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TM-10-93 ***Law Enforcement Television Network*** ***Evaluation***

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TECHNICAL MEMORANDUM

Submitted by
Canadian Police Research Centre

October 1993

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EXECUTIVE SUMMARY

The Canadian Police College (CPC or the College) and the Canadian Police Research Centre (CPRC) entered into a one year cost sharing agreement to evaluate the benefits from subscribing to LETN. Live satellite service was put in place at the CPC.

To date, LETN is in approximately twenty Canadian police agencies.

It is suggested in this report that:

1. A department interested in LETN Programming should, where possible, enter into a two to three month contract with LETN to receive their taped programming.
2. Departments should put a plan in place that addresses their expectations and intentions for the use of LETN programming.
3. If live satellite reception is intended then it is important to have convenient viewing locations such as a lounge, roll call or office area.
4. LETN programming will be of limited value to a department unless it is reviewed and utilized as part of the departments training plan, and as a base for criminal justice information on the new police products, tactics and management techniques.
5. LETN provides a focus for discussions on current policing priorities.
6. More time dedicated to viewing, plus more off-hours viewing locations in the college environment would have made this evaluation more effective.

From an equipment research point of view, there appeared to be an underlining need for new and innovative police technology. There were instances where new products and ideas saved the CPRC time and effort in pursuing new product ideas.

Résumé

Le Collège canadien de police (CCP) et le Centre canadien de recherches policières (CCRP) ont conclu une entente d'un an selon laquelle ils se partageront les coûts de l'évaluation des avantages d'un abonnement au réseau LETN. Le CCP a été raccordé directement au réseau VIA satellite.

A ce jour, une vingtaine de services de police canadiens sont reliés au réseau LETN.

Voici les grands points soulevés dans le rapport.

1. Un service intéressé par la programmation du réseau LETN devrait, si possible, conclure une entente lui permettant d'obtenir les émissions enregistrées du réseau pendant une période d'essai de deux ou trois mois.
2. Les services devraient établir un plan qui tienne compte de leurs attentes et de leurs intentions quant à l'utilisation de la programmation du réseau.
3. Si le raccordement doit se faire en direct VIA satellite, il est important de prévoir des salles de visionnement pratiques (par ex., salles de repos, salles d'appel nominal, bureaux, etc.).
4. La programmation du réseau LETN sera peu utile aux services à moins qu'elle ne soit revue et utilisée à des fins de formation ou comme fonds d'information juridique au sujet des nouveaux produits policiers, des nouvelles tactiques et des nouvelles techniques de gestion.
5. Le réseau LETN constitue un point d'orientation pour les discussions au sujet des priorités de l'heure du secteur policier.
6. L'évaluation aurait été plus efficace si l'on avait pu consacrer plus de temps au visionnement des émissions et aménager, dans le milieu collégial, plus de lieux de visionnement accessibles en dehors des heures normales.

Sur le plan de l'équipement de recherche, il semble y avoir un net besoin de nouvelles technologies policières innovatrices. Dans certains cas, de nouveaux produits et de nouvelles idées ont permis au CCRP d'épargner le temps qu'il aurait autrement dû consacrer au développement de nouveaux produits.

INTRODUCTION

The Law Enforcement Television Network (LETN) is a commercial venture centred in Carrollton (Dallas), Texas. A police department may contract yearly with LETN, to receive their network programming, via satellite, using decoding equipment supplied by them. They also offer a service where the user receives video tapes on their programming. This network is designed for use by law enforcement and one of the main selling features is that the programming can be used for training.

CPC with the assistance of the CPRC was able to evaluate LETN that claimed distant delivery of training programs, new police equipment, techniques and management practices that are prevalent in the U.S.A..

THE PROJECT

The Canadian Police College (CPC or the College) and the Canadian Police Research Centre (CPRC) entered into a one year cost sharing agreement to evaluate the benefits which might be derived from subscribing to LETN. The live satellite service was put in place at the CPC on 1 September 1991.

CPC was responsible for the evaluation of programming as it relates to police training. (for example, U.S. vs Canadian content, cost benefits, and operational use).

CPRC was responsible for evaluation of network presentations and how the programming related to fields of new and innovative police research and technology.

The evaluation was centered at the College with video-taped copies of the programming supplied to CPRC.

The evaluation of LETN programming consisted of an ongoing exposure to College instructors with circulation of LETN monthly program guides (see appendix A). Staff were able to view programs of interest to them live, at a number of locations at the College. They could also obtain copies of the video taped program from Law Enforcement Reference Centre, the College library, or directly from the CPC project co-ordinator. The project offered CPC an opportunity to be innovative trainers.

The daily programming, although split into half hour segments, did repeat itself during the same day and often from one day to the next. For instance a programming day consisted of three identical segments which individually ran from 6:30 am to 2:30 pm or 8 hours in length three times per day (see appendix). Sometimes the programs would be repeated the following day. The college taped one of the three segments each day.

THE EVALUATION

The evaluation team made the following observations:

Negative Aspects:

1. The quality and content of some of the programming produced by other departments and shown by LETN is of questionable value and should not be used for training purposes without appropriate comments from a qualified Canadian police trainer who is well versed in the local situation.
2. Day after day, various methods of self defence and arrest procedures were presented. While disclaimers were made that LETN does not consider one method, superior to another, there appears to be little question that some methods place an officer at greater risk. The level of force used on what might be taken as a routine basis would not be acceptable in Canada.
3. Gang violence, homicides, riots, officers killed on duty, serial killers and rapists are portrayed in very graphical terms depicting daily life in the United States. It is suggested that we can learn from this and that we can take steps to temper it with appropriate Canadian content. There is an opinion that what is happening today in the States will be a reality here in Canada in the not too distant future.
4. LETN recently conducted a political poll of law enforcement personnel on the upcoming U.S. presidential election. Percentage support was reported for each of the candidates. In Canada such a police poll would not have been carried out.
5. Is the cost of \$588 U.S. per month good value for the money? A second, often considered a soft cost is the human resource required to view, sort and manage the information for the intended user.
6. LETN. may be a very viable and useful exercise, however, without a well thought out plan and the support of management it will not succeed. The integration of LETN information into the police workplace could add value to the department allowing access to such topics related to investigation, officer survival, management, and administration.
7. A plan where LETN programming will be delivered in the department should include the identification of equipment (monitors, video players and cabling hookups) to show LETN programming in the various areas. There is a definite need to have -person(s) dedicated to the administration and inter-department delivery and monitoring of LETN. In the authors view there is little or no value in bringing LETN live into your department. The tape service is the least demanding option.

8. The live broadcast of LETN made the daily reviewing of the tape extremely time consuming. The evaluation team, in a few short weeks, quickly became overwhelmed by the reviewing task. This pointed out to the evaluation team that to do the system justice an inordinate amount of time would have to be devoted to the task. Unfortunately, due to other commitments the team members did not have the time needed to carry out the task. If the LETN tapes had been better organized so that one could skip over sections the task would have been much easier. Note - this is more an organizational issue and the result of the choice made by the College in receiving the broadcast direct via satellite. It is suggested that this need for review time would be greatly reduced if we had used LETN's tape service.

9. Some of the programming reflected the way it is done in the States. However, this could be counter productive in the Canadian setting causing departmental frustration. "We don't do it that way here."

Positive Aspects:

With resource constraints and the lack of funds for staff travel and research, the exposure to LETN programming provided an excellent up-to-date reference library which can be used to supplement current training needs. The programming provided information on what was happening on the streets today. It is not suggested that LETN live programming can be used as an ongoing training program, or part of the course syllabus. This was never intended.

Examples of LETN programming that support its use are:

1. an exposure to new ideas and concepts in police operational training. Such relevant areas as: the war on drugs, new communication techniques, new case management methodologies to innovative development of facilities.
2. an excellent source for information on new police products.
3. the usage of new technology such as in-car video and how it relates to officer safety survival training (the Lunsford murder). This tragic event captured on an in-car video camera provided an excellent example of what today's police officer faces.
4. current programming on spousal abuse, officer safety and tactical communications.
5. an exposure to current criminal activities, such as youth gangs, which are impacting on police enforcement resources not only in the United States, but also in Canada. It was interesting to see how others were handling these relatively new activities.

6. LETN coverage of police-related events were much better than those in the public television networks. For instance, the LA riots coverage was country-wide with senior police input from across the US.

The overall quality of LETN produced programming was considered excellent. LETN programming covered a wide spectrum of the criminal justice system from corrections, to the courts, to the police and the victims of crime. This could be viewed as a negative comment from a police view point as they are in a nice to know category but not directly related to the policing function.

POLICE COLLEGE USE

The CPC evaluation of the LETN programming hinged on the initiative of the college staff. Some found the programming worth watching while others did not. For instance, the CPC Identification instructors and students had the widest exposure to the programming because it was available in two locations in the instructor's office and in the classroom. This led to a very favourable review by them. This underlines the importance of having the LETN programming delivered directly to the intended user.

In another area, the CPC drug investigative techniques section, students witnessed current major drug seizures, that were being reported as they took place in both U.S.A. and Canada. This proved very beneficial from a real life training perspective (Note that the programming was viewed live in the classroom).

LOCATIONS

Programming was intended to be made available in the CPC lounge area where most students congregate in the evening.' This was the initial primary location and target population for live LETN programming, however, this did not occur. While viewing was available after hours in some classrooms and the theatre, candidates did not normally frequent these locations. It was unfortunate that programming was not readily accessible to students after hours. It is suggested that the evaluation would have gained more significant input if it were seen in off-hours.

SUMMARY

To date, approximately twenty Canadian police agencies have signed on to LETN .

In summary it is suggested that:

1. A department interested in LETN Programming should, where possible, enter into a two to three month contract with LETN to receive their taped programming.

2. Departments should plan from the start what they expect and how they intend to use the LETN.
3. If live satellite viewing of LETN programming is required then it is important to have convenient locations such as a lounge, roll call area, or office area connected.
4. LETN programming will be of limited value to a department unless it is reviewed and utilized, where appropriate, as part of the departments training plan and as a base for criminal justice information on the new police products, tactics and management techniques.
5. The use of LETN can provide a focus for discussions on the current policing priorities.
6. For LETN to have been more effective in a college setting, more dedicated time and cable outlet installations would have been required.

What was interesting from an equipment research view, was that through the programming there appeared to be an underlining need for new and innovative police technology. There were instances where new products and ideas saved the CPRC time and effort in pursuing new product ideas.

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APPENDIX - Example of LETN monthly programming guide.

LETN October at a Glance

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	<p>1 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Street Beat A+ Drugs & the First Responder (Part 1) <i>(PSU of 91059 - SPI-92025)</i></p> <p>Drug Crackdown Narco-Terrorism</p>	<p>2 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Crime Scene Theft Investigation (E)</p> <p>Star Points Con Games In Jails</p>	<p>3 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Drug Crackdown Narco-Terrorism</p> <p>Street Beat A+ Drugs & the First Responder (Part 1) <i>(PSU of 91059 - SPI-92025)</i></p>	<p>4 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Command Update A+ Risk Management (Part 1) Pursuits <i>(PSU of 91061 - SPI-92027)</i></p> <p>Crime Scene Theft Investigation (E)</p>
<p>7 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Star Points Race & Gender Sensitivity in Correctional Facilities</p> <p>Command Update A+ Risk Management (Part 2) Personnel Management <i>(PSU of 91062 - SP2-92028)</i></p>	<p>8 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Street Beat A+ Drugs & the First Responder (Part 2) <i>(PSU of 91060 - SPI-92026)</i></p> <p>Drug Crackdown Prison Gangs</p>	<p>9 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Crime Scene Supervising A Detective Division (E)</p> <p>Star Points Race & Gender Sensitivity in Correctional Facilities</p>	<p>10 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Drug Crackdown Prison Gangs</p> <p>Street Beat A+ Drugs & the First Responder (Part 2) <i>(PSU of 91060 - SPI-92026)</i></p>	<p>11 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Command Update A+ Risk Management (Part 2) Personnel Management <i>(PSU of 91062 - SPI-92028)</i></p> <p>Crime Scene Supervising A Detective Division (E)</p>
<p>14 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Star Points Rural Patrol Solutions</p> <p>Command Update A+ Risk Management (Part 3) Failure To Train <i>(PSU of 91063 - SPI-92029)</i></p>	<p>15 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Drug Crackdown DEA Special Report "It'll Never Happen To Me"</p> <p>Street Beat Officer As Hostage (E)</p>	<p>16 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Crime Scene A+ Introduction To Accident Investigation (Part 1) <i>(PSU of 91064 - SPI-92030)</i></p> <p>Star Points Rural Patrol Solutions</p>	<p>17 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Drug Crackdown DEA Special Report "It'll Never Happen To Me"</p> <p>Street Beat Officer As Hostage (E)</p>	<p>18 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Command Update A+ Risk Management (Part 3) Failure To Train <i>(PSU of 91063 - SPI-92029)</i></p> <p>Crime Scene A+ Introduction To Accident Investigation (Part 1) <i>(PSU of 91064 - SPI-92030)</i></p>
<p>21 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Star Points Improving Presentation Skills</p> <p>VIEWPOINTS Informant Development</p>	<p>22 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Street Beat Building Search</p> <p>Drug Crackdown OPSEC Counterintelligence</p>	<p>23 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Crime Scene A+ Accident Investigation (Part 2) <i>(PSU of 91065 - SPI-92031)</i></p> <p>Star Points Improving Presentation Skills</p>	<p>24 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Drug Crackdown OPSEC Counterintelligence</p> <p>Street Beat Building Search</p>	<p>25 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>VIEWPOINTS Informant Development</p> <p>Crime Scene A+ Accident Investigation (Part 2) <i>(PSU of 91065 - SPI-92031)</i></p>
<p>28 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Product Showcase</p> <p>Command Update Tampa, Florida "Quad" Squads</p>	<p>29 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Penn State First Line Supervision (C)</p> <p>Drug Crackdown Conspiracy In Drug Investigations</p>	<p>30 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Crime Scene A+ Accident Investigation (Part 3) <i>(PSU of 91066 - SPI-92032)</i></p> <p>Product Showcase</p>	<p>31 Roll Call <i>Debbie Maffett & Dave Smith</i></p> <p>Drug Crackdown Conspiracy In Drug Investigations</p> <p>Penn State First Line Supervision (C)</p>	<div style="border: 1px solid black; padding: 5px; text-align: center;">TRAINING KEY</div> <p>A+ Tested: Continuing Education Credits Available</p> <p>(E) Encore</p> <p>☆ Update</p> <p>PSU Penn State University</p> <p>SPI Southern Police Institute</p> <p>(C) College Credit</p>

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Tuesday, October 1

EST	CST	MST	PST	LETN NEWS airs every 15 minutes during Roll Call & on the hour and half hour during in-service programming
5:30			3:30	
6:30			4:30	ROLL CALL with Debbie Maffett & Dave Smith
7:30			5:30	
8:30			6:30	
9:35			7:35	STREET BEAT - Drugs and the First Responder (Part 1)
10:05			8:05	DRUG CRACKDOWN - Narco-Terrorism
10:35			8:35	STREET BEAT - Drugs and the First Responder (Part 1)
11:05			9:05	DRUG CRACKDOWN - Narco-Terrorism
11:35			9:35	STREET BEAT - Drugs and the First Responder (Part 1)
12:05			10:05	DRUG CRACKDOWN - Narco-Terrorism
12:35			10:35	STREET BEAT - Drugs and the First Responder (Part 1)
1:05			11:05	DRUG CRACKDOWN - Narco-Terrorism
1:30			11:30	
2:30			12:30	ROLL CALL with Debbie Maffett & Dave Smith
3:30			1:30	
4:30			2:30	
5:35			3:35	STREET BEAT - Drugs and the First Responder (Part 1)
6:05			4:05	DRUG CRACKDOWN - Narco-Terrorism
6:35			4:35	STREET BEAT - Drugs and the First Responder (Part 1)
7:05			5:05	DRUG CRACKDOWN - Narco-Terrorism
7:35			5:30	STREET BEAT - Drugs and the First Responder (Part 1)
8:05			6:05	DRUG CRACKDOWN - Narco-Terrorism
8:35			6:35	STREET BEAT - Drugs and the First Responder (Part 1)
9:05			7:05	DRUG CRACKDOWN - Narco-Terrorism
9:30			7:30	
10:30			8:30	ROLL CALL with Debbie Maffett & Dave Smith
11:30			9:30	
12:30			10:30	
1:35			11:35	STREET BEAT - Drugs and the First Responder (Part 1)
2:05			12:05	DRUG CRACKDOWN - Narco-Terrorism
2:35			12:35	STREET BEAT - Drugs and the First Responder (Part 1)
3:05			1:05	DRUG CRACKDOWN - Narco-Terrorism
3:35			1:35	STREET BEAT - Drugs and the First Responder (Part 1)
4:05			2:05	DRUG CRACKDOWN - Narco-Terrorism
4:35			2:35	STREET BEAT - Drugs and the First Responder (Part 1)
5:05			3:05	DRUG CRACKDOWN - Narco-Terrorism

Wednesday, October 2

EST	CST	MST	PST	LETN NEWS airs every 15 minutes during Roll Call & on the hour and half hour during in-service programming
5:30			3:30	
6:30			4:30	ROLL CALL with Debbie Maffett & Dave Smith
7:30			5:30	
8:30			6:30	
9:35			7:35	CRIME SCENE - Theft Investigation
10:05			8:05	STAR POINTS - Con Games in Jails
10:35			8:35	CRIME SCENE - Theft Investigation
11:05			9:05	STAR POINTS - Con Games in Jails
11:35			9:35	CRIME SCENE - Theft Investigation
12:05			10:05	STAR POINTS - Con Games in Jails
12:35			10:35	CRIME SCENE - Theft Investigation
1:05			11:05	STAR POINTS - Con Games in Jails
1:30			11:30	
2:30			12:30	ROLL CALL with Debbie Maffett & Dave Smith
3:30			1:30	
4:30			2:30	
5:35			3:35	CRIME SCENE - Theft Investigation
6:05			4:05	STAR POINTS - Con Games in Jails
6:35			4:35	CRIME SCENE - Theft Investigation
7:05			5:05	STAR POINTS - Con Games in Jails
7:35			5:30	CRIME SCENE - Theft Investigation
8:05			6:05	STAR POINTS - Con Games in Jails
8:35			6:35	CRIME SCENE - Theft Investigation
9:05			7:05	STAR POINTS - Con Games in Jails
9:30			7:30	
10:30			8:30	ROLL CALL with Debbie Maffett & Dave Smith
11:30			9:30	
12:30			10:30	
1:35			11:35	CRIME SCENE - Theft Investigation
2:05			12:05	STAR POINTS - Con Games in Jails
2:35			12:35	CRIME SCENE - Theft Investigation
3:05			1:05	STAR POINTS - Con Games in Jails
3:35			1:35	CRIME SCENE - Theft Investigation
4:05			2:05	STAR POINTS - Con Games in Jails
4:35			2:35	CRIME SCENE - Theft Investigation
5:05			3:05	STAR POINTS - Con Games in Jails

ROLL CALL with Debbie Maffett & Dave Smith
 This week's report, "It's Not My Job" shows you how minor details can become major problems if police Officers don't take appropriate actions. One example is malfunctioning stop lights.

STREET BEAT
Drugs and the first Responder (Part 1)
 Street officers come in contact with drug

abusers everyday. DEA Special Agent Omar Aleman discusses drugs and what officers should know when facing suspects who are under the influence of drugs. Re-airs 10/3

DRUG CRACKDOWN - Narco-Terrorism
 The latest on narco-terrorism from the National Drug Enforcement Officers Association Re-airs 10/3

ROLL CALL with Debbie Maffett & Dave Smith
 This week's report, "It's Not My Job," shows you how minor details can become major problem!3 if police offii don't take appropriate actions. One example is malfunctioning stop lights.

CRIME SCENE - Theft Investigation
 All detective bureaus are hard-pressed to

keep up with the number of assigned theft investigations. Specific techniques, overall investigative strategies and the implementation of an on-going, efficient process make any investigator more effective. Re-airs 10/4

STAR POINTS - Con Games in Jails
 Inmates don't always leave their confidence games on the streets. Often they bring them inside the walls of correctional facilities and their keepers become their targets.