

**PRINCE WILLIAM COUNTY POLICE DEPARTMENT
MANUAL OF GENERAL ORDERS**

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DEPARTMENTAL RULES AND REGULATIONS: STAFF INSPECTIONS

It is the policy of the Police Department to provide the highest level of service to the public by managing our resources efficiently and effectively. To aid in achieving these goals, the Department requires that a formal staff inspection be conducted for each organizational component every four years.

- A. A staff inspection is a process outside the normal lines of authority and responsibility. Such staff inspections should provide detailed observations and analyses of agency elements, procedures and practices that will inform the Chief of Police about the Department's performance and effectiveness.
- B. Staff inspections are to be conducted in a completely open manner with the full knowledge and awareness of those members concerned. Comments will be solicited from various personnel as to the physical conditions they work under as well as other problems and opinions related to the scope of the inspection. Questions regarding policy or procedure that are posed by the assigned inspector will be answered as factually as possible.
- C. The staff inspection process will be managed by the Law Enforcement Accreditation Manager, to include the organizational component and inspector rotations, preparation and dissemination of assignment and inspection documents, and storage of the inspection reports.
- D. The commanders and supervisors of the unit being inspected shall cooperate fully with the inspector and will ensure the cooperation of their personnel. For the purpose of the inspection, the inspector shall be given access to all Departmental facilities and records. Any abuse of authority or breach of security by the inspector will be immediately reported to the Chief of Police.
- E. The inspection process will be completed with minimal disruption to the unit. Close cooperation will be maintained between the inspector and the unit's assigned liaison.
- F. A staff inspection may be requested by a Division Commander (with the approval of the Chief of Police) or may be ordered directly by the Chief of Police. The findings of the inspection will not be communicated to any other person without the permission of the Chief of Police.
- G. The Office of the Chief of Police will notify the commander of the organizational entity to be inspected (excluding spot and unannounced property inspections) in writing prior to the inspection.

H. Planning will be initiated in advance of each staff inspection formalizing the general objectives of the inspection and identifying the specific areas of inspection by each inspector according to accreditation standards.

I. Inspectors

1. Inspectors may be appointed by the Chief of Police from any entity in the Department, with the exception of the unit being inspected. The inspector will report directly to the Office of the Chief of Police on all matters pertaining to the inspection. Each inspector will continue their regular duties in their current assignment while conducting the staff inspection. Newly promoted Sergeants will not be selected to conduct inspections during their first year of promotion
2. The inspector must understand that the focus of their attention should be primarily on functions and procedures, and incidentally on persons. Training, direction and discipline are not the charge of the inspector, but remain the responsibility of the appropriate commander or supervisor.
3. When an inspector discovers outstanding meritorious achievement or service by an individual or unit during their inspection, they will prepare appropriate correspondence reporting such achievement(s) to the Chief of Police.
4. During the inspection, the inspector will verbally report to the appropriate commanding officer any matters warranting immediate corrective action. Any such notification will be documented as a part of the final inspection report.
5. The inspector will also report any matters they discover during their inspection that they consider appropriate for investigation in reference to violations of Departmental directives. The inspector shall make this report directly to the Chief of Police.

J. A staff inspection will result in a written report to the Chief of Police. All suggestions and recommendations will be summarized in the final section of the report.

1. The original report will be forwarded by the inspector directly to the Accreditation Manager who will record said inspection per accreditation standards and forward it to the Chief of Police.
2. Upon completion of his/her review, the Chief will forward a copy of the original report to the appropriate Division Commander for their review and action.
3. Within thirty (30) days after the report has been received from the Chief, the affected Commander will notify the Chief of Police by memorandum of those actions taken or required as a result of the inspection. A copy of the memo will be provided to the Accreditation Manager for inclusion in the inspection file.

4. The Chief of Police may order any follow-up inspections as deemed necessary.

K. Staff Inspection areas to be examined:

1. Workload of Unit:

- a. Each organizational component will establish written workload measures, assessment methodologies, and data collection methods applicable to their areas of responsibility to assess the workload of the component and support staffing recommendations. Examples of task measures may include, but are not limited to, numbers and types of tasks/processes, time to complete tasks/processes, overtime, call-outs, calls for service, response times, caseloads and clearance rates, etc. Workload measures, assessment methodologies, and collection methods will be included in the components Standard Operating Procedure.
- b. Methodologies, measures, and data will be provided to the inspector by the Commander, or designee, of the component to be inspected and included with the inspection results, except for Patrol Services call for service response (see below). The inspector's report will include responses to the below:
 - 1) Are the responsibilities of the unit (based upon written departmental directives, job descriptions, and established workload measures) being met?
 - 2) Are any additional duties required of the unit (those not specifically identified within written directives and job descriptions)?
 - 3) Are all assigned duties appropriate for the function of the unit?
- c. **Patrol Services:** The Workload Assessment for Patrol Services related to call response is not required in the staff inspection reports. The Fiscal and Technical Services Division will complete a documented workload assessment for that purpose at least once every four years, or more frequently as requested by the Chief of Police, or designee. However, other positions within Patrol Services, such as Public Safety Services Technicians, Station Officers, and Administrative Support Staff, will be included in the staff inspection reports.

2. Staffing Level:

- a. Inspection reports for all organizational components will include answers to the following questions (See below for Patrol Services):
 - 1) Is the present staffing level adequate for those written responsibilities assigned to the unit?
 - 2) Is the present staffing level adequate to address any other additional duties that are assigned to the unit?
 - 3) Is the unit able to successfully complete its primary functions in addition to any other responsibilities assigned to it?
 - 4) Conclusions and recommendations for the distribution of personnel based on the results of the documented workload assessment.

- b. **Patrol Services:** The Staffing Levels for Patrol Services related to call response is not required in the staff inspection reports. The Fiscal and Technical Services Division will include this in their documented workload assessment. However, other positions within Patrol Services, such as Public Safety Services Technicians, Station Officers, and Administrative Support Staff, will be included in the staff inspection reports.
- 3. Equipment:
 - Is the unit assigned equipment that is both appropriate and adequate to successfully complete its assigned tasks?
- 4. Facilities:
 - 1) Is the unit assigned adequate work space?
 - 2) Is the unit housed within the most practical work site to successfully complete its assigned functions?
- 5. Training:
 - 1) Has adequate training been provided to the unit personnel for their specialized duties?
 - 2) What additional training should be considered in the future?
- 6. Organizational Supervision:
 - Does the unit benefit from adequate supervisory control and support in regard to its present mission and organizational assignment?
- 7. General Orders:
 - Is the unit in compliance with all applicable General Orders and written directive provisions?
- 8. Accreditation Standards:
 - Is the unit in compliance with all applicable accreditation standards?