

NETWORKS

STRENGTH THROUGH COOPERATION®

A Newsletter for Law Enforcement Professionals

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In This Issue

Department Stats
on IACP NetSM
page 2

Athens-Clarke Co.
Inspires Leadership
and Efficiency
page 3

IACP Net User
Profile
page 4

Quest-Response
Enhancement
page 4

IACP | LogIn
Excellence in
Victim Services
page 5

New Additions to the
IACP Net Library
page 6

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New Castle County, Delaware, Achieves Next Level of Community-Oriented Policing and Technology

The New Castle County, Delaware, Police Department works closely with community leaders to address issues of concern to its 540,000 residents.

Captain Quinton Watson, Director of Training and Administrative Services Commander, is passionate about efficiency and accessibility within the 370 sworn men and women of the agency.

An Accessible Department for a Diverse Community

In New Castle County, each officer—

excluding Part 1 crimes like murders, rapes, or strong armed robberies—remains on the case until it is resolved or otherwise cleared. This ensures a single officer is assigned to the investigation whom victims can contact with questions regarding their case. “It lessens confusion for the victims about who is handling their cases,” said Captain Watson. “We strive to

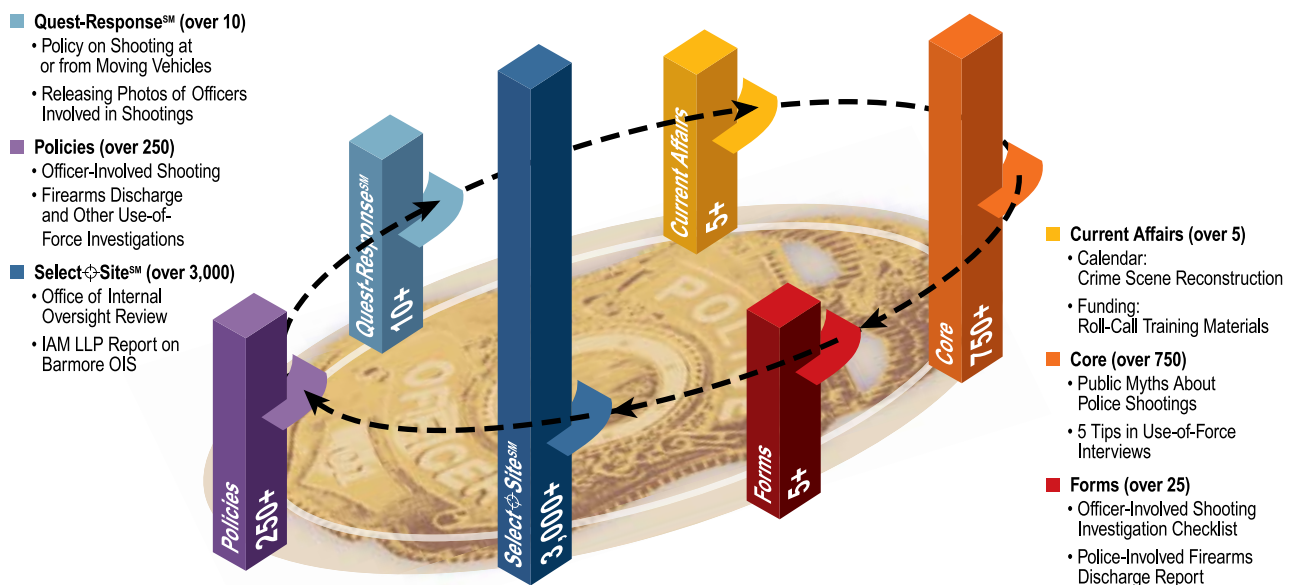
maintain a close service-oriented relationship with citizens instead of just reacting to complaints.”

Captain Watson is especially enthusiastic about his agency’s efforts to reach out to the county’s ever-increasing Hispanic community. “From a cultural perspective, some segments of our Latin/Hispanic community are not necessarily open to police intervention. We know some Hispanic crime victims avoid calling police to report a crime for fear of us checking their immigration status,” said Captain Watson. “We have worked very hard to break down such barriers by assigning one of our Hispanic police officers to our local Latin American Community Center. This officer’s work

Continued on page 2

Answer Pathway for Officer-Involved Shooting Information

Captain Watson used IACP Net to find officer-involved shooting information. This topic can be found in many service areas.



New Castle County... continued from page 1

has gone a long way in helping us forge closer relationships within this community through neighborhood outreach programs.”

Keeping Up to Date with Efficient Technology

The department has developed a highly localized, high-tech internal portal system that acts as a newspaper of significant internal and external activities.

“When an officer begins their shift, they need only log into their laptop and can see all pending subpoenas, high crime alerts, information passed on from previous shifts, department memorandums, even loitering warnings issued to subjects in high-crime areas. It eliminates the need for a lot of paper,” said Captain Watson.



Captain Quinton Watson, New Castle County, Delaware Police Department

The captain is also plugged in to IACP Net’s national network of policies and procedures. For example, he was able to find information about Automatic License Plate Recognition (ALPR) systems using the Quest-ResponseSM service. “The ACLU discovered recently that some police agencies didn’t have policies about how long to keep or purge captured license plate numbers,” noted Captain Watson. “Some agencies were being served with FOIA requests. We wanted to be proactive, so I put a Quest on IACP Net about it. Some agencies with ALPR policies responded with copies of policies and contact phone numbers if we had additional questions.”

Captain Watson is passionate about responding to Quests posted by other IACP Net members as well. “If I’m

going to take a lot from IACP Net, I want to give back—answering Quests is one way to help the network grow. Many agencies have also called or emailed about our policies that are posted on IACP Net and I was able to help them strengthen or create a policy for their agency.”

Strong Protocols Make Strong Departments

Captain Watson notes that the New Castle County Police Department does a great job investigating officer-involved shootings at the scene, but wanted to become more consistent in how they did certain things afterwards. “We were interviewing involved officers at varying times—sometimes an hour after the incident, sometimes a couple of days later. A lack of set guidelines left involved officers with questions regarding their status,” said the captain. “I decided to get to work on this using IACP Net. There is a wealth of great information from different departments on IACP Net. We were able to take pieces from other departments’ policies as well as craft a Public Safety Statement, consisting of eight to nine questions that we immediately ask the involved officer.”

Using IACP Net, the agency was able to put together a post-police-shooting process that was more consistent, orderly, and clearly understood by officers. “I believe in strong policies—which makes it difficult for attorneys to challenge department operations, thus reducing the need for lengthy litigations or precedent-setting rulings from the courts,” said Captain Watson. “I’ve seen nothing better to assist with policy creation. IACP Net is accessible from your desktop computer with a few key-strokes hooked into a vast catalog of policies, research papers, periodicals, and other police-related information.”

Department Stats on IACP Net

IACP Net now provides statistical information on United States law enforcement agencies.

Members can select from a variety of reports and customize results based on geographic location, population, sworn, and operating budgets.

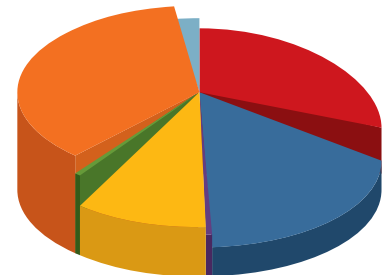
This new service includes statistical reports on law enforcement personnel, operations, equipment, and community policing, such as:

- Individual min/max salary schedules
- Types of incentive pay
- Agency demographics
- Operating budgets and key ratios
- Patrol functions used on a regular basis
- Authorized full- and part-time agency positions
- Types of motorized vehicles

Several reports provide agency-level detail and many reports include charts. This enhancement is now available to all IACP Net members.

Personnel Disposition

Data from the IACP Net Statistics database showing the number of authorized full-time, actual full-time, and part-time paid agency employees nationwide.



- F/T Authorized Sworn
- F/T Actual Paid Sworn
- P/T Actual Paid Sworn
- F/T Paid Civilian
- P/T Paid Civilian
- F/T Paid Employees
- P/T Paid Employees

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Athens-Clarke County Inspires Leadership and Efficiency

The Athens-Clarke County, Georgia, Police Department solves violent crimes at a rate higher than the national average.

While engaging a variety of challenges and opportunities—a high poverty rate, a high percentage of rental housing often leading to problem properties, and a vibrant university and college community—the Athens-Clarke County Police Department (ACCPD) typically solves violent crimes at a rate 15 to 20 percent higher than the national average. Chief Joseph H. Lumpkin, Sr., who last July led the department to reaccreditation under the CALEA Gold Standard of Excellence, attributes the department's success to the mettle of the men and women on the force.

Athens-Clarke County Police Department



Solving Violent Crimes

New recruits are carefully counseled on the implications of serving in the diverse Athens-Clarke County jurisdiction. “After we offer an applicant a job as a police officer, we spend time talking about the 200 calls per day, the diverse community, and our community’s high expectations,” noted Chief Lumpkin. “We have about 20 percent of residents with graduate or professional degrees and about 40 percent with at least an undergraduate degree. But we also have about 10 percent of residents who are challenged by reading and/or speaking the English language. We really have diverse socioeconomic levels, but we in

the ACCPD must serve all residents and visitors within the Georgia and U.S. Constitutions.”

Strategic Hiring

“We only hire leaders,” noted Chief Lumpkin. “People expect police to help solve the people’s problems. If it’s a crime or order maintenance issue, of course we can help with that. If it’s a quality of life issue, we generally make suggestions to aid the caller or offer referrals to agencies that can help. Typically, 80 to 85 percent of all calls are service-related, as opposed to criminal incidents. Thus, we need civilian and sworn personnel who solve problems and respect the dignity and worth of all people.”

For more than 15 years, the force has relied on IACP Net to help with many projects, such as evaluating enhanced recruitment standards, reading up on school bus stop arm enforcement initiatives, and researching potential vendors. For example, over a decade ago in the interest of reducing citizen complaints, the department decided to equip officers with audio recorders to record police interactions and engagements. “We used IACP Net to discover the benefits and negatives that agencies experienced with different brands of recorders—it helped us make a thoughtful decision,” said Chief Lumpkin, who will also use IACP Net for information on possibly equipping his officers with personal wearable video cameras.

Leveraging Quest Response to Make Procedural Decisions

The department also set up a safety video camera system in downtown Athens—16 cameras in strategic locations. “In a three-by-six block area, there are over 100 alcohol licenses,” said the chief. “It is a split-use district. During the day, it serves as a government and

judicial district with numerous shops and eateries, but by 10 at night it is a bar district.” The department was able to use IACP Net’s Quest-Response service for help developing an RFP and making product and procedural decisions. “We received numerous replies that aided us in developing a product that has worked well for the last decade.

We are now going back to IACP Net to research an upgrade to newer technologies,” said the chief. “When we factor what we find out on IACP Net about communities our size and nationally-accredited agencies, we often walk away with 90 percent of the research and development we need.”

“IACP Net is a great, innovative way to understand the experiences of other departments and factor our needs into the equation,” noted Chief Lumpkin. “Networking on IACP Net has only produced positive benefits for the citizens and visitors to our community.”



Chief Joseph H. Lumpkin, Sr.,
Athens-Clarke County, Georgia,
Police Department

“IACP Net is a great, innovative way to understand the experiences of other departments and factor our needs into the equation...”

Join the Net!

IACP Net puts the experiences of more than 1,700 law enforcement agencies at your fingertips. Annual memberships to IACP Net range from \$500 to \$1,600, with special pricing for departments with under 10 sworn. To join IACP Net, or for more information, call

800.227.9640
www.iacpnet.com

IACP Net User Profile

Your IACP Net networking opportunities are enhanced when your information is current. View and update your profile in the User Tools section.

Tim W. Ledford, Chief of Police
Mint Hill Police Department



Department: Mint Hill, North Carolina, Police Dept.
Address: PO Box 690940
Mint Hill, NC 28227 USA
Website: www.minthill.com
Hometown: Franklin, NC

Employment History:
Franklin Police Dept., NC (circa 1976)
King Police Dept., NC
Mint Hill Police Dept., NC

Education Level:
Master's Degree
Undergraduate at Gardner
Webb University;
Graduate at UNC-Greensboro

Licensed:
Licensed/Certified Peace Officer

Military Service:
North Carolina National Guard
(1974 – 1984) Military Police Captain

Resume:
 Uploaded and viewable in Find Users



Groups/Organizations:
IACP Member
FBINA Session: 214

Primary Sidearm:
Glock Model 22

Quest-Response Enhancement

Quest-Response, IACP Net's secure peer-to-peer information exchange service, has been improved with added functionality!

Each post now links to the user's profile pages so you can learn more about them and their department. Every Quest and Response also includes the user's photo for an enhanced networking experience.

Post a question or share your knowledge in Quest-Response, connecting over 4,000 leading-edge law enforcement professionals. Take a look at the new Quest-Response today and connect with your peers!

If you haven't updated your User Profile and Department Profile pages recently, make sure the information you're presenting is current by updating it today. While you're at it, be sure to upload your photo!



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IACP | LogIn Excellence in Victim Services Award.

The IACP Victim Services Committee and LogIn honor law enforcement agencies that have made exemplary efforts in providing innovative service to victims of crime. The Excellence in Victim Services Award recognizes agencies that utilize best

practices to place victims at the center of their problem-solving strategies.

Let your community know that you place the needs of crime victims at the center of your public safety efforts.

For more information or to apply for nomination, visit the IACP website at www.theiacp.org, contact Christina Horst at evsa@theiacp.org, or call (800) 843-4227 ext. 837. All nominations must be submitted no later than May 3, 2013. One representative from each winning agency will be provided complimentary conference registration, transportation costs, and three nights of hotel lodging for the 120th Annual IACP Conference in Philadelphia, Pennsylvania, from October 19 to October 23, 2013.



Log in for the business of policing



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New Additions to the IACP Net Library

The IACP Net information team brings you the most innovative and up-to-date information on topics of interest to law enforcement leaders. For assistance locating these or other database documents, please call the IACP Net hotline at **800.227.9640**.

A Workload-Based Assessment for Patrol

This document highlights common staffing approaches and demonstrates how agencies may develop and use a workload-based assessment of patrol staffing needs that incorporates performance objectives for discretionary time.

Document No. 624647

PREA Data Collection Activities, 2012

The Bureau of Justice Statistics has compiled a comprehensive statistical review and analysis of the incidence and effects of prison rape. This report sum-

marizes their findings.

Document No. 623314

Reviewing Use-of-Force Practices

The basic rule of law regarding the use of force is that any use of force must be objectively reasonable under the totality of the circumstances in which it is employed. This has not changed. However, what the courts are willing to consider when determining reasonableness appears to be expanding. This column reviews general factors to help frame a review of agencies' current practices.

Document No. 623978

Field Training Officer Program

It is the policy of the Tustin, California, Police Department to assign all new police officers to a structured field training officer program designed to prepare the new officer to perform in a patrol assignment, and possess all skills needed to

operate in a safe, productive, and professional manner. **Document No. 625227**

Interview Questions

These sample interview questions from the Cumberland County, Maine, Sheriff's Office, include questions regarding future goals, conflict resolution, community policing, integrity, and more.

Document No. 617853

Public Safety Consolidation: What Is It? How Does It Work?

Many questions remain about the options for and feasibility of public safety consolidation and what may contribute to its success or failure. This report presents preliminary research results, featuring data and insight derived from practitioners who participated in two focus groups. **Document No. 624205**