



Apex Police Department General Order



Title Inspections		Order Number 604-20
Effective Date: September 25, 2020	Amends: 604-17	
CALEA Standard: 53.1.1, 53.2.1	Rescinds:	
Reference:	Pages: 11	
Forms: F603d – Vehicle Inspection Form F604a –Personnel Equipment/Uniform/Office Inspection F604b – Emergency Equipment Report F1406 – Respirator Inspection Form		

Inspections

Purpose

The purpose of this directive is to establish procedures for the continuous inspection of department personnel and equipment to ensure operational readiness.

Policy

It is the policy of the Apex Police Department to develop and implement an inspections process that compares the department's formal expectations with actual performance.

The inspectional process is an essential mechanism for evaluating the quality of the agency's operations, ensuring that the agency's goals are being pursued, identifying the need for additional resources, and ensuring that control is maintained throughout the agency. Inspections may include, evaluation of facilities, vehicles, equipment, records, personnel, investigative procedures, crime reporting practices, and incident reports. The inspectional process compares the agency's formal expectations with actual performance. Inspections conducted with a positive approach provide a means of communication within the agency, not only administratively but also operationally. (Reference: CALEA)

Definitions

Line Inspections – The process of observation and review conducted by personnel who have direct responsibility for the particular function or activity being inspected and with the authority to require immediate corrective action. There are two types of line inspections, formal and informal. Generally, line inspections focus on the condition of facilities, equipment, procedures, uniforms, etc., and are conducted frequently by a line supervisor.

Staff Inspections – Staff Inspections are quality control management tools designed to review the department's components and functions objectively. Staff Inspections involve an in-depth review of departmental operations for efficiency, effectiveness, policy and accreditation standards compliance, and management controls' adequacy. Staff Inspections may include regularly scheduled inspections and specific task inspections ordered by the Chief of Police. Generally, Staff Inspections focus on agency procedures and are conducted infrequently by staff personnel. The staff assigned to conduct the inspections usually do not have direct supervisory responsibility for the persons, facilities, or procedures being inspected.

Non-Department Inspections – An inspection conducted by an authorized agency that is outside of or not directly affiliated with the Apex Police Department.

Goals of the Inspection Process

1. Ensure compliance with departmental written directives, state and federal law, and Town of Apex Code of Ordinances, as well as ensure uniformity of operations throughout the department.
2. Evaluate how agency resources, including both personnel and equipment, are being used to meet the needs of the community and identify the need for additional resources.
3. Provide specific information regarding the efficiency and effectiveness of individual organizational components, identify deficiencies and areas in need of improvement so that corrective action may be taken, and determine areas where the agency or its employees may be vulnerable and/or at risk.
4. Highlight the positive and successful aspects of agency activities, procedures, and programs, as well as ensure that training is appropriate, timely, and effective.
5. Provide information for departmental planning and budget development, as well as current and timely information on the status and condition of personnel, materials, equipment, and facilities.
6. Ensure that investigative procedures are effective and productive, and that reports and records are updated and accurate.

Procedure

Line Inspections

1. Line inspections will be conducted on an on-going basis to ensure that all personnel are acting in accordance with departmental requirements in areas of personal appearance, use and maintenance of equipment, and adherence to agency and Town rules, regulations, policies, procedures, directives, and orders.
2. Inspections will be conducted to:
 - Determine the condition and appearance of departmental equipment
 - Determine the condition and appearance of department personnel
 - Reveal the needs of the department
 - Determine if assigned duties are being performed in accordance with established departmental policies and procedures
 - Inform command personnel of overall department condition
 - Inform command personnel of deficiencies observed and any necessary corrective action
3. The following items are subject to inspection:
 - Personnel
 - Departmental vehicles
 - Department property
 - Lockers and offices
 - Facilities under the control and use of the department
 - Employee owned property if used while on duty
 - **Emergency equipment located in and around department facilities**
4. Property issued by the department or under department control/ownership is subject to inspection and retrieval at all times.
 - Property includes, but is not limited to, vehicles, firearms, issued department equipment, officers, work areas, desks, files, electronic media, Mobile Video Recording (MVR) devices, mail, electronic mail, computer files, MDT/MCT messages, offices, lockers, and storage areas.
 - All employees will use department issued locks on offices, desks, file cabinets, lockers, storage areas, etc. The use of any personally owned lock must be pre-approved by the Chief of Police.
 - Employees wishing to use a personally owned lock will submit their request in writing, along with the combination or key to the lock, to the Chief of Police through their chain of command.
 - Evidence of misconduct discovered therein may be used for the purposes of an internal, criminal, or other investigation.
5. Inspections can be both formal and informal.

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- Supervisors have the authority to require personnel under their command to present themselves and/or their equipment, firearm, vehicle, and office/work area for a formal inspection.
 - Failure of any employee to do so when directed constitutes insubordination and may subject the employee to disciplinary action.
6. In addition to conducting formal inspections, supervisors are charged with the responsibility of informally inspecting their staff and areas of responsibility regularly during their normal course of duties. (53.1.1 (c))

Police Facility Inspection

1. Employees assigned an office/work area are responsible for on-going inspections of their areas of responsibility and keeping the area(s) neat, orderly, clean, free from inappropriate items or material, and workable.
2. Supervisors in each organizational component are responsible for the ongoing, informal inspection of the general condition and cleanliness of the department's facilities and furnishings, and for reporting any problems to their Division Commander. (53.1.1 (c))
3. The Administrative Division Commander is responsible for contacting facilities maintenance or the appropriate referral source regarding any issues and following up to ensure the deficiency is corrected. (53.1.1 (c) (d) (e))

Firearms Inspections

1. Formal firearms inspections will be conducted by a certified armorer to check the condition of the weapon and ensure it is operating properly, etc. (53.1.1 (a))
 - Formal firearms inspections will be conducted at least annually, or more frequently as directed by the Range Master. (53.1.1 (b))
2. Inspections of assigned firearms will be conducted by supervisors as part of daily and monthly inspections to ensure the officer has the proper weapon, ammunition, holster, magazines, magazine carrier, and to ensure the firearm is clean, free from rust, and appears to be operating properly. (53.1.1 (a) (b) (c))

Vehicle Inspections

1. All departmental vehicles will be inspected in accordance with General Order 603 - *Police, Special Purpose Vehicle and Equipment*.

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Emergency Equipment Inspections

1. Emergency equipment inspections will be conducted by the Support Services Supervisor or his/her designee to check the condition of the equipment and ensure it is operating properly, etc.
 - Emergency equipment inspections will be completed monthly using form F604b – *Emergency Equipment Report*.

Daily Line Inspections

1. Line inspections will be conducted daily at the start of the tour of duty by at least one supervisor for each squad/unit/section or division. (53.1.1 (b) (c))
 - Informal inspections are conducted through visual observation of officers, vehicles, work areas, etc. during normal daily interaction.
 - Formal line inspections are conducted at a specified time and location in a manner designated by the supervisor that is more formal than casual observation (i.e., a lineup of on-duty staff presenting themselves, equipment, etc. for a formal review by the supervisor).
2. The following areas will be inspected by supervisors daily, formally or informally, for compliance with written directives and department expectations: (53.1.1 (a) (b))
 - Uniform of the Day
 - Grooming
 - Cleanliness/Hygiene
 - Equipment
 - Office/Work Areas
3. Supervisors are expected to address and correct any deficiency found during a line inspection. (53.1.1 (e))

Monthly Line Inspections

1. Supervisors will conduct a formal line inspection each month. (53.1.1 (b))
2. At a minimum, monthly line inspections will include a formal review of the following, if applicable:
 - Assigned Personnel
 - Issued Equipment (including weapons)
 - Stored Weapons
 - Office/Work Areas
 - Department Vehicles and Trailers/Equipment(53.1.1 (a))

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3. Supervisors will take corrective action regarding deficiencies at the time of discovery and document corrections in the monthly report. (53.1.1 (c))
 - Deficiencies that cannot be corrected immediately are to be so noted, and a plan of action and time frame for correction will be included in the monthly report. (53.1.1 (e))
4. Supervisors will document monthly line inspections using the following inspection forms: (53.1.1 (d))
 - F603d – *Vehicle Inspection Form*
 - F604a – *Personnel Equipment/Uniform/Office Inspection*
 - F1406 – *Respirator Inspection Form*
5. The supervisor will forward the forms and related documentation to his/her Division Commander, documenting all monthly line inspections by the 10th of every month indicating the monthly inspection, and if any, any deficiency and corrective measures taken. (53.1.1 (d))
6. The Division Commander will review the inspections, ensure corrective action has been taken, determine if further corrective action is indicated, and forward the original inspection reports to the Office of the Chief of Police. (53.1.1 (e))

Special Purpose Line Inspection

1. The Chief of Police may direct special purpose line inspections on an as-needed basis. (53.1.1 (b))
2. Examples of special purpose line inspections include, but are not limited to, General Orders Manuals, weapons storage, fleet storage, substation, etc.
3. Special purpose line inspections will be documented in memorandum format and submitted to the Chief of Police through the chain of command. (53.1.1 (d))
4. Follow up to ensure deficiencies were corrected will be assigned to the Division Commander responsible for the facility, function, etc. (53.1.1 (e)(d))

Staff Inspections

1. Staff Inspections are conducted at the direction of the Chief of Police by personnel who do not have direct control of the persons, facilities, or other elements being inspected. (53.2.1 (a))
 - Staff Inspectors operate under the authority of the Chief of Police for the time they are conducting the inspection.

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- As such, they will have complete access to the physical facilities and contents of the inspected organizational component and the responsibility of ensuring the confidentiality and integrity of the process, system, and information.
2. Staff Inspections will be completed as assigned by the Chief of Police to ensure the following:
 - Compliance with departmental written directives, federal, state and local laws
 - Departmental resources, including personnel and equipment, are adequate to meet department needs and used efficiently
 - Materials and equipment are maintained in a state of operational readiness
 - Training is appropriate, timely, and effective
 - Operational programs and written directives are current and effective
 - Departmental reports and records are accurate and up-to-date
 - Departmental facilities are adequate and maintained in a good state of repair
 - Investigative procedures are effective and productive
 - Command and control is maintained throughout the department
 - Operations throughout the agency are uniform
 - Conditions that could become hazardous for police personnel or the public are identified and addressed
 - Other matters as identified through the inspection or as directed by the Chief of Police
 3. Each division, as an operational component, will be inspected at least once every three years. (53.2.1 (e))
 4. Staff Inspections focus on procedures or division operations and are not conducted to evaluate the performance of individual employees.
 - A Staff Inspection may be initiated to assist the division or a sub-component within the division in developing or revising operational procedures, identify and correct problematic conditions, or recognize exemplary performance. Staff inspectors are non-adversarial and intended to assess and improve overall division and department performance.

Notification

1. The Chief of Police will notify the Commander of the division to be inspected, at least five working days in advance of the date of the inspection.
 - The notification will list the name of the inspector, the scope of the inspection, and any initial reports, files, or materials to be provided to the inspector.
 - Additional reports, files or materials may be requested by the inspector if within the original scope of the inspection.

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Conducting the Staff Inspection (53.2.1(b))

1. The inspection may include all aspects of administration, personnel, equipment, and facilities. Personnel observations, surveys, interviews, and audits may be used by staff inspectors.
2. The inspectors will meet with the Division Commander prior to the inspection to outline the inspection plan and inquire whether they have any specific activities to be included in the scope of the inspection.
3. The facts reported by the staff inspectors are from observations of existing conditions, the examination of pertinent records, interviewing personnel, and reports.
4. Disguised or undercover methods of information collection are not permitted.
 - It is important to remember that the focus of the Staff Inspection is for continuous improvement of the agency and is not an internal investigation designed to uncover wrongdoing.
 - Although not the focus, any significant violations of written directives will be reported and may result in a subsequent and separate investigation if warranted.
5. An effort will be made not to interfere with the normal operations of the inspected division.
 - Throughout the process, staff inspectors will render assistance to the involved division and personnel to help achieve compliance with directives, standards, etc., when possible.
6. Staff inspectors will communicate the general findings of the inspection with the Division Commander at the conclusion of the inspection.

Scope of Inspection

1. Staff inspectors will conduct a thorough review of each department component to assist in identifying organizational strengths, correcting weaknesses, eliminating duplication of effort, reporting new and innovative systems and procedures, and providing alternative methods for change and improvement.
2. Where appropriate, the SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis tool will be used.
3. Staff inspectors will review the following areas for compliance with department written directives and applicable rules, regulations, laws, etc.: (53.2.1 (b))
 - Facilities and Equipment
 - General office security, conditions, and accessibility
 - Assigned vehicles

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- Issued and assigned equipment
- Computers and related equipment
- Files and other written materials
- Inventory of all fixed assets
- Inventory of all weapons and weapons systems
- Personnel
 - In-service training requirements and attendance
 - Employee attendance and overtime
 - Appearance
 - Morale, discipline, and productivity
 - Knowledge of and contribution to departmental key work items, goals, and objectives
 - Customer service orientation
 - Performance evaluation records are up to date
- Administrative and Operational Activities
 - Compliance with applicable accreditation standards
 - Compliance with applicable written directives
 - Planning responsibilities
 - Fiscal responsibilities
 - Effectiveness of management and supervision
 - Scheduling, deployment, allocation, and distribution of resources
 - Cooperation with other divisions, departments, and agencies
 - Display and possession of current written directives
 - Compliance with Equal Employment Opportunity
- Other
 - Any other area identified by the Chief of Police or Division Commander for inspection

Documentation, Review, and Follow Up (53.2.1 (c))

1. Staff Inspections results will be fully documented, in a format approved by the Chief of Police, and will be submitted directly to the Office of the Chief of Police within 30 days of completing the inspection.
 - At a minimum, the report will include:
 - Identification of the person(s) conducting the inspection (53.2.1 (a))
 - Methods and procedures used to conduct the inspection (53.2.1 (b))
 - Identification of positive aspects of the area being inspected
 - Identification of deficiencies
 - Recommendations for improvement and/or correction
2. Following review by the Chief of Police, the Division Commander of the division inspected will be provided a copy of the report and given an opportunity to discuss the findings.

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3. Positive aspects of the division will be reviewed to determine if they would also be effective if employed in another division.
4. If deficiencies were identified, Chief of Police, the Deputy Chief of Police, and Division Commander will develop an action plan to correct the deficiency.
 - The Division Commander will follow the action plan and provide a follow up report within 30 days, reporting on the status of the correction.
 - If the deficiency cannot be corrected within the first 30 days, the Division Commander will submit a memorandum each subsequent 30-day period until the deficiency is corrected.
 - If the Division Commander cannot correct the deficiency due to a lack of authority, budget, personnel, etc., he/she will explain why compliance cannot be achieved in the response and make recommendations to correct the situation.
 - If the nature of the deficiency is such that it cannot be corrected, an alternate resolution will be determined.
5. At the direction of the Chief of Police, the original staff inspectors may conduct a follow up inspection to verify deficiencies were corrected.
 - All follow up inspections will be documented in the same manner as the original inspection. (53.2.1 (d))
6. The time frames noted in this section may be modified with the approval of the Chief of Police.

Non-Department Inspections

1. Non-department inspections may be conducted by other agencies and organizations pursuant to law or regulation.
 - The department will submit to and cooperate with all required inspections by any governmental agency or organization that has a statutory or other required level of oversight relating to a department function.
 - Access to the police facility will be provided; however, access to restricted areas or information will only be allowed if it falls within the scope of the inspection and the inspectors are legally authorized such access.
 - Information, written directives, and other material deemed confidential will not be released without the permission of the Chief of Police.
 - All access to the police facility will be under the escort of an Apex Police Department employee.
2. Inspections may be conducted pursuant to applicable law or regulation by:
 - Town of Apex Finance Department (Cash Fund Accountability)

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- Town of Apex Fire Department (Fire Code Compliance)
 - North Carolina Department of Labor (Safety Practices and OSHA Compliance)
 - North Carolina State Bureau of Investigation (typically for DCI Compliance)
 - Federal Bureau of Investigation (typically for CJIN Compliance)
3. The Chief of Police will be notified, as soon as possible, for any preplanned inspection, and a copy of all correspondence will be forwarded to the Office of the Chief of Police.
- For unannounced inspections, the Chief of Police will be notified immediately upon the start of the inspection.
4. The Chief of Police will designate a command level employee or, if not available or more appropriate, a supervisor to act as a liaison with the outside agency.
5. Liaisons will be assigned as follows:
- Town of Apex Finance Department Deputy Chief of Police
 - Town of Apex Fire Department – Administrative Division Commander
 - Department of Labor Inspections – Administrative Division Commander
 - DCI/CJIN Inspections – Communications Manager
 - Case Review/Inspection – Criminal Investigations Division Commander

Text in “Green” denotes a significant change in policy

BY ORDER OF:



John W. Letteney
Chief of Police