records are more accurate now, which will also benefit us when there’s an audit. And we can now provide instant numbers when requested by state and federal agencies. To email schedules or any report, we no longer select, create and file another spreadsheet, then copy-paste in the right parts, and finally email it. We just run a report, PDF it, and right-click to email the recipients. This saves us a lot of finicky busy-work.”

“**The unsung part of vendor relationships is tech support and customer response. BMS people have been more than accommodating. Support is great.**”

*Larry Giannone, Captain, Sierra Madre Police Department*