

LAW ENFORCEMENT ACCREDITATION

Franklin County (VA) Sheriff's Office

Agency

Franklin County (VA) Sheriff's
Office
70 East Court Street
Rocky Mount, VA 24151

Chief Executive Officer

Sheriff
W.Q. "Bill" Overton, Jr

Methodology Overview

CALEA serves as the premier credentialing association for public safety agencies and provides accreditation services for law enforcement organizations, public safety communication centers, public safety training academies, and campus security agencies. The standards are promulgated by a board of 21 commissioners, representing a full spectrum of public safety leadership. The assessment process includes extensive self-assessment, annual remote web-based assessments, and quadrennial site-based assessments. Additionally candidate agencies are presented to the Commission for final consideration and credentialing.

CALEA Accreditation is a voluntary process and participating public safety agencies, by involvement, have demonstrated a commitment to professionalism. The program is intended to enhance organization service capacities and effectiveness, serve as a tool for policy decisions and management, promote transparency and community trust, and establish a platform for continuous review.

CALEA Accreditation is the Gold Standard for Public Safety Agencies and represents a commitment to excellence.



Law Enforcement Accreditation

CALEA standards reflect the current thinking and experience of Law Enforcement practitioners and researchers. Major Law Enforcement associations, leading educational and training institutions, governmental agencies, as well as Law Enforcement executives internationally, acknowledge CALEA's Standards for Law Enforcement Agencies© and its Accreditation Programs as benchmarks for professional law enforcement agencies.

CALEA's Founding Organizations:

- **International Association of Chiefs of Police (IACP)**
- **Police Executive Research Forum (PERF)**
- **National Sheriffs Association (NSA)**
- **National Organization of Black Law Enforcement Executives (NOBLE)**

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EXECUTIVE SUMMARY

Overview:

The Franklin County (VA) Sheriff's Office is currently commanded by W.Q. "Bill" Overton, Jr. The agency participates in an accreditation process with components that include remote web-based assessment(s), as well as site-based assessment activities. The executive summary serves as a synopsis of key findings, with greater details found in the body of the report.

Compliance Services Review:

CALEA Compliance Services Member(s) Jeff Pierce (CSM) remotely reviewed 69 standards for the agency using Law Enforcement Manual 6.18 and completed a report of findings on 11/17/2023. These standards included specific time-sensitive issues, as well as all standards applicable to the agency by size and function. If standard issues are found they are listed below.

Site-Based Assessment Review:

Site-Based Assessment Report was not completed.

CHIEF EXECUTIVE OFFICER PROFILE

W.Q. "Bill" Overton, Jr

Sheriff Overton was born and raised in Franklin County. Seeing the example set by his father, Bill has always had the desire to be a public servant and be responsive to the needs of his community. His father was the Sheriff of Franklin County for 32 years and Bill followed in his footsteps that led to a long and distinguished career in law enforcement. Sheriff Overton has been in this career for over 40 years, with 11.5 of those years as Sheriff of Franklin County. He has a Bachelor's degree in Criminal Justice, is a graduate of the FBI National Academy and the CSI-Virginia Forensic Science Academy. He has worked as a Patrol Deputy, a School Resource Officer, Investigator, Command Staff and many other duties of law enforcement.

Sheriff Overton is happily married to his wife, Nancy and has raised their children in Franklin County.

COMMUNITY PROFILE

Franklin County is located in the Blue Ridge foothills of the Commonwealth of Virginia. The county's population in 2020 was 54,477. The county has a total area of 712 square miles, of which 690 square miles is land and 21 square miles is water. There are two lakes within the county: Smith Mountain Lake and Philpott Lake.

As of the census of 2000, there were 47,286 people, 18,963 households, and 13,918 families residing in the county. The population density was 68 people per square mile (26/km²). There were 22,717 housing units at an average density of 33 per square mile (13/km²). The racial makeup of the county was 88.95% White, 9.35% Black or African American, 0.19% Native American, 0.36% Asian, 0.02% Pacific Islander, 0.42% from other races, and 0.71% from two or more races. 1.21% of the population were Hispanic or Latino of any race.

There were 18,963 households, out of which 29.10% had children under the age of 18 living with them, 60.10% were married couples living together, 9.40% had a female householder with no husband present, and 26.60% were non-families. 22.60% of all households were made up of individuals, and 8.90% had someone living alone who was 65 years of age or older. The average household size was 2.44 and the average family size was 2.84.

In the county, the population was spread out, with 22.20% under the age of 18, 8.10% from 18 to 24, 28.20% from 25 to 44, 27.20% from 45 to 64, and 14.30% who were 65 years of age or older. The median age was 40 years. For every 100 females there were 97.20 males. For every 100 females age 18 and over, there were 96.30 males.

The median income for a household in the county was \$38,056, and the median income for a family was \$45,163. Males had a median income of \$29,807 versus \$22,215 for females. The per capita income for the county was \$19,605. About 7.30% of families and 9.70% of the population were below the poverty line, including 12.70% of those under age 18 and 9.80% of those age 65 or over.

The county has 12 elementary schools, one middle school, one high school, and one college.

AGENCY HISTORY

Franklin County's first sheriff was Robert Woods who served from 1785 – 1787. Franklin County was very sparsely settled at that time. Throughout the next 140 years, deputies answered calls by horseback. As a rural county, technology came slowly to Franklin County. Even up to the 1940's and 50's, deputies had to provide their guns, cars and other items in order to work. Communication radios weren't placed in cars until the 1950's. Our current jail was built in 1938 and has undergone many upgrades, additions and modernizations that keep it in compliance with Virginia Department of Corrections regulations and standards. Changes have been dramatic over the years as our population has grown and demands have increased. In 1976, there were only a handful of correction officers, about 16-18 deputies and only one dispatcher per shift. In 1976, W. Q. "Quint" Overton was elected sheriff and it is believed he was the longest tenured sheriff in Franklin County history serving from 1976 – 2007, a total of 32 years. Overton brought a cultural change to the position of sheriff, believing in serving the residents of Franklin County with honesty and fairness.

Today, our sheriff is W. Q. "Bill" Overton, Jr. Bill is the son of Quint Overton and was elected in 2011, taking office in January 2012. He has brought the Office of the Sheriff into the modern area of crime fighting, utilizing technologies like; drones, cell phone investigations, modernizing investigation techniques, usage of body cameras and many other areas to enhance deputy's abilities to respond to and investigate crimes. He leads a department of over 120 sworn law enforcement and administration members. The county's population is nearly 57,000 residents compared to about 25,000 in 1976. With the huge expansion of new residents on Smith Mountain Lake and seeing this area quadruple in population over the last 20 years, the Franklin County Sheriff's Office now has a Sub-Station in this area that is staffed Monday-Friday each week.

The Franklin County Sheriff's Office has been accredited through the Virginia Law Enforcement Professional Standards Commission since 2014 and through the Commission on Accreditation for Law Enforcement Agencies since 2022.

AGENCY STRUCTURE AND FUNCTION

The Office of the Sheriff is a full service law enforcement agency that includes divisions of patrol, corrections, court services, investigations, civil process, E911 communications, school resource officers, and administrative personnel. The agency has approximately 126 staff members, to include 78 full-time sworn, 24 part-time sworn, and 24 civilian personnel. The break down of each division is as follows: Patrol (2 Patrol Captains supervising 4 rotating shifts; 1 Lieutenant, 2 Sergeants and 5 deputies on each shift), Corrections (a Corrections Captain supervising a Lieutenant with 4 rotating shifts; 1 Sergeant and 3 deputies on each shift; a full-time medical deputy, a full-time records supervisor, a part-time records clerk, and 3 part-time trustee supervisors), Court Services (a Sergeant supervising 2 full-time and 18 part-time sworn), Investigations to include General and Narcotics (2 Lieutenants, 3 full-time Narcotics, 6 full-time General, and 1 part-time General), Civil Process (2 full-time sworn), E911 communications (2 full-time directors, 4 rotating shifts with each shift having 1 supervisor and 3 dispatchers; E911 Center has part-time members as well that typically work for another agency but may assist our agency during times of staff shortage), School Resource (3 full-time sworn; 2 for high school and 1 middle school), a full-time Domestic Violence Advocate Coordinator, a full-time training coordinator, a full-time Property and Evidence Technician, a part-time Community Outreach Coordinator and Administrative Staff (2 full-time records, 2 part-time receptionists, a full-time administrative assistant to the Sheriff, a Public Information Officer, a Quartermaster, a Professional Standards/Administrative Captain, the Major and the Sheriff.

AGENCY SUCCESSES

The Office of the Sheriff has been accredited by the Virginia Law Enforcement Professional Standards Commission since 2014. This organization holds itself as a high performing agency with high expectations to deliver the best public service possible to Franklin County. In the past 5-10 years, this agency has been able to significantly increase staffing, update equipment and increase training through grant funding, as well as providing inmate rehabilitation services to offenders in our local jail. The local jail of Franklin County is operated under the Office of the Sheriff. The inmate rehabilitation program, named Bridging the Gap, has been in place since 2017 and has been fully grant funded during that time. The program includes interaction of offenders with the local community services board, local probation and parole, and various local churches. The offenders volunteer for this faith based program, participate in extensive counseling/therapy with the local community services board, attend local church services, and interact with community stakeholders. A purpose of this program is to assist in the successful re-entry of offenders by stabilizing them as much as possible prior to their release. At this time, the program has graduated over 50 offenders, many of which are still in contact with those positive persons that they met during the program.

FUTURE ISSUES FOR AGENCY

Each law enforcement agency across the country is faced with many of the same future issues ahead of them. Hiring and recruitment in today's climate is getting more and more difficult, putting a huge strain on the current workforce. Pay for law enforcement in our region is very competitive and our county is working to address pay concerns for our members in order to both recruit and retain staff. We have a young department with much potential, but also learning how to work with generational differences amongst our staff.

YEAR 1 REMOTE WEB-BASED ASSESSMENT

Compliance Services Member: Jeff Pierce (CSM) completed a report of findings of the Year 1 Remote Web-based Assessment of Franklin County (VA) Sheriff's Office. The review was conducted remotely and included 69 standards from the CALEA® Standards for Law Enforcement Manual. The following standards were reviewed and the findings are denoted:

Standards	Findings
1 Law Enforcement Role and Authority	
1.1.1 Oath of Office (LE1) (MMMM)	Compliance Verified
1.1.2 Code of Ethics* (LE1) (MMMM)	Compliance Verified
1.2.3 Compliance with Constitutional Requirements (LE1) (MMMM)	Compliance Verified
1.2.8 Strip/Body Cavity Search (LE1) (MMMM)	Compliance Verified
1.2.10 Duty to Intervene (LE1) (MMMM)	Compliance Verified
3 Contractual Agreements for Law Enforcement Services	
3.1.1 Written Agreement for Services Provided (LE1) (MMMM)	Compliance Verified
4 Use of Force	
4.1.2 Use of Deadly Force (LE1) (MMMM)	Compliance Verified
4.1.3 Warning Shots (LE1) (MMMM)	Not Applicable by Function
4.1.4 Use of Authorized Less Lethal Weapons (LE1) (MMMM)	Compliance Verified
4.1.6 Vascular Neck Restrictions (LE1) (MMMM)	Not Applicable by Function
4.1.7 Choke Holds (LE1) (MMMM)	Not Applicable by Function
4.2.1 Reporting Uses of Force* (LE1) (MMMM)	Compliance Verified
4.3.3 Annual/Biennial Proficiency Training* (LE1) (MMMM)	Compliance Verified
4.3.4 Prerequisite to Carrying Lethal/Less Lethal Weapons (LE1) (MMMM)	Compliance Verified
11 Organization and Administration	
11.1.1 Description of Organization (LE1) (MMMM)	Compliance Verified
11.3.3 Notify CEO of Incident with Liability (LE1)	Compliance Verified
12 Direction	
12.2.1 The Written Directive System (LE1)	Compliance Verified
15 Planning and Research, Goals and Objectives, and Crime Analysis	
15.2.1 Annual Updating/Goals and Objectives* (LE1)	Compliance Verified
17 Fiscal Management and Agency Property	
17.4.2 Cash Fund/Accounts Maintenance* (LE1)	Compliance Verified

Standards	Findings
22 Personnel Management System	
22.1.3 Benefits Program (LE1)	Compliance Verified
22.1.9 Military Deployment and Reintegration (LE1)	Compliance Verified
22.2.5 Extra-Duty Employment (LE1)	Compliance Verified
26 Disciplinary Procedures and Internal Investigations	
26.1.3 Harassment (LE1)	Compliance Verified
26.2.4 Complaint/Commendation Registering Procedures (LE1)	Compliance Verified
26.3.3 Investigation Time Limits (LE1)	Compliance Verified
26.3.5 Notification of Allegations and Rights (LE1)	Compliance Verified
31 Recruitment and Selection	
31.2.1 Recruitment Plan (LE1)	Compliance Verified
31.5.1 Background Investigations (LE1)	Compliance Verified
33 Training and Career Development	
33.1.5 Remedial Training (LE1)	Compliance Verified
33.4.4 Limited Function Alternate Training Requirements (LE1) (M M M M)	Not Applicable by Function
33.8.2 Skill Development Training Upon Promotion (LE1)	Compliance Verified
35 Performance Evaluation	
35.1.2 Annual Evaluation* (LE1)	Compliance Verified
43 Vice, Drugs, and Organized Crime	
43.1.1 Complaint Management (LE1)	Compliance Verified
44 Juvenile Operations	
44.1.1 Juvenile Operations Policy (LE1)	Compliance Verified
44.2.3 Custodial Interrogation and Interviews (LE1)	Compliance Verified
46 Critical Incidents, Special Operations, and Homeland Security	
46.1.9 All Hazard Plan Training* (LE1)	Compliance Verified
70 Detainee Transportation	
70.1.1 Pre-Transport Prisoner Searches (LE1)	Compliance Verified
70.1.7 Procedures, Escape* (LE1)	Compliance Verified
70.4.2 Rear Compartment Modifications (LE1)	Compliance Verified
71 Processing and Temporary Detention	
71.1.1 Role and Authority (LE1)	Not Applicable by Function
71.1.2 Safety and Security (LE1)	Not Applicable by Function

Standards	Findings
71.2.1 Training (LE1)	Not Applicable by Function
71.3.1 Training (LE1)	Not Applicable by Function
71.4.1 Physical Conditions (LE1)	Not Applicable by Function
71.4.2 Fire Prevention/Suppression (LE1)	Not Applicable by Function
71.4.3 Inspections* (LE1)	Not Applicable by Function
72 Holding Facility	
72.1.1 Training User Personnel* (LE1)	Not Applicable by Function
72.4.1 Securing Weapons (LE1)	Not Applicable by Function
72.5.3 Sight and Sound Separation (LE1)	Not Applicable by Function
81 Communications	
81.2.1 24 Hour, Toll-Free Service (LE1)	Compliance Verified
81.2.2 Continuous, Two-Way Capability (LE1)	Compliance Verified
81.2.13 First Aid Over Phone (LE1)	Compliance Verified
81.3.2 Alternate Power Source* (LE1)	Compliance Verified
82 Central Records	
82.2.3 Case Numbering System (LE1)	Compliance Verified
83 Collection and Preservation of Evidence	
83.1.1 24-Hour Availability (LE1)	Compliance Verified
83.2.6 Report Preparation (LE1)	Compliance Verified
84 Property and Evidence Control	
84.1.1 Evidence/Property Control System (LE1)	Compliance Verified
84.1.6 Inspections and Reports* (LE1)	Compliance Verified
91 Campus Law Enforcement	
91.1.1 Risk Assessment and Analysis* (LE1)	Not Applicable by Function
91.1.3 Campus Background Investigation (LE1)	Not Applicable by Function
91.1.4 Campus Security Escort Service (LE1)	Not Applicable by Function
91.1.5 Emergency Notification System (LE1)	Not Applicable by Function
91.1.6 Behavioral Threat Assessment (LE1)	Not Applicable by Function
91.1.7 Security Camera Responsibilities* (LE1)	Not Applicable by Function
91.1.8 Emergency Only Phones and Devices* (LE1)	Not Applicable by Function
91.1.9 Administrative Investigation Procedures (LE1)	Not Applicable by Function
91.2.1 Agency Role and Responsibilities (LE1)	Not Applicable by Function

Standards	Findings
91.3.1 Agency Role and Responsibilities* (LE1)	Not Applicable by Function
91.4.1 Position Responsible for Clery Act* (LE1)	Not Applicable by Function

Comments:

No report comments provided.

Area of Interest: Property and Evidence

A video interview was conducted with agency Property and Evidence Custodian, Deputy Chad Sacra and Evidence Technician Lurena Huffman.

The property and evidence function are open and manned Mon-Fri from 0730 hrs. to 1630 hrs. The agency requires property and evidence training within one year from being assigned in this area of responsibility and also promotes continuing education. Mr. Sacra’s last training in this area occurred in 2018 due to workload. Ms. Huffman has not yet received any training at the time of this review and has only been assigned this responsibility for two weeks. The agency supervises this function by assigning an agency captain who is responsible for supervising four operational agency areas: patrol, property and evidence, administration and recruiting. The agency has access to and utilizes an impound lot for large items. According to Deputy Sacra there are currently 25 vehicles in storage awaiting release at the time of this interview. A significant percentage of these vehicles are forfeiture items awaiting final disposition through the court. The main property and evidence function is located on the 1st floor of the Sheriff’s Office facility and access is limited and closely controlled. Sworn personnel must key code into the packaging and booking area which tracks identity and entry and exit times. A temporary property and evidence storage locker system is utilized until items are recovered and booked by the evidence custodian. Temporary refrigerated storage is also utilized and outfitted with locks for access security. Only one refrigerated temporary storage is available a the agency and is not regularly used. If more temporary evidence and property storage area is needed property and evidence personnel are available on a call-in basis. The agency utilizes a residential size refrigerator/freezer that is utilized for cold storage. It was learned from the interview, the refrigerator is not alarmed and not monitored after hours.

The function is divided between high asset items (firearms, drugs, money, and high value items) and general items. Evidence related items and general property items are handled under the same processes in place by the agency. All items are tracked utilizing a commercial evidence bar code system that attaches the property and evidence to a specific case.

When Deputy Sacra assumed the Property and Evidence Custodian function, the agency completed a 100% total inventory of items, and this was the last time a complete inventory was conducted. Quarterly, Mr. Sacra completes a quarterly report for the agency CEO and Command Staff. An unannounced inspection is completed twice per year with the assigned inspector assigned by the Sheriff. Additionally, a partial audit of high value items is completed annually in accordance with CALEA Requirements. At the time of this review, the agency has a total of approximately 9,000 items of property and evidence in storage. There are approximately 30 items per week coming into property and evidence. In comparison, the agency just recently completed a purge totaling 1600 items. Item purges usually occur only once per year due to staffing limitations and workload. One noted challenge faced by the agency in this function is keeping up with regular purging of items. This is directly due to limited assigned manpower working in this area to keep up with demand and workload.

Currently the agency has no additional plans to add personnel to this function other than recently assigning Ms. Huffman to assist on a part-time basis. The systems in place by the agency are what are allowing the agency to keep up as well as it is in managing its evidence and property functions. It is noted, information received during this interview indicates the agency is currently 200 disposition reviews in arears at the time of this review. During this interview it became clear the agency is experiencing an ongoing challenge in balancing intake and purging of property and evidence

items directly due to manpower constraints and it appears this issue will remain ongoing into the near future.

Area of Interest: Domestic Violence/ Lethality Assessments

A video interview in this Area of Interest was conducted with Ms. Katrina Hancock, who is the agency's Domestic Violence Advocate. Ms. Hancock is an agency non-sworn employee, dedicated solely to managing the agency's domestic violence advocacy program and lethality assessments and the only agency employee assigned to this function at the time of this review.

This function is unusual in the Commonwealth of Virginia as state Sheriff's Offices usually do not have domestic violence advocates. Instead, this function is normally part of the regional Commonwealth Attorney's Office. Ms. Hancock's position has been possible through ongoing federal grant funding.

The agency began this program in 2015 and was one of the first 10 agencies in the state to implement this program. The agency utilizes the Maryland Model of Lethality Assessment which is only model recognized by the State Attorney General for use in the state of Virginia. Specialized training in victim advocacy provided by various state agencies in this specific area is required. Various community coalitions and the Commonwealth Attorney's Office provide the training specializing in victim advocacy and domestic violence response. Ms. Hancock is also involved with 'train the trainer' opportunities and teaches a Predominant Aggressor Identification course of instruction to agency employees. She is also able to instruct Dynamics of Domestic Violence and Domestic Violence Communications for emergency dispatch operators and new recruits, who each spend one half of one training day on call response and lethality assessments. This training also includes scenarios.

Ms. Hancock provides advocacy through court proceedings for domestic violence victims and serves as a liaison representing the Sheriff's Office with community agencies and the Franklin County Family Resource Center. The agency collects statistics in this area which are used for semi-annual reports to fulfill grant funding requirements. These include statistical data and analysis on victim demographics, perpetrator demographics and number of agency responses.

During this interview it was learned that from Jan – June of the current calendar year, 77 domestic violence victims petitioned for protection orders. Additionally, just from July 1st-present the agency has had 53 domestic violence victims petition for protection orders, for a total 130 total cases calendar year to date. Another agency analyzed statistical area is the population served compared to area demographic information. These analyses are currently showing the number of domestic violence incidents are rising annually post COVID. At the current time, Ms. Hancock has been able successfully handle the workload with the assistance of interns provided in an educational partnership with a local community college. These student interns are students who are specializing in social work degrees.

The population of Franklin County is less than 60,000, making it one of the least populated counties in the state. A potential challenge the agency could face over the next year is the lethality assessment tool being revised to require more statistical information input. Overall, Ms. Hancock believes the community has provided the agency a significant amount of positive feedback for this program and she has hopes the agency will continue to be able to fund the program long term. The results of this interview indicate the agency manages a unique and successful Domestic Violence Advocacy program that is well received by the public served by this agency. Additionally, this functional area appears to have developed excellent relationships with community partner agencies who also provide related services to victims, family members and citizens involved with domestic violence incidents.

Area of Interest: Crime Scene and Evidence Collection

A video interview was conducted with agency Investigator Steve McFarling. Investigator McFarling explained the investigation division is organized with six full time investigators. One investigator specializes in electronic evidence collection and analysis and three investigators are certified as crime scene technicians. These three serve as the main forensic evidence technicians for the agency. Each has been trained through the Virginia Department of Forensic

Science Academy in Richmond which is an in resident course over three months in length. All new sworn agency personnel are trained in basic crime scene security and management, to include scenarios. This training is provided by the agency investigations crime scene technicians. The agency encourages these investigators to attend professional development training as well as sending a forensic evidence technician to state administered forensic evidence collection re-training annually.

The agency has been fortunate to receive grant money for new technology purchases to include a 3-D imaging system to map and document crime scenes. The agency was also able to purchase a Forenscope for digital latent print analysis. The agency utilizes an enclosed trailer that has been built into a mobile crime scene laboratory for the processing of major crime scenes to include packaging of collected evidence. All forensic evidence technicians rotate on an after-hours on-call schedule. Normally, two forensic evidence technicians respond to every major crime scene. Each patrol Deputy is also trained in fingerprint collection, as well as evidence, and crime scene security. This training is also provided by the agency forensic crime scene and evidence technicians. The Investigations Supervisor is a Lieutenant who also manages the forensic evidence technicians and the agency investigations personnel. The agency Investigations sections are also trained to use drones for documenting crime scenes. The agency has not had a homicide in calendar year 2023 to date. However, Investigator McFarling indicated major larcenies and suicides are beginning to increase with the holiday season approaching and have been increasing the current workload of the agency crime scene technicians. It is noted, the agency policy requires crime scene technicians respond to any incident involving any malicious injury, major breaking and entering incidents or sex crime.

The Investigations Supervisor keeps statistical data in various areas of investigative operations that is extracted from the agency record management system. This data is used by the agency crime analyst for geo mapping and statistical data reporting to agency command staff for review. This occurs weekly in a command staff meeting each Friday at 1400 hours. In turn, this information is relayed to the patrol function for use in saturated patrols and targeted enforcement efforts. The LEADS Online national database is utilized by the agency in investigations to match collected evidence to stolen property such as vehicles and firearms. According to Investigator McFarling, a current challenge faced by the crime scene investigation's function is available manpower. As the investigations' workload increases due to demand more personnel will be needed to keep up with the assigned workload and would also be a benefit particularly in the after-hours rotation schedule.

The processes currently in place by this agency indicate the agency is adequately providing crime scene processing and evidence collection efforts in this operational area of responsibility and may benefit by planning for future workload demands in this area.

Area of Interest: Communications

A video interview was conducted with Communications Center Director Peggy Foley. The agency utilizes a commercial software CAD system that is a module of the overall agency RMS system. The system was implemented in 2014 and is designed for all modules are designed to integrate into the RMS system. The system is working well and according to Ms. Foley the vendor is very responsive in providing maintenance updates and customer support. The system is designed specifically for end user data extraction capabilities for ease of information output for review and analysis purposes.

The Communications Center has received Emergency Dispatch Certification through the state of Virginia. The agency is also currently in the process of Completing APCO P-33 certification thorough The Association of Public-Safety Communications Officials (APCO).

The Communications Center is staffed with 18 total full-time dispatch personnel. Four of which serve in an administrative and training capacity. A supervisor is assigned to each of the four 12-hour shifts. Personnel are assigned to shifts by workload volume. The busiest call load time for the agency is between 10 am and 10 pm weekdays and 11 am to 11 pm on weekends. Each dispatcher is scheduled for 80 work hours in a bi-weekly pay cycle. This schedule has been in place for approximately 5 years and works well for the agency by allowing personnel to be assigned to

permanent shift hours as opposed to rotation.

Currently the communications center is two new hires below full authorized strength. The agency averaged between 85,000 to 87,000 calls per year during the COVID pandemic. Since the end of the COVID pandemic the agency has been averaging between 90 and 93 thousand calls per year.

The agency provides Emergency Medical Dispatch and is required to meet mandated monthly response threshold percentages monitored by the state Office of Emergency Medical Services, this includes Quality Assurance and Quality Improvement standard reporting concerning call type tracking and the monitoring of scripted medical assistance responses.

New hires are required by the state to complete a 40-hour training program that is administered by the state agency oversight. The agency also requires successful completion of a new hire training academy which is 16 weeks. Total training time for a new hire with no experience is approximately six months. Lateral hires who have already completed the state mandated 40-hour training are still required to complete the agency 16-week communications academy training, regardless of previous experience.

The administration of the Communications Unit extracts analyzes and reports data that is captured in the agency CAD System. This includes information related to call volume by type to observe any trends and to adjust agency manpower and response needs. The agency jurisdiction includes a lake resort area where the transient population greatly increases in the warm weather months, increasing agency response needs. Additionally, the Sheriff receives reports on mental health related responses that are routinely extracted from the agency CAD system by call type. These involve Emergency and Temporary Custody Orders which are reviewed and reported monthly. In June 2023, the agency completed six Emergency Custody Orders and 10 Temporary Custody Orders involving mental health consumers.

One future challenge being closely monitored by the Communications Unit is recruiting and retention. The agency adjusted its pay scale in 2022 for emergency dispatchers and the result was the surrounding agencies raising pay scales in response. This is an issue recognized by the state who has developed a new bonus program paid for by state grant funding to assist with recruiting and retention to all emergency dispatch centers in the state who apply for reimbursement. It is noted, the agency currently is in the lowest one third of communications unit pay scales in its region according to Ms. Foley.

The agency has been working on instituting a long-range infrastructure upgrade for the Communications Center over the last several years. The center was recently approved for a major purchase of a new audio recorder for the communications unit that will come online within the next year. The agency has just completed implementation of a new Next Generation digital 911 system which was state mandated with cost share provided by the state. The agency strives to maintain a system of continual internal evaluation of its processes and systems. Ms. Foley indicates the process for directive review and revision in place currently, works efficiently and well for the agency. Directive development and reviews are conducted in a team environment providing various levels of input.

Findings

This web-based assessment determined that the Franklin County Sheriff's Office (VA) integrates policies, procedures, training and operational guidance into its organizational culture, while providing best practice law enforcement services in a variety of areas. Agency members interviewed expressed a commitment to CALEA principles, and a review of selected CALEA standards determined that the department is in compliance with CALEA Standard requirements.

Interviews aimed at examining four areas of interest, including Property and Evidence; Domestic Violence; Crime Scene and Evidence Collection and Communications, were conducted with essential agency personnel. The department provided meaningful examples of how policies are shaped to meet CALEA standards and best practices; training is provided to give personnel the tools required to serve the public; operations are conducted in a manner that results in safe, efficient and optimal services to the community; and an analysis of all critical facets of agency operations are

regularly completed to ensure a professional organization. The key finding is that the processes, systems, and strategies utilized by the agency result in a prepared workforce that provides prompt and effective police services to the community it serves.

Public Portal Summary

At the time of this review, the agency activated the public portal for comments. No comments were received.

Statistical Data Tables

The statistical data provided was complete and relevant to the assessment. No identifiable trends or patterns were identified that signaled a need for further study.

Summary:

Number of Interviews Conducted: 4

Compliance Services Member(s): Jeff Pierce (CSM)

Web-Based Assessment Start Date: 11/10/2023

Web-Based Assessment End Date: 11/18/2023

Standards Issues	0
Waiver	0
Applicable Mandatory (M)	159
Applicable Other-Than-Mandatory (O)	0
Not Applicable	24
Total:	183
Elect 20% (O)	0

Percentage of applicable other-than-mandatory standards:

%

Response from Agency Regarding Findings:

CEO Feedback not provided.

YEAR 2 REMOTE WEB-BASED ASSESSMENT

Compliance Services Member: Stanton Gragg (CSM) completed a report of findings of the Year 2 Remote Web-based Assessment of Franklin County (VA) Sheriff's Office. The review was conducted remotely and included 85 standards from the CALEA® Standards for Law Enforcement Manual. The following standards were reviewed and the findings are denoted:

Standards	Findings
1 Law Enforcement Role and Authority	
1.2.1 Legal Authority Defined (LE1) (MMMM)	Compliance Verified
1.2.8 Strip/Body Cavity Search (LE1) (MMMM)	Compliance Verified
1.2.9 Biased Policing* (LE1) (MMMM)	Compliance Verified
4 Use of Force	
4.1.1 Use of Reasonable Force (LE1) (MMMM)	Compliance Verified
4.1.2 Use of Deadly Force (LE1) (MMMM)	Compliance Verified
4.1.3 Warning Shots (LE1) (MMMM)	Compliance Verified
4.1.5 Rendering Medical Aid Following Police Actions (LE1) (MMMM)	Compliance Verified
4.1.6 Vascular Neck Restrictions (LE1) (MMMM)	Not Applicable by Function
4.1.7 Choke Holds (LE1) (MMMM)	Compliance Verified
4.2.1 Reporting Uses of Force* (LE1) (MMMM)	Compliance Verified
4.2.2 Written Use of Force Reports and Administrative Review* (LE1) (MMMM)	Compliance Verified
4.2.4 Analyze Reports* (LE1) (MMMM)	Compliance Verified
4.3.3 Annual/Biennial Proficiency Training* (LE1) (MMMM)	Standard Issue
<p>Notes: ISSUE: The standard requires that at least annually, all agency personnel authorized to carry weapons are required to receive in-service training on the agency's use of force policies and demonstrate proficiency with all approved lethal weapons and electronic control weapons that the employee is authorized to use. In-service training for other less lethal weapons and weaponless control techniques shall occur at least biennially. In addition: Bullet b-training and proficiency must be documented; The agency has not been conducting weaponless control technique training as required. AGENCY ACTION NEEDED: It is recommended the agency complete weaponless control technique training in accordance with the standard requirement. AGENCY ACTION TAKEN: The agency was not able to complete the required training during the web-based reporting period. A plan is in place to complete the training during the first quarter of 2025.</p>	
11 Organization and Administration	

Standards	Findings
11.3.1 Responsibility/Authority (LE1)	Compliance Verified
15 Planning and Research, Goals and Objectives, and Crime Analysis	
15.2.1 Annual Updating/Goals and Objectives* (LE1)	Standard Issue
<p>Notes: ISSUE: The standard mandates the agency have a written directive [that] requires the formulation and annual updating of written goals and objectives for the agency and for each major organizational component within the agency. Established goals and objectives are made available to all agency personnel. The agency written directive did not meet the standard requirement or current agency practice. AGENCY ACTION NEEDED: It is recommended the agency revise its written directive to meet the standard requirements and align with agency practices, which was to discuss the goals for the year at the command retreat and include them in the annual strategic plan. AGENCY ACTION TAKEN: The agency revised its written directive, during the web-based assessment, to meet the standard requirements and align with agency practices.</p>	
17 Fiscal Management and Agency Property	
17.5.2 Operational Readiness (LE1)	Compliance Verified
21 Classification and Delineation of Duties and Responsibilities	
21.2.2 Job Description Maintenance and Availability* (LE1) (M M M M)	Compliance Verified
22 Personnel Management System	
22.1.5 Victim Witness Services/Line of Duty Death (LE1)	Compliance Verified
22.4.1 Grievance Procedures (LE1)	Compliance Verified
26 Disciplinary Procedures and Internal Investigations	
26.1.1 Code of Conduct (LE1)	Compliance Verified
26.2.1 Complaint Investigation (LE1)	Compliance Verified
26.2.2 Records, Maintenance and Security (LE1)	Standard Issue
<p>Notes: ISSUE: The standard mandates the agency have a written directive [that] requires the agency to maintain a record of all complaints against the agency or employees and to protect the confidentiality and security of these records by maintaining them in a secure area. The agency written directive specific to internal investigations and did not require the agency to maintain complaints that did not rise to the level of internal investigations. AGENCY ACTION NEEDED: It is recommended the agency revise its written directive to meet the standard requirements for all complaints. AGENCY ACTION TAKEN: The agency revised its written directive, during the web-based assessment, to meet the standard requirements for all internal investigations complaints as well as less serious complaints handled at a lower level of investigation.</p>	
26.2.4 Complaint/Commendation Registering Procedures (LE1)	Compliance Verified
26.3.2 CEO, Notification (LE1)	Compliance Verified
33 Training and Career Development	
33.1.6 Employee Training Record Maintenance (LE1)	Compliance Verified
33.4.1 Recruit Training Required (LE1)	Compliance Verified

Standards	Findings
33.4.2 Recruit Training Program (LE1)	Compliance Verified
33.4.3 Field Training Program (LE1) (M M M M)	Compliance Verified
33.4.4 Limited Function Alternate Training Requirements (LE1) (M M M M)	Not Applicable by Function
33.5.1 Annual In-Service Training Program* (LE1) (M M M M)	Compliance Verified
33.5.3 Accreditation Process Orientation (LE1)	Compliance Verified
33.6.2 Tactical Team Training Program (LE1)	Compliance Verified
35 Performance Evaluation	
35.1.9 Personnel Early Intervention System* (LE1)	Compliance Verified
40 Crime Analysis and Intelligence	
40.2.3 Criminal Intelligence Procedures* (LE1)	Standard Issue
<p>Notes: ISSUE: The standard requires the agency have a written directive [that] addresses receiving or collecting, and sharing of criminal intelligence information with appropriate entities, to include: Bullet c- requirements and procedures for the distribution of information; Bullet d- procedures for purging information Bullet e- annual review of procedures and processes. The agency written directive did not meet all of the standard requirements as bulleted, nor was it in alignment with current agency practices. AGENCY ACTION NEEDED: It is recommended the agency revise its written directive to meet all of the provisions of the standard and be in alignment with the current agency practices. AGENCY ACTION TAKEN: The agency revised its written directive, during the web-based assessment, to meet all of the standard requirements.</p>	
41 Patrol	
41.1.5 Police Service Canines (LE1)	Compliance Verified
41.2.2 Pursuit of Motor Vehicles* (LE1)	Compliance Verified
41.2.3 Roadblocks and Forcible Stopping* (LE1)	Compliance Verified
41.2.7 Mental Health Issues* (LE1)	Compliance Verified
41.2.8 Administration of Pharmaceuticals (LE1)	Compliance Verified
42 Criminal Investigation	
42.1.6 Exculpatory Evidence (LE1) (M M M M)	Compliance Verified
45 Crime Prevention and Community Involvement	
45.2.3 Accreditation Public Comment (LE1) (M M M M)	Compliance Verified
46 Critical Incidents, Special Operations, and Homeland Security	
46.1.2 All Hazard Plan (LE1)	Compliance Verified
46.1.3 Command Function* (LE1)	Compliance Verified
46.1.7 Finance/Administration Function (LE1)	Compliance Verified
46.1.9 All Hazard Plan Training* (LE1)	Compliance Verified

Standards	Findings
46.1.10 Active Threats* (LE1) Notes: ISSUE: The standard requires the agency [have] a written directive addressing active threats to include: Bullet c- response to threats when lives are in imminent danger The agency written directive did not meet Bullet requirements related to imminent danger. AGENCY ACTION NEEDED: It is recommended the agency revise its written directive to meet the Bullet requirements. AGENCY ACTION TAKEN: The agency revised its written directive, during the web-based assessment, to meet the standard requirements.	Standard Issue
61 Traffic	
61.1.2 Uniform Enforcement Procedures (LE1)	Compliance Verified
61.1.4 Informing The Violator (LE1)	Compliance Verified
61.1.5 Uniform Enforcement Policies (LE1)	Compliance Verified
70 Detainee Transportation	
70.1.2 Searching Transport Vehicles (LE1)	Compliance Verified
70.1.6 Procedures, Transport Destination (LE1)	Compliance Verified
70.2.1 Detainee Restraint Methods (LE1)	Compliance Verified
71 Processing and Temporary Detention	
71.1.1 Role and Authority (LE1)	Not Applicable by Function
71.1.2 Safety and Security (LE1)	Not Applicable by Function
71.2.1 Training (LE1)	Not Applicable by Function
71.3.1 Training (LE1)	Not Applicable by Function
71.4.1 Physical Conditions (LE1)	Not Applicable by Function
71.4.2 Fire Prevention/Suppression (LE1)	Not Applicable by Function
71.4.3 Inspections* (LE1)	Not Applicable by Function
72 Holding Facility	
72.1.1 Training User Personnel* (LE1)	Not Applicable by Function
72.4.1 Securing Weapons (LE1)	Not Applicable by Function
72.5.3 Sight and Sound Separation (LE1)	Not Applicable by Function
73 Court Security	
73.1.1 Role, Authority, Policies* (LE1)	Compliance Verified
73.3.1 Weapon Lockboxes (LE1)	Compliance Verified
73.5.12 Securing Weapons (LE1)	Compliance Verified
81 Communications	
81.2.10 Emergency Messages (LE1)	Compliance Verified
81.2.11 Misdirected Emergency Calls (LE1)	Compliance Verified
81.3.2 Alternate Power Source* (LE1)	Compliance Verified

Standards	Findings
82 Central Records	
82.1.6 Computer File Backup and Storage* (LE1)	Compliance Verified
82.3.4 Traffic Citation Maintenance (LE1)	Compliance Verified
83 Collection and Preservation of Evidence	
83.3.2 Evidence, Laboratory Submission (LE1)	Compliance Verified
84 Property and Evidence Control	
84.1.2 Storage and Security (LE1)	Compliance Verified
84.1.3 Temporary Security (LE1)	Compliance Verified
84.1.6 Inspections and Reports* (LE1)	Compliance Verified
91 Campus Law Enforcement	
91.1.1 Risk Assessment and Analysis* (LE1)	Not Applicable by Function
91.1.3 Campus Background Investigation (LE1)	Not Applicable by Function
91.1.4 Campus Security Escort Service (LE1)	Not Applicable by Function
91.1.5 Emergency Notification System (LE1)	Not Applicable by Function
91.1.6 Behavioral Threat Assessment (LE1)	Not Applicable by Function
91.1.7 Security Camera Responsibilities* (LE1)	Not Applicable by Function
91.1.8 Emergency Only Phones and Devices* (LE1)	Not Applicable by Function
91.1.9 Administrative Investigation Procedures (LE1)	Not Applicable by Function
91.2.1 Agency Role and Responsibilities (LE1)	Not Applicable by Function
91.3.1 Agency Role and Responsibilities* (LE1)	Not Applicable by Function
91.4.1 Position Responsible for Clery Act* (LE1)	Not Applicable by Function

Comments:

No report comments provided.

Area of Interest: Use of Force

As part of the review process the appropriate standards in Chapter 4 (Use of Force) were selected and an interview was conducted with the Training Lieutenant. The agency's policies and procedures are structured in a manner which supplies clear guidance related to the performance and management of Use of Force.

Upon receipt and acceptance of a conditional offer of employment new sworn personnel are provided credentialing and access to the agency's policies and procedures, which are maintained in PowerDMS. New employees are expected to begin familiarizing themselves with the policies and procedures upon receipt. Within the first days of employment the new employees will be instructed specifically on the agency's use of force policy, consistent with the training of other sworn personnel. The agency sends new recruits to a regional criminal justice academy where training is provided on use of force principles and practical application consistent with curriculum approved through the Department of Criminal Justice Services (DCJS). The academy training consists of firearms training and qualification on the agency specific handgun and shotgun, asp baton and long baton, chemical spray, defensive tactics, and de-escalation. The

defensive tactics is a two-week program with the first week focused on the classroom portion and some scenarios, after a week and a half break, the second portion of the training is more intense and includes specific instruction on the utilization of deadly force. Upon the recruits completion of the academy requirements, the agency conducts a two (2) week administrative training phase where the recruits are provided instruction on general housekeeping information such as performance and expectations in preparation for field training, issues any additional equipment such as take-home vehicle and MDT, provides training and qualification on the agency's patrol rifles, and allows the recruits to spend time in each of the agency units for familiarization. During the field training program, the recruits are required to complete three (3) phases of instruction where the field training officer provides instruction on the agency's use of force policies and procedures, and information to enhance the previous training. Practical application of use of force principles is demonstrated as calls for service dictate and when calls for service do not meet the performance standards scenario-based instruction is provided.

DCJS sets the in-service training program requirements at twenty-four (24) hours of approved training to maintain law enforcement certification with firearms and use of force training required annually. The agency exceeds this minimum by requiring semi-annual firearms training for handguns during which time the use of force policy is reviewed. The agency conducts annual rifle and shotgun training and qualification, along with annual less lethal, asp baton, chemical spray, and electronic control weapon training and recertification (for those issued). During the standards review it was identified the agency had not been conducting weaponless control technique (defensive tactics) training as required. The agency recognizes the training deficiency and has established a training plan to complete defensive tactics training for all sworn personnel during the first quarter of 2025. Supervisors receive on-the-job training shortly after promotion for managing use of force incidents. In addition, the agency recently completed frontline supervision training for all sergeants. A portion of those persons in the ranks of sergeant and above have attended levels of the FBI LEEDA series of training.

The agency views reportable uses of force as any physical force above verbal presence used against a non-compliant subject which rises to the level above basic handcuffing. This includes the pointing of a firearm and/or electronic control weapon. If a reportable use of force occurs the involved deputy is required to notify the supervisor who will respond to the scene to begin the administrative investigation/review of the incident. The initiating deputy is required to complete an incident report in the agency's records management system (RMS) as well as a use of force form. Any other involved deputies are required to complete supplemental reports and their own use of force form. The reports are turned into the supervisor who will review the reports for accuracy and training/policy compliance. The reports, along with any photos, statements, and video will be forwarded to the Lieutenant for further review prior to progressing to the Division Captain for final determination of policy and/or training compliance. Should a policy and/or training violation be discovered the case will be referred to Internal Affairs for a formal investigation. The results of the formal investigation will be forward to the Sheriff for disposition. For policy and/or training violations the agency will apply discipline in accordance with the "disciplinary matrix" and for those issues that do not rise to the disciplinary level, remedial training may be used.

Copies of all use of force incidents are forwarded to the accreditation manager for inclusion in the annual use of force analysis. The agency uses the analysis to identify any patterns or trends in the use of force application. However, the agency does not wait for the annual analysis to modify or revise their policies and/or training as issues may arise. Through the standards reviewed and the interview the agency demonstrated an effective system for the administration and management of Use of Force.

Area of Interest: Criminal Investigations

As part of the review process the appropriate standard in Chapter 4 (Criminal Investigations) was selected and an interview was conducted with the Investigative Lieutenant. The agency's policies and procedures are structured in a manner which supplies clear guidance related to the performance and management of Criminal Investigations.

Upon receipt and acceptance of a conditional offer of employment new sworn personnel are provided credentialing and access to the agency's policies and procedures which are in PowerDMS. New employees are expected to begin

familiarizing themselves with the policies and procedures upon receipt. The agency sends new recruits to a regional criminal justice academy where training is provided related to criminal investigations consistent with curriculum approved through the Department of Criminal Justice Services (DCJS). Once the academy requirements are completed the recruit will be assigned to the field training program during which time training will be provided on the agency specific policies and procedures to enhance the information already attained. The practical application of learned principles will be demonstrated as calls for service dictate. For those performance-based requirements the recruit does not receive from calls for service the field training officer will afford scenario-based opportunities. The agency provides on-going line-up training briefings as issues arise and/or best practices change. Those persons assigned to the investigation's unit receive specialized training in topics such as basic investigations, interview and interrogations, internet crimes against children, background investigations, and forensic training. Once promoted, new supervisors receive on-the-job training as well as attend a two-day frontline supervisor's course of instruction.

Investigators respond to all major crimes to include but not limited to rape, homicide, commercial and high value burglary, crimes against children, and any suicide involving firearms. Deputies are responsible for most preliminary investigations and are required to complete the initial incident report. If necessary due to the type of call for service an investigator will respond to conduct an initial follow-up investigation to include but not limited to gathering evidence, taking witness and suspect statements, and obtaining warrants as required. Once an incident has been reported, the assigned deputy completes the necessary report in the agency records management system (RMS). The supervisor will review the incident and determine if it will be assigned to the reporting deputy or forwarded to Investigations and will indicate this information in the case management system. The Investigative Lieutenant reviews all recently created cases in RMS and makes assignments accordingly. If a case appears to be too complex or time-consuming for the reporting deputy's follow up, the case may be assigned to an investigator. Once a case is assigned the investigators are given a due date of twenty-one (21) days for completion, recognizing that extensions may be needed for more complex investigations. Personnel assigned investigations are required to document their investigative activities in the RMS system so that anyone accessing the system can "...see where the case stands." The agency uses administrative designators in the case management system to track the status of all case reports. If an investigation results in an arrest the person responsible for the investigation prepares the case for court and presents all the necessary information to the Commonwealth Attorney. Should exculpatory evidence be discovered prior to or post-conviction this information is immediately turned over to the Commonwealth Attorney.

The agency is continually reviewing their performance to ensure it meets the needs of the agency and adheres to best practices. If during the daily review of the agency reports the Investigative Lieutenant discovers an issue it is addressed with the involved employee and/or supervisor depending on the severity of the issue and or pattern of the employee's performance. Should a systemic pattern be discovered, the Investigative Lieutenant may issue an agency-wide training reminder. Through the standards reviewed, the documented written proofs, and the interview, the agency demonstrated an effective system for the administration and management of Criminal Investigations.

Area of Interest: Canine Operations

As part of the review process the appropriate standard in Chapter 41 (Patrol) was selected and an interview was conducted with one of the agency's canine handlers. The agency's policies and procedures are structured in a manner which supplies clear guidance related to the performance and management of the agency's Canine Operations.

The agency currently has four (4) canine teams with one (1) being a bloodhound, one (1) dual purpose patrol canine, and two (2) specific purpose narcotic canines. New dual-purpose and specific-purpose canines are purchased through an established partnership with the agency preferred vendor, which is owned by a master canine instructor certified through the North American Police Working Dog Association (NAPWDA). The agency provides the vendor with the qualities needed for the new canine and the master instructor researches available canines to ensure it meets the agency needs. The canine will be evaluated for drive, ability, performance, and health, understanding the canine will be a "green dog" (not trained). The master instructor will conduct the initial training in accordance with the agency requirements. Once the initial training is complete the handler, who will be assigned the canine, will attend the final stages of training which includes successful completion of NAPWDA certification. Canine handlers are required to

meet the necessary job requirements and are selected through an announced process. Upon completion of training and certification the canine team is eligible for deployment. Bloodhounds are selected as puppies and must be at least eight (8) weeks of age and weaned. Training for bloodhounds begins shortly after acquisition. The agency requires the canine teams to train at a minimum of once per month but the canines are typically afforded training opportunities daily. Monthly training for the dual-purpose and specific-purpose canine teams is co-hosted with two (2) other agencies who share the expenses related to involving the participation of the master instructor whom the agency utilizes for initial purchase and training of new canines. This partnership affords the agency the opportunity to be exposed to the most current training information of industry best practices. The handlers are responsible for maintaining documentation on all training and certification/recertifications. Continued training for the bloodhound team is consistent with the Virginia Bloodhound Search and Rescue Association (VBSAR). Training is provided to patrol personnel at least annually during which time the abilities of the canine teams are discussed as well as the responsibilities associated with canine deployment such as maintaining a perimeter, lethal cover, and contamination.

The agency has established criteria for canine utilization with the final authority for canine deployment resting with the handler. The deputy requesting the canine deployment is typically responsible for completing the initial incident report with the canine handler completing a supplemental along with a utilization report. On instances involving a vehicle search if a positive alert is received the canine handler will assist with the search and conduct an interview with the driver to determine the reason for the alert or explain how the alert may have occurred if no contraband be discovered. For instances of self-initiated activities, the canine handler is required to complete the initial and utilization reports. The agency canine teams participate in “a lot” of demonstrations at community type events and schools, with the canines being more popular than their handlers. Information on deployments, demonstrations, and training activity is forwarded to the Captain of Special Operations for compilation.

The agency is continually reviewing performance of the canine teams to ensure the needs of the community are being met and makes adjustments to policies and procedures as issues arise. Through the standards reviewed, the documented written proofs, and the interview, the agency demonstrated an effective system is in place for the administration and management of the agency’s Canine Operations.

Area of Interest: Motor Vehicle Pursuits

As part of the review process the appropriate standards in Chapter 41 (Patrol) were selected and an interview was conducted with a Patrol Lieutenant. The agency’s policies and procedures are structured in a manner which supplies clear guidance related to the performance and management of Motor Vehicle Pursuits.

Initial training for new deputies occurs during their attendance at the regional criminal justice academy where training is provided related to emergency vehicle operations and pursuits consistent with curriculum approved through the Department of Criminal Justice Services (DCJS). The training includes but is not limited to the legal requirements and principles of motor vehicle pursuits as well as completion of the Emergency Vehicle Operations Course (EVOC) for both daytime and nighttime driving. Upon completion of the academy requirements the recruits are assigned to the two (2) week administrative training period where access to PowerDMS is verified, and instruction is provided on agency specific policies and procedures. Once complete the recruit receives their field training assignment where the field training officer will provide information to enhance the training already received and expose the recruit to practical application as calls for service dictate. Due to the low number of pursuits the agency engages in, the performance measure may have to be completed through scenario-based instruction in lieu of actual pursuit participation. Annually the agency issues pursuit policy review to all personnel through PowerDMS with signature required once completed. The agency is working to improve their in-service training by including drivers’ training and EVOC refresher as annual offerings. Newly promoted supervisors receive on-the-job training related to their responsibilities for motor vehicle pursuits.

The agency’s philosophy is that the immediate apprehension of the suspect involved in a motor vehicle pursuit must outweigh the risks to the public should the pursuit continue and/or the suspect escape. As a result, it is required for supervisors to closely monitor all pursuits and continually evaluate the need for the pursuit to continue. If the pursuit

creates a “clear and unreasonable hazard” or the “danger outweighs immediate apprehension” the pursuit should be terminated. The agency has the resource of tire deflation devices (TDD) as the only authorized forcible stopping technique. The use of TDDs requires supervisor approval and is limited to those deputies who have received training. Once a pursuit is concluded, the supervisor will respond to the scene to begin the administrative investigation. For all pursuits, the initiating deputy is required to complete a report in the agency’s records management system (RMS) along with a memorandum outlining the facts of the pursuit. Assisting deputies are required to complete supplemental reports detailing their involvement. The supervisor will review all reports for accuracy and policy/training compliance and will forward all compiled reports and information to the Patrol Lieutenant for continuation of the administrative review. The Lieutenant will verify compliance and complete a memorandum to the Captain for inclusion with the pursuit documentation. Should a violation be discovered it will be addressed by the agency utilizing the disciplinary matrix, taking into account the circumstances of the violation.

If during the administrative review the agency discovers a failure of either the policy or training the issue will be addressed through modification and/or revision, as necessary.

The agency uses the videos of actual pursuits from both internal and external sources as training opportunities for agency personnel throughout the year. Annually the agency analyzes all pursuits to identify any patterns and or trends which may need to be addressed to improve service delivery. The agency attributes the low number of pursuits to the training and experience of agency personnel and understanding of the dangers pursuits pose to the community. Through the standards reviewed, the documented written proofs, and the interview, the agency demonstrated an effective system is in place for the administration and management of Motor Vehicle Pursuits.

Findings

The agency is in compliance with all the standards reviewed relating to Criminal Investigations, Canine Operations, and Motor Vehicle Pursuits. There was one standard issue discovered as it relates to Use of Force, with it being the lack of weaponless control technique training being provided to agency personnel in compliance with the required time sensitive activity. A training plan was put in place to accomplish the required training during the first quarter of 2025. There were an additional four (4) standard issues identified related to written directives not meeting the standard requirements. The necessary revisions were made to the written directives during the web-based assessment. The agency files were constructed in a manner, and proofs were provided which allowed for ease of compliance verification. The remaining policies reviewed, provide the necessary guidance for the training, operations, and management of agency personnel in the accomplishment of tasks, review of conditions and actions to ensure policy and standards compliance. The accreditation manager had the responsibility for completing a significant portion of the required analyses for the agency, with the ones reviewed providing a significant amount of information which should aid in necessary administrative decisions. Personnel interviewed have extensive knowledge of the agency policy, procedures, and processes related to their assignments and are continually researching options to improve agency performance.

Public Portal Summary

The agency received one (1) comment through the Public Portal during the reporting period. The comment was received in March and was related to the lack of a promotion process for Lieutenants and Captains. A follow-up with the agency revealed this allegation aligned with the period after the Sheriff’s re-election when he conducted a realignment of personnel and positions to meet the vision of the agency. It is believed this comment was from a family member of an employee that was not put into a supervisory position or was in one of the positions reclassified as non-supervisory.

Statistical Data Tables

The data tables provided by the agency are complete and consistent with the established reporting parameters.

Summary:

Number of Interviews Conducted: 4

Compliance Services Member(s): Stanton Gragg (CSM)

Web-Based Assessment Start Date: 11/08/2024

Web-Based Assessment End Date: 11/16/2024

Standards Issues	5
Waiver	0
Applicable Mandatory (M)	161
Applicable Other-Than-Mandatory (O)	0
Not Applicable	23
Total:	184
Elect 20% (O)	0

Percentage of applicable other-than-mandatory standards:

%

[Response from Agency Regarding Findings:](#)

Standard Issues

4.3.3 – Weaponless Control Technique Training

The identified issue pertains to the biennial requirement for Weaponless Control Technique training, which was last conducted in the fall of 2021. The missed training in 2023 was an oversight during a period when the agency faced significant staffing challenges due to retirements and resulting vacancies. In February 2024, an agency realignment addressed these vacancies, including the reinstatement of a full-time Training Coordinator position. Following a prolonged period without a dedicated coordinator, the new appointee faced a learning curve while reorganizing training documentation and identifying time-sensitive training requirements. This oversight was only discovered during the assessment. Training in Weaponless Control Techniques has been scheduled for the first quarter of 2025 and will be incorporated into the biennial training calendar to ensure compliance moving forward.

15.2.1 – Goals and Objectives Directive

The issue identified was that the written directive did not fully meet the requirements of the standard. During the web-based assessment, the directive was revised to align with standard requirements and agency practices. Previously, annual updates to goals and objectives were developed during the agency’s leadership retreat at the start of the calendar year. This process involved a group discussion led by the Sheriff, with notes shared via PowerDMS. The revised directive now mandates that divisional supervisors seek input from members within their divisions for the development and review of objectives related to their functions. Additionally, progress evaluations will occur quarterly, with reports submitted by the Divisional Captain to the Sheriff. At year-end, a final evaluation report will provide an overall assessment of progress toward achieving goals. These new procedures are designed to enhance participation across the agency and improve goal achievement. Implementation of the revised procedures is scheduled to begin in December 2024 for the 2025 Goals and Objectives.

26.2.2 – Documentation of Complaints

The identified issue was that the written directive did not explicitly address the documentation of complaints resolved at the supervisory level that did not escalate to internal affairs. During the web-based assessment, the directive was revised to specify that such complaints will be documented and maintained in a secure location within the Lieutenant’s

office, ensuring the confidentiality of all parties involved. Although this procedure has long been in practice, it had not been formally outlined in the directive until now.

40.2.3 – Criminal Intelligence Procedures

The issue identified was that the written directive did not fully meet the requirements of the standard or align with current agency practices. The procedures related to criminal intelligence were outdated and failed to reflect the true intent of the standard. During the web-based assessment, the directive was completely revised to include procedures addressing all components of the standard. The updated directive was implemented immediately. An annual review of the procedures will take place in January to evaluate the effectiveness of these changes and ensure continued alignment with best practices.

46.1.10 – Imminent Danger Response

The issue identified was that the written directive did not adequately address the requirement for responding to threats when lives are in imminent danger. During the web-based assessment, the directive was updated to specifically address the concept of “imminent danger” and provide clear guidance for law enforcement response in such scenarios.

YEAR 3 REMOTE WEB-BASED ASSESSMENT

Compliance Services Member: completed a report of findings of the Year 3 Remote Web-based Assessment of Franklin County (VA) Sheriff's Office. The review was conducted remotely and included 0 standards from the CALEA® Standards for Law Enforcement Manual. The following standards were reviewed and the findings are denoted:

Standards	Findings
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Comments:

No report comments provided.

Findings

Public Portal Summary

Statistical Data Tables

Response from Agency Regarding Findings:

CEO Feedback not provided.

SITE-BASED ASSESSMENT

Summary:

Number of Interviews Conducted: 0

Assessors' Names:

Site-Based Assessment Start Date:

Site-Based Assessment End Date:

STATISTICS AND DATA TABLES

Overview

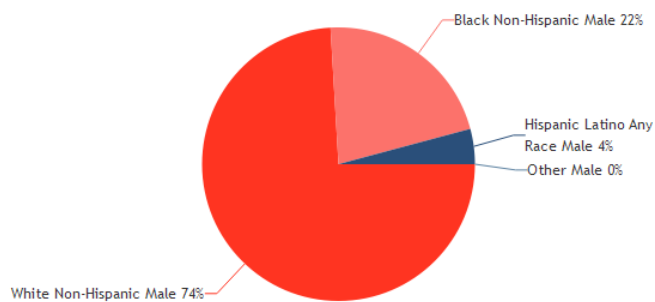
The following information reflects empirical data submitted by the candidate agency specifically related to CALEA Standards. Although the data does not confirm compliance with the respective standards, they are indicators of the impact of the agency’s use of standards to address the standards' intent

Traffic Warnings & Citations - Reaccreditation Year 1

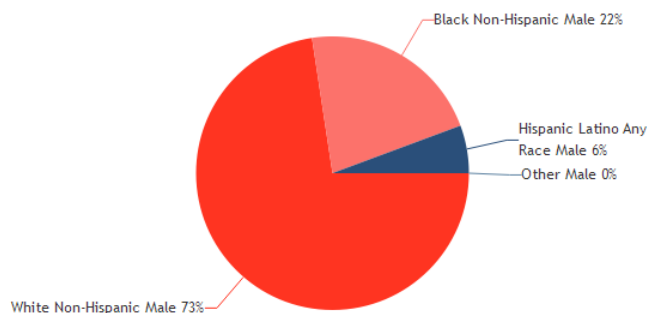
Data Collection Period: 1/1/2022 - 12/31/2022

Race/Sex	Warnings	Citations	Total
White Non-Hispanic Male	517	554	1071
Black Non-Hispanic Male	152	166	318
Hispanic Latino Any Race Male	29	43	72
Other Male	0	0	0
White Non-Hispanic Female	283	284	567
Black Non-Hispanic Female	62	81	143
Hispanic Latino Any Race Female	12	7	19
Other Female	0	0	0
TOTAL	1055	1135	2190

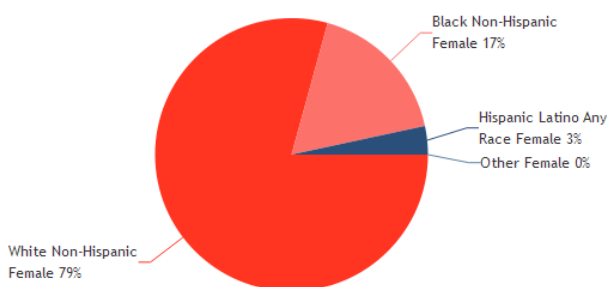
Male Warnings



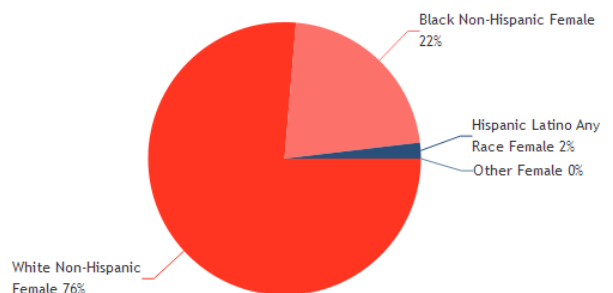
Male Citations



Female Warnings



Female Citations



Legend

White Non-Hispanic Male	
Black Non-Hispanic Male	
Hispanic Latino Any Race Male	
Other Male	

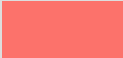
Biased Based Profiling

Year 1 Data Collection Period: 1/1/2022-12/31/2022

Complaints from:	Year 1
Traffic Contacts	0
Field Contacts	0
Asset Forfeiture	0

Complaints

Legend

Traffic Contacts	
Field Contacts	
Asset Forfeiture	

Use Of Force - Reaccreditation Year 1

Data Collection Period: 1/1/2022 - 12/31/2022

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Firearm									11
Discharge	0	0	0	0	0	0	0	0	0
Display Only	8	0	3	0	0	0	0	0	11
ECW									1
Discharge Only	0	0	0	0	0	0	0	0	0
Display Only	1	0	0	0	0	0	0	0	1
Baton	0	0	0	0	0	0	0	0	0
Chemical/OC	0	0	0	0	0	0	0	0	0
Weaponless	17	6	4	0	0	0	0	0	27
Canine									0
Release Only	0	0	0	0	0	0	0	0	0
Release and Bite	0	0	0	0	0	0	0	0	0
Total Uses of Force	26	6	7	0	0	0	0	0	39
Total Number of Incidents Resulting In Officer Injury or Death	0	0	0	0	0	0	0	0	0
Total Use of Force Arrests	23	6	4	0	0	0	0	0	33
Total Number of Suspects Receiving Non-Fatal Injuries	7	2	0	0	0	0	0	0	9
Total Number of Suspects Receiving Fatal Injuries	0	0	0	0	0	0	0	0	0
Total Agency Custodial Arrests	0	0	0	0	0	0	0	0	0
Total Use of Force Complaints	0	0	0	0	0	0	0	0	0

Reaccreditation Year 1 Notes:

39 total incidents -

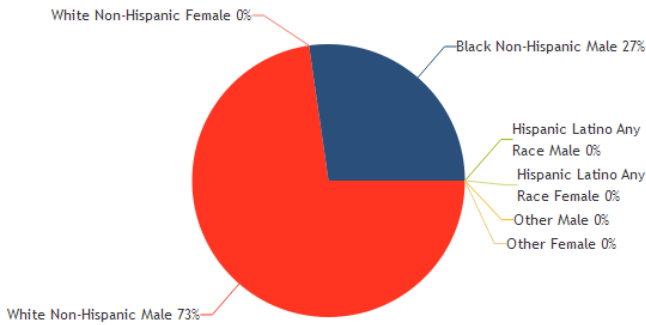
27 were weaponless

11 were firearm display only

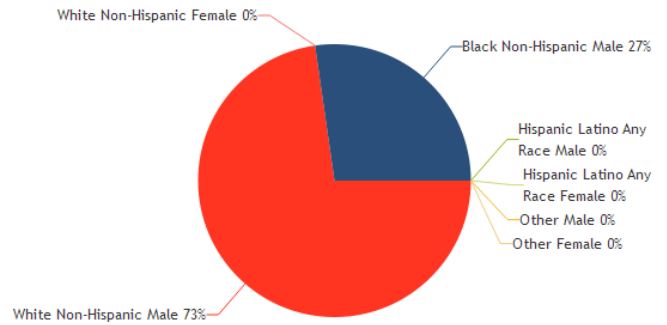
1 was taser display only

9 non-serious injuries reported for the suspect; all cleared medically

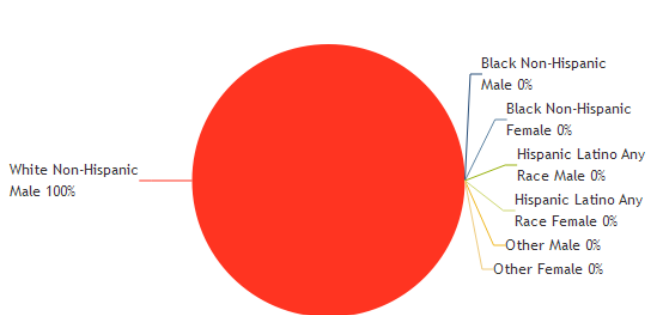
Total Firearm



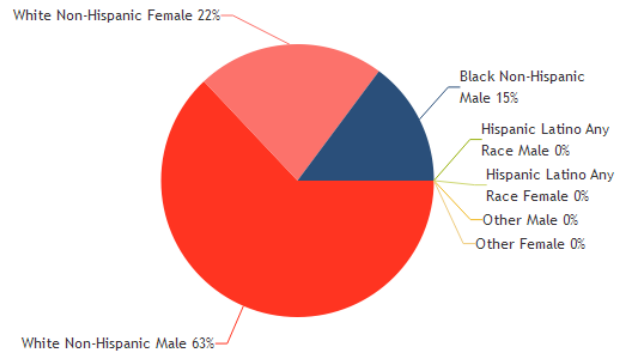
Firearm Display



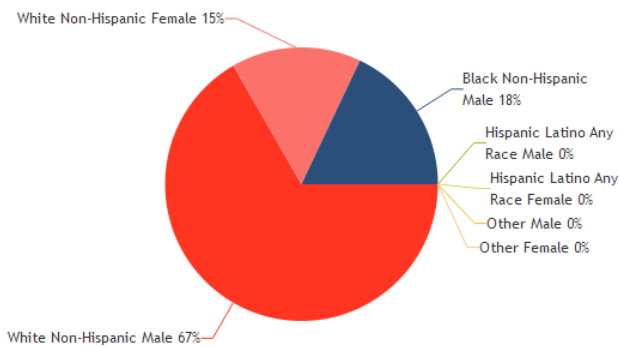
ECW Display



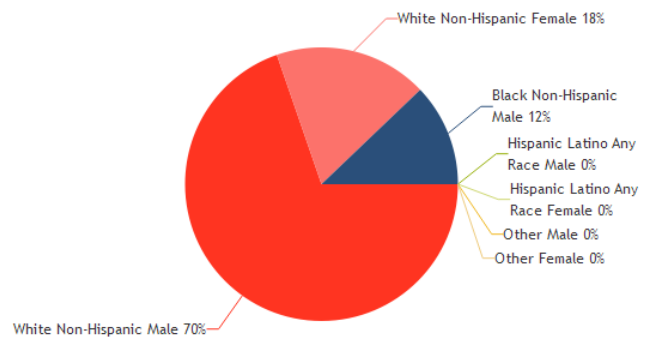
Weaponless



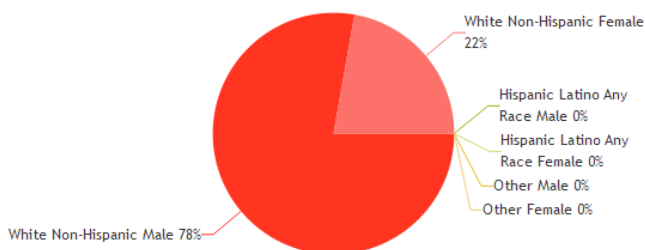
Total Uses of Force



Total Use of Force Arrests



Total Number of Suspects Receiving Non-Fatal Injuries



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Grievances

Year 1 Data Collection Period: 1/1/2022-12/31/2022

Grievances	Year 1
Number	0

Personnel Actions

Year 1 Data Collection Period: 1/1/2022-12/31/2022

	Year 1
Suspension	3
Demotion	0
Resign In Lieu of Termination	3
Termination	3
Other	16
Total	25
Commendations	28

Reaccreditation Year 1 Notes:

3 suspensions

0 demotions

3 resignations in lieu of termination

3 terminations (these were part time dispatchers that no longer responded to calls for scheduling)

16 departure/resignations from the office (for their own reason; not departure initiated by the office)

28 "Shining Star" awards presented to members of the Office for various kudos

Complaints and Internal Affairs - Reaccreditation Year 1

Data Collection Period: 1/1/2022 - 12/31/2022

	Year 1
External/Citizen Complaint	
Citizen Complaint	4
Sustained	0
Not Sustained	0
Unfounded	3
Exonerated	1
Internal/Directed Complaint	
Directed Complaint	4
Sustained	4
Not Sustained	0
Unfounded	0
Exonerated	0

Reaccreditation Year 1 Notes:

The four internal complaints were sustained and three out of the four resigned.

Calls For Service / Crime Data - Reaccreditation Year 1

Data Collection Period: 1/1/2022 - 12/31/2022

	Year 1
Calls for Service	
Calls for Service	35959
Crime Data	
Murder	1
Forcible Rape	19
Robbery	
Aggravated Assault	34
Burglary	42
Larceny-Theft	324
Motor Vehicle Theft	57
Arson	2

Motor Vehicle Pursuit

Year 1 Data Collection Period: 1/1/2022-12/31/2022

	Year 1
Pursuits	
Total Pursuits	17
Forcible stopping techniques used	6
Terminated by Agency	3
Policy Compliant	17
Policy Non-Compliant	0
Collisions	
Injuries	
Total Collisions	7
Officer	0
Suspect	3
ThirdParty	0
Reason Initiated	
Traffic	7
Felony	10
Misdemeanor	0

Reaccreditation Year 1

Seventeen total pursuits in 2022. The three injuries to suspects were non-serious. All seven collisions reported were the suspect vehicle; not departmental vehicles.

Agency Breakdown Report - Reaccreditation Year 1

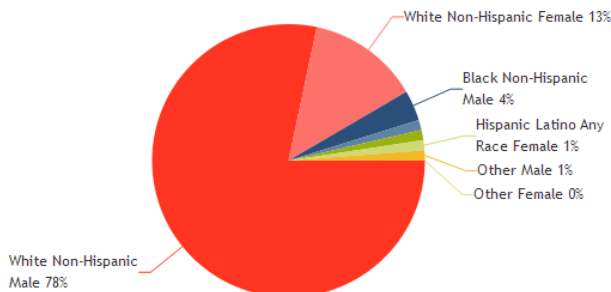
Data Collection Period: 5/4/2023 - 5/4/2023

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Sworn Personnel									
Executive	2	0	0	0	0	0	0	0	2
Command	3	0	0	0	0	0	0	0	3
Supervisory Positions	18	4	0	0	0	0	0	0	22
Non-Supervisory Positions	42	7	3	1	1	1	1	0	56
Sub Total									83
Non Sworn Personnel									
Executive	0	0	0	0	0	0	0	0	0
Managerial	1	1	0	0	0	0	0	0	2
Supervisory Positions	0	4	0	0	0	0	0	0	4
Non-Supervisory Positions	2	12	0	0	0	0	0	0	14
Sub Total									20
Total									103

Reaccreditation Year 1 Notes:

These numbers reflect FULL-TIME personnel only. There are an additional 17 sworn part-timers and 12 non-sworn part-timers that are not included in these numbers. We are currently short multiple positions due to lack of workforce hiring options.

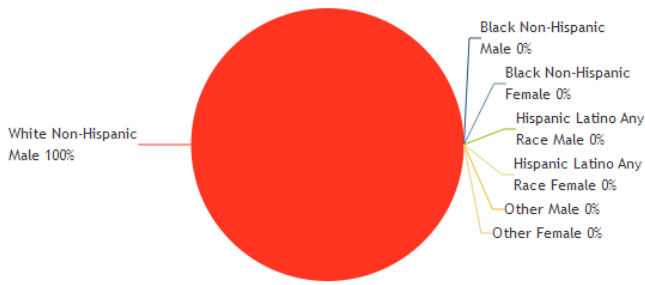
Total Sworn Personnel



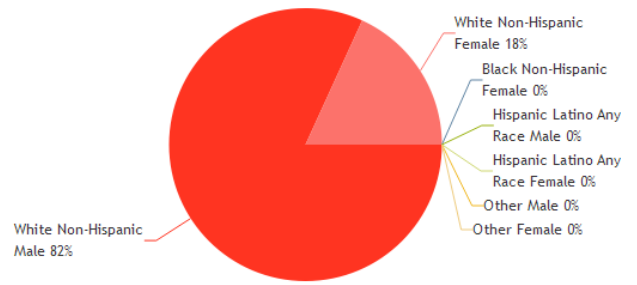
Sworn Personnel: Executive



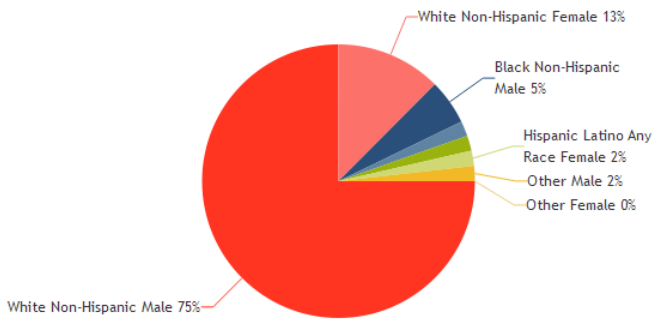
Sworn Personnel: Command



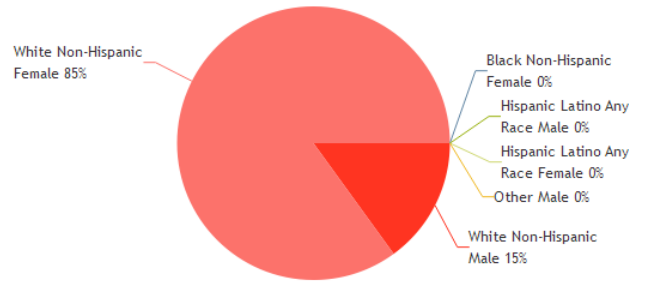
Sworn Personnel: Supervisory Positions



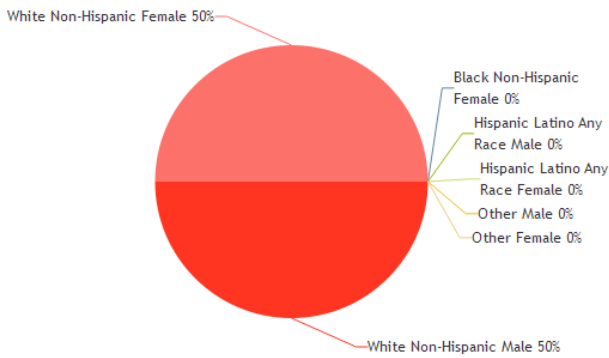
Sworn Personnel: Non-Supervisory Positions



Total Non-Sworn Personnel



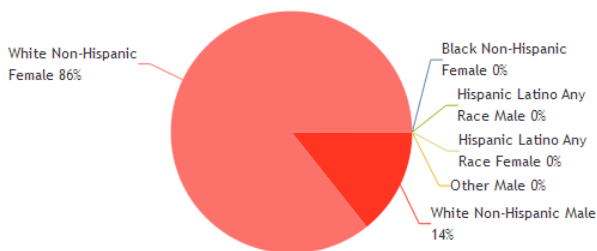
Non-Sworn Personnel: Managerial



Non-Sworn Personnel: Supervisory Positions



Non-Sworn Personnel: Non-Supervisory Positions



Legend

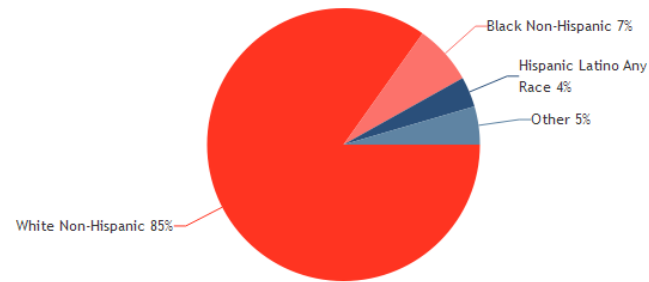
White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

Agency Demographics Report - Reaccreditation Year 1

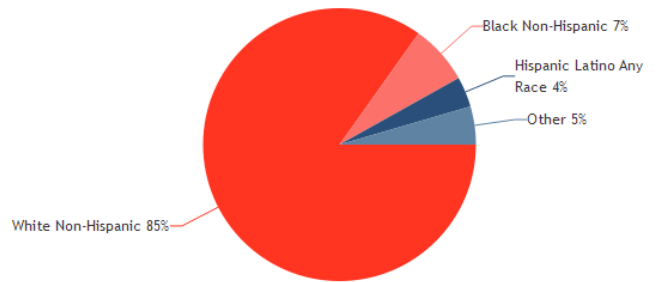
Data Collection Period: 5/4/2023 - 5/4/2023

	Service Population		Available Workforce		Current Sworn Officers		Current Female Sworn Officers		Prior Sworn Officers		Prior Female Sworn Officers	
	#	%	#	%	#	%	#	%	#	%	#	%
White Non-Hispanic	46218	85%	21793	85%	74	90%	11	13%	69	91%	8	11%
Black Non-Hispanic	3848	7%	1814	7%	4	5%	1	1%	5	7%	0	0%
Hispanic Latino Any Race	1955	4%	922	4%	3	4%	2	2%	2	3%	1	1%
Other	2456	5%	1158	5%	1	1%	1	1%	0	0%	0	0%
Total	54477		25687		82		15		76		9	

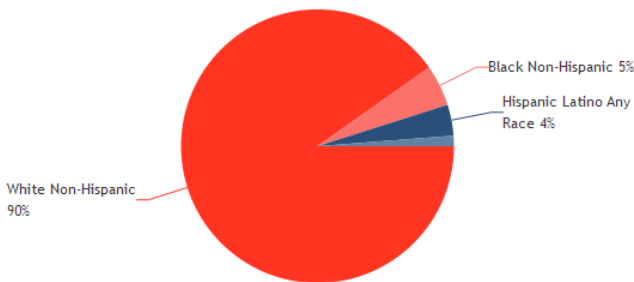
Service Population



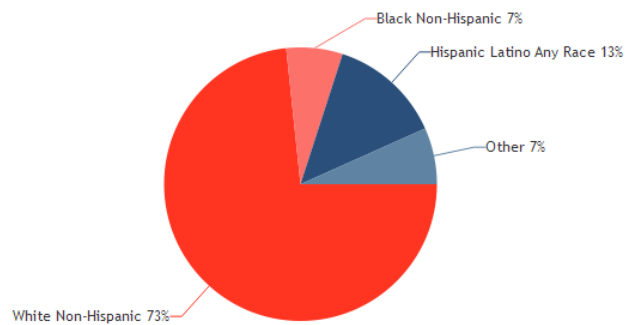
Available Workforce



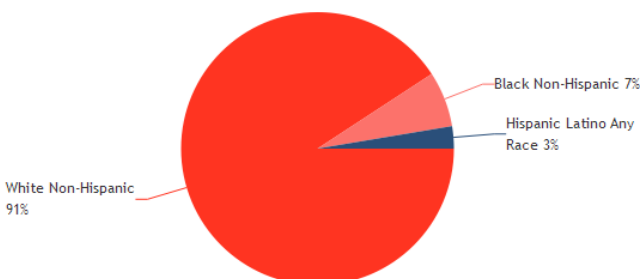
Current Sworn Officers



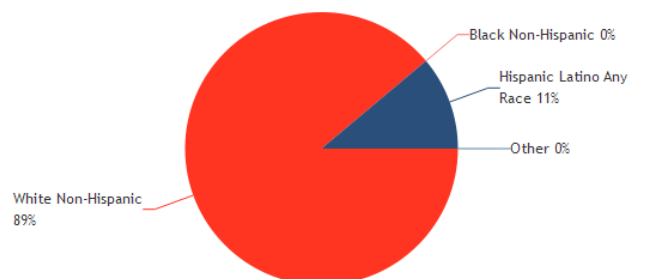
Current Sworn Female Officers



Prior Sworn Officers



Prior Sworn Female Officers

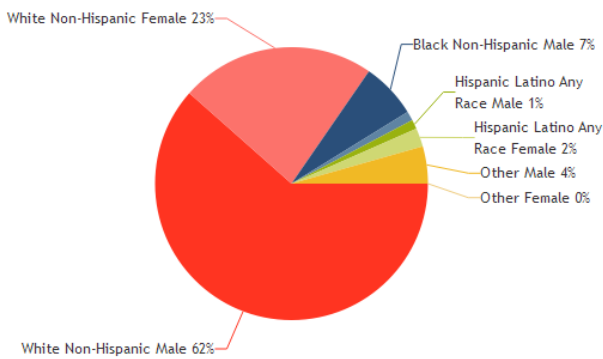


Sworn Officer Selection - Reaccreditation Year 1

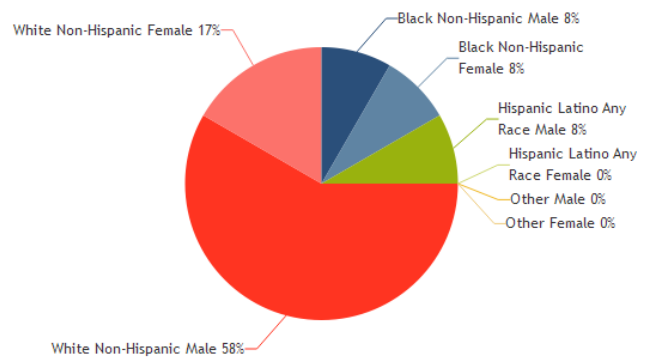
Data Collection Period: 1/1/2022 - 12/31/2022

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Applications Received	56	21	6	1	1	2	4	0	91
Applicants Hired	7	2	1	1	1	0	0	0	12
Percent Hired	13%	10%	17%	100%	100%	0%	0%	0%	N/A
Percent of Workforce Population	11%		2%		1%		0%		N/A

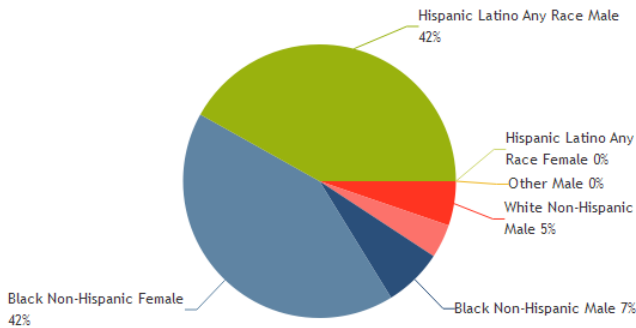
Applications Received



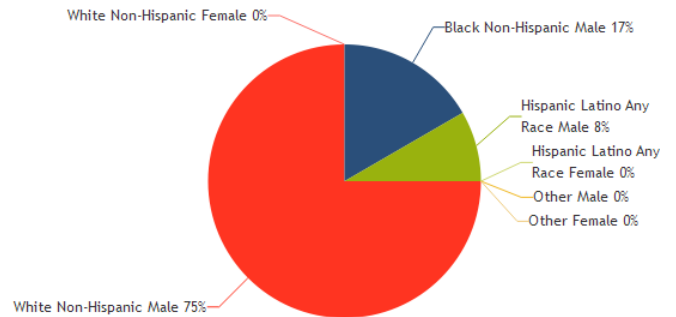
Applicants Hired



Percent Hired



Percent of Workforce Population



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

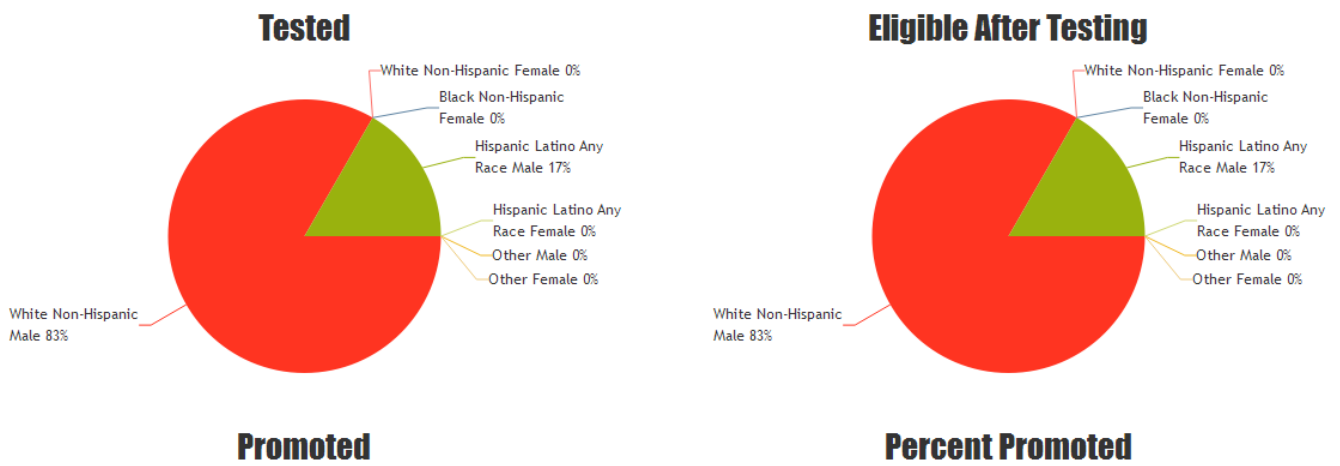
Sworn Officer Promotions - Reaccreditation Year 1

Data Collection Period: 1/1/2022 - 12/31/2022

	White Non-Hispanic		Black Non-Hispanic		Hispanic Latino Any Race		Other		Total
	Male	Female	Male	Female	Male	Female	Male	Female	
Tested	5	0	0	0	1	0	0	0	6
Eligible After Testing	5	0	0	0	1	0	0	0	6
Promoted	0	0	0	0	0	0	0	0	0
Percent Promoted	0 %	%	%	%	0 %	%	%	%	N/A

Reaccreditation Year 1 Notes:

Early in 2022, four members went through the promotion process for open Patrol Sergeant positions and two members went through the promotion process for open Investigations position. All testing was completed and all were eligible for promotion, but due to staff shortages, the promotions have not been completed at this time.



Legend

White Non-Hispanic Male	
White Non-Hispanic Female	
Black Non-Hispanic Male	
Black Non-Hispanic Female	
Hispanic Latino Any Race Male	
Hispanic Latino Any Race Female	
Other Male	
Other Female	

