

Commission for Florida Law Enforcement Accreditation (CFA) 5.18 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

AUTHORITY

- 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

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
 - Operational flashlight
 - Medical equipment with current supplies
 - Personal protective equipment

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- 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:
 - 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

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- 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
- 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
- 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