

**MARYLAND POLICE AND CORRECTIONAL TRAINING COMMISSIONS  
LESSON PLAN**

**COURSE TITLE:** Community Policing (In-Service)

**LESSON TITLE:** Module 10 – Community Policing: Implementation

**PREPARED BY:**

**DATE:**

**REVIEWED/APPROVED BY:**


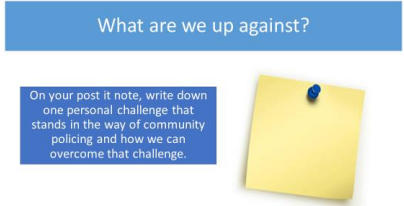
**DATE:**

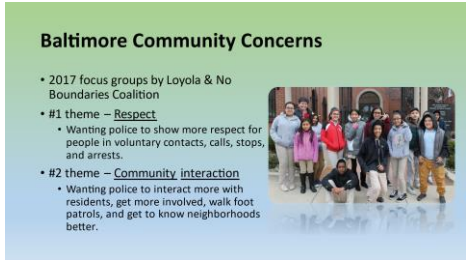

TIME FRAME	PARAMETERS
<p>Hours: 1</p> <p>Day/Time: Day 2, 1400-1500</p>	<p>Audience: In-Service Training, Sworn personnel of all ranks</p> <p>Number: 36 max/20 min</p> <p>Space: Classroom</p>
PERFORMANCE OBJECTIVES	ASSESSMENT TECHNIQUE
<ol style="list-style-type: none"> <li>1. Given scenarios and discussion, students will be able to identify their roles and responsibilities under BPD's Community Policing Plan, to the satisfaction of the facilitator.</li> <li>2. Given lecture and discussion, students will be able to apply appropriate methods for documenting their community policing activities, to the satisfaction of the facilitator.</li> </ol>	<ol style="list-style-type: none"> <li>1. Student responses to scenarios and discussion</li> </ol>

<p style="text-align: center;"><b>INSTRUCTOR MATERIALS</b></p> <p>Lesson Plan PowerPoint</p>
<p style="text-align: center;"><b>EQUIPMENT/SUPPLIED NEEDED</b></p> <p>Classroom with grouped tables Computer/projector Internet access Post it notes (2 per participant)</p>
<p style="text-align: center;"><b>STUDENT HANDOUTS</b></p>
<p style="text-align: center;"><b>METHODS/TECHNIQUES</b></p> <p>Lecture, discussion, and group exercises.</p>
<p style="text-align: center;"><b>REFERENCES</b></p> <p>Baltimore Police Department. 2020. Community Policing Plan. Baltimore, MD: author. Online at <a href="https://www.baltimorepolice.org/0cp1-draft-community-policing-plan">https://www.baltimorepolice.org/0cp1-draft-community-policing-plan</a>.</p>
<p style="text-align: center;"><b>GENERAL COMMENTS</b></p> <p>This is Module 10 (final lesson) of a 2-day course on community policing for in-service personnel.</p>

## LESSON PLAN: Community Policing (In-Service)

### TITLE: Community Policing: Implementation

PRESENTATION GUIDE	TRAINER NOTES
<p><b>I. ANTICIPATORY SET</b></p> <p>Let me introduce myself ...</p> <p>This module will focus on how to implement the ideas discussed in previous sections of our training. It is essential that you leave this course not just knowing something about community policing, but knowing what BPD expects you to do, and knowing how to do it.</p> <p>At the end of this module you'll also complete your test and a feedback survey.</p>	<p><b>Time: 10 minutes</b></p> <p><i>The facilitator(s) should briefly mention their background and experience (if they haven't done so earlier in the course), including any expertise directly related to community policing.</i></p> <p><b>Slide 1</b></p>  <p><b>Slide 2</b></p> <p>On your post it note, write down one personal challenge that stands in the way of community policing and how we can overcome that challenge.</p>  <p><i>After everyone has had time to write, go around the room and have them share their responses. Are there similar challenges?</i></p> <p><i>Look for:</i></p> <ul style="list-style-type: none"><li>• <i>We won't have time.</i></li><li>• <i>My supervisor will just want arrests and citations.</i></li><li>• <i>People won't want to engage with us.</i></li></ul>

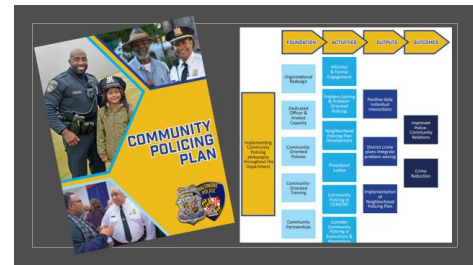
<p>Those are real challenges. It will be up to BPD to make sure you do have the time to do community engagement and problem solving. It will be up to supervisors and commanders to help you find the time and to prioritize community policing. It will be up to the mayor and other city leaders to make sure other city agencies work with us.</p> <p><b>Slide 3</b></p> <p>Remember, again, what Baltimore residents had to say in focus groups. Two themes came out on top:</p> <ul style="list-style-type: none"> <li>• <b>Respect</b> – wanting police to show more respect for people in voluntary contacts, calls, stops, and arrests.</li> <li>• <b>Community interaction</b> – wanting police to interact more with residents, get more involved, walk foot patrols, and get to know neighborhoods better.</li> </ul> <p>That first theme doesn't take any time, just being more committed to using our everyday social skills and following procedural justice principles.</p> <p>The second theme will require some investment of time, but the payoff will be increased public trust, which then helps us in lots of ways, including cooperation, problem solving, and crime prevention. We'll be more effective and the community will be safer.</p>	<ul style="list-style-type: none"> <li>• <i>City agencies won't follow through when we make 311 reports and other referrals.</i></li> </ul> <p><b>Slide 3</b></p>  <p><b>Baltimore Community Concerns</b></p> <ul style="list-style-type: none"> <li>• 2017 focus groups by Loyola &amp; No Boundaries Coalition</li> <li>• #1 theme – <u>Respect</u> <ul style="list-style-type: none"> <li>• Wanting police to show more respect for people in voluntary contacts, calls, stops, and arrests.</li> </ul> </li> <li>• #2 theme – <u>Community interaction</u> <ul style="list-style-type: none"> <li>• Wanting police to interact more with residents, get more involved, walk foot patrols, and get to know neighborhoods better.</li> </ul> </li> </ul>
<p><b>PERFORMANCE OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>• Students will be able to identify their roles and responsibilities under BPD's Community Policing Plan.</li> <li>• Students will be able to identify appropriate methods for documenting community policing activities so the Department can effectively monitor and manage community policing efforts.</li> </ul>	<p><b>Slide 4</b></p>  <p><b>Performance Objectives</b></p> <ul style="list-style-type: none"> <li>• Students will be able to identify their roles and responsibilities under BPD's Community Policing Plan.</li> <li>• Students will be able to apply appropriate methods for documenting their community policing activities.</li> </ul>
<p><b>II. INSTRUCTIONAL INPUT (CONTENT)</b></p>	<p><b>Time: 30 minutes</b></p>

## Slide 5

Throughout this training, we've discussed the ways in which BPD is implementing community policing. The overall logic and strategy is illustrated on the slide, which comes from page 10 of the Community Policing Plan.

In this module, we'll briefly review the basic activities involved in community policing and members' community policing roles and responsibilities. We'll also cover how members should document their community policing activities.

## Slide 5



## Slide 6

Just as a reminder, these are the four basic components of community policing.

Some members will perform all of these activities on a regular basis. Others may only perform some of them, depending on assignment. Collectively, BPD is committed to implementing all of these activities, doing them well, and recognizing the good work that officers do.

## Slide 6

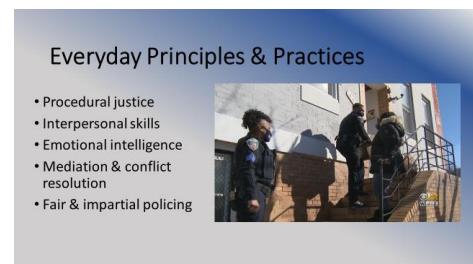


## Slide 7

Beyond those four basic components, it's important to think about what we can do every day in support of community policing.

That brings up a key point. Treating people with respect and showing that we care applies to almost everything we do – handling calls, making stops, checking out suspicious situations, interacting with victims and witnesses, investigating crimes, serving warrants, making arrests, doing EPs, etc. It applies to patrol and detectives and just about all specialized assignments.

## Slide 7



## Slide 8

One more reminder – roles and responsibilities for

## Slide 8

implementing community policing are outlined on pages 19-30 of the Community Policing Plan. You should keep that plan handy.

We're showing you a summary of patrol officer roles and responsibilities on the slide as an example, but the plan lays out R&Rs for various other assignments and units, along with what supervisors and commanders are expected to do.



### Slide 9

This slide highlights a few other things you need to be aware of and familiar with. They are some of the tools to use in community policing.

Districts will be developing Neighborhood Policing Plans, with assistance from Patrol Support Services. These plans will identify neighborhood-level priorities along with strategies for dealing with them.

These neighborhood plans won't magically appear overnight – we're a big city. But as they roll out, various BPD members will participate in developing them and then implementing them.

In addition, NCOs will be responsible for creating and updating District Profiles, working with community partners and the Mayor's Office. These District Profiles will provide information about resources, problems, and conditions within the district to deepen officers' knowledge of the community and facilitate daily problem solving.

You should already be familiar with 311. We went over it yesterday. It's a tool that can be used to report a wide variety of problems, including illegal dumping, street cleaning, sidewalk repair, vacant properties, and more. According to the city's website, the average time to resolve a 311 complaint is 5 days.

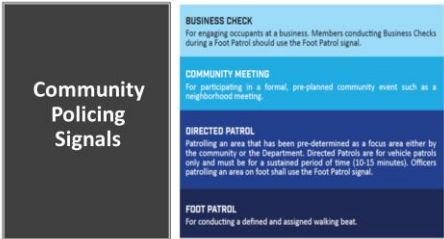

Although 311 has been around since 1996, don't assume that residents are familiar with it or know how to use it. So when you're doing daily problem solving,

### Slide 9

#### Tools & Documentation

- Neighborhood Policing Plans
- District Profiles
- 311
- CAD signals
- Community Policing Report



<p>you might consider using 311 yourself, or show a resident how to do it.</p>	
<p><b>Slide 10</b> BPD has also established CAD signals to document your Community Policing activities.</p> <p>You should always enter the beginning and end time of Community Policing activities in CAD. The Department is mapping and quantifying the location, duration, and frequency of Community Policing activities to assess impact on crime and community concerns.</p>	<p><b>Slide 10</b></p>  <p>The slide displays four types of CAD signals for community policing:</p> <ul style="list-style-type: none"> <li><b>BUSINESS CHECK:</b> For engaging occupants at a business. Members conducting Business Checks during a Foot Patrol should use the Foot Patrol signal.</li> <li><b>COMMUNITY MEETING:</b> For participating in a formal, pre-planned community event such as a neighborhood meeting.</li> <li><b>DIRECTED PATROL:</b> Patrolling an area that has been pre-determined as a focus area either by the community or the Department. Directed Patrols are for vehicle patrols only and must be for a sustained period of time (10-15 minutes). Officers patrolling an area on foot shall use the Foot Patrol signal.</li> <li><b>FOOT PATROL:</b> For conducting a defined and assigned walking beat.</li> </ul>
<p><b>Slide 11</b> BPD is also creating a report that will be used to document formal engagement and problem solving activity. What you see on the slide is a draft of the first part of the report. You'll be notified when the report is ready to be implemented.</p> <ul style="list-style-type: none"> <li>• We expect the report will be electronic and part of the new RMS.</li> <li>• There will be guidance on when the report should be completed.</li> <li>• We think that officers will mostly complete just this first part, as a way of documenting community policing activity that is beyond what is captured in the CAD signals.</li> <li>• When this report identifies an ongoing problem, it will be routed to NCOs for problem analysis and more in-depth problem solving.</li> </ul>	<p><b>Slide 11</b></p>  <p>The slide shows a draft of a 'Community Policing Form'. The form is a web-based application with a sidebar menu on the left containing options like 'Home', 'Reports', 'Forms', 'Training', and 'Tools'. The main content area contains several sections with input fields and checkboxes, including 'Activity Details', 'Location', 'Duration', 'Frequency', 'Officer(s)', 'Problem Description', 'Status', and 'Notes'. The form is designed for data entry and tracking of community policing activities.</p>
<p><b>Slide 12 Scenario</b> So let's walk through a hypothetical scenario. You are a district patrol officer and your sergeant assigns you to</p>	<p><b>Slide 12</b></p>

attend a monthly neighborhood meeting that's occurring on your post. At the meeting, several residents complain that the number of people hanging around outside the local drug treatment center has increased, and now they're blocking pedestrian traffic and some of them seem menacing and dangerous.

**ASK:** What are the first things you would do?

**ASK:** Following the meeting, what would you do?

**ASK:** When you observe the location you notice some broken sidewalk and also an overgrown bush that is obscuring a stop sign. What should you do?

## Scenario

You are a district patrol officer and your sergeant assigns you to attend a monthly neighborhood meeting that's occurring on your post. At the meeting, several residents complain that the number of people hanging around outside the local drug treatment center has increased, and now they're blocking pedestrian traffic and some of them seem menacing and dangerous.

*Look for:*

- *Ask the residents for additional information about location, days, times, specifics about behavior.*
- *Tell the residents you will look into it and report back at next month's meeting.*
- *Be sure to enter a CAD signal for community meeting.*
- *Also initiate a Community Policing Report, since residents seem to be identifying an ongoing problem.*

*Look for:*

- *Make observations or ask fellow officers to do so.*
- *Make a business check at the drug treatment center to find out if their clientele has expanded recently. Gather any other relevant information from staff, such as whether they have received complaints about clientele blocking pedestrian traffic or bothering passersby. Enter a CAD signal for business check.*

*Look for:*

- *Use 311 to report both conditions.*



**ASK:** What would you do about the people hanging around outside the center?

- *Check back in a week to see if the conditions have been taken care of. If not, re-submit them.*
- *If nothing has happened in another week, notify your NCO for follow-up.*

*Look for:*

- *It should depend on whether observations have confirmed that there's a problem.*
- *Officer presence and voluntary contacts could be used to gather information from people on the sidewalk. Use social skills including procedural justice – treat them with respect, give them voice, etc.*

*Look for:*

- *Use social skills to explain to them that they can't obstruct pedestrian traffic.*
- *As necessary, specifically warn and instruct any individuals who continue to obstruct.*
- *If persuasion and warning aren't successful for those who continue to obstruct, use citation or arrest in accordance with law and BPD policy.*
- *In all interactions, employ procedural justice principles.*

*Look for:*

- *Notify your NCO of a recurring problem that might deserve more in-depth problem solving.*
- *Consider ways in which the drug treatment center, other area businesses, neighborhood residents, city agencies, and*

**ASK:** What if observations confirm that the people hanging around are obstructing pedestrian traffic?

**ASK:** What if the problem persists?

<p>Several other things you should be sure to do:</p> <ul style="list-style-type: none"> <li>• Be sure to report back at the next monthly neighborhood meeting, and keep reporting back as needed.</li> <li>• Since this location is within your post, keep an eye on it. Your regular presence and attention is likely to help keep the problem under control.</li> </ul> <p><b>ASK:</b> Suppose, when you report back to the neighborhood meeting, they complain that you haven't eliminated the problem?</p>	<p><i>non-profits might be able to assist in resolving or reducing the problem.</i></p> <p><i>Look for:</i></p> <ul style="list-style-type: none"> <li>• <i>Don't get defensive.</i></li> <li>• <i>Describe the steps you have taken.</i></li> <li>• <i>Explain that the clients of the drug treatment center have rights too.</i></li> <li>• <i>Ask for suggestions.</i></li> <li>• <i>Assure the residents that you and the rest of BPD will continue to monitor the situation and do everything possible to keep things safe for everybody.</i></li> </ul>
<p><b>III. EVALUATION/CLOSURE</b></p> <p>Everyone at BPD has the opportunity to create better relationships with our community by implementing some of the activities we discussed in this course, like informal and formal engagement, daily problem solving, and in-depth problem solving (POP). Not only will we build stronger connections with our community, but we'll improve community safety and public trust.</p> <p>It's time to take the test, which you can find in PowerDMS.</p> <p>Next, please complete the feedback survey before you depart. It's in PowerDMS, in the Surveys folder, and</p>	<p><b>Time: 10 minutes</b></p> <p><b>Slide 13</b></p>

it's titled Community Policing Survey #2. As a reminder, it's anonymous and confidential.

Thanks for your active participation in this course.

**Last But  
Not Least**

