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CSU FULLERTON POLICE DEPARTMENT GENERAL ORDER NUMBER 1-6

LINE AND STAFF INSPECTIONS

- SUBJECT:** Procedures for conducting line and staff inspections
- PURPOSE:** To establish procedural guidelines related to inspectional services.
- POLICY:** It is the policy of this department to conduct both line and staff inspections as a method of evaluating the efficiency and effectiveness of department operations.

PROCEDURE

- I. Definitions:
- A. **Line Inspection:** Inspection conducted by personnel in control of the persons, facilities, procedures, or other elements being inspected. Line inspections may be carried out by any supervisor within the chain-of-command and is often conducted by supervisory personnel who may be responsible for ensuring that any substandard conditions revealed in the inspection are corrected.
 - B. **Staff Inspection:** Inspection conducted by personnel who do not have control of the persons, facilities, or procedures being inspected. The results of staff inspections are reported to the Chief of Police.
- II. Inspectional Process
- A. The inspectional process is an essential mechanism for evaluating the quality of the agency's operations; ensuring that the agency's goals are being pursued; identifying the need for additional resources; and ensuring that control is maintained throughout the agency.
 - B. The inspectional process compares the agency's formal expectations with actual performance. Inspections, conducted with clear objectives and a positive approach, provide a means of communication within the agency, not only "downward" but also "upward."
 - C. The inspectional process, at both the line and the staff levels, provides the chief executive officer and other managers and supervisors with a means of regularly assessing the agency's efficiency and effectiveness and provides information necessary to plan for change.
 - D. Line inspections shall be carried out by supervisors at all levels of the organization and focus on the condition of facilities, equipment, procedures, uniforms, etc., and are done frequently by a first-line supervisor.

- E. Staff inspections generally focus on agency procedures and are done infrequently by command personnel or designee assigned the responsibility by the Chief of Police. A staff inspection system monitors organizational components in terms of their results. These reports are valuable for decisions concerning resource allocation, modification of component objectives, and training needs.

III. Line Inspections.

- A. Procedures to be used in conducting line inspections. [CALEA 53.1.1a]

1. Every manager and supervisor have the responsibility and authority to conduct inspections. [CALEA 53.1.1c]
2. Supervisors shall conduct continual inspections of all subordinate personnel that directly report to them. This includes inspection of equipment used and the operations performed by the subordinate personnel assigned. [CALEA 53.1.1c]
3. The inspection shall be a fair, impartial, and a direct appraisal that denotes a positive and constructive attitude.
4. Every supervisor shall take the immediate and appropriate action indicated from the results of a line inspection action. This includes the correction of a deficiency (verbal, written counseling, etc.) and commendation of exemplary performance. [CALEA 53.1.1c]

- B. Frequency of inspections and responsibilities of the supervisor for the conduct of the inspections and the correction of deficiencies. [CALEA 53.1.1b]

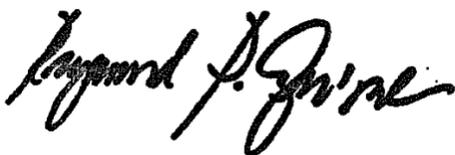
1. Line inspections are an ongoing activity to ensure that employees are acting in concert with agency requirements in such areas as personal appearance, use and maintenance of equipment, and adherence to department directives and orders.
2. At a minimum, supervisors shall inspect personnel and equipment at the beginning of every shift. [CALEA 53.1.1c]
3. Supervisors will conduct a detailed inspection of all equipment issued to officers under their supervision within 30 days of the semiannual change of shifts. The department Individual Equipment Receipt will be utilized, and any equipment in need of repair or replacement will be brought to the attention of command staff person in the individual's chain of command. [CALEA 53.1.1c]
4. University Police Patrol Vehicles will be inspected daily, by the officer assigned the vehicle, for cleanliness, mechanical functioning and operational readiness of assigned equipment as noted in G.O. 4-3, "Vehicle Inspection and Maintenance". Any issues shall be documented through the use of the Vehicle Complaint Report and forwarded to the appropriate Command Staff, per Special Order 8-010. Any damages to vehicles will be noted in the Vehicle Damage Assessment Log.
5. The Watch Commander and appropriate Command Staff will be advised of any deficiencies noted and he/she will ensure that any deficiencies are corrected. [CALEA 53.1.1c]

- C. Criteria for those inspections that require a written report include the following [CALEA 53.1.1d];
1. Unreported damage to vehicles;
 2. Mechanical repairs required to vehicles;
 3. Unserviceable weapons;
 4. Any damage discovered to department equipment due to misuse or carelessness; and
 5. Repeated violations of inspectional requirements.
- D. Follow-up procedures to ensure corrective action has been taken, shall include [CALEA 53.1.1e];
1. Watch Commanders shall take immediate corrective action to ensure compliance with department standards; and
 2. Repeated deficiencies shall be documented and forwarded to the appropriate Command Staff.
- IV. Procedures for Staff Inspections [CALEA 53.2.1b]
- A. Staff inspections shall be conducted by persons who have no direct authority over the subject or function inspected. The Chief of Police will assign a Sergeant to perform staff inspections. [CALEA 53.2.1a]
- B. A Staff Inspection will be conducted within all organizational components for the major functions at least every three years. This includes Evidence and Property, Emergency Response equipment, Uniform Patrol, Investigations, Armory/Weapons, Records (includes RIMS), Personnel Files, Internal Affairs, and Training Records. [CALEA 53.2.1e]
- C. A written report will be submitted to the Chief of Police that identifies deficiencies and makes recommendations for their improvement and/or correction and identifies positive aspects of the area being inspected. [CALEA 53.2.1c]
- D. A follow-up inspection and written report will be completed for any noted deficiencies that cannot be immediately corrected. [CALEA 53.2.1d]

REVIEWED BY:

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APPROVED:



Raymund Aguirre
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