



## Jacksonville Florida Sheriff's Office Secondary Employment Unit

September 2019

### Jacksonville Florida Sheriff's Office

Number of Annual Events  
Scheduled w/ODISS: 8,000 plus  
City Population: 1,523,615  
Number of Sworn Officers: 1,840  
3rd Largest Agency in Florida  
ODISS Client Since: 2018

### The ODISS Impact:

Using ODISS has allowed us to spend more time on supervision and oversight to ensure we are meeting the needs of our "customers" who hire our officers while ensuring compliance with our secondary work policies. We are currently billing out over 40,000 hours a month with over a thousand jobs a month with over 200 schedulers so anything we can do to save time is critical to our operations to allow us to focus on running a well managed unit for our agency, city, clients and officers.

### What Feature(s) do you like best about ODISS and why?

ODISS has allowed us to integrate into one system all the information we need to see all jobs, events, personnel, reports, client information with one single login to the ODISS administrators account. During recent impending hurricanes we were able to log into ODISS from our homes to cancel jobs that were affected by the storms and also post new jobs that were specific to covering storm related duties.

### What do your officers like best about ODISS?

Instant access to jobs being posted via their ODISS users account within a minute of JSO headquarters posting the jobs.

Jacksonville is the most populous city in Florida, the most populous city in the southeastern United States and the largest city by area in the contiguous United States. It is the seat of Duval County, with which the city government consolidated in 1968. Jacksonville is centered on the banks of the St. Johns River about 25 miles south of the Georgia state line and 328 miles north of Miami. Jacksonville is a major military and civilian deep-water port. Its riverine location facilitates Naval Station Mayport, Naval Air Station Jacksonville, the U.S. Marine Corps Blount Island Command, and the Port of Jacksonville, Florida's third largest seaport. Jacksonville's military bases and the nearby Naval Submarine Base Kings Bay form the third largest military presence in the United States. Local major businesses include banking, insurance, healthcare and logistics along with tourism which is important to the Jacksonville area, particularly tourism related to golf with TPC Sawgrass and other well known golf destinations made famous by the PGA tour nearby.

### What is the largest annual event you're responsible for staffing?

The largest event is the Jacksonville Jaguars NFL games held at the TIAA Bank Field which seats up to 67,164 people per game with staffing of over 300 Jacksonville Sheriff's personnel per game. Our second largest ongoing staffing commitment is Florida's Safe Schools program. Each day of the school year, our JSO Secondary Employment Unit office is responsible for staffing over 100 public schools in Duval County with one officer during school days. We utilize the ODISS "Event Template" feature to post all 100 plus schools each month and then utilize the "Personnel Needs" feature to list the individual schools that require an officer for our personnel to select which one they wish to work.

### What are your typical special event and extra duty assignments?

Our request for officers to work paid off duty jobs vary from large concerts, sports events, marathons, city fairs, etc., requiring dozens of officers to daily assignments of one officer needed at local "big box" businesses looking for extra security and everything in between.

### What selection criteria do you use to assign officers to events?

Officers and personnel are selected for jobs and events based on a combination of criteria depending on the job. Selection process ranges from those with the most seniority to First Come, First Serve or what best meets the needs of the agency and city.

### Is there a limit to the number of hours officers can work?

Our officers are limited to a maximum of 120 hours per month for our secondary employment jobs typically performed for businesses but can work unlimited hours for city overtime.

### Prior to using ODISS what methods or programs did you use to schedule events and track client hours for billing?

Prior to using ODISS our agency used older mainframe based systems for scheduling the events and a separate program for billing and invoicing after the fact. We also tried using several separate systems for notifying our officers of upcoming events and jobs.

### What challenges did you encounter using the previous methods?

Prior methods were cumbersome and antiquated compared to modern systems. Our previous system did not allow our officers and personnel the ability to log into the system from any web enabled device to sign up within minutes of the job posting as they can now do with ODISS via their users account. The prior method also required members of the JSO Secondary Employment Unit to be in the office to post new jobs and events where with ODISS we can now do that remotely if needed for situations like weather storm coverage, etc.