

# Inspectional Services

## 1108.1 PURPOSE AND SCOPE

The purpose of this directive is to establish policy and procedures for continuous inspection of the University of Maryland, Baltimore Police Department (UMBPD).

## 1108.2 POLICY

It shall be the policy of the UMBPD to strictly adhere to the inspection procedures as outlined in this directive.

### 1108.2.1 DEFINITIONS

**Line inspection** - An ongoing process conducted by police or non-sworn personnel who have the authority to act or require immediate action of subordinates. The line inspection process is the responsibility of all command and supervisory personnel.

Line inspections require ongoing activity to ensure employees are acting in concert with organization requirements in such areas as personal appearance, use and maintenance of equipment, and adherence to policies and orders. Line inspections are also concerned with the status and conditions of physical facilities within a given organizational function.

**Staff inspection** - A detailed observation and analysis of UMBPD components, functions, procedures, and practices, and is designed to inform the Chief of Police about organizational appearance, accountability, performance and effectiveness.

## 1108.3 GOALS AND OBJECTIVES

### (a) Responsibility

1. The Chief of Police or authorized designee is responsible for establishing and maintaining a system of inspection that regularly assesses the UMBPD for efficiency and effectiveness. Although the ultimate responsibility for inspection and control rests with the Chief of Police, it is necessary that it be carried out continually at all levels of command and supervision.

### (b) Goals

1. The goal of the inspections process is operational efficiency and effectiveness. Although infractions discovered during the process of inspection should be handled according to policy, inspections should not be viewed as a disciplinary process.

### (c) Objectives

1. The objective of the inspections process is to learn whether a task is being performed according to policy and procedure. It is also used for the purpose of determining whether the anticipated results are being accomplished. Discovering whether resources are being utilized to the best advantage of the organization is an ongoing priority of the UMBPD.

### (d) Fair and Impartial Appraisal

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1. The process shall be fair, impartial, and an honest appraisal of efforts. The inspectors or inspections party should have a constructive attitude and make every effort to instill respect and understanding of the inspection process among the rank and file.

## **1108.4 LINE INSPECTIONS**

### **1108.4.1 RESPONSIBILITIES**

- (a) The line inspections process shall include the inspection of employees, equipment, employee's performance, and end results. This process may also include immediate corrective action or recognition for exemplary performance when observed.
- (b) Where significant deficiencies exist relative to employee performance, the supervisor will counsel the employee and document the counseling session. Exemplary performance shall be recognized and brought to the attention of the employee's commander via the chain of command through a written report.
- (c) Line inspections are the primary responsibility of supervisors and managers at every level of the agency and will provide a mechanism for achieving accountability within the organization.
- (d) Patrol and Security Supervisors shall conduct daily inspections of assigned personnel to ensure that the prescribed articles of uniform and equipment are properly worn and the uniform and equipment are in clean and serviceable condition. A daily inspection should also include such areas as an evaluation of facilities, vehicles, equipment, records, investigative procedures, crime reporting procedures, incident reports, security post areas and books, and daily shift documents.
- (e) As a part of the daily inspection, the Shift Supervisors will inspect at least one weapon per shift in a manner as described with Roll Call Weapons Inspection. Any deficiencies or malfunctions shall be reported as described therein.

### **1108.4.2 DETERMINING EFFICIENCY/EFFECTIVENESS**

Command staff and first line supervisors should constantly examine, visually observe, inquire about, and test the work of their assigned personnel to determine whether the objectives of the UMBPD are being accomplished.

### **1108.4.3 COMMENDABLE APPEARANCE**

Members that present an excellent appearance as a result of an inspection shall be commended orally and in writing by their supervisor. Similarly, unsatisfactory conditions shall be explained to the employee and corrective action taken.

### **1108.4.4 FREQUENCY**

The Shift Commander will ensure that patrol and security personnel are inspected daily by the Shift Supervisor to ensure compliance with policy. When appropriate, counseling and commendatory memorandums should be prepared to document the results of the inspection.

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#### **1108.4.5 DISCOVERY DISCREPANCIES**

If a line inspection is conducted and a serious problem, such as a policy or procedure violation, is discovered, a written report will be submitted through the chain of command by the inspecting officer explaining the situation and including a recommendation for action. The written report documenting the serious deficiency shall be forwarded through the chain of command to the employee's Bureau Commander. A follow-up report shall be submitted that delineates the outcome of the steps implemented to address the deficiencies.

#### **1108.4.6 REPORTING**

- (a) If a minor problem is discovered by a supervisor other than the Inspections Unit during the inspection and it can be corrected on the spot, the inspecting officer should document the incident and keep it on file for one (1) year.
- (b) All major problems will be documented as described earlier.
- (c) Copies of all inspection documents and/or reports shall be forwarded to the Inspections Unit and Internal Investigations Unit, if a violation of policy is discovered which would require any discipline beyond supervisory counseling.

### **1108.5 STAFF INSPECTIONS**

#### **1108.5.1 AUTHORIZATION**

Staff inspections shall be completed by personnel assigned to the Inspections Unit of the Investigations Division or by any member designated by the Chief of Police, Deputy Chief of Police, Bureau Commander or their designee.

#### **1108.5.2 FREQUENCY**

Staff inspections will be both announced and unannounced and conducted at staggered intervals. A detailed staff inspection of each organizational component and/or function of the UMBPD shall be conducted at least once every four years and will require a detailed written report.

#### **1108.5.3 INSPECTING ORGANIZATIONAL COMPONENTS**

The official (s) conducting the staff inspection will prepare a list of specific materials, files, equipment and/or facilities that will be needed to accomplish the task. The inspecting official will conduct inspections according to current approved inspection plans. A general inspection may also include requesting a member or squad to demonstrate a certain procedure or skill.

#### **1108.5.4 REPORTING**

All staff inspections will require a written report, including the dates and results of the inspection. If a deficiency or area of non-compliance is found, it shall be noted in the inspection report or on an Inspection Receipt, UMBPD Form 17-003 (Appendix 1.8.1). A copy of the form shall be provided to the responsible member, with the original form attached to the inspection report. The inspection receipt can also be issued for areas of excellence or outstanding performance in a function, area of operation, procedures, or appearance. A follow-up report shall be submitted

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for deficiencies that could not be immediately corrected, detailing the corrective action taken to resolve the deficiencies.

#### **1108.5.5 REQUIRED ACTIONS**

- (a) The member receiving the Inspection Receipt must sign the receipt acknowledging the information or deficiency. The member shall submit a written report, along with the Inspection Receipt form, to their commanding officer or manager by the end of his/her tour of duty.
- (b) The Bureau Commander or designee shall submit a report to the Chief of Police within ten (10) days detailing the measures taken to correct the deficiency. The report shall detail any training, counseling, and/or discipline provided to the affected member(s) to ensure future compliance with policy.

#### **1108.6 SPECIALIZED ASSIGNMENT**

- (a) Criminal Investigation, Safety Awareness, and Victim/Witness Officers
  - 1. Inspections of the Criminal Investigation, Safety Awareness, and Victim/Witness Officers and Sections shall be conducted at least once every four (4) years. The results of the inspections will require a written report as previously noted.
  - 2. The inspection of the member will include clothing, equipment and the investigator's office.

#### **1108.7 ARMAMENTS**

##### **1108.7.1 INSPECTIONS**

A documented inspection of all armaments shall be ongoing by roll-call supervisors and certified armorers.

##### **1108.7.2 ARMORER INSPECTIONS**

A more detailed documented inspection, through maintenance, shall be conducted on each weapon annually by the Education and Training Lieutenant or designee. A copy of the report shall be forwarded to the Inspections Unit.

##### **1108.7.3 SENSITIVE ITEMS INVENTORY**

A documented sensitive items inventory shall be conducted by the Quartermaster semi-annually. The inventory report shall be submitted to the Support Services Bureau Commander via the chain of command and to the Inspection Unit. The inventory includes all serially numbered firearms within the organization and all police and security badges.

#### **1108.8 ANALYSIS OF ACCUMULATED INFORMATION**

##### **1108.8.1 RESULTS OF INSPECTIONS**

The results of all staff and other inspections will be maintained on file to assist in future planning. The accumulated information will be used for future manpower and equipment acquisition planning

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and as a hedge against redundancy and/or duplication of work affecting the general welfare of the organization.

**1108.8.2 SUMMARY REPORT**

A summary report of all inspections conducted shall be submitted by the Inspections Unit to the Chief of Police via the chain of command. The report shall be submitted every four (4) years.