# Commission for Florida Law Enforcement Accreditation (CFA)
# 5.30 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
- 2.09M 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 lethal or less-lethal weapons
  - Annual refresher training on the agency's use of force policy
  - Use of Force training in accordance with CJSTC
  - Interview both sworn and non-sworn members
- 4.04M Interviews regarding warning shots
- 4.05M Use of agency approved firearms (both sworn and applicable civilian)
  - Interviews regarding:
    - On-duty use
    - Off-duty use
    - Proven proficiency prior to carrying for newly hired sworn and applicable civilian members
- 4.06M Use of agency approved less-lethal weapons (both sworn members and applicable civilian)
  Interviews regarding:
  On-duty use
  Off-duty use
  Biennial less-lethal training (for weapons other than dart firing stun gun)
  Proven proficiency prior to carrying (newly hired sworn and applicable civilian)
- 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
- 4.12M Agency issued/authorized firearms, ammunition, and less lethal weapons
  Interviews concerning:
  - Requirement for only agency approved ammunition to be used while on-duty
  - Inspection and approval of agency approved firearms by qualified instructor or armorer prior to carrying
  - A process to approve personal firearms as authorized to carry, if applicable
  - A process to remove unsafe firearms
  - Maintaining a record of each firearm approved by the agency for official use
  - Maintaining a current list of each type of approved less-lethal weapon
  - A requirement for a documented annual inspection of less-lethal weapons to ensure functionality and/or expiration dates are not exceeded

**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
- 9.06M Observation of selection criteria

**TRAINING**

- 10.03M New members receive overview on the agency's accreditation standards and process

- Interviews of members

- 10.04M Remedial training policy
  - Interviews
    - 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
  - View lesson plans for each training topic identified:
    - Annual demonstration of proficiency with firearms authorized to carry
    - Qualification as required by CJSTC

- 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

- 10.17M Guardian Program

  - Quarterly reporting to FDLE
  - Documentation of inspections
  - Documentation of firearms qualifications
  - Documentation of contract, if applicable
  - Interview members

- 10.19M Training related to Active Assailant Event

  - Interview members

- 10.20M Training related to dart-firing stun guns. (both sworn and civilian)

  - 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

- 12.07 Exit Interviews

    - Completed by the end of immediately following the employee's final day
    - Conducted by the chief executive or designee

**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

- 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 and dating 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
    - 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
      Providing immediate notice of legal rights and remedies available
    - 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

- 18.05M Interviews regarding the directive to protect the owner's property at the scene of a crash

- 18.07M 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 search of all vehicle prisoner compartments used for transporting prisoners/detainees

- 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, processing, and packaging physical evidence
  - Observation of evidence processing and packaging work areas
    - Proper containers for liquids
    - Preservation and timely delivery of perishable evidence
    - Packaging and labeling
    - Drying of wet evidence
  - Observation of packaging and labeling
  - Interviews
- 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 Security of property and evidence areas
  - Observation of secure areas
  - Observation of controlled access
- 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 property and evidence records system is electronic, compliance may only be proven by observation

  - Current location of property and/or evidence
  - Date and time property and/or evidence was received/released
  - Description of property and/or 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 property and evidence held by the agency, to include:

  - Interviews
  - Observation of:
    - Logs
    - Secured areas

- 27.16M If the agency has designated specialists to perform crash scene evidence processing, they:

  - Interview of crash scene technician

**EXPOSURE CONTROL**

- 29.01M Exposure Control Plan available to all members

  - Interviews
    - Procedures for laundering contaminated uniforms and personal clothing
  - Observation of:
    - Availability of plan
    - Personal protective equipment

- 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