



Department of Public Safety and Correctional Services

Maryland Police and Correctional Training Commissions

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ALBERT L. LIEBNO, JR.
EXECUTIVE DIRECTOR

February 16, 2023

Chief Jason Lando
Frederick Police
100 W. Patrick Street
Frederick, MD 21701

RE: Community Policing Report for 2023

Dear Chief,

Thank you for submitting your agency's Annual Community Policing report in accordance with the Public Safety Article §3-207 (E) and the guidelines of the Police Training and Standards Commission.

Pursuant to the Public Safety Article §3-517 your report has been reviewed for the establishment and implementation of standards and best practices recognized by the Commission in order to reasonably meet the Community Policing needs of your city, county or municipality.

Comments provided by the Review Committee for consideration in your efforts to improve upon your Community Policing efforts are attached.

If you have any questions or concerns regarding this process or the feedback provided, please contact my office at 410-875-3560.

Respectfully,

Maryann Foxwell

Maryann P. Foxwell
LDI/MCPI Director
maryann.foxwell@maryland.gov

See Attached: Community Policing Annual Report Review/Comments

Maryland Police Training and Standards Commission
Community Policing Program Annual Report – Review/Comments

Section I

Agency: Frederick Police Department

Region #: 1

Date Report Submitted: Jan. 31, 2023

Submitted By: Name: Kirk Henneberry

Title: Captain/Deputy Chief

Phone: 301-600-6217

Email: khenneberry@frederickmdpolice.org

Number of sworn members: 140 of 150 authorized full-time, 8 of 8 authorized part-time Non-sworn members: 45 of 47 authorized

Jurisdictional Demographics: Population: 79,588

Square miles serviced by the agency: 24.05

White: 64.0% Black: 17.3% Hispanic: 17.5% Asian: 5.1%

Native American: 0.2% Hawaiian or Pacific Islander: 0.0% More than one race: 9.8%

Section II

REVIEW AND COMMENTS

- Your Agency's report serves as a wonderful model and clearly demonstrates a strong understanding of best practices in Community Policing for an agency and community of your size and demographics. Therefore, no additional comments are offered at this time.

After review of your Agency's report, the following comments are provided for consideration to assist in your continual efforts in meeting the Community Policing needs of your citizens.

Additional comments/feedback: Again this year the FPD provided an in-depth and outstanding report on its Community Policing effort. It is the opinion of this reviewer that the FPD could be a model for any agency of equal demographics and size in meeting the Community Policing needs of their citizens.

Maryland Police Training and Standards Commission
Community Policing Program
Annual Report

Section I

Appendix C

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Section II

Instructions: Provide a detailed description of your agency's Community Policing Initiative by responding to the following **key points**. These key points address the Guiding Principles of Community Policing, as well as the Six Pillars identified in the Task Force on 21st Century Policing Report (see Guidelines for Reporting for explanation). Examples of specific programs, initiatives, and partnerships with community groups should be discussed along with any statistics or other relevant information. See *Appendix D: Examples of Best Practices in Community Policing* for your convenience and consideration.

Key Points:

- How community policing is integrated throughout your agency and how your agency incorporates community policing into its daily operation.
- How top management emphasizes or supports community policing within the agency.
- Training your agency has received in community policing and future plans to provide additional or specialized training to agency members to improve interaction with community members or problem solving efforts.
- How crime problems or community issues are identified and the method of communicating any trends with communities the agency services.
- How your agency partners with all segments of the community to prevent crime and address identified community problems. Segments of the community should include residential and business communities, schools, youth, minority groups, hospitals, senior population, faith based organizations, etc.

- How your agency measures the effectiveness of its community policing program.

ANNUAL REPORT

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

Response: The Frederick Police Department (FPD) is a CALEA accredited, technologically innovative, and progressive agency committed to ensuring an exceptional quality of life for community members. We work collaboratively with our residents, businesses, and other organizations to ensure Frederick remains a city that is safe and welcoming to all who live, recreate, work, and do business here. At FPD, we view our residents as partners, and we realize we cannot be successful without the support of those we serve and protect.

The FPD combats crime through a variety of strategies, including data-driven policing, problem-oriented policing, and community-oriented policing. To reinforce this approach, in late 2022, all supervisors received in-service training on customer service and problem solving techniques using these models. In addition to traditional methods, our agency is on the forefront of the pillars of 21st Century Policing, with initiatives such as our Crisis Car co-responder program, our Multi-Cultural Liaison Unit, and our partnership with the Boys & Girls Club of Frederick County. At FPD, we believe in a well-rounded approach to community safety that includes proactive and reactive policing strategies.

FPD continues to embrace our definition of community policing, as previously established in collaboration with members of the public in a community forum. We use this definition to provide guidance and direction to the agency to mend, build, and strengthen community partnership and support. The definition is: "A united partnership for our community, building collaborative and transparent relationships, with a focus on Public Safety, Crime Prevention, and Quality of Life".

Community Policing standards and expectations create the foundation of FPD's philosophy. Demonstrating responsiveness, providing timely follow up, and collaborating with citizens to problem-solve identified issues are a part of officer and supervisor evaluation reports (General Order 1830) and assessments for promotion (General Order 1810), further emphasizing the importance to all departmental members and the expectations of the agency.

All members of the agency are encouraged to participate in formally planned departmental outreach events, such as Coffee with a Cop, Special Olympics events, National Night Out, Chief's Community Advisory Board, etc.

Housed within our Special Operations Division (SOD) is the School Resource Officer Team (General Order 1370). The SRO Team helps plan several of the special events listed above, as well as provides School Resource Officer (SRO) services to the elementary and middle schools within the City. We also have a grant-funded civilian Police Program Outreach Coordinator who is responsible for tracking and routing police involvement in a variety of community activities and events. Through a special agreement with the Frederick campus of the Maryland School for the

Deaf (MSD), we provide a specially trained SRO to the deaf or hard of hearing education community.

FPD has formal agreements with community partners such as the Downtown Frederick Partnership, Celebrate Frederick, The Frederick Center, and others. These organizations host and promote a variety of community events, for which we provide logistical and planning support, as well as security and traffic related services during the events.

FPD is an active participant in the City of Frederick's Neighborhood Advisory Council (NAC) program, (Standard Operating Procedure PD-007) which divides the city into 12 regions. Each NAC is composed of citizens who select their own presidents and vice presidents, identify items of interest or concern within the community, and forward them to city leadership. FPD commits supervisory staff to speak and hear resident concerns at NAC meetings. Through this mechanism, we establish relationships by building trust, as we collaborate on problem solving efforts for the various quality of life issues brought to the table. We begin problem solving efforts immediately, and maintain accountability and transparency to our community. Some of these issues require ongoing collaboration with other City departments, and continuous communication between the City and the residents. NAC issues arise on a daily basis, not just during monthly meetings, due to the robust connections we have developed in the community.

As we move forward with the design of our new police headquarters (anticipated to open in late 2024), we have made it a priority to include a large, welcoming, interior community space. Our current location does not allow us to host community events, but our new space will. A major consideration during the site selection process was to ensure the police station is accessible and welcoming to the community. Therefore, we have selected an appropriate site and dedicated ample square footage to achieve these aspirations. It is important to note that Frederick residents had a say in the headquarters site selection process.

FPD continues to invest time and human resources in three community-oriented programs: the Crisis Response Team (CRT), the Multi-Cultural Liaison Unit (MCLU), and Law Enforcement Assisted Diversion (LEAD).

The CRT is a team consisting of police officers, social workers, and paramedics/EMTs. This is a collaboration between FPD, the Frederick County Division of Fire and Rescue Services, and Sheppard Pratt. Representatives from each member group ride together and self-dispatch to calls for service indicative of a mental health component. The "crisis car" members seek to provide a non-threatening response to people in emotional crisis, and bring a mental health professional directly to people in need where they are at that moment. The police officer and paramedic are there to provide immediate security and medical assistance, as many mental health related calls for service may require all three resources at once. In 2022, FPD received grant funding and purchased a dedicated CRT vehicle.

The MCLU is a volunteer unit of officers who provide liaisons to the Frederick Center (LGBTQ+ community), Centro Hispano de Frederick, the Asian American Center of Frederick, the Maryland Deaf Community Center, and a variety of African American community groups for special events, communication of crime trends, and response to community-specific concerns.

LEAD is a diversion program we launched in early 2022. The program is a partnership between FPD, the State's Attorney's Office, the Office of the Public Defender, Frederick County Parole and Probation, the Mayor's Office of the City of Frederick, and the Frederick County Health Department. LEAD seeks to address low level criminal behavior motivated by unaddressed mental health and substance abuse issues utilizing harm reduction and restorative justice principles. The Directed Patrol Team, which is responsible for patrol services downtown, has been implementing the program. We selected the downtown area due to its significant homeless population. The program will expand throughout the city after pilot program assessment.

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

Response: Management within the Frederick Police Department participates in many of the community events held, showing unity and support within all ranks and divisions to achieve the common goal of enhanced community policing and engagement. In 2022, members of FPD management staff have participated in Coffee with a Cop, Leadership Frederick County, Special Olympics events, National Night Out, etc. Community engagement is further emphasized and continuously reviewed as a primary component of our strategic plan. For frequent assessment, community engagement metrics are incorporated into performance evaluations and promotion potential assessments.

A specific example of top management's community engagement is the Chief's Citizens' Advisory Board (CCAB). In 2022, Chief Lando created a new board of community members from diverse backgrounds and experiences. This forum meets once each quarter. FPD employees and the civilian board members engage on a variety of topics and concerns, and work to bridge knowledge gaps. Members of FPD's top management present, teach and demonstrate a variety of topics as directed by the Chief of Police, and as requested by the CCAB members.

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

Response:

All entry-level officers attend presentations from the Frederick County Human Relations Commission, as well as from various cultural groups from the community, including The Islamic Society of Frederick, Centro Hispano de Frederick, The Asian American Center, and the Frederick Center. A purpose of these trainings is to ensure officers understand the diverse viewpoints and perspectives in the community. Additionally, community groups often send representatives to provide FPD members training during annual in-service training.

Problem-solving and community-oriented policing are part of the academy curriculum, including specific scenario-based exercises with Sheppard Pratt personnel and clients, the Mental Health Association, the ARC of Frederick, Maryland School for the Deaf, Frederick Community Action Agency, and other local agencies.

All recruits are trained in tactical communication, including two weeks of classroom and scenario-based learning. The training focuses on crisis intervention and dealing with special needs populations within the community. These populations include the disabled, the elderly, veterans, members of the community with intellectual and developmental disabilities, and members of the community with mental health issues.

Additionally, all recruits are trained against biased based profiling/policing and discriminatory practices within law enforcement, having specific blocks of instruction on both topics. Officers also receive periodic refresher training on this topic through roll call discussion or in-service. The Training Unit incorporates newsworthy events in law enforcement to demonstrate the reality to officers that police departments need to continually assess their policies and reinforce ethical and constitutional policing.

Annually, FPD requires officers to go through retraining or continuing education, reviewing all mandatory topics as set by the Maryland Police and Corrections Training Commission (MPCTC). FPD goes beyond the required instructional hours, and includes additional courses geared toward the communities with whom we work. These courses include presentations from the Frederick Center, the Mental Health Association, Sheppard Pratt, etc.

4) Describe how crime problems or community issues are identified and addressed, and the method of communicating any trends with communities the agency services.

Response: There are numerous ways that FPD identifies and addresses crime problems or community issues. Below are just a few:

We have a standard, non-emergency telephone number in addition to several tip lines (voicemail, text, or e-mail) for citizens to report crimes and issues. All callers have the option to remain anonymous. FPD also has a mobile application through which the community can submit concerns directly, and remain anonymous if they choose to do so. The City of Frederick website has clearly labeled links to report quality of life, traffic and crime concerns. FPD is a participating jurisdiction with Metro Crime Stoppers of Maryland (MCS). This partnership with MCS offers a monetary incentive to community members to send anonymous tips to help solve violent crime.

In order to ensure clear communication with the deaf or hard of hearing community, as well as community members that do not speak English, FPD maintains several tablets for video remote interpreting of ASL, as well several service contracts to provide over the phone foreign language interpretation, or in-person foreign language or ASL interpreting.

Our social media platforms are other effective tools. FPD has a robust social media presence on Facebook, Twitter and YouTube. We use community alert systems such as Nextdoor, and Neighbors by Ring. All of these sites allow for feedback and messaging directly to the department.

The Neighborhood Advisory Council (NAC) program's purpose is to provide a forum for regular communications among City residents, staff, and elected officials. By facilitating such communication and empowering residents to become more involved in identifying and recommending avenues for change, we believe the quality of life will be improved for all residents. NACs meet monthly or bi-monthly, and we assign patrol supervisors as liaisons. We attend NAC meetings to provide crime information, discuss neighborhood concerns, and work with the community to problem-solve issues.

FPD facilitates monthly meetings of the Nighttime Economy Taskforce (NET). This taskforce is a group of stakeholders interested in generating voluntary compliance from licensed alcohol establishments. FPD created the NET as a way to have a more effective approach to solving

quality of life issues in areas of the City where residential living and the nighttime economy have sometimes clashed. NET members include the Frederick County Liquor Board, The Frederick County Health Department, the Mayor's Office, the State's Attorney's Office, the Downtown Frederick Partnership, and several other County and City departments.

FPD issues Community Crime Notifications (CCNs) when certain crime series or patterns are identified. We release CCNs through social media, email distribution lists, and, at times, by going door to door. These notifications are also used in the attempt to identify suspects involved in crimes where photographic evidence was obtained. These notifications have been very successful and are used in conjunction with social media postings.

Weekly crime strategy meetings are held with commanders, supervisors, crime analysts, the MCIN-funded Heroin Coordinator and MCIN Coordinator, and representatives of the Western Maryland Information Center (WMIC). Attendees discuss and troubleshoot crime trends, patterns, prolific offenders, and enforcement directives. The crime analysts and commanders disseminate actionable intelligence to operational units so they can deter, detect, and disrupt crime.

FPD's crime analysts produce an assortment of crime analysis products on a daily basis, in the form of crime, safety and awareness bulletins. They also communicate with their regional counterparts in order to maintain situational awareness, share intelligence, and increase effectiveness of crime fighting efforts. FPD provides office space for two state employees of WMIC, which allows for quick communication. When spontaneous rallies and protests occur in Frederick or surrounding areas, our crime analysts and the WMIC staff are able to quickly develop actionable intelligence to assist in the coordination and planning pieces, but also provide needed information that the department can pass along to community partners, residents of affected areas, and business owners.

FPD communicates directly with management of the Downtown Frederick Partnership, a consortium of business owners in the heart of the city. We ensure they are notified about crime trends, we communicate details about special event planning, and we address any concerns. When the Downtown Frederick Partnership implemented an Ambassador program, FPD delivered training to newly hired ambassadors, who have proven to be additional "eyes and ears." Patrol officers work with the Ambassadors to gather information and solve problems.

FPD officers join the Frederick Community Action Agency during their annual "point in time" counts at area homeless encampments. In addition to providing physical security for service providers, this outreach builds rapport and improves relations with this segment of our population.

5) Identify how your agency partners with all segments of the community to prevent crime and address identified community problems. Segments of the community should include residential and business communities, schools, youth, minority groups, hospitals, senior population, faith based organizations, etc.

Response: We believe that crime prevention is best achieved through consistent communication, partnership, and teamwork with the community (General Order 1304). We work diligently to establish and foster relationships that are inclusive of all members of the community, such as:

RESIDENTIAL

The City of Frederick has approximately 80,000 residents within 24 square miles. The City is divided into 12 NACs that serve as the conduit between the City and residents. The NAC serves as one outlet for the dissemination of information. FPD members are also very active with homeowners' associations and community organizations, as they assist with distributing departmental information. FPD also offers Crime Prevention Through Environmental Design (CPTED) surveys for residences. CPTED surveys provide residents with tips and suggestions on how to improve security.

BUSINESS

FPD offers and conducts Civilian Response to Active Shooter Events (C.R.A.S.E.) training to the community. FPD along with the Frederick County Department of Fire and Rescue, Frederick County Sheriff's Office, Maryland State Police, and the Frederick County Health Department provide this training to individuals and businesses.

FPD also offers CPTED surveys for commercial entities. These surveys provide tips and suggestions on how to improve security around the businesses.

FPD remains a core part of various groups and organizations representing business owner interests. Mentioned previously, the Downtown Frederick Partnership is one of these groups. Another group is the Golden Mile Alliance (GMA). Started in 2011, the GMA is a partner with the City in the revitalization of Route 40's "Golden Mile". FPD and the GMA champion the Golden Mile as a vital, evolving, and safe economic and residential area. Department members attend and interact with the membership of these groups and organizations to ensure clear lines of communication remain open.

SCHOOLS

FPD has School Resource Officers (SROs) assigned to elementary, middle, and charter schools in the City. Officers work selflessly to establish relationships with the students, parents, teachers, school support staff, and school administrators to have a team approach to provide student safety and development. Officers participate in teaching assignments related to law enforcement, criminal law, and drug use. Officers participate in after school clubs and activities to bond with students. Also, sworn members actively participate in youth mentoring programs sponsored by Frederick County Public Schools. Our SRO training exceeds the requirements of Maryland's Safe to Learn Act.

YOUTH

Youth under the age of 18 encompass a significant portion of the City population. (Ages 14 and under make up approximately 19 percent of the City's population.) The department must establish relationships with youth in the community, and there are various ways we accomplish this.

FPD has a partnership with the Child Advocacy Center (CAC) and the Friends of the Child Advocacy Center. One of FPD's patrol supervisors, Sgt. Prior, organizes an annual charity basketball game for the CAC. The Chief is a participant and voting member with Frederick County's Local Management Board (LMB). The LMB creates and finances a number of programs aimed at helping underserved children and families. These relationships enhance our ability to work with juvenile victims of crime through a multidisciplinary team approach.

FPD sponsors Explorer Post #153, named after fallen Frederick Police Officer Richard "Mark" Bremer, who died in the line of duty on October 23, 2008. This career-oriented program is for young adults between the ages of 14-20 years old. Law Enforcement Exploring is centered on five skills: career opportunities, leadership experience, life skills, service learning, and character education. Officers work as Lead Advisors for the Explorer Program. Explorers meet with their team twice a month for training. Explorers are paired with officers for large events such as the Frederick Running Festival, Frederick's Fourth of July celebration, and National Night Out. Explorers show off the skills they have learned by attending some recruiting events. There, they can recruit teenagers that are too young to apply as officers, by helping them get their foot in the door with the Explorer program.

Officer Amy Brum is FPD's liaison officer with the Special Olympics of Maryland (SOMD). FPD officers present medals at SOMD award ceremonies and Summer/Winter Olympic games. FPD hosts events to raise money for SOMD athletes. Some events are the "5K on the Runway", "Cops on Rooftops", and the SOMD Torch Run. Officers participate in these events alongside Special Olympic athletes. All money raised goes to the Maryland athletes in the Frederick community.

FPD's School Resource Officer Team participates in the Youthful Offender Program hosted by the State's Attorney's Office. Officer Robert Quintin is the liaison to this program. The program offers guidance to youth who have been charged with minor crimes, and allows children to complete several weeks of mentoring with various community leaders to give them a better perspective on their decisions.

FPD is an active participant in the Juvenile Early Diversion Initiative (JEDI) program. Lt. Steve Corbett provides administrative oversight for JEDI, which is a collaboration between the State's Attorney's Office Juvenile Division, Lead4Life, the Department of Juvenile Services, and other county law enforcement agencies. This program offers low-level juvenile offenders the opportunity to participate in customized diversion programming and seeks to turn them away from continued offending and the typical prosecution route. At FPD, all juvenile misdemeanor offenses involving Frederick County juveniles are referred to JEDI. The Youthful Offender Program referenced above was incorporated into the diversion package as an option.

As part of SRO responsibilities and as required by the Safe to Learn Act, FPD SROs sit on Threat Management Teams at each of the schools we serve. SROs are directly involved in investigating threats and developing responses. The relationship SROs develop with students allows for the type of rapport with troubled students that allows these threat incidents to be resolved with a multi-disciplinary approach that often does not require involvement in the criminal justice system.

FPD also has relationships with youth-serving agencies such as the Boys & Girls Club, the Frederick Optimist Club, the Child Advocacy Center, Child Protective Services, Frederick County Health Department, Heartly House, Office for Children & Families, Parks & Recreation, Safe Kids Frederick County, Student Homelessness Initiative Partnership (SHIP), and the United Way - to name a few. Other youth-serving programs include: Shop with a Cop, Fish with a Cop, Bullying Prevention, etc. Several times per year, we host various Boy and Girl Scout troops with tours of the police department.

FPD is expanding its comfort dog program. We currently have one comfort dog partnered with a SRO, and are adding a second dog with a SRO in early 2023. To obtain these dogs and the training, we partner with Unsung K9 Heroes and Hero Dogs, Inc. Our current dog, Nevada, and her handler, Sgt. Rebecca Carrado participate daily in classroom settings, and English as a Second language classes. They work with school guidance counselors to teach restorative circles, social and emotional learning, teaching/demonstrating self regulation. Nevada is used to help students de-escalate and find comfort. Nevada and Sgt. Carrado participate in numerous community events, and generate a positive response everywhere they go.

FPD coordinates a unique mentorship program with the Boys and Girls Club of Frederick Maryland. Officers participate weekly in mentorship programs run by the club. The Boys and Girls Club gives officers a chance to interact with our youth in a comfortable environment, led by staff at the club.

Lt. Corbett, our SOD Commander, has been teaching woodworking classes in collaboration with the City Youth Matrix (CYM), a community organization focused on underserved children. The executive director of CYM is also a local school teacher in one of the schools served by our SRO program. The excellent SRO/school relationship led to this collaboration.

MINORITY GROUPS

Fostering partnerships with minority groups and organizations is important to allow the department to reach all segments of our community. FPD actively participates in and meets with groups throughout the community. Frederick has a large Hispanic community of approximately 18 percent of the population. There are two prominent organizations that assist and advocate for the Hispanic population: Centro Hispano de Frederick and Spanish Speaking Community of Maryland. Another community organization that the department has close ties with is the Asian American Center of Frederick. Partnerships with these organizations have allowed us to bridge the gap and build trust.

FPD attends the Human Relations Commission of Frederick County monthly meetings and submits an annual report outlining our recruiting and hiring practices. FPD also has an officer assigned as a liaison to the South End Coalition and Friends of Mullinix Park, long standing community groups mainly comprised of minorities. The productive relationships fostered over time with these two groups alone was instrumental in maintaining overall community goodwill toward FPD during various protest actions that occurred in 2020.

Through an agreement, FPD dedicates a liaison officer to The Frederick Center. The Frederick Center's mission is to support and advocate for the LGBTQ+ community.

AUXILIARY TEAM

The Frederick Police department has a nine member volunteer Auxiliary Unit. Auxiliary Officers help with community events and demonstrations. They also assist with large events such as the Kris Kringle Parade, the Frederick Running Festival, and the Fire In Ice festival. Auxiliary members are uniformed volunteers who drive marked, auxiliary cruisers. They are additional eyes and ears to keep the community members safe while conducting patrols of the city. The entire Auxiliary Unit strives to be ambassadors for not only the Department but for the entire City of Frederick.

HOSPITALS

FPD has an exceptionally strong relationship with Frederick Health Hospital (FHH), the major hospital in Frederick. We work closely with FHH members, including medical, security, and administrative staff, to continually fine-tune our policies to improve processes and promote public safety.

SENIOR POPULATION

Residents 65 years old or more account for approximately 14 percent of the city population. Ensuring that we reach them is vital to crime reduction efforts. Officers, detectives, and our victim advocates work with the Department of Aging to reach seniors who may be vulnerable to fraud crimes. On occasion, we conduct safety oriented presentations in assisted living, independent living, and over 55 communities.

FAITH-BASED

Having relationships with our faith community is very important to us. One way we do this is through our Chaplain Corps. The Chaplain Corps is composed of local faith leaders representing a variety of faiths, including the Protestant, Catholic, and Orthodox Jewish faiths. The Chaplain Corps is on-call to respond to critical incidents and supports FPD at a variety of events. FPD also maintains close relationships with the synagogues, Chabads, and a mosque located in Frederick, providing additional patrol checks, CRASE training and CPTED surveys during times of increased threat levels.

PERSONS WITH DISABILITIES

FPD is very active with Special Olympics of Maryland. Throughout the year, members participate in the Polar Bear Plunge, Cops on Rooftops, Torch Run, and the 5K on the Runway.

OTHER

Other programs and services offered to the Frederick community include:

- Drug Take Back events
- Narcan carried by Officers
- Ride Along program
- Bike, e-Bike, foot & Segway Patrols
- Victim Services Unit
- K9 Demonstrations
- Headquarters tours
- Fish with a Cop
- Coffee with a Cop
- Shop with a Cop
- Pack a Police Car

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

Response: In 2022, FPD invested in new technology to help us improve communication with, and get feedback from, citizens who call on us for police services. We implemented a software (SPIDRTech) that works with our Computer-Aided Dispatch software. Citizens who request police services via cellular phone receive text messages advising them of anticipated response time, case details, as well as a voluntary survey at the conclusion of the call for service. In the third quarter of 2022, from about 600 respondents, we learned that the vast majority of citizens were satisfied with the services they received and the professionalism of the officer with whom they

interacted. This system gives us continuous feedback on how people who need police services think we are doing.

Also in 2022, in the interest of convenience and customer service, FPD gave citizens another way to report minor incidents through an online reporting system. Citizens still get an in-person response from an officer whenever they request one; however, for those citizens who prefer to report minor events at their convenience, we wanted to provide this option. It is important to note that all incidents reported online are reviewed by patrol supervisors, who assesses solvability, and refer the case for further investigation or follow-up when necessary.

As noted earlier but in less detail, all employees are rated through regular performance evaluations (General Order 1830). All sworn members of FPD, regardless of their job function, are formally rated in performance sub-categories labeled "Community Policing" or "Interaction/Liaison". More specifically, all patrol officers work to achieve high marks in these areas: 1) Proactively initiated contact with citizens and businesses in assigned area, and interacted in a professional and positive manner with the public; 2) Developed intelligence, information, and sources of information through consistent interactions in assigned area of responsibility; 3) Demonstrated responsiveness to citizen requests for information and provided timely follow-up information to complainants, victims, and others; and 4) Worked with and communicated with citizens to problem-solve identified issues and problems in assigned area of responsibility. Performance is measured through direct observation of supervisors, verbal or written feedback from citizens, and written reports that detail officers' efforts to achieve successful outcomes. Any officer at any rank that does not rate "met standards" or above is subject to a performance improvement plan. As performance evaluations have been reviewed up the chain of command, up to and including the Chief, no performance deficiencies in this category have been noted in 2021.

For a few final points, FPD is CALEA accredited, and we received our most recent four-year accreditation in April, 2020. We have a remote review scheduled for March, 2023. Adding CALEA's professional, external review of our policies to the daily scrutiny of our community members adds another check and balance to ensure we are not relying on our own opinion of our performance. Additionally, community surveys conducted by past entry level academies have provided us with snapshots of how the community rates and perceives us. Our regular interactions with NAC members provide us ongoing feedback about the quality of our service. If we receive negative feedback, we strive to address it and correct it whenever necessary.

* Population information on page 1 is from
<https://www.census.gov/quickfacts/fact/table/frederickcitymaryland/PST045221>

NOTE: Email Agency report and document(s) to: pctc.mandates@maryland.gov