

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

Section I

Agency: Montgomery County Department of Police

Region: II

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Number of Sworn Members: 1287 **Non-Sworn Members:** 644

Jurisdictional Demographics

Population: 1,052,567 **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 buy-in 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, improve safety, diminish anxiety, increase order, strengthen the ties between the community and police, and minimize coercive actions.

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, "*We, 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 which foster trust and create legitimacy. A strong community partnership is a key to solving and preventing crime and engendering confidence in the police. Our community policing efforts allow solutions to be tailor-made to the specific concerns of each community.

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

Top management, from the Chief of Police, all police executives, and every employee-- sworn and professional, new, or veteran--is expected to participate in community policing efforts. Community outreach and engagement are the foundation for providing police services, ensuring safety, and building trust. 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 1) patrol assignments to specific beats; 2) the deployment of district community action teams and central business district teams who engage business and residential communities to identify and respond to crime trends and quality of life issues; 3) School Resource Officers (SROs), who are assigned to all of the public high schools in the county. SROs work in partnership with school safety personnel and contribute to a productive, enriching environment for teachers and students. SROs provide positive interactions between youth and

law enforcement; 4) 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 employees in a variety of ways. For instance, the Community Engagement Division (CED) has been tasked with providing a two-hour block of training on community outreach to new police recruits who are in the police academy, starting their education in community policing from the beginning of their tenure with the department. 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 employees. These courses allow for optimum customer service and positive interactions with the community: 1) Leadership in Police Organizations (LPO). Supervisors augment community-related skills to their tool kits. 2) Crisis Intervention Training (CIT). Police recruits are taught to identify members of the public who may be in 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*, as well as the *National Museum of African American History and Culture*, during their course of training. After each trip, community impact is discussed.

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

Throughout the four distinct police bureaus, patrol officers, investigators, and other departmental employees facilitate, conduct meetings and events to gather public feedback. Once a week, police executives meet (virtually in 2020 due to COVID) to share trends and discuss plans of action 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, which feeds into a Montgomery County online public calendar (DataMontgomery) so members of the public 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, we captured 748 events; 1246 events in 2017; 1255 events in 2018; 2158 events in 2019, and 459 events in 2020, 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 (230k members): (nextdoor.com/city/feed/); Twitter (96k followers): ([@mcpnews](https://twitter.com/mcpnews)); Facebook (55k followers): (www.facebook.com/mcpnews); and Instagram (1k followers): ([mcpnews](https://www.instagram.com/mcpnews)).

Patrol officers conduct a variety of outreach events during the course of their tour of duty. Most striking are the efforts made by detectives from specialized units. For example, Fraud detectives focus on educating and preventing the senior population from falling victim to financial scams and identity theft; Special Victims Unit detectives conduct training for vulnerable members of the community, such as the elderly and teens, about how to stay safe; Major Crimes detectives are often sought after to teach at 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 well as school safety training, which is a Maryland state-level priority.

MCPD officers who are not assigned to CED attend various community outreach events, such as cub scout meetings, civic association meetings, church community service days, mentoring sessions at elementary and middle schools, sessions with seniors, and more. 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/jobs/citizen-academy.html> (CA)

<https://www.montgomerycountymd.gov/pol/jobs/hispanic-community-academy.html> (HCA)

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 employee. CED works on long-term, collaborative solutions with residents and business owners, other government agencies, local organizations, schools, youth, community groups, minority groups, hospitals, the senior population, and faith-institutions. The goal is to establish partnerships that create new 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:

SCHOOL RESOURCE OFFICER (SRO) PROGRAM. CED manages the MCPD School Resource Officer (SRO) Program. The SRO program is 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. SROs are effective ambassadors, as MCPD has a robust, well-organized program with well-trained officers who understand their mission is not to arrest their way through issues at their schools. SROs use established relationships as a foundation for their work in the schools and with the students. We currently have SROs at each county high school for a total of 26* officers. (*three officers belong to municipal agencies).

<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. In 2019, the CED testified in front of the Maryland Judicial Committee on a House bill to strengthen Maryland Hate Bias laws, giving more resources to law enforcement officials to address critical hate bias incidents and make it easier to hold an individual accountable for committing a hate crime. CED also participates on 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 is a very popular role in community education, especially when addressing opioid deaths, which are a priority. Requests for the COPE trailer are made by a variety of community stakeholders. Graduates from the Hispanic Community Academy will be trained to offer the tour in Spanish.



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 for 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 the basics about law enforcement. 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, but 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 then have the option of continuing their education at Montgomery College, with a head start.

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

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 that come in 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 has a mission of strengthening 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 of 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 as an effort to increase community involvement in matters of public safety. Comprised of thirteen voting members who represent community organizations, nine are nominated by the County Council, and the County Executive nominates four. There are two additional non-voting ex officio members: the Police Chief (or designee) and a Police Union representative. The Commission's mission is to advise the Council on policing matters, 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. In its support of residents aging locally, AFM contributes to a more inclusive community. Consisting of stakeholders from public safety, Health & Human Services, faith-based, and business organizations, the CED participates on 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, 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 SRO 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.



Blanca Kling, In Memoriam

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

Blanca Kling spent over four decades as a professional staff member with MCPD serving crime victims from within the Latino community. She passed away on January 27, 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, as well as 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: The County Council approved the creation of a fifth bureau within the Police Department, to be known as the Community Resource Bureau (CRB). With the planned implementation in July 2021, the CRB will include the CED, the Media Relations Section, the School Resource Officers (SROs), the Crisis Response and Support Section, which includes the Crisis Intervention Team (CIT), and the AIDDAD (Autism, Intellectual Developmental Disability, Alzheimer's, and Dementia) Outreach Unit. The goal is to make more efficient efforts in community policing. Increased CED staffing will allow DARE and PAL to be re-established and focus on

additional initiatives, such as LGBTQIA (Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual) concerns.

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 gives 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/tdgt-sri3?cur=X1l3Ljka-nS>).

2021 Reimagining Public Safety Task Force: Consisting of community members who represent the diversity of Montgomery County; 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>

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-Abuse Resistance Education (DARE) Program	Advisory Board Area Mtgs (East County, Mid-County, Upper County)	Senior Commission on Aging Mtgs	McGruff Rec Events
EmpowerHER Program	Girls on the Run Youth Program	Citizen Advisory Board Meetings	Senior Drug Take-Back Programs	Rec Basketball Events/Tournaments
Community Against Hate Violence (CAHV) Mtgs	Linkages to Learning Program	Asian-Pacific American Conference Event	Senior Driving Class	Rec Bingo @ the Children's Inn Program
Community Outreach (Greenfest, Grand Openings, Damascus Gardens, PlumGar, Trailer Park, Twinbrook, Leisure World)	Youth Alcohol Awareness Presentations (MADD, SADD, MCPS, Every 15-minutes)	Community Liaison Committee Mtgs (African-American, Latino, Asian)	Senior Food Distribution Events*	Rec Career Days/Nights/Job Fair Events
Chamber of Commerce Mtgs	MCPS Kennedy Cluster Mtgs	Congressional Black Caucus Presentations	Senior Safety Talk Presentations	Rec Health & Safety Fairs
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 Block Party Events
Cadet Program	NAACP Parent's Council Mtgs	Faith-based Programs & Events	Senior Movie Night Events	Rec Neighborhood Walk Events
Community Coat Drives	Pedestrian Youth Safety Presentations	Homeless Alternative Forums	Senior Parade Events*	Rec Peace Day Program
Community Food Drives	HEAT Meetings	HOA Meetings	Senior Forum Events	Rec Race Day Events
Community Mentoring Programs	MCPS School Security Discussion Events	Human Trafficking Presentations	Senior Security Training	Rec Summer of Peace Events
Car Seat Safety Community Events	Read Across America Youth Program	Jewish Day School Meeting	Senior Sip & Paint Events	
Community Parade Events	Student Youth Council Mtgs	Law Enforcement Town Hall Events	Senior Social Hour Events	
Community Security Assessment Training	Youth Adopt-A-School Program	LGBTQ No Hate Mtgs	Senior Spelling Bee Events	
Safety Community Presentations (Pedestrian, Auto Theft)	Youth Summer Camps (Police Adventure, Patrol, Superhero)	MCPD Q&A Session Events	Senior Tea Party Events	
Domestic Violence Prevention Training	Youth Back-to-School Events	Multi-Culture Discussion Program	Seniors Identity Theft Prevention Training	
Bomb-Threat Assessment Community Training	Youth Bike Safety/Rodeo Presentations	Muslim Summit Program	Seniors in Action Events	
Explorer Program	Youth Bullying Presentations	Pedestrian Safety Program	Seniors Keeping Safe Training	
Transgender Remembrance Day	Gandhi-Brigade Youth Program	Stop the Violence Presentations		
Toy Drive Community Events	Youth Drug-Awareness Training			
Hispanic Community Academy Program	Youth Friendship Picnic Event			

K9-Finding Lost People Presentations	Scouting Community Events
Programs/Outreach	Engage Schools/Youth
Interfaith Trust Building Events	Youth Internet Cyber Safety Presentations
With A Cop Events: Coffee, Candy, Cheesecake, Cocoa, Cone, Conversation, Cookie, Crafts, Yogurt; Pizza with Police	Youth Mentor Programs (Street Outreach Network, Boxing, Lunch Bunch, Big Brothers, Beyond the Bell, After School, Badges for Baseball, Identity, Heroes and Helpers)
LGBTQ Safe Spaces Mtgs	Youth Shop with a Cop Program
Meet & Greet Community Events	Youth SRO Food Distribution Program*
Laps for Lexi Event	Youth SRO Program
Men's Shelter Mentoring	Positive Youth Development Meetings
Minority Business Development Mtgs	Youth Teen Court Program
Movie Night Community Events	Youth Truancy Prevention Program
National Nights Out (NNOs) Events	Youth Walk-to-School Events
Neighborhood Watch Community Mtgs	
CRASE Training	
Faith in Blue Day	
Speak Up-Save a Life Training	
Special Olympics Program	
Station Community Tours	
Take Your Child to Work Day	
Family Fun Days	