



# GENERAL ORDER OPS-25 CRIME PREVENTION AND COMMUNITY RELATIONS

EFFECTIVE JANUARY 29, 2018

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This General Order contains the following numbered sections:

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## **I. POLICY**

The Howard County Department of Police (HCPD) is dedicated to the development and implementation of crime prevention programs, positive community relations, community foot patrols, and effective community policing. Emphasis will be placed on using problem solving strategies while addressing the needs of the community that may be identified by HCPD members and/or Howard County citizens.

## **II. DEFINITIONS**

- A. District Community Resource Officer (DCRO): Police Officer assigned to each district station.
- B. Mental Health Community Liaison: Members dedicated to assisting HCPD with the mental health needs of the population of Howard County.
- C. Cultural Liaison Officers: Community Outreach Police Officers with specialized training in and focus on the multicultural populations of Howard County.
- D. Neighborhood Community Resource Officer (NCRO): Police Officer assigned to a specific community due to high crime and/or calls for service.
- E. Police Neighborhood Satellite Office (PNSO): A designated location within a specific community established to increase police visibility, public contact, and cooperation, and subsequently deter criminal activity.
- F. SARA: Scan, Analyze, Response, and Assess model of problem solving.
- G. Senior Liaison Officer: Community Outreach Police Officer with specialized training in and focus on the senior population of Howard County.
- H. Youth Liaison Officer: Community Outreach Police Officer focused on building relationships and enhancing involvement with Howard County youth.

## **III. COMMUNITY POLICING**

- A. The HCPD is committed to the Community Oriented Policing (COP) philosophy. This philosophy employs the many strengths of traditional law enforcement coupled with an emphasis on community involvement in problem identification, analysis, and resolution.

- B. The HCPD's commitment to the community policing philosophy shall be reflected in the contents of the annual HCPD Goals and Objectives and the HCPD multi-year strategic plan.
- C. This commitment extends to initiating and maintaining active partnerships with the corporate and private communities of Howard County to reduce the opportunity for criminal activity.
- D. HCPD members shall be committed to utilizing effective problem-solving strategies such as the SARA model when analyzing and resolving problems encountered during their duties.
- E. Emphasis shall be placed on developing long-term solutions to problems that impact the quality of life within the communities of Howard County.

**IV. MEMBERS' RESPONSIBILITIES**

- A. All members of the HCPD are responsible for providing basic crime prevention and awareness information (i.e. identity theft, senior crimes, garage burglaries, engraving personal items, etc.) to citizens when answering calls for service or through other contacts.<sup>1</sup> Members should encourage citizens to participate in the HCPD's crime prevention programs and activities.
- B. The responsibility for achieving the HCPD's community involvement and community relations objectives is shared by all HCPD members. Only when there is a coordinated effort by all components and members of the HCPD will a beneficial relationship exist between the police and community.
- C. HCPD members shall be responsible for providing crime prevention assistance to citizens in situations where such assistance would be beneficial and when mandated by specific HCPD directives.
- D. All HCPD members are to communicate to the District and Neighborhood Community Resource Officers (CROs) any concerns being voiced by the community; community problems being addressed; recommendations from the member for addressing community concerns; and progress being made on any previously identified community problems.<sup>2</sup> The method of communication may be in the form of personal contact, email, memo, a copy of an Incident Report, etc.
- E. When a member receives a request for a Residential Security Survey he shall conduct the survey himself, if certified, or, if he is not certified, he shall forward the request to the Special Operations Bureau for assignment to an Auxiliary Officer.
- F. All requests for community meetings shall be forwarded to the Community Outreach Division Commander or his designee, who will determine if an HCPD member will attend and ensure any scheduled HCPD appearances are posted on the Outreach calendar. All meeting requests will be logged electronically and issued an event number by the Community Outreach Division (COD) Administrative Assistant. Records of all logged events will be maintained by the COD.

**V. POLICE NEIGHBORHOOD SATELLITE OFFICES (PNSO)**

- A. The following are procedures for PNSOs:
  - 1. PNSOs shall be established and maintained in designated communities by the Operations Command.
  - 2. Members shall routinely use PNSO facilities when conducting area foot patrols or follow-up investigations, hosting interviews, preparing written reports, and meeting with area residents.
  - 3. Members utilizing a PNSO shall keep it clean and orderly.

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<sup>1</sup> CALEA 42.2.8e

<sup>2</sup> CALEA 45.2.3 and 45.2.2c

4. Members shall utilize HCPD computers at a PNSO consistent with General Order ADM-40, Computer Operations. Only authorized HCPD personnel may access HCPD computers.
  5. PNSOs shall be kept secured and may not be occupied by citizens except in the presence of HCPD personnel. The last HCPD member leaving is responsible for ensuring the PNSO is secured.
  6. PNSOs are the ultimate responsibility of the NCRO Section. Members using the PNSOs who notice a need for repairs to equipment or additional supplies shall email the NCRO Section Supervisor.
  7. The Community Outreach Division Commander or his designee shall conduct monthly inspections of each PNSO. Results of the inspection shall be recorded on the monthly report.
- B. The following are procedures for unstaffed Police Satellite Offices:
1. The HCPD may identify certain off-site locations where members can perform administrative duties. Such facilities are not PNSOs and shall be kept clean and secure by officers using them.
  2. The appropriate District Commander shall assign personnel to make periodic inspections of such facilities to ensure these locations function efficiently. Assigned personnel shall forward a memo to the appropriate District Commander stating any needs or concerns that effect the operability of these locations.
- C. At the direction of the Chief of Police, the Quality Assurance Unit shall make periodic inspections of Police Satellite Offices.

## **VI. COMMUNITY FOOT PATROLS**

- A. Community foot patrols create many opportunities for mutually beneficial interactions between the community and the HCPD such as:
1. Encouraging a cooperative informational dialogue;
  2. Reducing citizens' fear of criminal activity;
  3. Increasing patrol officer visibility in residential and business communities;
  4. Disseminating crime prevention information;
  5. Identifying criminal or suspicious behavior; and
  6. Reducing the opportunities for crime and disorder.
- B. Community foot patrols help to promote the HCPD's COP philosophy and enhance police-community relations. Any actions that promote positive police-community interaction are encouraged.
- C. Patrol officers will actively seek contact with citizens and business representatives to identify concerns and to provide information and service.
- D. Patrol officers have the following responsibilities when conducting community foot patrols:
1. Conduct a minimum of two (2) foot patrols per shift in their assigned beat. Efforts should be geared to speaking with as many different citizens and business owners or employees as possible. The foot patrol locations will include but are not limited to:
    - a. Shopping and Village Centers;

- b. Public parks and other open space areas;
  - c. Isolated business locations;
  - d. Apartment complexes;
  - e. Residential areas conducive to foot patrol; and
  - f. PNSOs and unstaffed Police Satellite Office
2. Advise communications or log via MDC that they have initiated a foot patrol and provide the location. The patrol officer will carry his portable radio and be available for dispatched calls. Upon clearing the foot patrol, the officer will notify communications or clear via MDC.
  3. Document each foot patrol location, date, and start and finish times on the officer's monthly activity report.
- E. Supervisors responsibilities pertaining to community foot patrols are as follows:
1. Ensure that patrol officers under their supervision are performing foot patrols consistent with this policy.
  2. Assign officers specific foot patrols, such as residential or commercial areas, to positively impact problem or target areas.
  3. Closely review the monthly activity form for accuracy and legibility, noting any deficiencies regarding self-initiated activities, and promptly bringing it to the patrol officer's attention for appropriate action.
  4. Actively participate in initiating their own foot patrol activities whenever possible.
- F. Watch Commander responsibilities pertaining to community foot patrols are as follows:
1. Regularly monitor compliance with this policy and hold squad supervisors accountable for the patrol officers' participation with community foot patrols.
  2. Capture foot patrol statistics from the officers' Monthly Activity Form and forward them to the District Commander or his designee.

**VII. PATHWAY PATROL**

- A. The Pathway Patrol Section shall be responsible for year-round monitoring of the pathways throughout Howard County, focusing on high visibility, community interaction, and enforcement efforts.
- B. Officers will use traditional bicycles, Zero Motorcycles, and the electric utility vehicle.
- C. Pathway Patrol responsibilities shall include:
  1. High visibility pathway monitoring;
  2. Attend community meetings;
  3. Routine interaction with community leaders and members; and
  4. Conduct bike safety and other crime prevention presentations and enforcement activities.

**VIII. DISTRICT COMMUNITY RESOURCE OFFICERS (DCROs)**

- A. District CROs shall be responsible for the development, coordination, implementation, and evaluation of HCPD crime prevention programs, and shall maintain the organizational responsibility for structured community relations programs.
- B. DCROs shall be responsible for the following activities within each district in areas not covered by the Neighborhood CROs:
  - 1. Develop and facilitate the delivery of HCPD crime prevention programs. These programs will target specific geographic areas when crime trends arise.<sup>3</sup>
  - 2. Assist in the proactive organization of crime prevention groups in residential and business areas and maintaining relationships with these and other interested community groups.<sup>4</sup>
  - 3. Provide input on developing community involvement policies and programs for the HCPD.<sup>5</sup>
  - 4. Convey information transmitted from citizens' organizations to the HCPD.<sup>6</sup>
  - 5. Improve HCPD practices impacting police-community interaction.<sup>7</sup>
  - 6. Identify community needs through interviews and discussion with citizen representatives.
  - 7. Distribute crime prevention literature, staffing information booths, and alerting victims on how best to avoid future victimization.
  - 8. Establish, coordinate, and maintain crime prevention programs within the community.<sup>8</sup>
  - 9. Update and improve the HCPD's community relations programming on a continual basis.
  - 10. Recommend priorities for action based on pertinent data that will include:<sup>9</sup>
    - a. The crime types that present the greatest community interest;
    - b. Where the concerns are most prevalent; and
    - c. What types of programs would be most effective in addressing the concerns.
  - 11. The DCRO shall be a resource to the patrol officer. The patrol officer has the responsibility of contacting the DCRO for any assistance required to complete a project in the DCROs area.
  - 12. The DCRO shall coordinate activities with the appropriate NCRO to maximize resources and prevent duplicated efforts.

**IX. NEIGHBORHOOD COMMUNITY RESOURCE OFFICERS (NCROS)**

- A. NCROs shall be responsible for knowing quality of life concerns and crime trends in their designated area of responsibility, and working with the community to address those concerns through community policing, problem solving, and enforcement activities.
- B. NCROs shall be responsible for the following activities within each assigned area:

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<sup>3</sup> CALEA 45.1.1a

<sup>4</sup> CALEA 45.1.2 and 45.2.1a

<sup>5</sup> CALEA 45.2.1b

<sup>6</sup> CALEA 45.2.1d

<sup>7</sup> CALEA 45.2.1e

<sup>8</sup> CALEA 45.1.1a and b

<sup>9</sup> CALEA 45.2.1f

1. Develop and foster a harmonious relationship between the HCPD and the community in their designated area of responsibility.
  2. Develop a network of resident and business contacts in the community, and a build a trusting relationship with youth in the neighborhood.
  3. Assist patrol officers and investigators with identifying persons of interest, suspects, and witnesses who live in and frequent the community. Convey information received from community contacts to appropriate personnel within HCPD.
  4. Assist in the proactive organization of crime prevention groups in residential and business areas and maintain liaison with these and other interested community groups.
  5. Attend community meetings and provide presentations to address community perceptions or misconceptions of crime, and crime prevention information to reduce and prevent victimization.
  6. Maintain a close working relationship with the Crime Analysis Unit to use statistical data to identify crime trends within the NCRO's area of operation.
    - a. Utilize the data to target problem areas through education and enforcement.
    - b. Work with area partnerships to recommend environmental design changes to deter crime.
    - c. Alert community leaders and property managers to ongoing trends and relay crime prevention tips that can be disseminated thru community newsletters
  7. Be the point of contact for banning requests and the establishment of banning Memorandums of Understanding (MOUs) within their area of operation
- C. The NCRO Section shall work as a team to identify and formulate strategies to address community needs, recommending priorities for action based on data.
- D. The NCRO Section shall maintain a close working relationship with other areas within the HCPD including but is not limited to the following:
1. Assist patrol operations with priority and high risk calls for service or in situations where an incident has depleted patrol resources.
  2. Coordinate activities with the appropriate DCRO to maximize resources and prevent duplicated efforts.
  3. Provide input on developing community involvement policies and programs for the HCPD.
  4. Provide intelligence support to HCPD investigative components.
- E. The NCROs shall ensure the PNSOs are stocked with a variety of handout materials and literature that provide information regarding programs designed to improve the quality of life for residents of Howard County.

**X. COMMUNITY OUTREACH OFFICERS**

- A. Cultural Liaison Officers

1. The purpose of the Cultural Liaison Officers is to interact with Howard County's diverse cultural populations, established cultural groups, and government and nongovernment agencies serving the multicultural populations, to increase communication, protection, and education for Howard County's multicultural populations.
2. Cultural Liaison Officers may include but not be limited to the Asian Liaison Officer, the Hispanic Liaison Officer, and the Multicultural Community Officer.
3. The Cultural Liaison Officers shall be responsible for the following activities:
  - a. Develop and institute crime prevention strategies that target the multicultural populations of Howard County.
  - b. Liaise with established cultural groups and businesses within Howard County, and offer crime prevention and education programs.
  - c. Coordinate community meetings when crime trends occur involving the multicultural populations.
  - d. Respond to inquiries involving the multicultural populations.
  - e. Advise and educate officers on multicultural population issues and resources available.
  - f. Assist with the planning and execution of Diversity Day in Howard County.
  - g. Monitor all Hate Bias Incidents:
    - i. Review daily Watch Commander reports for Hate Bias Incidents (HBI);
    - ii. Provide a synopsis to the Office of Human Rights within 24 hours of an incident;
    - iii. Provide a monthly HBI report to Bureau Commanders outlining active and closed HBI reports; and
    - iv. Complete the annual HBI report for distribution to Command Staff.
  - h. Conduct Hate-Bias training for each academy.
  - i. Manage the Interpreter Program, to include:
    - i. The collection and maintenance of all monthly interpreter reports;
    - ii. Compilation of the annual interpreter report;
    - iii. The scheduling of interpreters for a quarterly on-call assignment list; and
    - iv. Coordination of language certification through the Howard Community College and the HCPD Employment Services Division.

B. Mental Health Liaison (MHL)

1. The Howard County Mental Health Authority (MHA), in accordance with a Memorandum of Understanding between MHA and HCPD, provides a full-time Mental Health Liaison within the HCPD Operations Support Section to act as a liaison between the HCPD and local and state behavioral health organizations to facilitate the provision of services to clients that have repeat contacts with the police.

2. The HCPD designates a sworn Mental Health Liaison to work alongside the civilian MHL to assist with outreach and to address police-related concerns and needs within the mental health community.
3. The Mental Health Liaisons shall be responsible for the following activities:
  - a. Crisis Intervention Team (CIT) management.
    - i. Develop and execute CIT training to include mental health education, resources, and skills on best practices for HCPD members when responding to calls and/or providing referral information to persons with mental health issues.
    - ii. Maintain a list of CIT certified HCPD members.
    - iii. Coordinate annual in-service training for HCPD CIT certified members.
  - b. Review Emergency Petitions (EPs) and calls for service where mental illness may be a factor, and conduct the necessary outreach to ensure appropriate mental health services are suggested.
    - i. Identify and case manage repeat mental health consumers, and provide referrals to services.
    - ii. Maintain ongoing contact with clients in the program to determine if services are being utilized.
    - iii. Ensure important information learned by the police department about a mental health consumer during calls for service is relayed to the consumer's mental health providers.
  - c. Disseminate reference and referral documents to family members of mental health consumers, and create new documents as necessary.
  - d. Serve as a resource to patrol officers regarding mental health issues.

C. Senior Liaison

1. The Senior Liaison shall interact with Howard County's senior population, established senior groups, and government agencies serving the senior population, to assist in increasing protection and education for Howard County's growing senior population and reducing levels of fear by establishing better communication between seniors and police.
2. The Senior Liaison shall:
  - a. Develop and institute crime prevention strategies that target the senior population of Howard County.
  - b. Develop, offer, and conduct presentations on:
    - i. Senior driver safety;
    - ii. Financial crimes targeting seniors;
    - iii. Personal safety for seniors; and
    - iv. Elder abuse.



- c. Conduct biweekly checks of the Howard County Senior Centers and meet with each director to address any concerns or problems.
- d. Represent the police department on the TRIAD/SALT board.
- e. Partner with agencies to develop and institute programs to better assist the senior population of Howard County, including:
  - i. Office on Aging;
  - ii. Office of Consumer Affairs;
  - iii. Adult Protective Services;
  - iv. AAA of Maryland;
  - v. AARP of Maryland;
  - vi. Neighbor Ride of Howard County;
  - vii. MVA of Maryland;
  - viii. Faith based communities; and
  - ix. Howard County Fire and Rescue.
- f. Serve on the Vulnerable Adults Committee.
- g. Coordinate Car Fit events.
- h. Coordinate Elder Abuse Month activities with the Office on Aging.
- i. Manage and promote the Prescription Drug Disposal Program.
- j. Coordinate Senior Awareness Safety Day.
- k. Conduct checks of senior communities in Howard County.
- l. Advise and educate police officers on senior citizen issues and resources available to assist seniors.
- m. Improve senior community access to policing services and refer to other agencies when appropriate.
- n. Respond to citizen inquiries related to senior issues.

D. Youth Liaison Officer

- 1. The Youth Liaison shall interact with Howard County's youth population to assist in building trust, promoting learning and understanding, and establishing better communication between youth and police.
- 2. The Youth Liaison shall:
  - a. Maintain a list of youth group leaders for established organizations within the county.
  - b. Provide academy instruction on issues facing today's youth.
  - c. Work in collaboration with the Youth Division to engage in conversations relevant to law enforcement.
  - d. Develop and establish the HCPD Youth Advisory Council.
  - e. Serve as an advisor to the Youth Advisory Council.

- f. Work with local churches, minority associations, schools, scouting organizations, youth clubs, and any other youth entities to facilitate opportunities for trust building, education, and communication with youth in Howard County.

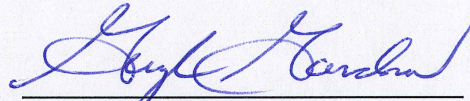
**XI. REPORTING REQUIREMENTS**

- A. Each member of the COS, Pathway Patrol Section, and NCRO Section shall provide a monthly report detailing activities to include community complaints received, enforcement actions taken, meetings, presentations, events, projects, etc. These reports shall be submitted to the Community Outreach Section supervisor for inclusion in the Operations Command Report.<sup>10</sup>
- B. The Deputy Chief for Operations or his designee shall prepare the Annual Evaluation of the Department's Crime Prevention and Community Policing Efforts for submission to the Chief of Police per the guidelines set forth in General Order ADM-46, Administrative Reports.<sup>11</sup>
  - 1. This report shall be posted on the HCPD website.
  - 2. The report shall also be submitted to the Maryland Police Training and Standards Commission to meet the annual community policing program report requirement.

**XII. CANCELLATIONS**

This General Order cancels and replaces General Order OPS-25, Crime Prevention and Community Relations dated October 13, 2006.

AUTHORITY:



Gary L. Gardner  
Chief of Police

<sup>10</sup> CALEA 45.2.3

<sup>11</sup> CALEA 45.1.1c