

## Tomorrow's Problems, Today: Lebanon City Uses IACP Net<sup>SM</sup> to Look to the Future

**A** smaller department has one major challenge, and that is that we do not have immense resources to hire analysts and research assistants—we have to do this ourselves,” said Chief William Harvey of the Lebanon City Police Department. As the head of a small police department in central Pennsylvania, the Chief knows how to manage limited manpower and resources. “You only have a limited amount of hours per day that you can get productivity from someone. With IACP Net, we can research best practices or post a Quest—it gives us documents that we can immediately adapt, saving research time.”

### IACP Net: Connectivity with Other Departments

Lebanon City, Pennsylvania (pop. 25,000), is a city in transition, with a burgeoning resident base trickling in from larger, more urban areas, such as Philadelphia, Baltimore, and New York City. Because of the influx of new residents, Chief Harvey knows he needs to handle not only today's issues, but up-and-coming issues as well. Some of the most difficult issues for Lebanon City? Drugs and gangs. “The drug cultures we're dealing with across the United States vary from region to region. And whatever the drug du jour is in a particular region may not be my problem now, but when people relocate here, I know that eventually it will be my problem,” pointed out the Chief. “You cannot be an isolationist and combat drugs or gang activity. So, I want to know about the coming trends in the drug culture from other regions, and I use IACP Net to find out.”

One area in particular that helps the Chief increase his knowledge of any issue is IACP Net's Quest-Response<sup>SM</sup> Service. “Sometimes we just scroll through the Quests, not specifically looking for anything but just scrolling through all of them,” said Chief Harvey. “What if your problem today may be my problem in the future?”

But Chief Harvey's use of IACP Net isn't limited to searching for tomorrow's problems—he also



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*— Chief William Harvey  
Lebanon City, Pennsylvania,  
Police Department*

pinpoints departments of similar size, demographics, and region to help him create policies and procedures for Lebanon City. “When I first arrived here, over five years ago, we began rewriting policies and procedures. But certain policies, procedures, and practices don't always transfer or transcend state lines,” said Chief Harvey. “IACP Net gives me connectivity with other departments—I can seek out similar-sized agencies, I can seek out departments in the Northeast, I can make it as specific as I need it.”

### IACP Net: Immense Purchasing Knowledge

Updated policies and procedures are just one way that the Lebanon City Police Department benefits from IACP Net. “Every year we order motor vehicles for our fleet,” said Chief Harvey. “On IACP Net, people will post Quests saying ‘We've  
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## IACP Net Conference Update

Thank you to everyone who stopped by our booth at the FBI National Academy Associates National Conference, the Southern Police Institute Alumni Association Annual Retraining Conference, and the Midwest Security & Police Conference/Expo. It was good to meet with current and prospective members.

Representatives will showcase the benefits of IACP Net at three additional conferences in 2007: COPSWest in Ontario, California, booth #1408, October 2 – 3; the 114th Annual IACP Conference in New Orleans, Louisiana, booth #3623, October 14 – 16; and the CALEA Conference in Colorado Springs, Colorado, November 14 – 15. If you plan to attend any of these conferences, please stop by and learn how IACP Net can help with your responsibilities.

### Join the Net!

IACP Net puts the experiences of more than 1,500 law enforcement agencies nationwide at your fingertips.

To join IACP Net or for more information, call

**800.227.9640**

[www.iacpnet.com](http://www.iacpnet.com)

## Forensic Magazine Now Available

IACP Net is proud to announce the addition of *Forensic Magazine*®. Published six times a year, *Forensic Magazine* focuses exclusively on the field of forensics, featuring valuable trade tips, invigorating articles, and more.

*Forensic Magazine* joins other fine periodicals, such as *The Police Chief*, *AELE Monthly Law Journal*, *American City & County*, *FBI Law Enforcement Bulletin*, *Governing*, *Government Security*, and *Sheriff*, in IACP Net's Publications section.

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had a recall on Brand A' or 'Brand B is having issues with transmissions.' The Quest-Response Service gives you immense purchasing knowledge before you make your selection."

Credibility is an important part of product reviews that Chief Harvey uses to make crucial decisions about fleet management. "When it comes to the fleet—or any item that I wish to purchase—I know if opinions about equipment are posted in the Quest-Response Service, I've got real cops putting it under real live street stress."

### IACP Net: An Executive Research Service

As a high-level executive, Chief Harvey also uses IACP Net to stay up-to-date on the latest trends in police management. "IACP Net is a tool that will enhance your knowledge base and information flow on national problems," noted Chief Harvey. "It is closed-source, so it will not be viewed by those who might 'spin' information. It's an intelligent way of doing business. I use it as a private clipping service for executive-level reading. Any time you go there, there are always new articles. You can get bits and pieces rather than have to burden yourself with

five or ten hard copies of different periodicals."

The Chief has an interest in surveying up-to-date information above and beyond his duties as the head of the Lebanon City Police Department. He also uses IACP Net to keep current on his own readership. "I write for a couple of different periodicals, and IACP Net is sometimes the stimulus—through reading the Quests or seeing the bulletin boards—for knowing where I need to focus my writing in the future," said Chief Harvey. "What are the pressing issues? What seems to be surfacing nationwide? With IACP Net, I can be a better producer for my readers."

Using IACP Net, Chief Harvey and the Lebanon City Police Department are able to meet the challenges that a smaller department faces—lack of resources, limited manpower, and an overwhelming need for information. "Do not let the membership fee discourage you," said Chief Harvey, when asked what he'd say to departments considering IACP Net. "You will recoup the cost in a matter of months just in the research time preserved."

### Refer a Peer

Do you know someone who could benefit from having access to IACP Net? If there is a new chief in your area, or another law enforcement professional looking for information on a particular policy or issue, have them contact Nancy Coughlin at **800.227.9640** or email [membership@login-inc.com](mailto:membership@login-inc.com). She can provide them with information about IACP Net services and schedule a free demonstration. **We appreciate your referrals!**

## Westerville, Ohio: A Wide Range of Resources from IACP Net

With neighborhood watch programs, an established school resource officer contingent, and an army of volunteers, the Westerville, Ohio, Division of Police is well-connected to its community. But with deep connections come requisite responsibilities and challenges—the community of Westerville (pop. 37,000) has not only been growing in leaps and bounds, it has been diversifying. “This part of Ohio has one of the largest Somali communities in the United States,” said Deputy Chief Del Robeson. “Many are new arrivals to the United States, so it is posing a big challenge for us. It impacts us directly on the street with our calls, but it also impacts us through the schools. It kind of hits us with a double punch.”

Intercultural communication is the biggest issue that Westerville currently faces. Illustrating the magnitude of the situation, Deputy Chief Robeson pointed out that two years ago, 400 Westerville students were attending English as a Second Language (ESL) courses. This past year, the number had risen to 1200, and 1500 students are projected to take ESL courses next year. Seventy-two different languages are spoken in Westerville. “That’s huge growth,” said Deputy Chief Robeson. “That’s a lot of different ethnic backgrounds that we’re communicating with.”

Fortunately, IACP Net was there to help the department navigate through the often-rough waters of cross-cultural communication. Deputy Chief Robeson was able to contact other agencies that were experiencing similar changes in population and growth, review training material on cultural diversity to present to his officers, and extract useful changes in policy.

Ultimately, it was IACP Net’s depth and breadth of information that assisted the

Westerville Division of Police with this very specific issue.

“IACP Net is a tremendous research resource with current, quality information—there are information sources out there for tactical operations or drug operations or investigations, but you can go to IACP Net and it’s a one-stop shop,” said Deputy Chief Robeson. “You can go there and get information on just about anything you’re looking for that’s law enforcement related.”

Deputy Chief Robeson also relies on IACP Net as a reliable resource to help the department update their General Orders and Policy Manual, on topics such as use of force, officer-involved shootings, emergency preparedness, and more: “We’ve totally replaced our in-car video surveillance systems to be all digital, which presents a whole new range of questions that we have to address,” said the Deputy Chief. “We used both the policies that IACP Net has in the Core Database and also got responses through the Quest-Response Service.”

Not only does IACP Net carry a wealth of information, it is a constant research companion. “It’s something that can be used 24 hours a day,” noted the Deputy Chief. “It’s a great resource, something that folks that work night shifts or alternate shifts can depend on—they don’t have to depend on the library being open, or having to do research only Monday through Friday, 8 a.m. to 5 p.m.—they can use it at any time of day.”

Although the cost of IACP Net has gone unquestioned in the Westerville Division of Police, the Deputy Chief is confident that it is justifiable. “Instead of spending money in several different sources, we can spend this one chunk of money at



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*—Deputy Chief Del Robeson  
Westerville, Ohio, Division of Police*

one source,” said Deputy Chief Robeson. “We know that what we’re getting is well-worth what we’re paying.”

From cross-cultural interactions to policy updates, Deputy Chief Robeson knows that IACP Net’s information is secure and reliable. “Sometimes when you do Internet searches, you don’t really know the quality of the information you’re getting back—you have to evaluate very closely how good the information is,” said the Deputy Chief. “I don’t have that concern with IACP Net.”



Net Works is a publication of IACP Net. IACP Net is produced by LogIn, Inc., in partnership with the International Association of Chiefs of Police since 1991.

## IACP Net

7250 Hudson Blvd. N., Suite 130

St. Paul, MN 55128

Toll free: 800.227.9640

[www.iacpnet.com](http://www.iacpnet.com)

## Recent Additions to the IACP Net Database

The IACP Net information team brings you the most innovative and up-to-date information on topics of interest to law enforcement departments. Here are some recent examples from the IACP Net database of more than 50,000 documents. For assistance locating these or other database documents, please call the IACP Net Hotline at **800.227.9640**.

### Incident Command System Manual

This manual is from the Howard County, Maryland, Department of Police's accreditation materials. The overall objective of the Incident Command System (ICS) is to establish order and control in situations requiring a response to the scene of a significant incident or large-scale, preplanned event. ICS is designed to serve as a guide for police response and management of a wide range of incidents.

**Document No. 591671**

### Suicide by Cop

The "suicide by cop" phenomenon is troubling in a variety of ways, and officers involved in such shootings have often found it traumatic to themselves. The estates of persons killed in such incidents have filed both federal civil rights and state law negligence lawsuits in a number of instances, contending

either that the use of deadly force was not actually justified under the circumstances, or that other tactics or more adequate training on dealing with suicidal or disturbed individuals may have resulted in a less violent result. This article examines some of these cases.

**Document No. 591664**

### How Your Facility Can Avert a Terrorist Attack

Today's terrorists can strike at any place and time with a wide variety of weapons. Our critical infrastructures—ports, power stations, water treatment plants and the like—are obvious targets, as are millions of other buildings nationwide where tens of millions of Americans work every day. Vulnerable facilities include government buildings and private offices, schools and malls, theaters and sports arenas—literally anywhere Americans gather. This article helps identify your critical assets and who might attack them, and provides information on determining how vulnerable those assets are to attack.

**Document No. 591630**

### 5 Phases of the "Active Shooter"

Police departments do not have to wait until bullets are flying and people are dying to stop an Active Shooter. Officers can step between the shooter and his

intended victim long before an incident occurs. An arrest can be made in one of the earlier stages of the Active Shooter's development. This article details the five phases of the Active Shooter phenomenon.

**Document No. 591373**

### Recommendations for Developing, Implementing, and Maintaining an Early Intervention System

Careful planning is essential in developing an effective early intervention system (EIS) because most are extremely complex administrative tools. Many initial EIS were adopted without adequate planning; some departments hurriedly instituted them, creating EIS without adequate strategy. Provided here are some lessons learned as they relate to the development, implementation, and maintenance of EIS.

**Document No. 591920**

### Cellular Telephones and Pagers

This policy is from the St. Louis, Missouri, Metropolitan Police Department. Unless extenuating circumstances exist, Department employees will not utilize a Department or personal cellular telephone while operating a Department vehicle unless the telephone is equipped for hands-free use. Department employees will refrain from dialing calls while the vehicle is in motion.

**Document No. 584774**