

MARYLAND TRANSIT ADMINISTRATION

STANDARD OPERATING PROCEDURES

Command and Supervision Authority and Responsibilities

<u>Chief of Police / Colonel</u>	2
<u>Deputy Chief of Police / Lieutenant Colonel</u>	2
<u>Executive Officer</u>	3
<u>Major</u>	3
<u>Captain</u>	4
<u>Lieutenant</u>	6
<u>Sergeant</u>	8
<u>Corporal</u>	12
<u>Police Officer</u>	12
<u>Technical Services Division Commander</u>	14
<u>Technical Services Division Supervisor II - Police Communications Director</u>	17
<u>Technical Services Division Supervisor II- Police Monitoring Facility Director</u>	21
<u>Police Communications Supervisor (PCS)</u>	25
<u>Police Communications Officer (PCO)</u>	27
<u>Police Monitoring Facility Technician</u>	29
<u>Civilian Uniformed Personnel Services Director</u>	30
<u>CUPS Deputy Director</u>	31
<u>CUPS Personnel</u>	31

This section establishes the MTA Police Force organization and associated authority and responsibilities. This organizational structure and chain of command shall apply to all personnel employed in the police force. All matters associated with or involving the administrative or operational activities of the police force shall be directed and resolved in accordance with the authority and responsibilities indicated.

1 Command and Supervision Authority and Responsibilities

1.1 Chief of Police / Colonel

- 1.1.1 **Authority** The Chief of Police is the executive officer of the police force and the final authority in all matters of policy, operations, and discipline. He/she exercises all lawful powers of the office and issues such lawful orders as are necessary to assure the effective performance of the police force.
- 1.1.2 **Responsibilities** Through the Chief of Police, the police force is responsible for the enforcement of all laws and ordinances coming within its legal jurisdiction. He/she is responsible for planning, directing, coordinating, controlling and staffing all activities of the police force for its continued and efficient operation; for the enforcement of rules and regulations within the police force; for the completion and forwarding of such reports as may be required by competent authority, and for the police force's relations with other units of the Administration, the general public, local governments, and other regulatory agencies.

1.2 Deputy Chief of Police / Lieutenant Colonel

- 1.2.1 **Authority** The Deputy Chief of Police is the second in command of the police force and in the absence of the Chief of Police, is the final authority in all matters of policy, operations, and discipline. He/she exercises all lawful powers of the office and issues such lawful orders as are necessary to assure the effective performance of the police force.
- 1.2.2 **Responsibilities** As delegated by the Chief of Police, the Deputy Chief of Police is responsible for planning, directing, coordinating, controlling and staffing all activities of the police force for its continued and efficient operation; for the enforcement of rules and regulations within the police force; for the completion and forwarding of such reports as may be required by competent authority, and for the police force's relations with other units of the Administration, the general public, local governments, and other regulatory agencies.

1.3 Executive Officer

- 1.3.1 **Authority** The Executive Officer will be a sworn management employee appointed by the Chief of Police, and shall serve at the pleasure of the Chief of Police. Subject to the direction of the Chief of Police, the Executive Officer has the authority as vested through the office of the Chief of Police.
- 1.3.2 **Responsibilities** In addition to the basic responsibilities as outlined in this article for the appropriate rank, the Executive Officer will be responsible for the following duties as well as any additional duties or responsibilities delegated by the Chief of Police or Deputy Chief of Police:
 - 1.3.2.1 Attending meetings and conferences, note taking, special projects, report writing, delivering packages and other general duties associated with the office.
 - 1.3.2.2 Driving and maintaining the Chief's or Deputy Chief's vehicle.
 - 1.3.2.3 On 24-hour callback whenever the Chief or Deputy Chief is called back to an emergency situation.
 - 1.3.2.4 The Executive Officer's schedule will coincide with the Chief's or Deputy Chief's.
 - 1.3.2.5 The Executive Officer may be called upon, at any given time, to work past their normal schedule

1.4 Major

- 1.4.1 **Authority** Subject to direction from the Chief of Police, a Major has direct control over all sworn personnel and employees under his/her command.
- 1.4.2 **Responsibilities** A major shall function as the Bureau Commander, with responsibility for all personnel and the entire police operation and function under their purview, as assigned by the Chief of Police, ongoing during his/her tour of duty. The Major is responsible for planning, directing, coordinating, controlling and staffing activities of his/her assigned Bureau, for its continued and efficient operation; for the enforcement of rules and regulations within the police force; for the completion and forwarding of such reports as may be required by competent authority, and for the police force's relations with other units of the Administration, the general public, local governments, and other regulatory agencies.

1.5 Captain

- 1.5.1 **Authority** Subject to direction from the Chief of Police, a Captain has direct control over all sworn personnel and employees under his/her command.
- 1.5.2 **Responsibilities** A Captain shall function as the District/Division Commander, with responsibility for the entire police operation and function ongoing during his/her tour of duty. In the performance of his/her duty, a Captain shall be held accountable for the following:
 - 1.5.2.1 Command. The direction and control of personnel under his/her jurisdiction to assure the proper performance of duties and adherence to established policies, procedures, rules and regulations. Providing for continuation of command and/or supervision in his/her absence.
 - 1.5.2.2 Field Operations. The prevention and detection of crime, the protection of life and property, and the apprehension of violators of the law within his/her jurisdiction.
 - 1.5.2.3 Organization and Assignment. Making periodic inspections and surveys to ensure that personnel under his/her command are properly deployed to cope with existing and changing conditions and to ensure an equitable distribution of work. A Captain shall delegate appropriate authority and supervise his/her subordinates' work closely, holding frequent conferences with them in order to properly guide and direct their activities.
 - 1.5.2.4 Discipline and Morale. The development and maintenance of a sense of unity and pride within the police force, and loyalty to the Administration by demonstrating concern for employees, their problems, responsibilities, and activities, exerting every effort to maintain efficiency and morale at the highest possible level. A Captain shall exercise firmness in the fair and impartial enforcement of discipline.
 - 1.5.2.5 Job Knowledge. A full and complete knowledge of all laws, orders, rules, and regulations which impact on the operation of the MTA Police Force, its relationships with other law enforcement agencies, the judicial system, and other operational/administrative units within the Maryland Transit Administration. With this goes the responsibility for keeping the Chief of Police apprised of any and all conditions, which could affect or alter the operation of the Police Force.

- 1.5.2.6 Orders and Directives. Compliance with all orders issued by the Chief of Police. All directives from the Chief shall be disseminated through the Captain, and he/she shall ensure that all members under his/her command receive all orders, instructions, or other pertinent information affecting them or their work. All orders involving policy not originating from the Chief's office must be approved by the Chief before issuance by a Captain.
- 1.5.2.7 Communication. Ensuring that all members under his/her command are fully briefed on any problems and all issues of importance at the time they commence their tour of duty.
- 1.5.2.8 Inspections. Ensuring that the personnel under his/her command are properly attired and equipped at all times. A Captain will ensure the shift commanders conduct periodic inspections of all members under their command to assure compliance with the rules concerning personal appearance and care of issued equipment. Any violations of the rules or departure from the norm will be corrected immediately.
- 1.5.2.9 Maintenance. Assuring that equipment, supplies, and materials assigned to his/her command are correctly used and maintained. This responsibility includes maintaining an acceptable level of housekeeping for police offices and workstations.
- 1.5.2.10 Staff Review. Assume responsibility for the report writing process. Ensure all personnel under his/her command are writing complete and accurate incident reports. Ensure shift commanders and supervisors under his/her command are reviewing incident reports thoroughly, prior to approval. All official communications to other MTA departments or external parties shall be reviewed and approved by the Captain.
- 1.5.2.11 Performance Appraisals. Preparing performance appraisals and ratings on all members reporting directly to the Captain. Such appraisals shall include probationary, semi-annual, and annual performance reports, with recommendations as required. They will also prepare development plans for personnel, as a result of the performance appraisals.
- 1.5.2.12 Continuation of Command. The designation of a subordinate to assume the position of Captain in the Captain's absence. The designated subordinate will assume full responsibility for all duties specified for a Captain when operating in that capacity.
- 1.5.2.13 Program Administration. Personal responsibility for the administration of special programs as delegated by the Chief of Police. Administrative responsibility for such programs as radar, applicant investigation, internal affairs, firearms training, etc., shall fall under the purview of a Captain.

1.6 Lieutenant

- 1.6.1 **Authority** Subject to direction from the command appointed above them. A Lieutenant has direct control over all sworn personnel and employees under his/her command.
- 1.6.2 **Responsibilities** A Lieutenant shall function as the Shift/ Unit Commander, with responsibility for the entire police operation and function ongoing during his/her tour of duty. In the performance of his/her duty, a Lieutenant shall be held accountable for the following:
- 1.6.2.1 Command. The direction and control of personnel under his/her jurisdiction to assure the proper performance of duties and adherence to established policies, procedures, rules and regulations. Providing for continuation of command and/or supervision in his/her absence.
- 1.6.2.2 Field Operations. The prevention and detection of crime, the protection of life and property, and the apprehension of violators of the law within his/her jurisdiction. In cases of major crime, the apprehension of armed or dangerous subjects, and emergencies occurring within his/her command, a Lieutenant shall, when practical, personally assume command of the scene. Where it is impractical for the Lieutenant to go to the scene, he/she shall direct the highest-ranking officer available to do so.
- 1.6.2.3 Scheduling. The Lieutenant will be responsible for ensuring a daily schedule is produced that allocates sufficient personnel to cover all identified patrol assignments as identified through the Command Staff. Lieutenants will also be responsible for assigning or granting leave requests (e.g., personal days, floating vacation days, etc.), to the officers assigned under his/her supervision. Leave requests shall be granted according to seniority; however, the Lieutenants are responsible for having a sufficient number of experienced officers on duty at any given time.
- 1.6.2.4 Organization and Assignment. Making periodic inspections and surveys to ensure that personnel under his/her command are properly deployed to cope with existing and changing conditions and to ensure an equitable distribution of work. A Lieutenant shall delegate appropriate authority and supervise his/her subordinates' work closely, holding frequent conferences with them in order to properly guide and direct their activities.

- 1.6.2.5 Discipline and Morale. The development and maintenance of a sense of unity and pride within the police force, and loyalty to the Administration by demonstrating concern for employees, their problems, responsibilities, and activities, exerting every effort to maintain efficiency and morale at the highest possible level. A Lieutenant shall exercise firmness in the fair and impartial enforcement of discipline.
- 1.6.2.6 Job Knowledge. A full and complete knowledge of all laws, orders, rules, and regulations which impact on the operation of the MTA Police Force, its relationships with other law enforcement agencies, the judicial system, and other operational/administrative units within the Maryland Transit Administration. With this goes the responsibility for keeping the District Commander apprised of any and all conditions, which could affect or alter the operation of the Police Force.
- 1.6.2.7 Orders and Directives. Compliance with all orders issued by the Chief of Police. All directives from the Chief, a Deputy Chief, Major and/or a Captain shall be disseminated through the Lieutenant, and he/she shall ensure that all members under his/her command receive all orders, instructions, or other pertinent information affecting them or their work. All orders involving policy not originating from the Chief's office must be approved by the Chief before issuance by a Lieutenant.
- 1.6.2.8 Communication. Ensuring that all members under his/her command are fully briefed on any problems and all issues of importance at the time they commence their tour of duty. A Lieutenant shall give daily roll calls, whenever practical to assure that necessary information is being disseminated properly.
- 1.6.2.9 Inspections. Ensuring that the personnel under his/her command are properly attired and equipped at all times. A Lieutenant will conduct periodic inspections of all members under his/her command to assure compliance with the rules concerning personal appearance and care of issued equipment. Any violations of the rules or departure from the norm will be corrected immediately.
- 1.6.2.10 Maintenance. Assuring that equipment, supplies, and materials assigned to his/her command are correctly used and maintained. This responsibility includes maintaining an acceptable level of housekeeping for police offices and workstations.

- 1.6.2.11 Staff Review. Assume responsibility for the report writing process. Ensure all personnel under his/her command are writing complete and accurate incident reports. Ensure supervisors under his/her command are reviewing incident reports thoroughly, prior to approval. All official communications to other MTA departments or external parties shall be submitted to the Division/District Commander for approval.
- 1.6.2.12 Performance Appraisals. Preparing performance appraisals and ratings on all members reporting directly to the Lieutenant. Such appraisals shall include probationary, semi-annual, and annual performance reports, with recommendations as required. They will also prepare development plans for personnel, as a result of the performance appraisals.
- 1.6.2.13 Continuation of Command. The designation of a subordinate to assume the position of Lieutenant in the Lieutenant's absence. The designated subordinate will assume full responsibility for all duties specified for a Lieutenant when operating in that capacity.
- 1.6.2.14 Program Administration. Personal responsibility for the administration of special programs as delegated by the Chief of Police or a member of the Command Staff. When delegated, administrative responsibility for such programs as radar, applicant investigation, internal affairs, firearms training, etc., shall fall under the purview of a Lieutenant.
- 1.6.2.15 Permanent Hearing Board Chairperson. A Lieutenant shall serve as the Permanent Hearing Board Chairperson for all hearings scheduled through the applicable grievance and hearing processes. Unless otherwise assigned by the Chief of Police, the Chairperson of all Hearing Boards formed pursuant to the provisions of the Law Enforcement Officers' Bill of Rights shall be a Lieutenant.

1.7 Sergeant

- 1.7.1 **Authority** A Sergeant, during his/her tour of duty, exercises the same authority and has the same responsibilities as his/her superiors, subject to higher authority. In the absence of the Sergeant, the Corporal shall be in charge unless otherwise provided.
- 1.7.2 **Responsibilities** In addition to the general and individual responsibilities of all members and employees, a Sergeant is specifically responsible for the following:
 - 1.7.2.1 Supervision. During his/her tour of duty, the Sergeant must closely supervise the activities of his/her subordinates, making corrections where necessary and commending where appropriate.

- 1.7.2.2 Leadership. Effective supervision demands leadership. Provision of leadership shall include on-the-job training efforts when more than one member or employee is involved.
- 1.7.2.3 Direction. The Sergeant must exercise direct command in a manner that assures the good order, conduct, discipline, and efficiency of subordinates. Exercise of command may extend to subordinates outside his/her usual sphere of supervision if the transit police objective or the reputation of the police force so requires; or if no other provision is made for personnel temporarily unsupervised. This authority shall not be exercised unnecessarily. If a Sergeant requires a subordinate other than his/her own to leave a regular assignment, the Sergeant so directing will inform the subordinate's own superior as soon as possible.
- 1.7.2.4 Enforcement of Rules, etc. The Sergeant must enforce police force rules and regulations and ensure compliance with all MTA policies and procedures.
- 1.7.2.5 Inspection. The Sergeants are responsible for inspection of activities, personnel, and equipment under their supervision and initiation of suitable action in the event of a failure, error, violation, misconduct, or neglect of duty by a subordinate.
- 1.7.2.6 Assisting Subordinates. A Sergeant shall have working knowledge of the duties and responsibilities of his/her subordinates. He/she shall observe contacts made with the public by his/her subordinates and be available for assistance or instruction as may be required.
- 1.7.2.7 Reporting. The Sergeants shall submit reports as required by their superiors.
- 1.7.2.8 Personnel Complaints. The Sergeant shall make inquiry into personnel complaints against members and employees under his/her command in accordance with the provisions of this manual.
- 1.7.2.9 Hearing Board Prosecutor. The Sergeant will perform all duties of Hearing Board Prosecutor, pursuant to the Law Enforcement Officers' Bill of Rights, when appointed to do so by the permanent Chairperson or higher authority.
- 1.7.2.10 Emergency Situations. The Sergeant shall respond to calls of serious emergencies, felonies in progress, assaults, and others unless actively engaged in a police incident. He/she should observe the conduct of the assigned personnel and take active charge when necessary.

- 1.7.2.11 Awareness of Local Jurisdictions. The Sergeant shall have a working knowledge of the criminal laws of the State of Maryland, ordinances of the local cities and counties, and the rules and regulations of the local law enforcement agencies. He/she shall also ensure that all officers under his/her command have a working knowledge of the same.
- 1.7.2.12 Familiarization of Operational Area. The Sergeant shall have a working knowledge of the MTA facilities, property boundaries, and associated access locations. He/she shall also be familiar with all streets, alleys, courts and restrictions in and around MTA properties. He/she shall also ensure that all officers under his/her command have a working knowledge of the same.
- 1.7.2.13 Responsibilities in Field Operations. The following is a list of responsibilities and duties that are to be performed by all Sergeants assigned to field operations:
- 1.7.2.13.1 The protection of life and property, the prevention and detection of crime, the apprehension and arrest of violators and the reduction of crime in his/her assigned area.
- 1.7.2.13.2 The performance of the officers assigned under his/her supervision.
- 1.7.2.13.3 The appearance of the officers assigned under his/her supervision. If an officer has deficiencies in his/her appearance or does not possess the proper equipment, the Sergeant shall refuse to allow such officer to perform any type of duties until such deficiencies have been corrected. The Sergeant may send such officers back home if she/she deems it necessary.
- 1.7.2.13.4 His/her officers being prompt in reporting for work, responding to calls, making and turning in official reports, appearing in court, furnishing information on cases to the State's Attorney or his/her representatives, and any other tasks required of him/her in his/her official capacity.
- 1.7.2.13.5 Keeping the correct time on all officers assigned under his/her supervision.
- 1.7.2.13.6 The officers assigned to their respective sectors being made aware of all police force policies and rules and regulations. Also, that such assigned officers obey same.
- 1.7.2.13.7 Police vehicles received by his/her officers, being free of unreported damage, having a clean interior and exterior, and having sufficient fuel to accomplish the work at hand.

- 1.7.2.13.8 Ensuring that his/her officers do not receive personal telephone calls while on duty. A call is personal when it does not pertain to official police business. Calls from officers' families shall be accepted only for emergencies.
- 1.7.2.13.9 Regulating his/her officers' assigned lunch periods. No supervisor or officer shall take time out for lunch until they have been on duty for at least three hours. No two officers from the same sector shall go to lunch at the same time. Thirty minutes shall be the maximum amount of time used for a lunch break during a tour of duty.
- 1.7.2.13.10 His/her officers remaining in their assigned sectors or locations, until such time that they receive instructions from the on duty PCO or their supervisor to proceed outside of their assigned location.
- 1.7.2.13.11 His/her officers being aware of and following the proper procedure for receiving, responding and handling a call for service or assistance.
- 1.7.2.13.12 Ensuring that his/her officers do not spend an unnecessary length of time at any one area within their assigned sectors or locations.
- 1.7.2.13.13 Ensuring that all of his/her officers receive subpoenas according to the rules and procedures used for issuing subpoenas via computer or hardcopy.
- 1.7.2.13.14 Ensuring that each of his/her officers receive, read and comprehend all information that will enable them to be more efficient in performing their official duties.
- 1.7.2.13.15 Ensuring that his/her assigned officers are furnished with all required equipment.
- 1.7.2.13.16 To ensure that all vehicles under his/her control are serviced regularly.
- 1.7.2.13.17 Maintaining an adequate supply of report forms and other items of this type, which are furnished by the police force.
- 1.7.2.13.18 Ensuring his/her assigned officers properly complete incident reports when required, prior to the end of their tour of duty.
- 1.7.2.13.19 Collect and approve reports from the officers under his/her supervision and deliver such reports to the proper place at the end of each tour of duty.
- 1.7.2.13.20 Accompanying officers in his/her sector on as many calls as possible.

- 1.7.2.13.21 Ensure that officers under their control are completing follow ups and properly completing case folders.

1.8 Corporal

- 1.8.1 **Authority** A Corporal, during his/her tour of duty, exercises the same authority and has the same responsibilities as his/her superiors, subject to higher authority. In the absence of the Sergeant, the Corporal shall exercise and be held accountable for the duties and responsibilities of the Sergeant. When the Sergeant is on duty, the Corporal shall function as the senior patrol officer on the shift.
- 1.8.2 **Responsibilities** A Corporal has the same responsibilities as outlined for a Police Officer when functioning as the senior patrol officer on the shift. The Corporal may also have additional duties and responsibilities as delegated by the Sergeant, or in the Sergeant's absence.

1.9 Police Officer

The authority, duties and responsibilities of the police officers assigned to Operations Districts are specified in greater detail in other sections of this manual. The following are basic authority, duties and responsibilities.

1.9.1 Authority

- 1.9.1.1 The police officer is authorized to apprehend any and all individuals who are, or appear to be, involved in the action of causing damage, destruction, injury, or any other type of hostility to MTA property, equipment, employees, or the general public within MTA facilities.
- 1.9.1.2 The police officer is authorized to arrest any and all individuals, upon finding probable cause of any of the above-mentioned actions.
- 1.9.1.3 The police officer is authorized to pursue any and all individuals suspected of the above-mentioned actions that flee from MTA property to escape apprehension.
- 1.9.1.4 The police officer is authorized to enter any MTA facility and associated restricted areas, when such entry is required to ensure the security of the MTA property involved.

1.9.2 Responsibilities

- 1.9.2.1 The protection of life and property, the prevention and detection of crime, the apprehension and arrest of violators and the reduction of crime in his/her assigned sector or location.

- 1.9.2.2 Notifying his/her supervisor immediately when an emergency arises that will prevent him/her from reporting to work.
- 1.9.2.3 When reporting for duty, being neat in person; his/her clothes and shoes shall be clean and in good repair. His/her manner of dress and equipment shall be in conformity with the rules and regulations of the Police Force.
- 1.9.2.4 Check the computer system for court dates on all moving, non-moving, parking and 7-705 Transportation Article citations issued.
- 1.9.2.5 Notifying his/her supervisor, at least one-day in advance, of any required court attendance that will occur during his/her normal tour of duty.
- 1.9.2.6 Remaining in his/her assigned sector or location. He/she shall not leave his/her assigned sector or location unless he/she receives orders or permission from someone who has the authority to give such orders or permission.
- 1.9.2.7 Acquainting himself/herself with all streets, alleys, courts, and buildings within the limits of his/her assigned sector or location.
- 1.9.2.8 Combating all types of criminal activity conducted within the limits of his/her assigned sector or location. If an officer has knowledge of such and cannot make a successful effort to combat same, he/she shall make a request for assistance to his/her superior.
- 1.9.2.9 Using correct radio procedure in all radio transmissions.
- 1.9.2.10 Making himself/herself thoroughly familiar with the Criminal Code of Maryland, the ordinances of the local cities and counties, and the policies, procedures, rules and regulations of the MTA Police Force, and the Maryland Transit Administration.
- 1.9.2.11 The proper handling and care of all equipment and property of the police force, which is assigned to him/her for use.
- 1.9.2.12 The safe and legal operation of vehicles of any description. He/she shall not violate any traffic laws and regulations of the State of Maryland or the local subdivisions except where such violation is authorized or excused in the performance of police duty, as defined by Maryland Vehicle Law. In the latter event, he/she is at all times responsible for the safe operation of any vehicle.
- 1.9.2.13 Operating vehicles or patrolling in such a manner as to be able to observe situations or events that might be occurring.
- 1.9.2.14 Assisting in the handling of accidents involving MTA vehicles.
- 1.9.2.15 The proper and efficient enforcement of all MTA rules and regulations, where applicable.

- 1.9.2.16 Servicing his/her assigned vehicle during his/her tour of duty, at such time as prescribed by his/her supervisor.
- 1.9.2.17 Strictly adhering to the policy on lunch breaks; the supervisor shall regulate his/her shift officers' lunch breaks. The shift supervisor will advise if the workload is too heavy for a break to be taken at that time. Thirty minutes is the maximum time allowed for a lunch-break.
- 1.9.2.18 Their calls in and out of service being acknowledged by Police Communications. It should not be presumed that a transmission has been received if they did not receive verbal acknowledgement.
- 1.9.2.19 Answering his/her radio at all times, even when he/she is handling a call; on a lunch break; or engaged in other official assignments.
- 1.9.2.20 Advising the Police Communications, before emerging from his/her vehicle, of the location, tag number, make and description of any vehicle that he/she stops. When engaged in a pursuit, the tag number, make, description and reason for the pursuit shall be transmitted immediately to the Police Communications.
- 1.9.2.21 Prompt response to calls, giving proper code number to indicate arrival. Handling calls as expeditiously as possible and advising the Police Communications as soon as calls are completed.
- 1.9.2.22 Advise the Police Communications of the purpose, or nature of each call “out of service.”
- 1.9.2.23 All MTA Police Officers shall be required to be familiar with all park-ride lots, bus loops, layover points, primary and adjoining bus routes, Metro, MARC, Bus, and Light Rail facilities.
- 1.9.2.24 Prompt, timely and accurate completion of all required reports. Incident reports will be submitted by the end of the officers’ tour of duty, unless an extension is granted by the shift supervisor.

1.10 Technical Services Division Commander

- 1.10.1 Authority: Subject to direction from the Chief of Police, The Technical Services Division Commander (TSD Commander) has direct control over all sworn personnel and employees under their command. The TSD Commander reports directly to the Deputy Chief of Police.

- 1.10.2 Responsibilities: The TSD COMMANDER shall function as the Commander, with responsibility for the entire Technical Services Division to include the Police Monitoring Facility and the Police Communications operation and functions ongoing during his/her tour of duty. In the performance of his/her duty, the TSD COMMANDER shall be held accountable for the following:
- 1.10.2.1 Command. The direction and control of personnel under his/her jurisdiction to assure the proper performance of duties and adherence to established policies, procedures, rules and regulations. Providing for continuation of command and/or supervision in his/her absence.
 - 1.10.2.2 Operations. In cases of major incidents and emergencies occurring within his/her command, the TSD Commander shall, when practical, personally assume command of the combined Technical Services Division PMF/COMM Center. Where it is impractical for the TSD Commander to be in the PMF/COMM Center, he/she shall direct the TSSII, PCO Supervisor or senior PCO or officer available to do so.
 - 1.10.2.3 Organization and Assignment. Making periodic inspections and surveys to ensure that personnel under his/her command are properly deployed, trained and maintain the proper certification to cope with existing and changing conditions and to ensure an equitable distribution of work. A TSD Commander shall delegate appropriate authority and supervise his/her subordinates' work closely, holding frequent conferences with them in order to properly guide and direct their activities.
 - 1.10.2.4 Discipline and Morale. The development and maintenance of a sense of unity and pride within the police force, and loyalty to the Administration by demonstrating concern for employees, their problems, responsibilities, and activities, exerting every effort to maintain efficiency and morale at the highest possible level. The TSD Commander shall exercise firmness in the fair and impartial enforcement of discipline.
 - 1.10.2.5 Job Knowledge. A full and complete knowledge of all laws, orders, rules, and regulations which impact on the operation of the MTA Police Force and the Technical Services Division, its relationships with other law enforcement agencies, the judicial system, and other operational/administrative units within the Maryland Transit Administration. With this goes the responsibility for keeping the Chief of Police apprised of any and all conditions, which could affect or alter the operation of the Police Force.

- 1.10.2.6 Orders and Directives. Compliance with all orders issued by the Chief of Police. All directives from the Chief shall be disseminated through the TSD Commander, and he/she shall ensure that all members under his/her command receive all orders, instructions, or other pertinent information affecting them or their work. All orders involving policy not originating from the Chief's office must be approved by the Chief before issuance by the TSD Commander.
- 1.10.2.7 Communication. Ensuring that all members under his/her command are fully briefed on any problems and all issues of importance at the time they commence their tour of duty. The TSD Commander shall attend daily shift changes whenever practical to assure that necessary information is being disseminated properly.
- 1.10.2.8 Inspections. Ensuring that the personnel under his/her command are properly attired and equipped at all times. The TSD Commander will ensure periodic inspections of all members under his/her command are conducted to assure compliance with the rules concerning personal appearance and care of issued equipment. Any violations of the rules or departure from the norm will be corrected immediately.
- 1.10.2.9 Maintenance. Assuring that equipment, supplies, and materials assigned to his/her command are correctly used and maintained. This responsibility includes maintaining an acceptable level of housekeeping for police offices and workstations.
- 1.10.2.10 Staff Review. Assume responsibility for the report writing process to include the Computer Aided Dispatch/ Report Management System Process (CAD/RMS). Ensure all personnel under their command are entering information accurately into the CAD/RMS, data entry logs and additional computerized data entry programs such as METERS/NCIC. Ensure supervisors under his/her command are reviewing reports, logs, etc. in accordance with established policy.
- 1.10.2.11 Performance Appraisals. Preparing performance appraisals and ratings on all members reporting directly to the TSD Commander. Such appraisals shall include probationary, semi-annual, and annual performance reports, with recommendations as required. Preparing development plans for personnel, as a result of the performance appraisals.

1.10.2.12 Continuation of Command. The designation of a subordinate to assume the position of Technical Services Division Commander in the TSD Commander's absence. The designated subordinate will assume full responsibility for all duties specified for a TSD Commander when operating in that capacity.

1.11 Technical Services Division Supervisor II - Police Communications Director

1.11.1 Authority: Subject to direction from the Technical Services Division Commander, The Technical Services Division Police Communications Director (TSSII-COMM) has direct control over all sworn personnel and employees under his/her command.

1.11.2 Responsibilities: The TSSII-COMM shall function as the Director of the communications section of the Technical Services Division, with responsibility for the entire police communications operation and function ongoing during his/her tour of duty. In addition to specified duties TSSII-COMM also has concurrent support oversight responsibility of the PMF Function of the Technical Service Division. In the performance of his/her duty, the TSSII-COMM shall be held accountable for the following:

1.11.2.1 Supervision. During his/her tour of duty, the TSBII must closely supervise the activities of his/her subordinates, making corrections where necessary and commending where appropriate.

1.11.2.2 Leadership. Effective supervision demands leadership. Provision of leadership shall include on-the-job training efforts when more than one member or employee is involved.

1.11.2.3 Direction. Must exercise direct command in a manner that assures the good order, conduct, discipline, and efficiency of subordinates.

1.11.2.4 Enforcement of Rules, etc. Must enforce police force rules and regulations and ensure compliance with all MTA policies and procedures.

1.11.2.5 Inspection. Is responsible for inspection of activities, personnel, and equipment under their supervision and initiation of suitable action in the event of a failure, error, violation, misconduct, or neglect of duty by a subordinate.

1.11.2.6 Assisting Subordinates. Shall have working knowledge of the duties and responsibilities of his/her subordinates. He/she shall observe contacts made with the public by his/her subordinates and be available for assistance or instruction as may be required.

1.11.2.7 Reporting. Shall submit reports as required by their superiors.

- 1.11.2.8 Personnel Complaints Shall make inquiry into personnel complaints against members and employees under his/her command in accordance with the provisions of this manual.
- 1.11.2.9 Emergency Situations. Shall respond to the communications center during calls of serious emergencies, felonies in progress, assaults, and others unless actively engaged in another incident. He/she should observe the conduct of the assigned personnel and take active charge when necessary.
- 1.11.2.10 Awareness of Local Jurisdictions. Shall have a working knowledge of the criminal laws of the State of Maryland, ordinances of the local cities and counties, and the rules and regulations of the local law enforcement agencies. He/she shall also ensure that all PCO/officers under his/her command have a working knowledge of the same.
- 1.11.2.11 Familiarization of Operational Area. Shall have a working knowledge of the MTA facilities, property boundaries, and associated access locations. He/she shall also be familiar with all streets, alleys, and courts around MTA properties. He/she shall also ensure that all PCOs under his/her command have a working knowledge of the same.
- 1.11.2.12 Responsibilities in Communication Center Operations. The following is a list of responsibilities and duties that are to be performed by all Supervisors assigned to the communication center operations:
- 1.11.2.12.1 Command. The direction and control of personnel under his/her jurisdiction (to include Police Communications and the Police Monitoring Facility as a secondary oversight) to assure the proper performance of duties and adherence to established policies, procedures, rules and regulations. Providing for continuation of command and/or supervision in his/her absence.
- 1.11.2.12.2 Operations. In cases of major incidents and emergencies occurring within his/her command, the TSSII-COMM shall, when practical, personally assume command of the police communications center. Where it is impractical for the TSSII-COMM to be in the communications center, he/she shall direct the PCO Supervisor or senior PCO or officer available to do so.

- 1.11.2.12.3 Organization and Assignment. Making periodic inspections and surveys to ensure that personnel under his/her command are properly deployed, trained and maintain the proper certification to cope with existing and changing conditions and to ensure an equitable distribution of work. A TSSII-COMM shall delegate appropriate authority and supervise his/her subordinates' work closely, holding frequent conferences with them in order to properly guide and direct their activities.
- 1.11.2.12.4 Discipline and Morale. The development and maintenance of a sense of unity and pride within the police force, and loyalty to the Administration by demonstrating concern for employees, their problems, responsibilities, and activities, exerting every effort to maintain efficiency and morale at the highest possible level. The TSSII-COMM shall exercise firmness in the fair and impartial enforcement of discipline.
- 1.11.2.12.5 Job Knowledge. A full and complete knowledge of all laws, orders, rules, and regulations which impact on the operation of the MTA Police Force and the Technical Services Division, its relationships with other law enforcement agencies, the judicial system, and other operational/administrative units within the Maryland Transit Administration. With this goes the responsibility for keeping the Chief of Police and his or her chain of command apprised of any and all conditions, which could affect or alter the operation of the Police Force.
- 1.11.2.12.6 Orders and Directives. Compliance with all orders issued by the Chief of Police. All directives from the Chief shall be disseminated through the Technical Services Commander to the TSSII-COMM, and he/she shall ensure that all members under his/her command receive all orders, instructions, or other pertinent information affecting them or their work. All orders involving policy not originating from the Chief's office must be approved by the Chief before issuance by the TSSII-COMM.
- 1.11.2.12.7 Communication. Ensuring that all members under his/her direction are fully briefed on any problems and all issues of importance at the time they commence their tour of duty. The TSSII-COMM shall attend daily shift changes whenever practical to assure that necessary information is being disseminated properly.
- 1.11.2.12.8 Inspections. Ensuring that the personnel under his/her direction are properly attired and equipped at all times. The TSSII-COMM will conduct periodic inspections of all members under his/her direction to assure compliance with the rules concerning personal appearance and care of issued equipment. Any violations of the rules or departure from the norm will be corrected immediately.

- 1.11.2.12.9 Maintenance. Assuring that equipment, supplies, and materials assigned to his/her command are correctly used and maintained. This responsibility includes maintaining an acceptable level of housekeeping for police offices and workstations.
- 1.11.2.12.10 Staff Review. Assume responsibility for the report writing process. Ensure all personnel under his/her command are entering complete and accurate information into the CAD/RMS system, data entry logs and other computerized entry information. Ensure supervisors under his/her command are reviewing all reports, logs, etc. thoroughly, prior to approval. All official communications to other MTA departments or external parties relative to the Communications Section shall be reviewed and approved by the TSSII COMM.
- 1.11.2.12.11 Performance Appraisals. Preparing performance appraisals and ratings on all members reporting directly to the TSSII COMM. Such appraisals shall include probationary, semi-annual, and annual performance reports, with recommendations as required. Preparing development plans for personnel, as a result of the performance appraisals.
- 1.11.2.12.12 Continuation of Command. The coordination with the TSSII PMF or designation of a subordinate to assume the position of Police Communications Director in the TSSII COMM's absence. The designated personnel or subordinate will assume full responsibility for all duties specified for a TSSII COMM when operating in that capacity.
- 1.11.2.13 Responsibilities in Technical Services Division: The following is a list of responsibilities and duties that are to be performed and or delegated to appropriate personnel by TSSII assigned to the communication center operations:
- 1.11.2.13.1 The performance of the civilians/officers assigned under his/her supervision.
- 1.11.2.13.2 The appearance of the civilian/officers assigned under his/her supervision. If a civilian/officer has deficiencies in his/her appearance or does not possess the proper equipment, the TSSII shall refuse to allow such civilian/officer to perform any type of duties until such deficiencies have been corrected. The TSSII may send such civilians/officers back home if he/she deems it necessary.
- 1.11.2.13.3 His/her personnel being prompt in reporting for work, performing all duties as required of a PMFT or PCO, furnishing information to Command, management and officers, and any other tasks required of him/her in his/her official capacity.

- 1.11.2.13.4 Keeping the correct time on all civilian/officers assigned under his/her supervision.
- 1.11.2.13.5 Assigning or granting leave requests, etc., to the civilians/officers assigned under his/her supervision. Leave requests shall be granted according to seniority; however, the TSSII's are responsible for having a sufficient number of experienced civilians/officers on duty at any given time.
- 1.11.2.13.6 Ensuring that his/her civilians/officers do not receive personal telephone calls while on duty. A call is personal when it does not pertain to official police business. Calls from civilians'/officers' families shall be accepted only for emergencies.
- 1.11.2.13.7 Regulating his/her civilians'/officers' assigned lunch periods. No PCS or civilian/officer shall take time out for lunch until they have been on duty for at least three hours. There will always be one qualified civilian PCO or officer PCO on duty at all times. Thirty minutes shall be the maximum amount of time used for a lunch break during a tour of duty.
- 1.11.2.13.8 His/her civilians/officers being aware of and following the proper procedure for receiving, dispatching and handling (COMM) or monitoring and or researching (PMF) as required for a call for service or assistance.
- 1.11.2.13.9 Ensuring that each of his/her civilians/officers receives, reads and comprehends all information that will enable them to be more efficient in performing their official duties.
- 1.11.2.13.10 Maintaining an adequate supply of recording documents, report forms and other items of this type, which are furnished by the police force.
- 1.11.2.13.11 Collecting, reviewing and approving logs, reports, etc., made by the civilians/officers under his/her direction.

1.12 Technical Services Division Supervisor II- Police Monitoring Facility Director

- 1.12.1 Authority. Subject to direction from the Technical Services Division Commander, The Police Monitoring Facility Director (TSSII-PMF) has direct control over all sworn personnel and employees under his/her command.

- 1.12.2 Responsibilities. The TSSII-PMF shall function as the Director of the Police Monitoring Facility section of the Technical Services Division, with responsibility for the entire PMF operation and function ongoing during his/her tour of duty. In addition to specified duties TSSII-PMF also has concurrent support oversight responsibility of the Communications function of the Technical Service Division. In the performance of his/her duty, the TSSII-PMF shall be held accountable for the following:
- 1.12.2.1 Command. The direction and control of personnel under their jurisdiction (to include Police Communications and the Police Monitoring Facility as a secondary oversight) to assure the proper performance of duties and adherence to established policies, procedures, rules and regulations. Providing for continuation of command and/or supervision in his/her absence.
 - 1.12.2.2 Operations. In cases of major incidents and emergencies occurring within his/her command, the TSSII-PMF shall, when practical, personally assume command of the Police Monitoring Facility. Where it is impractical for the TSSII-PMF to be in the PMF, he/she shall direct the PCS Supervisor, senior PMFT or officer available to do so.
 - 1.12.2.3 Organization and Assignment. Making periodic inspections and surveys to ensure that personnel under his/her command are properly deployed, trained and maintain the skills to cope with existing and changing conditions and to ensure an equitable distribution of work. A TSSII-PMF shall delegate appropriate authority and supervise his/her subordinates' work closely, holding frequent conferences with them in order to properly guide and direct their activities.
 - 1.12.2.4 Discipline and Morale. The development and maintenance of a sense of unity and pride within the police force, and loyalty to the Administration by demonstrating concern for employees, their problems, responsibilities, and activities, exerting every effort to maintain efficiency and morale at the highest possible level. The TSSII-PMF shall exercise firmness in the fair and impartial enforcement of discipline.
 - 1.12.2.5 Job Knowledge. A full and complete knowledge of all laws, orders, rules, and regulations which impact on the operation of the MTA Police Force and the Technical Services Division, its relationships with other law enforcement agencies, the judicial system, and other operational/administrative units within the Maryland Transit Administration. With this goes the responsibility for keeping the Chief of Police and his or her chain of command apprised of any and all conditions, which could affect or alter the operation of the Police Force.

- 1.12.2.6 Orders and Directives. Compliance with all orders issued by the Chief of Police. All directives from the Chief shall be disseminated through the Technical Services Commander to the TSSII-PMF, and he/she shall ensure that all members under his/her command receive all orders, instructions, or other pertinent information affecting them or their work. All orders involving policy not originating from the Chief's office must be approved by the Chief before issuance by the TSSII-PMF.
- 1.12.2.7 Communication. Ensuring that all members under his/her direction are fully briefed on any problems and all issues of importance at the time they commence their tour of duty. The TSSII-PMF shall attend daily shift changes whenever practical to assure that necessary information is being disseminated properly.
- 1.12.2.8 Inspections. Ensuring that the personnel under his/her direction are properly attired and equipped at all times. The TSSII-PMF will conduct periodic inspections of all members under his/her direction to assure compliance with the rules concerning personal appearance and care of issued equipment. Any violations of the rules or departure from the norm will be corrected immediately.
- 1.12.2.9 Maintenance. Assuring that equipment, supplies, and materials assigned to his/her command are correctly used and maintained. This responsibility includes maintaining an acceptable level of housekeeping for police offices and workstations.
- 1.12.2.10 Staff Review. Assume responsibility for the report writing process. Ensure all personnel under his/her command is entering complete and accurate information into the Homeland Security Surveillance system, data entry logs and other computerized data systems. Ensure supervisors under his/her command are reviewing all reports, logs, etc. thoroughly, prior to approval. All official communications to other MTA departments or external parties relative to the Police Monitoring Facility Section shall be reviewed and approved by the TSSII- PMF.
- 1.12.2.11 Performance Appraisals. Preparing performance appraisals and ratings on all members reporting directly to the TSSII PMF. Such appraisals shall include probationary, semi-annual, and annual performance reports, with recommendations as required. Preparing development plans for personnel, as a result of the performance appraisals.

- 1.12.2.12 Continuation of Command. The coordination with the TSSII COMM or designation of a subordinate to assume the position of Police Monitoring Facility Director in the TSSII PMF's absence. The designated personnel or subordinate will assume full responsibility for all duties specified for a TSSII PMF when operating in that capacity.
- 1.12.2.13 Responsibilities in Technical Services Division – The following is a list of responsibilities and duties that are to be performed and or delegated to appropriate personnel by TSSII assigned to the Police Monitoring Facility operations:
- 1.12.2.13.1 The performance of the civilians/officers assigned under their supervision.
 - 1.12.2.13.2 The appearance of the civilian/officers assigned under their supervision. If a civilian/officer has deficiencies in his/her appearance or does not possess the proper equipment, the TSSII shall refuse to allow such civilian/officer to perform any type of duties until such deficiencies have been corrected. The TSSII may send such civilians/officers back home if he/she deems it necessary.
 - 1.12.2.13.3 Their personnel being prompt in reporting for work, performing all duties as required of a PMFT or PCO, furnishing information to Command, management and officers, and any other tasks required of him/her in his/her official capacity.
 - 1.12.2.13.4 Keeping the correct time on all civilian/officers assigned under his/her supervision.
 - 1.12.2.13.5 Assigning or granting leave requests, etc., to the civilians/officers assigned under his/her supervision. Leave requests shall be granted according to seniority; however, the TSSII's are responsible for having a sufficient number of experienced civilians/officers on duty at any given time.
 - 1.12.2.13.6 Ensuring that their civilians/officers do not receive personal telephone calls while on duty. A call is personal when it does not pertain to official police business. Calls from civilians'/officers' families shall be accepted only for emergencies.
 - 1.12.2.13.7 Regulating their civilians'/officers' assigned lunch periods. No PCS or civilian/officer shall take time out for lunch until they have been on duty for at least three hours. There will always be at least one PMFT on duty when possible. Thirty minutes shall be the maximum amount of time used for a lunch break during a tour of duty.

- 1.12.2.13.8 Their civilians/officers being aware of and following the proper procedure for receiving, dispatching and handling (COMM) or monitoring and or researching (PMF) as required for a call for service or assistance.
- 1.12.2.13.9 Ensuring that each of their civilians/officers receives, reads and comprehends all information that will enable them to be more efficient in performing their official duties.
- 1.12.2.13.10 Maintaining an adequate supply of recording documents, report forms and other items of this type, which are furnished by the police force.
- 1.12.2.13.11 Collecting, reviewing and approving logs, reports, etc., made by the civilians/officers under his/her direction.

1.13 Police Communications Supervisor (PCS)

- 1.13.1 Authority. A Police Communications Supervisor (PCS), during his/her tour of duty, exercises the same authority and has the same responsibilities as his/her superiors, subject to higher authority. In the absence of the PCS, the senior PCO shall be in charge unless otherwise provided. In the absence of the PCS a Senior PMFT shall be in charge unless otherwise provided.
- 1.13.2 Responsibilities. In addition to the general and individual responsibilities of all members and employees, a PCS is specifically responsible for the following:
 - 1.13.2.1 Supervision. During his/her tour of duty, the PCS must closely supervise the activities of his/her subordinates, making corrections where necessary and commending where appropriate.
 - 1.13.2.2 Leadership. Effective supervision demands leadership. Provision of leadership shall include on-the-job training efforts when more than one member or employee is involved.
 - 1.13.2.3 Direction. The PCS must exercise direct command in a manner that assures the good order, conduct, discipline, and efficiency of subordinates.
 - 1.13.2.4 Enforcement of Rules, etc. The PCOS must enforce police force rules and regulations and ensure compliance with all MTA policies and procedures.
 - 1.13.2.5 Inspection. The PCOS is responsible for inspection of activities, personnel, and equipment under their supervision and initiation of suitable action in the event of a failure, error, violation, misconduct, or neglect of duty by a subordinate.
 - 1.13.2.6 Assisting Subordinates. A PCOS shall have working knowledge of the duties and responsibilities of his/her subordinates. He/she shall observe contacts made with the public by his/her subordinates and be available for assistance or instruction as may be required.

- 1.13.2.7 Reporting. The PCS shall submit reports as required by their superiors.
- 1.13.2.8 Personnel Complaints. The PCS shall make inquiry into personnel complaints against members and employees under his/her command in accordance with the provisions of this manual.
- 1.13.2.9 Emergency Situations. The PCS shall respond to the Technical Services Division during calls of serious emergencies, felonies in progress, assaults, and others unless actively engaged in another incident. He/she should observe the conduct of the assigned personnel and take active charge when necessary.
- 1.13.2.10 Awareness of Local Jurisdictions. The PCS shall have a working knowledge of the criminal laws of the State of Maryland, ordinances of the local cities and counties, and the rules and regulations of the local law enforcement agencies. He/she shall also ensure that all PMFT, PCO, and officers under his/her command have a working knowledge of the same.
- 1.13.2.11 Familiarization of Operational Area. The PCS shall have a working knowledge of the MTA facilities, property boundaries, and associated access locations. He/she shall also be familiar with all streets, alleys, and courts around MTA properties. He/she shall also ensure that all PMFT, PCO, and officers under his/her command have a working knowledge of the same.
- 1.13.2.12 Responsibilities in the Technical Services Division - PCS. The following is a list of responsibilities and duties that are to be performed by all PCS's assigned to the communication center operations:
- 1.13.2.12.1 The performance of the civilians/officers assigned under his/her supervision.
- 1.13.2.12.2 The appearance of the civilian/officers assigned under his/her supervision. If a civilian/officer has deficiencies in his/her appearance or does not possess the proper equipment, the PCOS shall refuse to allow such civilian/officer to perform any type of duties until such deficiencies have been corrected. The PCOS may send such civilians/officers back home if he/she deems it necessary.
- 1.13.2.12.3 His/her officers being prompt in reporting for work, dispatching calls, making and turning in official reports, obtaining or entering information into the METERS/NCIC or NLETS systems as required, furnishing information to officers, and any other tasks required of him/her in his/her official capacity.
- 1.13.2.12.4 Keeping the correct time on all civilian/officers assigned under his/her supervision.

- 1.13.2.12.5 Assigning or granting leave requests, etc., to the civilians/officers assigned under his/her supervision. Leave requests shall be granted according to seniority; however, the PCOS's are responsible for having a sufficient number of experienced civilians/officers on duty at any given time.
- 1.13.2.12.6 Ensuring that his/her civilians/officers do not receive personal telephone calls while on duty. A call is personal when it does not pertain to official police business. Calls from civilians'/officers' families shall be accepted only for emergencies.
- 1.13.2.12.7 Regulating his/her civilians'/officers' assigned lunch periods. No PCS or civilian/officer shall take time out for lunch until they have been on duty for at least three hours. There will always be two qualified civilian PCO or officer PCO on duty at all times. There will always be at least one PMFT on duty when possible. Thirty minutes shall be the maximum amount of time used for a lunch break during a tour of duty.
- 1.13.2.12.8 His/her civilians/officers being aware of and following the proper procedure for receiving, dispatching and handling (COMM) or monitoring and or researching (PMF) as required for a call for service or assistance.
- 1.13.2.12.9 Ensuring that each of his/her civilians/officers receives, reads and comprehends all information that will enable them to be more efficient in performing their official duties.
- 1.13.2.12.10 Maintaining an adequate supply of recording documents, report forms and other items of this type, which are furnished by the police force.
- 1.13.2.12.11 Collecting, reviewing and approving logs, reports, etc., made by the civilians/officers under his/her supervision and delivering such logs, reports, etc., to the proper place at the end of each tour of duty.

1.14 Police Communications Officer (PCO)

The duties and responsibilities of the police communications operator (PCO) are specified in greater detail in other sections of this manual. The following are basic duties and responsibilities:

- 1.14.1 The protection of life and property and officer safety during their tour of duty.
- 1.14.2 Notifying their TSSII or PCS immediately when an emergency arises that will prevent them from reporting to work.
- 1.14.3 When reporting for duty, being neat in person; their clothes and shoes shall be clean and in good repair. Their manner of dress and equipment shall be in conformity with the rules and regulations of the police force.

- 1.14.4 Remaining in their assigned position or location. They shall not leave their assigned position or location unless they receive orders or permission from someone who has the authority to give such orders or permission.
- 1.14.5 Receive and dispatch police emergency calls (transmissions) over an assigned radio frequency. Receive emergency and administrative telephone calls and take appropriate actions.
- 1.14.6 Receive and send messages to out-of-state and in-state criminal justice agencies.
- 1.14.7 Inquire and obtain criminal history via the Criminal Justice Information System (CJIS), Judicial Information System (JIS), Interstate Identification Index (III) by using a computer to access this data.
- 1.14.8 Input all data pertaining to police service calls in an in-house computer CAD/RMS system.
- 1.14.9 Use correct radio procedure in all radio transmissions.
- 1.14.10 Enter warrants, stolen vehicles, stolen articles, etc. pertaining to the "Hot Files", perform maintenance on all entries.
- 1.14.11 Perform administrative functions, such as filing and disseminating messages received and sent.
- 1.14.12 Log all data entered in the Maryland Electronic Telecommunications Enforcement System (METERS) and National Crime Information Center (NCIC) on an in-house log. Log all unattended vehicles called in by MTA officers. Record all messages sent via METERS/NLETS (National Law Enforcement Telecommunication System).
- 1.14.13 Maintain all records on file with MTA CAD, METERS, NCIC that MTA Police is responsible for.
- 1.14.14 Make themselves thoroughly familiar with how to read and maintain the Bus Schedule Manual, and Automated Vehicle Locator Systems for Bus, Light Rail and Metro.
- 1.14.15 Make themselves thoroughly familiar with the policies, procedures, rules and regulations of the MTA Police Force, and the Maryland Transit Administration.
- 1.14.16 Acquainting themselves with all streets, alleys, MTA properties and buildings, local police agencies precincts or districts where MTA Police normally operate.
- 1.14.17 The proper handling and care of all equipment and property of the police force, which is assigned to them for use.
- 1.14.18 Maintaining the required certification necessary to perform all required functions as a PCO.

1.14.19 Strictly adhering to the policy on lunch breaks; the PCOS shall regulate his/her shift operators' lunch breaks.

1.14.20 Acquaint themselves with all MTA Police Force District boundaries and sectors.

1.15 Police Monitoring Facility Technician

The duties and responsibilities of the Police Monitoring Facility Technician (PMFT) are specified in greater detail in other sections of this manual. The following are basic duties and responsibilities:

1.15.1 The protection of life and property and officer safety during their tour of duty.

1.15.2 Notifying his/her PCS immediately when an emergency arises that will prevent them from reporting to work.

1.15.3 When reporting for duty, being neat in person; their clothes and shoes shall be clean and in good repair. Their manner of dress and equipment shall be in conformity with the rules and regulations of the police force.

1.15.4 Remaining in their assigned position or location. They shall not leave their assigned position or location unless he/she receives orders or permission from someone who has the authority to give such orders or permission.

1.15.5 Monitor cameras on the police monitoring facility system. Answer system alerts in a timely manner.

1.15.6 Monitor all chemical alarms. Answer alerts in a timely fashion. Follow all protocols relating to the Chemical Detection system.

1.15.7 Notify the (on-duty) Technical Services Division Supervisor of any malfunctioning cameras.

1.15.8 Notify the (on-duty) Technical Services Division Supervisor of any malfunctioning alarms.

1.15.9 Log all malfunctions into the police monitoring facility maintenance log.

1.15.10 Notify the police Technical Services Division Supervisor of any suspicious activity in a designated sensitive area.

1.15.11 Make themselves thoroughly familiar with how to read and follow the route schedules for the Metro, Marc and Light Rail lines.

1.15.12 Make themselves thoroughly familiar with the policies, procedures, rules and regulations of the MTA Police Force, and the Maryland Transit Administration.

1.15.13 Acquainting themselves with all streets, alleys, MTA properties and buildings, local police agencies precincts or districts where MTA Police normally operate.

- 1.15.14 The proper handling and care of all equipment and property of the police force, which is assigned to him/her for use.
- 1.15.15 Maintaining the required certification necessary to perform all required functions as a PMFT.
- 1.15.16 Strictly adhering to the policy on lunch breaks; the PCS shall regulate his/her shift operators' lunch breaks.

1.16 Civilian Uniformed Personnel Services Director

- 1.16.1 **Authority** Subject to direction from the Chief of Police, the Director has direct control over civilian employees under his/her command.
- 1.16.2 **Responsibilities** The Director shall function as the Commander, with responsibility for the entire operation and function ongoing during his/her tour of duty. In the performance of his/her duty, the Director shall be held accountable for the following:
 - 1.16.2.1 **Command.** The direction and control of personnel under his/her jurisdiction to assure the proper performance of duties and adherence to established policies, procedures, rules and regulations. Providing for continuation of command and/or supervision in his/her absence.
 - 1.16.2.2 **Organization and Assignment.** Making periodic inspections and surveys to ensure that personnel under his/her command are properly deployed to cope with existing and changing conditions and to ensure an equitable distribution of work. The Director shall delegate appropriate authority and supervise his/her subordinates' work closely, holding frequent conferences with them in order to properly guide and direct their activities.
 - 1.16.2.3 **Discipline and Morale.** The development and maintenance of a sense of unity and pride within the police force, and loyalty to the Administration by demonstrating concern for employees, their problems, responsibilities, and activities, exerting every effort to maintain efficiency and morale at the highest possible level. The Director shall exercise firmness in the fair and impartial enforcement of discipline.
 - 1.16.2.4 **Job Knowledge.** A full and complete knowledge of all laws, orders, rules, and regulations which impact on the operation of the MTA Police Force, its relationships with other law enforcement agencies, the judicial system, and other operational/administrative units within the Maryland Transit Administration. With this goes the responsibility for keeping the Chief of Police and Deputy Chief of Police apprised of any and all conditions, which could affect or alter the operation of the Police Force.

- 1.16.2.5 Orders and Directives. Compliance with all orders issued by the Chief of Police. All directives from the Chief, the Deputy Chief, Major and/or a Captain shall be disseminated through the Director, and he/she shall ensure that all members under his/her command receive all orders, instructions, or other pertinent information affecting them or their work. All orders involving policy not originating from the Chief's office must be approved by the Chief before issuance by the Director.
- 1.16.2.6 Communication. Ensuring that all members under his/her command are fully briefed on any problems and all issues of importance at the time they commence their tour of duty.
- 1.16.2.7 Inspections. Ensuring that the personnel under his/her command are properly attired and equipped at all times. The Director will conduct periodic inspections of all members under his/her command to assure compliance with the rules concerning personal appearance and care of issued equipment. Any violations of the rules or departure from the norm will be corrected immediately.
- 1.16.2.8 Maintenance. Assuring that equipment, supplies, and materials assigned to his/her command are correctly used and maintained. This responsibility includes maintaining an acceptable level of housekeeping for employees and workstations.
- 1.16.2.9 Program Administration. Personal responsibility for the administration of special programs as delegated by the Chief of Police or a member of the Command Staff. When delegated, administrative responsibility for such programs shall fall under the purview of the Director.

1.17 CUPS Deputy Director

- 1.17.1 **Authority** Subject to direction from the Chief of Police, the Deputy Director has direct control over all civilian employees under his/her command.
- 1.17.2 **Responsibilities** Shall support the Director to ensure the efficient operation of the Division. The Deputy Director shall function as the Commander, with responsibility for the entire operation and function in the absence of the Director.

1.18 CUPS Personnel

CUPS personnel shall be governed by the same rules and regulations as apply to all other MTA Police Force personnel. The general duties and responsibilities of CUPS personnel shall include:

- 1.18.1 Providing security for MTA property and personnel while assigned to stationary posts or roving patrols as may be required.

- 1.18.2 The screening and identification of all persons seeking entry to protected MTA properties.
- 1.18.3 The maintenance of proper logs and records pertinent to the security of protected MTA properties.
- 1.18.4 The preparation of accurate and complete reports as required on a daily basis.
- 1.18.5 Check and verify all tickets/passes of all patrons, in accordance with fare enforcement procedures enumerated in Article IV of this manual.
- 1.18.6 Assist patrons who need to purchase tickets.
- 1.18.7 Call for MTA Police assistance for patrons who fail to purchase tickets.
- 1.18.8 Direct and assist any patron in need of assistance.
- 1.18.9 Complete all required reports, to include the Fare Inspector's Log (MTAP Form #143) accurately and in a timely fashion.
- 1.18.10 Assure Light Rail properties and vehicles are safe and maintained and report any observed deficiencies.
- 1.18.11 Report any acts of vandalism, suspicious persons, packages or circumstances immediately to the MTA Police.