P.O. 406 Inspectional Services			
Effective From:	07/15/2012	Effective To:	Current

P.O. 406 – Inspectional Services

1. DEFINITION
   i) Inspection – Is an official evaluation to ascertain compliance with established policies and procedures and/or to assess the condition of a troop/section and its capability to perform its assigned mission and then to report thereon, either verbally or in writing, to the inspected Commander and to the Command Staff within the Department.
2. INSPECTION OBJECTIVES
   i) Ensure policy and procedure compliance and identify fundamental causes if problems exist.
   ii) Identify problems which degrade the administrative and operational effectiveness of command.
   iii) Assign responsibility for deficiencies and corrective action at the appropriate level.
   iv) Maintain an adequate knowledge of actual conditions at the Troop/Section level.
   v) Provide command inspection follow-up to assess the development or implementation of an effective and efficient corrective action plan.
   vi) Cause a review of policy where a pattern of deficiency exists, or to ascertain if policy clarification or revision is warranted.
3. TYPES OF INSPECTIONS
   i) Staff Assistance Inspection – An inspection generally conducted by representatives who are responsible for the functional area to be inspected.
   ii) Line Inspection – An inspection conducted by first-line and mid-level supervisors assigned to or responsible for the unit, personnel, or equipment to be inspected.
   iii) Staff Inspection – An inspection conducted by representatives of the Superintendent.
4. STAFF ASSISTANCE INSPECTION POLICY
   i) Staff Assistance Inspections may be used to:
      a) Determine the current status of a Troop/Section.
      b) Identify established standards of a Troop/Section.
      c) Provide assistance to the commander of a Troop/Section.
   ii) The results are not to be used competitively or as the sole basis for evaluation of past performance.
   iii) Staff Assistance Inspections are designed strictly to be helpful to a Commander; however, serious deficiencies involving integrity breaches or criminal activity shall be handled in accordance with Department policy.
5. STAFF ASSISTANCE INSPECTION REPORTING REQUIREMENTS
   i) An after-action report shall be completed within thirty (30) days of the inspection. The report will include:
      a) Action Taken – On-the-spot action or recommendations made by the inspection team.
      b) Action To Be Taken – Action required to be taken by the inspection team or by other Troop/Section personnel to correct deficiencies or resolve problems.
      c) Significant Problems – Discrepancies requiring Command Staff attention or follow-up action.
      d) Follow-up Status – The inspector will state the status of correction of deficiencies noted. If they are not corrected prior to the report's compilation, the inspector will estimate the date by which the deficiencies will be corrected.
   ii) Distribution of the Staff Assistance Inspection Report
      a) The original report will be distributed to the immediate supervisor of the Commander of the inspected Troop/Section.

b) A copy of the report will be distributed to the Commander of the inspected Troop/Section.

6. LINE INSPECTION POLICY
   i) Line inspections ensure that employees are acting in concert with Department requirements in such areas as personal appearance, use and maintenance of equipment, and adherence to Department directives and orders.
   ii) Line inspections examine personal appearance and Department equipment issued to personnel, including, but not limited to, weapons and radios. During informal line inspections, the Personnel Inspection Report (DPSSP 3360) may be fully or partially employed at the inspecting supervisor's discretion.
   iii) Line supervisors shall conduct informal line inspections of personnel (commissioned and non-commissioned) assigned to them on a regular basis. The line inspection will include a visual review of the employee's personal appearance, adherence to applicable uniform policy and dress code, and appropriate use and maintenance of utilized equipment. This can be accomplished during shift briefings or the normal course of operations at each Troop or Section. Recurring deficiencies by commissioned personnel will be documented either on the Personnel Inspection Report (DPSSP 3360) or through an informal memo to the affected employee and could result in discipline. Non-commissioned personnel deficiencies will be communicated via informal memo. The memo will identify the specific deficiency, the corrective action to be taken, and the time frame allotted for correction. The supervisor will verify that the corrective action was accomplished through subsequent line inspections.
   iv) The inspecting supervisor will randomly check vehicles for cleanliness and damage. Department-issued equipment will be accounted for and verified to be in proper working order.
   v) The inspecting supervisor shall ascertain, through observation, subordinates' knowledge of Department policies and their compliance with the same.
   vi) A formal line inspection, wherein every item on the Personnel Inspection Report (DPSSP 3360) is verified, shall be conducted at least quarterly. Commanders of specialized units (i.e., TESS, Detectives, Narcotics, Gaming Enforcement) have the authority to create their own internal inspection form in addition to the DPSSP 3360 to suit their needs and specific requirements. Modification of the DPSSP 3360 is not authorized.
   vii) Formal line inspections shall be conducted in an open manner with full knowledge of all concerned.
   viii) The inspecting supervisors shall follow up and ensure timely correction of each deficiency noted during a formal or informal line inspection.

7. LINE INSPECTION REPORTING REQUIREMENTS
   i) Each Personnel Inspection Report (DPSSP 3360) generated from a formal line inspection shall be signed by the inspecting supervisor. The inspecting supervisor shall note corrective action on the form, whether it was taken during the inspection or upon follow-up.
   ii) Distribution of the Line Inspection Report.
   iii) The original form will be forwarded to the inspected officer's Lieutenant.

8. STAFF INSPECTION POLICY
   i) The Capitol Detail Commander is the proponent and coordinator for all inspections and follow-up action within the Office of State Police. They shall be responsible for:
      a) Coordinating schedules, making notification of inspections at least fifteen (15) days prior to the inspection, and maintaining staff inspection report files on each Troop/Section.
      b) Inspecting each Troop/Section at least once every three years.
      c) Ensuring a member of the staff inspection team meets with the Troop/Section Commander prior to commencement of the inspection to explain the expectations of

the inspection.

ii) The inspection shall address:
   a) Material Resources.
   b) Procedures.
   c) Personnel.

9. STAFF INSPECTION REPORTING REQUIREMENTS
   i) A formal after-action report of the staff inspection will be completed by the Capitol Detail Commander no later than thirty (30) days following the inspection. A narrative section will include details of the visit and positive aspects of the Troop/Section. A copy of the completed inspection checklist will be attached. The report will include:
      a) Action Taken – On-the-spot action or recommendations made by the staff representatives.
      b) Action To Be Taken – Action required to be taken by the staff inspection representative rendering the report or by other Troop/Section personnel to correct deficiencies or resolve problems.
      c) Significant Problems – Discrepancies requiring Command Staff attention or follow-up action.
      d) Follow-up Status – The inspector will state the status of correction of deficiencies noted. If they are not corrected prior to the report's compilation, the inspector will estimate the date by which the deficiencies will be corrected.
   ii) Distribution of the Staff Inspection Report
      a) The original report will be maintained at Operational Development.
      b) Copies will be distributed to:
         1) The Commander of the inspected Troop/Section.
         2) The Deputy Superintendent in the chain-of-command of the inspected Troop/Section.
         3) The Superintendent.

10. STAFF INSPECTION CORRECTIVE ACTION
   i) The Troop/Section Commander is responsible for the correction of deficiencies and maintenance of satisfactory conditions. They shall:
      a) Initiate immediate corrective action for all deficiencies identified during the staff inspection.
      b) Submit a formal, written corrective action plan within thirty (30) days to their respective Deputy Superintendent. The report shall:
         1) Identify all significant problems requiring Command Staff attention.
         2) Be forwarded to the Capitol Detail/Physical Security Commander for inclusion in the official inspection file.
   ii) The Deputy Superintendent with responsibility for the inspected Troop/Section shall ensure that corrective measures are developed and implemented as necessary. They shall directly or through the Region Commander:
      a) Exercise overall staff supervision for follow-up on deficiencies.
      b) Review all corrective action plans to ensure that all significant problems identified during the staff inspection are addressed.
      c) Provide advice and assistance to the Troop/Section Commander.
      d) Initiate and monitor follow-up action for problems beyond the Troop/Section Commander's control or ability to resolve.
      e) Identify trends and possible systemic problems.
      f) Assess the noted deficiency during future visits to the Troop/Section.