

Maryland Police Training and Standards Commission
Community Policing Program
Annual Report
Appendix C

Section I

Agency: Montgomery County Department of Police

Region: II

Date of Report: 04/02/2022

Report Submitted by Captain Stacey A. Flynn
Director, Community Engagement Division

Phone: 240-773-6980

E-Mail: MCPD_Engaged@montgomerycountymd.gov

Number of Sworn Members: 1205 **Non-Sworn Members:** 603

Jurisdictional Demographics

Population: 1,080,117

Square Miles Serviced by the Agency: 491.25

White: 43%

Black: 21.8%

Hispanic: 19.8%

Asian: 14.4%

Native American: 0.30%

Hawaiian, Pacific Islander: 0.03%

Other: 0.67%



Section II

1) *How is community policing integrated throughout your agency, and how does your agency incorporate community policing into its daily operations?*

Understanding community policing requires collaboration and public participation for success; the Montgomery County Police Department (MCPD) has been fully vested in community policing principles for many years. The best solutions satisfy community members, meet/address their expectations, improve safety, diminish anxiety, increase order, strengthen the ties between the community and police, and minimize conflict.

As indicated in our MCPD Mission Statement, "*We are committed to working in partnership with the community to identify and resolve issues that impact public safety.*" Our vision statement reads, "*The MCPD, in cooperation with the community we serve, will work to enhance community relations and build trust through transparency, accountability, and strong leadership.*" These statements establish our department's commitment to relationship-building ideas that foster trust and create legitimacy. A strong community partnership is key to solving and preventing crime, building confidence, and improving trust in the police. Our community policing efforts allow solutions to be tailor-made to each community's specific needs and expectations.

In 2022, the Montgomery County Police will celebrate our 100th Anniversary. To Commemorate the occasion, Chief Jones has the following community activities planned during the year: Candlelight Vigil (May 3); Community Day (May 14); Commemorative Ceremony (July 7); Semi-Formal Dinner (July 8); Family Day Event (July 9); and Black-Tie Centennial Community Gala (Oct 21).

2) *How does top management emphasize or support community policing within your agency?*

Every team member -- sworn and professional, new, or veteran-- is expected and encouraged to participate in community policing efforts. Community outreach, engagement, and collaboration are the foundation for providing the highest quality police services, ensuring safety, building trust, and, most importantly, meeting community expectations. Community policing stresses education, prevention, early identification, and timely intervention to deal with problems and concerns before they reach an unmanageable level. All members of MCPD are encouraged to spend time and effort developing and maintaining relationships with residents, businesses, schools, faith-based, and other community organizations. These relationships are developed daily throughout the county through patrol assignments to specific beats, the deployment of district Community Action Teams (DCAT) and Central Business District (CBD) teams who engage with business and residential communities to identify and respond to crime trends and quality of life issues; School Resource Officers, now called Community Engagement Officers (CEOs), are assigned to all the public high

school clusters in the county. CEOs work in partnership with school safety personnel and contribute to a productive, enriching environment for teachers and students. CEOs provide positive interactions between youth and Law enforcement; Community Services Officers (CSOs) in each district who help identify community concerns, develop strategies, and coordinate resources to implement a solution; 5) and through Command staff, who actively participate in meetings, briefings, and events designed to inform, educate, and engage various communities. This connection supports top management being a part of the solution when issues arise. The MCPD approach to community policing embodies the tenants of the six pillars of 21st Century Policing developed during President Barack Obama's administration.



3) Describe training your agency has received in community policing and plans to provide additional or specialized training to agency members to improve interaction with community members or problem-solving efforts.

MCPD conducts training for team members in a variety of ways. For instance, the Community Engagement Division (CED) provides a two-hour block of training on community outreach to new police recruits in the police academy, starting their education in community policing from the beginning of their tenure with the department.

Our Special Operations Division (SOD) is preparing to offer “Active Assailant” and “Code Red” training to all officers, including CEOs, and MCPS Administrative Staff, throughout the year, beginning in 2022 and expanding in 2023. The training will focus on improving overall effectiveness during any response to critical incidents. Executive officers (the rank of lieutenant and above) and civilian directors and managers annually receive a block of instruction on current issues that affect community policing trends during executive in-service training.

The Public Service Training Academy (PSTA) offers the following training to police team members. These courses allow for optimum customer service and positive interactions with the community: 1) Leadership in Police Organizations (LPO). During the Leadership Training, an emphasis on customer service, meeting and addressing community expectations, is explored. Leaders are provided with examples of collaborating best to build confidence and improve community trust. 2) Crisis Intervention Training (CIT). Police recruits are taught to identify members of the public who may be in



New Police Recruits, First Day of Training, 2021

a medical or mental crisis. 3) De-escalation Training. Taught in recruit training and during yearly in-service training, department members discuss contemporary issues encountered by the law enforcement community. 4) Educate Beyond the Classroom Police recruits attend local field trips to the *United States Holocaust Memorial Museum and the National Museum of African American History and Culture* during their training course. After each trip, community impact is discussed.

In 2021, the Montgomery County Council introduced the [Community Informed Police Training Act](#), mandating the creation of an additional thirty-hour Racial Equality and Social Justice Program for new officers, existing officers, and Executive Officers.

4) Describe how crime problems or community issues are identified and addressed and how to communicate trends with community agency services.

Chief Marcus Jones speaks at the Baitur Mosque.



Throughout the five distinct police bureaus, patrol officers, investigators, and other departmental team members facilitate and conduct meetings and events to gather public feedback. Once a week, police executives meet to share trends and discuss action plans for crime prevention and community policing. Also, the community is invited to contact the District CSOs and CED should they wish to share information, feedback, or ideas.

CED manages an electronic calendar of outreach and engagement events (Trumba), which feeds into a Montgomery County online public calendar (DataMontgomery) so public members may view community events in which the police are involved. Additionally, the Trumba calendar serves as a way of collecting data on community policing efforts. In 2016, MCPD captured 748 events; 1246 events in 2017; 1255 events in 2018; 2158 events in 2019, 459 events in 2020, and 519 events in 2021, despite COVID restrictions. Further, MCPD is connected to the Ring video doorbell and NextDoor app neighborhoods, allowing for information to be collected on possible criminal activity trends such as car break-ins.

Our agency utilizes several social media platforms to share information with the public. These include NextDoor (282k members): (nextdoor.com/city/feed/); Twitter (104k followers): ([@mcpnews](https://twitter.com/mcpnews)); Facebook (61k followers): (www.facebook.com/mcpnews); and Instagram (2.1k followers): ([mcpnews](https://www.instagram.com/mcpnews)).



Lt. Sunyoung Kim at Community Day

Patrol officers conduct a variety of outreach events during their tours of duty. The efforts made by detectives from specialized units deserve noting. For example, Fraud detectives focus on educating and preventing the senior population from falling victim to financial scams and identity theft;

Special Victims Investigations Division detectives conduct training for vulnerable members of the community, such as the elderly and teens, about how to stay safe; Major Crimes Division detectives are often sought after to teach criminal justice classes at Montgomery College as well as CED's signature class at Wheaton (Edison), and Seneca Valley High Schools called the Law Enforcement and Leadership Program (LELP), described further below. The Special Operations Division (SOD) provides safety and school emergency training and education at each Montgomery County Public School; CED officers provide Citizen Response to Active Shooter Events (CRASE) training to public and private organizations as school safety training, which is a Maryland state-level priority.

MCPD officers not assigned to CED attend community outreach events, such as cub scout meetings, civic association meetings, church community service days, mentoring sessions at elementary and middle schools, and sessions with seniors. A comprehensive list of community activities is included at the end of this document.

MCPD hosts a [Citizens Academy \(CA\)](#), taught in English, and a Hispanic Community Academy (HCA), taught in Spanish, for community members to learn about law enforcement operations from the police department. Citizenship is **not** a factor in determining eligibility to attend either Academy.

https://www.montgomerycountymd.gov/pol/Resources/Files/jobs/Citizen_Academy_Application_2020.pdf



5) Identify how your agency partners with all community segments to prevent crime and address identified community problems.

The MCPD Community Engagement Division (CED) was re-created in 2016 after a 7-year hiatus and the elimination of a more informal group, which included the Drug Abuse Resistance Education (DARE) and Police Athletic League (PAL) programs. CED is the central point of contact for community engagement and outreach for MCPD and facilitates the community outreach efforts done by every team member. CED works on long-term, collaborative solutions with residents, business owners, other government agencies, local organizations, schools, youth, community groups, minority groups, hospitals, the senior population, and faith institutions. New partnerships were established, creating updated opportunities to enhance communication and awareness, leading to a mutual understanding between police, the community, and effective service from MCPD. A description of some of our signature CED programs and responsibilities:



[COMMUNITY ENGAGEMENT OFFICER \(CEO\) PROGRAM](#). CED manages the CEO Program within the Montgomery County Public School System. Since the 2018 Safe to Learn Act required adequate law enforcement coverage for all public schools, the former SRO program was modified and rebranded as the Community Engagement Officer (CEO) Program in 2021. CEOs are dedicated to responding to school-related service calls. The CEO program remains an important nexus between the police department, the school system, and the community;

interactions with students, teachers, parents, and administrators are vital to relationship-building. CEOs remain effective ambassadors, well-organized and well-trained officers who understand their mission is **not** to arrest their way through issues at their schools. CEOs use established relationships as a foundation for their work in the schools and with the students. CEOs are established in public school clusters. The CEO team comprises MCPD officers, Gaithersburg City officers, Rockville City officers, and County Sheriff Deputies. There are plans to expand the program to include the Montgomery County Park and Planning Commission officers in 2022.

<https://www.montgomerycountymd.gov/pol/Resources/Files/SRO/MCPD-SRO-FAQ.pdf>

HATE CRIMES AND BIAS INCIDENTS. CED is responsible for the review of bias incidents and reported hate crimes on behalf of the MCPD. The focus is on establishing if there are trends, especially in schools and faith institutions, to assure adequate follow-up by investigative units, if warranted, and to examine if there are other resources to which the victims and affected community can be referred. CED gathers information in a monthly report and confers with Maryland on Hate Bias reporting, and that information (redacted) can also be found in the public database, DataMontgomery. An annual report is also issued. CED also participates in the Montgomery County Committee Against Hate Violence (CAHV) under the direction of the Montgomery County Human Rights Commission.



COPE TRAILER. In conjunction with the Montgomery County Police Special Investigations Division (SID), CED has developed the Community Opioid Prevention Education (COPE) Trailer as an educational tool. The trailer is outfitted to look like a bedroom and bathroom in a home. A trained facilitator explains to community groups the areas in

those rooms where drugs can be hidden and the appearance of drugs and paraphernalia. It plays a very popular role in community education, especially when addressing opioid deaths, which are a priority. A variety of community stakeholders make requests for the COPE trailer. Graduates from the Hispanic Community Academy will be trained to offer the tour in Spanish. Community Members can request the trailer appear at their event via an online link.



CITIZEN RESPONSE TO ACTIVE SHOOTER EVENTS (CRASE) TRAINING. Active shooter incidents are of utmost importance. CRASE is one of CED's most requested training efforts. Among other department members, CED officers are trained in CRASE and respond to requests from government entities, private organizations, and faith-based communities. CRASE promotes a Run-Fight-Hide platform. The training is offered in person and virtually via Zoom.

[LAW ENFORCEMENT & LEADERSHIP PROGRAM \(LELP\)](#). The Law Enforcement & Leadership Program is another signature CED program. Through it, high school juniors and seniors spend two years learning law enforcement basics. The program is currently run out of the Edison Program at Wheaton High School and was expanded to Seneca Valley High School in 2020. The LELP helps

with community outreach to our diverse populations, it is also a recruiting method for the police department. In partnership with Montgomery College, many students in the LELP get early college credits by completing the program. These students can then continue their education at Montgomery College with a head start.

<https://www.montgomeryschoolsmd.org/career-readiness/plans/law-enforcement.aspx>

SUMMER RISE INTERNSHIP PROGRAM. [The Summer Rise Internship Program](#) is a partnership between the MCPD and the Montgomery County Public Schools (MCPS). Rising High School juniors and seniors participate in career-based learning opportunities during the summer and engage in hands-on learning opportunities related to their field of interest.

<https://www.montgomeryschoolsmd.org/departments/partnerships/summer-rise/>

OTHER CURRENT COLLABORATIONS AND PARTNERSHIPS

The Street Outreach Network (SON) of Montgomery County Health and Human Services. SON serves the county's youth in the prevention of gang involvement. MCPD SRO, CSO, and CED officers partner with SON on much of their programming.

Montgomery County Office of Human Rights. The Office of Human Rights investigates incidents of hate/violence in the county, as reported to that office. CED is responsible for monitoring and reviewing reports of hate/violence and bias through police reporting. The Office of Human Rights and CED then work collaboratively to address these issues and provide support and resources for victims. CED officers are also members of the County's Committee Against Hate/Violence (CAHV).

Office of Community Partnerships (OCP): OCP aims to strengthen relationships between the Montgomery County government and the residents it serves, with a special focus on underserved and emerging communities and works collaboratively with MCPD.

- African, Latino, and Asian Affairs Advisory Groups. These are three of six Ethnic Advisory Groups (EAG) of the OCP. The CED works to create relationships with all the EAGs in the county. The AAC brings the perspective of our diverse African population to relationship-building with the police.
- *The Faith Community Advisory Council (FCAC) and the Faith Community Working Group (FCWG).* MCPD participates in a variety of events with the county's faith communities. The police department understands the value of having relationships built on embracing others' differences, including individual faith. MCPD collaborates with all faiths and is available for various opportunities, such as workshops, security assessments, and fellowship. CED also partners with FCWG to share the community engagement experience with delegations from different territories and countries, such as the Philippines, Africa, and Japan.

Police Advisory Commission (PAC): The PAC was created in 2019 by the Montgomery County Council as part of Bill 14-19 in response to the ongoing public dialogue around policing practices

and to increase community involvement in matters of public safety. Comprised of thirteen voting members representing community organizations, nine are nominated by the County Council, and the County Executive nominates four. Two additional non-voting ex officio members are the Police Chief (or designee) and a Police Union representative. The Commission's mission is to advise the Council on policing matters and to recommend policies, programs, legislation, and regulations regarding policing.

Age-Friendly Montgomery (AFM): Comprised of public and private leaders, the group oversees plans to improve resources and services, focusing on our rapidly growing and diverse older population. AFM supports residents aging locally and contributes to a more inclusive community. Consisting of stakeholders from public safety, Health & Human Services, Faith-Based, and business organizations, the CED participates in the Senior Public Safety Committee and the planning of Senior Safety Forums.

Regional Service Centers (RSCs). There are five RSCs in Montgomery County. RSCs provide effective, timely liaison between Montgomery County, its residents, and businesses. RSCs work with individuals, community groups, regional Citizens' Advisory Boards, and other public agencies. RSCs identify, assess regional concerns, and recommend and implement solutions. RSCs are a great way for the community to determine the pressing police-related issues in a particular region. The CED attends regional meetings and community events. The CED provides support, subject matter assistance, and training.

Montgomery County Public Schools (MCPS). Besides managing the CEO program, CED provides training for MCPS staff, including the Safe-Plans curriculum from the Maryland Safe Schools Act. The Maryland Center for School Safety, Safe to Learn Act mandates that each school district develops a Behavioral Threat Assessment (BTA) policy. CED has worked with MCPS to establish school-based BTAs, including the principal, school staff, mental health professionals, and SROs.

African-American, Latino, and *Asian-American Pacific-Islander Liaison Committees: The Chief's Office meets monthly with these committees to provide pertinent crime and safety information and receive feedback, input, and suggestions. *In response to anti-Asian sentiment, the AAPI Liaison Committee was recreated in 2021.*

The Latino Public Safety Workgroup (LPSWG). This workgroup is an umbrella group of representatives from Montgomery County that address concerns to our Latino population, including immigration and law enforcement relationships. CED meets with the workgroup monthly to address policing concerns.

Montgomery County Fire-Rescue (MCFR) Service. We have a historically effective partnership with MCFR (the unit formerly known as EEO and Diversity), as our missions and visions are parallel. We have mutual stakeholders, and the communities we serve are the same. Being in collaboration with MCFR is a force multiplier for both groups. One of our most popular joint events is the Public Safety Day at the PSTA, where citizens and students can interact with police and MCFR personnel and learn about the work of public safety.

Positive Youth Development Initiative (PYDI). CED is committed to taking as much opportunity as possible to engage youth. PYDI is another multi-agency approach to addressing family concerns and youth and gang violence. CED serves with this important group as a representative of the Police Department.

Collaboration Council of Montgomery County for Children, Youth, and Families. CED represents the police department on the board of directors of the Collaboration Council to address pressing needs for our youth and families in Montgomery County.

The Montgomery County Family Justice Center (FJC). The FJC collaborates with public and private county agencies seeking to provide services to families impacted by domestic violence.



CED Expansion: In 2021, the Community Engagement Division was reconfigured to include the Public Information Office, the Community Engagement Officers (CEOs), the Crisis Response and Support Section that includes the Crisis Intervention Team (CIT), and the AIDDAD (Autism, Intellectual Developmental Disability, Alzheimer's, and Dementia) Outreach Unit.

6) How does your agency measure the effectiveness of its community policing program?

In 2019, the Montgomery County Council passed the Community Policing Bill (Bill 33-19) to establish community policing guidelines, additional required training, and annual reporting requirements. These requirements allow our agency to measure the effectiveness of our community programs.

In 2019, when Montgomery County last administered the National Citizen Survey, 84% of residents gave positive ratings to the overall safety of Montgomery County, 94% reported feeling safe in their neighborhoods, and 91% reported feeling safe in Montgomery County's downtown/commercial areas (<https://www.montgomerycountymd.gov/OPI/survey2019.html>) On being asked if Montgomery County Police Officers treated them fairly, 85% of County citizens agreed. Those numbers show that the public is noticing our efforts and still giving the police department opportunities to expand its thinking and community policing actions.

Police Community Event data is tracked using an online calendar application. The data is published weekly via the county's open data portal: (<https://data.montgomerycountymd.gov/w/3vk5-sf3t/tdqt-sri3?cur=X13Ljka-nS>).

2021 Reimagining Public Safety (RPS) Task Force: Consisting of community members representing Montgomery County's diversity, they worked with County staff, organization representatives, and others tasked with developing recommendations that address policing practices and programs that lead to racial injustices. Some Task Force recommendations include conducting anonymous surveys, eliminating the SRO program, supporting a guardian culture within community policing, reviving the Police Athletic League (PAL), and providing 'better'

overall Community Policing. Some of these recommendations will be reviewed and implemented in the coming year.

It is important to note that many community policing efforts are not tangible, and the department must depend on citizens' feedback to track our success. While there has traditionally been an emphasis on common productivity measures such as clearance rates or numbers of arrests, police agencies are pivoting and emphasizing outcomes. The department employs methods to assess public satisfaction with services, and both individual officers and managers think about ways to improve based on this feedback.

<https://www.montgomerycountymd.gov/pol/Resources/Files/CommunityEngagement/MCPD-and-the-Community.pdf>

2021 Effective Law Enforcement For All (ELE4A): County Executive Marc Elrich, at the request of Police Chief Marcus Jones partnered with Effective Law Enforcement for All, Inc. (ELE4A) to perform an independent audit of the Montgomery County Police Department (MCPD). ELE4A tracked various police services, including community engagement efforts, to help communities achieve public safety and law enforcement improvements that are safe and effective for the police and the communities served. As part of the Audit, a Community Survey was taken. The findings can be reviewed [here](#).

2021 Community Outreach Efforts:

The following is a comprehensive list of Montgomery County Police community engagement efforts. The list is color-coded to identify **Outreach Programs**, **Engaging Schools & Youth**, **Community Town Halls**, **Engaging Senior Centers**, and **Engaging Rec Centers**.

Outreach Programs	Engage Schools/Youth	Town Halls	Engage Senior Centers	Engage Rec Centers
Autism Nights & Community Presentations	Youth Drug-Awareness Resistance Education (DARE) Training	Pedestrian Safety Program	Senior Commission on Aging Mtgs	Rec Basketball Events/Tournaments
National Nights Out (NNOs) Events	Special Olympics Program	Stop the Violence Presentations	Seniors Keeping Safe Training	Midnight Madness Basketball
Station Community Tours	MCPS Youth Forums	Multi-Culture Discussion Program	Senior Tea Party Events	Rec Bingo @ the Children's Inn Program
EmpowerHER Program	Girls on the Run Youth Program	Citizen Advisory Board Meetings	Senior Drug Take-Back Programs	Three-on-3 Basketball
Community Against Hate Violence (CAHV) Mtgs	Linkages to Learning Program	Asian-Pacific American Conference Event	Senior Driving Class	Rec Health & Safety Fairs
Community Outreach (Greenfest, Grand Openings, Damascus Gardens, PlumGar, Trailer Park, and Twinbrook.)	Youth Alcohol Awareness Presentations (MADD, SADD, MCPS, Every 15-minutes)	Community Liaison Committee Mtgs (African-American, Latino, Asian)	Seniors Identity Theft Prevention Training	Recreation Career Days/Nights/Job Fair Events
Chamber of Commerce Mtgs	MCPS Kennedy Cluster Mtgs	Congressional Black Caucus Presentations	Senior Safety Talk Presentations	Rec Block Party Events
Citizen's Academy Program	MCPS Lockdown w/ Options Training	Conversations on Racism Events	Senior Fraud Avoidance Training	Rec Community Days/Nights
Civic Association Mtgs.	PTA Events	Council Hearings	Senior Holiday Events	Rec Neighborhood Walk Events
Cadet Program	NAACP Parent's Council Mtgs	Faith-based Programs & Events	Senior Movie Night Events	Rec Peace Day Program
Community Coat Drives	Pedestrian Youth Safety Presentations	Homeless Alternative Forums	Seniors in Action Events	Rec Race Day Events
Family Fun Days	Youth SRO Program	Muslim Summit Program	Senior Parade Events	
Community Food Drives	HEAT Meetings	HOA Meetings	Senior Forum Events	Rec Summer of Peace Events
Community Mentoring Programs	MCPS School Security Discussion Events	Human Trafficking Presentations	Senior Security Training	Meet & Greet Community Events
Car Seat Safety Community Events	Read Across America Youth Program	Jewish Day School Meeting	Senior Sip & Paint Events	Community Vigils for Victims
Community Parade Events	Student Youth Council Mtgs	Law Enforcement Town Hall Events	Senior Social Hour Events	Food Distribution Events
Community Security Assessment Training	Youth Adopt-A-School Program	LGBTQ No Hate Mtgs	Senior Spelling Bee Events	
Faith in Blue Day	Youth Summer Camps	MCPD Q&A Session Events	Online Cyber Safety for Seniors	
Presentations (Pedestrian, Auto Theft)	(Police Adventure, Patrol, Superhero)	Advisory Board Area Mtgs (East County, Mid-County, Upper County)	Senior Food Distribution Events*	
Domestic Violence Prevention Training	Youth Back-to-School Events			
Bomb-Threat Assessment Community Training	Youth Bike Safety/Rodeo Presentations	CRASE Training		

Outreach Programs	Engage Schools/Youth	Town Halls	Engage Senior Centers	Engage Rec Centers
Explorer Program	Youth Bullying Presentations	Interfaith Trust Building Events		
Transgender Remembrance Day	Gandhi-Brigade Youth Program			
Toy Drive Community Events	Speak Up-Save a Life Training			
Hispanic Community Academy Program	Youth Friendship Picnic Event			
K9-Finding Lost People Presentations	Scouting Community Events			
Movie Night Community Events	Youth Internet Cyber Safety Presentations			
With A Cop Events: Coffee, Candy, Cheesecake, Cocoa, Cone, Conversation, Cookie, Crafts, Yogurt;	Youth Mentor Programs (SON, Boxing, Lunch Bunch, Big Bros, Beyond the Bell, Badges for Baseball, Identity, Heroes and Helpers)			
Pizza with Police	Youth Walk-to-School Events			
LGBTQ Safe Spaces Mtgs	Youth Shop with a Cop Program			
Neighborhood Watch Community Mtgs	Take Your Child to Work Day			
Laps for Lexi Event	Youth Truancy Prevention Program			
Men's Shelter Mentoring	Positive Youth Development Meetings			
Minority Business Development Mtgs	Youth Teen Court Program			