

# Support Services/Security Bureau Standard Operating Procedure (SOP)

## 215.1 SCOPE

The Support Services/Security Bureau 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

**Director of Support Services/Security** – Leading the bureau, the Director of Support Services/Security is tasked with providing overall management, direction, and control. The bureau encompasses several sections/units, including the Security Unit, Communication Unit, Clery Act Compliance Unit, Human Resources, Quartermaster, and Administrative Staff. The Director of Support Services/Security may assign members to specific areas based on interest, training, past performance, or departmental requirements. In the absence of the Chief of Police and Deputy Chief of Police, the Director of Support Services/Security 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). This position reports to the Director of Support Services/Security.

**Security Unit Supervisor** – This position is responsible for the daily operations of the Security Unit, to include managing Security Supervisors and ensuring security measures are implemented appropriately. The Security Unit Supervisor reports to the Director of Support Services/Security.

**Security Supervisor** – The duties and responsibilities of Security Supervisor are delineated in Policy 1117 (Security Supervisor). This position reports to the Security Unit Supervisor.

**Security Officers** – The duties and responsibilities of Security Officer are delineated in Policy 1110 (Security Officer). This position reports to the Security Supervisor.

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**Police Communication Officer Administrator (PCOA)** – This position is responsible for the daily operation of the Communication Unit, to include managing the Police Communication Officer Supervisor. This position reports to the Lieutenant overseeing Security and Dispatch.

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

**Police Communications Officer Lead (PCOL)** – This position functions as a lead worker, providing support and assistance with the administration and operation of the Communication Unit, while performing the duties and responsibilities of the Police Communications Officer.

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

**Human Resource Generalist** – This position collaborates and coordinates with the UMB Human Resource Services, handling recruitment, classification, labor relations, compliance, and employment engagement. This position reports to the Director of Support Services/Security.

**Office Manager** – This position is responsible for the daily operations of the Administrative Staff, to include Quartermaster. This position reports to the Director of Support Services/Security.

**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 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 judgment beyond predefined guidelines or processes.

### **215.4 SECTIONS/UNITS**

The bureau is comprised of the following units:

- (a) **Security Unit** – The duties and responsibilities of this unit are delineated in Procedure 212 (Standard Operating Procedure for Security Officers in the Security Unit).
- (b) **Clery Act Compliance Unit** - The duties and responsibilities of this unit are delineated in Procedure 213 (Standard Operating Procedure for Clery Act Compliance Unit).
- (c) **Communication Unit** – Police Communications Officer Supervisor (PCOS), who reports directly to the Police Communications Officer Administrator (PCOA), 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

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- (NLETS), and various other local, state, and federal systems. Refer to Policy 801 (Communications) for additional information regarding the Communication Unit.
- (d) **Records Unit** – Program Management Specialist (PMS), who reports directly to the Office Manager, is responsible for the daily operations of this unit, which plays a crucial role in documenting and organizing essential departmental information. The unit'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 Unit) for additional information regarding the Records Unit.
- (e) **Property and Evidence Unit** – Program Management Specialist (PMS), who reports directly to the Office Manager, manages the daily operations of this unit, 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 Unit.
- (f) **Quartermaster** – Program Management Specialist (PMS), who reports directly to the Office Manager, 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.
- (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, and interviews. 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.