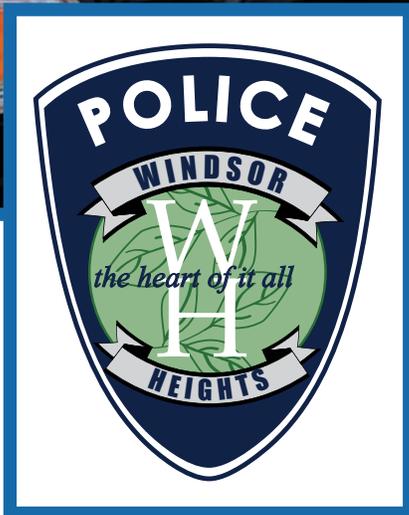


# Windsor Heights Police Department

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## 2013 Annual Report





**Windsor Heights Police Department**  
1133 66th Street  
Windsor Heights, Iowa 50324

Phone: (515) 277-4453  
Fax: (515) 271-8160  
[www.windsorheights.org](http://www.windsorheights.org)



April 1, 2013

Honorable Mayor Diana Willits  
Windsor Heights City Hall  
1133 66th Street  
Windsor Heights, IA 50324

Honorable Mayor Willits and Citizens of Windsor Heights:

It is my pleasure to offer for your review the Windsor Heights Police Department's 2013 Annual Report. My intent with this document is to highlight specific efforts this organization has made to deliver quality and professional police services in Windsor Heights during the last year. However, I first want to acknowledge the women and men of this police department and their dedication to superior outcomes and services as they take action in the best interests of this community. I also want to express appreciation to our elected officials and to the countless supporters we have in the public that value this police force. Finally, I wish to acknowledge the support of this city's administrator, department heads, and staff members. Without a team effort to protect our community's interests, each of our jobs would be more challenging.

As I look back on 2013, I see a year of implementation and action. Much of my time leading up to this year has been focused on laying a solid foundation for the future of this organization. This year became about putting those plans into action. Our department saw the beginnings of many new community outreach initiatives, a productive first year with our automated enforcement program, continued growth in our in-service training program, and realized the potential of a fantastic new resource in having the department's first-ever dual purpose canine team.

All of these new endeavors are helping to support an evolving police department that is showing repeated trends of record or near record highs in annual calls for service, cases made, criminal arrests, and steady increases in societal crimes such as drug offenses, suspicious activity, and domestic assaults. 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. While crime knows no boundaries and lawbreakers typically reoffend across jurisdictional lines, it is readily apparent that our crime numbers in Windsor Heights are growing and our resources will need to match this into the future.

I will conclude this year's correspondence with the same words I wrote to you in last year's open letter to the community... 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 2014.

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 ongoing **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.

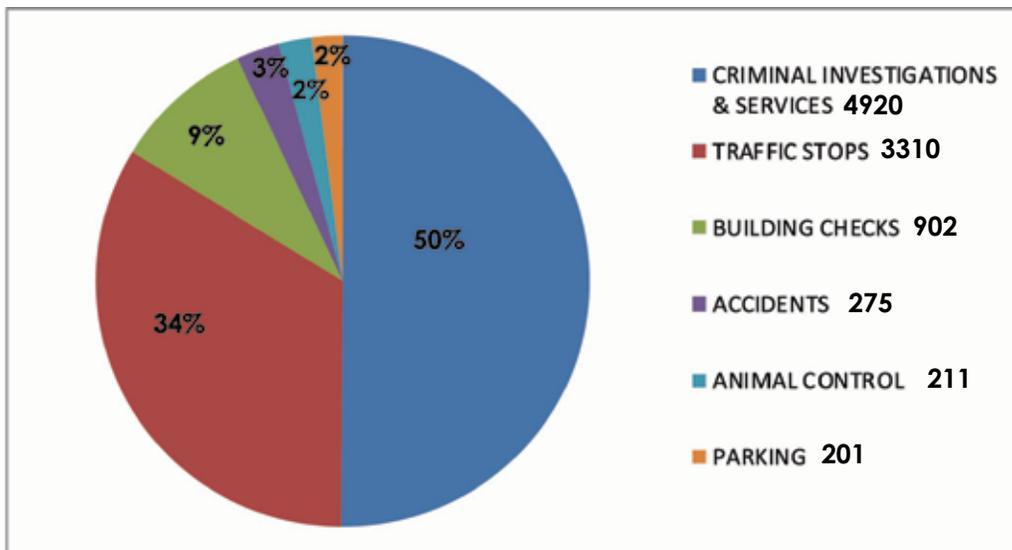
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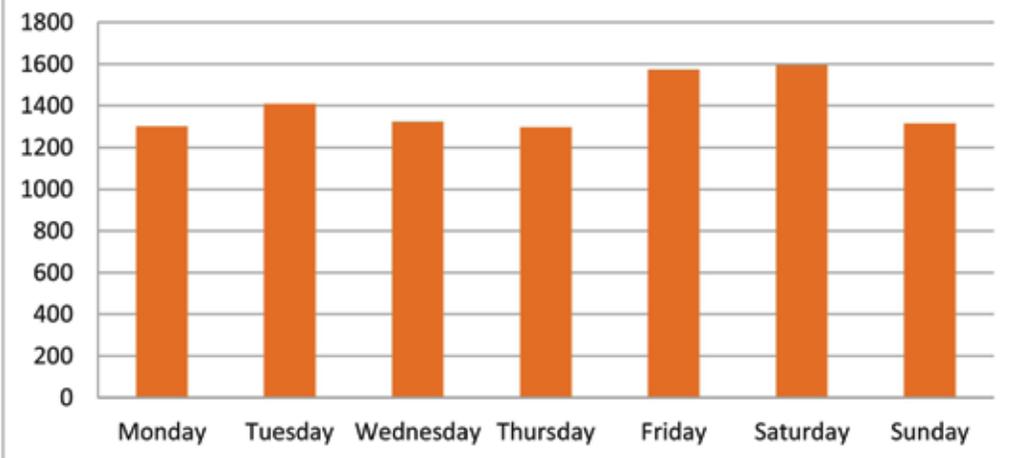
# 2013 STATISTICAL OVERVIEW

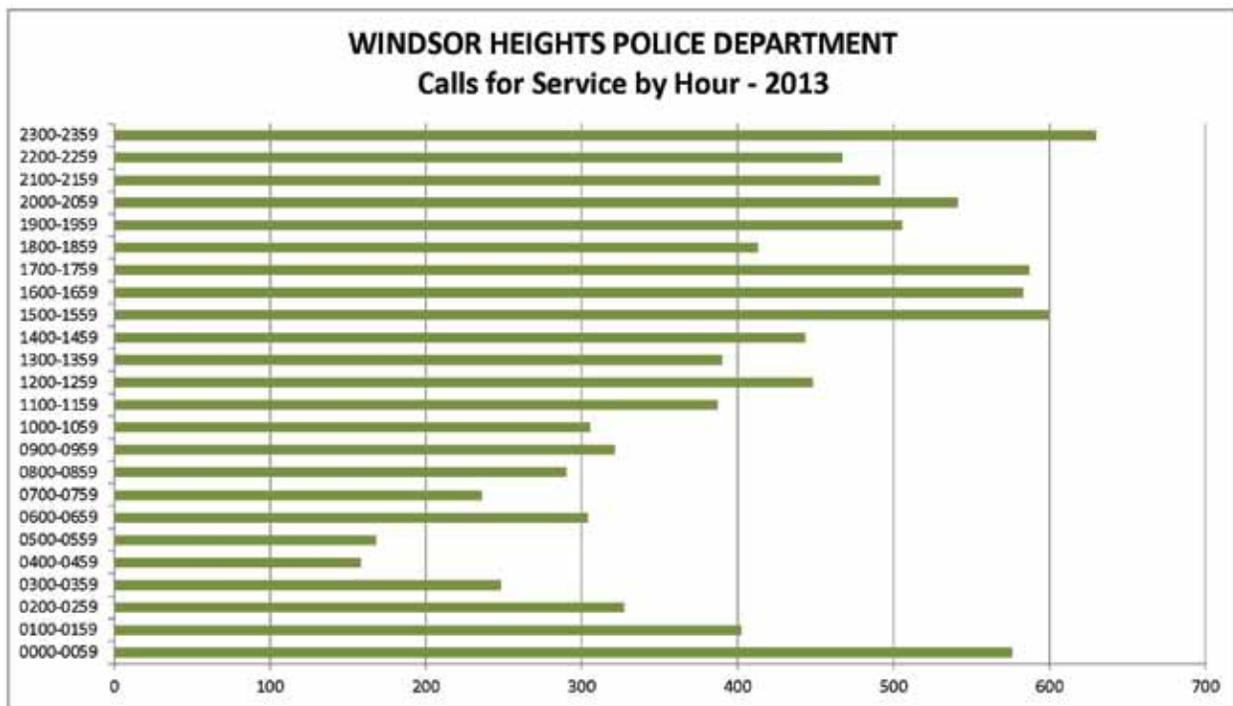
At calendar's year end, the Windsor Heights Police Department answered **9,819** calls for service. This is a **12%** increase from the previous year which had been a prior all-time high in the history of the police department.

## WINDSOR HEIGHTS POLICE DEPARTMENT 2013 Calls for Service



## Calls for Service by Day of Week



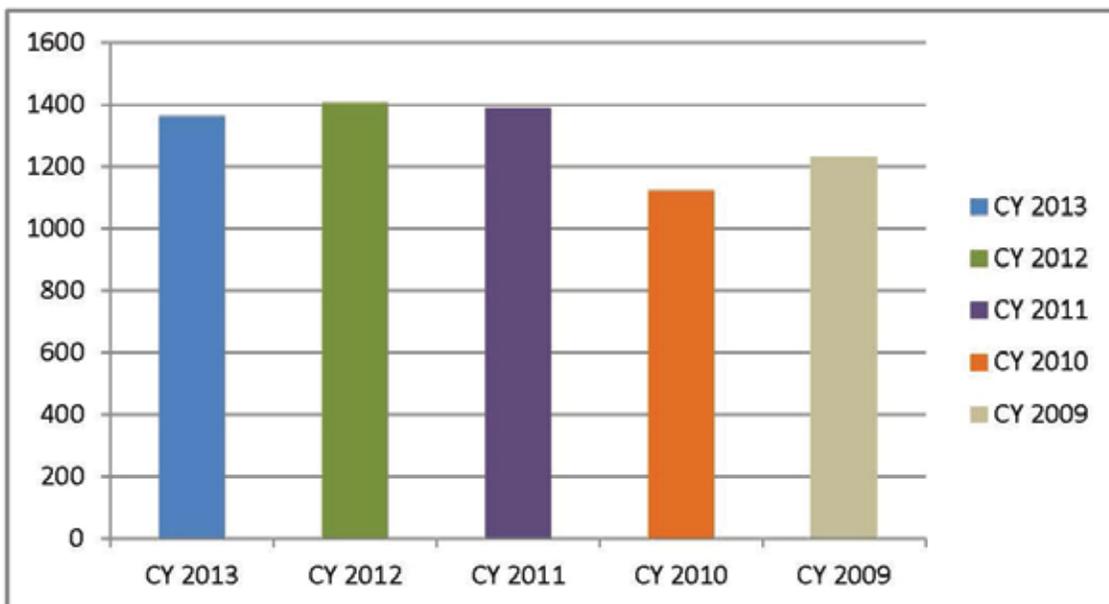


The above calls for service resulted in patrol officers completing **1,360** Incident and Accident case reports. A formal report is generated any time a call for service substantiates that a crime was committed, a traffic accident met state reporting requirements (minimum of \$1,500 combined property damage, personal injury or death), or there was a need to document the circumstances involved as a matter of permanent record. For calls for service that do not require an official case, officers summarize their activities in a computer aided dispatch log that is accessible as a public record.

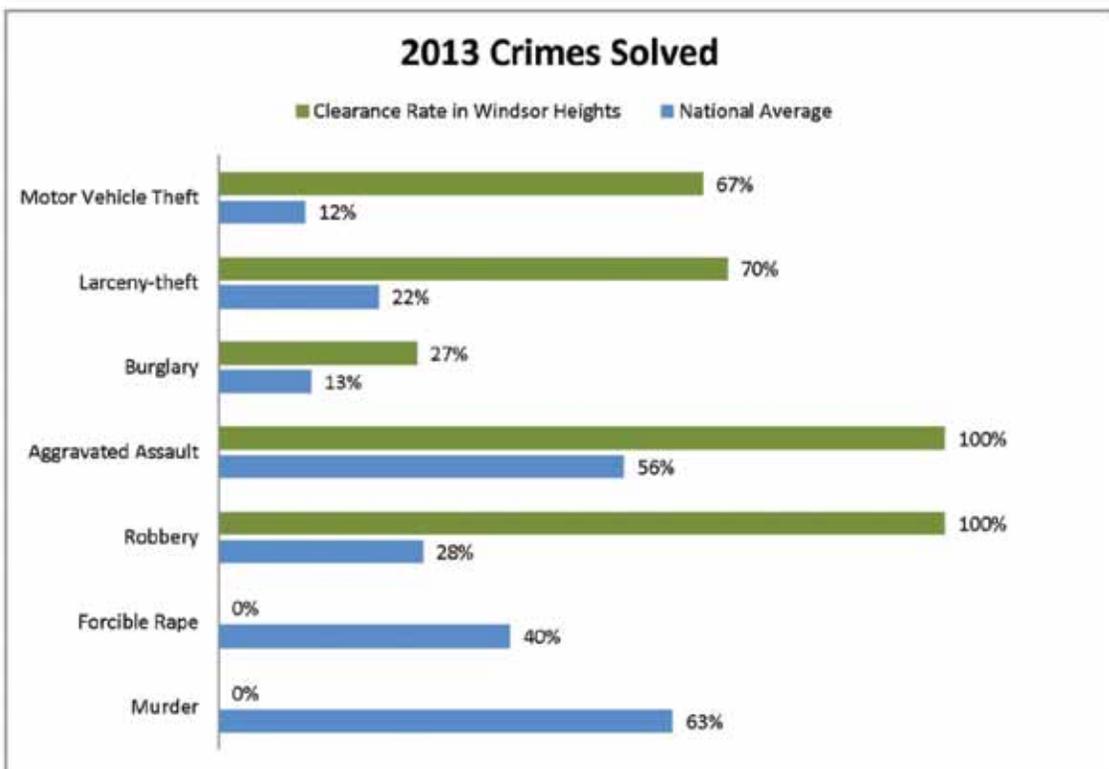
## BY THE NUMBERS

**9,819** Calls for Service  
**1,775** Citations Issued  
**1,360** Cases Made  
**982** Charges Filed

## WINDSOR HEIGHTS POLICE DEPARTMENT Cases Made Five Year Comparison

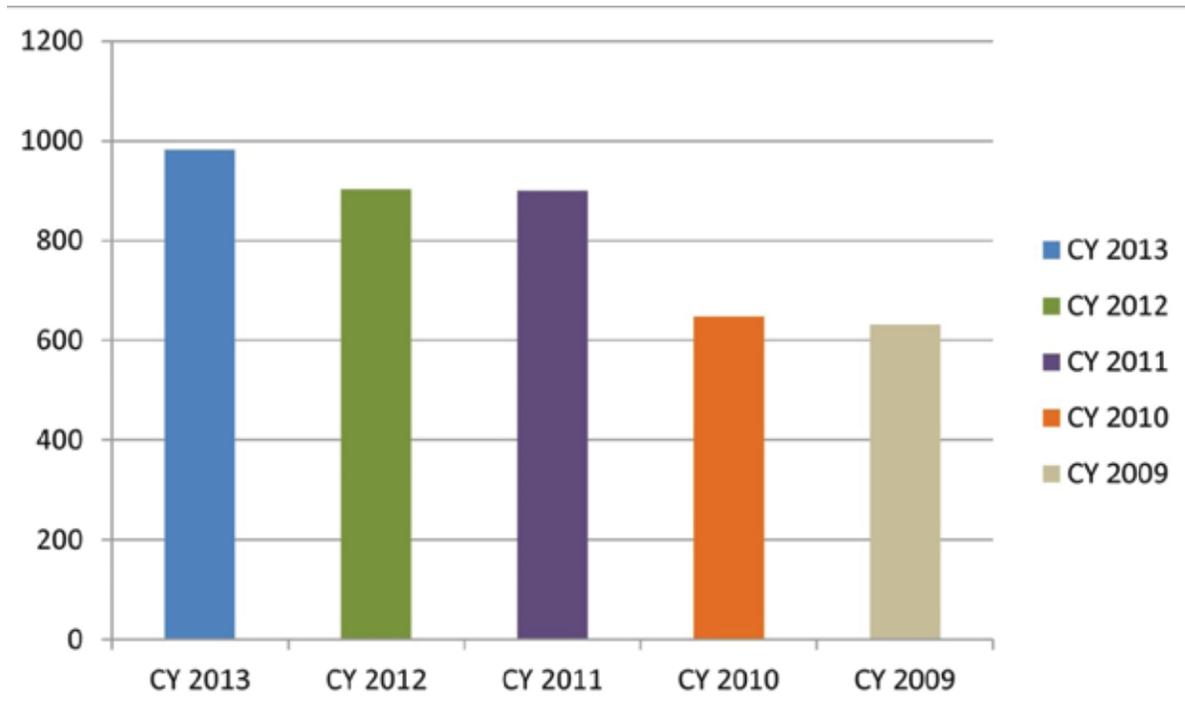


### 2013 Crimes Solved



In 2013 officers filed **982** criminal charges. This is a 9% increase from the previous year which was also an all-time agency high. The majority of these arrests were self-initiated, meaning that the officers sought out illegal activity in a proactive fashion, to interdict criminal behavior rather than waiting for it to be reported and reacting as requested.

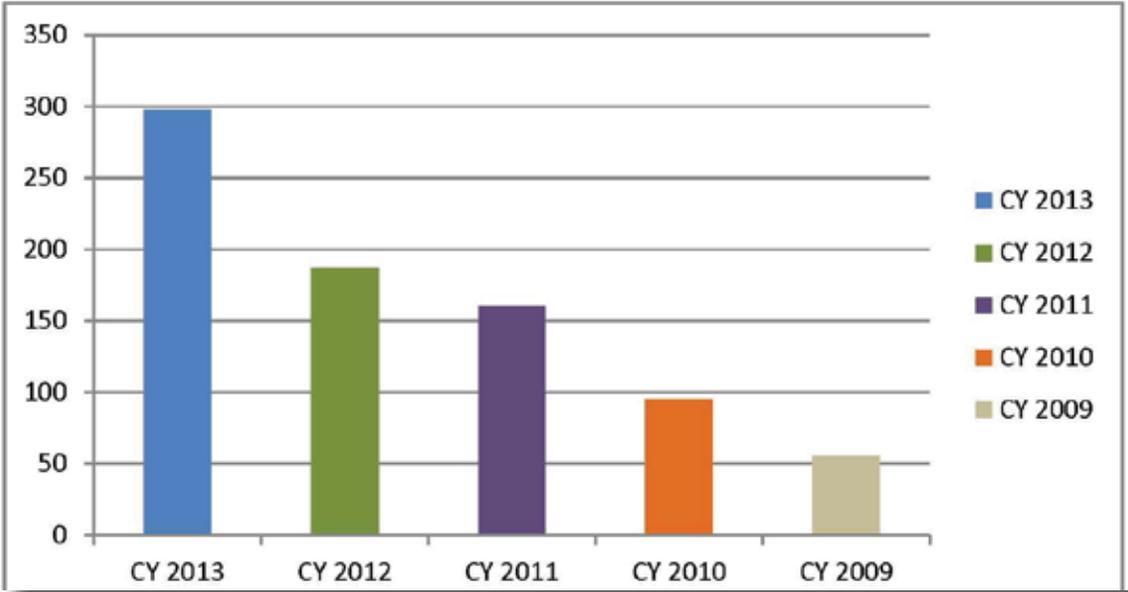
### WINDSOR HEIGHTS POLICE DEPARTMENT Total Arrests Five Year Comparison



*“Windsor Heights is uniquely situated in the Des Moines metropolitan area. Being in the heart of it all, our police department has the opportunity to serve and interact with a population much greater than the 5,000 residents who live here. As we police a transient population that visits and passes through our city to work, engage in recreation, and visit local retailers, we strive for service excellence and professionalism with every interaction.”*

*- Chief Dennis McDaniel*

**WINDSOR HEIGHTS POLICE DEPARTMENT  
Drug Arrests Five Year Comparison**

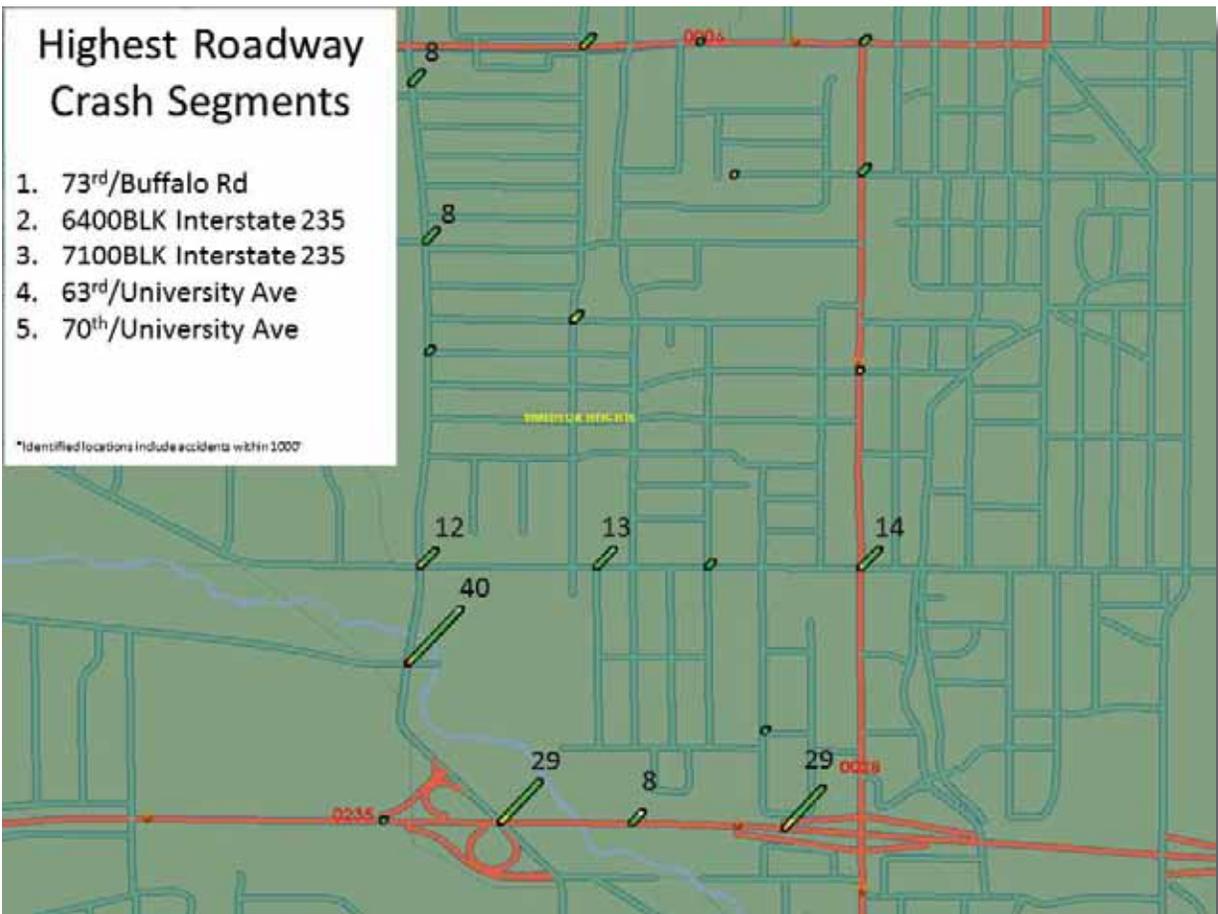


*Photos of seized  
methamphetamine,  
cocaine, marijuana,  
and a “loaded” syringe  
of a suspected  
drug abuser*



Traffic safety and traffic law enforcement are a priority for officers of the Windsor Heights Police Department. Officers initiated **3,310** traffic stops in an attempt to interdict criminal behavior and ensure that the motoring public operates safely. This is a 4.5% increase from 2012. During these contacts, there were **1,775** citations issued and **1,099** written warnings given. Violations ranged from minor equipment violations to more serious moving violations.

Additionally, patrol officers responded to **275** reported traffic crashes, filing **138** accident reports in 2013. For the second year in a row, traffic accident calls for service have remained under 300 incidents which was previously unseen in this city for many years. Much of the recent decline in crashes reported is being attributed to the discussions, education and implementation of the department's automated traffic enforcement program. These tools are changing motorists' behavior and making drivers more aware of their surroundings when commuting through Windsor Heights.



See Appendix A for a complete gathering of 2013 statistics. Our officers' continued dedication, service, and hard work is reflected in these statistics.

# PATROL DIVISION ANNUAL REPORT

The Windsor Heights Police Department Patrol Division is made up of eight (8) patrol officers and the Patrol Commander. The members of this division are the frontline staff that interdict crime and respond to citizens' needs within the City of Windsor Heights. These officers are dedicated to serving our residents and visitors, and they strive to exemplify the core values of the police department. Staff members are proactive in their enforcement, always ready to be a resource or educator, and serve to protect the community day and night.



## PATROL DIVISION PERSONNEL

### **Lt. Trace Kendig – Patrol Commander**

Field Training Program Manager  
Active Shooter Response Instructor  
A.L.I.C.E. Instructor  
vice Chairperson for the Central Iowa  
Traffic Safety Task Force

### **Police Officer Danielle Metzger**

Firearms Instructor  
Open Sight Rifle Instructor  
Evidence Technician  
Springfield XD Armorer  
Law Enforcement Intelligence Network (LEIN) certified

### **Police Officer Bill Canada**

K-9 Handler  
Field Training Officer  
Rape Aggression Defense Instructor

**Police Officer Jeremy Siepker**

Metro STAR Operator  
Emergency Medical Technician  
Oleoresin Capsicum (O.C.) Spray Instructor  
Less Lethal Munitions Instructor  
Pepperball Instructor/Armorer  
Taser Instructor

**Police Officer Andrew Nissen**

Clandestine Laboratory Safety Officer

**Police Officer Francisco Hill**

Emergency Medical Technician  
Evidence Technician

**Police Officer Chad Norris**

Field Training Officer

**Police Officer Chris Reischl**

Probationary Employee  
Sergeant with Iowa National Guard 1-168<sup>th</sup> Infantry

**Police Officer Position**

Vacant

**Reserve Officer Darren Skeries**



As detailed above, Windsor Heights patrol officers possess a wide array of skills developed through training. The division is vigilant in reviewing the needs of the city and facilitating many different specialties that offer a full range of services to the community. The Patrol Division, in addition to uniformed patrol services 24-hours each day, encompasses the canine (K-9) Unit, a Metro STAR tactical operator's position, and a reserve police officer program.

Officers of the Patrol Division also participate in CITSTF, the Central Iowa Traffic Safety Task Force. This task force is made up of law enforcement agencies from Polk and Dallas Counties. Enforcement efforts are partially funded through the Iowa Governor's Traffic Safety Bureau (GTSB). Staff members conduct unified enforcement projects on a monthly basis that target problem traffic areas within the Des Moines metropolitan area. Windsor Heights' officers participate in these projects between ten and twelve times each year. Their efforts are aimed primarily at enforcement and education. Their mission is to make the area's roadways safer with saturated enforcement in high crash and high risk locations. The City of Windsor Heights typically sees the benefits of directed enforcement from these projects in our jurisdiction twice per year.

## PATROL DIVISION HIGHLIGHTS - YEAR IN REVIEW

**January 2013-** There were several home invasion burglaries in Windsor Heights and surrounding areas in a relatively short amount of time during January 2013. One afternoon a Windsor Heights officer was patrolling in close proximity to a recent burglary. He observed a vehicle with multiple occupants acting suspiciously and attempted a traffic stop for a moving violation. The vehicle failed to stop and a short pursuit ensued. Two subjects ran on foot from the vehicle while one occupant stayed with the car. They had just committed a burglary in Urbandale and a burglary in Windsor Heights. These subjects had left the scene of the second burglary when the stop was attempted by a Windsor Heights officer. All suspects were identified and apprehended either during the traffic stop or the investigation that followed. Property from the victims' homes was found in the suspect vehicle. Through continued investigation these and other recovered items were returned to their rightful owners and multiple burglary cases were cleared in two local jurisdictions.

**March 2013-** An investigation was started by a Windsor Heights patrol officer when the Hy-Vee pharmacy called to report a suspicious person attempting to obtain hydrocodone through the use of a fraudulent prescription. This controlled substance is frequently abused by prescription drug users. The patrol officer diligently worked the case and identified a suspect who worked at a Wal-Mart pharmacy. The suspect was interviewed and admitted to the theft and fraudulent procurement of several thousand hydrocodone pills from the Wal-Mart pharmacy also. The officer collaborated in his investigation with both store's pharmacies and an agent from the State of Iowa's Department of Narcotics Enforcement.

**June 2013-** Windsor Heights' police officers are skilled at developing and investigating street-level narcotics cases. In June patrol officers were utilizing confidential informants to catch drug dealers that were bringing illegal narcotics into Windsor Heights. During two of these investigations, officers heard potential targets tell the confidential informant that they would not bring drugs into Windsor Heights because "everyone" that tried to sell drugs here were apprehended by the police.

**August 2013-** In two separate incidents officers seized illegal firearms from narcotics suspects. In one of these events an officer conducted a traffic stop on a suspicious vehicle. The driver was under the influence of methamphetamines and appeared to be paranoid; he was also a convicted felon. The officer took physical control of the suspect and found a loaded handgun in the subject's waistband. In the second incident, officers conducted a narcotics investigation which led to an arrest and the recovery of an illegal sawed off shotgun. These incidents show how proactive enforcement by WHPD patrol officers can get dangerous, armed drug users and dealers out of circulation.

**October 2013-** An officer stopped a vehicle for an equipment violation and the driver gave him a fake name. Officers handling the stop recognized the driver was not telling the truth so they deepened their roadside interview. The driver became nervous and attempted to flee the scene of the stop on foot. The driver was apprehended a short distance from the original stop location. Upon completing their investigation, officers seized methamphetamines and drug paraphernalia from the vehicle. Officers also seized over four thousand dollars in U.S. currency that was suspected proceeds from drug dealing. This not only takes money out of a dealer's hands, it gives the department the ability to acquire the funds through a civil seizure process.

**November 2013-** Patrol officers assisted Urbandale Police Department in the apprehension of an armed and extremely dangerous individual. This subject was on a crime spree that spanned the cities of Des Moines and Urbandale. The subject committed a home invasion, stealing a handgun. Then he stole a car. Next he committed an armed robbery, fired shots at a victim, attempted another burglary, and then committed a drive-by shooting. A short time later the subject was spotted at a gas station in Urbandale by a Polk County Deputy. Two Windsor Heights' officers arrived to assist. They acted quickly and effectively, utilizing skills ingrained in training, to subdue and apprehend this dangerous subject before he could do additional harm to himself, the officers, or others.

**December 2013-** During an OWI investigative stop, a patrol officer located two illegal firearms in a suspect's possession. There was a handgun that the suspect was in possession of and an assault weapon found in the vehicle. This incident is an excellent example of how "routine" traffic enforcement often uncovers more serious crimes.

***“The Patrol Division’s policing philosophy centers on proactive enforcement and citizen interaction. I encourage patrol officers to be vigilant in their pursuit of criminal activity and ambassadors for the police department with the community. It is imperative that our officers possess a dynamic skill set. These skills allow an officer to apprehend a violent criminal one instant and go to an elementary school to read and interact with students in the next moment. These are the types of individuals that make up the Windsor Heights Police Department Patrol Division. I count myself fortunate to work with and supervise them each day.”***

***- Lieutenant Trace Kendig, Patrol Commander***



**EXAMPLES OF WEAPONS, CONTRABAND & EVIDENCE SEIZED BY THE PATROL DIVISION IN 2013**

**EXAMPLES OF WEAPONS, CONTRABAND &  
EVIDENCE SEIZED BY  
THE PATROL DIVISION IN 2013**



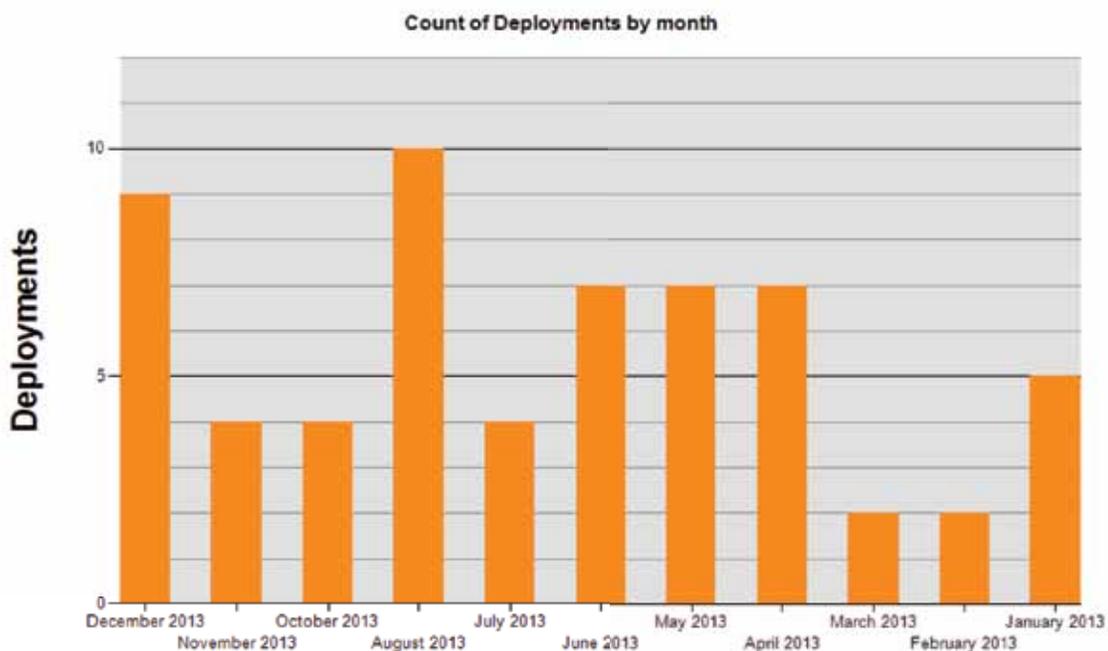
## WINDSOR HEIGHTS POLICE DEPARTMENT CANINE (K-9) UNIT



In 2013 Officer Canada and K-9 Argos deployed **72** times. These deployments resulted in **24** arrests ranging from burglary and assault to illegal drug possession and delivery. Over **78** grams of illegal narcotics were seized with a street value of over **\$10,300**. Officer Canada and K-9 Argos logged **220** training hours and 30 additional hours in October for their annual certification.

The canine unit participated in the 2013 Heart of America Canine Association certification trials. These trials were held in Des Moines. The trials consisted of practical testing in narcotics detection, tracking, handler protection and building searches. There were twenty-eight canine teams that participated. Only three of these teams completed all of the trials without the need for a retry; the WHPD K-9 team was one of these three exemplary units.

## WINDSOR HEIGHTS POLICE DEPARTMENT Monthly Count of All K-9 Deployments



### K-9 DEPLOYMENT HIGHLIGHTS

**January 10, 2013-** Officer Canada and K-9 Argos assisted the Clive Police Department on a stabbing that happened at one of their local bars. The suspect fled on foot behind a business towards the Greenbelt bike path. Argos successfully tracked the suspect for approximately one mile and located the individual in a residential neighborhood. This track helped to shore up the criminal elements needed for prosecution and later resulted in a felony assault conviction of the suspect.

**February 12, 2013-** Officer Canada stopped a vehicle for a traffic violation. During the course of the traffic stop Officer Canada deployed K-9 Argos to do an open air search of the vehicle. After a positive K-9 alert, Officer Canada searched the vehicle. Officer Canada seized \$5,000 in cash, 3 firearms, and illegal methamphetamines with a street value of \$4,200. A BMW car was also seized during the traffic stop as an instrument to drug trafficking.

**March 11, 2013-** Employees from the Windsor Heights Wal-Mart reported that a man was stealing a large television from the store. Officer Canada and K-9 Argos responded to the area. Another patrol officer had observed the suspect fleeing from the scene. The suspect dropped the TV and attempted to hide from officers



### EXAMPLES OF WEAPONS, CONTRABAND & EVIDENCE SEIZED BY THE CANINE UNIT IN 2013

underneath a large evergreen tree. Officer Canada instructed the suspect to come out from under the tree and show his hands. He refused. Since the offender had stolen an expensive item (making the case an aggravated misdemeanor) and officers did not know if he was armed, Officer Canada released Argos to apprehend the suspect. Argos was sent under the tree to capture the suspect biting him in the shoulder area. This caused the defendant to move out from under the tree and show officers his hands. He was then taken into custody without further incident or injury to the officers on scene or Argos.

**June 25, 2013-** Officer Canada and K-9 Argos were requested to assist Clive Police Department on a burglary suspect who fled on foot when confronted by the homeowner. Argos picked up the suspect's track and led officers to a house. Argos tracked to the back door of a house that the suspect was believed to reside in. Clive PD detectives were then able to follow up on their investigation with a legitimate suspect having been identified.

**October 12, 2013-** Officer Canada and K-9 Argos were called to assist the Urbandale Police Department on two subjects who fled on foot into a wooded area after a home burglary. K-9 Argos picked up their scent and successfully tracked the two suspects for approximately 1 ½ miles. Over half of the track was done on pavement which makes it harder for a dog to remain on the scent trail. Argos found both of the suspects hiding behind a house, and the suspects were apprehended without further incident. A track of this distance with complicating factors is considered a “Master Track” and is an elite skill for a K-9 team to exhibit.



*Argos in bullet & stab resistant vest*



*Argos active search*



*Argos at shooting range*

## WINDSOR HEIGHTS POLICE DEPARTMENT K-9 DEMONSTRATIONS

A K-9 can appear intimidating to citizens who are unaware of the extraordinary skills a police dog has. The department believes that it is important for the community to understand what an effective resource our canine team is. Consequently, the canine unit makes appearances to demonstrate what the team does on a day-to-day basis. A dual purpose police dog paired with a competent handler adds versatility and efficiency to any police department. A K-9 can search larger areas much faster than a team of officers and catch criminals running from officers on foot. When a police dog is used for these tasks it keeps officers safer too. Canines also have a sense of smell that is two hundred times greater than a human's. This helps to identify illegal drugs and contraband as well as lost persons or hidden articles. The Windsor Heights Police Department K-9 Unit conducted demonstrations throughout the year for local businesses and civic groups. Some of the organizations that hosted demonstrations include: the Boy Scouts of America, Royal Rangers, Lions Club, 3E, Movies in the Park (City of Windsor Heights), and National Night Out.

### K-9 TRAINING



See Appendix B for additional Canine Unit Statistics

## METRO STAR POSITION

The Windsor Heights Police Department's Metro STAR operator performs in a part-time capacity on the Special Tactics and Response (STAR) Unit housed out of the Des Moines Police Department. The STAR team responds to high risk call outs that require an elevated level of tactics and weapons training than what the average patrol officer/division can provide. This specialty is possible through a cooperative agreement between the cities of Des Moines, Windsor Heights, Polk County, and several other local suburbs. When the team is not activated for a call or assigned to a training day, our operator's primary role is a patrol assignment within the Windsor Heights Police Department.

## METRO STAR TRAINING

The Metro Star operator trains on a monthly basis. The training consists of two days one month and one day the following month. This averages out to 12 hours of training each month for the operator. The total training hours in 2013 were **144**.



Training typically includes firearms and tactics. Special training topics throughout the year also include rappelling, vehicle assaults, chemical munitions, officer rescue, and response to terrorist threats.



## METRO STAR DEPLOYMENT

There are three separate entry team units on the STAR roster. The following call outs were handled by the team that the WHPD operator is assigned to:

January 31st  
1206 Office Park Road #2  
West Des Moines  
Narcotics Warrant



March 8th  
3221 MLK Road  
Des Moines  
Narcotics Warrant



April 20th-22nd  
3118 Wright Street  
Des Moines  
Armed Barricaded Subject

November 7th  
886 W 120th Street  
Colfax  
Narcotics Warrant

In addition to the law enforcement tactical services provided to the city through the Metro STAR team, Windsor Heights participates in a Homeland Security 28E Agreement with the City of Des Moines, Polk County, Dallas County, Warren County, and several metro area municipalities. This Agreement covers tactical responses to suspected incidents involving Weapons of Mass Destruction (WMD) or Chemical, Biological, Radiological, Nuclear, and Explosive (CBRNE) incidents. The 28E also includes access to the Des Moines Bomb Squad, the Region 5 Fusion Center for intelligence collection/analysis, and allows for collaboration with the Des Moines Police Department's Identification Section for the collection and preservation of evidence at major crime scenes. All of these services are paid for through a multi-year cooperative sharing agreement. Each city makes a pre-determined annual contribution to support these units based on a per capita payment that is calculated among participating jurisdictions.

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## RESERVE UNIT

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The reserve unit conducted a recruitment and selection process in 2013 to identify reserve officer candidates. Two individuals were selected to begin their basic training. If they successfully complete all required tasks, the reserve unit will be partially staffed with three officers by mid-2014. A new reserve officer recruitment process will begin in the later portion of 2014 to identify additional qualified reserve officer candidates.

The reserve unit conducted **48** hours of training in 2013. Windsor Heights' philosophy on reserves is that a reserve officer should be as capable and professional as a full-time officer. To ensure this is the case, WHPD reserve officer candidates experience a lengthy selection process. Once an individual is vetted as a reserve candidate, s/he must complete a comprehensive training program which will certify him/her as a reserve officer in the state of Iowa. Then the officer goes through a comprehensive field training program tailored specifically to the reserve officer.

The department's current fully certified reserve officer works as a second officer alongside full-time patrol officers at least once per month. This officer also assisted with special events such as WHAMM, the Fourth of July celebration at Colby Park, and National Night Out.

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## TRAINING SUMMARY

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A fundamental belief in the Windsor Heights Police Department is that there can never be too much quality training administered to staff. The law enforcement profession is constantly evolving through new technologies, tactics, and techniques, so our officers must be prepared to take action in a professional manner and provide appropriate resources to those in need of our services. The police officers that serve this city are some of the most highly trained individuals in metro area law enforcement. Training takes many forms - it can be monthly "in-house" training, specialized training off-site, practical application scenarios, re-certifications and testing, or specialized, in-depth collaboration with other agencies such as the STAR position and the canine unit.

In this modern day of policing, officers are required to possess a sound foundation of advanced skills. Today's officers must have legal acuity, tactical expertise, social services skills, and emergency medical prowess. They must be accurate in their split-second decision making that will inevitably be second guessed by their commanders, the public, media, and possibly the courts.

The maintenance of this knowledge base and skills takes considerable time. In an effort to be more efficient, in-house video training was introduced in 2013. These

trainings are concise, yet effective short videos that officers can view at roll call or when they have brief amounts of downtime during their shift. The video trainings help prepare officers for longer, hands-on sessions that are conducted at monthly in-service trainings.

In 2013 the department's in-service training program continued to adapt to becoming more comprehensive and effective. The Patrol Commander worked with use of force instructors to build a training program and video library that would better equip officers to handle real-life use of force incidents. All too often training can be conducted in a vacuum of isolation rather than under real world stressors where multiple tactics, techniques, and approaches need to be considered. This innovative training regimen utilizes new tools and scenarios to make the training stimulus as authentic as possible.

One tool that the department purchased (with forfeited drug funds) and began utilizing this year is the Force-on-Force system. These types of weapons are commonly referred to as simmunition guns. They are pistol and rifle conversion kits that



fire paint marking ammunition to show when and where officers get struck by rounds (i.e. bullets) during training. This equipment is essential in creating a real life training environment for officers to practice skills and learn from their mistakes. It also helps to reinforce the need for focus and commitment during training exercises.

***“Today officers need to be prepared better than ever for the growing number of violent and trained criminals on the street as well as recognizing behaviors of the mentally ill. With that in mind, WHPD officers are regularly drilling on skills after reviewing training videos that are made in-house. In-service training days are used primarily for real life scenarios which engage an officer’s skill set and their ability to think clearly during possible use of force encounters. With this comprehensive approach, officers take in the totality of circumstances and act reasonably. This system also builds confidence and ensures officers do not hesitate when force is necessary.”***

***- Detective Rob Pearson, Use of Force Instructor***

## IN-SERVICE TRAINING PROGRAM

Individual officer in-service training hours are listed below. These totals do not include specialized training hours conducted by the Metro STAR operator or the K-9 unit.

Chief McDaniel	62 hours
Lieutenant Meyer	59 hours
Lieutenant Kendig	41 hours
Officer Metzger	61 hours
Officer Woods	93 hours
Detective Pearson	111 hours
Officer Canada	29 hours*
Officer Siepker	30 hours**
Officer Nissen	69 hours
Officer Hill	25 hours
Officer Norris	69 hours
Officer Reischl	26 hours

## BY THE NUMBERS

**THE TOTAL TRAINING HOURS FOR ALL OFFICERS AND UNITS AT THE DEPARTMENT IN 2013 TOTALED 1,117 HOURS.**

\*Officer Canada and K-9 Argos completed an additional 250 hours of specialized canine training in 2013.

\*\*Officer Siepker completed an additional 144 hours of training with the Metro STAR unit.

## FIELD TRAINING PROGRAM

Field training is conducted under the direct supervision of the Patrol Commander. This is a comprehensive training program that occurs each time a new officer joins the force. The new officer is accompanied and instructed by a field training officer (FTO) until such time as s/he demonstrates proficiency in a wide array of structured tasks and learning objectives. WHPD utilizes a training program specified by Field Training Associates, a leader in police officer training in the U.S. The department is also a member of the National Association of Field Training Officers (NAFTO). Training officers attend periodic conferences and additional training offered by this organization. In 2013 one officer successfully completed the department's field training program (Officer Chris Reischl).

The Field Training program is integral to an officer's success. This program teaches and tests a new officer in every aspect of work on patrol. New officers begin with simple tasks as they enter the program. These tasks include basic paperwork and geography as well as learning how to handle the stressful lifestyle of a police officer. As the program progresses through multiple phases, the new officer completes increasingly more complex learning objectives such as handling narcotics investigations and conducting impaired driver testing. As structured tasks are being covered, practical application in scenario-based training is also done.

The Field Training Officer (FTO) will test new officers with scenarios called Tactical Role Plays. In these set-ups new officers are exposed to a variety of simulated calls for service that are routinely handled by police officers. Tactical Role Plays are essential in building an officer's knowledge and confidence. Then in the final phase of the program, the new officer has the Patrol Commander ride with him/her to assess if s/he is ready to be released for solo patrol duties. This is called the "shadow" period. The Patrol Commander dresses in plain clothes and appears to the public to be a civilian rider; he merely observes and does not assist the new officer in handling calls for service. When the Patrol Commander signs off on the officer's progress and abilities at the end of this final phase, the officer is released from the field training program.



# SUPPORT SERVICES DIVISION ANNUAL REPORT

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

## SUPPORT SERVICES DIVISION PERSONNEL

### **Lt. Derek Meyer**

#### **Support Services Commander**

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

### **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 Rob Pearson**

#### **General Crimes Investigator**

Firearms Instructor  
1911 Pistol Armorer  
Duty Knife Instructor  
ASP Instructor  
Rape Aggression Defense Instructor  
Defensive Tactics Instructor

**Donna McFarling – Crossing Guard**

**Judy Lee – Crossing Guard**

**Kathleen Wainwright – Crossing Guard**



### **Tammy Breese**

#### **Administrative Assistant**

Police Department Matron  
Records and Crime Analyst

### **Barb Niccum**

#### **Administrative Assistant**

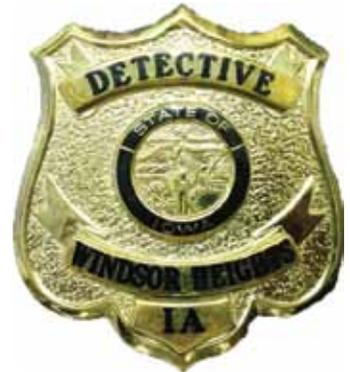
Police Department Matron  
Records and Crime Analyst

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## INVESTIGATIONS

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The Windsor Heights Police Department's Investigations section is primarily responsible for the 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 will work to identify, arrest, and present offenders to the judicial system. Personnel collaborate with officers and investigators from various municipal, county, state, and federal law enforcement agencies to accomplish their respective 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 the public. These continued efforts empower residents and business owners to enhance the quality of life in Windsor Heights and form partnerships with the police department in building a safer community.



The Investigations section consists of one general crimes detective overseen by Lieutenant Derek Meyer. The investigator currently assigned to Investigations is Detective Rob Pearson. Detective Pearson was appointed to this position in Sep-



tember of this year as Detective Metzger completed her tenure and transitioned back to the Patrol Division. Both investigators worked closely with one another over the course of one month to aid each other and the department in a successful transition. Investigators serve in the Support Services Division for a term of three to five years which fosters renewed growth, development, experience, and opportunity within the department.

To organize a safe, effective investigative unit, Detective Pearson is assisted in his duties by Traffic & Community Safety Coordinator (TCSC) Officer Amanda Woods as well as the Support Services Commander, Lieutenant Meyer. The volume and depth of criminal cases evaluated by the Support Services Division necessitates that these officers be flexible and take a team approach to follow-up investigations. The personnel assigned to this section are talented and skilled individuals; each member of the unit is dedicated, determined, and committed to the citizens and businesses of Windsor Heights.

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

The department's Investigations section is responsible for most all felony follow-up investigations within the department. When a patrol officer receives a serious complaint from a citizen and the officer cannot immediately clear the case and/or needs technical support from an advanced skill set (such as crime scene processing), it is forwarded to the Investigations section for collaboration and review. Lieutenant Meyer then evaluates 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.

***Burned out stolen vehicle recovered in our City***

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 accurate, detailed testimony relative to the results of the criminal investigation. In addition



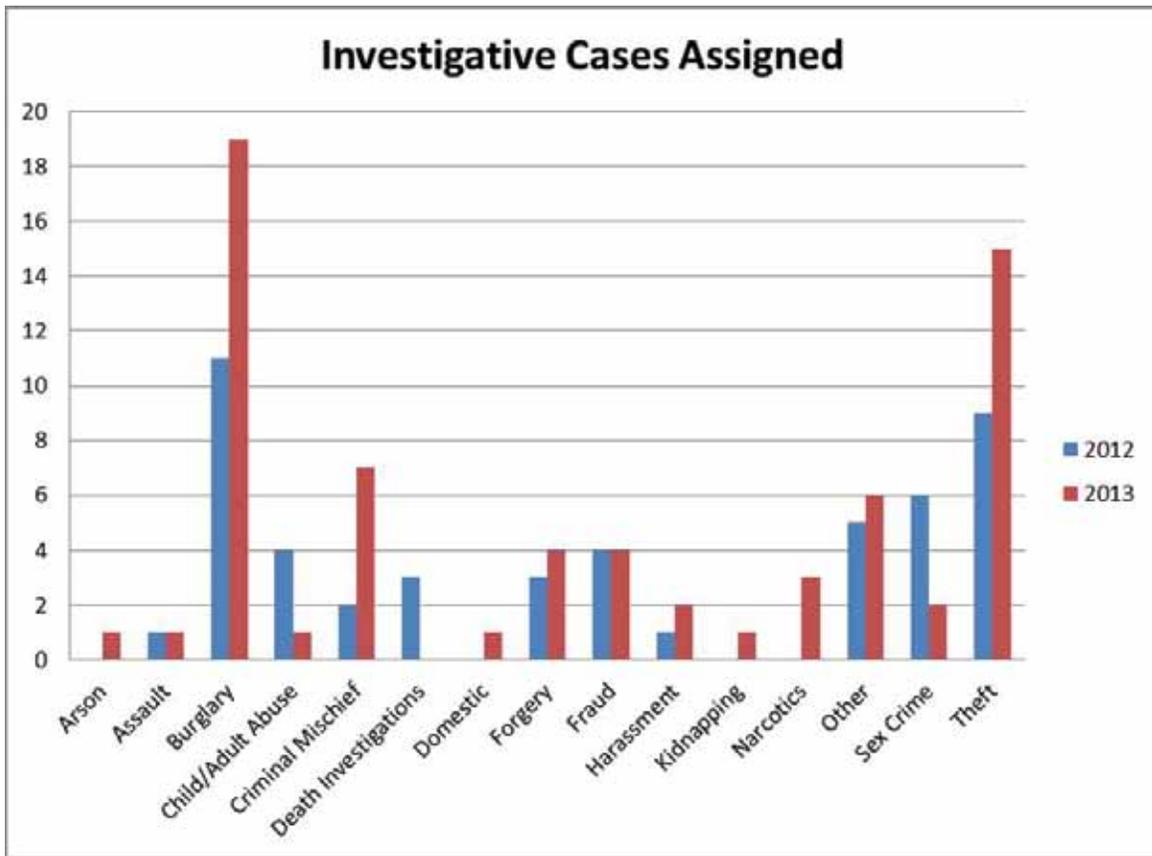
to the fundamentals of investigative work, detectives meet weekly with other investigators from around the metro to share, collect, compare, and assist one another in solving crimes. Lieutenant Meyer meets bi-monthly with representatives from local public service agencies and media outlets to hear and share useful information about on-going activities. He also serves as an agency liaison with the Polk County Crime Stoppers organization for the promotion and advocacy of anonymous crime reporting. Additionally, he meets quarterly with local investigative commanders regarding current trends, resources, staff allocation, and best practices for resources.



*Tracks in snow from a home burglary suspect*

Through the efforts of the personnel assigned to the Investigations section, the department has successfully addressed issues within our community that can be detrimental to quality of life. While it is difficult to truly reflect in words the time and energy investigators put into these assignments, their dedication to the overall mission of this organization and the citizens they protect is nothing short of remarkable. In 2013, investigators in the Support Services Division were assigned **67** cases to review, completed work on **63** cases, and carried **14** cases into 2014 for further investigation. In some situations active cases are carried over from a previous year, and in other instances new information may arise in an older case that was previously inactive causing it to be re-opened.

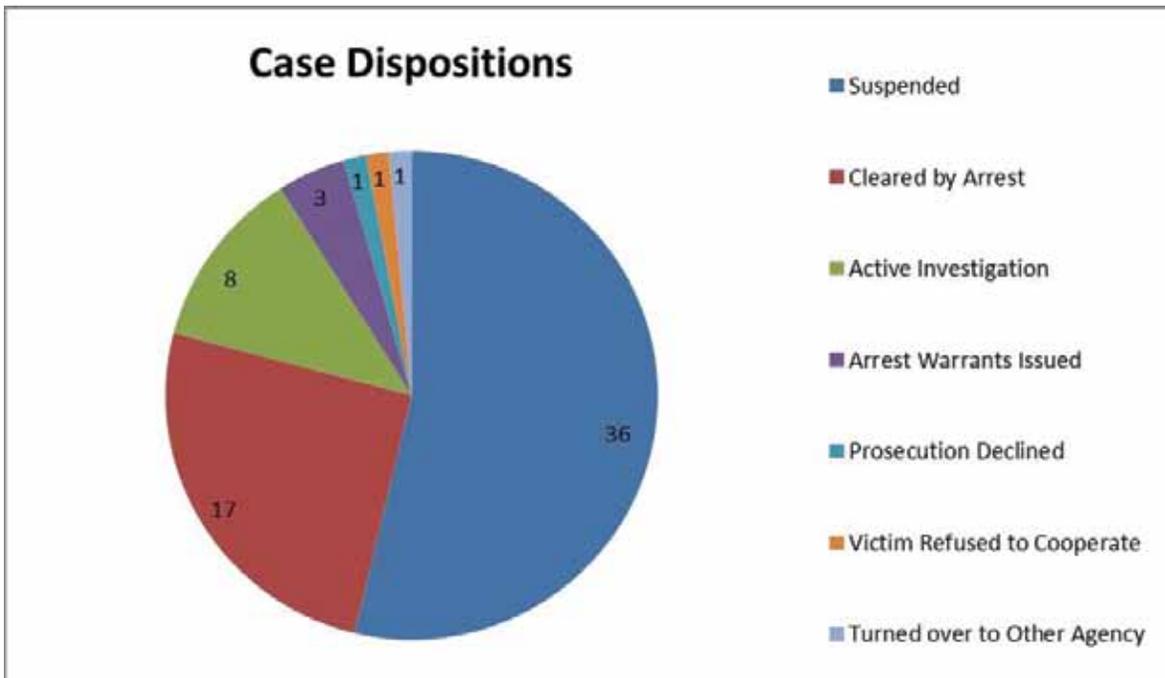
As an investigator works a case to determine probable cause, any associated links between individuals and assets will necessitate a detective to petition the court for a subpoena and/or search warrants. In 2013 investigators and patrol officers served **6** search warrants and **3** subpoenas while investigating criminal cases.



In addition to the roles and responsibilities of an investigator, personnel assigned to Support Services have been periodically reallocated to backfill staffing levels in the Patrol Division. In 2013 Chief McDaniel re-assigned the investigator and the TCSC to patrol duties totaling **490** hours and the Support Services Division Commander for **106** hours.

## BY THE NUMBERS

**67 Cases Received**  
**17 Cleared by Arrest**  
**14 Active Investigations**



### NOTABLE CASES

In **January** Investigators were assigned multiple cases involving residential home burglaries. In these instances the crimes were being committed by forcing entry into residences with and without home security systems. The offenders were quickly moving through the residence and grabbing whatever items they could before fleeing the area. With the assistance of the Patrol Division, an officer conducted a traffic stop on a vehicle involved in these crimes just after an unreported burglary occurred. Multiple occupants fled from the scene; however, investigators were able to recover stolen items and interview one of the occupants that remained. As a result of those interviews, surveillance, property recovery and collaboration with three other jurisdictions, multiple individuals were charged with burglaries to area residences.

In **April** two commercial storage facilities were burglarized resulting in several victims sustaining property loss. Investigators were called out to these crime scenes, collected evidence and began working with the facility managers to identify persons of interest. Investigators soon learned through cooperative meetings that other jurisdictions had similar situations. Over the next three months investigators issued a search warrant, conducted surveillance, interviewed multiple witnesses and identified individuals having involvement.

In **August** an attentive employee at a local business alerted police of an individual who had been obtaining prescription drugs under false pretenses. Over the course of the investigation it was discovered that this individual had obtained over 150 units of a controlled substance under multiple aliases. Detectives were

able to work with several area pharmacies to determine the identity of this individual and later served 15 warrants for his arrest.

In **October** a contractor reported his work vehicle and trailer had been stolen from the job site he was on in Windsor Heights. A few days later, a patrol officer from a neighboring jurisdiction discovered the victim's truck and the contents in it. Investigators went to work looking for evidence that may identify someone having used this vehicle. They soon identified a person of interest living nearby the scene of where the vehicle was found and confronted him about their suspicions. After speaking with detectives, the individual admitted to his involvement in the case and was charged with felony theft of a motor vehicle.

In **November** officers began taking multiple reports of items being stolen from a multi-family dwelling. Initially these cases had limited information for detectives to follow up on. However, property soon began to be located and individuals possessing those items were identified. Investigators spent several weeks working across Polk County watching, interviewing, and recovering most of the stolen items. As a result of their investigation, \$34,000 worth of property was recovered and five individuals were arrested.

### **INTERNAL AFFAIRS**

The Windsor Heights Police Department Investigations section has the added responsibility of assisting the department in maintaining the professional standards of the organization. This responsibility lies primarily with both division lieutenants; although, investigators may be called upon to assist if significant allegations require a great deal of follow-up investigation.

Internal Affairs is tasked with thoroughly investigating and ensuring adherence of protocols for the integrity of the organization and maintaining the department's high standards of professionalism. It is the intent of this section to receive, investigate, and adjudicate any allegation brought forth while ensuring confidence in the administration and supervision of those who exercise police authority. Investigations are thoroughly conducted on formal complaints pertaining to any police department employee.

During the course of 2013, the department opened **3** Internal Affairs investigations. Each of these investigations were formal complaints; all of which were generated internally by administration. One complaint alleged unprofessional conduct, another involved an on duty motor vehicle accident, and the third concerned an automated traffic citation. The final disposition of formal discipline issued by police administration in 2013 was 1 unfounded, 1 no fault/unpreventable, and 1 exonerated. Internal Affairs also tracks acknowledgements of successful performance given to department personnel over the course of the year. In 2013 staff received **11** letters of recognition, **2** letters of commendation, and **5** other awards.

## CRIME PREVENTION & COMMUNITY OUTREACH

The Windsor Heights Police Department Community Outreach program focuses primarily on education and crime prevention to enrich the community as a whole. Officer Amanda Woods serves as the department's Traffic and Community Safety Coordinator (TCSC) and is responsible for educational outreach and fostering positive relationships between the department and the community.

In 2013 the TCSC engaged the public through **43** various events with the community. This included special events, committees, and partnerships in the greater Des Moines area.

- WHAMM 5 & 10K road race and pre/post events
- FD Pancake Day safety display
- Movies in the Park
- Music in the Park
- 4th of July – parade and park safety display
- National Night Out (primary sponsor & organizer) with service project
- Oktoberfest – food service
- Windsor Wonderland
- National Police Week events
- Clowns at the Carousel
- Special Olympics - Torch Run
- Special Olympics - Over the Edge
- Kids Fest
- YMCA Day Camp
- Iowa State Fair safety information distribution
- Rape Aggression Defense & radKIDS programming
- Child car seat safety installation checkup events
- Governor's Traffic Safety Bureau liaison & grant administrator
- Central Iowa Traffic Safety Task Force
- SafeKids Coalition of Greater Des Moines
- Special Olympics Torn Run Committee
- Community Education Advisory Council
- Domestic Violence Work Group
- Code 411 (formerly DARE)
- Jr. Detective classes
- Multiple Hy-Vee Information Awareness campaigns
- Home Security Audits and consultations
- Collaboration with Clive, Cowles, and Windsor Elementary schools
- Cub/Girl Scout tours and other civic, religious, or youth organizations
- Child ID Kit programming
- Social media safety tips through Nixle, Facebook, Twitter, WH website
- Tobacco and alcohol licensing compliance checks
- Crime Free Multi-Housing programming

## NATIONAL NIGHT OUT



Every summer on the first Tuesday of August, residents are encouraged to take advantage of a night out against crime in a national effort to unite communities against wrong-doing. This year's event was hosted in Colby Park. The department and local businesses volunteered food, prizes, games, and service. As the community took this night to come together, the Police Association hosted a school supply drive to benefit area elementary schools. The department collected crayons, markers, papers, pencils and other supplies needed to attend school. In addition to those items donated by attendees, the Windsor Heights Police Association purchased over \$600 of needed school supplies.



## JUNIOR DETECTIVE COURSE

In 2013 the department launched a new outreach program called Jr. Detectives. This course was well received by the community and exceeded attendance expectations. Children ages 8-12 years old were invited for an interactive, hands-on opportunity to practice investigative skills such as fingerprinting, crime scene drawings, and setting up crime scene tape. Participants were provided a t-shirt and samples of their work as a keepsake and to share with friends and family. Three courses were offered in the summer and fall of the year.

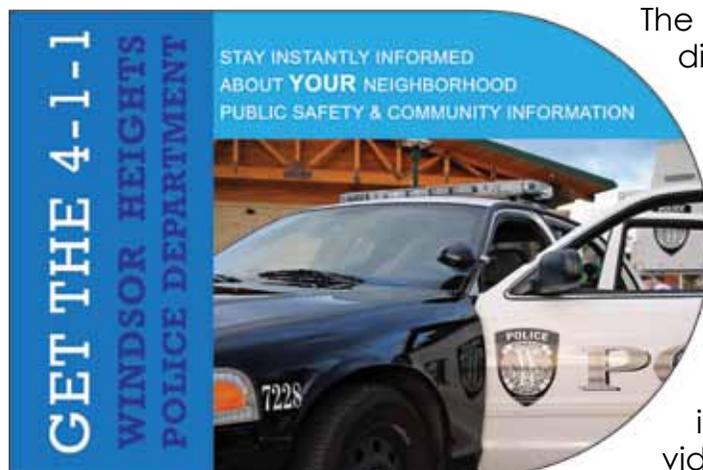


## CHILD SAFETY SEAT TECHNICIAN

SafeKids 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 SafeKids of Iowa is a monthly Child Seat Inspection program. Each month certified technicians from around the area work together to educate attending motorists on the proper installation of a child safety seat. 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 **59** inspections and installations over the course of 2013. Events were held at the Windsor Heights Hy-Vee, Bob Brown Chevrolet, and the Iowa State Fair.

## INFORMATION AWARENESS

WHPD continued to utilize social media as a relevant, real-time source of information for the public. In 2012 Chief McDaniel announced the department would begin reaching out to its citizens and nearby communities with quick, important, relevant and reliable information from the police department. In 2013 the TCSC continued this vision and communicated **537** messages to the public via Twitter, Facebook, and Nixle messaging services.



The use of the department's social media campaign continues to grow and reach citizens in real time on their mobile devices or in their homes and businesses. There are **833** "likes" on Facebook and, through the use of Twitter, the PD is able to instantly reach **188** followers. The department is also able to use Nixle, a SMS webpage and email notification system, to instantly reach **159** subscribers providing them categorized messages based on a predetermined level of criticalness. The City also partners with Polk County

Emergency Management to utilize the Code Red emergency notification system for disaster awareness and high profile incidents of public concern.

*“The Support Services Division takes an active and concerted effort to aid agency personnel in each of their specific duties. Our division is responsible for on-going criminal investigations, serious crash scene investigations, evidence processing, crime prevention and community outreach, automated traffic enforcement, records administration, vehicle management, and information technology. Personnel within the division tenaciously work to uphold, foster and grow the community through the department’s core values: Protection, Service, Enforcement, and Education. By embracing these values in our daily responsibilities, we enable our success and provide the highest degree of fairness, professionalism, and integrity to the community we serve. I encourage each officer and investigator to determine the best course of action in order to achieve the most beneficial result for every circumstance.”*

*- Lieutenant Derek Meyer, Support Services Division Commander*

## ELDER EDUCATION INITIATIVE

Bridging the gap between generations does not just have to be targeted at police interactions with our younger citizens. The department recently identified a need to reach out to those that have come before us. In 2013 Support Services began to provide educational meetings and resources to our senior residents. The TCSC regularly met with locals to discuss internet safety, confusing issues that occur due to mailers, and awareness of social security and foreign lottery scams. This initiative enabled officers to establish a commitment to serve and educate a generation that has typically viewed the police as a singular enforcement arm of government used solely for emergencies.

## TOBACCO & 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. Support Services will visit permit holders in a covert manner to verify that alcohol and tobacco products are being served/sold according to licensing parameters and regulatory laws and ordinances. As a result of those compliance checks: **23** alcohol licenses were issued or on file in 2013 – **0** violations discovered; **8** tobacco permits were on file – **0** violations discovered.

Our agency works with respective businesses to provide the appropriate level of resources, education and redirection where necessary. Each business's employees and owners have the responsibility to keep our community safe, so we strive to partner with every licensee to ensure a successful outcome.



## AUTOMATED TRAFFIC ENFORCEMENT

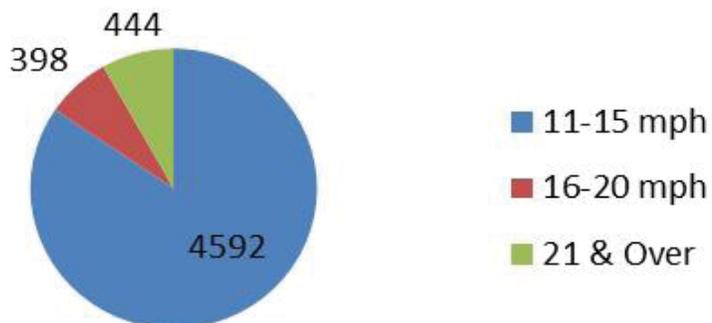
The Windsor Heights Police Department is committed to protecting the residents and businesses of its community, and all citizens, staff, and those traveling within our jurisdiction. Through a comprehensive, multi-year data study along Interstate 235, area state highways, and municipal thoroughfares, and in response to one of the most common complaints from citizens, the WHPD launched its automated traffic enforcement (ATE) program on December 10, 2012. The program began with two mobile units provided by GATSO USA to target flagrant violators (traveling greater than 11 mph over the posted speed limit).

In the **181** deployments in 2013, the department recorded **9,583** hours of use. In that time **over 1.75 million vehicles** had their speed measured by our two mobile enforcement units. Of those vehicles measured, **5,434** citations were issued to motorists (includes ATE program's initial 30-day warning period).

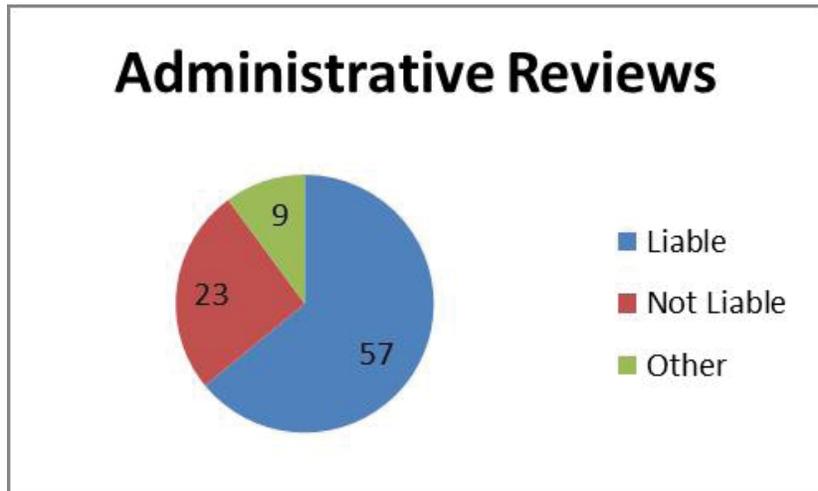


*Overall, this is less than one-third of one percent (0.0031) of all motorists who passed by these units. Additionally, less than two percent (0.0197) of the issued violations were sent to Windsor Heights' residents.*

### ATE Flagrant Violations



Each violation recorded as evidence is first reviewed for technical and procedural accuracy by the city's vendor. After preliminary review, the validated citation is sent to a police officer for final review. The issuing officer is charged with investigating the violation and making the determination as to whether or not an infraction has taken place. If one has, the officer will sign the citation electronically and send it back to the city's vendor where a notice of civil infraction is mailed to the registered owner of the recorded vehicle. Individuals who receive a citation then have the opportunity to pay the fine, assign responsibility to another party who was operating the vehicle, or contest their infraction before an administrative review officer.



The hearing officer is a volunteer resident from Windsor Heights who listens to the person's concerns regarding their citation. Then the hearing officer makes a ruling as to the intent of the regulatory ordinance as it applies to that individual's appeal. If the hearing officer rules against the offender but the offender does not agree with the hearing officer's final decision, s/he has the opportunity to request a civil trial in district court. In 2013 there were **89** citations that were contested - **57** were upheld as liable; **23** were found not liable; and **9** had a status of other which is typically associated with a payment received before the hearing. There were **0** referrals to district court in 2013.

<b>BY THE NUMBERS</b>	<b>9,583 Hours Deployed</b>
	<b>5,434 Citations Issued</b>
	<b>14 mph Avg. Speed Over</b>
	<b>\$162,765 City Funds Received</b>

## PROPERTY AND EVIDENCE

The property and evidence section of the Support Services Division is managed by evidence custodians, Officer Metzger and Officer Hill, and is overseen by the Support Services Commander, Lieutenant Meyer. These officers are charged with the responsibility of logging, storing, safely keeping, releasing, and disposing of items seized by officers. The department is responsible for hundreds of pieces of property in its inventory and ensures the integrity and accountability of each item.



Officers seize evidence that is found or relevant to a criminal case. As the skill set and case work for each individual officer grows, the collection of evidence for the successful prosecution of a case grows too. In 2013 evidence custodians handled **782** items of property from **252** different submissions. These seizures ranged from illicit drugs to firearms, ammunition, cash, electronic items, general merchandise, cellular

phones, jewelry, securities, vehicles, or bicycles. There was **1** disposal event in 2013 in which **233** items were disposed of by court order.

In 2013, the Property and Evidence facility moved to a more secure and temperature controlled location within City Hall. When this transition took place all property items had to be inventoried prior to moving. This project was the result of the city council recognizing inefficiencies in the prior storage area and working with the police department to mitigate potential vulnerabilities. Over the course of the 2011 and 2012 budget years, planning and procurement of HVAC equipment, ventilation, waterproofing, fencing, audio and video closed circuit camera systems, shelving, and locker storage systems occurred. Once the necessary security features were installed, evidence custodians spent several days accounting for each item of inventory and worked throughout the 2013 year to reconcile cases with inventory so that they could be moved to the new facility.



Also in 2013, budgetary planning and vendor identification began for acquisition of an electronic barcode evidence tracking system. This will be the final phase of the property and evidence facility project and is expected to be completed in 2014. As more and more items are being brought into evidence, and considering the importance each item holds, 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 and accountability. This system will also allow for transfers in chain of custody to the state crime lab as well as the Polk County Attorney's Office.



*Fume hood for fingerprint lifting*



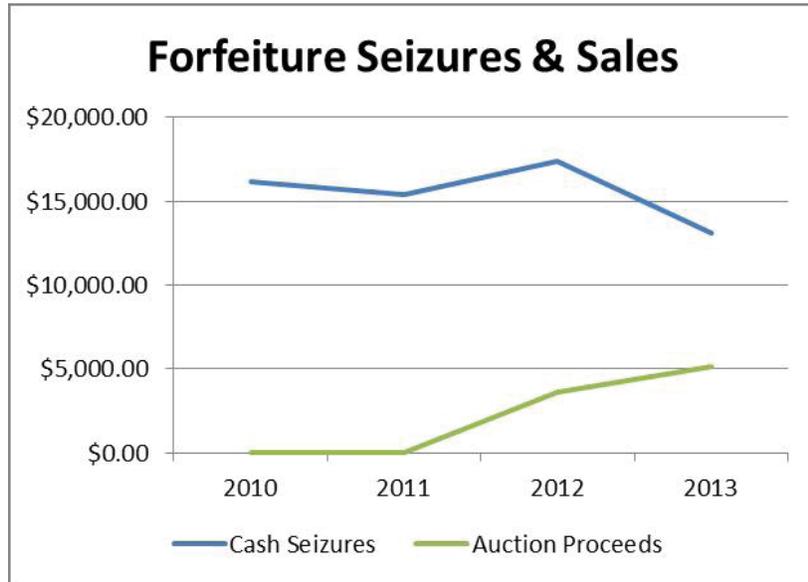
*Weapons and contraband storage*



*Miscellaneous evidence storage*

## 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 a police department will initiate forfeiture proceedings: 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 police department until a court in the state of Iowa makes a ruling on the matter.



In 2013 the Windsor Heights Police Department reported seizing cash assets totaling **\$13,080** from **9** different cases. The department also seized **5** vehicles with the intent to forfeit. Total funds received from forfeited vehicles that were sold at public auction were **\$5,152**.

The intended outcome of these seizures is to serve as a deterrent against criminal activity. Proceeds 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.

	2010	2011	2012	2013	4 year Avg
Cash Seizures	\$16,127.00	\$15,394.00	\$17,402.00	\$13,080.00	\$15,500.75
# Vehicles Seized	5	5	3	5	5
Auction Proceeds	\$0.00	\$0.00	\$3,574.20	\$5,152.00	\$2,181.55

## 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, crime and data analysis, and electronic paperless transfers of information. The Records section consists of two full-time personnel, Administrative Assistant Tammy Breese and Administrative Assistant Barb Niccum. Both staff members also serve as department matrons during normal business hours as well as being available for callbacks after hours. Both assistants 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. These two individuals work in a fast-paced, multi-tasking environment. Demands on their time also include special marketing projects for the city, graphic design, and website maintenance.

In 2013 the Records section entered over **5,678** different records into the department's database. At the end of each month, this 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 classification and fingerprint identification.

The Records section assisted residents with licensing **431** pets within the city in 2013. The licensing of a pet increases the department's ability to reunite lost and found animals with their owners as well as insuring domesticated animals within the city are properly vaccinated. As a service to the public, Records personnel also facilitated **272** civilian fingerprint cards; the total fees collected for this were **\$4,140**. Citizens utilize these services for independent background investigations enabling them to secure licenses, permits, employment, or specialized training.

The Records section serves a vital role within the department to secure, retain, disseminate, and purge public records throughout the course of a year. Each week an Administrative Support Clerk is tasked with the duty to locate, examine and reproduce public records upon request. Once a request is received, it is reviewed and assigned to either support personnel or command staff for further processing. The content of each record is reviewed for confidential information and then made available to the requestor for the cost incurred to reproduce that record. In 2013 agency costs exceeded **\$1,780** to fulfill public records requests for the dissemination of certifications, accident reports, or immediate facts and circumstances of an incident.

## INFORMATION TECHNOLOGY

The Windsor Heights Police Department employs one lieutenant to act as an Information Technology Coordinator for the city. Lieutenant Meyer serves in this role and assists employees with troubleshooting, system changes, budgeting, capital purchases, and contract management. As technology advances, the requirements and devices used in the daily operations of the city and the police department do as well. It is the focus of the Information Technology Coordinator to ensure the effective and efficient use of technologies, as well as identifying, testing, and implementing current or developing technology to enhance city operations. In 2013, the city was able to utilize internal staff support and monthly preventative maintenance agreements to operate without any major hindrances.

This year technology changes and efforts within the police department focused in large part on a records management system (RMS) upgrade. As a multi-agency RMS participant, a system upgrade afforded the opportunity to enhance the user interface for the department's workstations and mobile data terminals. As part of the FY14 capital purchases, office computers were upgraded so staff could work with a current operating system and hardware supporting new technologies. This was a much needed improvement as the department's dependency on technology slowly surpassed its existing infrastructure.

In addition to the department's office enhancements, the Mobile Data Terminal (MDT) in each patrol vehicle was upgraded to a current operating system (as well as the software application used in the officer's daily operations). With the increasing technology needs inside a patrol vehicle, each printer was replaced with a more efficient and reliable product. The new printers will now turn on with the vehicle's ignition and print at a higher quality with twice the speed of the previous printers.

Over the last ten years, officers have transitioned from hand written paperwork performed since the first police services established in the mid 1700's, to computer generated documents that are electronically filed with the court system. Under the leadership of Lieutenant Meyer, the department has worked diligently in 2013 to transition into an Electronic Document Management System (EDMS) in partnership with the State of Iowa and Polk County. This transition was mandated by the courts and brought about an opportunity to "go paperless" by creating electronic case files for internal criminal cases. At the end of 2013, the department was communicating electronic criminal incidents to the Polk County Clerk of Court. Additionally, the Records section was prepared to implement electronic case files in a paperless format beginning in early 2014.

## FLEET MANAGEMENT

The purpose of the police department's Fleet Management program is to maintain and implement cost effective controls for systematic accountability of motor vehicles assigned to the department. This includes scheduling motor vehicles for maintenance, repairs, near constant monitoring of emerging safety and equipment trends, and providing alternative recommendations for the efficiency of the program as needed.



The 2013 year brought change in form and function to a patrol officer's daily operations. The first of two new patrol vehicle models hit the street providing some much anticipated changes. This year two of Ford's new state-of-the-art Police Interceptor SUVs were road ready and put into service. Each vehicle came with a black base color and was wrapped in white vinyl to give it a more traditional police specific look. These vehicles are all-wheel drive providing added control and safety during inclement weather. This new technology and design also provided 25% better fuel economy, side-curtain airbag rollover protection, maintained a 75 mph rear-end crash test rating, increased braking capacity, and added cooling performance to mechanical components.

The police department managed **11** vehicles in 2013 in which **5** are fully equipped emergency response vehicles for patrol, **5** are emergency response vehicles for ancillary positions such as criminal investigators and command staff, and **1** is an Automatic Traffic Enforcement (ATE) vehicle. In order to maintain operational effectiveness within the patrol fleet, this year the TCSC vehicle was made available as a reserve vehicle for special assignments and/or to be a replacement in the patrol rotation when unplanned maintenance needs occur.

# APPENDIX A

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

	2013	2012	2011	2010	2009
Calls for Service:	9819	8786	8398	7963	8040
Cases Made:	1360	1405	1389	1123	1230
Arrests:	982	903	900	648	631
Traffic Stops:	3310	3165	2742	2791	3103
Accidents:	275	275	328	325	318
Animal calls:	211	252	264	235	213
Assault cases:	41	42	41	30	40
Building checks:	902	601	607	516	376
Burglary calls:	56	56	73	42	39
Death Invest:	8	11	6	8	8
Dispute, Fight:	108	138	108	125	87
DPQ, Disorderly:	84	72	87	87	140
Domestics:	124	93	97	112	96
Forgery, Fraud:	54	50	44	30	86
Incomplete 911:	130	136	131	156	111
Liquor Violations:	103	104	110	132	140
Missing Persons:	22	20	22	20	11
Narcotics/Drugs:	205	187	160	95	55
Shoplifting, Theft:	241	320	288	228	353
Suspicious Activity:	481	411	421	420	303
Vandalism:	42	70	51	55	93
Crime Index Rating**:	not yet available	not yet available	#1	#2	#2

## How we justify our police personnel

### **\*\*Crime index ratings:**

A crime index rating ("CIR") is a form of measure that attempts to standardize crime reporting uniformly according to population. It is supposed to be the ultimate leveler between jurisdictions. The system is not perfect but it does allow for comparing "apples-to-apples" among communities.

**BACKGROUND:** The FBI has a standardized system of gathering statistics from all law enforcement jurisdictions across the nation. Then they complete a statistical analysis of these crimes, reports filed, and publish what is called the Uniform Crime Report (UCR). Typically this information is released approximately 18 months to arrears from the end of the calendar year.

The State of Iowa's Department of Public Safety also analyzes these same reported numbers that go to the FBI, and they produce a breakdown for each county in Iowa and then each city in each county. They publish this information on the DPS website. It is typically processed more rapidly and more completely for local authorities than what the FBI report offers. The FBI looks for national trends, whereas the State looks at local numbers. This Police Department then utilizes these numbers as comparison points for evaluating the level of activity for the City of Windsor Heights in comparison to other municipal metro area law enforcement agencies (Table 7 - arrests). The countywide comparison by the State also generates the Crime Index Rating for each agency within the county for the calendar year (Table 2 - incidents).

**THEORY:** In measuring crime index ratings and actual numbers of reported crimes, a city wants their CIR number to be high and their actual crime numbers reported to be low. The lower the CIR number, the higher the crime ranking of that city (when applying mathematical formulas that account for population levelers per 100,000). So to have the #1 CIR in Polk County means that, in an apples-to-apples comparison of reported crimes, that particular city has the most crime by ratio. A city would much rather be among the bottom few than within the top few spots in their county.

It is also important to note that the mathematical formula that decides crime index ratings does not weight certain crimes or offer multipliers for more severe or violent crimes. So a homicide is equivalent to a shoplifter. This is how a city with a high crime index rating such as Windsor Heights can still be considered a "safe" community. The usefulness of evaluating crime index ratings and reported crimes comes in for two reasons: (1) when evaluating staffing levels and determining adequate personnel resources for a city in comparison to other surrounding cities, and (2) when setting priorities by management on how best to allocate personnel resources within the Department.

**SUMMARY:** Crime knows no boundaries. In the Des Moines metro area, the community of Windsor Heights is likely to experience similar crimes as its neighboring communities of Clive, Urbandale, West Des Moines, and Des Moines. However, being a gateway community to other cities with multiple major thoroughfares, large business, and affordable housing (owner occupied and rental stock), Windsor Heights needs a police department with resources capable of servicing a population much greater than 5,000 people. A majority of issues this Police Department addresses are from transient offenders or visitors. Therefore, the decision to adequately staff this law enforcement agency is a policy decision by local elected officials based upon measured needs and expectations of the community with foundation in data measurements. Priorities are then set to serve residents, commuters, visitors, and business owners. If Windsor Heights was a rural township separated from the Des Moines area it would not need the staffing levels it has in the police department because it wouldn't see the level of crimes it does within the metro. But to handle the volume of crime this city sees annually it is necessary to staff additional personnel. If numbers of police staff were reduced, incidents of crime would increase, services and programming would have to be cut, follow-up investigations would lag, and ultimately it would be the residents that suffer through increased response times and an ineffective policing organization for the daily environment it functions in.

<b>WH POLICE SUPPLEMENTAL ACTIVITY REPORT</b>	2013	2013	2013
	YTD	YTD	YTD
<b>Offense</b>	Calls	Cases	Arrests
Arson	3	1	1
Aban. animal/stray/dead/bite	211	39	2
<b>All Calls for Service</b>	9819	0	0
Adult Abuse	0	0	0
<b>Arrest</b>	0	0	982
Assault	29	33	41
Assist Officer	478	2	0
ATL	12	0	0
Audible/Silent Alarm	103	0	0
Bomb Threat	0	0	0
Building Checks	902	0	0
Carrying a weapon	0	11	15
<b>Cases Made</b>	0	1360	0
Burglary/Attempt Burglary	56	40	8
Chase/pursuit	2	0	0
Child Abuse/endanger/steal	10	7	1
CHINA	34	0	0
Commercial fire	26	0	0
Disorderly Conduct	5	13	20
Death Invest	0	8	0
Disagreement/Dispute	96	1	0
Domestic	124	1	0
DPQ	64	0	0
Driving while barred	0	25	34
DW- suspended/revoked	0	192	176
Drug Paraphernalia	0	76	93
False Reporting	0	1	3
Fight	12	0	0
Follow up investigation	252	0	0
Forgery	0	16	10
Fraud	38	15	4
Harassment	43	16	6
Hazmat	2	0	0
Indecent exposure	3	0	0
Incomplete 911 call	130	0	0
Interference with Official Acts	0	15	22
Intimidation W/Weapon	0	0	0

Larceny Motor Vehicle	22	8	2
Liquor Viol/Intoxicated Person	28	55	61
Message	789	0	0
Missing Person	22	1	0
Narcotics/Drugs	23	158	205
Open door	11	0	0
Sexual Assault/Child, Adult	6	4	0
Robbery	8	1	1
Runaway	5	5	3
Residential Fire	11	0	0
Reckless use of fire/fireworks	1	2	1
Search Warrant	1	6	0
Poss. Of Alcohol Under Age	0	4	4
Public Asst.	82	4	0
Prostitution Activity	1	0	0
Operating W/O Consent	0	1	1
Shoplifter	78	96	83
Shots Fired	8	0	0
Stalled Vehicle	206	0	0
Suicide	11	0	0
Suspicious	481	0	0
Theft	145	58	71
Threat	12	0	0
Trespass	12	6	5
Vandalism/Criminal Mischief	42	33	6
Wanted Person/Warrant	39	98	82
Wires Down	3	0	0
Welfare Check	70	0	0

<b>Traffic</b>			
Accidents	275	138	0
Hit and Run	57	34	11
OWI	21	36	38
Parking	201	186	0
<b>Traffic Stops</b>	3310	0	0
<b>Warnings</b>	0	1099	0
<b>Citations</b>	0	1775	0

# APPENDIX B

## Windsor Heights Police Department K-9 Deployment Summary by Requesting Agency

### January 2013

<b>Windsor Heights Police Department</b>				<b>Percentage of deployments for WHPD 20.00%</b>	
1/13/2013	Track Of Fleeing Suspect	Officer Arias	Argos	Officer Canada	1.75

(1) deployments for WHPD for January 2013 1.75 Total hours of Deployment time in January 2013 for WHPD

<b>Clive Police Department</b>				<b>Percentage of deployments for Clive PD 80.00%</b>	
1/10/2013	Narcotics Sniff	Officer Jones	Argos	Officer Canada	0.42
1/10/2013	Narcotics Sniff	Sgt. Rayburn	Argos	Officer Canada	0.25
1/10/2013	Track Of Fleeing Suspect	N/A	Argos	Officer Canada	0.72
1/12/2013	Narcotics Sniff	Officer Taylor	Argos	Officer Canada	0

(4) deployments for Clive PD for January 2013 1.39 Total hours of Deployment time in January 2013 for WHPD

3.14 Total hours of Deployment time in January 2013  
(5) total deployments for January 2013

### February 2013

<b>Windsor Heights Police Department</b>				<b>Percentage of deployments for WHPD 100.00%</b>	
2/10/2013	Narcotics Sniff	Officer Canada	Argos	Officer Canada	0.67
2/11/2013	Building Search	Officer Canada	Argos	Officer Canada	0.58

(2) deployments for WHPD for February 2013 1.25 Total hours of Deployment time in February 2013 for WHPD

1.25 Total hours of Deployment time in February 2013  
(2) total deployments for February 2013

### March 2013

<b>Clive Police Department</b>				<b>Percentage of deployments for Clive PD 50.00%</b>	
3/13/2013	Narcotics Sniff	Officer Jones	Argos	Officer Canada	0.5

(1) deployments for Clive PD for March 2013 0.5 Total hours of Deployment time in March 2013 for WHPD

<b>Windsor Heights Police Department</b>				<b>Percentage of deployments for WHPD 50.00%</b>	
3/1/2013	Lost Child	Officer Pearson	Argos	Officer Canada	0.75

(1) deployments for WHPD for March 2013 0.75 Total hours of Deployment time in March 2013 for WHPD

1.25 Total hours of Deployment time in March 2013  
(2) total deployments for March 2013

### April 2013

#### Polk County Sheriffs Department Percentage of deployments for Polk County Sheriff 14.29%

4/28/2013	Article Search	N/A	Argos	Officer Canada	1.75
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(1) deployments for Polk County Sheriff for April 2013 1.75 Total hours of Deployment time in April 2013 for WHPD

#### Windsor Heights Police Department Percentage of deployments for WHPD 57.14%

4/1/2013	Track Of Fleeing Suspect	Officer Norris	Argos	Officer Canada	1.08
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4/17/2013	Narcotics Sniff	Officer Norris	Argos	Officer Canada	0.42
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4/23/2013	Narcotics Sniff	Officer Nissen	Argos	Officer Canada	2.43
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4/27/2013	Narcotics Sniff	Officer Norris	Argos	Officer Canada	0.75
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(4) deployments for WHPD for April 2013 4.68 Total hours of Deployment time in April 2013 for WHPD

#### Clive Police Department Percentage of deployments for Clive PD 28.57%

4/4/2013	Narcotics Sniff	Officer Jones	Argos	Officer Canada	1
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4/21/2013	Track Of Fleeing Suspect	Westcom Dispatch	Argos	Officer Canada	1
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(2) deployments for Clive PD April 2013 2 Total hours of Deployment time in April 2013 for WHPD

**8.43 Total hours of Deployment time in April 2013**  
**(7) total deployments for April 2013**

### May 2013

#### Windsor Heights Police Department Percentage of deployments for WHPD 71.43%

5/4/2013	Narcotics Sniff	Officer Nissen	Argos	Officer Canada	0.5
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5/20/2013	Narcotics Sniff	Officer Nissen	Argos	Officer Canada	0.42
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5/21/2013	Narcotics Sniff	Officer Nissen	Argos	Officer Canada	1
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5/22/2013	Building Search	Officer Hill	Argos	Officer Canada	0.42
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5/28/2013	Narcotics Sniff	Officer Nissen	Argos	Officer Canada	0.25
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(5) deployments for WHPD for May 2013 2.59 Total hours of Deployment time in May 2013 for WHPD

#### West Des Moines Police Department Percentage of deployments for West Des Moines PD 14.29%

5/25/2013	Track Of Fleeing Suspect	Officer Anderson	Argos	Officer Canada	1
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(1) deployments for West Des Moines PD for May 2013 1 Total hours of Deployment time in May 2013 for WHPD

#### Des Moines Police Department Percentage of deployments for Des Moines PD 14.29%

5/6/2013	Narcotics Sniff	N/A	Argos	Officer Canada	0.5
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(1) deployments for Des Moines PD for May 2013 0.5 Total hours of Deployment time in May 2013 for WHPD

**4.09 Total hours of Deployment time in May 2013**  
**(7) total deployments for May 2013**

### June 2013

#### Clive Police Department Percentage of deployments for Clive PD 42.86%

6/9/2013	article search	Officer Colby	Argos	Officer Canada	0.58
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6/25/2013	Track Of Fleeing Suspect	N/A	Argos	Officer Canada	0.83
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6/28/2013	Narcotics Sniff	Officer Jones	Argos	Officer Canada	0.4
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(3) deployments for Clive PD for June 2013 1.81 Total hours of Deployment time in June 2013 for WHPD

#### Urbandale Police Department Percentage of deployments for Urbandale PD 14.29%

6/24/2013	Narcotics Sniff	Officer Blake	Argos	Officer Canada	0.5
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(1) deployments for Urbandale PD for June 2013 0.5 Total hours of Deployment time in June 2013 for WHPD

#### Windsor Heights Police Department Percentage of deployments for WHPD 42.86%

6/12/2013	Narcotics Sniff	Officer Norris	Argos	Officer Canada	0.5
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6/15/2013	Track Of Fleeing Suspect	Officer Hill	Argos	Officer Canada	0.67
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6/18/2013	Narcotics Sniff	Bill Canada	Argos	Officer Canada	1
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(3) deployments for WHPD for June 2013 2.17 Total hours of Deployment time in June 2013 for WHPD

**4.48 Total hours of Deployment time in June 2013**  
**(7) total deployments for June 2013**

### July 2013

Windsor Heights Police Department				Percentage of deployments for WHPD 100.00%	
7/6/2013	Narcotics Sniff	Officer Slepker	Argos	Officer Canada	0.5
7/8/2013	Narcotics Sniff	Officer Reischl	Argos	Officer Canada	0.5
7/23/2013	Narcotics Sniff	Officer Canada	Argos	Officer Canada	0.67

(3) deployments for WHPD for July 2013 1.67 Total hours of Deployment time in July 2013 for WHPD

1.67 Total hours of Deployment time in July 2013  
(3) total deployments for July 2013

### August 2013

Windsor Heights Police Department				Percentage of deployments for WHPD 40.00%	
8/3/2013	Narcotics Sniff	Officer Reischl	Argos	Officer Canada	2.42
8/19/2013	Narcotics Sniff	Officer Nissen	Argos	Officer Canada	0.5
8/27/2013	Narcotics Sniff	Officer Nissen	Argos	Officer Canada	0.18
8/28/2013	Narcotics Sniff	Officer Nissen	Argos	Officer Canada	0.67

(4) deployments for WHPD for August 2013 3.77 Total hours of Deployment time in August 2013 for WHPD

Clive Police Department				Percentage of deployments for Clive PD 30.00%	
8/3/2013	Crowd Control	N/A	Argos	Officer Canada	0.5
8/26/2013	Narcotics Sniff	Officer Jones	Argos	Officer Canada	0.37
8/26/2013	Narcotics Sniff	Officer Anderson	Argos	Officer Canada	0.17

(3) deployments for Clive PD for August 2013 1.04 Total hours of Deployment time in August 2013 for WHPD

Des Moines Police Department				Percentage of deployments for Des Moines PD 20.00%	
8/13/2013	Building Search	N/A	Argos	Officer Canada	0.7
8/19/2013	Track Of Fleeing Suspect	N/A	Argos	Officer Canada	0.75

(2) deployments for Des Moines PD for August 2013 1.45 Total hours of Deployment time in August 2013 for WHPD

Urbandale Police Department				Percentage of deployments for Urbandale PD 10.00%	
8/19/2013	Narcotics Sniff	Officer Burnette	Argos	Officer Canada	0.25

(1) deployments for Urbandale PD for August 2013 0.25 Total hours of Deployment time in August 2013 for WHPD

6.51 Total hours of Deployment time in August 2013  
(10) total deployments for August 2013

### October 2013

Windsor Heights Police Department				Percentage of deployments for WHPD 50.00%	
10/3/2013	Narcotics Sniff	Officer Canada	Argos	Officer Canada	0.42
10/28/2013	Narcotics Sniff	Officer Nissen	Argos	Officer Canada	0.17

(2) deployments for WHPD for October 2013 0.59 Total hours of Deployment time in October 2013 for WHPD

Clive Police Department				Percentage of deployments for Clive PD 25.00%	
10/25/2013	Narcotics Sniff	Officer Jones	Argos	Officer Canada	1

(1) deployments for Clive PD for October 2013 1 Total hours of Deployment time in October 2013 for WHPD

Urbandale Police Department				Percentage of deployments for Urbandale PD 25.00%	
10/12/2013	Track Of Fleeing Suspect	Officer Flattery	Argos	Officer Canada	1.75

(1) deployments for Urbandale PD for October 2013 1.75 Total hours of Deployment time in October 2013 for WHPD

3.34 Total hours of Deployment time in October 2013  
(4) total deployments for October 2013

### November 2013

Des Moines Police Department				Percentage of deployments for Des Moines PD 25.00%	
11/19/2013	Track Of Fleeing Suspect	N/A	Argos	Officer Canada	0.5

(1) deployments for Des Moines PD for November 2013      0.5 Total hours of Deployment time in November 2013 for WHPD

Windsor Heights Police Department				Percentage of deployments for WHPD 75.00%	
11/1/2013	Narcotics Sniff	Officer Canada	Argos	Officer Canada	0.33
11/8/2013	Narcotics Sniff	Officer Reischl	Argos	Officer Canada	0.17
11/15/2013	Narcotics Sniff	Officer Canada	Argos	Officer Canada	0.75

(3) deployments for WHPD for November 2013      1.25 Total hours of Deployment time in November 2013 for WHPD

1.75 Total hours of Deployment time in November 2013

(4) total deployments for November 2013

### December 2013

Windsor Heights Police Department				Percentage of deployments for WHPD 77.78%	
12/4/2013	Felony Traffic Stop	Officer Canada	Argos	Officer Canada	0.83
12/12/2013	Demo	Officer Woods	Argos	Officer Canada	1.25
12/14/2013	Narcotics Sniff	Lt. Kendig	Argos	Officer Canada	0.75
12/21/2013	Narcotics Sniff	Officer Slepker	Argos	Officer Canada	0.75
12/26/2013	Narcotics Sniff	Officer Canada	Argos	Officer Canada	0.33
12/27/2013	Narcotics Sniff	Officer Canada	Argos	Officer Canada	1.25
12/28/2013	Narcotics Sniff	Officer Nissen	Argos	Officer Canada	0.75

(7) deployments for WHPD for December 2013      5.91 Total hours of Deployment time in December 2013 for WHPD

Clive Police Department				Percentage of deployments for Clive PD 11.11%	
12/21/2013	Narcotics Sniff	Officer Colby	Argos	Officer Canada	0.67

(1) deployments for Clive PD for December 2013      0.67 Total hours of Deployment time in December 2013 for WHPD

Altoona Police Department				Percentage of deployments for Altoona PD 11.11%	
12/12/2013	Narcotics Sniff	Officer Tufts	Argos	Officer Canada	1

(1) deployments for Altoona PD for December 2013      1 Total hours of Deployment time in December 2013 for WHPD

7.58 Total hours of Deployment time in December 2013

(9) total deployments for December 2013

<b>Total Amount of Deployment time for all Records</b>	<b>43.49</b>
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