

	POLICY & PROCEDURE	SERIES # 2107	PAGE 1 OF 3
	SUBJECT		EFFECTIVE DATE
	WORKLOAD ASSESSMENTS		12/16/2020
			OVERSIGHT Support Services
DISTRIBUTION ALL MANUALS	AMENDS/SUPERSEDES/CANCELS P&P #2107 dated 01/09/08.		

I. PURPOSE:

The purpose of this policy is to establish guidelines whereby workload assessments can be made and utilized in the allocation, distribution and appropriate deployment or assignment of personnel.

II. POLICY:

The Hampton Police Division in its efforts to use manpower resources in the most effective and efficient manner shall employ a systematic method of projecting calls for service and ascertaining the number and distribution of personnel to complete specific tasks or fulfill certain objectives. The Hampton Police Division will ensure that personnel are appropriately assigned. This will be accomplished through workload assessments and employing systematic methods of allocation and distribution. Personnel will be allocated to all units based on workload demands.

III. PROCEDURE:

A. Analysis

The Support Services Branch, Police Planning Unit will be responsible for conducting a workload assessment on all units in the agency once every 4 years. The results of these assessments will be forwarded to the Chief of Police and the command staff.

1. Uniform Patrol (Operations) - The allocation of personnel to Uniform Patrol will be based upon a documented workload assessment conducted as needed (but no less than once every 4 years). This analysis will contain:
 - a. Number of incidents handled by patrol personnel during the most recent 12 month period (Usually January through December).
 - b. Average time required handling an incident at the patrol level (this may be a measurement of a sampling of cases).

APPROVED:
CHIEF OF POLICE



- c. Calculation of the percent of time, on the average, that should be available to the patrol officer for handling incidents during a specified period (twelve hour shift).
 - d. Time lost through days off, holidays and other leave, compared to the total time required for each patrol assignment.
 - e. The following issues will be considered by the Planning Unit:
 - (1) Tabulation of incidents/calls for service by reporting area (traffic zones).
 - (2) Restructuring of beat boundaries based on workload demands.
 - (3) Distribution of personnel on shifts based on workload demands by time of day.
 - (4) The distribution of personnel within shift hours may be affected by hourly workload variances; therefore, hourly distribution of incidents which require a law enforcement response will be reviewed.
 - (5) Temporal and geographic distribution of incidents allow for the proportional distribution of patrol personnel as a means of improving efficiency and effectiveness.
2. Communications – Police Planning will also conduct a workload assessment of the Emergency Communications Section once every four years. This assessment will include information on the number of Calls for Service received broken down by hours, and the amount of time taken per call. This review will be conducted in the same manner as the Uniform Patrol analysis described above. This information will be extracted for a 12 month period (not necessarily the same as the Patrol Analysis).
3. Other Organizational Components
- a. In an attempt to prevent over staffing or understaffing a Division wide workload assessment will be conducted at least once every four years and recommendations reported in writing. With the exception of the Uniform Patrol workload assessment, other Organizational Components may use an informal process for evaluating workload demands (i.e. annual budget preparations, Staff meetings, etc.).
 - b. With the support of the Crime Analysis Unit, the Planning Unit will develop a research model, identify data sources and produce a report containing recommendations for all positions within the agency.

B. Distribution and Assignment

1. Officers and Communications personnel will be assigned to shifts according to workload assessments. When possible, the employee's preference or needs may be considered. However, assignments will be made in such a manner as not to adversely affect divisional operations.
2. Assignments of officers to patrol districts shall be left to the discretion of the shift commander. Shift commanders shall ensure that such assignments support law enforcement objectives of the Uniform Patrol and Police Division.
3. Shift assignments and distribution of supervisors will be made so that the first line supervisor's span of control will provide for the adequate supervision, guidance and coordination of patrol officers.
4. The assignment of officers to foot patrol beats is based upon the need for frequent inspections, such as in business and commercial areas, and interaction with citizenry, as well as, a high concentration of calls for service or criminal activity. In addition to the traditional foot patrol beats, special foot patrol beats may be utilized to address specific needs or fulfill directed patrol assignments.
5. As required, the Operations Branch Commander shall be required to submit a report to the Chief of Police in which he will reassess and revise (if necessary) the distribution of patrol personnel. Time and location demands for service as well as shift hours and patrol district configurations will be considered in determining if any revisions are necessary.

C. Requests for Additional Personnel

In the event a unit commander identifies a need for additional personnel within the unit, the following process will be initiated:

1. Submit a report through the chain of command to the Chief of Police containing the request, evaluation and any supporting information.
2. At the direction of the Chief of Police an analysis of the request will be conducted by Police Planning. This analysis will include current work flows, associated job descriptions and anticipated workload demands.
3. Determination for the allocation of personnel will be based upon available resources and Divisional needs.

