

# Arizona Association Chiefs of Police



## Accreditation Standards Manual

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## CHAPTER 1

### LAW ENFORCEMENT ROLE AND AUTHORITY

#### 1.1 Department Authority and Jurisdiction

A written directive requires all sworn departmental personnel, prior to assuming their position, to take an oath of office to enforce the law, uphold the constitution of the United States and the constitution of the State of Arizona, and to abide by a code or canon of ethics adopted by the agency.

***Clarification Statement:*** *This standard is applicable to entry level law enforcement positions, positions of higher rank, Prosecutor's Investigators, and Special Law Enforcement Officers, Reserve Police Officers and Deputy Sheriff's Officers.*

*The code (or canon) of ethics may be in the form of an agency policy, order, rules, regulations, ordinance, resolution, Statute, Administrative Code, employee manual, or any combination thereof. Agencies may adopt a code of ethics from local, state, or national law enforcement or government organization or an affiliate.*

*Examples of possible proofs of compliance may include a copy of a signed Oath of Office, copy of Code or Canon of ethics adopted by the department, copy of signature sheet for Code and/or Canon of Ethics*

#### 1.2 Agency Jurisdiction

A written directive delineates the jurisdiction and any concurrent jurisdiction of the agency and specifies its responsibilities and authorities therein.

***Clarification Statement:*** *A detailed official map of the agency's jurisdiction may satisfy part of this standard, but the written directive should also delineate any linkages in concurrent jurisdiction.*

*Examples of possible proofs of compliance may include a copy of Mutual Aid Agreements, copy of Memorandum of Understanding (MOU's for task forces or other multijurisdictional teams)*

### 1.3 Use of Force

A written directive governs the use of force by agency personnel and specifies that:

- A. Only the force objectively reasonable to effect lawful objectives will be used.
- B. An officer may use deadly physical force only when the officer reasonably believes that the action is in defense of human life, including the officer's own life, or in defense of any person in immediate danger of serious physical injury.
- C. The use of deadly force against a fleeing felon is used only when the officer believes the person to be arrested is likely to endanger human life unless apprehended without delay.
- D. Officers shall intervene in the unreasonable and/or unlawful use of force by another officer(s) and immediately report that unreasonable and/or unlawful force to a supervisor.
- E. A physical maneuver that restricts the ability to breathe for the purpose of incapacitation is prohibited except in those situations where the use of deadly force is allowed by law.
- F. The directive addresses the discharge of warning shots.
- G. All sworn personnel receive and demonstrate understanding of the use of force procedure before being authorized to carry any firearm and annually thereafter.

***Clarification Statement:*** *The intent of this standard is to create clearly identified agency policy on the use of force and to provide officers with clear direction on when force, up to and including deadly force, may be used.*

*Examples of possible proofs of compliance may include a copy of distribution sheet of above described policies. (Policy Manual Receipt), copy of firearms training record, copy of firearm qualification training, copy of annual written legal, policy or proficiency tests.*

## 1.4 Firearms Proficiency

A written directive requires that officers, prior to any use or possession of firearms, demonstrate specified proficiency in the use of that firearm and as a condition of continuing use and possession of such firearm.

- A. Weapons qualification and proficiency training will be conducted annually, for all firearms carried by an officer in accordance with AZPOST and departmental policy.
- B. Qualifications shall be conducted by a certified firearms officer and records maintained.

**Clarification Statement:** The intent of this standard is to address the possession and use of all firearms proficiency training and qualifications with all firearms must be provided/monitored by a certified weapons instructor.

Examples of possible proofs of compliance may include: Firearms qualification and proficiency training reports, Copy of firearms training schedule or lesson plans w/curriculum, Copy of firearms instructors certificate from AZ Post.

## 1.5 Firearms and Ammunition

A written directive requires that the use and possession of firearms and ammunition by sworn personnel, both on and off duty, are limited to those authorized by the agency CEO, consistent with Arizona Revised Statutes. For purpose of this standard, Off-duty carry refers to carry under his/her police authority, including pursuant to 18 U.S.C. 926.B

**Clarification Statement:** *This standard does not require the CEO to authorize weapons and/or ammunition used for recreational purposes such as hunting and target shooting with privately owned firearms. Instead, the CEO must authorize weapons and ammunition carried by officers as a result of their law enforcement authority (on-duty or off-duty) to include: agency owned firearms and ammunition.*

Examples of possible proofs of compliance may include: Copy of Memorandum to the CEO identifying the authorized firearms and ammunition for duty weapons (description of ammo)

## 1.6 Firearms Discharge and Less Lethal Weapons

A written directive establishes an internal process for the documentation, review and disposition of any incident wherein an officer:

- A. Discharges a firearm other than in training or for lawful recreation purposes
- B. Takes an action that results in, or allegedly results in, and at a minimum addresses the serious physical injury or death of another person

**Clarification Statement:** *The standard is not intended to trigger administrative investigations on actions taken to euthanize animals.*

## 1.7. Documentation of Use of Force

A use of force report, or appropriate documentation in whatever form the agency uses/requires, shall be completed whenever an employee:

- A. Discharges a firearm, for other than training or recreational purposes
- B. Applies force through the use of a lethal or less lethal (less than lethal, or non-deadly) weapon
- C. Applies weaponless physical force at a level as defined by the agency
- D. Any individual is injured or claims to have been injured as a result of a use or alleged use of force as defined by the agency
- E. The department shall prepare an annual report and analysis documenting
  - 1. Number of times force (as defined in 1.7 A-D) was applied
  - 2. Type of force used
  - 3. Whether the force used was within or outside of policy

**Clarification Statement:** The intent of this standard is to establish use of force reporting systems within the agency for effective review and analysis. The reporting systems should help identify trends, improve training and employee safety, and provide timely information for the agency addressing use of force issues with the public. Early and accurate reporting helps establish agency credibility.

**This standard could include documenting the pointing of both lethal and less lethal weapons.** Documentation of these incidents may include using a standard checklist report format or written narrative report.

The standard is not intended to document actions taken to euthanize animals.

## 1.8 Less Lethal, Less Than Lethal, or Non-Deadly Weapons

A written directive governs the use, training, requalification and possession of less lethal weapons by sworn personnel and/or civilian personnel, if issued/authorized to carry such weapons by the agency, both on and off duty. A recertification of proficiency is required, at a minimum, every three (3) years. Less lethal weapons include but are not limited to:

- A. Impact weapons
- B. Chemical weapons
- C. Bean-bag projectile
- D. Conducted electrical weapon
- E. Canine
- F. Others as defined by agency policy

**Clarification Statement:** The intent of this standard is to address the carrying and use, both on and off duty, of all less-lethal, less than lethal and non-deadly weapons, such as impact weapons, chemical sprays, bean-bag projectiles, electronically conducted weapons, and canines. Recertification proficiency must be provided/monitored by a certified weapons instructor.

Examples of possible proofs of compliance may include a copy of training record(s) concerning less lethal weapons according to manufactures recommendations

## 1.9 Post-Shooting Administrative Leave

A written directive requires the removal (for a period of time determined by the agency) of any officer from a line duty assignment, pending administrative review, when such officer has used force resulting in serious physical injury or death.

**Clarification Statement:** *None.*

## 1.10 Medical Assistance

Officers shall immediately, when safe to do so, provide first aid, and call for medical assistance whenever an individual has been injured or claims to have been injured.

***Clarification Statement:*** *Appropriate medical aid does not place the burden on the agency to have each injured person immediately evaluated at a medical facility. Appropriate medical aid may include increased observation to detect obvious changes in condition, flushing chemical agents from the eyes, applying first aid, evaluation by paramedics, or for more serious or life-threatening incidents, immediate aid by medical professionals.*

## 1.11 Search and Seizure

A written directive specifies conditions under which searches and seizures can be made, establishes procedures for conducting searches, and provides guidelines for the following search criteria:

- A. Valid Search warrant
- B. Plain view
- C. Exigent circumstances; and
- D. Valid consent
- E. Strip Search

***Clarification Statement:*** *None.*

## 1.12 Handcuffing

A written directive specifies the proper use and techniques for handcuffing.

***Clarification Statement:*** *None.*

*Examples of possible proofs of compliance may include a copy of an arrest report showing that handcuffs were used properly on an detainee (i.e. tension checked, double locked, use of leg irons or "belly-chains"), copy of investigations into complaints that handcuffs were used improperly, training records from defensive tactics training, the types of restraints authorized by the agency and the circumstances or conditions for their use*

### 1.13 Arrests

A written directive specifies the legal requirements and procedures for making a physical arrest with and without a warrant

**Clarification Statement:** *Agencies must ensure the written directive meets all federal and state mandates and statutes*

### 1.14 Prisoner Transports

A written directive specifies procedures for the transportation of prisoners, to include the following:

- A. Restraint devices and methods to be used
- B. Prisoner search requirements
- C. Vehicle search before and after transport
- D. Transport of sick, injured, or disabled prisoners
- E. Notification procedures for security risk
- F. Security and control of prisoners transported to medical facilities/hospitals for treatment
- G. Prisoner identification confirmation procedures
- H. Actions required in event of a prisoner escape

**Clarification Statement:** *None.*

*Examples of possible proofs of compliance may include a copy of police reports, radio traffic recordings, in-car camera videos or dispatch logs showing transporting times, destination, mileage, etc.*

### 1.15 Title 36 Mental Health Pick-Ups

A written directive establishes procedures for the transportation of Title 36 mental health ordered pick-ups that ensures the safety of the transporting officer and the general public and provides for the security of the person subject to the mental health pick-up order, in transport and arrival at destination.

**Clarification Statement:** *None.*

## 1.16 Bias Based Policing

A written directive addresses bias based policing and, at a minimum, includes the following provisions:

- A. A clear definition of bias based policing;
- B. A prohibition against bias based policing in all law enforcement encounters;
- C. A requirement that complaints of possible bias based policing are investigated, consistent with standard 12.5;
- D. Corrective action if bias based policing is found to have occurred; and
- E. Training agency personnel in the impropriety of bias based policing, including legal requirements and sanctions at a minimum of every three years;

*Clarification Statement:* The discredited practice that is commonly referred to as Bias Based Policing is a longstanding criminal justice issue that needs to be addressed by every law enforcement agency in every jurisdiction. It is the sworn duty of every law enforcement agency and officer to protect the civil rights of all persons, and to safeguard the inalienable right to the equal protection of the laws. Policy shall prohibit a law enforcement officer/employee from relying upon a person's race, ethnic background, gender, sexual orientation, religion, economic status, age, cultural group, or national origin to any degree in making law enforcement decisions or taking law enforcement action, except in connection with a reliable and specific suspect description of a specific crime. The result of the prohibited actions would be to undermine public confidence in the fairness and integrity of the criminal justice system, alienate significant segments of society, foster disrespect for law enforcement authority and the institutions of government, and ultimately erode public support for law enforcement efforts to investigate and deter crime.

The law of selective enforcement under the Equal Protection Clause of the Fourteenth Amendment of the United States Constitution is complex and evolving. While judicial decisions interpreting the Constitution serve as important guideposts for the law enforcement community, the courts are not the sole guardians of the Constitution; the Executive Branch is equally sworn to uphold it.



## CHAPTER 2

### LEGAL ADVICE AND LIABILITY

#### 2.1 Legal Advice

The agency has the availability of legal counsel through employment of a police legal advisor or the assumption/assignment of such responsibility by the office of its legal authority.

**Clarification Statement:** None

*Examples of possible proofs of compliance may include a City Ordinance and/or Certification letter providing proof of standard, Copy of contract with legal authority.*

#### 2.2 Liability Insurance

The agency provides liability insurance or indemnification for its personnel.

**Clarification Statement:** None

*Examples of possible proofs of compliance may include a copy of cover of Liability Policy. Declaration must be dated and in force.*

## CHAPTER 3

### ORGANIZATION

#### 3.1 Organizational Structure

The organizational structure of the agency is described by written statement and/or current organizational chart, which is made available to all personnel.

**Clarification Statement:** *An organizational chart and written functional description is necessary for good order of the agency. The organization chart allows agency members to observe clear lines of authority. The organizational chart should be posted in the agency whether physically or electronically. The organizational chart need not contain the names of individual employees, rather just the current authorized positions.*

Examples of possible proofs of compliance may include a copy of the current organizational chart

#### 3.2 Personnel Responsibilities

The duties and responsibilities of each position or assignment within the agency, and minimum entry-level requirements therefore, are set forth in a written job or position description, which is current and made available to all personnel.

**Clarification Statement:** *Job descriptions should be available for all positions (sworn and civilian).*

Examples of possible proofs of compliance may include a copy of current job descriptions

#### 3.3 Division Responsibilities

The responsibilities of each operational component within the agency are set forth by written statement, which is current and made available to all personnel.

**Clarification Statement:** *None*

## CHAPTER 4

### COMMAND

#### 4.1 Chief Executive Officer Authority

The chief executive officer of the agency is designated as having full authority and responsibility for the management, direction and control of the operations and administration of the agency, by written statement issued by the local government, or by law or ordinance, or by a combination of the two.

**Clarification Statement:** *None.*

*Examples of possible proofs of compliance may include the Chief's Job Description or City/Town Charter vesting authority in the Chief*

#### 4.2 Chain of Command

A written directive designates the order of command authority in the absence of the chief executive officer of the agency.

**Clarification Statement:** *Essential operational command requires clear lines of authority in the absence of the Chief Executive Officer.*

*Examples of possible proofs of compliance may include an email or memo from Chief identifying who is in charge in their absence.*

#### 4.3 Command Protocol

A written directive establishes command protocol in situations involving personnel of different organizational components of the agency engaged in a single operation.

**Clarification Statement:** *Written procedures should include provisions for command and supervision upon the absence of the person(s) normally responsible for such responsibility. Furthermore, procedures that authorize personnel with specialized skill or abilities to assume command in certain situations should be defined. The term "single operation" shall be broadly construed to mean an unusual occurrence defined or addressed in Chapter 19 (Unusual Occurrences) and may include special events, dignitary protection, and similar unusual incidents or responses. Exceptions noted would apply to largescale operations with a unified command structure.*

#### **4.4 Supervisor Accountability**

A written directive establishes the accountability of supervisory personnel of the agency for the performance of employees under their immediate control.

**Clarification Statement:** *None.*

#### **4.5 Duty to Obey Lawful Orders**

A written directive requires employees to obey any lawful order of a supervisor, including any order relayed from a supervisor by an employee of the same rank, and specific procedures to be followed by an employee who receives inconsistent or conflicting orders.

**Clarification Statement:** *None.*

#### **4.6 Written Directives**

The agency adheres to an established system for the development and dissemination of written directives, including agency policies, procedures, rules and regulations, which;

- A. Provides procedures for the formatting, indexing, purging, updating and dissemination of written directives
- B. Vests in the chief executive officer of the agency the authority to issue, modify or approve written directives
- C. Identifies by position any individual, other than the chief executive officer, authorized to issue written directives
- D. Requires acknowledgment of receipt (either manually or digitally) of the directive into a manual for any subsequent reference or perusal that is immediately accessible to personnel at any time. Access may be made available through the cloud, digital storage, paper format or other means.

**Clarification Statement:** *A comprehensive written directive system is essential to effective operations. Over the years, the scope of agency rules and regulations has been narrowly focused. It was once thought the rules and regulations should contain everything an employee needs to know to do their job. It is now recognized that the rules and regulations should provide broad guidance for employee behavior.*

## CHAPTER 5

### GENERAL MANAGEMENT

#### 5.1 Administrative Reporting Program

The agency has an administrative reporting program which requires the collection of applicable daily, monthly and annual information for reports of the agency activities and statistical and data summaries based upon such reports.

**Clarification Statement:** None.

*Examples of possible proofs of compliance may include copies of Daily, Monthly and Annual Reports issued by the agency internally and externally*

#### 5.2 Electronic Data Storage

If the agency uses a service provider for electronic data storage, a written agreement is established addressing:

- A. Data ownership
- B. Data sharing, access and security
- C. Loss of data, irregularities and recovery
- D. Data retention and redundancy
- E. Required reports, if any
- F. Special logistical requirements and financial arrangements.

**Clarification Statement:** None.

#### 5.3 Policy Manual

A written directive requires that all employees have access to the current written or electronic edition of the policy manual available to them and have received training on the contents of the manual.

**Clarification Statement:** None.

*Examples of possible proofs of compliance may include Policy Manual Receipt, Proof of Policy Manual Training*

## CHAPTER 6

### PLANNING AND RESEARCH

#### 6.1 Operational Planning

The planning and research function of the agency is established and described by a written directive which requires reports of operational activities, and the dissemination of these reports to affected personnel and/or operational components, on at least an annual basis by:

- A. Type of activity
- B. Location
- C. Time / Date

***Clarification Statement:*** *The planning function is critical to effective management of the agency. The operational reports from crime statistics, crime mapping and other records management processes should be updated at least annually. The intent of this standard is to ensure that crime statistics, trends, hot spot locations and other data is being shared with affected personnel and/or operational components to be used to reduce crime, traffic complaints, and other quality of life issues in the community. This standard is not intended to compel agencies to adopt a Compstat model of policing or develop a crime analysis program, rather to use the statistical information available to them and to provide such information to officers at briefing or other meetings to proactively reduce crime and other quality of life issues in their community.*

#### 6.2 Multi-year Plan

The agency has a multi-year plan, which includes:

- A. Goals and operational objectives
- B. Anticipated workloads and population trends
- C. Anticipated personnel levels
- D. Anticipated capital improvement and equipment needs

***Clarification Statement:*** *The agency should have clear goals and objectives which articulate future needs and a plan to meet those anticipated needs.*

### **6.3 Mission and Value Statements**

The agency has written mission and value statements.

**Clarification Statement:** None.

*Examples of possible proofs of compliance may include Photos of the Mission And Values statements posted within the agency, Posted externally through website or social media, etc.*

## **CHAPTER 7**

### **RESERVE OFFICERS**

#### **7.1 Reserve Officers**

If the agency has Reserve Officers, a written directive must include:

- A. Have full police officer authority consistent with applicable laws
- B. Meet the same selection criteria as those for regular officers of the agency
- C. Are commissioned only after successful completion of a basic training program approved by the Arizona Peace Officer Standards and Training (AZPOST) Board
- D. Wear the same uniform as full authority peace officers
- E. Are equipped the same as full authority peace officer performing like functions
- F. Are tested and evaluated for AZPOST mandated training with the same frequency and in the same manner as regular officers performing like functions
- G. Are provided industrial insurance protection in the same manner as full authority peace officers performing like functions

**Clarification Statement:** None



## CHAPTER 8

### FISCAL MANAGEMENT

#### 8.1 Chief Executive Officer

The chief executive officer of the agency is designated as having the authority and responsibility for the fiscal management of the agency through a written statement issued by the local government, or by law or ordinance, or by a combination of the two.

***Clarification Statement:*** *Even though fiscal management functions may be delegated; the CEO has final authority and responsibility over agency fiscal matters.*

#### 8.2 Other Authorized Personnel

If the chief executive officer of the agency does not personally perform the fiscal management function, a written directive designates the position or component having the responsibility for fiscal management functions.

***Clarification Statement:*** *Even though fiscal management functions may be delegated; the CEO has final authority and responsibility over agency fiscal matters.*

#### 8.3 Budget Preparation

The heads of major organizational components within the agency participate in the budget preparation, including the preparation of written recommendations based on operational and activity analysis.

***Clarification Statement:*** *For purposes of this standard, "Major Organizational Components" include Bureaus, Teams, Divisions or other components identified on the organizational chart under the CEO level.*

***Examples of possible proofs of compliance may include a copy of agency's budget, proposals from Division Commanders to Chief for inclusion into the budget***

## 8.4 Accounting System

The agency has an accounting system, which includes the preparation and provision for at least quarterly status reports showing:

- A. Initial appropriation for each account or program
- B. Balances at the commencement of each period
- C. Expenditures and encumbrances made during the period
- D. Unencumbered balances:

***Clarification Statement:*** *The quarterly status reports may be routinely exceeded (monthly, weekly, daily, etc.) in lieu of the quarterly requirement.*

*Examples of possible proofs of compliance may include: Copy of agency's quarterly budget report*

## 8.5 Audits

A written directive establishes procedures for both the internal monitoring and auditing of the agency's internal budgets.

***Clarification Statement:*** *The agency fiscal activity should be audited at least annually to ensure fiscal integrity.*

*Examples of possible proofs of compliance may include a copy of the department's budget audit or proof of same*

## 8.6 Cash Accounts

A written directive establishes procedures for collecting, safeguarding and dispensing cash maintained by the agency, to include, at least:

- A. Maintenance of an allotment system or alternatively, records and receipts of appropriations among organizational components;
- B. Preparation of financial statements
- C. Conduct quarterly internal audits
- D. Identification of persons by name or position authorized to accept or dispense funds

**Clarification Statement:** *Cash accounts include, but are not limited to, the following purposes: petty cash fund, confidential funds (buy money), records and permits, etc. The method may be a ledger, spreadsheet, or other electronic database. The quarterly status reports may be routinely exceeded (monthly, weekly, daily, etc.) in lieu of the quarterly requirement. Bail is not considered a cash account unless the agency maintains a fund to provide change in the form of cash.*

*Agencies may have parking authorities or organizational subcomponents with personnel designated to collect fees from parking meters, pay stations, etc. Merely collecting the fees and turning them over to the local finance department or banking institute will not invoke the provisions of this standard except for instances where the agency maintains all or part of the cash (example: a small amount is maintained to stock such machines for making change). Disbursement does not include transferring funds to the local finance department.*

## **8.7 Inventory Control**

A written directive establishes procedures for inventory control of agency property, equipment and other assets.

**Clarification Statement:** *None.*

*Examples of possible proofs of compliance may include a copy of departmental inventory of agency equipment / property*

## CHAPTER 9

### SPECIALITY ASSIGNMENTS

#### 9.1 Assignment Openings

A written directive requires that specialized assignments (as defined by the agency) or unit openings within the agency be advertised by written agency-wide announcement and all qualified individuals will be allowed to apply and compete for positions:

**Clarification Statement:** *The selection criteria should be based on the skills, knowledge, and abilities required for the specialized assignment, including formal education and experience, if required.*

Examples of possible proofs of compliance may include a copy of most recent job/positional announcements

## CHAPTER 10

### COMPENSATION, BENEFITS AND CONDITIONS OF WORK

#### 10.1 Compensation

Complete and current information is available to all personnel regarding:

- A. Entry-level salary range
- B. Salary differential and range within ranks
- C. Salary levels for personnel with special skills (i.e. bi-lingual, EMT, etc.) if applicable
- D. Compensatory time policy
- E. Overtime policy
- F. Other employment benefits, if applicable:

**Clarification Statement:** None.

*Examples of possible proofs of compliance may include a copy of collective bargaining agreements, copy of Tribal, Local, County, State salary scale*

#### 10.2 Leave

Complete and current information is provided to all personnel regarding:

- A. Administrative leave
- B. Holiday leave
- C. Sick leave and FMLA
- D. Bereavement leave
- E. Vacation leave

**Clarification Statement:** None.

### 10.3 Off-Duty Employment

If the agency permits employees to engage in extra/off-duty employment, a written directive addressing the following:

- A. Employees must receive agency permission to engage in off-duty employment.
- B. Types of employment in which the employee may not work
- C. Approval, review and revocation process regarding employee's off-duty employment
- D. Establishes position responsible/overseeing off-duty employment

***Clarification Statement:*** *Only sworn officers employed and compensated through the municipality will be considered on duty for liability and indemnification purposes.*

### 10.4 Insurance/Retirement

Complete and updated information is provided to all personnel regarding:

- A. Applicable retirement program(s)
- B. Applicable health insurance program(s)
- C. Applicable disability and death benefits
- D. Professional liability protection provided by the agency, including:

***Clarification Statement:*** *None.*

*Examples of possible proofs of compliance may include a copy of collective bargaining agreements, copy of liability insurance coverage declaration, copy of Open Enrollment program, Employee Assistance Program for employees needing counseling*

## 10.5 Uniforms/Equipment

A written directive governs the provision of clothing and equipment used by employees in performing law enforcement functions. Procedure should be in accordance with OSHA regulations.

- A. Each officer will be furnished ballistic vests.
- B. Each Officer will be equipped with a reflective traffic control vest that will be worn for traffic direction and during inclement weather or conditions of low light.
- C. If the agency has and utilizes specialized medical equipment, i.e. automated external defibrillators (AED), Narcan, etc., the agency has provided training according to manufactures' specifications.

**Clarification Statement:** *Reserve Officers must be included in this requirement if their duties expose them to risks similar to regular full-time sworn personnel.*

## 10.6 Medical Examinations

Physical, medical and psychological examinations required by the agency are provided at no cost to the employee.

**Clarification Statement:** *None.*

## CHAPTER 11

### GREIVANCE PROCEDURES

#### 11.1 Grievance Procedure

A written directive establishes a grievance procedure, including:

- A. Identifying matters that meet grievance criteria
- B. Establishing time limitations for filing or presenting the grievance
- C. Establishing procedural steps and time limitation at each step in the grievance procedure
- D. Establishing criteria for employee representation
- E. Identifies the position or component within the agency responsible for coordination of grievance procedures

***Clarification Statement:*** *Formal grievance procedures are designed to settle disagreements between employers and employees. As such, this formal process needs to be memorialized in a written directive so each party to the dispute understands the access and limitations of the grievance process. As with all personnel issues, the sensitive nature of the records requires additional security measures in the safeguarding of access to these records.*

*Examples of possible proofs of compliance may include a copy of employee labor organization/employee union contract or collective bargaining agreement*

#### 11.2 Contents of Grievance

A written directive requires that any grievance include:

- A. A written statement of the grievance and the information upon which it is based
- B. A written specification of the alleged wrongful act and resultant harm
- C. A written description of the remedy, adjustment or other corrective action sought

***Clarification Statement:*** *None.*



## CHAPTER 12

### DISCIPLINARY PROCEDURES

#### 12.1 Code of Conduct

A written directive specifies the code of conduct and appearance for agency personnel and is provided to such personnel.

**Clarification Statement:** None.

*Examples of possible proofs of compliance may include a copy of Code of Conduct and Appearance, acknowledgement of Code of Conduct and Appearance*

#### 12.2 Disciplinary System

A written directive establishes a disciplinary system which is consistent with Arizona Revised Statutes, Title 38, Chapter 8, Article 1, The Police Officer Bill of Rights or the Tribal Government Constitution. The system should include:

- A. Procedures and criteria for using counseling as a function of discipline
- B. Procedures and criteria for punitive actions in the interest of discipline including oral reprimand, written reprimand, loss of leave, suspension, demotion and dismissal and
- C. Recognition of employment rights and procedural safeguards provided by applicable statutory and case law

**Clarification Statement:** *The agency's written directive shall identify the forms of corrective and punitive action. The severity of the behavior or performance will determine the best course of action. The written directive shall be in accordance with the laws of the State of Arizona and applicable case law. Punitive disciplinary action includes dismissal, demotion, suspension, and reprimands (oral or written).*

*Procedures, criteria and authority should include clear instructions to all levels of supervision and management as to what level of supervision/management can apply what level of corrective actions. Examples: first line supervisors may only be permitted to apply training and counseling but must recommend punitive discipline. First line supervisors may only be permitted to apply counseling or training subject to approval of higher-ranking authority.*

### 12.3 Supervisory and Command Staff

A written directive specifies the role of supervisory and command staff in the disciplinary process and the authority of each level thereof relative to disciplinary actions.

**Clarification Statement:** *Procedures, criteria and authority should include clear instructions to all levels of supervision and management as to what level of supervision/management can apply what level of corrective actions. Examples: first line supervisors may only be permitted to apply training and counseling but must recommend punitive discipline. First line supervisors may only be permitted to apply counseling or training subject to approval of higher-ranking authority.*

Examples of possible proofs of compliance may include a copy of written disciplinary action that shows review from each level of supervision.

### 12.4 Maintenance of Records

A written directive specifies the procedures for maintenance of records of disciplinary actions.

**Clarification Statement:** *None.*

Examples of possible proofs of compliance may include Records regarding disciplinary actions are kept separate from employee file in a secured area accessible only to Chief or designee.

## 12.5 Personnel Complaint Procedure

A written directive establishes procedures for the reporting, investigation and disposition of complaints received against the employee of the agency. At a minimum it should include:

- A. Categories of complaints
- B. Acceptance of complaints
- C. Anonymous complaints
- D. Complaint documentation and report format
- E. Person/position responsible for investigation
- F. Investigation process and timeline
- G. Employee notification and rights
- H. Procedures for notifying complainant
- I. Administrative leave
- J. Disposition
- K. Annual analysis of complaints, which is made available to the general public, upon request
- L. Maintenance of records and confidentiality

**Clarification Statement:** *Confidentiality during the investigation is critical. The community must have confidence in the agency to conduct thorough, objective, and complete investigations on the conduct of an officer or agency employee. Dispositions may include sustained, unfounded, exonerated, policy failure, or not sustained.*

Examples of possible proofs of compliance may include a copy of completed citizen's complaint form and investigative report.

## 12.6 Appeal Procedures

A written directive specifies appeal procedures in disciplinary actions.

**Clarification Statement:** *Appeal procedures must be in compliance with applicable statutory and case law*

## 12.7 Early Warning System

A written directive describes procedures for a personnel early warning system. At a minimum, the system should establish:

- A. The actions or behaviors that should be monitored and documented;
- B. Protocols for fitness-for-duty evaluations based on identified early warning behaviors and state law;
- C. Supervisory responsibilities;
- D. Employee notification requirements;
- E. Supervisory intervention to correct behavior; and
- F. Referral to the employee assistance program or counseling, when warranted, if available.

***Clarification Statement:*** Personnel early warning systems are used to identify personnel that would benefit from early intervention prior to an internal affairs review or implementation of disciplinary action. Agencies should establish criteria for invoking a review. Such criteria may include, but is not limited to: absenteeism, tardiness, use-of-force incidents, on-the-job injuries, vehicle collisions, unexplained dismissal of court cases, etc.

*Agencies should consider including positive indications of performance in order to gather a more complete synopsis of an employee's patterns of behavior. A personnel early warning system can be paper-based, electronic, or any combination of the two.*

## CHAPTER 13

### RECRUITMENT

#### 13.1 Selection Process for Applicants

The agency utilizes a formal process for the selection of qualified officer applicants incorporating defensible minimum employment standards, job related written aptitude tests, oral interview, physical agility or physical proficiency battery, psychological, polygraph, medical examination and in-depth background investigation. The following list of requirements include, but are not limited to, those found in Arizona Administrative Code R13-4-105

**Clarification Statement:** *Comprehensive background investigations are essential in determining the qualifications of the candidate for the position under consideration. For all candidates for a sworn position, a check of criminal histories is essential in determining fitness for the position.*

**Examples of possible proofs of compliance may include:** *Proof of Physical fitness standards, Citizenship, attendance at an academy, High School diploma or a General Education Development (G.E.D.) examination, valid driver's license, fingerprints for a criminal background check, Not been convicted of a felony or any offense that would be a felony if committed in Arizona, Not prohibited by Federal or State law from possessing a firearm, Read the Code of Ethics and affirm by signature the individual understands and agrees to abide by the code, Not have been dishonorably discharged from the United States Armed Forces, Not have been previously denied certified status, have certified status revoked, or have current certified status suspended, or have voluntarily surrendered certified status in lieu of possibly disciplinary action in this or any other state if the reason for denial, revocation, suspension, or possible disciplinary action was or would be a violation of R13-4-109(A) if committed in Arizona, Undergo a medical examination that meets the standards of R13-4-107 within one year before appointment, Undergo a background investigation that meets the standards of R13-4-106, Not have illegally possessed, produced, cultivated or transported marijuana for sale or sold marijuana, Not have illegally possessed or used marijuana for any purpose within the past three years, Not have illegally possessed or used marijuana other than for experimentation, Not have ever illegally possessed or used marijuana while employed as a peace officer, Not have illegally sold, produced, cultivated or transported for sale a dangerous drug or narcotic, Not have a pattern of abuse of prescription medication, Interviewed by their potential employing agency's executive or designee, Pass a Drug Screen Test, Undergo a polygraph examination that meets the requirements of R13-4-106, unless prohibited by law, Submit to a psychological examination*

## 13.2 Equal Employment Opportunity

The agency participates in and supports equal employment opportunity in its recruiting and hiring practices.

**Clarification Statement:** None

Examples of possible proofs of compliance may include: Copy of recruitment publication and/or application which states that the agency is an "Equal Employment Opportunity" employer, Notice on website or job posting.

## CHAPTER 14

### TRAINING

#### 14.1 Basic Academy Training

Each officer having responsibility for the enforcement of the criminal laws in general will graduate from a basic training program certified by the Arizona Peace Officers Standards and Training (AZPOST) prior to the exercise of such authority. Equivalent training will be accepted; however, the agency must demonstrate that the training is equal to or exceeds AZPOST Board standards and the officer must successfully complete the AZPOST waiver testing process.

**Clarification Statement:** None.

*Examples of possible proofs of compliance may include: Certificate of Completion from AZPOST approved training academy or waiver letter from AZPOST for equivalent training for lateral transfers from another state.*

#### 14.2 First-Level Supervisors

All newly promoted supervisors received appropriate and job-related training prior to promotion or within the first year following promotion.

**Clarification Statement:** *The training should either occur prior to or within the first year following the promotion. Civilian personnel that are promoted to positions where they are responsible for the activities of others may be included in this standard.*

#### 14.3 Mid-Management Positions

All supervisors promoted to mid-management level positions successfully complete or register for the AZPOST's Arizona Leadership Development (ALP) program or equivalent, within one year of promotion.

**Clarification Statement:** *For additional information on the AZPOST ALP, please see: <https://post.az.gov/leadership-program>*

## 14.4 Annual Training

All sworn personnel in the agency complete annual retraining to ensure they are kept current with legal updates, de-escalation techniques, revisions in agency policy/procedures, rules and regulations. Additional topics for agencies to consider may include National Incident Management System (NIMS), Incident Command System (ICS) and Traffic Incident Management (TIM).

***Clarification Statement:*** *The agency should ensure that their sworn law enforcement officers complete the annual training required by AZPOST. The agency training coordinator is responsible for ensuring that annual training is scheduled as required. The training coordinator may be a sworn officer, civilian employee, outside vendor, or any combination thereof. Training may be provided by an instructor or through electronic means.*

## 14.5 Field Training Program/Police Training Officer

A written directive establishes a field training program/police training officer program as defined by the agency for sworn members, which includes at a minimum:

- A. Selection criteria for Field Training Officers/Police Training Officers
- B. Training requirements for Field Training Officers/Police Training Officers
- C. Supervision of Field Training Officers/Police Training Officers
- D. Reporting responsibilities of Field Training Officers/Police Training Officers
- E. Guidelines for Field Training Officers/Police Training Officers evaluation of recruits
- F. Rotation of recruit field assignments

***Clarification Statement:*** *Training in actual field conditions must follow basic training to complement classroom training. Socialization to the agency with an experienced and motivated field-training officer (FTO) facilitates this process. Potential FTOs should demonstrate self-motivation and should exemplify agency values. Concerning Bullet (f), rotation of assignments can include rotating new officers through different FTOs, rotating new officers through different units, shift, tours, zones, districts, functions, etc. The agency should establish reporting mechanisms to document the training and evaluation of new officers.*



## **CHAPTER 15**

### **PROMOTION**

#### **15.1 Probationary Period**

The agency imposes a performance-based evaluative probationary period of at least six months upon all newly promoted personnel.

**Clarification Statement:** *None*

#### **15.2 Written Promotion Announcement**

The agency distributes to each employee a written promotion announcement that includes:

- A. Identification and description of the position or job classification that is intended to be filled through promotion
- B. A schedule of dates, time and locations for all elements of the promotional process
- C. Specification of the requirements for participation in the promotional process
- D. Description of the process to be used for the testing, evaluation and selection of personnel within the promotional process

**Clarification Statement:** *It is recognized that an agency that follows identified guidelines in the promotional process will meet the guidelines of this standard. The agency's testing processes (written and oral) should be administered, scored, evaluated and interpreted in a uniform, non-discriminatory manner.*

**Examples of possible proofs of compliance may include a copy of most recent promotion announcement and process**

### **15.3 Promotion Administration**

The responsibility and authority for administering the promotional process for the agency is vested in published identified position(s) within the agency or government.

**Clarification Statement:** *Agencies should identify if the police agency or other city department is responsible for the administration of the promotional process.*

### **15.4 Promotion Procedures**

The procedures used by the agency for promotion are job-related, nondiscriminatory and as transparent as legally and procedurally permissible.

**Clarification Statement:** *None*

## CHAPTER 16

### PERFORMANCE EVALUATIONS

#### 16.1 Annual Performance Evaluations

A written directive establishes and describes an annual personnel evaluation system for the agency, including measurement and standard definitions.

***Clarification Statement:*** *A performance evaluation system is critical to identifying performance deficiencies in personnel and providing strategies for improvement. Agencies must clearly establish the purpose of such a system including meeting performance expectations and acceptable behavior.*

#### 16.2 Instruction for Performance Evaluating

The agency requires that every rater involved with the personnel evaluation systems receive instruction in rating procedures and rate responsibilities as a precondition of such involvement.

***Clarification Statement:*** *Training should include initial training and refresher training at intervals defined by the agency.*

#### 16.3 Performance Evaluation Counseling

Each employee is aware, advised or counseled at the beginning of the rating period by the individual responsible for rating such employee, concerning:

- A. Functions, requirements, standards and tasks of the employee's position.
- B. Performance expectations of the rater consistent with department mission and standards; and
- C. The evaluation rating criteria to be applied.

***Clarification Statement:*** *None.*

## **16.4 Probationary Employees**

The agency requires a written performance evaluation on all probationary employees on, at least, a quarterly basis.

**Clarification Statement:** *ALL probationary employees include both sworn and civilian employees.*

## **16.5 Evaluation of Specific Period**

Evaluation of the employee's performance covers a specific period and such evaluation is based only on performance during that specific period.

**Clarification Statement:** *None.*

## **16.6 Signature on Performance Evaluation**

A written directive specifies that the employee has been given the opportunity to review, comment and sign the completed performance evaluation report to indicate the employee has read it.

**Clarification Statement:** *None.*

## **16.7 Rated by Immediate Supervisor**

A written directive specifies that employees are rated by their immediate supervisor.

**Clarification Statement:** *None.*

## **16.8 Raters to be evaluated**

A written directive states that raters are evaluated by their supervisors regarding the quality of employee performance evaluations given to employees.

**Clarification Statement:** *None.*

## **16.9 Utilization of Performance Evaluations**

A written directive governs the agency's utilization of results of the performance evaluations.

**Clarification Statement:** *Some agencies may utilize performance evaluations solely to improve performance while others may utilize such a system in determining promotional potential or determining suitability for specialized assignments. Agencies should clearly inform its personnel in what manner such a system will be used.*

## **16.10 Contested Evaluation Reports**

A written directive requires a review process for contested evaluation reports.

**Clarification Statement:** *None.*

## **16.11 Retention Period**

A written directive establishes the retention period of the performance evaluation report.

**Clarification Statement:** *Performance evaluations must be maintained in accordance with applicable Arizona records retention schedules.*

## **16.12 Copies of Performance Evaluations**

A written directive requires that a copy of the completed and finalized evaluation report be provided to the employee if requested.

**Clarification Statement:** *Employees should be provided with a copy of their completed evaluations, if requested, so the process is open and fair.*

## CHAPTER 17

### PATROL

#### 17.1 Communication, Coordination & Cooperation

A written directive establishes procedures for communication, coordination and cooperation between patrol shifts, the patrol unit and other components of the agency.

**Clarification Statement:** *Agencies should have a system in place to share information such as unusual occurrences, potential and actual hazards, wanted persons and vehicles, major investigations, changes in schedules and assignments and changes in (or new) agency written directives. How this information is communicated is the prerogative of the agency.*

#### 17.2 Patrol Shifts

A written directive establishes the procedures to be used in assigning officers to patrol shifts and specifies the applicable criteria and frequency of rotation.

**Clarification Statement:** *The agency schedule will satisfy this standard.*

#### 17.3 Patrol Schedules

A written directive establishes the procedures for determining days off for patrol officers and first line patrol supervisors.

**Clarification Statement:** *The agency schedule will satisfy this standard.*

#### 17.4 On-Scene Supervisor

A written directive describes the circumstances requiring the on-scene presence of a patrol supervisor for the purposes of assuming command after a briefing and size-up of the incident.

**Clarification Statement:** *None.*

## 17.5 Investigations

A written directive prescribes the categories of crimes and incidents wherein patrol officers are responsible for conduct of preliminary investigation and/or follow-up investigation.

**Clarification Statement:** None.

## 17.6 Field Interviews

A written directive governs conduct during field interviews.

**Clarification Statement:** None.

## 17.7 Informants

A written directive establishes procedures for the identification and use of informants by sworn personnel.

**Clarification Statement:** *The use of confidential informants shall be controlled by the agency to prevent the potential for abuse including meeting places, the sex of informants, number of officers required for meetings, etc. The written directive should be comprehensive to address the requisite areas above. Agencies that do not use confidential informants/sources may transfer the informant to another law enforcement entity for control, (e.g., county prosecutor, state police, or DEA). Once transferred, the informant becomes the responsibility of and is governed by the controlling entity. Cash funds used with confidential informants must be addressed in accordance with Standard 8.6.*

## 17.8 Radio Communications

A written directive establishes procedures for radio communications to and from patrol officers and specifies those circumstances requiring such communication by patrol officers.

**Clarification Statement:** *Communications between field personnel and other field personnel and telecommunications operators are essential for day-to-day operations as well as emergency situations. Clear procedures should be promulgated to facilitate circumstances requiring communications and procedures to respond to emergency calls for assistance.*

## 17.9 K-9 Units

If police K-9 units are utilized, the agency has written procedures describing the purpose, use, control, training, and certification of the canine and the handler. The directive shall include procedures for reporting any injury or damage caused as a result of a canine deployment. If the agency allows controlled substances, weapons, or explosives to be used for K-9 training purposes a written directive outlines procedure to ensure accountability and security for these items.

**Clarification Statement:** *None.*

## 17.10 Emergency Call Coverage

A written directive describes the agency's law enforcement response to emergencies 24 hours per day, every day of the week, within the agency's service area.

**Clarification Statement:** *None.*

## 17.11 Eye Witness Identification Line/Show-Up

A written directive describes the procedures for using line/show-ups in eyewitness identification to include the following:

- A. Compelling reasons under which a show-up may occur
- B. Manner of transportation to the show-up
- C. Situations where more than one eyewitness is available
- D. Instructing witnesses prior to viewing show-up
- E. Prohibiting feedback by the administrator
- F. Documenting show-up and the results

**Clarification Statement:** *There has been a large body of research concerning eyewitness identification and the care that must be taken to prevent any bias being introduced by the police agency. Agencies are encouraged to consider the use of the "Double-Blind" identification technique for eyewitness identification.*



## 17.12 Recording Police Activity

A written directive establishing guidelines for reacting to and interacting with individuals who are using an audio/video recording device to take sound and/or pictures of department employees and/or police activity, including members of the media.

**Clarification Statement:** None.

## 17.13 Video Recording Devices

A written directive addresses the use of recording devices and includes the following at a minimum:

- A. Members responsibilities
- B. Criteria for activation
- C. Documentation
- D. Retention and restrictions

**Clarification Statement:** *Electronic recording systems include video and audio recording systems. Such systems may be vehicle mounted or systems carried by officers. Field personnel need direction when using mobile electronic recording systems. Electronic recordings are invaluable in providing real-time documentation of events. When such recordings have evidential value, they shall be handled in accordance with applicable evidence standards.*

## CHAPTER 18

### JUVENILE OPERATIONS

#### 18.1 Juvenile Operations Function

A written directive governs the agency's assignment of its juvenile operations function.

**Clarification Statement:** *The purpose of this standard is to develop agency accountability for the juvenile operations function. Agencies are free to determine if the standard can be satisfied through a series of written directives or one all-encompassing directive*

#### 18.2 Release of Juveniles

A written directive establishes procedures for the release of juveniles.

**Clarification Statement:** *The intent of this standard is to determine which categories of offenses (i.e. status offenses) can best be remedied by releasing the juvenile to the custody of their parent/guardian or if the juvenile should be referred to intake.*

#### 18.3 Referral to Intake

A written directive establishes criteria governing referral of juvenile offenders to intake.

**Clarification Statement:** *None.*

#### 18.4 Citations or Summons

A written directive establishes criteria and procedures for issuing written citations or summons to juvenile offenders to appear in juvenile court.

**Clarification Statement:** *None.*

## 18.5 Temporary/Protective Custody

The agency has a written procedure for taking a juvenile into custody when:

- A. The juvenile is alleged to have engaged in non-criminal misbehavior (a status offense)
- B. The juvenile is alleged to have been harmed or to be in danger of harm

***Clarification Statement:*** *Juvenile custody is governed by federal and state standards. Jurisdictions may handle the detention and release of juveniles differently. It is recommended that the County Attorney's Office be contacted to outline the practice in your area.*

## 18.6 Juveniles in Custody

A written directive establishes procedures for juveniles that have been taken into custody, including:

- A. Immediately advising the juvenile of his/her constitutional rights
- B. Taking the juvenile to the intake facility or juvenile component without delay unless emergency medical treatment is required
- C. Explaining agency and juvenile justice system procedures to the juvenile prior to interview or interrogation.
- D. Sight and sound separation from adults

***Clarification Statement:*** *This standard creates procedures to provide guidance to agency personnel with regards to taking juveniles into custody, including "protective custody."*

## 18.7 Social Service Agencies

The agency maintains a listing of social service agencies in its area.

***Clarification Statement:*** *None.*

## 18.8 Fingerprints and Photographs

A written directive establishes procedures for the collection, dissemination and retention of fingerprints, photographs and other forms of identification pertaining to juveniles.

**Clarification Statement:** *None.*

## 18.9 Records

A written directive establishes procedures for the collection, dissemination and retention of agency records pertaining to juveniles, including:

- A. Separation of adult and juvenile arrest and identification records
- B. Provisions relating to court-ordered expungement of records
- C. Provisions governing disposition of records when juveniles reach adult age
- D. Provision for access to records on a need-to-know basis only.

**Clarification Statement:** *Security and expungement of juvenile records requires additional safeguards than of that of an adult record. Agencies may separate juvenile records into separate file cabinets, use of different colored case file folders or other method of identifying juvenile records versus adult records.*

## 18.10 Position Accountable for Records

A written directive designates identifiable person or positions as accountable for the collection, dissemination and retention of juvenile records.

**Clarification Statement:** *None.*

## CHAPTER 19

### UNUSUAL OCCURRENCES

#### 19.1 Planning

A written directive specifies the position in the agency responsible for planning the agency's response to unusual occurrences.

**Clarification Statement:** None

#### 19.2 Unusual Occurrence Plan

The agency or governing body has a written plan for unusual occurrences to include:

- A. First Responder responsibilities
- B. Supervisor responsibilities
- C. Implementation of applicable ICS structure

**Clarification Statement:** *Each agency should have its own plan in order to know its responsibilities, authority, and purpose. Subordinate to this plan should be procedures in order to deal with the plethora of issues that face a law enforcement agency that are considered unusual in nature.*

*These include, but are not limited to: homeland security matters, natural and man-made disasters, barricaded persons, bomb threats, terrorist acts, and other matters requiring a coordinated response from different components of the agency or coordination with other law enforcement or support agencies.*

*Essentially, this law enforcement plan needs to establish the duties and responsibilities of the agency and its personnel. All terminology should be consistent with National Incident Management System and Incident Command System terms, except where otherwise required.*

#### 19.3 Annual Review

The agency's unusual occurrence plans are reviewed annually and updated as necessary.

**Clarification Statement:** None

## 19.4 Equipment Inspection

Agency equipment designated for use in unusual occurrence situations is inspected at least twice a year for operational readiness.

**Clarification Statement:** *All stored and assigned equipment must be maintained in a state of operational readiness in order to be deployed in short notice. Stored equipment such as firearms, civil disturbance gear, biohazard gear, and duty issued equipment should be inspected periodically to ensure operability*

## 19.5 Correctional/Jail Facilities

If the agency is involved with a contingency plan concerning an emergency situation at a jail or correctional institution, it has a written policy for such an occurrence.

**Clarification Statement:** *None*

## 19.6 Tactical Team

If the agency has a full or part-time tactical team, or participates in a multi-jurisdictional team, a written directive establishes procedures for:

- A. Selection of members
- B. Providing specialized equipment for its operations
- C. Regularly scheduled training/readiness exercises
- D. Coordination
- E. Deployment

**Clarification Statement:** *The tactical team may be an agency subcomponent or a regional (multi-jurisdictional) team and may be referred to as ESU, ERT, CERT, SWAT, etc. The agency can determine the frequency, delivery, and content of the training and readiness exercises and may account for different tasks and assignments. Training records should be maintained.*

## 19.7 Crisis Negotiations Team

If the agency has a full or part-time crisis negotiations team, or participates in a multi-jurisdictional team, a written directive establishes procedure for:

- A. Selection of members
- B. Providing specialized equipment for its operations
- C. Regularly scheduled training/readiness exercises
- D. Coordination
- E. Deployment

***Clarification Statement:*** *The crisis negotiations team may be an agency subcomponent or a regional (multi-jurisdictional) team and may be referred to as crisis negotiators, hostage negotiations, etc. The agency can determine the frequency, delivery, and content of the training and readiness exercises and may account for different tasks and assignments. Training records should be maintained.*

## 19.8 Active Shooter/Active Aggressor

The agency has a written directive that outlines their response to an active shooter/active aggressor and conducts a documented annual review of their policy and training needs.

***Clarification Statement:*** *None*

## CHAPTER 20

### PUBLIC INFORMATION AND COMMUNITY RELATIONS

#### 20.1 Public Information Function

A written directive specifies the position in the agency responsible for the public information function.

***Clarification Statement:*** *A Public Information Officer/Media Relations Officer (sworn or non-sworn) may be designated as a single point of contact to minimize unauthorized release of sensitive or privileged information.*

#### 20.2 Releasing Information

A written directive identifies by name or positions those individuals within the agency who may release information to the news media.

- A. At the scene of an accident
- B. From the agency files
- C. Concerning an ongoing investigation
- D. At any time the public information officer is not available

***Clarification Statement:*** *The release of information shall be in accordance with applicable law. Information concerning deaths or major crimes may be coordinated with the appropriate Prosecuting authority, when applicable.*

#### 20.3 Media Access

A written directive governs the access of media representatives, including photographers, to:

- A. Scenes of major fires, natural disasters, or other catastrophic events
- B. Perimeters

***Clarification Statement:*** *The guidelines for media access should address that media representatives have the right to move about in public environments that are **not restricted by law enforcement** and nothing within the directive should preclude or prohibit that right.*



## 20.4 Social Media

A written directive governs the on-duty and off-duty use of social media by agency personnel and, at a minimum:

- A. Requires the Chief or his or her designee's approval of agency information released on social media outlets or clearly defined written guidelines of approved and prohibited content
- B. Prohibits the revelation of agency-sensitive, (i.e. investigations, future plans, undercover officers, etc.)
- C. Prohibits the revelation of information which has the effect of damaging the agency's reputation or credibility, or is detrimental to the agency's mission

**Clarification Statement:** None.

## 20.5 Community Engagement

A written directive describes the agency's community engagement program and programs that encourage the agency's involvement with the community.

**Clarification Statement:** The agency should develop programs, if not already in existence, which have a positive impact on the community. Examples of programs may include Block or neighborhood watch, citizen police academies, crime free multihousing programs, crime prevention through environmental design, crisis intervention teams, Getting Arizona Involved in Neighborhoods (G.A.I.N.), School Resource Officers or other such community engagement programs.

## CHAPTER 21

### VEHICLES

#### 21.1 Agency Vehicle Policy

The agency has a written policy regarding the proper use and operation of police vehicles. The directive establishes guidelines for response modes to routine, emergency, pursuit situations and traffic accidents to include the use of emergency equipment, including emergency lights, siren and hazardous warning lights as defined in A.R.S. regarding authorized emergency vehicles. To include:

- A. Defining emergency calls
- B. Defining non-emergency calls
- C. Prioritization of call types
- D. Guidelines for the use of authorized emergency equipment as defined in A.R.S.
- E. Annual review of emergency vehicle operation procedures

***Clarification Statement:*** *The agency is free to classify its response modes. Terms such as emergency response, priority response, urgent response, routine response and/or any combination of such terminology should include guidelines for using emergency lights and sirens as defined in A.R.S.*

#### 21.2 Pursuit Driving

A written directive governs pursuit of motor vehicles to include:

- A. Evaluation of circumstances
- B. Responsibilities of initiating officer
- C. Responsibilities of secondary units
- D. Responsibility of communications personnel
- E. Responsibilities of supervisory personnel
- F. Forced stopping

- G. Termination of pursuit
- H. Inter and intra jurisdictional pursuits
- I. Roadblocks
- J. Annual review of vehicle pursuit procedure
- K. Annual review of applicable state law

**Clarification Statement:** *For purposes of this standard, Inter-jurisdictional pursuits are typically defined as agency vehicles pursuing in other jurisdictions. Intra-jurisdictional pursuits are typically defined as other law enforcement agencies pursuing within the agency's geographic boundaries. Agencies utilizing a regional communications center must still comply with Bullet (d). The regional communication center's procedures relating to pursuits shall satisfy this requirement.*

### **21.3 Special Purpose Vehicles**

The operation, training and utilization of any agency aircraft or special purpose vehicle are governed by an appropriate written directive, which establishes control, accountability and prescribes proper usage thereof.

**Clarification Statement:** *For purposes of this standard, Special purpose vehicles are any vehicle that requires special training or authorization such as mobile command posts, motorcycles, bicycles, ATV's, aircraft, boats, SWAT trucks, Segway's and other vehicles as defined by the agency.*

### **21.4 Safety Restraining Devices**

A written directive requires the use of safety restraining devices in agency vehicles for employees, and when appropriate, passengers including prisoners.

**Clarification Statement:** *None.*

### **21.5 Vehicle Maintenance**

The agency utilizes a formal process for the reporting of and maintenance of vehicles used by the agency.

**Clarification Statement:** *None.*

## CHAPTER 22

### TRAFFIC ADMINISTRATION

#### 22.1 Traffic Function

A written directive governs the agency's assignment of the responsibility for its traffic function.

**Clarification Statement:** *Due to the fact that this is one of the most frequent types of contacts made between law enforcement officers and the public, there are two separate but equally important issues that must be addressed. First, this is a stressful time for citizens. The courtesy and positive image that is shown by the officer will not only make this contact less confrontational but will also enhance the image of the officer and the agency. The second issue involves safety. Both the safety of the officer and the safety of the motoring public must be considered when establishing these procedures.*

#### 22.2 Traffic Record System

The agency has a traffic record system containing traffic accident data and traffic enforcement data.

**Clarification Statement:** *None*

*Examples of proofs of compliance may include: Log or record of officer's traffic crash and traffic enforcement data, Copy of "E-Citation" and/or "E-Crash Log" if applicable*

#### 22.3 Traffic Law Enforcement

A written directive establishes uniform procedures for taking enforcement action related to traffic law violation, including physical arrests, notices of infractions and warnings.

**Clarification Statement:** *Equal and uniform treatment of traffic law violators is critical in not only the public's perception of the agency but also in the agency's ability to properly prosecute a violation and to make sure all state and local requirements are met. The severity of the violation or multiple violations should be taken into account in enforcement options that the officer has available.*

## 22.4 Reports

A written directive governs preparation and processing of traffic reports to include:

- A. Citations; to include accountability
- B. Arrests
- C. Reports
- D. Other supplemental reports

**Clarification Statement:** None

*Examples of possible proofs of compliance may include: Copies of citations, arrest reports, accident reports, supplemental investigation reports.*

## 22.5 Contact with Violators

A written directive establishes procedures for officers for stopping, approaching and contacting traffic law violators.

**Clarification Statement:** None

## 22.6 Speed Measuring Devices

A written directive governs the use of speed measuring devices in traffic law enforcement, including:

- A. Operational procedures
- B. Equipment specifications, care, upkeep, maintenance, and calibration
- C. Operator training and certification

**Clarification Statement:** *The intent of this standard is for agencies to have clear operational procedures for personnel that utilize speed measurements (radar, laser, etc.). The directive should outline that officers utilizing such devices are fully trained and maintain such certification.*

*Examples of possible proofs of compliance may include: Records of equipment specifications, written documentation of equipment maintenance/certificate of calibration, Radar operator certificate from radar instructor or AZPOST.*

## CHAPTER 23

### TRAFFIC CRASH INVESTIGATION

#### 23.1 Reporting and Investigating Traffic Crashes

A written directive establishes procedures and assigns responsibility and accountability for reporting and investigating traffic crashes generally, and specifically involving:

- A. Death or injury
- B. Property damage
- C. Hit and run
- D. Impairment due to alcohol or drugs
- E. Hazardous materials
- F. Private property
- G. Government

***Clarification Statement:*** *The purpose of this standard is to specify which types of collisions require extensive investigation and which require a report. The agency response to more complex investigations of traffic collisions may include a multi-jurisdictional response with DPS, assistance from Fire Department and EMS services, ADOT or other highway related services. Agencies should identify and communicate to all personnel, the response and reporting requirements of this standard.*

#### 23.2 Enforcement Actions

A written directive establishes guidelines for taking enforcement action for violations resulting in traffic crashes.

***Clarification Statement:*** *None*

#### 23.3 Crash Scene Procedures

A written directive establishes collision scene procedures for handling deaths, injuries, fire hazards, hazardous materials and road obstructions.

***Clarification Statement:*** *None*

## CHAPTER 24

### TRAFFIC DIRECTION AND CONTROL

#### 24.1 Traffic Direction and Control Function

A written directive governs the agency's traffic direction and control functions.

**Clarification Statement:** None.

#### 24.2 Traffic Escort Services

A written directive governs the practice of police escorts of civilian and/or commercial vehicles to include funeral escorts, medical emergencies, dignitary motorcades, parades, etc.

**Clarification Statement:** *The intent of this standard is to specify the circumstances, both routine and emergency, under which escort services may or may not be authorized. Agencies should consider the danger of escorting vehicles in the event of funeral escorts, medical emergencies and dignitary motorcades. The directive should give personnel clear direction on how to most safely handle such duties.*

#### 24.3 Roadblocks

A written directive describes circumstances warranting the use of sobriety and traffic safety roadblocks and specifies procedures for implementation.

**Clarification Statement:** None.

## CHAPTER 25

### TRAFFIC ANCILLARY SERVICES

#### 25.1 Emergency Assistance

A written directive governs the provision of emergency assistance to needful roadway users.

**Clarification Statement:** *The purpose of this standard is to identify and set procedures for assisting motorists with emergency assistance such as stranded or disabled motorists, providing or obtaining fuel, changing tires, etc..*

#### 25.2 Hazardous Roadway Conditions

A written directive specifies procedures for taking action to correct hazardous roadway conditions.

**Clarification Statement:** *Agencies are encouraged to partner with ADOT or local traffic engineering officials in the identification and corrective action for hazardous roadway conditions. This may include the use of temporary traffic control devices (barricades, temporary stop signs or other devices).*

#### 25.3 Hazardous Materials

A written directive specifies procedures for hazardous material control or removal from roadways.

**Clarification Statement:** *Agencies should identify in the written directive the role of local fire departments, state DEQ and other hazardous materials mitigation and abatement organizations.*

#### 25.4 Abandoned Vehicles

A written directive specifies procedures for the handling of abandoned vehicles in accordance with A.R.S.

**Clarification Statement:** *None*



## **25.5 Towing**

A written directive governs the removal, storage and towing of vehicles and requires that a record be maintained of all vehicles removed, stored or towed at the direction of agency personnel.

**Clarification Statement:** *None*

## CHAPTER 26

### RECORDS

#### 26.1 Records Integrity

The agency has a written directive that:

- A. Establishes security and privacy precautions for all agency records
- B. Outlines security and access
- C. Establishes procedures for the release of records
- D. Maintains a records retention schedule
- E. Procedures for redaction

***Clarification Statement:*** *The security and integrity of an agency's central records function is critical to its mission. There should be clear guidelines on who may access the records, when, and how the access is documented. Release of records must be made in accordance with the Arizona FOIA and applicable Court Rules pertaining to Discovery. Internal affairs records are not included in this standard.*

#### 26.2 Personnel Files

A written directive regulates the maintenance, retention, access and release of personnel files in accordance with established law.

***Clarification Statement:*** *None*

#### 26.3 ACIC and NCIC

The agency maintains full participation in ACIC and the National Crime Information Center (NCIC) when applicable.

***Clarification Statement:*** *None*

## **26.4 Wanted, Missing and Runaway Persons**

The agency ensures ACIC and/or NCIC entries of wanted persons, missing persons and runaway juveniles within the period of time as required by statutes, following issuance or notification.

**Clarification Statement:** *A.R.S. 41-5105 mandates that high risk missing persons be entered immediately into ACIC/NCIC by the agency receiving the report.*

## **26.5 Crime Reporting**

A written directive outlines the agency's procedures for collection and submitting crime data Uniform Crime Reporting (UCR) or National Incident Based Reporting System (NIBRS)

**Clarification Statement:** *None*

## CHAPTER 27

### COLLECTION, PRESERVATION AND STORAGE OF EVIDENCE

#### 27.1 Evidentiary Items

The agency has written procedures for the collection, identification, preservation, storage and documented transfer of physical evidence.

**Clarification Statement:** *This standard applies to all persons involved with the collection, preservation, processing, and collection of evidence. The procedures must meet those requirements of the forensic crime lab that the agency utilizes and maintains chain of custody of evidence.*

#### 27.2 Procedures/Submission for Laboratory Analysis

If agency personnel perform evidence collection, the agency has a written directive identifying procedures for the submission of evidence to a forensic laboratory, which include:

- A. Identification of the person(s) responsible for the submittal of evidence to the laboratory
- B. Packaging and transmitted requirements of evidence being submitted
- C. All documentation required to accompany evidence upon submittal
- D. Obtaining receipts that document the chain of custody

**Clarification Statement:** *The submission to the forensic laboratory shall be in accordance with the lab's policies and guidelines. Agency policy should identify the most current evidence submission requirements of the laboratory.*

### 27.3 Evidence Controls

The agency has established and maintains a property system for the secure and proper recording, storage, classification, retrieval and disposition of all evidentiary, recovered and found property under the protective custody of the agency.

***Clarification Statement:*** *Extra precautionary measures can include, but are not limited to: refrigeration of perishable evidence, safeguards for handling firearm evidence, safeguards for handling evidence with the potential for contamination (blood and other body fluids, etc.), supervisory or secondary employee verification of cash/currency evidence, supervisory or secondary employee verification of jewelry and precious metals evidence/property, etc. This standard does not apply to arrestee, detainee, or prisoner property.*

### 27.4 Inspections and Audits

Personnel not charged with the custody of property or evidence perform inspections and audits of both properties owned and used by the agency and property/evidence placed within the protective custody of the agency.

- A. Semi-annually conduct an unannounced inspection of the property and evidence function. Prepared report is submitted via the chain of command to the agency CEO.
- B. Annually conduct a documented audit of the property and evidence function (at a minimum, 100 high risk items and 150 other items, for a total of 250 items). Prepared report is submitted via the chain of command to the agency CEO.
- C. 100% Audit of all high-risk items and 150 other items of property and evidence is completed whenever there is a change of Property and Evidence Custodian or CEO. Prepared report is submitted via the chain of command to the agency CEO.

***Clarification Statement:*** *Inspection and audit processes are essential to maintaining the integrity of the property function. There should be a complete audit of stored property as well as selected or random audits of completed transactions on a routine basis.*

*The semi-annual inspection is conducted to determine if the evidence/property storage areas are being maintained in a neat and organized manner that protects the integrity of the evidence/property and in accordance with the agency written directive. The inspection does not require an audit of property and/or evidence.*

## 27.5 Storage and Security

All property designated as evidence is stored within designated secure areas with access limited to authorized personnel only. A secure facility is available for officers during periods when the agency's property room is closed.

***Clarification Statement:*** *The agency has a legal obligation to maintain the integrity and security of evidence and property in its possession. Access to designated storage areas must be controlled to mitigate the potential for theft, alternation, or contamination to maintain the chain of custody.*

*The law enforcement agency must provide adequate space to organize and maintain a property vault/repository that will facilitate the storage, auditing and retrieval of property and evidence. In addition, the storage facility must provide adequate security and control. The design of a property vault will be unique for every law enforcement agency.*

*The three primary considerations are (1) the volume and type of property held, (2) the overall security of the agency facility, and (3) the total available space.*

*The agency should have refrigerated storage for perishable items, such as blood, urine, DNA and other perishables. Use of this refrigerated storage shall be restricted to the property/evidence custodian(s). There is no requirement to lock the refrigerated storage appliance if the device is already in a secured area.*

*The agency needs to provide secure storage for large bulk items such as vehicles, bicycles, and other large items, etc. Designated areas and/or special procedures should be provided. Examples: the agency may not have its own secured facility for vehicle storage and may rely on a subcontractor to provide a secured facility. Security provisions should be built in to any quote or bid for such services. Vehicles may be stored in a public works facility with restricted access. Frequent directed and documented patrols of such a facility may satisfy the requirement for security procedures.*

## 27.6 High Risk Storage

The property system of the agency incorporates additional special security and control measures to safeguard all high-risk items (money, firearms, controlled substances and high value items) within the protective custody of the agency.

***Clarification Statement:*** *Some items of evidence/property require enhanced security measures including, but not limited to: currency, jewelry and precious metals, controlled substances, firearms, ammunition, explosives (including fireworks), flammables, vehicles, etc. The agency may set its own guidelines and determine the degree of extra security required. Some examples of extra levels of security are locked containers/areas within the evidence repository, cameras, motion sensors, etc. Restrictions on access of additional locked storage areas may also be used to satisfy the standard. The standard does not require or imply that each evidence/property item classified as requiring an extra level of security, have its own separate secure area.*

## CHAPTER 28

### POLICE COMMUNICATIONS

#### 28.1 Telephones

The agency participates in a single-access telephone system utilizing 911 or other area-wide single police emergency number.

**Clarification Statement:** None

#### 28.2 Communications Services

The agency maintains full-time operation communications service either independently or through a centralized communications system.

**Clarification Statement:** None

#### 28.3 Misdirected Emergency Calls

The agency has established procedures for the prompt and effective routing of misdirected emergency calls.

**Clarification Statement:** None

#### 28.4 Maps

Maps of the primary service area and surrounding jurisdictions are visually available to the communications personnel.

**Clarification Statement:** None

#### 28.5 Portable Radios

Each on-duty officer is furnished with a two-way hand-carried portable radio.

**Clarification Statement:** Agencies may utilize a traditional two-way radio system or push-to-talk (PTT) wireless telephones or electronic devices. Compliance may be OBSERVED.



## **28.6 Recording**

The agency possesses the capability for recording and immediate playback of all radio transmissions and all incoming telephone calls.

**Clarification Statement:** None

## **28.7 Release of Recorded Messages**

A written directive establishes the criteria and procedures for the review and release of information recorded within the agency's communication system.

**Clarification Statement:** None

## **28.8 Security**

If the agency operates a full-time telephone service and/or radio communications center, it provides such service from facilities designed to be reasonably secure from physical attack or sabotage.

**Clarification Statement:** None

## **28.9 Training**

All communications personnel have successfully completed a Communications Training Officer program and/or other accepted training.

**Clarification Statement:** None

## CHAPTER 29

### FEDERAL AND STATE REGULATIONS (OSHA)

Agencies shall have plans and procedures in place to help ensure employee safety. The standards apply to agency personnel who have the potential to be exposed to situations.

#### 29.1 Blood borne Pathogen Standards

The agency shall have a written Blood borne pathogen "Exposure Control Plan" that addresses the following:

- A. Training shall be required at the time of initial assignment and annually thereafter.
- B. Agency personnel shall be provided with Personal Protective Equipment (PPE) at no cost to the employee, to include disposable gloves, masks, eye protection and/or face shields and antiseptic hand cleaner/sanitizer.
- C. Eating, drinking, smoking, applying cosmetics or lip balm and handling contact lenses is prohibited in work areas where there is reasonable likelihood of occupational exposure.
- D. Contaminated work surfaces (i.e. evidence processing areas) will be decontaminated with an appropriate disinfectant after contamination.
- E. If blood or other potentially infectious materials penetrate clothing, the garment shall be removed immediately or as soon as possible. Contaminated laundry will be bagged or placed in a container immediately or as soon as possible.

**Clarification Statement:** None

#### 29.2 Hazardous Material First Responder

The agency has a written directive for agency personnel who respond to potential hazardous material incidents that includes:

- A. Training at the awareness level
- B. Access to North American Emergency Response Guide Book
- C. Ability to observe from safe distance (binoculars)

**Clarification Statement:** None

### **29.3 Hazard Communication**

The agency has a Hazard Communication Program that includes:

- A. Container labeling
- B. Material Safety Data Sheets (MSDS)
- C. Employee Training
- D. Other forms or warning

**Clarification Statement:** None

### **29.4 Federal and State Regulations (OSHA)**

The agency provides OSHA required Personal Protective Equipment that will be readily available in areas of the building where hazardous and/or biohazard materials may be encountered.

**Clarification Statement:** None

### **29.5 Fire Extinguishers**

Employees required to use fire extinguishers will be provided training and documented upon assignment and annually thereafter.

**Clarification Statement:** None

### **29.6 Hazardous Materials Lead Exposure (Indoor Ranges)**

If an agency has or uses an indoor firing range, an annual area survey is conducted for airborne lead and residual lead, to ensure safety of personnel.

**Clarification Statement:** None

## **29.7 Hearing Conservation Program**

The agency has a hearing conservation program that requires the use of hearing protection when exposed to excessive noise levels (i.e. firing range, some sirens for extended periods of times, or at scenes of other loud events as defined by the agency).

**Clarification Statement:** *None*

## CHAPTER 30

### INDIAN COUNTRY JURISDICTION

#### 30.1 Indian Country Jurisdiction

- A. The agency provides training to all current employees and all new employees upon initial hire about Indian Country Jurisdiction (includes specific information about Sovereign Jurisdiction, Jurisdictional Boundaries, Tribal Governments Constitutions, Courts, Police, Authority, Operations and Powers and Government Operations).
- B. A written directive identifies the three (3) Sovereign jurisdictions in the United States (Federal Government, State Government and Tribal Governments).

**Clarification Statement:** None

*Examples of possible proofs of compliance include: Sign-off sheet from AZPOST video titled "Law Enforcement in Indian Country".*

#### 30.2 Indian Country Authority and Arrest Powers

- A. A written directive identifies the following ARS statutes that provide the authority to Arizona law enforcement agencies within Indian Country Jurisdiction the authority and arrest powers that Peace Officers have, including ARS 13-3871 regarding authority of Peace Officers and ARS 13-3874 regarding Indian Police; powers, qualifications as well as:
- B. A written directive identifies that many Tribal Governments have their own Police agency, their authority and arrest powers that may also include Tribal, State and Federal.
- C. A written directive that identifies that many Tribal Governments have their own Police agency, that their Peace Officers may also have Federal authority and arrest powers (18 USC 1151, 1152, and 1153 and 25 USC 2803)

**Clarification Statement:** None

### **30.3 Indian Country Warrants**

A written directive identifies that many Tribal Governments have Courts that issue arrest and search warrants and their own Police agency have the authority and arrest powers to arrest and serve those warrants and have the authority to enter arrest warrants into NCIC and ACIC.

**Clarification Statement:** None

### **30.4 Indian Country Mutual Aid**

A written directive identifies that many Tribal Governments have Mutual Aid Agreements, Memorandums of Agreement (MOA), Memorandums of Understanding (MOU) or Inter-Governmental Agreements (IGA) that provide guidelines, operations, staffing and resources.

**Clarification Statement:** None

### **30.5 Indian Country Extradition**

- A. A written directive identifies that many Tribal Governments have extradition processes from Indian Country Jurisdiction to State Jurisdiction, the law, procedures and available resources.
- B. A written directive identifies that many Tribal Governments have extradition processes from State Jurisdiction to Indian Country Jurisdiction, the law, procedures and available resources.

**Clarification Statement:** None

### **30.6 Indian Country Exclusion**

A written directive identifies that many Tribal Governments have Exclusion Processes from Indian Country Jurisdiction of persons whose presence is detrimental to the peace, health or morals of their community or who violate the laws of the community.

**Clarification Statement:** None

### **30.7 Indian Country Court Orders**

A written directive identifies that many Tribal Governments have Courts that issue Orders to include, however are not limited to: Restraining Orders, Emergency Orders of Protection and Orders of Protection under the Tribal Law and Order Act, a federal code, all carry full-faith and credit among Courts and Jurisdictions.

**Clarification Statement:** None

### **30.8 Indian Country and Interstate Domestic Violence**

A written directive identifies the Federal Statute titled Interstate Domestic Violence (18 USC 2261) that defines persons who enter or leave Indian Country and commit crimes found under that Statute are subject to Federal prosecution.

**Clarification Statement:** None

### **30.9 Indian Country and Criminal Justice Information Systems and Public Safety Access Points**

- A. A written directive identifies that many Tribal Governments who have their own police agency, have their own Criminal Justice Information System (CJIS) portal and Public Safety Access Point (PSAP) Communications Center.
- B. A written directive identifies that many Tribal Governments who have their own Police agency, operate their own Sex Offender Registration and Notification System (SORNA) that provides data to the National Sex Offender Registration System (NSORS).

**Clarification Statement:** None

### **30.10 Indian Country Information Sharing Systems**

A written directive identifies that many Tribal Governments who have their own Police agency, may belong to a Fusion Center or assign staff to a Fusion Center or participate in or with other information sharing networks or systems.

**Clarification Statement:** None

# APPENDIX A

## GLOSSARY OF TERMS

### **Disclaimer**

This Arizona Association of Chiefs of Police Glossary of Terms is part of the Law Enforcement Accreditation Program which includes voluntary standards for law enforcement agencies within the State of Arizona. Those standards have been developed and approved by the Arizona Law Enforcement Accreditation Commission.

The standards are not intended as a substitute or replacement for any legal requirement that may apply to agencies involved in law enforcement services in the State of Arizona.

The Arizona Law Enforcement Accreditation Commission recognizes that federal, state, tribal and local law, collective bargaining agreements, administrative regulations and local ordinances take precedence over these standards.

## A

AACOP: Arizona Association of Chiefs of Police

ACIC: Arizona Crime Information Center

ALEAC: Arizona Law Enforcement Accreditation Commission

ALEAP: Arizona Law Enforcement Accreditation Program

ALP: Arizona Leadership Program

ANALYSIS: A systematic, structured process for dissecting an event into its basic parts to identify any patterns or trends. Analysis should reveal patterns or trends that could be predictive or could indicate program effectiveness, training needs, equipment upgrade needs and/or policy modification needs.

ANNUAL: Happening once a year.

ARREST: To deprive a person of his/her liberty by legal authority; (see Custody; Full-Custody Arrest; Physical Arrest).

ARS: Arizona Revised Statutes



**ASSESSED PROFICIENCY:** Attaining and assessing someone's knowledge of the laws concerning the use of authorized weapons and knowledge of agency policy(s) on the use of force and deadly force; and being familiar with recognized safe-handling procedures for the use of these weapons. A certified weapons instructor or armorer shall provide instruction in and qualification with all weapon systems. Assessed proficiency for firearms includes qualifying on a prescribed course. Assessed proficiency for electronic control weapons includes successfully loading, unloading, deploying and discharging the prongs of the weapon on an annual basis. Assessed proficiency with less lethal weapons may be satisfied with following the manufacturer's guidelines or training program. Synonymous terms include: demonstrated proficiency, proficiency testing, assessment, etc.

**ASSESSMENT:** An analysis conducted by a trained assessor or assessors that determines an agency's ability to meet best practice standards through a process of reviewing policy, reports, interviews with agency personnel and observation of the agency's facilities and operations.

**AUDIT:** A formal periodic examination and verification of financial or agency records, inventory, processes, policies and procedures to substantiate their accuracy and reliability in accordance with Generally Accepted Accounting Principles (GAAP) or generally accepted standards as prescribed by law or local legislation.

**AUDIT (Property and Evidence Function):** A documented accounting of high-risk items and other evidence and non-agency property to establish that all property is accounted for and records can be reasonably assumed to be correct.

**AZMAC:** Arizona Mutual Aid Compact

**AZPOST:** Arizona Peace Officer Standards and Training

## **B**

**BOOKING:** A procedure for admitting to a temporary holding facility a person charged with an offense; includes searching, fingerprinting, photographing, medical screening, collecting personal history data, and inventorying and storing a person's property.

## **C**

**CAD:** Computer Aided Dispatch

**CEO:** The highest-ranking individual in the agency.

**CHAIN OF COMMAND:** Formal lines of communication within the organizational hierarchy through each successive level of command.

**CIVILIAN:** A non-sworn employee having no arrest authority. Civilians may be employed or affiliated with a law enforcement agency in a variety of supporting roles and may be uniformed, but lack the authority to make a full-custody arrest.

**CJIS:** Criminal Justice Information System

**CLARIFICATION STATEMENT:** The clarification statement supports the standard statement but is not binding. The clarification statement can serve as guidance to clarify the intent of the standard, or as an example of one possible way to comply with the standard.

**CRITICAL INCIDENT / UNUSUAL OCCURRENCE:** An occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response, such as major planned events and law enforcement incidents.

**CUSTODY:** Legal or physical control of a person in an area or facility or while in transit; legal, supervisory, or physical responsibility for a person; (see Arrest; Full-Custody Arrest; Physical Arrest).

## D

**DETAINEE:** A person in the custody of agency personnel and whose freedom of movement is at the will of agency personnel.

## E

**EQUAL EMPLOYMENT OPPORTUNITY:** The provision of equitable opportunities for employment and conditions of employment to all employees regardless of race, creed, color, age, sex, religion, national origin, or physical impairment. Where a recruitment plan focuses on additional recruitment steps to be taken to increase the likelihood of hiring a member of an underrepresented group, EEO focuses on ensuring that applicants are treated fairly in the selection process (and in other personnel activities) by giving them the same opportunities for employment. The role of equal opportunity is to create a "level playing field" for all applicants and employees. An equal employment opportunity plan is a document that is designed to state the steps the agency intends to take to ensure that there are no artificial barriers that would

prevent members of a protected group from a fair and equitable opportunity to be hired, promoted, or to otherwise take advantage of employment opportunities.

**EVALUATION:** A careful appraisal and study to determine the significance and/or worth or condition, and to draw conclusions pertaining to an item, project, or undertaking.

**EVIDENCE:** Any substance or material found or recovered that can verifiably prove or disprove a material fact in a criminal or civil case.

**EXTRA-DUTY EMPLOYMENT:** Any employment that is conditioned on the actual or potential use of law enforcement powers by the police officer employee when the officer is employed and compensated by outside organizations.

## F

**FIELD TRAINING:** A structured and closely supervised program provided to new/recruit officers to facilitate the application of skills and knowledge obtained in the academy/classroom to actual performance in on-the-job situations.

**FIELD TRAINING OFFICER (FTO):** An officer who has been selected and trained to deliver the field training program to new/recruit officers.

**FMLA:** Family Medical Leave Act

**FUNCTION:** A general term for the required or expected activity of a person or an organizational component, e.g., patrol function, communications function, the planning function, the crime analysis function.

## G

**GOAL:** A relatively broad statement of the end or result that one intends ultimately to achieve. A goal usually requires a relatively long time span to achieve and, whenever possible, should be stated in a way that permits measurement of its achievement.

## I

**IGA:** Intergovernmental Agreement

**INCIDENT:** An event that requires law enforcement action, documentation, or the dispatching of agency personnel in response to citizen requests for law enforcement services. This includes any incident, whether criminal or non-criminal, which involves

a response to the scene, an investigation, or the preparation of an oral or written report.

**INCIDENT COMMAND SYSTEM (ICS):** A system for command, control, and coordination of a response that provides a means to coordinate the efforts of individual persons and agencies as they work toward the common goal of stabilizing an incident while protecting life, property and the environment. There are five major components: command, planning, operation, logistics, and finance/administration.

**INSPECTION:** A critical examination; a formal review of all components of a particular requirement and an examination of their application.

**IN CUSTODY:** Being under the full control of a law enforcement officer; (See Full-Custody Arrest.)

**IN-SERVICE TRAINING:** Training in addition to recruit training, which may include periodic retraining or refresher training, specialized training, career development, promotional training, advanced training, and shift briefing training.

**INTAKE:** The point at which a juvenile offender enters the juvenile justice system. Intake may be initiated on request of the law enforcement agency, but the intake process is generally supervised by a probation agency, juvenile court, or special intake unit.

**INVENTORY:** A detailed list of agency owned or controlled property in possession of the agency, which includes a definition (or value) of what is to be itemized, and a written certification by the person conducting the listing.

**IN WRITING:** Documented communication in a readable format either on paper or by electronic communication and is capable of being printed onto paper.

## J

**JOB DESCRIPTION:** An official written statement setting forth the duties and responsibilities of a job, and the skills, knowledge, and abilities necessary to perform it.

**JOB RELATED:** A procedure, test, or requirement either predictive of job performance or indicative of the work behavior expected or necessary in the position.

## L

**LEGAL PROCESS:** Any item of civil or criminal process, whether original, intermediate, or final that is valid on its face and is to be served or executed by the law enforcement agency.

## M

MAY: Permissible

MEANINGFUL REVIEW: A documented review of an incident or occurrence, regardless of the outcome, prepared by or for the CEO or his/her designee. The review should indicate whether policy, training, equipment, or disciplinary issues should be addressed. Synonymous terms include: administrative review, command review, meaningful command review, critical review, etc.

MEMORANDUM: An informal, written document that may or may not convey an order; it is generally used to clarify, inform, or inquire.

MOU: Memorandum of Understanding

## N

NCIC: National Crime Information Center

NIBRS: National Incident Based Reporting System

NSORS: National Sex Offender Registration System

## O

OBJECTIVE: An objective is an end or result that one intends to attain in order to achieve partial fulfillment of a goal. An objective is a means to attain a goal, and therefore, requires a shorter time to accomplish than does a goal. Objectives should be simple, reasonable, attainable, measurable, and time restricted.

OFF-DUTY EMPLOYMENT: Any employment that will not require the use or potential use of law enforcement powers by the off-duty employee.

ORGANIZATIONAL CHART: A flow chart that graphically illustrates the components of an agency such as the chain of command and the lines of communications that can be followed by members of the agency.

ORGANIZATIONAL COMPONENT: A subdivision of the agency, such as a bureau, division, section, unit, or position that is established to provide a specific function.

**ORGANIZATIONAL CULTURE:** Is an agency's unique philosophy and values that is seen in its self- image, interactions within the agency and with the public. It is based on shared customs, beliefs and attitudes, history, and written/unwritten rules that have been developed over time within the agency. It is the way the agency conducts itself with their employees and the public.

## P

**PERSONAL EQUIPMENT:** Equipment items issued and/or approved by the agency for employee use, e.g., badge, baton and holder, belts, cartridge carrier, departmental and rank insignia, flashlight, handcuffs and case, notebook, raincoat and cap cover, side arm and holster, tear gas canister, and whistle.

**PHYSICAL ARREST:** Any enforcement action that consists of taking persons into custody for the purpose of holding or detaining them to answer a charge of law violation before the court (see Arrest; Custody.)

**PLAN:** Documented identification of methods to achieve desirable goals or conditions.

**POLICY:** A written directive that is a broad statement of agency principles. Policy statements may be characterized by such words as "may" or "should" and usually do not establish fixed rules or set procedures for conduct of a particular activity but rather provide a framework for development of procedures and rules and regulations.

**PRELIMINARY INVESTIGATION:** Generally, the activity that begins when personnel arrive at the scene of an incident. The activity should continue until such time as a postponement of the investigation or transfer of responsibility will not jeopardize the successful completion of the investigation. Synonymous terms include: initial investigation, first-office investigations, etc.

**PROCEDURE:** A written directive that is a guideline for carrying out agency activities. A procedure may be made mandatory in tone through the use of "shall" rather than "should", or "must" rather than "may." Procedures sometimes allow some latitude and discretion in carrying out an activity.

**PROCESSING:** Includes pre-booking activities involving detainees in custody, after which detainees may either be released from custody by one of several means or be escorted to a holding facility, at which time they would be booked.

**PROPERTY:** Any item that is owned by the agency or an item owned by an individual or entity that is in the possession of the agency that has no evidentiary value.

**PROPERTY AND EVIDENCE CUSTODIAN:** The person who holds authority for the day-to-day supervision and operation of the property and evidence function.

PSAP: Public Safety Access Point

## R

**REASONABLE BELIEF:** The facts or circumstances the officer knows, or should know, are such as to cause an ordinary and prudent person to act or think in a similar way under similar circumstances.

**RESERVE OFFICER:** A civilian volunteer, paid or unpaid, sworn as a Reserve Officer, whose function is to augment the police officers of the department in the performance of their duties.

**RESTRAINING DEVICES:** Equipment used to restrain the movement of the prisoner, such as handcuffs, flex-cuffs, waist chains, ankle chains, restraining straps, straight jackets, or tie-down stretchers.

**REVIEW:** To examine or study; less formal than an analysis.

**ROADBLOCK:** A restriction, obstruction, or device used or intended for the purpose of preventing free passage of motor vehicles on a roadway in order to effect the apprehension of a suspect.

**RULES AND REGULATIONS:** A set of specific guidelines to which all employees must adhere.

## S

**SAMPLING SIZE:** A pre-determined number of items based upon the total number of items found. It is based upon specific criteria, using a chart, formula or some other basis that can be documented to show that the size is substantive enough to verify that the process or procedure is being accomplished properly.

**SELECTION CRITERIA:** Rules, standards, procedures, or directives upon which a judgment or decision concerning employment can be based.

**SELECTION MATERIALS:** All written tests, test scores, answer sheets, study materials, evaluations, ratings, questionnaires, reports, and forms used in the selection process that have a bearing upon the employment decision.

**SELECTION PROCEDURE:** Any established method or combination of methods used in any way as the basis for an employment decision.

**SELECTION PROCESS:** The combined effect of components and procedures leading to the final employment decision, including minimum qualifications, e.g., education, experience, physical attributes, citizenship, residency-written tests, performance tests, oral exams, interviews, background investigations, medical exams, polygraph tests, police academy ratings, probationary period ratings, personality inventories, interest inventories, psychiatric evaluations, veteran's preference, cut-off scores, and ranking procedures.

**SERIOUS PHYSICAL INJURY:** A bodily injury that creates a substantial risk of death; causes serious, permanent disfigurement; or results in long-term loss or impairment of the functioning of any bodily member or organ.

**SHALL:** Mandatory

**SKILLS, KNOWLEDGE, AND ABILITIES:** Skills are the proficiency with which an individual performs. Knowledge is a body of information or the understanding gained through learning, education, experience, or associations. Abilities are processes required to perform the various job responsibilities.

**SORNA:** Sex Offender Registration and Notification System

**SPECIAL EVENT:** An activity, such as a parade, athletic contest, or public demonstration, that results in the need for control of traffic, crowds, or crimes.

**SPECIALIZED ASSIGNMENT:** An assignment often characterized by increased levels of responsibility and specialized training, but within a given position classification; a specialized assignment may involve higher pay or additional benefits.

**SPECIALIZED TRAINING:** Training to enhance skills, knowledge, and abilities taught in either recruit or other in-service programs. Specialized training may address supervisory, management, and/or executive development training, or it may include technical and job-specific subjects, e.g., homicide investigation, fingerprint examination, juvenile investigation.

**STATUS OFFENSE:** An act or conduct declared by statute to be an offense only when committed or engaged in by a juvenile and adjudicated only by a juvenile court.

**SWORN OFFICER:** A person who is granted peace officer powers prescribed by constitution, statute, or ordinance in the jurisdiction, including those persons who possess authority to make a custodial arrest for limited or specific violations of law within the same jurisdiction.

## T

**TACTICAL TEAM:** A group of officers who are specially selected, trained, and equipped to handle high- risk incidents, such as those involving snipers, barricaded persons,



hostage-takers, selected warrant services, and other situations or activities as deemed necessary by command leadership. Synonymous terms include: Special Weapons and Tactics (SWAT), Emergency Response Team (ERT), Emergency Services Unit (ESU), Sheriff's Emergency Response Term (SERT), etc.

**TASK:** A unit of work performed by an individual to accomplish the goal of a job.

**TASK FORCE:** Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.

**TEMPORARY DETENTION:** Temporary detention is measured in hours and does not involve housing or feeding detainees except in extenuating circumstances.

**TRANSPORT VEHICLE:** The vehicle used for transporting a prisoner from one point to another. The transport vehicle may be the patrol vehicle, such as in the case of transporting a prisoner after an arrest; a vehicle of a correction facility designated for prisoner transport but also used for other purposes; or a specially designed prisoner transport vehicle, such as a bus or van. This term does not refer to commercial vehicles, such as buses, trains, or airplanes that may be used for prisoner transport.

**TRANSPORTING OFFICER:** A person who is responsible for transporting a prisoner from one point to another. This may be the arresting officer or another agency employee who is assigned to the responsibility for transport.

## U

**UCR:** Uniform Crime Report

**UNITY OF COMMAND:** The concept that each individual in the organization has one, and only one, immediate supervisor.

**UNUSAL OCCURANCE:** An unusual occurrence is either caused by human or natural phenomena and requires response actions to prevent or minimize loss of life, or damage to property and/or the environment.

## V

**VICTIM:** A person who suffers physical, financial, or emotional harm as the direct result of a specified crime committed upon his or her person or property.

## W

WILL: Conditions permitting

WRITTEN DIRECTIVE: Any written document used to guide or affect the performance or conduct of agency employees. The term includes policies, procedures, rules and regulations, general orders, special orders, collective bargaining agreements, governmental administrative orders, training bulletins, memoranda, Attorney General or County Prosecutor's Guidelines or Directives, and instructional materials.

## Y

YEAR: Is a period of time that is equal to a calendar year but may start on a different day.