




City of Manassas Police Department General Duty Manual



Effective Date: 01-20-2006	GENERAL ORDER	Number: 01-13
Subject: Information Management System		
<input type="checkbox"/> New <input checked="" type="checkbox"/> Amends <input type="checkbox"/> Rescinds <input checked="" type="checkbox"/> Reviewed: 12/01/2024		Reevaluation: <input checked="" type="checkbox"/> 1 yr. <input type="checkbox"/> 18 months <input type="checkbox"/> 24 Months
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, 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 (OPS) issues the Management Information Guide (MIG), Attachment A, to all supervisors annually to facilitate the completion of mandated periodic reports. Each newly-promoted or re-assigned supervisor should be provided a current copy of the MIG by their new supervisor.

All reports are distributed to the appropriate division, section, or member(s) of the Department as indicated in the MIG. Reports can also be distributed as deemed necessary 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 to facilitate and provide information for use in short-term, intermediate, and long-term decision-making efforts.
- 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 understand and support the various means through which the Department manages information.
- 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 objectives such as offense, incident, and arrest reports, statistical and data summaries of specific Department activities, Emergency Operations Center (EOC) records, Uniform Crime Report (UCR) data, etc. Reports may be:
 1. Daily.
 2. Weekly.
 3. Monthly.
 4. Quarterly.

Effective Date: 01-20-2006	GENERAL ORDER	Number: 01-13
Subject: Information Management System		Page: 2 of 4

5. Annually.
6. As otherwise needed.

D. The Chief of Police reviews submitted reports to evaluate progress of the Department toward fulfillment of the Goals and Objectives of the Strategic Plan.

III. Management Information Guide (MIG)

- A. OPS distributes the MIG Department-wide and provides a complete listing of all Department administrative reports, their purpose, frequency, and the members responsible for their completion.
 1. The MIG describes all periodic reports individually, including:
 - a. The area of responsibility of each report.
 - b. The member responsible for the completion of each report.
 - c. The purpose of each report.
 - d. The frequency of each report
 - e. The member to whom the report is submitted and the report's distribution list
 - f. The applicable accreditation 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 accreditation standards.
 2. The MIG is distributed annually and covers the reports required for the calendar year.

II. Time-Sensitive Reporting System

- A. The Time-Sensitive 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 management decision-making processes.
- B. Daily reports.
 1. Each member is responsible for providing daily information as to issued vehicles, equipment, and activities performed during the normal tour of duty. In addition, members provide various types of information to the Public Safety Communications Center (PSCC), which is recorded and processed accordingly.
 2. Each shift, the highest-ranking supervisor shall provide a daily briefing detailing the activity conducted by their squad and maintain records on selective enforcement, special programs, or other activity as directed. The shift briefing is distributed Department-wide via e-mail.
 3. Supervisors notify oncoming squads of activities occurring during their shift which may require their response and/or 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 supervisors.
- C. Monthly / Quarterly Reports.
 1. Monthly and quarterly reports are prepared by designated Department members, both supervisory and nonsupervisory, 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, unit, and section activities, discuss administrative matters, highlight achievements or problems, provide comparative data, establish objectives for the next reporting period, etc.
- D. Annual Reports.
 1. The Annual Report of the Department is prepared by the Office of the Chief of Police and various designees. 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, see Attachment A.

Effective Date: 01-20-2006	GENERAL ORDER	Number: 01-13
Subject: Information Management System		Page: 3 of 4

IV. Allocation / Distribution Reports

- A. Development of personnel allocation alternatives is a function of the Chief of Police and the Division Commanders.
- B. Personnel are allocated to all organizational components in accordance with workload assessments conducted by the ASD Commander. A workload assessment and a cost/benefit analysis accompany any request for proposed allocation to a specific division.
- C. Allocation of personnel to scalable positions is based on a workload assessment containing an analysis of, at a minimum, the following:
 1. The number of incidents handled by the personnel during the specified duration.
 2. The average time required to complete an incident or investigation (or measurement of a sampling of cases).
 3. A calculation of the percent of time, on average, that should be available to personnel for handling incidents during a specified duration (e.g. a normal shift).
 4. Time lost through days off, holidays, and other leave compared to the total time required for each assignment.
- D. Workload assessments should include the number of officers or detectives needed to cover certain calls for service to provide adequate officer safety (e.g. disturbances and warrant services versus larceny and vandalism reports).
- E. The ASD Commander provides the Patrol Services Division (PSD) and the Investigative Services Division Commanders with the following information:
 1. The assignment/availability factor for personnel.
 2. The breakdown of incidents by reporting area.
 3. The identification of workload according to shift duration and patrol area to determine whether the allocation is proportionate to the workload occurring each shift.
- F. A re-assessment of the distribution of personnel is conducted by each respective Commander based on the data provided by the ASD Commander.
- G. The appropriate division Commander ensures the number of personnel on each shift is as proportionate as practicable to the workload occurring each shift.
- H. Non-scalable staff members, such as supervisors or select non-sworn members, shall be included in workload assessments. These member's allocation to each division will be gathered and assessed based on available quantitative and qualitative data.

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 Coordinator for style, format, and accuracy prior to signature.
- 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.

Attachments: "A" Management Information Guide
 Index as: Information Management System
 Management Information Guide
 MIG

Reference: N/A.