

# MARYLAND TRANSIT ADMINISTRATION

## *STANDARD OPERATING PROCEDURES*

### **Miscellaneous Policies**

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## **7 Miscellaneous Policies**

### **7.1 MTA Police Ceremonial Honor Guard Unit**

- 7.1.1** By the authority of the Chief of Police, it is the policy of the MTA Police Force that an Honor Guard Unit is established within the MTA Police Force.
- 7.1.2** The following procedures are established by which the Maryland Transit Administration Police Force Honor Guard will abide by and to establish guidelines for the selection process of MTA Police Force Honor Guard members.
  - 7.1.2.1** The MTA Police Force Honor Guard Unit shall be responsible to the Commander, Special Operations Division
  - 7.1.2.2** It shall be the responsibility of the Commander, Special Operations Division to promulgate Personnel Orders concerning Honor Guard Details.
  - 7.1.2.3** It shall be the policy of the Honor Guard Unit to represent the MTA Police Force at funerals and special events as authorized by the Chief of Police. The Commander, Special Operations Division may authorize the assignment of an Honor Guard Unit to attend the funeral of a Police Officer from another department or in a bordering state that has died in the line of duty or to any other special occasion.
- 7.1.3** The terms listed below have the following definitions:
  - 7.1.3.1** Honor Guard- A unit which consists of a maximum of twenty (20) uniform officers with at least one member holding the rank of Supervisor. The Supervisor will be designated as the Commander of the Unit.
  - 7.1.3.2** Color Guard A Unit that consists of six (6) uniform officers with at least one member holding the rank of Supervisor. The Supervisor will be designated as the Commander of the Detail. Three (3) officers will be flag bearers carrying the National Colors, Maryland State Flag, and the Departmental Flag. The two (2) remaining officers will be rifle bearers.
  - 7.1.3.3** Casket Watch - A Unit that consists of seven (7), or a minimum of five (5), uniform officers with at least one member holding the rank of Supervisor. The Supervisor will be designated as Commander of the Detail. The Unit will perform a Casket Watch and a ceremonial changing of the guard with rifles.
  - 7.1.3.4** Modified Casket Watch -A Unit that consists of seven (7), or a minimum of five (5) uniform officers with at least one member holding the rank of Supervisor. The Supervisor will be designated as Commander of the Detail. The Unit will perform a Casket Watch and a ceremonial changing of the guard without rifles.

**7.1.3.5 Body Bearers** A Unit which consists of seven (7) uniform officers with one member holding the rank of Supervisor. The Supervisor will be designated as the Commander of the Detail. This unit will serve as the official body bearers' at all departmental funerals and will be in complete control of the casket from the first time the body is moved to the completion of the burial services. They will also be responsible for folding the flag that draped the casket and presenting it to the Chief of Police who, in turn, shall present it to the designated survivor. When other non ceremonial body bearers are utilized, this unit will serve and render honors as Honorary Body Bearers. They shall walk and be located behind the Casket Body Bearers.

Note: Flags- If the member was a veteran of the United States Armed Forces, an American Flag will be provided. If the member was not a veteran, a Maryland State Flag will be provided.

**7.1.3.6 Bugler(s) and/or Bagpiper(s)** - A member(s) or person(s) designated to render honors at departmental funerals. (Taps/Echo Taps)

**7.1.4 Out-of-Agency Representation-** An MTA Police Unit which consists of six (6) or more uniform officers with at least one holding the rank of Supervisor. The Supervisor will be designated as Commander of the Unit.

**7.1.5 Authorized Event Participation**

**7.1.5.1 Funerals:** Funerals of Maryland Transit Administration Police Force members are first and foremost private, unless the member's family requests agency participation. At the request of the member's family any or all of the units of the Departmental Honor Guard will participate in the member's Funeral.

**7.1.5.2 Line of Duty Funerals (Full Honors)** - The following Honor Guard Units are included in a funeral involving Line of Duty Death of a member of the Maryland Transit Administration Police Force:

**Honor Guard**  
**Color Guard**  
**Casket Watch**  
**Body Bearers**  
**Flag Folding Ceremony**  
**Bugler**  
**Bagpiper**

**7.1.5.3** Funerals of All Active Members on Non-Duty Status and Retired Members in Good Standing holding the rank of Lieutenant and above. (Special Honors)- The following Honor Guard Units are included in a funeral involving the death of an Active Member of the Maryland Transit Administration Police or Retired Member(s) in Good Standing who hold the rank of Lieutenant and above.

**Color Guard**  
**Modified Casket Watch**  
**Honorary Body Bearers**

**7.1.5.4** Funerals of Retired Members in Good Standing who hold the rank of Sergeant and below. (Honors)- The listed Honor Guard Units are included in a funeral involving the death of a Retired Member(s) in Good Standing of the Maryland Transit Administration Police holding the rank of Sergeant and below.

**Color Guard**  
**Modified Casket Watch**

**7.1.5.5** Out-of-Agency Funerals- The listed Honor Guard Unit is included in any Out-of-Agency Funeral.

**Color Guard**

**7.1.5.6** Departmental/ Community Events -The listed Honor Guard Unit is included in any Departmental/ Community Event. (Promotion, Award, Graduation Ceremony or Parades, Opening Ceremonies, etc.)

**Color Guard**

## **7.1.6** Organization and Responsibilities

**7.1.6.1** Honor Guard Commander- The Chief of Police or their designee shall be responsible for assigning an Honor Guard Supervisor as the Detail Commander at an Honor Guard function. The Honor Guard Commander will act as a liaison between the Special Operations Division Commander and the Honor Guard. The Honor Guard Commander may also, when needed, act as the Detail Commander.

**7.1.6.2** Detail Commander- That person so designated by the Honor Guard Commander who shall be responsible for the overall function of the Ceremonial Honor Guard at a particular event in the absence of the Honor Guard Commander. Their duties shall include, but are not limited to:

7.1.6.2.1 Assignment of personnel to a detail.

7.1.6.2.2 Formal notification of the personnel assignments to the Special Operations Division Commander.

- 7.1.6.2.3 Arrange for transportation, equipment, lodging, expenses, etc.
- 7.1.6.2.4 Operation and completion of the detail (Inspection of the personnel and equipment, compliance to rules and regulations, ceremonial protocols, etc.)
- 7.1.6.2.5 Conduct and Document training sessions in the absence of the Honor Guard Commander

**7.1.6.3 Honor Guard Members-** Members selected for the Police Force Honor Guard will aspire to professionalism in all aspects of the operation while maintaining the highest standards of integrity. Each member is responsible for:

- 7.1.6.3.1 Maintaining all issued uniforms and equipment in outstanding condition.
- 7.1.6.3.2 Maintaining outstanding personal appearance at all times.
- 7.1.6.3.3 Attendance at all training functions and details as assigned.
- 7.1.6.3.4 Proper performance of their assigned duties.

**7.1.6.4 Attendance at functions I details -** A continuous pattern of failing to attend Honor Guard functions or details without just cause, by any Honor Guard member, will be cause for removal from the Honor Guard Unit.

#### **7.1.7 Qualifications**

**7.1.7.1** All members and prospective members must have satisfactorily completed their first year of probation.

**7.1.7.2** All prospective members must not have been found guilty of departmental charges for the year preceding application to the unit.

**7.1.7.3** All members and prospective members must not have excessive sick I lateness records, or an unsatisfactory annual performance appraisal.

#### **7.1.8 Selection Process**

**7.1.8.1** Members of the department wishing to be considered for the Honor Guard Unit must file an Inter-Departmental Correspondence through the chain of command to the Commander, Special Operations Division.

**7.1.8.2** Prospective members will undergo an Oral Interview consisting of the current Honor Guard members and Honor Guard members from outside agencies as designated by the Chief of Police or their designee.

**7.1.8.3** Members selected for the Honor Guard shall be chosen on the basis of the Oral Interview, general appearance, military bearing, and physical fitness. Ideally, members shall be in proportion to height and weight for uniformity appearances.

**7.1.8.4** Final selection of all prospective members shall meet with the approval of the Chief of Police.

#### **7.1.9 Special Budget / Uniforms**

**7.1.9.1** All members of the Honor Guard will be issued specialized uniforms and equipment. It shall be the responsibility of the individual member to ensure all equipment is maintained in perfect condition.

**7.1.9.2** The Honor Guard Uniform (Class a Modified) will be the only uniform worn by the Honor Guard Detail during an approved function. All members of an Honor Guard Detail will wear the Honor Guard uniform and accouterments in an identical manner.

**7.1.9.3** Should a uniform item or piece of equipment become worn or broken, it the individual member shall be responsible to immediately report same to the Quartermaster, via written documentation, for replacement or repair.

**7.1.9.4** Due to the nature of Honor Guard details, the individual member shall be responsible to ensure that a clean uniform is ready and on standby at all times. Oftentimes, less than a day's notice is given prior to an Honor Guard detail.

#### **7.1.10 Out-of-State Representation**

**7.1.10.1** The Honor Guard will attempt to attend all police Funerals within a reasonable radius of Baltimore City unless otherwise authorized by the Chief of Police.

#### **7.1.11 Training**

**7.1.11.1** Each Honor Guard member shall receive a minimum of (8) hours of training every other month, or eight hours of training every quarter.

**7.1.11.2** The Honor Guard Commander will schedule the training and track the attendance to ensure each member has received the required minimum training

**7.1.11.3** The Honor Guard Commander will notify members of upcoming training dates, times and location.

**7.1.11.4** The scheduling of training will be determined by the Honor Guard Commander based on the needs and manpower availability of the members. The Honor Guard Commander may schedule training as two separate four (4) hour sessions within an eight (8) hour period, or as a single, eight (8) hour session every other month.

**7.1.11.5** Each Honor Guard member will be responsible for attending a training session in order to obtain the required eight (8) hours of training per quarter. This may be accomplished by being detailed from their regular duty assignment, with the approval of their District/Division Commander, or attending a training session on their own time.

### **7.1.12 Training Sessions**

**7.1.12.1** The Honor Guard Commander or Detail Commander will conduct the training sessions.

**7.1.12.2** It will be the responsibility of the Detail Commander to forward the list of attendees of each training session to the Honor Guard Commander.

**7.1.12.3** Attendance at each session shall be no less than five (5) members and no more than ten (10) members is recommended.

**7.1.12.4** Training will be held at a location designated by the Honor Guard Commander.

**7.1.12.5** Honor Guard members will be responsible for contacting the Honor Guard

**7.1.12.6** Commander to verify the times and location of each training session.

**7.1.12.7** Each training session 'Will consist of repetitive instruction on marching in formation, the movements required in the presentation of flags and rifles, casket watches, casket flag folding, and other related issues.

**7.1.12.8** The Detail Commander will ensure proper instruction is provided to the members and the training session is operated in an orderly fashion.

**7.1.12.9** A continuous pattern of failing to attend the required training without the prior approval of the Honor Guard Commander, by any member of the Honor Guard, will be cause for removal from the Honor Guard Unit.

## **7.2 Agency Deaths - Police Funerals**

- 7.2.1** The death of an active Maryland Transit Police Force member can be a very difficult time for all agency members and especially the member's family. All personnel involved in the initial and subsequent contacts must display care and compassion with the family. The family wishes and needs come first and foremost when deciding on the funeral arrangements. The following procedures will be adhered to when a death occurs:
- 7.2.2** Upon the death of any active member of the Police Force, or the death of any retired member in good standing, all details of such fact shall be made known to the Chief of Police as quickly as practical. The Chief of Police will designate a Lieutenant to be responsible for providing whatever funeral arrangements are requested by the family.
- 7.2.3** The Lieutenant-in-charge shall have sole responsibility for police arrangements relative to all phases of the funeral (at home, church, cemetery, etc.), and shall request all necessary assistance, such as Honor/Color Guard, traffic direction by local agency police, pallbearers, vehicles, additional manpower, etc.
- 7.2.4** When planning a police funeral detail, the Lieutenant-in-charge shall give full consideration to the desires of the family of the deceased. They should have the Honor Guard Commander accompany them when they visit the funeral home, residence, church, and cemetery in order to properly plan the procedure to be used. Formations and command should be planned in accordance with the circumstances and conditions found at the various locations.
- 7.2.5** Personnel involved at a police funeral will normally consist of the units outlined in Section 7.1.5.1 – 7.1.5.6 of this Article.

## **7.3 Semi-Annual and Annual Performance Appraisals**

- 7.3.1** It is the policy of the Maryland Transit Administration Police Force to provide a fair and equitable means to assess strengths as well as the expected areas of growth for officers, PCOs and CUPS personnel performance. To that end the Semi-Annual and Annual Performance Appraisal System has been established for all officers, PCOs and CUPS personnel of the Maryland Transit Administration Police Force.
- 7.3.2** The following procedures are established and will be adhered to when filling out the appraisal forms and conducting appraisal conferences:
  - 7.3.2.1** The appraisal system documents information, which is extremely useful in making sound managerial decisions, and provides assistance in directing the officers, PCOs and CUPS personnel performance in areas of growth as may be required.



**7.3.2.2** The appraisal system provides a means for the supervisor to assess as specifically as possible the strengths as well as the expected areas of growth of officers, PCOs and CUPS personnel performance during the rating period.

**7.3.2.3** Upon completion of the Semi-Annual and Annual Performance Appraisal, a conference will be conducted to explain the appraisal system to the officers, PCOs and CUPS personnel. The focus of the conference will be to review the officers, PCOs and CUPS personnel strengths and areas of expected growth.

**7.3.2.4** The performance appraisal may be used with other assessment objectives for promotional consideration.

**7.3.3** Semi-Annual Performance Appraisal

**7.3.4** Annual Performance Appraisal

**7.3.5** Appeal Process

## **7.4 Cost Analysis Work Sheet-MTAP #155**

**7.4.1** It is the policy of the MTA Police Force that the Supervisor in charge of a special event or detail or employee so instructed will submit an original and one copy of a Cost Analysis Work Sheet through the Chain of Command to their District/Division Commander.

**7.4.2** A uniform procedure is established to document the costs associated with police employees and/or equipment when dedicated to a special event or detail not within the daily routine duties.

**7.4.3** Completed forms will be submitted by the supervisor to their commander. The commander following a thorough review will maintain a copy of the MTAP 155 form in their file locally under FIS 4 and forward the original to the Administration Bureau Commander for filing in Fiscal File 4.

## **7.5 CompStat Process and Procedures**

*Compstat is a process of communication, collaboration and cooperation in furtherance of the MTA Police Force's Mission to professionally enforce the laws, protect its transit community, employees and facilities with dignity and respect.*

**7.5.1** The CompStat process has four primary components

**7.5.1.1** Timely information and intelligence.

**7.5.1.2** Effective tactics in response to information.

**7.5.1.3** Rapid deployment of personnel.

**7.5.1.4** Relentless follow-up and assessment.

**7.5.2** Operations Bureau District Commander's Duties and Responsibilities

- 7.5.2.1** The tracking of the crime in their respective geographical areas using either manual pin maps or computerized geo-mapping programs.
  - 7.5.2.2** Shall analyze this crime data and formulate plans to eradicate the problems utilizing all resources at their disposal.
  - 7.5.2.3** By 1000 hours on Tuesday of each week, District Commanders shall submit their Hotspot Report to the analyst for inclusion in the CompStat Book. The Hotspot report will include Citations (breakdown of moving, parking, state, criminal and warnings), Bus Checks, Vehicle Security Assessments and Field Interviews at locations designated as Hot Spots in their respective Command.
  - 7.5.2.4** Utilizing all available resources as well as coordinating with each other to identify existing or emerging crime patterns.
  - 7.5.2.5** Coordinate with their Shift Commanders, other District/Division Commanders, and outside agencies to formulate joint plans to eradicate problems as they are identified.
  - 7.5.2.6** Shall monitor on-going investigations, details, or identified "hotspots" within their specific commands ensuring all preliminary investigative leads are pursued and all available resources are utilized.
  - 7.5.2.7** Maintain a log and forward all reported Vulnerability Risk Assessments to the Administrative Division and be prepared to discuss their findings, whether it was mechanical, criminal, or human error.
  - 7.5.2.8** Coordinate with other MTA departments to address all reported Vulnerability Risk Assessments for successful investigation, repair or resolution.
  - 7.5.2.9** Selected staff of the Operations and Administrative Bureaus may be tasked to prepare any additional statistical data or reports that will be utilized at the CompStat meeting.
- 7.5.3** Shift Commanders and Supervisors Duties and Responsibilities
- 7.5.3.1** Implement plans set forth by District/Division Commanders to eradicate the identified problems.
  - 7.5.3.2** Manage the effectiveness or progress of investigations, details, and strategies.
  - 7.5.3.3** Analyze data to evaluate the effectiveness of their deployment and strategies.
  - 7.5.3.4** Monitor, track and evaluate all aspects of an Officer's performance
  - 7.5.3.5** Ensure the proper usage and implementation of all resources.
  - 7.5.3.6** Coordinate with other Shift Commanders, Shift Supervisors, Detectives, Officers and personnel of outside agencies to accomplish identified goals.

#### **7.5.4 Administrative Bureau Duties and Responsibilities**

**7.5.4.1** The Data Analysis Unit will ensure that each Monday the prior weeks' crime incident Log is correctly prepared and emailed to District/Division Commander.

**7.5.4.2** The Data Analysis Unit will prepare and submit to the Deputy Chief of

**7.5.4.3** Police a completed agenda for the upcoming CompStat meeting on each Tuesday for approval.

**7.5.4.4** The Data Analysis Unit will disseminate the approved agenda to all command staff and designated personnel upon the review of the Deputy Chief of Police Bureau.

**7.5.4.5** Designated personnel/analyst will compile all necessary data needed for the CompStat process. This will include but not limited to data reports for crime reports, calls for service, arrests, citations, warrant service, supervisors monthly performance reports, monthly and quarterly reports that will be discussed at the CompStat meeting, as well as any other reports or data as needed by the Chief of Police or Deputy Chief of Police.

**7.5.4.6** This data will also be printed out and the hard copies placed in a booklet format for the Chief of Police, the Deputy Chief of Police and Captains. The books will be disseminated by 1500 hours on Wednesday.

**7.5.4.7** The Data Analysis Unit will arrive before the start of the meeting to ensure the proper set up of the room and prepare all computer related equipment.

**7.5.4.8** During the CompStat meeting the Data Analysis Unit will operate a Computer-generated geo-mapping program, which will be projected during the meeting. As well as any other data program or video that will be utilized at the meeting.

**7.5.4.9** The Data Analysis Unit shall coordinate with appropriate facilitator or presenter at the past meeting to ensure that all follow-up tasks or assignments are included on the next CompStat Agenda.

**7.5.4.10** Designated personnel/analyst will be responsible for the proper care, maintenance and operation of all related equipment.

#### **7.5.5 CompStat Meeting- Format**

**7.5.5.1** Every other Thursday at 1400 hours a CompStat meeting will be conducted at the MTA Police Headquarters Facility, CompStat Room.

**7.5.5.2** The facilitators of the CompStat meeting are the Chief of Police and the Deputy Chief of Police or designee.

- 7.5.5.3** The Operations Bureau District/Division Commanders and the Administrative Division Commander may be assigned the duty of facilitators of the meeting as determined by Chief and/or the Deputy Chief of Police.
- 7.5.5.4** The format for the CompStat process will include the Chief and Deputy Chief pointedly querying the Commanders and their staff as to the current trends and demands that are pressing upon the MTA Police Force.
- 7.5.5.5** The presenters are subject to questions by the facilitators of CompStat.
- 7.5.5.6** The CompStat sessions will not be a forum for editorials by Commanders or their staff.
- 7.5.5.7** All Commanders/Directors of the MTA Police Force are mandated to be in attendance at the CompStat. Attendees at the rank of Sergeant and below are required to sign the CompStat attendance log. Supervisory supporting staff will be designated by the Bureau/District/Division Commander. All Units of the MTA Police Force will be represented at every CompStat. Only the Chief of Police or Deputy Chief of Police may excuse personnel from attendance.
- 7.5.5.8** Presenters will be required to make presentations on their command:
- 7.5.5.8.1** Operations Bureau/District Commanders  
Commanders will present documentation on how they are addressing specific crime within their commands, status of investigations, topical issues, training matters, fare evasion enforcement, deployment to address such issues, etc.
  - 7.5.5.8.2** Administrative Bureau Commander  
Commander will present on projects, training matters, fare evasion enforcement, facility security, administrative issues, logistical updates, project updates, etc.
  - 7.5.5.8.3** Technical Services Division Commander  
Commander will present on communication issues, CCTV issues, technology related issues and information, project updates, etc.
  - 7.5.5.8.4** The Special Operation Division Commander  
Commander will present on pending investigations, follow up investigations, topical issues, tactical operations, K-9 patrol, VIPR patrol, ZEUS operations, Motor Unit patrol, deployment of units, Command One and Sky Watch.
  - 7.5.5.8.5** The Operations Bureau/District Shift Commanders  
may be assigned as the duty of presenter for the respective commands at the meeting as determined by the Chief and Deputy Chief of Police.

- 7.5.5.9** All attendees shall be prepared to respond to questioning applicable to their commands or supervisory function.
- 7.5.5.10** In the event of an absence due to medical or pre-approved leave a designee will be assigned to attend.
- 7.5.5.11** Selected staff may provide technical assistance and support during CompStat meetings from all Bureaus/Districts/Divisions.
- 7.5.5.12** Other persons may be invited with the approval of the Chief and/or Deputy Chief of Police.
- 7.5.5.13** After each CompStat meeting the Chief of Police and the Deputy Chief may convene a meeting with selected staff, in which a critique of the CompStat Meeting shall be conducted.
- 7.5.6** CompStat Procedures Manual
- 7.5.6.1** In addition to the above procedures, an electronic copy of the various reports and charts will be maintained for the CompStat Process. The analyst will utilize this manual. The manual will be maintained and updated by the Administrative Lieutenant.
- 7.5.6.2** Weekly CompStat reports will be maintained for one year in electronic format.
- 7.5.7** School Stat
- 7.5.7.1** At the direction of the Operations Bureau/District Commanders, the Data Analysis Unit will organize monthly meetings including the Operational Commanders from the MTA Police, the Baltimore City Police Department and the Baltimore City Public School System Police.
- 7.5.7.2** The meeting will be held on the 2nd Wednesday of each month.
- 7.5.7.3** School stat will discuss priority schools, school related deployment, school related incidents, school related crime trends and data, school related topics of interest, city watch coordination, upcoming school events and school related gang information.
- 7.5.7.4** The Data Analysis Unit will prepare the School Stat Report/Incident log from the 24/72 hour report submissions and mapped accordingly.
- 7.5.7.5** School deployment and priority schools will be mapped.
- 7.5.7.6** The Operations Bureau/District Commanders will brief out on School Stat immediately following CompStat.

## **7.6 Maryland Transit Administration Police Force SWIFT Operations Plan for Weather Related Emergency (Snow, Wind, Ice, Floods, Torrential Rains, etc.).**

**7.6.1** Operation SWIFT will be activated by either the Chief of Police or their designee.

### **7.6.2 Activation Procedure**

Upon activation of SWIFT the Deputy Chief of Police, Operations Bureau Commander or designee shall:

**7.6.2.1** Command all subordinate agency personnel assigned to their respective District/Division.

**7.6.2.2** Ensure agency personnel have the appropriate equipment and vehicles to perform police related tasks during the weather related emergency.

**7.6.2.3** Assess four-wheel drive vehicle availability and make appropriate temporary reassignment of vehicles to ensure operational mobility and emergency response by Operations Bureau and Special Operations Division personnel.

**7.6.2.4** The Deputy Chief of Police, in consultation with the Chief of Police, will determine if 12-hour shifts are necessary.

### **7.6.3 The District/Division Commanders Shall:**

**7.6.3.1** Maintain a list of priority areas to be covered immediately.

**7.6.3.2** Maintain an updated list of telephone numbers for personnel under their command in case the Governor declares a State of Emergency.

**7.6.3.3** When bad weather is forecast which could affect normal patrol activities, the Operations Bureau District Commanders will meet with the Administrative Division Commander and Special Operations Division Commander to assure all four-wheel drive vehicles are available to the Operations Bureau and Special Operations Division.

### **7.6.4 The Shift Commanders Shall:**

**7.6.4.1** Ensure assignment of units to posts within the established priority areas.

**7.6.4.2** Ensure all four-wheel drive vehicles are available to the appropriate shift prior to a major snow related event.

**7.6.4.3** Ensure all personnel are aware of their "Essential Employee" status.

**7.6.4.4** At the onset of bad weather which affects driving conditions, initiate fixed position procedures.

**7.6.4.5** Notify District/Division Commanders that fixed position procedures have been initiated.

**7.6.4.6** If needed, oversee patrol transports for officers requiring transportation to their posts to ensure that relief is available to on-duty personnel.

**7.6.5** The Shift Supervisors Shall:

**7.6.5.1** Ensure the agency personnel phone contact numbers are accurate for personnel assigned under their direct supervision.

**7.6.5.2** Ensure all personnel under their direct supervision comply with fixed position procedures upon notification by their Shift Commander.

**7.6.5.3** In the event that a Shift Commander is unavailable, the Shift Supervisor will assume the duties and responsibilities of a Shift Commander/Shift Supervisor.

**7.6.5.4** Document times that mobile units assume their fixed positions.

**7.6.5.5** Ensure priority posts are covered and maintained by personnel under their direct supervision. Two-man units will be assigned to priority posts to ensure officer safety.

**7.6.5.6** Maintain radio discipline and hourly radio roll calls to ensure safety of all on-duty personnel.

**7.6.6** Patrol Officers shall:

**7.6.6.1** Upon notification of fixed position status, complete any open calls for service and then respond to their assigned fixed priority post location.

**7.6.6.2** Notify Police Communications upon arrival at their assigned fixed priority post location.

**7.6.6.3** Upon arrival at the fixed priority post, do not leave that location without the approval of the Shift Supervisor.

**7.6.7** Northern District Priority Posts

**7.6.7.1** Sector 1 North:

7.6.7.1.1 Mobile Unit-Northwest Bus Division

7.6.7.1.2 Owings Mills Metro Station

7.6.7.1.3 Milford Mill Station

**7.6.7.2** Sector 2 North:

7.6.7.2.1 Mobile Unit- Falls Road Light Rail Station

7.6.7.2.2 Light Rail Train Riding Units - remain on train riding

**7.6.7.3** Sector 3 North:

7.6.7.3.1 Mobile Unit-Mondawmin Metro Station

7.6.7.3.2 Rogers Avenue Metro Station Mondawmin Metro Station Penn-  
North Metro Station

**7.6.7.4** Sector 4 North:

7.6.7.4.1 Mobile Unit-Kirk Bus Division

7.6.7.4.2 Transport Wagon- North Avenue Light Rail Headquarters

NOTE: Priority staffing will include two (2) officers to mobile units. All other priority posts will be staffed with two officers per post (manpower permitting).

**7.6.8** Southern District Priority Posts

**7.6.8.1** Sector 1 South:

7.6.8.1.1 Mobile Unit -Upton Metro Station

7.6.8.1.2 Upton Metro Station

7.6.8.1.3 Lexington Metro Station

**7.6.8.2** Sector 2 South:

7.6.8.2.1 Mobile Unit -Eastern Bus Division

7.6.8.2.2 Light Rail Train Riding Units - remain on train riding

7.6.8.2.3 Charles Center Metro Station

7.6.8.2.4 John Hopkins Metro Station

**7.6.8.3** Sector 3 South:

7.6.8.3.1 Mobile Unit - Bush Bus Division

**7.6.8.4** Sector 4 South:

7.6.8.4.1 Mobile Unit- Cromwell Light Rail Maintenance Facility/Cromwell  
Station

7.6.8.4.2 Light Rail Train Riding Units - remain on train riding

NOTE: Priority staffing will include two (2) officers to mobile units. All other priority posts will be staffed with two officers per post (manpower permitting).

**7.6.9** 12-Hour Shift Deployment Procedure

if an emergency incident should occur that requires a 12-hour shift deployment, the following will occur (see7.12.4)



## **7.7 Quartermaster/Fleet Management Unit**

### **7.7.1 Duties and Responsibilities**

**7.7.1.1** Personnel assigned to the Quartermaster/Fleet Management Unit will perform duties associated with records management and other assignments as directed by the Commander of the Administrative Division at the MTA Police Force Headquarters Monday, Tuesday, Wednesday and Friday from 0700-1500 hours and Thursday from 1100-1900 hours. Service hours are subject to change without prior notification.

**7.7.1.2** Personnel assigned to the Quartermaster/Fleet Management Unit must wear the duty uniform of the day or proper business attire.

### **7.7.2 Inventory Management**

**7.7.2.1** The Quartermaster will be responsible for maintaining an accurate Master Property Inventory file of all expendable and non-expendable MTA Police Force equipment by tracking and documenting its location and issuance.

**7.7.2.2** The Quartermaster shall establish separate inventory lists, per district/division in support of physical inventories. The inventory lists will be distributed to the respective District/Division Commander.

**7.7.2.3** Upon issuing uniforms and equipment the Quartermaster will ensure that the

**7.7.2.4** Master Property Inventory file reflects the current quantity of items.

**7.7.2.5** Upon issuing equipment the Quartermaster will provide the receiving personnel with a copy of the MTA Police Quartermaster Equipment Sheet. The original form will be maintained in the Quartermaster Equipment File.

**7.7.2.6** Equipment issued to MTA Police personnel by other departments (i.e. cell phones, etc.) will also be accurately recorded in the Master Property Inventory file.

**7.7.2.7** The Quartermaster will ensure that a sufficient supply of all items stored at that facility is constantly maintained. When the inventory reaches the pre-established minimum quantities, the Quartermaster will coordinate restocking through MTA Police Force Procurement Department.

**7.7.2.8** The Quartermaster shall ensure that all items are picked up within 24 hours of notification from an authorized vendor.

**7.7.2.9** All personnel are responsible for tracking all equipment within their span of control, such as furniture cabinets, desktop and laptop computers, cell phones, tablets, etc. Any relocation of these items, such as transfers from one office to another, shall be properly documented on an MTAP #49 form and forwarded to the Quartermaster.

**7.7.2.10** The Quartermaster will coordinate with MTA Fixed Assets Department for any audits/inspections/inventories of agency equipment and property.

**7.7.2.11** All items issued to personnel in the performance of their duties are the property of the MTA Police Force and must be returned upon separation from employment.

### **7.7.3 Uniform/Equipment Requests**

**7.7.3.1** Personnel may request uniform items on an as needed basis throughout the year; however no personnel may request more than the yearly allotment as established per the collective bargaining agreement, unless there are documented extenuating circumstances that have been approved through the Chain of Command.

**7.7.3.2** Personnel must complete a Uniform/Equipment Replacement request and have it endorsed through their Chain of Command.

**7.7.3.3** The properly endorsed Uniform/Equipment Replacement request will be forwarded to the Quartermaster Unit for review.

**7.7.3.4** If the requested uniform items are in stock, the Quartermaster Unit will issue the items directly from their inventory.

**7.7.3.5** The ordering of items not currently in stock will be coordinated through the Administrative Division's Procurement personnel.

**7.7.3.6** Upon receipt of ordered items, the Quartermaster Unit will inventory the order to ensure its accuracy.

**7.7.3.7** Upon verification that the order is accurate, the Quartermaster Unit will send notice to the affected personnel.

**7.7.3.8** Upon notification, personnel must pick up their requested items within one week.

**7.7.3.9** The Quartermaster Unit will ensure that a Uniform/Equipment sign-off Form is completed to accurately document the receipt of the item by the effected personnel.

**7.7.3.10** Personnel will be issued a hand receipt for the items received.

- 7.7.3.11** Uniform/Equipment sign-off Forms will be used to ensure that no personnel exceed their yearly allotment as established per the Collective Bargaining Agreement
- 7.7.3.12** All replaceable items must be returned to the Quartermaster Unit upon receipt of the new equipment.
- 7.7.4** Receipt of Used Uniforms/Equipment
- 7.7.4.1** The Quartermaster Unit will ensure all identifying patches, etc. are properly removed before disposal of any uniform items and/or equipment.
- 7.7.4.2** Unused Uniforms shall be neatly folded and arranged on the storage racks according to size.
- 7.7.4.3** Returned equipment items that are still serviceable will be cleaned and placed in stock.
- 7.7.5** Out-Processing/Separation from Employment
- 7.7.5.1** All personnel are responsible for returning all issued uniform and equipment items to the Quartermaster Unit upon separation from employment.
- 7.7.5.2** Upon Separation from employment, all Personnel must coordinate with their supervisor to schedule an appointment with the Quartermaster Unit to return all in service issued equipment.
- 7.7.5.3** The Quartermaster Unit will verify that all issued items have been returned and accounted for at separation.
- 7.7.5.4** When personnel leave the agency without notice, that employee's supervisor will make every effort to recover all issued property from the former employee. If they are unable to do so, the supervisor shall immediately notify their Chain of Command for further instruction.
- 7.7.5.5** Upon receipt of all issued items, the Quartermaster Unit will submit a memorandum through the Chain of Command to the Commander of the Administrative Division, advising of the items received and a detailed listing of any outstanding items.
- 7.7.6** Radio Inventory
- 7.7.6.1** The Quartermaster Unit will ensure that a complete inventory of all MTA Police Force hand-held radios is conducted annually during January.
- 7.7.6.2** The inventory list of the truncated system identification numbers and the MTA property tag numbers shall be submitted through the Chain of Command to the Commander of the Administrative Division by January 31st.
- 7.7.7** Radio Repair

- 7.7.7.1** When radios are not functioning properly, personnel must immediately request a replacement radio from their supervisor. The request may be approved by the immediate supervisor.
- 7.7.7.2** The malfunctioning radio shall be brought to the Quartermaster Unit and exchanged for a replacement radio. Personnel shall sign for and be responsible for the proper care of the loaned radio.
- 7.7.7.3** The Quartermaster Unit shall take the malfunctioning radio to the MTA Radio Shop for repair. Once the radio is repaired, the Quartermaster Unit shall pick it up and reissue it to the assigned personnel.
- 7.7.7.4** The loaned radio will be signed back over to the Quartermaster Unit and returned to stock.

#### **7.7.8 Fleet Management**

- 7.7.8.1** The Quartermaster/Fleet Manager will coordinate the service, maintenance, equipping and replacement of all MTA Police Force vehicles.
- 7.7.8.2** The Quartermaster/Fleet Manager is responsible for maintaining accurate records for all vehicles to include a detailed maintenance file.
- 7.7.8.3** Supervisors or permanently assigned drivers will forward all information related to vehicles involved in accidents and/or shopped at a facility authorized by Element Vehicle Management Services to the Quartermaster/Fleet Manager before the end of their duty day.
- 7.7.8.4** The District/Division Fleet Coordinator will send their monthly mileage and safety inspection sheets for all vehicles to the Quartermaster/Fleet Manager by the 10th day of each month.
- 7.7.8.5** Original copies of all vehicle paperwork and/or receipts to include mileage and safety inspection sheets will be forwarded to the MTA Fleet Manager located at 1515 Washington Boulevard, Baltimore, MD 21230.
- 7.7.8.6** The Quartermaster/Fleet Manager will produce a weekly vehicle status report. The report shall be submitted to the Commander of the Administrative Division no later than 0830 hours each Tuesday.

#### **7.7.9 Firearms Inventory**

- 7.7.9.1** The Armorer/Lead Firearms Instructor will ensure that a complete audit/inventory of all MTA Police Force firearms is conducted annually during January under the direct supervision of the Training Unit Sergeant
- 7.7.9.2** The Training Unit Sergeant will ensure that an annual Weapons Sign-off Sheet is distributed to all District/Division personnel to document the serial number(s) of each assigned weapon by January 15th.

- 7.7.9.3** The Training Unit Sergeant will review the audit/inventory and confirm that the information is accurate. That information shall be compared to the returned Weapons Sign-off Sheet(s) to identify any discrepancies within the inventory. If any discrepancies are discovered, the Training Unit Sergeant will immediately notify their Chain of Command.
- 7.7.9.4** The detailed report will include the make, model, caliber, serial number and name of the officer the weapon is assigned to. It will then be forwarded to the Commander of the Training Unit for verification.
- 7.7.9.5** The Commander of the Training Unit will verify that the information in the detailed report is accurate by comparison to the previous year's Master Firearms Inventory File.
- 7.7.9.6** The Commander of the Training Unit shall submit the report to the Chief of Police via Chain of Command for approval by January 31st.
- 7.7.9.7** Upon Approval, the Armorer/Lead Firearms Instructor shall forward the approved firearms inventory to the Quartermaster Unit, to be included in the Master Property Inventory File.

## **7.8 Mobile Cellular Telephone and Other Communication Devices Policy**

### **7.8.1 General**

- 7.8.1.1** This policy applies to the use of MTA issued and privately owned cellular telephones and other communication devices by all police personnel. This policy does not apply to the use of radios.
- 7.8.1.2** Personnel operating MTA Police vehicles are required to comply with all State and local laws regarding the use of mobile communication devices while driving.

### **7.8.2 Mobile Cellular Telephone and Other Communication Device Use While Operating an MTA Police Vehicle**

- 7.8.2.1** Mobile cellular telephones and other communication devices may be utilized when operating an MTA Police vehicle only when necessary to conduct official police business.
- 7.8.2.2** Sending or reading electronic messages via mobile cellular telephones or other communication devices while driving is prohibited.
- 7.8.2.3** If a mobile cellular telephone must be used while operating a departmental vehicle, personnel shall use a hand-free device.
- 7.8.2.4** Only in the case of an emergency, or responding to an emergency is the use of a cell phone without a hands-free device permitted.

**7.8.2.5** If practical, personnel should stop the vehicle in a safe location prior to using a cellular telephone for MTA official business, or when a personal call of emergency nature occurs

### **7.8.3 Mobile Cellular Telephone Use While In Uniform**

**7.8.3.1** Mobile cellular telephone hands-free accessories/devices will not be worn outside of an MTA Police vehicle while in uniform.

**7.8.3.2** Hands-free accessories provided by the agency in departmental vehicles shall be utilized to facilitate safe vehicular operation.

**7.8.3.3** Personnel operating a departmental vehicle with a hands-free device installed shall ensure they synchronize their mobile cellular telephone with the device prior to placing the vehicle into operation.

**7.8.3.4** The MTA will not be responsible for the replacement or repair of any personally owned mobile cellular telephones, or related devices/accessories that are lost, damaged or stolen.

### **7.8.4 Personal Mobile Cellular Type Devices**

**7.8.4.1** All personnel are restricted from talking, sending or reading electronic messages via personal electronic devices while on duty in public, or while in the performance of their duties, unless it is an emergency or work related.

## **7.9 MTA Police Awards Board and Awards Criteria**

### **7.9.1 MTA Police Force Awards Board**

The Awards Review Board will be a permanent body appointed by the Chief of Police and will be composed of the following members:

**7.9.1.1** Three sworn personnel representing a cross section of the department,

**7.9.1.2** The MTA Police Force "Officer of the Year" from the previous year

**7.9.1.3** The Civilian Uniformed Personnel Division "Employee of The Year" from the previous year.

**7.9.1.4** The Technical Services Division" Employee of the Year" from the previous year

**7.9.1.5** One Sergeant

**7.9.1.6** One Corporal

**7.9.2** Appointment dates shall be staggered and appointments made according to the following schedule:

**7.9.2.1** Chairperson - will serve at the pleasure of the Chief of Police

- 7.9.2.2** Sergeant and Corporal- every two years from the date of their appointment
- 7.9.2.3** Three officers - every two years from the date of their appointment
- 7.9.2.4** Officer/Employee of the Year - from March 1st at the conclusion of their respective term.
- 7.9.2.5** The Awards Review Board will convene at the discretion of the Chairperson and will consider all Commendation Request Forms that have been submitted for the calendar year.
- 7.9.2.6** The Awards Review Board is given access to all information regarding each recommendation and may investigate the circumstances surrounding the recommendation.
- 7.9.2.7** Members of the Board who are personally involved, directly or indirectly, in any case before the Awards Review Board may participate in the proceeding and may be a witness, but are not permitted to vote on the matter under consideration.
- 7.9.2.8** The Chairperson of the Board will only cast a vote on Commendation Nominations when the vote of the Board has resulted in a tie.
- 7.9.2.9** The Awards Review Board will forward all recommendations along with the results of the deliberations and justifications to the Chief of Police for final approval.
- 7.9.3** Nomination and submission procedures for awards.
  - 7.9.3.1** All members are encouraged to recognize outstanding performances of sworn personnel, civilian MTA personnel and members of the public. Any member may submit nominations and supporting documentation through the chain of command with concurring or dissenting recommendations. Commanders will be responsible for the final review of the nomination prior to its submission to the Awards Review Board.
  - 7.9.3.2** Nominations should be submitted using the MTAP Form 122 "Commendation Request". The nomination should be submitted within 30 days of the commendable incident.
  - 7.9.3.3** All supportive documentation pertaining to an outstanding performance shall be forwarded promptly to the Awards Review Board together with a report containing the following:
    - 7.9.3.3.1** A complete and detailed description of the incident and specific action taken by the nominee.
    - 7.9.3.3.2** If the action was initiated by the member or the result of an assignment by command.

- 7.9.3.3.3 The duty status of the member at the time of the incident or action.
- 7.9.3.3.4 If the action was taken as a matter of daily responsibilities or if it went above and beyond the normal requirements of the members assignment.
- 7.9.3.3.5 If the member risked their life in the performance of this action.
  - 7.9.3.3.5.1 Risk must be defined
  - 7.9.3.3.5.2 If possible, witness statements and supportive evidence should be presented.
- 7.9.3.3.6 If the members action contributed to the saving of a life.
  - 7.9.3.3.6.1 If possible, witness statements will be presented.
  - 7.9.3.3.6.2 The expert opinion of an attending physician shall be solicited to obtain a positive statement that the action taken did, in fact, save the life.
  - 7.9.3.3.6.3 Whenever a number of statements and/or observations are obtained from witnesses or interested parties, they will be analyzed for consistency.
  - 7.9.3.3.6.4 Include a copy of all official reports pertinent to the incident.
  - 7.9.3.3.6.5 A recommendation will be made for the presentation of a specific award.
  - 7.9.3.3.6.6 A draft of the text for the specific award will accompany the official report.
- 7.9.3.3.7 Nominations that are disapproved by the Awards Review Board will be returned through the commander endorsing the request with an explanation for the disapproval.
- 7.9.3.3.8 All awards will be presented at the Annual Employee Recognition Awards Program which will be held in May of each year or when the Chief of Police deems appropriate.

**7.9.3.4** The Awards Review Board Chairperson will retain all submissions received for consideration. The Chairperson will convene the Awards Review Board periodically to consider nominations. In order for an award to be presented at the annual recognition ceremony, recommendations must reach the board no later than 30 days prior to the ceremony.

**7.9.4** Appeal of Award Review Board decisions.



**7.9.4.1** The Awards Review Board will, upon receiving inter-departmental correspondence, grant one appeal hearing on a decision of the board.

**7.9.4.2** NOTE: The Award Review Board's decision on the appeal will be final.

**7.9.4.3** All appeals must be filed within 30 calendar days of the notification of the Awards Review Board's decision.

**7.9.4.4** A written only appeal is an option; however, it limits the Board's discussion to what is presented in writing.

**7.9.4.5** The Awards Review Board may grant appeal hearings on late appeal requests only when it is shown that the request to appeal was delayed due to newly found evidence or to correct an injustice.

**7.9.4.6** The appeal initiator requesting the appeal or a designee familiar with the nomination should appear in person before the board to discuss the reason for the appeal.

**7.9.4.7** Failure of the appeal initiator or designee to appear before the Board as scheduled, without sufficient cause or without notifying the Board, will result in the rejection of the appeal, and the initial decision of the Board will remain in effect.

## **7.9.5** Departmental Awards

### **7.9.5.1** Medal of Honor

**7.9.5.2** The Medal of Honor is the highest and most prestigious departmental award. It is awarded when a sworn officer, in the line of duty, performs an act of extraordinary heroism or bravery involving death, personal injury, or risk of imminent personal danger, in direct combat or in a lifesaving effort with the knowledge of the danger assumed. The Department Medal of Honor may be awarded posthumously.

**7.9.5.3** Consideration requires that all Awards Review Board members be present for voting, and the vote to award must be unanimous.

**7.9.5.4** The Medal of Honor has one field, purple, with a silver star in the center. A certificate will accompany this award.

## **7.9.6** Silver Star

**7.9.6.1** The Silver Star is the second highest departmental award presented to a sworn officer. The criteria for the Silver Star must be met beyond any doubt. The departmental Silver Star may be awarded for:

7.9.6.1.1 An act of extraordinary police work involving grave personal danger, protecting the life of another or affecting an arrest where circumstances indicate that firearms or other deadly weapons could have been used against the member.

7.9.6.1.2 Extraordinary cases in which clues and circumstances are correctly weighed and evaluated and where diligent investigation leads to an arrest of a career criminal whom, while at large, had been detrimental to the welfare and safety of the public.

7.9.6.1.3 An act of courage involving personal risk to one's self while protecting or saving the life of another.

**7.9.6.2** The Silver Star has four fields, gold/blue/blue/gold, with a silver star in each blue field. A certificate will accompany this award.

### **7.9.7** Bronze Star

**7.9.7.1** The Bronze Star is the third highest award given by the department. It is awarded for displaying exceptionally meritorious action to the department and to the community. The sworn officer must have displayed abilities and exercised judgment well above the expected standard and thereby contributed materially to the success of a major mission, investigation or endeavor. It may be awarded for an act involving personal danger under aggravated or hostile circumstances when protecting or saving the life of another.

**7.9.7.2** The Bronze Star has four fields, gold/white/white/gold, with a bronze star in the center. A certificate will accompany this award.

### **7.9.8** Purple Heart

**7.9.8.1** The Purple Heart Award is presented by the Chief of Police to a sworn officer who is wounded by a weapon in the performance of their duties.

**7.9.8.2** The Purple Heart has four purple fields and has a gold star centered. A certificate will accompany this award.

### **7.9.9** Life Saving Award

**7.9.9.1** The Life Saving Award is presented to the sworn officer whose actions saved a person's life (e.g.: CPR basic first aid) with little or no risk to the officer's own life and is awarded for:

7.9.9.1.1 If the act of saving the person's life did not rise to the level of being awarded the Silver Star or Bronze Star.

7.9.9.1.2 If possible witness statements should be submitted along with the nomination packet.

7.9.9.1.3 An expert opinion of an attending physician should be solicited to obtain a positive statement that the action taken did, in fact, save the

**7.9.9.2** The Life Saving Award has two fields, red/white. A certificate will accompany this award.

#### **7.9.10** Chief's Award

**7.9.10.1** The Chiefs Award is given to sworn or civilian personnel who the Chief of Police determines have performed their assigned tasks in an exceptional manner thereby exemplifying the high standards of the Maryland Transit Administration Police Force. The recipients of this award are selected directly by the Chief of Police, not through the Awards Review Board.

#### **7.9.11** Officer of the Year

**7.9.11.1** The Officer of the Year nominee should represent the finest attributes of the police profession. The recipient will have demonstrated qualities such as ingenuity, determination, selflessness, courage, enthusiasm, integrity and dedication to duty.

**7.9.11.2** The Officer of the Year Medal has four fields, blue/blue/gold/gold, and has a gold star centered. A certificate will accompany this award.

#### **7.9.12** Commendation Award

**7.9.12.1** The Commendation Award may be awarded to sworn and civilian personnel for:

7.9.12.1.1 Arrest of an armed adversary not necessarily at imminent risk to life, or under direct combat.

7.9.12.1.2 An act of extraordinary intelligence reflecting highly credible accomplishment and displaying perseverance and devotion to duty which results in the prevention or solution of a crime or act and apprehension of those responsible.

7.9.12.1.3 An arrest culminating in clearing one or more of a series of important cases through diligent investigation, alertness and professional skill.

**7.9.12.2** The Commendation Award has four gold fields. A certificate accompanies this award.

#### **7.9.13** Unit Citation Award

**7.9.13.1** The Unit Citation Award is presented by the Chief of Police for those situations in which an entire unit or squad presented an extraordinary degree of teamwork or has made a significant contribution to the department's mission. The Unit Citation Award may be awarded for:

7.9.13.1.1 Extraordinary police work from a group of individuals in a particular unit/squad that result in the prevention or solution of a crime or act and apprehension of those responsible.

7.9.13.1.2 An arrest culminating in the clearance of one or more important cases through diligent investigation, alertness and professional skill of a combined group of individual officers.

7.9.13.1.3 Activities that have made a significant contribution to the department's mission and to enhance community welfare, such as major crime prevention endeavors.

7.9.13.1.4 Nominations for the Unit Citation Award may be initiated by any member who has knowledge of outstanding work performed by a unit /squad or group of officers.

**7.9.13.2** The Unit Citation Award has four fields, gold/white/gold/white. A certificate accompanies this award.

**7.9.13.3** Departmental Letter of Commendation

**7.9.13.4** The Departmental Letter of Commendation may be directed to any sworn or civilian personnel for proficient performance of duty in circumstances which do not merit the aforementioned awards but where some form of recognition for distinguished service is warranted.

7.9.13.4.1 In certain circumstances, where exceptional police service is rendered, the Chief of Police may award a certificate.

**7.9.14** Valedictorian Award

**7.9.14.1** The Valedictorian Award is presented by the Chief of Police to a sworn officer who has successfully graduated at the top of their academy class.

**7.9.14.2** A certificate will accompany this award.

**7.9.15** Public Award

**7.9.15.1** Each year, numerous public awards are made by organizations, companies and corporations not directly involved in law enforcement. Notable among these are the Baltimore Sun Paper Awards, International Association of Chiefs of Police and awards by The Lions Club, Optimist Clubs and other social clubs.

**7.9.15.2** The Awards Review Board will, in the course of periodic review of commendation requests, flag and file those recommendations worthy of consideration for public awards and on an annual basis re-examine those requests. The awards approved by the Awards Review Board will be forwarded to the organization sponsoring the awards by the Commander of the Administrative Division with approval of the Chief of Police.

#### **7.9.16 Citizen Award**

**7.9.16.1** The Citizen Award is a certificate of appreciation signed by the Chief of Police noting a citizen's contribution to this department and to the community as a whole.

**7.9.16.2** Any person who is not a member of the Maryland Transit Administration Police Force is eligible for this award. It will be presented for valuable, courageous or heroic acts that render assistance to the department.

**7.9.16.3** A certificate will accompany this award.

#### **7.9.17 Technical Services Division and Civilian Uniformed Personnel of the Year**

**7.9.17.1** The Technical Services Division and Civilian Uniformed Personnel of the Year nominee should represent the finest attributes of the Maryland Transit Administration Police Force. The recipient will have demonstrated qualities such as ingenuity, determination, selflessness, enthusiasm, integrity and dedication to duty.

**7.9.17.2** The Technical Services Division and Civilian Uniformed Personnel of the Year Medal have four fields, white/light blue/white/light blue, and has a gold star centered. A certificate will accompany this award.

### **7.10 Critical Incident Stress Management**

**7.10.1** The Maryland Transit Administration Police Force will provide a Critical Incident Stress Management (CISM) Program and Team to address the effects caused by critical incidents. This program will assist employees to cope effectively with reactions to these incidents. The CISM Team will be available for outside law enforcement agencies or other departments within the Maryland Transit Administration, upon request.

**7.10.2** The goal of this Team is to provide specially-trained employees of the MTA Police Force to respond to the scene of a critical incident or other situation involving employees who may be experiencing severe stress. The Team will also provide personal support and assistance when requested and to facilitate critical incident support.

**7.10.3** Communication between any team member and employees during one on one meetings or mandatory debriefing is considered confidential. The exceptions to this are if information revealed constitutes a danger to the employee or others or is criminal in nature. In these cases only will the MTA Police Force Command staff be made aware of any information revealed.

**7.10.4** Definitions:

**7.10.4.1** Critical Incident - any situation that may cause an employee significant emotional reaction and which has the potential to interfere with the ability to function at the scene or at a later time. A critical incident may include, but is not limited to:

- 7.10.4.1.1 Line of duty death;
- 7.10.4.1.2 Serious line of duty injury or assault;
- 7.10.4.1.3 Suicide;
- 7.10.4.1.4 Officer involved shootings;
- 7.10.4.1.5 Multi-casualty incidents or disasters;
- 7.10.4.1.6 Serious motor vehicle crashes;
- 7.10.4.1.7 Significant event involving children;
- 7.10.4.1.8 Incident involving victim known to an employee; and
- 7.10.4.1.9 Personal or family tragedies: e.g. violent incidents involving themselves or their families, deaths in family, etc.

**7.10.4.2** Critical Incident Stress Management - A comprehensive, systematic, and multi-component approach to managing traumatic stress within an organization.

**7.10.4.3** Critical Incident Stress Debriefing - A formal Critical Incident Stress Management Debriefing (CISD) is a group discussion of a traumatic experience. These confidential meetings typically occur within a reasonable time of the incident. Although a CISD is usually held within three days, the specific timing depends on a number of factors. CISM Team members must judge the timing of the CISD meeting on a case by case basis.

**7.10.4.4** Critical Incident Response Team (CIRT) - A group of trained agency personnel approved and supported by the Chief of Police, consisting of a coordinator, peer support providers and a mental health professional able to provide sanctioned Critical Incident Stress Debriefings and/or peer to peer support to employees.

**7.10.4.5** Mental Health Professional- a CISM trained licensed clinical social worker, psychologist, or psychiatrist

**7.10.4.6** On-scene Support Services -support services provided at the scene of a critical or traumatic incident.

**7.10.4.7** Team Coordinator- CISM team member assigned with primary oversight and administrative functions of the CISM team.

#### **7.10.5** Selection Criteria for CISM Team members

**7.10.5.1** Assignment as a CISM team member shall be strictly voluntary.

7.10.5.1.1 Requests to serve as a CISM Team member shall be in writing through the chain of command to the Deputy Chief of Police.

7.10.5.1.2 CISM Team members will be selected by a panel consisting of the Executive Officer for the Chief of Police and two current CISM Team members.

**7.10.5.2** Candidates must possess at least three years' experience as a sworn officer.

**7.10.5.3** Candidates should be well adjusted in both their personal and professional environments. They should not be the subject of any active internal investigations and must not have been the subject of any serious disciplinary action or administrative investigation for one year.

**7.10.5.4** Candidates should have a sincere desire to assist their fellow employees and MUST be willing to respect and maintain confidentiality.

#### **7.10.6** CISM Team Training

**7.10.6.1** Training is the key to a successful CISM Program. This training will take several forms.

7.10.6.1.1 The first will be a mandatory three-day Basic CISM seminar taught by an approved trainer. This course will provide definition to the roles and responsibilities of team members, the debriefing and intervention processes, team protocols and a more in depth look at the topic of Critical Incident Stress. All personnel selected to serve on the CISM team will attend this seminar.

7.10.6.1.2 After the initial training is completed, the team members will receive continuing education in the area of Critical Incident Stress Management during scheduled team meetings. Additional training will be sought for team members from subject matter experts. The team may also train with other CISM teams from allied agencies. It is the goals of the team to have all members attend The American Academy of Police Psychology training.

**7.10.7** CISM team response/activity SHALL NOT interfere with any on-going criminal or internal investigation. This is in no way meant to interfere with the voluntary use of or referral to other services available to personnel

**7.10.8** Responsibilities of the Agency

**7.10.8.1** MTA Police Force Command staff shall consider communications between agency employee and a team member as privileged. They shall not question a peer support provider concerning the identity or information provided by the agency personnel.

**7.10.8.2** MTA Police Force Command staff shall ensure involved employees of an identified incident shall attend any sessions scheduled after any mandatory CISM team activation. They will be reassured that active participation is NOT mandatory and will not be compelled to speak.

**7.10.8.3** MTA Police Force Command staff shall support scheduling and logistics requirements of the team and its members regarding training and duties.

**7.10.8.4** MTA Police Force Command staff shall provide any information available to responding team members to include photos, diagrams, and incident reports, unless such information could compromise any on-going investigation.

**7.10.8.5** MTA Police Force Command staff shall make provisions for a mental health provider to support the team who is not associated with any fitness for duty evaluation.

**7.10.9** Responsibility of Team Members.

**7.10.9.1** Team members as well as the agency MUST agree to actively protect confidentiality in order to sustain the viability of the CISM program.

**7.10.9.2** Team members shall ensure that agency personnel understand all conversations and sessions are strictly confidential with the exception of:

7.10.9.2.1 Information indicating imminent harm to themselves or any other persons.

7.10.9.2.2 Information that is criminal in nature.



**7.10.9.3** Information shared between peer support providers will enable other team members to garner assistance and experience from one another. These discussions will be general in nature, shall not include names or other identifiers, and WILL NOT be discussed outside of closed CISM Team meetings.

**7.10.9.4** Allegations of team member confidentiality violations will result in the immediate suspension of the member from the team until the allegation is investigated.

**7.10.9.5** Team members will immediately notify the team coordinator of any issue that may impair or affect their ability to function as a peer support provider.

**7.10.9.6** Team members will recognize that they are not mental health providers and operate within the limits of their training.

**7.10.9.7** Team members will immediately notify the coordinator and the affected party's Commander of an emergency or criminal issue as previously described.

#### **7.10.10** Responsibilities of CISM Team Coordinator

**7.10.10.1** In addition to the responsibilities of team members listed previously, the Coordinator will have the following responsibilities:

7.10.10.1.1 Ensure CISM team members comply with the program.

7.10.10.1.2 Monitor team members to ensure they are not emotionally overwhelmed by the scope of CISM duties. This includes establishing peer support within the CISM team itself

7.10.10.1.3 Assist team members with the reporting of the prior listed exceptions to the confidentiality requirement.

7.10.10.1.4 Shall be responsible for administrative and logistical needs of the team, to include:

7.10.10.1.4.1 Maintain a team roster.

7.10.10.1.4.2 Provide timely notifications of team meetings and training.

**7.10.10.2** Complete and submit an annual report to the MTA Chief of Police. The report will be used for administrative and planning purposes and will not reference names or experiences of any agency personnel. The report will include the following:

7.10.10.2.1 Number of team members

7.10.10.2.2 Number of CISM team call-outs.

- 7.10.10.2.3 Number of peer support contacts.
- 7.10.10.2.4 Total number of man hours expended
- 7.10.10.2.5 Any monetary expenditure to include training, equipment and overtime.

#### **7.10.11 Team Notification Procedures for Critical Incidents**

**7.10.11.1** Initial notification by District/Division Commander, Shift Commander or Duty Commander will be made to the CISM team Coordinator.

**7.10.11.2** Notification and CISM team response will be mandatory for:

- 7.10.11.2.1 Police involved shooting or other use of force resulting in death or critical injury.
- 7.10.11.2.2 Line of duty death.
- 7.10.11.2.3 Serious injury to agency personnel in the performance of their duties.

**7.10.11.3** A Commander may also contact the CISM Team Coordinator or designee for any incident that produces a high level of stress.

**7.10.11.4** Upon notification the CISM Team Coordinator and/or responding team member(s) will respond to the designated location and report to the incident Commander.

**7.10.11.5** Members of the CISM team, when called out, should avoid direct involvement in the incident, and concentrate their attention on assisting personnel. Regardless of rank, team members responding to a call-out location, exercise no command authority over that incident.

#### **7.10.12 Peer to Peer Contacts**

**7.10.12.1** MTA Police Force personnel may approach any team member at any time.

**7.10.12.2** Team members are not mental health practitioners. They will encourage members to seek professional assistance when appropriate.

**7.10.12.3** Peer support is not part of any formal Employee Assistance Program (EAP) referral or any administrative action taken by the agency. Peer support may be requested in conjunction with the EAP, it is not a replacement.

#### **7.10.13 Follow up Service**

**7.10.13.1** CISM team members shall be available for any personnel who are in need of follow up services

## 7.11 Procedures

### Procedure List

Semi-Annual Performance Appraisal

Annual Performance Appraisal

Appeal Process

12 Hour Shift Deployment

#### 7.11.1 Semi-Annual Performance Appraisal

- 7.11.1.1 The Semi-Annual Performance Appraisal will be prepared during the month of June and submitted no later than July 31, of each year.
- 7.11.1.2 The rater will indicate the officers, PCOs and CUPS personnel performance on the listed job elements for the designated rating period on MTAP Form #5. The rater will use the established performance categories, and check the appropriate line beside each job element. An explanation for each performance category is included and will be used as a general guideline.
- 7.11.1.3 The Semi-Annual Performance Appraisal must reflect the consistency that is exhibited through the officers, PCOs and CUPS personnel job performance and correspond with supporting information/documentation, i.e., the officers, PCOs and CUPS personnel activity as documented on various reports and material contained in the job observation ledger as well as other related material.
- 7.11.1.4 Upon completion of the appraisal, the rater will submit the completed form to their District/Division Commander for review. The District/Division Commander will review the appraisal and meet with the rater to discuss the Semi-Annual Performance Appraisal of each member being rated and make adjustments if needed before the appraisal is presented to the officers, PCOs and CUPS personnel.
- 7.11.1.5 Upon completion of the District/Division Commander's review and any adjustments which may have been necessary, the rater will sign the Semi-Annual Appraisal.
- 7.11.1.6 The rater will then meet with the officers, PCOs and CUPS personnel to discuss the Semi-Annual Performance Appraisal and establish standards and objectives for the forthcoming annual rating period.

**7.11.1.7** The rater and the officer, or PCO or CUPS personnel will then sign the form. At that time the officer or PCO or CUPS personnel will be given the opportunity to make any applicable comments. The Semi-Annual Performance Appraisal has no point value and cannot be appealed. The Semi-Annual Performance Appraisal shall then be forwarded to the District/Division Commander for signature.

**7.11.1.8** The officer or PCO or CUPS personnel will be given a copy of the completed appraisal. If an officer, PCO or CUPS personnel is transferred or reassigned during a rating period, an advisory appraisal will be completed by their immediate supervisor and forwarded to their immediate supervisor at the new assignment. The advisory appraisal will be considered by the immediate supervisor at the new assignment when completing the final semi-annual appraisal for that rating period.

**7.11.1.8.1** If an employee is sick during any part of an appraisal period, they will receive an appraisal rating. In the unlikely event that any employee is on sick leave for one entire rating period, no evaluation comments will be made on the appraisal form but a reference to the sick leave status will be documented fully in the supervisor's comment section.

**7.11.1.9** The completed Semi-Annual Performance Appraisal will then be forwarded through the rater's commander to be placed in the officer's or PCO's or CUPS personnel file. The Semi-Annual Performance Appraisal may be retrieved by the officer's or PCO's or CUPS personnel's supervisor to be utilized during the Annual Performance Appraisal.

## **7.11.2** Annual Performance Appraisal

**7.11.2.1** The Annual Performance Appraisal will be prepared during the month of December and submitted no later than January 31, each year. The Supervisor that is currently supervising the officer, PCO and CUPS personnel will be designated as the rater, and will be responsible for preparing the Annual Performance Appraisal with the assistance of another supervisor, if one is assigned.

**7.11.2.2** The rater will indicate the officer's or PCO's or CUPS personnel performance on the listed job elements for the designated rating period on MTAP Form #6. The rater will use the established performance categories, and check the appropriate line beside each job element. An explanation and point value for each performance category is included and should be used as a general guideline.

- 7.11.2.2.1 The rater will use all supporting documentation to appraise the officer, PCO or CUPS personnel for the entire year, regardless of the length of time the officer, PCOs or CUPS personnel have been under the rater's supervision.
- 7.11.2.2.2 The Annual Performance Appraisal must reflect the consistency that is exhibited through the officer's, PCO's or CUPS personnel job performance and correspond with supporting information/documentation, e.g., the officer's, PCO's or CUPS personnel activity as documented on various reports and material contained in the job observation ledger as well as other related material. The Semi-Annual Performance Appraisal for that year may be obtained from the officer's, PCO's or CUPS personnel file and information from it used to complete the Annual Performance Appraisal.
- 7.11.2.2.3 Annually by December 1, the Administrative Division will notify the raters by Special Order of the date, time, and location of the Appraisal Conferences for each District/Division. All Supervisors within the Operations Bureau they are assigned will attend the Conference. Any rater with supporting documentation for an officer, PCO or CUPS personnel will be required to attend the applicable conference.
- 7.11.2.2.4 The appraisal conference will be monitored by a Commander from another District/Division to ensure that the integrity of the conference is preserved.
- 7.11.2.2.5 The rater's Commander will review each annual appraisal for appropriate information/documentation and accuracy, and to assure that the officer, PCO or CUPS personnel have been rated appropriately. Upon the completion of the Commander's review the rater will affix their signature making the document official.
- 7.11.2.3** The rater will then meet with the officer, PCO or CUPS personnel to discuss their achievement(s) and to provide suggestions as to how the officer, PCO or CUPS personnel may improve their areas of expected growth.
- 7.11.2.4** The officer, PCO or CUPS personnel will sign and date the appraisal to indicate that a review has been held with the rater. The officer, PCO or CUPS personnel will then be afforded the opportunity to make any applicable comments.
- 7.11.2.5** The officer, PCO or CUPS personnel, upon request will be given a copy of the completed appraisal.

**7.11.2.6** The completed form will then be forwarded to the District/Division Commander who will affix their signature. The completed form will be sent to the Chief of Police or designee for review and signature. It will then be appropriately filed in the individual officer's, PCO's or CUPS personnel MTA Police personnel file.

### **7.11.3 Appeal Process**

#### **7.11.3.1 Level I**

- 7.11.3.1.1 If the officer, PCO or CUPS personnel are not in agreement with the overall rating of the Annual Performance Appraisal, the officer, PCO or CUPS personnel may submit a detailed typed report indicating their objections to the rating. This will commence Level I of the Annual Performance Appraisal appeal.
- 7.11.3.1.2 The officer's, PCO's or CUPS personnel's statement must be specific in nature as to the category(s) concerned, and must be delivered to the District/Division Commander within seven (7) business days from the date of receipt of the performance appraisal.
- 7.11.3.1.3 Within fourteen (14) business days after reviewing the appeal, the officer's, PCO's or CUPS personnel's rater(s) and District/Division Commander will convene a meeting to review the appraisal and the appeal issues with the officer, PCO or CUPS personnel.
- 7.11.3.1.4 All supporting documentation used to justify the entries on the performance appraisal must be available at the time of this meeting to substantiate the appraisal rating.
- 7.11.3.1.5 After reviewing all the documentation associated with the appraisal, the District/Division Commander will have seven (7) business days to submit a written finding of the appeal. Based on all the documentation, the District/Division Commander may change the appraisal accordingly (upward or downward).
- 7.11.3.1.6 A copy of the District/Division Commander's finding will be submitted to the rater and the officer, PCO or CUPS personnel.
- 7.11.3.1.7 The statement of appeal and the finding will be attached to the officer's, PCO's or CUPS personnel Annual Performance Appraisal and appropriately filed.

### **7.11.3.2 Level II**

- 7.11.3.2.1 If the officer, PCO or CUPS personnel is not in agreement with the District/Division Commander's finding on their appeal, the officer, PCO or CUPS personnel has seven (7) business days to submit a detailed typed report to the Deputy Chief of Police addressing the concerns regarding the Division/District Commander's finding. This opens Level II of the appeal process.
- 7.11.3.2.2 The officer's, PCO's or CUPS personnel statement must be specific in nature as to the reason for appealing the ruling made at Level I of the appeal process.
- 7.11.3.2.3 All supporting documentation used to justify the entries on the performance appraisal, the statement of appeal made at Level I, as well as the District/Division Commander's finding at Level I, must be made available to the Deputy Chief of Police for review.
- 7.11.3.2.4 The Deputy Chief of Police will have seven (7) business days to submit a written statement specifically stating the finding of the Level II appeal.
- 7.11.3.2.5 A copy of the finding will be given to the rater, the District/Division Commander and the officer.
- 7.11.3.2.6 The Level II appeal statement as well as the finding of the appeal will be attached to the officer's, PCO's or CUPS personnel Annual Performance Appraisal. The entire document will be appropriately filed.

### **7.11.3.3 Level III**

- 7.11.3.3.1 After reviewing the finding of the Deputy Chief of Police, if the officer, PCO or CUPS personnel is not in agreement, they have seven (7) business days to submit a detailed typed statement to the Chief of Police. This initiates the third and final level of the appeal process.
- 7.11.3.3.2 The officer's, PCO's or CUPS personnel statement must be specific in nature as to the reason for appealing the finding made at Level II of the appeal process.
- 7.11.3.3.3 All supporting documentation used to justify the entries on the performance appraisal, the statement of appeal made at Level I and II, and the findings made
- 7.11.3.3.4 at Level I and II must be made available to the Chief of Police for review.

7.11.3.3.5 The Chief will have seven (7) business days after receipt to submit a written statement specifically stating the finding of the Level III appeal.

7.11.3.3.6 A copy of the finding will be given to the rater, the District/Division Commander, the Deputy Chief of Police and the officer, PCO or CUPS personnel.

7.11.3.3.7 The Level III appeal statement as well as the Chief of Police's finding will be attached to the officer's, PCO's or CUPS personnel Annual Performance Appraisal. The entire document will be appropriately filed.

7.11.3.3.8 The Chief of Police's finding at this Level is final.

#### **7.11.4 12-Hour Shift Deployment**

if an emergency incident should occur that requires a 12-hour shift deployment, the following will occur:

##### **7.11.4.1 Incident occurs between 0900 and 1730 hours**

7.11.4.1.1 Personnel assigned to the 0900 to 1730 hours shift will be notified via Police Communications that they will remain on duty until 1930 hours.

7.11.4.1.2 All personnel assigned to the 1700 to 0130 hours shift will be contacted, via their emergency contact phone number, and notified of the emergency situation and 12- hour shift deployment. They will also be advised that their shift has been modified to 1900 to 0930 hours.

7.11.4.1.3 All personnel assigned to the 0100 to 0930 hours shift will be contacted, via their emergency contact phone number, and notified of the emergency situation and 12- hour shift deployment. They will also be advised of shift modifications. In order to keep equal staffing on both 12-hour shifts, one-half of the personnel assigned to the midnight shift will have their shift modified to 0900 to 1930 hours and the other half modified to work 1900 to 0930 hours.

7.11.4.1.4 All day off personnel assigned to the 0900 to 1730 hours shift will be contacted, via their emergency contact phone number, and will be advised of the change for their next reporting day.

7.11.4.1.5 The District/Division Commander or designee will be responsible for notifying all personnel assigned to their District/Division of being activated to a 12 hour duty shift.

7.11.4.1.6 Scheduled days off and scheduled leave will still be permitted, unless the emergency situation requires the cancellation of all leave.

##### **7.11.4.2 Incident occurs between 1700 and 0130 hours**



7.11.4.2.1 Personnel assigned to the 1700 to 0130 hours shift will be notified via Police Communications that they will remain on duty until 0330 hours.

7.11.4.2.2 All personnel assigned to the 0900 to 1730 hours shift will be contacted, via their emergency contact phone number, and notified of the emergency situation and 12- hour shift deployment. They will also be advised that their shift has been modified to 0900 to 2130 hours.

7.11.4.2.3 All personnel assigned to the 0100 to 0930 hours shift will be contacted, via their emergency contact phone number, and notified of the emergency situation and 12- hour shift deployment. They will also be advised of shift modifications. In order to keep equal staffing on both 12- hour shifts, one-half of the personnel assigned to the midnight shift will have their shift modified to 0900 to 2130 hours and the other half modified to work 2100 to 0930 hours.

7.11.4.2.4 All day off personnel assigned to the 1700 to 0130 hours shift will be contacted, via their emergency contact phone number, and will be advised of the change for their next reporting day.

7.11.4.2.5 The District/Division Commander or designee will be responsible for notifying all personnel assigned to their District/Division of being activated to a 12 hour duty shift.

7.11.4.2.6 Scheduled days off and scheduled leave will still be permitted, unless the emergency situation requires the cancellation of all leave.

**7.11.4.3 Incident occurs between 0100 and 0930 hours**

7.11.4.3.1 Personnel assigned to the 0100 to 0930 hours shift will be notified via Police Communications that they will remain on duty until 1130 hours.

7.11.4.3.2 All personnel assigned to the 0900 to 1730 hours shift will be contacted, via their emergency contact phone number, and notified of the emergency situation and 12- hour shift deployment. They will also be advised that their shift has been modified to 0900 to 2130 hours.

7.11.4.3.3 All personnel assigned to the 1700 to 0130 hours shift will be contacted, via their emergency contact phone number, and notified of the emergency situation and 12- hour shift deployment. They will also be advised of shift modifications. They will also be advised that their shift has been modified to 2100 to 0930 hours.

7.11.4.3.4 All personnel assigned to the 0100 to 0930 hours shift who were on leave will be contacted, via their emergency contact phone number, and notified of the emergency situation and 12- hour shift deployment. They will also be advised of shift modifications.

7.11.4.3.5 In order to keep equal staffing on both 12-hour shifts, one-half of the personnel assigned to the midnight shift will have their shift modified to 0900 to 2130 hours and the other half modified to work 2100 to 0930 hours.

7.11.4.3.6 All day off personnel assigned to the 0100 to 0930 hours shift will be contacted, via their emergency contact phone number, and will be advised of the change for their next reporting day.

7.11.4.3.7 The District/Division Commander or designee will be responsible for notifying all personnel assigned to their District/Division of being activated to a 12 hour duty shift.

7.11.4.3.8 Scheduled days off and scheduled leave will still be permitted, unless the emergency situation requires the cancellation of all leave.

## 7.12 Forms

### 7.12.1 Cost Analysis Work Sheet - MTAP 155



MTAP\_155.pdf



Instructions for  
MTAP 155.doc

### 7.12.2 Equipment Issuance and Return Form



Equipment\_Issuance  
& Return.pdf

### 7.12.3 Uniform/Equipment Replacement Request Form MTAP #140



MTAP\_140.pdf