

# Commission for Florida Law Enforcement Accreditation (CFA) 5.19 Observation and Interview Standards

# ORGANIZATION

- 1.01 Organizational Chart (posted/in manual/electronic)
  - Observations of posted charts or documented distribution of charts
- 1.07M A written directive establishes guidelines for the release of information related to ongoing investigations
  - Interview appropriate personnel regarding the release of the following information:
    - Prior criminal record, character, or reputation of the accused
    - Photographs of accused
    - Existence of any confession, admission of guilt, or statements or refusal of statements made by the accused
    - Results of any examinations or tests of the accused
    - Identity, testimony, or credibility of a prospective witness
    - Opinions of agency members regarding the guilt or innocence of the accused or merits of the case
    - Personal information identifying the victim
    - Information pertaining to juveniles
    - When other public service agencies are involved in a mutual effort

# <u>AUTHORITY</u>

- 2.02 Interviews regarding using alternatives to arrest
- 2.05M All sworn members have access to current laws and legal guidelines
  - Interview officers
    - Confirm availability of Florida Statutes, legal bulletins, training bulletins
  - Observe available resources
- 2.09M Volunteer programs and authority and latitude given such members by the agency
  - Interview the volunteer coordinator
- 2.11M Sworn members engaging in extra-duty employment
  - Interviews regarding the following:
    - Agency authorization for members
    - Behavior and activities of members
    - Initial approval and revocation process of each extra-duty employer

#### WRITTEN DIRECTIVE SYSTEM

- 3.01M Written directive system
  - Observation of:
    - Each type of written directive

- Storage and archiving of directives
- Dissemination and receipt of new and revised directives within a specified timeframe
- Interview agency members:
  - Dissemination and receipt of new and revised directives within a specified timeframe

# USE OF FORCE

- 4.02M Members receive copies of and are instructed in the agency's use of force policy before authorized to carry weapons
  - Interview both sworn and non-sworn members
- 4.04M Interviews regarding warning shots
- 4.05M Use of agency approved firearms
  - Interviews regarding:
    - On-duty use
    - Off-duty use
    - Proven proficiency prior to carrying
    - Use of only agency approved ammunition while on duty
    - Inspection and approval prior to carrying
    - Process to remove unsafe firearms
    - Maintaining a record on each firearm approved for use
- 4.07M Interviews regarding written report and documented review whenever a member:
  - Discharges Firearm
  - Applies force through use of weapons
  - Applies weaponless physical force
- 4.10M Interviews concerning members' use of chokeholds

#### FISCAL ACTIVITIES

- 5.01M Monthly status reports
  - If the system is electronic with real-time data, observe elements of the standard within the system and no written documentation is required:
    - Initial appropriation for each account
    - Expenditures during the period
    - Unencumbered balance
- 5.04M Inventory control system for agency property, equipment, and other assets
  - Observation of property/identification methods
- 5.05M Accounting system for confidential funds
  - Interviews regarding:

- Designation of one person who is responsible for the system
- Procedures for member requests of funds
- Submission of receipts after payment to include:
  - Amount of payment
  - Member's name
  - Informant's name or identifier, if any
  - Purpose of the payment
  - Date and case number
- Approval by the CEO or designee for payments in excess of a specified amount
- A quarterly internal audit and report of expenditures to the CEO or designee
- Criteria for use of funds

#### CONDUCT AND DISCIPLINE

- 7.03 Authority of each level of supervision relative to disciplinary actions
  - Interviews with supervisors
- 7.05 Observation of maintenance and secure storage of disciplinary records

# RECRUITMENT

- 8.03 EEO statement on recruitment literature/employment application
  - Observation of recruitment literature, posters, websites, social media, and employment applications

#### **SELECTION**

- 9.01 Selection process
  - Interviews with Human Resources, or responsible entity, for validation process:
    - All elements documented as job related and nondiscriminatory
    - All elements administered, scored, and interpreted in a uniform manner
- 9.02M Observation of secure psychological fitness examination files

#### **TRAINING**

- 10.03M New members receive overview on the agency's accreditation standards and process
  - Interviews of members
- 10.04M Remedial training policy
  - Interview Range Master and Training Supervisor to ensure compliance with agency procedures
    - Procedures for those members who are unable to demonstrate proficiency prior to resuming official duties
    - Both lethal and less-lethal weapons must be addressed
  - Interview civilian members authorized to carry weapons

- 10.05M The agency maintains complete training records for each member
  - Observation of training records
- 10.06M The agency maintains a record for each in-service training class
  - Observe in-service training class files
    - Course content
    - Names of participants
    - Performance, if applicable
    - Instructors
- 10.07M Field Training Officers (FTO) Program
  - Interview Field Training Officers and supervisors regarding:
    - Qualifications for Field Training Officers
    - Training requirements for Field Training Officers
    - Supervision of Field Training Officers
    - Reporting responsibilities of Field Training Officers
    - Guidelines for Field Training Officers' evaluation of recruits
- 10.09M Observation of high liability instructor ATMS records
- 10.10M In-service training for members authorized to carry weapons
  - Interviews of members
  - Verify training for civilian members carrying weapons (e.g. batons, OC, etc.)
  - View lesson plans for each training topic identified:
    - Annual demonstration of proficiency with firearms authorized to carry
    - Annual use of force training
    - Annual Dart-Firing Stun Gun training
    - Biennial less-lethal weapon training
- 10.11M Specialized training
  - Interview employees in positions which require specialized training
- 10.13M Periodic first aid refresher training for sworn members
  - Interview sworn members
- 10.16M Training related to mental health awareness, prevention, mitigation, and treatment to include Post-Traumatic Stress Disorder
  - Interview members
- 10.19M Training related to Active Assailant Events.
  - Interview members

# PERFORMANCE EVALUATIONS

- 12.02 Performance evaluation review between rater and member
  - Interviews of supervisors and members, both sworn and civilian
- 12.04 Review at beginning of a rating period to include:
  - Task of the position
  - Level of performance expected
  - Rating criteria
  - Interview employees to ensure supervisors conducted review, with all elements of the standard included

# FIELD PERSONNEL

- 14.02 Special purpose vehicles
  - Observation of special purpose vehicles and equipment
- 14.05M Pursuit of motor vehicles
  - Interviews regarding:
    - Evaluation of the circumstances
    - Initiating member's responsibilities
    - Secondary unit's responsibilities
    - Roles and restrictions pertinent to marked, unmarked, or other types of police vehicle involvement
    - Dispatcher's responsibilities
    - Field supervisor's responsibilities
    - Forcible stopping
    - When to terminate
    - Interjurisdictional and intrajurisdictional pursuits
    - Procedure for reporting and a documented administrative review
- 14.07M Proper use of equipment during emergency and non-emergency situations
  - Observation of operational equipment:
    - Emergency lights
    - Sirens
    - Hazard warning lights
    - Spotlights, if equipped
    - Public address systems, if equipped
  - Interviews
  - 14.08M Vehicle equipment
    - Observation of equipment:
      - Operational emergency lights and siren
      - Fire extinguisher

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- Operational flashlight
- Medical equipment with current supplies
- Personal protective equipment
- 14.10M Observation of available body armor for sworn members
- 14.11M K-9 teams
  - Interviews with K-9 handler:
    - Circumstances for use
    - Handler selection criteria
    - Duties and responsibilities
    - Certification documentation
    - Training requirements for handler and K-9
    - Deployment Documentation
- 14.15M Civilian Rider Program
  - Interviews with officers:
    - Officer responsibilities

#### INVESTIGATIONS

- 15.01M Case files
  - Observation of files:
    - Types of records maintained
    - Accessibility
    - Security
- 15.02M Vice/organized crime files are maintained separately and securely from central records
  - Observation of the vice/organized crime files
- 15.03M Confidential informants
  - Observation of:
    - Master file of all confidential informants used by agency
    - Maintenance and security of confidential informant files
    - Confidential informant access tracking
  - Interviews regarding:
    - Protection of the identity of the confidential informant
    - Criteria for paying confidential informants
    - Precautions to be taken with confidential informants
    - Special precautions to be taken with juvenile informants
    - Level of supervisory approval before a juvenile is used
    - Training of personnel involved in the use or recruitment of confidential informants
    - Tracking of confidential informant file access

- Annual administrative review of agency practices
- 15.09M Response to reports of domestic violence
  - Interviews regarding:

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- Initial response and entry to the scene
- On-scene investigations
- Arrests
- Victim support services available
- Follow-up investigation
- Report writing and distribution in accordance with Florida Statute
- Domestic violence cases involving a sworn member
- 15.10M Response to sexual violence
  - Interviews regarding:
    - Initial response, investigations, and report writing
    - Obtaining medical/counseling assistance for victims
    - Evidence collection/preservation
    - Follow-up investigation and supplemental reports
- 15.11M Guidelines surveillance, undercover, and decoy operations or raids
  - Interviews regarding:
    - Level or authority that can approve an operation
    - Designating a single person to command the operation
    - Establishing routine and emergency communications
    - Notifying the patrol supervisor responsible for the target area
    - Confirming target location
    - Identifying and making contact with suspects
    - Documentation, as required by the agency
- 15.12M Procedures when investigating missing children/adults
  - Interviews regarding:
    - Requirements for accepting missing child and missing adult reports
    - Requirement for entry into FCIC/NCIC within two hours of receipt of the report
    - Procedures for initiating, maintaining, closing, or referring a missing child or missing adult investigation
    - Maintaining and clearing computer data stored in FCIC/NCIC, to include a monthly review of each case and a determination of whether the case should be maintained in the database
    - Written consent for dental records from family or next of kin
    - Attempt to obtain a biological specimen for DNA analysis if the missing person has not been located within 90 days.
- 15.13M Procedures for conducting lineups

- Interviews regarding all elements of the standard
- 15.14M Procedures for conducting showups
  - Interviews regarding:
    - Circumstances when a showup may be conducted
    - Limitations to reduce the suggestiveness of a showup
    - Standard instructions to be used by the investigator conducting the showup to instruct the witness prior to the procedure
    - Investigator avoids any conduct that might directly or indirectly influence the witness' decision and avoid comments or actions that suggest the witness did or did not identify the suspect
    - Discerning the level of confidence in an identification as expressed by the witness
    - Documenting the procedure and outcome of the showup, including noting the witness' response and exact words
- 15.19M Interviews regarding the seizure and forfeiture of vessels, vehicles, aircraft, currency, or other personal property, or contraband articles
- 15.20M Interviews regarding procedures used for a Blue Alert

#### JUVENILE

- 16.03M Procedures for juveniles who have been taken into custody
  - Observation of adult and juvenile separation to ensure no contact

#### SPECIAL OPERATIONS

- 17.01M Incident Command System
  - Interviews regarding:
    - System activation criteria
    - Command protocol
    - Training of affected personnel
    - Documented periodic training or operational exercise
- 17.04M Tactical team
  - Interviews regarding:
    - Team member selection criteria
    - Quarterly team training
    - Call out criteria and notification procedures
    - Deployment procedures
    - Duties and responsibilities
  - Observation of specialized equipment
- 17.05M Hostage negotiators
  - Observation of specialized equipment

- 17.07M Procedures for bomb related incidents
  - Interviews regarding:
    - Role of members in obtaining details from the bomb threat caller
    - Notification of appropriate personnel
    - Establishment of a security perimeter
    - Organization of search teams and search procedures
    - Notification of bomb disposal unit when suspected device is located
    - General evacuation plan
    - Coordination with fire department
    - Communications procedures
    - Post explosion procedures
- 17.08M Bomb squad
  - Observation of specialized equipment

# TRAFFIC LAW ENFORCEMENT

- 18.04M Responsibilities of first responding member at the scene of a crash
  - Interviews regarding:
    - Administering emergency medical care and providing basic life support
    - Summoning ambulance and/or additional assistance
    - Protecting the crash scene
    - Preserving short-lived evidence
    - Establishing a safe traffic pattern around the scene
    - Locating witnesses and recording crash information
    - Expediting the removal of vehicles and debris from the roadway
    - Hazardous material assessment
- 18.05M Interviews regarding the directive to protect the owner's property at the scene of a crash
- 18.08M Observation of high visibility clothing worn by members while directing traffic
- 18.11M Observation of school crossing guard uniforms

#### CRIMINAL INTELLIGENCE

- 19.01M Ensuring legality and integrity of intelligence
  - Interviews regarding:
    - Ensuring collected information is limited to criminal conduct and relates to activities that present a threat to the community
    - Describing the types or quality of information that may be included in the system
    - Using intelligence members, equipment, and techniques
    - Purging information which is no longer active or accurate
- 19.02M Safeguarding of intelligence information

- Interviews regarding:
  - Dissemination to internal components and other criminal justice agencies
  - Collation and analysis in a secure environment
  - Security measures to protect against unauthorized attempts to access, modify, remove, or destroy stored information, whether electronic or physical
  - Secure storage in an area separate from the agency's central records function
- Observation of security system

# MISCONDUCT COMPLAINT PROCESSING

- 20.01M Procedures for processing complaints against the agency or its members
  - Interviews regarding:
    - Procedures for maintaining a record of complaints
    - Maintaining the confidentiality of internal affairs investigations
  - Observation of secure storage

#### PRISONER/DETAINEE TRANSPORTATION

- 21.03M Interviews regarding the examination of all vehicles used for transporting prisoners/detainees (the agency must address the examination of both assigned and unassigned vehicles)
- 21.04M Interviews regarding restraining devices and methods to be used during prisoner/detainee transports
- 21.08M Members' actions upon delivering prisoners/detainees
  - Interviews regarding:
    - Securing weapons
    - Removing restraining devices
    - Advising receiving agency personnel of any potential medical or security hazards
  - Observation of method to secure weapons

#### HOLDING AREAS

- 22.01M Observation of holding areas for:
  - Adequate lighting
  - Circulation of fresh or purified air
  - Controls to reduce the possibility of invading prisoner/detainee's privacy
- 22.03M Holding area operations
  - Observation of secured weapon storage
    - Securing all weapons before entering, with exceptions specified (both lethal and less-lethal weapons must be addressed)
    - Security checks for weapons, contraband, and damaged equipment prior to use
  - Observation of alert system

- An alert system to a designated control point in the event of an emergency (not required to be electronic)
- Conditions under which a member enters an occupied holding area
- Securing holding area doors
- Observation of security alarm system
  - A security alarm system linked to a designated control point if a member is not equipped with alert or panic alarm systems, or a means of two-way communication
- 22.04M Procedures for processing prisoners/detainees
  - Interviews regarding:
    - Search of each prisoner/detainee prior to entering the holding area
  - Observation of secure storage of all property taken
- 22.05M Agency staff be available to supervise prisoners/detainees on a continual basis and includes a documented physical check at least every 15 minutes for adult prisoners/detainees identified as being suicidal or a danger to themselves
  - Observation of holding area
    - Physical observation at least every 15 minutes as noted above
- 22.06M Use of electronic surveillance equipment
  - Observation of electronic surveillance equipment
    - Controls to protect a prisoner/detainee's privacy
    - Measures to ensure immediate intervention for prisoner/detainee emergencies
- 22.07M Observation of holding areas to ensure males/females/juveniles are separated to prevent regular contact
- 22.09M Observation of signs explaining procedures for gaining access to medical services posted in areas used by prisoners/detainees, in the language(s) prevalent to the service community
- 22.13M Observation of first aid kit containing current supplies available in all holding areas
- 22.15M Immovable object for securing prisoner/detainee designed and intended for such use
  - Observation of immovable object
- 22.16M Agency staff be available to supervise prisoners/detainees on a continual basis and includes physical observation and documented checks at least every 10 minutes for juveniles
  - Observation of holding area
    - Physical observation at least every 10 minutes as noted above
- 22.17M Agency staff be available to supervise prisoners/detainees on a continual basis and includes procedures for supervision of prisoners/detainees that are the opposite sex of the staff member providing supervision
  - Observation of holding area

# COURT SECURITY

- 23.01M Courtroom/Courthouse Security
  - Observation of:
    - Communications system
    - Courthouse security
    - Evacuation procedures
- 23.02 If policies prohibit weapons in areas of the courthouse, an area is provided for securing firearms and weapons
  - Observation of secure area with limited access
- 23.03 Court security equipment
  - Observation of:
    - Availability
    - Readiness
    - Secure location
- 23.04M Procedures for restricting public contact with prisoners while in the courthouse
  - Observation of restricted public contact
  - Interviews
- 23.06M Procedures for the examination of articles brought into the courthouse
  - Observation of process
  - Interviews
- 23.07 Observation of key control system for the control of electronic and manual keys to the courthouse and courtrooms
- 23.08 Courtroom duress alarms (judge's area)
  - Observation of:
    - Duress alarms
    - External communications equipment

#### CIVIL PROCESS

• 24.06M Interviews regarding the Florida Risk Protection Order Act

#### COMMUNICATIONS

- 25.01M Security of the Communication Center
  - Observation of restricted access and security measures (a locked door is not required by this standard)

- Authorized personnel
- Backup resources
- Antennas and power sources
- 25.02 Interviews regarding procedures for Handling Calls Received through Text Telephone(s) (TTY) or Telecommunications Relay Services (TRS)
- 25.03M Continuous Recording (radio and telephone)
  - Observation of:
    - Continuous recording system
    - Recordings maintained 30 days
    - Secure storage for recordings
    - Ensure direct connect telephones are not being used for dispatching (unless center is equipped to automatically record direct connect communications)
- 25.04M Observation of the playback function for radio and emergency telephone conversations
- 25.05M Interviews regarding handling misdirected emergency calls, and hang-up emergency calls
- 25.06M Communications personnel have immediate access to resources
  - Observation of immediate access to:
    - Officer in charge
    - Duty rosters
    - Telephone numbers of every member
    - Maps of the agency's current service area
- 25.07M Procedures for contacting external services
  - Interviews regarding:
    - Fire suppression equipment
    - Environmental and human services
    - Ambulances
    - Aircraft
    - Wreckers
    - Other services which are not a component of the agency (i.e. animal control, railroad, traffic engineering, streetlights, etc.)
- 25.09M Radio communications with field members
  - Observation of member status system
    - Documenting initial status and any change in status
    - Methods used for identifying members during radio transmissions
    - Communications with interacting agencies
    - Guidelines for verifying member status after an established period of time has elapsed without contact
  - Ensure guidelines are in place for the duration of the shift
- 25.10M Observation of equipment for emergency power source

- 25.11M Observation of emergency medical guidelines if the agency authorizes emergency first-aid instruction over the telephone or radio
- 25.12M Staff interviews regarding procedures for obtaining interpretation services for non-English speakers
- 25.13M Staff interviews if the agency has a training program for 911Public Safety Telecommunicator certification
- 25.16 Interviews regarding procedures for obtaining the services of qualified interpreters for the deaf and hearing impaired
- 25.17M Observation of 24-hour two-way continuous communication system

# RECORDS

- 26.01M Central records function
  - Observation of the central records system:
    - Report accountability
    - Records maintenance
    - Records retrieval
  - Interviews
- 26.03M Privacy/security of central records area
  - Interviews
  - Observation of records and related security:
    - Restricted access
    - Restricted viewing of files and computer monitors
- 26.04M Computerized central records system
  - Interviews
  - Observation of computer security system
    - Safeguards against unauthorized attempts to access, alter, remove, disclose, or destroy stored information
    - Computer files maintenance, backup, and retention
- 26.06M Warrant and wanted persons file
  - Observation of:
    - Process for entering and canceling information in the state and federal information systems
    - 24-hour access to warrants
- 26.07M Observation of fingerprint records and photographs of juveniles taken into custody to ensure they are maintained separately and marked "Juvenile Confidential" unless not required by Florida law

# EVIDENCE

- 27.01M Collecting and processing physical evidence
  - Observation of evidence processing and packaging work areas
    - Proper containers for liquids
    - Preservation and timely delivery of perishable evidence
    - Sealing, marking, and labeling
  - Interviews
    - Drying of wet evidence
- 27.02M Observation of chain of custody procedures
  - Date and time of any transfer of custody
  - Receiving person's name and responsibility
  - Reason for transfer
  - If other than a transfer person to person or into a receptacle, the method of transfer
  - Name and location of lab and exams desired
  - Date and time of receipt in lab
- 27.03M Interviews regarding crime scene specialist training
- 27.06M Observation of controlled access to evidence areas
- 27.07M Procedures for acceptance and release of narcotics, including quantity control and packaging inspections
  - Observation of the packaging system
- 27.08M The agency has refrigerated storage for perishable items of evidence
  - Observation of the secured refrigerated storage utilized for perishable items of evidence
  - Interviews
- 27.09M Observation of secure temporary storage areas (verify security for all types of property)
- 27.10M If the evidence records system is electronic, compliance may only be proven by observation
  - Current location of evidence
  - Date and time evidence was received/released
  - Description of evidence
  - Chain of custody from time of receipt until final disposition
- 27.11M Observation of mobile evidence storage units for temporary evidence storage
- 27.14M The submission of evidence collected in sexual offense investigations for processing, and includes:
  - Interviews

- Observation of:
  - Storage
  - Method for informing victims
- 27.15M Procedures for evidence held by the agency, to include:
  - Interviews
  - Observation of:
    - □ Logs
    - Secured areas
    - Packaging and labeling
- 27.16M If the agency has designated specialists to perform crash scene evidence processing, they:
  - Interview of crash scene technician

# PROPERTY

- 28.01M Property
  - Interviews
    - Logging property into agency records within a specific timeframe
    - Property in evidence prior to end of shift or secure with supervisor approval
    - Description of property and how it came into agency's possession
    - Notify property owner of agency's custody
    - Procedures for release of property
  - Observation of:
    - Logs
    - Secured areas
    - Packaging and labeling
- 28.03M Observation of the security of the property areas
  - Verify security of all property areas (bike racks, off-site storage, etc.)
- 28.04M Observation of property records system
  - Current location of property
  - Date and time property was received/released
  - Description of property
  - Chain of custody from time of receipt until final disposition

# INFECTIOUS DISEASES

- 29.01M Exposure Control Plan available to all members
  - Interviews
    - Procedures for laundering contaminated uniforms and personal clothing
  - Observation of:

- Availability of plan
- Sharps container, biohazard waste bags, etc.
- Accessibility to personal protective equipment
- Decontamination supplies
- Labels and signs communicating hazards to members
- 29.03M Medical records storage and confidentiality for members with occupational exposure
  - Interviews
  - Observation of medical records confidentiality

# **INTERVIEW ROOMS**

- 31.01M Suspects, detainees, or prisoners if secured in a designated area without continuous supervision by agency personnel
  - Interviews
    - Authorization for use of room, space or area
    - Member accountability
    - Separation of males, females and juveniles
    - Authorized temporary restraint devices
    - Access to water, restrooms and other needs
    - Safety considerations for objects contained in the room
    - Member contact at least every fifteen minutes
    - Member training on the use of interview rooms
  - Observation
    - Authorization for use of room, space, or area
- 31.02M Security measures within the interview room
  - Interviews
    - Search of suspects, detainees, or prisoners
    - Identification of person(s) authorized access
    - Control of lethal and less-lethal weapons
    - Escape prevention
    - Safeguarding prisoner's/detainee's property
    - Control of suspects, prisoners, detainees or prisoners during medical or emergency situations
    - Plan for fire prevention, evacuation and suppression
    - Panic or duress alarms
    - Security inspections
  - Observations
    - System to control weapons
    - Evaluation plans and fire suppression equipment
    - Panic or duress alarms
    - Procedures for safeguarding prisoner's/detainee's property
    - Escape prevention

# **TECHNOLOGY**

- 32.01M Observation of agency computer hardware and software
  - Use of email
  - Internet access
  - Access restrictions
  - Authorized use
  - Access to and use of personal identification information