

Operations Bureau Standard Operating Procedures (SOP)

216.1 PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to outline the responsibilities, guidelines, and requirements of the Operations Bureau at the University of Maryland, Baltimore Police Department (UMBPD), ensuring the safety and security of the campus based upon established legal authority.

216.2 SCOPE

The Operations Bureau plays a crucial role in maintaining public safety, reducing crime, and providing a visible and responsive presence within the department's area of responsibility. It has the largest complement of sworn members and is responsible for engaging community policing to build positive relationships, address concerns, and collaboratively problem-solve to ensure public safety and maintain order.

216.3 POLICY

It is the policy of 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.

216.4 RESPONSIBILITIES

Major – This bureau is commanded by a Major, whose primary responsibility is to provide general management, direction, and control of the bureau. In the absence of the Chief of Police and Deputy Chief of Police, the Major shall be subject to act in the capacity of Chief of Police when designated to do so.

Lieutenant – This rank serves as the Shift Commander (see Policy 421 – Shift Commanders) and is responsible for managing and directing the respective shift/platoon. To maintain consistency and uniformity, it is imperative that designated lieutenants follow the rotations of their assigned shift/platoon. Ideally, three lieutenants should be assigned to this bureau, contingent upon manpower resources. If three lieutenants are assigned, they are expected to follow the schedule and shift rotation of their respective shift/platoon. If they do not follow the schedule or rotation of their respective shift/platoon, they will be on-call and available to address or respond to any call-for-service that occurs during the respective shift their shift/platoon is working, except on weekends when an on-call list is used. In the case of two lieutenants assigned to this bureau, an on-call list of lieutenants will be utilized to handle significant incidents between 2300 and 0600 hours Monday through Friday. In the absence of the Major or another superior officer, a designated lieutenant within the bureau shall assume oversight, unless otherwise directed.

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Sergeant – This rank serves as the Shift Supervisor (see Policy 111 – Sergeants) and is responsible for managing and directing the sworn members assigned to their respective shift/platoon.

Officer-In-Charge (OIC) – In the absence of a sergeant, the OIC, holding the rank of Corporal, will serve as the Shift Supervisor, assuming the duties, responsibilities, and standards of a sergeant (see Policy 1112 – Corporals).

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

Detective – The duties and responsibilities of Detective are delineated in Policy 1113 (Detectives).

Patrol Officer – The duties and responsibilities of Patrol Officers are delineated in Policy 1114 (Patrol Officers).

216.5 PATROL PROCEDURES

- (a) **Patrol Coverage** – The UMBPD ensures 24/7 patrol coverage at the University of Maryland, Baltimore (UMB) campus, offering law enforcement services per Policy 1132 (Post Assignments). Services include responding to calls, emergency assistance, patrols, traffic enforcement, event supervision, and aiding visitors. The University of Baltimore (UBalt) campus also receives seven-day coverage from 0600 to 0100 hours daily per Policy 1132 (Post Assignments).
- (b) **Patrol Shifts** – The bureau is comprised of three shifts with members working ten-hour shifts. The three shifts consist of a permanent midnight shift with members working ten-hours, while the other two shifts rotate every 28 days with the members working ten-hour shifts. The hours for each shift are as follow:
 - 1. Shift I – Permanent midnight shift working 2100 – 0700 hours.
 - 2. Shift II – Rotates every 28 days with members working 0600 – 1600 hours.
 - 3. Shift III – Rotates every 28 days with members working 1300 – 2300 hours.
- (c) **Scheduling** – The Patrol Lieutenants are responsible for ensuring their respective shift/platoon are appropriately scheduled for workdays, days off, and training days. Since the Patrol shifts operate on a 28-day rotating schedule with a permanent midnight shift, the Shift Supervisors (Sergeants and OICs) are responsible for the scheduling of officers to respective shifts and posts according to a pre-assigned squad schedule.
- (d) **Roll Call** – These procedures are delineated in Policy 402 (Roll Call).
- (e) **Post Assignments** – These procedures are delineated in Policy 1132 (Post Assignments).
- (f) **Inspection of Vehicles** – Vehicles shall be inspected before and after each shift by members. Refer to Policy 703 (Vehicle Use) for further procedures regarding the inspection and use of department vehicles.
- (g) **Calls-For-Service** – These procedures are delineated in Policy 1140 (Calls for Service).

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- (h) Major Incident Notification – These procedures are delineated in Policy 327 (Major Incident Notification).

216.6 FUNCTIONS OF PATROL

- (a) The Operations Commander has the overall responsibility for the administration of the patrol component of the department. As part of that responsibility, the Operations Commander will assign police officers to patrol activities including routine patrol activities, response to routine and emergency calls for service, enforcement activities, traffic enforcement and other police related activities
- (b) Although the patrol function is a primary law enforcement tool, it embraces much more than the act of patrolling. Patrol, for instance, also includes:
 1. Proactive Patrol – Proactive Patrol is oriented towards the prevention of crimes and accidents, the maintenance of public order and the discovery of hazards and delinquency causing situations.
 2. Crime Prevention - Patrol officers are responsible for promoting the prevention, resistance, and suppression of crime. Patrol officers routinely provide crime prevention advice and information to the University community and are expected to report situations that may warrant the need for specific crime prevention programs.
 3. Response to Calls for Service - The handling of non-criminal incidents and services to the University community is a primary responsibility of patrol. By responding to routine calls for service, the patrol function can provide for and fulfill a positive role for the UMBPD.
 4. Investigation of crimes, offenses, incidents, and conditions - The patrol officer's major responsibilities are responding to, investigating and reporting crimes, offenses, incidents and conditions on the University campus, with the primary objective of arresting perpetrators of crimes. This law enforcement objective is accomplished through both reactive and proactive patrolling.
 5. Traffic Direction and Control - Patrol provides traffic direction and control at events on campus and engages in traffic law enforcement on campus when it is necessary for the safety of the community or the orderly operation of the campus.
 6. Maintenance of Public Order - The routine patrolling of the Universities (UMB and UBalt), as well as the proper response to disorderly situations, provides for the maintenance of order within the campus communities.
 7. Provision of Emergency Services - Patrol officers are trained and equipped to provide a level of emergency services necessary to stabilize a situation and to request additional assistance as required.
 8. Community Relations - The patrol officer is the primary contact between the UMBPD and the community we serve. Each patrol officer is responsible for promoting positive community relations in our service area. Additionally, patrol officers should understand and practice the philosophy of community oriented and problem-solving policing.

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9. Reporting of Information to Appropriate Organizational Components - Successful patrol operations are dependent upon communication and coordination with the investigative, crime prevention and service components of the UMBPD.
10. Complaints/Compliments – The UMBPD is committed to conducting timely, unbiased, and equitable investigations into allegations of misconduct involving sworn and civilian employees. Citizens and employees can have confidence that their concerns will be handled appropriately. Additionally, the UMBPD encourages individuals to acknowledge commendable performance by submitting compliments. Both compliments and complaints can be submitted through the department's website, in person, or using other forms of documentation. Further details on this matter can be found in Policy 1010 (Personnel Complaints).

216.7 COMMUNITY OUTREACH AND SUPPORT TEAM (COAST)

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 Procedure 226 (COAST Standard Operating Procedure) for additional information regarding this section.

216.8 INVESTIGATIONS SECTION

Investigations Section (IS) – IS is a specialized section responsible for a range of duties, including the prompt, effective, and efficient investigation of all serious crimes and offenses occurring within the jurisdiction of the UMBPD, as well as conducting employee background investigations. This section is tasked with identifying and apprehending individuals committing crimes within the department's jurisdiction, ensuring that charging documents are accurate and complete, and that evidence is properly prepared for court presentation. Furthermore, this section is responsible for conducting all follow-up investigations related to crime reports. Refer to Procedure 223 (Investigation Section Standard Operating Procedure) for additional information regarding this section.