

WINDSOR HEIGHTS POLICE DEPARTMENT

2012 ANNUAL REPORT



January 30, 2013

Honorable Mayor Jerry Sullivan
Windsor Heights City Hall
1133 66th Street
Windsor Heights, IA 50324

Chief's Message

Honorable Mayor Sullivan and Citizens of Windsor Heights:

It is my pleasure to offer for your review the Windsor Heights Police Department 2012 Annual Report. I hope this document thoroughly explains the efforts the police department makes to deliver quality and professional police services in Windsor Heights. Before recapping our year's efforts I first want to acknowledge the women and men of this police department and the dedicated services they provide to this community. I also want to thank all of our elected officials and the countless supporters we have in the public that value the importance of a properly equipped, well trained police force. Finally, I wish to acknowledge the support of this city's department heads and staff members. Without a team effort to protect this community's best interests, each of our jobs would be much more difficult.

In 2010 when I took over as police chief, I brought forth four basic core values for the members of this organization to buy into. They were Protection, Service, Enforcement, and Education. These values bring forth basic fundamental duties that members of this organization subscribe to each day. At that time I also laid out a plan for reorganization dividing this department into two separate divisions – Patrol and Support Services. By doing this it would allow us to refocus our efforts on the identified core values and better embrace a community-oriented service model, which gives us a public platform to act as a well-rounded resource to the community. In 2012 this reorganization was accomplished. Being a small, full service policing organization brings many potential challenges with it, and by dividing the department into two focused divisions with a lieutenant in charge of each, this afforded us the opportunity to have greater accountability at the command staff level while ensuring our officers are working efficiently and becoming more effective with their assigned tasks.

All any police chief wants is the opportunity to help the personnel within an organization develop and reach their full potential. Your police chief wanted to see this same level of growth within this community. That is why, in addition to the department reorganization, there was also a shuffling of personnel and special assignments. In 2012 I pulled one of our detectives out of the DEA Drug Task Force and reallocated that position to a newly created Traffic & Community Safety Coordinator. This was done to specifically address our need to better educate our citizens and build positive relationships with stakeholders throughout the community. Without a doubt drug crimes are very important to investigate, and this community has seen a noticeable increase in drug offenses over the last four years, but I felt a more immediate need had to be addressed in this agency's efforts to educate our citizens, interact with our schools, and provide resources to community members that taught them how to be safe, act as good witnesses, and be neighborly to one another.

Hand-in-hand with this outreach effort came the launch of a new social media campaign. The department got in touch with an entirely new audience by developing a Facebook page, Twitter account, and bringing forth a free subscriber service to any resident that wishes to receive secure text or e-mail notifications from the police department through Nixle.com. Addressing these needs with a focused effort towards Education was a significant change from past practice. However, our work did not stop there.

2012 was also a time of growth for our efforts in Protection, Service, and Enforcement. In this calendar year we added the department's first ever canine unit. We also brought forth the first volunteer police officer this agency has seen in the form of a Reserve Police Officer program. Finally, we tackled the controversial issue of introducing automated traffic enforcement to our community. Each of these additions allows this organization to better serve this community, keeps our officers a little bit safer, and help to better balance a continued drain on personnel resources.

As I look back on 2012 I see the building blocks laid for the future of this organization. I see a year in which this department experienced many positive firsts. However, during that time our agency also experienced all time highs in calls for service, numbers of cases made, and criminal arrests. And while much of this activity is due to the proficient work of a highly skilled staff, it is also important to acknowledge the volume and frequency of activity this agency is experiencing. This year is not a statistical anomaly either. When reviewing trend data over the last five years, it is readily apparent that our crime numbers are growing and our crime index rating is being cemented as the second busiest police organization in the metro. That said, I am happy to report that violent crimes in Windsor Heights continue to be a rare occurrence.

2012 has left behind its fair share of challenges along the way, but overall I am very pleased with the efforts of this department's law enforcement and support personnel. We tackled several public initiatives and have continued to grow as an organization. My staff and I are committed to providing professional, timely, and complete police services to this city. My continued hope is that our citizens are proud of the police department that serves them on a daily basis.

Average is no longer acceptable in this department, and we recognize that this high level of achievement has become the standard for our community. Because of this, we will continue to make lasting efforts to earn your trust, respect, and support as we carry forward with our mission in 2013. Have a pleasant and safe new year.

Kindest regards,

Dennis W. McDaniel
Chief of Police



COMMUNITY POLICING STATEMENT OF THE WINDSOR HEIGHTS POLICE DEPARTMENT

The Windsor Heights Police Department believes there are four core values when providing safety to the public we serve. It is important to perform each of these independently as well as present them in a unified format. The officers of this agency will work with commitment and focus to establish the following concepts, while building lasting partnerships within the community.

The first area identified for specific concentration in our community policing model is the quality of **protection** we provide. When the worst case scenario hits a community, the police must respond swiftly to counteract the threat and deploy resources promptly to affect a positive outcome on the circumstances at hand. At times, this may mean a frightening incident has occurred in our community. The officers of the Windsor Heights Police Department will work to effectively restore peace and order with great efficiency.

The second aspect vital to our community policing model is delivery of **service**. This is the most basic function provided to a community by a police department. When a citizen summons the police, do they come? How quickly? Are they responsive to his/her needs? Is the appropriate intended outcome reached in a timely fashion? Were referrals to other resources made when needed and were matters sufficiently documented? This area of policing is typically the most commonly observed and critiqued by citizens. The officers of the Windsor Heights Police Department will strive to provide professional service with due diligence and care for our citizen customers.

The third element of community policing we will embrace is **enforcement**. This is a concentrated undertaking to ensure the safety of the community and reduce perceptions of fear through the use of state laws, municipal codes, and standard operating procedures. Data driven information is utilized at this level to guide problem-oriented policing. Enforcement endeavors will also be focused towards community needs and expectations. The officers of the Windsor Heights Police Department will sustain proactive law enforcement efforts throughout our community.

The final core value of community policing that this agency subscribes to is our contribution to on-going **education**. Often times policing agencies get so focused on ventures in protection, service, or enforcement that they forget about their obligation to community interactions. The public needs to see police officers, at all levels of this organization, outside the normal lines of communication that come with typical law enforcement responsibilities. As police professionals, when things go wrong in our community, we have a responsibility to evaluate whether or not there is a need to educate our residents, businesses, and visitors. Crime prevention and community outreach will be a thriving part of our police organization. The officers of the Windsor Heights Police Department will act as resources to all sectors of the public within our community. Our programs will extend into the school systems, give attention to the family unit and the business professional, and focus on being a resource to seniors. Additionally, we will act as a catalyst in bringing neighborhoods together and creating stewardship among residents. Outreach will also occur to civic organizations and open relationships will be built with diverse racial, ethnic, and secular groups.

We live in a world where change comes quickly and technologies advance rapidly. Law enforcement in the 21st century will have new demands placed on it like never before. As we move forward, it will be vital to the success of this organization to have strong partnerships in place with its residential and business community members. We pledge to provide a well-rounded approach to policing the community we serve.

No law enforcement agency will ever eliminate crime, but with a concentrated, holistic approach to Protection, Service, Enforcement, and Education we can work to displace it. These are our core values. Please partner with us in our efforts.

PROTECTION. SERVICE. ENFORCEMENT. EDUCATION.

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The Windsor Heights Police Patrol Division consists of nine sworn peace officers. This number includes eight patrol officers and one supervising Lieutenant. The Lieutenant acts as the Patrol Division Commander and answers to the Police Chief.

PATROL DIVISION

Lt. Trace Kendig - Patrol Commander

Field Training Program Manager (Certified through Field Training Associates)
 Defensive Tactics Instructor (ILEA)
 Active Shooter Response Instructor (Strategos Int'l)

Police Officer Hector Arias

1st Sgt. Air National Guard 132nd

Police Officer Rob Pearson

Field Training Officer
 Firearms Instructor (ILEA)
 Defensive Tactics Instructor (ILEA)
 Duty Knife Instructor (ILEA)
 Rape Aggression Defense Instructor

Police Officer Bill Canada

K-9 Officer
 Field Training Officer
 Rape Aggression Defense Instructor

Police Officer Position

Currently VACANT

Police Officer Jeremy Sieper

Metro STAR Operator
 Emergency Medical Technician
 Oleoresin Capsicum (O.C.) Spray Instructor (ILEA)
 Less Lethal Munitions Instructor (ILEA)
 PepperBall Instructor/Armorer (PepperBall)
 Taser Instructor (ILEA and TASER Int'l)

Police Officer Andrew Nissen

2012 Officer of the Year (WHPD Association)

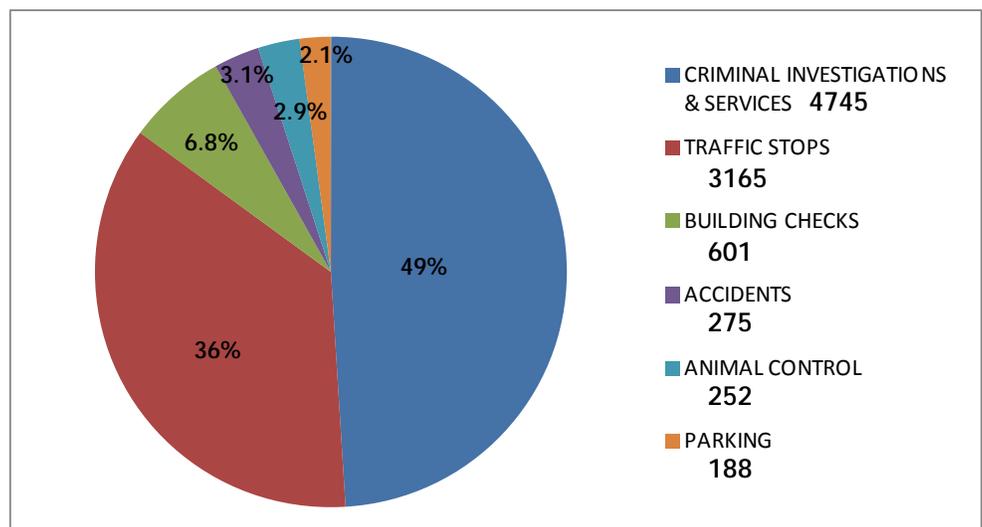
Police Officer Francisco Hill

Emergency Medical Technician
 Probationary New Hire

Police Officer Chad Norris

Probationary New Hire

**2012 ALL CALLS
 FOR SERVICE
 8786**





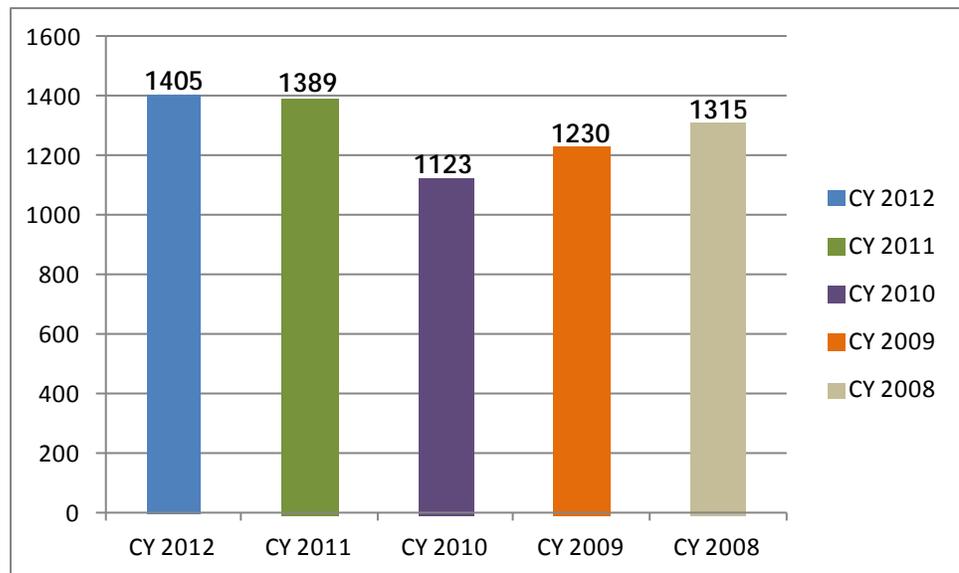
STATISTICAL OVERVIEW FOR PATROL DIVISION

Windsor Heights Police Department patrol officers are the first line of defense between incidents that occur in the city and the citizens we serve. Officers are required to possess and master a wide variety of skills that range from weapons proficiency to medical first responder training.

Many times officers will serve informal roles as counselors, mental health workers, or juvenile detention officers. In a typical day patrol officers will handle a variety of service calls from citizens and businesses, investigate vehicle accidents, proactively enforce traffic and criminal statutes, function as a parking attendant and discharge duties of animal control. All of these activities are completed while performing as ambassadors for the City of Windsor Heights.

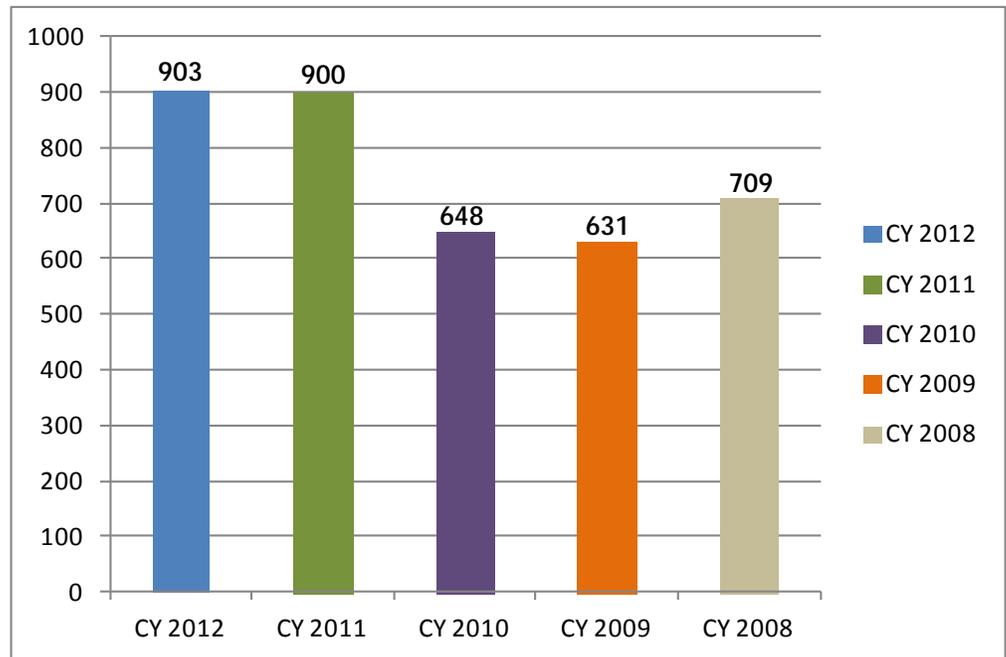
At calendar's year end for 2012, the Patrol Division answered **8786** calls for service. This is a 5% increase from the previous year and an all time high in the history of the police department. These calls for service resulted in patrol officers completing **1405** Incident and Accident case reports. A formal report is generated any time a call for service substantiates that a crime was committed, a traffic accident met state reporting requirements (minimum of \$1500 property damage, personal injury or death), or there was a need to document the circumstances involved as a matter of permanent record. For those calls for service that do not require an official case, officers summarize their activities in a computer aided dispatch log.

**2012
ALL CASES
MADE**



In 2012 patrol officers arrested 857 offenders (**903** total arrests among all agency staff persons which is also an all time agency high). The majority of these arrests were self-initiated, meaning that the patrol officer sought out illegal activity in a proactive fashion instead of waiting for it to come to them.

2012 ALL ARRESTS



Traffic safety and traffic law enforcement are also a priority for patrol officers of the Windsor Heights Police Department. Officers initiated **3165** traffic stops in an attempt to interdict criminal behavior and ensure that the motoring public operates safely. This is a 15% increase from 2011. In those contacts, there were **1229** citations issued and **899** written warnings given. Violations ranged from minor equipment warnings to more serious moving violations. Additionally, patrol officers responded to **275** reported traffic crashes, filing **190** reportable accidents in 2012.





Windsor Heights patrol officers are also very active in traffic safety projects funded by the Iowa Governor's Traffic Safety Bureau (GTSB). These projects target high risk driving behaviors at times of the year when accident rates are higher (holiday travel times and special events). The Central Iowa Traffic Safety Task Force (CITSTF) also addresses vehicle traffic concerns in the Des Moines metro area. Windsor Heights Police Department patrol officers are active in monthly multijurisdictional CITSTF projects.

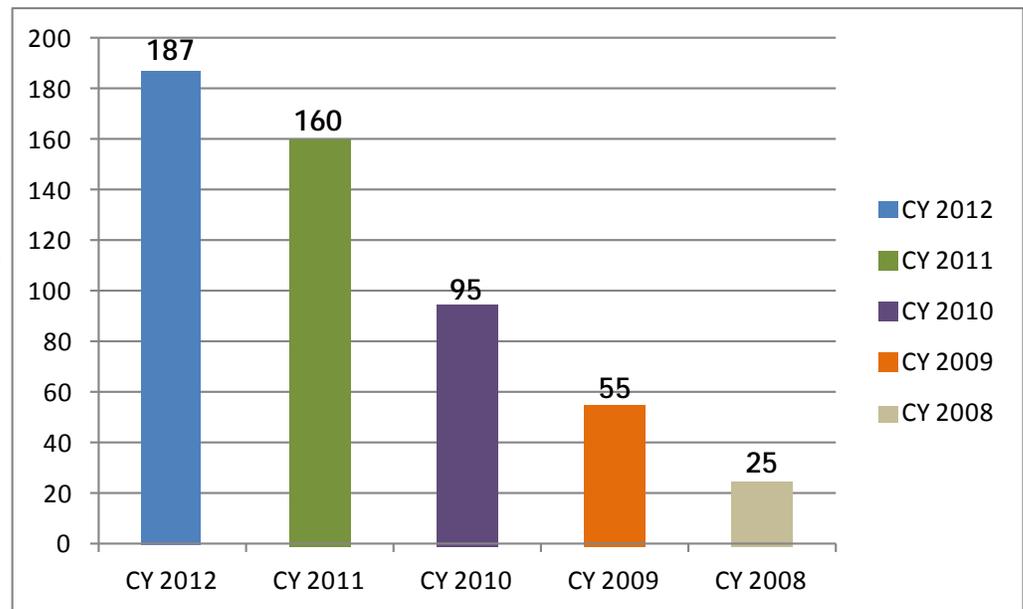
The officers that work on patrol are dedicated to serving the citizen in every capacity. Patrol officers always respond to medical calls for service throughout the community when they are not otherwise occupied. Officers arrive on scene and make sure the area is safe for emergency medical staff. Officers also administer initial first aid and are trained in CPR and the use of AEDs. They will remain on scene to assist EMS as long as necessary.

The officers of the Patrol Division work diligently to make certain that Windsor Heights is viewed as a safe city for all residents and guests. See Appendix B for a complete gathering of 2012 statistics. Our officers' dedication and hard work is reflected in these statistics. The following paragraphs highlight a few lesser publicized accomplishments of the Windsor Heights Patrol Division in 2012:

- In June, aggressive traffic enforcement and roadside criminal interdiction efforts yielded two illegal handgun recoveries and over \$12,000 in drug money seized.
- Over the course of the year, Patrol seized 3 vehicles that were being used for the trafficking of illegal drugs. These vehicles will be sold as forfeited property for funds that the department can use for specialized equipment in its war on drugs. The vehicles can also be converted to department use for surveillance and undercover operations.
- Patrol seized over \$17,000 in cash from other illegal drug investigations. These funds are converted over to departmental use under strict state and federal guidelines to purchase needed equipment that would otherwise go unfunded or be an additional burden on the taxpayer.



2012 DRUG ARRESTS



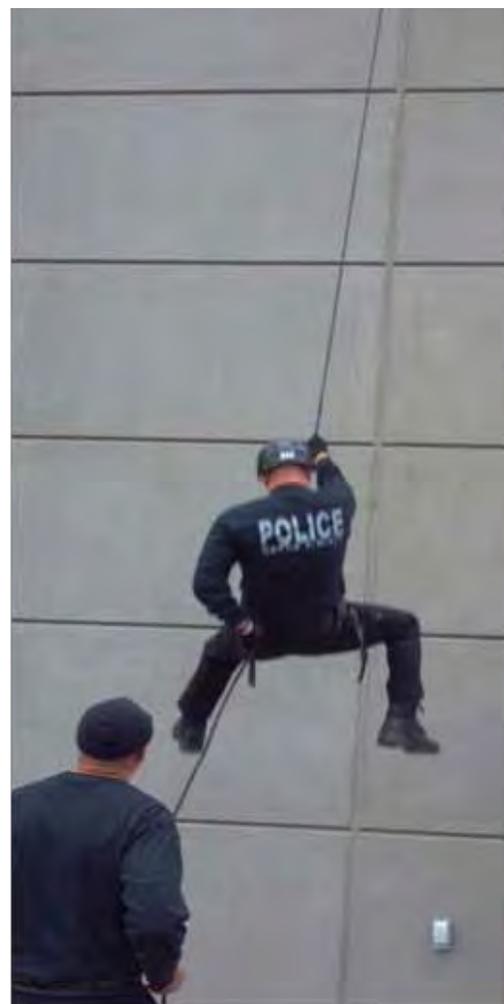
In 2012 the WHPD added a few more “tools” to their arsenal. Medical “go-bags” were assembled and issued to each squad car. These bags contain items that officers can use to render self-aid in dynamic medical conditions. The bags are intended to be utilized by officers during critical incidents where it may difficult for EMS to render aid.

They include such things as: a tactical tourniquet, multiple bandages, a chest seal, and “quick clot”. There is also a stainless steel bottle containing distilled water for wound irrigation or hydration.

The Department also added an additional less lethal force option called the PepperBall. The PepperBall System deploys a paintball type projectile that is filled with micro-pulverized pepper powder (pava) irritant. The system can be deployed from as far away as 100 feet but can also be used at point blank ranges. These projectiles break on impact and disperse the irritant. The implementation of this system gives officers another use of force option outside of going “hands-on” with suspects or deploying striking instruments, the Taser, or the 12-gauge bean bag round. This system is capable of rapid deployment to address large crowds, close quarter combat incidents, or rapid entry in the tactical environment for service of search/arrest warrants.

SUPPLEMENTAL PATROL SERVICES

Field Training Program - The field training officer program is a key component of the Patrol Division. Field training is the period of time a new police officer spends with a training officer prior to being assigned to solo patrol duties. The Patrol Commander oversees the field training program. Once an officer finishes their basic training at the Iowa Law Enforcement Academy or is hired as a certified officer, he/she begins the field training program. The program consists of four different steps. In step one the officer learns basic skills used on patrol. These skills include learning the geography of the city and becoming familiar with the in-car computer system. In step two more complex tasks are learned. These skills involve learning Iowa's criminal and traffic codes as well as city ordinances. Step three addresses more demanding tasks that force officers to stay calm under stress and multi-task. These skills include use of force instruction and handling crimes in progress. In step four the officer is "shadowed" by the Patrol Commander. The Patrol Commander will ride along with the new officer in plain clothes as an observer and evaluate how well he/she has done in steps one through three. The Patrol Commander does not help or get involved unless an emergency arises. Once the Patrol Commander approves the officer for solo patrol then they have completed the FTO program and serve out the remainder of their first year of employment in a probationary status.



The Windsor Heights Police Department is a member of the Iowa chapter of NAFTO (National Association of Field Training Officers). Iowa NAFTO endorses the field training program taught by Field Training Associates. This is the training program that the WHPD uses to train all new officers in the field training program. The Patrol Division Commander is certified by Field Training Associates as a FTO Supervisor. Officer Canada was also certified as a Field Training Officer by Field Training Associates in 2012.

Metro STAR - Windsor Heights Police Department participates in the Metro STAR (Special Tactics And Response) team. This is a multi-jurisdictional team dedicated to Homeland Security Services in the greater Des Moines metropolitan area. The Windsor Heights Police Department participates in a cooperative agreement (28E) and contributes one officer as a part-time operator on the unit. This operator learns and utilizes many useful tactical skills that go beyond the scope of what a standard patrol officer receives in his/her career training. These specially trained officers not only benefit the collective of the multiple jurisdictions that Metro STAR has cooperative sharing agreements with, but also benefit the individual departments as these operators bring their expertise back to their home jurisdiction. The unit has members that are trained in handling Type II Weapons of Mass Destruction and Type I Bomb Mitigation. The unit also addresses many other high risk situations that go beyond the capabilities of most departments, including but not limited to high risk narcotics search warrants, barricaded subjects and hostage takers. The Metro STAR unit is governed by a 28E agreement entered into by all cities and counties involved. This includes many cities within Polk, Dallas, and Warren counties. The current 28E agreement runs through 2015.

In 2012, Lt. Kendig stepped down as the appointed Metro STAR operator to more completely address his responsibilities as the Patrol Division Commander. Officer Jeremy Siepker was selected to replace Lt. Kendig on the STAR team. The Metro STAR operator was called out to aid in the execution of four high risk search warrants and one presidential protection detail in 2012. The appointed operator has two specialized training days per month and serves in an on-call rotation one week out of every month.

Canine (K-9) Unit - In mid 2011 Chief McDaniel assembled a committee of officers, citizen representatives, and one elected official to study the possible implementation of a canine unit. After several months of study, interviews, screenings and focused effort, in the spring of 2012 the committee wrote and presented its recommendation to the city council. The council listened attentively and voted to unanimously support the concept. Subsequently a fundraising initiative began to cover the upfront purchase price of the animal and the initial training costs of the handler. In only a few months time the necessary funds were raised thanks to the generous donations of our citizens, businesses, and corporate sponsors.

The Chief then took drug forfeiture funds to purchase and equip a patrol vehicle and provide the necessary technologies to fully outfit the vehicle. After completing the initial training and national certifications, the K-9 program officially took to the street for the first time in October of 2012. Officer Bill Canada and his K-9 partner Argos (Belgian Malinois) are a welcome addition to the Patrol Division.



K-9 Argos is a dual purpose animal trained and certified in scent detection and apprehension. Argos passively indicates to his handler when he smells marijuana, methamphetamines, heroin, ecstasy, and cocaine. Argos has a sense of smell 200 times greater than humans. He can detect hidden narcotics in vehicles, residences, or any other creative way criminals conceal illegal drugs. He can also track a fleeing criminal by smelling the ground disturbance that is left behind when a suspect runs from the scene of a crime. This method of tracking can be applied to other potential life or death scenarios such as an elderly person or child wandering away from home.

Argos is also trained and certified in article recovery. This is a vital tool that is used by law enforcement for the recovery of important evidence left behind near a scene or during the attempted apprehension of a fleeing suspect. Argos accomplishes this by smelling the human scent left on the article and can find it (even if the item is thrown away from a person) in a fraction of the time it would take several officers to search the same area. K-9 Argos is also certified in criminal apprehension (bite work) and handler protection.

Police departments have a need to go into hazardous situations in unfamiliar territory. Having a canine trained in apprehension gives officers one more tool to provide the best and most efficient level of service possible while also making every effort to keep themselves out of harm's way. A police dog has keen instincts and enhanced senses that another police officer can't duplicate. A barking police dog can be very intimidating to a would-be criminal who may be poised to attack or ambush an officer. Argos is very protective of his handler and will do everything in his power to apprehend a suspect who attempts to assault or flee from the police. He is extremely fast and agile and can close the distance on a criminal in a fraction of the time it would take a police officer. Argos easily jumps a 6 foot privacy fence without losing a scent he is following which helps us to quickly track a fleeing criminal before they can make their escape.

Reserve Officer Program - The Patrol Division also includes a reserve police officer program. The department's reserve program was approved in 2011 and is intended to offer a low cost personnel resource to the city while also allowing citizens who have a career interest in law enforcement go through specialized training and volunteer to serve this community. Currently the department has one appointed reserve officer and more appointments are anticipated in 2013. Reserve officers are utilized as force multipliers on patrol and for special events. There are five classes of reserve police officers. New recruits start as Reserve Officer Fifth Class. As the reserve officer gains more experience and training they move up through the classes until they reach the status of Reserve Officer First Class. All reserve officers are trained and certified through the Iowa Law Enforcement Academy Reserve Officer Training Program.

Part-Time Officer - The Windsor Heights Police Department is authorized to employ up to four part-time officers. There are currently two part-time officers working for the department. These officers were originally implemented to assist with open shifts and staff an ASAP (Alcohol Safety Action Plan) program. The ASAP program was designed to target impaired drivers on the streets of Windsor Heights on Friday and Saturday nights. The ASAP program has been discontinued due to lack of funding. Currently one part-time officer helps to fill open patrol shifts and the second mainly assists in specialized training duties as needed.

2012 TRAINING SUMMARY FOR WINDSOR HEIGHTS POLICE DEPARTMENT

The Patrol Commander is also responsible for overseeing the police department's training program. This training comes in many forms. Training ranges from monthly in-service sessions conducted on site at the police department, to specialty schools conducted by experts in several dynamic law enforcement disciplines. In 2012 a new training philosophy was implemented for in-service training. This new philosophy combined multiple use of force options into one training setting. This type of training is more realistic because officers on the street never know what they will be facing and which resources will be needed. The training incorporates real life scenarios that officers face and allows them to go through the split second decision making process required of them in high stress incidents. A training environment like this better prepares officers to make the correct decisions when dynamic situations are unfolding.

During the calendar year 2012, officers spent **783** combined hours in training. These training hours included in-service trainings that are conducted monthly at the Windsor Heights Police Department and courses that are attended offsite and provide valuable learning opportunities. These trainings hours also include bi-weekly trainings the Metro STAR operator attends.

The department currently maintains certified instructors in the following law enforcement disciplines:

Defensive Tactics	Taser
ASP Baton	Duty Knife
Active Shooter	Technical Traffic Investigator
Field Training Officers	Precision Driving Instructor
Patrol Rifle	Firearms
O.C. (pepper spray)	Rape Aggression Defense (R.A.D.)
Less Lethal Munitions	PepperBall

Chief McDaniel	62 hours
Lieutenant Meyer	84 hours
Lieutenant Kendig	78 hours
Detective Metzger	71 hours
Officer Arias	22 hours
Officer Woods	57 hours
Officer Pearson	121 hours
Officer Canada*	73 hours
Officer Siepker	113 hours
Officer Nissen	63 hours
Officer Hill	8 hours
Officer Norris	31 hours
Officer VACANT	-

**Officer Canada had an additional 250 hours of training. Those hours made up the basic canine handler course.*

SUPPORT SERVICES DIVISION



Investigations



Community



Evidence



ATE



The Windsor Heights Police Support Services Division consists of three sworn peace officers, two administrative support clerks, one adult crossing guard, and multiple on-call matrons. The Lieutenant acts as the Support Services Division Commander and answers to the Police Chief.

SUPPORT SERVICES PERSONNEL

Lieutenant Derek Meyer - Support Services Commander

Public Information Officer
Accident - Technical Investigator
Precision Driving Instructor
Network System Administrator

Tammy Breese – Administrative Assistant

Police Department Matron
Records and Crime Analyst

Barb Niccum – Administrative Assistant

Police Department Matron
Records and Crime Analyst

Officer Amanda Woods – Traffic & Community Safety Coordinator

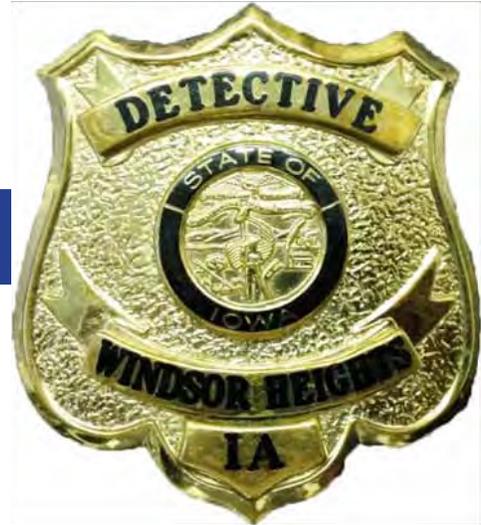
Child Safety Seat Technician
Crime Free Multi-Housing Coordinator
Code 411 Instructor
GTSB Grant Administrator
Rape Aggression Defense Instructor

Detective Danielle Metzger - General Crimes Investigator

Law Enforcement Intelligence Network - Certified
Firearms Instructor
Open Sight Rifle Instructor
Springfield XD Armorer

Donna McFarling – Crossing Guard

INVESTIGATIONS



Investigation Section - The Windsor Heights Police Department's Investigation section is primarily responsible for thorough investigative follow-up of complex felony and misdemeanor crimes occurring within the jurisdictional boundaries of the City of Windsor Heights. In the course of their actions, investigators work to identify, arrest, and present offenders to the judicial system. These personnel work in conjunction with officers and investigators from various municipal, county, state and federal law enforcement agencies to accomplish their collective missions. Through these cooperative efforts, crimes and patterns are detected and suspects are identified, located and arrested. Additionally, opportunities to educate our citizens about awareness and prevention are taken on a case-by-case basis so that we may better serve our community. These continued efforts empower residents and business owners to enhance the quality of life in Windsor Heights while building a safer community.



The Investigations section of the Windsor Heights Police Department consists of two investigators, one general crimes detective and one narcotics detective, and is overseen by Lieutenant Derek Meyer. At present one of these investigative positions has been vacated to support a new special assignment within the department. The only full time investigator currently assigned to investigations is Detective Danielle Metzger. Detective Metzger is assisted in her duties by Traffic & Community Safety Coordinator Officer Amanda Woods (new special assignment) and Support Services Commander Lieutenant Meyer.

The personnel assigned or assisting this unit are talented and skilled; each member of the Investigation section is dedicated, determined, and committed to the citizens of Windsor Heights.

Normally criminal investigations are categorized into crimes against persons and property, fraud and forgery crimes, technology and forensic evidence processing, and state and federal narcotics crimes. Our investigators are called to address problems of criminal activity and case follow-up in various ways including: surveillance, intelligence gathering, background investigations, plain-clothes work, undercover operations, issuance of investigative search warrants and subpoenas, and applications for arrest warrants.

The Windsor Heights Police Department’s Investigation section is responsible for most all felony follow-up investigations within the department. When a patrol officer receives a complaint from a citizen where an officer cannot immediately clear the case, it is forwarded to the Investigation section for review. Lieutenant Meyer then reviews and assigns the case for follow-up. During the course of their duties, investigators use traditional methods such as the collection of physical evidence, interview and interrogation techniques, computer technology, and community conversations / neighborhood canvas to solve their cases.

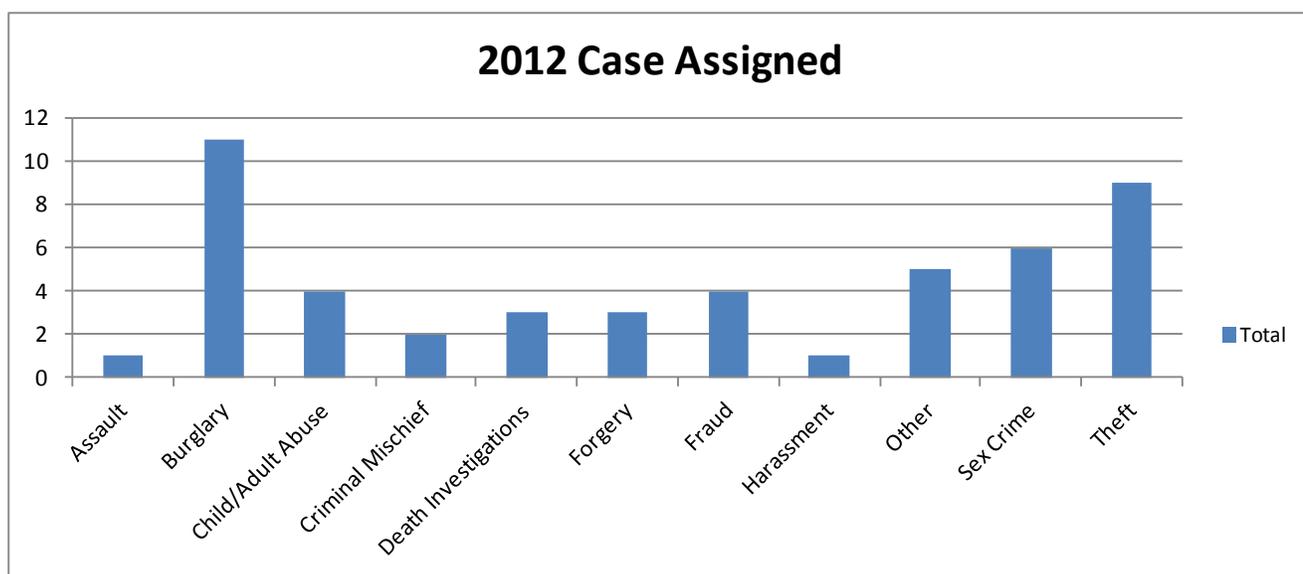
The most recognized duty of an investigator is to receive reports prepared by patrol officers and perform the appropriate follow-up investigations. In addition to those responsibilities, investigators must be able to identify and collect evidence at a crime scene so that it can be stored, preserved, and made available for prosecution. Investigators spend a significant amount of time conducting in-depth interviews with witnesses and interrogating suspects, preparing formal statements, and arresting persons suspected of committing crimes based on probable cause or by warrant.



Personnel in this unit must be able to successfully communicate the investigative efforts of a case to a prosecuting attorney in a written report and supplemental documentation. Investigators will then be required to testify in court and give an accurate, detailed testimony relative to the results of the criminal investigation. In addition to the fundamentals of investigative work, investigators meet weekly with other detectives from around the Metro area to share, collect, compare, and assist one-another in solving crimes. Lieutenant Meyer also meets bi-monthly with representatives from local agencies and media outlets to hear and share useful information about on-going activities. He also serves as an agency liaison with the Polk County Crime Stoppers organization.

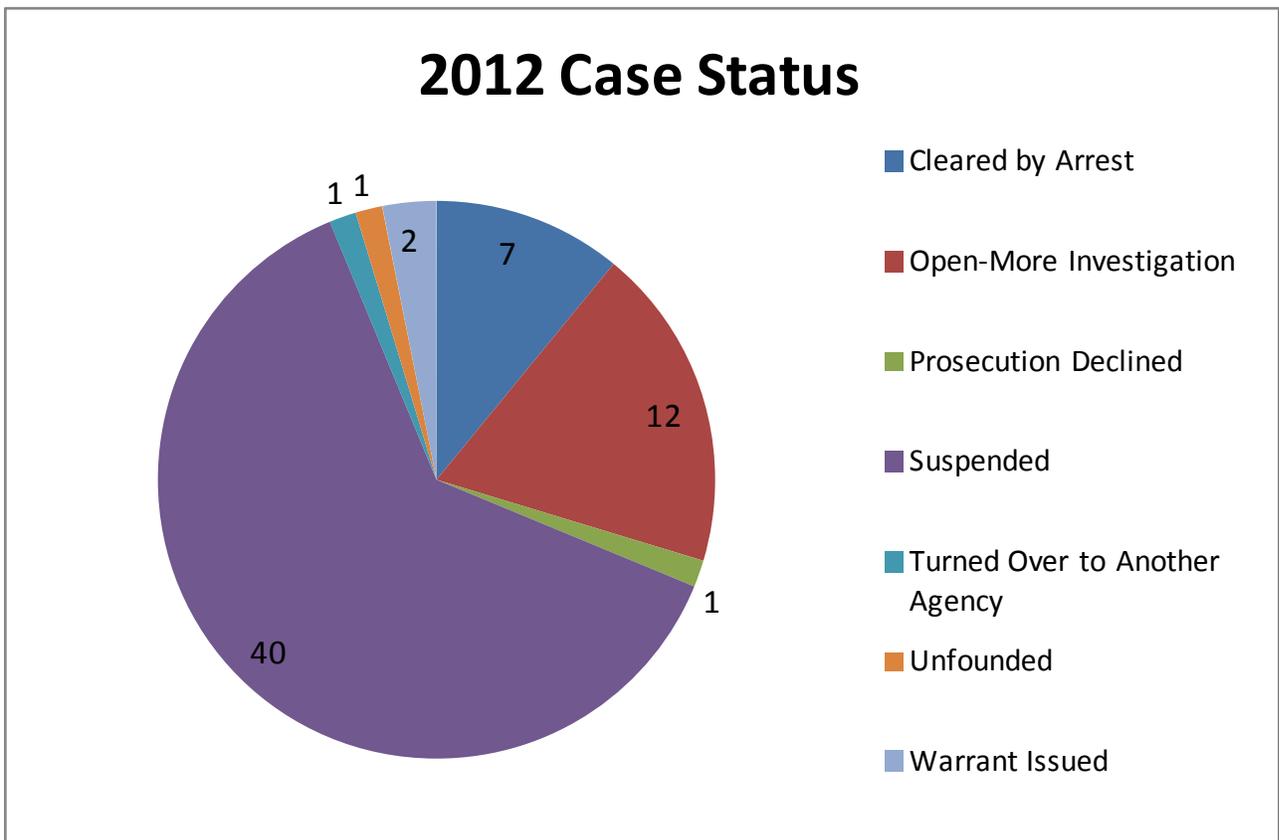
Through the efforts of the personnel assigned to the Investigation section, this department has successfully addressed issues our community has shared with us as being detrimental to the quality of life in Windsor Heights. In addition to serving the mission of this Section, its personnel has also supported the Patrol Division’s objectives when short staffing arises. In 2012 Detective Metzger was assigned to 409 hours of patrol duties and Lieutenant Meyer supported 576 hours of patrol duties. While it is difficult to truly reflect in words the time and energy investigators put into their assignments, their dedication to the overall vision of this organization and the citizens we protect is nothing short of remarkable.

In 2012 investigators appointed to the Support Services Division were assigned **49** cases for review and completed work on **64** cases throughout the year. In some situations investigations are carried over from a previous year and in other instances new information may arise in an older case. At the end of 2012, investigators cleared **52** cases and will carry **12** cases into 2013 for further investigation.



Some examples of successful case resolutions in 2012 from investigators are: the arrest of one individual who sexually assaulted two women within the community; the issuance of an arrest warrant in which an individual is alleged to have misappropriated several thousand dollars from a local business; and the arrest of an individual who assaulted another person causing felonious bodily injury.

As an investigator works a case to determine probable cause, and any associated links between individuals and assets, they will often have to petition the court for a subpoena and or search warrant. In 2012 investigators requested **6** subpoenas and served **3** search warrants while investigating criminal cases.



Internal Affairs - The Windsor Heights Police Department Investigation section also has responsibility to assist the department in maintaining professional standards of the organization. This responsibility primarily lies with both division lieutenants; however, investigators may be called upon to assist in these investigations if significant allegations that require a great deal of follow-up are lodged against agency personnel.

Internal Affairs is tasked with thoroughly investigating and ensuring adherence of protocols for the integrity of the organization and maintaining a high standard of professionalism. It is the intent of this section to receive, report, investigate and adjudicate any allegation brought forth for the benefit of the community while ensuring confidence in the administration that supervises the exercise of police authority. Investigations are thoroughly conducted on formal complaints pertaining to any police department employee.

During the course of 2012 the Windsor Heights Police Department opened **6** Internal Affairs investigations; **3** of these investigations were formal complaints (two of which were generated internally by administration), and **3** investigations were initiated by supervisors for officer involved traffic accidents. Final disposition of formal discipline issued by police administration in 2012 was **1** written reprimand, **1** other administrative action, and **1** insurance claim disbursement. Internal Affairs also tracks acknowledgements of successful performance given to department personnel over the course of the year. In 2012 staff received **13** letters of recognition, **0** letters of commendation, and **6** other awards.

COMMUNITY OUTREACH

Community Outreach - The Windsor Heights Police Department Community Outreach program focuses primarily on education and crime prevention to enrich the community as a whole. On March 19, 2012 Officer Amanda Woods was appointed to a newly created position of Traffic & Community Safety Coordinator (TCSC). Officer Woods is responsible for education outreach and fostering positive relationships between the department and the community. In 2012 she had the opportunity to engage the public at **24** various events throughout the community. Some of these events included things like: National Night Out, Hy-Vee's Public Safety Event, a safety seat booth at the Iowa State Fair, "Over the Edge" with the Special Olympics, a Veterans Day appreciation breakfast at Hy-Vee, a health fair at the YMCA, Rape Aggression Defense (R.A.D.) self-defense courses for women, and a youth education program at Clive Elementary School called Code 411 (similar to D.A.R.E.). Officer Woods was also assigned to supplement the Patrol Division during times of short staffing and completed 500 hours of patrol time throughout the course of the year.



- Safe Kids USA is a national organization with a local charter in Iowa through Blank Children's Hospital. One of the partnership opportunities the Windsor Heights Police Department shares with Safe Kids of Iowa is a monthly Child Seat Inspection program. Iowa law requires children six years and younger be restrained in a child restraint system. Officer Woods is a certified Child Safety Seat Technician and completed **50** inspections and installations over the course of 2012.

- In the spring of 2012, the Windsor Heights Police Department announced it would begin a “social media campaign” to reach its citizens and nearby communities with quick, important, relevant and reliable information from the police department. The department utilizes Twitter, Facebook, and Nixle messaging services to reach a wide demographic of citizens.

During this year the department’s new social media campaign has been well received by citizens and members of the media. Through the use of Facebook, the department reaches 2,594 people, has 266 “likes”, and experienced a one-day page viewing high of 173 views. Through the use of Twitter, the department is able to instantly reach 147 followers through instant “tweets”. And with the use of Nixle, a SMS webpage and email notification system, the department instantly reaches out to 110 subscribers that receive categorized messages identifying their predetermined level of criticalness.

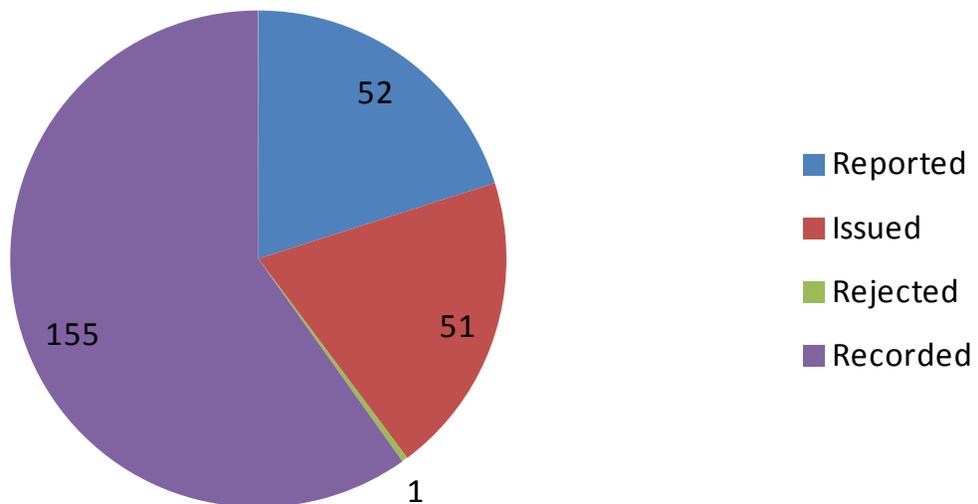


- Drug and Alcohol Compliance Checks- The Windsor Heights Police Department remains committed to keeping drugs and alcohol out of the hands of our youth. As part of our continued focus we conduct random compliance checks throughout the city each year. The results of those 2012 compliance checks are: **14** licensed alcohol establishments – 0 violations discovered; **7** tobacco permit holders – 1 violation was discovered. When an employee sells tobacco to a minor they are cited with a fine due to having committed a criminal offense. The employer is also responsible for a \$300 civil penalty to the city for a first time offense. Subsequent offenses over a three year period result in increased fines and possible suspension fo their license to sell the product.

AUTOMATED TRAFFIC ENFORCEMENT

Automated Traffic Enforcement - The Windsor Heights Police Department is committed to protecting the members of its community, citizens, staff and those traveling within the area. The 2012 year marked the beginning of the Windsor Heights automated enforcement program. Through a comprehensive, multi-year data study along Interstate 235, area state highways and municipal thoroughfares, and in response to one of the most common complaints from citizens, the WHPD launched its automated traffic enforcement program on December 10, 2012. The program began with two mobile units provided to the city by GATSO USA for automated enforcement targeting flagrant violators traveling 11 mph over the posted speed limit. In the twenty-one days of December's activities, the department recorded **458** hours of use and **21** deployments for both mobile units. During that time, **51** warning citations were sent out to motorists advising them of their infraction. Concerns about a particular speeding issue can be reported by submitting a complaint form found on the city's website: www.windsorheights.org.

Automatic Traffic Enforcement



PROPERTY & EVIDENCE

Property and Evidence - The property and evidence section of the Support Services Division is managed by two officers within the department and overseen by Lieutenant Meyer. These officers are charged with the responsibility of logging, storing, safe-keeping, and the release and disposal of items seized by officers. The Windsor Heights Police Department is responsible for a large number of items in its inventory and works to ensure the integrity of each item is maintained and accounted for. It is the policy of this department to assure that all property and evidence is handled in accordance with the Code of Iowa.



As the skill set and case work for each individual officer grows, the collection of evidence for the successful determination and prosecution of a case grows. In 2012, evidence custodians handled **708** items of seized property from **272** different submissions. These property seizures ranged from illicit drugs, to firearms, ammunition, electronic items, general merchandise, cellular phones, jewelry, securities, vehicles, or bicycles. Custodians held **1** disposal event in 2012 in which **39** items were forfeited and donated to a local non-profit group in the metropolitan area.

Over the course of 2012, the Windsor Heights Police Department continued its implementation of enhancements to the department's new property storage area. With the cooperation of other city departments, the new storage area began its final transformation process. The police department welcomes this change as it will provide a climate controlled environment and a more secure storage area of property. The transition to this new location should be complete in early 2013. The next step will be to address the need for an electronic/barcode evidence tracking system. As more and more items are being brought into evidence, and considering the importance each item holds relevant to successful prosecutions, a comprehensive inventory system will maximize efficiency and accountability. With an electronic/barcode tracking system, each item of evidence can be recorded as digital data. Digital data records will afford readily accessible records to be searched, sorted, tracked and printed with greater efficiency. In addition to the digital data benefits of a modern electronic/barcode system, items would be given a unique/identifiable barcode for quicker and more accurate chain-of-custody entries when handling evidence unique and specific to our agency. This will also aid in accountability when items of evidence are transferred to court for prosecution and when sending items to the state crime lab for detailed examination.

FORFEITURE ASSETS

Forfeiture Assets - The Windsor Heights Police Department works in cooperation with the Polk County Attorney's Office and the Iowa Attorney General's Office to handle forfeiture proceedings in conjunction with criminal cases. Forfeiture proceedings are specifically identified in Iowa Code. There are two primary reasons the Windsor Heights Police Department will initiate a forfeiture proceeding: 1) assets were acquired as part of criminal conduct or 2) assets were used in the commission or furtherance of criminal conduct. During forfeiture proceedings, seized property is held in the control of the Windsor Heights Police Department until a court in the state of Iowa makes a ruling on the matter. In 2012 the Windsor Heights Police Department seized for forfeiture approximately **\$33,000** worth of assets from **14** different seizures.

The results of these seizures serve as a deterrent against crime and are reinvested back into the community for authorized public safety functions. The Windsor Heights Police Department uses the assets seized from criminal conduct to further law enforcement efforts in educating, detecting, identifying and stopping criminal behavior. In 2012 the Windsor Heights Police Department used forfeiture assets to fund the purchase of start-up equipment related to the agency's new canine (K-9) program and to implement an additional less lethal force option called the PepperBall launching system.

RECORDS MANAGEMENT

Records Management - The Windsor Heights Police Department Records Management section is responsible for the efficient flow of information and records throughout the department to include department documents, automated processes, and electronic paperless transfers of information. The Records Management section consists of two fulltime staff personnel, Administrative Assistant Tammy Breese and Administrative Assistant Barb Niccum. Both staff members serve as Police Department Matrons during normal business hours as well as being available for after-hour callbacks. The two assistants also support the day-to-day operations of the city by being the public's first point of contact when entering City Hall. In addition to supporting the police department, they also answer the city switchboard, assist in the filings and payment of a wide variety of city permits and fees, and aid the public with requests ranging from garbage collection complaints to questions about water bills.

In 2012 the Windsor Heights Police Department Records Management section entered over **4,800** different records into the department's database. Each month, the Records section validates each criminal offense and reports it to the Iowa Department of Public Safety as part of the FBI's Uniform Crime Reporting system. The Records section also works closely with the state in reporting arrests of offenders for criminal history and fingerprint identification.

The Records Management section assisted residents with licensing **518** domesticated pets within the city, which is a **2.3%** increase over the previous year. This increase in animal licenses assists staff in reuniting lost and found pets with their owners as well as mitigating municipal infractions. The Records section also aided in collecting fees associated with civilian fingerprinting (**377**), releasing impounded vehicles (**369**), and disbursing police reports based on open records requests (**530**). In 2012 Records fulfilled each of these public requests resulting in revenues totaling **\$11,951**.

INFORMATION TECHNOLOGY

Information Technology - The Windsor Heights Police Department employs one Lieutenant to serve as an Information Technology Coordinator for the City of Windsor Heights. Lieutenant Meyer serves in this role and assists employees across the city with troubleshooting and system changes. As our times and technology change, requirements and devices used in the daily operations of the City of Windsor Heights and the Windsor Heights Police Department do as well. It is the focus of the Technology Coordinator to ensure the effective and efficient use of technologies, identify, test, and to implement current and developing technologies to enhance the city. In 2012 the city was able to utilize internal staff support as well as monthly preventative maintenance agreements to operate without any major hindrances or capital expenditures. The city was also successful in the upgrade of their network switches thus increasing the capabilities of our network bandwidth.

FLEET MANAGEMENT

Fleet Management- The responsibility of the Fleet Management program within the Windsor Heights Police Department is to maintain and implement controls for systematic accountability of motor vehicles assigned to the Department. This includes scheduling motor vehicles for maintenance, repairs, and providing alternative recommendations for the efficiency of the program as needed.

In 2012 the Windsor Heights Police Department added one emergency vehicle into its daily operations for the use of a K-9 unit. The Windsor Heights Police Department services 5 fully equipped emergency vehicles for Patrol, 1 emergency response vehicle for a tactical-operator, 2 emergency response vehicles for Investigations, and 1 emergency response vehicle for the Chief of Police.

APPENDIX A

K9 Summaries - In Officer Canada and K-9 Argos' first week on the job they were deployed for a K-9 sniff. Two occupants of a vehicle that was stopped on 73rd Street denied consent for officers to search the car. K-9 Argos was deployed and alerted on the car that there were illegal narcotics inside. A false can of fix-a-flat was found in the glove box. When the false bottom of the can was removed, officers found 2 ounces of crystal methamphetamines worth an estimated street value of **\$4,500**. The suspects in the car admitted that they planned on selling the methamphetamine. Additionally, **\$781** and a 2006 Ford 500 valued at **\$5,000** were also seized by the Windsor Heights Police Department. The money and vehicle are going through our forfeiture process.

Also in October, Officer Canada and K-9 Argos were requested to assist with a traffic stop for the Ankeny Police Department. An APD officer had stopped a vehicle and arrested the driver for driving related offenses. During an inventory of the vehicle the officer found approximately **\$3000** cash in the center console. The APD officer believed that the vehicle was involved in drug trafficking. Officer Canada and Argos responded and assisted. Argos indicated on the center console and the trunk of the vehicle. The subsequent search from Argos' indication resulted in locating 93 grams of marijuana in the trunk along with another **\$7,727** in cash. APD seized the marijuana, all of the cash, and the suspect's vehicle.

In November DMPD utilized Argos to look for a shooting suspect that had exited a vehicle and fled on foot into Windsor Heights. This same month Altoona PD utilized Argos to search for a robbery suspect that fled on foot. In both of these instances Officer Canada believes that, based on how the tracks ended right at a curb-line, the suspects had been picked up by an accomplice thus ending the track abruptly.

Also in November, one agency assist involved a large group of people fighting in the parking lot of a drinking establishment in Urbandale. This establishment is located in the 7700 block of Hickman Road across the street from Windsor Heights. Officer Canada deployed Argos to assist several metro area law enforcement officers with crowd control. As the team approached a group of persons fighting and ordered them to disperse, one of the active combatants lunged at Officer Canada in an attempt to assault him. Argos reacted instinctually as he is trained to do to protect his handler and repelled the person from getting to Officer Canada. After Argos contacted the suspect, the person ran away.

In December Officer Canada and Argos were called to assist another WHPD officer on a traffic stop. Argos alerted on the vehicle; there were several similar cans noted inside. Officer Canada and Argos ended up locating marijuana in a false compartment of one of the cans. These types of cans are used specifically for trafficking illegal drugs. K-9 units are very effective at these types of finds since the dog utilizes its sense of smell to search rather than an officer using his/her eyes to scan the multitude of apparent junk contained in a vehicle.



Also in December, Officer Canada and K-9 Argos were used to sniff a suspicious package for the United States Postal Inspectors on December 27, 2012. Argos was utilized to confirm a package contained illegal contraband. Based on the investigation, it was determined that the contraband (cash in this case) was proceeds from drug dealing through the mail. The cash was seized by the postal inspectors. The total amount recovered was **\$6,000**.

Since the canine unit's first patrol shift on October 15, 2012 through the end of December, Officer Canada and K-9 Argos have been deployed on vehicle stops, for crowd control, sent after subjects fleeing on foot, and conducted **15** drug related sniffs. The combined total of drugs, cash, and property seized in 2012 relating to Officer Canada and K9 Argos' drug interdiction efforts has a cumulative value of **\$39,454**.

APPENDIX B

WH Police Supplemental Activity Report	2012	2012	2012
	YTD	YTD	YTD
Offense	Calls	Cases	Arrests
Abandon Veh/refer to impound	24	0	0
Arson	0	0	0
Abandon animal/stray/dead/bite	252	35	3
All Calls for Service	8786	0	0
Adult Abuse	2	2	0
Arrest	0	0	903
Assault	39	42	40
Assist Officer	373	2	0
ATL	12	0	0
Audible Alarm	78	0	0
Bomb Threat	0	0	0
Broadcast	39	0	0
Building Checks	601	0	0
Carring a weapon	5	3	4
Cases Made	0	1405	0
Burglary/Attempt Burg	56	43	7
Chase/pursuit	10	1	0
Child Abuse/endg/stealing	8	4	0
CHINA	29	0	0
Commercial fire	37	0	0
Debris/road haz/blocked	38	0	0
Disorderly Conduct	13	11	16
Death Invest	11	11	1
Disagreement-Dispute	109	0	0
Domestic	93	6	2
DPO	58	0	0
Driving while barred	36	38	37
DW- suspended/revoked	135	155	164
Drug Paraphernalia	17	21	24
False Reporting	1	2	1
Found Property	31	32	0
Fight	29	0	0
Follow up invest.	235	0	0
Forgery	13	13	4
Fraud	37	11	2
Harassment	30	12	3

	2012	2012	2012
	YTD	YTD	YTD
Offense	Calls	Cases	Arrests
Health and Welfare*	1	1	0
Hazmat	3	0	0
Impounds/release	141	153	0
Indecent exposure	3	0	0
Incomplete 911 call	136	0	0
Info	68	29	0
Interference of Official Acts	9	9	8
Intimidation w/ Weapon	1	1	1
Invasion Of Privacy	1	1	0
Investigation Assignment	17	0	0
Larceny Motor Vehicle	10	3	3
Liquor Viol,intoxperson,drug	44	31	42
Lost Property	15	9	0
Medical*	3	0	0
Mental	20	5	0
Message	625	0	0
Misc	290	42	16
Missing Person	20	1	0
Narcotics/drugs	113	136	163
Open door	29	0	0
Sexual Assault/child,adult	10	4	1
Robbery	8	2	1
Runaway	7	3	0
Residential Fire	15	0	0
Rescue	1	0	0
Release Impound*	11	0	0
Reckless Driver	59	0	0
Reckless use of fire/fireworks	0	0	0
Search Warrant*	0	4	0
Poss. Of Alcohol Under Age	1	1	1
Public Asst.	111	0	0
Public Works Info	24	0	0
Prostitution Activity	0	0	0
Probation/Parole Viol*	0	0	0
Operating W/O Consent	1	1	0
Shoplifter	167	168	162
Shots Fired	2	0	0
Signals/Traffic	16	0	0

	2012	2012	2012
	YTD	YTD	YTD
Offense	Calls	Cases	Arrests
Silent Alarm*	4	0	0
Special Watch	14	0	0
Stalled Vehicle	184	0	0
Suicide	9	0	0
Suspicious	411	0	0
Theft	142	63	48
Threat	16	0	0
Transport	13	0	0
Trespass	15	7	3
UKN	7	0	0
Vandalism/Criminal Mischief	70	44	7
Wanted Person/Warrant	54	54	42
Wires Down	24	0	0
Welfare Check	55	2	0

	2012	2012	2012
Offense	YTD	YTD	YTD
Traffic	Calls	Cases	Arrests
Accidents	275	190	17
Hit and Run	61	27	7
OWI	54	59	36
Parking	188	136	15
Traffic Stops	3165	0	0
Written Warnings	0	899	75
Citations	0	1229	93

Windsor Heights Police Department
Crime Trends in Windsor Heights (by I-LEADS data)
Five Year Comparison of Police Activity and Calls for Service

	2012	2011	2010	2009	2008
Calls for Service:	8786	8398	7963	8040	8233
Cases Made:	1405	1389	1123	1230	1315
Arrests:	903	900	648	631	709
Traffic Stops:	3165	2742	2791	3103	3256
Accidents:	275	328	325	318	311

Animal calls:	252	264	235	213	174
Assault cases:	42	41	30	40	26
Building checks:	601	607	516	376	254
Burglary calls:	56	73	42	39	49
Death Invest:	11	6	8	8	5
Dispute, Fight:	138	108	125	87	117
DPQ, Disorderly:	72	87	87	140	124
Domestics:	93	97	112	96	98
Forgery, Fraud:	50	44	30	86	44
Incomplete 911:	136	131	156	111	104
Liquor Violations:	104	110	132	140	184
Missing Persons:	20	22	20	11	16
Narcotics/Drugs:	187	160	95	55	25
Shoplifting, Theft:	320	288	228	353	354
Suspicious Activity:	411	421	420	303	370
Vandalism:	70	51	55	93	92
Crime Index Rating**:	not yet available	not yet available	#2	#2	#2