



Chapter: Personnel
Subject: 03-15 – Workload Assessments
Effective: September 26, 2024
Supersedes: N/A
Distribution: Department Members

PURPOSE: This Order establishes the framework for conducting workload assessments to assist in the allocation of members, equipment, and resources to accomplish the mission, vision, and strategic goals of the department.

03-15-1 POLICY

To uphold high standards of service, member wellness, and operational efficiency, a workload assessment will be conducted at least once every four years. This assessment will assist with ensuring adequate staffing levels are maintained to deliver appropriate services and achieve the department's strategic goals.

03-15-2 DEFINITIONS

- A. **Workload:** The amount of work performed by a member or a group of members in a given period of time.
- B. **Workload Assessment:** An evaluation of the demand placed on various resources.

03-15-3 OPERATIONAL PROCEDURES

- A. The Planning, Research, and Accreditation Section shall be responsible for coordinating a workload assessment of all organizational components at least once every four years and shall:
 - (1) Compile, review, and organize all workload assessment data, methodology, and recommendations received.
 - (2) Complete the workload assessment report which shall include conclusions and recommendations for distribution and/or reallocation of members.
 - (3) Provide the Leadership Team with the assessment report once every four years.

03-15-4 METHODOLOGY

- A. Each component of the department has unique responsibilities, therefore the methodology for conducting an assessment may vary by component. However, the methodology used shall be clearly defined to ensure as much consistency as possible and shall be:
 - (1) Defensible: Valid approaches for determining staffing needs.

- (2) Replicable: Data is available, and calculations are streamlined.
- (3) Flexible: Methodologies can be customized by component
- (4) Uniform in structure: Common set of language and processes.

DIRECTOR

Annual Review Responsibility: Transparency and Accountability Division

Accreditation Standards: CALEA 21.2.4