Support Services Bureau Standard Operating Procedure (SOP)

215.1 SCOPE

The Support Services Bureau (SSB) plays a crucial role in providing the necessary support, infrastructure, and oversight to enable law enforcement officers to focus on their primary mission of maintaining public safety and enforcing the law. With a focus on delivering essential services and resources, the bureau is dedicated to ensuring the efficiency and effectiveness of law enforcement operations. Functioning as the administrative backbone of the department, the bureau guarantees that frontline officers receive the necessary support and resources for the execution of their duties.

215.2 POLICY

It is the policy of the University of Maryland, Baltimore Police Department (UMBPD) that all members adhere to the guidelines, responsibilities, and requirements outlined in this SOP to maintain operational continuity, community engagement, and the safety of the campus.

215.3 RESPONSIBILITIES

Assistant Chief of Police – Leading the bureau, the Assistant Chief of Police is tasked with providing overall management, direction, and control. The bureau encompasses several sections/units, including the Community Outreach and Support Team (COAST), Communication, Accreditation and Policy, Records, Property and Evidence, Recruitment and Selection, and Quartermaster. The SSB Commander may assign members to specific areas based on interest, training, past performance, or departmental requirements. In the absence of the Chief of Police, the Assistant Chief of Police shall be subject to act in the capacity of Chief of Police when designated to do so.

Lieutenant – This rank assumes the role of a section/unit commander within the bureau, overseeing and directing the operational requirements of the assigned team. The duties and responsibilities of Lieutenant are delineated in Policy 1109 (Lieutenants).

Sergeant – Serving as a key first-line supervisor, this rank plays a crucial role in supporting the designated Lieutenant by assisting in the guidance and supervision of the operational requirements of the assigned team. The duties and responsibilities of Sergeant are delineated in Policy 1111 (Sergeants).

Corporal – The duties and responsibilities of Corporal are delineated in Policy 1112 (Corporals).

Recruit Officers – The duties and responsibilities of Recruit Officers are delineated in Policy 1115 (Recruit Officers).

Police First Class (PFC) – Members holding this position will engage in community-oriented policing, actively assisting citizens in areas such as crime prevention, traffic safety, etc.

Police Communications Officer Supervisor (PCOS) – The duties and responsibilities of the PCOS are delineated in Policy 801 (Communications).

Police Communications Officer (PCO) – The duties and responsibilities of the PCO are delineated in Policies 1116 (Police Communications Operators) and 801 (Communications).

Program Management Specialist (PMS) – The position is held by a civilian member responsible for managing the coordination of a program dedicated to achieving the objectives in their respective section/unit. This position requires autonomy, discretion, and active participation in assignments and projects demanding substantial analysis, creativity, and innovation. The PMS should be adept at offering solutions to challenges and exercising judgement beyond predefined guidelines or processes.

215.4   SECTIONS/UNITS
The bureau is comprised of the following sections/units:

(a) **Community Outreach and Support Team (COAST)** – This section creates opportunities for both the UMB community and its neighbors, many of whom encounter various challenges. By nurturing positive relationships, COAST establishes connections with individuals in communities that might otherwise be reluctant to collaborate with the police. This approach to community-based policing emphasizes the integration of police officers as active members of the community, rather than merely working within it. Officers within COAST engage in mentoring sessions with young students after school through the Police Athletic/Activities League (PAL) and conduct Drug Abuse Resistance Education (DARE) sessions in Baltimore City schools. Furthermore, the Community Engagement Academy extends an invitation to community members to gain an insider's perspective on UMBPD, offering insights from the experience of entering the police academy to the daily decision-making processes of law enforcement officers. Refer to the COAST standard operating procedure for further information about this section.

(b) **Communication Section** – Police Communications Officer Supervisor (PCOS), who reports directly to a Lieutenant, supervises the UMBPD Communications Center, which operates 24 hours a day, 7 days a week, with highly trained full-time PCOs. Communications personnel are proficient in receiving and relaying calls for assistance through telephone, radio, and computer terminals, handling diverse incidents including police matters, fire emergencies, medical aid, hazardous materials incidents, hospital security issues, and general assistance requests. Additionally, communication personnel play a pivotal role in data management, entering information into systems such as the Maryland Telecommunications Enforcement Resources System (METERS), Criminal Justice Information Services (CJIS), National Law Enforcement Telecommunications System (NLETS), and various other local, state, and federal systems. Refer to Policy 801 (Communications) for additional information regarding the Communication Section.

(c) **Accreditation Unit** – The law enforcement accreditation process, integral to the UMBPD, focuses on standards that establish best practices in life, health, and safety procedures for the agency. These standards are considered foundational for modern

law enforcement agencies, providing a structured framework for addressing high-risk issues within a contemporary context. This ensures that officers are well-prepared to meet basic community service expectations and effectively manage critical events. The UMBPD holds dual accreditation with the Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) and International Association of Campus Law Enforcement Administrators (IACLEA). Refer to Policy 1105 (CALEA and the Accreditation Process) for additional information regarding accreditation.

(d) **Records Section** – Program Management Specialist (PMS), who reports directly to a Lieutenant, is responsible for the daily operations of this section, which plays a crucial role in documenting and organizing essential departmental information. The section's duties involve overseeing diverse records, such as incident reports, arrest records, case files, warrants, personnel records, evidence, and property. Furthermore, the role includes addressing public records requests. Refer to Policy 803 (Records Section) for additional information regarding the Records Section.

(e) **Property and Evidence Section** – Program Management Specialist (PMS), who reports directly to a Lieutenant, manages the daily operations of this section, overseeing the secure storage and control of all property in the custody of the department. The UMBPD's property management system is structured to identify, record, manage, and control various types of property, including lost, found, abandoned, recovered, seized, and evidentiary items. Refer to Policy 802 (Property) for further information regarding the Property and Evidence Section.

(f) **Quartermaster** – Program Management Specialist (PMS), who reports directly to a Lieutenant, is responsible for managing and maintaining the inventory of crucial equipment and supplies essential for law enforcement operations. The role involves overseeing the procurement, distribution, and tracking of various items including uniforms, firearms, ammunition, vests, and other essential equipment. In addition to playing a key role in inventory control and budget management, the Quartermaster collaborates with different departments to meet the operational needs of law enforcement personnel. The organized and efficient efforts of the Quartermaster are integral to ensuring the effective functioning of the police department by providing officers with the necessary tools and resources for their duties. Refer to the Quartermaster standard operating procedure for further information about this unit.

(g) **Recruitment and Selection Unit** – The department collaborates with the University of Maryland, Baltimore-Human Resource Services (UMB-HRS) to actively recruit qualified applicants for current or anticipated vacancies. The joint efforts focus on developing and maintaining a recruitment program, implementing diverse and skilled candidate strategies, managing applications, conducting screenings, tests, interviews, and overseeing background investigations. The overarching goal of this unit is to attract individuals with the right skills and values, ensuring the overall success and integrity of the UMBPD. Refer to Policies 1000 (Recruitment and Selection) and 1124 (Recruitment) for additional information regarding recruitment and selection.

(h) **Policy Unit** – This unit is vital for developing, maintaining, and updating the department's policies and procedures. It ensures that employees operate within established guidelines, promoting consistency, accountability, and transparency. The unit monitors changes in laws and regulations, assesses emerging trends

in law enforcement, and collaborates with other departments to adapt and refine policies accordingly. By providing a structured framework, the unit contributes to the department's effectiveness, professionalism, and the establishment of public trust, fostering a culture of accountability and adherence to ethical standards among the law enforcement profession. Refer to the policy standard operation procedure for additional information regarding policy.