

Maryland Police Training and Standards Commission
Community Policing Program
Annual Report

Section I

Appendix C

Agency: Frederick Police Department

Region #: 1

Date Report Submitted: 01-29-2021

Submitted By: Name: A/Captain Kirk Henneberry

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Number of sworn members: 149

Non-sworn members: 54

Jurisdictional Demographics: Population: 75,281

Square miles serviced by the agency: 24.05

White: 57.6% Black: 20.6% Hispanic: 19.8% Asian: 6.3%

Native American: 0.5% Hawaiian or Pacific Islander: 0.1% More than one race: 5.0%

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.

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

Response:

All members of the Frederick Police Department (FPD), sworn, civilian, and volunteers, are committed to building and maintaining relationships with the community through positive, daily interactions. Part of our 2019-2021 Strategic Plan (General Order 1005) was to further imbed a community policing mindset into the organizational culture. This strategic planning process was accomplished not only with input from within; we incorporated the input of City residents through surveys and forums. We embrace community policing as a philosophy, and see it as a way to improve public safety in collaboration with the community.

The strategic planning process resulted in our current mission statement (General Orders 1000 and 1005): "It is the mission of the Frederick Police Department to safeguard lives and property and enhance public safety in partnership with our community." We also developed this accountability statement: "The Frederick Police Department is accountable to the community we serve. We treat the members of the public and our colleagues with respect and dignity. We adhere to our ethical standards and guiding principles. We accomplish our mission by working together in unified action to bring positive influence to our internal and external stakeholders. We are accountable for our decisions and actions, remaining focused on directed crime-fighting efforts while providing excellent service."

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 as follows: "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 more formally planned departmental outreach events, such as Coffee with a Cop, the Crime Summit, Special Olympics Torch Run, Youth Police Academy, National Night Out, Pack a Police Car, etc.

Housed within our Special Operations Division (SOD) we have an Outreach Team (General Order 1370), which is responsible for many of the special events listed above, as well as providing School Resource Officer (SRO) services to the elementary and middle schools within the City. The SOD Commander is designated as FPD's Community Relations Officer (General Order 1302). We also have a grant funded civilian Outreach Coordinator who is responsible for tracking and routing police involvement in a variety of community activities and events. Through a special MOU with the Frederick campus of the Maryland School for the Deaf, we provide a specially trained SRO to this unique portion of our community.

FPD has MOUs with community partners such as the Downtown Partnership, Celebrate Frederick, The Frederick Pride 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 separate, smaller NACs. 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 and management. FPD is the only city department that has committed supervisory staff to attend and speak at every meeting. 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.

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

Response:

FPD commanders participate in community events, showing unity and support within all ranks and divisions to achieve the common goal of enhanced community policing and engagement. Commanders regularly conduct walking patrol checks in the downtown area, and conduct "business liaison" checks at many City businesses. The intent is to increase our uniformed presence while increasing the likelihood of positive interactions with citizens. Commanders are issued commander's challenge coins, which may be given to citizens for noteworthy cooperation and to promote positive engagement. Although many of our community events were limited or cancelled in 2020 due to the pandemic, in the past, and future, they have and will continue to consist of Coffee with a Cop, Crime Summit, Special Olympics Torch Run, Youth Police Academy, Citizen Police Academy, National Night Out, Pack a Police Car and Shop with a Cop.

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 promotional potential assessments.

A very specific example of top management's community engagement is the Chief's Citizens Forum. This forum consists of a revolving group of community members from diverse backgrounds and experiences, and gives them the opportunity to engage with top management on a variety of concerns, as well as afford us the opportunity to bridge knowledge gaps. In order to facilitate these goals, members of FPD's top management are designated to present and teach on a variety of topics as directed by the Chief of Police, and as requested by the forum 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: We hire all of our recruits two-weeks before the start of the academy to complete a community survey. This survey is developed by the students, and administered to members of the community. The focus of the survey is to learn what community members expect from officers, what they expect from their police department, what their major concerns are about crime, what the police department is doing well, and what the department could be doing

better. After the survey, recruits analyze the data and discuss their experience. Additionally, the recruits prepare and present the information to the command staff to reflect, evaluate, and modify direction, as necessary, to better serve the community.

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.

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 FPD 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.

All recruits attend presentations on the Civil Rights Commission, the Human Relations Commission, and various cultural groups from the community, including The Frederick Mosque, Centro Hispano de Frederick, The Asian American Center, and the Frederick Center/LGBTQ community. One purpose of this is to ensure officers understand the diverse viewpoints and perspectives in the community. Additionally, community groups often provide FPD recurring in-service trainings.

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

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 instruction, and includes additional courses/presentations geared toward the community they work with. These training courses include presentations from the Frederick Center, Mental Health Association, Sheppard Pratt, etc.

FPD's Training Unit hosts an annual Citizen's Police Academy (CPA), where members of the community are invited to attend an abbreviated "academy" where they can gain a better understanding of the makings of today's police officers. Topics covered during the CPA include, but are not limited to, tactical communication, search and seizure, laws of arrest, use of force, DUI enforcement, crime analysis, and active shooter response. CPA students also go for a ride-along to see what an officer experiences on a patrol shift.

FPD's Outreach Team hosts a Youth Police Academy. This is a one day program for youths between the ages of 7-17. Attendees have the opportunity to learn what it is like to be a police officer by participating in scenarios, learning about equipment, watching a K-9 demonstration, and receiving information on departmental programs. All attendees also have the chance to try a physical agility course. Although this event was not held in 2020 due to COVID-19 concerns, it remains an integral part of our youth engagement and community education program.

FPD has actively participated in foundational training that has included change management, as well as an ongoing effort by the City of Frederick for enhanced diversity and inclusion training.

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 and crime concerns. In 2020, FPD became a participating jurisdiction with Metro Crime Stoppers of Maryland (MCS). This partnership with MCS offers a monetary incentive to community members to send tips to help solve 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.

Social media platforms are another effective tool we use. FPD has a large social media presence on Facebook, Twitter, Instagram, 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 City of Frederick's 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 between the NAC and FPD. We attend all NAC meetings to provide crime information, discuss neighborhood concerns, and work with the community to problem-solve issues.

FPD issues Community Crime Notifications (CCNs) once a crime series or pattern is 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, identified offenders, and enforcement directives. The crime analysts and commanders disseminate actionable intelligence to operational units.

FPD's crime analysts produce an assortment of crime analysis products on a daily basis, in the form of 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, two-way 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.

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.

RESIDENTIAL

The City of Frederick has approximately 75,000 residents residing within its 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 home owner's associations and community organizations as they assist with distributing departmental information.

FPD also offers Crime Prevention Through Environmental Design (CPTED) surveys for residential homes. These 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. The Downtown Frederick Partnership is one of these groups. The Frederick Center and Centro de Hispano are others. Department members attend and interact with the membership of these groups and organizations to ensure that clear lines of communication remain open.

Department members actively participate in a City-wide Downtown Safety and Services Initiative. This initiative is composed of residents, faith-based organizations, human services, public, government (Economic Development), and non-profit organizations, all working collaboratively to ensure Frederick maintains a safe, yet compassionate environment for everyone.

Another group with a FPD representative 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.

SCHOOLS

FPD has School Resource Officers (SROs) assigned to elementary, middle, and charter schools located 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. FPD's SRO program 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.

One example of this is the Youth Resource Guide and Youth Resource Fair. FPD started this outreach after hearing from parents that youth-serving organizations and services were hard to find for children five years old and up. The guide provides a list of programs and services available in Frederick County. The initial Youth Resource Guide was produced in 2015 and is updated annually to provide more organizations. Additionally, each spring the department partners with local service agencies to host a Youth Resource Fair. Parents can obtain information on a variety of services from after-school activities, mental health providers, summer programs, job assistance, emergency assistance, and sports programs are to name a few. (Unfortunately, due to COVID-19, this fair did not occur in 2020.)

FPD has a partnership with the Child Advocacy Center (CAC) and the Friends of the Child Advocacy Center, and we attend the Local Management Board meetings. These relationships enhance our ability to work with juvenile victims of crime through a multidisciplinary team approach. One of FPD's supervisors organizes an annual basketball game fundraiser for the CAC.

The Youth Police Academy started in 2003, this 3½ hour program has served approximately 2,700 children. This program is a free opportunity open to Frederick citizens. Throughout the academy, the youth spend time learning about all the divisions, roles, and specialty teams in the department. This program is hands-on, allowing them to process a crime scene, attempt the agility course, and learn about different tools of the trade.

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 of age. 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 1/2 Marathon, Frederick's Fourth of July celebration, and National Night

Out. Explorers show off the skills they have learned by teaching at the Youth Police Academy, another event that aims to recruit additional Explorers.

FPD has a 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 Outreach Team participates in the Youthful Offender Program hosted by the State's Attorney's Office. The program offers guidance to youth who have been charged with a minor crime. The program 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, 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 juvenile offenders 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 their SRO responsibilities and as required by the Safe to Learn Act, FPD SROs sit on Threat Management Teams at each of the schools we service. SROs are directly involved in investigating threats and developing responses. The relationship SROs develop with students within the schools allows for the type of rapport with troubled students that allows these threat incidents to be resolved with a multi-disciplinary approach that many times does not require involvement of the criminal justice system.

Within the virtual learning model imposed on the schools by COVID concerns, SROs assisted school staff with daily meal deliveries to students who receive meal assistance. SROs also assisted with technology distribution efforts so students would have the devices and technology needed to flourish in the virtual learning environment. SROs received training on the software and platforms used by the schools. As an extension of their support, SROs also assisted school officials with home visits to students who were struggling to succeed in the virtual learning environment, spending hours coaching, training, and reteaching. In some of these homes, the problem was compounded by neglect and even abuse which may have remained undiscovered without these home visits. In these instances, our strong relationships with Child Protective Services, the Child Advocacy Center and Heartly House (domestic violence shelter) facilitated a rapid response and mitigation of the problems.

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 (excepting 2020), we host various Boy and Girl Scout troops with tours of the police department. FPD is creating a "virtual Headquarters tour" video to bridge the gap in on-site tours due to COVID-19 precautions.

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. 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 a MOU, 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

FPD has a 10 person, volunteer Auxiliary Unit. These volunteers help with community events and demonstrations. They also assist with large community events such as the Kris Kringle Parade, Drug Take Back events, The Frederick Running Festival, and the Fire In Ice Festival. Auxiliary members wear a modified uniform and drive marked Auxiliary cruisers. They are additional eyes and ears to keep 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

Senior citizens (55 years old or more) account for approximately 26 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. Concern over COVID-19 has prevented our access to these facilities, so FPD is planning to work on other outreach methods that do not require on-site presence.

FAITH-BASED

Having relationships with the faith-based community is very important to us. One way we do this is to have a departmental Chaplain Corps program made up of local clergy members. The Outreach Team is responsible for the Worship App, which allows churches to create emergency plans for their staff and congregation with law enforcement guidance on a web-based platform.

PERSONS WITH DISABILITIES

Again, FPD is very active with SOMD. Throughout the year, officers and civilian staff participate in the Polar Bear Plunge, Cops on Rooftops, Torch Run, and the 5k on the Runway. Due to unforeseen circumstances in 2020, not all of these programs were able to physically take place, but many were held virtually with the participation of several FPD members.

OTHER

Other programs and services offered to the Frederick community include:

- Crime Summit
- Citizens' Police Academy
- Drug Take Back events
- Drug Drop Box
- 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:

FPD measures the effectiveness of its community policing program in several ways, but most notably in 2020 was through crime reduction. Some of this reduction can be attributed to the unusual circumstances of COVID-19, but it can also be attributed to our close relationship and partnership with the community we serve. In 2020, FPD handled 94,862 calls for service, which is about average with calls for service over the past 10 years. Interactions between FPD and the public remained on par, but UCR Part 1 offenses fell dramatically. In a year of a public health crisis and national unrest, the Frederick community experienced a 17.1% reduction in UCR Part 1 offenses.

Also in 2020, FPD's outreach, work and communication with multiple community advocate groups that scheduled demonstrations, protests, and marches led to safe and successful events. During a very tense time all around the nation, where a number of cities were experiencing increased violence and vandalism, Frederick had a more peaceful experience with less crime. The Chief of Police or other Incident Commanders routinely initiated productive communications with protest organizers to ensure they understood that we were going to be there to protect their First Amendment rights, while also establishing public safety. Overall, FPD received cooperation from protest organizers, several of whom were emotionally charged. The productive dialogue and principled policing is a testament to the connection of the FPD with the community we serve.

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 2020.

For a few final points, FPD is CALEA accredited, and we received our most recent four-year accreditation in April, 2020. Additionally, the community survey conducted by each entry level academy provides us a snapshot of how the community rates and perceives us. Our regular interactions with NAC members provide us with 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 a "Community Profile" prepared by ESRI on January 5, 2021. <https://www.businessinfrederick.com/DocumentCenter/View/477/Community-Profile---2020?bidId>

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