



GREENVILLE COUNTY  
SHERIFF'S OFFICE

# GENERAL ORDERS

# MANAGEMENT INFORMATION SYSTEM

**PURPOSE:**

In order to properly assess needs of the Sheriff's Office, a system is in place to properly document and account for all major activities of the agency's various components. The Sheriff uses a management information system (MIS) to channel information from units to Division Commanders. This information is subsequently compiled into monthly reports for executive review. These reports are used to provide information regarding day-to-day operational activities, determine manpower needs, and in preparation of the annual budget. Each Division Commander forwards information to the Sheriff per the schedule under the MIS REPORT LISTING section of this policy. Included in this policy is the listing of required CALEA Time Sensitive Activities.

**PROCEDURE:**

Management reports are prepared by units within division components and forwarded to Division Commanders. These reports, whether computer generated or manually prepared, document activity as well as indicate proper response and allocation of resources. Each Division Commander forwards information to the Sheriff per the schedule in Appendix A of this policy.

**MIS DATA  
SOURCES:**

**Data sources used in compiling MIS reports include, but not limited to the following:**

1. Calls for service.
2. Incident reports.
3. Arrest reports.
4. Conviction data
5. Telephone calls serviced.
6. Civil documents received/served.
7. Criminal process received/served.
8. Crime clearance rate.
9. Traffic offense data.
10. Community service programs.

**MIS REPORT  
FORMAT:**

Report formats reflect each division's individual missions and contain data deemed necessary by each Division Commander and the Sheriff. Components of MIS reports are daily, monthly, and annual reports;

Monthly reports are prepared by each division for review by the Sheriff, and contain a summary of activities conducted by each division's personnel. These reports will allow for a concise review of activities for both Sheriff's Office personnel as well as the general public.

Each division compiles a summary of monthly reports into an annual report. These reports are used to produce the Sheriff's Office Annual Report that describes yearly activity. This Annual Report is widely distributed within the Sheriff's Office and the general public of Greenville County.

**MIS REPORT LISTING:**

<b>REPORT</b>	<b>RESPONSIBILITY</b>	<b>FREQUENCY</b>	<b>DISTRIBUTION</b>
Calls for Service - CAD	Communications	Daily	Sheriff/ Division Commanders
MIS	Affected Division Commanders	Monthly	Sheriff/ Division Commanders
Currency Report	Records (P&E)	Monthly	Sheriff/ Division Commanders
School Enforcement and Investigations	School Investigation	Monthly	Sheriff/ Division Commanders
Evidence Procurement	Financial and Property Manager	Monthly	Sheriff/ Division Commanders/ OPS/ Accounting Specialist
Account Tools	Financial and Property Manager	Monthly	Sheriff/ Division Commanders
Budget Summary	Financial and Property Manager	Quarterly	Sheriff/ Division Commanders
Annual Report	TSU	Annual	General (Intra/Inter Agency)

\*\*This listing does not preclude a Division Commander from initiating reporting procedures within their division to develop information to make operational decisions.

**CALEA TIME SENSITIVE  
ACTIVITY REPORTS /  
DOCUMENTATION:**

For purpose of this policy, the following terms are defined:

**Time Sensitive Activity** – Periodic reports, reviews, and other activities mandated by applicable accreditation standards.

**Quarterly** – Activity occurring at least once every three months within a given year.

**Semi-annual** – Activity occurring at least once every six months.

**Bi-annual** – Activity occurring at least once every two years.

**Annual** – Activity occurring at least every year.

**Biennial**- Activity occurring every other year.

**Triennial** – Activity occurring at least once every three years.

**Quadrennial** – Activity occurring at least once every four years.

**TIME SENSITIVE REPORT / DOCUMENTATION LISTING FOR LAW ENFORCEMENT:**

<b>Stnd #</b>	<b>Action</b>	<b>Activity Description</b>	<b>Frequency</b>	<b>Div./Person Responsible</b>
1.1.2	Activity	Ethics Training	Annual	Annual
1.2.9 (c)	Activity	Biased Based profiling training	Annual	CAT
1.2.9 (c)	Review	Bias based profiling	Annual	OPS
4.2.1	Report	Response to resistance / aggression (RTA)	As incident occurs	Employees
4.2.2	Review	Written Use of Force Reports and Administrative Review	As incident occurs	Supervisors
4.3.3	Report	RTA policy, and lethal, electronically controlled, and less lethal weapons proficiency	Annual	Center for Advanced Training (CAT)
4.2.4	Analysis	Analyze Reports from Use of Force	Quarterly	Office of Professional Standards (OPS)
4.2.5	Review	Assault on Sworn Officer Review	Annual	Center for Advanced Training (CAT)
15.2.1	Report	Updating written goals and objectives for agency and each organizational component	Annual	Chief Deputy Division Commanders
21.2.4	Report	Workload Assessments – all organizational components-based on three year schedule	Quadrennial	Division Commanders Crime Analysis / Research & Planning
17.2.2	Report	Budget recommendations by major functions	Biennial (2yr budget cycle set by County Council)	Chief Deputy Division Commanders
17.4.1	Report	Fiscal management status reports	Monthly	Principal Financial Management Analyst

17.4.2(f)	Report	Cash funds	Quarterly	Principal Financial Management Analyst
21.2.2	Review	Job Description Maintenance and Availability	Quadrennial	Admin. Captain (Personnel)
21.2.4	Report	Workload Assessment	Quadrennial	Division Commanders
22.4.3	Analysis	Employee grievances	Annual	Admin. Captain (Personnel)
26.2.5	Report	IA investigations statistical summary	Annual	OPS
31.2.2	Analysis	Analysis of Recruiting Plan	Annual	Director of Personnel
33.5.1	Activity	Annual In-Service Training Program	Annual	CAT
35.1.2	Report	Employee performance evaluation	Annual	Supervisors Reserve Commander
35.1.9(e)	Evaluation	Employee Assessment System	Annual	Chief Deputy OPS
40.2.3 (e)	Review	Criminal Intelligence Procedures and Process	Annual	Vice and Narcotics Lieutenant/ PCU Lieutenant
41.2.2 (k)	Review	Pursuit report	As incident occurs	Supervisors
41.2.2 (l)	Analysis	Pursuit reports	Annual	OPS
41.2.2 (n)	Review	Vehicle Pursuits	Annual	Chief Deputy
41.2.3(e)	Review	Use of roadblocks and forcible stops	As incident occurs	Supervisors
41.2.7(e)	Report	Training on dealing with the mentally ill	Annual	CAT
44.1.3	Review	Review and written evaluation of all juvenile enforcement and prevention programs	Annual	School Enforcement Lieutenant  Juvenile Investigations Lieutenant
45.1.1(c)	Evaluation	Effectiveness of crime prevention	Bi-annual	Crime Prevention Sergeant
45.2.1	Report	Community Input Process	Quarterly	Crime Prevention Sergeant
45.2.2	Survey	Citizen attitudes and opinions of agency, safety and security, and how to improve	Bi-annual	Crime Prevention Sergeant
46.1.3 (i)	Report	After action report of critical incidents	As incident occurs	Special Team Commanders
46.1.8	Inspection	Critical incident equip. readiness	Quarterly	Sp. Team Commander
46.1.9 (a)	Training	Training on "All Hazard" plan	Annual	Director of Training

46.1.9 (b)	Training	Tabletop or full-scale exercise to assess the agency's capabilities with the All Hazards Plan and the ICS	Biennial	Director of Training
46.1.10(e)	Review	Active Threats policy and training	Annual	Chief Deputy/ Directors of Training
53.2.1(e)	Inspection	Staff Inspection of all organizational components	Quadrennial	OPS
55.1.2	Review	Victim/Witness Assistance needs	Bi-annual	Victim/Witness Coordinator
61.1.1 (f)	Review	documented annual review of selective traffic enforcement activities	Annual	Traffic Lieutenant
61.3.4(e)	Review	Need for location of adult crossing guard	Annual	Crossing Guard Coordinator
70.1.7(b)	Report	Escape of prisoner during transport	As incident occurs	Employees
71.2.1	Activity	Temporary detention training	Triennial	N/A by Function
71.4.3	Review	Temporary detention procedures	Triennial	N/A by Function
72.1.1	Activity	Holding facility training	Triennial	N/A by Function
72.3.1(a)	Inspection	Holding facility-fire equipment	Weekly	N/A by Function
72.3.1(a)	Test	Holding facility-fire equipment	Semi-annual	N/A by Function
72.3.1(b)	Inspection	Holding facility-fire detection and alarm system	Daily	N/A by Function
72.3.3	Inspection	Holding facility-sanitation	Weekly	N/A by Function
72.4.6	Inspection	Holding facility-security inspection – weapons/contraband	Weekly	N/A by Function
72.4.11	Report	Holding facility-threat to facility or person	As incident occurs	N/A by Function
72.6.2	Inspection	Holding facility-first aid kit	Weekly	N/A by Function
73.1.1 (d)	Report	Documented report to the CEO of all incidents that threaten the facility or any person therein and notification to appropriate outside agencies.	Incident	General Sessions/ Family Court Sergeant
73.2.1(c)	Survey	Court security needs-facilities, emergencies, high-risk exposure, and equipment	Biennial	General Sessions/ Family Court Sergeant
73.4.3	Testing	Documented duress Alarm Testing	Monthly	General Sessions/ Family Court Sergeant
73.5.1	Activity	Court holding facility-initial training and re-training	Biennial	General Sessions/Family Court Sergeant

73.5.6	Inspection	Court hold facility-first aid kit	Weekly	General Sessions Sergeant Family Court Sergeant
73.5.8 (c)	Inspection	documented daily cleanliness inspection for Detainees	Daily	General Sessions Sergeant Family Court Sergeant
73.5.9(a)	Inspection	Court holding facility-fire equipment	Weekly	General Sessions Sergeant Family Court Sergeant
73.5.9(b)	Testing	Court holding facility-automatic fire detection devices and alarm systems	Annual	General Sessions Sergeant Family Court Sergeant
73.5.11	Inspection	Court holding facility-sanitation and Pest Control	Monthly	General Sessions Sergeant Family Court Sergeant
73.5.17	Inspection	Court holding facility-security inspection for weapons and contraband	Weekly	General Sessions Sergeant Family Court Sergeant
73.5.19	Testing	Documented testing of security system/ Panic Alarms	Monthly	General Sessions Sergeant Family Court Sergeant
81.3.2	Inspection	Communications center alternate source of power	Monthly	Communications Director
81.3.2	Testing	Communications center alternate source of power-test under full load	Annual	Communications Director
82.1.6(d)	Audit	Central records computer system-computer access password	Annual	Accreditation Manager Information Systems E-911
84.1.6(a)	Inspection	Property control procedures	Semi-annual	P and E
84.1.6(b)	Audit	Change in property/evidence Custodian	As incident occurs	Accreditation Manager
84.1.6(c)	Audit	Evidentiary/agency-owned property	Annual	OPS
84.1.6(d)	Inspection	Unannounced inspections of property storage locations	Annual	OPS

**TIME SENSITIVE REPORT / DOCUMENTATION LISTING FOR COMMUNICATIONS:**

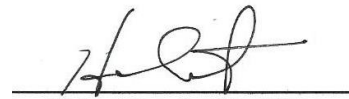
Stnd #	Action	Activity Description	Frequency	Div./Person Responsible
1.1.2	Review	Organizational Chart Updated	Annual	Administrative Services Division Commander
1.2.1 (D)	Review	Risk Management Program	Annual	General Counsel
1.2.5	Update	Component Goals & Objectives	Annual	Community Services Division Commander

1.2.6	Document	Progress toward Goals & Objectives	Annual	Community Services Division Commander
1.2.9	Document	Review & Revision of Multi-Year Plan	Annual	Community Services Division Commander
1.3.2	Assessment	Personnel Workload Assessment	Quadrennial	Administrative Services Division Commander
1.3.3	Review	Specialized Assignments	Annual	Administrative Services Division Commander
1.4.11	Summary	Internal Investigations to Public	Annual	OPS Division Commander
2.2.5	Analysis	Liability Incident Reports Required in Standard 2.2.3	Annual	General Counsel
2.4.3	Prepare	Major functions budget Recommendations	Annual	Community Services Division Commanders
2.4.5	Report	Accounting System	Monthly	Financial Manager
2.4.6	Accounting	Cash Activities	Quarterly	Financial Manager
2.5.3	Review	Performance measures required in standard 2.5.2	Quarterly	Communications Director
2.6.3	Report	Community Education	Annual	Communications Director
2.6.5	Survey	Citizens Attitudes and Opinions	Triennial	Communications Director
3.1.1 (D)	Review	Employee Task Analysis	Triennial	Community Services Division Commander
3.4.2	Evaluation	Each Employee	Annual	Communications Supervisors
3.4.7	Evaluation	Personnel Early Warning System	Annual	OPS Division Commander
3.5.3	Analysis	Grievances	Annual	Administrative Services Division Commander
4.1.3 (D)	Analysis	Recruitment Plan	Annual	Personnel/Recruitment Lieutenant
5.2.6	Retraining	Agency Personnel	Annual	CAT/Communications Director
6.4.2 (C)	Training	Evacuation Plan	Annual	Communications Director
6.4.3 (A)	Test	Alternate Source of Electrical Power	Monthly	Property Maintenance
6.4.3 (B)	Test	Alternate Electrical Power Under Full Load	Quarterly	Property Maintenance
6.4.3 (C)	Inspection	Alternate Electrical Power Maintenance	Annual	Property Maintenance
6.4.4	Test	Backup Communications System	Monthly	E911

6.5.2 (C)	Training	TDD/TTY	Every Six Months	Comm. Director Director
6.5.2 (D)	Test	TDD/TTY Equipment	Monthly	E911
6.6.3 (E)	Test	Interoperable Equipment	Annual	E911
6.8.5	Inspection	Computer Records and Security System	Quarterly	E911/Information Systems
7.1.2 (I)	Review	Emergency Operations Plan	Annual	Communications Director
7.1.4	Inspection	Operational Readiness	Monthly	Communications Director
7.1.5	Training	Emergency Operations Plan	Annual	Communications Director

**TIME SENSITIVE ACTIVITY  
ACCOUNTABILITY  
SYSTEM:**

Semi-annually, the Sheriff's Office Professional Compliance Manager will submit the Time Sensitive Activity Report / Documentation Listing to each Division Commander. The listing will be modified to indicate responsible personnel and actual due dates for each activity. The Office of Professional Standards will assess completion of time sensitive reports/documentation during the Staff Inspection process of each organizational component.



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Hobart Lewis, Sheriff