

GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL		
Chapter 53	Inspectional Services	
Date Initially Effective: 06/30/93	By the Order Of: Mark Holtzman, Chief of Police	
Date Revised: 04/19/17	Date Reissued: 06/30/17	Page 1 of 5

It shall be the policy of the Greenville Police Department to conduct regular inspections. Conditions, situations, and actions that contribute to the success or failure of police operations are exposed by a careful review and analysis of persons, things, procedures, and results. The inspections process compares the Department's formal expectations with actual performance. The inspections process is an essential mechanism for evaluating the quality of agency operations, ensuring that the agency's goals are being pursued, identifying the need for additional resources, and assuring that control is maintained throughout the agency.

The basic purposes of the inspections process are:

- To provide current and timely information on the status and conditions of Department personnel, equipment, facilities, activities, and procedures.
- To identify deficiencies and areas of improvement in the administration and operation of the Department so that corrective actions may be taken.
- To highlight the positive and successful aspects of agency activities, procedures, and programs.
- To provide information for Department planning, as well as, budget development and justification.

The following Inspection Forms shall be utilized to document respective Departmental inspections as indicated by the title of the form:

- Uniform and Equipment Inspection Report
- Vehicle Inspection Report
- Facility Inspection Report

The following are examples of circumstances the supervisor may observe or detect during an inspection that will require a formal report to the Chief of Police:

- Serious damage to city property
- Methods of operation that do not prove to be cost effective
- Policies and Procedures found ineffective or outdated
- Violations of policies and procedures
- Any violation of federal, state, or local laws

53.1.1 LINE INSPECTIONS

CALEA Standard: 53.1.1

Purpose of Line Inspections

Supervisors are responsible for the ongoing inspection of activities, personnel, and equipment under their supervision. Supervisors shall note all deficiencies found when conducting a line inspection. Supervisors are also responsible for the initiation of corrective actions in the event a problem or area of concern is identified in personnel, equipment, vehicles, or premises. These inspections ensure that personnel are acting in conformance with Department policies and procedures and that equipment and facilities are functional.

Personal Appearance, Uniform, and Equipment Inspection

All supervisors are responsible for the ongoing inspection of the personal appearance of their personnel and for the immediate correction of identified discrepancies on a daily basis. Supervisors shall observe personnel for:

- General Appearance
- Neatness
- Compliance with Uniform and Dress Codes
- Readiness for duty including condition and placement of issued equipment

Vehicle Inspections

All Watch Commanders are responsible for the ongoing inspection of the general condition of line patrol vehicles assigned to their personnel as well as the Department's general assignment (pool) vehicles. Supervisors shall observe vehicles for:

- Cleanliness
- Required Equipment
- Appropriate Storage of Dangerous/Hazardous Materials
- Operational Readiness of Emergency Equipment

At least monthly, the unit supervisor or Watch Commander shall document these inspections using the Vehicle Inspection Report. Documentation shall include any discrepancies or problems, and actions taken to correct the discrepancies or problems. Any unreported damages noted during an inspection, shall be documented on the Vehicle Inspection Report. The reporting supervisor may support the documentation with photographs. The completed Vehicle Inspection Reports will be forwarded to the Logistics Division Commander for review and, if necessary, further action. The unit supervisor or Watch Commander will maintain copies of the Vehicle Inspection Reports for follow-up and control purposes.

An Annual Vehicle Inspection shall be conducted each calendar year on all vehicles. The Annual Vehicle Inspection shall be coordinated by the Bureau Commanders and shall include a thorough review of the general conditions of the exterior and interior of the vehicles, as well as the serviceability of installed equipment and supplies. A formal report shall be prepared by the Bureau Commanders in cooperation with the Logistics Division Commander. The report is to contain information on the general condition, mileage life expectancy, and operating costs of each vehicle. The final report will be submitted to the Chief of Police and should be used in determining vehicle needs and assignments.

Police Facility Inspection

All supervisors are responsible for the ongoing inspection of the general condition and cleanliness of the Department's facilities and furnishings and for reporting any problems to the Logistics Division Commander. The Logistics Division Commander or a designee shall conduct a weekly review of the Police Headquarters facility as appropriate to the area for general cleanliness, work area safety issues, and possible facility repair needs, and complete the Facility Inspection Report. The Logistics Division Commander or a designee will maintain copies of the Facility Inspection Reports for a period of one (1) year for follow-up, control, and documentation purposes. Based on observations made during the review, the Logistics Division Commander will generate and submit requests to the appropriate City entity responsible for repairs, replacements, etc.

The Police/Fire-Rescue Headquarters emergency generator conducts a scheduled weekly self-test. The test is signaled via internal programmed timer. Any failure triggers an e-mail and repairs are initiated. Routine maintenance of the emergency generator is conducted by the City of Greenville's Public Works Department or via a service contract.

Special Purpose Line Inspection

The Chief of Police may direct special purpose line inspections on an "as-needed" basis. Examples of special purpose line inspections include operations procedures manual, controlled substance evidence, and the

Department's weapon storage room. "As-needed" inspections should be documented in memorandum form, and should include any recommended corrective action.

53.1.2 QUALITY ASSURANCE INSPECTIONS

In order to provide the best customer service, it is imperative to ensure that our reporting is accurate and thorough. This process is completed through the use of quality assurance measures and regular auditing. Audits in general, help create an atmosphere of transparency, both within the department and externally. Audits within the agency will be completed as listed below.

Field Operations Bureau

The following reviews will be conducted as described:

1. Zone Supervisors should ensure that reports being submitted by all personnel are accurate, grammatically correct, and that the narrative matches the M.O. and other important descriptors.
2. The Watch Commander for a specific shift will ensure through spot checks of various reports that the personnel assigned under their command are accurately recording information and that Zone Supervisors are appropriately checking the reports. This will be accomplished by way of a monthly review of one report per person assigned to the Watch Commander's shift.
3. The Watch Commander will make one (1) phone call per person per month to determine the level of customer service provided by the officer.

Watch Commanders will complete and submit a memorandum to the Field Operations Bureau Commander on a monthly basis, at the beginning of each month detailing the findings of these reviews.

Special Operations Division

The Special Operations Division Commander will review one report per person in the division or watch one Body Worn Camera/In-Car Camera video per person per quarter. A quarterly report will be completed and submitted to the Field Operations Bureau Commander detailing the findings and any subsequent corrective actions.

Criminal Investigations Bureau

The following reviews will be conducted as described:

1. All Sergeants assigned to CIB (Property Crimes Unit, Major Crimes Unit and Special Victims Unit) will review all assigned cases for the personnel assigned to their respective units once per month.
2. The Lieutenant assigned as the CIB Deputy Bureau Commander will perform a random monthly review of all units to include the Special Investigations Unit. The review will consist of two (2) cases from within the Property Crimes Unit, one (1) case from the Major Crimes Unit, one (1) case from the Special Victims Unit, one (1) case from the Special Investigations Unit and one (1) case from the Violent Crime Reduction Unit.

A detailed report summarizing the actions and findings of each review will be completed by the corresponding supervisor and submitted to the Criminal Investigations Bureau Commander each month.

Body-Worn and In-Car Camera Footage

The Strategic Services Lieutenant will randomly review video footage from both body worn cameras and in-car cameras each month. Once an officer and date are selected for review, the entire shift should be viewed. A random selection of day and night shift as well as body-worn and in-car footage should be reviewed each month. The review will include an assessment of the application of policy and procedure, determining if there are training issues that should be addressed, and finding examples that can be shared among all officers as an example of good work. The monthly review should be submitted in writing to the Deputy Chief of Police.

P.A.L./Adopt-a-School/Civic Liaison Program

Monthly reports for each of the following reviews will be submitted to the Administrative Services Bureau Commander:

1. The Youth Outreach Supervisor will contact one school per month to assess the effectiveness of the program and the partnership between the officers assigned to each school and the school official.
2. The Youth Outreach Supervisor will review one report per month for each S.R.O.
3. Each month the Youth Outreach Supervisor will contact one parent of a child in the P.A.L. Program from each site for a total of two contacts. The efficiency of the program, coordination between site employees and parents, and the relationship with the P.A.L. Site Officers will be the focus of this contact.
4. As part of the quarterly liaison report, the Community Outreach Supervisor will contact two groups per quarter which are part of the Civic Liaison Program. The Community Outreach Supervisor will research the effectiveness of the program and request suggestions for improvement from a representative of the appropriate neighborhood association.

53.2.1 STAFF INSPECTIONS

CALEA Standard: 53.2.1

Purpose of Staff Inspections

The purpose of a staff inspection is to examine and evaluate the functions and activities of Department components. The staff inspection will also indicate the ability of personnel within those components to accomplish organizational objectives in accordance with existing policies, procedures, rules, and regulations. The overall mission of staff inspection is to increase Departmental effectiveness by means of cooperative effort with personnel of the affected units. Staff inspectors will conduct a thorough review and analysis of each Department component to assist in correcting organizational weaknesses, eliminating duplication of effort, reporting innovative systems, and providing alternative methods for change and improvement.

Staff Inspectors

Staff inspections are the responsibility of the Office of Strategic Services. The Office of Strategic Services will solicit assistance from functions unassociated with the area to be inspected. Two (2) ranking supervisory personnel will conduct the inspection. The Office of Strategic Services will coordinate arrangements with the appropriate Bureau Commander(s) for assignment of personnel to serve as staff inspectors. The following guidelines shall govern the authority and conduct of personnel conducting a staff inspection:

- Personnel conducting a staff inspection shall operate through the authority of the Chief of Police and shall have access to all records, facilities, procedures, operations, personnel, and equipment required for the purpose of inspection.
- Staff Inspectors are not responsible to the supervisors of the function being inspected.
- Staff Inspectors are not responsible for the performance of the unit/function being inspected.
- Staff Inspectors will have no command authority over Department employees; however, they may direct written or verbal inquiries to any member or employee of the Department and will warrant a response as if posed by the Chief of Police.
- Staff Inspectors are subordinate to the Office of Strategic Services
- The primary duties of Staff Inspectors are to observe, evaluate, recommend and report.
- During the course of an inspection, Staff Inspectors may operate outside of the normal supervisory, line inspection procedures and the chain of command, within the components being inspected.

Staff Inspections Procedures

All organizational components will receive a staff inspection at least every three (3) years. On an "as-needed" basis, the Chief of Police may direct staff inspections of key organizational components on a more frequent basis.

The Office of Strategic Services will notify the appropriate Bureau Commander prior to the scheduled inspection to discuss the staff inspection and to identify areas of operation necessary to evaluate the performance. While the specific inspection focus will vary with the nature and function of the inspected unit, the staff inspectors will address the following:

- Procedures – Determine if the duties are being performed in accordance with prescribed policies, procedures, rules and regulations, and accreditation standards

- Review of the component's records and maintenance
- Internal audit of all fiscal related activities
- Personnel – Execution of assigned tasks, adherence to policy and procedural guidelines, and communicating with personnel
- Supplies and equipment – Review of the care and efficient use of supplies, equipment, and vehicles
- Appropriate use and care of the physical facility and furnishings

At the conclusion of the staff inspection, the staff inspectors will prepare a written report for the Chief of Police that will summarize the staff inspection activities, discuss strengths and weaknesses identified, and make recommendations for the improvement of the component operations. The written report will be submitted no later than thirty (30) days after the inspection date. A review of the staff inspection will be conducted with the staff inspectors, Office of Strategic Services, and respective Bureau Commander.

The Bureau Commander or a designee will be responsible for the development of a follow-up plan for the correction or implementation of the staff inspection report recommendations. The Bureau Commander must provide proof of compliance through the chain of command to the Chief of Police with regard to recommendations made as a result of the staff inspection. Compliance shall be within thirty (30) days of the date of notification by memorandum from the Chief of Police or designee.

If the Bureau Commander cannot correct a deficiency or problem due to the lack of authority, budget, personnel, or other extraordinary circumstance, the Bureau Commander shall explain in memorandum through the chain of command to the Chief of Police why the corrective action cannot be immediately taken and shall make recommendations on steps to be taken to make the corrective action possible.

If a situation should arise wherein the Bureau Commander or a commander of higher rank differs with the recommendations of the inspection report as to what the actual problem or deficiency is or what corrective action should be taken, the Bureau Commander shall state the same in memorandum through the chain of command to the Chief of Police. Resolution of the difference shall be at the discretion of the Chief of Police or designee.