



# Accreditation Standards Manual

---

2026

*Setting the Standard for Public Safety in California.*

# Table of Contents

<b>Program Overview &amp; Development .....</b>	<b>4</b>
About the Program .....	4
Background & Purpose .....	4
Program Development .....	4
The CAPS Standards Manual.....	5
Recognition of Contributors.....	5
<b>Understanding and Applying the Standards.....</b>	<b>7</b>
Composition of a Standard .....	7
Understanding Proofs of Compliance.....	8
<b>Chapter 1: Governance and Organizational Structure.....</b>	<b>9</b>
Section 1.1 - Organizational Framework .....	9
Section 1.2 - Authority and Ethical Foundations.....	10
<b>Chapter 2: Authority, Command and Accountability.....</b>	<b>13</b>
Section 2.1 - Executive and Leadership Authority.....	13
Section 2.2 - Command Protocols and Operational Control.....	14
Section 2.3 - Accountability and Discipline .....	14
<b>Chapter 3: Legal Authority and Public Contact.....</b>	<b>18</b>
Section 3.1 - Search, Arrest, Custody, and Public Interaction .....	18
<b>Chapter 4: Strategic Planning and Operations .....</b>	<b>22</b>
Section 4.1 – Strategic and Operational Planning .....	22
Section 4.2 - Organizational Vision and Principles .....	23
<b>Chapter 5: Administrative Management and Information Systems.....</b>	<b>24</b>
Section 5.1 - Administrative Systems .....	24
Section 5.2 - Fiscal Management .....	26
Section 5.3 - Legal Advice and Liability .....	29
Section 5.4 - Accreditation Oversight and Management .....	30
Section 5.5 - Public Information and Community Relations .....	32
Section 5.6 - Information Technology and Cybersecurity.....	35
<b>Chapter 6: Personnel &amp; Organizational Development.....</b>	<b>39</b>
Section 6.1 - Recruitment and Hiring.....	39

Section 6.2 - Promotion and Succession.....	41
Section 6.3 - Compensation, Benefits & Working Conditions .....	44
Section 6.4 - Occupational Safety & Hazard Control.....	48
Section 6.5 - Performance Evaluations .....	52
Section 6.6 - Standards of Conduct & Discipline .....	56
Section 6.7 - Grievance Procedures.....	61
Section 6.8 - Training and Certification .....	62
<b>Chapter 7: Criminal Investigations and Community-Focused Policing.....</b>	<b>66</b>
Section 7.1 - Criminal Investigations.....	66
Section 7.2 - Equipment.....	70
Section 7.3 - Reserve Officers & Specialty Assignments.....	74
Section 7.4 - Juvenile Procedures .....	75
Section 7.5 - Behavioral Health & Crisis Response .....	80
Section 7.6 - Crime Prevention.....	81
Section 7.7 - Community Engagement .....	84
<b>Chapter 8: Vehicles .....</b>	<b>85</b>
Section 8.1 – Vehicle Operations and Safety.....	85
<b>Chapter 9: De-escalation, Use of Force, and Firearms .....</b>	<b>87</b>
Section 9.1 - Use of Force Core Principles.....	87
Section 9.2 - Firearms and Weapons .....	89
Section 9.3 - Reporting and Accountability of Use of Force .....	92
Section 9.4 - Post-Incident Protocols.....	94
Section 9.5 - Restraints and Techniques .....	95
Section 9.6 - Use of Force Training and Readiness .....	95
Section 9.7 – Management of Demonstrations, Protests, and Assemblies.....	96
<b>Chapter 10: Patrol and Traffic .....</b>	<b>97</b>
Section 10.1 - Patrol Operations.....	97
Section 10.2 - Traffic Administration.....	100
<b>Chapter 11: Emergency &amp; Tactical Response.....</b>	<b>109</b>
Section 11.1 - Unusual Occurrences & Critical Incidents .....	109
Section 11.2 - Tactical/Crisis Intervention/and Crisis Negotiations Teams.....	112

Section 11.3 - Active Shooter Response .....	115
<b>Chapter 12: Property &amp; Evidence Management .....</b>	<b>117</b>
Section 12.1 - Evidence & Property Management: Collection, Preservation, Storage, and Disposition .....	117
<b>Chapter 13: Communications Center and Interagency Communications .....</b>	<b>124</b>
Section 13.1 - Communications Center Operations .....	124
Section 13.2 - Interagency Communication.....	131
Section 13.3 – Security, Storage, and Retention of Communications .....	133
<b>Chapter 14: Records Management .....</b>	<b>135</b>
Section 14.1 - Records Management and Access .....	135
<b>Appendix .....</b>	<b>137</b>
Appendix A: References to California Law .....	137
Appendix B: Glossary.....	137
Appendix C: Time Sensitive Standards.....	137
Appendix D: Training Index.....	137

# Program Overview & Development

## About the Program

The California Accreditation for Public Safety Program (CAPS) is a voluntary, standards-based accreditation program managed by the California Police Chiefs Association (CPCA). The CAPS Program is a structured and formal process to have public safety agencies achieve rigorous benchmarks in ethics, operational efficiency, community service, and accountability.

While complementary to national and international accreditation programs, CAPS is tailored specifically to California - reflecting the state's unique legal requirements, agency diversity, and community expectations. Through accreditation, agencies gain a credible path to demonstrate professionalism and best practices, while also promoting transparency, mitigating legal risks, improving operational effectiveness, and strengthening public trust.

## Background & Purpose

The CPCA identified a critical need for a California-specific accreditation program designed to meet the realities of agencies across the state. National programs, while beneficial, often impose requirements that do not align with the resources or operational environment of California's law enforcement agencies.

CAPS was created to provide a scalable, flexible, and locally governed solution that promotes practicality, professionalism, and sustainable growth. The program encourages continuous improvement while ensuring that standards remain realistic, achievable, and directly relevant to California. At its core, CAPS exists to create and promote best practices, ensure California-specific legal consistency, and strengthen agency policies, training, accountability, and supervision. It is designed to encourage and support community trust, equip agencies with tools for robust risk management and litigation protection, and ultimately build a foundation for effective, sustainable public safety leadership.

## Program Development

CAPS development began in 2024 with a comprehensive research phase, during which CPCA staff and leadership:

- Reviewed existing national and other states' accreditation models
- Gathered input from agencies through surveys and direct discussions
- Explored funding opportunities to ensure sustainability

A major milestone came with the award of a U.S. Department of Justice grant in 2024, which enabled CPCA to transition the program from concept to implementation. Key early accomplishments included:

- Drafting the CAPS Standards Manual
- Forming an expanded Accreditation Committee to provide governance and expertise
- Launching public branding to establish awareness and credibility

## The CAPS Standards Manual

The CAPS Standards Manual is the foundation of the program. It serves as both a roadmap and a reference for agencies seeking accreditation, outlining:

- Standards and policies required for accreditation
- Documentation and compliance requirements
- Assessment procedures and verification methods

The CAPS Standards Manual contains a total of **204 standards**, each designed to provide clear, practical, and enforceable guidance for California law enforcement agencies.

The manual is intended for agency leadership, accreditation managers, assessors, and other stakeholders dedicated to promoting professional policing standards.

By following the CAPS framework, agencies demonstrate their commitment to:

- Excellence in service delivery
- Integrity in operations and decision-making
- Accountability to the community
- Protection of individual rights

## Recognition of Contributors

The accreditation standards were developed and refined through the expertise and collaboration of policing leaders, professional staff, and subject matter experts representing agencies from across California. The following individuals served on the Standards Oversight Review Committee:

- Ret. Chief Bob Harrison, RAND
- Lieutenant Brian Blakemore, Grass Valley Police Department
- Chief Brian Miller, Petaluma Police Department
- Lieutenant Chad Kato, Sacramento County Sheriff's Office
- Chief Chet Madison, Sacramento State Police Department
- Commander Dan Herlihy, Pismo Beach Police Department
- Chief Daniel Foss, Nevada City Police Department

- Lieutenant Geoffrey Meeks, Inglewood Police Department
- Chief Jason Salazar, Visalia Police Department
- Jason Wentz, PORAC, Bay Area Chapter
- Chief Jeff Smith, Pismo Beach Police Department
- Captain Kevin Townsend, Riverside Police Department
- Lieutenant Kyle Philp, Santa Rosa Police Department
- Manager Liliana Escobedo, Tustin Police Department
- Manager Mandi Runnels, Menifee Police Department
- Ret. Captain Mike Reynosa, Stockton Police Department; San Joaquin Delta College Police Department
- Ret. Captain Rodney Rego, Elk Grove Police Department
- Officer Ryan Tanaka, Mammoth Lakes Police Department
- Manager Thao Nguyen, Tustin Police Department

Under the leadership of the California Police Chiefs Association, this group ensured that the CAPS standards reflect California's values, priorities, and best practices while remaining practical, scalable, and grounded in real-world operational needs.

# **Understanding and Applying the Standards**

This section is intended to guide the reader in understanding the structure, purpose, and interpretation of each standard contained within this manual. It is essential that users of the manual understand how to apply the standards effectively, how compliance is assessed, and how to utilize the supporting materials.

## **Composition of a Standard**

Each standard is composed of the following elements:

### **Standard Statement**

This is the binding requirement. It defines what the agency must do to be in compliance. In order to achieve accreditation, adherence to the standard statement is mandatory and non-negotiable.

### **Clarification Statement**

This section provides additional context and guidance regarding the intent and scope of the standard. It is designed to help the agency better understand what is required and how it might be implemented. While not binding, it serves as an interpretive aid to ensure proper alignment with the intent of the standard.

### **Suggested Proofs of Compliance**

This is a non-exhaustive list of examples that may assist the Accreditation Manager (AM) and the agency in identifying evidence that demonstrates compliance. These suggestions are intended as guidance only; agencies may present other forms of evidence that demonstrate compliance effectively.

### **Definition of a Written Directive**

Standards require a written directive. A written directive is any formal document issued by the agency that directs, guides, or regulates employee behavior or agency operations. Written directives may include, but are not limited to:

- Laws and Ordinances
- General Orders
- Policies and Procedures
- Standard Operating Procedures (SOPs)
- Operations Manuals or Guides
- Lesson Plans
- Bulletins or memorandums (if used as directive guidance)

Written directives are essential to standardization, accountability, and consistent performance across the agency. Depending on the nature of the standard and the structure of the agency, more than one written directive may need to be developed to ensure compliance across all applicable areas of the agency.

Agencies can utilize the Appendix A: References to California Law included in the Standards Manual for a non-exhaustive list of statutes that intersect with various standards.

## **Understanding Proofs of Compliance**

Proofs of compliance refer to the documentation or evidence that verifies the agency is adhering to its written directives and the intent of the standard. Acceptable proofs may include:

- Written documentation (e.g., reports, logs, rosters)
- Photographs
- Interviews with personnel
- Direct observations of operations or procedures

Proofs of compliance serve to validate that not only does the agency have the appropriate policies and procedures in place, but that it is also actively following them in day-to-day operations.

# Chapter 1: Governance and Organizational Structure

This chapter establishes the organizational foundation of the agency by defining authority, accountability, and operational structure. It requires agencies to maintain current organizational charts, position descriptions, and documentation that clearly outline roles, responsibilities, and jurisdictional boundaries. The standards also reinforce ethical expectations for sworn and professional staff, supporting transparency, professionalism, and compliance with California law.

## Section 1.1 - Organizational Framework

### 1.1.1 Organizational Structure (M)

#### Standard Statement

The agency shall maintain a written directive that describes the organizational structure, including a current organizational chart and/or functional description, which is accessible to all personnel. The agency shall review and update its organizational chart at least annually, as well as when structural changes occur.

#### Clarification Statement

An organizational chart provides clarity of roles, responsibilities, and reporting relationships. It should be posted physically or electronically. Names of individual employees are not required; instead, the chart should reflect authorized positions.

#### Suggested Proofs of Compliance

- Organizational chart
- Functional position descriptions
- Posting on internal systems or facilities

### 1.1.2 Personnel Responsibilities (M)

#### Standard Statement

The agency shall maintain current written job descriptions for each position or assignment, outlining duties, responsibilities, and minimum entry-level qualifications. These shall be made available to all personnel.

#### Clarification Statement

Job descriptions should clearly define the role, core responsibilities, reporting relationships, and minimum qualifications in alignment with CA POST guidelines and the Americans with Disabilities Act (ADA). Descriptions should be reviewed periodically to ensure compliance with changes in law

or agency structure. If the agency operates under the authority of a parent organization or governing body, job descriptions may be provided and maintained by that entity, provided they meet these requirements and remain accessible to agency personnel.

#### **Suggested Proofs of Compliance**

- Job descriptions
- Position classification documents
- Access logs or portals for employee reference

### **1.1.3 Operational Components (M)**

#### **Standard Statement**

The agency shall maintain current written descriptions of the responsibilities for each operational component, which shall be accessible to all personnel.

#### **Clarification Statement**

Functional descriptions should detail the purpose, responsibilities, and activities of each division or unit. These descriptions help ensure accountability, operational clarity, and resource allocation.

#### **Suggested Proofs of Compliance**

- Division/unit functional descriptions
- Agency operations manual

## **Section 1.2 - Authority and Ethical Foundations**

### **1.2.1 Oath of Office for Sworn Personnel (M)**

#### **Standard Statement**

The agency shall require all sworn personnel to take and sign an Oath of Office, in compliance with California law, prior to assuming the duties of their position. The oath shall affirm the individual's commitment to uphold the Constitution of the United States, the constitution and laws of the state, and to faithfully discharge the duties of their office. A record of the signed oath shall be maintained in each employee's personnel file.

#### **Clarification Statement**

The oath shall affirm the individual's commitment to uphold the Constitution of the United States, and the Constitution of the State of California and to faithfully discharge the duties of their office. A record of the signed oath shall be maintained in each employee's personnel file.

#### **Suggested Proofs of Compliance**

- Signed oaths of office

### **1.2.2 Code of Ethics (M)**

All personnel, sworn and professional staff, shall be required to read, affirm, and adhere to a Code of Ethics as a condition of employment. The Code shall reflect the agency's commitment to integrity, professionalism, accountability, respect for constitutional rights, and service to the community.

For sworn personnel, the Code shall incorporate the values outlined in the California Peace Officers' Standards and Training (POST) Law Enforcement Code of Ethics. For professional staff, the agency may adopt or adapt from an appropriate public service Code of Ethics from nationally recognized sources or can be adopted by the municipal, county, or state parent agency.

#### **Clarification Statement**

The code of ethics may be part of an agency policy, employee manual or derived from professional law enforcement associations or the parent agency. These codes serve as ethical foundations for individuals serving in public sector roles and can be tailored to reflect the agency's mission and values.

The Code of Ethics shall be issued to all employees upon hiring, employees shall sign an acknowledgment of receipt and understanding, and ethical conduct shall be reinforced through training, supervision, and accountability measures.

#### **Suggested Proofs of Compliance**

- Oath of office documentation
- Signed acknowledgment forms
- Training documentation

### **1.2.3 Agency Jurisdiction (M)**

#### **Standard Statement**

The agency shall maintain a written directive that defines its jurisdiction and any areas of concurrent jurisdiction, along with related responsibilities and authority.

#### **Clarification Statement**

A jurisdictional map can supplement but not replace the written directive. Concurrent jurisdictional boundaries shall be clearly described. The written directive should distinguish between exclusive, concurrent, and mutual aid jurisdictions and include documentation of relevant interagency agreements.

#### **Suggested Proofs of Compliance**

- Maps of service area
- Mutual aid or joint jurisdiction agreements
- Examples of coordinated operations

### **1.2.4 Mutual Aid Agreements (M)**

#### **Standard Statement**

The agency shall maintain current and effective mutual aid agreements with relevant external agencies or organizations. These agreements shall be reviewed, evaluated, and updated at least once every three years to ensure accuracy, mutual understanding of responsibilities, and alignment with operational needs and legal requirements.

#### **Clarification Statement**

While mutual aid agreements are most commonly established between law enforcement agencies, they may also extend to a broader range of public safety, emergency response partners and other support organizations. These may include fire departments, EMS, emergency management, corrections, public health, transportation agencies, schools, utilities, and critical infrastructure partners. The agreements should be tailored based on the agency's operational needs and potential emergency scenarios to ensure effective coordination and resource sharing. Mutual aid agreements should be reviewed and updated regularly to ensure roles and responsibilities are current, contact information is accurate, and legal or regulatory compliance is maintained. Regular reviews strengthen coordination between agencies, incorporate lessons learned from past incidents, and enhance overall readiness and preparedness. Keeping these agreements up to date ensures effective response and ongoing compliance with accreditation standards.

#### **Suggested Proofs of Compliance**

- Written mutual aid agreements with documented and dated reviews or updates.

# Chapter 2: Authority, Command and Accountability

This chapter defines the authority, command structure, and accountability necessary for effective leadership and supervision. It ensures that executive authority, succession planning, and supervisory responsibilities are clearly documented and understood throughout the organization. By reinforcing lawful administration and continuity of operations, these standards promote organizational stability and public trust.

## Section 2.1 - Executive and Leadership Authority

### 2.1.1 Chief Executive Officer Authority (M)

#### Standard Statement

The Chief Executive Officer (CEO) of the agency has full authority and responsibility over all agency operations and administration.

#### Clarification Statement

The CEO is the chief law enforcement officer of the agency. Their authority should be documented in policy, ordinance, or law, including delegations and responsibilities as defined by the local governing body.

#### Suggested Proofs of Compliance

- Ordinance or appointment letter
- CEO role description
- Documentation of CEO actions or decisions

### 2.1.2 Chain of Command (M)

#### Standard Statement

The agency shall maintain a written directive establishing a chain of command and authority succession in the absence of the CEO.

#### Clarification Statement

Clear designation of command ensures continuity of leadership and operational integrity.

#### Suggested Proofs of Compliance

- Organizational chart
- Memorandums, e-mails or any other written record of CEO assigning an acting

## **Section 2.2 - Command Protocols and Operational Control**

### **2.2.1 Emergency Call Coverage (M)**

#### **Standard Statement**

The agency shall have a written directive describing its response to emergencies 24/7 within its service area.

#### **Clarification Statement**

The directive should describe methods for ensuring continuous emergency response capability, including procedures for after-hours coverage, minimum staffing, and coordination with mutual aid or contracted services, if applicable. The directive should ensure clarity on minimum staffing, coverage during shift transitions, after-hours response, and coordination with allied agencies to ensure uninterrupted emergency service.

#### **Suggested Proofs of Compliance**

- Call-for-service records
- Staffing schedules

### **2.2.2 Command Protocol (M)**

#### **Standard Statement**

The agency shall establish a written directive outlining command protocols when personnel from different divisions participate in a single operation.

#### **Clarification Statement**

Protocols should address command during special events, dignitary protection, and unusual occurrences. Exceptions may apply for operations with unified command.

#### **Suggested Proofs of Compliance**

- After-action reports
- Special event plans

## **Section 2.3 - Accountability and Discipline**

### **2.3.1 Supervisor Accountability (M)**

#### **Standard Statement**

The agency shall establish a written directive holding supervisors accountable for the performance and conduct of personnel under their command.

### **Clarification Statement**

Supervisors shall ensure proper conduct and performance of their subordinates through leadership and oversight.

### **Suggested Proofs of Compliance**

- Disciplinary documentation
- Performance evaluations

## **2.3.2 Duty to Obey Lawful Orders (M)**

### **Standard Statement**

The agency shall maintain a written directive requiring personnel to obey lawful orders from supervisors, including those relayed through peers. The policy shall define steps to follow when conflicting or unlawful orders are received.

### **Clarification Statement**

Maintaining discipline and lawful obedience is critical in a paramilitary structure. Employees shall be trained to recognize and appropriately respond to unlawful or conflicting orders. Additionally, personnel should understand that situations may evolve rapidly. When circumstances materially change and strict adherence to a prior order would no longer accomplish the commander's intent, employees shall make reasonable efforts to seek updated direction. If immediate action is required and communication is not feasible, personnel may exercise sound judgment consistent with the commander's intent and agency policy and shall report the deviation at the earliest opportunity.

### **Suggested Proofs of Compliance**

- Training materials
- Documentation of order handling procedures

## **2.3.3 Independent Oversight Function or Independent Police Auditor (IPA) (M)**

### **Standard Statement**

Where the agency operates or is formally responsible for an oversight body (e.g., commission, review board, independent police auditor), the agency shall:

- a. Ensure that the oversight body is empowered through a dedicated budget that supports operational independence and sustainability.
- b. Ensure the oversight body receives timely access to investigatory records
- c. Ensure the oversight body engages in community outreach.

- d. Regularly, or as requested by the oversight body, provide legal updates, training sessions, or policy briefs to ensure that the oversight function remains informed and capable of conducting objective, knowledgeable reviews consistent with current state and federal law.
- e. Preserve the CEO's statutory authority over discipline and operational command.
- f. At least biennially, in collaboration with the oversight body, prepare a periodic evaluation of the oversight processes.
- g. In collaboration with the oversight body, and as permitted by California law, create and publish annual reports summarizing employee complaints, case outcomes, trends, and recommendations.

Where the oversight body is structurally independent (appointed by a city council or other external entity) and not managed by the department, the agency shall formally document its cooperative relationship, including

- h. record-sharing protocols,
- i. liaison arrangements, and
- j. assurances of independent oversight effectiveness.

### **Clarification Statement**

This standard recognizes that oversight models vary by jurisdiction and may function either within an agency or as an external entity. The standard addresses two possible scenarios:

- the agency operates or is formally responsible for an oversight or
- oversight body is structurally independent.

Compliance is assessed based on an agency's specific situation. Additionally, this standard is conditional, and if neither situation exists, the standard is not applicable.

Independent oversight may be established by ordinance, resolution, charter provision, or memorandum of understanding, as authorized by the local jurisdiction. Any access to confidential peace officer personnel records must comply with applicable laws, including all confidentiality and redaction requirements.

Subject to legal limitations, oversight bodies may receive access to Internal Affairs records and other materials permitted under California law for oversight purposes. Access to additional records—such as body-worn camera footage, CAD/RMS data, training records, or disciplinary information—shall occur only as authorized by statute or local policy.

Public reporting and transparency measures must comply with the California Public Records Act and all applicable laws. Accessibility and translation requirements apply as required by state or local law.

To protect confidentiality, case outcomes may be reported in statistical summary form rather than through individually identifiable details.

Community engagement activities may be conducted in accordance with local policy and authority.

### **Recommended Proofs of Compliance**

- Enabling ordinance, resolution, charter section, or MOU
- Organizational chart showing reporting structure independent of police command
- Budget documentation reflecting dedicated oversight funding
- Oversight charter or internal policy
- Access protocols or formalized agreements with oversight body
- Access logs showing request and fulfillment timelines
- Legal interpretations of statutory oversight requirements
- Evaluation and status reports
- Published annual/semiannual public reports
- Data dictionaries or methodology documentation
- Outreach calendars and translated materials
- Community survey results on trust and transparency

# Chapter 3: Legal Authority and Public Contact

This chapter establishes standards to ensure all law enforcement actions are conducted within the bounds of legal authority and constitutional protections. It addresses searches, arrests, custody procedures, prisoner transport, and public interactions, including compliance with fair and impartial policing standards and RIPA requirements. Together, these standards promote lawful operations, safeguard civil rights, and reinforce professional conduct in every public contact.

## Section 3.1 - Search, Arrest, Custody, and Public Interaction

### 3.1.1 Search and Seizure (M)

#### Standard Statement

The agency shall maintain a written directive describing the policies and procedures for conducting searches and seizures in compliance with applicable constitutional, statutory, and case law. The directive shall identify and provide guidance on common legal conditions and procedures for searches and seizures, including but not limited to:

- a. Valid search warrants (announced and unannounced)
- b. Plain view doctrine
- c. Exigent circumstances
- d. Valid consent
- e. Body searches, including privacy considerations and search warrant requirements
- f. Vehicle, digital/electronic device, and property searches
- g. Conditions of supervision, including parole and probation
- h. Documentation and reporting requirements for all searches

#### Clarification Statement

Officers must understand the conditions that must be present for a search to be both legal and effective. Officers are expected to remain informed of evolving case law related to searches, including but not limited to legal standards surrounding no-knock warrants and body cavity searches.

An **exigent circumstance** is a legal term referring to an emergency situation that permits law enforcement to conduct a warrantless search or seizure, even though a warrant would normally be required. Examples may include the imminent destruction of evidence, the need to prevent a suspect's escape, or threats to life or safety.

This directive shall be reviewed periodically to ensure continued compliance with current legal standards and best practices.

### **Suggested Proofs of Compliance**

- Training records
- Search documentation logs
- Incident Reports with Supervisory Review - Evidence of supervisory oversight (e.g., report reviews, checklists, approvals) ensuring compliance with policy.
- Incident Reports - Redacted examples of search-related reports or forms (e.g., warrants, consent forms, body search documentation).
- Policy Updates

### **3.1.2 Strip, Body and Cavity Searches (M)**

#### **Standard Statement**

A written directive addresses strip, body and cavity searches that complies with California and federal law and includes reporting requirements.

#### **Clarification Statement**

Agency directives should make clear the legal requirements and conditions necessary for conducting lawful and effective searches.

### **Suggested Proofs of Compliance**

- Documentation of requests, approval and completion of applicable searches

### **3.1.3 Public Contacts (M)**

#### **Standard Statement**

The agency shall have a written directive that governs personnel conduct during all public contacts.

#### **Clarification Statement**

Personnel should follow agency-approved conduct standards during all public interactions.

### **Suggested Proofs of Compliance**

- Officer training materials
- Complaint and/or commendation records

### **3.1.4 Arrests (M)**

#### **Standard Statement**

The agency shall have a written directive outlining the legal requirements and procedures for arrests made:

- a. With a warrant
- b. Without a warrant

#### **Clarification Statement**

The directive shall comply with all federal and state legal mandates and statutes.

#### **Suggested Proofs of Compliance**

- Officer training logs
- Arrest reports

### **3.1.5 Prisoner Transports (M)**

#### **Standard Statement**

The agency shall maintain a written directive detailing procedures for transporting prisoners, including:

- a. Use of restraints and seat belts
- b. Search procedures before and after transport
- c. Transport of individuals requiring medical care
- d. Transport of special needs individuals (i.e. pregnant, obese, elderly, persons with disabilities, or those with psychiatric or behavioral health conditions)
- e. Notification and documentation procedures
- f. Escape response actions
- g. Prisoner identification confirmation procedures

#### **Clarification Statement**

Agencies shall provide for prisoner safety, officer security, and public protection during transports. Documentation should include times, mileage, vehicle details, prisoner ID, restraint type, seat belt exemptions with justification, medical observations, and any unusual incidents. Exceptions may include pregnant women, individuals with mental health concerns, obese persons, the elderly, and those with disabilities or medical devices. In some cases, EMS may be requested if a medical risk is identified.

Transport vehicles must be searched before and after use, safety partitions checked, and prisoners seated upright and belted when feasible to limit the risk of positional asphyxia. Agency-approved restraints and seat belts are required unless unsafe, with supervisor-approved exceptions documented. Continuous observation of breathing and consciousness is mandatory, with seat belt extenders or larger vehicles used if needed.

#### **Suggested Proofs of Compliance**

- Transport logs
- Officers' reports
- Training records

### **3.1.6 Bias-Based Policing and RIPA (M)**

#### **Standard Statement**

The agency shall maintain a written directive that ensures compliance with Bias-Based Policing principles and the Racial and Identity Profiling Act (RIPA) of 2015. The directive shall include:

- a. Definitions
- b. Prohibitions
- c. Procedures
- d. Tracking
- e. Data submission
- f. Community engagement
- g. Training

#### **Clarification Statement**

Agencies shall not only collect and report stop data and complaints, but also actively review them to identify and address patterns of unequal treatment or differential impact across racial, ethnic, and other protected groups. Designated staff should monitor updates to ensure alignment with best practices.

#### **Suggested Proofs of Compliance**

- Stop data and complaint reports
- Community outreach documentation
- Training logs

# Chapter 4: Strategic Planning and Operations

This chapter focuses on the planning processes that guide effective law enforcement operations and long-term organizational success. It requires agencies to use data-driven operational planning to inform daily activities and resource allocation, while also maintaining a strategic plan that addresses future needs and community priorities. These standards support informed decision-making, accountability, and continuous improvement in service delivery.

## Section 4.1 – Strategic and Operational Planning

### 4.1.1 Operational Reports (M)

#### Standard Statement

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 essential for effective agency management. Operational reports from crime statistics, crime mapping, and other records management processes should be updated at least once a year. This standard aims to ensure that crime statistics, trends, hot spot locations, and other data are shared with relevant personnel and operational units to help reduce crime, traffic complaints, and other quality-of-life issues in the community. This standard does not require agencies to adopt a specific policing model or establish a crime analysis program; rather, it encourages the use of available statistical information and sharing it with officers during briefings or meetings to proactively address crime and improve community quality of life.

#### Suggested Proofs of Compliance

- Annual operations reports
- Crime mapping or heat maps
- Briefing materials

### 4.1.2 Multi-Year Plan (O)

#### Standard Statement

The agency shall develop and maintain a multi-year plan that includes goals, operational objectives, projected workloads, staffing needs, and capital equipment/facility requirements.

#### **Clarification Statement**

The plan should guide strategic decisions and prepare the agency for anticipated growth and challenges.

#### **Suggested Proofs of Compliance**

- Strategic or multi-year plan
- Updates, modifications, or reports on progress

## **Section 4.2 - Organizational Vision and Principles**

### **4.2.1 Mission and Value Statements (M)**

#### **Standard Statement**

The agency shall adopt and maintain written mission and value statements that reflect its purpose and commitment to the community.

#### **Clarification Statement**

These statements serve as guiding principles for operations and should be prominently displayed or published.

#### **Suggested Proofs of Compliance**

- Mission and values statement
- Employee handbook
- Website or public-facing materials

# Chapter 5: Administrative Management and Information Systems

This chapter establishes standards for effective administrative oversight and secure information systems that support accountability and daily operations. It addresses fiscal management, legal support, accreditation oversight and management, records and data management, public information, and technology oversight, including cybersecurity. These standards promote transparency, compliance with state and federal requirements, and responsible stewardship of agency resources.

## Section 5.1 - Administrative Systems

### 5.1.1 Administrative Reporting Program (M)

#### Standard Statement

The agency shall implement an administrative reporting program requiring the collection of daily, monthly, and annual data to document agency activities and generate statistical summaries.

#### Clarification Statement

Agencies are encouraged to maintain reports that reflect trends and operational insights. These reports should be made accessible to personnel and to the public upon request in accordance with the California Public Records Act. Agencies shall also comply with the California Public Records Act response timelines, which generally require a determination of disclosure within 10 days, with limited extensions as provided by law.

#### Types of reports and data to be collected include but are not limited to:

**Daily:** Officer activity logs, incident and use of force reports, arrests, traffic enforcement, special events, and personnel attendance.

**Monthly:** Crime trends, use of force analysis, arrest/citation totals, response times, training summaries, complaints, and equipment usage.

**Annual:** Comprehensive crime summaries, use of force/pursuit reviews, staffing analysis, budget reports, community outreach, policy reviews, and accreditation compliance.

#### Suggested Proofs of Compliance

- Examples of daily/monthly/annual reports
- Public records requests

### 5.1.2 Electronic Data Storage (M)

#### Standard Statement

If the agency uses a third-party service provider for electronic data storage, a written agreement shall address the following:

- 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. Logistical requirements and financial arrangements
- g. Responsibilities in the event of a data breach

### **Clarification Statement**

Agencies using cloud-based or vendor-hosted data systems shall ensure contracts or agreements clearly address data security, ownership, use of data, including explicit prohibitions on vendor use of agency data for training algorithms or other purposes not authorized by the agency, as well as clearly defined contingency plans.

### **Suggested Proofs of Compliance**

- Third-party written agreement
- Vendor service level agreements (SLAs)
- Continuous audits of technology

### **5.1.3 Written Directives (M)**

#### **Standard Statement**

The agency shall maintain a system for developing, updating, and disseminating written directives, including policies, procedures, rules, and regulations. This system shall:

- a. Establish procedures for formatting, indexing, purging, and updating directives
- b. Direct the management of draft versions of directives
- c. Identify the Chief Executive Officer (CEO) as the authority for issuing or approving directives
- d. Identify other positions authorized to issue directives
- e. Require employee acknowledgment of receipt and understanding, and ensure directives are accessible in physical or digital formats
- f. Review of directives at least annually, and
- g. Update as necessary

### **Clarification Statement**

An effective written directive system is foundational to agency consistency and accountability. Accessibility and acknowledgment of updates help ensure policy adherence.

### **Suggested Proofs of Compliance**

- Examples of policies or Table of Contents
- CEO approval
- Examples of reviewed or revised directives
- Directive acknowledgment records

## **Section 5.2 - Fiscal Management**

### **5.2.1 Chief Executive Officer (CEO) Authority for Fiscal Management (M)**

#### **Standard Statement**

The Chief Executive Officer (CEO) has designated authority and responsibility for the fiscal management of the agency, as established by written statement, ordinance, or law.

#### **Clarification Statement**

Even when duties are delegated, the CEO retains final oversight and fiscal accountability.

#### **Suggested Proofs of Compliance**

- Agency budget with CEO signature
- Delegation documentation, if applicable

### **5.2.2 Other Authorized Personnel (M)**

#### **Standard Statement**

If the CEO delegates fiscal responsibilities, a written directive shall identify the position or component responsible for fiscal management duties.

#### **Clarification Statement**

The designation ensures accountability when fiscal functions are assigned beyond the CEO.

#### **Suggested Proofs of Compliance**

- Organizational chart with fiscal roles
- Delegation documentation
- Financial documents

### **5.2.3 Budget Preparation (M)**

#### **Standard Statement**

Heads of major organizational components shall participate in budget preparation by submitting written recommendations based on analysis of their unit's operational needs and activities.

#### **Clarification Statement**

“Major Organizational Components” refers to Bureaus, Divisions, or Units reporting directly under the CEO.

#### **Suggested Proofs of Compliance**

- Departmental budget submissions
- Meeting notes on budget planning

### **5.2.4 Accounting System (M)**

#### **Standard Statement**

The agency shall maintain an accounting system that includes at least quarterly status reports showing:

- a. Initial appropriation for each account or program
- b. Beginning balance for the period
- c. Expenditures and encumbrances
- d. Remaining unencumbered balances

#### **Clarification Statement**

Agencies shall comply with local fiscal policies and public finance regulations outlined in California law. Agencies may exceed the standard by producing more frequent financial reports (e.g., monthly).

#### **Suggested Proofs of Compliance**

- Financial quarterly status reports
- Accounting system documentation
- Budget tracking spreadsheets

### **5.2.5 Audits (M)**

#### **Standard Statement**

The agency shall maintain a written directive that describes internal controls, ongoing monitoring, reconciliations, and audit procedures for all budget and fiscal activity. The agency shall ensure that

fiscal audits are performed in accordance with applicable California statutes and the requirements of its governing entity, including provisions for cities, counties, special districts, or joint powers authorities, as well as any grant- or program-specific rules.

### **Clarification Statement**

If more than one requirement applies, the most stringent frequency governs.

### **Suggested Proofs of Compliance**

- Audits as required by law
- Internal audit reports
- External audit findings (if applicable)

## **5.2.6 Cash Accounts (M)**

### **Standard Statement**

The agency shall maintain a written directive governing cash handling procedures, including:

- a. Allotment system or financial records
- b. Financial statement preparation
- c. Quarterly internal audits
- d. Identification of personnel authorized to handle funds

### **Clarification Statement**

Cash accounts include petty cash, confidential funds, permit payments, and asset forfeiture funds, among others. Bail funds are excluded unless the agency maintains a float. Simply collecting and turning over funds does not invoke this standard unless the agency retains, manages, or dispenses part of the cash. Asset forfeiture funds are restricted in use and may only be used for authorized law enforcement purposes (e.g., training, equipment, investigations). They must be maintained in separate accounts, tracked in detail, and reported in compliance with applicable state and federal laws.

### **Suggested Proofs of Compliance**

- Petty Cash Balance Sheets
- Fund transaction logs
- Quarterly audit reports

## **5.2.7 Inventory Control of Agency-owned Property (M)**

### **Standard Statement**

The agency shall maintain a written directive that outlines procedures for inventory control of agency-owned property, equipment, and assets.

### **Clarification Statement**

This standard applies to all property owned by the agency, not just law enforcement equipment. It includes agency vehicles, office furniture, electronic equipment, computers, printers, and other large or high-value items. Most agency-owned property is tagged with a serial number for tracking purposes. In some cases, the requirement for inventory control is established by the governing entity or parent agency, and the written directive may originate from that authority. Agencies should reference their government or parent organization's policies to ensure compliance with this standard.

### **Suggested Proofs of Compliance**

- Inventory as established by the written directive.
- Asset management system logs
- Equipment assignment forms

## **Section 5.3 - Legal Advice and Liability**

### **5.3.1 Legal Advice (M)**

#### **Standard Statement**

The agency shall ensure that legal counsel is accessible to employees for matters arising from their duties, either through retained or contracted legal services, as applicable by law or contractual agreements.

#### **Clarification Statement**

The agency shall ensure that employees have access to legal support for matters arising from the performance of their official duties to the extent permitted by law and agency policy.

This access may include representation in civil or, where appropriate, criminal cases arising from acts performed within the scope of employment, participate in administrative or internal affairs investigations, and guidance for employees who report misconduct or unsafe practices. Employees shall also have access to counsel or qualified advice when subpoenaed, required to testify, or when seeking guidance on compliance with regulations, agency policies, or privacy requirements connected to their work.

#### **Suggested Proofs of Compliance**

- Interviews

### **5.3.2 Liability Insurance (M)**

#### **Standard Statement**

The agency shall maintain liability insurance or indemnification to protect personnel against claims arising from actions taken in the scope of employment.

#### **Clarification Statement**

Liability coverage for public entities typically includes civil liabilities such as negligence, bodily injury, property damage, and employment-related claims. In California, such coverage is commonly provided through joint powers authorities (JPAs), such as the California JPIA (CJPIA), municipal self-insurance pools, or other risk pools, which allow member agencies to share risks and purchase excess insurance if needed. Coverage specifics (including limits, types of claims included, and retention levels) vary by program.

#### **Suggested Proofs of Compliance**

- Liability insurance policy and procedure
- Coverage documentation
- Risk management procedures

## **Section 5.4 - Accreditation Oversight and Management**

### **5.4.1 Accreditation Program Oversight (M)**

#### **Standard Statement**

The agency shall designate a qualified individual to manage accreditation responsibilities. In smaller agencies, this role may be assigned as a collateral duty. The designated person shall complete an Accreditation Manager Training Course from a recognized law enforcement accreditation coalition or other Accreditation Manager training as approved by the California Police Chiefs Association/CAPS. Initial training should be completed within the first year of assignment, and every two years thereafter.

#### **Clarification Statement**

This person shall receive relevant training and be supported by executive leadership.

#### **Suggested Proofs of Compliance**

- Accreditation manager job description
- Training records
- Calendar of deliverables

## **5.4.2 Standards File Maintenance (M)**

### **Standard Statement**

The Accreditation Manager shall establish a procedure for organizing and maintaining files documenting compliance with each standard.

### **Clarification Statement**

All standards files will be maintained electronically through the CAPS approved electronic records management software to ensure consistency, accessibility, and security. Files should be organized in a clear structure and readily accessible for inspection or review.

### **Suggested Proofs of Compliance**

- File structure documentation
- Sample digital
- Internal audit checklists

## **5.4.3 Annual Standards Compliance Review (M)**

### **Standard Statement**

The agency shall conduct a review of the status of compliance of the accreditation files for currency and completeness, at least annually.

### **Clarification Statement**

The compliance review is a systematic process to confirm the agency follows the standards. It should be detailed, based on evidence, and focused on ensuring compliance while also finding areas for improvement. The review must include updates to laws, policies, or the agency's structure and be properly documented. It can be carried out by the accreditation team, an internal review team made up of members from different operational units with the right expertise, oversight, and impartiality, or by members of other law enforcement agencies involved in the accreditation process. The review should be done at least once a year, but the agency can also set up quarterly or more frequent reviews. An annual compliance review helps ensure the agency keeps evaluating and recording compliance, preventing it from falling behind in the accreditation process.

### **Suggested Proofs of Compliance**

- Identification/designation of reviewers
- Annual review logs/report
- Standards update reports
- Review team meeting minutes

## **Section 5.5 - Public Information and Community Relations**

### **5.5.1 Public Information Function (M)**

#### **Standard Statement**

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

#### **Clarification Statement**

A Public Information Officer (PIO) or Media Relations Officer may be designated as the single point of contact to reduce unauthorized disclosure of sensitive or privileged information.

#### **Suggested Proofs of Compliance**

- Organizational chart listing PIO
- Job description or designation memorandum
- Media releases, interviews,
- PIO activity reports

### **5.5.2 Releasing Information (M)**

#### **Standard Statement**

A written directive identifies the position of those within the agency who may release information to the media:

- a. At the scene of an incident
- b. From agency files
- c. Concerning ongoing investigations
- d. When the PIO is unavailable
- e. Through social media

#### **Clarification Statement**

Releases shall comply with applicable laws and may be coordinated with prosecutors in cases of deaths or major crimes.

#### **Suggested Proofs of Compliance**

- List of authorized personnel
- Example press release log

### **5.5.3 Disclosure of Records of Peace Officers (M)**

#### **Standard Statement**

The agency shall maintain clear written procedures for responding to public records requests involving peace officer personnel records, including:

- a. Disclosure of officer incidents and investigation findings required by applicable laws
- b. Redaction of names, photos, and ranks of undercover officers, task force members, or officers subject to verified death threats
- c. Withholding or redaction of records when there is a well-founded belief that disclosure could endanger the safety of law enforcement or custodial personnel

#### **Clarification Statement**

The directive shall balance legal transparency with officer safety and privacy, in compliance with the California Public Records Act and applicable statutory exceptions. Records shall be released in accordance with applicable laws regarding public access to use-of-force records and recordings.

#### **Suggested Proofs of Compliance**

- Examples of requests
- Examples of responses

### **5.5.4 Media Access (M)**

#### **Standard Statement**

The agency shall maintain a written directive governing access for media representatives, including photographers, to:

- a. Scenes of major fires, natural disasters, catastrophic events, and other major incidents
- b. Established scene perimeters

#### **Clarification Statement**

Controlling media access to critical scenes is vital for ensuring safety, protecting evidence, and maintaining operational efficiency during major incidents. It prevents exposure to hazards, preserves the integrity of crime scenes, and allows first responders to focus without distraction. It also safeguards privacy by regulating sensitive coverage and ensures consistent, fair media access. The written directive shall balance media coverage needs with public safety and ethical concerns.

#### **Suggested Proofs of Compliance**

- Scene access log/reports

- Critical incident reports

### **5.5.5 Social Media (M)**

#### **Standard Statement**

The agency shall maintain a written directive governing social media use by all personnel, addressing both official and personal activity, and shall include at a minimum:

- a. The CEO or designee shall approve all official agency social media content before posting.
- b. Personnel shall not post or share any confidential, restricted, or investigative information, or any material that could compromise safety, operations or privacy.
- c. On or off duty, personnel shall not post or engage in social media activity that could discredit the agency, undermine public trust, or conflict with the Law Enforcement Code of Ethics or California POST Standards.
- d. The agency shall provide training, monitor compliance, and take corrective or disciplinary action for violations.

e. Personnel may report misconduct, unlawful practices, or safety concerns in good faith without fear of discipline.

#### **Clarification Statement**

Responsible use of social media by law enforcement helps protect privacy, prevent misinformation, and maintain professionalism. Proper use safeguards sensitive information, avoids spreading unverified details, and prevents the perception of bias or partiality. It also helps ensure officer safety by reducing exposure of personal information, preserves public trust by upholding transparency and accountability, and minimizes reputational and legal risks.

Equally important, the agency supports and protects employees who, in good faith, report misconduct, unethical behavior, or violations of law or policy. Responsible social media policies should never discourage or penalize legitimate whistleblowing or the reporting of concerns through proper channels.

Ultimately, disciplined and ethical social media use allows officers to focus on their duties, strengthens community relationships, and upholds the integrity and credibility of the law enforcement profession.

#### **Suggested Proofs of Compliance**

- Disciplinary records (if applicable)
- Approved content examples

## **Section 5.6 - Information Technology and Cybersecurity**

### **5.6.1 Cybersecurity Policy (M)**

#### **Standard Statement**

The agency shall maintain a written cybersecurity policy to protect systems, data, and communications from unauthorized access, compromise, or loss.

- a. Policies should be reviewed annually or upon major IT changes.
- b. All personnel with access to agency information systems shall complete annual cybersecurity awareness training. Initial training shall be completed within 30 days of system access.

#### **Clarification Statement**

The policy should address cybersecurity and information protection, including password management, account lockout settings, firewall protections, malware defense, employee responsibilities, database security, and breach response protocols. It should also include procedures for the acquisition, review, and formal approval of new or evolving technologies, ensuring safe deployment and use for duty purposes. Training should cover phishing, social engineering, password hygiene, safe handling of criminal justice information, and proper use of emerging tools—such as AI applications—emphasizing careful consideration of what information is uploaded, how responses are applied, and maintaining confidentiality and security of sensitive data.

#### **Suggested Proofs of Compliance**

- Network access control logs
- Incident response plan or protocol
- Annual review of the written directive
- Cybersecurity training curriculum
- Attendance records or learning management system (LMS) logs
- Post-training assessment or attestation forms

### **5.6.2 Authorized Use of Technology (M)**

#### **Standard Statement**

The agency shall establish a written directive governing employee use of agency-owned computers, networks, mobile devices, and software systems.

#### **Clarification Statement**

The directive should prohibit unauthorized access to sensitive systems, personal use that jeopardizes system security, and any use that violates law or policy. The directive should also address email use, internet browsing, and personal devices if allowed.

#### **Suggested Proofs of Compliance**

- Acceptable use policy and procedure
- Signed user agreements
- Disciplinary records for misuse
- IT audits or monitoring logs

### **5.6.3 CJIS Security Policy Compliance (M)**

#### **Standard Statement**

The agency shall maintain a written directive ensuring compliance with the FBI CJIS Security Policy for handling criminal justice information.

#### **Clarification Statement**

The directive shall address secure access to systems, encryption of data at rest and in transit, background checks for authorized personnel, and audit tracking. All relevant systems shall meet CJIS technical and policy requirements.

#### **Suggested Proofs of Compliance**

- CJIS compliance certification or documentation
- System access logs
- Personnel background screening records
- Encryption standards documentation

### **5.6.4 IT System Access Controls (M)**

#### **Standard Statement**

The agency shall implement and document access control measures for all critical information systems, including user authentication, password security, and access permissions based on job role.

#### **Clarification Statement**

All access shall be logged and subject to periodic review. Multi-factor authentication is encouraged where possible.

#### **Suggested Proofs of Compliance**

- System audit logs
- User role assignment documentation
- Password or login configuration screenshots

### **5.6.5 Data Breach and Incident Response (M)**

#### **Standard Statement**

The agency shall maintain a written incident response plan outlining procedures for detecting, reporting, and responding to cybersecurity incidents or data breaches.

#### **Clarification Statement**

The plan should define incident types, notification timelines, mitigation protocols, and responsible roles. Agencies shall report significant breaches in accordance with applicable law.

#### **Suggested Proofs of Compliance**

- Incident report forms
- Post-incident debriefs or corrective action reports
- Legal notifications to affected individuals or entities

### **5.6.6 Artificial Intelligence/AI (M)**

#### **Standard Statement**

If the agency permits employee use of Artificial Intelligence (AI) tools, it shall establish a written directive that defines authorized uses, limitations, and expectations to ensure responsible and appropriate application.

#### **Clarification Statement**

The directive should outline the types of Artificial Intelligence (AI) tools including generative AI, automated decision systems, and machine-learning tools employees may use, the purposes for which they are authorized, and any restrictions necessary to protect sensitive information, maintain data integrity, and uphold legal and ethical obligations. It should address considerations such as confidentiality, accuracy, bias mitigation, and supervisory approval when required. The directive may also specify training requirements and provide examples of appropriate and prohibited uses to ensure consistent and responsible application across the agency.

#### **Suggested Proofs of Compliance**

- Examples of reports where generative AI was used,
- Audit logs or system metadata
- Information Security Review or Risk Assessment for each authorized AI tool.

- Access control lists showing who is authorized to use AI systems.
- Signed confidentiality agreements acknowledging prohibited uses (e.g., no entry of sensitive data into public AI).
- System security configuration documentation, demonstrating encryption, restricted access, and data retention safeguards.
- CLETS compliance check results

# Chapter 6: Personnel & Organizational Development

This chapter focuses on the management, development, and safety of the agency's workforce from recruitment through separation. It establishes standards for hiring, promotion, training and professional development, performance evaluation, conduct, discipline, wellness, and succession planning, consistent with California law and CA POST requirements. It also addresses occupational safety and hazard control, including bloodborne pathogen prevention, hazardous materials handling, fire and emergency preparedness, indoor firing range lead monitoring, hearing conservation, and overall Cal/OSHA compliance. Together, these standards support fairness, accountability, and a professional workforce prepared to serve the community with integrity, ensure leadership continuity, and perform duties safely and effectively.

## Section 6.1 - Recruitment and Hiring

### 6.1.1 Selection Process (M)

#### Standard Statement

The agency shall maintain a written directive outlining a formal selection process for all positions, which includes:

- a. Minimum qualifications
- b. Application and screening procedures
- c. Background and reference checks
- d. Candidate evaluation criteria
- e. Designated hiring authority
- f. Documentation of decisions
- g. Periodic review of hiring criteria

#### Clarification Statement

This standard applies to all positions: sworn, professional, and contracted. A consistent, transparent hiring process ensures qualified and equitable selection aligned with legal and organizational standards.

#### Suggested Proofs of Compliance

- Job announcements for sworn and civilian/professional staff
- Hiring documentation checklist containing all requirements of the standard
- Background investigation reports

## 6.1.2 Selection Process for Sworn Positions (M)

### Standard Statement

The agency shall maintain a formalized selection process for peace officer applicants that includes:

- a. Written test
- b. Oral interview
- c. Physical proficiency assessment
- d. Psychological evaluation
- e. Polygraph examination
- f. Medical examination
- g. Comprehensive background investigation (including social media audit)

### Clarification Statement

Backgrounds investigations shall follow CA POST requirements and California law. Social media audits shall respect civil rights and identify indicators of bias or unlawful conduct. Peace officer applicants shall be at least 21 years of age at the time of appointment.

### Suggested Proofs of Compliance

- Job announcement for sworn positions
- Completed Checklist of application, and hiring process for applicants including every requirement listed in the standard.
- Summary of medical, psychological evaluations
- Eligibility list

## 6.1.3 Job Classifications (M)

### Standard Statement

The agency shall maintain current and updated job descriptions for all approved positions and classifications.

### Clarification Statement

Job descriptions should clearly detail required skills, qualifications, and responsibilities. These can be overseen by the agency or the parent HR department. Job classifications shall comply with applicable state labor laws and align with both operational and legal standards. Agencies should regularly review classifications to ensure they remain consistent with CA POST mandates and local bargaining agreements.

### **Suggested Proofs of Compliance**

- Job classification matrix
- Position descriptions
- HR documentation

### **6.1.4 Equal Employment Opportunity and Recruitment (M)**

#### **Standard Statement**

The agency is committed to Equal Employment Opportunity and maintains an inclusive recruitment plan that promotes diversity and makes reasonable efforts to represent the demographics of the service area.

#### **Clarification Statement**

Agencies should actively recruit a workforce that reflects community demographics and advertise their commitment to EEO in materials and on their website.

### **Suggested Proofs of Compliance**

- Job announcement
- Recruitment plan
- Public recruitment materials

## **Section 6.2 - Promotion and Succession**

### **6.2.1 Written Promotion Announcement (M)**

#### **Standard Statement**

The agency publishes written promotion announcements that include:

- a. Promotional opportunity classification and description
- b. Requirements for participation
- c. Description of the evaluation and selection process
- d. Schedule and location of testing

#### **Clarification Statement**

Promotional processes shall be clear and equitable. Testing should be non-discriminatory and consistently administered.

### **Suggested Proofs of Compliance**

- Promotion announcement examples
- Testing and interview rubrics
- Candidate evaluation documentation
- Ranking lists
- Completed interview and evaluation checklists

## **6.2.2 Promotion Administration (M)**

### **Standard Statement**

A written directive identifies the position responsible for administering the promotion process within the agency.

### **Clarification Statement**

The agency should identify a position responsible for administering the promotional process. When external departments (e.g., HR, Civil Service Commissions) administer the promotion process, the agency should maintain documentation describing roles, coordination procedures, and dispute resolution mechanisms. Agencies should maintain written documentation of shared or delegated responsibilities and ensure consistency with civil service or collective bargaining agreements.

### **Suggested Proofs of Compliance**

- Organizational chart showing responsibility
- Administrative MOUs or agreements

## **6.2.3 Promotion Procedures (M)**

### **Standard Statement**

Promotion procedures shall be job-related, non-discriminatory, and as transparent as possible, within the bounds of the law.

### **Clarification Statement**

All testing and selection tools shall comply with EEOC guidelines and be legally defensible.

### **Suggested Proofs of Compliance**

- Validation documentation of tests

## **6.2.4 Supervisory Development (M)**

### **Standard Statement**

The agency has a written directive that requires all newly promoted supervisors to receive job-related training either before or within their first year of assuming new responsibilities.

#### **Clarification Statement**

Agencies should implement a supervisory development strategy that encompasses mentorship, leadership training, and succession planning. Ideally, newly promoted supervisors should receive training prior to assuming their duties. If pre-assignment training is not feasible, it should be completed within 12 months of the supervisory assignment

#### **Suggested Proofs of Compliance**

- Supervisor training curriculum
- Attendance rosters
- Mentorship program materials

### **6.2.5 Organizational Leadership Development (M)**

#### **Standard Statement**

The agency shall maintain a written directive establishing a plan to train and develop personnel for future leadership responsibilities, ensuring organizational continuity during periods of transition or change.

#### **Clarification Statement**

This plan should focus on building leadership capacity across the organization rather than designating specific successors outside of formal promotional processes. Leadership development may include structured mentorship, participation in leadership academies, rotational or “acting” assignments, and professional development opportunities that prepare personnel to assume greater responsibilities. The goal is to create a pipeline of well-prepared leaders who can step into critical roles when vacancies or transitions occur, while still maintaining fair and competitive promotional processes.

#### **Suggested Proofs of Compliance**

- Agency leadership development plan or program materials
- Documentation of mentorship or coaching initiatives
- Records of participation in leadership academies or professional development programs
- Policies outlining temporary or acting supervisor assignments

### **6.2.6 Probationary Period (M)**

#### **Standard Statement**

The agency shall implement a performance-based probationary period of at least six months for all newly promoted personnel.

#### **Clarification Statement**

This allows evaluation of an employee's adjustment to new responsibilities.

#### **Suggested Proofs of Compliance**

- Evaluations during probation
- Documentation showing start of the probationary period

### **Section 6.3 - Compensation, Benefits & Working Conditions**

#### **6.3.1 Compensation (M)**

##### **Standard Statement**

Complete and current compensation information shall be available to all personnel, including:

- a. Entry-level and differential salary ranges
- b. Special skill compensation
- c. Compensatory time and overtime policies
- d. Employment agreements and benefits

##### **Clarification Statement**

An agency should maintain complete and current compensation information that is accessible to all personnel to ensure transparency, fairness, morale, legal compliance, and organizational effectiveness.

##### **Suggested Proofs of Compliance**

- Compensation guide
- MOUs or labor agreements
- Employee portal documentation

#### **6.3.2 Health, Disability Insurance and Retirement Benefits (M)**

##### **Standard Statement**

The agency shall make current information available to all personnel regarding:

- a. Retirement programs

- b. Health insurance
- c. Disability and death benefits

### **Clarification Statement**

Benefits information should be provided in accessible formats and regularly updated during open enrollment periods or when legislative or contractual changes occur. Agencies should ensure benefit summaries are updated regularly and accessible to employees via print or online portals. Information should include eligibility, coverage limits, and contribution rates.

### **Suggested Proofs of Compliance**

- Benefit summaries
- Open enrollment documents
- Retirement system guides

### **6.3.3 Leave (M)**

#### **Standard Statement**

The agency shall provide complete and current information to all personnel regarding leave policies, including:

- a. Administrative
- b. Holiday
- c. Sick/FMLA
- d. Bereavement
- e. Vacation

#### **Clarification Statement**

Employees should be made aware of all available leave options to ensure fair use and understanding.

#### **Suggested Proofs of Compliance**

- Leave policies or handbook excerpts
- Employee orientation materials

### **6.3.4 Off-Duty Employment (M)**

#### **Standard Statement**

If off-duty employment is permitted, a written directive shall include:

- a. Approval requirements

- b. Prohibited employment types
- c. Review and revocation processes
- d. Assigned authority for administration

#### **Clarification Statement**

Off-duty work shall be outside the scope of peace officer duties and should be monitored to prevent conflicts of interest. Off-duty employment shall comply with California law concerning incompatible activities.

#### **Suggested Proofs of Compliance**

- Off-duty work policy and procedure
- Approval request forms

### **6.3.5 Uniforms/Equipment (M)**

#### **Standard Statement**

A written directive shall govern agency-issued or approved uniforms and equipment. It shall include:

- a. Use of uniforms/equipment in law enforcement functions
- b. Ballistic vest issuance
- c. Reflective traffic vest requirements

#### **Clarification Statement**

Reserve officers shall also be included if their duties involve similar risks.

#### **Suggested Proofs of Compliance**

- Uniform and equipment policy and procedure
- Equipment issuance records
- PPE compliance logs

### **6.3.6 Medical Examinations (M)**

#### **Standard Statement**

Any physical, medical, or psychological examination required by the agency shall be provided at no cost to the employee.

#### **Clarification Statement**

Includes pre-employment, fitness-for-duty, and evaluations stemming from investigations. These examinations shall align with applicable laws covering employer obligations for work-related medical evaluations.

### **Suggested Proofs of Compliance**

- Policy on agency-funded exams
- Contracted provider invoices
- Employee communications

## **6.3.7 Wellness Plan (M)**

### **Standard Statement**

The agency shall maintain a written directive encouraging employee wellness and addressing compliance with applicable state mandates.

### **Clarification Statement**

A comprehensive, accessible, confidential, and proactive wellness plan should address the following core areas: mental and emotional health, suicide prevention, physical fitness and medical care, family and social support, financial well-being, substance use prevention and recovery, and personal growth. The program should be evaluated periodically.

### **Suggested Proofs of Compliance**

- Wellness policy and procedure
- Peer support program materials
- EAP referral logs

## **6.3.8 Personally Owned Duty Equipment (M)**

### **Standard Statement**

If the agency permits personnel to use personally owned duty equipment (e.g., firearms, body armor, uniforms, electronic devices, protective equipment), a written directive shall govern the approval, inspection, training, and maintenance requirements for such equipment.

### **Clarification Statement**

The directive shall address:

- Inspection and Approval of the personal equipment
- Firearm Compliance with CA POST standards, agency qualification requirements, and all applicable federal and California laws.

- Body Armor Standards and protective equipment must meet ballistic performance standards certified by the California DOJ and comply with applicable NIJ standards. Only DOJ-certified armor may be used by peace officers.
- The agency shall maintain records of all approved equipment and ensure personnel are trained in its safe and appropriate use.
- The agency authority to prohibit use of any personally owned equipment that fails to meet safety, performance, or liability standards.

### **Suggested Proofs of Compliance**

- Inspection and approval records
- Qualification and training logs
- Equipment approval/denial documentation

## **Section 6.4 - Occupational Safety & Hazard Control**

### **6.4.1 Bloodborne Pathogen Prevention (M)**

#### **Standard Statement**

The agency shall maintain a written Exposure Control Plan (ECP) that complies with Cal/OSHA Bloodborne Pathogens Standard to prevent, respond to, and manage occupational exposure to bloodborne pathogens. The plan shall include:

- a. Identify job roles and tasks with exposure risk.
- b. Prohibit eating, drinking, smoking, applying cosmetics/lip balm, and handling contact lenses in exposure-risk areas.
- c. Ensure availability of handwashing and hygiene facilities.
- d. Implement sharps disposal, biohazard labeling, needleless systems, and splash guards to minimize exposure.
- e. Provide appropriate Personal Protective Equipment (PPE) (gloves, gowns, eye/face protection) at no cost; enforce proper use, cleaning, and disposal procedures.
- f. Establish cleaning and disinfecting protocols for contaminated surfaces and equipment; handle contaminated laundry with care and proper labeling.
- g. Offer Hepatitis B Vaccination series to all personnel with occupational exposure at no cost as soon as feasible after initial assignment.

- h. Post-Exposure Response: Provide prompt, confidential medical evaluation and follow-up per current Public Health Service guidelines.
- i. Conduct training at initial assignment, annually, and after procedural changes, covering ECP, exposure risks, PPE, incident response, and employee rights.
- j. Maintain medical records for employment and training records according to applicable records retention schedule; records must be accessible for Cal/OSHA review.
- k. Review and update the ECP annually or as needed.
- l. Ensure plan accessibility to all personnel in digital or printed form.

### **Clarification Statement**

Law enforcement personnel face occupational exposure risks to bloodborne pathogens such as HIV, HBV, and HCV. The agency's Exposure Control Plan ensures compliance with Cal/OSHA standards. Under California's Cal/OSHA Bloodborne Pathogens Standard law enforcement agencies must offer the Hepatitis B vaccine free of charge to employees with occupational exposure as soon as feasible after assignment. It is recommended offering the vaccine within 7–10 working days of assignment to at-risk personnel. Officers may refuse the vaccine but must sign a formal declination form. If they later choose to receive it, the agency must provide it. Following any exposure incident, the agency must provide a confidential medical evaluation and arrange for follow-up care. First aid providers who only occasionally render aid must be offered the vaccine within 24 hours if exposed. The agency may develop its own Exposure Control Plan or adopt a plan developed and implemented by the parent agency or higher authority, provided the plan is specific to the operational duties and exposure risks of agency personnel, complies fully with Cal/OSHA requirements, is accessible to all affected personnel, and is reviewed and updated as required.

### **Suggested Proofs of Compliance**

- Exposure Control Plan document
- Training rosters or schedules
- Decontamination procedure logs
- Documentation of Hepatitis B offered to employees, documented refusal, documented application
- Exposure/Incident logs
- Worksite evaluations or safety audits

### **6.4.2 Hazardous Communication and Materials (M)**

#### **Standard Statement**

The agency shall maintain a written directive for responding to hazardous materials, including:

- a. Container labeling procedures
- b. Availability of Safety Data Sheets (SDS)
- c. Other visual or physical warnings
- d. Access to the North American Emergency Response Guidebook (NAERG)
- e. Capability to observe incidents from a safe distance

### **Clarification Statement**

Hazardous materials incidents pose serious risks to California law enforcement personnel. Compliance with Cal/OSHA HAZWOPER and the Hazard Communication Standard ensures officers can safely identify and respond to these hazards.

Proper container labeling and availability of Safety Data Sheets (SDS) are required to provide critical hazard information and safe handling instructions. Use of visual warnings such as placards and barrier tapes aids in establishing secure perimeters, as mandated under California law.

Access to the North American Emergency Response Guidebook (NAERG) supports informed initial response actions, while protocols for safe-distance observation protect personnel from unnecessary exposure. Observation tools may include binoculars, drones, or other distance-monitoring equipment.

### **Suggested Proofs of Compliance**

- Hazardous materials response incident reports
- SDS documentation
- Equipment inventory (e.g., drones, binoculars)
- PPE distribution logs
- Equipment inventory records
- OSHA compliance documentation

### **6.4.3 Fire Extinguishers (M)**

#### **Standard Statement**

The agency shall provide and maintain fire extinguishers throughout its facilities and vehicles. Fire extinguishers must be inspected and serviced as follows:

- a. Monthly internal inspections shall be conducted by trained agency personnel to verify extinguisher readiness and proper placement

- b. Annual inspections and maintenance must be performed by a qualified external service provider certified to comply with NFPA 10

#### **Clarification Statement**

Fire extinguishers are provided and inspected in accordance with Cal/OSHA General Industry Safety Orders and the California Fire Code.

#### **Suggested Proofs of Compliance**

- Inspection logs (monthly and annual)
- Fire extinguisher location map
- Training records for internal inspectors

### **6.4.4 Hazardous Materials Lead Exposure - Indoor Firing Ranges (M)**

#### **Standard Statement**

If the agency operates a non-lead-free indoor firing range, it shall conduct annual monitoring for airborne and surface lead exposure to ensure personnel safety.

#### **Clarification Statement**

Annual lead exposure testing must comply with the permissible exposure limits and requirements outlined in California law.

#### **Suggested Proofs of Compliance**

- Annual lead exposure testing reports
- Range safety and maintenance records
- Environmental test results

### **6.4.5 Hearing Conservation Program (M)**

#### **Standard Statement**

The agency shall maintain a hearing conservation program requiring the use of appropriate hearing protection devices when personnel are exposed to high noise levels for prolonged periods or during loud operations.

#### **Clarification Statement**

The hearing conservation program shall include noise monitoring, employee training, audiometric testing, and provision of hearing protection devices as required by California law. These regulations mandate ongoing evaluation of noise exposure levels and health surveillance to protect employees from noise-induced hearing loss.

## **Suggested Proofs of Compliance**

- Records of noise exposure monitoring
- Audiometric testing results for personnel
- Employee training documentation on hearing protection
- Inventory and maintenance records for hearing protection devices
- Logs of equipment inspections
- Documentation of noise-related incidents and agency responses

## **Section 6.5 - Performance Evaluations**

### **6.5.1 Annual Performance Evaluations (M)**

#### **Standard Statement**

The agency shall maintain a comprehensive written directive outlining an annual performance evaluation system applicable to all personnel, including sworn officers, professional (civilian) staff, and reserve officers. This system shall include clearly defined, job-related performance measures and expectations that are aligned with each employee's specific roles and responsibilities.

#### **Clarification Statement**

Performance evaluations shall be completed for all full-time employees, regardless of position. The agency may also elect to conduct evaluations for part-time employees, volunteers, and contracted personnel, depending on their duties and level of involvement in agency operations. The evaluation process shall promote accountability, support professional development, and ensure consistency and fairness in performance assessments. Additionally, the system shall incorporate counseling and coaching components to address performance deficiencies, reinforce strengths, and support continuous improvement. Employees shall be guided in establishing individualized short- and long-term goals to enhance their job performance, encourage career growth, and align personal development with organizational objectives.

#### **Suggested Proofs of Compliance**

- Performance evaluation forms
- Annual review calendar
- Evaluator training materials
- Completed evaluations

### **6.5.2 Instruction for Evaluating Performance (M)**

#### **Standard Statement**

The agency shall have a written directive that requires all raters to be trained in evaluation procedures before assuming rating responsibilities.

#### **Clarification Statement**

Training ensures consistency, fairness, and understanding of evaluator responsibilities.

#### **Suggested Proofs of Compliance**

- Rater training records
- Instructional materials

### **6.5.3 Probationary Employees (M)**

#### **Standard Statement**

The agency shall evaluate all probationary employees at least quarterly.

#### **Clarification Statement**

Evaluations should include performance, adherence to policy, and job suitability.

#### **Suggested Proofs of Compliance**

- Probationary evaluation schedule
- Completed evaluation forms

### **6.5.4 Acknowledgment of Performance Evaluation (M)**

#### **Standard Statement**

The agency shall maintain a written directive that ensures employees have the opportunity to review, comment, and sign their completed evaluations.

#### **Clarification Statement**

Employees should be provided reasonable time to review their evaluations, add written comments or rebuttals, and sign to acknowledge receipt. Acknowledgment of receipt does not necessarily indicate agreement with the evaluation. Employees shall also be provided a copy for their records in accordance with California law.

#### **Suggested Proofs of Compliance**

- Signed evaluations
- Acknowledgment forms

### **6.5.5 Rated by Immediate Supervisor (M)**

#### **Standard Statement**

An agency shall maintain a written directive that specifies employees shall be rated by their immediate supervisor, based solely on performance during the designated period.

#### **Clarification Statement**

Evaluations should be conducted by the employee's direct supervisor who has observed performance during the designated period. This ensures accurate assessment and reduces bias. Supervisors shall be trained in evaluation procedures to maintain consistency, fairness, and compliance with agency policy and California employment law.

#### **Suggested Proofs of Compliance**

- Evaluation records showing rater identity
- Supervisor assignment logs

### **6.5.6 Utilization of Performance Evaluations (M)**

#### **Standard Statement**

The agency shall maintain a written directive describing how evaluation results are used within the agency.

#### **Clarification Statement**

Evaluations may be considered in promotions, specialized assignments, or development plans.

#### **Suggested Proofs of Compliance**

- Records of use in decision-making

### **6.5.7 Contested Evaluation Reports (M)**

#### **Standard Statement**

The agency shall maintain a written procedure for addressing contested evaluation reports.

#### **Clarification Statement**

Procedures should allow employees to contest evaluations through a structured review or appeal process. The directive should specify timelines (e.g., 15 working days), documentation requirements, and roles of supervisors or HR personnel.

#### **Suggested Proofs of Compliance**

- Appeal process documentation
- Contested evaluation files

## 6.5.8 Retention Period (M)

### Standard Statement

The agency shall maintain a written directive that establishes a retention period for performance evaluations consistent with California retention schedules.

### Clarification Statement

Agencies shall follow statutory timelines for retention and destruction.

### Suggested Proofs of Compliance

- Archived evaluation logs

## 6.5.9 Copies of Performance Evaluations (M)

### Standard Statement

The agency shall maintain a written directive that states employees shall be provided access to or copies of completed performance evaluations upon request.

### Clarification Statement

Providing employees access to their completed performance evaluations supports transparency, accuracy, and professional growth, while also promoting legal compliance and organizational trust. It empowers personnel to take ownership of their performance and development, reinforcing a healthy workplace culture.

### Suggested Proofs of Compliance

- Records of distributed copies
- Policy on evaluation access

## 6.5.10 Unsatisfactory Performance (M)

### Standard Statement

The agency shall maintain a written directive that specifies employees shall be notified of unsatisfactory performance as soon as practicable and offered the opportunity to improve through appropriate intervention.

### Clarification Statement

Employees should be informed of unsatisfactory performance to promote fairness, accountability, legal compliance, and provide an opportunity for improvement. Notifying employees about poor performance helps them understand where their behavior or work falls short. This prevents situations where an employee is caught off guard by disciplinary actions, demotions, or termination without prior warning. It demonstrates a transparent and fair performance management process.

Early notification allows employees the chance to improve their behavior or performance, enabling coaching, additional training, or support that can help them succeed. It also encourages personal accountability and growth.

Corrective actions may include verbal counseling, written warning, a performance improvement plan, training, or coaching to support improvement.

### **Suggested Proofs of Compliance**

- Notification forms
- Performance improvement plans

## **Section 6.6 - Standards of Conduct & Discipline**

### **6.6.1 Standards of Conduct (M)**

#### **Standard Statement**

The agency shall provide all employees with a written directive outlining standards of conduct and appearance.

#### **Clarification Statement**

Clearly communicated expectations are essential for holding employees accountable. Agencies shall ensure personnel receive and understand these standards before being held to them.

### **Suggested Proofs of Compliance**

- Standards of conduct and dress code directive
- Signed acknowledgments by employees
- Employee handbook or orientation materials

### **6.6.2 Disciplinary Process (M)**

#### **Standard Statement**

The agency shall maintain a written directive establishing a disciplinary process consistent with California law. It shall include:

- a. Grounds for discipline
- b. Types of actions
- c. Roles in the process
- d. Investigation and discipline timelines per California law

#### **Clarification Statement**

The directive should clearly outline the levels of corrective and punitive action, the supervisory authority responsible for initiating or approving such actions, and the procedural protections afforded to employees. It should guide disciplinary decisions based on factors such as the nature and severity of the misconduct, the employee's work and disciplinary history, the impact on the agency and community, implications for the officer's peace officer license, and any relevant aggravating or mitigating circumstances.

Discipline should follow a progressive approach when possible, providing employees an opportunity to correct behavior before more severe consequences are imposed. Progressive actions may include verbal counseling, written reprimand, Performance Improvement Plan (PIP), loss of privileges or duties, mandatory retraining, or temporary reassignment

If disciplinary action is proposed—such as suspension, demotion, or termination, the agency must follow pre-discipline Skelly due process requirements. This includes written notice of the proposed action, disclosure of the evidence supporting the action, and an opportunity for the employee to respond, either in writing or at a Skelly meeting, prior to final discipline

All disciplinary actions must be thoroughly documented and maintained in accordance with legal requirements. Employees shall receive written notification of all disciplinary decisions and must be informed of their right to grieve or appeal the action through the agency's established procedures or, where applicable, through collective bargaining agreement (CBA) provisions.

#### **Suggested Proofs of Compliance**

- Documentation of disciplinary actions
- Training on disciplinary procedures

### **6.6.3 Supervisory and Command Staff (M)**

#### **Standard Statement**

A written directive shall define the roles and authority of supervisors and command staff within the disciplinary process.

#### **Clarification Statement**

The directive shall specify which supervisory levels may apply training, counseling, or recommend punitive action, including involvement in the Skelly process. Supervisors must receive training on disciplinary procedures, legal standards, and equitable decision-making. Compliance is assessed through policy reviews, interviews, case file audits, and confirmation of Skelly procedures.

#### **Suggested Proofs of Compliance**

- Chain of command for discipline chart
- Disciplinary training for supervisors

- Documentation of disciplinary actions

#### **6.6.4 Maintenance of Records (M)**

##### **Standard Statement**

The agency shall maintain a written directive outlining procedures for retaining disciplinary records in compliance with state retention schedules.

##### **Clarification Statement**

Agencies shall ensure records are neither kept longer than required by law nor destroyed too early, as both can expose the agency to liability. Agencies shall also comply with California law, which requires retention of sustained findings of specified peace officer misconduct records for no fewer than 15 years, regardless of local retention schedules.

##### **Suggested Proofs of Compliance**

- Disciplinary files with retention logs
- State retention schedule reference

#### **6.6.5 Complaints Against Employees (M)**

##### **Standard Statement**

The agency shall maintain a written directive governing the receipt, investigation, and resolution of complaints against employees. The directive shall include, at a minimum:

- a. Complaint categories
- b. Procedures for accepting complaints
- c. Protocols for handling anonymous complaints
- d. Required documentation and report formats
- e. Assignment of investigator
- f. Investigation procedures and timeline
- g. Employee rights
- h. Complainant notification
- i. Administrative leave procedures
- j. Prohibition against retaliation
- k. Types of case disposition
- l. Annual complaint statistical summary made available to the public
- m. Records maintenance and confidentiality

## **Clarification Statement**

Investigations shall be thorough, fair, timely, and conducted in a confidential manner, consistent with legal and procedural requirements.

The agency shall produce an annual complaint summary that is available to the public upon request. This summary may be presented in statistical format rather than including case-specific details and should include, at a minimum:

- Total number of complaints received
- Types or categories of complaints (e.g., use of force, courtesy, misconduct)
- Disposition outcomes (e.g., sustained, not sustained, exonerated, unfounded)
- Complaint trends compared to previous years

The summary can be presented in the annual report or posted on the website.

Investigations shall comply with applicable laws which govern complaint retention, access, and confidentiality.

The agency shall use an Early Intervention System (EIS) to monitor complaint patterns, officer performance indicators, and potential risk factors to enable early supervisory intervention, training, or support.

All investigations shall comply with the Peace Officers' Bill of Rights Act, Skelly due process requirements, and applicable provisions of the agency's Memorandum of Understanding (MOU) or collective bargaining agreement.

## **Suggested Proofs of Compliance**

- Complaint log or database report
- Investigation files showing timelines, notifications, findings and disciplinary actions, including Skelly documentation if applicable.
- Annual complaint summary
- Training records
- Retention and confidentiality practices
- If Early Intervention System is used, documentation showing tracking of complaints or performance trends

## **6.6.6 Appeal Procedures (M)**

### **Standard Statement**

A written directive shall specify appeal procedures for disciplinary actions.

#### **Clarification Statement**

The process shall comply with California law, including Skelly due process, which requires advance notice, access to evidence, and an opportunity to respond before discipline is imposed.

#### **Suggested Proofs of Compliance**

- Appeal forms or templates
- Hearing documentation

### **6.6.7 Early Intervention System (M)**

#### **Standard Statement**

The agency shall maintain a written directive requiring an Early Intervention System (EIS), which includes:

- a. Monitored behaviors and performance indicators
- b. Supervisory roles
- c. Employee notification procedures
- d. Remedial interventions
- e. Referrals to wellness and support resources
- f. Fitness-for-duty evaluation protocols

#### **Clarification Statement**

The Early Intervention System (EIS) is a non-punitive proactive system designed to identify and address potential performance issues before they escalate. To promote balanced oversight, agencies are encouraged to include positive performance indicators.

#### **Suggested Proofs of Compliance**

- Documentation on reports or referrals
- Documentation of interventions
- Training records on EIS

### **6.6.8 Rights of Public Safety Officers (M)**

#### **Standard Statement**

The agency shall maintain a written directive upholding the rights of public safety officers, in compliance with California law.

### **Clarification Statement**

Agencies shall protect officers' rights during disciplinary actions, consistent with the Public Safety Officers Procedural Bill of Rights Act. Supervisors shall be trained in officer protections during administrative investigations.

### **Suggested Proofs of Compliance**

- Officer rights policy and procedure
- Supervisor training records
- Disciplinary action documentation

## **6.6.9 Reporting Misconduct (M)**

### **Standard Statement**

The agency shall maintain a written directive that addresses the role of the agency in reporting complaints of peace officer misconduct to CA POST.

### **Clarification Statement**

Agencies must have clear procedures for notifying and cooperating with CA POST regarding complaints of peace officer misconduct, ensuring that investigations are conducted transparently and in partnership with POST. In fulfilling this responsibility, agencies must also recognize the Peace Officer Standards and Accountability Division's (POSAD) legal authority to suspend or revoke peace officer certifications and must comply fully with that process.

### **Suggested Proofs of Compliance**

- Documentation of agency on reporting misconduct to POST
- Records of correspondence or notifications provided to CA POST
- Retention and access of misconduct investigation records

## **Section 6.7 - Grievance Procedures**

### **6.7.1 Grievance Procedure (M)**

### **Standard Statement**

The agency shall maintain a written grievance procedure that includes the following elements:

- a. A clear definition of eligible grievances
- b. Specific time limits for filing a grievance
- c. Step-by-step procedures with corresponding timelines
- d. Criteria for employee representation during the process

- e. Identification of the responsible position or organizational component
- f. A written description of the grievance and its underlying cause
- g. A written statement outlining the remedy sought

#### **Clarification Statement**

Formal grievance procedures promote resolution and fairness. Policies may be found in agency SOPs, MOUs, or labor contracts.

#### **Suggested Proofs of Compliance**

- Grievance case files
- Records of resolutions

## **Section 6.8 - Training and Certification**

### **6.8.1 Basic Academy Training (M)**

#### **Standard Statement**

All sworn peace officers shall successfully complete a California Peace Officer Standards and Training (POST)-certified Basic Training Academy before assuming full law enforcement duties or exercising peace officer powers.

Officers with prior law enforcement training or experience outside of California may meet this requirement by demonstrating equivalency through the POST Basic Course Waiver process and passing all required examinations.

#### **Clarification Statement**

Certification by CA POST is a necessary step toward being licensed to enforce State Law in California. The POST-certified Basic Training Academy provides instruction in critical areas such as constitutional law, use of force, arrest and control techniques, cultural competency, communication skills, and community policing. Successful completion of this training is essential to ensure officers are prepared to perform their duties safely, ethically, and in compliance with legal standards.

#### **Suggested Proofs of Compliance**

- Training records
- CA POST certification documentation
- Agency waiver process documentation

### **6.8.2 Annual Policy Training (M)**

#### **Standard Statement**

A written directive requires that all sworn personnel receive annual training on departmental policies and procedures. This training shall include, at a minimum, a review of any new, updated, or high-risk policies, and includes at a minimum:

- a. Use of force and de-escalation training
- b. Pursuit Procedures
- c. Search and seizure
- d. Body-worn cameras
- e. Domestic violence involving officers

### **Clarification Statement**

Annual policy training ensures personnel remain current with agency directives and California statutory requirements. Training should be documented, include recent legal or policy changes, and be delivered in a format that verifies employee understanding. Compliance shall align with CA POST standards and related statutory mandates. Signed acknowledgments or electronic confirmations should be retained to demonstrate compliance.

### **Suggested Proofs of Compliance**

- Training logs
- Training curriculum
- Signed acknowledgments

## **6.8.3 Annual Required Training for Sworn Personnel (M)**

### **Standard Statement**

A written directive requires that all sworn personnel complete annual retraining, to include at a minimum:

- a. Legal and legislative updates
- b. Use of force
- c. Tactical Communication/De-escalation techniques
- d. Pursuit Policies and vehicle operations
- e. Racial and Identity Profiling
- f. Firearms qualifications
- g. Bloodborne pathogens and hazardous materials
- h. First Aid/CPR refresher (annual or as established by the certifying organization)
- i. Mental Health/Crisis Intervention

- j. If the agency has and utilizes specialized medical equipment, the agency provides training consistent with CA POST requirements
- k. Other, as defined by the agency

#### **Clarification Statement**

The agency should ensure that their sworn officers complete, at a minimum, the annual training required by CA POST. The agency training coordinator is responsible for ensuring that annual training is scheduled as required. Training may be provided by an instructor or through electronic means. Annual training shall also include topics mandated under California law in addition to other CA POST requirements.

#### **Suggested Proofs of Compliance**

- Annual training schedule
- Training attendance records
- CA POST training compliance forms

### **6.8.4 Field Training Program/Police Training Officer (FTO) (M)**

#### **Standard Statement**

A written directive establishes a California POST approved field training program or police training program for sworn officers, 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
- g. Documentation and retention of all recruit training records and performance evaluations

#### **Clarification Statement**

Training in actual field conditions shall follow basic training to complement classroom training. Socialization to the agency with an experienced and motivated FTO facilitates this process. Potential FTOs should demonstrate self-motivation and exemplify agency values. Rotation of assignments can include different FTOs, units, shifts, or zones. Documentation of training and evaluations is critical.

#### **Suggested Proofs of Compliance**

- FTO selection and training records

- Recruit evaluation forms
- Field training manuals

### **6.8.5 Training for New Professional (Non-Sworn) Personnel (M)**

#### **Standard Statement**

A written directive requires that all newly hired professional staff employees shall complete an orientation training program within 30 days of hire. The orientation shall provide foundational knowledge of the agency's mission, structure, policies, and employee responsibilities.

At a minimum, the training shall include:

- a. Agency mission, values, and organizational structure
- b. Code of conduct and ethics
- c. Confidentiality and records handling (including CJIS compliance, if applicable)
- d. Workplace harassment and discrimination prevention
- e. Safety procedures and emergency protocols
- f. Relevant departmental policies and procedures
- g. Role-specific expectations and duties

#### **Clarification Statement**

Orientation provides new employees with essential knowledge about the agency's mission, values, structure, and expectations. It sets the tone for professionalism, accountability, and the importance of their role in supporting law enforcement operations.

#### **Suggested Proofs of Compliance**

- New hire orientation checklist
- Training certifications

# Chapter 7: Criminal Investigations and Community-Focused Policing

This chapter sets standards for core operational functions, including patrol, investigations, specialized operations, juvenile procedures, crisis response, and crime prevention. It emphasizes constitutional policing, ethical investigative practices, and appropriate oversight of specialized equipment and techniques. These standards promote consistency, transparency, and effective service delivery that is responsive to community needs.

## Section 7.1 - Criminal Investigations

### 7.1.1 Investigations (M)

#### Standard Statement

A written directive shall define when patrol officers are responsible for preliminary and/or follow-up investigations.

#### Clarification Statement

Defining when patrol officers are responsible for preliminary and/or follow-up investigations ensures clarity in roles and responsibilities. It helps allocate resources efficiently, promotes timely and thorough investigations, and prevents overlap or gaps in case management, ultimately enhancing investigative effectiveness and accountability.

#### Suggested Proofs of Compliance

- Reports of preliminary and follow-up investigations
- Sample case assignments
- Training materials

### 7.1.2 Search of Persons (M)

#### Standard Statement

The agency shall establish and enforce clear policies and procedures governing the lawful search of persons by law enforcement personnel. Searches shall include:

- a. with a warrant
- b. with consent
- c. incident to lawful arrest
- d. pat-downs
- e. strip and visual body cavity searches

- f. exigent circumstances recognized under state and federal law.

### **Clarification Statement**

Searches of persons shall only be conducted in accordance with California and federal law. Officers must be able to clearly articulate the legal basis for any search.

All searches must be reasonable in scope and manner, using the least intrusive means necessary. Pat-downs are limited to detecting weapons and do not authorize full searches without further justification. Strip and visual body cavity searches are governed by California law; manual body cavity searches require a valid warrant.

Body-worn camera footage must be preserved in line with policy. Supervisors will review search records and footage for compliance. Violations may result in discipline, suppression of evidence, or civil liability.

### **Suggested Proofs of Compliance**

- Incident reports
- Sample bodycam footage or search documentation

#### **7.1.3 Informants (M)**

##### **Standard Statement**

A written directive shall establish procedures for the use and management of informants. The written directive shall include:

- a. Informant eligibility and screening,
- b. supervisory review and approval before the use of an informant.
- c. Confidentiality and anonymity
- d. Documentation and record keeping
- e. Use of informant information
- f. Officer responsibilities
- g. Payment and benefits
- h. Adherence to applicable laws and court rulings
- i. Identification of personnel or units authorized to manage, control or use informants and prohibition for others without such designation(s).

##### **Clarification Statement**

A clear directive on the use of informants ensures ethical handling, protects officer and informant safety, maintains investigation integrity, and helps comply with legal requirements. Proper management minimizes risks and supports effective, credible law enforcement operations.

### **Suggested Proofs of Compliance**

- Informant file documentation
- Informant tracking logs
- Interviews with officers/detectives
- Observation of files

#### **7.1.4 Eyewitness Identification Line/Show-Up (M)**

##### **Standard Statement**

A written directive shall define procedures for line-up or show-up identifications, including:

- a. Conditions under which line-ups may occur
- b. Transport procedures for individuals involved
- c. Instructions provided to witnesses
- d. Prohibition of feedback or influence by the administrator
- e. Documentation requirements

##### **Clarification Statement**

Standardized practices reduce the risk of misidentification and bias. Procedures shall comply with California law and DOJ's model policy on eyewitness identification, including the use of blind/blinded administration and standardized witness instructions.

### **Suggested Proofs of Compliance**

- Identification forms and recordings
- Interviews and observations

#### **7.1.5 Open Unsolved Murder Case Reviews (M)**

##### **Standard Statement**

A written directive shall establish clear procedures for the periodic review and reinvestigation of open unsolved murder cases to ensure thorough and effective case management. The directive shall include:

- a. Eligibility Criteria
- b. Review Process

- c. Reinvestigation Criteria
- d. Active Case Management
- e. Documentation and Oversight
- f. Interagency Coordination
- g. Review Frequency

### **Clarification Statement**

Regular reviews of open unsolved murder cases help ensure investigations stay active and thorough. They offer opportunities to identify new leads, utilize advances in technology or investigative methods, and prevent cases from being overlooked. This process enhances accountability, promotes justice for victims and their families, and builds community trust in law enforcement. The directive should specify which cases are eligible for review and reinvestigation, such as those over three years old, with no identified suspect, and where all investigative leads have been exhausted; outline procedures for comprehensive case file reviews, including examining all evidence, reports, and prior investigative actions; define conditions under which reinvestigation is justified, based on new information, technology, or investigative opportunities; limit reinvestigation to one active case per victim at a time to focus resources effectively; require detailed documentation of review findings, reinvestigation efforts, and supervisory oversight to ensure accountability; set protocols for collaboration with other law enforcement agencies or entities as needed; and mandate scheduled periodic reviews (e.g., annually or biannually) to evaluate case status and investigative approaches.

### **Suggested Proofs of Compliance**

- Cold case review of documentation
- Interview with cold case review team members

## **7.1.6 Public Recording of Police Activity (M)**

### **Standard Statement**

A written directive shall affirm the public's right to record law enforcement in public spaces and prohibit interference unless lawful exigent circumstances exist.

### **Clarification Statement**

This directive affirms the public's constitutional right to record law enforcement in public spaces. Officers may not interfere with recording unless lawful, clearly defined exigent circumstances exist, such as threats to safety, evidence preservation, or crime prevention.

### **Suggested Proofs of Compliance**

- Incident reports involving recordings

## 7.1.7 Brady Disclosure Requirements (M)

### Standard Statement

A written directive shall specify employee obligations to recognize, document, and report exculpatory evidence and credibility-related information to the appropriate authority within the agency.

### Clarification Statement

This directive requires employees to disclose exculpatory information and any credibility concerns consistent with Brady/Giglio obligations and applicable California law. Such disclosures include information that could benefit the defense or affect an employee's reliability as a witness, including prior dishonesty, misconduct, or other impeachment material. Failure to comply may jeopardize criminal prosecutions and may result in disciplinary action, up to and including placement on a Brady list.

### Suggested Proofs of Compliance

- Copies of Brady-related notifications to prosecutors
- Training sign-in sheets and curriculum
- Written policy on Brady and disclosure practices
- Inventory of flagged officers
- Meeting notes or MOUs with the DA's Office

## Section 7.2 - Equipment

### 7.2.1 In-Car Video Recording Devices (M)

#### Standard Statement

A written directive shall address the use, management, and retention of department-issued in-car video recording devices and include:

- a. Authorized use
- b. Activation guidelines
- c. Prohibited use
- d. Request and approval procedures for the release of recordings
- e. Data storage and retention
- f. Training
- g. Supervisory review

## **Clarification Statement**

This directive governs the use, management, retention, and release of department-issued in-car video recording devices to ensure accountability, transparency, evidence integrity, protection of individual rights, and proper supervisory oversight of recordings and their disclosure.

### **Suggested Proofs of Compliance:**

- Device usage logs
- Video retention logs
- Requests for the release of video recordings

## **7.2.2 Body-worn Cameras (M)**

### **Standard Statement**

A written directive shall establish procedures for the use, management, storage, and public release of body-worn camera (BWC) recordings. The directive shall include:

- a. Deployment and use
- b. Activation and deactivation guidelines
- c. Medical and privacy considerations
- d. Retention and storage
- e. Access and review
- f. Disclosure of recordings
- g. Delay and redaction
- h. Documentation of delay or redaction
- i. Training
- j. Supervisory review

### **Clarification Statement**

The directive shall ensure accountability, evidence integrity, transparency, supervisory review, and protection of individual rights. Body-worn camera policies shall include redaction and release procedures consistent with the California Public Records Act and applicable laws, which requires release of critical incident recordings within 45 days unless doing so would substantially interfere with an active investigation.

A comprehensive BWC directive helps maximize the benefits of the technology while minimizing risk, liability, and public concern.

### **Suggested Proofs of Compliance**

- Officer activity logs showing BWC activation
- CAD entries cross-referenced with BWC metadata
- Supervisor spot-checks or audits
- Internal compliance audit reports
- Logs showing deactivation times and corresponding incident details
- Medical Privacy: Redaction logs indicating removal/blurring of medical scenes
- System-generated logs of retention schedules by case type
- Audit logs showing secure access, export, or deletion activity
- Chain-of-custody records for footage used in prosecutions
- Access logs
- Training records on access protocols and privacy rules

### **7.2.3 Military Equipment Use (M)**

#### **Standard Statement**

A written directive shall govern the acquisition, deployment, use, and oversight of military equipment by the agency, ensuring compliance with applicable laws, including:

- a. Description and purpose of each type of military equipment
- b. Authorized uses
- c. Required training
- d. Oversight and accountability procedures
- e. Fiscal impact
- f. Procedures for complaints or concerns

#### **Clarification Statement**

This standard ensures transparency and accountability in the use of military equipment for policing while ensuring that agencies follow proper approval processes outlined in California law.

#### **Suggested Proofs of Compliance**

- Governing body approval records
- Annual military equipment report
- Community engagement documentation
- Inventory and use logs

- Complaint and oversight records
- Training records
- Policy review

## **7.2.4 Unmanned Aerial Systems (UAS) Operations (M)**

### **Standard Statement**

The agency shall maintain a written directive governing the operation of Unmanned Aircraft Systems (UAS), ensuring supervisory approval and compliance with FAA regulations, including Part 107 requirements. The directive shall address:

- a. Operator certification (FAA Part 107 Remote Pilot)
- b. Permitted and prohibited UAS uses
- c. Data management and privacy protections
- d. Flight logging and documentation
- e. Maintenance and inspection schedules
- f. Community transparency guidelines
- g. Compliance with California law for UAS classified as military equipment

### **Clarification Statement**

The directive promotes responsible UAS use, balancing operational benefits with public trust, privacy, and legal compliance.

### **Suggested Proofs of Compliance**

- FAA certifications
- UAS operation logs
- Public notifications and AB 481 reports
- UAS policy and equipment inventory

## **7.2.5 Automated License Plate Recognition (ALPR) System (M)**

### **Standard Statement**

The agency shall maintain a written directive governing ALPR use, including:

- a. Limiting ALPR data sharing to permitted public agencies
- b. Restricting ALPR data retention to no more than 60 days unless matched to a legal hot list

### **Clarification Statement**

These limits protect public privacy while allowing lawful use of ALPR data for public safety. ALPR operations shall comply with applicable laws regarding data use and privacy. In addition, agencies are required to adopt a usage and privacy policy and publish an annual usage and privacy impact report available to the public.

### **Suggested Proofs of Compliance**

- ALPR retention policy and procedure
- ALPR usage logs
- Data access audit trails

## **Section 7.3 - Reserve Officers & Specialty Assignments**

### **7.3.1 Reserve Officers (M)**

#### **Standard Statement**

If the agency utilizes Reserve Officers, a written directive shall require that Reserve Officers:

- a. Have full police authority consistent with applicable laws
- b. Meet the same selection criteria as regular officers
- c. Are commissioned only after completing a CA POST-approved basic training program
- d. Wear the same uniform as full-authority peace officers
- e. Are equipped the same as full-authority peace officers performing like functions
- f. Are tested and evaluated for California POST-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**

Reserve Officers serve as a valuable force multiplier. These standards ensure they are held to the same professional and operational standards as full-time peace officers. This applies to both paid and unpaid Reserve Officers and excludes citizen volunteers in non-law enforcement roles. Classification and deployment shall comply with California law.

### **Suggested Proofs of Compliance**

- Reserve Officer training records
- Directive outlining reserve officer requirements
- Uniform and equipment issue logs

- Insurance enrollment documentation
- CA POST certification records

### **7.3.2 Specialized Assignment Openings (M)**

#### **Standard Statement**

The agency shall maintain a written directive requiring that openings for specialized assignments or units:

- a. Be announced in writing agency-wide;
- b. Allow all qualified personnel to apply and compete for such positions;
- c. Ensure that personnel selected meet all applicable California POST minimum standards and required POST training for the assignment.

#### **Clarification Statement**

Selections for specialized assignments should be based on the applicant's ability, knowledge, experience, and education as they relate to the specific assignment. The announcement shall clearly describe the assignment, including the required skills, expertise, and qualifications, the expected duration of the assignment, the process by which applicants will be evaluated and selected, and ensure that all personnel meet applicable California POST minimum standards and required POST training for the assignment.

#### **Suggested Proofs of Compliance**

- Internal postings or announcements for specialty assignments
- Directive outlining the application and selection process
- List of qualifications and selection criteria
- Applicant evaluations or scoring matrix

## **Section 7.4 - Juvenile Procedures**

### **7.4.1 Juvenile Procedures (M)**

#### **Standard Statement**

The agency shall maintain a written directive governing procedures for interacting with juveniles in both criminal and non-criminal situations, in accordance with applicable California law and best practices.

#### **Clarification Statement**

The directive shall provide guidance on: field procedures for juvenile contact, criteria for release to parents or guardians, alternatives to arrest or detention, referrals to probation, diversion programs, or child welfare services, documentation and reporting requirements, ensuring the juvenile's legal rights are upheld during all interactions. This policy is critical to ensure compliance with California law, protect juvenile rights, and promote consistent, fair, and lawful treatment in all encounters involving minors.

#### **Suggested Proofs of Compliance**

- Reports regarding contact with juveniles to include custodial and release

### **7.4.2 Release of Juveniles (M)**

#### **Standard Statement**

The agency must have a written directive that outlines procedures for releasing juveniles to a parent, guardian, or responsible adult, in compliance with California law.

#### **Clarification Statement**

The directive should identify categories of offenses (e.g., status offenses) where release is appropriate, and include verification of identity and relationship, documentation requirements, criteria for safe release, notification protocols, referrals, and conditions.

#### **Suggested Proofs of Compliance**

- Case reports with release documentation
- Parent/guardian notification records

### **7.4.3 Referral to Intake (M)**

#### **Standard Statement**

The agency shall maintain a written directive establishing criteria for referring juvenile offenders to intake.

#### **Clarification Statement**

Referral criteria shall comply with applicable laws, which govern when juveniles may be taken into temporary custody, released to a parent or guardian, or referred to probation intake. Directives should emphasize the use of the least restrictive alternative consistent with public safety and the best interests of the juvenile. Agencies shall document the basis for referral decisions and ensure timely communication with probation and juvenile court authorities.

#### **Suggested Proofs of Compliance**

- Records of juvenile referrals

- Intake communication logs

#### **7.4.4 Citations or Summons (M)**

##### **Standard Statement**

The agency shall maintain a written directive outlining the process for issuing citations or summons to juveniles for appearance in juvenile court.

##### **Clarification Statement**

Juvenile citations or summons shall comply with applicable California law and the California Rules of Court, which govern notice, release, and referral procedures. Policies should specify the circumstances in which a citation or summons may be issued in lieu of custody, required notifications to parents or guardians, and coordination with probation and juvenile court authorities. Documentation shall reflect compliance with statutory timelines and court requirements.

##### **Suggested Proofs of Compliance**

- Sample citation or summons forms
- Juvenile court communication records

#### **7.4.5 Temporary/Protective Custody (M)**

##### **Standard Statement**

The agency shall maintain a written directive for placing a juvenile into temporary or protective custody when:

- a. The juvenile is alleged to have committed a status offense
- b. The juvenile is alleged to have been harmed or is in danger of harm

##### **Clarification Statement**

Policies should align with federal and California laws. Agencies are encouraged to consult their County Attorney's Office to ensure proper interpretation and application. Custody practices shall comply with applicable laws. All placements into temporary or protective custody should be reviewed and verified by a supervisor to ensure legal compliance and proper documentation.

##### **Suggested Proofs of Compliance**

- Reports of protective custody incidents
- Custody notification documentation

#### **7.4.6 Juveniles in Custody (M)**

##### **Standard Statement**

The agency shall maintain a written directive outlining procedures for juveniles taken into custody, including:

- a. Advising juveniles of their rights and procedures and ensuring consultation with legal counsel prior to custodial interrogation
- b. Transporting to intake without unnecessary delay, unless emergency medical care is needed delay unless emergency care is needed
- c. Immediately notifying parent or guardian
- d. Maintaining sight and sound separation from adults in custody
- e. Conducting and documenting strip searches only when legally justified with parental notification
- f. Complying with legal time limits for detention and hearings
- g. Documenting all actions, notifications, and custody conditions in accordance with agency and state requirements
- h. Determining the appropriate secure or non-secure custody classification, especially for status offenders or non-offenders
- i. Applying special safeguards for vulnerable youth (e.g., abuse victims, youth with mental health needs)

### **Clarification Statement**

This standard ensures juveniles in custody are treated in compliance with legal and procedural safeguards, including during protective custody. Advisement and access to legal counsel shall comply with applicable California laws.

### **Suggested Proofs of Compliance**

- Juvenile Miranda advisement records
- Booking logs and separation documentation

## **7.4.7 Fingerprints and Photographs of Juveniles (M)**

### **Standard Statement**

The agency shall maintain a written directive for the collection, use, and retention of fingerprints, photographs, and other identification records related to juveniles.

### **Clarification Statement**

Agencies shall comply with the applicable California laws regarding the collection, retention, and release of juvenile identification records. Fingerprints and photographs of juveniles may only be

taken when authorized by law, and their use and dissemination are limited to criminal justice purposes. Records shall be securely maintained, sealed, or destroyed as required, and may not be released to the public except as permitted by statute or court order. Policies should also specify supervisor approval, documentation, and procedures for access control.

#### **Suggested Proofs of Compliance**

- Sample fingerprint/photograph records
- Compliance logs

### **7.4.8 Juvenile Records (M)**

#### **Standard Statement**

The agency shall maintain a written directive for managing juvenile records, including:

- a. Separation of juvenile and adult records
- b. Procedures for court-ordered and automatic sealing of juvenile records
- c. Disposition and retention of records upon reaching adult age including secure destruction where applicable
- d. Limiting access to need-to-know personnel only
- e. Procedures for handling confidential records requests, including subpoenas or court orders
- f. Distinct management of records for non-delinquent juveniles (e.g., status offenders or dependent children)

#### **Clarification Statement**

Agencies shall ensure greater protection of juvenile records. This may include color-coded files, restricted digital access, or separate filing systems.

#### **Suggested Proofs of Compliance**

- Juvenile records policy and procedure
- Record retention and expungement logs
- Access authorization documentation

### **7.4.9 Position Accountable for Juvenile Records (O)**

#### **Standard Statement**

The agency shall designate an identifiable position responsible for managing juvenile records, including collection, retention, and dissemination.

#### **Clarification Statement**

The agency shall designate a specific position, such as a records manager or custodian of records, responsible for the security, access, and dissemination of juvenile records. Management of such records shall comply with Welfare & Institutions Code §827 and related provisions, which restrict access to juvenile case files and require court authorization for most disclosures. Policies should also ensure that collection, retention, sealing, and destruction of juvenile records follow statutory timelines and that access is logged and monitored for accountability.

#### **Suggested Proofs of Compliance**

- Records custodian designation in policy and procedure
- Organizational chart or job description
- Audit trail or review documentation

### **Section 7.5 - Behavioral Health & Crisis Response**

#### **7.5.1 Mental Health Response and Transport (M)**

##### **Standard Statement**

The agency shall have a written directive outlining procedures for responding to and transporting individuals detained under a mental health order.

##### **Clarification Statement**

Procedures should prioritize the safety of both the individual and the transporting officer. California law allows officers to detain individuals for psychiatric evaluation when they present a danger to themselves, others, or are gravely disabled due to a mental-health disorder. When confronted with a mental-health crisis, officers are expected to use de-escalation and crisis-intervention techniques first, recognizing that a person in crisis may be confused, suicidal, or unable to comply with commands. If force becomes necessary, it must meet California's requirement that it be objectively reasonable, and deadly force may be used only when necessary to prevent imminent serious harm. Officers must also protect the individual's confidentiality and receive POST-certified training in mental-health awareness, de-escalation, and crisis response. These standards ensure that mental-health crises are handled as safely as possible, in accordance with the law, and with respect for individual rights.

#### **Suggested Proofs of Compliance**

- Incident Reports
- Transport documentation
- Completed 5150 forms
- Training on 5150 and related procedures
- Interagency agreements

## **Section 7.6 - Crime Prevention**

### **7.6.1 Crime Prevention Function (M)**

#### **Standard Statement**

The agency shall maintain a written directive assigning responsibility for crime prevention activities.

#### **Clarification Statement**

The directive should designate specific personnel or units responsible for crime prevention initiatives, ensuring accountability and consistency across the agency.

#### **Suggested Proofs of Compliance**

- Assignment of personnel or unit designation
- Organizational chart
- Crime Prevention Activities report

### **7.6.2 Community Crime Prevention Programs (M)**

#### **Standard Statement**

The agency shall maintain written procedures to implement and support community crime prevention programs.

#### **Clarification Statement**

Programs may include neighborhood watch, business watch, school safety programs, or crime prevention through environmental design (CPTED).

#### **Suggested Proofs of Compliance**

- Program brochures or flyers
- Meeting agendas and attendance logs
- Evaluation or feedback reports
- Community Crime Prevention activities reports

### **7.6.3 Crime Prevention Education (M)**

#### **Standard Statement**

The agency shall provide crime prevention education and outreach to the community.

#### **Clarification Statement**

Educational efforts may include presentations, social media campaigns, publications, or participation in community events.

#### **Suggested Proofs of Compliance**

- Presentation materials
- Outreach campaign records
- Community feedback surveys
- Reports

#### **7.6.4 Business Crime Prevention (M)**

##### **Standard Statement**

The agency shall maintain crime prevention programs targeted at businesses.

##### **Clarification Statement**

Crime prevention programs for businesses help reduce theft, fraud, and other risks while building trust between law enforcement and the business community. These programs can include security assessments, safety education, and business watch partnerships. Even simple efforts can enhance public safety, support local economies, and strengthen police-community relationships.

#### **Suggested Proofs of Compliance**

- Program outlines
- Business outreach logs
- Training or advisory materials
- Business Crime Prevention Activity reports

#### **7.6.5 School Safety and Prevention Programs (M)**

##### **Standard Statement**

The agency shall maintain a written directive that outlines its role in school crime prevention and safety. This directive shall reflect the agency's approach to ensuring school safety through collaboration, education, and lawful enforcement, in coordination with school officials and in accordance with community expectations.

##### **Clarification Statement**

This standard does not require agencies to assign or maintain School Resource Officers (SROs). However, regardless of whether an agency provides direct policing services to schools or operates in a jurisdiction with an independent school police department, the agency's directive must clearly

define its role in school safety. It must also outline expectations for cooperation and communication with school officials and, where applicable, school police personnel.

The directive should establish procedures for collaboration with school administrators and district leadership, and, when relevant, school police departments. The procedures must include communication protocols, incident response roles, participation in safety planning, and lawful information sharing.

Recognizing the public sensitivity around law enforcement in schools, the directive should promote transparent, community-informed practices that respect student rights and reflect stakeholder input.

The directive must be reviewed regularly and updated as needed to reflect changes in law, policy, community attitudes, and best practices in school safety.

### **Suggested Proofs of Compliance**

- MOUs or Agreements
- Meeting notes, planning documents, or participation logs showing coordination with school personnel.
- Training & Engagement Documentation - Records of officer participation in school safety drills, youth-focused training, or school-based programs.
- Reports or logs showing coordinated response to school-related incidents.
- Community Outreach Records

## **7.6.6 Crime Prevention Through Environmental Design (CPTED) (O)**

### **Standard Statement**

The agency shall maintain a written directive that explains its role in Crime Prevention Through Environmental Design (CPTED). To the extent possible, this includes assessing environments, working with community partners, helping implement safety improvements, and educating the public to reduce crime through smart design and management of spaces.

### **Clarification Statement**

This standard encourages the agency to use CPTED principles as much as possible to prevent crime. Training on CPTED concepts helps staff support these efforts effectively. The agency should also outline how it responds to safety review requests and integrates CPTED in local planning when feasible.

### **Suggested Proofs of Compliance**

- CPTED reports or site evaluations
- Policy or guidelines for CPTED

- Project documentation

### **7.6.7 Crime Analysis and Prevention Integration (O)**

#### **Standard Statement**

The agency shall integrate crime prevention strategies with its crime analysis function.

#### **Clarification Statement**

Crime analysis is essential for identifying trends, guiding resource allocation, and supporting crime prevention. The size and scope of an agency's crime analysis function will vary based on its resources. Smaller agencies may rely on basic data tracking and partnerships, while medium and large agencies typically have dedicated analysts and advanced tools.

Regardless of size, every agency should tailor its crime analysis to fit its capacity and operational needs, ensuring it supports not only enforcement but also proactive crime prevention. Integrating prevention strategies with crime analysis promotes a balanced approach focused on reducing crime through data-driven problem-solving and community engagement.

Effective crime analysis depends on the commitment to using data thoughtfully to enhance public safety, not just on the sophistication of tools or staffing levels.

#### **Suggested Proofs of Compliance**

- Crime analysis reports
- Documentation linking analysis to prevention efforts
- Program evaluation records

## **Section 7.7 - Community Engagement**

### **7.7.1 Community Engagement (M)**

#### **Standard Statement**

The agency shall maintain a written directive that describes its community engagement programs and initiatives.

#### **Clarification Statement**

The directive shall ensure that community engagement efforts are consistent, intentional, and aligned with the agency's mission by outlining key programs, outreach strategies, and partnerships that foster positive relationships, encourage dialogue, and support public safety. This clear guidance helps personnel engage effectively and reinforces the agency's commitment to transparency, accountability, and community-focused policing.

Examples of community engagement initiatives may include Neighborhood Watch programs, citizen academies, crisis intervention efforts, School Resource Officers (SROs), and the application of Crime Prevention Through Environmental Design (CPTED) strategies.

### **Suggested Proofs of Compliance**

- Program flyers or reports
- Reports of community engagement activities
- Photos or attendance logs

## **Chapter 8: Vehicles**

This chapter establishes standards for the safe and effective operation, maintenance, and oversight of agency vehicles. It includes requirements for emergency and non-emergency driving, training, maintenance programs, and the use of special-purpose vehicles such as motorcycles, aircraft, UAVs, and mobile command units. These standards support operational readiness, reduce risk, and reinforce accountability in vehicle operations.

### **Section 8.1 – Vehicle Operations and Safety**

#### **8.1.1 Agency Vehicle Policy (M)**

##### **Standard Statement**

The agency shall maintain a written directive on the operation of police vehicles, including:

- a. Definitions of emergency and non-emergency calls
- b. Emergency operation guidelines
- c. Annual policy review

##### **Clarification Statement**

This directive ensures that officers operate vehicles in accordance with agency policy and California law. Clear definitions support safe and effective emergency response.

### **Suggested Proofs of Compliance**

- CAD response printouts
- Incident reports
- Annual review documentation

#### **8.1.2 Special Purpose Vehicles (M)**

##### **Standard Statement**

The agency shall keep a written directive that governs the operation, training, and use of special-purpose vehicles, including aircraft, mobile command posts, motorcycles, UAVs, and similar vehicles.

### **Clarification Statement**

Special-purpose vehicles in law enforcement—including armored personnel carriers, tactical response vehicles, mobile command centers, K-9 transport units, and other specialized vehicles—require specialized training and strict oversight to ensure safe and effective use. Personnel authorized to operate these vehicles must complete department-approved training and regular recertification covering safe operation, maintenance, and legal considerations. Deployment must be justified by operational needs and authorized by supervisory staff, except in emergencies where immediate use is necessary to protect life or property.

This directive shall include a comprehensive listing of all special-purpose vehicles under department control. All use must be thoroughly documented, with supervisors responsible for reviewing compliance and addressing any misuse or damage. Regular safety inspections and proper maintenance are mandatory to ensure operational readiness.

### **Suggested Proofs of Compliance**

- Training records for vehicle operators
- Special vehicle usage logs
- listing of all agency special-purpose vehicles

## **8.1.3 Safety Restraining Devices (M)**

### **Standard Statement**

The agency shall maintain a written directive requiring the use of safety restraining devices by employees and, when appropriate, by passengers, including prisoners.

### **Clarification Statement**

Mandating the use of safety restraining devices is essential for minimizing injuries during vehicle operations. Ensuring that employees, passengers, and prisoners are properly restrained protects all individuals involved and reduces liability for the agency. The directive should include specific considerations for minors requiring a child seat, overweight individuals, pregnant women, and physically disabled passengers to ensure that restraints are applied safely and comfortably without causing harm. These accommodations may involve alternative restraint methods or additional safety measures tailored to the individual's needs. Clear guidelines help balance safety requirements with the physical conditions of passengers, maintaining compliance with legal and medical standards while promoting overall safety.

### **Suggested Proofs of Compliance**

- In-car video showing policy compliance
- Observation

#### **8.1.4 Vehicle Maintenance (M)**

##### **Standard Statement**

The agency shall utilize a formal process for reporting and maintaining agency vehicles.

##### **Clarification Statement**

Timely vehicle maintenance is critical for safe operation and operational readiness.

##### **Suggested Proofs of Compliance**

- Vehicle maintenance logs
- Work order records
- Inspection schedules

## **Chapter 9: De-escalation, Use of Force, and Firearms**

This chapter establishes clear standards governing the lawful and reasonable use of force in accordance with California law. It addresses force decision-making, emphasizing de-escalation whenever possible, prohibited techniques, weapon use, reporting, training, and post-incident responsibilities. These standards promote accountability, transparency, and public trust while reinforcing professional integrity and a commitment to safe, measured responses in all law enforcement encounters.

### **Section 9.1 - Use of Force Core Principles**

#### **9.1.1 Use of Force (M)**

##### **Standard Statement**

The agency shall maintain a written directive governing the use of force, specifying that:

- a. Only force objectively reasonable to effect lawful objectives shall be used.
- b. De-escalation techniques should be employed when practical.
- c. Force shall be de-escalated once compliance or control is achieved.
- d. Deadly force may only be used to defend life from an immediate threat of serious injury.
- e. Deadly force against a fleeing felon is only allowed if that individual poses a threat to life.

- f. Officers have a duty to intervene and report unlawful or excessive force.
- g. The directive shall address the discharge of warning shots.
- h. Verbal warnings should precede the use of force when practical and tactically feasible.

### **Clarification Statement**

This policy shall clearly direct officers on when force is justified and limit its use to lawful, reasonable circumstances. Duty to intervene and report is mandatory. This directive shall comply with applicable laws which define lawful use of force in California.

### **Suggested Proofs of Compliance**

- Training records on de-escalation
- Incident reports and internal reviews

## **9.1.2 Use of Force Prohibitions (M)**

### **Standard Statement**

The agency shall maintain a written directive prohibiting:

- a. Respiratory-restrictive maneuvers, unless deadly force is legally justified
- b. Discharging a firearm at or from a moving vehicle, except under narrowly defined exigent circumstances
- c. Use of deadly force solely against threats to self or property

### **Clarification Statement**

This policy establishes clear prohibitions on certain uses of force to minimize risk, liability, and loss of life. The authorization of chokeholds and carotid restraints is prohibited. Respiratory-restrictive maneuvers can cause serious injury or death and are considered deadly force.

The agency's directive shall make clear the limitations on discharging a firearm at or from a moving vehicle. When feasible, officers are expected to take reasonable steps to move out of the vehicle's path rather than discharge their weapon. Officers must not intentionally place themselves in the path of a vehicle in a way that creates the need to use deadly force. Firearms may only be discharged at or from a moving vehicle when the officer reasonably believes no other reasonable means are available to avert an imminent threat of death or serious bodily injury, or when deadly force other than the vehicle itself is being used against the officer or others.

Deadly force may not be used solely to protect property. All directives must align with California law while preserving officer discretion for rare but extreme circumstances where no other reasonable option exists.

### **Suggested Proofs of Compliance**

- Internal audits
- Training materials
- Disciplinary reports
- Investigation of unauthorized use of force

## **Section 9.2 - Firearms and Weapons**

### **9.2.1 Authorized Firearms and Ammunition (M)**

#### **Standard Statement**

The agency shall maintain a written directive specifying that all firearms and ammunition carried by sworn personnel, on or off-duty under peace officer authority, shall be authorized by the CEO.

#### **Clarification Statement**

This does not include privately owned weapons used for recreational purposes but includes any carried under color of law.

#### **Suggested Proofs of Compliance**

- Authorized weapons list
- Officer weapons qualification logs
- CEO authorization documentation

### **9.2.2 Less Than Lethal Weapons (M)**

#### **Standard Statement**

The agency shall maintain a written directive governing the use, training, and recertification of all authorized less-than-lethal weapons. The directive shall specify each authorized weapon and the required training and recertification intervals. Recertification must occur at least every two years, or more frequently if required by California POST or the weapon manufacturer, and shall include, as applicable:

- a. Impact weapons
- b. Chemical agents
- c. Impact projectiles
- d. Electronic Control Devices (ECDs)
- e. Canines
- f. Others as defined by agency policy

### **Clarification Statement**

Recertification shall occur at least every two years, or more frequently if required by California POST or the weapon manufacturer. In cases where no specific training or recertification intervals are mandated, the agency shall define them in its written directive.

Agencies shall ensure all equipment use is authorized and that certified instructors oversee recertification. Even when not required, annual refresher training is considered a national best practice, particularly for high-liability weapons such as ECDs, chemical agents, and impact munitions.

Agencies should set training intervals if none exist, provide annual refresher training when possible, use certified instructors, and keep accurate training and certification records.

### **Suggested Proofs of Compliance:**

- List of authorized less-lethal weapons
- Inventory of issued equipment
- Training logs, documented attendance, and certifications
- Weapon inspection records

### **9.2.3 Police Canines (M)**

#### **Standard Statement**

The agency shall maintain a written directive for the use of police canines that complies with current CA POST standards and includes:

- a. Deployment guidelines
- b. Handler responsibilities
- c. Training requirements for handlers and supervisors
- d. Canine Certification and recertification requirements
- e. Documentation requirements
- f. Supervisory review protocols
- g. Canine care and housing
- h. Procedures for community transparency
- i. Policy review and update requirements

#### **Clarification Statement**

This standard ensures that all aspects of canine operations are conducted in accordance with CA POST guidelines, with transparency, accountability, and safety as primary goals. Regular training,

clear documentation, and supervisory oversight are essential to effective and lawful canine use. Canine certification can be achieved through POST-approved evaluations or recognized third-party organizations such as International Police Canine Association (IPCA), National Tactical Police Dog Association (NTPDA), National Narcotic Detector Dog Association (NNDDA), American Working Dog Association (AWDA), National Association for Canine Detection (NACD, United States Police Canine Association (USPCA)

### **Suggested Proofs of Compliance**

- Canine deployment reports
- CA POST canine handler training records
- Community complaint process documentation
- Policy document with update logs

### **9.2.4 On-Duty and Off-Duty Firearm Carry (M)**

#### **Standard Statement**

The agency shall maintain a written directive stating that:

- a. Officers may only carry agency-issued firearms if authorized by the agency.
- b. Authorization applies to both on-duty and off-duty carry and may be suspended or revoked at any time.
- c. Officers may carry agency-issued firearms only if qualified and approved under agency standards.
- d. Officers may carry personally owned, non-agency-issued firearms on duty only with written authorization after inspection and qualification by the agency.
- e. Off-duty carry is permitted only in accordance with California law and agency policy.
- f. Officers must carry approved firearms, agency identification, and comply with all safety requirements.
- g. Officers shall not carry a firearm while under the influence of alcohol, medication, or any substance that may impair performance.

Officers on suspension, leave, or otherwise not in active status may not carry a firearm unless specifically authorized.

#### **Clarification Statement**

Officers may carry firearms on or off duty only with proper authorization and training in accordance with agency policy. All firearms—whether agency-issued or personally owned—must meet agency standards, and officers must demonstrate and maintain qualifications before carrying them.

To ensure safety and sound judgment, officers are strictly prohibited from carrying a firearm while under the influence of alcohol, medication, or any substance that may impair performance.

Personally owned firearms may be carried on-duty only with prior agency approval and after inspection and qualification.

### **Suggested Proofs of Compliance**

- Signed authorization forms for agency-issued firearms.
- Documentation showing approval for personally owned firearms.
- Certificates of completion for firearms training and annual requalification.
- Records showing qualification with personally owned firearms
- Inspection checklists for both agency-issued and personal firearms.
- Dates, results, and signatures from qualified armorers or supervisors.
- Signed forms from officers confirming they have read and understood the firearms policy (updated annually or as needed).
- Documentation of any violations and corrective actions taken, showing enforcement of the policy.

## **Section 9.3 - Reporting and Accountability of Use of Force**

### **9.3.1 Reporting Use of Force (M)**

#### **Standard Statement**

The agency shall maintain a written directive requiring a written report and internal review of any incident where an officer:

- a. Discharges a firearm for purposes other than training or recreation
- b. Uses lethal or less-than-lethal weapons
- c. Uses physical force above agency-defined thresholds
- d. Causes or is alleged to have caused injury or death to another person

#### **Clarification Statement**

Agencies should define and consistently document use of force incidents. Reporting the mere pointing of weapons may be required based on policy. Use-of-force reporting shall meet requirements in California law.

### **Suggested Proofs of Compliance**

- Completed reports and review files
- Supervisor review checklists

### **9.3.2 Annual Use of Force Analysis (M)**

#### **Standard Statement**

The agency shall complete an annual analysis of use of force incidents, which shall include:

- a. Frequency of force use
- b. Type(s) of force applied
- c. Time, location, and circumstances of incidents
- d. Policy compliance review
- e. Training recommendations, if any
- f. Equipment recommendations, if any

#### **Clarification Statement**

The annual analysis helps the agency identify trends, ensure officers are following policy, and detect any training or policy gaps.

#### **Suggested Proofs of Compliance**

- Annual use of force analysis
- Meeting minutes reviewing report findings
- Training changes linked to analysis
- Policy changes linked to analysis

### **9.3.3 Officer-Involved Shootings and Incidents Resulting in Injury and Death (M)**

#### **Standard Statement**

The agency shall maintain a written directive that requires officers to immediately report any officer-involved shooting (OIS) or any incident in which an officer's actions result in, or are alleged to have resulted in, injury or death of another person, including the death of an unarmed civilian, and that clearly outlines the procedures for responding to such incidents and submitting all required reports in compliance with California law.

#### **Clarification Statement**

Officers must immediately notify their department or agency of all uses of force by the officer. Agencies must also report to the California DOJ all instances when an officer's actions result in the death or serious bodily injury of another person, so that the DOJ may conduct the required independent investigation.

### **Suggested Proofs of Compliance**

- DOJ coordination policy and procedure
- OIS reports
- Documentation of past DOJ investigations

## **Section 9.4 - Post-Incident Protocols**

### **9.4.1 Post-Incident Administrative Leave or Reassignment (M)**

#### **Standard Statement**

The agency shall maintain a written directive outlining procedures for placing officers on administrative leave or reassignment following any use of force incident that results in serious bodily injury or death.

#### **Clarification Statement**

Leave or alternate assignment shall remain in effect as long as necessary to preserve investigation integrity, support officer well-being, and maintain public confidence, with the CEO authorized to modify the assignment based on operational needs, investigative progress, or fitness-for-duty evaluations. Alternate assignments may include non-patrol duties such as desk work, training, community engagement, or support for internal investigations, consistent with operational needs. These assignments allow the officer to remain productive while temporarily removed from field duties during administrative or criminal investigations.

#### **Suggested Proofs of Compliance**

- Incident report
- Leave documentation
- Officer support services offered

### **9.4.2 Medical Assistance (M)**

#### **Standard Statement**

A written directive shall require that officers immediately provide or summon medical assistance when an individual is injured, alleges injury, or requests medical attention following a use of force incident.

#### **Clarification Statement**

Officers are required to ensure that appropriate medical aid is provided as soon as safely possible when an individual is injured, claims injury, or requests medical attention following a use of force incident. Medical aid may include visual observation, the administration of basic first aid within the officer's training, or the immediate summoning of Emergency Medical Services (EMS), depending on the nature and severity of the condition. This obligation underscores the agency's commitment to preserving life, protecting individual rights, and maintaining public trust through responsible and compassionate care.

#### **Suggested Proofs of Compliance**

- Incident reports documenting aid
- First aid training records

## **Section 9.5 - Restraints and Techniques**

### **9.5.1 Handcuffing (M)**

#### **Standard Statement**

The agency shall maintain a written directive that outlines proper use and techniques for handcuffing, aligned with CA POST standards, with noted modifications for handcuffing children and accommodating individuals with injuries or disabilities.

#### **Clarification Statement**

Restraints should be used only when reasonably necessary and in accordance with applicable laws. Officers must consider medical conditions common in custody populations, such as respiratory illnesses or injuries, when deciding how to apply restraints. Juveniles must be handled in accordance with applicable laws and related guidelines, emphasizing minimal use of restraints. Proper handcuffing technique are essential to reduce injury and civil liability.

#### **Suggested Proofs of Compliance**

- Defensive tactics/handcuffing training logs
- Use of force documentation

## **Section 9.6 - Use of Force Training and Readiness**

### **9.6.1 Annual Use of Force Training (M)**

#### **Standard Statement**

The agency shall maintain a written directive requiring all personnel authorized to use force to complete annual training on the agency's use of force policy.

#### **Clarification Statement**

Incorporating scenario-based training into annual use of force instruction is strongly encouraged, as it reinforces critical thinking, sound decision-making, and consistent policy adherence. Realistic, dynamic scenarios help personnel apply use of force principles in context, promoting appropriate, lawful, and effective responses under varying conditions.

### **Suggested Proofs of Compliance**

- Annual training curriculum
- Attendance logs
- Training evaluation forms

## **Section 9.7 – Management of Demonstrations, Protests, and Assemblies**

### **9.7.1 First Amendment Assemblies and Crowd Management (M)**

#### **Standard Statement**

The agency shall maintain written policies and procedures for the management of demonstrations, protests, and other First Amendment assemblies. The directive shall:

- a. Prioritize the facilitation of constitutional rights, de-escalation, and the protection of life and property.
- b. Ensure compliance with applicable California laws
- c. Require content-neutral enforcement and consistent application of policies regardless of protest subject matter.

#### **Clarification Statement**

Law enforcement must protect the right to peaceful assembly while ensuring safety. Agencies should follow DOJ and POST guidelines, use ICS for planning, and engage with organizers when possible. Officers must be trained in First Amendment rights, de-escalation, and lawful use of force.

Under California law, projectiles and chemical agents may only be used to prevent imminent harm, with clear dispersal orders, command approval, and no targeting of vital areas. Canines, water cannons, and mass arrests of peaceful protesters are prohibited. All uses of force must be documented, reviewed, and publicly reported.

### **Suggested Proofs of Compliance**

- Documentation of regular training on protest management, lawful use of force, and de-escalation.
- Operational plans,

- After Action Reviews and planning documentation for significant events.
- Records of dispersal orders, arrests, and use of force reports associated with assemblies and protests.
- Documentation of public reporting on the use of kinetic and chemical agents.

## Chapter 10: Patrol and Traffic

This chapter establishes standards for patrol and traffic operations, including communications, deployment, supervision, scheduling, pursuits, and major incident review. It defines responsibilities for traffic administration, enforcement, collision investigation, records management, and specialized roadway responses, ensuring compliance with California law. Agencies shall assign responsibility for traffic functions, maintain accurate collision and enforcement records, and implement policies for enforcement, reporting, and investigation.

Standards also address speed measurement devices, collision scene safety, enforcement actions, interagency coordination, traffic direction and control, escorts, checkpoints, roadblocks, hazardous roadway conditions, hazardous materials response, abandoned vehicles, and towing. Programs such as the Blue Envelope Program are encouraged to improve communication with individuals with disabilities. Collectively, these standards promote officer safety, operational consistency, roadway safety, accountability, and public trust.

### Section 10.1 - Patrol Operations

#### 10.1.1 Communication, Coordination & Cooperation (M)

##### Standard Statement

A written directive shall establish procedures for effective communication, coordination, and cooperation among patrol personnel, supervisors, dispatch, and allied agencies.

##### Clarification Statement

Clear communication, effective coordination, and strong cooperation are essential for safe and efficient patrol operations. Real-time information sharing between officers, supervisors, dispatchers, and partner agencies enhances response, prevents duplication, and improves officer safety. Supervisors provide critical oversight, while dispatchers support operations through prioritization and situational awareness. Interagency protocols ensure smooth collaboration across jurisdictions. Debriefings and documentation after major incidents help agencies continuously improve performance and accountability.

##### Suggested Proofs of Compliance

- Shift briefing logs
- Communication with dispatch
- Internal memorandums showing coordination efforts
- Interagency communication

### **10.1.2 Patrol Shifts (M)**

#### **Standard Statement**

The agency shall establish and maintain a written directive that outlines the procedures, criteria, and frequency of rotation to ensure fair, efficient, and effective deployment of personnel.

#### **Clarification Statement**

A clear, written process for assigning patrol shifts promotes fairness, transparency, and operational efficiency. It ensures shifts are filled based on objective criteria, balances workloads, supports officer well-being, and allows for proper documentation and oversight. Including officer preferences where possible also boosts morale without compromising public safety. Assignments shall align with MOU provisions and agency operational needs.

#### **Suggested Proofs of Compliance**

- Patrol Schedules
- Rotation schedule samples
- Shift bid documentation

### **10.1.3 Patrol Schedules (M)**

#### **Standard Statement**

A written directive shall establish procedures for determining days off for patrol officers and first-line supervisors, including the criteria used and the process for scheduling.

#### **Clarification Statement**

Procedures for assigning days off should ensure adequate staffing, fairness, workload balance, and consider officer preferences. They must comply with legal and contractual requirements, maintain supervisory coverage, allow scheduling flexibility, and be clearly documented for transparency.

#### **Suggested Proofs of Compliance**

- Patrol schedules
- Rotation schedules
- Shift calendar examples

- MOU excerpts

#### **10.1.4 Supervisor Notification (M)**

##### **Standard Statement**

A written directive shall define the incidents requiring supervisor notification and/or response.

##### **Clarification Statement**

Defining incidents that require supervisor notification and response ensures timely leadership involvement, enhances oversight, supports officer safety, and promotes accountability. It helps manage critical situations effectively and ensures proper documentation and follow-up. Consider the incident's severity, legal requirements, officer and public safety, operational impact, complaints, and investigative needs. Ensure timely notification and clear communication procedures to support effective supervision.

##### **Suggested Proofs of Compliance**

- Incident response reports
- Supervisor call-out logs
- Internal notification protocols

#### **10.1.5 Vehicle Pursuits (M)**

##### **Standard Statement**

The agency shall adopt a written directive establishing guidelines for the operation of vehicle pursuits.

The directive shall include:

- a. Circumstances under which a pursuit may be initiated, continued, or terminated.
- b. Authorized number of law enforcement units, roles of primary and secondary units, supervisory responsibilities, communication and coordination protocols.
- c. Driving tactics and intervention methods (blocking, ramming, boxing, roadblocks), taking into account vehicle, driver, roadway, weather, traffic conditions, and risk to uninvolved persons.
- d. Annual, regular training for all peace officers in pursuit policy and tactics in accordance with California law.
- e. Reporting of all motor vehicle pursuit data to the California Highway Patrol in accordance with applicable regulation, including injuries, violations that triggered the pursuit, methods used, duration, mileage, number of officers involved, and how the pursuit was terminated.

### **Clarification Statement**

A comprehensive pursuit policy promotes safe, responsible vehicle pursuits that minimize risks to officers, suspects, and the public. Clear roles, procedures, and coordination support effective management, while regular reviews ensure accountability and improvement.

Agencies should analyze pursuits for frequency, reasons, outcomes, safety incidents, and compliance. Reviews should also assess tactics, interagency coordination, training needs, community feedback, and legal or liability issues. This ongoing process keeps policies aligned with laws, best practices, and community expectations, while fostering accountability and informed decision-making.

This standard aligns with California laws that require law-enforcement agencies to train and adopt vehicle pursuit policies and to report pursuit data. Compliance with applicable laws offer the agency immunity from civil liability if the policy is adopted, officers are trained regularly, and certifications are maintained. The directive should be reviewed periodically and updated to reflect changes in law, technology, and best practices.

### **Suggested Proofs of Compliance**

- Reports of vehicle pursuits
- Training records
- Annual pursuit analysis report

## **Section 10.2 - Traffic Administration**

### **10.2.1 Traffic Function (O)**

#### **Standard Statement**

The agency shall maintain a written directive assigning responsibility for traffic operations.

#### **Clarification Statement**

Depending on the agency's structure and available resources, this responsibility may be assigned to patrol personnel or to specialized traffic officers or units

#### **Suggested Proofs of Compliance**

- Traffic operations policy and procedure
- Organizational chart showing responsibility
- Shift assignment schedules

### **10.2.2 Record Management System (M)**

#### **Standard Statement**

The agency shall maintain a record management system that includes traffic accident and enforcement data.

#### **Clarification Statement**

The system should support reporting, analysis, and operational planning for traffic enforcement and safety.

#### **Suggested Proofs of Compliance**

- Access to records management software or system
- Traffic data reports
- Training documentation on system use

### **10.2.3 Traffic Enforcement (M)**

#### **Standard Statement**

The agency shall establish a written directive that outlines uniform procedures for the enforcement of traffic laws, encompassing arrests, citations, and warnings. Enforcement practices should be guided by data-driven benchmarks that align with community needs, local crime and collision statistics, and established enforcement service priorities.

#### **Clarification Statement**

This directive shall promote the equitable, transparent, and consistent application of traffic laws, supporting public safety while fostering positive community relations. It shall also encourage the ongoing evaluation and adjustment of enforcement strategies to ensure they remain effective, fair, and responsive to evolving community concerns. Enforcement decisions should take into account the severity and context of each violation to ensure appropriate and proportionate responses.

#### **Suggested Proofs of Compliance**

- Traffic enforcement reports
- Officer citations and warnings logs
- Officer training records

### **10.2.4 Traffic Reports (M)**

#### **Standard Statement**

The agency shall maintain a written directive that governs the preparation, processing, and accountability of all traffic-related reports.

#### **Clarification Statement**

This directive encompasses citations, arrests, traffic collision reports, and any supplemental documentation related to traffic enforcement and investigations. Clear guidelines ensure that all reports are accurate, timely, and properly maintained, which supports effective case management, legal compliance, and transparency. Proper accountability in documentation also facilitates data analysis, resource allocation, and ongoing evaluation of traffic enforcement efforts.

#### **Suggested Proofs of Compliance**

- Reports on traffic activities
- Sample traffic citations and reports
- Supervisory review logs

### **10.2.5 Speed Measuring Devices (M)**

#### **Standard Statement**

The agency shall maintain a written directive on the use of speed measuring devices, addressing:

- a. Operational procedures
- b. Equipment care, maintenance, and calibration
- c. Operator training and certification

#### **Clarification Statement**

Restricting device operation to trained and certified personnel safeguards proper use, minimizes errors, and supports the credibility of enforcement actions. To ensure accuracy, reliability, and legal defensibility, the use of these devices must strictly adhere to the manufacturer's instructions and guidelines. Incorporating manufacturer recommendations into the agency's written directive establishes clear operational standards and promotes consistency in device handling. Additionally, regular equipment maintenance and calibration, conducted according to manufacturer specifications, are essential to maintaining device integrity.

#### **Suggested Proofs of Compliance**

- Speed measuring devices manual
- Calibration and maintenance records
- Training and certification documentation

### **10.2.6 Reporting and Investigating Traffic Collisions (M)**

#### **Standard Statement**

The agency shall maintain a written directive that assigns responsibility and procedures for reporting and investigating all traffic collisions, including those involving agency employees, and including collisions that result in:

- 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-owned property

#### **Clarification Statement**

The directive should clearly identify which types of collisions require full investigations versus reports, including those involving agency employees. It should specify the responsibilities of all employees, including timely reporting of incidents, cooperation with investigations, and proper documentation, as well as procedures for investigating and documenting collisions in accordance with law and agency policy. Multi-agency responses may be necessary for complex incidents or those involving hazardous materials, significant injury, or death.

#### **Suggested Proofs of Compliance**

- Completed traffic collision reports
- Mutual aid or inter-agency agreements

### **10.2.7 Collision-Related Enforcement Actions (M)**

#### **Standard Statement**

The agency shall maintain a written directive outlining procedures for enforcement actions resulting from traffic collision investigations, in accordance with the California Vehicle Code and applicable California laws.

#### **Clarification Statement**

The directive shall provide guidance on evaluating contributing factors, determining fault, and applying appropriate enforcement measures based on investigative findings. Officers shall exercise sound discretion when determining enforcement actions following a traffic collision. Decisions shall be based on thorough investigation, supported by evidence, and consistent with provisions of the California Vehicle Code. Enforcement may include citations, verbal warnings, or custodial arrests, depending on the severity of the violation and circumstances surrounding the incident.

#### **Suggested Proofs of Compliance**

- Collision enforcement reports
- Sample citations/arrests related to collisions
- Officer training records

### **10.2.8 Collision Scene Procedures (M)**

#### **Standard Statement**

The agency shall maintain a written directive outlining procedures for securing collision scenes involving critical elements such as death, injury, fire risks, hazardous materials, or road obstructions that could impact the safety and flow of traffic.

#### **Clarification Statement**

The directive ensures consistency, safety, and efficiency in managing complex or hazardous collision scenes. It should outline actions to secure the scene, protect the public and officers, and coordinate with partner agencies such as fire, EMS, HAZMAT, tow services, traffic control, and other law enforcement. Clear protocols for interagency communication, cooperation, and defined roles support safe and efficient scene management.

#### **Suggested Proofs of Compliance**

- Collision scene response reports
- Incident command procedures
- After action reports
- Interagency communication records/MOUs
- Officer training documentation

### **10.2.9 Traffic Direction and Control Function (M)**

#### **Standard Statement**

The agency shall maintain a written directive governing its traffic direction and control responsibilities.

#### **Clarification Statement**

Traffic direction and control responsibilities should be clearly defined to ensure safe and lawful roadway management. Directives should address routine traffic flow, special events, emergencies, and coordination with CalTrans or local traffic engineering officials. Policies must address employee safety under Cal/OSHA, including use of PPE, training for working near traffic, risk-reduction procedures, and maintaining a safe work environment. They must also comply with California Vehicle Code requirements for roadway control, including proper use of traffic control devices, lane management, signage, and safe operation of vehicles and personnel.

### **Suggested Proofs of Compliance**

- Traffic control reports
- Deployment plans for special events
- Training materials
- Photographs of use of PPE and traffic control devices

## **10.2.10 Traffic Escort Services (M)**

### **Standard Statement**

The agency shall maintain a written directive outlining procedures for providing police escorts, including escorting civilian and commercial vehicles, funeral processions, emergency transports, as well as dignitary and parade escorts.

### **Clarification Statement**

This directive establishes standardized procedures that ensure police escorts are conducted safely, efficiently, and professionally. Escorts often involve unique challenges such as navigating traffic, maintaining public safety, and coordinating with multiple parties. This includes managing civilian and commercial vehicle escorts, dignified handling of funeral processions, facilitating emergency medical or other urgent transports, and providing security and coordination for dignitary or parade escorts.

### **Suggested Proofs of Compliance**

- Escort logs and reports
- After action or debriefing reports
- Officer briefing/training records

## **10.2.11 Checkpoints (M)**

### **Standard Statement**

The agency shall maintain a written directive on the use and implementation of sobriety and traffic safety checkpoints.

### **Clarification Statement**

Sobriety or traffic safety checkpoints must comply with constitutional requirements to ensure the checkpoint process is lawful, that any evidence obtained is admissible, and that the agency minimizes legal and operational liability.

### **Suggested Proofs of Compliance**

- Sample checkpoint plans

- Documentation from past checkpoints

## **10.2.12 Roadblocks (M)**

### **Standard Statement**

The agency shall maintain a written directive addressing the use of roadblocks, which includes:

- a. Authorization criteria; and
- b. Procedures for safe and lawful implementation.

### **Clarification Statement**

Roadblock procedures should balance enforcement objectives with public and officer safety. Policies shall specify when roadblocks are authorized, supervision requirements, placement considerations, and documentation of deployments. Agencies should ensure compliance with constitutional protections against unreasonable seizures and California case law governing roadblock legality, including requirements for reasonableness, visibility, and advance warning when practicable.

### **Suggested Proofs of Compliance**

- Sample deployment records
- Officer training logs

## **10.2.13 Hazardous Roadway Conditions (M)**

### **Standard Statement**

The agency shall maintain a written directive specifying procedures to correct hazardous roadway conditions.

### **Clarification Statement**

Agencies are encouraged to work with CalTrans or local traffic engineering officials and may use temporary signage or devices.

### **Suggested Proofs of Compliance**

- Hazard reporting directive
- Incident logs showing corrective actions
- Partnership documentation with local agencies

## **10.2.14 Hazardous Materials on Roadways (M)**

### **Standard Statement**

The agency shall maintain a written directive establishing procedures for the control or removal of hazardous materials from roadways.

#### **Clarification Statement**

The directive should clarify the role of fire departments, CalEPA, or contracted mitigation services.

#### **Suggested Proofs of Compliance**

- Inter-agency response plans
- Officer hazmat training documentation

### **10.2.15 Abandoned Vehicles (M)**

#### **Standard Statement**

The agency shall maintain a written directive that outlines procedures for the handling, removal, and disposition of abandoned vehicles.

#### **Clarification Statement**

Procedures for handling abandoned vehicles shall comply with California Vehicle Code, which govern removal, notice, storage, lien sale, and disposal. Agencies should ensure timely documentation, provide required owner notifications, and coordinate with contracted tow services or storage facilities. Policies should also address removal from both public and private property to avoid liability.

#### **Suggested Proofs of Compliance**

- Reports of abandoned vehicles and impounds
- Agreements with towing and impound companies

### **10.2.16 Towing (M)**

#### **Standard Statement**

The agency shall maintain a written directive for the removal, storage, and towing of vehicles and ensure documentation of all such actions.

#### **Clarification Statement**

Towing procedures shall comply with applicable provisions of the California Vehicle Code, which govern removal, impound, storage, release, and lien sales. Policies should outline authorized reasons for towing, documentation requirements, and notice to vehicle owners. Agencies should also maintain written agreements with towing companies that address service standards, rotation procedures, and fee schedules, consistent with California law.

#### **Suggested Proofs of Compliance**

- Towed vehicle logs
- Tow company agreements

### **10.2.17 Blue Envelope Program (O)**

#### **Standard Statement**

If the agency establishes or participates in a Blue Envelope Program, it shall:

- a. Collaborate with community stakeholders, advocacy groups, and partner organizations in program development and implementation
- b. Provide informational materials within Blue Envelopes to assist individuals with qualifying conditions or disabilities during law enforcement interactions, in accordance with applicable law.
- c. Establish a clear process for eligible individuals to request and receive Blue Envelope Program materials.
- d. Train all relevant personnel on program procedures, communication protocols, and the rights of participating individuals.
- e. Maintain records of program requests, distributions, and related training, while ensuring privacy and confidentiality.
- f. Designate agency personnel to oversee the program and periodically review procedures to ensure effectiveness and compliance.

#### **Clarification Statement**

Blue Envelope Programs are designed to improve communication and foster understanding between law enforcement and individuals with disabilities. The program typically provides participants with a blue envelope containing identification and guidance to assist officers during traffic stops or other encounters. Agencies that implement this program demonstrate a commitment to accessibility, inclusion, and community partnership.

#### **Suggested Proofs of Compliance**

- Training records
- Request logs
- Communications with community stakeholders, advocacy groups, or partner organizations

# Chapter 11: Emergency & Tactical Response

This chapter addresses preparedness and response for high-risk, low-frequency events, including critical incidents, disasters, and mass casualty situations. Agencies must maintain clear directives aligned with ICS, SEMS, and NIMS to ensure coordinated response, effective resource management, and interagency communication.

Law enforcement agencies may encounter situations requiring specialized responses beyond routine patrol. Tactical teams, crisis intervention teams, and crisis negotiation teams provide complementary capabilities to manage high-risk or sensitive incidents. Tactical teams address armed or violent threats, crisis intervention teams focus on de-escalation and connecting individuals to services, and crisis negotiation teams use communication strategies to resolve critical incidents peacefully.

Agencies shall maintain training, equipment, and operational readiness for these teams, guiding their formation, deployment, and procedures to ensure safe, effective, and professional responses while protecting life and public safety.

Active shooter incidents are dynamic, high-risk events that demand immediate, coordinated action. Agencies must integrate planning with SEMS and NIMS and align response procedures with ICS to ensure interoperability with fire, EMS, and other mutual aid partners. Standards cover response protocols, command structure, rapid deployment strategies, coordination with schools and businesses, and multi-agency training, including tabletop exercises and site-specific planning. These measures reinforce officer safety, public communication, tactical decision-making, and post-incident recovery, ensuring agencies respond swiftly, reduce harm, and safeguard the community.

## Section 11.1 - Unusual Occurrences & Critical Incidents

### 11.1.1 Planning Responsibility (M)

#### Standard Statement

The agency shall maintain a written directive identifying the position responsible for planning, developing, and maintaining the agency's response to unusual occurrences and critical incidents.

#### Clarification Statement

The designated position shall ensure agency emergency operations planning is consistent with California's Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), as required under California law. Responsibilities should include coordinating with local emergency management agencies, reviewing and updating plans based on after-action reports and lessons learned, and ensuring that all personnel are trained in incident command and emergency response protocols consistent with ICS, SEMS, and NIMS standards.

#### Suggested Proofs of Compliance

- Organizational chart identifying the responsible position

- Job description for designated planner
- Unusual occurrence planning report
- Incident reports

### **11.1.2 Unusual Occurrence Plan (M)**

#### **Standard Statement**

The agency shall maintain a written plan for response to unusual occurrences and critical incidents that includes:

- a. First responder responsibilities
- b. Supervisor responsibilities
- c. Implementation of the applicable Incident Command System (ICS) structure
- d. Alignment with California's Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) requirements
- e. Procedures for multi-agency coordination and communication
- f. Notification and activation protocols
- g. Resource management procedures
- h. Training, drills, and exercises requirements
- i. Contingency planning for agency facilities, including jails and holding areas
- j. Documentation and after-action reporting processes

#### **Clarification Statement**

The plan should clearly establish the responsibilities, authority, and purpose of the agency during unusual occurrences and critical incidents such as disasters, barricaded persons, bomb threats, terrorist incidents, and multi-agency operations. Terminology and operational structures should align with NIMS, ICS, and SEMS, unless otherwise required by law. Plans shall comply California law, including coordination with county Offices of Emergency Services and allied agencies during critical incidents, disasters or mass-casualty events.

The plan should ensure that personnel are trained to recognize and effectively respond to critical incidents—events posing an immediate and significant threat to life, property, or operations—and unusual occurrences—events outside normal police operations that do not require a full emergency or disaster response. The plan should also include provisions for psychological support and wellness as part of post-incident procedures.

#### **Suggested Proofs of Compliance**

- ICS training records

- Documentation of plan distribution or briefings
- Reports

### **11.1.3 Annual Review of Unusual Occurrence/Critical Incidence Plan (M)**

#### **Standard Statement**

The agency shall conduct an annual review of its Unusual Occurrence and Critical Incidents Plan and update it as necessary.

#### **Clarification Statement**

The annual review shall evaluate the agency's Unusual Occurrence and Critical Incident Response Plan for accuracy, effectiveness, and compliance with California's Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), as required under California law.

Reviews should incorporate lessons learned from after-action reports, training exercises, and real-world unusual occurrences and critical incidents.

All updates shall be documented, approved by command staff, and communicated to personnel through training, policy distribution, or other appropriate means

#### **Suggested Proofs of Compliance**

- Record of plan review dates
- Annual Plan revision documentation
- Meeting minutes or approvals from review

### **11.1.4 Equipment Inspection (M)**

#### **Standard Statement**

The agency shall maintain a written directive requiring inspection of all equipment designated for use during unusual occurrences and critical incidents at least twice annually to ensure operational readiness and immediate deployability.

#### **Clarification Statement**

All stored and assigned equipment shall be maintained in state of operational readiness for immediate deployment. This includes firearms and less-lethal devices, civil disturbance and crowd control gear, biohazard and personal protective equipment (PPE), duty-issued equipment, vehicles, communication devices, and specialized tools. Agencies shall conduct inspections no less than twice annually to verify functionality, identify maintenance or replacement needs, and address equipment or supply deficiencies. Regular inspections minimize the risk of failure during critical incidents, enhance response effectiveness, and support officer and public safety.

## **Suggested Proofs of Compliance**

- Inspection checklists
- Equipment maintenance logs
- Readiness audit documentation

# **Section 11.2 - Tactical/Crisis Intervention/and Crisis Negotiations Teams**

## **11.2.1 Tactical Team (M)**

### **Standard Statement**

If the agency operates or participates in a tactical team (e.g., SWAT), it shall maintain a written directive that establishes procedures for:

- a. Selection criteria for team members, including qualifications, evaluations, and appointment processes
- b. Deployment protocols, including activation criteria, authorization procedures, and after-action documentation
- c. Provision, use, and maintenance of specialized equipment to ensure operational readiness
- d. Scheduled training and readiness exercises, including frequency and documentation
- e. Operational procedures, including command structure, communication, and coordination with other units or agencies
- f. Interagency coordination during mutual aid or regional team deployments
- g. Post-incident debriefing and review to assess performance and identify lessons learned

### **Clarification Statement**

Teams may be agency-based or regional and referred to as ESU, ERT, CERT, SWAT, or similar units. Tactical teams are deployed in high-risk situations such as active shooters, barricaded suspects, or hostage rescues, where split-second decisions and coordination are critical.

Clear selection criteria ensure only qualified, disciplined, and mentally prepared personnel are chosen, maintaining team integrity and performance. Regular training and readiness exercises strengthen tactical proficiency, build cohesion, and prepare members for unpredictable scenarios. Specialized equipment must be properly maintained to ensure reliability during critical operations.

Standardized deployment protocols promote consistency, safety, and accountability while aligning tactical responses with broader emergency management systems, including ICS, SEMS, and NIMS.

These measures safeguard the public, reduce liability, and reinforce the agency's commitment to professionalism. The directive shall comply with CA POST requirements.

### **Suggested Proofs of Compliance**

- Recruitment announcement
- Selection of interested candidates
- Training schedules and attendance logs
- Equipment inventory and maintenance records

### **11.2.2 Crisis Intervention Team (M)**

#### **Standard Statement**

If the agency operates or participates in a Crisis Intervention Team (CIT), it shall maintain a written directive that establishes procedures for:

- a. Selection criteria for team members, focusing on qualifications, mental health training, communication skills, and psychological suitability.
- b. Deployment protocols detailing when and how the CIT is activated, including roles during crisis incidents and documentation requirements.
- c. Provision and maintenance of necessary equipment and resources to support crisis response and safe interactions.
- d. Scheduled training and ongoing professional development, emphasizing de-escalation techniques, mental health awareness, and community resources.
- e. Operational procedures covering command structure, interagency coordination, communication protocols, and integration with other response units.
- f. Partnerships and collaboration with mental health providers, social services, and community organizations to facilitate appropriate referrals and follow-up care.
- g. Post-incident debriefing and review to assess performance and identify lessons learned.

#### **Clarification Statement.**

A Crisis Intervention Team (CIT) is a specialized group of law enforcement officers trained to respond effectively and compassionately to individuals experiencing mental health or behavioral crises. It may be a stand-alone or part of a regional unit. The team focuses on de-escalation, crisis communication, and connecting individuals to appropriate mental health resources to ensure safety and reduce the need for force or arrest. Proper selection and clear deployment protocols enable effective, coordinated action. Providing appropriate equipment and ongoing training in de-escalation and mental health awareness enhances safety and reduces force. Training and readiness exercises

shall be documented. Defined procedures and strong collaboration with community partners help connect individuals to needed services, promoting safer outcomes and supporting both officers and the community.

### **Suggested Proofs of Compliance**

- CIT equipment logs
- Training and deployment records

### **11.2.3 Crisis Negotiations Team (M)**

#### **Standard Statement**

If the agency operates or participates in a Crisis Negotiation Team (CNT) it shall maintain a written directive that establishes procedures for:

- a. Selection criteria for negotiators, including communication skills, psychological suitability, and specialized training
- b. Training requirements, including initial and ongoing instruction in negotiation techniques, behavioral assessment, and crisis de-escalation
- c. Deployment protocols, outlining activation criteria, command oversight, and integration with tactical and command units
- d. Operational procedures, including roles, communication strategies, equipment use, and documentation
- e. Interagency coordination, ensuring effective collaboration with tactical teams, mental health professionals, and mutual aid partners when necessary
- f. Post-incident debriefing and review to assess performance, and identify lessons learned

#### **Clarification Statement**

A Crisis Negotiation Team (CNT) is vital for peacefully resolving high-risk incidents through skilled communication rather than force. A clear directive ensures proper selection, specialized training, and coordinated deployment with tactical and command units. Structured procedures and interagency collaboration enhance safety and effectiveness. Regular reviews support accountability, continuous improvement, and reinforce the agency's commitment to preserving life through non-violent resolution.

### **Suggested Proofs of Compliance**

- Selection Documentation
- Training Records

- Deployment Protocol Evidence
- Interagency Coordination Documents
- Post-Incident Review Documentation
- Post-Incident Debriefing Forms
- Meeting Minutes from CNT Review Sessions

## **Section 11.3 - Active Shooter Response**

### **11.3.1 Active Shooter/Active Aggressor (M)**

#### **Standard Statement**

The agency shall maintain a written directive that establishes procedures for responding to active shooter or active aggressor incidents and conduct a documented annual review of related policies and training. The directive shall include at a minimum:

- a. Clear definitions of active shooter/aggressor scenarios
- b. First responder actions focused on rapid deployment and threat neutralization
- c. Command structure using ICS and unified command
- d. Interagency communication and coordination
- e. Site-specific planning with schools and public facilities
- f. Ongoing training and exercises for readiness
- g. Provision and maintenance of necessary tactical and medical equipment
- h. Public communication protocols
- i. Post-incident recovery, including victim support and after-action review

#### **Clarification Statement**

A clear active shooter/active aggressor directive is essential for rapid, coordinated, and life-saving responses. Aligning with California's SEMS, NIMS, and ICS ensures multi-agency interoperability. Site-specific planning, regular training, and clear communication protocols improve readiness, reduce chaos, and protect both responders and civilians. Post-incident reviews and victim support further strengthen the agency's ability to respond effectively and build public trust.

#### **Suggested Proofs of Compliance**

- Incident reports involving an Active shooter
- Training records and evaluations
- Post incident reports

- Interagency agreements
- Policy review documentation

# Chapter 12: Property & Evidence Management

This chapter establishes standards for the lawful collection, storage, handling, and disposition of property and evidence. It requires secure storage systems, clear chain-of-custody procedures, regular inspections and audits, and appropriate training to protect evidentiary integrity and individual rights. Accountability is maintained through thorough documentation, internal audits, and regular policy reviews. When evidence is managed or stored by another jurisdiction, formal interagency agreements must be established.

Agencies are responsible for ensuring that all property—whether evidentiary, non-evidentiary, found, or held for safekeeping—is handled in strict compliance with California law and applicable legal standards. Clear directives must govern the intake, storage, retrieval, submission for laboratory analysis, and lawful disposition of all items, with special safeguards in place for high-risk property such as firearms, narcotics, and currency. These practices support legal admissibility, transparency, and public confidence in agency operations.

## Section 12.1 - Evidence & Property Management: Collection, Preservation, Storage, and Disposition

### 12.1.1 Property and Evidentiary Items (M)

#### Standard Statement

The agency shall establish a written directive including procedures for the proper collection, documentation, storage, and disposition of both evidentiary and non-evidentiary property items, in accordance with applicable California laws and legal standards.

#### Clarification Statement

These procedures apply to all personnel in the intake, handling, storage, and disposition of evidentiary and non-evidentiary property. The agency shall ensure that: chain of custody is maintained for all evidence, secure, access-controlled storage is used for evidentiary items, non-evidentiary property is stored separately and processed under distinct protocols, all items are labeled, logged, and tracked using a secure system, only authorized personnel handle returns or disposals, with proper documentation, routine audits and inventories are performed to ensure accountability.

All personnel involved in evidence and property handling shall be trained in these procedures to ensure compliance, accountability, and the protection of individual rights.

For agencies utilizing property and evidence storage managed by another agency, the responsible agency must establish a formal written agreement that outlines responsibilities, access controls, chain-of-custody procedures, and compliance requirements to ensure consistent management and accountability.

**Evidentiary Items:** All evidence related to criminal investigations shall be collected, preserved, and stored in a manner that maintains its integrity, security, and chain of custody. Procedures must comply with California law to ensure admissibility in court.

### **Suggested Proofs of Compliance**

- Chain of custody documentation for all evidentiary items.
- Property and evidence logs, whether digital or physical, showing intake, storage, and disposition records.
- Inventory and audit reports
- Storage facility access logs or surveillance footage - restricted access.
- Receipts or forms signed by individuals reclaiming property.
- Disposal documentation

## **12.1.2 Laboratory Analysis – Procedures for Submission (M)**

### **Standard Statement**

The agency shall maintain a written directive outlining procedures for the secure, timely, and legally compliant submission of evidentiary items to qualified forensic laboratories.

The directive shall include:

- a. Identification of personnel responsible for preparing and submitting evidence.
- b. Packaging and submission requirements.
- c. Required documentation.
- d. Receipt procedures: maintaining chain of custody.

### **Clarification Statement**

Only trained, authorized personnel may submit evidence for forensic analysis. Packaging must prevent contamination and comply with legal standards. All submissions must include complete documentation and maintain a clear chain of custody. Laboratories must verify receipt in writing to preserve the integrity of evidence and ensure its legal admissibility.

### **Suggested Proofs of Compliance**

- Evidence submission forms/logs/receipts
- Packaging and labeling records
- Audit or inspection reports

### **12.1.3 Property/Evidence Management Systems (M)**

#### **Standard Statement**

The agency shall establish and maintain a secure property management system that ensures accurate recording, classification, storage, retrieval, and proper disposition of all property and evidentiary items under its custody.

#### **Clarification Statement**

An effective property and evidence management system preserves integrity, accountability, and compliance with legal obligations. It must distinguish evidentiary items related to investigations from non-evidentiary property, such as lost, found, or safekeeping items. Proper classification, secure storage, and thorough documentation protect against loss, theft, or contamination and ensure chain of custody for court admissibility. The system should allow efficient retrieval for investigations, courts, or lawful returns, with added safeguards for sensitive items such as firearms, cash, controlled substances, and biohazards. Agencies that rely on another agency's storage must establish a formal written agreement detailing responsibilities, access controls, chain-of-custody procedures, and compliance standards.

#### **Suggested Proofs of Compliance**

- Chain of custody documentation
- Inventory and tracking records
- Chain of custody documentation
- Formal written agreements (if applicable)
- Audit and inspection reports

### **12.1.4 Inspections and Inventory (M)**

#### **Standard Statement**

The agency shall establish a written directive that defines policy and procedures which addresses the handling, storage, and inventory of evidence and property in the agency's custody. The directive shall include:

- a. A semi-annual inspection of evidence/property storage areas by the person responsible for the evidence/property control function or his/her designee to ensure adherence to agency procedures governing storage of evidence/property.
- b. An inventory of evidence/property occurs whenever there is a change of the evidence/property custodian, evidence/property function supervisor, or chief law enforcement officer.

- c. An inventory of evidence/property occurs whenever there is any indication or suspicion of a breach of the property/evidence repository.
- d. An annual unannounced inspection of evidence/property storage areas, as directed by the agency's CEO.

### **Clarification Statement**

Maintaining an inventory and conducting regular inspections are essential to protect the chain of custody and prevent loss, theft, or tampering. Unannounced inspections, and full inventories during personnel transitions safeguard accuracy and continuity. When a change in CEO occurs, the agency may elect to use an outside auditor to promote neutrality, transparency, and the integrity of the process. Policies should be reviewed regularly to align with laws and best practices. All findings must be documented, reported to leadership, and accompanied by corrective actions to ensure accountability and integrity. Each inventory or inspection shall be independent from each other. If the agency relies on another entity to store their evidence and property items, the agency must ensure that the entity complies with the requirements of this standard.

### **Suggested Proofs of Compliance**

- Inspection reports
- Inventory records
- Corrective Action records
- Submission of reports to CEO
- Policy and procedure review

#### **12.1.5 Annual Audit (M)**

### **Standard Statement**

The agency shall establish a written directive that requires an annual audit of evidence and property held by the agency with both random and high-risk items sampling. The directive shall require:

- a. The audit shall be conducted by a supervisor outside of the chain of command for the evidence/property control function.
- b. High-risk items shall include firearms, narcotics, currency, and items of evidentiary value in homicides or other major crimes.
- c. Agencies should ensure that all facilities and all categories of property are subject to review over time.
- d. The number of items audited should be proportionate to the volume of property according to the following guidelines:

- a. Agencies with less than 5,000 items in custody: at least 50 items, including at least 25 high-risk.
- b. Agencies with 5,001–50,000 items: at least 150 items, including at least 100 high-risk.
- c. Agencies with more than 50,000 items: at least 300 items, including at least 200 high-risk.

### **Clarification Statement**

Audits of evidence and property are essential to ensure accountability, maintain the integrity of the chain of custody, and support successful prosecutions. They help detect and prevent theft or mishandling, ensure compliance with policies and laws, and build public trust in the agency's professionalism. Regular audits also improve efficiency by identifying and correcting procedural weaknesses. The directive shall be reviewed annually. A written report shall be submitted to the CEO.

### **Suggested Proofs of Compliance**

- Audit reports
- Corrective Action records
- Submission of reports to CEO
- Policy and procedure review

## **12.1.6 Storage and Security (M)**

### **Standard Statement**

All evidence and property shall be stored in secure, access-controlled areas. Temporary secure storage must be available when the property room is closed. Special provisions shall be made for perishable and oversized items.

When the agency relies on another entity to store evidence or property, formal agreements are necessary to ensure consistent security measures, clear responsibilities, and preservation of the chain of custody.

### **Clarification Statement**

Secure storage is essential to protect evidence and property from loss, tampering, or contamination. Perishable items require proper climate control or expedited handling to maintain their condition. Oversized items need specialized secure areas that accommodate their size without compromising security. Valuables demand enhanced security measures due to their high risk of theft or loss. Items that present a health or biohazard risk must be stored and handled in a manner that ensures the safety of all employees, including the use of appropriate protective equipment, specialized containment, and clear access restrictions. If the agency relies on another entity to store their

evidence and property items, the agency must ensure that the entity complies with the requirements of this standard.

### **Suggested Proofs of Compliance**

- Property room access logs
- Storage facility inspection records
- Security measures documentation
- Environmental controls documentation
- Observation
- Inter-agency agreements (if applicable)

### **12.1.7 Storage of High-Risk Items (M)**

#### **Standard Statement**

The property management system shall implement enhanced security measures to safeguard high-risk and valuable items, including but not limited to money, firearms, narcotics, and valuables.

#### **Clarification Statement**

Enhanced security controls may include restricted access, separate and secure storage areas, surveillance cameras, alarms, and other appropriate protective measures to prevent loss, theft, or tampering.

### **Suggested Proofs of Compliance**

- Access control logs
- Video surveillance logs
- Inventory and audit records
- Observation of physical security
- Inter-agency agreements (if applicable)

### **12.1.8 Agency Stored Items, Inventory, and Disposal Procedures (M)**

#### **Standard Statement**

A written directive shall establish procedures for the inventory, secure storage, and lawful disposal of all agency held property. The directive must include:

- a. Secure documentation of all items
- b. Regular inventory updates

- c. Guidelines for conducting audits
- d. Legal and timely disposal procedures
- e. Designated personnel responsibilities
- f. Documentation of all disposals
- g. Procedures for conversion of property for agency use

### **Clarification Statement**

This standard ensures proper management of property, ensuring items are properly managed, from intake through lawful disposition or conversion to agency use. Disposal practices shall comply with applicable laws, which govern the disposition of property not returned to rightful owners.

### **Suggested Proofs of Compliance**

- Inventory and disposal logs
- Disposal authorization forms
- Property conversion records
- Audit documentation

# Chapter 13: Communications Center and Interagency Communications

The communications center is the backbone of public safety, serving as the first point of contact in emergencies and coordinating responders and resources. This chapter sets standards for reliable, secure, and interoperable 24/7 communications, including voice, text, video, and data.

Aligned with Cal OES priorities, the standards address call routing and geolocation, dependable radio and broadband systems, secure recording and data management, personnel training, and interoperability with partner agencies. They also establish requirements for handling and retaining recorded communications in compliance with state law and the California Public Records Act.

These standards support a resilient, compliant communications framework that enables effective emergency response across California.

## Section 13.1 - Communications Center Operations

### 13.1.1 Operational Communications Services (M)

#### Standard Statement

The agency shall maintain 24/7 communications capabilities, either directly or by relying on an alternate or partner communications center, with the capacity to receive and process all forms of emergency communications.

#### Clarification Statement

To ensure uninterrupted emergency response capabilities, the agency may either operate its own communications center or establish formal arrangements with another qualified communications center. This arrangement must guarantee 24/7 availability and the ability to receive and process all types of emergency communications, including voice, text, data, and radio transmissions.

#### Suggested Proofs of Compliance

- Organizational chart
- Operational agreements with centralized communications system (if applicable)
- System logs/call records
- Staffing schedules showing continuous coverage

### 13.1.2 Single Access Telephone Line (M)

#### Standard Statement

The agency shall participate in or maintain a single-access telephone system utilizing 911 or another jurisdictional police emergency number.

### **Clarification Statement**

Agencies are responsible for ensuring their emergency telephone systems comply with applicable state and local laws and regulations, including preparing for the transition to upgraded 9-1-1 systems. They should refer to the Cal OES CA 9-1-1 Operations Manual, which provides guidance on system design and technical standards, public education programs, fiscal and operational oversight, and alerting and warning system procedures. These standards support the statewide effort to modernize 9-1-1 infrastructure and promote consistent, reliable access to emergency services. Given the evolving nature of 9-1-1 systems throughout California, agencies should regularly review their systems, policies, and operations to ensure continued compliance and readiness for future capabilities.

### **Suggested Proofs of Compliance**

- Copy of 911 system agreement or implementation plan
- Documentation of compliance with CALOES 911 Operations Manual
- Internal policy or SOP for emergency telephone operations

## **13.1.3 Misdirected Emergency Calls (M)**

### **Standard Statement**

The agency shall establish procedures for the prompt and effective routing of misdirected emergency calls.

### **Clarification Statement**

Agencies must implement and maintain procedures to ensure that emergency calls received in error - such as calls intended for another jurisdiction, service type, or agency—are quickly and accurately redirected. These procedures should include both technical system capabilities (e.g., call transfer functions, direct lines to other PSAPs or agencies), and operational protocols for identifying and transferring common types of misdirected calls (e.g., fire, medical, law enforcement, or out-of-area emergencies).

Prompt routing minimizes response delays and ensures callers receive the appropriate emergency service without needing to hang up and redial.

### **Suggested Proofs of Compliance**

- Training materials on handling misdirected calls
- Logs or call samples demonstrating proper routing

### **13.1.4 Service Area Maps (M)**

#### **Standard Statement**

The agency shall ensure updated maps of the primary service area and surrounding jurisdictions are visually available to communications personnel.

#### **Clarification Statement**

Communications personnel must have immediate visual access to accurate and current mapping resources that cover both the agency's primary response area and adjacent jurisdictions. These maps may be provided through physical copies (e.g., wall maps, map books) or secure, non-Internet-dependent digital platforms (e.g., local GIS systems, CAD-integrated mapping tools).

The use of non-Internet platforms ensures reliable access during network disruptions or security events. Maps must be reviewed and updated regularly to reflect jurisdictional boundary changes, new developments, and infrastructure changes.

#### **Suggested Proofs of Compliance**

- Physical or digital copies of maps are available at dispatch
- Photos or screenshots of map access points
- Observation

### **13.1.5 Portable Radios (M)**

#### **Standard Statement**

The agency shall provide on-duty field personnel with a hand-carried, two-way portable radio.

#### **Clarification Statement**

All on-duty field personnel must be equipped with a functional, hand-carried two-way portable radio to ensure continuous communication with the communications center. Wireless radio connectivity is essential for maintaining situational awareness, coordinating responses, and ensuring responder safety. Radios must be assigned, maintained, and operated in accordance with agency policy. They should provide reliable coverage throughout the agency's service area.

#### **Suggested Proofs of Compliance**

- Equipment issuance logs
- Inventory of radios and assignment records

### **13.1.6 Recording and Playback of Communications (M)**

#### **Standard Statement**

The agency, or its authorized communications center, must maintain the capability to continuously record all radio and telephone communications and enable instantaneous playback to support real-time review, verification, and operational oversight.

### **Clarification Statement**

This standard applies to all radio and telephone communications handled by the agency or its authorized communications center. It includes communications between dispatchers and field units, inter-agency coordination calls, emergency or routine telephone conversations, and any other voice transmissions conducted through agency-operated systems.

“Immediate playback” refers to the ability to instantly access and replay any segment of a recorded communication while operations are still ongoing. This capability is essential in fast-paced or high-risk environments where rapid verification of details—such as addresses, instructions, or responses—is critical to mission success and public safety.

Immediate playback allows supervisors, dispatchers, or authorized personnel to quickly resolve disputes, confirm information, or review transmissions in real time. This supports informed decision-making, improves situational awareness, and ensures a high standard of accuracy and accountability across all communications.

### **Suggested Proofs of Compliance**

- Audio logger system documentation
- Sample playback request log
- Observation

## **13.1.7 Guidelines for immediate playback (M)**

### **Standard Statement**

The agency shall maintain a written directive that clearly defines the authorization, access, and procedural guidelines for the immediate playback of recorded radio and telephone communications.

### **Clarification Statement**

In a law enforcement communications environment, immediate playback of recorded transmissions is often essential for operational accuracy, officer safety, and incident management. For example, playback may be required to confirm critical information such as addresses, suspect descriptions, or officer requests during rapidly evolving situations.

Because these recordings may contain sensitive, confidential, or evidentiary information, unrestricted or informal playback could lead to unauthorized disclosure, data compromise, or misuse. Therefore, a clearly defined directive ensures that immediate playback is conducted only by authorized personnel, for legitimate operational purposes, and in a controlled and documented manner.

## **Suggested Proofs of Compliance**

- Roster of personnel authorized for immediate playback (e.g., dispatch supervisors, communications officers)
- Copies of authorization memos, system permissions, or user role assignments showing controlled access
- Training records or acknowledgments confirming authorized staff understand the directive
- Samples of system-generated logs showing playback activity, user IDs, timestamps, and reasons (if recorded)
- Evidence that playback access is actively monitored and restricted
- Sample or redacted playback request forms, incident records, or supervisor logs showing playback use
- Documentation demonstrating compliance with procedures and supervisory oversight
- Observation

### **13.1.8 Release Procedures for Recorded Communications (M)**

#### **Standard Statement**

The agency shall maintain a written directive that establishes the criteria, approval process, and access controls for the review and release of communications system recordings.

The directive shall include, at a minimum:

- a. Conditions under which recorded communications may be reviewed or released.
- b. Identification of personnel authorized to approve and conduct reviews or releases.
- c. Procedures for handling public records requests involving recorded communications.
- d. Safeguards to protect the confidentiality and integrity of sensitive or legally protected information.
- e. Documentation and audit protocols to ensure accountability and transparency.

The directive shall be reviewed periodically and updated as necessary to reflect legal, operational, and technological changes.

#### **Clarification Statement**

This directive must ensure strict compliance with the California Public Records Act (CPRA) as well as all other relevant state and federal privacy laws. Protocols governing the release of recorded communications shall be designed to carefully balance the public's right to access government-held

information with the legal and ethical obligation to protect personal privacy, sensitive operational details, and confidential data.

To that end, the directive shall include clear provisions for mandatory redactions where required by law and establish specific criteria for when full or partial release is appropriate. It must also clearly designate the personnel authorized to review, approve, and process release requests, ensuring that access decisions are made consistently, lawfully, and with appropriate oversight. This structure promotes both accountability and transparency, while maintaining the integrity of sensitive communications.

#### **Suggested Proofs of Compliance**

- Sample release request and response
- Redaction guidelines (if applicable)

### **13.1.9 Communications Center Facility Security (M)**

#### **Standard Statement**

The communications center shall be located in a facility specifically designed and maintained to ensure physical security, providing reasonable protection against unauthorized access, physical threats, sabotage, and any conditions that may compromise the integrity or continuous operation of emergency communications.

#### **Clarification Statement**

The facility, including any communications center operated by another agency or contracted entity on behalf of the agency, must meet the security requirements established by the California DOJ and shall be subject to biennial security audits to ensure ongoing compliance, data protection, and risk mitigation.

#### **Suggested Proofs of Compliance**

- Facility design plans or inspection reports
- DOJ audit compliance documentation
- Observation

### **13.1.10 Communications Continuity of Operations Plan (COOP) (M)**

#### **Standard Statement**

The agency shall maintain a written Continuity of Operations Plan (COOP) specifically for the communications center. The plan shall address how the agency will sustain critical communications functions during, but not limited to, the following scenarios:

- a. Power failures

- b. Natural disasters
- c. Cybersecurity incidents or breaches
- d. Facility evacuations or other emergencies requiring relocation of operations

### **Clarification Statement**

The purpose of the COOP is to ensure that emergency communications remain functional, reliable, and resilient under a wide range of adverse conditions. The plan should include:

- Provisions for backup power systems (e.g., generators, battery backups)
- Redundancy strategies for essential communications infrastructure and equipment
- Cybersecurity safeguards, threat detection, and incident response procedures
- Evacuation and relocation protocols that allow for rapid transition to alternate facilities or remote operations

The COOP should also designate roles and responsibilities, establish communication protocols for use during continuity operations, and identify critical functions that must be maintained. All relevant personnel shall be trained on COOP procedures, and the plan shall be reviewed, tested, and updated on a regular basis to ensure operational readiness and alignment with current risks, technologies, and organizational changes.

### **Suggested Proofs of Compliance**

- Copy of the written COOP plan
- Documentation of COOP training or briefings provided to communications personnel
- Records of testing or drills of backup systems and procedures
- Documentation of periodic COOP plan review and updates

## **13.1.11 Training for Public Safety Dispatchers (M)**

### **Standard Statement**

All newly hired communications personnel shall successfully complete a formal training program prior to assuming operational duties.

### **Clarification Statement**

Training for communications center personnel shall comply with the California Commission on Peace Officer Standards and Training (POST) requirements and the California Emergency Services Act. This includes completion of an approved basic telecommunicator course covering emergency call-taking and dispatch procedures, radio communications, relevant legal and ethical responsibilities, and stress management. Personnel must also receive instruction on the Incident Command System (ICS) to effectively support multi-agency emergency response operations. Additionally, agencies are

responsible for providing ongoing training and refresher courses to ensure staff maintain proficiency and stay current with evolving regulations, technology, and best practices.

#### **Suggested Proofs of Compliance**

- Training curriculum
- Training completion certificates
- National certification documentation
- Documentation of ICS training and multi-agency coordination exercises

### **13.1.12 Radio Communications (M)**

#### **Standard Statement**

A written directive shall establish procedures for appropriate radio communications.

#### **Clarification Statement**

These procedures shall govern the use of radio communications during daily operations as well as in response to emergency incidents. They must ensure compliance with applicable legal requirements, promote clear and effective communication, and support coordinated response efforts across agencies.

#### **Suggested Proofs of Compliance**

- Radio communications policy and procedure
- Training materials
- Attendance records
- Radio communication audit samples

## **Section 13.2 - Interagency Communication**

This section outlines the standards for establishing and maintaining seamless communication between the agency and external public safety partners. It ensures interoperability during day-to-day operations, mutual aid responses, and critical incidents. The standards require written policies for shared communication protocols, coordination across jurisdictions, and participation in regular joint training and exercises. These practices strengthen regional collaboration, reinforce NIMS/SEMS compliance, and ensure effective response during multi-agency events.

### **13.2.1 Interagency Communications (M)**

#### **Standard Statement**

The agency shall maintain a written directive that outlines procedures for interoperable communication with allied agencies. This directive shall include:

- a. Protocols for mutual aid, tactical operations, and major events, and
- b. Address the establishment and maintenance of Memoranda of Understanding (MOUs) with allied agencies

#### **Clarification Statement**

These procedures shall include the use of shared radio frequencies, adherence to plain language protocols, and established mutual aid processes. Interoperable communications must be regularly tested and maintained in alignment with standards set forth by Cal OES, the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS) to ensure effective multi-agency coordination during incidents.

#### **Suggested Proofs of Compliance**

- Mutual aid and interagency MOUs
- Radio interoperability test logs
- Reports

### **13.2.2 Joint Communications Exercises (M)**

#### **Standard Statement**

The agency shall participate in periodic communications-based training and exercises with external agencies to validate interoperability protocols.

#### **Clarification Statement**

These exercises shall be in alignment with the Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and guidance from the California Governor's Office of Emergency Services (Cal OES).

They may include tabletop discussions, functional drills, or full-scale operational exercises that test interoperable communications systems, coordination procedures, and mutual aid protocols. Activities should simulate real-world scenarios involving multi-agency response and may include use of systems such as CALCOP, CLEMARS, and regional radio networks.

Documentation shall include after-action reports (AARs) that identify strengths, areas for improvement, and lessons learned. Agencies shall maintain records of any updates or enhancements made to communications plans, MOUs, or operational protocols as a result of these exercises to ensure continuous improvement and readiness.

#### **Suggested Proofs of Compliance**

- Training and exercise schedules
- Attendance records

- Exercise plans and scenarios
- After-Action Reports (AARs)
- Improvement plans / Corrective Action Reports.
- Meeting minutes
- Equipment testing and maintenance logs
- Certification or acknowledgment letters

## **Section 13.3 – Security, Storage, and Retention of Communications**

### **13.3.1 Communications Recording and Retention (M)**

#### **Standard Statement**

The agency shall maintain a written directive that addresses the recording and secure storage of all radio and telephone communications using an audio logging system. Recordings shall be retained for a minimum of 90 days, or longer if they are relevant to ongoing investigations, litigation, or public records requests, in compliance with California statutes and the California Public Records Act.

#### **Clarification Statement**

The audio logging system shall provide immediate playback capability for recorded communications and comply fully with California DOJ standards and all applicable wiretapping and privacy laws. The system must support recording and secure storage of all traditional and Next Generation 911 (NG911) communications, including voice, text, and multimedia data, in accordance with standards set forth by the California Governor's Office of Emergency Services (Cal OES) and California 911 Branch (Cal 911).

Regular backup and archival procedures shall be implemented to ensure data integrity, prevent loss, and maintain secure, tamper-resistant storage of all recordings and NG911 data.

#### **Suggested Proofs of Compliance**

- Audio logger system documentation
- Retention and deletion policy and procedure
- Sample retention and playback logs

### **13.3.2 Communications Security Protocols (M)**

#### **Standard Statement**

The agency shall maintain a written directive that requires the implementation of safeguards to protect recorded communications from unauthorized access, alteration, or deletion.

## **Clarification Statement**

These safeguards shall include robust access controls limiting system permissions to authorized personnel only, comprehensive and tamper-evident audit trails to monitor all access and modifications, and ongoing staff training focused on confidentiality, data security protocols, and the critical importance of maintaining the integrity and reliability of recorded communications.

## **Suggested Proofs of Compliance**

- System access logs
- Security audit reports
- Training records
- User training acknowledgments

# Chapter 14: Records Management

This chapter establishes requirements for the secure classification, access, retention, and destruction of agency records. It emphasizes confidentiality, lawful access, disaster recovery, and continuity of operations while allowing agencies flexibility in how requirements are met. These standards promote accountability, transparency, and responsible information stewardship regardless of agency size or technology level.

## Section 14.1 - Records Management and Access

### 14.1.1 Records Classification and Access (M)

#### Standard Statement

The agency shall maintain a written directive that establishes procedures for the classification, access, and security of agency records.

#### Clarification Statement

Agencies must organize and safeguard records to ensure confidentiality and integrity, limiting access exclusively to authorized personnel. They are required to abide by applicable jurisdiction-approved retention schedules and document secure destruction procedures to maintain proper records management. Agencies may use diverse methods to meet these requirements, including manual or electronic systems. The written directive shall be based on the applicable records retention regulations of the agency's governing jurisdiction (state, city, or county). This approach allows the agency to align its records management practices with legally mandated timelines and procedural requirements.

#### Suggested Proofs of Compliance

- Access control logs
- Retention and Destruction of Records
- Observation and Interviews

### 14.1.2 Records Retention and Destruction (M)

#### Standard Statement

The agency follows record retention schedules and destruction procedures in accordance with the requirements of its respective parent jurisdiction (state, city, or county).

#### Clarification Statement

The agency's records retention and destruction schedule shall comply with the requirements of its governing jurisdiction, while also ensuring adherence to all applicable laws governing the retention of peace officer and law enforcement records.

## **Suggested Proofs of Compliance**

- Retention schedule documentation
- Destruction logs
- Audit Reports
- Interviews

### **14.1.3 Electronic Records Backup and Recovery (M)**

#### **Standard Statement**

The agency has a written directive requiring the implementation and maintenance of comprehensive backup and disaster recovery procedures to protect electronic records and information systems. These procedures must ensure the integrity, confidentiality, and availability of data during emergencies, system failures, or other disruptive events.

#### **Clarification Statement**

All backup and disaster recovery procedures must comply with applicable laws, regulations, and standards within the agency's governing jurisdiction, including but not limited to the California Information Practices Act (IPA), the State Administrative Manual (SAM), the Statewide Information Management Manual (SIMM), and recognized information security best practices. Backup procedures should be designed in alignment with the agency's available resources, technical capabilities, and operational needs.

Backup procedures must include regularly scheduled data backups, with secure storage of backup copies in offsite facilities or accredited cloud environments. All backup systems must be protected against unauthorized access and tested periodically to verify successful data restoration.

Disaster recovery plans must clearly outline the steps required for data restoration, system recovery, and the continuity of critical operations in the event of data loss, cyberattacks, natural disasters, or other significant disruptions. Plans must assign roles and responsibilities, define recovery time objectives (RTOs) and recovery point objectives (RPOs), and be regularly tested and updated to ensure effectiveness.

#### **Suggested Proofs of Compliance**

- Backup logs
- Cloud/vendor agreements
- Testing and validation records
- Interviews

# **Appendix**

**Appendix A: References to California Law**

**Appendix B: Glossary**

**Appendix C: Time Sensitive Standards**

**Appendix D: Training Index**