



**California State University, Los Angeles**  
**Department of Public Safety**

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NUMBER: I-33 APPROVED: \_\_\_\_\_  
Larry Bohannon, Interim Chief of Police

EFFECTIVE: May 1, 2007

SUPERSEDES: 1/1/2001 Review/Revised: \_\_\_\_\_  
May 6, 2020

SUBJECT: **Line and Staff Inspections**

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I. PURPOSE:

To establish procedural guidelines related to inspectional services.

II. POLICY:

It is the policy of this department to conduct both line and staff inspections as a method of evaluating the efficiency and effectiveness of department operations.

III. DEFINITIONS:

- A. Line Inspection. Inspection conducted by personnel in control of the persons, facilities, procedures, or other elements being inspected. Line inspections may be carried out by any supervisor within the chain-of-command and is often conducted by supervisory personnel who may be responsible for ensuring that any substandard conditions revealed in the inspection are corrected.
- B. Staff Inspection. Inspection conducted by personnel who do not have control of the persons, facilities, or procedures being inspected. The results of staff inspections are reported to the Chief of Police.

IV. PROCEDURES:

- A. The inspectional process is an essential mechanism for evaluating the quality of the agency's operations; ensuring that the agency's goals are being pursued; identifying the need for additional resources; and ensuring that control is maintained throughout the agency.
- B. The inspectional process compares the agency's formal expectations with actual performance. Inspections, conducted with clear objectives and a positive approach, provide a means of communication within the agency, not only "downward" but also "upward."
- C. The inspectional process, at both the line and the staff levels, provides the chief executive officer and other managers and supervisors with a means of regularly assessing the agency's efficiency and effectiveness and provides information necessary to plan for change.

- D. Line inspections shall be carried out by supervisors at all levels of the organization and focus on the condition of facilities, equipment, procedures, uniforms, etc., and are done frequently by a first-line supervisor.
- E. Staff inspections generally focus on agency procedures and are done infrequently by command personnel or designee assigned the responsibility by the Chief of Police. A staff inspection system monitors organizational components in terms of their results. These reports are valuable for decisions concerning resource allocation, modification of component objectives, and training needs.
- F. Line Inspections.
  - 1. Procedures to be used in conducting line inspections.
    - a. Every manager and supervisor has the responsibility and authority to conduct inspections.
    - b. Supervisors shall conduct continual inspections of all subordinate personnel that directly report to them. This includes inspection of equipment used and the operations performed by the subordinate personnel assigned.
    - c. The inspection shall be a fair, impartial, and a direct appraisal that denotes a positive and constructive attitude.
    - d. Every supervisor shall take the immediate and appropriate action indicated from the results of a line inspection action. This includes the correction of a deficiency (verbal, written counseling, etc.) and commendation of exemplary performance.
    - e. A checklist, when possible, should be utilized to ensure documentation and clarity in procedural methods of inspection.
  - 2. Frequency of inspections and responsibilities of the supervisor for the conduct of the inspections and the correction of deficiencies.
    - a. Line inspections are an ongoing activity to ensure that employees are acting in concert with agency requirements in such areas as personal appearance, use and maintenance of equipment, and adherence to department directives and orders.
    - b. At a minimum, supervisors (example, Watch Commanders) shall inspect personnel and equipment at the beginning of every shift. Other inspections may include special and dedicated equipment that supports other operational efforts [i.e., emergency preparedness].
    - c. University Police Patrol Vehicles will be inspected once a week by each Watch Commander for cleanliness and operational readiness of assigned equipment (first duty day). Vehicles assigned to Investigations shall be inspected monthly by the Investigations Unit Sergeant. These inspections shall be verified through entry into the Automated Records System (ARMS).
    - d. The responsibility for the correction of deficiencies shall be the inspecting supervisor.

3. Criteria for those inspections that require a written report include the following:
  - a. Unreported damage to vehicles;
  - b. Mechanical repairs required to vehicles;
  - c. Unserviceable weapons;
  - d. Any damage discovered to department equipment due to misuse or carelessness; and
  - e. Repeated violations of inspectional requirements.
4. Follow-up procedures to ensure corrective action has been taken, shall include:
  - a. Watch Commanders shall take immediate corrective action to ensure compliance with department standards; and
  - b. Repeated deficiencies shall be documented and forwarded to the Operations Lieutenant.

G. Procedures for Staff Inspections.

1. Staff inspections shall be conducted by persons who have no direct authority over the subject or function inspected (normally the Chief of Police or designee).
2. Staff Inspections may be announced or unannounced, at the discretion of the Chief of Police.
  - a. At least one announced inspection within all organizational components for the major functions will be conducted once every four years. This includes Evidence, Uniform Patrol, Investigations, Armory/Weapons, Records (includes ARMS), Personnel Files, Internal Affairs, and Training Records.
  - b. Unannounced inspections will be performed of property and evidence storage areas at least annually.
3. A checklist, when possible, should be utilized to ensure documentation and clarity in procedural methods of inspection.
4. A written report will be submitted to the Chief of Police that identifies deficiencies and makes recommendations for their improvement and/or correction and identifies positive aspects of the area being inspected.
5. A follow-up inspection and written report will be completed for any noted deficiencies that cannot be immediately corrected.

V. APPENDICES. None.