

Maryland Police Training and Standards Commission
Community Policing Program
Annual Report

Section I

Appendix C

Agency: Rockville City Police Department

Region #: II

Date Report Submitted: 04/11/24

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Number of sworn members: 63

Non-sworn members: 24

Jurisdictional Demographics: Population: 66,915

Square miles serviced by the agency: 13.60

White: 40.3% Black: 11.6% Hispanic: 16.6% Asian: 27%

Native American: 0.1% Hawaiian or Pacific Islander: 0.0% More than one race: 11.4%

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: Community policing is integrated throughout the Rockville City Police Department. Recognizing its importance, RCPD has a long-standing history of incorporating community policing into its daily operations and acts as the ambassadors of the community with all public encounters. The Department's 'Mission Philosophy' itself, as stated in its written directives, notes, "The mission is accomplished by working in collaboration with the community, allied police agencies, other City departments and stakeholders to develop and implement proactive strategies based on the community's needs." The first listed 'Department Value' reemphasizes this commitment to the community by stating, "Service Orientation- Each employee enhances the quality of life within our community and our department through dedicated service. Our commitment to the community is to treat people with dignity, empathetically and compassionately while delivering high quality service." Embracing the concept of collaboratively working with the community, at the Department's core, facilitates community policing becoming ubiquitous within its operations.

In practice, RCPD primarily utilizes mutual community support and strong communication to implement its community policing. The goal of this is to prevent issues before they start and to swiftly, and effectively, address those issues that do. RCPD's partnerships/connections throughout the community provide an element of departmental direction. As people communicate their concerns (through social media, email, community meetings, reaching out to officers of various ranks, voicing themselves through various organizations, etc), the Department continuously adjusts and modifies its course to best address the community's needs. An example of this is RCPD's weekly "Code 18's" directive in which specific issues that are brought forward by the public are disseminated to all officers with statistically tracked results. Another example of this is the Department's use of Incident Action Plans (IAP's) to address larger scale incidents. Whether one is created to maximize the smooth operation of a community event (like a parade, race, or one of Rockville's many festivals/shows) or to target an area that's generated an increased amount of community concern, IAP's implement an additional level of detail to yield the desired results. Along with its community members, effective communication is also maintained by the Department through open channels with allied/neighboring agencies and with the media through their Public Information Officer (PIO). Crime trends, safety tips, and various examples of police involvement within the community are shared to preserve the Department's relationship with the community that it serves. These ongoing methods of outreach and involvement create a strong backbone for RCPD's daily activities.

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

Response: Top management within the Rockville City Police Department emphasizes and supports community policing in various ways. Departmental policies/directives relating to community policing are written, set, and implemented by top management throughout RCPD. Additionally, they will directly support efforts through the allocation of funding, making related training accessible, implementing assignments, and the encouragement of good community policing through an evaluation process, yearly awards, an 'Officer of the Month' program, etc. Top management, in their structuring of RCPD, has also created/allowed for the growth of a dedicated

unit (currently composed of a Sergeant, two officers, and one civilian) specifically tasked with individualized versions of community engagement. Additionally, they lead by example by making the time to actively participate in community-based events. It should also be noted that each member of the RCPD Command Staff is assigned to various neighborhood civic associations and will attend their respective meetings regularly.

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: The Rockville City Police Department recognizes that all training works towards strengthening the bond it shares with the community that it serves. A better educated department, composed of well-trained officers, increases the level of trust and confidence from its community members (as well as improving its interactions with them). With this in mind, the Department supports its officers, at all ranks, to pursue training in a variety of areas. Varied training maximizes RCPD's ability to effectively implement problem solving efforts.

All sworn members of RCPD attend a months-long all-encompassing block of training through a public safety/police academy. This, coupled with a rigorous field training program, creates a strong foundation for officers to build upon. Although the Department follows up on this by providing annual 'in service training' to all officers to expand their knowledge base, the Department (through their top managers) also allocates money and effort towards individual officer training/development. Prioritizing the link created by well-trained police and the community, the Department has even dedicated a Lieutenant to be assigned as the 'Training Coordinator.' Training, which is completed both in-house and with the aid of other agencies, will frequently have elements of scenario-based training to improve future police interactions when dealing with a diverse range of people. This could include not just agitated individuals or those with a general distrust of the police, but those with disabilities (physical, developmental, and/or cognitive), the elderly, juveniles, those with cultural differences, or those with language barriers. RCPD training also incorporates how to properly access available resources to assist the community as effectively as possible.

Several members of the RCPD Command Staff, as well as other officers within the Rank and File, have received classes on "21st Century Policing," "Tenants of Community Oriented Policing," and "Community Based Policing." In addition to these, examples of other training provided to RCPD officers includes (but is not limited to) the following:

- Attending the annual International Association of Chiefs of Police training conference
- Attending the annual Maryland Chiefs of Police Association training conference
- FBI National Training Academy
- Northwest University School of Police Staff and Command
- Crisis Intervention Training (CIT)
- Basic Investigator School
- Fair and Impartial Policing
- Ethics, Compliance and Accountability
- Comparative Compliance
- First Line Supervisor School
- ABLE (Active Bystandership for Law Enforcement)

- Active Shooter
- McGruff the Crime Dog Training
- Community Policing Essentials
- Officer Interactions with Those on the Spectrum
- Body Worn Camera
- Residential and Commercial Crime Prevention
- LDI Equitable Decision Making
- Human Trafficking Training for Law Enforcement
- IPMBA (International Police Mountain Bike Association)- Basic Bike Class
- CRASE (Civilian Response to Active Shooter Events)
- Maryland School Safety SRO Course
- Mental Health First Aid
- FBI LEEDA

It should also be noted that RCPD provides officers access to a variety of training throughout the year via online means such as, but not limited to, NeoGov.

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: Community issues are identified through the reporting of Rockville City police officers and through the members of the Rockville City community itself. As RCPD officers respond to calls for service and generate self-initiated activity, data is compiled by both their dispatching and reporting systems. This information, in turn, is reviewed and disseminated back to officers by RCPD's dedicated Crime Analyst. In addition to the regularly provided Crime Analyst reports, supervisors within RCPD will also use the information that they've gathered from their officers (and personally observed) to implement effective direction in addressing the issues through police response.

Community members are able to reach out to RCPD, to assist in identifying issues, through a myriad of channels. Alongside using Montgomery County's Emergency Communications Center (ECC), RCPD has its own dispatch/dispatchers and its own non-emergency line. Community members can use this number to call the station but can also reach out to officers via their assigned voicemail boxes or their departmentally issued cell phones. They can also bring up community related issues through an online complaint system, by coming to the RCPD police station, by attending any RCPD sponsored event, by reaching out via social media, or by attending any of the numerous police-attended neighborhood civics association meetings held within Rockville City. These channels allow for issues to be addressed by officers in a timely, and direct, manner with those who have raised a specific concern.

As community issues are identified and addressed in the above-described manners, RCPD communicates trends with the communities that it services. Recognizing the connections of those who frequently attend RCPD-attended meetings, a lot of information gets relayed to various communities through those forums. RCPD will also communicate trend related information through online means (YouTube and Nextdoor), through use of its social media pages (Facebook, Instagram, Twitter, and LinkedIn), and through the use of Rockville Channel 11 and its related media. RCPD facilitates many of these communications through the use of their Public

Information Officer (PIO). Examples of 'ground level' approaches utilized by RCPD are the periodic use of an electronic signboards or having officers go door to door to speak with people directly.

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: The Rockville City Police Department, through its implementation of community policing, is dedicated to effectively partnering with all segments of the community which it serves as it relates to addressing identified community problems. Rockville itself is a conglomerate of intersectionality. By recognizing (and embracing the fact) that Rockville City is a highly diverse environment, RCPD has been able maintain relationships that respect the individual rights and the dignity of all people. This has created a strong working relationship, as well as personal ones, between officers, community, members, and several organizations/groups. Some of these organizations/groups include residential, business/retail, faith based, senior, school, and youth. By participating in community-based events, police officers and the community gain from the naturally occurring humanization process.

The above-mentioned organizations/groups are serviced through the following community-based initiatives provided by the Rockville City Police Department:

Crime Prevention Through Environmental Design (CPTED) Surveys- These surveys are conducted by the Department, at the request of the communities, to implement safety through preventative maintenance. This is accomplished through a thorough evaluation of a location and the completion of a comprehensive report.

Residential/Business/House of Worship Surveys- These surveys bridge the gap between the more comprehensive CPTED surveys and the needs of community members. At the request of a resident, RCPD will respond to a location to complete a 'check sheet' style form assessing the property, a second form with clarifying explanations of the results, and will conclude with a follow up email to the home, business owner, or agent.

Coffee with a Cop- This program is dual purposed: Creating a relationship with a partnering business and creating relationships with its diverse cross section of patrons. This program creates an environment where RCPD and community members can engage in a non-threatening, comfortable, environment. This promotes relationship building through organic conversation.

National Night Out (NNO)- This annual event consists of RCPD partnering with individual communities and neighborhoods as a "National Night Out Against Crime." Its goal is to demonstrate commitment through partnership while strengthening relationships and neighborhood comradery. RCPD will typically attend 20-30 block parties during this event to show its support.

Prescription Drug Take-Back Events- RCPD participates in several prescription drug take-back events. RCPD recognizes the environmental impact of improperly disposed of medications, the societal impact of potentially unaccounted for medications, the need for the occasional reminder to its community members to dispose of their old medications and providing a convenient way

to do so. Beyond just having an available prescription drug box for discarding medications in the station lobby (which is available 24/7), RCPD will coordinate smaller scale take back events at senior centers and at retirement homes. RCPD also participates in larger scale take back events to include the bi-annual DEA Nationwide Take-Back Event (which is a nationwide coordinated effort) and 'Rockville Goes Purple' (which is a Rockville City initiative designed to raise opioid crisis awareness).

Operation Chill- This program, which dates back to 1995, was created as a partnership between 7-Eleven and local police to reward children who display good behavior. RCPD is provided with "tickets" which can be redeemed for a Slurpee at participating locations. When an RCPD officer observes a deserving child, they are able to provide them with a "ticket" and utilize that moment to commend the good behavior, build rapport, and encourage further positive interactions.

Faith and Blue- This national event takes place over a weekend and is based on the premise that "strong communities are built through mutual respect and understanding." Additionally, it promotes law enforcement and faith institutions as "key pillars of each community" and emphasizes how when they work together, they thrive. The Rockville City Police Department traditionally participates by joining Mt Clavary Baptist Church as they provide their service and afterwards during their social events.

Steering Wheel Lock Giveaway Event- Directly identifying a community need based on the increase of reported auto thefts, the Rockville City Police Department was able to address the issue through the preventative act of a 'Steering Wheel Lock Giveaway Event.' This event was coordinated with Hyundai Motor Corp to provide free steering wheel locks to City residents at the Rockville City Police station.

Hometown Holidays- This yearly Rockville City event spans Memorial Day weekend. It is open to all those wishing to attend and involves the participation of many local food vendors, local politicians, and various tent setups. Bands are booked to play on stage, enhancing the experience on Saturday and Sunday, and an inclusive parade takes place through the City on Memorial Day itself. RCPD not only assists with this parade, but has a strong presence during the festivities. This includes many assigned officers, who are available for engaging with community members, and a dedicated RCPD tent comprised of officers, giveaway items, and police vehicles.

Ride Along Program- This program allows community members to ride with RCPD patrol officers as they go through their workday. This program provides the public with a firsthand experience in which they are able to learn about day-to-day police operations, responses, and police related calls within their city. As people ride with officers, they are also presented with a unique setting where they have the opportunity to ask relevant questions and engage in conversations.

Shop with a Cop- The Rockville City Police Department participates in multiple 'Shop with a Cop' events throughout the holiday season. This program pairs pre-selected children/families with police officers at participating local businesses to allow them to purchase gifts for themselves, their families, loved ones, and friends. Participation in this event embodies the spirit of giving while allowing community members to see RCPD officers in a new light.

Winter Coat Drive- By partnering the Department's Community Engagement Officer (CEO) with a local charity, RCPD collects coats for local students in need. This connection shows RCPD's commitment to some of their most vulnerable community members.

Polar Bear Plunge- The Rockville City Police Department participates in this annual event to show their ongoing support for the Special Olympics. The Special Olympics provides year-round support to the special needs community through their sports related engagement. Rockville City has a sizeable special needs community and, through events like this, RCPD is able to proudly display their compassion for them while simultaneously raising awareness. RCPD's commitment further extends to actively participating in other Special Olympics events such as the LEO Torch Run, 'Cover the Cruiser' events, and serving as medal presenters at their formal games.

Mental Health Specialist Program- RCPD has contracted a full time clinician to work alongside its police officers as a Mental Health Specialist (MHS). Recognizing that police departments can better serve those experiencing mental illness and those in crisis, RCPD has incorporated the MHS position to be a community resource available to effectively reach those in need.

Police Chaplain Program- The Rockville City Police Department has a volunteer police chaplain available to provide support and comfort to officers, civilian staff, and community members as needed.

Alcohol Holiday Task Force- Each year, Rockville City police officers will partner up with allied agencies to actively participate in the 'Alcohol Holiday Task Force.' This task force patrols the community, specifically targeting drunk/impaired drivers, with the mission of keeping the streets safe during the holiday season.

International Walk to School Day and International Bike to School Day- The Rockville City Police Department participates in these annual events having officers join students at multiple schools within the community they serve. Officers are able to promote health, green awareness, and develop rapport with Rockville City youth.

Halloween Events- During the Halloween season, RCPD will join the community by participating in multiple events attended by families and children of all ages. RCPD will take opportunities presented by this season to connect with lighthearted events such as 'Trunk-or-Treat' and the 'Boo Bash Spooktacular' (which is a larger scale Halloween party held at the RCPD station with trick or treating, pumpkin picking, Halloween decorations, and face painting). Additionally, RCPD will decorate its sallyport area, during the season, as a haunted house and allow children to tour through it during events.

Rockville Rec Center Youth Events- The Rockville City Police Department maintains a close relationship with its local recreation centers (Lincoln Park Recreation Center, Twinbrook Recreation Community Center, and Thomas Farm Recreation Center). RCPD believes in nurturing the relationships formed with the youth at these locations. Officers will frequently respond to these locations informally but will also periodically join their programs/events such as their 'Teen Lock-In Event,' 'Rockville Skate Jam,' and 'Teen's Summer Kick-Off Party.'

Bicycle Patrol/Foot Patrol- Aside from just patrolling in vehicles, RCPD encourages officers to conduct bicycle and foot patrol throughout the City. These methods of patrolling promote accessibility of officers and provide a more intimate level of service/engagement.

Safe Place for Transactions- The RCPD station serves the community as a safe location for transaction between people. With an accessible lobby and a monitored parking lot, the public can feel safe as they exchange goods from online purchases, exchange children while in contentious custody situations, or meet people for the first time.

Holiday drives- The Rockville City Police Department participates in many holiday drives. These include participating in both Rockville City events and in RCPD coordinated events. The City of Rockville will hold an annual 'Holiday Toy Drive' and an annual 'Holiday Food Drive' where donations are collected and distributed to preselected local families. RCPD will assist throughout the process from traffic control to engaging with community members. The Department itself will connect with local charities, collect food donations from area restaurants, and officers will pass out the food to local families at Rockville City Rec Centers. RCPD officers will also collect toy donations later in the season, provide them to the Rockville City Rec Centers to assist with wrapping, and then distribute them to kids to create a bonding experience.

If I Were Mayor- This annual interdepartmental contest selects a "mini mayor" for the day in Rockville City. RCPD participates in providing the winning child the best experience possible by giving them with a tour of the police station, a ride along, a ride to the park, and a ride to the local nature center. RCPD officers strive to create a fun and memorable day for the winner.

School Picture Day Hair Cut Event- This event, developed by the Rockville City Community Engagement Officer (CEO), was created to help underprivileged students in Rockville City with fresh haircuts for their school picture days. By teaming up with a local barbershop, and with the assistance of local schools, RCPD coordinates (and pays for) haircuts to support these pre-identified students.

Boy Scout and Girl Scout Events- The Rockville City Police Department will assist local scout troops in multiple ways when requested. RCPD will provide station tours, go to meetings (to talk about general safety, crime prevention, and leadership), and assist with practical exercises (referenced forensics, evidence collection, and/or fingerprinting) to help them earn merit badges.

CRASE- Civilian Response to Active Shooter Events (CRASE) Training is provided to interested community members by qualified Rockville City police officers. This training provides in person instruction, a power point, audio, video, and diagrams to effectively educate the public on how to handle certain dynamic situations.

CJLE Program- The Rockville City Department has partnered with Montgomery County Public Schools (MCPS) to participate in their Criminal Justice/Law Enforcement (CJLE) Program. This high school level program serves to teach students interested in law enforcement by providing them classroom instruction blended with firsthand police instruction. RCPD officers are able to reach students while simultaneously educating them by acting as speakers and providing hands-on instruction. The CJLE program then further partners students with officers with by allowing them

to participate, shadow, and volunteer alongside RCPD officers for college credits (providing them with a real-world incentive for invested participation).

Rockville Senior Center Summer Program- This three-month program focuses on various police related topics as they relate to senior within the community. Some of these topics include general safety (personal, vehicle, and residential), fraud/fraud prevention, CRASE training, and drug safety. RCPD officers coordinate with the Rockville Senior Center to tailor courses based on interest and applicability and presents them to all who attend.

Main Street Apartments Safety Council- With a sizeable population of special needs individuals within Rockville City, RCPD supports this community by actively engaging in areas where they can be the most helpful. One of these ways is with the RCPD officer members of the Main Street Apartments Safety Council. This apartment building was designed to be a safe home for those of differing abilities. By being members of the safety council, RCPD is able to preemptively help resolve many issues in constructive/positive ways.

Equity Champion Meetings- RCPD, through appointed police officers, participates in these monthly meetings held by the Rockville City Government. These are geared towards the implementation and support of justice, equity, diversity, and inclusion.

Safety Talks- The RCPD Community Engagement Unit (CEU) will frequently schedule safety talks with many interested segments of the community. Many times, this is proactive (to help implement preventative maintenance), but it these are also commonly done to address sections of the community that have been recently impacted by crime. Safety talks will be done to community groups in person or on Zoom to accommodate the public - venues have ranged from libraries to businesses.

School Talks- RCPD's Special Operations Division invests time in reaching out to local students through school specific talks. These officers conduct talks to pre-school through high school aged students, at the request of teachers/school administrators, to provide them with relevant information while developing relationships.

Social Media Outreach- The Rockville City Police Department actively participates in social media to further connect with the community it serves. Facebook, Instagram, Twitter, and LinkedIn are all used to maximize communication and information sharing. Through social media, RCPD is able to share events, departmental news, job openings, lookouts for missing people, crime prevention tips, arrests, etc.

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

Response: The Department measures the effectiveness of its community policing program through not only tangible results within the Rockville City limits, but through community feedback.

Through the use of crime statistics, and the observation of reduced call volume in targeted areas, successes can be observed directly by the Department. This effort is further supported by a 'chain of command' style approach which allows departmental managers, at various levels of authority, to review/assess conditions and implement real-time modifications to increase effectiveness.

The Rockville City Police Department takes pride in maintaining an open line of communication with the community that it serves. RCPD continues an open and forward-facing message of dedication to community policing. Whether it's their emphasis on "community" found throughout their General Order titled 'Department Mission and Goals' or the 'Police' section of the Rockville City website, RCPD creates an environment that is conducive to feedback referenced this program. Feedback is then obtained through various mechanisms to include a bi-annual City-wide customer service survey, emails (both through the Rockville City website and to officers directly), RCPD's social media pages, community meetings, accessibility to departmental managers via telephone, and/or face-to-face interactions between officers and the community that they serve.

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