

INSPECTIONAL SERVICES

EVERETT POLICE DEPARTMENT POLICY & PROCEDURE NO. 4.27	ISSUE DATE: 1 February 2005
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MASSACHUSETTS POLICE ACCREDITATION STANDARDS REFERENCED: 53.1	REVISION DATE:

I. GENERAL CONSIDERATIONS AND GUIDELINES

This policy replaces policy 47 Inspectional Services dated 1 February 2005.

II. POLICY

The inspectional process is an essential mechanism for evaluating the quality of the Department's operations, ensuring that its goals are being pursued, and for assuring that control is maintained throughout the agency. Inspections include evaluation of facilities, vehicles, equipment, records, personnel, investigative procedures, crime reporting practices, and incident reports. The result of the process compares the Department's formal expectations with actual performance. Inspections are to be conducted with clear objectives and a positive approach in order to provide a means of communication within the agency, not only downward but also upward.

The inspectional process will occur at both the line and staff levels of the Department. This will provide supervisors at all levels with a means of regularly assessing the Department's efficiency and effectiveness as well as providing information necessary to plan for change.

Line inspections are authoritative in that they are performed to ensure that officers are adhering to established Department rules, regulations, policies, procedures, and orders. The responsibility for conducting line inspections generally lies with the shift commanders. However, all commanders will carry them out whenever applicable to a division or function.

Staff inspections are usually in-depth examinations of particular functions or components of the Department. They are conducted either by, or under the control of, Chief of Police.

Overall responsibility for the inspectional services function of the Department lies with the Chief of Police. He/she shall coordinate and control the frequency of inspections, the procedures to be used, the criteria for reporting, the method of corrective action or discipline, and the maintenance of all records.

GOALS

- 1. ESPRIT DE CORPS** To ensure unity of purpose throughout the Department, it is vital that all members act in concert in areas of personal appearance and the use and maintenance of equipment and materials, and that they adhere to all applicable legal, ethical, and Departmental requirements. In this way, all members will have a sense of common interests and responsibilities, which will enable cooperation and team effort.

- 2. MORALE** To ensure job satisfaction in the work performed is greater than conflicts with salary and working conditions, it is necessary to develop a high level of worth, thus increasing self-esteem and motivating all members to achieve a high standard of professional conduct and personal performance.

- 3. DISCIPLINE** To ensure all members respect appropriate legal, ethical, and Departmental standards requires good leadership and supervision at all levels, along with the judicious enforcement of penalties for infractions. Inaction by supervisors' will breed increasingly incorrect behavior. Undesirable or deviant behavior must be removed in order to exercise a positive control over all members of the Department and to avoid those undesirable consequences that erodes the public's trust and confidence. The greater the level of constructive discipline, the less disciplinary action (suspension, discharge, etc.) will be required.

III. PROCEDURES

1. LINE INSPECTIONS: The primary responsibility for determining adherence to Department rules, regulations, policies, procedures, and orders rests with the individual shift OIC's, Patrol Supervisors and the Operations Division Commander. The line inspection function is the means of determining this adherence. This makes line inspections the single most important step in achieving **accountability** at all levels.

a. Because of this critical responsibility, OIC's and Patrol Supervisors shall adopt an active and vigorous supervisory position in conducting the required inspections of all activities being undertaken and performed by officers under their command.

b. Shift commanders shall conduct the following inspections on a daily basis, completing two (2) written Field Inspection Reports per month, and the Operations Division Commander shall conduct them on a random, unannounced basis. **(See EPD Form 4.27 Patrol Inspection Report)**

c. At Roll Call the OIC and/or the Patrol Supervisor shall inspect all officers to ensure that each is fit for duty, uninjured, mobile, unimpaired, appropriately uniformed or dressed, and fully equipped to be able to perform his/her duties. If a deficiency occurs in any of these areas, the shift commander shall take immediate corrective action as necessary and make written note of the deficiency on the Administrative Card (Roster On/Off). Following a third deficiency of any kind, the Shift Commander must file a written report with the Operations Commander, providing the officer has shown no indication of making an effort to correct the situation. Upon receipt of a written deficiency report the Operations Division Commander shall arrange to meet with the individual and the Shift OIC. If no satisfactory resolution or solution to the problem results then the matter will be turned over to the Chief and disciplinary procedures shall commence.

d. OIC's, Patrol Supervisors and Section Sergeants shall make inspections as assigned by the Division Commander, of vehicles being operated by officers under his/her command for the purpose of ascertaining whether procedures for cruiser checklists are being properly followed, and to determine whether officers are keeping the interior of the vehicle free of clutter and debris. These inspections shall occur no less than twice monthly and noted on the inspection report. Deficiencies and corrective action taken shall be noted in the same manner as above. The ultimate resolution and solution to the problem will also be handled in the same manner.

e. The Division Commanders shall reserve the right to conduct random inspections of officers and equipment at his/her discretion. The Division Commanders also reserves the right to determine if shift OIC's/Patrol Supervisors or section sergeants are conducting inspections according to the procedures stated in the above sub-sections. Whenever the Division Commander observes deficiencies in the officers and/or equipment, he/she shall advise the shift commander to make note and take corrective action. Shift commanders who are found to be deficient or lax in their inspectional duties shall be advised of the fact verbally, and if the

problem persists, in writing. Any further action will be handled through the Chief's Office.

2. STAFF INSPECTIONS: Provide a regular review of the conditions of units and sections in the Department. They check to see that proper files are being kept up, that equipment is being maintained in good shape, that personnel records are accurate and up to date, and that all division and section procedures and objectives are being met. It is the process and mechanism for determining, through thorough review, if standards are being met as a result of Department activities. The Executive Officer will coordinate and control all staff inspections through the following procedures:

- a. Staff inspections will be conducted by the Division and one of the Division Commanders not assigned to the Division being inspected. However, the Chief may select a team of superior officers, not assigned to the Division, to conduct a Staff Inspection.
- b. The Division Commander, or the Inspection Team, will prepare an Inspection Work Plan, detailing issues, conditions and equipment to be reviewed. The Work Plan will be reviewed with the Division Commander prior to the inspection being conducted. If a team conducts the inspection, the Work Plan will be reviewed by the Chief, prior to the inspection being conducted.
- c. The Division Commander or Inspection Team will undertake a review of the targeted operations, matching those operations with the standards contained in the Department Manual.
- d. The Division Commander or the Inspection Team will prepare a detailed report of the results of the inspection, listing deficiencies and recommendations for correcting the deficiencies. One copy of the report will be given to the Division Commander, under whose direction the functions inspected fall.
- e. The Division Commander will notify the Chief in writing of the steps he/she plans to take in order to rectify any problems or deficiencies that appear on the report. The Chief or his designee will make sure that all deficiencies are corrected and shall note these measures as an addendum to the report.
- f. Each section of each division shall be inspected at least once every twenty-four (24) months, and may be inspected more frequently at the direction of the Chief or his designee.