



Public Safety 2018 Annual Report



Windsor Heights Police Department

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March, 2019

Public Safety Director E. Chad McCluskey

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Welcome

Chad McCluskey
Public Safety Director / Chief of Police and Fire Services

Welcome to the 2018 Windsor Heights Public Safety 2018 annual report. During 2018, the Public Safety professionals in both the Windsor Heights Police Department and in the Windsor Heights Fire Department worked diligently and intentionally to provide the highest quality in police, fire and emergency medical response services to the City of Windsor Heights. The team of Public Safety professionals protecting Windsor Heights is second to none. The experience, dedication and professionalism shown by members of both departments is truly something of which the community should be proud.

As with all public sector services, the Windsor Heights Public Safety teams continue to do amazing things faced with the adversity of restricted resources. Members of the Public Safety team consistently go above and beyond to ensure community caretaking functions are performed. More importantly, our Public Safety teams take an active role in caring for the community as if they were family. From offering classes to educate women on self-defense, to helping elderly families with resources for loved ones who are in need of constant care – our teams do not hesitate to do everything in their power to make life better for our residents.

After coming on-board as the Public Safety Director and Chief of both the Windsor Heights Police Department and the Windsor Heights Fire Department in May, I have personally witnessed many examples of the empathetic spirit of our police and fire staff. Public Safety is a tough job and all of the Firefighters, Medics, and Police Officers do their jobs in a way that certainly deserves a huge Thank You!

To each and every member of the Windsor Heights Fire Department and the Windsor Heights Police Department, I cannot express my gratitude enough for all that you do, your dedication, and the perseverance you show to help make the community a better place. With your support, guidance, and involvement, 2019 is sure to be our best year ever!

To the community, the Governing Body and City Administration, we thank you for your continued support and we look forward to protecting you during 2019.

Sincerely,

A blue ink handwritten signature of Chad McCluskey, written in a cursive style.

Chad McCluskey
Public Safety Director

GOVERNMENT

Dave Burgess, Mayor
Zachary Bales-Henry, Councilman
Threase Harms, Councilwoman
Joseph Jones, Councilman
Mike Jones, Councilman
Mike Loffredo, Councilman

Elizabeth Hansen, City Administrator

Erin M. Clanton / Matthew S. Brick, Brick Gentry P.C. – City Attorney

Travis Cooke – City Clerk
Jessica Vogel – Deputy City Clerk / Communications Specialist
E. Chad McCluskey – Public Safety Director / Chief of Police and Fire Services
Dalton Jacobus – Public Works Director
Sheilah Lizer – Building and Zoning Official
Michele Denkinger – Parks and Recreation Coordinator

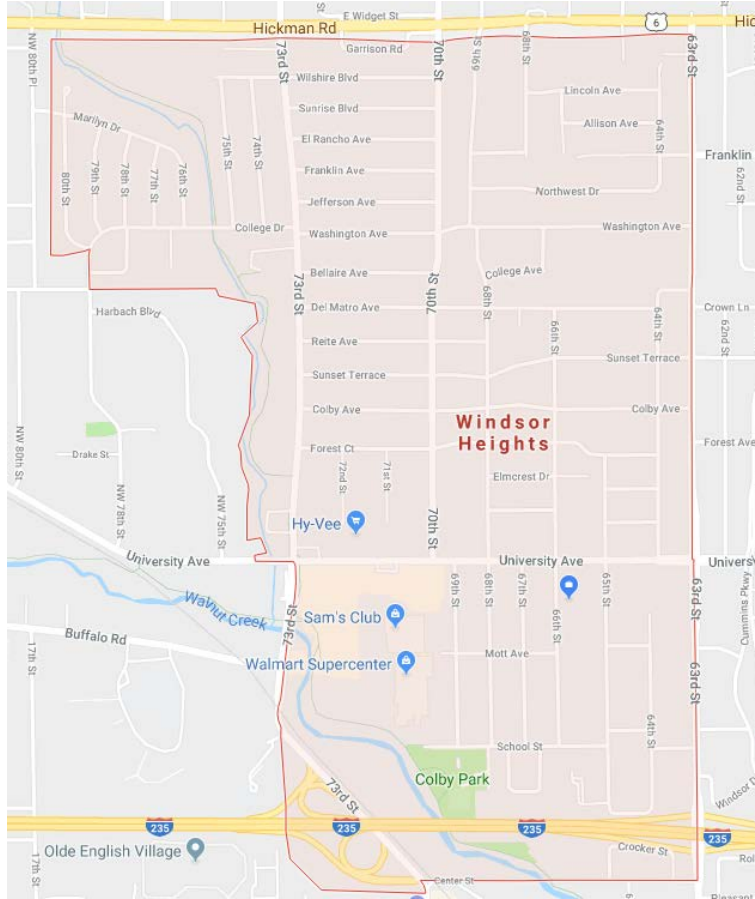


THE COMMUNITY

Incorporated on July 19, 1941, the City of Windsor Heights, Iowa is located in Polk County and the City is part of the Des Moines, Iowa metropolitan area. With a population of approximately 4,860 living in approximately 2,289 households, the City encompasses 1.41 square miles of land with bordering communities including Clive to the west, Des Moines to the east, Urbandale to the north and West Des Moines to the south. The estimated median income for a household is at \$55,931, while the median family income for the City of Windsor Heights is estimated at \$65,536.

The community enjoys a mix of residential, multifamily and commercial properties. The City is home to the highest grossing WalMart Store in the State of Iowa, which also is the only WalMart store with a main line Des Moines Area Regional Transit (DART / public transportation) stop in the metropolitan area. Next to WalMart is one of two metropolitan Sam's Club's and HyVee has a grocery store in the southwestern part of the City. Other small businesses, restaurants, and services are also present within the City. In addition, the DART hub located in the parking lot of WalMart and Sam's Club is the busiest Metropolitan DART hub outside of the Downtown Des Moines corridor, leading to high influxes of pedestrian and transient traffic.

COMMUNITY PROFILE



Population: 4,953 (2017 estimate)
Size: 1.41 sq miles
Median Household Income: \$59,148
Male Median Income: \$40,064
Female Median Income: \$33,125
Median Housing Value: \$182,500
Total Housing Units: 2,242
Total Businesses: 622

Median Age: 41.1

Under 5	585	11.7%
5 to 9 years	241	4.8%
10 to 14 years	230	4.6%
15 to 19 years	67	1.3%
20 to 24 years	224	4.5%
25 to 29 years	362	7.3%
30 to 34 years	481	9.6%
35 to 39 years	279	5.6%
40 to 44 years	167	3.3%
45 to 49 years	252	5.1%
50 to 54 years	368	7.4%
55 to 59 years	434	8.7%
60 to 64 years	351	7.0%
65 to 69 years	306	6.1%
70 to 74 years	238	4.8%
75 to 79 years	129	2.6%
80 to 84 years	87	1.7%
85 and older	189	3.8%

Source: US Census



Windsor Heights Community Events Center



WINDSOR HEIGHTS FIRE DEPARTMENT PERSONNEL

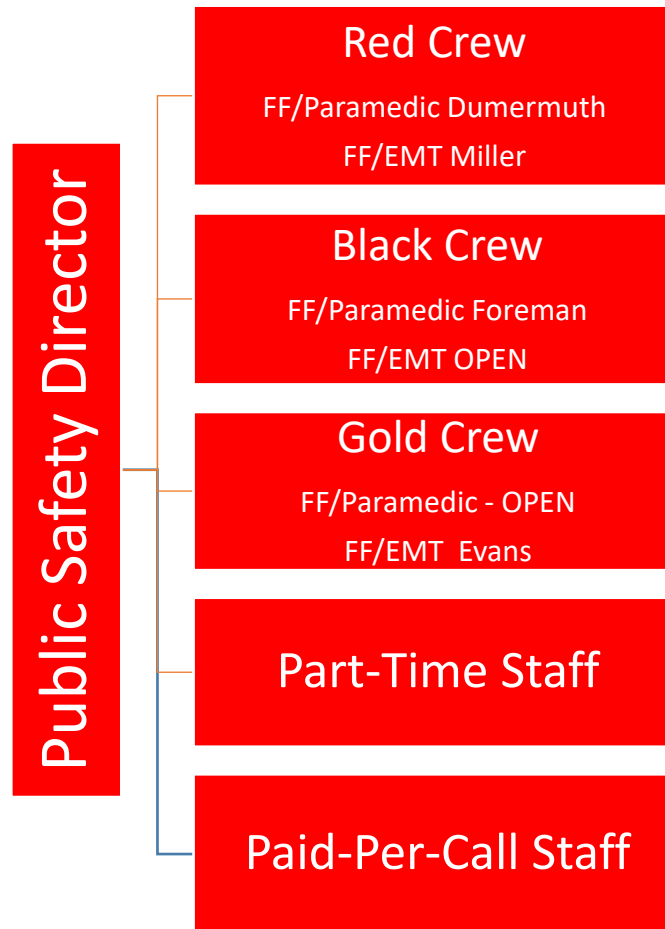
Gerrit Foreman, Full-Time Firefighter/Paramedic
Jared Dumermuth, Full-Time Firefighter/Paramedic
Kelly Miller, Full-Time Firefighter/EMT
Nick Evans, Full-Time Firefighter/EMT
Lucas Altman – Part-Time Firefighter/Paramedic
Clay Garcia – Part-Time Firefighter/Paramedic
Bryan Koster – Part-Time Firefighter/Paramedic
Tim Kurth – Part-Time Firefighter/Paramedic
David Langley – Part-Time Firefighter/Paramedic
Tim Maher – Part-Time Firefighter/Paramedic
James Mease – Part-Time Firefighter/Paramedic
Jake Pemberton – Part-Time Firefighter/Paramedic
Jeremy Dietch – Part-Time Firefighter/EMT
Jessie Evans – Part-Time Firefighter/EMT
Sean Lunde – Part-Time Firefighter/EMT
Colby Martin – Part-Time Firefighter/EMT
Jeff Price – Part-Time Firefighter/EMT
Jason Runge – Part-Time Firefighter/EMT
Chris Settles – Part-Time Firefighter/EMT
Chris Williams – Part-Time Firefighter/EMT

Matt Klein - – Paid-Per-Call Firefighter/Paramedic
Cole Chance – Paid-Per-Call Firefighter
Robert Fleming – Paid-Per-Call Firefighter/EMT
Spencer Johnson – Paid-Per-Call Firefighter/EMT
Zach Jones – Paid-Per-Call Firefighter/EMT
Brett Merseal – Paid-Per-Call Firefighter
Darren Skeries – Paid-Per-Call Firefighter
McLain Swauger – Paid-Per-Call Firefighter
Dezmond Talley – Paid-Per-Call Firefighter/EMT
Marcus Thie – Paid-Per-Call Firefighter
Tanner Townes – Paid-Per-Call Firefighter/EMT





WINDSOR HEIGHTS FIRE DEPARTMENT ORGANIZATIONAL CHART





WINDSOR HEIGHTS POLICE DEPARTMENT PERSONNEL

Derek Meyer – Captain, Support Services

Rob Pearson – Lieutenant, Patrol Division Commander

Amanda Woods – Detective, Investigations, Division

Andrew Nissen – Detective, Investigations Division

Chad Norris – Patrol Division

Matt Palmer – Patrol Division / K9

Joe Roetman – Patrol Division

Mark Davison – Patrol Division

Michael Irlbeck – Patrol Division

Chris Clingan – Patrol Division

Ryan Bowers – Patrol Division / STAR

Kyle Johnson – Patrol Division

Tammy Breese – Records Section

Megan Berner – Records Section

Megan Willett – Clive School Crossing Guard

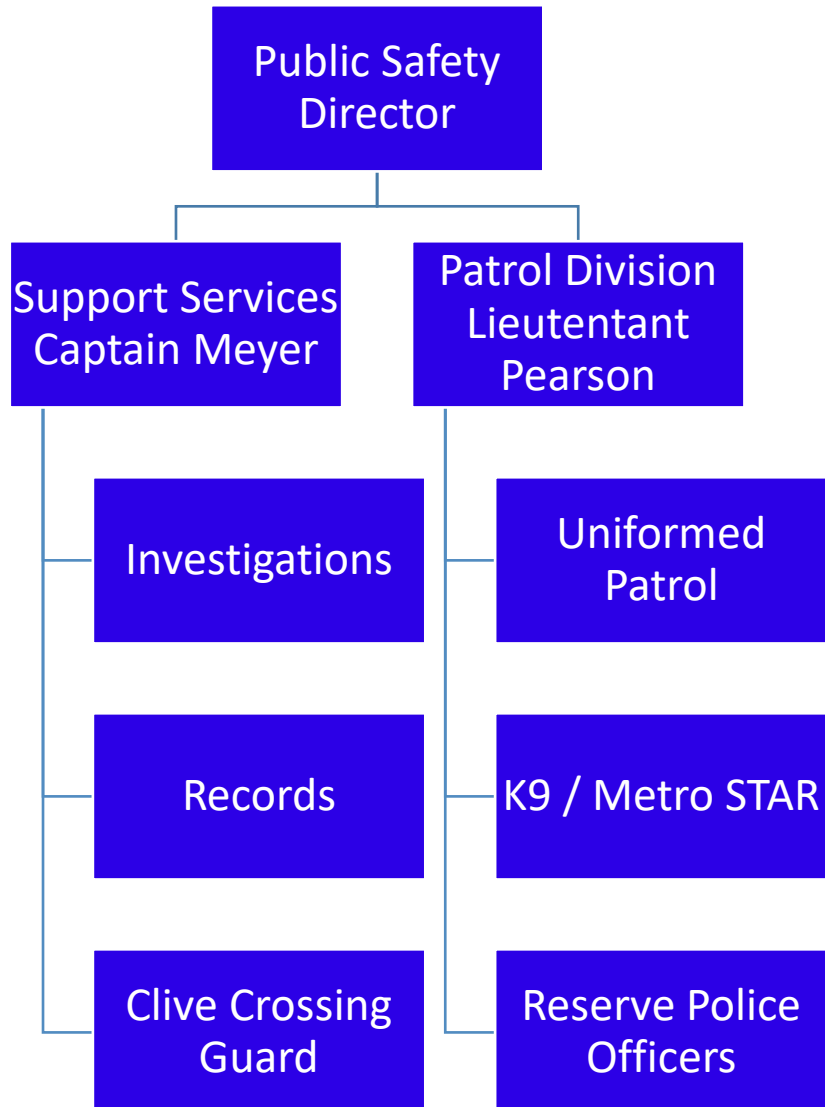
Luke Donahue – Reserve Police Officer

Jamie Frits – Reserve Police Officers





WINDSOR HEIGHTS POLICE DEPARTMENT ORGANIZATIONAL CHART





OUR CULTURE

Our Mission

The mission of the Windsor Heights Fire Department is to deliver excellent EMS and Fire service to the public through continuous training, rapid response, public education, and fire prevention.

The mission of the Windsor Heights Police Department is to safeguard the lives and property of the people we serve, to reduce the incidence and fear of crime, and to enhance public safety while working with the community to improve their quality of life. The women and men of this agency, in partnership with the community, are committed to providing quality, professional police services, and problem resolution. Our duty is to do so with the highest honor and integrity while at all times conducting ourselves with the highest ethical standards.

Our Values

*The Windsor Heights Fire Department includes Duty, Pride, and Tradition in our core values. **Duty** is a commitment to the people whom we protect that we will be mentally and physically prepared to serve at all times. We will train to operational perfection and discharge our duties with efficiency and effectiveness. **Pride** is a feeling of confidence that comes from being part of something bigger than yourself. We will ensure our equipment is maintained to the highest level of readiness. We will wear our uniforms proudly; we will act with integrity, as to never bring discredit to our Department, the Fire Service, or to the public we serve. **Tradition** includes knowledge, respect, and passing down the history of our Fire Department and our profession to new members. Tradition is our link to the past and our map for the future.*

The Windsor Heights Police Department will preserve and uphold the values of the U.S. Constitution and dedicate ourselves to the preservation of liberty and justice; perform all of our respective patrol, investigative, and support functions to the best of our ability with the highest degree of fairness, professionalism, and integrity, and shall protect the inherent rights of the people to live in freedom and safety; strive for vigilance and proactively patrol the jurisdiction to seek out, interrupt, and prevent crime and disorder; provide educational programs to our citizens in order to decrease fear of victimization as well as provide citizens the ability to more effectively protect individuals and the community from crime; strive to improve and maintain the quality of our working environment for all department employees by engaging in open and honest communication and demonstrating a genuine concern for each other; and hold true to our core values and use them as a basis for all departmental actions.

Both the Windsor Heights Fire Department and the Windsor Heights Police Department will treat everyone with respect, compassion, empathy and integrity. Our community is our customer and we will ensure prompt, professional and courteous delivery of services in both emergency and non-emergency situations. Together, we strive to keep those we serve safe.

WINDSOR HEIGHTS POLICE DEPARTMENT

The Windsor Heights Police Department provides 24-hour, full-service law enforcement coverage to the City of Windsor Heights. The mission of the Police Department is to safeguard the lives and property of those we serve, to reduce the incidence and fear of crime, and to enhance public safety while working with the community to improve their quality of life. The goal of the Police Department is to build strong community partnerships, provide quality and professional policing services to collaborate towards preservation of peace, order, safety, and problem resolution. Police Department personnel are held to the highest of standards of integrity and ethics.

2018 Year In Review:

- ✚ In January, Officer Irlbeck was on routine patrol when a vehicle traveling the opposite direction came into his lane, almost striking his patrol vehicle. Officer Irlbeck stopped the vehicle and found the driver to be impaired by alcohol. The driver tested .232 for breath alcohol content and was charged with OWI. In the picture to the right you will see the officer administering standardized field sobriety testing.
- ✚ Officers Clingan and Bowers were dispatched to a residence in late January where a female had been assaulted and strangled by her husband. The suspect was uncooperative and combative; officers were in an altercation with the individual before bringing him under control. The suspect was arrested and taken to Polk County Jail. Charges include: Interference with Official Acts, Assault and Domestic Abuse Assault – Impeding air/blood flow causing bodily injury.
- ✚ In Mid-February Officers Palmer and Roetman responded to a welfare check to find a suicidal female sitting in her running car with the garage door closed. All doors to the garage and residence were locked and Officer Roetman kicked in the door to make entry and save the woman's life. The female was found alive and was taken to the hospital for an evaluation.
- ✚ In February, Officer Nissen attempted to stop a vehicle coming from a residential neighborhood after seeing furtive movement from within the vehicle. The vehicle finally stopped and the driver was still moving furtively within the vehicle. Officer Nissen gave orders to the suspect and while giving the orders the suspect emptied a bag containing methamphetamine into the air. The methamphetamine contaminated the officer in which he had to seek evaluation and treatment. The suspect was in possession of a stolen handgun, methamphetamine and marijuana. The suspect was taken to Polk County Jail and charged with Possession Controlled Substance; Methamphetamine and Marijuana (Enhanced Penalty), Assault on a Police Officer and Driving While Suspended.

- ✚ In early March, Officer Irlbeck stopped a vehicle after it failed to yield to another vehicle. Officer Irlbeck was able to talk to the driver and learn marijuana was inside of the vehicle. While searching the vehicle a female was found hiding underneath blankets in the backseat. The female gave a fake name at first but was eventually identified and found to a warrant for her arrest and was in possession of drug paraphernalia and prescription pills that were not hers. This individual was taken to Polk County Jail.
- ✚ Officers Norris and Davison were dispatched to a local residence on what was described as a hostage situation in March. Subsequent to the initial assessment and fact finding, officers entered the residence where they stabilized and secured the situation. Officers learned the aggressor had been abusing the female, to include strangling her and rendering her unconscious on one occasion. The male was charged with two counts of Domestic Abuse Assault-Impeding Air/Blood Flow and was taken to Polk County Jail.
- ✚ In March, Officer Palmer was dispatched to a car prowler. He found two younger males, one was a juvenile, who had been burglarizing cars. They were both charged with attempted burglary.
- ✚ In April, Officer Palmer was dispatched to a local business parking lot where it was reported that two people were sitting in a vehicle passed out. Officer Palmer located the unoccupied vehicle in the fire lane, illegally parked. The owner of the vehicle came out and spoke with Officer Palmer and was very nervous. Officer Palmer deployed his K9 partner where Baiyco alerted on the vehicle through scent detection. The vehicle was searched yielding methamphetamine and drug paraphernalia. The female was cited and released from the police department.
- ✚ Also in April, Lt. Pearson was working patrol when dispatched to a local business where loss prevention employees were reporting that they were fighting with a shoplifter who was possibly armed with a gun. The subject fled the area on foot. After responding units established a multi-block perimeter the subject was found lying in a flower bed behind a residential garage. The subject had a sex offender warrant, was found to have been stealing and was unarmed. The subject was taken to Polk County Jail on the warrant and a theft charge. Nearby jurisdictions assisted with additional resources to make this a successful apprehension.
- ✚ On April 28, the Department collaborated with the DEA and participated in the National Drug Take Back Day. Citizens were encouraged to bring their un-used or expired medications to the event for disposal. This is an event that we take part in twice a year and this was the largest collection to date. The Department took in 132 pounds of unwanted medications that were turned over to the DEA for disposal.

- ✚ During May, Officers Clingan and Bowers assisted DMPD in finding a suspect involved in a fatal car accident residing at a local residence in Windsor Heights. Officers located and placed the suspect in custody and turned the suspect over to DMPD.
- ✚ In May, Detective Woods assisted the West Des Moines Police Department with their RAD (Rape Aggression Defense) class. This class teaches defense against aggression to interested women. There were 16 students; two of whom reside in Windsor Heights.
- ✚ On May 29, 2018, newly appointed Public Safety Director Chad McCluskey joined the Windsor Heights Public Safety team.
- ✚ In June, Officer Palmer conducted a traffic stop of an individual coming from a known drug house. After the stop Officer Nissen was able to apply for and execute a search warrant with the assistance of the M.I.N.E. task force and other members of WHPD. Drugs and paraphernalia were seized from the residence and the owner of the residence went to jail on multiple charges. This stop culminated in the resolution of a six-month long investigation. In addition, neighbors in the area who had been concerned with the activity were very pleased the situation resolved.
- ✚ During June, Officer Palmer and K9 “Baiyco” were invited to ReMax realty for a demonstration. Palmer gave a presentation on “Baiyco’s” training and abilities, followed by “Baiyco” conducting a narcotic sniff demonstration for the group. Approximately 30 ReMax staff were in attendance for the demonstration.
- ✚ In June, Detective Woods investigated a credit card fraud case where the victim noticed an unauthorized transaction on her back statement. As a result of this investigation, and collaborative efforts among metropolitan agencies, several individuals were identified, located and charged in a larger “skimming” case. The efforts of investigators in these incidents halted the efforts of this group spanning more than one state.

- Officer Mark Davison was recognized during the Respect for Law Enforcement luncheon held by the Noon Optimist Club of West Des Moines during June. Officer Davison was selected as the recipient of this year's award based on his exemplary professional behavior to the people of Windsor Heights. Mark displays qualities including health, happiness, self-worth in others, the "sunny-side" of things/being an optimist, thinking of the best, and being too noble for anger and too strong for fear. Officer Davison also upholds a strong willingness and dedication to safety; he displays an esprit de corps interacting with department employees which creates a positive work environment; and he outwardly displays a persistent and resilient work ethic while assisting the public on calls for service.



- In July, Officer Johnson completed his last phase of Field Training and was released to patrol on his own. One of his final field training calls involved a cat stuck in a tree since the heavy rainfall during the end of June / beginning of July. Officer Johnson went above and beyond to help retrieve the cat and reunited the feline with the owner.
- Police Service Canine "Baiyco" had 11 deployments during the month of July. As a result of the work by "Baiyco," approximately 55-grams of Marijuana and 2.1 grams of Methamphetamines were seized, as well as multiple items of drug paraphernalia. "Baiyco" also assisted on multiple open door building searches and he assisted in the apprehension of a wanted suspect Polk County was chasing.
- During August, all patrol officers focused efforts on various community involvement to include business interactions, ice cream social, block party, National Night Out, eating lunch with kids at school, educating children at Colby Park and even stopping by a lemonade stand to contribute. Patrol Officers logged approximately 1772 minutes of community interaction.
- Officer Roetman attempted to stop a vehicle in late August for speeding on 73rd Street during the afternoon. The vehicle fled and Officer Roetman pursued. The driver abandoned his vehicle in the parking lot of an apartment complex. Chief McCluskey arrived to assist and found the suspect behind an apartment building. The male was arrested for Felony Eluding and he was in possession of methamphetamine. The suspect was taken to Polk County Jail on multiple charges.

- ✚ Investigators were “called out” for a criminal investigation involving multiple occupants fleeing apprehension. This resulted in the recovery of a stolen motor vehicle and a theft from local business. Investigative efforts were successful in identifying all parties involved and charges ranged from Theft 1st to Interference with Official Acts. During subsequent investigations, officers identified suspects in several recent auto burglaries and prowlers calls through the City of Windsor Heights. The auto burglary and prowler cases include incidents spanning from May of 2018 through August of 2018,
- ✚ Patrol officers assisted with the annual “March to the Capital” on September 11 by providing traffic control as the participants traversed through the City. This event is an annual walk designed to keep awareness related to those lost in the September 11 terrorist attacks.
- ✚ In September, Patrol Officer Davison noticed a vehicle pulling into the parking lot of the Windsor Court Apartments he knew to be involved in a theft of a generator earlier in the day. Officer Davison made contact with the driver who had a warrant for a probation violation and was taken into custody. Officer Davison turned a female passenger over to investigators to continue following up on the generator theft.
- ✚ A misdemeanor theft case was originally assigned to investigations for review in September, however at the time there were minimal leads. It was later reported by the victim that the subjects who stole a purse used a credit card on six separate occasions. Detectives Nissen and Woods were able to identify the suspects with the help of the public, and subsequently located the two suspects. In an interview both subjects admitted to stealing the purse and fraudulently using the stolen credit card on multiple occasions. These individuals were arrested on multiple counts of theft and unauthorized use of credit cards.
- ✚ Officer Davison stopped a vehicle in late October. Initially the driver lied about her name, which was very obvious as the female was short but the height listed of the person whose names she used was very tall. Eventually the female gave her correct name and was found to have multiple warrants. The driver was also found to be in possession of drug paraphernalia and was driving on a barred license. The female was transported to Polk County Jail on the warrants and charges.
- ✚ Officer Norris conducted a traffic stop in late October for speeding in the 1700 block of 73rd Street. While conducting the traffic stop, Officer Norris learned the vehicle was stolen, an occupant of the vehicle had a protective order from another occupant in the vehicle, one occupant had a warrant for their arrest, and the occupants were also found to be in possession of illegal drugs and paraphernalia. Three subjects were arrested and taken to Polk County Jail.

- ✚ The department held a twelve (12) hour self-defense course geared towards women in October. The Rape Aggression Defense Systems program provided a realistic, tactics and technique class for thirteen (13) woman over two weeks. One individual concluded the course by saying, "Awesome Class! Empowering!" All thirteen women left saying they felt more confident in their abilities. Detective Woods facilitated this class with the assistance of other staff and agencies working in collaboration.

- ✚ Officers Norris and Davison were called to a local residence on a welfare check after a female called dispatch concerned the father of her child was going to hang himself. Officer Norris found the male who was not breathing and had a rope around his neck. Officer Norris took the rope off the male, began CPR, and revived the man who was then taken to the hospital by ambulance. Officers later received a lifesaving award for their actions.



- ✚ In November, the property room disposed of twenty-one bicycles that were ready for a disposition. The department donated these items to the greater Des Moines community through the Des Moines Bike Collective. These bicycles will create work for those with disabilities and provide an alternative purchased resource for those in need. The cleanup also helped free up space for other evidence.

- ✚ Officers spread some special holiday cheer during the annual "Shop with a Cop" event. Santa joined officers helping make Christmas a little brighter for a few kids! A HUGE THANK YOU goes to Windsor Heights WalMart, Windsor Heights Sam's Club, Marco's Pizza, Bankers Trust Company, and Klassic Kids Inc. for their support and donations.














- ✚ Officer Johnson responded to a single vehicle accident on I-235 EB during the early morning hours of late December. The driver showed signs of intoxication and was taken to the hospital by ambulance. Detective Woods responded to assist in processing the intoxicated male at the hospital. A urine sample was provided and charges are pending receipt of the DCI lab results.
- ✚ Officer Bowers and Officer Johnson participated in the first Windsor Heights Public Safety “Food Drive Throw Down,” along with Firefighter Jeff Price, Firefighter Colby Martin, Firefighter Bobby Fleming, and Public Safety Director Chad McCluskey. Bowers and Johnson were stationed at HyVee, while Price, Martin, Fleming and McCluskey were stationed at Wal-Mart. The teams collected non-perishable items from shoppers at both locations and donated the items to the Urbandale Food Pantry. The event was well received and the total donations exceeded 4,700 items.
- ✚ Investigators conducted seven tobacco compliance checks during the month of December. Each year the department partners with the State of Iowa I-Pledge Tobacco, Alternative Nicotine and Vapor Produce Enforcement Program to educate retailers and to enforce Iowa’s tobacco, alternative nicotine and vapor product laws. In doing so, the department sent out a press release to the licensed businesses advising them of this partnership and encouraging them to seek retailer training through resources provided. All seven retailers were compliant during this evaluation.
- ✚ Investigators follow up with a sexual exploitation of a minor case. After reviewing court ordered information regarding the criminal investigation, contacting and working with the National Center for Missing and Exploited Children, Investigators made contact with the suspect in this case. While no imminent risk to a minor existed at this time nor within the city, the criminal acts and investigation was documented in the event a new incident transpires within the statute of limitations for prosecution.

FIRE DEPARTMENT

The Windsor Heights Fire Department provides 24-hour, fire and ambulance coverage to the City of Windsor Heights, meeting the requirements of Iowa Code 364.16. The mission of the Windsor Heights Fire Department is to improve the quality of life and safety of our citizens by providing the highest level of customer service through Fire Prevention, Community Risk Reduction, Emergency Response, and Training. The goal of the Fire Department is to prevent incidents of fire within the community, respond to those in need of medical and fire assistance, and continue striving to maintain the exceptional Insurance Service Office rating the City enjoys which translates to lower insurance rates for our residents.

2018 Year In Review:

-  During the month of June, the Windsor Heights Fire Department welcomed eight new paid-on-call members to the roster. Two of the members are EMT-B certified. The new members have started an orientation process and were assigned to a duty crew starting June 22.
-  In June, a surprise retirement party was held at the fire station for former paid-on-call Fire Captain Ron Landers. As an added special recognition, the party was hosted by Ron's son and several fire department staff attended.
-  The Fire Department responded to two separate incidents in June involving non-verbal special needs adults. As a result of these calls, and the number of special needs facilities in the City, the Fire Department had identified a need for a reference book to ensure the safety of those with special needs. Tim Kurth has taken the lead on the project and has worked in collaboration with Iowa Lutheran Services and Child Serve to ensure the appropriate resources are documented.
-  On June 30th, severe flash flooding hit Windsor Heights. A call was put out to the Fire Department personnel and 20 members of the FD responded to the call back for the city. Fire crews were dispatched to 4 incidents for water rescues and 1 structure fire/explosion. Fire crews also helped patrol with traffic issues and rescues. Multiple people were removed from homes in 6500 block of Urbandale Dr. The Fire Department also assisted with rescues from vehicles at 73 and University, 7500 block of College, 7000 block of Washington, Corner of Merle Hay and Urbandale Ave, and other locations as responses were being made to the other locations. One person was transported by WH for a severe foot laceration from debris in the rushing water. Crews then spent the following day in the park assisting Public Works crews with cleanup using the Fire Engine. Crews also assisted with more than 4 hours of work in the park on July 2nd to clear standing dirt from the roadways and walking paths. This all took place even though our own personnel received damage, including Assistant Chief Matt Klein, whose family had been temporarily relocated as a result of flood damage.

-  The Windsor Heights Fire Department participated in the annual July 4th parade. The Fire Association purchased freeze pops and candy to handout during the parade. With the assistance of Sam's Club, the freeze pops were frozen early and picked up just before the parade to ensure they were cold – a welcome sight during the parade.
-  In July, Fire Department personnel responded to a call of several ducklings apparently trapped in a storm drain after the mother was seen hovering over drain. Fire Department personnel worked to free the ducklings and reunite them with their mother. The event garnered attention from the local media as well.
-  Fire “B” Shift visited the Walnut Creek YMCA day camp during August to discuss fire safety with children attending the day camp. The age ranges were 3 to 9 years old and the children also got to see some of our apparatus. Several adult patrons of the YMCA also stopped by to ask questions and see the apparatus.
-  Fire Department personnel assisted with creating a “safe zone” for the fireworks display held on August 7th after the original date was postponed. Firefighter Nick Evans directed the discharge of the fireworks and other members assisted with safety for the area. The event was well received by the community.
-  Fire Department personnel visited two home school groups during the month of September. The personnel embraced the opportunity to talk with children ranging in age from 3 to 10 years old about home safety plans and what to do in case of an emergency.
-  Part-Time Firefighter/Paramedic Gerrit Foreman was offered a full-time position with the Fire Department, filling the spot left vacant when Clay Garcia left for an opportunity in Norwalk. Gerrit will fill the “A” Shift working with Firefighter/EMT Jeff Price. Gerrit has over 20 years of experience in the fire service and serves as a Lieutenant with the Clive Fire Department as well. We are excited to have Gerrit on board!
-  In October, Fire Department personnel reported visiting Clive Elementary each Friday during the lunch hours to share lunch with the students and spend time with them during recess. The goal of the visits is to interact with the students and provide positive role models for them. The visits have already paid off as Police and Fire personnel responded to a student in crisis. The child was uncooperative and unresponsive to school staff, but she was receptive of Fire Department personnel based on her previous interactions with them. She even commented about eating lunch with them. As a result of the previous efforts, the child gained trust for Fire personnel and the situation was quickly resolved.

- ✚ The Fire Service Training Bureau has a multitude of props available for rental free of charge and are available for station use on a pre-scheduled basis. To aid the fire academy, and to train our full department on search and zero visibility confined space movements, the Mobile Breathing Air Trailer was used in October. This trailer is a 2-story trailer complete with low profile walls and drop floors to simulate worst-case scenarios for the fire training. Every member was able work in a 2-man team to complete the course and self-extricate following the finding of a simulated patient
- ✚ Fire Department crews were able to aid three families with help checking and replacing smoke detectors during October. During these visits, with the help of Fire Association funds, the duty crews are able to install smoke detectors in all sleeping areas and a detector on each level of the home. During the time in the home the crews are also able to give advice on safety measures the tenants could follow to help their quality and safety of life.
- ✚ In conjunction with the Fire Association, crews spent beggars night on the streets handing out glow necklaces and candy. 600 glow necklaces were given out to the children. We had a great turnout from the Fire Department and this allowed for more than expected areas to be covered at one time.
- ✚ Lieutenant Tim Kurth was recognized for 19-years of service to the Windsor Heights Fire Department during a luncheon on November 29, 2018. All City employees attended the luncheon to wish Tim the best on the next journey of his career. Tim is continuing his career with the Waukee Fire Department and started with Waukee on December 2, 2018. A custom plaque was presented to Tim for his work in Windsor Heights.



- ✚ On Thanksgiving, the duty Fire Department crew responded to a lift assist on 64th street. After arriving, they were met by a very gracious family whose father/husband had slipped and fell due to weakness from his disease process. He is in home hospice and they were unable to get ahold of hospice on the holiday. The gentleman was lifted and assisted to the couch and the crew was invited to join the family for Thanksgiving dinner. The family was very happy for the help and the kindness of the crew as this will possibly be his last holiday meal with his family.
- ✚ The duty Fire Department crew was called away from a dinner they had just received to go to Hy-Vee for an elderly lady that had fallen. On arrival the crew found several bystanders and WHPD with the lady helping her. She was not able to answer questions and did not know what was going on. It was later determined that she was having a Stroke. PD and FD made attempts to find her vehicle and family information to no avail. She made comment in the ambulance that her granddaughter worked for West Des Moines PD, so we called WestCom to see if they recognized the uncommon last name of the granddaughter. They did and they placed a call to her and gave her our phone number so she could call back and give any information possible. The granddaughter called and met us at the hospital and was very thankful for the extra effort put forth by the crew.
- ✚ The Fire Department responded to five calls at the same residence during the month of December. The calls for service surrounded a resident who fell and family members needed assistance with lifting. Fire Department personnel met with the family and learned the family thought they could only call for help between 6 am and 10 pm. Personnel told the family they could call for help 24-hours a day. As the calls continued, Fire Personnel and the family continued to evaluate the situation and Fire Personnel offered options to the family, leading them to decided it was best to move their loved one to an attended care facility based on the increasing dementia and falling. While the decision on the part of the family was very emotional and difficult, Fire Department personnel continued to show support and empathy for the patient and the family helping them through the transition.
- ✚ During the month of December, our five Firefighter recruits all passed their Firefighter 1 and Hazardous Materials certifications. These tests are administered by the Fire Service Training Board and are never an easy feat! A huge CONGRATULATIONS to Firefighter Bobby Fleming, Firefighter Tanner Townes, Firefighter Marcus Thie, Firefighter McLain Swauger, and Firefighter Cole Chance on this achievement!
- ✚ December 21st was a busy day for C shift, with three unconscious patients. One of these unconscious patients was in cardiac arrest. With the assistance of two WHPD officers and a POC firefighter, the on-duty crew was able to revive the patient on scene. The patient was transported to a hospital downtown where they lost him again but were able to revive him once again. He was then transported to the hospital's Cath lab for emergency procedures to his heart.



WINDSOR HEIGHTS FIRE DEPARTMENT

2018 Statistics

Total Calls For Service (Calendar Year 2018)	590	100%
Unclassified Incidents	46	7.80%
Fire Incidents	27	4.58%
Rescue / EMS Incidents	368	62.37%
Hazardous Conditions – No Fire	22	3.73%
Service Calls	62	10.51%
Good Intent Calls	36	6.10%
False Alarm / False Call	27	4.58%
9-1-1 Citizen Complains	2	0.34%
Rental Inspections Completed	105	
Commercial Inspections Completed	39	
Commercial Re-Inspections	8	
Pre-Plans Completed	7	

Average Times (Calendar Year 2018)	Minutes	
Call Started to Dispatched	01:23	
Dispatched to Enroute	01:28	
Enroute to On-Scene	04:56	
Dispatched to Cleared	45:55	



WINDSOR HEIGHTS FIRE DEPARTMENT

2018 Statistics

<u>TOTAL INCIDENTS:</u>	<u>594</u>	
Incident Type	Number	% of all calls
<u>Fire Incidents</u>	<u>28</u>	<u>4.71%</u>
Building Fire	11	1.85%
Cooking Fire	3	0.51%
Vehicle Fire	2	0.34%
Brush/Grass Fire	6	1.01%
Trash/Rubbish Fire	5	0.84%
Outside Equipment Fire	1	0.17%
<u>Rescue/EMS Incidents</u>	<u>394</u>	<u>66.33%</u>
Medical Alarm (False)	5	0.84%
Medical Assist	29	4.88%
EMS, Excluding vehicle accident with injury	313	52.69%
Vehicle accident with injury	15	2.53%
MV Pedestrian accident	1	0.17%
MV Accident - No Injuries	29	4.88%
Rescue/EMS Standby	2	0.34%
<u>Hazardous Conditions - No Fire</u>	<u>18</u>	<u>3.03%</u>
Gas or Flammable Liquid Spill	1	0.17%
Natural Gas Leak	4	0.67%
Oil or Other Combustible Liquid Spill	2	0.34%
Chemical Hazard (No Spill/Leak)	1	0.17%
Chemical Spill or Leak	4	0.67%
Overheated Motor	1	0.17%
Biological Hazard, Confirmed or Suspected	1	0.17%
Vehicle Accident - General Cleanup	4	0.67%
<u>Service Call</u>	<u>69</u>	<u>11.62%</u>
Water Evacuation	2	0.34%
Assist Police	6	1.01%
Assist Citizen	17	2.86%
Assist Invalid Patient - No Injury	44	7.41%

<u>Good Intent Call</u>	<u>48</u>	<u>8.08%</u>
Dispatched / Cancelled Enroute	36	6.06%
Wrong Location	1	0.17%
No Incident Found	7	1.18%
Authorized Controlled Burn	1	0.17%
Steam, Vapor, Fog, Dust thought to be smoke	1	0.17%
EMS Call, transported by another service	2	0.34%
<u>False Alarm & False Call</u>	<u>34</u>	<u>5.72%</u>
Municipal Alarm - Malicious False Alarm	2	0.34%
Local Alarm - Malicious False Alarm	1	0.17%
Sprinkler Activation Due To Malfunction	1	0.17%
Smoke Detector Activation Due To Malfunction	5	0.84%
Heat Detector Activation Due to Malfunction	1	0.17%
CO Detector Activation Due To Malfunction	1	0.17%
Sprinkler Activation - No Fire - Unintentional	2	0.34%
Extinguisher System Activation	1	0.17%
Smoke Detector Activation - No Fire - Unintentional	1	0.17%
Detector Activation - No Fire - Unintentional	6	1.01%
Alarm System Activation - No Fire - Unintentional	13	2.19%
<u>Special Incident Type</u>	<u>3</u>	<u>0.51%</u>
Closest Unit EMS Response	1	0.17%
Citizen Complaint	1	0.17%
Flood Assessment	1	0.17%



WINDSOR HEIGHTS POLICE DEPARTMENT

2018 Statistics

Call Type	Total	Avg Time	Total Time
NULL	16	0:51	13:44
ABANDONED VEHICLE	46	0:31	24:28
ACCIDENT	296	0:48	236:58
ALARM SILENT	9	0:08	1:12
ANIMAL CALL	263	0:28	124:11
ASSAULT	11	0:56	10:18
ASSIST OFFICER/AGENCY	470	0:27	213:24
ATTEMPT TO LOCATE	11	0:37	6:57
AUDIBLE ALARM	85	0:11	16:43
BAR CHECK	49	0:07	6:29
BROADCAST	43	0:21	15:32
BUILDING CHECK	851	0:05	82:30
BURGLARY	54	0:55	49:30
CHASE OR PURSUIT	5	0:46	3:51
CHILD IN NEED OF ASSISTANCE (CHINA)	31	0:16	8:38
CIVIL CASE	1	0:05	0:05
COMMERCIAL FIRE	38	0:27	17:06
CONCENTRATED PATROL	1	0:33	0:33
DEBRIS IN ROADWAY	35	0:12	7:29
DISPUTE/DISAGREEMENT	185	0:33	103:35
DOMESTIC	96	0:58	94:10
DPQ	71	0:11	13:37
DRIVEBY SHOOTING	1	0:00	0:00
FIGHT	11	15:12	167:16
FOLLOW UP	261	0:32	139:15
FRAUD	59	0:56	55:49
GUNSHOTS	10	0:14	2:24
HARASSMENT	36	0:44	26:43
HAZMAT ASSIGNMENT	12	0:27	5:26
HIT & RUN	64	0:42	45:35
IDENT TRIP	165	0:16	44:02
ILLEGAL DUMPING	3	0:11	0:34
ILLEGAL PARKING	230	0:12	48:43
IMPOUND RELEASE	4	0:13	0:55
INCOMPLETE 911 CALL	103	0:12	20:43

INDECENT EXPOSURE	2	0:14	0:28
INFORMATION	104	5:01	522:11
INTOXICATED PERSON	32	0:42	22:53
INVESTIGATION ASSIGNMENT	12	0:29	5:50
KNOCK AND TALK	1	0:17	0:17
LARCENY MOTOR VEHICLE	13	0:43	9:25
LOST PROPERTY	14	0:36	8:28
MENTAL PROBLEM	18	0:39	11:48
MESSAGE	485	0:24	198:23
MISCELLANEOUS TRIP	730	0:29	357:59
MISSING PERSON	22	0:31	11:38
NARCOTIC ACTIVITY	22	0:50	18:30
OPEN DOOR	12	0:08	1:47
OWI	11	1:22	15:06
PERSON DOWN	1	0:01	0:01
PUBLIC ASSIST	242	0:24	100:23
PUBLIC WORKS INFORMATION	22	5:53	129:45
RADAR SETUP	38	0:30	19:02
RECKLESS DRIVER(S)	69	0:25	29:36
RECOVERED/FOUND PROPERTY	51	0:45	38:40
RESCUE ASSIGNMENT	3	1:16	3:50
RESIDENTIAL FIRE	14	0:14	3:25
ROADS HAZARDOUS/BLOCKED	12	1:25	17:09
ROBBERY	6	1:32	9:13
RUNAWAY	15	0:57	14:27
SEARCH WARRANT	2	4:20	8:41
SEXUAL ASSAULT	3	0:22	1:06
SHOOTING	3	0:18	0:54
SHOPLIFTER	207	1:10	243:36
SPECIAL WATCH	446	0:14	107:27
STABBING	1	0:10	0:10
STALLED VEHICLE	211	0:17	60:53
STILL ASSIGNMENT	14	0:39	9:12
SUICIDE	17	0:34	9:41
SUSPICIOUS	495	0:21	177:44
TEST EVENT	2	0:00	0:01
THEFT	158	0:52	139:03
THREATS	11	0:55	10:13
TRAFFIC SIGNAL PROBLEM	20	1:05	21:58
TRAFFIC STOP	2611	0:17	772:48
TRANSPORT	9	1:09	10:29
TRESPASS	22	0:25	9:29
UNKNOWN PROBLEM	19	0:40	12:47
VANDALISM	23	0:38	14:44

VEH IN DITCH DUE TO ROADS	5	1:49	9:06
VEHICLE UNLOCK	24	0:12	4:55
WANTED PERSON	57	0:40	38:47
WELFARE CHECK	141	0:26	62:10
WIRES DOWN - ELECTRICAL HAZARD	10	1:00	10:00
	10088	0:53	4894:33

PATROL	CY18
Calls for Service	10247
Incidents	1384
Arrests	569
Total Number of Charges	1052
OWI Arrests	39
Criminal Complaints Filed	639
Felony Charges Filed	28
Field Interviews	13
Supplemental Reports	355
Accidents	234
Citations Issued	1726
Written Warning Citations Issued	958

INVESTIGATIONS	
Cases Assigned by Month	63
Cases Open	328
Cases Active by Month	37
Cases Inactive	37
Cases Cleared by Arrest	20
Cases Cleared Exceptional Clearance	5
Cases Unfounded	2

ATE Program

7100 University

Vehicle Count	3821858
Citations Issued	10046
% of drivers Cited	0.26%

6400 University

Vehicle Count	4013582
Citations Issued	19332
% of drivers Cited	0.48%

Special Recognition - 2018

During the calendar year 2018, the Windsor Heights Public Safety team demonstrated their continued dedication and commitment to keeping the City of Windsor Heights safe. The Fire Department maintained community programs surrounding education and prevention, while the Police Department also focused on education over enforcement. All members of the Windsor Heights Fire Department and the Windsor Heights Police Department deserve recognition for their continued tenacity in making Windsor Heights a great place to live and work.

In addition, we would be remiss not to thank our public safety partners in the metro area for their continued support and help. Few public safety agencies are truly self-sustaining and the vast majority rely on area partners to help with coverage, large-scale incidents, and information exchange. To our friends and neighbors listed below, we truly thank you for your support!

Polk Co Sheriff	Polk Co District Attorney	Polk Co Medical Examiner
Polk Co Mobile Crisis	Clive Police Dept	Clive Fire Dept
Urbandale Police Dept	Urbandale Fire Dept	Des Moines Police Dept
Des Moines Fire Dept	5 th Judicial District Parole	West Des Moines Police
West Des Moines Fire	Altoona Police Dept	Johnston-Grimes Fire
Johnston Police Dept	Iowa State Patrol	Iowa DOT
WESTCOM Dispatch	Polk Co Dispatch	Des Moines Dispatch

In addition to those agencies listed above, a special thank you goes out to the following for their efforts, which directly supported the Windsor Heights Police and Fire Departments:

Lynette Collins, Polk County 9-1-1

Lynette provides our CAD reports twice a month and was instrumental in helping with documentation to the Public Safety Workload Analysis.

Lieutenant B. A. Chambers, Altoona Police Department

Lieutenant Chambers took time out of his day to assist in statistical analysis and data gathering for the Public Safety Workload Analysis.