J. Francis & M. Basanese

Inspections, Audits & Inventories
A little about Us

- Jocelyn Francis – Police Administrative Services Manager
  - POST Command College, MPA
    - Oversees: Property & Evidence, CSOs, Records Unit, Budget, Parking, PIO, Procurement. Published articles on better utilizing professional staff & creating a culture for success
    - Law enforcement for 16 years – 7 Years at PGPD
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- Michaela Basanese – Police Services Technician/Property & Evidence Technician
  - IAPE Property and Evidence Specialist
    - Property & Evidence Technician, Crime Scene Technician, Equipment Quartermaster & Social Media team
    - Law enforcement for 10 years – 7 Years at PGPD
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The following presentation is aligned with the Pacific Grove Police Department policies & procedures and in conjunction with CALEA standards.

Every agency is different. Prior to implementing or changing any current policies or procedures at your agency, consider what is best for your department based off the size of your property room, staffing and department goals, then discuss with your Command staff.
Overview

INSPECTIONS
WHO?

AUDITS
WHEN?

INVENTORIES
WHY?

HOW?

Success!
A Manager’s Perspective

Employee Safety
- Physical Safety
- Internal Investigations

Resources
- Budget Requests
- Analyze Workloads

Security
- Alarms Functionality
- Access Control
- Video Surveillance

Policy
- Practices within Policy
- Make Revisions

Evidence Integrity
- Property Packaging
- Chain of Custody
- Maintenance & Storage
Inspections
Types of Inspections

Planned & Unannounced
Planned Inspections

- **Bi-Annually** *(April/October)*

- **(2) Staff:** Ex. Primary/Secondary Property Techs, or Property Tech/Supervisor

- **What is reviewed during an inspection?**
  - High-Risk items

- **What are you looking for in an inspection?**
  - Discrepancies & missing items. You want to be able to report you are constantly reviewing & monitoring the items in your space to minimize risk. This process protects YOU & your AGENCY!
<table>
<thead>
<tr>
<th>Pieces of High Risk Evidence/Property</th>
<th>Recommended Sample Size</th>
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</thead>
<tbody>
<tr>
<td>100</td>
<td>92</td>
</tr>
<tr>
<td>250</td>
<td>203</td>
</tr>
<tr>
<td>500</td>
<td>341</td>
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<tr>
<td>1,000</td>
<td>516</td>
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<td>5,000</td>
<td>880</td>
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<td>964</td>
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<td>15,000</td>
<td>996</td>
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<tr>
<td>20,000</td>
<td>1,013</td>
</tr>
<tr>
<td>25,000</td>
<td>1,023</td>
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<tr>
<td>50,000</td>
<td>1,045</td>
</tr>
<tr>
<td>100,000 (WOW!)</td>
<td>1,056</td>
</tr>
</tbody>
</table>

*Can be applied for large agency spot checks See Large Agency Inventory slide*
Inspection Process

- **Inspection Form**
  - A form leads you through completing an inspection and provides a clear snapshot to the person reviewing it (i.e. Management)

- **Automated vs. Paper**
  - Some RMS have automated ways to inventory, others need a hard copy list & checking the items off one-by-one. Both are acceptable
How is your property room doing? Spot check of your high-risk items, is everything accounted for?

- Less than 4% Error Rate
- Prompts Action to Purge
- Evidence Room Cleanliness
- Functioning Security Measures
- Review of what is in the property room and how much space is available
Unannounced Inspection

- **Annual** (Date at Random)
- **(2) Staff**: Staff **NOT** associated with the property room (Detective, Sergeant, etc.) & Property Tech

- **What is Reviewed?**
  - Review of (1) case & review of a handful of items at random from shelves

- **What is the Focus?**
  - Cleanliness & Employee Safety
  - Security Measures
Inspection Documentation

- Completed form* signed by both employees.
- Present signed form to your supervisor.
- Supervisor presents to Command Staff.
- After review, the inspection paperwork should be maintained permanently. We recommend both virtually and a hard copy.

*E-mail us for a copy of the form!
Unannounced #Goals

- Your peers might not understand what exactly you do behind the scenes.
- Now is your CHANCE to SHINE! You have someone inspecting the room that may otherwise never set foot in a property room! Show off a little! Show how quickly you can retrieve an item or your organization! This is an opportunity to educate a peer & showcase your hard work!
- It’s also a great chance to gain & learn an outsider’s perspective.
Question!

When was your last Inspection? 6 months? 1 year? 3+ years? Not sure?
Audits
Internal Audit

- **Annual (July)**

- **(2) Staff:** Staff *NOT* associated with the property room (Detective, Sergeant, etc.) & Property Tech

- **What is Reviewed?**
  - 100 High-Risk Items
  - (1) Case at Random

- **What is the Focus?**
  - High-Risk Items (Shelves vs. RMS)
Review of 100 high risk items (Don’t have 100? Supplement with other property.)

Generate a randomized list of items from property tracking system*

Scan/check off each item as it is located

Observe for safety, security & cleanliness

Reconcile Discrepancies & Report to Command Staff

Submit complete form with back-up documentation to supervisor.
Internal Audit #Goals

- Again, your time to SHINE!
- Ensuring all Firearms, Narcotics & High Value Items are all accounted for
- Observations on overall cleanliness & functionality of the property room
- Receive open and honest feedback. It’s helpful as people on the outside might have valuable insight and recommendations
- Less than a 4% error rate #goals
AUDITORS-4-HIRE

- POST and several other private Evidence Auditing companies are an option for a formal audit.
- Auditors come in and review items with an evidence technician or supervisor.
- A set amount of items are listed for review.
- A reverse review is conducted by randomly selecting items on the shelf and making sure they are on the shelf that the tracking says they are on.
- A complex report is issued at the end of the audit by the auditor. This helps the property tech and their agency understand their strengths and weaknesses in the property room.

DON’T RECREATE THE WHEEL

- Talk to other agencies around you to see who they use and what their guidelines are.
- External Audits are helpful in understanding what your room looks like to someone from the outside.
Inventories
Inventory

- New Evidence employee or new Chief
- Complete Inventory
- What is Reviewed?
  - Logs vs. Location for EVERY item
  - All facilities
- What is the Focus?
  - Less than 4% error rate
- Note
  - Inventories are a HUGE undertaking. Your department has to be on board
  - Inventories should be completed timely after a new person is assigned
**Large Agency Inventory**

### SPOT CHECKS

- **What if your agency has upwards of 10,000 + items in storage?**
- **Full Inventories may not be feasible**
- **Monthly Audits/Spot Checks?**
  - Implementing Inspections and Audits as recommended can help maintain control and accountability for larger spaces
  - In depth audits should be conducted when there is a change of personnel in the property room
  - Focus on high-risk items & homicide evidence
  - Conducted by a different set of property personnel each time
- **Use chart from Audits**

### FULL INVENTORY

- **A full inventory regardless of size is recommended if the error rate for inspections and audits is 4% or higher**
- **External Inventory companies**
- **Directed focus on reconciliation of outstanding items**
Inventory Process

- Create teams of two (depending on the size of your department), ideally a new employee & an experienced employee
- Pull a list for each “location” in your property room and what should be there
- Scan and/or manually check the items off on the list
- Notate each item as “Inventoried”
- Hard on the eyes, so take breaks and give your eyes (and brain) a rest! Fatigue can lead to errors
Find a way to make a note for every item you inventory. That way you have a record and if you can’t find that item in the future, you can will be able to track down a time frame for when it could have been misplaced.
In the property room, you want to ensure that nothing goes missing on your watch. Inventories protect YOU!

- Provides a full snapshot of the property rooms – How many high-risk items do you have?
- Good time to (re)organize & streamline storage!
- Makes pulling items for future audits efficient
- Allows you to definitively state the property unit is ran with Integrity
- Error rate of less than 4%
July 2019 Inventory

- PGPD Full Inventory 2019 w/ new Chief & property employee appointment
- SRO assisted w/initial inventory over 5 days
- 6,189 items & 200 outstanding items!
- Secondary “Reconciliation” Inventory with new back-up property employee
- Reconciled items down to 2 outstanding items.
- Operator Errors – returned property from labs, etc.
- Used the scanner
- Undocumented destructions from early 2000’s
Reconciliation Tips

- Read the narratives, there could be one line that says “items returned to owner”
- Check attachments – Is there a property receipt signing the item out?
- Review the storage location with fresh eyes! – Maybe the item was on the shelf all along…
- “Notes” – Person releasing item(s) would simply put in notes “returned to owners” with no access to property movement
- Review Photos – Multiple Items in a Single Bag?
CLETs Audits

- Every (2) Years
- DOJ inventory list of ALL firearms entered, associated with PGPD
- Institutional Registration, Evidence, Found, Safekeeping
- Staff: Rangemaster, Property Technicians, Records
- Reconciliation (Internal Records, AFS)
## Audit Type (Check One)

- **Semi-Annual Inspection**: Conducted by primary and secondary Property and Evidence Technicians and/or Administrative Services Manager. Review 341 items of High Risk Property and Evidence (supplement with other cases if needed). *Completed in April and October.*

- **Full Audit (Inventory)**: Conducted when a new Chief of Police is appointed and/or a new Property and Evidence Technician.

- **Annual Audit**: Conducted by person not routinely or directly connected with property and evidence, assigned by the Chief of Police. Review 100 items of High Risk Property and Evidence (supplement with other cases if needed) and at least (1) case by random. *Completed in July.*

- **Unannounced Inspection**: Conducted by person not routinely or directly connected with property and evidence, assigned by the Chief of Police. Focus on security, cleanliness, and reviewing (1) case and (1) location at random. *Once a Year.*

### Auditor Name

<table>
<thead>
<tr>
<th>Total Stored Items</th>
<th>Total High-Risk Items</th>
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### Property and Evidence Storage Area Inspection

#### Primary Storage Area

- **Video Cameras**
- **Overall Security**
- **Cleanliness**

#### Basement Storage Area

- **Video Cameras**
- **Overall Security**
- **Cleanliness**

#### Public Works Garage

- **Video Cameras**
- **Overall Security**
- **Cleanliness**

### Property and Evidence Items Audited (Attach Inventory Lists)

<table>
<thead>
<tr>
<th>Cases Reviewed</th>
<th>Locations Reviewed</th>
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<tbody>
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</table>

<table>
<thead>
<tr>
<th>Items Reconciled</th>
<th>Unaccounted Items</th>
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</table>

*Attach inventory reports with indications specific items were reviewed. Initial and date.*
Back-Up Documentation

- Inventory Sheets
- Memos
- Proofs
  - Report Notes
  - Destruction Notice
  - Property Receipts
  - Supplemental Narratives
  - Lab/DA Communication
Lessons Learned & Asking for Help
Issues We Uncovered

- Last movement was well before our time
- Property hands changed multiple times...
- Light duty officers put in charge of the property room with no proper movement access in RMS!
- Written documentation lacking
- Not barcoded or ever entered into RMS
- Transition from Paper Logs to RMS
- Firearms reconciliation – CLETS audit
Overcoming Obstacles

- Staffing – It’s just me
- Time – No OT Authorized
- No Policy or Antiquated Policy
- Legacy Systems
- Competing Requests & Responsibilities (Digital Evidence Anyone?)
- Negative Thoughts – “What Ifs”
Possible Solutions

- One person show? Utilize a part time person, light duty employee, or volunteer. Body worn camera?

- Map out a schedule – Figure out the time you have available to dedicate and use that time to check high risk storage

- Talk to your peers, someone has a policy that should be adaptable through your Chain of Command

- Paper to electronic record keeping (barcodes!)

- Prioritize & make #goals!
Scheduling

**Dispositions/Purging**
- Crucial to regularly dedicate staff and schedule purging — Weekly

**Inspections, Audits, Inventories**
- Semi-Annual Inspection
  - Block Off in Advance (April/October)
- Annual Unannounced Inspection
  - No Notice — Random Date (Supervisor)
- Annual Audit
  - Block Off Time in Advance (July)
- **Inventory**
  - Dedicate Significant Time w/ Management Buy-In
Ask for Resources!

• Be specific in requests. Do you need staff help to purge? Replacement Tools? Technology?

• Include quotes or links. Make it easy to say yes 😊

• Budget Fiscal Year July 1 – June 30
  • Write-up memos for large purchases (vehicles, equipment, new software, staffing) in February.
  • For smaller purchases, request to buy in July and/or May…
Questions?

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Open the Floor up for Discussion.

Lessons Learned – Your experiences.

Your Biggest Takeaway for when you return to the office.