

1.200 ORGANIZATION

1.205 ORGANIZATIONAL AUTHORITY

- A. The Chief of Police / Director of Public Safety may establish any organizational units and assign functions as deemed necessary to support the effective and efficient accomplishment of the agency's goals, objectives, responsibilities and functions.
- B. Functional responsibility may be assigned to individual positions or components specifically created and staffed. Functional responsibilities for several activities may also be assigned to single positions or organizational components, as needed.
- C. When organizational changes are made that transfer functions or responsibilities from one unit to another, directives pertaining to transferred functions or responsibilities, until rewritten to include nomenclature reflecting transfers of functions or responsibilities will be applicable to unit's receiving functions or responsibilities.
- D. The agency's organization is depicted on an organizational chart that is reviewed, updated as needed, and made accessible to all agency personnel by staff in the Office of the Chief.

1.210 COMMAND PROTOCOL

- A. Each organizational unit is supervised or administered by a supervisory or administrative ranked officer.
 - 1. Each unit within the agency is under the direct command of only one unit commander. Employees will report to specified matrix managers when involved in operational programs being so coordinated or controlled.
 - 2. Organizational units report to their respective superiors as detailed in agency directives and on the agency organizational chart.
 - 3. Supervisory and administrative personnel are accountable for the activities of employees under their immediate control.
 - 4. Employees are directly accountable to their respective unit commanders during their work periods.
 - 5. Employees working overlapping shifts or assignments will be under the control, for payroll and other purposes, of the supervisor during which their work periods began.
 - 6. Whenever the agency engages in operations involving more than one organizational unit or personnel from different units, overall event command will be assigned to a supervisor or administrator at the direction of a bureau commander or the chief.
 - 7. Major field operations or emergencies will normally be under the direction of an administrative ranked officer specifically designated by the chief.
 - 8. During the temporary absence of unit commanders when no other provision is made by competent authority, the command automatically devolves upon the senior ranking officer.
 - 9. A sergeant is assigned to each patrol squad. Patrol squad commanders are responsible for ensuring a continuous presence of supervisory personnel on their patrol squads every day of the year. Other administrative or supervisory ranked officers will be temporarily assigned to patrol squads when circumstances preclude the presence of regularly assigned patrol supervisory personnel.
- B. An acting chief will be appointed by personnel order, whenever possible, as the result of planned, expected, or anticipated absences of the chief.
 - 1. Whenever the chief is absent and unable to manage the operations of the agency without having appointed an acting chief, the position of acting chief devolves first by rank, then by time-in-grade.
 - 2. Acting chiefs are authorized to carry out provisions of current law as well as other powers, authority, and duties conferred upon the chief, except:
 - a. Promoting or demoting any member of the agency with-

out the authorization of the chief; and

- b. Temporary transfers will only be considered permanent if/when approved by the chief.
- C. The rank order of the sworn members of the agency in descending order is:
 - 1. Chief of Police / Director of Public Safety;
 - 2. Major;
 - 3. Captain;
 - 4. Lieutenant;
 - 5. Sergeant;
 - 6. Corporal;
 - 7. Master Patrol Officer;
 - 8. Private First Class; and
 - 9. Private.

1.215 FUNCTIONAL COMMUNICATION, COORDINATION, & COOPERATION

- A. Effective communications, coordination, and cooperation are absolutely essential to the administration and operations of the agency so that information, notifications, suggestions, problems, and concerns are conveyed and addressed.
- B. All personnel will encourage, support, and participate in the reasonable and prudent exchange of information between agency personnel, units and functions. Mechanisms and processes utilized by this agency to facilitate the exchange of information include, but are not limited to:
 - 1. Electronic mail accessible to all agency personnel;
 - 2. Patrol briefings;
 - 3. Investigators periodically attending patrol squad briefings;
 - 4. Command Information Summaries;
 - 5. Structured staff meetings;
 - 6. Staffing of draft directives throughout the agency;
 - 7. Incident, special event, or ICS briefings;
 - 8. Organizational and individual memberships in professional organizations;
 - 9. Access to on-line records, reports, and summaries; and
 - 10. Direct communications between employees.
- C. The chief maintains an "open door" policy as schedule dynamics permit. Subordinates who wish to meet with the chief, but do not have immediate chain of command access to the chief, may do so by providing an agenda and scheduling an appointment with the chief.
- D. Policy number **1.458.20 Correspondence Directed to Superiors** contains directives related to the effective structure and process of intra agency communications that will be adhered to by all personnel and at all levels of the agency.

1.215.10 Executive Corps Meetings

- A. Executive Corps meetings, separate and apart from the Strategic Management Program, are conducted at various levels within the agency as formalized methods for problem solving and enhancing intra agency communications. Formalized Executive Corps meetings conducted by the agency include, but are not limited to:
 - 1. Executive Corps; and
 - 2. Bureau command / supervisory staff;
- B. Executive Corps meetings are scheduled and chaired by the chief on a monthly or an as needed basis. Senior Staff meetings will be attended by the:
 - 1. Chief of Police / Director of Public Safety;
 - 2. Bureau commanders; and
 - 3. Others as designated by the chief.
- C. Bureau command / supervisory staff meetings are scheduled and chaired by bureau commanders for personnel within their commands and others as deemed appropriate by bureau commanders or the chief.

- D. All agency organizational units or components are encouraged to conduct staff meetings in order to discuss matters affecting their units or components.
- E. Personnel attending formalized staff meetings should prepare and submit agenda items to meeting chairs no later than one business day prior to meetings.
- F. Formalized staff meetings will be scheduled to maximize attendance by personnel when they are on regular duty.
- G. Employees unable to attend scheduled meetings on regular duty are excused from meeting attendance unless meeting attendance is mandated by the chief or bureau commanders. The awarding of overtime or compensatory time for meeting attendance must be authorized by bureau commanders or the chief.

1.220 OFFICE OF THE CHIEF

The Office the Chief may consist of, but is not limited to, the units, personnel, and functions of:

- A. Chief of Police/Director of Public Safety;
- B. Executive Officer
- C. Internal Affairs;
- D. Planning and Research;
- E. Executive Assistant;
- F. Grant Management;
- G. Public Information Officer;
- H. Fiscal Services;
- I. Clery Act Compliance
- J. Homeland Security
- K. Inspection, Accreditation, & Policy Coordinator

1.220.05 Chief of Police

- A. The Chief of Police / Director of Public Safety is the chief executive officer of the University of Maryland, College Park Department of Public Safety and answers directly to the Office of the Vice President for Administrative Affairs.
- B. Consistent with a position description issued by the Office of the Vice President for Administration through University Human Resources, the chief, as the agency's chief executive officer, is responsible for the overall management and administration of the agency, including operational efficiency, budgeting, planning, responding to the needs and inquiries of the public, and maintaining interactions with county, state, and federal agencies.

1.220.12 Executive Officer

The Executive Officer has responsibilities that include, but are not limited to:

- A. Assist the Chief in ensuring the day-to-day operational efficiency of personnel and functions assigned to, and coordinated through, the Office of the Chief;
- B. Assist in the facilitation and coordination of the agency's planning and research function in order to develop strategies for bringing about desirable future conditions relating to the agency and the community, as directed by the Chief;
- C. Assist in the researching, writing, and tracking the progress of grants;
- D. Supervise the day-to-day operations and functions of Internal Affairs and the Executive Assistant to the Chief of Police; and
- E. Performing those other duties and responsibilities as specifically directed by the Chief.
- F. Oversight of the agency's Homeland Security function

1.220.15 Internal Affairs

The agency's Internal Affairs function is coordinated and managed by a supervisory or administrative ranked officer assigned to the Office of the Chief with responsibilities that include, but are not limited to, coordinating and administering the agency's internal affairs function

in order to ensure all complaints against agency personnel are received and investigated. The IA coordinator reports directly to the chief for IA related activities.

1.220.20 Planning and Research

The agency's planning function is facilitated and coordinated as designated by the Chief in order to develop strategies for bringing about desirable future conditions relating to the agency and the community.

1.220.50 Executive Assistant

The Executive Assistant is a civilian employee of the agency whose responsibilities include: but are not limited to, providing a variety of secretarial services and operations, relieving other staff in the Office of the Chief of operational details by exercising independent judgment and action, and resolving administrative problems that do not require major deviations from established policies or procedures.

1.220.60 Grant Management

The agency's grant management function is coordinated at the direction of the Chief in order to research, write, and track progress of grants.

1.220.65 Public Information

The agency's public information function is facilitated and coordinated by an employee assigned to the Office of the Chief in order to inform, with openness and candor, the agency, the public, and the media of information on agency administration and operations.

1.220.70 Fiscal Services Unit

The Fiscal Services Unit reports to the Office of the Chief and has functional responsibilities that include, but are not limited to purchasing, accounting, budget processes, disbursement of agency funds, and billing for services.

1.220.72 Clery Act Compliance

The Clery Compliance position reports to the Office of the Chief and coordinates the University of Maryland Police Department's compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act ("the Clery Act").

1.220.80 Homeland Security

- A. The agency's Homeland Security function is coordinated through the Office of the Chief. The Executive Officer will respond to department and campus preparedness needs as they relate to Homeland Security activities.
- B. The Executive Officer will coordinate with other campus departments and jurisdictions to exercise plans and procedures related to Homeland Security.
- C. The agency will maintain liaison with other organizations for the exchange of information relating to terrorism to include:
 - 1. Maryland Coordination and Analysis Center (MCAC);
 - 2. Joint Terrorism Task Force (JTTF);
 - 3. Maryland Emergency Management Agency (MEMA); and
 - 4. Department of Homeland Security (DHS).
- D. All agency employees are responsible for reporting and relaying terrorism related intelligence information.
 - 1. Any agency employee can relay terrorism related intelligence to MCAC.
 - 2. If an agency employee wants terrorism related intelligence to be forwarded to MEMA, they should report the information to the SSSB Commander.
 - 3. Terrorism related intelligence that needs to be relayed to the JTTF should be submitted to the Office of the Chief for forwarding to the JTTF.
- E. The agency provides terrorism awareness information within its

service area through brochures or the agency's website.

1.220.90 Inspection, Accreditation, & Policy Coordinator

- A. The agency's Inspection, Accreditation and Policy function is coordinated through the Office of the Chief.
- B. The Inspection, Accreditation, & Policy Coordinator will manage the processes related to CALEA Accreditation, to include the oversight of PowerDMS and CIMRS reporting as required.
- C. The inspection function is responsible for identifying conditions, situations, and actions that contribute to the success or failure of the agency's operations and administration by monitoring compliance of component units with established policies, directives, regulations, and procedures.
- D. The accreditation function manages the agency's active, on-going participation in the accreditation process through the Commission on Accreditation for Law Enforcement Agencies, Inc.
- E. The policy function includes convening command staff for on-demand & ongoing review and revision of agency policy.

1.226 POLICE SERVICES BUREAU

The Police Services Bureau consists of, but is not limited to, the units, personnel, and functions of the:

- A. Police Services Bureau Commander;
- B. Assistant Police Services Bureau Commander/Patrol Commander;
- C. Assistant Patrol Commanders;
- D. Patrol Squads;
- E. Juvenile Operations;
- F. Traffic function;
- G. Emergency Management & Planning

1.226.05 Police Services Bureau Commander

The Police Services Bureau Commander reports to the Chief of Police and has responsibilities that include, but are not limited to, all matters pertaining to the command of the Police Services Bureau and the efficient and effective administration thereof.

1.226.10 Assistant Police Services Bureau Commander/Patrol Commander(s)

- A. The Assistant Police Services Bureau Commander/Patrol Commander is an administrative ranked officer who reports to the Police Services Bureau Commander and has responsibilities that include, but are not limited to, ensuring the day-to-day operational efficiency of personnel and functions assigned to patrol squad administration and supervision.
- B. The Assistant Police Services Bureau Commander also has functional duties and responsibilities that include, but are not limited to special event planning and assignment of personnel for events such as athletic events, community social events, parades, motorcades, public demonstrations, VIP and dignitary protection details, or other events that result in the need for crowd, traffic, or crime control.

1.226.15 Assistant Patrol Commanders

Assistant Patrol Commanders are administrative ranked officers assigned to the Police Services Bureau who report to the Patrol Commander and have duties and responsibilities that include, but are not limited to, the management and coordination of patrol squad operations.

1.226.20 Patrol Squads

- A. Patrol squads are primarily responsible for providing continual police services to the community.
- B. Patrol squad commanders report to the Assistant Patrol Commanders and have overall supervisory responsibilities that in-

clude, but are not limited to the efficiency, discipline, appearance and general good conduct of personnel under their command, in addition to general police duties.

- C. Patrol officers report to their patrol squad commanders and have duties and responsibilities that include, but are not limited to, uniformed patrol, maintenance of public order, discovery and reporting of hazards, responding to citizens' needs for services, investigating crimes and incidents, arresting offenders, directing traffic and traffic control, providing emergency services, and reporting information to appropriate organizational units or personnel.
- D. Patrol will inspect the temporary holding facility to detect, resolve, and report hazardous situations or conditions once per shift.

1.226.30 Juvenile Operations

- A. Juvenile operations and related activities may be conducted by all agency employees. However, the coordination and operations of most juvenile related issues are conducted by personnel assigned to the Police Services Bureau.
- B. Juvenile operations activities may include, but are not limited to:
 - 1. Enforcement activities;
 - 2. Developing and conducting programs designed to prevent offenses commonly committed by juveniles within the agency's service community;
 - 3. Conducting follow-up investigations of cases involving juvenile offenders, victims, or witnesses;
 - 4. Preparing and presenting cases in which juveniles are involved; and
 - 5. Diverting juvenile offenders out of the juvenile justice system.

1.226.40 Traffic Functions

- A. Traffic function related activities may be conducted or facilitated by all sworn personnel. However, the coordination and operations of most traffic function related activities are conducted by personnel assigned to the Police Services Bureau.
- B. Traffic function related activities may include, but are not limited to:
 - 1. Support activities including data collection and analysis, formulation of policy and procedures, development of effective enforcement techniques, program planning, personnel allocation and utilization, and program evaluation;
 - 2. Reducing violations through preventive patrol and active enforcement;
 - 3. Activities connected with, or related to traffic accidents;
 - 4. Performing a variety of diverse, traffic-related services including providing general and emergency assistance, providing public information and directions, identifying and reporting roadway and roadside hazards, checking abandoned vehicles, and locating and recovering stolen vehicles.
- C. Activities related to the design and implementation of plans and programs that expedite the movement of vehicles and pedestrians are conducted by the Assistant Police Services Bureau Commander.

1.226.50 Emergency Management and Planning

The agency's Emergency Management and Planning is coordinated through the Police Services Bureau Commander. The PSB Commander or designee will coordinate policies, procedures, equipment, and liaison activities connected with the planning, mitigation, response, and recovery from emergency operations and critical incidents.

1.228 SUPPORT SERVICES BUREAU

The Support Services Bureau consists of, but is not limited to, the units, personnel, and functions of the:

- A. Support Services Bureau Commander;
- B. Assistant Bureau Commander(s);
- C. Logistics;
- D. Fleet Management
- E. Facilities Management;
- F. Construction Liaison;
- G. Training unit;
- H. Human Resources Unit;
- I. Security Operations Center;
- J. Communications; and
- K. Customer Service Desk.

1.228.05 Support Services Bureau Commander

The Support Services Bureau Commander reports to the Chief of Police and has responsibilities that include, but are not limited to, all matters pertaining to the command of the Support Services Bureau and the efficient and effective administration thereof.

1.228.10 Assistant Bureau Commanders

Assistant Bureau Commanders are administrative ranked officers assigned to the Support Services Bureau who report to the Support Services Commander and have duties and responsibilities that include, but are not limited to, the management and coordination of bureau operations.

1.228.15 Logistics Unit

The Logistics Unit is an organizational component of the Support Services Bureau and reports directly to the Support Services Bureau Commander or Assistant Bureau Commander. Functional responsibilities include, but are not limited to, storage, control, and retrieval of property, evidence, and agency equipment.

1.228.20 Fleet Management

The Support Services Bureau has the responsibility of maintaining the vehicle fleet for the Department of Public Safety.

1.228.25 Facilities Management

The Support Services Bureau has the responsibility of maintaining the facilities for the Department of Public Safety.

1.228.30 Construction Liaison

Liaison activities related to design and implementation of plans and programs for general construction projects on the University are conducted by the Special Projects Unit Commander, Office of the Chief.

1.228.35 Training Unit

The Training Unit reports to the Support Services Bureau Commander and has functional responsibilities that include, but are not limited to recruitment, selection process coordination, and training for sworn and full-time civilian employees.

1.228.40 Human Resources Unit

The Human Resources Unit reports to the Support Services Bureau Commander and has, in coordination with other units, functional responsibilities that include, but are not limited to recruitment, reclassifications, onboarding, payroll, leave management, workman's compensation, staff relations, performance evaluations, benefits administration and communication of changes that affect agency employees.

1.228.75 Security Operations Center

The Security Operations Center (SOC) is an organizational component of the Support Services Bureau. SOC is under the command of a supervisory ranked employee that reports to the Support Services Bureau Commander. Duties and responsibilities of the SOC include, but are not limited to, operating, controlling, and monitoring the agency's campus wide system of alarms, access control, and CCTV securi-

ty cameras.

1.228.90 Communications

The Communications Unit is an organizational component of the Support Services Bureau. Duties and responsibilities of the Communications Unit include, but are not limited to, providing continual police communications services to the agency, the community and staffing the Customer Service Desk.

1.228.95 Customer Service Desk

- A. The Customer Service Desk is a functional assignment that is staffed 24 hours a day by Emergency Communication Center (ECC) staff.
- B. Functional duties and responsibilities of personnel staffing the Customer Service Desk include, but are not limited to:
 - 1. Assisting members of the public;
 - 2. Directing employee complaints from citizens to supervisory or administrative ranked officers;
 - 3. Ensuring proper security and disposition of recovered property submitted to them by citizens; in addition to the security and disposition of prisoner/detainee property;
 - 4. Monitoring the conduct of prisoner searches, processing, safekeeping, and security;
 - 5. Conducting inventories of radios, batteries, keys, and other equipment that is subject to being issued through the Customer Service Desk; documenting and reporting same;
 - 6. Issuing equipment such as radios, batteries, keys, etc., for bona fide reasons;
 - 7. Making and retaining or forwarding such records as may be necessary;
 - 8. Knowing where all relevant equipment and supplies are stored in Headquarters;
 - 9. Inspecting stock of expendable supplies and requesting restock from Logistics or other appropriate units via e-mail; and
 - 10. Processing the towing and impounding of vehicles consistent with **2.458 Towing & Impounding Vehicles**.
 - 11. Assigning walk-in reports.

1.230 INFORMATIONAL SERVICES/COMMUNITY OUTREACH BUREAU (ISCOB)

The Informational Services/Community Outreach Bureau consists of, but is not limited to, the units, personnel, and functions of the:

- A. Informational Services/Community Outreach Bureau Commander (ISCOBC);
- B. Assistant Bureau Commander(s);
- C. Special Events Commander;
- D. Student Police Auxiliary
- E. Criminal Investigations Unit;
- F. Strategic Enforcement and Response Team (SERT);
- G. Criminal Intelligence;
- H. Victim/Witness Assistance;
- I. Threat Assessment Management;
- J. Crime Prevention/Community Outreach;
- K. Information Analysis Unit;
- L. Records Unit

1.230.05 Informational Services/Community Outreach Bureau Commander (ISCOBC)

The Informational Services/Community Outreach Bureau Commander (ISCOBC) reports to the Chief of Police and has responsibilities that include, but are not limited to, all matters pertaining to the command of the Informational Services/Community Outreach Bureau and the efficient and effective administration thereof.

1.230.10 Assistant Bureau Commander(s)

Assistant Bureau Commanders are administrative ranked officers assigned to the Informational Services/Community Outreach Bureau who report to the ISCOB Commander and have duties and responsi-

bilities that include, but are not limited to, the management and coordination of bureau operations.

1.230.25 Special Events Commander

- A. The Special Events Commander reports to the ISCOB Commander and has responsibilities that include, but are not limited to, Special Event planning, assignment of personnel for events such as athletic events, community social events, parades, motorcades, VIP and Dignitary Protection details, or other events that result in the need for crowd and/or traffic control.
- B. The Special Events Commander is responsible for implementing mobilization needs for notice events that would utilize a large cross-section of UMDPS employees, including both watch and non-watch personnel; and no-notice events designated as a special operation by the Chief of Police, based on the need for the mobilization of a large number of outside and/or specialized resources.

1.230.30 Student Police Auxiliary

- A. The Student Police Auxiliary reports to the Special Events Commander and is under the day-to-day command of a full-time, sworn employee.
 1. The Student Police Auxiliary has the functional responsibility of providing quasi-police and security-related services to the university community.
 2. The Student Police Auxiliary contributes to the overall effectiveness of the agency by utilizing students who are non-sworn, part-time employees of the agency:
 - a. In support and augmentation of agency operations that do not require sworn personnel; and
 - b. To supply contractual security services to various university departments and organizations.
 3. Student employees of the Student Police Auxiliary are referred to as Student Police Aides (SPAs).
- B. The duties and responsibilities of Student Police Aides are described in detail in the Police Aide Manual of Operations and Police Auxiliary training programs.
 1. Each Student Police Aide is issued a Police Aide Manual of Operations.
 2. Student Police Aides are required to complete on-the-job and classroom training commensurate with their authorized and assigned duties within the Police Auxiliary.
- C. Uniforms supplied to, and worn by, Student Police Aides clearly distinguish them from sworn officers. Complete uniform regulations for the Police Auxiliary are contained in the Police Aide Manual of Operations.

1.230.50 Criminal Investigations Unit

The Criminal Investigations Unit (CIU) is under the command of an administrative ranked officer, reports to the ISCOBC, is the primary investigative unit for the agency, and has functional duties and responsibilities that include, but are not limited to vice, drug, organized crime, basic criminal investigations, criminal intelligence, crime analysis, and victim/witness assistance coordination.

1.230.52 Strategic Enforcement and Response Team (SERT)

The Strategic Enforcement and Response Team (SERT) is under the command of an administrative ranked officer, reports to the ISCOBC, and is deployed as needed to enhance the proactive policing efforts of the ISCOB through the use of specially trained supervisors and officers. Functional duties and responsibilities include, but are not limited, to crime analysis, criminal investigations, community liaison (intelligence), special operations (response), and crime prevention.

1.230.60 Criminal Intelligence

All sworn agency personnel may assist in collecting criminal intelligence information. However, the coordination of collecting, processing, and disseminating information related to specified crimes and criminal activities is conducted by personnel assigned to the CIU.

1.230.70 Victim/Witness Assistance

Victim/witness assistance may be provided by all agency employees. However, the coordination and operations of most victim/witness assistance activities are conducted by personnel assigned to the CIU, under the direction of the ISCOBC.

- A. Victim/witness assistance activities are conducted in order to:
 1. Identify appropriate victim/witness services that the agency can provide without duplicating services offered elsewhere in, or near, the community or by private-sector organizations; and
 2. Ensure that victims and witnesses receive professional handling consistent with their important investigative and prosecutorial roles.

1.230.80 Threat Assessment Management

- A. The agency's Threat Assessment Management (TAM) Program is a uniform procedure for addressing threats or other concerning behavior generating a concern for the personal safety of community members while on the property of the University of Maryland.
- B. The TAM program will be coordinated by a supervisory officer designated by/directly reporting to the ISCOBC as the Threat Assessment Program Coordinator. The program will be consistent with **2.1100 Threat Assessment Management (TAM) Program, 2.300 Criminal Investigations, 2.420 Domestic Violence, and 2.422 Emergency Psychiatric Evaluations.**

1.230.95 Crime Prevention/Community Outreach Programs

- A. The Crime Prevention/Community Outreach Unit is an organizational component of the Informational Services/Community Outreach Bureau. The Crime Prevention/Community Outreach Commander is a supervisory officer that reports to the ISCOBC.
- B. Although all agency personnel are responsible for achieving the agency's crime prevention and community involvement activities, the coordination and operation of those programs are conducted by personnel assigned to the Crime Prevention Unit.
- C. The Crime Prevention/Community Outreach Unit Commander is responsible for ensuring community involvement programs are developed and conducted to:
 1. Encourage employees to become involved and to work cooperatively with community members, groups, and organizations;
 2. Encourage community members, groups, and organizations to call upon this agency for crime prevention and other outreach presentations; and
 3. Invite community members, groups, and organizations to become involved in agency activities and police their own community.
- D. The agency's community involvement functions may include, but are not limited to:
 1. Establishing liaison with existing community organizations or establishing community groups where they are needed;
 2. Developing community involvement policies for the agency;
 3. Publicizing agency objectives, community problems, and successes;
 4. Conveying relevant information received from community members and organizations;
 5. Improving agency practices bearing on police community interaction;
 6. Identifying training needs through interviews with citizen representatives, consultations with those involved in internal investigations, and conferences with supervisors; and
 7. Developing problem oriented or community policing strategies, if any.
- E. The agency's crime analysis function is facilitated and coordinated by personnel Crime Prevention Unit in order to collect, collate, analyze, and disseminate data relating to crime, incidents, resource allocation, and strategic prioritization of agency objectives.

1.230.96 Information Analysis Unit

The agency's Information Analysis Unit is coordinated through the Informational Services/Community Outreach Bureau and staffed by civilian law enforcement analysts and/or part-time personnel to provide timely and accurate tactical, strategic, operational, and administrative analysis. The Information Analysis Unit is commanded by the Information Analysis Unit Manager, who reports to the Crime Prevention/Community Outreach Commander.

1.230.97 Records

The Records Unit is an organizational component of the ISCOB and reports to the Crime Prevention/Community Outreach Commander. Functional responsibilities include, but are not limited to: serving as the agency's central repository of all criminal and civil records, storage, control, retrieval, routing, review, and maintenance of agency police related records and reports.

1.232 TECHNOLOGY SERVICES BUREAU (TSB)

The Technology Services Bureau consists of, but is not limited to, the units, personnel, and functions of the:

- A. Technology Services Bureau Commander;
- B. Assistant Bureau Commander(s);
- C. Information Technology Unit
- D. Building Security Services Unit

1.232.05 Technology Services Bureau Commander

The Technology Services Bureau Commander reports to the Chief of Police and has responsibilities that include, but are not limited to, all matters pertaining to the command of the Technology Services Bureau and the efficient and effective administration thereof.

1.232.10 Assistant Bureau Commander(s)

Assistant Bureau Commanders are administrative ranked officers assigned to the Technology Services Bureau who report to the TSB Commander and have duties and responsibilities that include, but are not limited to, the management and coordination of bureau operations.

1.232.20 Information Technology (IT) Unit

The Information Technology Unit is an organizational component of the Technology Services Bureau. The unit is comprised of non-sworn staff. Duties and responsibilities of the Information Technology Unit include, but are not limited to: providing computer network administration, technology procurement and inventory, software application development, hardware assistance, systems administration, security administration, mapping service, database administration, and user assistance throughout the agency.

1.232.30 Building Security Services Unit

The Building Security Services (BSS) Unit is an organizational component of the Technology Services Bureau. The unit is comprised of non-sworn staff. The Building Security Services Unit is tasked with managing the design, installation, and maintenance of all non-residential security systems across campus. Systems and equipment managed by the unit include, but are not limited to: Electronic access control, intrusion detection, security cameras, intercoms, door hardware, and key systems.