

# Commission for Florida Law Enforcement Accreditation (CFA) 5.20 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

Updated July 2023 1 of 17

- 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

Updated July 2023 Page 2 of 17

- 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
  - 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

Updated July 2023 Page 3 of 17

- 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 Event
  - Interview members

#### PERFORMANCE EVALUATIONS

Updated July 2023 Page 4 of 17

- 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

Updated July 2023 Page 5 of 17

- 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

Updated July 2023 Page 6 of 17

- 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
- 15.14M Procedures for conducting showups

Updated July 2023 Page 7 of 17

- 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:

Updated July 2023 Page 8 of 17

- 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

Updated July 2023 Page 9 of 17

- 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

Updated July 2023 Page 10 of 17

- 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:

Updated July 2023 Page 11 of 17

- 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)

Updated July 2023 Page 12 of 17

- 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

Updated July 2023 Page 13 of 17

#### 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

Updated July 2023 Page 14 of 17

- 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 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

Updated July 2023 Page 15 of 17

27.15M Procedures for property and 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 **INFECTIOUS DISEASES** 29.01M Exposure Control Plan available to all members Interviews ٥ 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 ٥ Member accountability Separation of males, females and juveniles Authorized temporary restraint devices Access to water, restrooms and other needs

31.02M Security measures within the interview room

Observation

Updated July 2023 Page 16 of 17

Safety considerations for objects contained in the room

Member contact at least every fifteen minutes Member training on the use of interview rooms

Authorization for use of room, space, or area

#### 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**

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۰	32.01M Observation of agency computer hardware and software	
		Use of email
		Internet access
		Access restrictions
		Authorized use
	П	Access to and use of personal identification information

Updated July 2023 Page 17 of 17