

Memorandum

Date: January 3, 2018
To: All Department Employees
Special Attention Patrol and Dispatch
Personnel
From: Undersheriff Bernard Melekian
Subject: Procedural and Time Tracking Updates



Sheriff's Bulletin 18-1

Background

As many of you are aware, the Sheriff's Office has been diligently working on methods to increase our staffing and decrease our use of overtime. Staffing has been a critical issue for some time now and significant efforts are currently taking place to help address the issue.

A substantial amount of our staffing is the result of our current law enforcement service contracts. Staffing recommendations made to a contract city are based on a complex matrix of factors. These include the number of calls for service, the complexity of those calls, population, geography, response times, and a number of other factors.

Perhaps the most critical factor in determining appropriate staffing levels is the amount of time deputies have for proactive patrol. The generally accepted threshold is 60%; that is no more than 60% of a deputy's time should be spent on assigned or mandated activity. This is referred to as the Saturation Index¹. When the index exceeds 60%, our ability to engage in proactive patrol, crime prevention, and community outreach is severely limited.

Until recently, we did not have the ability to demonstrate to our cities, or the county, an appropriate accounting of our activities and the fact that we routinely exceed the saturation index. We could track the number of calls and the amount of time spent on them from Computer Aided Dispatch (CAD), however we did not have the ability to track report writing and/or other administrative duties without taking the deputy out of the available queue in CAD.

¹https://icma.org/sites/default/files/305747_Analysis%20of%20Police%20Department%20Staffing%20-%20McCabe.pdf

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Recent upgrades to the CAD system now give us the ability to account for the time involved in completing reports, booking evidence, and other administrative duties such as briefing. Previously we could not account for this obligatory time. As a result, it appeared to the outside observer that our patrol personnel had ample elective patrol time.

As we will be relying heavily on CAD to demonstrate our compliance with our cities, and in the future to the county, it is imperative that we provide accurate data. Without such accuracy, we cannot successfully articulate our need for additional personnel. Every effort has been made to have minimal impact on our patrol and dispatch personnel; however, some operational adjustments are required. This directive is the result of a significant amount of work focused on standardizing our contracts, acquiring actual cost recovery, and providing relief staffing equally among all law enforcement services. We have changed from a cost model where our services are billed based on the number of people assigned to an area (referred to as a full time equivalent or FTE) to a time compliance model. The foundation of a time compliance model is adequately tracking the time spent on calls for service in their entirety. Having accurate data will enable us to reach our ultimate goal of increasing staffing.

Change in Procedure

Recently, two new Out of Service (**OOS**) statuses were added to CAD. This is a critical element in tracking our obligatory time as a result of calls for service and initiated activity. From the top of the Mobile Digital Computer (MDC) screen select **OOS** and then **10-17 City** or **10-17 County** as it relates to the associated call. *It is important to remember that this code should be associated to the location of the call (City or County) not the current assignment of the deputy.* Dispatch also has the ability to put a deputy on this status if an MDC is unavailable

While the term Out of Service is somewhat misleading it serves a critical function. Specifically, it allows tracking of the report writing/administrative time without taking the unit out of the available queue in CAD. In other words, the unit will still be recommended by CAD if the call is of an urgent nature, increasing officer and public safety. This status will automatically terminate if the unit is assigned to a call. It can also be manually removed via the OOS button on the MDC. The status should be removed if the deputy finishes the related activity. As with any other optional command it is recommended that the deputy perform this action on the MDC when available as opposed to relying on dispatch.

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Directive

Effective immediately the following procedures shall be utilized by patrol and Dispatch personnel:

1. When a unit is dispatched to a call, they shall not be placed en route to the call until they manually enter an en route status on their MDC or verbally state en route to dispatch. A simple "10-4" is not an indicator of being en route. It is an indicator the unit is aware of the call. "10-4 en route" would indicate acknowledgement of the call and that the unit is responding immediately. In addition, the responding personnel shall indicate when they have arrived at the call.
2. All personnel assigned to patrol shall immediately log into their MDC or if not available, notify dispatch, who will log them on at the beginning of their shift. Conversely, all patrol personnel shall go out of service via MDC or over the air at the end of their shift.
3. All personnel should begin utilizing the Out of Service (OOS) 10-17 status' now available in CAD. This status will now allow the tracking of administrative and report writing time associated with calls for service. The OOS status, City or County, should be related to the location or relation to the call, not the current assignment of the deputy.
4. When available and safe to do so, manual entry via the MDC is highly encouraged.

Please direct any questions, comments or suggestions to Lt. Brad McVay x4185.



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