

# **Standards Manual Text**

**Chapter** 1 - Law Enforcement Role and Authority  
**Section** 1 - Law Enforcement Agency Role  
**Standard** 1 - Oath of Office  
**Number** 1.1.1

**1.1.1** *A written directive requires all personnel, prior to assuming sworn status, to take and subsequently abide by an oath of office to enforce the law and uphold the nation's Constitution or basic law of the land and, where applicable, those of governmental subdivisions.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	1 - Law Enforcement Role and Authority
Section	1 - Law Enforcement Agency Role
Standard	2 - Code of Ethics
Number	1.1.2

**1.1.2** *A written directive requires all personnel to abide by a code or canon of ethics adopted by the agency and mandates that ethics training be conducted for all personnel, at a minimum, biennially.*

**Commentary:** Sworn and civilian employees should receive instruction that concerns their position dilemmas, temptations, responsibilities, and duties. The Canon of Ethics or Law Enforcement Code of Ethics published by the International Association of Chiefs of Police or the Code of Ethics of the Office of the Sheriff adopted by the National Sheriffs' Association, ICMA Code of Ethics adopted by the International City Managers Association, or APCO Telecommunicator Code of Ethics adopted by the Association of Public-Safety Communications Officials International, Inc., will satisfy partial intent of this standard. Adherence to those codes of ethics and to the United Nations Code of Conduct for Law Enforcement Officials may be included as an element of the oath of office. Ethics review can be in the form of classroom, shift briefing, computer based training and bulletins, or any combination of methods as determined by the agency. **(M M M M)**

# **Standards Manual Text**

**Chapter** 1 - Law Enforcement Role and Authority  
**Section** 1 - Law Enforcement Agency Role  
**Standard** 3 - Agency's Role in Criminal Justice Diversion Programs  
**Number** 1.1.3

**1.1.3** *A written directive specifies the agency's role in criminal justice and social service diversion programs.*

**Commentary:** There are often social service diversion programs in which law enforcement agencies are directly involved, including detoxification, mental health, and drug abuse diversion programs. Additionally, there are criminal justice diversion programs principally for juvenile delinquents but which may apply to others with whom the agency may be involved. The written directive should describe the agency's role in these programs. (O O O O)

# **Standards Manual Text**

<b>Chapter</b>	<b>1 - Law Enforcement Role and Authority</b>
<b>Section</b>	<b>1 - Law Enforcement Agency Role</b>
<b>Standard</b>	<b>4 - Consular Notification</b>
<b>Number</b>	<b>1.1.4</b>

**1.1.4** *A written directive governs procedures for assuring compliance with all consular notification and access requirements in accordance with international treaties when dealing with foreign nationals.*

**Commentary:** The cooperation of law enforcement agencies in extending consular notification and access to foreign nationals in accordance with international law helps the national government comply with its international treaty obligations. It also helps to ensure that citizens of every country are treated with the same respect and treaty compliance when arrested or detained in foreign countries; and provides a basis for national governments to assert their international rights (see standard 72.7.1).

The complexity of the treaty requirements suggests that the agency arrange for training with all appropriate personnel.

Law enforcement agencies in the United States can obtain relevant information and detailed guidance by consulting the U.S. State Department's publication entitled *Consular Notification and Access*. Agencies outside the United States should contact the appropriate Department of State or equivalent for information and reference materials. (M M M M)

# Standards Manual Text

Chapter	1 - Law Enforcement Role and Authority
Section	2 - Limits of Authority
Standard	1 - Legal Authority Defined
Number	1.2.1

**1.2.1** *A written directive defines the legally mandated authority and responsibilities vested in all categories of sworn agency personnel. If the agency has more than one category of sworn personnel, each shall be identified.*

**Commentary:** The written directive should define and elaborate on the scope and limits of law enforcement authority as it pertains to the enforcement of laws, statutes, ordinances, and arrests. Some agencies have more than one category of sworn agency personnel. For example, warden, fire marshal, commercial vehicle enforcement officer, or other special class of officer having sworn duties, but limited arrest authority. Standards in this manual applicable to sworn officers are applicable to each category. Generally, sworn status includes the authority to make a full custody arrest. **(M M M M)**

# **Standards Manual Text**

<b>Chapter</b>	<b>1 - Law Enforcement Role and Authority</b>
<b>Section</b>	<b>2 - Limits of Authority</b>
<b>Standard</b>	<b>2 - Legal Authority to Carry/Use Weapons</b>
<b>Number</b>	<b>1.2.2</b>

**1.2.2** *A written directive defines the legal authority to carry and use weapons by agency personnel in the performance of their duties.*

**Commentary:** In many jurisdictions the legal authority to carry weapons is clearly stated within state law, provincial code, city charter, or local ordinance. In other areas, such authority is implied or can be inferred from laws and ordinances outlining the agency's law enforcement functions, limits on its use of force, or from state or federal court decisions governing the jurisdiction. In still other areas, such authority is derived from that authority granted to the agency's chief executive officer. To the extent possible, such authority should be clearly described within the agency's written directives and should set clear parameters for the use of such authority for each category of sworn and civilian personnel who are permitted to carry and use weapons. For example, both security guards and sworn officers may be authorized to carry firearms, but the security guard may be restricted to carrying weapons only while on specified assignments. (M M M M)

# Standards Manual Text

Chapter	1 - Law Enforcement Role and Authority
Section	2 - Limits of Authority
Standard	3 - Compliance with Constitutional Requirements
Number	1.2.3

**1.2.3** *A written directive governs procedures for assuring compliance with all applicable constitutional requirements, including:*

- a. interviews (including field interviews);*
- b. interrogations; and*
- c. access to counsel.*

**Commentary:** The agency should clearly indicate what constitutes a valid field interview situation to guard against its misuse and to minimize potentially adverse citizen reactions. Field interview contacts may be documented to provide other officers, investigators, and crime analysts with information concerning suspicious persons and situations. Information gathered on field contact cards or forms may be considered criminal intelligence and processed in accordance with standards in 42.1.6 and Chapter 82 (Records).

The areas referred to in this standard are coercion or involuntary nature of confessions and admissions, delay in arraignment, failure to inform defendants of their rights, deprivation of counsel, and pretrial publicity tending to prejudice a fair trial. Consideration should be given to audio/video recording of custodial interrogations involving major cases. Juvenile procedures are addressed in standards 44.2.2 and 44.2.3. **(M M M M)**

# Standards Manual Text

Chapter	1 - Law Enforcement Role and Authority
Section	2 - Limits of Authority
Standard	4 - Search and Seizure
Number	1.2.4

**1.2.4** *A written directive governs search and seizure without a warrant by agency personnel, to include the following situations:*

- a. search by consent;*
- b. stop and frisk of an individual under circumstances where the officer has articulable reasons to fear for his/her safety;*
- c. search of a vehicle under a movable vehicle exception;*
- d. at the scene of a crime;*
- e. exigent circumstances, as where the public safety is endangered;*
- f. inventory searches of seized vehicles or other property; and*
- g. other situations authorized by state and federal constitutional provisions.*

**Commentary:** The intent of this standard is to provide general guidelines and procedures for agency law enforcement personnel to follow in conducting searches that have not been reviewed and authorized by judicial personnel. (M M M M)

# Standards Manual Text

Chapter	1 - Law Enforcement Role and Authority
Section	2 - Limits of Authority
Standard	5 - Arrest with/without Warrant
Number	1.2.5

**1.2.5** *A written directive specifies the procedures for any arrest, made with or without a warrant, and includes the criteria for:*

- a. preparing reports;*
- b. fingerprinting; and*
- c. photographing.*

**Commentary:** The written directive should include procedures imposed by the U.S. Supreme Court, the courts of the applicable state and/or country, and any legislation pertaining to or governing the laws of arrest. Also included should be circumstances that permit a warrantless arrest; areas that may be searched incident to an arrest, both with and without a search warrant; procedures for handling persons asserting diplomatic or other forms of immunity (see also standards 61.1.3 and 1.1.4); and requirements that pertain to arrestee rights.

Procedures should specify those offenses where fingerprints and photographs are required. Refer to standard 44.2.2. The directive should be updated in a timely fashion so that it reflects new decisions that add to the substantive laws of arrest. All information should be kept current for persons subsequently arrested, e.g., address, photograph. **(M M M M)**

# Standards Manual Text

**Chapter** 1 - Law Enforcement Role and Authority  
**Section** 2 - Limits of Authority  
**Standard** 6 - Alternatives to Arrest  
**Number** 1.2.6

**1.2.6** *A written directive defines the authority, guidelines, and circumstances when sworn personnel may exercise alternatives to arrest, prearrest confinement, and/or pretrial release.*

**Commentary:** The written directive should identify the authority of sworn officers to use alternatives to arrest, e.g., citations, summonses, referrals, informal resolutions, and warnings, to address the variety of problems they confront. Policy guides and procedural directions should be developed to ensure appropriate use of the alternatives by personnel. (M M M M)

# **Standards Manual Text**

**Chapter** 1 - Law Enforcement Role and Authority  
**Section** 2 - Limits of Authority  
**Standard** 7 - Use of Discretion  
**Number** 1.2.7

**1.2.7** *A written directive governs the use of discretion by sworn officers.*

**Commentary:** In many agencies, the exercise of discretion is defined by a combination of written enforcement policies, training, and supervision. The written directive should define the limits of individual discretion and provide guidelines for exercising discretion within those limits (see standards 61.1.2 and 61.1.5). **(M M M M)**

# Standards Manual Text

Chapter	1 - Law Enforcement Role and Authority
Section	2 - Limits of Authority
Standard	8 - Strip/Body Cavity Search
Number	1.2.8

**1.2.8** *The agency has written procedures for strip and body cavity searches. The procedures shall include:*

- a. authority for conducting strip and body cavity searches with and without a warrant;*
- b. provisions for privacy and search by gender; and*
- c. reporting requirements.*

**Commentary:** Strip and body cavity searches are sometimes necessary for agency safety and security or to seize evidence of criminal activity. These searches, however, are highly intrusive and should be conducted within the limits of legal authority, out of public view, and with due regard for human dignity. Some body cavity searches may require special hygienic procedures and qualified medical personnel to conduct the search. The procedures should guide agency personnel in conducting strip and body cavity searches that will maximize safety, seize necessary evidence, and be considered reasonable by applicable judicial authority. **(M M M M)**

# Standards Manual Text

Chapter	1 - Law Enforcement Role and Authority
Section	2 - Limits of Authority
Standard	9 - Bias Based Profiling
Number	1.2.9

**1.2.9** *The agency has a written directive governing bias based profiling and, at a minimum, includes the following provisions:*

- a. a prohibition against bias based profiling in traffic contacts, field contacts, and in asset seizure and forfeiture efforts;*
- b. training agency enforcement personnel in bias based profiling issues including legal aspects;*
- c. corrective measures if bias based profiling occurs; and*
- d. a documented annual administrative review of agency practices including citizen concerns.*

**Commentary:** Profiling, in itself, can be a useful tool to assist law enforcement officers in carrying out their duties. Bias based profiling, however, is the selection of individuals based solely on a common trait of a group. This includes but is not limited to race, ethnic background, gender, sexual orientation, religion, economic status, age, cultural group, or any other identifiable groups.

Law enforcement agencies should not condone the use of any bias based profiling in its enforcement programs as it may lead to allegations of violations of the constitutional rights of the citizens we serve, undermine legitimate law enforcement efforts, and may lead to claims of civil rights violations. Additionally, bias based profiling alienates citizens, fosters distrust of law enforcement by the community, invites media scrutiny, invites legislative action, and invites judicial intervention.

Law enforcement personnel should focus on a person's conduct or other specific suspect information. They must have reasonable suspicion supported by specific articulated facts that the person contacted regarding their identification, activity or location has been, is, or is about to commit a crime or is currently presenting a threat to the safety of themselves or others. Annually, the agency should include profiling related training that should include field contacts, traffic stops, search issues, asset seizure and forfeiture, interview techniques, cultural diversity, discrimination, and community support. **(M M M M)**

# **Standards Manual Text**

**Chapter** 1 - Law Enforcement Role and Authority  
**Section** 3 - Use of Force  
**Standard** 1 - Use of Necessary Force  
**Number** 1.3.1

**1.3.1** *A written directive states personnel will use only the force necessary to accomplish lawful objectives.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter 1 - Law Enforcement Role and Authority  
Section 3 - Use of Force  
Standard 2 - Use of Deadly Force  
Number 1.3.2

**1.3.2** *A written directive states that an officer may use deadly force only when the officer reasonably believes that the action is in defense of human life, including the officer's own life, or in defense of any person in imminent danger of serious physical injury. Definitions of conditional terms, such as those for reasonable belief, serious physical injury, or similarly used terms that are used to qualify the directive, shall be included.*

**Commentary:** The intent of this standard is to establish a clear-cut agency policy on the use of deadly force that provides officers with guidance in the use of force in life-and-death situations and to prevent unnecessary loss of life. (M M M M)

# **Standards Manual Text**

**Chapter** 1 - Law Enforcement Role and Authority  
**Section** 3 - Use of Force  
**Standard** 3 - Warning Shots  
**Number** 1.3.3

**1.3.3** *A written directive governs the discharge of "warning" shots.*

**Commentary:** Generally, warning shots should be prohibited due to the potential for harm. If permitted, the circumstances under which they are utilized should be narrowly defined. (M M M M)

# **Standards Manual Text**

**Chapter** 1 - Law Enforcement Role and Authority  
**Section** 3 - Use of Force  
**Standard** 4 - Use of Authorized Less Lethal Weapons  
**Number** 1.3.4

**1.3.4** *A written directive governs the use of authorized less lethal weapons by agency personnel.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter 1 - Law Enforcement Role and Authority  
Section 3 - Use of Force  
Standard 5 - Rendering Aid After Use of Weapons  
Number 1.3.5

**1.3.5** *A written directive specifies procedures for ensuring the provision of appropriate medical aid after use of lethal or less lethal weapons, and other use of force incidents as defined by the agency.*

**Commentary:** The intent of this standard is to minimize the severity posed by obvious injuries or non-visible trauma commonly associated with some weaponless or hand-to-hand tactics. Such tactics may include neck holds, hard punches to the head, heart, or other vital organs, or restricting respiratory function. "Appropriate medical aid" does not place the burden on the agency to have each injured person immediately evaluated at a medical facility. "Appropriate medical aid" may include increased observation to detect obvious changes in condition, flushing chemical agents from the eyes, applying first aid, evaluation by paramedics, or for more serious or life threatening incidents, immediate aid by medical professionals. "Other use of force incidents as defined by the agency" may include procedures for the provision of medical aid to a person injured prior to contact with the agency, but the scope of this standard is limited to actions taken by agency personnel causing, or likely to cause injury. (M M M M)

# Standards Manual Text

Chapter	1 - Law Enforcement Role and Authority
Section	3 - Use of Force
Standard	6 - Reporting Uses of Force
Number	1.3.6

**1.3.6** *A written report is submitted whenever an employee:*

- a. discharges a firearm, for other than training or recreational purposes;*
- b. takes an action that results in, or is alleged to have resulted in, injury or death of another person;*
- c. applies force through the use of lethal or less lethal weapons; or*
- d. applies weaponless physical force at a level as defined by the agency.*

**Commentary:** The intent of this standard is to establish use of force or response to resistance reporting systems within the agency for effective review and analysis (see standards 1.3.7 and 1.3.13). The reporting systems should help identify trends, improve training and employee safety, and provide timely information for the agency addressing use of force issues with the public. Early and accurate reporting helps establish agency credibility.

Software programs may be used to generate the necessary reporting elements of this standard or the agency may choose to use a variety of reporting methods to document use of force or response to resistance incidents, based on severity or other established criteria.

This standard does not require reporting the pointing of weapons or using weaponless, hand-to-hand control techniques that have little or no chance of producing injuries when gaining control over, or subduing non-compliant or resisting persons. These techniques include, but are not limited to; physical touching, gripping or holding, frisking, pain compliance measures, pressure point application, come-alongs, handcuffing, or other custodial procedures. It should be noted however, that some agencies have had success documenting this type of information, using a standard checklist report format associated with the arrest or incident report.

In deciding the threshold of when to generate a use of force or response to resistance report and how extensive the report needs to be, the agency should carefully examine all incidents wherein its employees have caused, or are alleged to have caused death or injury to another, have accidentally or intentionally discharged a firearm, or have applied weaponless force upon another to the extent it is likely to cause or lead to unforeseen injury, claim of injury, or allegations of excessive force, e.g., the use of neck holds, four point restraints (commonly referred to as the "hog-tie" restraint), punches, or kicks. The agency should also consider who is required to write reports when multiple employees were engaged in the same use of force incident.

If physically able, the primary employee involved should be required to verbally report his/her involvement within a specified time period. The verbal report should be committed to writing as soon as practical, thereafter. Written procedures should state by whom, when, and how the report will be submitted. The standard is not intended to document the display of weapons by employees or actions taken to euthanize animals. **(M M M M)**

# **Standards Manual Text**

**Chapter** 1 - Law Enforcement Role and Authority  
**Section** 3 - Use of Force  
**Standard** 7 - Reviewing Reports of 1.3.6  
**Number** 1.3.7

**1.3.7** *The agency has a written procedure for an administrative review of each report required by standard 1.3.6.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>1 - Law Enforcement Role and Authority</b>
<b>Section</b>	<b>3 - Use of Force</b>
<b>Standard Number</b>	<b>8 - Removal from Line of Duty Assignment, Use of Force 1.3.8</b>

**1.3.8** *A written directive requires that any employee, whose action(s) or use of force in an official capacity results in death or serious physical injury, be removed from line-duty assignment, pending an administrative review.*

**Commentary:** The purpose of this standard is twofold: to protect the community's interest when employees may have exceeded the scope of their authority in their actions or in their use of force and to shield employees who have not exceeded the scope of their authority from possible confrontations with the community.

The agency should consider removing from duty status all employees involved in a critical or traumatic incident, not limited to shootings, and may include incidents such as a fatal motor vehicle collision involving the employee. During the period of administrative leave or reassignment, the agency should consider provisions for post-incident debriefing or counseling for those employees involved. In some critical incidents, the employee's family may also require assistance.

The removal process may have a detrimental effect on employees involved. Agencies may wish to routinely include a review of these procedures during in-service training sessions (see standard 1.3.11) to enhance understanding of this procedure. **(M M M M)**

# Standards Manual Text

Chapter 1 - Law Enforcement Role and Authority  
Section 3 - Use of Force  
Standard 9 - Authorization: Weapons and Ammunition  
Number 1.3.9

**1.3.9** *A written directive requires that only weapons and ammunition authorized by the agency be used by agency personnel in law enforcement responsibilities. The directive shall apply to weapons and ammunition carried both on and off duty, and must address:*

- a. the types and specifications of all lethal and less lethal weapons approved for use, including those weapons used by members of tactical teams or other specialized personnel;*
- b. the types and specifications of ammunition approved for use, including ammunition used in specialized weapons for members of tactical teams or other specialized personnel;*
- c. the procedure for review, inspection, and approval of all weapons intended for use by each employee in the performance of duty, prior to carrying, by a qualified weapons instructor or armorer;*
- d. a process to remove unsafe weapons;*
- e. the procedure for maintaining a record on each weapon approved by the agency for official use; and*
- f. guidelines for the safe and proper storage of agency authorized firearms.*

**Commentary:** The intent of this standard is to establish strict agency control over all firearms, weapons, and ammunition it allows members to carry and use in the performance of their official duties, both on and/or off duty. Clear guidelines should be established for exact types and specifications of each category of weapon, including specialized weapons used by members of tactical teams or other specialized personnel.

For firearms, the agency should establish an approval process. Each firearm should be identified, meet the agency's established criteria and be safe and in good working order. The user should demonstrate his or her proficiency in using the firearm on an approved qualifying course before being approved, in writing, by the agency, to carry and use the firearm. A certified firearms instructor or armorer should inspect and approve the firearm and oversee the proficiency testing.

A complete record of all weapons approved by the agency should be maintained. For firearms, the record should list the type, description, identifying model, and serial numbers of each firearm, as well as the identity of the owner or assignee. The record should also include the name of the official making the approval, the date of approval, the course fired, and all scores used to qualify the user on the demonstration of proficiency. All approvals should be conditional upon periodic requalification pursuant to procedures established to comply with standard 1.3.11. **(M M M M)**

# Standards Manual Text

Chapter	1 - Law Enforcement Role and Authority
Section	3 - Use of Force
Standard	10 - Demonstrating Proficiency with Weapons
Number	1.3.10

**1.3.10** *A written directive requires that only agency personnel demonstrating proficiency in the use of agency-authorized weapons be approved to carry such weapons.*

**Commentary:** The intent of this standard is to cover the carrying and use, both on and off duty, of all weapons, such as handguns, shotguns, chemical sprays, or striking weapons (see standard 1.3.9). Demonstrated proficiency includes achieving minimum qualifying scores on a prescribed course; attaining and demonstrating a knowledge of the laws concerning the use of authorized weapons and knowledge of agency policy(s) on the use of force, escalating force, and deadly force; and being familiar with recognized safe-handling procedures for the use of these weapons. The instruction on and qualification with all weapons should be provided by a certified weapons instructor. **(M M M M)**

# Standards Manual Text

Chapter	1 - Law Enforcement Role and Authority
Section	3 - Use of Force
Standard	11 - Annual/Biennial Proficiency Training
Number	1.3.11

**1.3.11** *At least annually, all agency personnel authorized to carry weapons are required to receive in-service training on the agency's use of force policies and demonstrate proficiency with all approved lethal weapons and electronic controlled weapons that the employee is authorized to use. In-service training for other less lethal weapons and weaponless control techniques shall occur at least biennially. In addition:*

- a. proficiency training must be monitored by a certified weapons or tactics instructor;*
- b. training and proficiency must be documented; and*
- c. the agency must have procedures for remedial training for those employees who are unable to qualify with an authorized weapon prior to resuming official duties.*

**Commentary:** Annual and biennial in-service use of force refresher training need not be as formal as entry level or recruit training. Use of force retraining can be accomplished through a combination of methods; for example, during shift briefing training sessions, reviewing legal updates on use of force issues, or conducting written or skills tests on use of force and less than lethal weapons during annual firearms qualifications courses. Proficiency levels should be established by the agency with input from certified weapons instructors or others in the agency that can validate the criteria. Demonstrated proficiency with less lethal weapons may consist of the same criteria used at entry level, or the course may be modified to either abbreviate or extend the training, based on the agency's experience with the weapon in the field.

The intent of bullet (c) is to ensure that remedial measures are provided, and that an employee failing to demonstrate proficiency with a weapon is not returned to duty with that weapon until such time as proficiency is demonstrated and documented.

Unless they are applied properly, neck restraints and other similar compliance techniques that rely on cutting off the flow of oxygen to the brain have the potential to cause serious injury or death. Therefore, any agency that authorizes the use of such techniques should ensure that its personnel are properly trained in the use of these techniques so that the possibility of injury is minimized. In addition to the initial training, the agency should also provide biennial refresher training to ensure that the skills required for proper application are maintained.

See also standard 33.5.1. Training should be commensurate with the limits and scope of the employees' job responsibilities, e.g., an agency property guard having no arrest authority may be issued a baton and chemical agent, but training proficiency need only cover defensive moves. The curriculum for sworn officers would be more extensive based on the scope of their authority to use force in making arrests. **(M M M M)**

# **Standards Manual Text**

**Chapter** 1 - Law Enforcement Role and Authority  
**Section** 3 - Use of Force  
**Standard** 12 - Issuing Written Directives  
**Number** 1.3.12

**1.3.12** *A written directive requires that all agency personnel authorized to carry lethal and less lethal weapons be issued copies of and be instructed in the policies described in standards 1.3.1 through 1.3.5 before being authorized to carry a weapon. The issuance and instruction shall be documented.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 1 - Law Enforcement Role and Authority  
**Section** 3 - Use of Force  
**Standard** 13 - Analyze Reports from 1.3.6  
**Number** 1.3.13

**1.3.13** *The agency conducts a documented annual analysis of those reports required by standard 1.3.6.*

**Commentary:** A review of incidents of force may reveal patterns or trends that could indicate training needs, equipment upgrades, and/or policy modifications. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>2 - Agency Jurisdiction and Mutual Aid</b>
<b>Section</b>	<b>1 - Agency Jurisdiction and Mutual Aid</b>
<b>Standard</b>	<b>1 - Geographical Boundaries</b>
<b>Number</b>	<b>2.1.1</b>

**2.1.1** *A written directive delineates the specific geographical boundaries of the agency's jurisdiction.*

**Commentary:** It is fundamental that the agency clearly describes, in writing, the geographical boundaries of its jurisdiction. Situations involving overlapping or ambiguous territorial jurisdiction should be avoided. A detailed official map, including the boundaries of the jurisdiction, may satisfy the requirements of this standard. (M M M M)

# Standards Manual Text

Chapter	2 - Agency Jurisdiction and Mutual Aid
Section	1 - Agency Jurisdiction and Mutual Aid
Standard	2 - Concurrent Jurisdiction
Number	2.1.2

**2.1.2** *A written directive specifies the agency's responsibilities in any interagency agreement regarding concurrent jurisdiction.*

**Commentary:** The intent of the standard is to encourage an agency to identify its responsibilities, with regard to concurrent jurisdiction, which are established as a matter of law or on the basis of interagency agreement. This standard does not require an interagency agreement where none exists. The written directive should clearly outline the source of the concurrent jurisdiction, e.g., cites the specific legal basis or relevant interagency agreement, and should outline such details as identification of which agency responds to a call for service by type, communication linkages between agencies to ensure prompt and appropriate response, provision of back-up support between jurisdictions, and reporting responsibilities and policy concerning the jurisdiction of prosecutors and courts. (O O O O)

# Standards Manual Text

Chapter	2 - Agency Jurisdiction and Mutual Aid
Section	1 - Agency Jurisdiction and Mutual Aid
Standard	3 - Written Agreements for Mutual Aid
Number	2.1.3

**2.1.3** *In the absence of controlling legislation governing mutual aid, the agency has written agreements with neighboring law enforcement agencies to provide mutual aid in emergency situations. The mutual aid agreement must include, at a minimum, the following details:*

- a. the legal status of agencies and agency personnel responding to mutual aid requests;*
- b. procedures for vesting provider agency personnel with the legal authority to act within the receiver agency's jurisdiction;*
- c. procedures for requesting mutual aid;*
- d. identity of those persons authorized to request mutual aid;*
- e. identity of persons to whom outside personnel are to report;*
- f. procedures for maintaining radio communication with outside personnel;*
- g. expenditures, if any, which should be borne by the receiver agency to compensate for the use of the provider agency's resources; and*
- h. procedures for review and revision if prescribed in the agreement.*

**Commentary:** Emergency situations often require augmented law enforcement capabilities to restore order or assist victims. The agency's mutual aid agreement should provide all the information necessary to initiate mutual aid activities either on behalf of the agency or at the request of a neighboring law enforcement agency. The agreement should also consider provisions for the indemnification of the provider agency and its personnel, e.g., life, health, and liability insurance.

Whether the agency operates under existing legislation or a mutual aid agreement, it should have a plan for providing or receiving aid in critical incident situations. The plan should assess the extent of aid that could be provided while maintaining adequate law enforcement coverage in the service area. The types and amounts of major resources should be estimated and their locations listed. Planning should also involve liaison with other agencies that may be involved when mutual aid is invoked. (O O O O)

# **Standards Manual Text**

**Chapter** 2 - Agency Jurisdiction and Mutual Aid  
**Section** 1 - Agency Jurisdiction and Mutual Aid  
**Standard** 4 - Requesting Assistance: Federal LE/National Guard  
**Number** 2.1.4

**2.1.4** *A written directive governs procedures for requesting federal law enforcement or national guard assistance in emergency situations.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	3 - Contractual Agreements for Law Enforcement Services
Section	1 - Contractual Agreements
Standard	1 - Written Agreement for Services Provided
Number	3.1.1

**3.1.1** *A written agreement exists governing law enforcement services provided by the agency, and includes:*

- a. a statement of the specific services to be provided;*
- b. specific language dealing with financial agreements between the parties;*
- c. specification of the records to be maintained concerning the performance of services by the provider agency;*
- d. language dealing with the duration, modification, and termination of the contract;*
- e. specific language dealing with legal contingencies;*
- f. stipulation that the provider agency maintains control over its personnel;*
- g. specific arrangements for the use of equipment and facilities; and*
- h. a procedure for review and revision, if needed, of the agreement.*

**Commentary:** The elements of contract law enforcement services should be identified in a written agreement. At a minimum, the subjects listed in the bullets of this standard should be addressed. Additional clauses may clarify other identified needs or agreements. (M M M M)

# **Standards Manual Text**

**Chapter**            3 - Contractual Agreements for Law Enforcement Services  
**Section**           1 - Contractual Agreements  
**Standard**        2 - Employee Rights  
**Number**           3.1.2

**3.1.2** *A written directive stipulates that employment rights of personnel assigned under a contract for law enforcement services are not abridged by the provider agency.*

**Commentary:** Participation in a contracted law enforcement service arrangement should not penalize participating employees nor should it in any way threaten their employment rights, promotional opportunities, training opportunities, or fringe benefits. (M M M M)

# Standards Manual Text

Chapter	11 - Organization and Administration
Section	1 - Organizational Structure
Standard	1 - Description of Organization
Number	11.1.1

**11.1.1** *A written directive describes the agency's organizational structure and functions and is available to all personnel.*

**Commentary:** The agency may determine its own organizational structure. In organizing/reorganizing, the agency should consider applicable standards within the various chapters of the standards manual. The intent of this standard is to provide a written description of the agency's organization. The agency's organizational chart (see standard 11.1.2) should coincide with this description.

Functional responsibility may be assigned to an individual position or a component specifically created and staffed (subchapter 16.1). Functional responsibility for several activities could also be assigned to a single position or component, as needed. **(M M M M)**

# **Standards Manual Text**

**Chapter** 11 - Organization and Administration  
**Section** 1 - Organizational Structure  
**Standard** 2 - Organizational Chart  
**Number** 11.1.2

**11.1.2** *The agency's organizational structure is depicted graphically on an organizational chart that is reviewed and updated as needed. The chart is accessible to all personnel.*

**Commentary:** The chart should coincide with the written description and reflect the formal lines of authority and communication within the agency. (M M M M)

# **Standards Manual Text**

**Chapter** 11 - Organization and Administration  
**Section** 2 - Unity of Command  
**Standard** 1 - Employee Accountability  
**Number** 11.2.1

**11.2.1** *Each employee is accountable to only one supervisor at any given time.*

**Commentary:** Agencies with decentralized strategies or community oriented policing may deploy supervisors geographically rather than temporally. Employees should have a clear understanding of the reporting relationship and accessibility to a supervisor. (M M M M)

# **Standards Manual Text**

**Chapter** 11 - Organization and Administration  
**Section** 2 - Unity of Command  
**Standard** 2 - Direct Command, Component  
**Number** 11.2.2

**11.2.2** *Each organizational component is under the direct command of only one supervisor.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter 11 - Organization and Administration  
Section 3 - Authority and Responsibility  
Standard 1 - Responsibility/Authority  
Number 11.3.1

**11.3.1** *A written directive requires that:*

- a. responsibility is accompanied by commensurate authority; and*
- b. each employee is accountable for the use of delegated authority.*

**Commentary:** At every level within the agency, personnel should be given the authority to make decisions necessary for the effective execution of their responsibilities. The delegation of authority should be consistent with the agency's organizational values and mission statement. (M M M M)

# **Standards Manual Text**

**Chapter** 11 - Organization and Administration  
**Section** 3 - Authority and Responsibility  
**Standard** 2 - Supervisory Accountability  
**Number** 11.3.2

**11.3.2** *A written directive states that supervisory personnel are accountable for the activities of employees under their immediate control.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	11 - Organization and Administration
Section	4 - General Management and Administration
Standard	1 - Administrative Reporting Program
Number	11.4.1

**11.4.1** *A written directive specifies an agency administrative reporting program, to include:*

- a. a listing of all administrative reports;*
- b. a statement as to the person(s) or position(s) responsible for the formulation of the report(s);*
- c. a statement of the purpose of the report(s);*
- d. a statement of the frequency of the report(s); and*
- e. a statement of the distribution of the report(s).*

**Commentary:** Examples of administrative reports include daily reports, monthly reports, annual reports, etc. These reports are designed to provide information within the agency on a day-to-day operational basis as well as provide a mechanism to report agency activities outside the immediate structure of the agency. The periodic reports required by CALEA standards that are applicable to the agency may be included on the list of administrative reports (standard 11.4.3). (O O O O)

# Standards Manual Text

Chapter 11 - Organization and Administration  
Section 4 - General Management and Administration  
Standard 2 - Accountability for Agency Forms  
Number 11.4.2

**11.4.2** *The agency has a written directive to ensure accountability for agency forms that includes procedures for development, modification, approval, and review.*

**Commentary:** The intent of this standard is to ensure accountability of all forms used by the agency. This standard does not apply to forms supplied by other agencies, e.g., courts, for departmental use, or to forms controlled by another level of government, e.g., a state traffic authority. The responsibility for the forms development and control should be vested in an identifiable person or function. The procedures should ensure that the information on agency forms is not duplicated; that the review for new or modified forms includes the functions that the forms should be used for; that the format is consistent with the records maintenance or data-processing requirements of the agency; and that the chief executive officer, or designee, should be required to approve forms prior to use. (O O O O)

# Standards Manual Text

Chapter 11 - Organization and Administration  
Section 4 - General Management and Administration  
Standard 3 - Accreditation Maintenance  
Number 11.4.3

**11.4.3** *A written directive describes the agency's system for ensuring that periodic reports, reviews, and other activities mandated by applicable accreditation standards are accomplished.*

**Commentary:** This standard may be complied with by the use of either a manual or automated system or a combination of the two. The written description of the system used need only be as detailed as required to acquaint an individual with limited knowledge of accreditation matters with an understanding of how the system works, and what individuals have responsibility for specific steps in the process. The system should ensure that the periodically required activities take place and identify and correct instances where a requirement was not met. The agency may choose to place this system within any organizational entity the agency deems appropriate.  
**(M M M M)**

# Standards Manual Text

**Chapter** 11 - Organization and Administration  
**Section** 4 - General Management and Administration  
**Standard** 4 - Computer Software Policy  
**Number** 11.4.4

**11.4.4** *A written directive establishes a policy for the introduction of computer software and data disks into agency-controlled computer systems hardware.*

**Commentary:** The introduction of data or software from nonsecure sources could result in a corruption of the host system. A security protocol should be established for all data disks or software applications prior to introduction in to the agency computer systems. The agency should also ensure that all software programs are properly licensed and being used for their intended application. (M M M M)

# Standards Manual Text

Chapter 11 - Organization and Administration  
Section 4 - General Management and Administration  
Standard 5 - Notify CEO of Incident with Liability  
Number 11.4.5

**11.4.5** *A written directive describes the procedure for notifying the agency's chief executive officer or designee of incidents where there may be a question as to the agency's liability or those which may result in heightened community interest.*

**Commentary:** The directive should specify the nature of those incidents that should be brought immediately to the attention of the agency's chief executive officer and those that can be postponed to a later time. An agency should carefully examine all incidents wherein its employees have allegedly performed in a manner that created an increased likeliness of death or serious injury to persons or significant loss of property. **(M M M M)**

# **Standards Manual Text**

**Chapter** 12 - Direction  
**Section** 1 - Direction  
**Standard** 1 - CEO Authority and Responsibility  
**Number** 12.1.1

**12.1.1** *A written statement issued by a unit of government, a law or ordinance, or combination thereof designates the authority and responsibility of the chief executive officer.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	12 - Direction
Section	1 - Direction
Standard	2 - Command Protocol
Number	12.1.2

**12.1.2** *A written directive establishes the command protocol for the following situations, at a minimum:*

- a. in the absence of the chief executive officer;*
- b. in exceptional situations;*
- c. in situations involving personnel of different functions engaged in a single operation; and*
- d. in normal day-to-day agency operations.*

**Commentary:** A system of succession should be established to ensure that leadership is available when the agency's chief executive officer is incapacitated, off duty, out of town, or otherwise unable to command. For anticipated absences for extended periods, the CEO should designate, in writing, an "acting" authority. Command also may be predetermined for certain emergency or critical incidents (see Chapter 46) and for specific operational activities. Command protocol should clarify authority, alleviate confusion, and ensure uninterrupted leadership (see standard 61.2.3). **(M M M M)**

# **Standards Manual Text**

**Chapter** 12 - Direction  
**Section** 1 - Direction  
**Standard** 3 - Obey Lawful Orders  
**Number** 12.1.3

**12.1.3** *A written directive requires employees to obey any lawful order of a superior, including any order relayed from a superior by an employee of the same or lesser rank. The directive must also include procedures to be followed by an employee who receives a conflicting or unlawful order.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>12 - Direction</b>
<b>Section</b>	<b>1 - Direction</b>
<b>Standard</b>	<b>4 - Functional Communication/Cooperation</b>
<b>Number</b>	<b>12.1.4</b>

**12.1.4** *A written directive establishes procedures for communication, coordination, and cooperation among all agency functions and personnel.*

**Commentary:** The agency should encourage and support the exchange of information among all agency functions and personnel for the purpose of coordinating activities. There are a number of ways to communicate information, such as attendance of investigative personnel at patrol shift briefings (see standard 42.2.4), staff meetings, e-mail, voice mail, other electronic systems, and exchange of daily bulletins. (O O O O)

# Standards Manual Text

Chapter	12 - Direction
Section	2 - Written Directives
Standard	1 - The Written Directive System
Number	12.2.1

**12.2.1** *The agency has a written directive system that includes, at a minimum, the following:*

- a. agency values and mission statement;*
- b. a statement that vests in the agency's chief executive officer the authority to issue, modify, or approve agency written directives;*
- c. identification of the persons or positions, other than the agency's chief executive officer, authorized to issue written directives;*
- d. a description of the written directives system format;*
- e. procedures for indexing, purging, and revising directives;*
- f. statements of agency policy;*
- g. rules and regulations;*
- h. procedures for carrying out agency activities; and*
- i. procedures for review of proposed or revised policies, procedures, rules, and regulations prior to their promulgation to ensure they do not contradict other existing agency directives or applicable law.*

**Commentary:** The agency should establish a formal written directive system to provide employees with a clear understanding of the constraints and expectations relating to the performance of their duties. The written directive system should permit rapid access to individual policies, procedures, rules and regulations, and should differentiate types of directives, e.g., general order, special order, personnel order.

Each agency has the latitude to use a variety of types of written directives. However, the agency should make it clear what level of authority is required to issue each type of directive, e.g., only the CEO may issue rules and regulations, division commanders may issue standard operating procedures. The agency should also make it clear that a written directive pertaining to a subordinate component may not contradict a directive issued by a higher level authority, e.g., a division procedures manual may not contradict an agency-wide regulation. Every written directive should be reviewed annually by the issuing authority to determine if changes should be made because of changed circumstances or occurrences during the previous year. (M M M M)

# Standards Manual Text

Chapter	12 - Direction
Section	2 - Written Directives
Standard	2 - Dissemination and Storage
Number	12.2.2

**12.2.2** *A written directive establishes procedures for the dissemination and storage of agency written directives, and addresses at a minimum, the following:*

- a. *dissemination of existing, new, or newly revised directives to all affected personnel whether (1) in hard-copy form or (2) through a computerized documentation system, backed up by hard copies of the directives or electronic media containing the directives in sufficient number to place at specified accessible locations for reference by all affected personnel;*
- b. *storage of written directives whether (1) by their incorporation into manuals or (2) by their storage in a computerized documentation system and placement of hard copies in manuals or electronic media containing the directives placed at specified accessible locations for reference by all affected personnel; and*
- c. *acknowledgment indicating receipt and review of disseminated directives by affected personnel whether in written form or in some other way that is at least equally effective.*

**Commentary:** Regarding the option of disseminating written directives in hard-copy form, the agency may either distribute the directives to each person affected by them or place the directives at specified locations if timely access to the directives for reference by affected personnel can be assured. Regarding the computerized dissemination system, back-up hard copies in an accessible media form are placed at specified accessible locations so that personnel can refer to directives in a timely manner when, for example, the computerized documentation system is not operating or otherwise inaccessible. The media form can be CD ROM, computer floppy disk, or the traditional printed format.

Bullet (c) requires that, within a reasonable period after issuance, employee receipt and review is documented. In the context of a computerized documentation system, "receipt" means that an issued directive has been electronically accessed, or printed out by the intended recipient. "Acknowledgment" means the recipient creates a record of each receipt and review. The task of assuring that recipients correctly understand written directives is, in part, a function of training, such as noted in standards 33.4.1, 33.5.1 and 33.7.1. **(M M M M)**

# **Standards Manual Text**

**Chapter** 15 - Planning and Research  
**Section** 1 - Planning and Research  
**Standard** 1 - Activities of Planning and Research  
**Number** 15.1.1

**15.1.1** *A written directive describes the activities of the planning and research function.*

**Commentary:** None. (N/A O M M)

# **Standards Manual Text**

**Chapter** 15 - Planning and Research  
**Section** 1 - Planning and Research  
**Standard** 2 - Organizational Placement/Planning and Research  
**Number** 15.1.2

**15.1.2** *Operational and organizational placement of the planning and research function ensures that the person responsible for this function has ready access to the agency's chief executive officer.*

**Commentary:** The planning and research effort should be related as directly as possible to the agency's chief executive officer. (N/A O M M)

# Standards Manual Text

Chapter	15 - Planning and Research
Section	1 - Planning and Research
Standard	3 - Multiyear Plan
Number	15.1.3

**15.1.3** *The agency has a current, multiyear plan, which includes the following:*

- a. long-term goals and operational objectives;*
- b. anticipated workload and population trends;*
- c. anticipated personnel levels;*
- d. anticipated capital improvements and equipment needs; and*
- e. provisions for review and revision as needed.*

**Commentary:** The planning process and its end product are essential to effective agency management. The agency should have a clear written articulation of goals and objectives and a plan for achieving them. The plan should cover successive years beyond the current budget year and should contain provisions for frequent updating. (N/A O M M)

# Standards Manual Text

Chapter 15 - Planning and Research  
Section 2 - Goals and Objectives  
Standard 1 - Annual Updating/Goals and Objectives  
Number 15.2.1

**15.2.1** *A written directive requires the formulation and annual updating of written goals and objectives for the agency and for each major organizational component within the agency. Established goals and objectives are made available to all agency personnel.*

**Commentary:** Commanding officers should be held accountable for those portions of the agency's goals and objectives that relate to their functions. For purposes of this standard, a "major component" is a bureau, division, or other component depicted on the organizational chart as the first or second level below the agency's CEO, or the CEO may designate the organizational levels or functions for participation. **(M M M M)**

# **Standards Manual Text**

**Chapter** 15 - Planning and Research  
**Section** 2 - Goals and Objectives  
**Standard** 2 - System for Evaluation/Goals and Objectives  
**Number** 15.2.2

**15.2.2** *The agency has a system for evaluating the progress made toward the attainment of goals and objectives.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter 15 - Planning and Research  
Section 3 - Crime Analysis  
Standard 1 - Establish Procedures  
Number 15.3.1

**15.3.1** *A written directive establishes crime analysis procedures to include, at a minimum:*

- a. identifying documents from which crime analysis data elements are extracted;*
- b. disseminating analysis findings; and*
- c. briefing the agency's chief executive officer on crime patterns or trends.*

**Commentary:** Crime analysis should provide currently useful information to aid operational personnel in meeting their tactical crime control and prevention objectives by identifying and analyzing methods of operation of individual criminals, providing crime pattern recognition, and providing analyses of data from field interrogations and arrests. Also, crime analysis can be useful to the agency's long-range planning efforts by providing estimates of future crime trends and assisting in the identification of enforcement priorities.

For a crime analysis system to function effectively, information should be disseminated to the appropriate units or persons on a timely basis. The agency should choose the most effective method for the timely distribution of analysis information that may include shift briefing, shift information logs, or direct contact with supervisors. Information that is relevant to the operational and tactical plans of specific line units should be sent directly to them. Information relevant to the development of the agency's strategic plans should be provided to the appropriate staff units.

When information pertains to tactical and strategic plans, it should be provided to all affected units.

The written directive should support the dissemination of specified crime information to enhance public information and generate community support. However, other information concerning operational needs, e.g., known offenders, *modus operandi*, suspects, and investigative leads, should be carefully controlled. Distribution may also include other components of the criminal justice system.

For its crime analysis operation to remain effective, an agency should have feedback mechanisms in place so that adjustments can be made to the analysis process based on the input of those operational components using the analyses produced. **(O M M M)**

# Standards Manual Text

Chapter	16 - Allocation and Distribution of Personnel and Personnel Alternatives
Section	1 - Allocation and Distribution of Personnel
Standard	1 - Position Management System
Number	16.1.1

**16.1.1** *The agency has a position management system, which provides the following information:*

- a. the number and type of each position authorized in the agency's budget;*
- b. location of each authorized position within the agency's organizational structure; and*
- c. position status information, whether filled or vacant, for each authorized position in the agency.*

**Commentary:** The intent of this standard is to establish controls on the number, type, and location of all authorized positions in the agency and to determine whether each position is filled or vacant. Accurate information on position status should ensure that persons on the payroll are legally employed and that positions are filled in accordance with budget authorizations. Accurate accounting of positions should also facilitate recruitment, selection, and training schedules; allow for accurate decisions in filling vacant positions through transfers and promotions; enhance career development; and reduce grievances. **(N/A O O M)**

# Standards Manual Text

Chapter	16 - Allocation and Distribution of Personnel and Personnel Alternatives
Section	1 - Allocation and Distribution of Personnel
Standard	2 - Workload Assessments
Number	16.1.2

**16.1.2** *The agency allocates personnel to, and distributes them within, all organizational components in accordance with documented workload assessments conducted at least once every three years.*

**Commentary:** The intent of the standard is to encourage the equalization of individual workloads among and within organizational components. The analysis should specify all incidents and factors used in making each workload assessment and indicate any time and location factors necessary to complete a task. The method used to determine workload assessments in the patrol component will generally differ from other components within the agency, however, all components should periodically receive an assessment, especially if the agency is in a strategic transition such as the implementation of community oriented or problem oriented policing.

Basing the allocation of personnel on workload demands can have a significant influence on the efficiency and effectiveness of the agency. The agency should attempt to prevent over or understaffing by ensuring that the personnel strength of an organizational component is consistent with the workload. The nature or number of tasks and their complexity, location, and time required for completion are some of the factors influencing workload demands. The process of allocating personnel to each organizational component also permits the agency to determine the overall number of personnel required to meet its needs and fulfill its objectives.

The allocation of personnel to the patrol component should, at a minimum, take into account the number of incidents handled by patrol personnel during the specified period; the average time required to handle an incident at the patrol level, which can be computed through a sampling of cases; calculation of the percent of time, on the average, that should be available to the patrol officer for handling incidents during a specified period, such as an eight-hour shift; and time lost through days off, holidays, and other leave, compared to total time required for each patrol assignment.

Patrol personnel should be distributed in accordance with temporal and geographic distribution of incidents or in accordance with community policing strategies. This is one of the primary means of improving the agency efficiency and effectiveness. The agency's system for determining the appropriate proportional distribution should take into account incidents, locations, variations in workload, and deployment strategies. The workload assessment system should be documented and include an outline of the calculations required, plus any source documents, personnel, and/or equipment necessary to accomplish the task. There is no single assessment system that is suited for every agency's needs. Using reliable data and reasonable calculations, the agency should reach valid conclusions about workload within each component of the agency. Periodic assessments of all components of the agency should help support increased agency performance and service delivery with available resources. The assessments may also help identify unusual workload demands that can be addressed through new management strategies. (N/A O M M)

# Standards Manual Text

Chapter	16 - Allocation and Distribution of Personnel and Personnel Alternatives
Section	2 - Specialized Assignment
Standard	1 - Annual Review
Number	16.2.1

**16.2.1** *A written directive requires an annual documented review of each specialized assignment for the purpose of determining whether it should be continued. This review shall include:*

- a. a listing of the agency's specialized assignments;*
- b. a statement of purpose for each listed assignment; and*
- c. the evaluation of the initial problem or condition that required the implementation of the specialized assignment.*

**Commentary:** Decisions regarding the continuation of specialized assignments are important to the agency. The agency is given wide latitude in identifying specialized assignments, but should consider standard 16.2.2 and determine which assignments might be better served with agencywide competition and selection criteria. The development of an annual formalized review of all specialized assignments should help avoid overspecialization and ensure the continued effective control of agency specialization. (N/A O O O)

# **Standards Manual Text**

<b>Chapter</b>	<b>16 - Allocation and Distribution of Personnel and Personnel Alternatives</b>
<b>Section</b>	<b>2 - Specialized Assignment</b>
<b>Standard</b>	<b>2 - Announce Openings</b>
<b>Number</b>	<b>16.2.2</b>

**16.2.2** *The agency announces anticipated openings for specialized assignments agencywide and fills those positions through a selection process.*

**Commentary:** Advertising agencywide for specialized assignment openings provides a large base of candidates and gives employees a greater choice of career opportunities. It also minimizes the feeling that selection is based on favoritism. However, for security reasons, it is not necessary for the agency to announce, in writing, openings for undercover or similar assignments.

The agencywide announcement should describe the selection criteria for the position(s) to be filled. The criteria should be based on the skills, knowledge, and abilities required for the specialized assignment, including formal education, experience, any specialized skills, and length of experience required.

The agency should fill vacant specialized assignments through a selection process. The process may be informal but should consider all responses to the announcement and follow the criteria established. (N/A O O O)

# Standards Manual Text

Chapter	16 - Allocation and Distribution of Personnel and Personnel Alternatives
Section	2 - Specialized Assignment
Standard	3 - Temporary/Rotating Assignments
Number	16.2.3

**16.2.3** *If the agency allows temporary or rotating assignment of sworn personnel, a written directive describing the agency procedure, will include:*

- a. identification of the positions which are available for temporary or rotational assignment;*
- b. the duration of assignments;*
- c. the criteria for selection of personnel; and*
- d. description of the selection procedures.*

**Commentary:** Through temporary assignments and job rotation, the employee may be afforded an opportunity for individual growth as well as improved job satisfaction and performance. As employees acquire additional skills, knowledge, and abilities, the agency benefits from an expanded pool of employees prepared to assume the responsibilities of a number of positions. (O O O O)

# Standards Manual Text

Chapter	16 - Allocation and Distribution of Personnel and Personnel Alternatives
Section	3 - Reserves
Standard	1 - Program Description
Number	16.3.1

**16.3.1** *A written directive establishes and describes the agency's reserve officer program.*

**Commentary:** Terminology describing reserve officers can vary from jurisdiction to jurisdiction and for the purpose of this manual, the glossary term will be used. Reserve officers generally assist full-time sworn personnel in the day-to-day delivery of law enforcement services and for emergencies, consistent with applicable law. To accomplish these tasks, they may require law enforcement powers equivalent to those of full-time officers. The directive should describe the duties and responsibilities of reserve officers, define their authority and discretion in carrying out their duties, including any limitations or restrictions to this authority, and delineate the amount of supervision they are to receive. (M M M M)

**Commission Interpretation (November 16, 2001)**- The Commission acknowledges that some agencies utilize reserve officers who do not meet the definition of an "employee." For example, some agencies utilize volunteer reserve officers and the absence of wages or salary exclude them from the definition. For the purpose of this Standards Manual all reserve officers shall be considered "employees" when applying standards dealing with performance evaluations. Procedures and forms used for evaluating the performance of the agency's reserve officers may be the same as those used for full-time sworn officers or they may differ significantly, based on distinctions made in the role, scope of authority, or responsibilities of the reserve officer.

# Standards Manual Text

Chapter	16 - Allocation and Distribution of Personnel and Personnel Alternatives
Section	3 - Reserves
Standard	2 - Selection Criteria
Number	16.3.2

**16.3.2** *The selection criteria for reserves are the same as that for full-time officers.*

**Commentary:** Reserve officers are required to perform the same duties and accept the same hazards and responsibilities as full-time officers. Educational level, experience, physical condition, and other selection criteria applicable to full-time officers apply equally to reserves. Some reserve officers may bring with them specialized skills not normally found in entry-level, full-time officers. The process of selection may be different from that of full-time officers, but the criteria are the same. (M M M M)

**Commission Interpretation (March 21, 1997)-** concerning "Education Criteria": If an agency utilizes a restricted category of reserve officer, one who works only in the presence of a full-time sworn officer of the agency; never works independently or without direct supervision; and does not autonomously perform the same duties as full-time officers; then that agency may fulfill the educational level requirement of this standard for those specific reserve officers through proof of their graduation from high school or equivalent. All other selection criteria applicable to full-time officers will apply. Reserve officers who are allowed to function independently must adhere to all selection criteria of the agency; to include any advanced educational requirements.

# Standards Manual Text

Chapter	16 - Allocation and Distribution of Personnel and Personnel Alternatives
Section	3 - Reserves
Standard	3 - Entry Level Training
Number	16.3.3

**16.3.3** *The agency requires all sworn reserve officers to complete a recruit academy training program comparable to that required in standard 33.4.1, prior to any routine assignment in any capacity in which the reserve officer is allowed to carry a weapon or is in a position to make an arrest, except as part of a formal field training program required in standard 33.4.3. If the agency restricts or prohibits reserves from performing specific functions, topics related to those functions may be omitted from the curriculum.*

**Commentary:** The intent of this standard is to ensure that reserve officers receive training equal to that required of full-time officers in those areas of assigned duties and responsibilities. The training should be the same as that received by full-time officers or an equivalent, parallel course that meets the requirements of standard 33.4.1. The subject matter in the training program should cover topics related to assigned duties and responsibilities to the same extent that full-time officers are trained to perform like functions. Training hours and schedule may vary to accommodate the reserve schedule and the course duration may be extended.

If a comparable recruit-training program for reserves exists in the state, successful completion of this program may fulfill the requirements of this standard. (M M M M)

**Commission Interpretation (March 14, 2008)**-If the reserve officer state certification training does not include critical task training identified by CALEA for the responsibilities performed by the reserve officer, such training must be delivered. Those critical tasks include: Community Interaction; Introduction to Basic Law; Post Crime Considerations; Introduction to Traffic; Field Activities; Use of Force; First Aid for Criminal Justice Officers; Law Enforcement Vehicle Operations; and Personnel. Further information regarding critical tasks may be found on the CALEA website.

# **Standards Manual Text**

**Chapter** 16 - Allocation and Distribution of Personnel and Personnel Alternatives  
**Section** 3 - Reserves  
**Standard** 4 - Uniforms and Equipment  
**Number** 16.3.4

**16.3.4** *Uniforms and equipment for reserve officers are the same as those for full-time officers performing like functions.*

**Commentary:** Equipment and uniforms for reserve officers, except for insignia, patches, or badges, should not be distinguishable from those of full-time officers. However, quantity of uniforms and equipment may be reduced to reflect the level of activity of reserve officers. The purchase of equipment/uniforms may be the responsibility of the reserve officer. (O O O O)

# **Standards Manual Text**

**Chapter** 16 - Allocation and Distribution of Personnel and Personnel Alternatives  
**Section** 3 - Reserves  
**Standard** 5 - In-Service Training  
**Number** 16.3.5

**16.3.5** *Reserve officers receive in-service training equivalent to that statutorily required for full-time officers performing like functions.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 16 - Allocation and Distribution of Personnel and Personnel Alternatives  
**Section** 3 - Reserves  
**Standard** 6 - Use of Force Training & Firearms Proficiency  
**Number** 16.3.6

**16.3.6** *Reserve officers are trained in use of force policy(s) and tested for weapons proficiency with the same frequency as full-time officers in accordance with standard 1.3.11.*

**Commentary:** Reserve officers' schedules may not permit participation in regularly scheduled weapons training. They should qualify either as a part of the regularly scheduled program or in a special reserve qualifications program. Qualifying standards and scores for reserve officers should be identical to those for regular officers. **(M M M M)**

# **Standards Manual Text**

**Chapter** 16 - Allocation and Distribution of Personnel and Personnel Alternatives  
**Section** 3 - Reserves  
**Standard** 7 - Bonding/Liability Protection  
**Number** 16.3.7

**16.3.7** *Reserve officers are bonded and/or provided with public liability protection equal to that provided to full-time officers.*

**Commentary:** The protection attached to the functions of full-time officers should be provided to reserve officers. (M M M M)

# **Standards Manual Text**

**Chapter** 16 - Allocation and Distribution of Personnel and Personnel Alternatives  
**Section** 3 - Reserves  
**Standard** 8 - Performance Evaluations  
**Number** 16.3.8

**16.3.8** *A written directive requires performance evaluations for reserve officers be conducted in accordance with the standards in Chapter 35 (Performance Evaluation).*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	16 - Allocation and Distribution of Personnel and Personnel Alternatives
Section	4 - Auxiliaries
Standard	1 - Program Description
Number	16.4.1

**16.4.1** *A written directive establishes and describes the agency's auxiliary program, to include:*

- a. a statement that auxiliaries are not sworn officers; and*
- b. a description of the duties of auxiliaries, including their role and scope of authority.*

**Commentary:** Auxiliaries are not commissioned as law enforcement officers and do not have the authority to make a full custody arrest. Auxiliaries may be assigned to law enforcement related community service functions. They can also be used as a resource in emergencies and large-scale special events. Generally, they receive significantly less training than sworn officers or full-time employees. However if the agency chooses to involve them in various activities to assist in the day-to-day delivery of law enforcement services, it should ensure that their duties do not require the status of a sworn officer, their level of training is adjusted according to the scope of their authority, and that unauthorized weapons or equipment are not carried in the performance of their duties. (M M M M)

# **Standards Manual Text**

**Chapter** 16 - Allocation and Distribution of Personnel and Personnel Alternatives  
**Section** 4 - Auxiliaries  
**Standard** 2 - Training  
**Number** 16.4.2

**16.4.2** *Auxiliaries receive training in those authorized and assigned duties.*

**Commentary:** Auxiliaries may provide services to support any law enforcement duties not requiring sworn officer status. However, if the agency chooses to use them, auxiliaries should receive training appropriate to the duties anticipated. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>16 - Allocation and Distribution of Personnel and Personnel Alternatives</b>
<b>Section</b>	<b>4 - Auxiliaries</b>
<b>Standard</b>	<b>3 - Uniforms</b>
<b>Number</b>	<b>16.4.3</b>

**16.4.3** *If auxiliaries wear uniforms, the uniforms clearly distinguish them from sworn officers.*

**Commentary:** To have an auxiliary appear to be a regularly sworn officer can be hazardous to the auxiliary, confusing to the public, and a potential detriment to the image of the agency. Unless the auxiliary is clearly distinguishable from the sworn officer, members of the community may expect assistance in situations for which the auxiliary is not trained or empowered to act. Purchase of the uniform may be the responsibility of the auxiliary. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

**Chapter** 17 - Fiscal Management and Agency Owned Property  
**Section** 1 - Fiscal Management  
**Standard** 1 - CEO Authority and Responsibility  
**Number** 17.1.1

**17.1.1** *The agency's chief executive officer is designated as having the authority and responsibility for the fiscal management of the agency, either through a written statement issued by the government, or by a law or ordinance, or by a combination of the two.*

**Commentary:** Although fiscal management functions may be delegated to a designated function or component, the agency's chief executive officer should have the ultimate authority and accountability over all fiscal matters of the agency. (O O O O)

# **Standards Manual Text**

**Chapter** 17 - Fiscal Management and Agency Owned Property  
**Section** 2 - Budget  
**Standard** 1 - Budget Process and Responsibility Described  
**Number** 17.2.1

**17.2.1** *A written directive describes the agency's internal budget process and assigns the responsibility for budget preparation and management within the agency.*

**Commentary:** The agency may determine its own method of budgeting. Even though many agencies must comply with budget process requirements, including reporting deadlines, reporting procedures, etc., established by other governmental agencies, this standard is intended to document the agency's internal procedures for uniformity and clarity. The written directive should describe the agency's internal deadlines for scheduled activities, types and use of forms, even if those forms are provided by another governmental agency. (N/A O O O)

# **Standards Manual Text**

**Chapter** 17 - Fiscal Management and Agency Owned Property  
**Section** 2 - Budget  
**Standard** 2 - Functional Recommendations to Budget  
**Number** 17.2.2

**17.2.2** *Major components within the agency annually prepare written budget recommendations.*

**Commentary:** Commanding officers should be held accountable for those portions of the agency's budget that relate to their functions. For purposes of this standard, a "major component" is a bureau, division, or other component depicted on the organizational chart as the first or second level below the agency's CEO, or the CEO may designate the organizational levels or functions for participation.

**(N/A O O O)**

# Standards Manual Text

Chapter 17 - Fiscal Management and Agency Owned Property  
Section 3 - Purchasing  
Standard 1 - Requisition and Purchasing Procedures  
Number 17.3.1

**17.3.1** *A written directive governs procedures for the requisition and purchase of agency equipment and supplies to include, at a minimum:*

- a. specifications for items requiring standardized purchases;*
- b. bidding procedures;*
- c. criteria for the selection of vendors and bidders;*
- d. procedures for the emergency purchasing or rental agreements for equipment; and*
- e. procedures for requesting supplemental or emergency appropriation and fund transfer.*

**Commentary:** The intent of the standard is to establish formal procedures for controlling the requisitioning and purchasing of agency supplies and equipment. The standard may be satisfied through evidence of the use of a purchasing procedure in general use by the government, provided the conditions included in the standard are met. (M M M M)

# Standards Manual Text

Chapter	17 - Fiscal Management and Agency Owned Property
Section	4 - Accounting
Standard	1 - Accounting System
Number	17.4.1

**17.4.1** *The agency has an accounting system that includes approval of each account and, at a minimum, provisions for monthly status reports showing:*

- a. initial appropriation for each account (or program);*
- b. balances at the commencement of the monthly period;*
- c. expenditures and encumbrances made during the period; and*
- d. unencumbered balance.*

**Commentary:** This standard applies to all functions and components in the agency. The CEO should authorize all accounts or funds within the agency. The accounting system should be compatible with, or may be a part of, the central accounting system of the governing jurisdiction. It is essential that the agency establish such a system to ensure an orderly, accurate, and complete documentation of the flow of funds. Each appropriation and expenditure should be classified, at a minimum, according to function, organizational component, activity, object, and program. Data-processing systems can facilitate rapid retrieval of information on the status of appropriations and expenditures any time the information is required.

It is intended that each function retain its autonomy over operation of its account or fund but that there are uniform guidelines for management and oversight of each. (M M M M)

# Standards Manual Text

Chapter	17 - Fiscal Management and Agency Owned Property
Section	4 - Accounting
Standard	2 - Cash Fund/Accounts Maintenance
Number	17.4.2

**17.4.2** *A written directive lists all cash funds or accounts where agency personnel are permitted to receive, maintain, or disburse cash and governs the maintenance of those accounts. The written directive includes, at a minimum:*

- a. a balance sheet, ledger, or other system that identifies initial balance, credits (cash income received), debits (cash disbursed), and the balance on hand;*
- b. receipts or documentation for cash received;*
- c. authorization for cash disbursement, including CEO authorization for expenses in excess of a given amount;*
- d. records, documentation, or invoice requirements for cash expenditures;*
- e. persons or positions authorized to disburse or accept cash; and*
- f. quarterly accounting of agency cash activities.*

**Commentary:** It is imperative supervisors closely monitor all cash accounts and that the agency establish procedures to ensure proper handling of all cash. These procedures are inclusive of petty cash funds, cash received in records, investigative funds (see standard 43.1.3 in reference to budgeting of confidential funds), and all other instances where cash funds are maintained or cash is received or disbursed. (M M M M)

# **Standards Manual Text**

**Chapter** 17 - Fiscal Management and Agency Owned Property  
**Section** 4 - Accounting  
**Standard** 3 - Independent Audit  
**Number** 17.4.3

**17.4.3** *A written directive governs procedures for an independent audit of the agency's fiscal activities.*

**Commentary:** As a basis for determining the financial integrity of the agency's fiscal control procedures, an independent audit should be conducted at least annually or at a time stipulated by applicable statute or regulation. (M M M M)

# **Standards Manual Text**

**Chapter** 17 - Fiscal Management and Agency Owned Property  
**Section** 5 - Agency Owned Property  
**Standard** 1 - Inventory and Control  
**Number** 17.5.1

**17.5.1** *If the inventory and control of agency property is regulated by an outside authority, the agency must meet those guidelines. Absent external controlling directives, the agency has a written directive that establishes internal procedures for inventory and control of agency property and equipment.*

**Commentary:** This function may be guided by directives or statutes promulgated outside of the agency. If such guidelines do not exist, the agency should adopt procedures that ensure adequate property control. (M M M M)

# **Standards Manual Text**

**Chapter** 17 - Fiscal Management and Agency Owned Property  
**Section** 5 - Agency Owned Property  
**Standard** 2 - Issue/Reissue Procedures  
**Number** 17.5.2

**17.5.2** *A written directive establishes procedures for issuing/reissuing agency property to authorized users.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 17 - Fiscal Management and Agency Owned Property  
**Section** 5 - Agency Owned Property  
**Standard** 3 - Operational Readiness  
**Number** 17.5.3

**17.5.3** *A written directive designates that maintaining stored agency property in a state of operational readiness is a responsibility of the person or unit to which the property is assigned.*

**Commentary:** The property management function is responsible for ensuring that stored items of the agency's equipment—such as radios, handcuffs, batons, and items of special equipment, such as radar, cameras, and closed-circuit TV surveillance devices—are maintained in a state of operational readiness. The term "operational readiness" includes care and cleaning, preventive maintenance, repair, workability, and responsiveness. The operational readiness of equipment should be inspected at regular intervals. (M M M M)

# Standards Manual Text

Chapter	21 - Classification and Delineation of Duties and Responsibilities
Section	1 - Task Analysis
Standard	1 - Task Analysis
Number	21.1.1

**21.1.1** *A written task analysis of every class of full-time employee in the agency is conducted, maintained on file and includes, at a minimum:*

- a. the work behaviors (duties, responsibilities, functions, tasks, etc.);*
- b. the frequency with which the work behavior occurs; and*
- c. how critical the job-related skills, knowledge, and abilities are.*

**Commentary:** A task analysis is basic to proper human resource management. Analyses should be required for all classes of full-time employees in the agency. Hiring, promotion, training, and job performance evaluation criteria should be established by task analysis.

Pertinent information about work behaviors may be obtained through observation, individual or group interviews, content analysis of work products, and questionnaires. After the work behaviors have been defined either in terms of duties, tasks, functions, or other grouping scheme, a similar process should be employed to define the skills, knowledge, and abilities required of the employee in performing the important work behaviors.

The task analysis should produce information about the class that is specific, objective, comprehensive, and, most importantly, verifiable by independent review. The results of the study should be incorporated in job descriptions prepared by the agency.

Analyses should be guided by personnel, either inside or outside the agency, who possess training and/or experience in evaluating jobs. Incumbents and their first- and second-level supervisors should be viewed as significant sources of information concerning the classes under study.

The analyses should be updated when significant changes in the classes occur, whether through attrition, modification, or deletion of duties and responsibilities, e.g., may be done in conjunction with changes in departmental functions, staff inspection, or changes in organizational strategies. (O O O O)

# Standards Manual Text

Chapter	21 - Classification and Delineation of Duties and Responsibilities
Section	2 - Classification
Standard	1 - Classification Plan
Number	21.2.1

**21.2.1** *The agency has a written classification plan, that includes:*

- a. categorization of every job by class on the basis of similarities in duties, responsibilities, and qualification requirements;*
- b. class specifications;*
- c. provisions for relating compensation to classes; and*
- d. provisions for reclassification.*

**Commentary:** Classification involves describing the different kinds of work performed in an agency and consolidating similar jobs into classes based upon similarity of duties and responsibilities. Since “classes” in a law enforcement agency are usually linked to rank, the classification plan should specify the class titles and general duties, responsibilities, and qualifications for each traditional rank in the agency, such as police officer, deputy sheriff, sergeant, lieutenant, captain, and chief. The establishment of a structured classification plan with general requirements for each class should allow agencies to achieve more efficient administration, compensation, and equitable treatment of personnel. (N/A O O O)

# **Standards Manual Text**

<b>Chapter</b>	<b>21 - Classification and Delineation of Duties and Responsibilities</b>
<b>Section</b>	<b>2 - Classification</b>
<b>Standard</b>	<b>2 - Job Description Maintenance and Availability</b>
<b>Number</b>	<b>21.2.2</b>

**21.2.2** *The agency maintains current job descriptions covering all employees, which are made available to all personnel.*

**Commentary:** Statements of duties and responsibilities for each job within the agency should be prepared and made available to managers, supervisors, and all other agency employees. Such statements are key elements in achieving more effective management and supervision. (M M M M)

# Standards Manual Text

Chapter	22 - Compensation, Benefits, and Conditions of Work
Section	1 - Compensation
Standard	1 - Salary Program
Number	22.1.1

**22.1.1** *A written directive describes the agency's salary program, to include:*

- a. entry-level salary for the agency;*
- b. salary differential within ranks, if any;*
- c. salary differential between ranks;*
- d. salary levels for those with special skills, if any;*
- e. compensatory time policy;*
- f. overtime policy; and*
- g. the provision of salary augmentation.*

**Commentary:** The salary plan for the agency should take into account agency employment standards, agency skill needs, and salary levels offered by other local employers. The salary plan should be based on the agency's position classification plan and provide for differentiation between ranks, uniform percentage increases between classes and ranks, and room within the ranges for recognition of superior performance.

There should be sufficient salary differential between ranks to provide incentive for promotion and to recognize more complex levels of responsibility.

The policy of the agency concerning the use of compensatory time off in lieu of pay, if utilized, should include conditions under which the policy would be applied, rate of accrual, and procedures for application. Overtime policy should be fully described as to what is provided, under what conditions, and the percentage of base hourly rate to be provided.

In addition to overtime and merit, salary augmentations may include, among others, hazardous duty and academic incentive pay. In each case, the salary plan should describe the conditions under which different kinds of salary augmentation, if any, would be provided, the amount, and the period of time during which the augmentation would be given.

Special skills addressed in the salary program concern those employed as specialists, such as those in a crime laboratory, in communications repair, and the like. (M M M M)

# Standards Manual Text

Chapter	22 - Compensation, Benefits, and Conditions of Work
Section	2 - Benefits
Standard	1 - Leave Program
Number	22.2.1

**22.2.1** *A written directive describes the agency's leave program, to include:*

- a. administrative leave;*
- b. holiday leave;*
- c. sick leave,*
- d. vacation (annual) leave; and*
- e. family medical leave.*

**Commentary:** The circumstances and conditions under which administrative leave would be afforded an employee should be described. Limitations on the use of such leave and the procedures for application and approval should be included. Administrative leave may cover such matters as jury duty, periods of bereavement, sabbatical and temporary leaves of absence, to include family leave, military duty, and training.

Days established as holidays should be identified.

Policies regarding sick and vacation (annual) leave should be described, including accrual rates, limitation rates, if any, procedures for scheduling, supervision, and control. **(M M M M)**

# Standards Manual Text

Chapter	22 - Compensation, Benefits, and Conditions of Work
Section	2 - Benefits
Standard	2 - Benefits Program
Number	22.2.2

**22.2.2** *The agency has written directives that describe the following personnel programs:*

- a. *retirement program;*
- b. *health insurance program;*
- c. *disability and death benefits program;*
- d. *liability protection program; and*
- e. *employee educational benefits, if any.*

**Commentary:** The agency's retirement program may be provided by a local jurisdiction, the state, or the federal Social Security Act. The program may indicate a minimum-age requirement and a mandatory age for retirement. The directive should note the extent to which each benefit is available to the various classes of personnel employed by the agency (full-time, part-time, auxiliary, and reserve personnel, as appropriate).

The agency should, through insurance programs or direct financial support, provide compensation for temporary, partial, or total service connected disability. A monthly compensation for survivors in case of a service-connected death should be provided.

Specific provisions of the liability protection program should cover employees for actions or omissions directly related to their law enforcement function. The program should protect employees from liability arising from acts or omissions leading to personal injury, death, or property destruction that, in turn, could lead to legal civil action against them.

When offered, educational benefits go beyond those opportunities provided employees through in-service, specialized, and advanced training. Generally, the employees pursue higher education on their own initiative and on their own time. Because the value of employees to the organization is enhanced by their continuing education, the agency should encourage and facilitate their pursuit of higher education and provide whatever tangible benefits it can to them for academic achievement. Educational benefits may include leave, scheduling adjustments and accommodation, tuition reimbursement, and salary augmentation based on educational achievement (see standard 33.1.3). **(M M M M)**

# **Standards Manual Text**

**Chapter** 22 - Compensation, Benefits, and Conditions of Work  
**Section** 2 - Benefits  
**Standard** 3 - Personnel Support Services Program  
**Number** 22.2.3

**22.2.3** *A written directive describes the agency's program for the provision of support services to employees.*

**Commentary:** Agencies, particularly larger agencies, may wish to consider establishing a separate employee services unit to facilitate the provision of support services to employees. Such services might include providing information on employee benefits and help for the employee and family in cases of injury or death. The services available should be described in writing to ensure that employees will know what services are available and that services are provided uniformly (see standard 22.2.4). **(O O M M)**

# Standards Manual Text

Chapter	22 - Compensation, Benefits, and Conditions of Work
Section	2 - Benefits
Standard	4 - Victim Witness Services/Line of Duty Death
Number	22.2.4

**22.2.4** *A written directive defines assistance services to be rendered to agency personnel and their families following line-of-duty deaths or serious injuries.*

**Commentary:** Appropriate agency-provided services include notifying the family of the dead or injured officer in a timely, personal manner, assisting the family at the hospital, supporting the family at the funeral and burial, helping the family with legal and benefits matters, counseling the family regarding finances and other possible problems, supporting the family during criminal proceedings (if any), and maintaining long-term contact with the family and keeping informed of family needs. (See Chapter 55, Victim/Witness Assistance). **(M M M M)**

# **Standards Manual Text**

**Chapter** 22 - Compensation, Benefits, and Conditions of Work  
**Section** 2 - Benefits  
**Standard** 5 - Clothing and Equipment  
**Number** 22.2.5

**22.2.5** *A written directive describes the provision of clothing and equipment used by employees in performing law enforcement functions.*

**Commentary:** Certain employees are required to wear the agency's uniform and others are required to wear civilian clothes in law enforcement activities. Equipment is also needed by certain employees in the performance of their duties. The written directive should specify those eligible for clothing and equipment issue or allowances, specify the amount to be provided, and indicate the period for which it will be provided (see standards 41.3.4 and 41.3.5). (M M M M)

# Standards Manual Text

Chapter	22 - Compensation, Benefits, and Conditions of Work
Section	2 - Benefits
Standard	6 - Employee Assistance Program
Number	22.2.6

**22.2.6** *The agency makes available to employees an Employee Assistance Program (EAP) designed to assist in the identification and resolution of concerns or problems (personal or job related), which may adversely affect an employee's personal or professional well-being or job performance. These personal concerns may include, but are not limited to, health, marital status, family, financial, substance abuse, emotional/stress, and other personal matters. The Employee Assistance Program shall include, at a minimum:*

- a. a written directive describing program services;*
- b. procedures for obtaining program services;*
- c. confidential, appropriate, and timely problem assessment services;*
- d. referrals to services, either workplace or community resources for appropriate diagnosis, treatment, and follow-up;*
- e. written procedures and guidelines for referral to and/or mandatory participation; and,*
- f. training of designated supervisory personnel in the program services, supervisor's role and responsibility, and identification of employee behaviors which would indicate the existence of employee concerns, problems and/or issues that could impact employee job performance.*

**Commentary:** An employee assistance program is intended to assist employees who are suffering from persistent problems that may tend to jeopardize the employee's psychological and/or physical well-being. The goal of this type of program is to help individuals who have developed problems by providing services for consultation, treatment and rehabilitation in order to prevent their condition from progressing to a degree that it will prevent the employee from functioning effectively in the workplace (see standard 22.23).

An employee's referral may either be voluntary, in which the employee elects to participate in the program, or it may be a supervisory referral, in which a supervisor uses agency guidelines to refer an employee into the program. An employee has the option to refuse referral into the program and should be given the right to discontinue participation at any time. Appropriate measures should be taken to ensure confidentiality of records for employees admitted to the program, according to established agency directives, personnel guidelines and state and federal regulations. (O O O O)

# Standards Manual Text

Chapter	22 - Compensation, Benefits, and Conditions of Work
Section	2 - Benefits
Standard	7 - Employee Identification
Number	22.2.7

**22.2.7** *The agency has a written directive concerning personnel identification that includes provisions for:*

- a. responding to requests to view personnel identification; and*
- b. providing official agency identification with at least the personnel's photograph.*

**Commentary:** The intent of the standard is to ensure the public can identify law enforcement officers and be certain that the person they are dealing with is in fact an officer. This should enhance the officer's ability to perform their duties, promote confidence in the public and make officers more accountable for their actions. The written directive should include exceptions for officers working in an undercover capability.

All law enforcement employees and agency volunteers should have identification as this may permit non-sworn employees and volunteers to travel or perform agency duties in times of emergencies. Identification documents should have several features to make copying difficult and should include other information that would be helpful, including the right to carry firearms.

Uniformed officer identification may include unique numbers and/or the law enforcement officer's name. (M M M M)

# Standards Manual Text

Chapter	22 - Compensation, Benefits, and Conditions of Work
Section	3 - Conditions of Work
Standard	1 - Physical Examinations
Number	22.3.1

**22.3.1** *A written directive describes the agency's policy regarding physical examinations for employees. Any examination required of employees in permanent, full-time jobs must be provided at no cost to the employee.*

**Commentary:** A physical examination is a benefit to both the employee and the agency. Any physical examination should be conducted only to confirm the employees' continued fitness to perform the tasks of their assignments and to inform them of their general physical condition, not to identify employees with disabilities who are otherwise able to perform their assigned duties, with or without reasonable accommodation.

The nature of some specific positions or responsibilities may necessitate periodic specific health screenings, such as those for crime scene personnel, firearms instructors, or range technicians who are repeatedly exposed to hazardous chemicals or lead contaminants. (M M M M)

# **Standards Manual Text**

**Chapter** 22 - Compensation, Benefits, and Conditions of Work  
**Section** 3 - Conditions of Work  
**Standard** 2 - General Health and Physical Fitness  
**Number** 22.3.2

**22.3.2** *A written directive describes the agency's policy regarding general health and physical fitness for sworn employees.*

**Commentary:** The functions of a law enforcement agency require a level of physical fitness not demanded by many other occupations, and fitness requirements should be specified. Standards of fitness should be those that have been shown to be directly related to the tasks performed, and not serve to eliminate or penalize employees who can otherwise perform the tasks of their assignment, with or without reasonable accommodation. (M M M M)

# Standards Manual Text

Chapter	22 - Compensation, Benefits, and Conditions of Work
Section	3 - Conditions of Work
Standard	3 - Fitness and Wellness Program
Number	22.3.3

**22.3.3** *The agency has a written directive that addresses a fitness and wellness program which includes:*

- a. mandatory or voluntary participation by agency personnel;*
- b. a trained program coordinator;*
- c. individual health screening and fitness assessment;*
- d. individual education and goal setting; and*
- e. ongoing support and evaluation.*

**Commentary:** A fitness and wellness program has two main elements. The first is physical performance, i.e., the development and maintenance of physical performance capability to satisfactorily perform job tasks and personal activities. The second is the individual's present health status as well as the risk for future disease. This is impacted greatly by lifestyle choices, including smoking, nutrition, weight, stress management, inactivity, etc. The agency should also consider incentives to encourage employee participation. **(O O O O) - Change Notice 5.5 (March 20, 2009)**

# **Standards Manual Text**

**Chapter** 22 - Compensation, Benefits, and Conditions of Work  
**Section** 3 - Conditions of Work  
**Standard** 4 - Off-Duty Employment  
**Number** 22.3.4

**22.3.4** *A written directive governs the types of off-duty employment in which agency personnel may engage.*

**Commentary:** This standard applies to both sworn and non-sworn personnel. It pertains to secondary employment of the off-duty type-that is, outside employment wherein the use of law enforcement powers is not anticipated. Agencies may want to consider expressing the prohibition of certain types of off-duty employment in general terms, such as proscribing off-duty employment that, in the opinion of the agency, would constitute a conflict of interest or would tend to bring discredit to the agency. The prohibition could be quite specific, such as by focusing on specific jobs or locations. **(O O O O) - Change Notice 5.5 (March 20, 2009)**

# Standards Manual Text

Chapter	22 - Compensation, Benefits, and Conditions of Work
Section	3 - Conditions of Work
Standard	5 - Extra-Duty Employment
Number	22.3.5

**22.3.5** *If the agency permits sworn personnel to engage in extra-duty employment, a written directive addresses the following:*

- a. the requirement that sworn personnel must receive agency permission to engage in extra duty employment;*
- b. policies that address the behavior and activities of officers during extra-duty employment;*
- c. approval, review, and revocation processes pertaining to officers' extra-duty employment;*
- d. designation of a point of coordination or administration within the agency to oversee adherence to the aforementioned policies, processes, and other matters deemed appropriate by the agency; and*
- e. documentation of the significant aspects of each officer's extra-duty employment.*

**Commentary:** This standard pertains to sworn personnel whose secondary employment is of the extra-duty type, that is, outside employment wherein the actual or potential use of law enforcement powers is anticipated.

Bullet (a) requires sworn officers to obtain permission of the agency to engage in extra-duty employment. In addition, the relationship between the extra-duty employer and the officer-employee may be governed by a written agreement between the agency and extra-duty employer. Among other provisions, an agreement might specify that payment by the extra-duty employer for the officer-employee's services shall be remitted to the agency, which will promptly compensate the extra-duty officer.

Regarding policies referred to in bullet (b), the agency might address the following matters, among others, if not already covered by the agreement: authority of officers while working in an extra-duty capacity; responsibilities of the officers to the agency and to extra-duty employers; matters of jurisdiction; callback, if required; limitations, if any, on the number of hours worked per given time period and on the number of hours worked immediately prior to reporting to the agency; use of agency property (weapons, uniforms, and the like); and liability, compensation, and indemnification issues arising from injuries or other incidents occurring during extra-duty employment.

Regarding the approval, review, and revocation processes noted in bullet (c), the agency's written directive should cover a description of those processes, types of extra-duty employment that are prohibited, and agreement by the extra-duty employer to restrictions, if any, on the types and conditions of employment, including an assessment of the potential risk of injury.

With respect to bullet (e), documentation should reflect the unique needs of the agency, the relevant sections of its collective bargaining agreement, if any, as well as pertinent statutory requirements, e.g., the federal Fair Labor Standards Act. Among the significant aspects of extra-duty employment to document, the agency should consider the following: date, time, and place of employment; incidents that involved use of law enforcement powers, injury to the officer or others, complaints received, and court appearances (scheduled and actually attended) resulting from extra-duty employment; and liability and indemnification concerns stemming from

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Addendum 7 - Attachment 4.3

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# **Standards Manual Text**

actions during extra-duty employment. (M M M M) - Change Notice 5.5 (March 20, 2009)

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# Standards Manual Text

Chapter	24 - Collective Bargaining
Section	1 - Collective Bargaining and Contract Management
Standard	1 - Agency Role
Number	24.1.1

**24.1.1** *If there are represented employees in the agency, a written directive describes the role of the agency in the collective bargaining process, and includes:*

- a. establishment of a collective bargaining team for the agency with one person designated as the principal negotiator;*
- b. identification of the bargaining unit or units representing an agency's employees with which it will negotiate;*
- c. a commitment by the agency to participate in "good faith" bargaining with the duly recognized bargaining units representing its members;*
- d. a commitment to abide by the ground rules for collective bargaining that arise out of the collective bargaining process or labor arbitration; and*
- e. a commitment to abide, in both letter and spirit, by the negotiated labor agreement that has been signed by management, labor representatives, and ratified by the bargaining unit.*

**Commentary:** The agency should abide by all legally applicable laws and rules governing the collective bargaining process. The relationship of agency personnel with other members of the bargaining team should be clearly defined. The directive should clearly establish the agency's role when its members comprise the entire bargaining team as well as when they will be working with individuals from outside the agency. **(M M M M)**

# Standards Manual Text

Chapter	24 - Collective Bargaining
Section	1 - Collective Bargaining and Contract Management
Standard	2 - Ratification Responsibilities
Number	24.1.2

**24.1.2** *When a negotiated labor agreement is ratified by all parties, the agency's CEO, or designee, will:*

- a. obtain a written, signed copy of the labor agreement;*
- b. review and amend, if necessary, all written directives and procedures to coincide with the terms of the labor agreement; and*
- c. disseminate information relative to a new labor agreement, including modifications to existing agreements, to managers and supervisors of bargaining unit employees.*

**Commentary:** In order to avoid violating the labor contract, it is essential that all operating directives be amended to agree with language in the labor agreement. Copies of the signed agreement should be made available to those who supervise and manage employees in the bargaining unit and to further ensure that labor harmony is maintained. Changes in existing contract language should be disseminated to those same supervisors and managers. (M M M M)

# Standards Manual Text

Chapter	25 - Grievance Procedures
Section	1 - Grievance Procedures
Standard	1 - Grievance Procedures
Number	25.1.1

**25.1.1** *Unless there is controlling contract language, a written directive establishes a grievance procedure, which includes the following:*

- a. identification of matters that are grievable (scope) and the levels in the agency or government to which the grievance may be filed and/or appealed;*
- b. establishment of time limitations for filing or appealing the grievance to the next level;*
- c. a description of the type of information to be submitted when filing a grievance;*
- d. establishment of procedural steps and time limitations at each level in responding to grievances or appeals; and*
- e. establishment of criteria for employee representation.*

**Commentary:** Since a formal grievance procedure is designed to resolve differences between the employee and employer, it follows logically that such procedures be written in clear, concise terms. If grievance procedures are part of a collective bargaining agreement, such agreement would meet the definition of "written directive" as used in this standard. This standard applies to all agency employees. If more than one procedure exists, each should be described.

A written statement of the grievance and the facts upon which it is based, a written allegation of the specific wrongful act and harm done, and a written statement of the remedy or adjustment sought are basic information that should be required from a grievant. A form may be designed for this purpose to include spaces for noting significant times, dates, and actions taken relative to a grievance.

Once the grievance has been filed, it should be handled formally. Each level should acknowledge receipt by noting time, date, and person receiving the grievance. The facts or allegations should be carefully analyzed and affirmed or denied in writing. A legitimate attempt should be made at each level to resolve the grievance rather than merely passing it on to the next level. If applicable, remedies or adjustments should be identified in writing.

The procedure should have an appeal process for grievable issues. To be an appeal, the issue should go to a higher level or authority for review. Grievances normally follow the employee's "chain of command" within the agency or governmental structure. The procedure should identify the levels of appeal, the time limits within which each level should respond, and the final level of authority. **(M M M M)**

# **Standards Manual Text**

**Chapter** 25 - Grievance Procedures  
**Section** 1 - Grievance Procedures  
**Standard** 2 - Coordination/Control of Records  
**Number** 25.1.2

**25.1.2** *A written directive identifies a position responsible for coordination of the grievance procedures and for the maintenance and control of grievance records.*

**Commentary:** The sensitivity of these records dictates additional precautions in controlling access to them.  
**(M M M M)**

# **Standards Manual Text**

**Chapter** 25 - Grievance Procedures  
**Section** 1 - Grievance Procedures  
**Standard** 3 - Annual Analysis  
**Number** 25.1.3

**25.1.3** *The agency compiles a documented annual analysis of grievances.*

**Commentary:** The grievance procedure is a valuable method for management to discover agency problems. If through analysis the agency's chief executive officer observes a trend in filed grievances, steps may be taken to minimize the causes of such grievances in the future. The responsibility for analyzing grievances and reporting to the CEO should be assigned to the position required by standard 25.1.2. The formality of the analysis and reporting may be determined to best suit the agency's need. (M M M M)

# **Standards Manual Text**

**Chapter** 26 - Disciplinary Procedures  
**Section** 1 - Disciplinary Procedures  
**Standard** 1 - Code of Conduct and Appearance  
**Number** 26.1.1

**26.1.1** *A written directive specifies a code of conduct and appearance guidelines which are readily available to all agency personnel.*

**Commentary:** This directive should include compliance with agency directives; unbecoming conduct; use of alcohol and drugs; acceptance of gratuities, bribes, or rewards; abuse of authority; use of force; and proper care and maintenance of equipment. Prohibitions should be specific, whereas approved behavior may be stated in general terms, e.g., courtesy, punctuality. Directives about grooming and uniform appearance also should be specific. The code of conduct may be in the form of rules and regulations. **(M M M M)**

# Standards Manual Text

Chapter 26 - Disciplinary Procedures  
Section 1 - Disciplinary Procedures  
Standard 2 - Employee Awards  
Number 26.1.2

**26.1.2** *A written directive establishes procedures and criteria for recognizing employees for exceptional performance.*

**Commentary:** The written directive should enhance consistency in recognizing employees. Agencies that present awards for meritorious and heroic acts should ensure that criteria are established as prerequisites for these awards. (O O O O)

# Standards Manual Text

Chapter 26 - Disciplinary Procedures  
Section 1 - Disciplinary Procedures  
Standard 3 - Sexual Harassment  
Number 26.1.3

**26.1.3** *A written directive prohibits sexual and other forms of unlawful harassment in the work place and provides a means by which harassment can be reported, including a means by which it can be reported if the offending party is in the complainant's chain of command.*

**Commentary:** Unlawful harassing conduct of any agency personnel by anyone employed by or contracted by the agency has the effect of unreasonably interfering with an individual's work performance and/or creating an intimidating, hostile, or offensive work environment. Agencies need to have strong policies and directives that prohibit such conduct; immediate and thorough investigation of any allegation of unlawful harassment; effective and appropriate disciplinary action in any case where allegations of harassment can be substantiated; and efforts to make agency employees aware of their responsibilities and the legal issues involved. **(M M M M)**

# Standards Manual Text

Chapter	26 - Disciplinary Procedures
Section	1 - Disciplinary Procedures
Standard	4 - Disciplinary System
Number	26.1.4

**26.1.4** *A written directive establishes a disciplinary system, to include:*

- a. procedures and criteria for using training as a function of discipline;*
- b. procedures and criteria for using counseling as a function of discipline; and*
- c. procedures and criteria for taking punitive actions in the interest of discipline.*

**Commentary:** The elements of the disciplinary system should identify the measures to be applied to employee conduct in the interest of discipline. The system should be based on fairness to the employee and the agency, and should stimulate employee morale and motivation.

The written directive should encourage training as a means of improving employee productivity and effectiveness through positive and constructive methods (see standard 33.1.5).

The written directive should provide guidelines regarding alternatives to be considered in counseling. In theory and practice, the severity attached to disciplinary counseling increases with the position of the counselor in the hierarchical structure of the agency. The directive should also provide guidance concerning the recording of the purpose and effect of the counseling experience.

Finally, the directive should strive to enhance consistency in punitive actions. The severity of each alternative should be geared to the actions of the employee. This does not imply a required sequence of punitive acts. Some agencies specify a range of punishments for various violations or specific punishments in explicit situations; where these are established, employees should be so informed. **(M M M M)**

# **Standards Manual Text**

**Chapter** 26 - Disciplinary Procedures  
**Section** 1 - Disciplinary Procedures  
**Standard** 5 - Role and Authority of Supervisors  
**Number** 26.1.5

**26.1.5** *A written directive specifies the role of supervisors and the authority attendant to each level of supervision and command relative to disciplinary actions.*

**Commentary:** The role of supervisors, especially first line supervisors, is crucial in the disciplinary process. First line supervisors have the best opportunity to observe the conduct and appearance of employees and detect those instances when disciplinary actions are warranted (remedial training, counseling, or punishment). First line supervisors also have the opportunity to understand the personality traits of the personnel under their supervision and to determine the most effective methods of discipline. (M M M M)

# **Standards Manual Text**

**Chapter** 26 - Disciplinary Procedures  
**Section** 1 - Disciplinary Procedures  
**Standard** 6 - Appeal Procedures  
**Number** 26.1.6

**26.1.6** *A written directive specifies appeal procedures in disciplinary actions.*

**Commentary:** The directive should include initiation procedures, time frames, method of recording, and scope of the appeal process. To be an appeal, the issue should go to a higher level of authority for review. (M M M M)

# Standards Manual Text

Chapter 26 - Disciplinary Procedures  
Section 1 - Disciplinary Procedures  
Standard 7 - Dismissal Procedures  
Number 26.1.7

**26.1.7** *If employee misconduct results in dismissal, a written directive requires that the following information be provided to the employee:*

- a. a written statement citing the reason for dismissal;*
- b. the effective date of the dismissal; and*
- c. a statement of the status of fringe and retirement benefits after dismissal.*

**Commentary:** This standard, under normal circumstances, does not apply to entry-level probationary employees. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>26 - Disciplinary Procedures</b>
<b>Section</b>	<b>1 - Disciplinary Procedures</b>
<b>Standard</b>	<b>8 - Records</b>
<b>Number</b>	<b>26.1.8</b>

**26.1.8** *A written directive specifies procedures for maintenance of records of disciplinary actions.*

**Commentary:** The directive should require written records of disciplinary actions and should include where the records should be filed, how long they should be maintained, and under what circumstances they should be purged. (M M M M)

# **Standards Manual Text**

**Chapter** 31 - Recruitment  
**Section** 1 - Administrative Practices and Procedures  
**Standard** 1 - Agency Participation  
**Number** 31.1.1

**31.1.1** *The agency actively conducts, or participates in its recruitment program.*

**Commentary:** When the authority for recruitment is shared with other agencies, the law enforcement agency should seek to involve itself directly or indirectly in all activities critical to the recruitment effort. **(M M M M)**

# Standards Manual Text

Chapter	31 - Recruitment
Section	1 - Administrative Practices and Procedures
Standard	2 - Assignment/Recruitment
Number	31.1.2

**31.1.2** *Individuals assigned to recruitment activities are knowledgeable in personnel matters, especially equal employment opportunity.*

**Commentary:** Prior to initiating recruitment activities, recruiters should undergo a training program that provides knowledge and skills in the following areas: the agency's recruitment needs and commitments; agency career opportunities, salaries, benefits, and training; federal and state compliance guidelines; the community and its needs (including demographic data, community organizations, educational institutions, etc.); cultural awareness, or an understanding of different ethnic groups and subcultures; techniques of informal record-keeping systems for candidate tracking; the selection process utilized by the central personnel operation or agency (including procedures involved in conducting background investigations and written, oral, or physical agility examinations); recruitment programs of other jurisdictions; characteristics that disqualify candidates; and medical requirements. (M M M M)

# Standards Manual Text

Chapter	31 - Recruitment
Section	2 - Equal Employment Opportunity and Recruitment
Standard	1 - Work Force Analysis
Number	31.2.1

**31.2.1** *The agency has ethnic and gender composition in the sworn law enforcement ranks in approximate proportion to the makeup of the available work force in the law enforcement agency's service community, or a recruitment plan pursuant to standard 31.2.2.*

**Commentary:** Recruitment steps should be directed towards the goal of approximating within the sworn ranks the demographic workforce composition of the community that it serves.

Statistics on the composition of the work force in the agency's service community are available from a variety of sources, such as the U.S. Department of Labor's Bureau of Labor Statistics or national labor statistics. For the purposes of this standard, available workforce may be determined by considering several factors; for example, the residential makeup, those working in the agency's community, applicant demographics, and the parameters of any officer residency requirements, if applicable. (M M M M)

# Standards Manual Text

Chapter	31 - Recruitment
Section	2 - Equal Employment Opportunity and Recruitment
Standard	2 - Recruitment Plan
Number	31.2.2

**31.2.2** *The agency has a recruitment plan for full-time sworn personnel, that includes the following elements:*

- a. statement of objectives;*
- b. plan of action designed to achieve the objectives identified in bullet (a);*
- c. procedures to evaluate the progress toward objectives every three years; and*
- d. revise/reissue the plan as needed.*

**Commentary:** The recruitment plan should be written so that it can be easily understood and followed. The foundation of a successful recruitment drive should include strong management commitments, an analysis of demographic/geographic features of the agency's service area, and specific knowledge of past recruitment efforts by similar agencies. The recruitment plan may be a part of the written directive system or a separate and distinct planning document. The plan should govern agency activities relating to recruitment during a specific period of time, which should not exceed three years without being reviewed and having objectives updated.

The objectives of a recruitment plan should be reasonable, obtainable, and directed toward the goal of achieving a sworn work force that is representative of the composition of the available work force it serves. The specific action steps contained in the agency's recruitment plan should be reasonably likely to cause the agency to meet the objectives identified in the plan.

Examples of specific action steps that may be identified in an agency's recruitment plan include:

- utilizing in the agency's recruitment activities minority personnel who are fluent in the community's non-English languages and are aware of the cultural environment, where this would be applicable;
- depicting women and minorities in law enforcement employment roles in the agency's recruitment literature;
- conducting recruitment activities outside of the agency's jurisdiction, when necessary, to attract viable law enforcement candidates. Restricting recruiting to the agency's service area may limit the potential number of qualified applicants available from underrepresented groups; and
- conducting periodically a "career" or "information" night for a particular target group.

**(M M M M)**

# **Standards Manual Text**

<b>Chapter</b>	<b>31 - Recruitment</b>
<b>Section</b>	<b>2 - Equal Employment Opportunity and Recruitment</b>
<b>Standard</b>	<b>3 - Equal Employment Opportunity Plan</b>
<b>Number</b>	<b>31.2.3</b>

**31.2.3** *The agency has an equal employment opportunity plan.*

**Commentary:** The equal employment opportunity (EEO) plan should ensure equal opportunities for employment and employment conditions for minority persons and women. The equal employment opportunity plan should be based on an annual analysis of the agency's present employment policies, practices, and procedures relevant to their effective impact on the employment and utilization of minorities and women. The equal employment opportunity plan, which may be produced in the form of a written directive, may contain such provisions as: (1) a strongly worded statement from the agency's CEO that it is agency policy to ensure that all individuals be given equal opportunity for employment, regardless of race, sex, creed, color, age, religion, national origin, or physical impairment; (2) a procedure for filing complaints relating to EEO; and (3) specific action steps that the agency should take to ensure equal employment opportunity is a reality, such as advertising as an "equal opportunity employer" or providing applications or testing processes at decentralized, easily accessible locations. The policies relating to harassment in the workplace may also be incorporated into the agency's overall EEO effort (see standard 26.1.3). **(M M M M)**

# Standards Manual Text

Chapter	31 - Recruitment
Section	3 - Job Announcements and Publicity
Standard	1 - Job Announcements
Number	31.3.1

**31.3.1** *The agency's job announcements and recruitment notices for all personnel:*

- a. *provide a description of the duties, responsibilities, requisite skills, educational level, and other minimum qualifications or requirements;*
- b. *advertise entry-level job vacancies through electronic, print, or other media;*
- c. *advertise the agency as an equal opportunity employer on all employment applications and recruitment advertisements; and*
- d. *advertise official application filing deadlines.*

**Commentary:** The agency should provide the most accurate and precise job description possible to avoid undue delay and wasted time on the part of the agency and the applicant. When the most important performance dimensions are known, potential applicants are in a better position to relate their particular knowledge, understanding, and skills to those required by the position to be filled. The agency saves the time and expense of making determinations that the applicants could have made, had they been fully apprised.

The agency should ensure that job announcements do not set standards or criteria that even unintentionally screen out, or tend to screen out, an individual with a disability or class of individuals with disabilities, unless the criteria are job-related and consistent with business necessity. Job announcements should not set standards that cannot be specifically supported and should avoid general requirements such as "excellent health" or "no history of psychological or emotional disorders." (Refer to Section 102, Americans with Disabilities Act.) (M M M)

# **Standards Manual Text**

**Chapter** 31 - Recruitment  
**Section** 3 - Job Announcements and Publicity  
**Standard** 2 - Posting Locations  
**Number** 31.3.2

**31.3.2** *The agency posts all job announcements with community service organizations and/or seeks cooperative assistance from community organization key leaders.*

**Commentary:** The agency should seek permission to post job announcements with community organizations that are in contact with individuals who are likely candidates for recruitment. The agency should seek to achieve broader dissemination and greater exposure of recruitment information. The agency should consider technological resources, such as the Internet, when posting all job announcements. **(O M M M)**

# **Standards Manual Text**

**Chapter** 31 - Recruitment  
**Section** 3 - Job Announcements and Publicity  
**Standard** 3 - Maintaining Applicant Contact  
**Number** 31.3.3

**31.3.3** *Contact is maintained with applicants for all positions from initial application to final employment disposition.*

**Commentary:** Applicants should be periodically informed of the status of their applications. Applicant contacts should be documented and logged. The agency should consider technological resources for maintaining contact with applicants. (M M M M)

# **Standards Manual Text**

**Chapter** 31 - Recruitment  
**Section** 3 - Job Announcements and Publicity  
**Standard** 4 - Application Rejection  
**Number** 31.3.4

**31.3.4** *Applications for all positions are not rejected because of minor omissions or deficiencies that can be corrected prior to the testing or interview process.*

**Commentary:** Applications that are deficient should be processed routinely if the deficiency can be rectified prior to the testing or interview process. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>32 - Selection</b>
<b>Section</b>	<b>1 - Professional and Legal Requirements</b>
<b>Standard</b>	<b>1 - Selection Process Described</b>
<b>Number</b>	<b>32.1.1</b>

**32.1.1** *Written directives describe all elements and activities of the selection process for all full-time personnel.*

**Commentary:** Such written directives are essential for the proper administration, use, and defensibility of the selection process. The directive should describe the order of events in the selection process and should include, at the least, information about the purpose, development, job relatedness, administration, scoring, and interpretation of all elements used in the selection process. The law enforcement agency may rely upon a state or local civil service commission, employment agency, or other public or private organization to administer or provide one or more elements of the selection process. If so, a copy of all relevant manuals should be maintained on file by the law enforcement agency. Written directives should describe the selection process in detail and include timetables, the order of events, administration, scoring, interpretation of test results, and other pertinent information. (M M M M)

# Standards Manual Text

Chapter	32 - Selection
Section	1 - Professional and Legal Requirements
Standard	2 - Job Relatedness
Number	32.1.2

**32.1.2** *All elements of the selection process for sworn personnel use only those rating criteria or minimum qualifications that are job related.*

**Commentary:** The intent of this standard is to ensure that candidates are evaluated by a selection process that measures traits or characteristics that are a significant part of the job. It is not sufficient for an agency to merely say in a directive that its procedures are job related.

There are a variety of means by which job-relatedness can be shown. An agency may choose, for example, to demonstrate that an oral examination measures traits that are shown by the task analysis to be significant or necessary to perform the job. An assessment center may be shown to measure the performance of tasks or skills that the task description has shown to be essential job functions (see Chapter 21 regarding task analysis and job descriptions).

The agency may also demonstrate job-relatedness through a process which validates the selection mechanism as a predictor of future job success. A written test may be statistically validated as being able to assess skills necessary for the job of sworn officer. Many commercially produced tests have documentation that will support validation. Agencies are encouraged to seek assistance in this area from competent personnel resources as many of the validation concepts are technical and/or unfamiliar to police professionals.

Nothing in this standard should be interpreted as preventing an agency from using a combination of methods to document the job-relatedness of its selection process. The goal of this standard is to ensure that the agency has the documentation necessary to make a logical and persuasive case, in the event of a legal challenge, that the elements of the selection process measure skills, knowledge, abilities, and traits needed to perform that job. (M M M)

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 1 - Professional and Legal Requirements  
**Standard** 3 - Uniform Administration  
**Number** 32.1.3

**32.1.3** *A written directive requires that all elements of the selection process for all personnel be administered, scored, evaluated, and interpreted in a uniform manner within the classification.*

**Commentary:** Operational elements of the selection process-time limits, oral instructions, practice problems, answer sheets, and scoring formulas-should be clearly set forth and carried out identically for all candidates. Failure to do so may preclude validation of the process and make the agency susceptible to legal challenges. **MM M)**

# Standards Manual Text

Chapter	32 - Selection
Section	1 - Professional and Legal Requirements
Standard	4 - Candidate Information
Number	32.1.4

**32.1.4** *At the time of their formal application, candidates for all positions are informed, in writing, of:*

- a. all elements of the selection process;*
- b. the expected duration of the selection process; and*
- c. the agency's policy on reapplication.*

**Commentary:** A listing of selection elements should include, but is not limited to, all written physical and psychological examinations, polygraph examinations, oral interviews, and background investigations. From the outset, candidates should be made aware that sensitive or confidential aspects of their personal lives may be explored. Written notification of the expected duration of the selection process not only is a courtesy but also helps the agency better plan and coordinate its selection process. **(M M M M)**

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 1 - Professional and Legal Requirements  
**Standard** 5 - Notification of Ineligibility  
**Number** 32.1.5

**32.1.5** *All candidates not selected for positions are informed in writing.*

**Commentary:** Prompt notification in writing is not only an essential element of an efficient administrative organization but also is fundamental to a fair and effective selection process. Candidates should be informed within 30 days of such a decision. (M M M M)

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 1 - Professional and Legal Requirements  
**Standard** 6 - Records  
**Number** 32.1.6

**32.1.6** *A written directive governs the disposition of the records of all candidates not selected for appointment*

**Commentary:** It is necessary to maintain selection data to ensure continuing research, independent evaluation, and defense against lawsuits. The agency should determine requirements, consistent with applicable laws, for maintaining identifying information, such as names and addresses. The agency should comply with all federal, state, and local requirements regarding the privacy, security, and freedom of information of all candidate records and data. (M M M M)

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 1 - Professional and Legal Requirements  
**Standard** 7 - Selection Material Security  
**Number** 32.1.7

**32.1.7** *A written directive requires that selection materials be stored in a secure area when not being used and are disposed of in a manner that prevents disclosure of the information within.*

**Commentary:** The agency responsible for selection materials should limit access to them and store them in locked files to provide 24-hour security. Selection materials should not be left unattended. (M M M M)

# Standards Manual Text

Chapter	32 - Selection
Section	2 - Administrative Practices and Procedures
Standard	1 - Background Investigations
Number	32.2.1

**32.2.1** *A background investigation of each candidate for all positions is conducted prior to appointment to probationary status, and includes:*

- a. verification of qualifying credentials;*
- b. a review of any criminal record; and*
- c. verification of at least three personal references.*

**Commentary:** It is more reliable to conduct the inquiry in person, though telephone and mail inquiries are appropriate in obtaining criminal history and driving records. The investigation should routinely involve a home visit with the candidate and his or her family and interviews with neighbors. Background investigations are generally listed among the final stages in the selection process only to suggest that this is when they should be completed; they are likely to have commenced much earlier. (M M M M)

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 2 - Administrative Practices and Procedures  
**Standard** 2 - Training  
**Number** 32.2.2

**32.2.2** *Personnel used to conduct background investigations are trained in collecting required information.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 2 - Administrative Practices and Procedures  
**Standard** 3 - Records Retention  
**Number** 32.2.3

**32.2.3** *In the absence of controlling legislation, the agency has a policy regarding the retention of each candidate's background information.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>32 - Selection</b>
<b>Section</b>	<b>2 - Administrative Practices and Procedures</b>
<b>Standard</b>	<b>4 - Polygraph Examinations</b>
<b>Number</b>	<b>32.2.4</b>

**32.2.4** *If polygraph examinations or other instruments for the detection of deception are used in the selection process, candidates are provided with a list of areas from which polygraph questions will be drawn, prior to such examination.*

**Commentary:** Agencies are not required to administer polygraph examinations or other truth verification tests to all job classifications. For example, polygraph examinations may be required for sworn personnel but need not be required for non-sworn personnel. **(M M M M)**

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 2 - Administrative Practices and Procedures  
**Standard** 5 - Conducted by Trained Personnel  
**Number** 32.2.5

**32.2.5** *If polygraph examinations or other instruments for the detection of deception are used in the selection process, the administration of examinations and the evaluation of results are conducted by personnel trained in these procedures.*

**Commentary:** The sensitive nature of these tests makes it necessary to rely upon examiners who possess professional training and credentials in the use and interpretation of these investigative tools. (M M M M)

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 2 - Administrative Practices and Procedures  
**Standard** 6 - Use of Results  
**Number** 32.2.6

**32.2.6** *A written directive prohibits the use of results of polygraph examinations or other instruments for the detection of deception as the single determinant of employment status.*

**Commentary:** Authorities agree that polygraph examinations or other instruments for the detection of deception should be used only as an investigative aid, if at all. An admission during pre-test, test, or post-test interviews, together with other information, may be sufficient to support decisions relevant to employment status. (M M M M)

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 2 - Administrative Practices and Procedures  
**Standard** 7 - Medical Examinations  
**Number** 32.2.7

**32.2.7** *A medical examination is conducted, prior to appointment to probationary status, to certify the general health of each candidate for a sworn position.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 2 - Administrative Practices and Procedures  
**Standard** 8 - Emotional Stability/Psychological Fitness Examinations  
**Number** 32.2.8

**32.2.8** *An emotional stability and psychological fitness examination of each candidate for a sworn position is conducted and assessed by a qualified professional prior to appointment to probationary status.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 2 - Administrative Practices and Procedures  
**Standard** 9 - Records Retention  
**Number** 32.2.9

**32.2.9** *In the absence of controlling legislation, the agency has a policy regarding the retention of the results of medical examinations, emotional stability and psychological fitness examinations.*

**Commentary:** The agency should maintain a report of each physical examination and emotional stability and psychological fitness examination to ensure proper procedures are followed and to provide data for continuing research and legal defense, if needed. All records should be stored in a secure area. Access should be restricted to those persons legally entitled to review these records. The files or records may be maintained in agency files or at the location of the medical examination provider. **(M M M M)**

# **Standards Manual Text**

**Chapter** 32 - Selection  
**Section** 2 - Administrative Practices and Procedures  
**Standard** 10 - Entry Level Probation  
**Number** 32.2.10

**32.2.10** *In the absence of controlling legislation, at least a six-month probationary period for sworn personnel following completion of entry-level classroom training is required before candidates are granted permanent status.*

**Commentary:** The agency should include a probationary period among the final steps in the selection process. A six-month probationary period is generally accepted as a minimum among the law enforcement community and should be carefully related to the field training program (see standard 33.4.3). Exceptions to the probation period if any, should be described in the directive. Exceptions may include special assignments, injury, or illness occurring during entry-level training and remedial training. (M M M M)

# Standards Manual Text

Chapter 33 - Training and Career Development  
Section 1 - Administration  
Standard 1 - Training Committee  
Number 33.1.1

**33.1.1** *A written directive establishes a training committee in the agency and includes provisions for the following:*

- a. composition of the committee;*
- b. the process for selecting and replacing committee members;*
- c. the relationship of the training function to the committee;*
- d. authority and responsibilities of the committee; and*
- e. designation of the person or position to whom the committee reports.*

**Commentary:** The training committee should assist in developing and evaluating training needs and serve as a focal point for input from those representing agency components. The role of the committee should be clearly established to promote effective committee operation and to prevent misunderstandings. (N/A O O O)

# **Standards Manual Text**

**Chapter** 33 - Training and Career Development  
**Section** 1 - Administration  
**Standard** 2 - Attendance Requirements  
**Number** 33.1.2

**33.1.2** *A written directive governs attendance requirements for employees assigned to authorized agency training programs.*

**Commentary:** The directive should describe exceptions and provide procedures for documenting attendance, excusing participants for such events as court appearances, making up time that is missed as the result of excused and unexcused absences, and ensuring that employees are recognized for successful completion of the training program. (M M M M)

# **Standards Manual Text**

**Chapter** 33 - Training and Career Development  
**Section** 1 - Administration  
**Standard** 3 - Outside Training Reimbursement  
**Number** 33.1.3

**33.1.3** *A written directive governs agency reimbursements to employees attending training programs in or outside the agency's service area.*

**Commentary:** The directive should describe the conditions under which reimbursement may be provided for mileage, meals, housing, fees, books, or materials for training programs conducted in or outside the agency's service area (see standard 22.2.2). **(O O O O)**

# Standards Manual Text

Chapter	33 - Training and Career Development
Section	1 - Administration
Standard	4 - Lesson Plan Requirements
Number	33.1.4

**33.1.4** *The agency requires lesson plans for all training courses conducted by the agency, to include:*

- a. a statement of performance and job-related objectives;*
- b. the content of the training and specification of the appropriate instructional techniques;*
- c. a process for approval of lesson plans; and*
- d. identification of any tests used in the training process.*

**Commentary:** The development of lesson plans should ensure that the subject to be covered in training is addressed completely and accurately and is properly sequenced with other training materials. Lesson plans establish the purpose of the instruction, set forth the performance objectives, relate the training to critical job tasks, and identify ethical considerations related to the topic. Consideration should be given to the relevance of training courses to the organization's mission and values. Lesson plans should be required of nonresident instructors as well as resident academy staff.

The lesson plans should also include references, teaching techniques (lecture, group discussion, panel, seminars, debate), relationships to job tasks, responsibilities of the participants for the material taught, and plans for evaluation of the participants. The instructional techniques that should be incorporated are conferences (debate, discussion groups, panels, and seminars); field experiences (field trips, interviews, operational experiences, and operational observations); presentations (lecture, lecture discussion, and lecture demonstration); problem investigations (committee inquiry); and simulations (case study, games, and role-play). **(M M M M)**

# **Standards Manual Text**

**Chapter** 33 - Training and Career Development  
**Section** 1 - Administration  
**Standard** 5 - Remedial Training  
**Number** 33.1.5

**33.1.5** *A written directive establishes agency policy concerning remedial training.*

**Commentary:** The directive should include the circumstances and criteria used to determine the need for remedial instruction, the timetables under which remedial training is provided, and the consequences of participation or nonparticipation by the affected personnel. The directive should recognize the uses of remedial instruction in other than recruit training and should comment on the relationship between the inspections and training functions (see standard 26.1.4). **(M M M M)**

# **Standards Manual Text**

**Chapter** 33 - Training and Career Development  
**Section** 1 - Administration  
**Standard** 6 - Employee Training Record Maintenance  
**Number** 33.1.6

**33.1.6** *A written directive requires the agency to update records of employees following their participation in training programs.*

**Commentary:** As personnel complete training programs, the date of the training, the types of training received, any certificates received, attendance, and test scores should be recorded for each trainee. **(M M M M)**

# Standards Manual Text

**Chapter** 33 - Training and Career Development  
**Section** 1 - Administration  
**Standard** 7 - Training Class Records Maintenance  
**Number** 33.1.7

**33.1.7** *The agency maintains records of each training class it conducts to include, at a minimum:*

- a. course content (lesson plans);*
- b. names of agency attendees; and*
- c. performance of individual attendees as measured by tests, if administered.*

**Commentary:** The intent of the standard is to ensure that the agency documents the nature of the instruction, the identity of those attending the sessions, and the performance of the attendees. The standard would be satisfied in part by maintaining on file the lesson plans used by the course instructors. **(M M M M)**

# Standards Manual Text

Chapter 33 - Training and Career Development  
Section 2 - Academy  
Standard 1 - Academy Administration and Operation  
Number 33.2.1

**33.2.1** *If the agency operates a training academy, a written directive requires provisions for the administration and operation of the academy, to include:*

- a. a statement of the academy's goals and responsibilities;*
- b. organization and staffing;*
- c. administrative procedures;*
- d. operating procedures; and*
- e. an orientation handbook issued to all new recruit personnel at the time academy training begins.*

**Commentary:** The agency may wish to develop a manual that addresses the operational and administrative requirements of the academy. The directive, or manual, should also identify the physical plant and other facilities, such as a firing range or driver-training track, that are the responsibility of the academy.

In the new environments of both the law enforcement profession and a law enforcement training academy, new personnel should be provided with information concerning the organization of the academy; the academy's rules and regulations; the academy's rating, testing, and evaluation system; physical fitness and proficiency skill requirements; and daily training schedules. (M M M M)

# Standards Manual Text

Chapter	33 - Training and Career Development
Section	2 - Academy
Standard	2 - Academy Facilities
Number	33.2.2

**33.2.2** *If the agency operates an academy facility, the facility includes, at a minimum:*

- a. classroom space consistent with the curriculum being taught;*
- b. office space for instructors, administrators, and secretaries;*
- c. physical training capability; and*
- d. a library.*

**Commentary:** The agency should have access to training facilities but need not necessarily own the facilities. The size and type of the facilities should be consistent with the academy curriculum. The academy should also have access to a firing range and a paved driver-training track with a minimum of a circular driving surface of one-quarter mile, a skidpan, and a straightaway. The driver training track and the firing range may be located away from the academy's main facility. (M M M M)

# Standards Manual Text

Chapter	33 - Training and Career Development
Section	2 - Academy
Standard	3 - Outside Academy, Role
Number	33.2.3

**33.2.3** *If agency personnel are trained in an outside academy, a written directive describes the relationship between the agency and the outside academy.*

**Commentary:** An agency may choose to avail itself of recruit, in-service, or specialized training in an academy not operated by the agency, e.g., regional academy, state operated academy. Regardless of the reasons for participation, the written directive should provide the basis for the agency's participation in the academy to ensure that training needs are being met. To safeguard the interests of both the agency and the academy while agency personnel are attending academy training, the directive should also specify any legal liabilities of the agency and/or academy. The directive should also describe: the legal basis for participation in the academy; the relationship of the agency training function and the agency to the academy; the process for providing agency input to the academy program; the circumstances under which the agency provides staff, facilities, instructors, and other resources to the academy; financial obligations of the agency to the academy; and the method for determination of the legal liability of the participating agencies. **(M M M M)**

# **Standards Manual Text**

**Chapter** 33 - Training and Career Development  
**Section** 2 - Academy  
**Standard** 4 - Outside Academy, Agency Specific Training  
**Number** 33.2.4

**33.2.4** *If agency personnel are trained in an outside academy, a written directive governs the training to be received by agency personnel regarding agency policies, procedures, rules, and regulations.*

**Commentary:** In addition to the training and skills taught at an outside academy, the agency should provide instructions in policies and procedures that are specific to the agency. The written directive may provide for such training at the outside facility or after the personnel return to the agency following completion of training.  
**(M M M M)**

# Standards Manual Text

Chapter	33 - Training and Career Development
Section	3 - Training Instructors
Standard	1 - Instructor Training
Number	33.3.1

**33.3.1** *Personnel assigned to the training function in a full-time capacity as instructors receive training which includes, at a minimum:*

- a. lesson plan development;*
- b. performance objective development;*
- c. instructional techniques;*
- d. testing and evaluation techniques; and*
- e. resource availability and use.*

**Commentary:** The agency should require that all full-time instructors be given training prior to assuming their teaching responsibilities. This training should be periodically updated and geared to meet any specific instructional problems of the agency. If the agency desires instructors to meet state instructor certification requirements, consideration should be given to meeting those requirements. **(M M M M)**

# Standards Manual Text

Chapter	33 - Training and Career Development
Section	4 - Recruit Training
Standard	1 - Entry Level Training Required
Number	33.4.1

**33.4.1** *The agency requires all sworn officers to complete a recruit training program prior to assignment in any capacity in which the officer is allowed to carry a weapon or is in a position to make an arrest, except as part of a formal field training program required in standard 33.4.3.*

**Commentary:** The intent of this standard is to preclude assigning persons to positions requiring the carrying of weapon, enforcing the law, or making arrests until they successfully complete a structured basic training course. Those persons who have been hired, but who have not yet completed the basic training course, could be used in such positions as communications, records, or other activities not requiring the carrying of a weapon, enforcing the law, or making an arrest. An exception is allowed for those trainees participating in the formal field training program required in standard 33.4.3. (M M M M)

# Standards Manual Text

**Chapter** 33 - Training and Career Development  
**Section** 4 - Recruit Training  
**Standard** 2 - Recruit Training Program  
**Number** 33.4.2

**33.4.2** *A written directive requires the agency's recruit training program, to include:*

- a. a curriculum based on tasks of the most frequent assignment associated duties of officers who complete recruit training; and*
- b. use of evaluation techniques designed to measure competency in the required skills, knowledge, and abilities.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	33 - Training and Career Development
Section	4 - Recruit Training
Standard	3 - Field Training Program
Number	33.4.3

**33.4.3** *A written directive establishes a field training program for all newly sworn officers with a curriculum based on tasks of the most frequent assignments with provisions for the following:*

- a. field training of at least four weeks for trainees, during and/or after the required classroom training;*
- b. a selection process for field training officers;*
- c. supervision of field training officers;*
- d. liaison with the academy staff, if applicable;*
- e. training and in-service training of field training officers;*
- f. rotation of recruit field assignments;*
- g. guidelines for the evaluation of recruits by field training officers; and*
- h. reporting responsibilities of field training officers.*

**Commentary:** The goal of field training is to provide recruit trainees with "on street" experiences following the completion of classroom training as required in standard 33.4.1. A minimum four-week period permits time for rotation of recruits among the various training activities and objectives with which they may be familiar. In some cases, field training may be presented at intervals as part of a logically coherent classroom training program. Here, training is managed by providing classroom training followed by a short segment in the field to provide the trainee with "on street" experience in those curricular areas just covered in the classroom.

Whether presented during and/or after the classroom training, field training should be a closely supervised process, as the initial experience of recruits often shapes their future careers.

The field training program is an important adjunct of the formal recruit classroom training and should be as carefully organized, administered, and evaluated as classroom training. The field training program should be closely allied with the academy so that field training officers (FTOs) are aware of what skills and subjects have been taught and what roles the FTOs are to assume.

The selection process for FTOs is crucial to a successful program as many of the values, tactics, and attitudes of FTOs are transmitted to inexperienced officers. Initial training, as well as periodic in-service training, should be provided to FTOs to prepare them for and keep them current with their assigned responsibilities.

The relevance of the field training experience may be enhanced by providing guidelines to FTOs that define the responsibilities of the FTO and provide specific direction about the skills, knowledge, and abilities to be assessed, taught, or performed. The evaluative responsibilities of the FTOs should also be identified. **(M M M M)**

# Standards Manual Text

Chapter 33 - Training and Career Development  
Section 5 - In-Service, Shift Briefing, and Advanced Training  
Standard 1 - Annual Retraining Program  
Number 33.5.1

**33.5.1** *A written directive requires all sworn personnel to complete an annual retraining program, including legal updates.*

**Commentary:** The agency should ensure that personnel are kept up to date with new laws, technological improvements, and revisions in agency policy, procedures, rules, and regulations. The mandatory retraining may also be designed to provide supervisory, management, or specialized training to participants. Retraining may be used to supplement promotional training, training prior to assignment to a specialized component, or executive development training for higher-ranking officers. The agency should ensure that information included in retraining is included on promotional examinations.

The program should be structured to motivate experienced officers and to further the professionalism of the agency. The training should include a review of the following topics: agency policy, procedures, and rules and regulations, with emphasis on changes; leadership; ethics and integrity, taking into consideration cultural influences, policy compliance, and doing what is correct rather than what is not illegal (see standard 26.1.1); statutory or case law affecting law enforcement operations, with emphasis on changes; the functions of agencies in the local criminal justice system; exercise of discretion in the decision to invoke the criminal justice process; interrogation and interviewing techniques; agency policy on the use of force, including the use of deadly force; emergency medical services; the performance evaluation system; emergency fire suppression techniques; new or innovative investigative or technological techniques or methods, if any; hazardous materials incidents; contingency plans, if any, including those relating to special operations and critical incidents; crime prevention policies and procedures; collection and preservation of evidence; report writing and records system procedures and requirements; and victim/witness rights, policies, and procedures. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>33 - Training and Career Development</b>
<b>Section</b>	<b>5 - In-Service, Shift Briefing, and Advanced Training</b>
<b>Standard</b>	<b>2 - Shift Briefing Training</b>
<b>Number</b>	<b>33.5.2</b>

**33.5.2** *A written directive governs shift briefing training.*

**Commentary:** Shift briefing training is a technique that may supplement all other training. Shift briefing training may be a useful element of agency training, if it is well managed and supervised. The goal of this training should be to keep officers up to date between formal retraining sessions. Agencies which do not have formal shift briefings, e.g., resident state troopers, deputy sheriffs, may accomplish the purpose of shift briefing training through other methods, to include in-car computers and other electronic means. To be useful to the agency, the shift briefing training program should be well structured and reflect the needs of the agency while being flexible enough to fit into a shift briefing setting. The written directive should include: planning for shift briefing training; techniques used in shift briefing training; relationships with the academy; instructional methods; instructional personnel; evaluation of shift briefing training; scheduling of training; and role of supervisors and officers (see standard 41.1.2). (O O O O)

# Standards Manual Text

Chapter	33 - Training and Career Development
Section	5 - In-Service, Shift Briefing, and Advanced Training
Standard	3 - Accreditation Training
Number	33.5.3

**33.5.3** *Agency personnel shall receive information regarding the accreditation process as follows:*

- a. to all newly hired agency personnel within thirty days after their employment begins or within thirty days after completing the recruit academy;*
- b. to all agency personnel during the self-assessment phase associated with achieving initial accreditation;  
and*
- c. to all agency personnel prior to an on-site assessment.*

**Commentary:** The intent of this standard is twofold. First, it ensures that all employees are familiar with accreditation and what it entails during the self-assessment process. Second, familiarizing new employees with the process will provide a historical perspective and emphasize the importance of accreditation to the organization. It is recommended that familiarization include the history and background of accreditation and the agency's involvement in the process, the accreditation process, the goals and objectives of accreditation, and the advantages of accreditation and its impact on the agency. Familiarization may be achieved by such means as classroom instruction, newsletter, memo, and periodic attendance by command staff at conferences of the Commission on Accreditation for Law Enforcement Agencies, Inc. (M M M M)

# Standards Manual Text

Chapter 33 - Training and Career Development  
Section 5 - In-Service, Shift Briefing, and Advanced Training  
Standard 4 - Accreditation Manager Training  
Number 33.5.4

**33.5.4** *A written directive requires agency employees assigned to the position of accreditation manager shall receive specialized accreditation manager training within one year of being appointed.*

**Commentary:** The role of accreditation manager is very specialized and requires familiarization with the accreditation process. At a minimum, the training should include information on the essential components of the process, the standards manual, file maintenance, and panel interview process. The individual selected as accreditation manager should attend at least one CALEA Conference during the self-assessment period or current award period. Agencies are urged to join and participate in Police Accreditation Coalition (PAC's) within their state or province. (O O O O)

# Standards Manual Text

Chapter	33 - Training and Career Development
Section	6 - Specialized In-Service Training
Standard	1 - Specialized Training
Number	33.6.1

**33.6.1** *A written directive identifies the assignments for which specialized training is required, and includes the following:*

- a. a description of the required training; and*
- b. retraining requirements, if any.*

**Commentary:** The agency should identify all of the functions for which both pre- and post-assignment specialized training is required. Specialized training includes supervised on-the-job training provided by the agency, training mandated by governmental authority such as training for certification as a breathalyzer operator, and training deemed necessary by the agency for the development and enhancement of the skills, knowledge, and abilities particular to the specialization, such as motorcycle units or marine patrol.

Persons responsible for crime scene processing should receive specialized criminalistics training commensurate with their duties and responsibilities. For example, DNA evidence should be collected only by persons appropriately trained.

The supervision and management of specialized functions includes responsibility for ensuring that persons assigned to the function receive adequate training and support services. **(M M M M)**

# **Standards Manual Text**

**Chapter** 33 - Training and Career Development  
**Section** 6 - Specialized In-Service Training  
**Standard** 2 - Tactical Team Training Program  
**Number** 33.6.2

**33.6.2** *If the agency participates in a tactical team, the agency requires that all personnel assigned to the team engage in training and readiness exercises.*

**Commentary:** The purpose of this standard is to ensure that tactical team members have ample opportunity to practice their special skills and develop their abilities to function effectively as a team. This is necessary because many skills are perishable and should be exercised to build and maintain proficiency. Operational simulations should be included in the training program, and if the agency also has a separate hostage negotiation team, its personnel should be required to train periodically with the tactical team. All tactical training must be documented and the records retained pursuant to standard 33.1.6. (M M M M)

# Standards Manual Text

**Chapter** 33 - Training and Career Development  
**Section** 7 - Civilian Training  
**Standard** 1 - Civilian Orientation  
**Number** 33.7.1

**33.7.1** *A written directive requires all newly appointed civilian personnel to receive information regarding:*

- a. the agency's role, purpose, goals, policies, and procedures;*
- b. working conditions and regulations; and*
- c. responsibilities and rights of employees.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 33 - Training and Career Development  
**Section** 7 - Civilian Training  
**Standard** 2 - Civilian Pre-Service and In-Service Training  
**Number** 33.7.2

**33.7.2** *A written directive identifies the civilian positions for which pre-service and in-service training is required.*

**Commentary:** The agency personnel should receive initial and on-going training commensurate with their responsibilities. Such training should stress not only the skills necessary to perform technical aspects of their jobs but also the importance of the link they provide between citizen and agency, which often shapes a citizen's opinion of the agency. **(M M M M)**

# **Standards Manual Text**

**Chapter** 33 - Training and Career Development  
**Section** 8 - Career Development  
**Standard** 1 - Career Development Personnel Training  
**Number** 33.8.1

**33.8.1** *A written directive establishes training requirements for all personnel conducting career development activities.*

**Commentary:** Personnel, such as supervisors and counselors, who are assigned to conduct career development activities should undergo a period of orientation that should provide increased knowledge and skills in at least the following areas: general counseling techniques; techniques for assessing skills, knowledge, and abilities; salary, benefits, and training opportunities of the agency; educational opportunities and incentive programs; awareness of the cultural background of ethnic groups in the program; record-keeping techniques; career development programs of other jurisdictions; and availability of outside resources. (O O O O)

# **Standards Manual Text**

**Chapter** 33 - Training and Career Development  
**Section** 8 - Career Development  
**Standard** 2 - Skill Development Training Upon Promotion  
**Number** 33.8.2

**33.8.2** *The agency provides job related training to all newly promoted personnel.*

**Commentary:** Such training should be commensurate with their new duties and should take place either prior to promotion or within the first year following promotion. (M M M M)

# **Standards Manual Text**

**Chapter** 33 - Training and Career Development  
**Section** 8 - Career Development  
**Standard** 3 - Career Development Program  
**Number** 33.8.3

**33.8.3** *A written directive describes the agency's career development program.*

**Commentary:** The agency should assist employees in planning their career paths through the utilization of formal schooling opportunities and law enforcement related training courses to improve their skills, knowledge, and abilities. (O O O O)

# Standards Manual Text

Chapter	34 - Promotion
Section	1 - Professional and Legal Requirements
Standard	1 - Agency Role
Number	34.1.1

**34.1.1** *A written directive defines the agency's role in the promotion process for sworn personnel.*

**Commentary:** The law enforcement agency may rely upon a state or local civil service commission or other public or private external organization to administer or provide one or more elements of the process in accordance with legal, professional, and administrative requirements. Where a centralized personnel agency exists, the directive should govern the responsibilities retained by the law enforcement agency's chief executive officer for the promotion of personnel. The agency should have a role in the development of the measurement instruments that are used in determining the skills, knowledge, and abilities of employees for positions. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>34 - Promotion</b>
<b>Section</b>	<b>1 - Professional and Legal Requirements</b>
<b>Standard</b>	<b>2 - Authority and Responsibility</b>
<b>Number</b>	<b>34.1.2</b>

**34.1.2** *A written directive vests in an identifiable position the authority and responsibility for administering the agency's role in the promotion process for sworn personnel.*

**Commentary:** Although the written directive should identify a position responsible for the administration of the promotion process, a specific person may be designated. The person identified as the administrator of the process should have the authority to manage effectively its operation and direction. If responsibility is shared with or vested in another agency, e.g., a centralized personnel department or a civil service commission, the law enforcement agency should perform appropriate liaison activities to carry out the process. Even when authority is shared, the law enforcement agency should maintain the primary responsibility for certain key activities, such as oral interviews, promotions, and administration of all employees' probationary periods. **(M M M M)**

# Standards Manual Text

Chapter	34 - Promotion
Section	1 - Professional and Legal Requirements
Standard	3 - Promotional Process Described
Number	34.1.3

**34.1.3** *A written directive describes the procedures used for each element of the promotion process for sworn personnel, including those for:*

- a. evaluating the promotional potential of candidates;*
- b. administering written tests, if any;*
- c. using assessment centers, if any;*
- d. conducting oral interviews prior to appointment to probationary status;*
- e. providing procedures for review and appeal of results for each promotional element by candidates;*
- f. establishing procedures for reapplication, if any;*
- g. determining promotional eligibility for vacancies where lateral entry is permitted, if any; and*
- h. security of promotional materials.*

**Commentary:** The directive should describe all elements and procedures used in each promotional process and may be incorporated within a comprehensive personnel management or general policy and procedures manual.

Promotion potential ratings may replace or supplement on-the-job performance evaluations and may be used to determine an employee's initial eligibility for promotion or for ranking candidates on a list. Written examinations (including answer keys, cut-off scores, passing points, and/or numerical rankings) may be administered for each classification, position, or rank. Promotional criteria for lateral entry may include both eligibility qualifications and formal procedures for carrying out the process. Oral interviews should include uniform questions and rating scales and assess a defined set of personal attributes; the interview results should be recorded on a standardized form.

The right of candidates to review and challenge all aspects of the promotion process is an integral part of the process itself. Candidates should be allowed to review and appeal all scores and evaluations related to their performance in the process to ensure fairness and impartiality. The administrative review and appeal process may be conducted by individuals from within and outside the agency. An impartial review and appeal process should reduce or eliminate litigations. (M M M M)

# Standards Manual Text

Chapter	34 - Promotion
Section	1 - Professional and Legal Requirements
Standard	4 - Job Relatedness
Number	34.1.4

**34.1.4** *All elements used to evaluate candidates for sworn personnel for promotion are job-related and nondiscriminatory.*

**Commentary:** The intent of this standard is to ensure that candidates are evaluated by a promotion process that measures traits or characteristics that are a significant part of the job. It is not sufficient for an agency to merely say in a directive that its procedures are job related. However, there are a variety of means by which job-relatedness can be shown.

An agency may choose, for example, to demonstrate that an oral examination measures traits that are shown by the job analysis to be significant or necessary to perform the job. An assessment center may be shown to measure the performance of tasks or skills that the job description has shown to be essential job functions (see Chapter 21 regarding job analysis and job descriptions).

The agency may also demonstrate job-relatedness by validation of a testing element. For example, an agency may demonstrate statistically that a written test is a predictor of future job success by correlating test scores with the performance of individuals on the job. If high test scores can be associated with individuals that are successful, and vice versa, then the process may be legally considered a valid means of measurement if the correlation is statistically significant. Agencies will normally need competent professional assistance from personnel specialists before undertaking a validation study of this type. Many commercially available tests have done validation studies that may be helpful to an agency.

Nothing in this standard should be interpreted as preventing an agency from using a combination of methods to document the job-relatedness of its promotion process. The goal of this standard is to ensure that the agency has the documentation necessary to make a logical and persuasive case in the event of a legal challenge and that the elements of the promotion process measure skills, knowledge, abilities, and traits needed to perform that job.  
(M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>34 - Promotion</b>
<b>Section</b>	<b>1 - Professional and Legal Requirements</b>
<b>Standard</b>	<b>5 - Promotional Announcement</b>
<b>Number</b>	<b>34.1.5</b>

**34.1.5** *The agency provides sworn personnel with a written announcement of the promotional process.*

**Commentary:** Announcements should be posted prominently and in a timely fashion and be augmented by periodic verbal reminders at staff meetings, conferences, and shift briefing sessions. A concise description of the vacancy should be provided, including the salary and the duties, responsibilities, skills, knowledge, and abilities required. Eligibility should be established during a formal qualifying period that continues until the closing date of the announcement, until the closing date for submitting a completed application, or until the date of the first scored part of the process, e.g., for a written examination. The description of the promotion process should be as detailed as is necessary to indicate clearly to candidates what they can expect. Information should include expected duration of the entire process; format, length, and duration of the written examination, if any; a summary of the role of the oral interview; cut-off scores on written and oral evaluations; a description of the assessment center, if any; and the numerical weight assigned to each element of the process. **(M M M M)**

# Standards Manual Text

**Chapter** 34 - Promotion  
**Section** 1 - Professional and Legal Requirements  
**Standard** 6 - Eligibility Lists  
**Number** 34.1.6

**34.1.6** *A written directive establishes criteria and procedures for the development and use of eligibility lists, if any, for sworn positions to include, at a minimum:*

- a. the numerical weight, if any, assigned to each eligibility requirement;*
- b. the system of ranking eligible candidates on the lists;*
- c. time-in-grade and/or time-in-rank eligibility requirements, if any;*
- d. the duration of the lists; and*
- e. the system for selecting names from the lists.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 34 - Promotion  
**Section** 1 - Professional and Legal Requirements  
**Standard** 7 - Promotional Probation  
**Number** 34.1.7

**34.1.7** *In the absence of controlling legislation, a written directive requires at least a six-month probationary period for all sworn personnel who are promoted, with any exceptions defined.*

**Commentary:** The agency should include a probationary period among the final steps in the process to ensure newly promoted employees can assume the duties and responsibilities of the new positions, an intent consistent with selection procedures for entry-level officers. Employees on probation should be closely observed and evaluated frequently. Unsatisfactory performance should be identified and corrected early through counseling, training, or other suitable personnel actions to safeguard against the promotion of employees beyond their capabilities. Exceptions while rare may occur. The agency's written directive should include criteria necessary to exempt a newly promoted officer from this requirement. (M M M M)

# Standards Manual Text

Chapter	35 - Performance Evaluation
Section	1 - Administration
Standard	1 - Performance Evaluation System
Number	35.1.1

**35.1.1** *A written directive defines the agency's performance evaluation system and includes, at a minimum:*

- a. measurement definitions;*
- b. procedures for use of forms;*
- c. rater responsibilities; and*
- d. rater training.*

**Commentary:** A central personnel agency may or may not incorporate performance evaluation as part of its overall management activities. Where it does, some features of the evaluation system may not suit the needs of the law enforcement agency. Although policies and procedures may be developed by a centralized agency, it remains the responsibility of the chief executive officer to adapt and amplify those guidelines to meet the agency's needs. (M M M M)

# Standards Manual Text

Chapter            35 - Performance Evaluation  
Section            1 - Administration  
Standard          2 - Annual Evaluation  
Number            35.1.2

**35.1.2** *A written directive requires a performance evaluation of each full-time employee and reserve officer be conducted and documented at least annually with the exception of the agency CEO, constitutionally elected officials, or those employees exempted by controlling legislation.*

**Commentary:** The purposes of performance evaluation are to standardize the nature of the personnel decision making process, ensure the public that the agency's personnel are qualified to carry out their assigned duties, and provide job incumbents with necessary behavior modification information to allow them to maintain behaviors that are appropriate from the agency's standpoint and to eliminate inappropriate behaviors. Agencies are encouraged to evaluate part-time employees. **(M M M M)**

# **Standards Manual Text**

**Chapter** 35 - Performance Evaluation  
**Section** 1 - Administration  
**Standard** 3 - Quarterly Evaluation of Probationary Employees  
**Number** 35.1.3

**35.1.3** *A written directive requires a written performance evaluation report on all entry-level probationary employees and reserve officers at least quarterly.*

**Commentary:** A separate set of criteria is important in the rating of personnel on probation in order to determine, at the earliest point, their suitability for the current position. The principal objective of supervisors rating probationary employees is to ascertain whether they can actually perform the required functions. Performance should be closely monitored and written evaluations should be a part of this process. (M M M M)

# **Standards Manual Text**

**Chapter** 35 - Performance Evaluation  
**Section** 1 - Administration  
**Standard** 4 - Evaluation Criteria  
**Number** 35.1.4

**35.1.4** *Criteria used for performance evaluation are specific to the assignment of the employee during the rating period.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	35 - Performance Evaluation
Section	1 - Administration
Standard	5 - Evaluation Period
Number	35.1.5

**35.1.5** *A written directive concerning the personnel evaluation system requires:*

- a. the evaluation of the employee's performance covers a specific period;*
- b. explanatory comments when performance ratings are unsatisfactory or outstanding;*
- c. that each performance evaluation report is reviewed and signed by the rater's supervisor;*
- d. that the employee will be given the opportunity to sign and make written comments to supplement the completed performance evaluation report;*
- e. that a copy of the completed evaluation report be provided to the employee,*
- f. an appeal process for contested evaluation reports; and*
- g. retention of performance evaluation reports.*

**Commentary:** Evaluation reports may be regular periodic reports or interim reports for varying reasons. The actual dates covered by the evaluation, shown on the face of the report, are required to provide a continuity of the record of performance during a specified period. Performance of the employee prior to or following the rating period should be excluded from the rating for that period. Raters should be prepared to substantiate ratings in the lowest or highest categories and give specific reasons for the ratings through a narrative comment.

Each evaluation report on an employee's performance should be read and understood by the employee. The signature should indicate only that the employee has read the report and should not imply agreement or disagreement with the contents. If the employee refuses to sign, the supervisor should so note and record the reason or reasons, if given.

The retention schedule should be consistent with applicable legislation or civil service regulations. Where these do not exist, a period of three years is recommended. (M M M M)

# Standards Manual Text

**Chapter** 35 - Performance Evaluation  
**Section** 1 - Administration  
**Standard** 6 - Unsatisfactory Performance  
**Number** 35.1.6

**35.1.6** *A written directive requires that non-probationary employees be advised in writing whenever their performance is deemed to be unsatisfactory and that the written notification be given to them at least 90 days prior to the end of the annual rating period.*

**Commentary:** The supervisor should be prepared to substantiate ratings at the unsatisfactory level, to advise the employee of unsatisfactory performance, and to define actions that should be taken to improve his or her performance. If unsatisfactory performance continues, this information should be included in the evaluation report at the end of the 90-day period. Some flexibility concerning the 90-day period is allowable if the spirit of the standard is observed. **(M M M M)**

# Standards Manual Text

Chapter 35 - Performance Evaluation  
Section 1 - Administration  
Standard 7 - Employee Counseling  
Number 35.1.7

**35.1.7** *A written directive requires that each employee be counseled at the conclusion of the rating period, to include the following areas:*

- a. results of the performance evaluation just completed;*
- b. level of performance expected, rating criteria or goals for the new reporting period; and*
- c. career counseling relative to such topics as advancement, specialization, or training appropriate for the employee's position.*

**Commentary:** The intent of this standard is to ensure that at least once each year, the immediate supervisor of each employee provides feedback regarding employee performance. It is critical that counseling of this type include both a review of performance over the prior rating period and, as a matter of fairness to the employee, an indication of the expectations for the upcoming reporting period. This is also an appropriate time to review the employee's career goals within the agency. However, nothing in this standard should be interpreted as requiring that these items be completed in one single session by the same supervisor. Agencies have flexibility in complying with this standard, and may, for example, conduct career counseling activities at a separate time by specialists in this area. (M M M M)

# **Standards Manual Text**

**Chapter** 35 - Performance Evaluation  
**Section** 1 - Administration  
**Standard** 8 - Rater Evaluation  
**Number** 35.1.8

**35.1.8** *A written directive requires raters to be evaluated by their supervisors regarding the quality of ratings given employees.*

**Commentary:** Supervisors should evaluate raters regarding the fairness and impartiality of ratings given, their participation in counseling rated employees, and their ability to carry out the rater's role in the performance evaluation system. The supervisor should ensure that the raters apply ratings uniformly. (O O O O)

# Standards Manual Text

Chapter	35 - Performance Evaluation
Section	1 - Administration
Standard	9 - Personnel Early Warning System
Number	35.1.9

**35.1.9** *A written directive establishes a Personnel Early Warning System to identify agency employees who may require agency intervention efforts. The system shall include procedures for:*

- a. provisions to initiate a review based on current patterns of collected material;*
- b. agency reporting requirements of conduct and behavior;*
- c. documented annual evaluation of the system;*
- d. the role of first and second level supervision;*
- e. remedial action; and*
- f. some type of employee assistance such as a formal Employee Assistance Program, peer counseling, etc.*

**Commentary:** A comprehensive Personnel Early Warning System is an essential component of good discipline in a well-managed law enforcement agency. The early identification of potential problem employees and a menu of remedial actions can increase agency accountability and offer employees a better opportunity to meet the agency's values and mission statement.

The agency's Personnel Early Warning System should be initiated when certain types of incidents occur and there should be an evaluation of collected material. Such material may include, but not necessarily be limited to: agency performance evaluations, citizen complaints, disciplinary actions, use of force incidents, internal affairs, supervisory and employee reports such as workmen's compensation claims, and traffic accidents.

The agency should not be faced with investigating an employee for a serious case of misconduct only to find there was an escalating pattern of less serious misconduct, which could have been abated through intervention. The failure of the agency to develop a comprehensive Personnel Early Warning System can lead to the erosion of public confidence in the agency's ability to investigate itself, while putting the public and agency employees in greater risk of danger.

A Personnel Early Warning System should include options and reviews available through use of force reporting (Subchapter 1.3, Use of Force), the disciplinary system (Chapter 26, Disciplinary Procedures), employee assistance program (Chapter 22, Compensation, Benefits, and Conditions of Work) and Internal Affairs (Chapter 53, Internal Affairs).

The first and second levels of supervision are crucial elements to a successful Personnel Early Warning System and should be emphasized in the agency's procedures. **(O O M M)**

# Standards Manual Text

Chapter 41 - Patrol  
Section 1 - Administration  
Standard 1 - Shift/Beat Assignment  
Number 41.1.1

**41.1.1** *The agency has a written directive which describes:*

- a. *provisions for continuous patrol coverage;*
- b. *assignment to patrol shifts;*
- c. *frequency of shift rotation, if any;*
- d. *assignment to service areas, if any;*
- e. *frequency of service area rotation, if any; and*
- f. *determination of days off.*

**Commentary:** This standard does not require 24-hour preventive patrol, nor does it limit the flexibility of the agency to assign personnel to community-based initiatives. Rather, the intent of this standard is to ensure that on-duty personnel are available to respond for police service or, at a minimum, includes provisions for concurrent jurisdictional coverage in the event that the agency cannot provide 24-hour coverage. As a consequence, a method for assigning available officers to shifts, service areas, and days off should be developed and followed consistently. A uniform procedure helps to ensure impartiality in the process. However, agency management should retain the final authority to assign officers to shifts and service areas in order to provide effective coverage, ensure accountability, and achieve organizational goals and objectives. (M M M M)

# **Standards Manual Text**

**Chapter** 41 - Patrol  
**Section** 1 - Administration  
**Standard** 2 - Shift Briefing  
**Number** 41.1.2

**41.1.2** *A written directive describes the agency's method for shift briefing.*

**Commentary:** Shift briefing can accomplish the following basic tasks: briefing officers with information regarding daily patrol activity, with particular attention given to unusual situations, potential and actual police hazards, changes in the status of wanted persons, stolen vehicles, major investigations, and information regarding relevant community-based initiatives; notifying officers of changes in schedules and assignments; and notifying officers of new directives or changes in directives. If officers do not report for duty to a facility, e.g., resident state troopers, duty sheriffs, some form of pre-shift contact or briefing should be accomplished by other means. (M M M M)

# Standards Manual Text

Chapter 41 - Patrol  
Section 1 - Administration  
Standard 3 - Special-Purpose Vehicles  
Number 41.1.3

**41.1.3** *A written directive governs the operation of agency-owned or controlled special-purpose vehicles, and includes the following provisions for each kind of vehicle:*

- a. authorization, conditions, and limitations of usage;*
- b. qualifications and training for personnel assigned to operate the vehicle;*
- c. designation of the person or position responsible for the condition and maintenance of the vehicle; and*
- d. a listing of equipment, if any, to be kept in or on the vehicle.*

**Commentary:** For the purpose of this standard, a special purpose vehicle is a vehicle that requires special training or authorization for deployment. This includes, but is not limited to, SWAT trucks, bomb disposal vehicles, mobile command posts, aircraft, watercraft, and motorcycles. Bicycles, all-terrain vehicles, snowmobiles, and *Segways* may fall under the definition of a special purpose vehicle if the agency or law requires licensing or training prior to use. (M M M M)

# Standards Manual Text

**Chapter** 41 - Patrol  
**Section** 1 - Administration  
**Standard** 4 - Agency Animals  
**Number** 41.1.4

**41.1.4** *A written directive governs agency-owned or controlled animals(s), and includes the following provisions for each kind of animal:*

- a. authorization, conditions, and limitations on usage;*
- b. qualifications and training for personnel assigned to control the animal(s);*
- c. designation of the person or position responsible for the care of the animal(s); and*
- d. a listing of equipment required for each type of animal.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter 41 - Patrol  
Section 2 - Operations  
Standard 1 - Responding Procedures  
Number 41.2.1

**41.2.1** *A written directive establishes procedures for responding to routine and emergency calls, and includes guidelines for the use of authorized emergency equipment.*

**Commentary:** At a minimum, the agency should classify calls for service as routine or emergency. These classifications should designate when emergency lights and siren should be used and when traffic laws should be observed. The directive should address high-speed driving conditions and restrictions when responding to emergency calls. The procedure should also address the responsibility of responding officers, dispatchers, and supervisors while responding to emergency calls. Guidelines for emergency equipment use during routine activities, such as stopping traffic violators, assisting motorists, and parking on/off roadways, may be included (see standard 61.1.7). **(M M M M)**

# Standards Manual Text

Chapter	41 - Patrol
Section	2 - Operations
Standard	2 - Pursuit of Motor Vehicles
Number	41.2.2

**41.2.2** *A written directive governs pursuit of motor vehicles, to include:*

- a. evaluating the circumstances;*
- b. initiating officer's responsibilities;*
- c. designating secondary unit's responsibilities;*
- d. specifying roles and restrictions pertinent to marked, unmarked, or other types of police vehicle involvement in the pursuit;*
- e. assigning dispatcher's responsibilities;*
- f. describing supervisor's responsibilities;*
- g. specifying when to terminate pursuit;*
- h. engaging in inter and intrajurisdictional pursuits involving personnel from the agency and/or other jurisdictions;*
- i. requiring a written report and an administrative review of each pursuit; and*
- j. conducting an annual, documented analysis of those reports.*

**Commentary:** The agency should have clear-cut policies and procedures for pursuits. All sworn personnel should be provided with this written directive. Agencies may wish to consider frequent discussion and review of these policies/procedures during shift briefings and/or in-service training sessions.

A review of incidents involving vehicle pursuits may reveal patterns or trends that indicate training needs and/or policy modifications. (M M M M)

# Standards Manual Text

Chapter	41 - Patrol
Section	2 - Operations
Standard	3 - Roadblocks and Forcible Stopping
Number	41.2.3

**41.2.3** *A written directive addresses roadblocks and forcible stopping, to include:*

- a. describing circumstances warranting their use;*
- b. specifying procedures for implementation;*
- c. requiring training in the use of agency-authorized roadblocks and forcible stopping techniques;*
- d. defining supervisory responsibilities; and*
- e. requiring a written report and an administrative review of each such incident.*

**Commentary:** The extreme dangers inherent in the use of roadblocks and forcible stopping mandate guidelines for their use. The directive should specify the types of roadblocks or forcible stopping techniques authorized for use, e.g., moving, fixed, circle system, roadway barriers, "road spikes," pursuit interruption techniques, and the circumstances justifying their use, e.g., to stop a fleeing felon. Standard 1.3.2 is cross-referenced to this standard. Compliance with bullet e can be shown if the use of a roadblock or forcible stopping technique was reported and reviewed as part of pursuit pursuant to Standard 41.2.2, bullet (j). **(M M M M)**

# **Standards Manual Text**

**Chapter** 41 - Patrol  
**Section** 2 - Operations  
**Standard** 4 - Notification Procedures  
**Number** 41.2.4

**41.2.4** *A written directive specifies the circumstances and establishes procedures for first responder notifications in emergency situations.*

**Commentary:** Agency procedures should address notification by first responder units of such agencies or persons as are appropriate to the situation. This could include, but would not necessarily be limited to, notification of police supervisory personnel, emergency medical services, fire service, the medical examiner/coroner, street/highway department personnel, public utilities personnel, and the news media. (M M M M)

# Standards Manual Text

**Chapter** 41 - Patrol  
**Section** 2 - Operations  
**Standard** 5 - Missing Persons  
**Number** 41.2.5

**41.2.5** *A written directive provides procedures for reporting and investigating adult missing persons which include, at a minimum:*

- a. initial description and information to be gathered;*
- b. dissemination of collected information;*
- c. entry and removal of the information in the appropriate criminal justice information system;*
- d. follow-up contact with the reporting persons;*
- e. follow-up investigation and search; and*
- f. any special considerations applicable to critically missing or at-risk persons.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter 41 - Patrol  
Section 2 - Operations  
Standard 6 - Missing Children  
Number 41.2.6

**41.2.6** *The agency has a written directive concerning missing children, including runaway, abandonment, abducted, or other missing status, that includes the following:*

- a. a policy statement concerning missing or unidentified children;*
- b. criteria for supervisory notification;*
- c. information required for immediate notification of appropriate inter- and intra-agency coordination;*
- d. criteria for activation of AMBER Alert Systems or other public notification;*
- e. responsibilities of call takers, first responders, supervisors, and investigators; and*
- f. follow-up responsibilities.*

**Commentary:** The directive should consider the notification of appropriate agencies and their responsibilities for inter- and intra-agency support, such as federal law enforcement, social services, and the media. Systematic searches are common features of missing child investigations.

The National Child Search Assistance Act of 1990 mandates law enforcement's immediate response to reports of missing children, and the prompt entry of descriptive information into the NCIC missing persons file.

Agencies should insure that they include the use of the local or statewide America's Missing Broadcast Emergency Response (AMBER) Plan (or their jurisdiction's version of this plan) in their procedures for responding to children who are victims of non-family abductions.

Proper recovery and case closure may need to involve more than just notifying proper authorities and clearing NCIC entries. Based upon post-recovery interviews with the victims, additional investigation could lead to the discovery of further serious offenses committed, or permitted by adults, associated with the missing children. Detailed information and recommended policies and procedures are available from the National Center for Missing & Exploited Children, the IACP National Law Enforcement Policy Center, and the International Center for Missing & Exploited Children. (M M M M)

# Standards Manual Text

Chapter 41 - Patrol  
Section 2 - Operations  
Standard 7 - Mental Illness  
Number 41.2.7

**41.2.7** *The agency has a written directive regarding the interaction of agency personnel with persons suspected of suffering from mental illness that addresses:*

- a. *guidelines for the recognition of persons suffering from mental illness;*
- b. *procedures for accessing available community mental health resources;*
- c. *specific guidelines for sworn officers to follow in dealing with persons they suspect are mentally ill during contacts on the street, as well as during interviews and interrogations;*
- d. *documented entry level training of agency personnel; and*
- e. *documented refresher training at least every three years.*

**Commentary:** The intent of this standard is to require that the agency provide guidance to its personnel in dealing with persons suspected of being mentally ill. While the most serious consequences of officer interactions with the mentally ill are altercations or armed confrontations, other agency personnel who may come in contact with the public need guidance and training in dealing with the mentally ill.

Agency directives should be developed in collaboration with mental health professionals, who can train or assist the agency with training. Training should include access to the court system and applicable case law. The training should be reviewed and/or updated at least every three years. This training may be addressed for officers in the required use of force training (standard 1.3.11) or annual training (standard 33.5.1) and for all personnel during shift training (standard 33.5.2), or other in-service program.

This directive should be cross-referenced with the agency's directives addressing detainee transportation (Chapter 70) and regarding receiving screening information (standard 72.6.3).

Alternatives to arrest (standard 1.2.6) should be considered to ensure the best treatment options are used and to keep those with mental illness out of the criminal justice system. **(M M M M)**

# Standards Manual Text

Chapter 41 - Patrol  
Section 3 - Equipment  
Standard 1 - Patrol Vehicles Lights,Sirens  
Number 41.3.1

**41.3.1** *Vehicles used in routine or general patrol service, whether conspicuously marked or unmarked, must be equipped with operational emergency lights and a siren.*

**Commentary:** Conspicuously marked patrol cars are readily identified as law enforcement agency vehicles from every view and from a long distance, even at night. Conspicuous marking increases safety, serves as a warning to potential violators, and provides citizens with a feeling of security. Markings, if used, should include exterior mounted emergency lights (such as those mounted on rooftop light bars), the agency's name, the emergency telephone number, and reflective materials placed on the sides and rear of the vehicle, such as reflective striping, lettering, or decals.

It is also recommended that patrol cars be equipped with a public address speaker, exterior spotlights, and alley lights. **(M M M M) Compliance may be OBSERVED.**

# **Standards Manual Text**

**Chapter** 41 - Patrol  
**Section** 3 - Equipment  
**Standard** 2 - Equipment Specification/Replenishment  
**Number** 41.3.2

**41.3.2** *A written directive specifies the equipment to be included in every patrol vehicle and establishes a system to ensure replenishment of supplies for operational readiness.*

**Commentary:** The amount and type of equipment carried in patrol vehicles depends on the mission of the agency and its patrol officers. Items such as a first-aid kit, equipment for protection against transmission of blood-borne pathogens, blankets, flares, reflective cones, tape measure, accident and criminal investigation equipment and reports, fire extinguisher, and other equipment are often needed by a patrol officer to handle emergencies and preliminary investigations effectively. The agency may determine its needs. However, the equipment decided upon should be specified by kind and amount, be uniformly available in all vehicles, and available for use. Check-off lists or inspection forms can aid officers and supervisors with ensuring that vehicles are properly stocked, as well as proving compliance with this standard. **(M M M M)**

# Standards Manual Text

Chapter 41 - Patrol  
Section 3 - Equipment  
Standard 3 - Occupant Safety Restraints  
Number 41.3.3

**41.3.3** *A written directive specifies the requirements for the use of occupant safety restraint devices in every vehicle.*

**Commentary:** The use of seat belts can have a significant effect in reducing the number of deaths and the severity of injuries resulting from traffic crashes and assist officers in maintaining proper control of their vehicles during pursuit or emergency high speed operations. The directive should require use of occupant safety restraining devices, including the use of child-safety restraints as applicable. This standard applies to all vehicles normally equipped with factory-installed occupant safety restraining devices (see standard 70.2.1 for exceptions). **(M M M M)**

# **Standards Manual Text**

**Chapter** 41 - Patrol  
**Section** 3 - Equipment  
**Standard** 4 - Authorized Personal Equipment  
**Number** 41.3.4

**41.3.4** *A written directive designates the specifications for all authorized personal equipment and apparel not issued by the agency to be worn by uniformed personnel.*

**Commentary:** The agency should determine the specifications and authorize all personal equipment and apparel, not issued by the agency, used/worn by uniformed personnel to ensure uniformity and prevent use of unauthorized or substandard items. (O O O O)

# **Standards Manual Text**

**Chapter** 41 - Patrol  
**Section** 3 - Equipment  
**Standard** 5 - Protective Vests  
**Number** 41.3.5

**41.3.5** *The agency makes available protective vests for all sworn personnel and establishes written guidelines for the wearing and availability of those vests.*

**Commentary:** The wearing of protective vests is important to officer safety. Protective vests should afford protection consistent with the threat to which officers are exposed. Possible reasons for not wearing protective vests could include, but are not necessarily limited to, excessively warm weather conditions, the regular assignment of patrol personnel to non-line duties, etc. Protective vests donated to the agency, or provided by other means, meet the requirement of the standard.

For reasons of proper fit and hygiene, it is strongly recommended that the agency provide a vest for each of its' sworn personnel. This does not preclude an agency from placing exterior armor (one size fits all) in each of its cars for use by the vehicle operator(s). **(M M M M)**

# Standards Manual Text

Chapter 41 - Patrol  
Section 3 - Equipment  
Standard 6 - Protective Vests/Pre-Planned, High Risk Situations  
Number 41.3.6

**41.3.6** *A written directive requires the wearing of protective vests by personnel engaged in pre-planned, high-risk situations as defined by the agency.*

**Commentary:** The intent of the standard is to require that personnel involved in the execution of high-risk tactical duties are required to wear agency provided protective vests whenever discharging those responsibilities, regardless of exceptions that may have been delineated under agency guidelines meeting standard 41.3.5. Examples of high-risk tactical situations include, but are not necessarily limited to planned warrant execution, drug raids, etc. (M M M M)

# Standards Manual Text

Chapter 41 - Patrol  
Section 3 - Equipment  
Standard 7 - Mobile Data Access  
Number 41.3.7

**41.3.7** *If the agency has computerized mobile data access capabilities or other similar technologies, a written directive establishes procedures for its use, to include:*

- a. the unauthorized introduction of software programs or other files; or*
- b. the manipulation or alteration of current software running on agency-owned mobile, desktop or handheld computers.*

**Commentary:** The intent of the standard is to cause agencies to develop procedures for the system's access, use, and security for its servers, workstations, mobile systems, or handheld devices either hardwired or connected wirelessly, to the agency's computer system. Procedures should consider the system's sophistication. Issues of system access, password security, and administrative security inspections will be determined by the individual system and database access capabilities of that system. (M M M M)

# Standards Manual Text

Chapter 41 - Patrol  
Section 3 - Equipment  
Standard 8 - In-Car Audio/Video  
Number 41.3.8

**41.3.8** *If in-car audio or video recording systems are used, a written directive establishes guidelines for the following:*

- a. situations for use;*
- b. data security and access; and*
- c. data storage and retention schedule.*

**Commentary:** The written directive should provide direction to field personnel for the use of this technology. The products of this technology could become an important piece of evidence in any type of case and should be maintained in a way to insure the integrity of contents. When tapes become evidence, they should be treated as any other evidentiary items in accordance with standards in Chapters 83 and 84. **(M M M M)**

# **Standards Manual Text**

**Chapter** 42 - Criminal Investigation  
**Section** 1 - Administration  
**Standard** 1 - On-Call Schedule  
**Number** 42.1.1

**42.1.1** *The criminal investigation function provides 24-hour service capabilities.*

**Commentary:** In agencies in which investigators are not assigned to duty shifts throughout a 24-hour period or on weekends, the criminal investigation function should establish an on-call investigator duty roster, which is furnished to the communications center and the commander of the patrol force. (M M M M)

# Standards Manual Text

**Chapter** 42 - Criminal Investigation  
**Section** 1 - Administration  
**Standard** 2 - Case-Screening System  
**Number** 42.1.2

**42.1.2** *The agency uses a case-screening system and specifies the criteria for continuing and/or suspending an investigative effort.*

**Commentary:** The objective of case screening is to assign available personnel to those investigations that have the best chance of being resolved. The written directive should specify how such screening is to be conducted, by whom, and what criteria (solvability factors) should be used. Screening of preliminary investigative information should assist in the decision on whether a follow-up investigation should be made.

The decision about the extent of follow-up or the suspension of investigative efforts should be made at a management level. Adherence to this standard should provide law enforcement administrators with improved management control over the productivity of investigations. Decision-making involves the continued application of solvability and degree-of-seriousness factors plus operational input from periodic reporting by investigators on the progress of assigned cases. Suspension criteria may include lack of further leads or solvability factors, unavailability of investigative resources, and/or insufficient degree of seriousness. Unsolved homicides and other serious crimes deserve consideration for cold case investigative efforts. Cold case investigations can increase the agency's success rate, often with minimal resources. Larger agencies may staff a full-time cold case investigation unit for this purpose.

Cases requiring specialized skills, knowledge, or ability should be assigned to those personnel having that expertise. This does not preclude others from assisting but should discourage the perfunctory assignment of personnel based on a rotation or other criteria-free system. A practice of assigning a single person as the "principal investigator" for each case is encouraged. This, too, does not preclude the assignment of more than one person to an investigation but is designed to place accountability for each case. (O O O O)

# Standards Manual Text

**Chapter** 42 - Criminal Investigation  
**Section** 1 - Administration  
**Standard** 3 - Case File Management  
**Number** 42.1.3

**42.1.3** *A written directive establishes a system of case file management for the criminal investigation function, to include:*

- a. a case status control system;*
- b. administrative designators for each case;*
- c. types of records to be maintained;*
- d. accessibility to the files; and*
- e. procedures for purging files.*

**Commentary:** A system for case status control should be established to specify information that should be recorded for each case, such as investigator assigned, date assigned, case number, and report due date. Administrative designations such as “open,” “suspended,” and “closed” are also recommended for assisting internal case management and control.

Case files should be maintained on all cases in which investigative activities are ongoing. The case files provide an immediate information resource to investigators. The case files should contain a copy of preliminary investigative reports (all originals should be maintained in central records), records of statements, results of examinations of physical evidence, case status reports, and other reports and records needed for investigative purposes. These files should be consolidated into the central records system when the case is suspended or closed. (M M M M)

# **Standards Manual Text**

**Chapter** 42 - Criminal Investigation  
**Section** 1 - Administration  
**Standard** 4 - Accountability, Preliminary/Follow-Up Investigations  
**Number** 42.1.4

**42.1.4** *A written directive specifies accountability for conducting preliminary and follow-up criminal investigations.*

**Commentary:** To assign responsibility and to establish investigative continuity, a written directive should define which element of the agency is to accomplish the preliminary and/or follow-up investigation for various categories of incidents. (O O O O)

# Standards Manual Text

Chapter           42 - Criminal Investigation  
Section           1 - Administration  
Standard         5 - Habitual/Serious Offenders  
Number          42.1.5

**42.1.5** *A written directive requires the following:*

- a. specification of criteria designating certain individuals as habitual/serious offenders;*
- b. identification of all cases in which a designated habitual/serious offender is a party; and*
- c. notification to the prosecuting agency of such cases.*

**Commentary:** The directive should propose a process for identifying cases in which habitual or serious offenders play a role and for establishing criteria for handling such cases. Liaison with the prosecutor's office is very important in ensuring the success of a coordinated career criminal approach. (O O O O)

# Standards Manual Text

Chapter 42 - Criminal Investigation  
Section 1 - Administration  
Standard 6 - Criminal Intelligence  
Number 42.1.6

**42.1.6** *If the agency collects intelligence information not specifically related to a current criminal investigation, a written directive ensures the legality and integrity of this process, to include:*

- a. procedures for ensuring information collected is limited to criminal conduct or relates to activities that present a threat to the community;*
- b. procedures for the safeguarding and secure storage of this information;*
- c. methods for purging out-of-date or incorrect information; and*
- d. procedures for the utilization of intelligence personnel and techniques.*

**Commentary:** The intent of this standard is to document agency accountability for the collection of intelligence information not directly related to current criminal investigations.

Intelligence-gathering activities are important in all agencies, regardless of size. Certain essential activities should be accomplished, to include a procedure that permits the continuous flow of raw data into a central point from all sources; a secure records system in which evaluated data are properly cross referenced to reflect relationships and to ensure complete and rapid retrieval; a system of analysis capable of developing intelligence from both the records system and other data sources; and a system for dissemination of information to appropriate components. Activities should include information gathering, analysis, and dissemination to the appropriate functions/components and should avoid indiscriminate collection or distribution.

The sensitive nature of intelligence files may require that they be maintained separately from other agency records to prevent compromise and protect the integrity of the system. If the intelligence function is performed by an individual with other responsibilities, e.g., CEO, deputy chief, or as an activity of a larger function (criminal investigations), the separation and security intentions of this standard should still apply. If the agency maintains a confidential fund for these activities, control and management of the fund should comply with all applicable standards in Chapter 17. (M M M M)

# Standards Manual Text

Chapter 42 - Criminal Investigation  
Section 2 - Operations  
Standard 1 - Preliminary Investigations Steps  
Number 42.2.1

**42.2.1** *A written directive establishes steps to be followed in conducting preliminary investigations, to include:*

- a. observing all conditions, events, and remarks;*
- b. locating and identifying witnesses;*
- c. maintaining and protecting the crime scene and arranging for the collection of evidence; and*
- d. interviewing the complainant, witnesses, and suspects.*

**Commentary:** A properly conducted and documented preliminary investigation may be sufficient to bring the case to a satisfactory conclusion, thus obviating the need for a follow-up investigation. The investigation usually includes the following tasks: (1) providing aid to the injured; (2) protecting the crime scene to ensure that evidence is not lost or contaminated; (3) determining whether an offense has actually been committed and, if so, the exact nature of the offense; (4) determining the identity of the suspect or suspects and effecting an arrest if it can be accomplished either at the scene or through immediate pursuit; (5) furnishing other field units, through the communications system, descriptions, method, and direction of flight, and other relevant information concerning wanted persons or vehicles; (6) obtaining complete identification of all witnesses; (7) determining what information is known by the victims and witnesses; (8) arranging for the collection of evidence; (9) determining in detail the exact circumstances of the offense; (10) obtaining written statements from victims, witnesses, and if legally possible, from the suspect; and (11) accurately and completely recording all pertinent information on prescribed report forms. The standard is not intended to preclude the officer conducting the preliminary investigation from being assigned to the follow-up investigation. **(M M M M)**

# Standards Manual Text

Chapter	42 - Criminal Investigation
Section	2 - Operations
Standard	2 - Follow-Up Investigations Steps
Number	42.2.2

**42.2.2** *A written directive establishes steps to be followed in conducting follow-up investigations to include, at a minimum:*

- a. reviewing and analyzing all previous reports prepared in the preliminary phase, departmental records, and results from laboratory examinations;*
- b. conducting additional interviews and interrogations;*
- c. seeking additional information (from uniformed officers, informants);*
- d. planning, organizing, conducting searches, and collecting physical evidence;*
- e. identifying and apprehending suspects;*
- f. determining involvement of suspects in other crimes;*
- g. checking suspects' criminal histories; and*
- h. preparing cases for court presentation.*

**Commentary:** These procedures should be used only in the event they are found to be necessary. For example, every follow-up investigation may not include a search. The written directive should be intended as a guide. The investigation may include the following activities: (1) identifying and apprehending the offender; (2) collecting, preserving, analyzing, and evaluating evidence; (3) recovering stolen property; (4) interviewing victims and witnesses; (5) interrogating suspects; (6) determining in detail the exact circumstances of the offense; (7) determining if other crimes may have been committed by the suspect; (8) reporting information obtained; and (9) preparing case for court presentation.

Maintaining contact with principals in any investigation is valuable in building public confidence in the agency as well as indicating that the law enforcement officers are genuinely concerned about the welfare of the victim and other citizens associated with the case. Cross-reference with 55.2.4 (Victim/Witness Assistance). **(M M M M)**

# **Standards Manual Text**

**Chapter** 42 - Criminal Investigation  
**Section** 2 - Operations  
**Standard** 3 - Investigative Checklists  
**Number** 42.2.3

**42.2.3** *The agency provides checklists to aid in criminal investigations.*

**Commentary:** The field report, properly prepared, serves as a satisfactory checklist for most investigations. However, more complicated investigations require additional efforts, and checklists aid in ensuring that critical areas of investigation are not overlooked. (O O O O)

# **Standards Manual Text**

**Chapter** 42 - Criminal Investigation  
**Section** 2 - Operations  
**Standard** 4 - Patrol Shift Briefing Attendance  
**Number** 42.2.4

**42.2.4** *The agency has a system that provides for periodic attendance of criminal investigators at shift briefings conducted for patrol officers.*

**Commentary:** Joint shift briefings conducted for patrol and criminal investigative personnel should enhance relationships between these entities and provide for the exchange of information. (N/A O O O)

# Standards Manual Text

**Chapter** 42 - Criminal Investigation  
**Section** 2 - Operations  
**Standard** 5 - Investigative Task Forces  
**Number** 42.2.5

**42.2.5** *If agency personnel participate in formal, long term, multi-jurisdictional investigative task force(s), a written directive describes the task force activities, to include:*

- a. the purpose;*
- b. defining authority, responsibilities, and written agreements; and*
- c. evaluating results and the need for continued operation(s).*

**Commentary:** The directive may be a product of the task force or the participating agency. The criteria for the use of task forces should be specified in the directive. The kinds of offenses for which they should be used and the procedures for control and evaluation should be outlined. **(M M M M)**

# Standards Manual Text

Chapter 42 - Criminal Investigation  
Section 2 - Operations  
Standard 6 - Polygraph Examinations  
Number 42.2.6

**42.2.6** *If technical aids for the detection of deception are used, a written directive governs their use in criminal investigations. Examiners must be graduates of institutions providing training for this purpose.*

**Commentary:** The written directive should govern the use of such devices as polygraphs, voice stress analyzer, and other detection of deception equipment. The directive should also specify those persons who may be authorized to use the equipment and the conditions under which it may be used. Adherence to this standard ensures a uniform training base for all operators of technical aids for detection of deception. **(M M M M)**

# Standards Manual Text

Chapter           42 - Criminal Investigation  
Section           2 - Operations  
Standard         7 - Informants  
Number          42.2.7

**42.2.7** *A written directive specifies the procedures to be followed when using confidential informants, to include:*

- a. inclusion of informants in a master file;*
- b. content of the informant file, to include biographical and background information, criminal history record, if any, and code name or number of each informant;*
- c. maintenance and security of informant file and related codes;*
- d. other methods to protect the identity of informants;*
- e. criteria for paying informants, if applicable;*
- f. precautions to be taken with informants, generally; and*
- g. special precautions to be taken with juvenile informants.*

**Commentary:** The use of confidential informants is important to the satisfactory completion of many investigations, including patrol related investigations; drug, vice, and organized crime control functions; and intelligence functions. Procedures should be established to provide for this resource within a controlled system to avoid abuse. In some instances, agencies may promulgate policy governing use of parolees, if required by an authorizing corrections agency.

If the agency does not centralize this function, then each agency function that controls and manages informants should be responsible for compliance with this standard. Investigating officers should take additional precautions when dealing with informants of the opposite sex and with informants whose sexual preferences may make an investigation more susceptible to compromise through alleged improprieties.

A master file on informants should be maintained with an emphasis on security and rigid control of access. A single individual should be identified and given exclusive control over this file. The file should contain information on informants, to include their backgrounds, a record of transactions, and information on how they can be located. Coded information should be used in all transactions with informants, including pay. All funds maintained and used for informants should comply with all procedures in Chapter 17.

Agencies outside the United States should contact CALEA staff for special interpretation of this standard as it relates to the differences in defining the terms “informants” and “agents.” **(M M M M)**

# Standards Manual Text

Chapter 42 - Criminal Investigation  
Section 2 - Operations  
Standard 8 - Identity Crimes  
Number 42.2.8

**42.2.8** *The agency has a written directive concerning identity crime and procedures for:*

- a. taking identity crime reports;*
- b. specialized report forms, if any;*
- c. providing information and assistance to identity crime victims;*
- d. coordination of investigations with other agencies; and*
- e. providing public information on prevention of identity crime.*

**Commentary:** Identity crime costs businesses, end consumers, and individuals billions of dollars. Significant credit problems and financial loss often affect an individual for years. Identity crime has been directly linked to terrorist activities in both funding operations and obtaining documents for illegal purposes.

The initial agency report information may require the use of a special form designed to obtain information unique to this crime. Information from government agencies is readily available to assist a victim in providing notices of identity theft, re-establishing their identity and credit, and for public awareness presentations. (O O O O)

# Standards Manual Text

Chapter 42 - Criminal Investigation  
Section 2 - Operations  
Standard 9 - Cold Cases  
Number 42.2.9

**42.2.9** *A written directive describes the procedures for the investigation of cold case files, which includes:*

- a. defining a cold case;*
- b. establishing cold case evaluation criteria; and*
- c. recording agency investigative actions or activities.*

**Commentary:** Over time the position of persons involved and other factors in the situation may change and present new opportunities for law enforcement to solve the case. With recent advances in DNA (deoxyribonucleic acid) analysis, law enforcement has made a great advancement in its ability to identify unknown offenders, even years after the crime occurred.

Law enforcement agencies should have a procedure where unsolved/cold cases are reviewed for new information or where the application of new technology may be successful in solving the cases. This is particularly important with serious crimes against persons, as these offenders tend to continue to commit similar acts. (O O O O)

# Standards Manual Text

**Chapter** 42 - Criminal Investigation  
**Section** 2 - Operations  
**Standard** 10 - Interview Rooms  
**Number** 42.2.10

**42.2.10** *The agency has a written directive governing procedures for both uniformed and non-uniformed personnel utilizing designated rooms for interviews and interrogation, to include:*

- a. weapons control;*
- b. security concerns;*
- c. number of personnel allowed in the interview room;*
- d. means and methods for summoning assistance, if needed;*
- e. equipment or items to be kept in the interview room or area; and*
- f. access to restrooms, water, or comfort breaks.*

**Commentary:** For the purpose of this standard, designated rooms include polygraph rooms, voice stress analyzer rooms, and other rooms where it is likely that an interview could turn into an interrogation and arrest of a person. The intent of this standard is to establish safe conditions for the various situations that law enforcement officers may encounter when conducting interviews or interrogations at law enforcement facilities. Occasionally, however, serious conditions unexpectedly develop such as an apparently cooperative suspect becoming combative. The agency should provide clear direction for the use of the interview room to ensure safety and the admissibility of any statements made therein.

Standard 42.2.1, interviews and interrogations, is concerned with techniques to enhance the development of information relating to a crime.

Standard 1.2.3 addresses applicable constitutional requirements concerning interviews and interrogations including access to counsel. (M M M M)

# Standards Manual Text

**Chapter** 43 - Vice, Drugs and Organized Crime  
**Section** 1 - Administration and Operations  
**Standard** 1 - Complaint Management  
**Number** 43.1.1

**43.1.1** *The agency has a written directive for investigating vice, drug, and organized crime activities, to include:*

- a. specifying procedures for receiving and processing complaints;*
- b. maintaining a record of complaints received;*
- c. maintaining a record of information conveyed to and received from outside agencies; and*
- d. specifying procedures for advising the agency's CEO of activities.*

**Commentary:** The agency should establish procedures ensuring that each complaint received is recorded and investigated to the fullest extent possible. The directive should include a listing of complaint forms used, information needed, and preliminary actions to be taken. The agency should establish procedures for conducting preliminary and follow-up investigations of vice, drug, and organized crime offenses. Every complaint received should be recorded and entered in a complaint filing system with provision for purging after a specified period of time.

It is recognized that some agencies may not have functional responsibility for the investigation of vice, drug, or organized crime activities. Notwithstanding, the agency should have procedures for meeting the standard, even if only in the normal course of the agency's reporting mechanism. (M M M M)

# **Standards Manual Text**

**Chapter** 43 - Vice, Drugs and Organized Crime  
**Section** 1 - Administration and Operations  
**Standard** 2 - Records, Storage and Security  
**Number** 43.1.2

**43.1.2** *Records and reports relating to active vice, drug, and organized crime investigations are securely filed and maintained separately from the central records system.*

**Commentary:** The nature of vice, drug, and/or organized crime offenses and the considerable amount of undercover work involved in controlling these offenses contribute to the sensitivity of related records. The agency should keep them secure and limit access to authorized persons only. These records should be assigned central case numbers, but the actual records of an active investigation should be under the control of the person responsible for the function or the CEO. (M M M M)

# Standards Manual Text

Chapter 43 - Vice, Drugs and Organized Crime  
Section 1 - Administration and Operations  
Standard 3 - Confidential Funds  
Number 43.1.3

**43.1.3** *The agency's budget provides for a confidential fund(s) to support the operations of the vice, drug, and organized crime control functions.*

**Commentary:** The nature of the operations of these functions often requires frequent and sometimes large expenditures of money. This can include paying informants, purchasing contraband as evidence, and incurring expenses for surveillance activities and equipment. The intent of this standard is to identify the existence of all such funds and to insure they are strictly administered and accounted for in accordance with standard 17.4.2.  
(N/A O M M)

# **Standards Manual Text**

**Chapter** 43 - Vice, Drugs and Organized Crime  
**Section** 1 - Administration and Operations  
**Standard** 4 - Equipment, Authorization and Control  
**Number** 43.1.4

**43.1.4** *If the agency possesses, or has access to, surveillance and undercover equipment, a written directive establishes a system for its authorization, distribution, and use.*

**Commentary:** The intent of the standard is to establish a system of controls, policies, and procedures that should prevent unauthorized use and loss of often expensive and sophisticated surveillance equipment. (M M M M)

# Standards Manual Text

**Chapter** 43 - Vice, Drugs and Organized Crime  
**Section** 1 - Administration and Operations  
**Standard** 5 - Covert Operations  
**Number** 43.1.5

**43.1.5** *The agency has written procedures for conducting, or participating in, surveillance, undercover, decoy, and raid operations.*

**Commentary:** The intent of the standard is to have contingency procedures for all types of operations. The procedures can be contained in a single directive, a manual, or in a series of directives. They can be as simple as a checklist or more detailed depending upon the extent of the plans. Agencies conducting their own operations, or assisting other agencies who are conducting similar operations should, at a minimum, take into consideration provisions for familiarizing officers with the objectives and details of the operation, the neighborhood, or target area; determining operational procedures for observation, arrests surveillance, documentation and/or video/audio recording, high risk entries; supplying officers with expense funds; establishing means of routine and emergency communication; providing relief, backup, security, and perimeter protection for officers; supplying officers with false identity, disguises, and necessary credentials; obtaining authorization for the raid and use of force; designating a single person as a supervisor and coordinator; making contacts with suspects; searching for and seizing evidence and/or contraband; obtaining coordination and assistance from others both inside and outside of the agency; and agency report requirements. (M M M M)

# Standards Manual Text

**Chapter** 44 - Juvenile Operations  
**Section** 1 - Administration  
**Standard** 1 - Juvenile Operations Policy  
**Number** 44.1.1

**44.1.1** *A written directive describes the agency's juvenile operations function.*

**Commentary:** The intent of this standard is to establish agency accountability for the juvenile function in writing. The agency should make a firm commitment to develop and perpetuate programs that are designed to prevent and control juvenile delinquency, while emphasizing that participation or support in the juvenile operations function is shared by all relevant components and personnel. Law enforcement agencies can also take an active leadership role in developing community recreational programs for juveniles. If a recreational program is needed but does not exist, the agency is encouraged to organize one. However, once the program is established, it is best for the agency to turn over the management to professional recreational personnel or citizens' groups and allow agency personnel to participate in the program on a voluntary basis.

The function should be developed and operated to effectively meet agency needs. Placement of the function within the organizational structure is also addressed by standard 11.1.1. Proving compliance with this standard may be accomplished through a series of documents or a single, all inclusive directive. **(M M M M)**

# **Standards Manual Text**

**Chapter** 44 - Juvenile Operations  
**Section** 1 - Administration  
**Standard** 2 - Policy Input, Others  
**Number** 44.1.2

**44.1.2** *The agency encourages review and comment by other elements of the juvenile justice system in the development of the agency's policies and procedures relating to juveniles.*

**Commentary:** None. (O O O O)

# **Standards Manual Text**

**Chapter** 44 - Juvenile Operations  
**Section** 1 - Administration  
**Standard** 3 - Annual Program Review  
**Number** 44.1.3

**44.1.3** *A written directive requires annual review and written evaluation of all enforcement and prevention programs relating to juveniles.*

**Commentary:** The evaluation should consider programs and initiatives created to comply with standard 44.1.1, as well as both the quantitative and qualitative elements of each program, lending itself to decisions regarding whether a specific program should function as is, be modified, or be discontinued. (N/A O O O)

# Standards Manual Text

**Chapter** 44 - Juvenile Operations  
**Section** 2 - Operations  
**Standard** 1 - Handling Offenders  
**Number** 44.2.1

**44.2.1** *A written directive requires that officers dealing with juvenile offenders use the least coercive among reasonable alternatives and includes, at a minimum, provisions for the following:*

- a. outright release with no further action;*
- b. criteria and procedures for issuing written citations or summonses to juvenile offenders to appear at intake in lieu of taking them into custody; and*
- c. referral to juvenile court.*

**Commentary:** In keeping with the doctrine of *parens patriae*, e.g., that the state plays the role of parent to the child rather than adversary, agencies should seek the least forceful alternative when disposing of cases involving juveniles.

Law enforcement agencies have a wide range of alternative remedies they may employ, ranging from warnings to intake.

If allowed by law, written citations or summonses should be used rather than taking juveniles into custody. A copy of the citation should also be sent to the juvenile's parents or guardians.

The agency should have guidelines for making diversion decisions, such as the nature of the offense, the age and circumstances of the offender, the offender's record, the availability of community-based rehabilitation programs, and recommendations for diversion from complainants or victims.

Where appropriate and when resources are available, simple treatment by the agency alone, consisting principally of supervision on a voluntary basis agreed to by the parents, may suffice.

In other cases, a relatively prolonged program of treatment or diversion on a voluntary basis, necessitating the services of one or more social agencies, may be needed.

Agency referral of alleged juvenile offenders for formal legal proceedings should be restricted to those cases involving serious criminal conduct or repeated criminal violations. In general, delinquent acts requiring referral to the juvenile justice system would include all delinquent acts that, if committed by an adult, would be felonies; all delinquent acts involving weapons; all serious gang-related delinquent acts; all delinquent acts involving aggravated assault and battery; all delinquent acts committed by juveniles on probation or parole or by those with a case pending; and all repeated delinquent acts (within the preceding 12 months).

Other cases that may require referral to the juvenile justice system include juveniles who have been selected for a diversion program but have refused to participate and cases in which it has been determined that parental supervision is not effective.

If prevailing law specifies requirements for intake, the standard may be satisfied by incorporating reference to the law into the written directive. (M M M M)

# Standards Manual Text

Chapter 44 - Juvenile Operations  
Section 2 - Operations  
Standard 2 - Procedures for Custody  
Number 44.2.2

**44.2.2** *The agency has written procedures for taking a juvenile into custody including, at a minimum, provisions for the following:*

- a. determining whether the juvenile is alleged to have engaged in noncriminal misbehavior (a status offense);*
- b. determining whether the juvenile is alleged to have been harmed or to be in danger of harm;*
- c. ensuring that the constitutional rights of juveniles are protected;*
- d. bringing the juveniles to the intake facility or the juvenile component without delay (unless a juvenile is in need of emergency medical treatment); and*
- e. notifying parents or guardians of juveniles that the latter have been taken into custody.*

**Commentary:** The intent of the standard is to provide guidance to agency personnel in making custody decisions in juvenile matters. For the purposes of this standard the term "taking into custody" encompasses the concept of protective custody for juveniles.

Agency procedures should also specify the responsibilities of law enforcement personnel during the processing of a juvenile taken into custody. (M M M M)

# Standards Manual Text

Chapter	44 - Juvenile Operations
Section	2 - Operations
Standard	3 - Custodial Interrogation
Number	44.2.3

**44.2.3** *A written directive governs procedures for the custodial interrogation of juveniles, to include provisions for the following:*

- a. conferring with the juvenile and parents or guardians to explain agency and juvenile justice system procedures; and*
- b. limiting the duration of interrogation and the number of officers engaging in the interrogation.*

**Commentary:** Many states and provinces establish guidelines for the custodial interrogation of juveniles. Proof of compliance can be shown through these statutes.

Agencies without controlling legislation will need to establish procedures to ensure that the custodial interrogation of juveniles meets constitutional and local court guidelines. (M M M M)

# **Standards Manual Text**

**Chapter** 44 - Juvenile Operations  
**Section** 2 - Operations  
**Standard** 4 - School Liaison Program  
**Number** 44.2.4

**44.2.4** *A written directive describes the agency's school liaison program.*

**Commentary:** School liaison programs can also provide a forum through which students, parents, faculty, and law enforcement officers can become acquainted and, as a result, earn mutual respect. Apart from the obvious benefits accruing to students, such programs demonstrate to parents and faculty that the agency has a genuine interest in the community's young people. (O O O O)

# **Standards Manual Text**

**Chapter** 44 - Juvenile Operations  
**Section** 2 - Operations  
**Standard** 5 - Community Recreation Programs  
**Number** 44.2.5

**44.2.5** *The agency participates in and/or organizes community recreational youth programs.*

**Commentary:** Law enforcement agencies should take an active leadership role in developing community recreational programs for juveniles.

This standard is intended to encourage the establishment of ongoing recreational programs as opposed to occasional events. This standard is additionally intended to address recreational program, as opposed to youth-oriented instructional programs, e.g., DARE, GREAT. (O O O O)

# **Standards Manual Text**

<b>Chapter</b>	<b>45 - Crime Prevention and Community Involvement</b>
<b>Section</b>	<b>1 - Crime Prevention</b>
<b>Standard</b>	<b>1 - Activities</b>
<b>Number</b>	<b>45.1.1</b>

**45.1.1** *The agency's crime prevention function provides for the following:*

- a. targeting programs by crime type and geographic area on the basis of crime data;*
- b. targeting programs to address community perceptions or misperceptions of crime; and*
- c. conducting a documented evaluation of crime prevention programs, at least once every three years.*

**Commentary:** Preventing crime demands an integrated, coordinated agency response. Therefore, for a crime prevention function to meet its goals (see standard 15.2.1), it should maintain close ties with those other functions that support and make possible the furtherance of the crime prevention effort, especially by patrol officers engaged in field assignments. That an agency is small does not exempt it from seeking a reasonable balance between its reactive and proactive (crime prevention) functions. Small agencies may actually be better equipped to prevent crime because of their officers' close personal ties with the community.

Community interaction provides the framework for the agency's establishment of action priorities. The agency, in concert with the community, should decide which crime types present the greatest problem; where the problems are most severe or where crime prevention activities could be most effective; and what types of response would be most effective. (N/A O O M)

# **Standards Manual Text**

**Chapter** 45 - Crime Prevention and Community Involvement  
**Section** 1 - Crime Prevention  
**Standard** 2 - Organizing Prevention Groups  
**Number** 45.1.2

**45.1.2** *The agency assists in organizing crime prevention groups in residential and business areas targeted for such activity in standard 45.1.1 and maintains liaison with these and other interested community groups.*

**Commentary:** None. (O O O O)

# Standards Manual Text

Chapter	45 - Crime Prevention and Community Involvement
Section	1 - Crime Prevention
Standard	3 - Prevention Input
Number	45.1.3

**45.1.3** *The agency provides crime prevention input into development and/or revision of zoning policies, building codes, fire codes, and residential/commercial building permits.*

**Commentary:** The agency should become proactively involved in this process as an integral element in ensuring that crime prevention concerns, from the law enforcement perspective, are addressed prior to legal enactment or construction. Programs such as Crime Free Multi-Housing (CFMH) and Crime Prevention Through Environmental Design (CPTED) are valuable resources that can aid in the development of partnerships to reduce the opportunity for criminal activity to occur. (O O O O)

# Standards Manual Text

Chapter	45 - Crime Prevention and Community Involvement
Section	2 - Community Involvement
Standard	1 - Activities
Number	45.2.1

**45.2.1** *The community involvement function provides the following, at a minimum:*

- a. establishing liaison with existing community organizations or establishing community groups where they are needed;*
- b. assisting in the development of community involvement policies for the agency;*
- c. publicizing agency objectives, community problems, and successes;*
- d. conveying information transmitted from citizens' organizations to the agency;*
- e. improving agency practices bearing on police community interaction; and*
- f. developing problem oriented or community policing strategies, if any.*

**Commentary:** Law enforcement agencies should establish direct contacts with the community served. Without "grass roots" community support, successful enforcement of many laws may be difficult, if not impossible. Community involvement can be an effective means of eliciting public support, can serve to identify problems in the making, and may foster cooperative efforts in resolving community issues. Input from the community can also help ensure that agency policies accurately reflect the needs of the community.

The intent of this standard is to establish agency accountability for the community involvement function in writing. The function should be developed and operated to effectively meet the needs of the agency, as well as the community it serves. Placement of the function within the organizational structure is also addressed by standard 11.1.1. Proving compliance with this standard may be accomplished through a series of documents or a single, all-inclusive directive.

Because the conduct of each employee reflects on the agency as a whole, the burden of achieving the agency's community relations objectives should be shared. A unified, coordinated effort should require the participation, enthusiasm, and skills of all agency personnel. (O O O O)

# Standards Manual Text

Chapter	45 - Crime Prevention and Community Involvement
Section	2 - Community Involvement
Standard	2 - Quarterly Progress Report
Number	45.2.2

**45.2.2** *At least quarterly, the person or persons responsible for the community involvement function prepares and submits to the chief executive officer a report that includes, at a minimum, the following elements:*

- a. a description of current concerns voiced by the community;*
- b. a description of potential problems that have a bearing on law enforcement activities within the community;*
- c. a statement of recommended actions that address previously identified concerns and problems; and*
- d. a statement of progress made toward addressing previously identified concerns and problems.*

**Commentary:** These concerns and problems should, at a minimum, be communicated to the chief executive officer, both to provide information on conditions in the community and to allow the chief executive officer to react in a timely manner to alleviate concerns and avert problems. Ideally, these reports should also be disseminated to other concerned command level personnel. (N/A O O O)

# **Standards Manual Text**

**Chapter** 45 - Crime Prevention and Community Involvement  
**Section** 2 - Community Involvement  
**Standard** 3 - Procedures for Transmitting Information  
**Number** 45.2.3

**45.2.3** *A written directive establishes procedures for transmitting relevant information received by any agency member to the person responsible for preparing the report found in standard 45.2.2.*

**Commentary:** The purpose of the standard is to insure that there is an evaluative loop in the community involvement/community-policing actions of the agency. Compliance with the standard reduces the likelihood of misinterpretation by the person preparing the quarterly report and insures that information being gathered by agency personnel is incorporated into the decision-making processes. (N/A O O O)

# Standards Manual Text

Chapter	45 - Crime Prevention and Community Involvement
Section	2 - Community Involvement
Standard	4 - Citizens Survey
Number	45.2.4

**45.2.4** *A documented survey of citizen attitudes and opinions is conducted at least once every three years with respect to:*

- a. overall agency performance;*
- b. overall competence of agency employees;*
- c. citizens' perception of officers' attitudes and behavior;*
- d. community concern over safety and security within the agency's service area; and*
- e. citizens' recommendations and suggestions for improvements.*

**Commentary:** Surveys are useful for several purposes; however, the survey should be used as a platform for organizational learning, asking specific questions about the quality of policing in the community. It should also address a broad section of the community: victims and others who have had recent contact with the police, employees, and/or direct observation.

The survey may be conducted by mail, in person, electronically, or by telephone and may be combined with questions relating to victimization and other issues. The results of the survey may be provided to the community. The survey may be carried out directly by agency personnel or by others with agency guidance.

The Bureau of Justice Statistics makes available to police departments a free software package and guide for conducting community surveys. (O O O O)

# **Standards Manual Text**

**Chapter** 45 - Crime Prevention and Community Involvement  
**Section** 2 - Community Involvement  
**Standard** 5 - Survey Summary to CEO  
**Number** 45.2.5

**45.2.5** *If the agency conducts a survey in compliance with 45.2.4, the results are compiled, with a written summary provided to the agency's chief executive officer.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 1 - Critical Incidents  
**Standard** 1 - Planning Responsibility  
**Number** 46.1.1

**46.1.1** *A written directive specifies a position in the agency tasked with planning a response to critical incidents.*

**Commentary:** The person holding this position should be the principal planner and advisor on critical incidents to the agency's chief executive officer. In larger agencies, an important part of the duties attendant to this position may be to act as an expediter of resources during critical incidents. **(M M M M)**

# Standards Manual Text

Chapter	46 - Critical Incidents, Special Operations and Homeland Security
Section	1 - Critical Incidents
Standard	2 - All Hazard Plan
Number	46.1.2

**46.1.2** *The agency has a written "All Hazard" plan for responding to critical incidents such as natural and man-made disasters, civil disturbances, mass arrests, bomb threats, hostage/barricaded person situations, acts of terrorism, and other unusual incidents. The plan will follow standard Incident Command System (ICS) protocols, which include functional provisions for: command (46.1.3), operations (46.1.4), planning (46.1.5), logistics (46.1.6), and finance/administration (46.1.7).*

**Commentary:** The Incident Command System (ICS) has proven very effective in federal and fire services emergencies over the past two decades. This system permits a clear point of control and can be expanded or contracted with ease to escalating or diminishing situations. The Federal Emergency Management Agency's (FEMA) ICS is comprehensive, available on the Internet, and widely used.

The Incident Command System (ICS) establishes standardized incident management processes, protocols, and procedures that all responders-federal, state, tribal, and local-will use to coordinate and conduct response actions. With responders using a common language and standardized procedures, they will all share a common focus, and will be able to place full emphasis on incident management when a critical incident occurs-whether terrorism or natural disaster. **(M M M M)**

# Standards Manual Text

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 1 - Critical Incidents  
**Standard** 3 - Command Function  
**Number** 46.1.3

**46.1.3** *At a minimum, the command function will address the following:*

- a. activating the incident command system;*
- b. establishing a command post;*
- c. initiating the notification and mobilization of additional agency personnel;*
- d. obtaining support from other agencies;*
- e. establishing a staging area, if necessary;*
- f. providing public information and maintaining media relations;*
- g. maintaining the safety of all affected personnel; and*
- h. preparing a documented after action report.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	46 - Critical Incidents, Special Operations and Homeland Security
Section	1 - Critical Incidents
Standard	4 - Operations Function
Number	46.1.4

**46.1.4** *At a minimum, the operations function will address the following:*

- a. establishing perimeters;*
- b. conducting evacuations;*
- c. maintaining command post and scene security;*
- d. providing for detainee transportation, processing, and confinement;*
- e. directing and controlling traffic; and*
- f. conducting post-incident investigation.*

**Commentary:** The operations function is responsible for the management of all tactical operations directly related to the primary mission. (M M M M)

# Standards Manual Text

Chapter	46 - Critical Incidents, Special Operations and Homeland Security
Section	1 - Critical Incidents
Standard	5 - Planning Function
Number	46.1.5

**46.1.5** *At a minimum, the planning function will address the following:*

- a. preparing a documented incident action plan;*
- b. gathering and disseminating information and intelligence; and*
- c. planning post-incident demobilization.*

**Commentary:** The planning function is vital to the success of the critical incident plan. Preparation of a documented incident action plan is one of the first responsibilities of the planning function. This function is also responsible for collecting and evaluating information about the incident, the status of resources, and anticipated equipment and manpower needs. The planning function is typically tasked with assembling information on current and alternative strategies, identifying needs for special resources, providing periodic predictions on incident potential, and preparing recommendations for release of resources. (M M M M)

# Standards Manual Text

Chapter	46 - Critical Incidents, Special Operations and Homeland Security
Section	1 - Critical Incidents
Standard	6 - Logistics Function
Number	46.1.6

**46.1.6** *At a minimum, the logistics function will address the following:*

- a. communications;*
- b. transportation;*
- c. medical support;*
- d. supplies; and*
- e. specialized team and equipment needs.*

**Commentary:** The logistics function provides manpower, facilities, services, and materials in support of the critical incident. (M M M M)

# Standards Manual Text

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 1 - Critical Incidents  
**Standard** 7 - Finance/Administration Function  
**Number** 46.1.7

**46.1.7** *At a minimum, the finance/administration function will address the following:*

- a. recording personnel time;*
- b. procuring additional resources;*
- c. recording expenses; and*
- d. documenting injuries and liability issues.*

**Commentary:** The finance and administrative function is responsible for all financial and cost analysis aspects of the critical incident. (M M M M)

# **Standards Manual Text**

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 1 - Critical Incidents  
**Standard** 8 - Equipment Inspection  
**Number** 46.1.8

**46.1.8** *The agency completes a documented quarterly inspection for operational readiness of equipment designated for use in support of its critical incident plan.*

**Commentary:** To ensure the readiness of equipment to be used in support of emergency operations, critical incident plans should show the numbers and types of equipment and supplies needed for various emergencies. **(M M M M)**

# Standards Manual Text

Chapter	46 - Critical Incidents, Special Operations and Homeland Security
Section	1 - Critical Incidents
Standard	9 - Annual Training
Number	46.1.9

**46.1.9** *A written directive provides for documented annual training on the agency's "All Hazard" plan for affected agency personnel.*

**Commentary:** The expanding scope and sophistication of emergency operations, along with increased possibilities of acts of terrorism, require law enforcement agencies to quickly act to stabilize and control emergency situations. Increasingly, law enforcement agencies must deal with large catastrophes with little or no notice. Immediate and decisive action is required to minimize loss of life, reduce property damage, and permit involved authorities to fulfill their responsibilities.

The Incident Command System (ICS) permits a clear point of control and can be expanded or contracted with ease to escalating or diminishing situations. The Federal Emergency Management Agency (FEMA)'s ICS is comprehensive, available on the Internet, and widely used. An agency may choose a different model but must insure that it accomplishes the intent of ICS and that any system used is readily adaptable to systems other agencies may use in important areas, e.g., terminology, modular organization, integrated communications, and unity of command. The ICS will not be effective if training is not provided or if it is not used.

While the law enforcement mission is often handled with few officers, there are situations that quickly escalate into major incidents. It is important to work with other agencies that use this system, so when crises arise, all personnel are familiar with the ICS structure and can function effectively within it. Compatibility between agency ICSs is imperative if ICS is to work effectively. This standard does not require the use of ICS with minor instances handled solely by the agency.

Additionally, not all components of ICS need to be activated when the system is operational; only those that are needed in the situation should be used. Component activation and deactivation depends upon changing circumstances.

Training should include tabletop, actual exercises, multiple agency involvement, and may be in conjunction with specific plans required in other standards and operations in Chapter 46.

The agency should also consider the effect of this standard on other standards that address command protocol and require coordination and authority, e.g., standards 12.1.2 and 12.1.4. (O M M M)

# Standards Manual Text

Chapter	46 - Critical Incidents, Special Operations and Homeland Security
Section	2 - Special Operations
Standard	1 - Special Operations Activities
Number	46.2.1

**46.2.1** *A written directive establishes procedures for special operations activities including:*

- a. the responsibilities that agency personnel are to assume until assistance arrives;*
- b. deployment of tactical teams to supplement other operational components; and*
- c. coordination and cooperation between tactical teams and other operational components.*

**Commentary:** For those special operations the agency does not perform, the directive should identify where such assistance is available and how it is requested. Guidelines should also be established for use of special operations officers to supplement other operations, such as patrol, as the need arises. The intent of "coordination and control" is to establish procedures to alleviate potential misunderstandings among all components, to provide for the safety of officers, and to ensure the success of the operation. Discretion is advised in disseminating information to local commanders or operational components when operational security is critical to success. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>46 - Critical Incidents, Special Operations and Homeland Security</b>
<b>Section</b>	<b>2 - Special Operations</b>
<b>Standard</b>	<b>2 - Tactical Team Selection</b>
<b>Number</b>	<b>46.2.2</b>

**46.2.2** *If the agency participates in tactical operations, either on a part-time or full-time basis, a written directive establishes criteria for the selection of officers assigned to those operations.*

**Commentary:** Officers who are assigned to tactical operations, whether full- or part-time, should be carefully selected. Special criteria for selection should be identified, such as a stipulation that the assignment is voluntary; prior law enforcement experience in a field assignment; physical fitness and agility; and ability to function as a member of a team. The submission of an application, an oral interview, a physical agility test, and a comprehensive background investigation to assess the applicant's potential performance and mental suitability for tactical assignment. These criteria should be publicized to ensure that all qualified and interested officers have equal opportunity to apply for these positions. (M M M M)

# Standards Manual Text

Chapter	46 - Critical Incidents, Special Operations and Homeland Security
Section	2 - Special Operations
Standard	3 - Tactical Team Equipment
Number	46.2.3

**46.2.3** *If agency personnel participate in a full-time or part-time tactical team, the agency ensures that specialized equipment is provided for its personnel.*

**Commentary:** Special equipment is needed to provide tactical officers with proper protection and to facilitate successful resolution of tactical operations. The equipment may be issued to officers for storage at home, in agency vehicles, or in some other accessible location. Such equipment is not limited to but may include a portable, handheld radio transceiver with earpiece and/or throat microphone; a flashlight; a chemical agent mask; body armor; a utility uniform; a ballistic helmet; binoculars; sidearm; and other firearms as dictated by the position of assignment, e.g., center fire rifle with telescopic sight, shotgun, automatic rifle, or submachine gun. (M M M M)

# **Standards Manual Text**

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 2 - Special Operations  
**Standard** 4 - Hostage Negotiator Selection  
**Number** 46.2.4

**46.2.4** *If the agency has hostage negotiators, a written directive specifies criteria for selection to those positions.*

**Commentary:** Hostage negotiators should be carefully screened and selected. Special criteria for selection should be identified, such as passing a psychological screening examination, including testing and a clinical interview by a licensed psychologist or psychiatrist; experience as a law enforcement officer in a field assignment; and good verbal skills and problem-solving abilities. (M M M M)

# **Standards Manual Text**

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 2 - Special Operations  
**Standard** 5 - Search and Rescue  
**Number** 46.2.5

**46.2.5** *If an agency performs search and rescue missions, a written directive defines the scope and procedures of their activities.*

**Commentary:** See Glossary definition for search and rescue. (M M M M)

# Standards Manual Text

Chapter 46 - Critical Incidents, Special Operations and Homeland Security  
Section 2 - Special Operations  
Standard 6 - VIP Security Plan  
Number 46.2.6

**46.2.6** *The agency has a written plan for handling the security of visiting VIP's.*

**Commentary:** The plan should designate a single person or position as supervisor and coordinator of any given security detail. Consideration should be given to equipment requirements, to include vehicles, body armor for VIP's and assigned personnel, and weapons for officers; instructions for planning and reconnoitering travel routes and alternates; advance inspection for gathering intelligence information; coordination of operations within the agency and with outside agencies; identification of emergency first-aid ambulance, and medical facilities; communications; and identification by designation, e.g., lapel pins.

In addition to these requirements, agencies having frequent responsibilities for coordinating operations with the U.S. Secret Service or (equivalent foreign dignitary protection services) should establish specific arrangements with that organization for purposes of planning and coordination. (M M M M)

# **Standards Manual Text**

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 2 - Special Operations  
**Standard** 7 - Special Events Plan  
**Number** 46.2.7

**46.2.7** *The agency has a written plan for handling special events.*

**Commentary:** The intent of the standard is to encourage the development of an overall plan, setting out requirements, in turn, for specific planning and operation for each individual event. The plan should designate a single person or position as supervisor and coordinator for each event.

Special events may include parades, entertainment/sporting events, highway construction/ maintenance activities, picketing/demonstrations, etc. The plan should address the following problems and special circumstances: ingress and egress of vehicles and pedestrians, parking space, spectator control, public transportation, relief of personnel assigned, news media, alternate traffic routes, temporary traffic controls and parking prohibitions, and emergency vehicle access. Consideration should also be given to use of special operations personnel, logistical requirements, and coordination inside and outside the agency. **(M M M M)**

# **Standards Manual Text**

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 3 - Homeland Security  
**Standard** 1 - Liasion with other Organizations  
**Number** 46.3.1

**46.3.1** *The agency maintains liaison with other organizations for the exchange of information relating to terrorism.*

**Commentary:** The exchange of information should facilitate information sharing and multi-jurisdictional preemption of terrorist acts or events. Private agencies should be considered for participation in information sharing as necessary for various situations. (M M M M)

# **Standards Manual Text**

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 3 - Homeland Security  
**Standard** 2 - Terrorism Related Intelligence  
**Number** 46.3.2

**46.3.2** *A written directive establishes procedures for reporting and relaying terrorism related intelligence/information to the proper task force or agency.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 3 - Homeland Security  
**Standard** 3 - Providing Awareness Information  
**Number** 46.3.3

**46.3.3** *The agency provides terrorism awareness information within its service area.*

**Commentary:** Such information should encourage and identify methods for reporting suspicious activity that may be related to terrorism. This may be accomplished through individuals and community organizations, both public and private. (O O O O)

# **Standards Manual Text**

**Chapter** 46 - Critical Incidents, Special Operations and Homeland Security  
**Section** 3 - Homeland Security  
**Standard** 4 - CBRN Awareness  
**Number** 46.3.4

**46.3.4** *The agency provides awareness level training for events involving hazardous materials.*

**Commentary:** The purpose of this standard is to provide responding law enforcement officers the basic knowledge to recognize a hazardous situation and immediately implement basic procedures to have authorities with the technical ability assess the situation. Also, law enforcement personnel need to understand basic self-protection measures for themselves and others, while being able to protect the incident scene and controlling the area to prevent unauthorized or unknowing persons from entering into a possible contamination zone. (M M M M)

# **Standards Manual Text**

**Chapter** 52 - Internal Affairs  
**Section** 1 - Administration and Operations  
**Standard** 1 - Complaint Investigation  
**Number** 52.1.1

**52.1.1** *A written directive requires all complaints against the agency or its employees be investigated, to include anonymous complaints.*

**Commentary:** To ensure the integrity of its operations and personnel, agencies should investigate all allegations of misconduct, regardless of their source. Anonymous complaints can be difficult to investigate; however, the agency should carefully review each complaint for validation before disregarding it for lack of a credible complainant. (M M M M)

# **Standards Manual Text**

**Chapter** 52 - Internal Affairs  
**Section** 1 - Administration and Operations  
**Standard** 2 - Records, Maintenance and Security  
**Number** 52.1.2

**52.1.2** *A written directive requires the agency to maintain a record of all complaints against the agency or employees and to protect the confidentiality of these records by maintaining them in a secure area.*

**Commentary:** The confidentiality of internal affairs records is important, and proper security precautions should be taken. This records activity is a task of the internal affairs function and is an exception to the personnel records or centralized records systems.

The schedule for retaining internal affairs records should be consistent with legal requirements. (M M M M)

# **Standards Manual Text**

**Chapter** 52 - Internal Affairs  
**Section** 1 - Administration and Operations  
**Standard** 3 - CEO, Direct Accessibility  
**Number** 52.1.3

**52.1.3** *A written directive specifies that the position responsible for the internal affairs function has the authority to report directly to the agency's chief executive officer.*

**Commentary:** The sensitivity and impact of internal affairs matters on the direction and control of an agency require that the agency's chief executive officer receive all pertinent information directly. **(M M M M)**

# **Standards Manual Text**

**Chapter** 52 - Internal Affairs  
**Section** 1 - Administration and Operations  
**Standard** 4 - Complaint Registering Procedures  
**Number** 52.1.4

**52.1.4** *The agency makes available information to the public on procedures to be followed in registering complaints against the agency or its employees.*

**Commentary:** Procedures for registering complaints should be made available to the community through the media or the agency's community relations programs. This information should also be disseminated to all agency employees. (O O O O)

# **Standards Manual Text**

**Chapter** 52 - Internal Affairs  
**Section** 1 - Administration and Operations  
**Standard** 5 - Annual Summaries-Public Availability  
**Number** 52.1.5

**52.1.5** *The agency compiles annual statistical summaries, based upon records of internal affairs investigations, which are made available to the public and agency employees.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter            52 - Internal Affairs  
Section            2 - Complaint Procedures  
Standard          1 - Complaint Types  
Number            52.2.1

**52.2.1** *A written directive specifies:*

- a. the type of complaints to be investigated by line supervisors; and*
- b. the type of complaints that require investigation by the internal affairs function.*

**Commentary:** The intent of this standard is to provide guidelines regarding which categories of complaints are to be handled by the internal affairs function and which are part of routine discipline. The criteria for determining the categories of complaints to be referred to the internal affairs function may include allegations of corruption, brutality, misuse of force, breach of civil rights, and criminal misconduct. Criteria for assignment of the investigation of the complaint to line supervisors may include, for example, alleged rudeness on the part of the officer, tardiness, or insubordination. **(M M M M)**

# Standards Manual Text

Chapter 52 - Internal Affairs  
Section 2 - Complaint Procedures  
Standard 2 - CEO, Notification  
Number 52.2.2

**52.2.2** *A written directive specifies the procedures for notifying the agency's chief executive officer of complaints against the agency or its employees.*

**Commentary:** The directive should specify the nature of those complaints that should be brought immediately to the attention of the agency's chief executive officer and those that can be postponed to a later time. (O O O O)

# **Standards Manual Text**

**Chapter** 52 - Internal Affairs  
**Section** 2 - Complaint Procedures  
**Standard** 3 - Investigation Time Limits  
**Number** 52.2.3

**52.2.3** *A written directive specifies a time limit for completing an internal affairs investigation, with provisions for extensions.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter            52 - Internal Affairs  
Section            2 - Complaint Procedures  
Standard          4 - Informing Complainant  
Number            52.2.4

**52.2.4** *The agency keeps the complainant informed concerning the status of a complaint to include, at a minimum:*

- a. verification of receipt that the complaint has been received for processing;*
- b. periodic status reports; and*
- c. notification of the results of the investigation upon conclusion.*

**Commentary:** The verification, usually in the form of a receipt, furnished to persons initiating complaints alleging misconduct on the part of the agency or an agency employee may contain a description of the investigative process. The status of investigations should be communicated to the complainant, although the degree of specificity of the notice is left to the discretion of the agency. This standard does not apply to anonymous complaints. (O O O O)

# **Standards Manual Text**

**Chapter** 52 - Internal Affairs  
**Section** 2 - Complaint Procedures  
**Standard** 5 - Statement of Allegations/Rights  
**Number** 52.2.5

**52.2.5** *When employees are notified that they have become the subject of an internal affairs investigation, the agency issues the employee a written statement of the allegations and the employee's rights and responsibilities relative to the investigation.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter 52 - Internal Affairs  
Section 2 - Complaint Procedures  
Standard 6 - Submission to Tests, Procedures  
Number 52.2.6

**52.2.6** *A written directive specifies the conditions, if any, during an internal affairs investigation, when:*

- a. medical or laboratory examinations are administered;*
- b. photographs are taken of employees;*
- c. an employee may be directed to participate in a line-up;*
- d. an employee may be required to submit financial disclosure statements; and*
- e. instruments for the detection of deception are used.*

**Commentary:** The written directive should be based on the legal requirements in the jurisdiction, case law, and precedent and should be consistent with other administrative decisions. An employee may be required to submit to a medical or laboratory examination, at the agency's expense, when the examination is specifically directed and narrowly related to a particular internal affairs investigation being conducted by the agency. An example is the use of this process in determining drug use by employees. An employee may also be required to be photographed, to participate in a line-up, and/or submit to a financial disclosure statement when the actions are material to a particular internal affairs investigation being conducted by the agency. **(M M M M)**

# **Standards Manual Text**

**Chapter** 52 - Internal Affairs  
**Section** 2 - Complaint Procedures  
**Standard** 7 - Relieved from Duty  
**Number** 52.2.7

**52.2.7** *A written directive specifies the circumstances in which an employee may be relieved from duty.*

**Commentary:** The written directive should be supported by other documents establishing the powers and authority of the office of the chief executive. The relief from duty may be a temporary administrative action pertaining to an employee's physical or psychological fitness for duty or an action pending disposition of an internal affairs investigation. The authority to relieve an employee from duty should extend to supervisory levels. (O O O O)

# **Standards Manual Text**

**Chapter** 52 - Internal Affairs  
**Section** 2 - Complaint Procedures  
**Standard** 8 - Conclusion of Fact  
**Number** 52.2.8

**52.2.8** *A written directive requires a "conclusion of fact" for each investigation into allegation of misconduct.*

**Commentary:** The conclusion of the disciplinary process should be structured and should provide information to all participants in the process. The agency needs to be aware of changes in policies, procedures, rules, and regulations that may prevent future allegations of misconduct, as well as the need to modify or expand training.  
**(O O O O)**

# Standards Manual Text

Chapter            53 - Inspectional Services  
Section            1 - Line Inspections  
Standard          1 - Procedures  
Number            53.1.1

**53.1.1** *A written directive requires line inspections within the agency and includes provisions for the following, at a minimum:*

- a. procedures to be used in conducting line inspections;*
- b. frequency of inspection;*
- c. responsibilities of the supervisor in each organizational component for both the conduct of inspections and correction of conditions discovered by the inspection;*
- d. criteria to identify those inspections that require a written report; and*
- e. follow-up procedures to ensure corrective action has been taken.*

**Commentary:** Line inspections should be 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 agency directives and orders. Line inspection is also concerned with the status and conditions of physical facilities within a given organizational component. Line inspections should be a primary responsibility of supervisors and managers at every level of the agency and should provide a mechanism for achieving accountability within the agency. (O M M M)

# Standards Manual Text

**Chapter** 53 - Inspectional Services  
**Section** 2 - Staff Inspections  
**Standard** 1 - Procedures  
**Number** 53.2.1

**53.2.1** *A written directive requires a staff inspection function, and includes provisions for:*

- a. identity of the person(s) conducting the staff inspection;*
- b. procedures to be used in conducting staff inspections;*
- c. submission of a written report that identifies deficiencies and makes recommendations for their improvement and/or correction, and identifies positive aspects of the area being inspected;*
- d. a follow-up written report for noted deficiencies that cannot be immediately corrected; and*
- e. a staff inspection to be conducted within all organizational components at least once every three years.*

**Commentary:** A staff inspection, whether conducted by inspectors internal or external to the agency, is an in-depth review of all components of the agency. This management tool is used to assure the agency head that administrative procedures are being adhered to.

The role of staff inspections is to promote an objective review of agency administrative and operational activities, facilities, property, equipment, and personnel outside the normal supervisory and/or line inspections. A "mock" or CALEA on-site assessment will not satisfy this standard. (N/A O O O)

# Standards Manual Text

Chapter            54 - Public Information  
Section            1 - Public Information  
Standard          1 - Activities  
Number            54.1.1

**54.1.1** *The public information function shall include, at a minimum:*

- a. *assisting media personnel in covering news stories at the scenes of incidents;*
- b. *preparing and distributing agency media releases;*
- c. *arranging for, and assisting at media conferences;*
- d. *coordinating and authorizing the release of information about victims, witnesses, and suspects;*
- e. *coordinating and authorizing the release of information concerning confidential agency investigations and operations; and*
- f. *developing procedures for releasing information when other public service agencies are involved in a mutual effort.*

**Commentary:** The intent of this standard is to establish agency accountability for the public information function in writing. The function should be developed and operated to effectively meet the agency's needs. Placement of the function within the organizational structure is also addressed by standard 11.1.1. Proving compliance with this standard may be accomplished through a series of documents or a single, all inclusive directive.

The directive should also identify those within the agency authorized to make releases when the CEO/PIO is not available. All information released should be reported to the CEO/PIO as soon as practical.

Another intent of the standard is to provide specific guidance to personnel regarding the release of information about the prior criminal record, character, or reputation of the accused; mug shots of the accused; the existence of any confession, admission of guilt, or statement made by the accused or the failure or refusal by the accused to make a statement; the results of any examinations or tests conducted or refusal by the accused to submit to any examinations or tests; the identity, testimony, or credibility of any prospective witness; any opinion of agency personnel regarding the guilt or innocence of the accused; any opinion of agency personnel regarding the merits of the case or quality of evidence gathered; personal information identifying the victim; information identifying juveniles; and information received from other law enforcement agencies without their concurrence in releasing that information.

"Other service agencies" is meant to refer to all public service agencies, e.g., fire departments, coroners' offices, and other outside agencies. Where more than one agency is involved, the agency having primary jurisdiction should be responsible for releasing, or coordinating the release of, information. (O O O O)

# **Standards Manual Text**

**Chapter**            54 - Public Information  
**Section**           1 - Public Information  
**Standard**        2 - Policy Input  
**Number**           54.1.2

**54.1.2** *The agency involves the media in the development of changes in policies and procedures relating to the public information function.*

**Commentary:** By allowing media representatives to participate in the process of developing policies and procedures relating to the public information function, agencies can receive input that should lead to more effective working relationships between agency and media personnel. (O O O O)

# **Standards Manual Text**

**Chapter**            54 - Public Information  
**Section**           1 - Public Information  
**Standard**        3 - News Media Access  
**Number**           54.1.3

**54.1.3** *A written directive controls media access at locations where such access would interfere with law enforcement operations.*

**Commentary:** The guidelines for media access should be communicated to the media to help ensure their cooperation. The following standard should be referenced when writing the directive(s): 46.1.3(f). (M M M M)

# **Standards Manual Text**

**Chapter** 55 - Victim/Witness Assistance  
**Section** 1 - Administration  
**Standard** 1 - Summary of Rights  
**Number** 55.1.1

**55.1.1** *A written directive summarizes the rights of victims and witnesses.*

**Commentary:** State victim bill-of-rights legislation or similar statutes may serve as a written directive if distributed to all employees. (M M M M)

# **Standards Manual Text**

**Chapter** 55 - Victim/Witness Assistance  
**Section** 1 - Administration  
**Standard** 2 - Analysis, Need/Services  
**Number** 55.1.2

**55.1.2** *The agency completes a documented review of victim/witness assistance needs and available services within the agency's service area at least once every three years.*

**Commentary:** What are the needs of victims and other witnesses? How are those needs being met by other government agencies and by community organizations? What needs remain unfulfilled? Of those, which ones are appropriate for the agency to meet? Those are the major questions raised by the standard. Answers to those questions should ultimately result in a list of victim/witness services that the agency can provide without duplicating the efforts of other victim/witness services in the jurisdiction. At a minimum, such services would include only those that first responders can provide effectively, those that the agency is in a unique position to provide between first response and the time when (and if) the case is accepted for prosecution. Surveys by small agencies may be little more than the application of conventional wisdom inasmuch as those agencies are usually in close touch with residents of their jurisdictions.

To the extent that another organization's survey of victim/witness needs conforms to this standard, the agency may adopt that survey in whole or in part as its own. (N/A O O O)

# Standards Manual Text

Chapter 55 - Victim/Witness Assistance  
Section 1 - Administration  
Standard 3 - Policy/Procedure Development  
Number 55.1.3

**55.1.3** *A written directive describes the agency's role in victim/witness assistance, to include:*

- a. the implementation and delivery of victim/witness assistance services by agency personnel;*
- b. the confidentiality of victims/witnesses and their role in case development to the extent consistent with applicable law;*
- c. agency efforts to inform the public and media about the agency's victim/witness assistance services; and*
- d. the relationship between the agency and victim/witness efforts of other agencies and organizations.*

**Commentary:** The purpose for relationships with outside sources of victim/witness assistance is at least twofold: to ensure that agency referrals of victims/witnesses to outside sources are based on accurate and up-to-date knowledge of the services offered by those sources; and to maintain an ongoing channel of communication by which to offer and receive suggestions about how agency and outside sources can more effectively work together in order to better serve the victim/witness. This relationship may be initiated by letter, phone call, or in person. (O O O O)

# Standards Manual Text

Chapter 55 - Victim/Witness Assistance  
Section 2 - Operations  
Standard 1 - Initial Assistance  
Number 55.2.1

**55.2.1** *The agency makes the following victim/witness assistance information available 24 hours a day from a single point of contact:*

- a. information regarding victim/witness assistance supplied by the agency directly; and*
- b. referral information regarding services offered in the agency's jurisdiction by other organizations (governmental or private sector) for victims/witnesses.*

**Commentary:** The "single point of contact" could be a phone number connecting the caller to a recording or to a specific position (such as dispatcher-see standard 81.2.7) staffed 24 hours a day. A single point of contact could provide the information noted in bullet (a) and a second single point of contact supply the information described in bullet (b), or a single point of contact could provide both bullet (a) and bullet (b) information.

Regarding state law enforcement and certain other agencies, multiple points of contact may be required because of the decentralized nature of those agencies and the large geographical areas involved. Victim/witness assistance information may be supplied in cooperation with other agencies, such as by a multiagency dispatch center. (O O O O)

# Standards Manual Text

Chapter 55 - Victim/Witness Assistance  
Section 2 - Operations  
Standard 2 - Assistance, Threats  
Number 55.2.2

**55.2.2** *The agency provides appropriate assistance to victims/witnesses who have been threatened or who, in the judgment of the agency, express specific, credible reasons for fearing intimidation or further victimization.*

**Commentary:** What constitutes “appropriate assistance” is a judgment call by the agency. This is determined by the nature of the case and by the resources available to the agency and if possible, is commensurate with the danger faced by the victim/witness. “Appropriate assistance” may range from placing a victim in protective custody, such as might be offered by the agency itself or the appropriate prosecutor's office, to offering a frightened witness words of encouragement.

When physical protection is a consideration, the agency is not obligated by this standard to provide it when the victim/witness is not physically present within the agency's jurisdiction. If the agency becomes aware of danger to a victim/witness, the agency should promptly attempt to contact and alert the victim/witness; when the victim/witness is in another jurisdiction, the agency should also contact the appropriate agency and inform it of the situation and request that reasonable precautions be taken. (M M M M)

# Standards Manual Text

Chapter            55 - Victim/Witness Assistance  
Section            2 - Operations  
Standard          3 - Assistance, Preliminary Investigation  
Number            55.2.3

**55.2.3** *A written directive defines victim/witness assistance services to be rendered during the preliminary investigation to include, at a minimum:*

- a. giving information to the victim/witness about applicable services, e.g., counseling, medical attention, compensation programs or emergency financial assistance, and victim advocacy;*
- b. advising the victim/witness about what to do if the suspect or the suspect's companions or family threatens or otherwise intimidates him or her;*
- c. informing victims/witnesses about the case number, if known by the agency, and subsequent steps in the processing of the case; and*
- d. providing a telephone number that the victim/witness may call to report additional information about the case or to receive information about the status of the case.*

**Commentary:** Regarding "preliminary investigation," see standard 42.2.1. Much of the information for the victim/witness can be on a card that the patrol officer or investigator gives to the victim/witness. The "status of the case" means open, suspended, or closed (see standard 42.1.3). (M M M M)

# Standards Manual Text

Chapter	55 - Victim/Witness Assistance
Section	2 - Operations
Standard	4 - Assistance, Follow-Up Investigation
Number	55.2.4

**55.2.4** *A written directive defines victim/witness assistance services to be provided during the follow-up investigation, if any, to include, at a minimum:*

- a. recontacting the victim/witness periodically to determine whether needs are being met, if in the opinion of the agency, the impact of a crime on a victim/witness has been unusually severe and has triggered above-average need for victim/witness assistance;*
- b. explaining to victims/witnesses the procedures involved in the prosecution of their cases and their role in those procedures, if not an endangerment to the successful prosecution of the case;*
- c. scheduling line-ups, interviews, and other required appearances at the convenience of the victim/witness and, at the option of the agency, providing transportation, if feasible;*
- d. returning promptly victim/witness property taken as evidence (except for contraband, disputed property, and weapons used in the course of the crime), where permitted by law or rules of evidence if feasible; and*
- e. assigning a victim advocate, if available, to the victim/witness during follow-up investigation.*

**Commentary:** Regarding "follow-up investigation," see standard 42.2.2. The significance of the "if" clauses is that the agency is expected to make a good-faith effort to provide the bulleted services. Deletion of the "if clauses" would make this standard unattainable for many agencies inasmuch as compliance depends on many factors that vary substantially from case to case and from agency to agency.

Regarding bullet (a), the agency should consider recontacting victims/witnesses within ten days of the follow-up investigation's initiation. The explanation called for by bullet (b) may be printed on cards given to victims/witnesses and is intended to orient them and relieve their possible anxiety about their continued involvement in their cases. The feasibility of providing the assistance noted in bullet (c) may vary from case to case and should depend, in large part, on the physical, financial, and emotional state of the victim/witness as well as on resources available to the agency. Bullet (d) is related to standard 84.1.7 but seeks to encourage a quicker return of property than specified in standard 84.1.7. **(M M M M)**

# Standards Manual Text

Chapter 55 - Victim/Witness Assistance  
Section 2 - Operations  
Standard 5 - Assistance, Suspect Arrest  
Number 55.2.5

**55.2.5** *A written directive defines victim/witness assistance services to be rendered upon arrest and during post-arrest processing of the suspect.*

**Commentary:** Among the services that agencies should consider providing is notification of the victim/witness of the arrest, the charges and the arrestee's custody status and changes thereto. In many jurisdictions, such notification is frequently impossible because of the overwhelming volume of arrests. In some instances such notification may unavoidably, not be timely-such as when suspects are apprehended elsewhere and perhaps released on bond well before the agency in the jurisdiction where the crime occurred is even informed of the arrest. (O O O O)

# **Standards Manual Text**

**Chapter** 55 - Victim/Witness Assistance  
**Section** 2 - Operations  
**Standard** 6 - Next-of-Kin Notification  
**Number** 55.2.6

**55.2.6** *A written directive establishes procedures for notifying next-of-kin of deceased, seriously injured, or seriously ill persons.*

**Commentary:** The procedures should ensure that notifications are carried out promptly and in a considerate manner. Whenever possible, assistance should be obtained from the clergy, relative, or close friend. Procedures should also address notification requests initiated by other agencies. The agency may cover notifications for accident and non-accident situations in the same directive. **(M M M M)**

# Standards Manual Text

Chapter 61 - Traffic  
Section 1 - Traffic Enforcement  
Standard 1 - Selective Enforcement Activities  
Number 61.1.1

**61.1.1** *A written directive governs the agency's selective traffic enforcement activities, to include procedures for:*

- a. compilation and review of traffic collision data;*
- b. compilation and review of traffic enforcement activities data;*
- c. comparison of collision data and enforcement activities data;*
- d. implementation of selective enforcement techniques and procedures;*
- e. deployment of traffic enforcement personnel; and*
- f. evaluation of selective traffic enforcement activities.*

**Commentary:** The ultimate goal of selective traffic law enforcement is to reduce traffic collision. This may be achieved through the application of such techniques as geographic/temporal assignment of personnel and equipment and the establishment of preventive patrols to deal with specific categories of unlawful driving behavior. The techniques used should be based on collision data, enforcement activity records, traffic volume, and traffic conditions. The objective is to direct appropriate enforcement efforts toward violations, not only in proportion to the frequency of their occurrence in collision situations but also in terms of traffic-related needs identified in the agency's service community.

The review of location, time, and violation factors in vehicle collision should be based upon a numerically significant sample. It is also essential to analyze fluctuations caused by seasonal variations that result in increases in traffic volume and/or collision. In rural or suburban areas, basing these studies on an annual collision experience may be necessary to provide a sufficient database. However, as traffic densities and collision rates increase, a more frequent reporting cycle should be considered.

Supervisors responsible for traffic enforcement activities should be provided with copies of the analysis report.  
(N/A O M M)

# Standards Manual Text

Chapter 61 - Traffic  
Section 1 - Traffic Enforcement  
Standard 2 - Uniform Enforcement Procedures  
Number 61.1.2

**61.1.2** *A written directive establishes uniform procedures for taking enforcement action incidental to traffic law violations, to include:*

- a. physical arrest;*
- b. citation (notice to appear); and*
- c. warnings (if used).*

**Commentary:** The directive should establish guidelines to ensure that enforcement actions are commensurate with applicable laws and take into account the degree and severity of the violation committed. Warnings, written or verbal, or other nonpunitive enforcement actions should be substituted for arrests or citations when circumstances warrant, especially in the case of inadvertent violations. The directive should discourage emphasis on quantitative enforcement activities, such as ticket quotas, and acknowledge that both qualitative and quantitative emphases are integral to the agency's traffic enforcement program. (M M M M)

# Standards Manual Text

Chapter 61 - Traffic  
Section 1 - Traffic Enforcement  
Standard 3 - Violator Procedures  
Number 61.1.3

**61.1.3** *A written directive establishes procedures for handling traffic law violations committed by:*

- a. nonresidents of the agency's service area;*
- b. juveniles;*
- c. legislators;*
- d. foreign diplomats/consular officials; and*
- e. military personnel.*

**Commentary:** The written directive should address all special processing requirements, e.g., diplomatic or legislative immunity, or procedures that apply to traffic law violations committed by the classes of persons enumerated above and any others that require special processing by virtue of local mandate. **(M M M M)**

# Standards Manual Text

Chapter 61 - Traffic  
Section 1 - Traffic Enforcement  
Standard 4 - Informing The Violator  
Number 61.1.4

**61.1.4** *At the time a motorist is charged with a violation, the agency provides information relative to the specific charge, to include:*

- a. court appearance schedule;*
- b. optional or mandatory nature of court appearance by the motorist;*
- c. notice of whether the motorist is allowed to enter a plea and/or pay the fine by mail or at a traffic violations bureau; and*
- d. other information that must be provided to the motorist prior to release.*

**Commentary:** It is essential that officers fully explain the rights and requirements imposed on motorists upon arrest or issuance of a citation for a traffic violation. An informational pamphlet explaining the motorist's rights and responsibilities issued with the citation can augment the information provided verbally by the officer. (M M M)

# Standards Manual Text

Chapter	61 - Traffic
Section	1 - Traffic Enforcement
Standard	5 - Uniform Enforcement Policies
Number	61.1.5

**61.1.5** *A written directive establishes uniform enforcement policies for traffic law violations, to include:*

- a. operation of a vehicle by a driver under the influence of alcohol/drugs;*
- b. operation of a vehicle after driving privileges have been suspended or revoked;*
- c. speed violations;*
- d. hazardous violations;*
- e. off-road vehicle violations;*
- f. equipment violations;*
- g. public carrier/commercial vehicle violations;*
- h. non-hazardous violations;*
- i. multiple violations;*
- j. newly enacted laws and/or regulations;*
- k. violations resulting in traffic collisions; and*
- l. pedestrian and bicycle violations.*

**Commentary:** The intent of this directive is to provide guidelines for uniform traffic law enforcement actions. Uniform enforcement supports the ultimate aim of traffic law enforcement, which is to achieve voluntary compliance with traffic laws and regulations. The policy cannot and should not supplant officer judgment, for it is impossible to foresee every conceivable situation involving traffic violations. In unusual circumstances, the officer should decide what enforcement, if any, is appropriate on the basis of a combination of training, experience, and common sense (see standard 1.2.7 regarding officer discretion). **(M M M M)**

# Standards Manual Text

Chapter 61 - Traffic  
Section 1 - Traffic Enforcement  
Standard 6 - Enforcement Practices  
Number 61.1.6

**61.1.6** *A written directive governs traffic law enforcement practices, to include:*

- a. *visible traffic patrol, whether area, line, or directed;*
- b. *stationary observation, covert and overt;*
- c. *use of unmarked or unconventional vehicles; and*
- d. *use of roadside safety checks.*

**Commentary:** The intent of this standard is to have the agency set parameters for how traffic law enforcement activities are to be conducted, not to establish selective enforcement assignments (see standard 61.1.1, selective enforcement). The traffic law enforcement practices of the agency should foster trust in the agency's enforcement practices, while increasing voluntary compliance by motorists and pedestrians.

Area traffic patrol assignments may be included within existing patrol beats, or special geographic boundaries may be established for the purpose of increasing visibility or enforcement activities. Line patrol involves linear boundaries, as between specific mileposts on a highway. Directed patrol includes assignments or requests for increased traffic patrol coverage, coming from supervision or the communications center during the shift. This does not include pre-determined selective enforcement activities.

The use of unmarked or unconventional vehicles for traffic enforcement may cause the agency to develop special procedures for traffic stops, especially if there have been recent instances of persons impersonating police officers.

Roadside safety checks are accepted more readily by the public when conducted by the agency in a manner that improves rather than exacerbates normal traffic flow. (O O O O)

# Standards Manual Text

Chapter 61 - Traffic  
Section 1 - Traffic Enforcement  
Standard 7 - Stopping/Approaching  
Number 61.1.7

**61.1.7** *A written directive establishes procedures for motorist stops, to include:*

- a. traffic law violators;*
- b. unknown risk stops; and*
- c. high risk stops.*

**Commentary:** Although enforcing traffic laws is one of the more basic functions that law enforcement officers perform, all too frequently officers are injured or killed in the process. Therefore, the agency should provide detailed instructions to officers on procedures for making contact with offending motorists, methods for making effective stops that are safe for the officer and the motorist, approach procedures, and responsibilities for calling in traffic stop information. The instructions should cover all potential situations from basic motorist stops to high-risk stops. (M M M M)

# **Standards Manual Text**

**Chapter** 61 - Traffic  
**Section** 1 - Traffic Enforcement  
**Standard** 8 - Officer-Violator Relations  
**Number** 61.1.8

**61.1.8** *A written directive establishes procedures for officers to follow in their contacts with traffic violators.*

**Commentary:** The purpose of this directive is to provide guidelines to ensure that officers take proper enforcement action and attempt to alter favorably the violator's future driving habits. The procedures should minimize conflict between the officer and the violator, and facilitate a professional interaction. (O O O O)

# Standards Manual Text

Chapter 61 - Traffic  
Section 1 - Traffic Enforcement  
Standard 9 - Speed-Measuring Devices  
Number 61.1.9

**61.1.9** *A written directive governs the use of speed measuring devices in traffic law enforcement, to include:*

- a. equipment specifications;*
- b. operational procedures;*
- c. proper care and upkeep;*
- d. maintenance and calibration records; and*
- e. operator training and/or certification.*

**Commentary:** The directive should include guidelines to ensure that traffic safety and energy conservation goals and objectives are met. The agency should ensure that officers utilizing speed measuring devices (radar, VASCAR, speedometer, stopwatch, etc.) are fully trained before they are authorized to use such devices for traffic law enforcement. Operators may be required to demonstrate their competence with each device under varying conditions in supervised field performance tests. The training and equipment standards should be equivalent to the model standards promulgated by the National Highway Traffic Safety Administration. (O O O O)

# **Standards Manual Text**

**Chapter** 61 - Traffic  
**Section** 1 - Traffic Enforcement  
**Standard** 10 - Alcohol Enforcement Program  
**Number** 61.1.10

**61.1.10** *A written directive establishes the agency's enforcement countermeasure programs against alcohol and drug impaired traffic offenders.*

**Commentary:** The primary objective of the program should be to reduce alcohol and/or drug related traffic offenses by fielding units that are specially trained and equipped to apprehend and process alcohol or drug impaired drivers. Special emphasis should be placed on enforcement of laws related to driving while intoxicated and other statutes restricting drinking and driving. Training should be provided to develop officer skills in detecting those persons who are under the influence of alcohol or drugs.

The agency should consider using the following countermeasures in various combinations in their selective alcohol enforcement program: selective assignment of personnel at the time when, and to the locations where analyses have shown that a significant number of violations and/or collision involving impaired drivers have occurred; selective surveillance of roadways on which there have been an unusual incidence of drinking-driving collisions to ascertain the characteristic violation profile of the problem drinker who drives; selected alcohol related collision investigations and analyses of findings; selective roadway checks for deterrence purposes; and selective enforcement of drinking driving laws through concentration on existing laws and the expeditious processing of violators. **(N/A O M M)**

# Standards Manual Text

Chapter 61 - Traffic  
Section 1 - Traffic Enforcement  
Standard 11 - DUI Procedures  
Number 61.1.11

**61.1.11** *A written directive establishes procedures for handling persons charged with driving while under the influence of alcohol or drugs.*

**Commentary:** The arrest of a person for driving while intoxicated differs significantly from the handling of other traffic law violations. In most jurisdictions for instance, implied consent statutes and legislation that defines intoxication in terms of blood alcohol levels have been enacted. These statutes include many provisions affecting an officer's authority. Therefore, detailed guidance should be provided to officers based on the pertinent legal requirements of the jurisdiction. Procedures should address the methods to be employed for proper administration of preliminary and evidentiary breath tests, safe transportation of impaired arrestees, procurement of blood and urine testing where governing statutes give the arrestee a choice of these tests in addition or as an alternative to a breath test, incarceration or release to a responsible third party, and disposition of the arrestee's vehicle. (M M M M)

# **Standards Manual Text**

**Chapter** 61 - Traffic  
**Section** 1 - Traffic Enforcement  
**Standard** 12 - License Reexamination Referrals  
**Number** 61.1.12

**61.1.12** *A written directive establishes procedures for identification and referral of drivers recommended for reexamination by licensing authorities.*

**Commentary:** Routine enforcement, collision reporting, and investigation activities frequently lead to the discovery of drivers who have suspected incompetency, physical or mental disability, disease, or other conditions that might prevent the person from exercising reasonable and ordinary care over a motor vehicle. In addition to reports related to the action or incident for which the motorist was stopped, the actual or suspected impairments should also be brought to the attention of the state drivers licensing authority. (O O O O)

# **Standards Manual Text**

**Chapter** 61 - Traffic  
**Section** 1 - Traffic Enforcement  
**Standard** 13 - Parking Enforcement  
**Number** 61.1.13

**61.1.13** *If parking enforcement is conducted by the agency, a written directive describes the agency's parking enforcement activities.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	61 - Traffic
Section	2 - Traffic Collision Investigation
Standard	1 - Reporting and Investigation
Number	61.2.1

**61.2.1** *A written directive describes collision reporting and investigation, to include collisions involving:*

- a. death or injury;*
- b. property damage;*
- c. hit and run;*
- d. impairment due to alcohol or drugs;*
- e. hazardous materials; and*
- f. occurrences on private property.*

**Commentary:** The directive should establish procedures to ensure the agency's collision reporting and investigation responsibilities are efficiently and effectively carried out. The directive should also specify which collisions require investigation and which collisions require a report. (M M M M)

# Standards Manual Text

Chapter	61 - Traffic
Section	2 - Traffic Collision Investigation
Standard	2 - Collision Scene Responses
Number	61.2.2

**61.2.2** *A written directive defines agency response to the scene of any collision involving any of the following:*

- a. death or injury;*
- b. hit and run;*
- c. impairment of an operator due to alcohol or drugs;*
- d. damage to public vehicles or property;*
- e. hazardous materials;*
- f. disturbances between principals;*
- g. major traffic congestion as a result of the collision; or*
- h. damage to vehicles to the extent towing is required.*

**Commentary:** Agency response to the scene of a serious or complex collision should include providing emergency services, investigating the collision, recording short-lived evidence, and restoring the normal flow of traffic. In less serious collisions, personnel response should be influenced by agency policy, workload, and availability of personnel. The directive should also specify the circumstances that permit the suspension of investigations—for example, during snow emergencies—and when drivers may report property damage-only collisions in person (at the nearest agency office) and/or by telephone. This policy should be communicated to motorists through the agency's public information program. (M M M M)

# Standards Manual Text

Chapter	61 - Traffic
Section	2 - Traffic Collision Investigation
Standard	3 - Collision Scene Duties
Number	61.2.3

**61.2.3** *A written directive specifies collision scene responsibilities for responding officers, including procedures for:*

- a. determining the officer or investigator who is in charge at the scene;*
- b. identifying and dealing with injured persons;*
- c. identifying and dealing with fire hazards and/or hazardous materials;*
- d. collecting information;*
- e. protecting the collision scene; and*
- f. controlling property belonging to collision victims.*

**Commentary:** The intent of the standard is to provide procedural guidance to officers responding to collision scenes, who may be the first to arrive, as well as to establish a procedure by which the officer in charge or investigator in charge is determined (see standard 12.1.2). The first arriving officer has important responsibilities that include, but are not limited to providing basic or advanced life support until the arrival of fire/rescue personnel, identifying potential or actual fire hazards or other dangerous conditions so that appropriate action can be taken, summoning additional assistance, protecting the scene, establishing a safe traffic flow around the scene, identifying and interviewing witnesses, and expediting the removal of debris and the vehicles involved from the roadway.

Procedural guidance for hazardous material incidents is necessary to protect the officer and other highway users and to ensure the prompt control and removal of material. The procedures should specify what actions the officer can take to identify materials, protect the scene, isolate the immediate area, evacuate nonessential personnel, and obtain appropriate technical assistance. The law enforcement agency generally will be responsible for preliminary hazard identification, e.g., spill, leak, fire, and identification of vehicles and container placards. The directive should ensure that only properly trained and equipped agency personnel attempt to enter areas where hazardous materials may be encountered or suspected.

Procedures for determining who is in charge at the scene when more than one officer or investigator is present will ensure that all required tasks are accomplished. This is especially important in agencies where supervisory personnel do not routinely respond to collision scenes. A failure to carry out certain tasks in a timely manner could be a contributing factor to additional collision. The officer in charge at the scene of a collision should ensure that property belonging to collision victims is protected from theft or pilferage and is removed to a place of safekeeping if the owner is unable to care for it. The directive should provide guidelines for property inventory and indicate methods for property removal and storage. (M M M M)

# **Standards Manual Text**

**Chapter** 61 - Traffic  
**Section** 2 - Traffic Collision Investigation  
**Standard** 4 - Follow-Up Investigations  
**Number** 61.2.4

**61.2.4** *A written directive establishes procedures for collision investigation follow-up activities.*

**Commentary:** Follow-up activities may include, at a minimum, collecting off-scene data, obtaining/recording formal statements from witnesses, reconstructing collisions, using expert and technical assistance, and preparing formal reports to support criminal charges. This standard is not intended to require all of these activities in every investigation; however, the directive should establish when and how these activities should be conducted. The agency may also conduct investigations to gather additional data about driver, pedestrian, vehicle, roadway controls, or related collision information for special research studies. (O O O O)

# Standards Manual Text

Chapter 61 - Traffic  
Section 3 - Traffic Direction and Control  
Standard 1 - Traffic Engineering  
Number 61.3.1

**61.3.1** *A written directive governs performance of agency activities related to traffic engineering, to include:*

- a. handling or referring complaints or suggestions concerning traffic engineering deficiencies; and*
- b. procedures for transmitting collision and enforcement data to local or regional traffic engineering authorities.*

**Commentary:** Engineering functions should be conducted in conjunction with local traffic engineering authorities and should be directly related to the discovery and remedy of collision and congestion hazards. Guidance should be sought by the agency from whatever resource materials are available and applicable to its jurisdiction. The directive should describe the authority and responsibilities of agency personnel for collecting and compiling traffic data; conducting special traffic surveys and studies; analyzing collision and enforcement data; preparing special reports and making recommendations concerning the efficient use of traffic control devices, new or revised laws or ordinances, and engineering improvements; and participating in local and regional transportation system management planning.

The directive should establish procedures to ensure that proper action is taken to investigate complaints, evaluate suggestions, and correct deficiencies or refer them to proper authorities for correction. Traffic records call attention to changed conditions that require alteration in engineering or enforcement policies. The agency should provide copies of collision report forms and/or a monthly summary of collision and enforcement data to provide factual data necessary to make sound engineering decisions.

The occurrence of a serious collision should be brought to the attention of traffic and highway engineering authorities for analysis of potential corrective actions. (O O O O)

# Standards Manual Text

Chapter 61 - Traffic  
Section 3 - Traffic Direction and Control  
Standard 2 - Direction/Control Procedures  
Number 61.3.2

**61.3.2** *A written directive specifies procedures for traffic direction and control to include the following, at a minimum:*

- a. procedures applicable at the scenes of traffic collision;*
- b. uniform hand signals and gestures for manual traffic direction and control;*
- c. procedures applicable at the scenes of critical incidents;*
- d. procedures applicable during periods of adverse road and weather conditions;*
- e. circumstances warranting manual operation of traffic control devices;*
- f. use of temporary traffic control devices; and*
- g. a requirement that any personnel directing traffic, or in the roadway controlling traffic, wear reflective clothing at all times.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter 61 - Traffic  
Section 3 - Traffic Direction and Control  
Standard 3 - Escorts  
Number 61.3.3

**61.3.3** *A written directive governs provisions for:*

- a. law enforcement escort services; and*
- b. escorts of civilian vehicles in medical emergencies.*

**Commentary:** The directive should specify the circumstances, both routine and emergency, under which escort services should be provided; the procedures for processing routine or emergency requests for escort; and the identification of agency personnel authorized to approve such requests. The directive should include escort of public officials, dignitaries, emergency vehicles, funerals, oversize vehicles, and hazardous or unusual cargo. The agency should also establish procedures for ensuring the adequacy of private escort services for oversize vehicles and hazardous cargo carriers.

Escorting civilian vehicles under emergency circumstances is an extremely dangerous practice and should be avoided whenever possible. In medical emergencies, the patient should be transported by ambulance whenever possible. If escorts are authorized, the directive should establish guidelines to ensure the safety of the patient, the officer, and all other highway users. **(M M M M)**

# Standards Manual Text

Chapter	61 - Traffic
Section	3 - Traffic Direction and Control
Standard	4 - Adult School Crossing Guards
Number	61.3.4

**61.3.4** *If the agency uses adult school-crossing guards, a written directive specifies:*

- a. the adult school-crossing guards' authority and responsibilities;*
- b. selection criteria for the adult school-crossing guards;*
- c. the uniforms to be worn by the adult school-crossing guards;*
- d. criteria for locations requiring adult school-crossing guards; and*
- e. identification of the locations requiring adult school-crossing guards, based on an annual documented review.*

**Commentary:** The scope of school-crossing guards' responsibilities and duties should be clearly spelled out and understood by both officers and crossing guards. Selection criteria should be based on the knowledge, skills, and abilities required for job performance. School crossing-guards should be uniformed so that motorists and pedestrians can readily recognize them and respond to their signals. Their uniforms should be distinctly different from those worn by sworn personnel.

The following variables should be considered when determining the locations where school-crossing guards are needed: traffic volume/speed, number of turning movements, width of an intersection, physical terrain, existence or absence of traffic control devices, local legislative policy, and the number and age of children utilizing the crossing.

Regarding bullet (e), the annual review should be conducted in conjunction with traffic engineering and school authorities. The survey's data should form the basis for establishing school crossing points and school routes.

A uniform approach to school-area traffic controls should be developed to ensure the use of similar controls for similar situations, thus promoting uniform behavior on the part of drivers and pedestrians. (O O O O)

# **Standards Manual Text**

**Chapter** 61 - Traffic  
**Section** 3 - Traffic Direction and Control  
**Standard** 5 - Student Safety Patrol Program  
**Number** 61.3.5

**61.3.5** *The agency assists school authorities in the student safety patrol program.*

**Commentary:** Student safety patrol activities should complement those of the school-crossing guards. Agency assistance in the organization, instruction, and supervision of student safety patrols should provide a degree of uniformity and improve program effectiveness. Student patrols should not be charged with the responsibility of directing vehicular traffic, nor should they be allowed to do so through the use of flags, hand signs, or other signal devices. (O O O O)

# **Standards Manual Text**

**Chapter** 61 - Traffic  
**Section** 3 - Traffic Direction and Control  
**Standard** 6 - Local/Region Planning Committees  
**Number** 61.3.6

**61.3.6** *If there are criminal justice coordinating and/or local or regional transportation system management planning committees within the agency's jurisdiction, the agency participates in such committees.*

**Commentary:** None. (O O O O)

# Standards Manual Text

Chapter 61 - Traffic  
Section 4 - Ancillary Services  
Standard 1 - Assistance, Highway Users  
Number 61.4.1

**61.4.1** *A written directive governs the provision of assistance to highway users, to include:*

- a. general assistance;*
- b. mechanical assistance and towing service;*
- c. protection to stranded persons; and*
- d. emergency assistance.*

**Commentary:** The directive should set forth policies that describe the role of the agency in providing information and directions, assisting stranded or disabled motorists, providing or obtaining fuel, changing tires, making minor repairs, etc.

The highway user encountering mechanical or other difficulties necessitating assistance or towing generally must rely upon the officer to obtain needed services. The directives should establish procedures for obtaining services or other assistance in an equitable manner that satisfies the needs of the public, the law enforcement agency, and the providers of such services.

The agency has a responsibility to provide a communications link to obtain needed services for motorists and to provide protection for highway users stranded or disabled in hazardous locations or environments. The written directive should provide basic guidelines to ensure that help arrives in a timely fashion and that motorists are directed or actually transported to a place of safety.

The directive should describe the role of officers in providing first aid, obtaining medical assistance, fighting fires, obtaining fire service assistance, and transporting civilians. Agency personnel should have clear guidelines to ensure that fire suppression and emergency medical transport services are provided in a timely manner. (M M M)

# Standards Manual Text

Chapter 61 - Traffic  
Section 4 - Ancillary Services  
Standard 2 - Hazardous Highway Conditions  
Number 61.4.2

**61.4.2** *A written directive specifies procedures for taking action to correct hazardous highway conditions.*

**Commentary:** Roadway and roadside hazards are contributing factors in many traffic collisions. In order to mitigate these factors, the directive should specify procedures for reporting and correcting hazardous conditions such as debris in the roadway; defects in the roadway itself; lack of or defects in, highway safety features, e.g., impact attenuation devices, reflectors; lack of, improper, visually obstructed, or down or damaged mechanical traffic control devices and/or traffic control and informational signs; lack of or defective roadway lighting systems; and other roadside hazards, including vehicles parked or abandoned on or near the roadway. **(M M M M)**

# Standards Manual Text

Chapter 61 - Traffic  
Section 4 - Ancillary Services  
Standard 3 - Towing  
Number 61.4.3

**61.4.3** *A written directive specifies procedures for the following:*

- a. handling of abandoned vehicles;*
- b. removal and towing of vehicles from public and private property; and*
- c. maintaining records of all vehicles removed, stored, or towed at the direction of an officer.*

**Commentary:** The directive should define the circumstances under which vehicles are considered abandoned and when and how they are to be removed.

Procedures are needed for removal or towing of vehicles that are illegally stopped, standing, or parked; stolen or abandoned; and/or in the agency's custody. In addition, the directive should establish procedures to notify the registered owner of the removal or tow and to afford the owner the opportunity for a hearing to determine the legality of such removal or tow.

Whenever a vehicle is removed or towed at the direction of an officer, a written record should be made of the time, date, location, requesting officer, reason for removal or tow, charges pending, towing service, location of the vehicle, and notification or attempted notification of the registered owner. **(M M M M)**

# **Standards Manual Text**

**Chapter** 61 - Traffic  
**Section** 4 - Ancillary Services  
**Standard** 4 - Traffic Safety Materials  
**Number** 61.4.4

**61.4.4** *Traffic safety educational materials are made available to the public.*

**Commentary:** The ultimate goal of enforcement officials is to achieve voluntary compliance with traffic laws and regulations. Preparation and dissemination of traffic safety educational materials support enforcement efforts and enhance public understanding of traffic safety programs. (O O O O)

# Standards Manual Text

Chapter 70 - Detainee Transportation  
Section 1 - Transport Operations  
Standard 1 - Pre-transport Detainee Searches  
Number 70.1.1

**70.1.1** *A written directive requires the transporting officer to search the detainee before being transported.*

**Commentary:** The transporting officer is legally responsible for the safety and custody of the detainee being transported. It must be assumed that the detainee may have had an opportunity to obtain contraband or a weapon prior to the time he or she is accepted for transport by the officer. It should never be assumed by the officer that someone else has searched the detainee. Detainees should be searched each time they come into the transporting officer's custody, including transport to and from court appearances.

The directive should clearly define agency policy on the types of searches that may be conducted, describe when and where they may be conducted, and provide strict procedures on how and by whom each type of authorized search may be performed. Exceptions if allowed, should be listed. If conducted, strict guidelines on "strip" searches and/or "body-cavity" searches should be established and included in this directive (see standard 1.2.8).  
**(M M M M)**

# Standards Manual Text

Chapter	70 - Detainee Transportation
Section	1 - Transport Operations
Standard	2 - Searching Transport Vehicles
Number	70.1.2

**70.1.2** *A written directive requires examination at the beginning of each shift of all vehicles used for transporting detainees and the search of any transport vehicles prior to and after transporting detainees.*

**Commentary:** The intent of this standard is to ensure that any vehicle used to transport a detainee is free of weapons and contraband before and after the detainee comes in contact with the vehicle. An examination before beginning each shift will ensure the vehicle has not been tampered with since last used, is free of weapons and contraband, is mechanically safe, is free of damage or defect, and is properly equipped for use.

Each time a detainee is to be transported, the vehicle should be examined to ensure that no weapons or contraband are present. Some latitude may be allowed where an officer has been in constant control of the vehicle following the pre-shift examination and the introduction of the detainee to the vehicle; however, most vehicles will not have been under constant observation and officers should not assume that no opportunity has existed for the introduction of weapons, contraband, or other items.

Once a detainee has been removed from the vehicle, a thorough search should be conducted as soon as practical, but, in all cases, before the vehicle is reused. This will not only ensure that the detainee has left nothing in the vehicle, but if items are found, link them in a timely manner to the detainee.

In special transport situations, it is the transporting officer's responsibility to ensure that the vehicle is safe and equipped with appropriate items; for example, spare tire, jack, lug wrench, and safety flares. The condition of the vehicle itself should be examined, including proper inflation of tires, fuel and oil levels, ignition system, and engine operation. The transporting officer should have proper forms or credit cards for procurement of gasoline, as well as all detainee-related documentation required by standard 70.5.1. **(M M M M)**

# Standards Manual Text

Chapter 70 - Detainee Transportation  
Section 1 - Transport Operations  
Standard 3 - Procedures, Transporting by Vehicle  
Number 70.1.3

**70.1.3** *A written directive requires that transporting officers in vehicles without safety barriers be seated in specific locations within the vehicle, depending upon the number of detainees to be transported and the number of transporting officers used.*

**Commentary:** For safety reasons, the detainee should be under control at all times. Opportunities for escape or attack on transporting officers should be reduced as much as possible. The detainee should be made as comfortable as reasonably possible, given the length of the trip being made, and should be secured to the maximum degree with appropriate restraining devices (see standard 70.2.1). **(M M M M)**

# Standards Manual Text

**Chapter** 70 - Detainee Transportation  
**Section** 1 - Transport Operations  
**Standard** 4 - Interruption of Transport  
**Number** 70.1.4

**70.1.4** *A written directive establishes under what conditions an officer may interrupt a detainee transport for necessary stops and/or to render emergency assistance.*

**Commentary:** The primary duty of the transporting officer is the safe delivery of the detainee in his or her care. This directive should stipulate circumstances under which the transporting officer can stop to respond to the need for law enforcement services while transporting a detainee, if allowed. However, the directive should caution that diversionary incidents, whether or not instigated by persons attempting to free the detainee, may divert the transport officer and place the detainee in jeopardy or enhance chances for escape. General principles of tort law impose a duty of care on the transporting officer to protect the detainee from injury. Only when the risk to third parties is both clear and grave and the risk to the detainee is minimal should the officer stop to render assistance.

During long distance transports, care should be taken when stopping for fuel and meals or for allowing the detainees reasonable opportunities to use toilet facilities. Locations should be alternated and randomly selected. Normally, no stops will be made while transporting from the point of arrest to the booking/processing location (see standard 70.2.1). (M M M M)

# Standards Manual Text

Chapter 70 - Detainee Transportation  
Section 1 - Transport Operations  
Standard 5 - Detainee Communication  
Number 70.1.5

**70.1.5** *A written directive prescribes circumstances under which the detainee may communicate with others while being transported.*

**Commentary:** Safety aspects of the transport function require that the detainee's right to communicate with attorneys and others will not normally be exercised during the period that the detainee is being transported. (M M M)

# Standards Manual Text

Chapter 70 - Detainee Transportation  
Section 1 - Transport Operations  
Standard 6 - Procedures, Transport Destination  
Number 70.1.6

**70.1.6** *A written directive prescribes actions at the destination of employees transporting detainees to a facility to include, at a minimum:*

- a. securing firearms for safekeeping;*
- b. when to remove restraints from the transported detainee;*
- c. delivering documentation to the receiving personnel;*
- d. advising receiving agency personnel of any potential medical or security risks; and*
- e. documentation confirming the transfer of custody.*

**Commentary:** Procedures for the release or transfer of detainee medical information should address the need to comply with controlling legislation. In lieu of a written receipt, the employee may document the transfer of the detainee in a written report to include the receiving official's name. **(M M M M)**

# Standards Manual Text

Chapter 70 - Detainee Transportation  
Section 1 - Transport Operations  
Standard 7 - Procedures, Escape  
Number 70.1.7

**70.1.7** *Following an escape of a detainee while being transported, the transporting officer takes actions prescribed by a written directive to include, at a minimum, the following:*

- a. persons to be notified;*
- b. reports to be prepared; and*
- c. further actions to be taken.*

**Commentary:** If the escape occurs in another jurisdiction, the authority of the escort officer to take action in recovering the detainee will depend upon the powers officers have in that jurisdiction. Depending upon the state, these will include peace officer powers anywhere within the state, within a mutual aid area, or only within the specific jurisdiction served by the officer. (M M M M)

# **Standards Manual Text**

**Chapter** 70 - Detainee Transportation  
**Section** 1 - Transport Operations  
**Standard** 8 - Notify Court of Security Hazard  
**Number** 70.1.8

**70.1.8** *A written directive requires that the agency notify the appropriate agency or court when a detainee to be transported to another agency or court is considered an unusual security risk.*

**Commentary:** In such cases, the receiving agency may take additional security steps or the judge may allow or direct the use of restraining devices in the court and may request the assignment of additional officers for security while at the court. (M M M M)

# Standards Manual Text

Chapter	70 - Detainee Transportation
Section	2 - Restraining Devices
Standard	1 - Detainee Restraint Requirement
Number	70.2.1

**70.2.1** *A written directive describes restraining devices and methods to be used during detainee transports with exceptions noted.*

**Commentary:** It is necessary for officers to know when and how detainees are to be restrained and when, where, and how particular restraining devices are to be employed, including special and prohibited methods (see standard 41.3.3). Agencies should be aware that some techniques have been found to contribute to serious physical injury or death, e.g., "positional asphyxia" and should be prohibited. For example, in transporting more than one detainee, should each be handcuffed with hands in front and arms intertwining or may a detainee be handcuffed to any part of the vehicle? The directive should also take into account circumstances under which the detainee is to be transported by vehicle over a period of several hours.

It should not be assumed that restraining devices are unnecessary for disabled detainees. A detainee in a wheelchair or one who uses walking aids may not require the use of restraining devices in all instances. Restraining devices also may be harmful to sick or injured detainees, depending upon the nature of the sickness or injury. The written directive in both situations should be specific in defining circumstances when restraining devices would and would not be necessary and the extent of the officer's discretion in their application.

Mentally disabled detainees may pose a significant threat to themselves and/or the transporting officers. The selected device should restrain the detainee securely without causing injury. These devices should be required whenever practical but should not preclude the use of handcuffs in emergency situations. The types of restraints used should be indicated on the transfer document. (M M M M)

# **Standards Manual Text**

**Chapter** 70 - Detainee Transportation  
**Section** 3 - Special Transport Situations  
**Standard** 1 - Sick, Injured, Disabled  
**Number** 70.3.1

**70.3.1** *A written directive prescribes procedures for transporting sick, injured, or disabled detainees.*

**Commentary:** If a detainee becomes sick or is injured incidental to arrest, the arresting officer should seek medical attention at that time, if at all possible. If the detainee is not provided care in a medical facility or is not transported to a medical facility initially but is taken to the booking point, the directive should define the actions to be taken at that time for providing medical attention to the detainee.

Physically and mentally disabled detainees present conditions for their transport that dictate special care and attention. For example, the type of vehicle used would be a consideration when transporting nonambulatory detainees or those requiring wheelchairs, crutches, or prosthetic appliances. It may be necessary to transport medicine and other special items for certain detainees during transport. The safety of the detainee and the transporting officer requires due care when transporting disabled detainees. (M M M M)

# Standards Manual Text

Chapter 70 - Detainee Transportation  
Section 3 - Special Transport Situations  
Standard 2 - Hospital Security and Control  
Number 70.3.2

**70.3.2** *A written directive establishes procedures for the security and control of detainees transported to medical care facilities or hospitals for treatment, examination, or admission.*

**Commentary:** Detainees who are taken for immediate treatment should be closely monitored. Opportunities for escape, suicide, and assault on hospital personnel or the transporting officer should be guarded against and will be more prevalent if the detainee is unrestrained and/or out of sight. If restraints should be removed for treatment, caution should be exercised while the detainee is unfettered. Only under unusual circumstances will the detainee be allowed out of the transporting officer's sight.

If the detainee is admitted to the hospital, the agency may need to provide additional security. Some measures to consider are the type and period of treatment, degree of risk, isolation, 24-hour coverage, continued use of restraints, meals and utensils, monitoring all personal contacts with the detainee, etc. Visitors should be prohibited, including telephone contact with the detainee.

Officers assigned to guard the detainee should be cautioned not to become lax while performing their duty. Long tedious hours, with little activity, easily lead to complacency and carelessness. Officers should also avoid fraternizing with the detainee at any time. Any unusual occurrence should be recorded. Frequent rotation of guards and close supervision by superiors is recommended.

When released from treatment, the detainee's condition should be carefully recorded. All instructions for future treatment and medication should be obtained in writing and signed by the attending physician. Before moving, the detainee should be searched and restrained (see standards 70.1.1 and 70.2.1). (M M M M)

# **Standards Manual Text**

**Chapter** 70 - Detainee Transportation  
**Section** 3 - Special Transport Situations  
**Standard** 3 - Special Situations  
**Number** 70.3.3

**70.3.3** *A written directive prescribes procedures for transporting detainees in special situations.*

**Commentary:** The unusual circumstances surrounding such situations as attending funerals, visiting hospitals and critically ill persons, or attending the reading of a will provide extraordinary opportunities to a detainee for unauthorized personal contact, escape, or inflicting injury on himself or others. Therefore, special precautions and security measures should be stipulated and employed. (M M M M)

# **Standards Manual Text**

**Chapter** 70 - Detainee Transportation  
**Section** 4 - Transport Equipment  
**Standard** 1 - Vehicle Safety Barriers  
**Number** 70.4.1

**70.4.1** *Vehicles used primarily for transporting detainees must have the driver separated from the detainee by a safety barrier.*

**Commentary:** The safety barrier prevents the detainee from having access to the driver's compartment of the vehicle. Communication between the front and rear compartments should not be impaired to the point that precludes conversation. Installation of such a barrier should be done in a manner that promotes the safety of occupants in the front and rear compartments. **(M M M M) Compliance may be OBSERVED.**

# **Standards Manual Text**

**Chapter** 70 - Detainee Transportation  
**Section** 4 - Transport Equipment  
**Standard** 2 - Rear Compartment Modifications  
**Number** 70.4.2

**70.4.2** *If detainees are routinely transported alone in the rear of agency vehicles, the rear compartments are modified to minimize opportunities for exit without the aid of the transporting officer.*

**Commentary:** Cages, safety barriers, deactivating power to windows and/or removal of window cranks and door handles from the rear compartment are modifications that should be considered by the agency to minimize unauthorized exit from the vehicle. The agency may also have a written directive that requires a secondary officer to be seated with the detainee if and when there are no physical barriers to minimize unauthorized exit (see standard 70.1.3). **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter	70 - Detainee Transportation
Section	5 - Documentation
Standard	1 - Detainee ID and Documentation
Number	70.5.1

**70.5.1** *A written directive prescribes the following for detainees transported from one facility to another:*

- a. methods to be used in positive identification of detainees to be transported;*
- b. documentation that should accompany the detainee being transported between facilities; and*
- c. information relating to the detainee's escape or suicide potential or other personal traits of a security nature be recorded and included in the documentation that accompanies the detainee during transport.*

**Commentary:** Each detainee being transported from a detention facility should be positively identified as the person who is to be moved. Booking records and numbers assigned to the detainee in the detention facility should be verified and the person concerned confirmed as the person described in the records.

If the detainee is to be transported to court, such information would include the detainee's name, facility detainee number, and court to which the detainee is to be delivered. When transporting a detainee to another facility, the documentation should include commitment papers and the detainee's medical records and personal property. For interstate transports, the escort officer should have a properly executed governor's warrant or a properly executed waiver. The escort officer should also be specifically alerted to any potential security problems that the detainee may present during transport. This information should include escape or suicidal tendencies as well as unusual illnesses. (M M M M)

# Standards Manual Text

Chapter	71 - Processing and Temporary Detention
Section	1 - Authorization
Standard	1 - Designate Rooms or Areas
Number	71.1.1

**71.1.1** *A written directive designates specific room(s) and area(s) within the law enforcement facility authorized for use for detainee processing, testing, and temporary detention.*

**Commentary:** Agencies often need to temporarily detain persons as part of the arrest and booking process or before booking them into a holding facility or jail. Daily police operations are often unpredictable, and it may be necessary to use a room, space, or area in a law enforcement facility to separate persons under arrest, maintain control, complete reports and forms, conduct tests, wait for bonding, or help relieve a temporary booking backlog. (M M M M)

# Standards Manual Text

Chapter	71 - Processing and Temporary Detention
Section	2 - Training
Standard	1 - Training of Personnel
Number	71.2.1

**71.2.1** *Personnel charged with monitoring temporarily detained individuals in the facility are provided initial training on the use of the temporary detention room(s) or area(s) and retraining at least once every three years.*

**Commentary:** Temporary detention occurring outside the confines of a facility such as a holding facility, jail, or other more secure correctional institution can involve close contact with detainees under challenging and less than ideal conditions. To reduce complacency, officer safety issues should be a priority of the agency training for both initial and retraining sessions. A cooperative detainee can quickly turn uncooperative or combative. Agency training should address the resources that are available to agency personnel during the temporary detention phase and contingencies for dealing with unruly or combative detainees. A discussion of alternative procedures, such as immediately transferring combative or uncooperative detainees to a more secure facility, or delaying necessary processing or testing until a court order can be obtained, will create a more efficient and safe environment for detainees and agency personnel. (M M M M)

# Standards Manual Text

Chapter	71 - Processing and Temporary Detention
Section	3 - Detainee Processing and Control
Standard	1 - Procedures
Number	71.3.1

**71.3.1** *A written directive governs procedures for the following:*

- a. documenting the reason, date and time in and out of the facility, and any meals, if any, that were provided during the detention;*
- b. supervision and accountability for processing, searching, and temporary detention of individuals within the facility;*
- c. securing and monitoring unattended detainees within locked spaces, if authorized;*
- d. temporary restraint of detainees by securing them to fixed objects, if any; and*
- e. the separation of males, females, and juveniles.*

**Commentary:** Documenting aspects of the temporary detention and meeting applicable time constraints help ensure the agency's actions were necessary, defensible, and protect the agency from claims that a detainee was denied due process. Time limitations on temporary detention, if exceeded, should be documented with a reason for the delay. (M M M M)

# **Standards Manual Text**

**Chapter** 71 - Processing and Temporary Detention  
**Section** 3 - Detainee Processing and Control  
**Standard** 2 - Immovable Objects  
**Number** 71.3.2

**71.3.2** *If a detainee is to be secured to an immovable object, it will be designed and intended for such use.*

**Commentary:** This method of restraint should only be used when no other suitable method is available. Immovable objects designed for this purpose may include a bar or ring to which a handcuff can be secured. (M M M M)

# Standards Manual Text

Chapter	71 - Processing and Temporary Detention
Section	3 - Detainee Processing and Control
Standard	3 - Security
Number	71.3.3

**71.3.3** *A written directive addresses the following security concerns in designated temporary detention room (s):*

- a. firearms will be secured before entering the temporary detention room;*
- b. panic or duress alarms;*
- c. authorized access to area and detainee, if any;*
- d. escape prevention;*
- e. face-to-face visual observation of unattended detainees at least every thirty minutes; and*
- f. use of audio and/or video devices, if any, to monitor detainees between the thirty minute face-to-face visual observations.*

**Commentary:** Some detainees are a potential threat to themselves and agency staff, so appropriate safety precautions should be taken while maintaining legal and reasonable conditions of treatment. The use of portable radios with a designated signal and procedures for distress in the temporary detention area will suffice for panic or duress alarms.

The agency should consider any other items such as knives, batons, chemical sprays, etc., it may want to exclude from the temporary detention room or areas environment when formulating its directive on the exclusion of firearms. **(M M M M)**

# **Standards Manual Text**

**Chapter** 71 - Processing and Temporary Detention  
**Section** 4 - Temporary Detention Facility Conditions  
**Standard** 1 - Physical Conditions  
**Number** 71.4.1

**71.4.1** *A written directive establishes minimum physical conditions for temporary detention room(s) and provides for access to water, restrooms, and other needs*

**Commentary:** These comfort items are not required to be in the room, but the agency is responsible to ensure these items are provided to detainees in a timely manner. (M M M M)

# **Standards Manual Text**

**Chapter** 71 - Processing and Temporary Detention  
**Section** 4 - Temporary Detention Facility Conditions  
**Standard** 2 - Fire Prevention/Suppression  
**Number** 71.4.2

**71.4.2** *There is a plan for fire prevention, fire evacuation, and fire suppression for the temporary detention room(s).*

**Commentary:** The standard does not require a separate plan for the individual area(s) used for temporary detention and can be part of the overall plan for the law enforcement facility. **(M M M M)**

# Standards Manual Text

Chapter 71 - Processing and Temporary Detention  
Section 4 - Temporary Detention Facility Conditions  
Standard 3 - Inspections  
Number 71.4.3

**71.4.3** *A written directive governs the frequency of inspections of the temporary detention room(s) and provides for the administrative review of temporary detention areas and procedures at least once every three years.*

**Commentary:** Rooms utilized for temporary detention should receive regularly scheduled inspections for cleanliness and to determine if any unsafe conditions are developing. The administrative review should ensure that agency policies and procedures governing temporary detention are being followed and that the original intent for authorization and use of the facility continues to be adequate for the agency's needs. The administrative review can also disclose more adequate arrangements for detention, such as the availability of a newly built central holding facility or jail that was not previously available or considered by the agency. (MM MM)

# Standards Manual Text

Chapter	71 - Processing and Temporary Detention
Section	5 - Processing and Testing
Standard	1 - Security Concerns in Designated Processing or Testing Rooms/Areas
Number	71.5.1

**71.5.1** *A written directive addresses the following security concerns in designated processing or testing room (s) or area(s):*

- a. constant supervision;*
- b. weapons control;*
- c. panic or duress alarms; and*
- d. escape prevention.*

**Commentary:** Some detainees are a potential threat to themselves and agency staff, so appropriate safety precautions should be taken while maintaining legal and reasonable conditions of treatment. Officer safety should always be a priority when an agency exercises discretion related to security of weapons, to include firearms. The agency should consider any other items such as knives, batons, chemical sprays, electronic controlled weapons, etc., it may want to exclude from the processing and testing environment when formulating its directive on the exclusion of firearms. The use of portable radios with a designated signal and procedures for distress in the processing or testing area will suffice for panic or duress alarms. **(M M M M)**

# Standards Manual Text

Chapter	72 - Holding Facility
Section	1 - Organization, Administration and Management
Standard	1 - Training User Personnel
Number	72.1.1

**72.1.1** *A written directive requires that personnel receive initial training on the operations of the holding facility, to include fire suppression and equipment provided for use by the agency, and retraining at least once every three years.*

**Commentary:** Types and levels of training should vary with the nature of assignments and responsibilities. Employees who work in direct, continuing contact with detainees require special training, including use of physical restraint, to ensure safety and security of staff and detainees. Employees who do not work in direct contact with detainees should receive an orientation on the operation of the holding facility and their role, if any.

Fire suppression may include smoke and fire detectors, fire extinguishers, fire hoses to one and one-half inches, and air packs (see standard 72.3.1). (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>72 - Holding Facility</b>
<b>Section</b>	<b>1 - Organization, Administration and Management</b>
<b>Standard</b>	<b>2 - Access, Nonessential Persons</b>
<b>Number</b>	<b>72.1.2</b>

**72.1.2** *A written directive governs access of nonessential persons to the holding facility.*

**Commentary:** If nonessential persons are granted access to holding facilities, their presence should not violate a detainee's privacy, impede facility operations, or obstruct or frustrate acquisition and development of information for presentation in court by either the prosecution or the defense. Access of all nonessential persons should be prohibited in emergency situations. (M M M M)

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 1 - Organization, Administration and Management  
**Standard** 3 - Records Security  
**Number** 72.1.3

**72.1.3** *The agency has procedures for safeguarding detainee records from unauthorized disclosure.*

**Commentary:** A detainee's constitutional right to privacy can be violated if records are improperly disseminated. The agency should establish procedures to limit access to detainee records in accord with federal and state statutes. (M M M M)

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 2 - Physical Plant  
Standard 1 - Minimum Conditions  
Number 72.2.1

**72.2.1** *Holding facilities provide the following minimum conditions for detainees:*

- a. adequate lighting as required by local code or ordinance;*
- b. circulation of fresh or purified air in accordance with local public health standards;*
- c. access to a toilet and drinking water;*
- d. access to a wash basin or shower for detainee held in excess of eight hours; and*
- e. a bed and bedding for each detainee held in excess of eight hours.*

**Commentary:** Sufficient air, lighting, and sanitary facilities are essential to the health of detainees. Bedding issued to detainees held overnight should be clean, sanitary, and fire-retardant. The directive may provide exceptions for detainees who are deemed to be suicidal. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter	72 - Holding Facility
Section	3 - Safety and Sanitation
Standard	1 - Fire, Heat, Smoke Detection System, Inspections
Number	72.3.1

**72.3.1** *The facility has an automatic fire alarm and heat and smoke detection system, fire equipment approved in writing by state or local fire officials, and a written directive prescribing fire prevention practices and procedures, to include:*

- a. a weekly documented visual inspection and a semiannual documented testing of fire equipment; and*
- b. a daily visual inspection; and documented testing of the automatic fire detection devices and alarm systems as required by local fire code.*

**Commentary:** Reasonable provisions for testing and or self-testing of the technology employed should be established to ensure the integrity and reliability of the system. The agency should plan and execute all reasonable procedures for the prevention and prompt control of fire (see standard 72.1.1). **(M M M M)**

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 3 - Safety and Sanitation  
Standard 2 - Posted Evacuation Plan  
Number 72.3.2

**72.3.2** *There is a written and posted emergency evacuation plan for the facility and a designated and signed emergency exit directing evacuation of persons to hazard-free areas.*

**Commentary:** If possible, two separate means of emergency exit should be provided. The evacuation plan should specify route of evacuation and subsequent disposition and housing of detainees. The plan also should include provisions for first aid and hospital transportation. **(M M M M)**

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 3 - Safety and Sanitation  
**Standard** 3 - Weekly Sanitation Inspection  
**Number** 72.3.3

**72.3.3** *A written directive requires a documented weekly sanitation inspection of the facility and specifies procedures for control of vermin and pests.*

**Commentary:** Any condition conducive to harboring or breeding insects, rodents, or other vermin should be eliminated. If necessary, pest control professionals should be used to clean or fumigate the facility. (M M M M)

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 4 - Security and Control  
Standard 1 - Securing Firearms  
Number 72.4.1

**72.4.1** *A written directive specifies that firearms will be secured before entering the holding facility, and if any exceptions or conditions are permitted in emergencies, they are included in the directive.*

**Commentary:** The agency should consider any other items such as knives, batons, chemical sprays, etc., it may want to exclude from the holding facility environment when formulating its directive on the exclusion of firearms. (M M M M)

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 4 - Security and Control  
**Standard** 2 - Entering Occupied Cells  
**Number** 72.4.2

**72.4.2** *A written directive governs conditions under which an employee enters an occupied cell.*

**Commentary:** To ensure that detainees held in cells do not have an opportunity to take keys from an employee and escape, it is preferable that employees not enter a cell alone, unless they are being monitored by visual or audio surveillance devices and/or have a distress alarm in their possession. **(M M M M)**

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 4 - Security and Control  
Standard 3 - Key Control  
Number 72.4.3

**72.4.3** *A written directive governs control and use of electronic and manual keys.*

**Commentary:** The key control system should provide an accurate accounting of the location and possessor of each key. Duplicate emergency keys or a master key should be readily available in emergency situations. (M M M M)

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 4 - Security and Control  
**Standard** 4 - Facility Door Security  
**Number** 72.4.4

**72.4.4** *A written directive specifies which holding facility doors are to be secured and when.*

**Commentary:** It is essential that staff members know which doors should be locked, when and under what circumstances they should be opened. Doors to vacant units, unoccupied cells, and storage rooms should be locked when not in use. Doors should be tested for vulnerability after they are secured. (M M M M)

# Standards Manual Text

Chapter	72 - Holding Facility
Section	4 - Security and Control
Standard	5 - Security Checks
Number	72.4.5

**72.4.5** *A written directive requires a security check, including searching for weapons and contraband, prior to and immediately after each use of a cell.*

**Commentary:** The written directive should indicate who is responsible for making this security check and require that any conditions observed be reported immediately to supervisory personnel either verbally or in writing. (M M M M)

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 4 - Security and Control  
Standard 6 - Security Inspections  
Number 72.4.6

**72.4.6** *A written directive requires a documented security inspection, including searching for weapons and contraband, of the holding facility at least weekly.*

**Commentary:** At least once a week, bars, locks, windows, walls, floors, ventilator covers, glass panels, access plates, protective screens, doors, and other security devices should be checked carefully for operational wear and detainee tampering. Inspections should include occupied and unoccupied cells. Results of these inspections should be submitted in writing to the chief executive officer or his/her designee. All defective security equipment should be replaced or repaired immediately. All holding areas and other areas to which detainees have access should be searched for weapons and contraband. (M M M M)

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 4 - Security and Control  
**Standard** 7 - Tool and Culinary Equipment  
**Number** 72.4.7

**72.4.7** *A written directive governs control of tools and culinary equipment.*

**Commentary:** A strict accounting should be made of all tools and utensils coming in and going out of the facility, as well as strict visual supervision of their use while inside the facility. A system to control tools and culinary equipment brought into the facility should apply to agency personnel and outside maintenance persons alike. (M M M M)

# Standards Manual Text

Chapter	72 - Holding Facility
Section	4 - Security and Control
Standard	8 - Alerting Control Point
Number	72.4.8

**72.4.8** *The agency has a system in the holding facility to alert a designated control point in the event of an emergency.*

**Commentary:** An audio communication system may be enhanced by the use of video equipment to supplement personal supervision by staff. Detainees also can use the system to advise staff of emergency needs (see standard 72.8.2). (M M M M) **Compliance may be OBSERVED.**

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 4 - Security and Control  
Standard 9 - Panic Alarms  
Number 72.4.9

**72.4.9** *If employees are not equipped with "alert" or "panic alarm" systems or a means of two-way communication, there is a security alarm system, which is monitored at all times, linked to a designated control point.*

**Commentary:** None. (M M M M) **Compliance may be OBSERVED.**

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 4 - Security and Control  
**Standard** 10 - Procedures, Escape  
**Number** 72.4.10

**72.4.10** *A written directive prescribes procedures to be followed in the event of an escape.*

**Commentary:** The procedures to be followed if an escape occurs should be made known to all personnel. They should include provisions for sounding alarms, alerting officials, mobilizing resources, and ending the alert. (M M M M)

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 4 - Security and Control  
**Standard** 11 - Report, Threats to Facility  
**Number** 72.4.11

**72.4.11** *A written directive requires a documented report of all incidents that threaten the facility or any person therein.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 5 - Detainee Processing  
Standard 1 - Detainee Searches  
Number 72.5.1

**72.5.1** *A written directive establishes procedures for maintaining control of the detainee's property, to include:*

- a. an inventory search of the detainee at the time of booking and prior to entry to the holding facility;*
- b. an itemized inventory of property taken from the detainee;*
- c. secure storage of property taken; and*
- d. return of property upon release.*

**Commentary:** The written directive should precisely identify the types and scope of searches to be conducted by agency personnel. The directive should be consistent with current legal standards concerning the conduct of strip searches and body cavity searches (see standard 1.2.8). The written directive should also specify which items may be retained by the detainee and which may not. It is important to record carefully all property pending its return at the time of release. Unauthorized items and confiscated contraband should be shown on the inventory along with the detainee's signature, and a copy placed in the detainee's file. Property should be compared with the inventory list and, if everything is in order, the detainee should sign a receipt for property returned. Property retained for evidentiary or other purposes should be noted on the receipt. If the detainee is released to a transporting employee for transfer to another facility, the property should be given to the transporting employee, who should sign the receipt. The facility should maintain a copy of the receipt for its files. If possible, this process should be witnessed. If the detainee refuses to sign the inventory, it should be so noted. **(M M M M)**

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 5 - Detainee Processing  
Standard 2 - Intake Forms  
Number 72.5.2

**72.5.2** *A written directive requires that an intake form is completed for every person booked into the facility and contains the following information to the extent permitted by law:*

- a. arrest information; and*
- b. property inventory and disposition.*

**Commentary:** Intake information should enhance the ability of the facility staff to promote conditions that contribute positively to the health and security of the detainee, to the safety of others, to the security of property, and to the positive identification of the detainee. Standard 72.6.3 sets forth the requirements for medical screening of detainees on booking into the facility and before transfer to another facility. This information may be included on the same intake form. **(M M M M)**

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 5 - Detainee Processing  
Standard 3 - Sight and Sound Separation  
Number 72.5.3

**72.5.3** *If males, females, and/or juveniles are required to be detained at the same time, their holding areas are separated from each other by sight and sound.*

**Commentary:** The intent of this standard is to ensure the segregation of three detainee types. Juveniles should not be processed in the presence of adult violators and should be held in areas away from adult detainees. Females should be separated from areas where males are detained.

Sound, for the purpose of this standard, is defined as normal/loud conversation and does not include deliberate yelling or screaming. Yelling and screaming should be controlled by persons supervising detainees.

Agencies may comply with this standard by developing written procedural alternatives to avoid detaining males/females/juveniles in the same area. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 5 - Detainee Processing  
Standard 4 - Segregation  
Number 72.5.4

**72.5.4** *A written directive prescribes methods for handling, detaining, and segregating persons under the influence of alcohol or other drugs or who are violent or self-destructive.*

**Commentary:** The holding facility is not normally equipped to provide treatment to persons under the influence of drugs or alcohol. Such persons should be detained in other facilities, when available. When these facilities are not available, special consideration should be given to ensuring that the potential for detainees to injure themselves or others is minimized. Such detainees should remain under close observation by facility staff.  
(M M M M)

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 5 - Detainee Processing  
Standard 5 - Procedure, Outside Detainees  
Number 72.5.5

**72.5.5** *If detainees are received from an outside agency, positive identification is made of the person presenting the detainee for detention, including verification of the person's authority to make the commitment.*

**Commentary:** If unknown, the person presenting the detainee for detention should be required to produce appropriate identification and his or her legal authority to make the commitment. Phone calls may be necessary to verify the identity of the presenting party. (M M M M)

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 5 - Detainee Processing  
**Standard** 6 - Procedure, Exceeding Capacity  
**Number** 72.5.6

**72.5.6** *A written directive prescribes space arrangements and procedures to follow in the event of a group arrest that exceeds the maximum capacity of the holding facility.*

**Commentary:** The directive should address such matters as provision for extra personnel, additional physical facilities, and booking and detention procedures. **(M M M M)**

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 5 - Detainee Processing  
**Standard** 7 - Identification, Released Detainees  
**Number** 72.5.7

**72.5.7** *A written directive requires positive identification be made before a detainee is released.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 6 - Medical and Health Care Services  
Standard 1 - Procedure, Medical Assistance  
Number 72.6.1

**72.6.1** *A written directive, approved by a licensed physician, identifies the policies and procedures to be followed when a detainee is in need of medical assistance.*

**Commentary:** Arrangements for detainee emergency health care should be made with a local medical facility. If possible, a licensed health care professional should be identified as the emergency health care contact person. At least one on-duty person should be certified in first aid. The intent of this standard is to ensure that staff recognize, take immediate action on, and report all detainee medical emergencies. **(M M M M)**

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 6 - Medical and Health Care Services  
Standard 2 - First Aid Kit  
Number 72.6.2

**72.6.2** *A first-aid kit is available in all facilities and is subjected to a documented weekly inspection and replenished, as necessary.*

**Commentary:** First-aid equipment available to facility personnel should provide a capability for proper response to a broad range of anticipated emergencies. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter	72 - Holding Facility
Section	6 - Medical and Health Care Services
Standard	3 - Receiving-Screening Information
Number	72.6.3

**72.6.3** *A written directive requires that detainee "receiving screening" information be obtained and recorded when detainees are admitted to the facility and before transfer to another facility. Receiving screening must include an inquiry into:*

- a. current health of the detainee;*
- b. medications taken by detainee;*
- c. behavior, including state of consciousness and mental status; and*
- d. trauma markings, bruises, lesions, jaundice, ease of movement, etc.*

**Commentary:** The purpose of the screening is to determine whether medical attention is required. Female detainee screening should take into account the special needs of women.

Receiving screening may be performed by allied health personnel or by trained correctional employees at the time of booking. The information obtained may be recorded on a separate form designed for this purpose or recorded with other information obtained during the booking process (see standard 72.5.2). In addition, a record should be kept of all treatment and medication administered to a detainee, including circumstances or events necessitating such treatment. (M M M M)

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 6 - Medical and Health Care Services  
**Standard** 4 - Posted Access to Medical Service  
**Number** 72.6.4

**72.6.4** *Procedures for gaining access to medical services are posted in areas used by detainees, in the language(s) prevalent to the area.*

**Commentary:** It is important that detainees know that emergency health care services are available to them. The procedures for requesting emergency health care should be posted in conspicuous places in English and in any other languages that may be prevalent in the area. Access procedures should be explained orally to detainees unable to read. Signs should be permanently mounted and legible. **(O O O O) Compliance may be OBSERVED.**

# **Standards Manual Text**

**Chapter** 72 - Holding Facility  
**Section** 6 - Medical and Health Care Services  
**Standard** 5 - Dispensing Pharmaceuticals  
**Number** 72.6.5

**72.6.5** *A written directive controls distribution and documentation of pharmaceuticals within the facility, to include over the counter medications and medications belonging to the detainee.*

**Commentary:** Procedures should be in place to verify detainee medication and the dosage limits and requirements. (M M M M)

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 7 - Detainee Rights  
Standard 1 - Procedure, Detainee Rights  
Number 72.7.1

**72.7.1** *A written directive sets forth procedures regarding a detainee's rights that include, at a minimum:*

- a. a timely court appearance;*
- b. opportunity to make bail;*
- c. confidential access to attorneys;*
- d. access to a telephone;*
- e. alerting the detainee to monitored or recorded telephone conversations; and*
- f. three meals are provided to all detainees during each 24-hour period.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	72 - Holding Facility
Section	8 - Supervision of Detainees
Standard	1 - 24-Hour Supervision
Number	72.8.1

**72.8.1** *A written directive requires 24-hour monitoring of detainees by agency staff, including a face to face count of the detainee population at least once every shift, and establishes procedures to ensure that the detainee is visually observed by agency staff at least every thirty minutes.*

**Commentary:** Twenty-four-hour monitoring is essential for maintaining security and ensuring the safety and welfare of detainees. Monitoring, as used in this standard, assumes agency staff is present in the same building that houses the holding facility and not at a remote location. One intent of this standard is to prohibit delegating supervision to a trustee. In addition to a count of the detainee population at least once every shift, other counts may be necessary prior to and following certain activities, such as night lockup, recreation, and meals.

Care should be taken during physical checks that the detainee does not anticipate the appearance of agency staff. Detainees who are security risks should be under closer surveillance and require more frequent observation. This classification includes not only detainees who are violent but also those who are suicidal or mentally ill or demonstrate unusual or bizarre behavior. **(M M M M)**

**Commission Interpretation (March 22, 1996)**-term "Visually Observed": Agencies are encouraged, but not required, to introduce direct physical checks whenever possible, but detainees may be observed through audio/visual means.

# Standards Manual Text

Chapter	72 - Holding Facility
Section	8 - Supervision of Detainees
Standard	2 - Audio/Visual Surveillance
Number	72.8.2

**72.8.2** *If audio and/or visual electronic surveillance equipment is used, a written directive specifies that the equipment will be controlled to reduce the possibility of invading a detainee's personal privacy.*

**Commentary:** Electronic surveillance devices, such as television cameras and listening devices, should be used primarily at critical locations of movement in the facility. They should not be used in such a way that they violate the personal privacy of detainees. Exceptions may be made, and they should be noted in the directive (see standard 72.4.8). **(M M M M)**

# Standards Manual Text

Chapter 72 - Holding Facility  
Section 8 - Supervision of Detainees  
Standard 3 - Supervision, Opposite Sex  
Number 72.8.3

**72.8.3** *A written directive specifies procedures for supervision of detainees of a sex opposite that of the supervising staff member.*

**Commentary:** It is extremely difficult for staff to supervise detainees of the opposite sex; agency staff should be carefully advised of procedures to be followed and, if possible, have all contact monitored by another employee in these instances. **(M M M M)**

# Standards Manual Text

Chapter	72 - Holding Facility
Section	8 - Supervision of Detainees
Standard	4 - Receiving Mail/Packages
Number	72.8.4

**72.8.4** *If detainees are allowed to receive mail or packages while incarcerated, a written directive regulates procedures, to include:*

- a. accepting and inspecting items;*
- b. listing items which are not authorized;*
- c. recording received items in the detainees' property record; and*
- d. distribution to the detainee.*

**Commentary:** Holding facilities are generally not prepared to deal with the problems and hazards associated with receiving property on behalf of a detainee in their custody. To avoid problems, agencies may wish to prohibit all deliveries to detainees until they are released or transferred to a long-term correctional institution.

If allowed, cash, checks, or money orders received from incoming mail or from visitors should be carefully inspected, duly receipted, added to the detainee's property inventory report, and housed with the detainee's other property. All items received should be carefully inspected for weapons, contraband, or threats to the security of the holding facility.

The policy chosen by the agency should be in writing and consistently applied in all situations.(M M M M)

# Standards Manual Text

Chapter	72 - Holding Facility
Section	8 - Supervision of Detainees
Standard	5 - Visiting
Number	72.8.5

**72.8.5** *A written directive governs procedures for visiting detainees.*

**Commentary:** Holding facilities are generally not equipped to handle visitors. Visits should be discouraged until detainees arrive at the appropriate correctional institution where visitations can be appropriately managed.

Holding facility security is paramount. All contact with a detainee should be closely monitored and controlled to avoid transfer of weapons or contraband. In exceptional situations, where a detainee should meet with a visitor, such as an attorney, the detainee should be removed from the holding facility and brought to another location for the meeting.

The detainee should be carefully searched before leaving and re-entering the holding facility. Each visitor should be required to register his or her name, address, and relationship to detainee upon entry. Generally, all visitors, and their belongings, coming into direct contact with detainees should be searched. (M M M M)

# Standards Manual Text

Chapter	73 - Court Security
Section	1 - Administration
Standard	1 - Role, Authority, Policies
Number	73.1.1

**73.1.1** *If the agency has a court security function, a written directive includes:*

- a. a clear description of the agency's role and authority for court security;*
- b. a clearly defined policy and procedure on court security for agency personnel assigned to the function; and*
- c. identification of a position in the agency responsible for the security function.*

**Commentary:** The written directive may be as simple as a general order or as sophisticated as a desktop manual.

This standard is conditional upon the agency's obligation to provide security for a court facility as a part of its responsibility. Responding to the court on routine calls for service is no different from other such requests and does not cause this chapter to be applicable.

If the court security function is shared by two or more agencies, a memorandum of agreement should identify the responsibilities of each.

While the development of a suitable court facility security function is a cooperative effort involving the agency and the court, once established, the agency should maintain full control over its function and personnel. In addition to general agency policy, clear and concise policy and procedures for the court security function should be developed and provided in writing. (M M M M)

# Standards Manual Text

Chapter	73 - Court Security
Section	2 - Operations
Standard	1 - Facilities, Equipment, Security Survey
Number	73.2.1

**73.2.1** *The court security function operates in collaboration with court personnel to include, at a minimum:*

- a. facilities;*
- b. equipment; and*
- c. plans/procedures based on a documented security survey conducted once every three years.*

**Commentary:** The intent of this standard is to meet the needs of a variety of situations that may occur in the court.

"Facilities" refers to interior and exterior doors/windows, interior and exterior lighting, emergency lighting and power, fire/smoke detection and suppression equipment, alarms, e.g., intrusion, fire, duress, circulation patterns, secure areas, restricted areas, key control, ADA (Americans with Disabilities Act) accessibility, and communications.

"Equipment" includes fire suppression, medical supplies, restraining devices, communications, weapons (ammunition, gas), magnetometers, and alarms.

"Plans/procedures" refer to the establishment of plans and or procedures to deal with emergencies (fire, medical, hostage, bomb, disaster), high-risk trials, searches (area, person), weapons, use of restraining devices, detainee movement, and circulation pattern. (M M M M)

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 3 - Security Policy and Procedures  
**Standard** 1 - Weapon Lockboxes  
**Number** 73.3.1

**73.3.1** *If policies prohibit weapons in areas of the court, a secure area for weapons storage will be provided.*

**Commentary:** Rules of the court or other regulations may prohibit weapons being carried in parts of the court facility. Secure areas should be located so that they are convenient for law enforcement officers as well as secure. (M M M M)

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 3 - Security Policy and Procedures  
**Standard** 2 - Use of Restraints  
**Number** 73.3.2

**73.3.2** *A written directive governs use of restraints on persons in custody while in the courtroom.*

**Commentary:** These persons may be defendants awaiting trial, detainees appearing as participants in a trial, or persons ordered by the court to be detained. The use of all restraining devices, where and when they are to be used, should be clearly set forth as applicable to the above persons whether they are male, female, juvenile, or handicapped, and exceptions should be included, if applicable. Application of policy should be uniform and consistent. A variety of restraining devices should be securely stored in or near the courtroom(s) and available for use by court security employees. Restraining procedures should be adopted in collaboration with the judiciary. (M M M M)

# Standards Manual Text

Chapter 73 - Court Security  
Section 4 - Equipment  
Standard 1 - Identification, Availability, Operational Readiness  
Number 73.4.1

**73.4.1** *Equipment used for the court security function is specifically identified, available for immediate use, and maintained in a state of readiness.*

**Commentary:** It is important that court security employees know the types, quantity, condition, and location of such equipment. A list that identifies dates of acquisition and shelf life for such material as chemical agents should be readily available to the court security employee. Recorded items may include weapons, chemical agents, electronic gear, such as alarms, communications equipment, etc.; fire detection and fire-fighting items; restraining devices; medical emergency items; crowd control items; and photographic equipment. Inspection forms completed at regular intervals, should attest to the current state of readiness. Actual testing of equipment, where appropriate, should also be scheduled at regular intervals to ensure system integrity. Certification of equipment readiness by bona fide experts, e.g., engineers, fire marshals, doctors, is acceptable in lieu of actual testing. **(M M M M) Compliance may be OBSERVED.**

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 4 - Equipment  
**Standard** 2 - External Communications  
**Number** 73.4.2

**73.4.2** *Courtrooms are equipped with at least one means of external voice communication.*

**Commentary:** This may be a telephone, a two-way radio (fixed or portable), or an intercom system. The need to communicate orally with security personnel in specific emergencies, such as a medical emergency, hostage situation, or at other times when assistance is needed, dictates this standard. **(M M M M) Compliance may be OBSERVED.**

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 4 - Equipment  
**Standard** 3 - Duress Alarms  
**Number** 73.4.3

**73.4.3** *Courtrooms are equipped with duress alarms.*

**Commentary:** Duress alarms are usually operated by switches at the judge's bench. It is also advisable to have switches at the clerk's and the bailiff's positions. Procedures should be in place to ensure operational readiness. The alarms should terminate in an area from which rapid response can be made to the call for assistance; the agency's communications centers would be ideal. The level of sophistication of the alarm system should be consistent with the needs of individual courtrooms. **(O O O O) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter 73 - Court Security  
Section 5 - Court Holding Facilities  
Standard 1 - Training  
Number 73.5.1

**73.5.1** *A written directive requires that personnel receive initial training on the operations of the court holding facility, to include fire suppression and equipment provided for use by the agency and retraining at least once every three years.*

**Commentary:** Types and levels of training should vary with the nature of assignments and responsibilities. Employees who work in direct, continuing contact with detainees require special training, including use of physical restraint, to ensure safety and security of staff and detainees. Employees who do not work in direct contact with detainees should receive an orientation on the operation of the holding facility and their role, if any.  
**(M M M M)**

# Standards Manual Text

Chapter	73 - Court Security
Section	5 - Court Holding Facilities
Standard	2 - Detainee Searches
Number	73.5.2

**73.5.2** *A written directive establishes procedures for a search of the detainee, to include:*

- a. an inventory search of the detainee at the time of booking and prior to entry to the court holding facility;  
and*
- b. an itemized inventory of property taken from the detainee.*

**Commentary:** The written directive should precisely identify the types and scope of searches to be conducted by agency personnel. The directive should be consistent with current legal standards concerning the conduct of strip searches and body cavity searches (see standard 1.2.8). The written directive should also specify which items may be retained by the detainee and which may not. It is important to record carefully all property pending its return at the time of release. Unauthorized items and confiscated contraband should be shown on the inventory along with the detainee's signature, and a copy placed in the detainee's file. If possible, this process should be witnessed. If the detainee refuses to sign the inventory, it should be so noted. **(M M M M)**

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 3 - Detainee Property Security  
**Number** 73.5.3

**73.5.3** *A written directive requires the secure storage of any property taken from detainees.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 4 - Segregation  
**Number** 73.5.4

**73.5.4** *A written directive prescribes methods for handling, detaining, and segregating persons under the influence of alcohol or other drugs or who are violent or self-destructive.*

**Commentary:** The court holding facility is not normally equipped to provide treatment to persons under the influence of drugs or alcohol. Such persons should be detained in other facilities, when available. When these facilities are not available, special consideration should be given to ensuring that the potential for detainees to injure themselves or others is minimized. Such detainees should remain under close observation by facility staff.  
**(M M M M)**

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 5 - Procedure for Medical Assistance  
**Number** 73.5.5

**73.5.5** *A written directive, approved by a licensed physician, identifies the policies and procedures to be followed when a detainee is in need of medical assistance.*

**Commentary:** Arrangements for detainee emergency health care should be made with a local medical facility. If possible, a licensed health care professional should be identified as the emergency health care contact person. At least one on-duty person should be certified in first aid. The intent of this standard is to ensure that staff recognize, take immediate action on, and report all detainee medical emergencies. **(M M M M)**

# Standards Manual Text

Chapter 73 - Court Security  
Section 5 - Court Holding Facilities  
Standard 6 - First Aid Kit  
Number 73.5.6

**73.5.6** *A first-aid kit is available in all facilities and is subjected to a documented weekly inspection and replenished, as necessary.*

**Commentary:** First-aid equipment available to facility personnel should provide a capability for proper response to a broad range of anticipated emergencies. **(M M M M) Compliance may be OBSERVED.**

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 7 - Access of Nonessential Persons  
**Number** 73.5.7

**73.5.7** *A written directive governs access of nonessential persons to the court holding facility.*

**Commentary:** If nonessential persons are granted access to court holding facilities, their presence should not violate a detainee's privacy, impede facility operations, or obstruct or frustrate acquisition and development of information for presentation in court by either the prosecution or the defense. Access of all nonessential persons should be prohibited in emergency situations. (M M M M)

# Standards Manual Text

Chapter 73 - Court Security  
Section 5 - Court Holding Facilities  
Standard 8 - Minimum Conditions  
Number 73.5.8

**73.5.8** *Court holding facilities provide the following minimum conditions for detainees:*

- a. adequate lighting as required by local code or ordinance;*
- b. circulation of fresh or purified air in accordance with local public health standards; and*
- c. access to a toilet and drinking water.*

**Commentary:** Sufficient air, lighting, and sanitary facilities are essential to the health of detainees. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter           73 - Court Security  
Section           5 - Court Holding Facilities  
Standard         9 - Fire Alarm System  
Number          73.5.9

**73.5.9** *The facility has an automatic fire alarm and heat and smoke detection system, fire equipment approved in writing by state or local fire officials, and a written directive prescribing fire prevention practices and procedures, to include:*

- a. a weekly documented visual inspection and a semiannual documented testing of fire equipment; and*
- b. a daily visual inspection; and documented testing of the automatic fire detection devices and alarm systems as required by local fire code.*

**Commentary:** Reasonable provisions for testing and or self-testing of the technology employed should be established to ensure the integrity and reliability of the system. The agency should plan and execute all reasonable procedures for the prevention and prompt control of fire. (M M M M)

# Standards Manual Text

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 10 - Evacuation Plan  
**Number** 73.5.10

**73.5.10** *There is a written and posted emergency evacuation plan for the facility and a designated and signed emergency exit directing evacuation of persons to hazard-free areas.*

**Commentary:** If possible, two separate means of emergency exit should be provided. The evacuation plan should specify route of evacuation and subsequent disposition and housing of detainees. The plan also should include provisions for first aid and hospital transportation. **(M M M M)**

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 11 - Sanitation Inspection  
**Number** 73.5.11

**73.5.11** *A written directive requires a documented weekly sanitation inspection of the facility and specifies procedures for control of vermin and pests.*

**Commentary:** Any condition conducive to harboring or breeding insects, rodents, or other vermin should be eliminated. If necessary, pest control professionals should be used to clean or fumigate the facility.(M M M M)

# Standards Manual Text

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 12 - Securing Firearms  
**Number** 73.5.12

**73.5.12** *A written directive specifies that firearms will be secured before entering the court holding facility, and, if any exceptions or conditions are permitted in emergencies, they are included in the directive.*

**Commentary:** The agency should consider any other items such as knives, batons, chemical sprays, etc., it may want to exclude from the holding facility environment when formulating its directive on the exclusion of firearms. (M M M M)

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 13 - Entering Occupied Cells  
**Number** 73.5.13

**73.5.13** *A written directive governs conditions under which an employee enters an occupied cell.*

**Commentary:** To ensure that detainees held in cells do not have an opportunity to take keys from an employee and escape, it is preferable that employees not enter a cell alone, unless they are being monitored by visual or audio surveillance devices and/or have a distress alarm in their possession. **(M M M M)**

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 14 - Key Control  
**Number** 73.5.14

**73.5.14** *A written directive governs control and use of electronic and manual keys.*

**Commentary:** The key control system should provide an accurate accounting of the location and possessor of each key. Duplicate emergency keys or a master key should be readily available in emergency situations. (M M M M)

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 15 - Facility Door Security  
**Number** 73.5.15

**73.5.15** *A written directive specifies which court holding facility doors are to be secured and when.*

**Commentary:** It is essential that staff members know which doors should be locked, when and under what circumstances they should be opened. Doors to vacant units, unoccupied cells, and storage rooms should be locked when not in use. Doors should be tested for vulnerability after they are secured. (M M M M)

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 16 - Security Checks  
**Number** 73.5.16

**73.5.16** *A written directive requires a security check, including searching for weapons and contraband, prior to and immediately after each use of cell.*

**Commentary:** A security check, including a search for weapons and contraband, should be made of each unoccupied cell prior to use. In addition, a cell should be checked when it becomes unoccupied. The written directive should indicate who is responsible for making this security check and require that any conditions observed be reported immediately to supervisory personnel either verbally or in writing. **(M M M M)**

# Standards Manual Text

Chapter 73 - Court Security  
Section 5 - Court Holding Facilities  
Standard 17 - Security Inspections  
Number 73.5.17

**73.5.17** *A written directive requires a documented security inspection, including searching for weapons and contraband, of the court holding facility at least weekly.*

**Commentary:** At least once a week, bars, locks, windows, walls, floors, ventilator covers, glass panels, access plates, protective screens, doors, and other security devices should be checked carefully for operational wear and detainee tampering. Inspections should include occupied and unoccupied cells. Results of these inspections should be submitted in writing to the chief executive officer or his/her designee. All defective security equipment should be replaced or repaired immediately. All holding areas and other areas to which detainees have access should be searched for weapons and contraband. **(M M M M)**

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 18 - Designated Control Point  
**Number** 73.5.18

**73.5.18** *The agency has a system in the court holding facility to alert a designated control point in the event of an emergency.*

**Commentary:** An audio communication system may be enhanced by the use of video equipment to supplement personal supervision by staff. Detainees also can use the system to advise staff of emergency needs. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 19 - Panic Alarms  
**Number** 73.5.19

**73.5.19** *If employees are not equipped with "alert" or "panic alarm" systems or a means of two-way communication, there is a security alarm system, which is monitored at all times, linked to a designated control point.*

**Commentary:** None. (M M M M) **Compliance may be OBSERVED.**

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 20 - Escape Procedures  
**Number** 73.5.20

**73.5.20** *A written directive prescribes procedures to be followed in the event of an escape.*

**Commentary:** The procedures to be followed if an escape occurs should be made known to all personnel. They should include provisions for sounding alarms, alerting officials, mobilizing resources, and ending the alert. (M M M M)

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 21 - Report of Threats to Facility  
**Number** 73.5.21

**73.5.21** *A written directive requires a documented report of all incidents that threaten the facility or any person therein.*

**Commentary:** None. (M M M M)

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 22 - Posted Access to Medical Service  
**Number** 73.5.22

**73.5.22** *Procedures for gaining access to medical services are posted in areas used by detainees.*

**Commentary:** It is important that detainees know that emergency health care services are available to them. The procedures for requesting emergency health care should be posted in conspicuous places in English and in any other languages that may be prevalent in the area. Access procedures should be explained orally to detainees unable to read. Signs should be permanently mounted and legible. **(O O O O) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter 73 - Court Security  
Section 5 - Court Holding Facilities  
Standard 23 - Audio/Visual Surveillance  
Number 73.5.23

**73.5.23** *If audio and/or visual electronic surveillance equipment is used, a written directive specifies that the equipment will be controlled to reduce the possibility of invading a detainee's personal privacy.*

**Commentary:** Electronic surveillance devices, such as television cameras and listening devices, should be used primarily at critical locations of movement in the facility. They should not be used in such a way that they violate the personal privacy of detainees. Exceptions may be made, and they should be noted in the directive.  
**(M M M M)**

# **Standards Manual Text**

**Chapter** 73 - Court Security  
**Section** 5 - Court Holding Facilities  
**Standard** 24 - Supervision of Opposite Sex  
**Number** 73.5.24

**73.5.24** *A written directive specifies procedures for supervision of detainees of a sex opposite that of the supervising staff member.*

**Commentary:** It is extremely difficult for staff to supervise detainees of the opposite sex; agency staff should be carefully advised of procedures to be followed and, if possible, have all contact monitored by another employee in these instances. **(M M M M)**

# Standards Manual Text

Chapter	74 - Legal Process
Section	1 - Records
Standard	1 - Information, Recording
Number	74.1.1

**74.1.1** *Information regarding each item of legal process, civil and/or criminal, is recorded, and includes the following elements:*

- a. date and time received;*
- b. type of legal process, civil or criminal;*
- c. nature of document;*
- d. source of document;*
- e. name of plaintiff/complainant or name of defendant/respondent;*
- f. officer assigned for service;*
- g. date of assignment;*
- h. court docket number; and*
- i. date service due.*

**Commentary:** Record entries may be cross-referenced so that the information can be retrieved by means of the court's docket number and by the names of any of the parties to the action. In most instances, a unique number should be assigned to permit cross-reference of the return with the entry. (M M M M)

# **Standards Manual Text**

**Chapter** 74 - Legal Process  
**Section** 1 - Records  
**Standard** 2 - Execution/Attempt Service, Recording  
**Number** 74.1.2

**74.1.2** *A record on the execution or attempted service of legal process documents is maintained, and includes:*

- a. date and time service was executed/attempted;*
- b. name of officer(s) executing/attempting service;*
- c. name of person on whom legal process was served/executed;*
- d. method of service/reason for nonservice; and*
- e. address of service/attempt.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter           74 - Legal Process  
Section           1 - Records  
Standard         3 - Warrant/Wanted Person Procedures  
Number          74.1.3

**74.1.3** *A written directive establishes procedures for maintaining a warrant and wanted persons file, to include:*

- a. establishing criteria for entering notices in regional, state, and federal information systems;*
- b. establishing criteria for receiving information from other jurisdictions;*
- c. recording the information in agency files;*
- d. verifying information;*
- e. canceling information; and*
- f. requiring 24-hour access to the warrant.*

**Commentary:** The procedure should include the mechanics of initiating a case report, assigning the case, and filing warrants in a way that ensures immediate accessibility. Warrants and the master name index should be cross-referenced.

Some agencies may place this responsibility with central records; others may have specialized components, such as warrant and fugitive or civil process units. (M M M M)

# **Standards Manual Text**

**Chapter** 74 - Legal Process  
**Section** 2 - Civil Process  
**Standard** 1 - Procedure, Civil Service  
**Number** 74.2.1

## **74.2.1** *Written directives govern the service of civil process documents*

**Commentary:** Typically, the written directives should describe the role of the process servers and their general responsibilities relating to the methods of service and the actions required of the servers. Agencies should remember that some protection orders and anti-harassment orders should be included in their directive. Additionally, each type of process in the jurisdiction may be identified and any specific requirements unique to that individual process should be explained. The procedures for execution of the return may be explained, including notations and attachments. The directive should also contain details for service on partnerships and corporations as well as civil process received from, or served, outside of the agency's jurisdiction. (M M M M)

# **Standards Manual Text**

**Chapter** 74 - Legal Process  
**Section** 3 - Criminal Process  
**Standard** 1 - Procedure, Criminal Process  
**Number** 74.3.1

**74.3.1** *Written directives govern the execution of criminal process.*

**Commentary:** The directives should address the types of warrants to be executed, including search warrants, territorial limitations upon execution, time requirements for execution, statutory provisions for summoning aid, and procedures for the issuance of summons in lieu of arrest. Consideration should also be given to such matters as standards for the use of force, statutory provisions respecting immunity from arrest, as well as other statutory provisions pertaining to arrest in the jurisdiction. (M M M M)

# **Standards Manual Text**

**Chapter** 74 - Legal Process  
**Section** 3 - Criminal Process  
**Standard** 2 - Arrest Warrants Require Sworn Service  
**Number** 74.3.2

**74.3.2** *Arrest warrants are executed by sworn law enforcement officers only.*

**Commentary:** Statutory mandates, plus the broader potential civil liability for citizens who effect arrests, make it essential that only sworn officers execute criminal process. **(M M M M)**

# Standards Manual Text

Chapter           81 - Communications  
Section           1 - Administration  
Standard         1 - Agreements, Shared/Regional Facility  
Number           81.1.1

**81.1.1** *If the communications function is provided by a shared or multi-jurisdictional entity, written agreements or authorizing documents govern the authority and responsibility of both the agency and the entity, and include, at a minimum, provisions for complying with all applicable standards for this function on behalf of the agency.*

**Commentary:** When the communications function is shared or delegated to another entity, it is necessary to specify accountability and achieve compliance with this chapter (see Guiding Principles 1.1 and 1.2). The agency may rely on documents developed by the outside communications center in proving compliance with these standards. (M M M M)

# **Standards Manual Text**

**Chapter** 81 - Communications  
**Section** 1 - Administration  
**Standard** 2 - Operations Meet FCC Requirements  
**Number** 81.1.2

**81.1.2** *The agency has current Federal Communications Commission (FCC) or applicable regulatory agency licenses and has access to the regulatory agency's current rules and regulations.*

**Commentary:** None. (M M M M) **Compliance may be OBSERVED.**

# Standards Manual Text

Chapter           81 - Communications  
Section           2 - Operations  
Standard         1 - 24 Hour, Toll-Free Service  
Number           81.2.1

**81.2.1** *The agency provides 24-hour, toll-free voice and TDD telephone access or an equivalent system for emergency calls for service.*

**Commentary:** The public should be able to contact the law enforcement agency at all times for information or assistance that may be needed in emergencies. Agencies that are unable to maintain 24-hour telephone service should arrange for such service through neighboring departments, sheriff's departments, or the state police. Access to emergency services should be toll free within the agency's jurisdiction or permit free access to the operator. Each emergency answering point for the agency should be equipped with a system capable of handling assistance calls from persons who are hearing impaired. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter 81 - Communications  
Section 2 - Operations  
Standard 2 - Continuous, Two-Way Capability  
Number 81.2.2

**81.2.2** *The agency has continuous two-way communication capability between the communications center and officers on duty.*

**Commentary:** Immediate communications capability provides a measure of safety and security to law enforcement officers and the public. The nature of an officer's assignment, such as undercover, might dictate an exception to this continuous communication requirement.

The intent of this standard is to ensure that on-duty officers have the means for constant communication. In most situations, portable transceivers are required to enable officers on foot patrol and those away from their patrol vehicles to maintain communications with the dispatch center for exchanging information, requesting assistance, receiving orders or instructions, and responding to calls for service. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter	81 - Communications
Section	2 - Operations
Standard	3 - Recording Information
Number	81.2.3

**81.2.3** *A written directive establishes procedures for obtaining and recording relevant information of each request for service or self-initiated activity, to include:*

- a. control number;*
- b. date and time of request;*
- c. name and address of complainant, if possible;*
- d. type of incident reported;*
- e. location of incident reported;*
- f. identification of officer(s) assigned as primary and backup;*
- g. time of dispatch;*
- h. time of officer arrival;*
- i. time of officer return to service; and*
- j. disposition or status of reported incident.*

**Commentary:** A control "system" can be a card, log, or computer entry that permits a permanent record to be maintained. Such records permit the agency to establish a control system to ensure a comprehensive field-reporting program. This information should be recorded for all requests, including those received by telephone; letter; in person; self-initiated by officers; or reported to officers in the field.

The control number should be affixed to a communication center control record and the call disposition or result noted thereon. The number may serve as the basis for filing and retrieving subsequent reports of the incident, but it is indispensable for auditing the communications and records systems (see Chapter 82).

The procedures should encourage eliciting as much information as possible to enhance the safety of the officer and assist in anticipating conditions to be encountered at the scene. This is particularly important in certain categories of calls, and checklists may be provided to obtain additional information, e.g., for bomb threats, crimes in progress. **(M M M M)**

# Standards Manual Text

Chapter	81 - Communications
Section	2 - Operations
Standard	4 - Radio Communications Procedures
Number	81.2.4

**81.2.4** *A written directive establishes procedures for communications between field personnel and the communications center, to include:*

- a. specifications of the methods and circumstances requiring communications by field personnel;*
- b. the recording of the status of field personnel when out of service;*
- c. the methods used for identifying field personnel during communications;*
- d. communication with interacting agencies;*
- e. criteria for the assignment of the number of field personnel in response to an incident;*
- f. circumstances that require the presence of a patrol supervisor at the scene for the purpose of assuming command; and.*
- g. responding to a field personnel emergency request for assistance or activated emergency alarm.*

**Commentary:** Identification systems should be based on beat numbers or other assignment numbers, unit identification numbers, or a combination of the two. Operations are more efficient and field personnel safety is enhanced when telecommunicators, supervisors, and fellow officers know the status of field personnel, their locations, the nature of cases or calls for service, and the developments in their investigation. The administrative control "system" can be maintained on a card, log sheet, computer record, or any instrument that permits a permanent record to be retained. The response to emergency requests or activated emergency alarm criteria should relate to a list of critical factors, e.g., officer needs assistance, officer in trouble, felony in progress, life saving situation. The list should be available to all telecommunicators. (M M M M)

# Standards Manual Text

Chapter	81 - Communications
Section	2 - Operations
Standard	5 - Access to Resources
Number	81.2.5

**81.2.5** *Communications personnel have immediate access to at least the following departmental resources:*

- a. *officer in charge;*
- b. *duty roster of all personnel;*
- c. *residential telephone number of every agency member;*
- d. *visual maps detailing the agency's service area;*
- e. *officer status indicators;*
- f. *written procedures and telephone numbers for procuring emergency and necessary external services to the agency; and*
- g. *tactical dispatching plans.*

**Commentary:** Communications personnel are often required to contact agency members both on and off duty. They should, therefore, have immediate access to such information as their working hours and residential telephone numbers.

Officer status indicators allow communications personnel to know the status of every officer under their control. All officers depend on the communications center to recognize when they may be in danger. By monitoring the officer status system, operators know where and how long each officer has been out on a call. When dispatching calls, operators also need to know which cars are available for service. A hand-written form updated by communications personnel would satisfy this standard.

Communications personnel also have the need to call other emergency service agencies, such as those pertaining to fire, rescue, ambulance, and animal control. They should have these and other telephone numbers immediately available by private line, telephone index, book, or other means that should expedite contacting the agencies.

Dispatching plans should include procedures to be followed in directing resources and obtaining information on crimes in progress, e.g., bank robbery, pursuits, and/or tactical operations. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter 81 - Communications  
Section 2 - Operations  
Standard 6 - Victim/Witness Calls  
Number 81.2.6

**81.2.6** *A written directive describes procedures to be followed by communications center personnel in responding to calls for information or services, to include the following:*

- a. judging characteristics of the call to determine whether an emergency or nonemergency response is required; and*
- b. informing the caller of the agency's response, including direct law enforcement service and/or referral to other agencies.*

**Commentary:** Communications center personnel are likely to receive calls requesting information or services and may well represent the first contact made with the agency. Written procedures should be available to communications center personnel regarding the proper handling of such calls. (M M M M)

# Standards Manual Text

**Chapter** 81 - Communications  
**Section** 2 - Operations  
**Standard** 7 - Victim/Witness Requests for Information  
**Number** 81.2.7

**81.2.7** *A written directive describes procedures for communications personnel to respond to victim/witness requests for information and/or services to include initial and subsequent requests.*

**Commentary:** The intent of this standard is to ensure victim/witness callers receive timely and appropriate attention to their immediate needs, especially during non-business hours. See Chapter 55, especially standard 55.2.1. (M M M M)

# Standards Manual Text

Chapter           81 - Communications  
Section           2 - Operations  
Standard         8 - Recording and Playback  
Number           81.2.8

**81.2.8** *The agency has the capability of immediate playback of recorded telephone and radio conversations while it maintains a continuous recording of radio transmissions and emergency telephone conversations within the communications center. A written directive establishes procedures for the following:*

- a. a requirement that recordings be retained for a minimum period of thirty days;*
- b. secure handling and storage for recordings; and*
- c. criteria and procedures for reviewing recorded conversations.*

**Commentary:** These recordings are an indispensable source for criminal investigations, internal investigations, training, and audits of the agency's service delivery system. Access to secure recordings should be limited and available only through a specific procedural method.

The citizen requesting service or the officer wanting assistance may not be able to repeat an emergency conversation that was garbled or too quick for easy understanding. Therefore, the agency should have the capability to replay a conversation while recording other calls and radio transmissions.

The capability of continuous recordings can be provided with a parallel dual-load recorder. **(M M M M)**

# Standards Manual Text

Chapter 81 - Communications  
Section 2 - Operations  
Standard 9 - Local/State/Federal CJI Systems  
Number 81.2.9

**81.2.9** *If local, state, and federal criminal justice information systems exist, the agency participates and/or has access to such a system.*

**Commentary:** The effectiveness of investigative efforts depends heavily upon the quality of information resources. Agencies should have the equipment they need to gain access to information from nearby agencies, regional law enforcement information networks, statewide information resources, and the National Crime Information Center. Agencies outside the United States should access like systems, if available. If not available, this standard does not apply. **(M M M M) Compliance may be OBSERVED**

# **Standards Manual Text**

**Chapter** 81 - Communications  
**Section** 2 - Operations  
**Standard** 10 - Alternative Methods of Communication  
**Number** 81.2.10

**81.2.10** *If the agency utilizes alternative communications as a primary source such as cellular phones, voice-over internet protocol, or other emerging technologies, a written directive establishes criteria and procedures for their use.*

**Commentary:** Consideration should be given to documenting or recording and auditing the use of these technologies. (M M M M)

# **Standards Manual Text**

**Chapter** 81 - Communications  
**Section** 2 - Operations  
**Standard** 11 - Emergency Messages  
**Number** 81.2.11

**81.2.11** *A written directive specifies criteria for accepting and delivering emergency messages.*

**Commentary:** Delivering emergency messages is a legitimate law enforcement function. However, guidelines should be established to define the types of messages to be accepted and delivered. (M M M M)

# Standards Manual Text

**Chapter** 81 - Communications  
**Section** 2 - Operations  
**Standard** 12 - Misdirected Emergency Calls  
**Number** 81.2.12

**81.2.12** *A written directive establishes procedures for prompt handling and appropriate routing of misdirected emergency calls.*

**Commentary:** It is common for one agency to receive emergency telephone calls intended for another law enforcement or public service agency. Agencies should accept any misdirected emergency call and promptly relay information to the agency having jurisdiction. (M M M M)

# **Standards Manual Text**

**Chapter** 81 - Communications  
**Section** 2 - Operations  
**Standard** 13 - Private Security Alarms  
**Number** 81.2.13

**81.2.13** *A written directive establishes procedures for monitoring and responding to private security alarms.*

**Commentary:** The agency should have a formal policy concerning monitoring commercial and private residential alarm systems. The agency should seek regulating legislation for the installation and maintenance of the various alarm systems. Such legislation should specify sanctions for excessive false alarms. Care should be exercised in considering private home alarms that ring into department telephone lines. The agency's policy should also consider the availability of commercial alarm companies to service business alarms. **(M M M M)**

# Standards Manual Text

Chapter 81 - Communications  
Section 2 - Operations  
Standard 14 - First Aid Over Phone  
Number 81.2.14

**81.2.14** *If the agency authorizes emergency first-aid instruction over the telephone or radio, employees must be trained and have immediate access to approved emergency medical guidelines or materials.*

**Commentary:** The training should be approved by a competent authority and should be designed to provide emergency life saving information to callers until emergency medical personnel arrive at the scene. Retraining should also be provided on a schedule approved by a competent authority. The material/guidelines and training should be complementary. (M M M M)

# Standards Manual Text

Chapter            81 - Communications  
Section            3 - Facilities and Equipment  
Standard           1 - Communications Center Security  
Number            81.3.1

**81.3.1** *Security measures for the communications center are in place to:*

- a. limit access to the communications center to authorized personnel;*
- b. protect equipment;*
- c. provide for back-up resources; and*
- d. provide security for transmission lines, antennas, and power sources.*

**Commentary:** The capability to maintain communications in all emergency situations dictates that security measures be implemented to protect communications personnel, facilities, and equipment. Protective measures may include locating the center and equipment in areas providing maximum security, installing bullet resistant glass in areas of public access, and restricting access to the communications center. Providing security for equipment may be done with a combination of security cameras, fences, or other measures based on the needs of the agency, location of the equipment, and operational considerations. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter           81 - Communications  
Section           3 - Facilities and Equipment  
Standard         2 - Alternate Power Source  
Number          81.3.2

**81.3.2** *The agency has an alternate source of electrical power that is sufficient to ensure continued operation of emergency communication equipment in the event of the failure of the primary power source. A documented inspection and test of the alternate power source is completed at least monthly, or in conformance with manufacturer recommendations, and tested or operated under full load at least once a year.*

**Commentary:** Disruptions in the primary power source frequently occur. The agency should ensure continuous emergency communications capability through an alternate power source. The readiness of the alternate equipment should be ensured by reasonable testing or self-testing of the technology employed. A documented observation of a self-testing generator's performance once a month will satisfy this requirement. **(M M M M)**  
**Compliance may be OBSERVED.**

# Standards Manual Text

Chapter        81 - Communications  
Section        3 - Facilities and Equipment  
Standard       3 - Telephone System  
Number        81.3.3

**81.3.3** *The agency's telephone system is designed to separate emergency from nonemergency calls.*

**Commentary:** The potential for receiving a busy signal on an emergency line can be significantly reduced by routing incoming administrative and outgoing calls to a separate line or lines. Line separation may also free up communications personnel to handle emergencies and other important matters in a more efficient and effective manner. **(O O O O) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter           81 - Communications  
Section           3 - Facilities and Equipment  
Standard         4 - Mobile/Portable Radios  
Number           81.3.4

**81.3.4** *The agency has multichannel mobile and/or portable radio equipment capable of two-way operation on a joint public safety frequency or frequencies.*

**Commentary:** This communications capability among law enforcement and public service agencies, such as fire departments, ambulance services, public utilities, etc., is necessary to provide proper coordination and deployment of forces in times of emergencies. The capability may range from simple car-to-car arrangements to interagency and statewide networks. **(O O M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter           82 - Records  
Section           1 - Administration  
Standard         1 - Privacy and Security  
Number          82.1.1

**82.1.1** *A written directive establishes privacy and security precautions for the agency's central records and, at a minimum, includes the following:*

- a. security of and controlling access to agency files;*
- b. accessibility to operations personnel after hours; and*
- c. procedures and criteria for the release of agency records.*

**Commentary:** The privacy and security precautions for the central records function should be in accordance with agency policy, local ordinance, and/or state or provincial statutes.

Dissemination of all records should meet the legal requirements that apply in the agency's jurisdiction. The agency should determine the physical security requirements for the facility and decide who is authorized to access agency files. Facility and file security ensure the integrity of the system and the information it contains.

In some agencies the accessibility of records during evening and early morning hours becomes problematic. In these instances, specific persons working or available through call-in should be given authority to physically access central records information or have access through computer technology, when available (see standard 74.1.1). (M M M M)

# Standards Manual Text

Chapter	82 - Records
Section	1 - Administration
Standard	2 - Juvenile Records
Number	82.1.2

**82.1.2** *A written directive establishes guidelines for collecting, disseminating, and retaining juvenile records, to include:*

- a. methods to distinguish juvenile records;*
- b. fingerprints, photographs, and other forms of identification;*
- c. physical security and controlling access to juvenile confidential information;*
- d. disposition of juvenile records after reaching adult age; and*
- e. expungement, when ordered by the court.*

**Commentary:** The privacy and security precautions for juvenile records should be in accordance with agency policy, local ordinance, and/or state or provincial statutes. The agency specifically identifies juvenile criminal and identification records from adult criminal records to prevent unauthorized access and release. This identification may include: specially marked index cards; computer files that are marked for restricted access; or separated files. Dissemination of juvenile information should meet the legal requirements that apply in certain jurisdictions. The procedures should also provide guidelines for the disposition of juvenile records when the juvenile reaches adult age and for the expungement of records when ordered by the court. The agency should determine the physical security requirements for the juvenile files and decide who has authorized access. **(M M M M)**

# **Standards Manual Text**

**Chapter**           82 - Records  
**Section**           1 - Administration  
**Standard**         3 - Records Retention Schedule  
**Number**           82.1.3

**82.1.3** *The agency has a records retention schedule.*

**Commentary:** The schedule for retaining records should be consistent with legal requirements (see standard 82.1.6). (O O O O)

# **Standards Manual Text**

**Chapter** 82 - Records  
**Section** 1 - Administration  
**Standard** 4 - UCR/NIBRS  
**Number** 82.1.4

**82.1.4** *A written directive establishes procedures for collecting and submitting crime data to a national uniform crime reporting program or national incident-based reporting system, or state system if one exists.*

**Commentary:** Participation in a national Uniform Crime Reporting (UCR) or National Incident Based Reporting System (NIBRS) program helps promote the development of good record keeping and aids in the effort to establish a national data base of crime statistics. The standard should be satisfied if the agency reports data to a state or provincial system for subsequent inclusion in the national system. (O O O O)

# **Standards Manual Text**

**Chapter** 82 - Records  
**Section** 1 - Administration  
**Standard** 5 - Report Accounting System  
**Number** 82.1.5

**82.1.5** *The agency establishes a procedure to account for the status of reports, to include the complaint control recording and field-reporting systems.*

**Commentary:** The procedure should ensure that the original report copy is maintained in the records component and that follow-up reports are prepared on a specified schedule, usually ten days. The procedure should also ensure that the correct control number is assigned and accounted for. **(M M M M)**

# Standards Manual Text

Chapter           82 - Records  
Section           1 - Administration  
Standard         6 - Computer File Backup and Storage  
Number           82.1.6

**82.1.6** *The agency has a process for maintaining security of central records computer systems, to include:*

- a. data back-up;*
- b. storage;*
- c. access security; and*
- d. password audits, at least annually.*

**Commentary:** The integrity of a computer system is only as good as the security system in place. Computer files should be backed up according to a regular schedule and comply with record retention laws or regulations, as they exist. The media, tapes, disks, or drives should be stored off-site in a secure facility or area. If used media is not recycled, methods of destruction should be determined to ensure that data is not retrievable from the discarded media (see standard 82.1.3). A regular check of passwords, access codes, and other security devices will maintain the integrity of the records system. A security system to prevent unauthorized access may be maintained by another government entity. Automated systems for verifying passwords and access security will satisfy the requirement of this standard. (M M M M)

# **Standards Manual Text**

**Chapter** 82 - Records  
**Section** 1 - Administration  
**Standard** 7 - Computerized Security Protocol  
**Number** 82.1.7

**82.1.7** *If criminal history records are computerized, a written directive establishes security protocol for access and release of records.*

**Commentary:** None. (M M M M)

# Standards Manual Text

Chapter	82 - Records
Section	2 - Field Reporting and Management
Standard	1 - Field Reporting System
Number	82.2.1

**82.2.1** *A written directive establishes a field-reporting system, to include:*

- a. guidelines to indicate when reports must be written;*
- b. forms to be used in field reporting;*
- c. information required in field reports;*
- d. procedures to be followed in completing field reports; and*
- e. procedures for submitting, processing, and supervisory review of field reports.*

**Commentary:** This directive may be in the form of a field-reporting manual that describes and illustrates the information to be included on report forms. The document should be all-inclusive and serve as the complete user's guide, as well as a resource guide in all field-reporting situations.

A suggested set of field-reporting forms would include the following: offense report; supplemental report; traffic accident report; arrest report; property report; prosecution report; and complaint control and miscellaneous incident report. The forms may be more specialized than those listed, e.g., crimes against persons, crimes against property. The forms may also be consolidated to serve the purposes identified in the standard. The complaint control and miscellaneous incident report can be initiated by dispatchers and may serve as a control document and/or as the full report of a miscellaneous incident.

The agency should adopt a set of forms to standardize field reporting and structure them to ensure that basic information is captured for all crimes and incidents. Samples of the forms should be included, with clear instructions for filling out and submitting the field reports.

Supervisory review should be required as the first step in the submission process, and the form should be designed for the signature or initials of the reviewing supervisor. Typically, supervisory review is a function of the first line supervisor and is intended to ensure that the assignment has been satisfactorily completed and reported consistent with the field-reporting system.

If the agency is using a computerized system, the guide should address procedures for use. (M M M M)

# Standards Manual Text

Chapter	82 - Records
Section	2 - Field Reporting and Management
Standard	2 - Reporting Requirements
Number	82.2.2

**82.2.2** *A written directive requires the reporting of every incident in one or more of the following categories if the incident is alleged to have occurred in the agency's service area:*

- a. citizen reports of crimes;*
- b. citizen complaints;*
- c. incidents resulting in an employee being dispatched or assigned;*
- d. criminal and noncriminal cases initiated by law enforcement employees; and*
- e. incidents involving arrests, citations, or summonses.*

**Commentary:** The purpose of this standard is to require a comprehensive reporting system. A record should be made of actions taken by law enforcement personnel whether in response to a request for service or for self-initiated actions. If two or more persons report the same incident, only one case report should be required.

The directive should establish procedures to ensure that proper action is taken to investigate complaints, evaluate suggestions, and correct deficiencies or refer them to proper authorities for correction. The person making the complaint or suggestion should be notified of the action taken. This may be contained in the agency's general field-reporting document. (M M M M)

# Standards Manual Text

Chapter	82 - Records
Section	2 - Field Reporting and Management
Standard	3 - Case Numbering System
Number	82.2.3

**82.2.3** *A written directive establishes a case-numbering system, with provisions for the assignment of a unique number to every case.*

**Commentary:** A single numbering series (case or incident number) should be employed for all incidents of law enforcement service, including traffic collision investigations, criminal investigations, and miscellaneous calls for law enforcement service. Some activities, such as the issuance of traffic citations, need not be recorded as numbered cases; the citation form itself serves as the report. The numbering system should be designed to ensure that all cases receive a number, that no numbers are omitted, and that no numbers are duplicated. (M M M M)

# **Standards Manual Text**

**Chapter** 82 - Records  
**Section** 2 - Field Reporting and Management  
**Standard** 4 - Report Distribution  
**Number** 82.2.4

**82.2.4** *A written directive establishes procedures for the distribution of reports and records.*

**Commentary:** The directive should specify which types of reports should be routed to the various specialized functions or organizational components for follow-up, and those to be distributed outside the agency. Central records should be the main repository for reports completed by all agency components. (O O O O)

# Standards Manual Text

Chapter	82 - Records
Section	2 - Field Reporting and Management
Standard	5 - Reports by Phone or Mail
Number	82.2.5

**82.2.5** *If the agency has a system for receiving specified crime and incident report information by telephone, mail, Internet, and/or other emerging technologies in lieu of on-scene response, a written directive specifies the criteria for acceptance.*

**Commentary:** The intent of this standard is to improve the use of patrol time. Some crime calls do not require the dispatch of a patrol officer and can be effectively handled by receiving information in an alternative manner. Consideration should be given to developing a list of call types that can be dealt with in an alternative manner.  
(M M M M)

# **Standards Manual Text**

**Chapter** 82 - Records  
**Section** 3 - Records  
**Standard** 1 - Master Name Index  
**Number** 82.3.1

**82.3.1** *The agency maintains an alphabetical master name index.*

**Commentary:** A master name index is a file that includes the names of persons identified in field reports. The index may be manual or automated and should serve as a cross-reference to all documents in which a person has been named. Criteria for including names in the index should be developed based on legal requirements and needs. Typically, agencies include names of victims, complainants, suspects, persons arrested, and in some cases, witnesses. Consideration should be given to persons involved in traffic accidents. (M M M M)

# Standards Manual Text

**Chapter** 82 - Records  
**Section** 3 - Records  
**Standard** 2 - Index File  
**Number** 82.3.2

**82.3.2** *The agency maintains records to include, at a minimum:*

- a. service calls and crimes by type;*
- b. service calls and crimes by location; and*
- c. stolen, found, recovered, and evidentiary property files.*

**Commentary:** Records provide information on experience relative to categories of activity. The agency should identify those activities constituting the prevalent activity for categorization, usually UCR Part I offenses and principal offenses in the Part II category or NIBRS classifications

Records facilitate measuring caseloads relative to geographic distribution.

Common practice is to maintain one property file by the type of property involved and a separate property file using serial numbers. It is highly desirable to have serial numbers of stolen and recovered property sequenced to facilitate comparison.

These records may be manual and/or automated. (O O O O)

# Standards Manual Text

Chapter	82 - Records
Section	3 - Records
Standard	3 - Traffic Records System
Number	82.3.3

**82.3.3** *The agency has a traffic records system or access to a comparable system containing:*

- a. traffic collision data;*
- b. traffic enforcement data; and*
- c. roadway hazard information.*

**Commentary:** The traffic records system should provide accurate information to field personnel who are performing primary traffic functions. It should also provide compilations of data upon which management decisions may be based. Some of the required data may be collected and disseminated by other state, provincial, or local agencies.

The records file should contain the locations of all traffic collisions and citations to provide a ready reference for collision/enforcement data related to specific intersections or segments of highways.

Ancillary information, such as traffic safety reports, traffic volume data, and traffic distribution reports, may also be kept in the records system. (N/A O M M)

# Standards Manual Text

Chapter 82 - Records  
Section 3 - Records  
Standard 4 - Traffic Citation Maintenance  
Number 82.3.4

**82.3.4** *A written directive establishes procedures for maintaining records of traffic citations, to include:*

- a. issuing citation forms to officers;*
- b. accounting for citations; and*
- c. storing citations in a secure area.*

**Commentary:** Issuing and accounting for traffic citations should be rigidly controlled. Copies of citations issued by officers should be filed in agency records. Issuing, accounting, and storing of citations may be accomplished by electronic means. (M M M M)

# Standards Manual Text

Chapter	82 - Records
Section	3 - Records
Standard	5 - Operational Component Record
Number	82.3.5

**82.3.5** *A written directive specifies those records to be maintained in agency operational components.*

**Commentary:** It is not the intent of this standard to require dual record keeping so long as data are readily available to personnel in the agency. The central records function may decentralize some of its record-keeping responsibility.

The directive should specify the types of records and the retention schedule for records maintained in operational units. For example, criminal investigators should maintain case files on active cases being investigated, to be transferred to the records center when inactivated. Similarly, traffic records may be maintained by patrol or a specialized traffic component. Intelligence, vice, drug, and organized crime control units may be permitted to maintain records independently for additional security and control. (N/A O O O)

# Standards Manual Text

Chapter	82 - Records
Section	3 - Records
Standard	6 - ID Number and Criminal History
Number	82.3.6

**82.3.6** *The agency has a system for assigning an identification number and maintaining a criminal history file for each person custodial arrested.*

**Commentary:** An identification number is a person-oriented number and is assigned to a specific person. Once a person has been assigned an identification number, all subsequent arrests and information concerning that person should be referenced to his or her identification number. Each person who has been arrested should have only one identification number, although the individual may have been arrested on a number of different occasions and thus have different case and arrest numbers relating to them. The system should include a procedure ensuring that identification numbers are not duplicated or skipped.

The criminal history file is often referred to as an identification file and should include the following documents: fingerprint card, criminal history transcripts (state and federal), photograph (if available), and copy of arrest report. The file may be sequenced by identification number. The criminal history transcripts may be excluded from agency files if they are immediately accessible through state or federal information systems. It is not necessary to have all the documents in one file so long as cross-references point to the location of each document. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>83 - Collection and Preservation of Evidence</b>
<b>Section</b>	<b>1 - Administration</b>
<b>Standard</b>	<b>1 - 24 Hour Availability</b>
<b>Number</b>	<b>83.1.1</b>

**83.1.1** *Qualified personnel are available on 24-hour basis to process a crime scene/traffic collision.*

**Commentary:** If a crime/collision has occurred and involves the prompt collection and preservation of physical evidence, 24-hour crime scene processing capability should be available. When the immediate services of a crime scene processor are required, personnel with these skills should be notified as soon as possible. In many cases, the implementation or continuation of the investigative process should await completion of certain aspects of the crime scene processor's work. Therefore, it is important that the processor be notified to coordinate their arrival at the scene and to provide instructions to on-scene personnel on how to proceed until they arrive. Smaller departments may have skilled personnel on call or may have arranged to acquire such personnel from another agency. (M M M M)

# Standards Manual Text

Chapter	83 - Collection and Preservation of Evidence
Section	2 - Operations
Standard	1 - Guidelines and Procedures
Number	83.2.1

**83.2.1** *A written directive establishes guidelines and procedures used for collecting, processing, and preserving physical evidence in the field, and includes the documented transfer of custody of physical evidence, while in the field.*

**Commentary:** The agency should develop general guidelines for its approach to crime scene processing. For example, the first rule may be to secure and protect the crime scene. Agency policy should dictate whether processing is to be conducted by field personnel or specialists. Processing procedures should determine the progression of tasks, such as photograph, sketch, fingerprint, mark, and collect.

The directive should also provide guidelines for the preferred methods of collecting, marking/labeling, and packaging/storing a variety of evidentiary items. Methods used are those that should preserve the condition of evidence in the process of collection, prevent the introduction of foreign materials to it, and ensure as complete a sample as possible and practical.

For physical evidence to be accepted by the court at time of trial, it is essential that the chain of evidence be maintained. The initial step in this process is marking or labeling the item at the time it is collected, seized, or received. Items should be marked so as not to damage or contaminate the evidence. Items that cannot be marked should be placed in an appropriate container, sealed, and the container labeled.

Vehicles used for processing crime scenes should have equipment to recover fingerprints, take photographs, sketch the crime scene, and collect and preserve evidence.

For all items of evidence gathered at a crime scene, the investigator and/or processor should prepare a list containing a description of the item collected (including make, model, and serial number, if any), the source (person or location obtained from), and the name of the person collecting the item. The inventory is essential to the investigator and the processor for recording activities at the scene and qualifying the evidence at the time of trial.

If the evidence is transferred to another person prior to being logged in with the agency, documenting the transfer is critical to maintaining the chain of custody. The record of transfer of physical evidence should include the following: date and time of transfer; receiving person's name and functional responsibility; reason for the transfer; name and location of the laboratory; synopsis of the event; examinations desired; and date of transfer to a laboratory not within the agency. This standard applies to all persons, functions, and components responsible for collecting evidence. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>83 - Collection and Preservation of Evidence</b>
<b>Section</b>	<b>2 - Operations</b>
<b>Standard</b>	<b>2 - Photography and Video Tapes</b>
<b>Number</b>	<b>83.2.2</b>

**83.2.2** *A written directive governs procedures used for photography, both conventional and digital, and videotaping pursuant to the collection and preservation of evidence. The directive specifies the information to be recorded when these methods are used.*

**Commentary:** Photographs and/or videotapes are critically important as evidence. Preferably, they should be taken by personnel trained in photography and video procedures. The directive should specify the information to be recorded when photographs and videotapes are taken, as well as the procedure for their storage, in order to be qualified in the future as competent evidence. Procedures should be consistent with applicable statutory and case law. **(M M M M)**

# **Standards Manual Text**

**Chapter** 83 - Collection and Preservation of Evidence  
**Section** 2 - Operations  
**Standard** 3 - Fingerprinting  
**Number** 83.2.3

**83.2.3** *A written directive governs the procedures for processing, developing, lifting, and labeling all fingerprints pursuant to the collection and preservation of evidence.*

**Commentary:** The directive should address the handling of fingerprints taken from known individuals, as well as the processing of latent fingerprints. Procedures for the proper handling, identification, labeling, and storage of known and latent prints should be described. The methods should be consistent with statutory and case law.  
**(M M M M)**

# Standards Manual Text

Chapter	83 - Collection and Preservation of Evidence
Section	2 - Operations
Standard	4 - Equipment and Supplies
Number	83.2.4

**83.2.4** *The agency provides or has access to personnel, equipment, and supplies used for processing scenes for the following purpose:*

- a. recovery of latent fingerprints;*
- b. photography;*
- c. sketch of the scene; and*
- d. collection and preservation of physical evidence.*

**Commentary:** In some jurisdictions where crime scene processors are required to go from one crime scene to another without the opportunity to return to a central point to replenish equipment and supplies, a specially built and equipped vehicle should be used, e.g., one having a portable power generator, ladder, and lights. Patrol officers and investigators who are appropriately trained may carry equipment in their vehicles for scene processing. It is important, however, that those who process the scene are equipped with necessary equipment to allow effective and timely processing of the scene. (M M M M)

# **Standards Manual Text**

**Chapter** 83 - Collection and Preservation of Evidence  
**Section** 2 - Operations  
**Standard** 5 - Procedures, Seizure of Computer Equipment  
**Number** 83.2.5

**83.2.5** *A written directive establishes procedures for the seizure of computer equipment and other devices capable of storing data in an electronic format.*

**Commentary:** Devices capable of storing data are extremely sensitive to electrostatic discharge. Improper handling may cause damage to the device rendering it useless. Methods of collection and transportation of all types of storage media, powered or not, should be established. Simply powering a data storage device on or off can overwrite significant amounts of data causing the integrity of the potential evidence to be lost. All extraction and analysis of data stored on a device seized as evidence should be performed by persons that have received training in data forensics, and are familiar with the proper legal precedent for seizure of such evidence. (M M M M)

# **Standards Manual Text**

<b>Chapter</b>	<b>83 - Collection and Preservation of Evidence</b>
<b>Section</b>	<b>2 - Operations</b>
<b>Standard</b>	<b>6 - Report Preparation</b>
<b>Number</b>	<b>83.2.6</b>

**83.2.6** *A written directive governs the preparation of a report by the person who processes a crime/traffic collision scene.*

**Commentary:** An accurate record of events that transpire at the scene in connection with the investigation is required at the time of trial. The directive may require such elements as the following to be included in the report: date and time of arrival at the scene; location of the crime; name of the victims, if known; name of suspect, if known; action taken at the scene, including the number of photographs taken, and whether measurements were made (yes or no); list of physical evidence recovered; and case file reference number.

Other information that should be included when a crime scene processor is involved is the date and time a request for service was received, the name of the investigating officer, the disposition of the physical evidence and exposed negatives, and crime scene measurement information. **(M M M M)**

# Standards Manual Text

Chapter	83 - Collection and Preservation of Evidence
Section	2 - Operations
Standard	7 - DNA Evidence Collection
Number	83.2.7

**83.2.7** *The agency has DNA evidence collection capabilities and written directives, which include:*

- a. first responder responsibilities and precautions;*
- b. procedures for the collection, storage, and transportation of DNA evidence;*
- c. DNA evidence collection training requirements for persons collecting evidence; and*
- d. procedures for the submission of DNA evidence to accredited laboratories.*

**Commentary:** A DNA (deoxyribonucleic acid) match is a major factor in solving cases where the identity of the offender is not known. The development of matching DNA has made a major impact on law enforcement and improvements in technology continue to advance this means of identification even with very small or old samples. For maximum success, law enforcement agencies must ensure that agency personnel have a good understanding of where DNA can be found, how to avoid contamination and preserve fragile DNA evidence. Agency personnel that specialize in evidence collection should have special training in collecting and preserving DNA samples for analysis.

DNA samples should only be submitted to laboratories that are accredited for law enforcement DNA analysis. In the United States, only labs accredited by either the American Society of Crime Laboratory Directors/Laboratory Accreditation Board (ASCLD/LAB) or the National Forensic Science Technology Center (NFSTC) can perform DNA analysis for submission to the national DNA database, or NDIS (National DNA Indexing System) administered by the FBI. In Canada, all DNA evidence should be sent to the Ontario Center of Forensic Science (CFS) for processing and submission to the National DNA Databank administered by the Royal Canadian Mounted Police (RCMP) in Ottawa. (M M M M)

# Standards Manual Text

Chapter 83 - Collection and Preservation of Evidence  
Section 3 - Evidence Handling  
Standard 1 - Collecting from Known Source  
Number 83.3.1

**83.3.1** *A written directive requires that materials and substances be collected from a known source, whenever available, for submission to the laboratory for comparison with physical evidence collected.*

**Commentary:** A significant degree of the value of laboratory examinations concerns the identification of substances and comparison of these with materials from known sources. This is true especially in the case of the study of hairs, fibers, fabrics, paint, glass, wood, soil, and tool marks. The location from which samples from a known source are taken is critical where fractures have occurred, such as in the case of glass, wood, paint, and metal. (M M M M)

# Standards Manual Text

Chapter	83 - Collection and Preservation of Evidence
Section	3 - Evidence Handling
Standard	2 - Evidence, Laboratory Submission
Number	83.3.2

**83.3.2** *A written directive establishes procedures for submitting evidence to a forensic laboratory, which include:*

- a. identification of the person responsible for submitting the evidence;*
- b. methods for packaging and transmitting evidence to the laboratory;*
- c. types of documentation to accompany evidence when transmitted;*
- d. receipts to ensure maintenance of chain of evidence; and*
- e. stipulation that laboratory results be submitted in writing.*

**Commentary:** The written directive should specify procedures for submission of perishable evidence to the forensic laboratory, such as fresh blood, blood stained objects, other physiological stains and tissue, and biological materials. Large and bulky items, firearms, drugs, and other items should be prepared in a uniform manner that is consistent with the requirements of the receiving laboratory.

The responsibility for requesting laboratory examinations and preparing and transmitting the evidence to the laboratory should be defined. Guidelines for the types and preparation of transmittal documents should be described. Chain of custody should be carefully maintained.

Verbal reports from the laboratory may be accepted, but the agency should insist these be followed up by a written report. When the laboratory is part of the agency, the directive should specify that written reports of findings are provided. When a laboratory is not part of the agency, a transmittal letter or written request, as a part of the evidence transmittal form should be used to request a written report of laboratory findings. **(M M M M)**

# Standards Manual Text

Chapter	84 - Property and Evidence Control
Section	1 - Administration and Operation
Standard	1 - Evidence/Property Control System
Number	84.1.1

**84.1.1** *A written directive establishes procedures for receiving all in-custody and evidentiary property obtained by employees into agency control, to include:*

- a. requiring all property to be logged into agency records before the officer ends his/her tour of duty or under exceptional circumstances as defined by policy;*
- b. requiring all property to be placed under the control of the property and evidence control function before the officer ends his/her tour of duty or under exceptional circumstances as defined by policy;*
- c. requiring a written report detailing the circumstances by which the property came into the agency's possession and describing each item of property obtained;*
- d. providing guidelines for packaging and labeling property prior to storage;*
- e. establishing extra security measures for handling exceptional, valuable, or sensitive items of property;*
- f. requiring an effort to identify and notify the owner or custodian of property in the agency's custody; and*
- g. establishing procedures for the temporary and final release of property items from the control of the property and evidence function.*

**Commentary:** The agency should not lose sight of its responsibility to protect all property coming into its control and custody or of its ongoing obligation, in some situations, to maintain an uninterrupted chain of custody. The agency should establish specific controls and ensure strict adherence to all of its policies and procedures governing in-custody and evidentiary property. This should protect both the officer and the agency.

All employees should complete a descriptive inventory of every item of property coming into their possession as a result of their official duties and responsibilities as soon as practical. Initially, every item of property obtained by an employee during a shift should be placed under the control of the property and evidence function prior to shift's end. This should allow the property to be officially inventoried and recorded in the agency's records in a timely manner. The agency may authorize exceptions to these procedures; however, supervisory approval should be obtained and a descriptive inventory should be accomplished verbally or through other electronic means if distance is a factor.

The property should be entered into storage in a uniform manner. Methods for preparing, labeling, and recording property should be established. Responsibility for these tasks may be assigned.

Extra security measures for handling and receiving should be taken when, from whatever source, items are considered to be sensitive, high in value, or otherwise constituting an increased security risk. Guidelines are provided for handling items such as money, firearms and weapons, blood and other body fluids, and drugs. Drugs should be packaged in tamper-proof protective packaging whenever they are received by, released by, or returned to the property custodian. The intent of this packaging system is to ensure that the property custodian does not have to open a submitted drug package for the purpose of verifying contents whenever the package leaves the property section for court, crime lab, or other authorized purposes. All containers and packages should be inspected for tampering as a safeguard against substitution. These procedures need to conform to OSHA (Occupational Safety and Health Administration) standards.

# **Standards Manual Text**

Written reports should be submitted, listing the property obtained and detailing the circumstances associated with the custody. Case numbers may be used to cross-reference the property.

Once the property has been officially placed under the agency's control, a procedure for removing the property for further investigation, court, release, or other official purpose should be established. A written document ensures accountability and/or uninterrupted chain of custody until final disposition. Employees should be prohibited, at all times, from storing property in their personal desks, lockers, vehicles, homes, or other places that are not secure or would interrupt the chain of custody. Personal use of any property should also be strictly prohibited.

A reasonable attempt should be made to locate owners of property in the custody of the agency and notify them of its status. If possible, release back to the owner should be effected as expeditiously as is consistent with applicable law. (M M M M)

# Standards Manual Text

Chapter	84 - Property and Evidence Control
Section	1 - Administration and Operation
Standard	2 - Storage and Security
Number	84.1.2

**84.1.2** *All in-custody and evidentiary property is stored within designated, secure areas with access limited to authorized personnel.*

**Commentary:** Administrative and physical security procedures are mandatory to ensure that all property taken into custody and stored by the agency in any manner is properly controlled and protected while in agency custody. Entry to property areas should be controlled to prevent the alteration, unauthorized removal, theft, or other compromise of property stored by the agency and to maintain chain of custody.

Some items of in-custody property, by their very nature, require extra protection, security, and handling precautions. Items such as money, precious metals, jewelry, firearms, and drugs are some that should be considered. The agency may set its own guidelines and determine the degree of extra security required. Providing locked containers, such as vaults, lockers, or interior rooms, should satisfy the requirements of the standard. Further restrictions on access to certain areas also enhance security precautions. It is not necessary, however, for each type of item to have its own separate secure area.

The agency should have access to secure refrigerated storage for perishable items, such as blood and urine specimens. If the agency maintains a lockable refrigerator on its premises for this purpose, use should be restricted to in-custody property and evidence.

In addition to the general property room(s) or facilities, the agency needs to provide secure storage for large items such as vehicles, bicycles, appliances, and the like. Special areas and/or procedures should be provided. External areas, such as impoundment lots, are vulnerable. When assessing the degree of security to provide, the agency should weigh the importance of the property it is placing in these areas and the consequences if the property is stolen, damaged, or contaminated while in-custody. **(M M M M) Compliance may be OBSERVED.**

# Standards Manual Text

Chapter           84 - Property and Evidence Control  
Section           1 - Administration and Operation  
Standard         3 - Temporary Security  
Number           84.1.3

**84.1.3** *Secure facilities are provided for storage of in-custody or evidentiary property during periods when the property room is closed.*

**Commentary:** Provisions should be made for securing items of property when the property room is closed. Several methods can be followed to achieve this objective, such as installation and use of one-way drop boxes, lockers, and specially designed containers. (M M M M) **Compliance may be OBSERVED.**

# Standards Manual Text

Chapter 84 - Property and Evidence Control  
Section 1 - Administration and Operation  
Standard 4 - Security of Controlled Substances, Weapons for Training  
Number 84.1.4

**84.1.4** *A written directive establishes procedures to ensure security and accountability for controlled substances, weapons, or explosives used for investigative or training purposes.*

**Commentary:** Some agencies may choose to utilize seized or forfeited controlled substances, weapons, or explosives for investigative or training purposes. It is critical that the agency establish safeguards to maintain security and integrity of these items. The agency should establish guidelines for the periodic accounting of any item utilized in this manner. **(M M M M)**

# **Standards Manual Text**

**Chapter**            **84 - Property and Evidence Control**  
**Section**           **1 - Administration and Operation**  
**Standard**         **5 - Records, Status of Property**  
**Number**            **84.1.5**

**84.1.5** *Records reflect the status of all property held by the agency.*

**Commentary:** Fundamental to the operation of the property room is a records system that reflects the location of the property; date and time when the property was received or released; character, type, and amount of property on hand; and chain of custody from the time the property was stored until its destruction or other final disposition. Many agencies have successfully installed a "bar coding" system for property management. (M M M M)

# Standards Manual Text

Chapter            84 - Property and Evidence Control  
Section            1 - Administration and Operation  
Standard          6 - Inspections and Reports  
Number            84.1.6

**84.1.6** *In order to maintain a high degree of evidentiary integrity over agency controlled property and evidence, the following documented inspections, inventory, and audits shall be completed:*

- a. an inspection to determine adherence to procedures used for the control of property is conducted semi-annually by the person responsible for the property and evidence control function or his/her designee;*
- b. an inventory of property occurs whenever the property and evidence custodian is assigned to and/or transferred from the position and is conducted jointly by the newly designated property and evidence custodian and a designee of the CEO to ensure that records are correct and properly annotated;*
- c. an annual audit of property and evidence held by the agency is conducted by a supervisor not routinely or directly connected with control of property and evidence; and*
- d. unannounced inspections of property storage areas are conducted, as directed by the agency's chief executive officer, at least once a year.*

**Commentary:** The purpose of this standard is to ensure the integrity of the in-custody property and evidence storage system. The inspection is conducted to determine that the property room is being maintained in a clean and orderly fashion, that the integrity of the property is being maintained, that provisions of agency orders or other directives concerning the property management system are being followed, that property is being protected from damage or deterioration, that proper accountability procedures are being maintained, and that property having no further evidentiary value is being disposed of promptly.

The purpose of the inventory is to ensure the continuity of custody and not to require the accounting of every single item of property. The inventory should be sufficient to ensure the integrity of the system and the accountability of the property. During the joint inventory, all high risk items, e.g., money, precious metals, jewelry, firearms, and drugs, and a sufficient number of property records relative to the number of property and evidence items under the agency's care should be reviewed carefully with respect to proper documentation and accountability. The person assuming custody of the property should ensure that all records are current and properly annotated. All discrepancies should be recorded prior to the assumption of property accountability by the newly appointed custodian.

The annual audit should be a significant representative sampling of property including high-risk items. The person named to conduct the audit should be appointed by the agency's chief executive officer. Under no circumstances should that inspector be appointed by supervisory or command officers having the property function under their control.

The unannounced inspection is not meant to be a time consuming task. It can be as simple as the chief executive officer, or their designee, entering the property and evidence areas and inspecting for cleanliness, orderliness and tracing a few pieces of property and evidence to assure they are in the proper place as stated in the area's records. (M M M M)

# **Standards Manual Text**

**Chapter** 84 - Property and Evidence Control  
**Section** 1 - Administration and Operation  
**Standard** 7 - Final Disposition  
**Number** 84.1.7

**84.1.7** *Final disposition of found, recovered, and evidentiary property is accomplished within six months after legal requirements have been satisfied.*

**Commentary:** Prompt, authorized property removal (final disposition/destruction) prevents an overload on the property management system and reduces the requirement for additional storage space. Also, the lack of prompt disposition procedures further deprives owners of the use of their property. Law enforcement agencies should establish procedures for the prompt photographing and return of property to victims, with the prosecutor's approval. (O O O O)

# **Standards Manual Text**

**Chapter** 84 - Property and Evidence Control  
**Section** 1 - Administration and Operation  
**Standard** 8 - Property Acquired through the Civil Process  
**Number** 84.1.8

**84.1.8** *All property acquired through the civil process function or asset forfeiture proceedings are accounted for in agency records and is disposed of by the agency pursuant to legal authority.*

**Commentary:** Federal laws, and in most cases, state and provincial laws regulating the seizure and disposition of property forfeited should be incorporated into the agency's procedures. **(M M M M)**