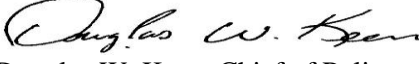




# City of Manassas Police Department General Duty Manual



Effective Date: 01-20-2006	<b>GENERAL ORDER</b>	Number: 01-13
Subject: <b>Information Management System</b>		
<input type="checkbox"/> New <input type="checkbox"/> Amends <input checked="" type="checkbox"/> Rescinds <input checked="" type="checkbox"/> Reviewed: 09-07-2017 General Order #1-13 Dated: 7-27-2001		Reevaluation: <input type="checkbox"/> 1 yr. <input type="checkbox"/> 18 months <input checked="" type="checkbox"/> N/A
Accreditation Standards: 11.4.1/ 11.4.3/ 21.2.4	By Authority Of:  Douglas W. Keen, Chief of Police	Total Pages: 4

## PURPOSE:

To enhance the general administration of the Department through improved communication and information exchange.

## POLICY:

Effective and efficient administrative practices and procedures in the Department help to ensure that appropriate information flows when and where needed, and management decisions are based on the best available information. In addition, coordinated administrative activities reduce the possibility of duplication, overlap, possible gaps and wasted effort. Accordingly, all members should be aware of the general administrative practices and procedures of the Department.

The Office of Professional Standards Lieutenant issues the Management Information Guide (MIG) annually, to all supervisors, to facilitate the completion of mandated periodic reports. The Management Information Guide is published separately. Each newly promoted or reassigned supervisor should be provided a current copy of the MIG by his new supervisor. The purpose of this distribution is to ensure that the newly promoted or reassigned supervisor is informed as to the requirements and uses for reports within the unit.

All reports are distributed to the affected Division, Section or member(s) of the Department as indicated in the Management Information Guide or as appropriate at the discretion of the Chief of Police and other Command Staff members.

## DISCUSSION:

N/A

## PROCEDURE:

### I. Management of Information Systems

- A. The Department Information Management System includes the flow of information, written and oral, between individuals or divisions, sections, units and the Chief of Police in order to facilitate and provide information for use in management decision making.
- B. Information may flow in a variety of forms, be stored in different places and formats, and may be utilized by various members in different ways. To avoid duplication, overlapping, gaps, or wasted effort, it is important that members have an understanding of and support for the Management of Information Systems.
- C. The Information Management System includes reports relating to member activities and needs used in predicting workload, determining manpower and resource needs, and in budget preparation. The system includes information used for the effective accomplishment of law enforcement functions such as offense, incident and arrest reports, statistical and data summaries of specific Department activities, Emergency Operations Center records, Uniform Crime Reports, etc. Reports may be:
  1. Daily.
  2. Weekly.
  3. Monthly.
  4. Quarterly.

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5. Annually.
6. As otherwise needed.
- D. The Information Management System incorporates both manual and computerized subsystems to prepare, store and make needed data available in a usable format.
- E. The Commander of Administrative Services, assisted by the Records Manager, is responsible for the timely delivery of available computerized data, summaries, and reports to the Chief of Police and the appropriate Division Commander, for the preparation of necessary reports. The Systems Administrator assists the Technical Services Sergeant in all functions related to the operation of the Department's computer systems. The Administrative Services Division also relays information, both computerized and manual, concerning personnel, training and public information. The Administrative Services Division may occasionally publish specialty manuals for the purpose of tracking the Information Management System or segments thereof.
- F. Division Commanders use the information forwarded to them to conduct whatever analysis, evaluation, inspection or other activity necessary for the efficient management of their respective division.
- G. The Chief of Police is kept informed of conditions through weekly meetings with Division Commanders as needed, and by a review of all reports due.

## II. Administrative Reports

- A. The Department Administrative Reporting Program is designed to:
  1. Provide information concerning activities of the Department.
  2. Ensure communication of information up the Chain of Command.
  3. Provide periodic comparative and summary data.
  4. Enhance the management decision-making processes.
- B. Daily reports.
  1. Each officer is responsible for providing daily information as to issued vehicles, equipment and activities performed during the normal tour of duty. In addition, officers provide various types of information to the PSCC, which is recorded and processed accordingly. This information is recorded in various forms.
  2. Sergeants record a daily synopsis of activity conducted by their sections, and maintain records on selective enforcement, special programs, or other activity as directed. Noteworthy events are logged in the Shift Report. Special programs or activities are reported in a variety of other forms, including memorandum reports. Activity is reported up the Chain of Command.
  3. Shift supervisors notify oncoming shifts of activities occurring during their tour of duty which require their attention.
  4. The memorandum report is used whenever comment is needed through the chain of command. Memorandum reports are required concerning certain injuries, accidents, use of force, complaints, suggestions, unusual police incidents, and in response to inquiries. Such reports may be prepared at the initiative of individual members, or at the direction of or by supervisors.
- C. Monthly / Quarterly Reports.
  1. Monthly and quarterly reports are prepared by supervisors and Division Commanders concerning functions, activities and responsibilities within their division, unit or section.
  2. Monthly and quarterly reports provide the Chief of Police and others an opportunity to review division / section activities, to discuss administration matters, highlight achievements or problems, provide comparative data, establish objectives for the next report period, etc.
- D. Annual Reports.
  1. The annual report of the Department is prepared by the Office of the Chief of Police and the Administrative Services Division. This report summarizes data found in monthly and quarterly reports.
  2. For a complete listing of Department administrative reports, their frequency and persons responsible for their completion see the Department Management Information Guide (Published under separate cover as the Management Information Guide).

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**III. Management Information Guide**

- A. The Office of Professional Standards issues the Management Information Guide to all supervisors, to provide a complete listing of all Department administrative reports, their purpose, frequency and the officials responsible for their completion.
  - 1. The Management Information Guide describes all periodic reports individually, including:
    - a. The area of responsibility of each report.
    - b. The official responsible for the completion of each report.
    - c. The purpose of each report.
    - d. The frequency of each report
    - e. The official to whom the report is submitted and the report's distribution list
    - f. The applicable CALEA standard for each report.
    - g. The due date (s) for each report.
    - h. The applicability, time sensitive nature and definition of a report specifically required for compliance with CALEA standards.
  - 2. The Management Information Guide is issued annually and covers the reports required for the calendar year.

**IV. Allocation / Distribution Reports**

- A. Development of manpower allocation alternatives is a function of the Chief of Police and the Division Commanders.
- B. Manpower is allocated to Department components in accordance with workload assessments conducted by the Administrative Services Division. A workload assessment and a cost / benefit analysis accompanies any request for proposed allocation to a specific division.
- C. Allocation of manpower to patrol shifts is based on a workload assessment containing an analysis of, at a minimum, the following:
  - 1. The number of incidents handled by patrol personnel during the specified period.
  - 2. The average time required to complete an incident at the patrol level (or measurement of a sampling of cases).
  - 3. A calculation of the percent of time, on the average, that should be available to the patrol officer for handling incidents during a specified period (such as a normal shift).
  - 4. Time lost through days off, holidays, and other leave compared to the total time required for each patrol assignment.
- D. Workload assessments should include the number of officers needed to cover certain calls for service to provide adequate officer safety, etc., i.e., disturbances and warrant service vs. larceny and vandalism reports.
- E. The Commander of Administrative Services provides the Commander of Patrol Services with the following information:
  - 1. The assignment / availability factor for patrol personnel.
  - 2. The breakdown of incidents by reporting areas.
  - 3. The identification of workload according to shift periods and patrol areas to determine whether the allocation is proportionate to the workload occurring on each shift.
- F. A reassessment of the distribution of patrol personnel is conducted by the Commander of Patrol Services based on the data provided by the Commander of Administrative Services.
- G. The Commander of Patrol Services ensures the number of patrol personnel on each shift is as proportionate as practicable to the workload occurring on each shift.

**V. Department Correspondence**

- A. Normally, correspondence prepared on behalf of the Department to individuals or agencies outside the Department is either signed by the Chief of Police or by Division Commanders for the Chief of Police. Correspondence should be reviewed by the Chief's Administrative Assistant for style, format, and accuracy prior to signature.

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- B. Correspondence between individual members of the Department and individuals of other agencies should be signed by the individual members. Such correspondence should reflect upon the desired high standards of the Department in terms of style, format and accuracy.
- C. Department letterhead stationery and envelopes are only used for official Department purposes.

**VI. Department Files Plan**

- A. The Department filing system provides a means of locating previous correspondence. A file copy is retained and properly filed of each piece of Department correspondence sent. For correspondence produced on a word processing system, this requirement is met by leaving a copy in the automated index of the author. Correspondence received within the Department is, similarly, filed when necessary action is completed.
- B. The Administrative Assistant to the Chief of Police is responsible for the maintenance of a master filing system for the Office of the Chief of Police. Division Commanders may maintain convenience files of relevant correspondence, but should attempt to avoid duplication of files maintained elsewhere and should ensure that record copies of Department correspondence are maintained in the proper Department files.

Attachments: N/A.

Index as: Information Management System  
Management Information Guide

Reference: N/A.