

1.456 STAFF AND LINE INSPECTIONS

1.456.05 Authority

- A. The agency's inspectional function is organizationally coordinated and assigned consistent with **1.200 Organization**.
- B. For the purpose of inspections described in this unit of directives, officers conducting the inspectional services function will be given access to all agency facilities, information, and records, except such deemed confidential by the chief.
 - 1. Questions relating to whether or not particular records or information will be opened to inspections will be referred to an appropriate bureau commander or the chief for resolution.
 - 2. All agency employees will assist and cooperate with inspection processes as requested.
- C. Officers conducting inspections may issue orders during inspections in circumstances where failure to do so might immediately jeopardize the agency's reputation, the accomplishment of its mission, or the safety of personnel. In such instances, orders will be issued by the authority of the chief.
- D. The focus of the inspections function is on programs, procedures, and directives, thereby focusing only incidentally on personnel. Inspections are primarily concerned with determining whether or not programs are being conducted efficiently and effectively or if procedures are being followed, not if particular persons may be violating laws or directives.
- E. Inspecting officers must maintain independent thinking, conduct objective based inspections, and will not overlook matters which may engender controversy.

1.456.10 Staff Inspections

- A. Staff inspections are performed in order to review the operations and administration of all organizational components at least every three years.
- B. The conduct of staff inspections is guided by directives contained in the Inspectional Services Manual. Those directives include, but are not limited to:
 - 1. Procedures to be used in conducting staff inspections;
 - 2. Procedures for submitting written reports identifying deficiencies, making recommendations for improvement and/or correction, and identifying positive aspects of areas being inspected; and
 - 3. Procedures for follow-up inspections and written reports to address deficiencies that cannot be immediately corrected.
- C. Special inspections review and evaluate administrative and/or operational matters specifically identified by the chief or bureau commanders. Special inspections may be announced or unannounced.
- D. Follow-up inspections are announced inspections which review and evaluate those items which were identified during previous inspections as requiring attention or corrective actions.
- E. Spot inspections are unannounced inspections that validate previously submitted inspection reports or closely examine performance standards.

1.456.15 Line Inspections

- A. The agency's decentralized line inspection program is designed to:
 - 1. Monitor and evaluate subordinates' activities;
 - 2. Ensure compliance with agency directives;
 - 3. Provide the chief with objective overviews of the state of the agency; and
 - 4. Facilitate operational responses to changing needs of the agency and community.
- B. The conduct of the agency's decentralized line inspection program is guided by directives contained in the Inspectional Services Manual. Those directives include, but are not limited to:
 - 1. Procedures to be used in conducting decentralized line inspections;

- 2. Inspection frequency;
 - 3. Supervisory responsibilities in each organizational component for conducting inspections and correcting conditions discovered by inspections;
 - 4. Criteria identifying those inspections that require written reports; and
 - 5. Follow-up procedures to ensure corrective actions are taken.
- C. Bureau commanders are responsible for coordinating decentralized line inspections within their own bureaus and ensuring that inspection reports are completed and forwarded to Inspectional Services.
 - 1. Bureau commanders will review inspection reports with emphasis on:
 - a. Ensuring that deficiencies are properly addressed;
 - b. Ensuring that sufficient corrective actions are implemented; and
 - c. Identifying and correcting problems that may be relevant to more than one bureau function or unit.
 - 2. Bureau commanders may request through the chief that special line inspections are conducted into functions or units under their control.
 - D. Officers assigned to the inspections function will conduct periodic, unannounced spot inspections covering performance indicators contained in the Inspectional Services Manual. Spot inspection results will be submitted to affected unit commanders with copies sent to appropriate bureau commanders.

1.456.20 Inspectional Interviews

Employees wishing to be interviewed in conjunction with inspections may make their requests known through the chain of command or by contacting inspectional personnel directly.

1.456.25 Maintenance of Files

- A. Information gathered during inspections is confidential. Inspecting officers will hold in strict confidence all information which may have bearing whatsoever on the results of inspections.
- B. Inspectional report information will be released only on a need to know basis.