



MANAGEMENT INFORMATION SYSTEMS

WRITTEN DIRECTIVE: 8.4
EFFECTIVE DATE: 03-08-1994
REVISION DATE: 09-15-2016

Contents

- I. Purpose
- II. Policy
- III. Administrative Reporting Procedures
- IV. Forms Accountability and Research
- V. Accreditation

I. Purpose

The purpose of this Written Directive is to address the use of management information systems, including forms management, Agency correspondence, and accreditation.

II. Policy

It is the policy of the University of Maryland, Baltimore Police Force (UMBPF) to utilize management information systems as identified in this Written Directive.

III. Administrative Reporting procedures

A. Management Information System

1. The UMBPF management information system is designed to provide administrative and statistical information concerning the activities of the Agency including ensuring that communication up and down the chain of command (both written and oral) between individuals, shifts, Command Staff, and the Chief's Office is achieved.
2. To make decisions and avoid duplication, overlapping, gaps, or wasted effort, it is important that all employees understand and support the operation of the management information system which includes reports relating to personnel activities, requirements that are used in predicting workload, determining manpower, determining resource needs, and budget preparation. To this end, the management information system utilizes offense and incident reporting, arrest reporting, statistical and data summaries of specific activities, dispatching records, crime records, etc.
3. The management information system incorporates both manual and computerized systems to prepare, store, and make available needed data.

B. Administrative Reports

1. Administrative Reports are utilized by the UMBPF to identify crime trends, calls for service, workload assessments, fiscal health and a host of other Agency functions and responsibilities.

2. The Appendix to this Written Directive, 8.4.1 Administrative Reports, lists the reports required, the purpose of the report, the responsible party, the required frequency, the distribution of the completed report, and if applicable, the referenced WD and the CALEA Standard.
3. All members who are responsible for the creation of administrative reports will adhere to the frequency requirement as identified within the appendix matrix.
4. Two administrative report groups are utilized by the UMBPF to identify strengths and weaknesses of the Agency. They include:
 - a. Monthly Reports - Monthly Reports are prepared by various Support Services and Operations Sections or Units. Each section forwards the reports through the Chain of Command for review and approval. When approved, the reports are then published to the Bureau Commanders, the Director of Public Safety, and the Chief of Police. Monthly Reports provide the Command Staff with the opportunity to account for unit activities, to discuss administrative matters, highlight achievements or problems, provide comparative data, and/or establish objectives for the next reporting period, etc. The distribution of the completed Monthly Reports will include all of the above named components as well as other personnel such as all lieutenants and the Accreditation Manager.
 - b. Annual Reports - Annual reports are ultimately the responsibility of the Chief of Police. Annual reports are prepared by the Director of Public Safety, and the three Bureau Commanders or designees. These reports serve to summarize monthly reports and should provide comparative data and statistics that, taken together, account for the activities of the UMBPF over a period of time and from which an annual report can be prepared. The distribution of the reports includes the Office of the President of the University, the UMBPF Accreditation Manager and other University components as may be necessary for budget preparations and manpower allocations. Other annual reports are prepared to aid in policy review, identify training needs, etc., as identified in Appendix 8.4.1 Administrative Reports.
5. In addition to the Administrative Reports identified herein, Written Directive 1.11 "Records" of the UMBPF Policy and Procedure Manual describes other required reports used by the UMBPF.

C. Agency Correspondence

Normally, all correspondence prepared on behalf of the UMBPF to outside individuals or agencies will be signed either personally by the Chief of Police or by a representative when the Chief of Police is unavailable. All correspondence from the Chief's office will be reviewed by the Bureau Commander originating the correspondence and then by the Director for Public Safety for style, format, and accuracy prior to forwarding it to the Chief of Police for signature. UMBPF letterhead stationery and envelopes will be used for official use in reports and correspondence.

D. Agency Files

The UMBPF has established an electronic and paper file system that serves to provide a means of locating previously mailed correspondence. A file copy of all correspondence mailed will be retained and properly filed in each format. Correspondence received by the UMBPF will be similarly filed when necessary action has been taken. The Executive Administrative Assistant is responsible for maintaining the files for the Office of the Chief of Police / Associate Vice President for Public Safety.

IV. Forms/Accountability/Research

A. Forms Management

1. The Forms Management function is designed to ensure accountability for UMBPF forms. This function includes procedures for development, modification, approval and review. Biennially, the Support Services Commander will be responsible for ensuring there is a review of all forms for retention and/or deletion.
2. The Technical Services and Records Lieutenant is responsible for maintaining an up to date list of all UMBPF forms, assigning form numbers and monitoring the need for a particular type of form.
3. The Quartermaster is responsible to ensure that a sufficient stock of forms is procured and maintained to meet UMBPF needs. Accountability must be maintained for certain forms which are pre-numbered such as the Maryland Uniform Summons and Traffic Citation books and parking citation books. The Automated Records Management System (ARMS) Citation Module shall be used to account for the receipt and issuance of numbered citation books.
4. The Technical Services and Records Lieutenant and the Quartermaster will conduct biennial audits of controlled forms utilized by the UMBPF.
5. The Support Services Commander will be responsible for the development, modification, tentative approval and review of UMBPF forms. Before being placed into service, the Chief of Police shall be the final approving authority for all new, modified or deletion of forms.

B. Library

A variety of books, pamphlets and other instructional materials on a wide variety of law enforcement topics are available in the Library of the Operations Building. All members desiring information on a particular topic are encouraged to visit the location and/or donate books or other publications to the library for use by others.

V. Accreditation

A. Accreditation Standards

1. Compliance with CALEA Accreditation Standards is the responsibility of the Chief of Police. The Accreditation Manager functionally manages CALEA Standards compliance and will report directly to the Chief of Police.
2. Although Accreditation Standards are assigned to all components of the Agency, the following components are considered key:
 - a. Director of Public Safety
 - b. Support Services Commander
 - c. Operations Commander
 - d. Professional Standards Commander
 - e. Operations Lieutenants
 - f. Support Services Lieutenants
 - g. First Line Supervisors and Section Supervisors
3. The Accreditation Manager shall maintain an up-to-date CALEA Standards Manual that lists all reports, reviews and other activities mandated by the Commission on Law Enforcement Accreditation (See the Appendix section of the Accreditation Manual (currently Appendix E) in the PowerDMS system).

B. Required Reporting

1. The key personnel listed above will review Written Directives for Accreditation applicability, ensure that the required reports and activities take place, and identify and correct instances where requirements were not met.
2. The procedure to ensure that documentation is completed in a timely manner by the personnel responsible for reports, reviews, inspections, or other activities will include ongoing review of Appendix 8.4.1 and the CALEA Standards Manual. All required reports shall be submitted timely on or before the due date listed in the Appendix.
3. When reports are not received by the due date, the Accreditation Manager will notify the Chief of Police of the discrepancy.

4. Once reports, inspection, etc., complete the reviewed and approval process, the reports will be distributed as indicated in Appendix 8.4.1. They shall also be utilized as needed as proofs of compliance for CALEA Standards.

Written Directive System Impact

Upon approval and publication, this edition of WD 8.4 supersedes all previous editions.

Antonio Williams, MS
Chief of Police / Associate Vice President for Public Safety

CALEA Standard (s): 11.4.1; 11.4.3