



WINDSOR
HEIGHTS
the heart of it all

Public Safety 2019 Annual Report



Windsor Heights Police Department

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Windsor Heights Fire Department

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Windsor Heights, Iowa 50323

April, 2020

Public Safety Director E. Chad McCluskey

Contents

Public Safety Director’s Welcome..... 1

City Information and Demographics..... 2

Community Profile..... 3

Members of Windsor Heights Fire Department..... 4

Fire Department Organizational Chart..... 5

Members of Windsor Heights Police Department..... 6

Police Department Organizational Chart..... 7

Our Culture..... 8

Year in Review – 2019..... 10

Statistics and Metrics..... 24

Special Recognition..... 44



Welcome

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

The Windsor Heights Fire Department and the Windsor Heights Police Department continued to focus on exemplary service and professional growth during 2019. We were fortunate to have a couple of business partners provide significant grants in 2019 to assist with equipment purchases and funding the annual National Night Out. The Fire Department added a “power load” cot system to the ambulance, at a cost of \$27,200.00 fully funded by a Prairie Meadows grant, to help reduce the chance of a team member being injured lifting patients into the ambulance. Throughout the year, both departments remained busy with serious calls for service including multiple cardiac arrests and two structure fires for the Fire Department, and an armed robbery, a high-profile sexual assault and several large loss burglaries for the Police Department. The amazing and dedicated team of professionals employed by the City of Windsor Heights worked through all of the challenges in 2019 and showed how smaller agencies can shine in times of need. One of the structure fires was a residential house and the fire was contained to the basement. The other structure fire was a three-alarm apartment building fire and again the fire was contained to a single unit. The police department quickly identified the suspect in the armed robbery, easily obtained a confession on the sexual assault, and recovered thousands of dollars worth of stolen items from some of the burglary cases.

We would be remiss if we did not recognize the importance of strong relationships with our emergency service partners to accomplish such great tasks. The other metro fire departments that help us on a day-to-day basis, and the other metro law enforcement partners that offer assistance when we need it helps us overcome challenging incidents with the best possible outcomes. We are truly thankful for the relationships we enjoy with all of our emergency services partners.

Another blessing is the support and relationships we maintain with our residents, our business partners, and our visitors. The Windsor Heights community is very dedicated to supporting our public safety professionals and the support from those within the community does not go unnoticed.

Finally, the City management and our governing body provide invaluable support for our public safety team. We thank the governing body for their continued dedication to public safety in Windsor Heights, and we feel the safety of our community is second to none thanks to the quality professionals who make up the Windsor Heights team.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Chad McCluskey', written over a light blue horizontal line.

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 (thru June 30, 2019)
Mark Arentsen, Interim City Administrator (June 30, 2020 through December 31, 2019)

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

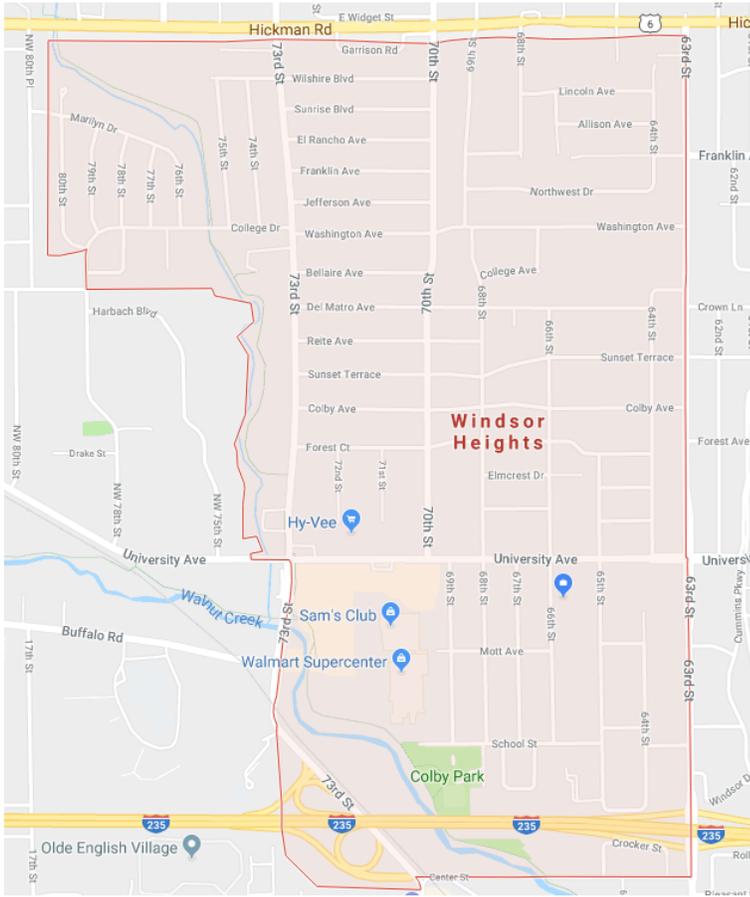
Travis Cooke – City Clerk
E. Chad McCluskey – Public Safety Director / Chief of Police and Fire Services
Dalton Jacobus – Public Works Director
Sheilah Lizer – Building and Zoning Official
Michele Denkinger – Parks and Recreation Coordinator
Jess Vogel - Communications

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

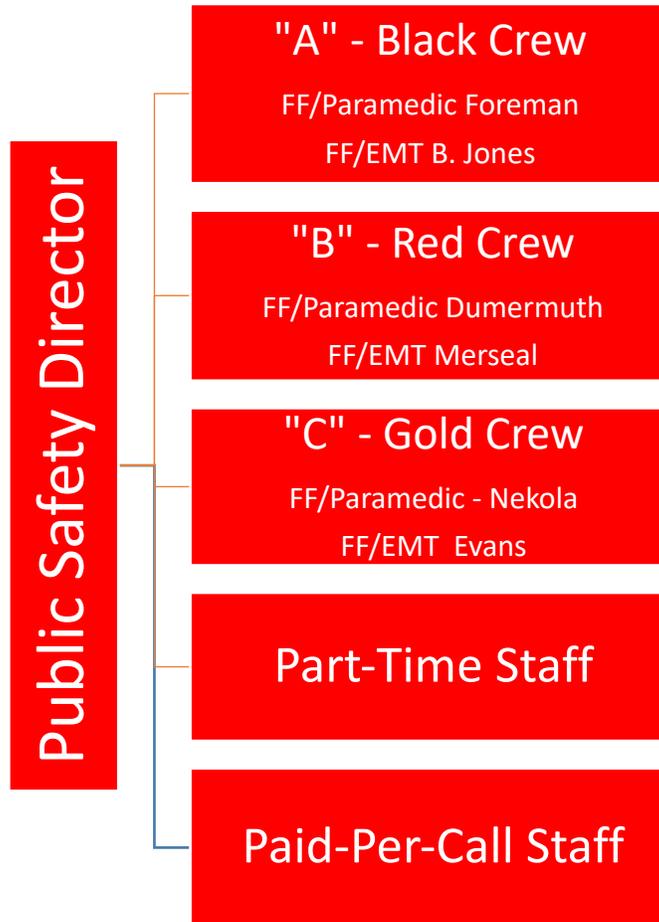
Gerrit Foreman, Full-Time Firefighter/Paramedic
Jared Dumermuth, Full-Time Firefighter/Paramedic
Don Nekola, Full-Time Firefighter/Paramedic
Kelly Miller, Full-Time Firefighter/EMT
Nick Evans, Full-Time Firefighter/EMT
Brian Jones, Full-Time Firefighter/EMT
Brett Merseal, Full-Time Firefighter/EMT
Lucas 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
Tanner Townes – Part-Time Firefighter/EMT
Chris Williams – Part-Time Firefighter/EMT

Matt Klein - – Paid-Per-Call Firefighter/RN/Paramedic
Robert Fleming – Paid-Per-Call Firefighter/EMT
Spencer Johnson – Paid-Per-Call Firefighter/EMT
Zach Jones – Paid-Per-Call Firefighter/EMT
Darren Skeries – Paid-Per-Call Firefighter
McLain Swauger – Paid-Per-Call Firefighter
Marcus Thie – Paid-Per-Call Firefighter





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

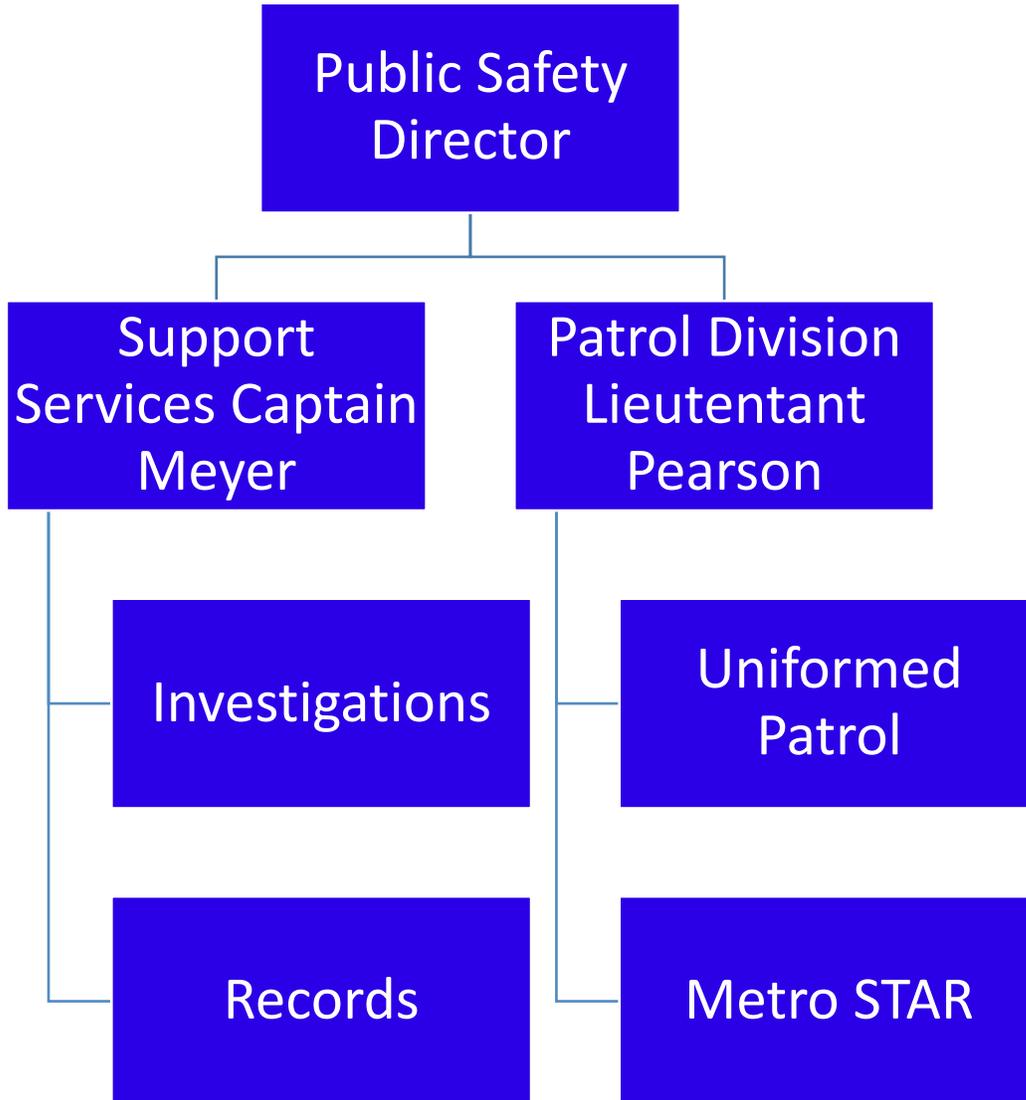
Kyle Johnson – Patrol Division

Tammy Breese – Records Section





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.

2019 Year In Review:

-  In January, Officer Irlbeck stopped a vehicle travelling at approximately 100MPH on I-235. Once stopped the driver, who is from another country, told Officer Irlbeck that he was mixed up between kilometers per hour and miles per hour. Officer Irlbeck learned that this man had been living in the U.S. for 6 years and found him hard to believe. Officer Irlbeck noticed signs of impairment and tested the driver who failed testing submitting to a breath test of .115 BAC. The driver was taken to Polk County Jail on the charge of OWI 1st.

-  In January, Officer Palmer responded to a hit and run accident on I-235. The driver of the suspect vehicle fled from his vehicle on foot and was not able to be located. Through talking with witnesses, Officer Palmer was able to identify the driver of the suspect vehicle. He was still unable to make contact with the suspect and requested warrants for his arrest on the charges of; leaving the scene of an accident, Driving While Barred, Possession of controlled substance and drug paraphernalia, fail to maintain control and failure to provide insurance.

-  In January, Officers Clingan and Palmer responded to a call for an intoxicated male. They found the man at a local convenience store. The man was intoxicated and taken into custody. He was also found to be wanted for escape. While he was in the back of the patrol vehicle he began kicking the patrol car window. The suspect was restrained and transported to Polk County Jail, where he faced additional charges connected to kicking the patrol vehicle window.

-  In January, a residence was entered and approximately \$17,500 worth of jewelry/precious metals were stolen. Several days later the suspects went to a local coin shop and attempted to pawn several stolen items. The suspects were arrested for possession of stolen property among other charges. A search warrant was executed on the vehicle by West Des Moines Police Department and through a multi-jurisdictional effort, officers were able to locate items belonging to the Windsor Heights' victim and the \$17,500 worth of jewelry was returned in full.

On February 1st, 2019, both Police and Fire personnel participated in a Donut Drive at 73rd and Hickman to benefit Easterseals Iowa. Easterseals Iowa provides exceptional services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities. We provide a wide range of support for children and adults with disabilities to promote independence and opportunities throughout their lives. Easterseals Iowa gives the gift of hope, create change and find solutions. Our teams raised \$281.20 of a total \$2,600.30 for the campaign which involved Urbandale Police, Urbandale Fire Department, Des Moines Police, Des Moines Fire Department, Easterseals staff and Fareway employees. The event was held in very cold temperatures, but remained a hit with passing motorists.



In February, Reserve Officers Donahe and Frits were recognized for moving to 2nd Class Reserve Officer status. This is a huge accomplishment and is a result of their time and training that have gone into serving the citizens of Windsor Heights, without pay.

In April, Officer Clingan was dispatched to a convenience store during the over-night hours of early April on report of a robbery. The suspect had robbed the store for cigarettes and a relatively small amount of cash and then fled in his vehicle. Soon after the suspect also tried robbing another convenience store in Des Moines. The cashier did not comply with demands and then did a great job getting pertinent information that helped in the arrest of the suspect. Detective Woods responded to the scene to collect evidence and begin working the case, ultimately identifying a suspect. Captain Meyer, Detective Woods and Detective Nissen were able to locate the suspect and take him into custody later in the week.

-  In April, Officer Bowers was working during overnight hours when he noticed a vehicle driving at a high rate of speed with no headlights on through residential neighborhoods. Officer Bowers gave pursuit to the suspect vehicle (later determined to be stolen) and the driver fled into a resident's chain link fence. The driver then continued driving through yards and other fences until finally coming to a stop on Cummins Parkway in Des Moines. The vehicle had severe damage and the driver fled the scene on foot. Officer Bowers was assisted by DMPD in searching for the suspect but he was not located at the time. Detective Nissen responded to the scene and collected evidence and later continued follow up on the case.

-  In May, Officer Irlbeck stopped a vehicle on I-235 travelling at 110 MPH in a 60 MPH zone. Throughout the interaction officer Irlbeck noticed signs of impairment by alcohol and performed field sobriety testing. The suspect failed showing a Blood Alcohol Content of .095 on the DataMaster. The suspect was cited for OWI 2nd and released to a sober party.

-  On May 29, 2019, at approximately 2:00 pm a vehicle pursuit involving Des Moines Police Department entered the City at 63rd and I-235. The suspect fled north on 63rd Street to University, then west on University. The suspect was involved in a collision at 73rd and University after Des Moines Police had called off the chase. Luckily, there were no major injuries and the suspect was taken into custody by Des Moines officers. Both Windsor Heights Police and Fire personnel were on scene to assist with the incident.

-  All officers completed training on the use of Narcan spray during the month of June. The police department was the recipient of a grant providing Narcan for every officer, free of charge, saving the City over \$1,000.00. There has been a growing need, locally and nationally, for officers to carry Narcan to aid themselves as well as others in the event they are exposed to opioids.

-  In June, Officer Irlbeck was dispatched to a local department store where it was reported that a man was driving around the store on a scooter exposing himself to people. Officer Irlbeck found the man and detained him. He learned that the suspect had been in the women's apparel section of the store fully exposed and masturbating. The suspect became belligerent once he was arrested and was kicking the patrol vehicle and spitting on Officer Irlbeck. The suspect then complained of chest pain and medics were called. Due to the suspects behavior, he had to be sedated so medics could transport him to the hospital. The suspect was cited (Indecent Exposure, Assault, Theft 3d and Possession of Drug Paraphernalia) and released to the care of the hospital.

During the month of June, the Windsor Heights Police Department was awarded a grant in the amount of \$3,500 from WalMart. A portion of the grant funds will be used to fund public relations events/materials, such as National Night Out. Additional funds will be utilized for minor equipment needs as they develop.

Detective Amanda Woods was awarded the Respect for Law Enforcement award from the West Des Moines Noon Optimist club in June. Detective Woods consistently goes above and beyond the call of duty, she maintains a positive attitude and is always willing to help with any task needing completed. Congratulations on a job well done, Amanda!

Officers provided safety and security to 4th of July activities along the parade route and the events following at Colby Park. Officers also had the opportunity to interact with some of the children while at the park.



In December, Investigators, with assistance of Metro STAR, executed a narcotics related search warrant in the 1000 block of 69th Street in Windsor Heights. The search warrant stemmed from an ongoing investigation into narcotics related activity at the residence. As a result of the warrant execution, four people were arrested on various drug related charges.

In July, Officer Bowers took a report of a burglary at a closed business during the overnight hours. He was able to locate one of the suspects soon after and charged him with the burglary. Upon further investigation, Officer Bowers learned, via surveillance footage, that one of the suspects had sex with a mannequin leaving his DNA behind. Detective Woods responded to collect evidence. Soon after other identifying information on the suspect was located and Officer Bowers submitted a warrant request for the man.



Officer Bowers met Cash, and his father Brett, while out on patrol during the month of July. Cash has traveled all over the United States with his parents, and wears his SWAT uniform while doing so. When Cash visits different states, he makes it a goal to meet every officer he can and tour their departments. Cash got to tour our station and meet our team. The Chief offered him an application, but Cash said he would wait until he was 21!

Officers participated in National Night Out (NNO) at Colby Park during the month of August. This was an opportunity to showcase the department and interact with the community in a positive way.

In August, Officer Roetman noticed a suspicious vehicle in a residential area and attempted to glean more information from the out of state license plate on the vehicle. The vehicle fled from Officer Roetman and he pursued. Officer Roetman discontinued the day time pursuit for safety when the suspect drove onto the bike trail. Officer Roetman drove around the trail and spoke with witnesses who saw the suspect's vehicle behind Interstate Battery. Officer Roetman located the suspect on foot by the creek line and took him into custody. The suspect was in possession of numerous oxycodone pills that were individually packaged for resale. The suspect was taken to Polk County Jail on numerous charges; Possession with Intent to Deliver, Eluding, Tax Stamp Violation, Reckless Driving, and Possession of Drug Paraphernalia.

Officer Davison completed recertification as a Field Sobriety Instructor during the month of September. He then trained Officers during In-Service training using a wet lab as a refresher. Special thanks to our local volunteers who came out to assist us in this training.



In September, ICU (Inclusive Cultural University) presented to officers while at roll call during the month of September. This training focuses on treating others with respect using "I See You" as the model and bridging the gap between the community, specifically minorities, and law enforcement.

In September, Officer Irlbeck was recognized at the GTSB/CITSTF luncheon for the outstanding service that he provides the community by way of law enforcement, specifically removing intoxicated drivers from the roadway. Irlbeck was selected out of nominations from over 20 metro agencies, including Des Moines and the Iowa State Patrol, for his award as OWI Enforcement Officer of the year! Way to go, Mike!!





✚ In September, Officer Johnson was called to a deer stuck in a fence in a residential neighborhood. He was able to remove the hoof from the fence and the deer fled from the backyard

✚ In September, □ Detectives received a theft case in which the value of the property taken was over \$10,000 from a local business. Detectives processed the scene and were able to obtain finger (latent) prints from the scene. Detectives have identified two out of the three suspects and are working with other agencies regarding this active case.

✚ In October, the Police Department partnered with the DEA drug take-back program at the Windsor Heights Public Safety Building on October 26. During this national initiative to remove unused opioids and other medicines from homes in a safe manner, the Department collected almost 100 pounds of unused medicine.

✚ The Windsor Heights Police Department partnered with Klassic Kids Inc., Akili Design, Peterson Painting, Mr. and Ms. Executive, Walmart Des Moines - 73rd St and a couple of other community partners who asked to remain anonymous to facilitate this years "Shop with a Cop" event. Thanks to the generous donations by our community partners, we were able to help brighten the holidays for ten local youth this year! Thank you to all who helped make this event possible.



✚ Detectives were assigned a sexual assault case in November. After several interviews and follow up with the victims and known associates, the suspect was arrested and charged with sex assault 3rd in December. The suspect gave a full confession of the crime committed and was arrested before taken to Polk County Jail.

-  In December, Detective Nissen and Detective Woods had trial reference case where the victim had an appointment to receive a massage. The victim was sexually assaulted during the massage by the person giving the massage, and the suspect requested a jury trial. Detectives testified in the trial and the suspect was found guilty. The suspect will be sentenced to a mandatory 10-year sentence in prison on January 29, 2020.

-  In December, Captain Meyer, while working off duty at Bankers Trust, was alerted to an elderly female withdrawing large sums of money and making transfers to individuals on a regular basis. The bank employees and Captain Meyer found the circumstances to be suspicious in nature after speaking with the elderly female. Detective Nissen was able to get hold of a relative and advise them of the situation. After speaking with relatives it was determined that the female was being exploited. The relative filed a police report in the jurisdiction where the victim lived and appropriate steps were put in place so that she won't be victimized again.



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.

2019 Year In Review:

- + - + - In January, a new heart monitor was put in service and used on all calls. This monitor can communicate with our reporting software and upload the call data to it. It is very user-friendly making training of new users easy and quick with very little input from the trainer.
- + - + - In February, Fire Department personnel responded to the US Postal Facility at 7900 Hickman for what was dispatched as breathing difficulties. When medics arrived, they found a male who had gone unconscious and was revived by two co-workers who thought quickly, performed CPR and were able to use an AED on him prior to medics arrival. The male woke up and was talking to medics shortly after arrival and he was transported to the hospital. The male has since been released and is doing well.
- + - + - On March 3, 2019, Fire Department personnel were dispatched to an address on Sunset Terrace for the report of a resident stuck on his roof. Engine 551 responded and was able to help the resident down safely with the use of ground ladders.
- + - + - Fire Department personnel delivered a baby at a local residence in March. The baby and mom are doing well and this is always an event to celebrate due to the low frequency of such events.

In March, Brian Jones was hired as a new full-time Firefighter/EMT after interviews were conducted of eight applicants for the position. Brian started his career with the Windsor Heights Fire Department on April 3rd and has experience with Waukee Fire and the National Guard. Brian has several firefighting certifications and we think he will fit in well with our department.

Fire Department personnel responded to two cardiac arrest events during the month of March. In one case, a subject at a local apartment complex was located unresponsive. CPR was initiated and the subject was delivered two shocks from an AED. The victim was connected to the Lucas device and revived by fire personnel. The subject lived for approximately twelve days before passing away. The victim did not wish to submit to long term care of further invasive treatments, which likely contributed to his death. The second cardiac arrest event was three days later in the WalMart parking lot. Fire crews worked on the patient, but three days later, he also succumbed to his injuries.



In April, Fire Department personnel participated in multi-company training with Urbandale, Clive, and Johnston-Grimes Fire Departments. Urbandale Fire had secured two houses scheduled to be demolished. The training allowed the various departments the rare opportunity to conduct real-life training and work with each other in preparation for a real incident. The training was well received and plans are to continue the training with the various area departments in the future.

On May 7, 2019, Fire Department personnel responded to West Des Moines to assist with an active apartment building fire. Crews provided support for the operation, including assisting with overhaul to ensure the fire was contained.

On May 16, 2019, Fire Department personnel responded to West Des Moines to assist with a residential structure fire. Severe storms in the area had resulted in five (5) lightning strikes to residences at the same time and area fire crews were stretched thin. Fire Department personnel assisted as a rapid intervention team, in case of a firefighter injury, at the scene.

On May 24, 2019 at approximately 3:23 am, Fire Department personnel responded to a working residential structure fire on 69th Street. Automatic mutual aid was received from Urbandale and Clive Fire Departments. As a result of the quick work of all involved, the fire was quickly contained to a basement bedroom, although heavy heat and smoke damage occurred throughout the home. A male resident of the home also received minor burns to his arm trying to extinguish the fire.

In June, Fire Department personnel responded to a possible case of excited delirium with a 16-year-old female who had a vape pen from a friend. The vape pen supposedly only had TCH oils in it, but it is believed it may have been laced with something else due to the reaction of the patient. Police Officers did a stellar job not confronting the agitated patient and sustaining a calm environment to help alleviate the problems that arise with this type of a call. The patient was calmed by Fire personnel and she was given a dose of versed to help with her agitation. These are the calls that can go wrong due to personnel doing hands on restraining as opposed to talking the person through the incident.

In June, Part-Time Firefighter/EMT Jessie Evans had been working for the past two years to regain her Firefighter I and Firefighter II certifications after the Iowa Fire Service Training Bureau (FSTB) had issues with a staff member failing to properly grade student tests. PSD McCluskey assisted Jessie with preparing an appeal and PSD McCluskey met with Bureau Chief Kraemer, of the FSTB, to discuss options for Jessie. The work on the part of Jessie and PSD McCluskey resulted in the FSTB allowing Jessie the opportunity to retest on only the

Hazardous Materials portion of her certifications. Upon successful completion of the testing, the FSTB will reinstated all of Jessie's certifications. Congratulations to Jessie on her appeal!



During the month of June, WalMart awarded a grant in the amount of \$3,500 to the Windsor Heights Fire Department. The grant was timely, as we had recently identified some rather expensive equipment on Engine 551, our first out Engine, needing replaced. The funds will be spent to replace one of the intake valves on the Engine, as well as some of the large diameter hose. The intake valve is an expense of around \$1,600 and the hose was an additional \$1,400. Remaining funds from the grant will be used for additional minor equipment needs.

-  The Windsor Heights Fire Department was awarded a grant in the amount of \$27,200.00 from Prairie Meadows Casino in late June. The grant is for the purchase and installation of a “power load” system for the ambulance. The “power load” is a device that mechanically loads our patient cot into the ambulance without the need of the on-duty crew to lift the cot and the patient. This device significantly reduces the chance of a back or other injury to the crew from lifting heavy loads and is a dire need.

-  Also in June, Interviews were conducted of six Paramedic / Firefighter applicants in June. Donny Nekola, a Paramedic from Omaha, Nebraska was offered the full-time Paramedic position and he starts in July. In addition, Emily Hooper was offered a part-time Paramedic position and she will also start in July.

-  In June, Windsor Heights Fire Department personnel were added to the WESTCOM dispatch mobile device notification system during the month of June. Our team found a delay of 3-5 minutes in notifications of incidents occurring in the WESTCOM service area as a result of the calls having to go to Polk County before being dispatched. Having our team on the WESTCOM notification system allows us immediate notification of calls in the WESTCOM service area, and our personnel noticed an immediate benefit from the addition.

-  In July, A murphy wall bed has been installed in the fire department office. The bed was a budgeted item and is needed to ensure compliance with separate living quarters for female and male employees of the Fire Department. Staff installed the bed, saving \$200-\$500 in expense to the City for installation.

-  In August, Fire Department personnel responded to an unconscious 4-day old infant at WalMart. When Fire Department personnel arrived the child was awake but very lethargic. The baby and the mother were transported to Blank Children’s hospital for treatment.

In October, Chief McCluskey and Firefighter/EMT Nick Evans both attended a course on administration of a physical assessment exams (PAE). The department is collaborating with other metro Fire Departments on the Central Iowa Fire and EMS Testing Consortium. The Consortium was developed as a method for candidates and those wishing to join the fire service to complete a general knowledge written test and a PAE prior to hiring processes with various metro fire departments. The Consortium not only reduces the work of individual departments in hosting testing events, but also gives a larger pool of candidates for any department with position openings.

Seven Fire Department personnel completed driver/operator training during the month of October, taught by Engineer Dan Lamb with the Des Moines Fire Department. Our members included Chief McCluskey, Paramedic/Firefighter Dumermuth, POC Firefighter/EMT Merseal, POC Firefighter/EMT Swauger, POC Firefighter/EMT Johnson, POC Firefighter/EMT Townes, and POC Firefighter Thie.



The Fire Department has seen an increase in cardiac arrest calls again this fall, as we did in 2018 during the fall/winter. One call this month was in the 7100 block of Colby. WHFD crews were out on another call for service and Clive responded to help with the call. Chief McCluskey, POC Firefighter/EMT Swauger and Patrol Officers also were on-scene assisting. Resuscitation efforts were performed on the victim and the victim was transported to the hospital. Unfortunately, the victim passed away. This was one of four cardiac arrest calls the department responded to in mid to late October.

On October 17th, 2019, Paramedic Nekola, Firefighter/EMT Nick Evans, and POC Firefighter/EMT Swauger were dispatched to an address on 71st St. for a male in cardiac arrest outside of the residence. WHFD crews arrived immediately after PD, PD initiated CPR and WHFD crews took over, continuing CPR. CPR was performed throughout the transport to the hospital and care was transferred over to the emergency room physician.

On October 19, 2019, Paramedic Dumermuth, POC Firefighter/EMT Swauger and POC Firefighter/EMT Merseal responded to an overdose in the 800 block of 73rd Street. Upon arrival, the victim was found unresponsive in a vehicle. The victim was given Narcan and woke up after a few minutes. The victim was encouraged to go to the hospital, but refused transport. Medical control was contacted and the patient was released at the scene, as per his wishes.



On Wednesday, November 20th, Paramedic/Firefighter Gerrit Foreman, Firefighter/EMT Brian Jones, and Firefighter/EMT Dayton Harryman responded to a “check smoke” all in the 1200 block of 66th Street. Upon arrival, a second apartment reported the smell of smoke as well. Chief McCluskey responded to the scene and assumed command of the incident. The incident was quickly escalated to a three-alarm building fire after crews found one living unit with heavy fire involvement. Thankfully, the numerous resources from metro agencies that responded were able to contain the fire to one unit. Fire Department

apparatus and personnel from Clive, Urbandale, West Des Moines, Johnston-Grimes, Waukee, Norwalk and Polk County Emergency Management all assisted.



On November 16, Paramedic/Firefighter Jared Dumermuth, Firefighter/EMT Jessie Evans, and Firefighter/EMT McLain Swauger assisted the Johnston-Grimes Fire Department with a two-alarm fire at RC storage near Meredith and Merle Hay. The crews spent several hours on scene assisting with containment of the fire and overhaul.



In November, part-time Firefighter/EMT Dayton Harryman worked on fixing the floor in the gym over the month of November. The subflooring had some weak spots and was replaced, along with additional supports. Dayton did a lot of the work on his own, and it is not easy. We truly appreciate his efforts.

In November, Paramedic / Firefighter Gerrit Foreman lost his residence and belongings to a fire late in November. Luckily, all of Gerrit’s family made it out of the house, but the house was a total loss. Several area Fire Departments have stepped up to help the Foreman’s and the community raised an amazing amount of money for his family through a Go Fund Me page. While the recovery will take a long time, the Foreman family has expressed their gratitude for the help and support they have received.

-  On Monday, November 25, 2019, Paramedic/Firefighter Nekola and Firefighter/EMT N. Evans responded to the 7700 block of Hickman to check a subject police officers found wandering along the street wearing only VA hospital scrub pants. The patient was very dirty and cold and temperatures were in the 20's. The subject had no socks, shirt, hat or gloves and would only reply "yes" or "no" to questions. Information gleaned at the scene led crews to believe the subject had been out in the elements all night long. The subject was transported to the hospital for evaluation.

-  In December, Paid-On-Call Firefighter Brett Merseal was promoted to fulltime Firefighter/EMT in December and was assigned to "B" Shift with Paramedic/Firefighter Jared Dumermuth. We are excited to help Brett continue his firefighting career. Brett joined the department in July of 2016 and was one of approximately 15 applicants for the fulltime position.

-  On December 21, on-duty Fire Department crews, along with paid-on-call members, were conducting some in-house training on hose deployment. Paramedic/Firefighter Jared Dumermuth, Firefighter/EMT Brett Merseal, Firefighter/EMT Jessie Evans, Firefighter/EMS Robert Fleming, and Firefighter/EMT Jacob Eslick were all participating in the non-mandatory training. At the beginning of the training, crews were dispatched to a cardiac arrest call. While enroute, crews were told the call may involve a Heroin overdose. Crews were also notified on-scene Police Officers had administered two doses of Narcan and were starting CPR. Once on-scene, fire crews took over patient care and Firefighter/EMT Jessie Evans continued CPR efforts. The LUCAS device was attached to the patient and the patient regained consciousness while crews were working to get the LUCAS device started. The patient was able to consent to treatment and walked to the stretcher. Care was provided by J. Dumermuth and J. Evans enroute to the hospital. The patient was alert and coherent upon arrival to the hospital and remembered the majority of the events. Quick actions by Officers Palmer and Bowers, along with follow-up care by Dumermuth, Jessie Evans, Merseal, Fleming and Eslick resulted in the patient surviving the event.

On December 22nd just after 10:00 pm, Paramedic/Firefighter Don Nekola and Firefighter/EMT Nick Evans were dispatched to the apartments at 63rd & Hickman, on the Des Moines' side, for a gunshot victim. While enroute dispatch advised there were three gunshot victims on scene. Two adults, both with multiple gunshot wounds and a child with one gunshot wound. Chief McCluskey also responded to the scene, as did Officer Irlbeck and Officer Johnson. When Windsor Heights Fire crews arrived, Des Moines medics were just leaving the scene with the two adults. Windsor Heights medics were directed to the child. Our patient was inside an apartment on a couch. The patient was loaded onto our cot and moved to the ambulance, where it was a more calm and quiet environment, to conduct an exam. During our exam the child was found to be breathing normally. A detailed exam was done where an entrance and exit wound found on the boy's foot. Bleeding control was accomplished. On the opposite leg, a second bullet wound was found, but luckily did not enter the body. The boy was transported to the hospital for further care.

Throughout the year of 2019, the Windsor Heights Fire Department carried on their tradition of providing education to our youth related to fire safety. The Fire Department conducts school visits, fire safety talks, fire prevention activities and they participate in community activities to help further safety education.





WINDSOR HEIGHTS FIRE DEPARTMENT

2019 Statistics

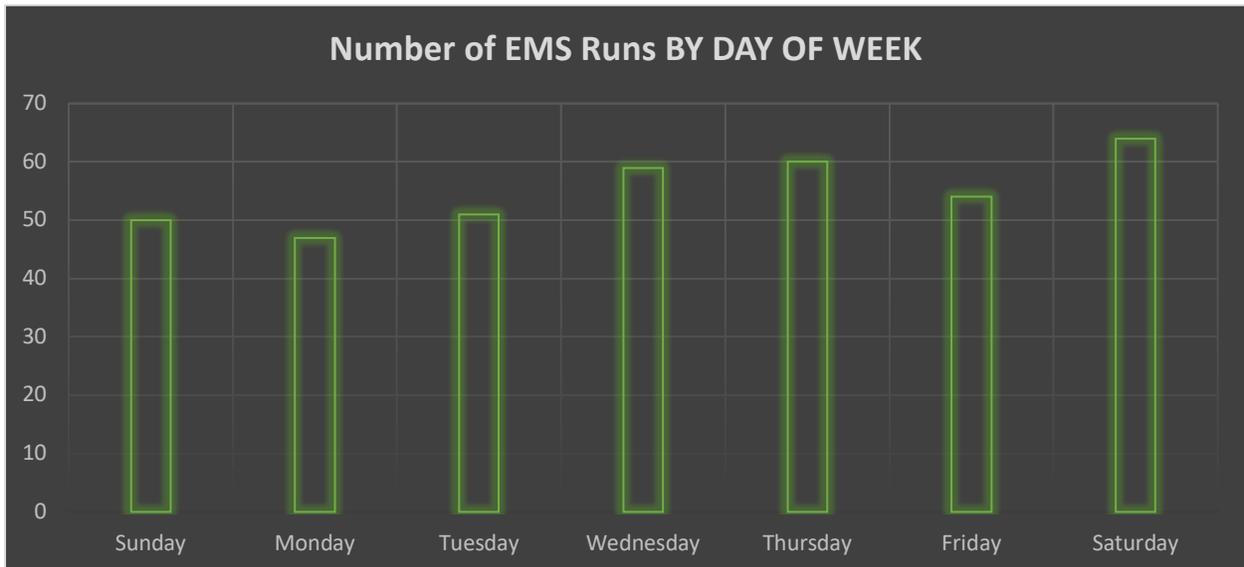
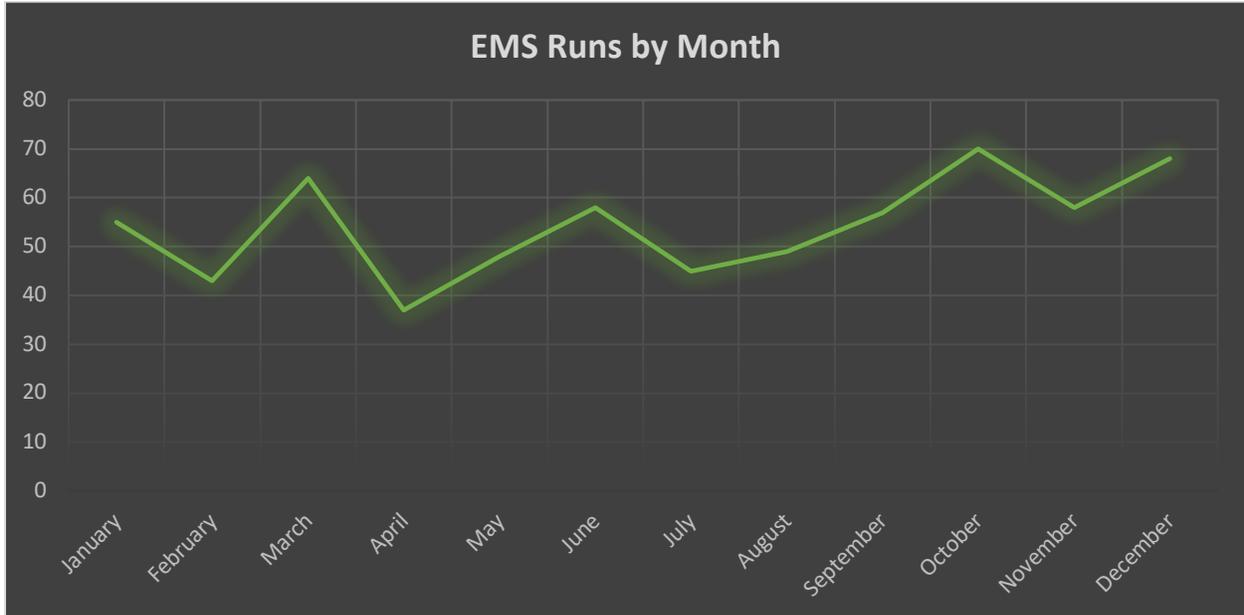
Total Calls For Service (Calendar Year 2019)	652	100%
Unclassified Incidents	0	0.00%
Fire Incidents	23	3.53%
Rescue / EMS Incidents	425	65.18%
Hazardous Conditions – No Fire	24	3.68%
Service Calls	90	13.80%
Good Intent Calls	52	7.98%
False Alarm / False Call	33	5.06%
Severe Weather & Natural Disaster	1	0.15%
Special Incident Type – 911 Citizen Complaint	1	0.15%
Rental Inspections Completed	135	
Commercial Inspections Completed	46	
Commercial Re-Inspections	0	
Pre-Plans Completed	0	

Average Times (Calendar Year 2019)	Minutes	
Average Unit Notified to Enroute	1.62	
Average Unit Enroute to Arrived at Scene	2.86	
Average Unit on Scene to Left Scene	19.84	
Average Unit left Scene to Arrived at Destination	10.90	
Average Arrived at Destination to In-Service	25.21	



WINDSOR HEIGHTS FIRE DEPARTMENT

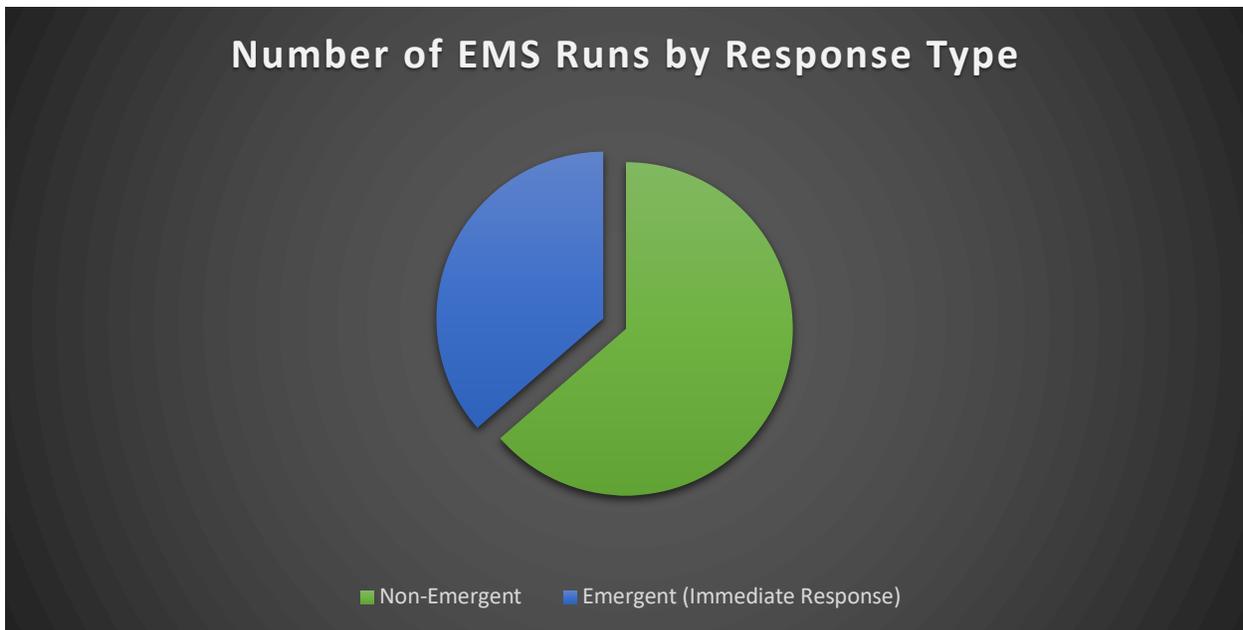
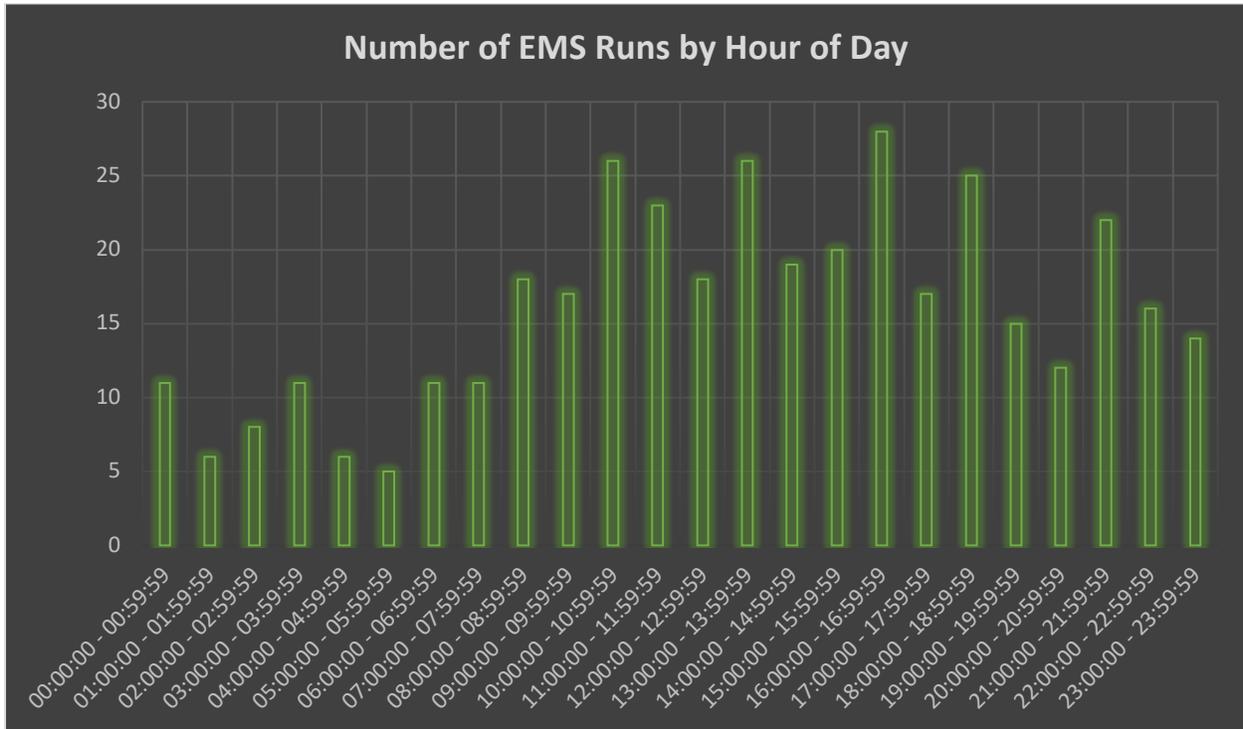
2019 EMS Response Statistics





WINDSOR HEIGHTS FIRE DEPARTMENT

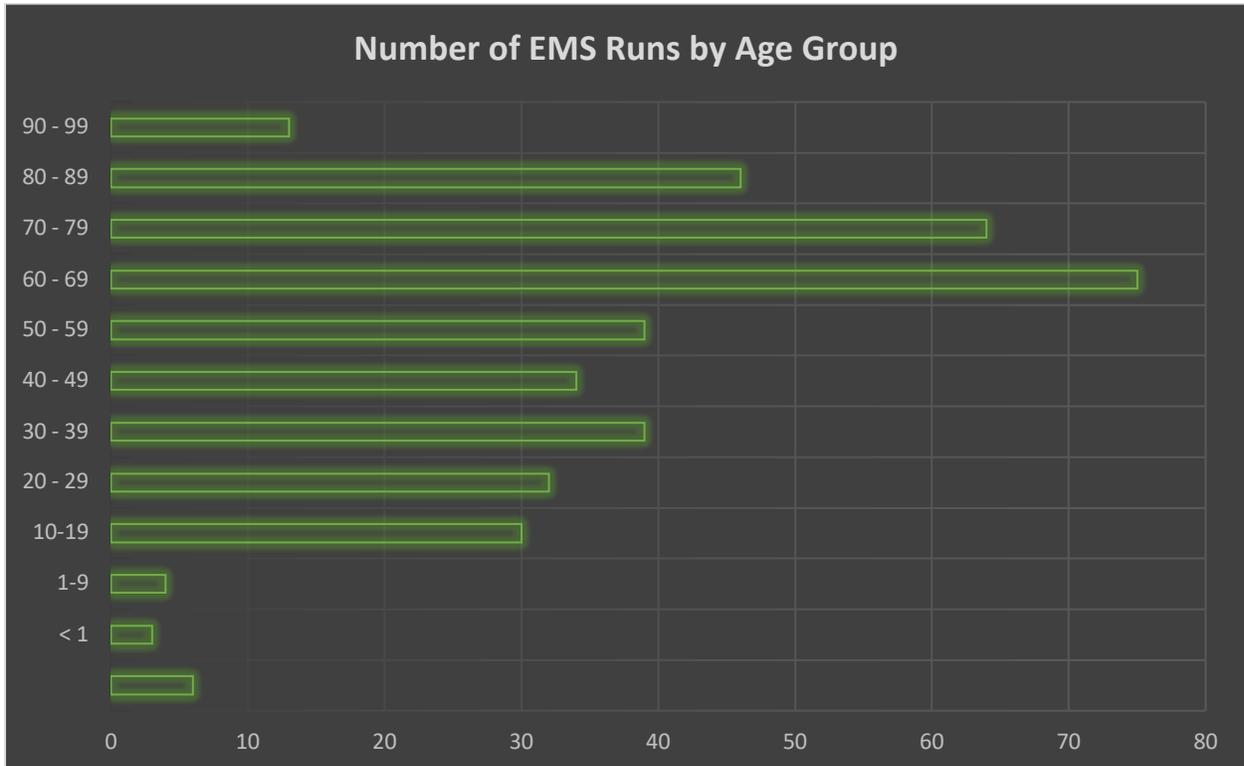
2019 EMS Response Statistics





WINDSOR HEIGHTS FIRE DEPARTMENT

2019 Statistics





WINDSOR HEIGHTS FIRE DEPARTMENT

2019 Statistics

TOTAL INCIDENTS:	652	
Incident Type	Number	% of all calls
Fire Incidents	23	2.15%
Building Fire	14	2.15%
Cooking Fire	2	0.31%
Trash / Rubbish Fire	4	0.83%
Vehicle Fire	1	0.15%
Brush / Grass Fire	2	0.31%
Rescue/EMS Incidents	425	65.18%
Rescue, EMS Incident Other	1	0.15%
Medical Alarm (False)	6	0.99%
Medical Assist	24	3.68%
Emergency Medical Service, Other	1	0.15%
EMS Call, Excluding Vehicle Accident with Injury	347	53.22%
Motor Vehicle Accident with Injuries	26	3.99%
Motor Vehicle Accident - Pedestrian	3	0.46%
Motor Vehicle Accident – No Injuries	13	1.99%
High-Angle Rescue	1	0.15%
Rescue or EMS Standby	3	0.46%
Hazardous Conditions - No Fire	24	3.68%
Gas or Flammable Liquid Spill	4	0.61%
Natural Gas Leak	1	0.15%
Oil or Other Combustible Liquid Spill	4	0.61%
Chemical Hazard (No Spill/Leak)	2	0.31%
Chemical Spill or Leak	1	0.15%
Carbon Monoxide Incident	2	0.31%
Heat from Short Circuit	1	0.15%
Power Lines Down	4	0.61%
Arcing, Shorted Electrical Equipment	2	0.31%
Vehicle Accident, General Clean-up	3	0.46%

Service Call	90	13.80%
Water or Steam Leak	1	0.15%
Animal Problem	1	0.15%
Animal Rescue	1	0.15%
Public Service Assist, Other	3	0.46%
Assist Police or Other Agency	9	1.38%
Police Matter	5	0.77%
Public Service	43	6.60%
Assist Invalid / Lift Assist	25	3.83%
Cover Assignment, Standby, MoveUp	2	0.31%
Good Intent Call	52	7.98%
Dispatched / Cancelled Enroute	36	5.52%
Wrong Location	1	0.15%
No Incident Found	6	0.92%
Smoke Scare, Odor of Smoke	4	0.61%
Steam, Vapor, Fog, Dust thought to be smoke	2	0.31%
EMS Call, transported by another service	2	0.31%
HazMat Release Investigation with no HazMat	1	0.15%
False Alarm & False Call	33	5.06%
Municipal Alarm - Malicious False Alarm	1	0.15%
Malicious False Alarm	1	0.15%
Bomb Scare – No Bomb	1	0.15%
Smoke Detector Activation Due To Malfunction	2	0.31%
Alarm System Sounded due to Malfunction	2	0.31%
CO Detector Activation Due To Malfunction	1	0.15%
Sprinkler Activation - No Fire - Unintentional	3	0.46%
Alarm System Activation - No Fire - Unintentional	15	2.30%
Carbon Monoxide Detector Activated – No CO	4	0.61%
Severe Weather & Natural Disaster	1	0.15%
Lighting Strike (No Fire)	1	0.15%
Special Incident Type	1	0.15%
9-1-1 Citizen Complaint	4	0.61%



WINDSOR HEIGHTS POLICE DEPARTMENT 2019 Statistics

Call Type	Total	Avg Time	Total Time
NULL	1	0:39	0:39
ABANDONED VEHICLE	63	0:24	26:05
ACCIDENT	331	1:02	343:38
ALARM SILENT	4	0:09	0:36
ANIMAL CALL	262	0:29	129:47
ASSAULT	28	0:53	25:00
ASSIST OFFICER/AGENCY	540	0:22	205:48
ATTEMPT TO LOCATE	12	0:15	3:07
AUDIBLE ALARM	74	0:11	14:28
BAR CHECK	11	0:08	1:37
BOMB THREAT	2	1:34	3:08
BROADCAST	31	0:25	13:25
BUILDING CHECK	836	0:05	74:17
BURGLARY	60	1:52	112:21
CHASE OR PURSUIT	12	2:47	33:34
CHILD IN NEED OF ASSISTANCE (CHINA)	27	0:27	12:35
COMMERCIAL FIRE	25	0:41	17:20
DEBRIS IN ROADWAY	43	0:12	8:55
DISPUTE/DISAGREEMENT	161	0:25	69:38
DOMESTIC	60	0:35	35:23
DPQ	55	0:25	23:30
DRIVEBY SHOOTING	1	0:24	0:24
FIGHT	14	0:42	9:52
FOLLOW UP	249	0:33	139:56
FRAUD	58	1:06	64:32
GUNSHOTS	7	0:40	4:43
HARASSMENT	36	0:36	21:52
HAZMAT ASSIGNMENT	11	0:19	3:32
HIT & RUN	63	1:06	70:12
IDENT TRIP	345	0:16	97:37
ILLEGAL DUMPING	3	0:19	0:58
ILLEGAL PARKING	284	0:12	60:22
ILLEGAL POSSESSION	3	0:20	1:00

IMPOUND RELEASE	1	0:04	0:04
INCOMPLETE 911 CALL	80	0:13	17:52
INDECENT EXPOSURE	4	2:06	8:26
INFORMATION	65	2:52	187:08
INTOXICATED PERSON	19	0:42	13:30
INVESTIGATION ASSIGNMENT	16	0:14	3:57
KNOCK AND TALK	2	0:32	1:05
LARCENY MOTOR VEHICLE	21	1:02	21:57
LOST PROPERTY	2	0:22	0:45
MENTAL PROBLEM	25	0:33	13:50
MESSAGE	443	0:24	179:36
MISCELLANEOUS TRIP	871	0:33	485:43
MISSING PERSON	16	1:12	19:17
NARCOTIC ACTIVITY	25	0:56	23:30
OPEN DOOR	10	0:20	3:25
OWI	11	1:00	11:10
PROWLER	3	0:13	0:41
PUBLIC ASSIST	201	0:19	64:50
PUBLIC WORKS INFORMATION	8	0:08	1:11
RADAR SETUP	22	0:26	9:36
RECKLESS DRIVER(S)	64	0:30	32:33
RECOVERED/FOUND PROPERTY	68	0:36	41:45
RESIDENTIAL FIRE	8	0:36	4:53
ROADS HAZARDOUS/BLOCKED	16	0:14	3:52
ROBBERY	2	4:08	8:16
RUNAWAY	7	1:04	7:34
SEARCH WARRANT	1	0:23	0:23
SEXUAL ASSAULT	11	1:09	12:47
SHOOTING	1	0:53	0:53
SHOPLIFTER	177	1:01	181:53
SPECIAL WATCH	625	0:10	108:44
STABBING	1	0:30	0:30
STALLED VEHICLE	219	0:17	63:47
STILL ASSIGNMENT	13	0:24	5:21
SUBJECT ARRESTED	1	0:58	0:58
SUICIDE	19	1:36	30:33
SUSPICIOUS	468	0:24	193:54
TEST EVENT	2	0:01	0:03
THEFT	160	0:59	158:45
THREATS	11	1:07	12:25
TRAFFIC SIGNAL PROBLEM	12	1:03	12:42
TRAFFIC STOP	2479	0:19	806:50
TRANSPORT	10	5:55	59:17
TRESPASS	15	0:18	4:34

UNKNOWN PROBLEM	18	0:15	4:35
VANDALISM	34	0:33	19:11
VEH IN DITCH DUE TO ROADS	8	0:29	3:52
VEHICLE UNLOCK	25	0:10	4:26
WANTED PERSON	52	0:50	44:10
WELFARE CHECK	147	0:20	49:13
WIRES DOWN - ELECTRICAL HAZARD	11	0:32	5:58
	10242	0:44	4582:01

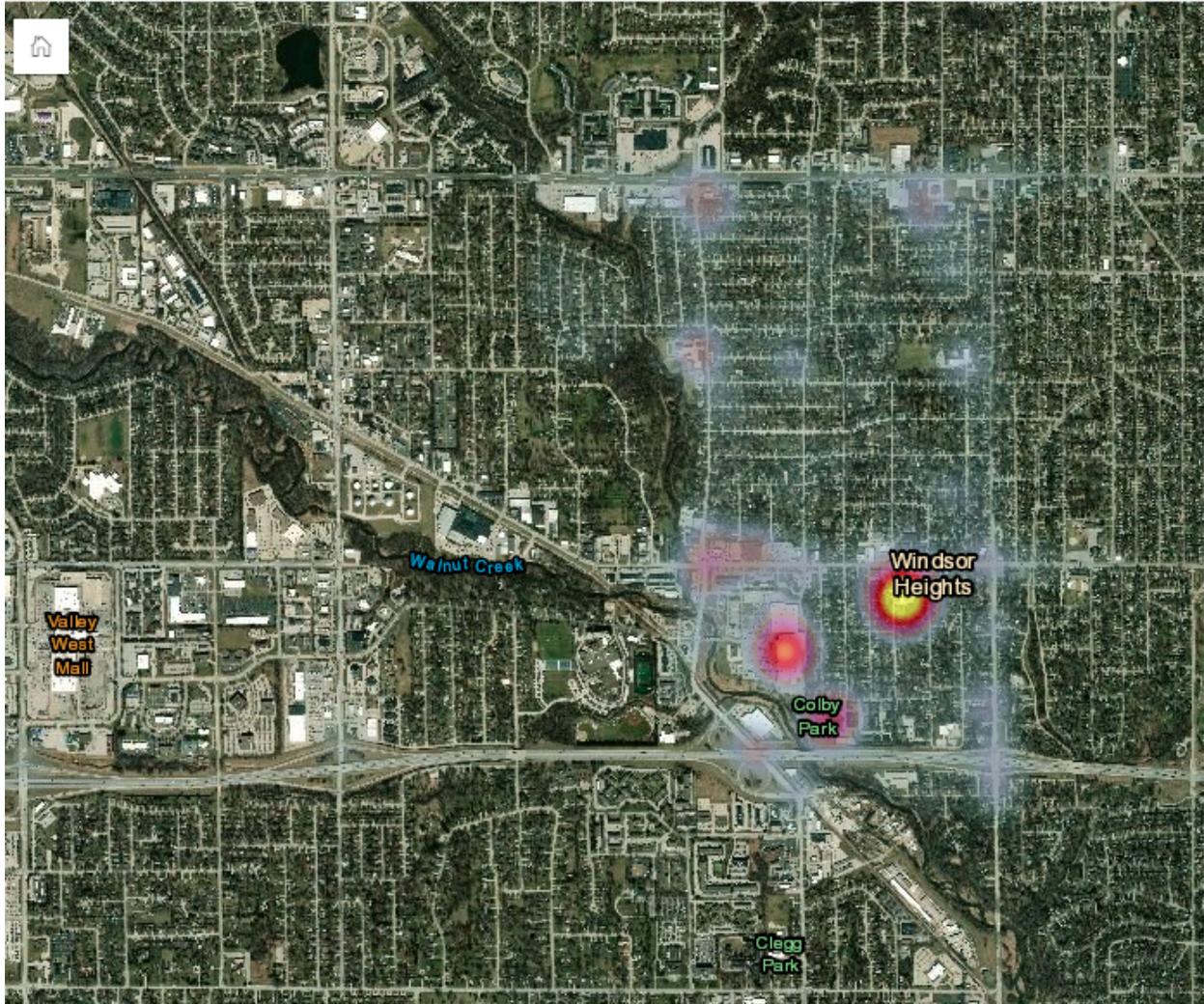
PATROL		CY19
Calls for Service		10248
Incidents		1431
Arrests		686
Total Number of Charges		1043
OWI Arrests		73
Criminal Complaints Filed		685
Felony Charges Filed		61
Field Interviews		10
Supplemental Reports		485
Accidents		270
Citations Issued		1762
Written Warning Citations Issued		875

INVESTIGATIONS	
Cases Assigned by Month	69
Cases Open	63
Cases Active by Month	29
Cases Inactive	47
Cases Cleared by Arrest	17
Cases Cleared Exceptional Clearance	9
Cases Unfounded	4

ATE Program	
7100 University	
Vehicle Count	2941331
Citations Issued	3956
% of drivers Cited	0.13%
6400 University	
Vehicle Count	3395829
Citations Issued	8540
% of drivers Cited	0.25%

POLICE DEPARTMENT CALLS FOR SERVICE AT A GLANCE

Heat Map



Calls for Service "Heat Map"

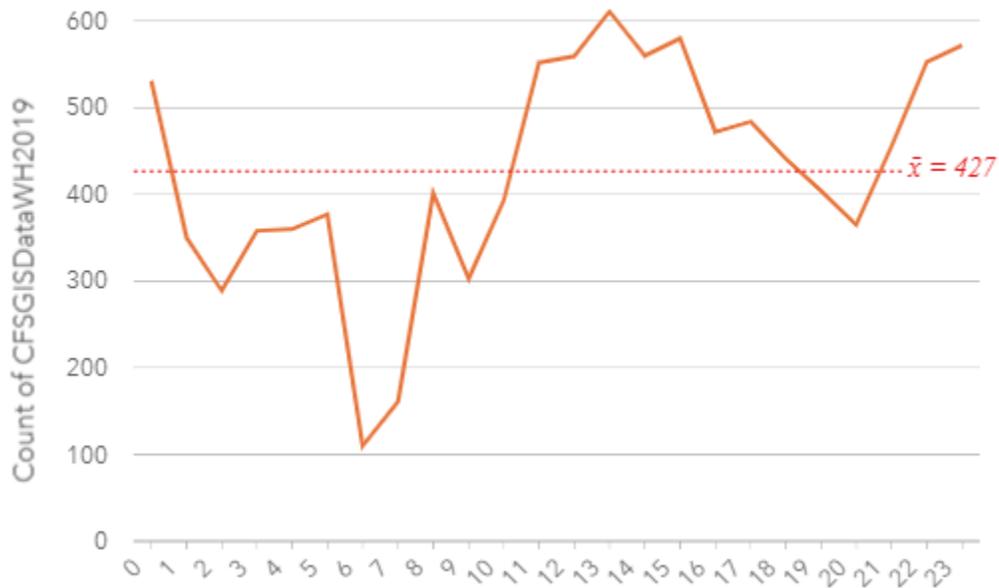
POLICE DEPARTMENT CALLS FOR SERVICE AT A GLANCE

Month ☰ ⓘ



Calls for Service by Month

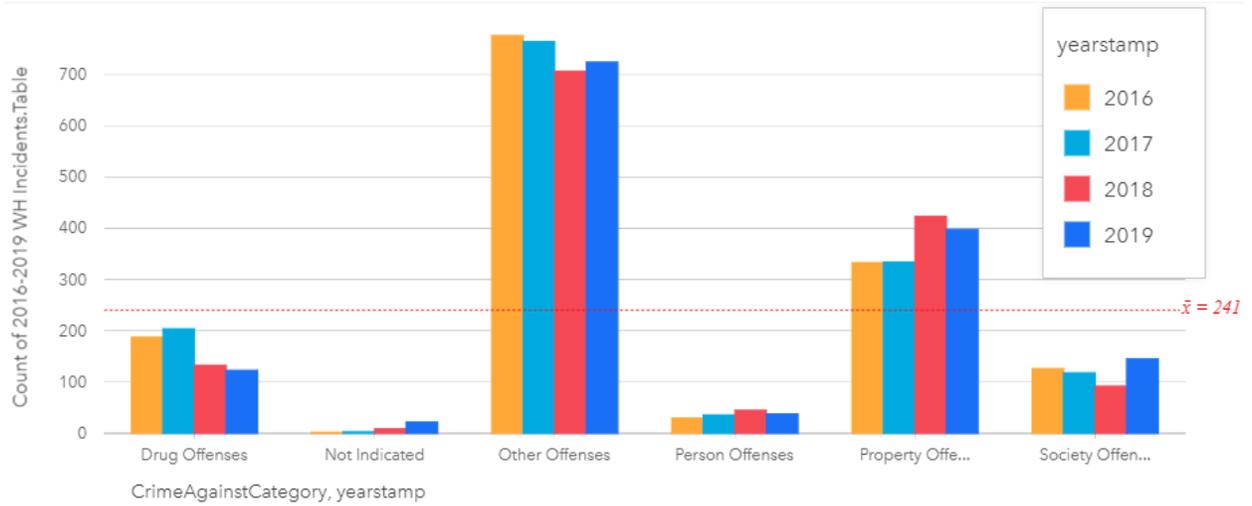
Time of Day 🗒️ ⬆️ ⓘ



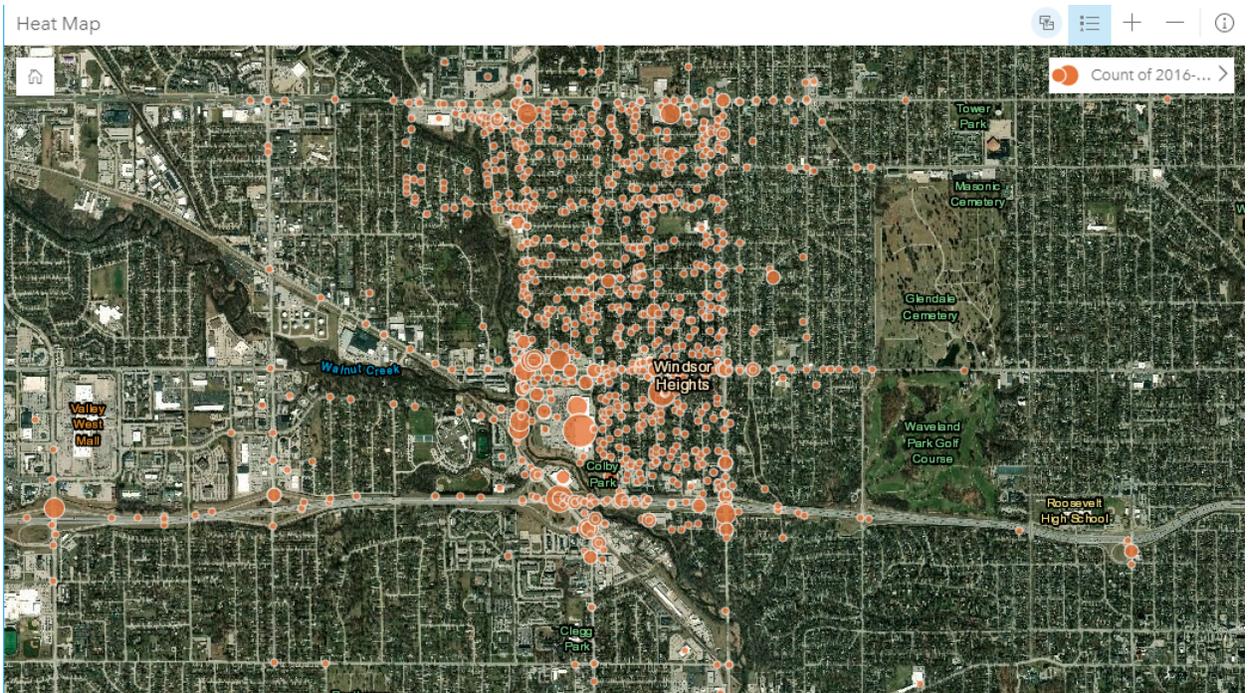
Calls for Service by Time of Day

POLICE DEPARTMENT INCIDENTS AT A GLANCE

Incidents by Offense Type



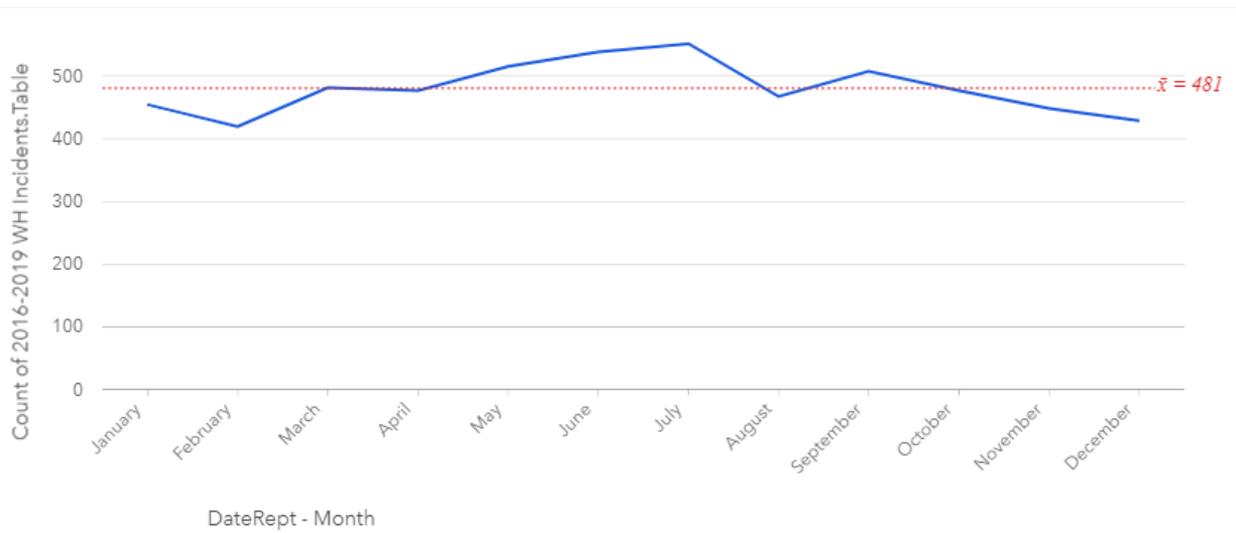
Incidents by Offense Type (4-Yr Historical Data)



Incidents "Heat Map" (4-Yr Historical Data)

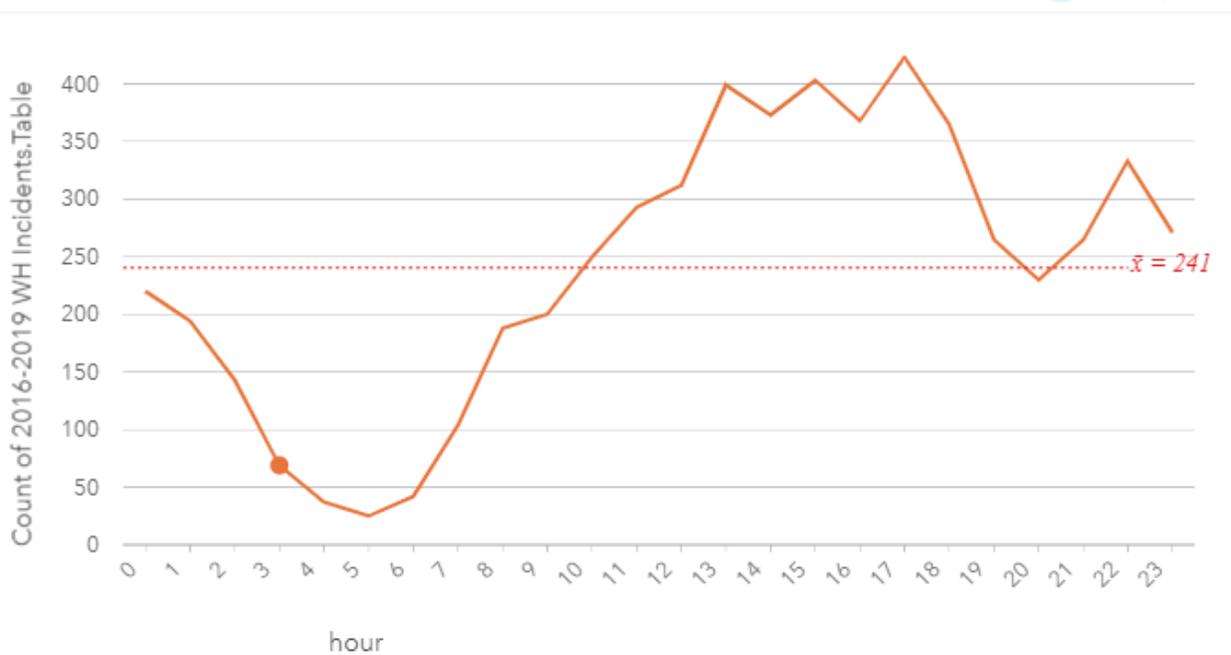
POLICE DEPARTMENT INCIDENTS AT A GLANCE

Incidents by Month



Incidents by Month (4-Yr Historical Data)

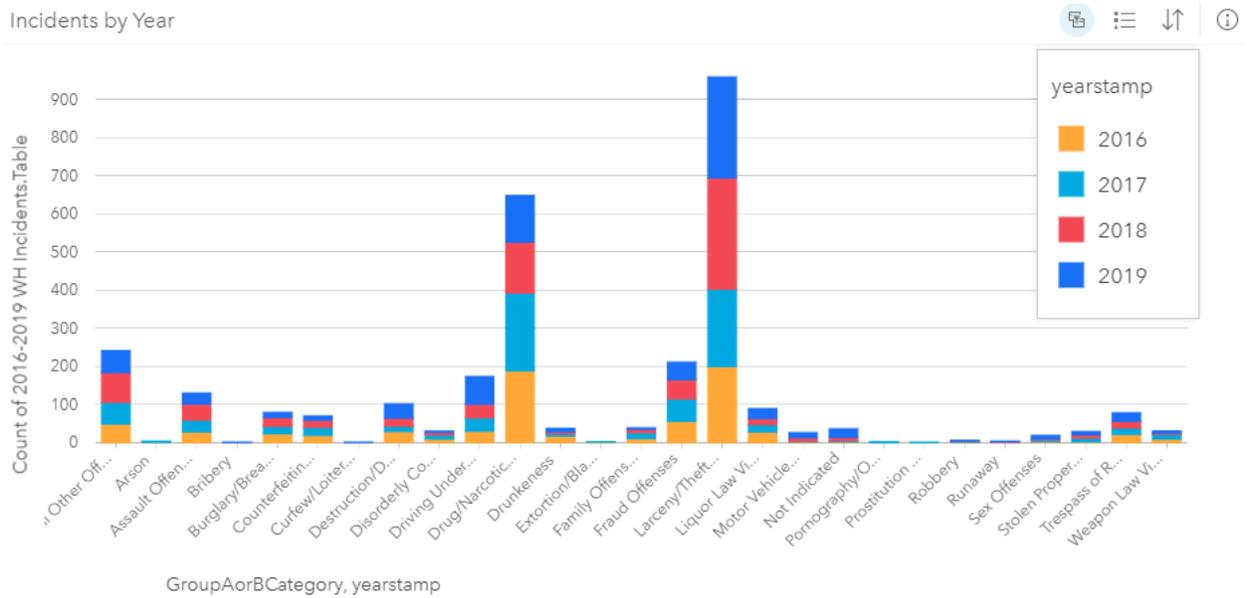
Incident Report Time of Day



Incidents by Hours (4-Yr Historical Data)

POLICE DEPARTMENT INCIDENTS AT A GLANCE

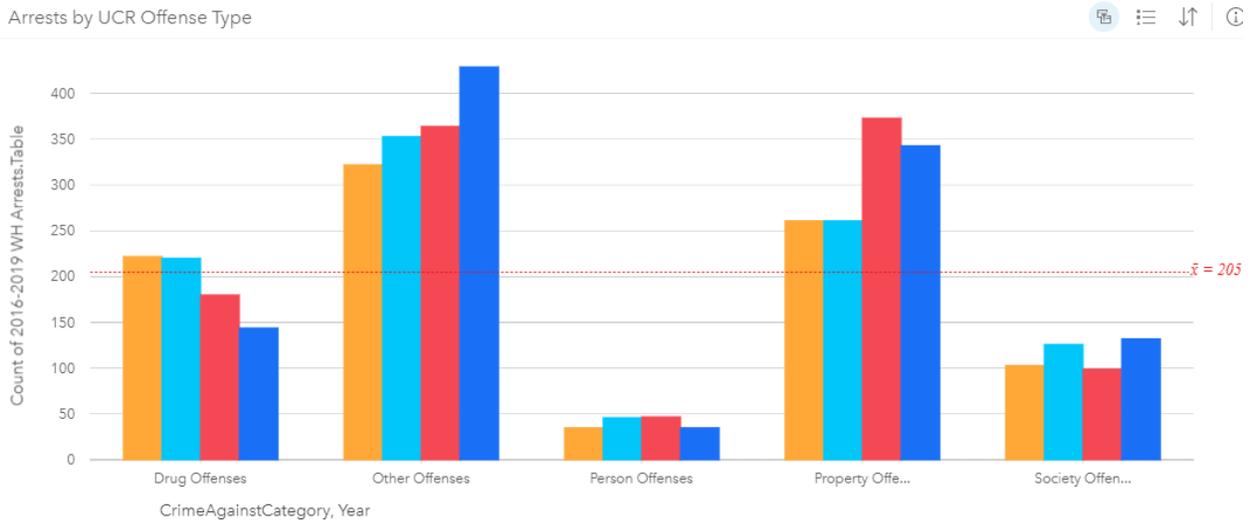
Incidents by Year



Incidents by Type (4-Yr Historical Data)

POLICE DEPARTMENT ARRESTS AT A GLANCE

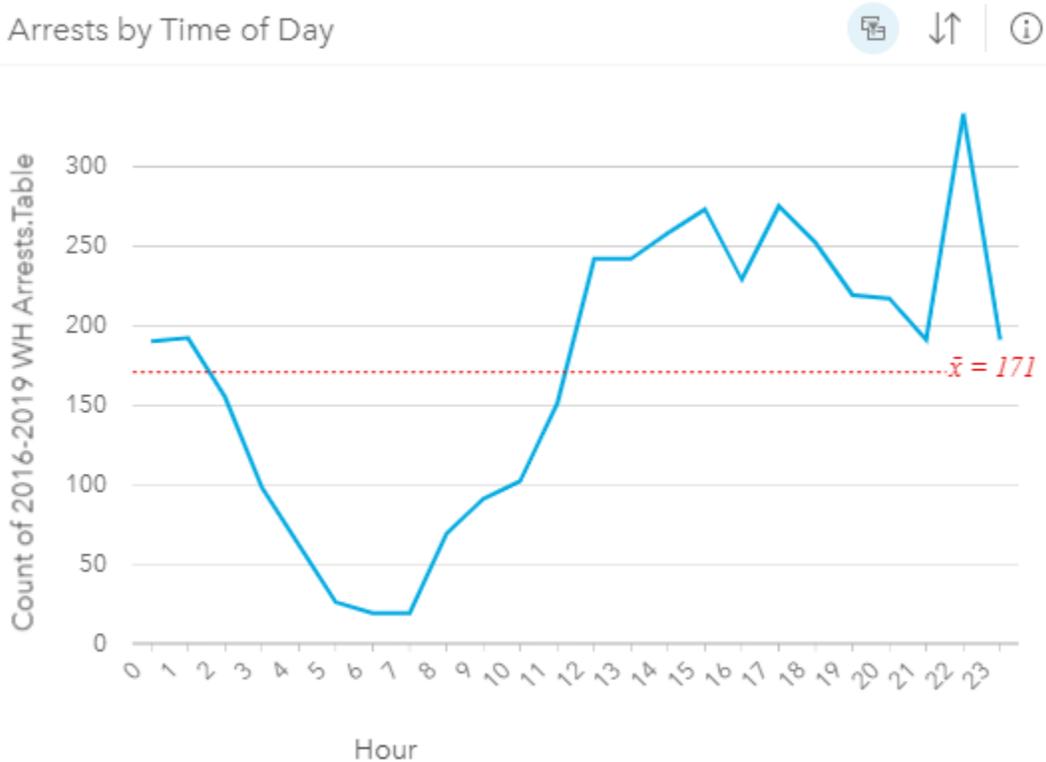
Arrests by UCR Offense Type



Arrests by Crime Category over past 4-years

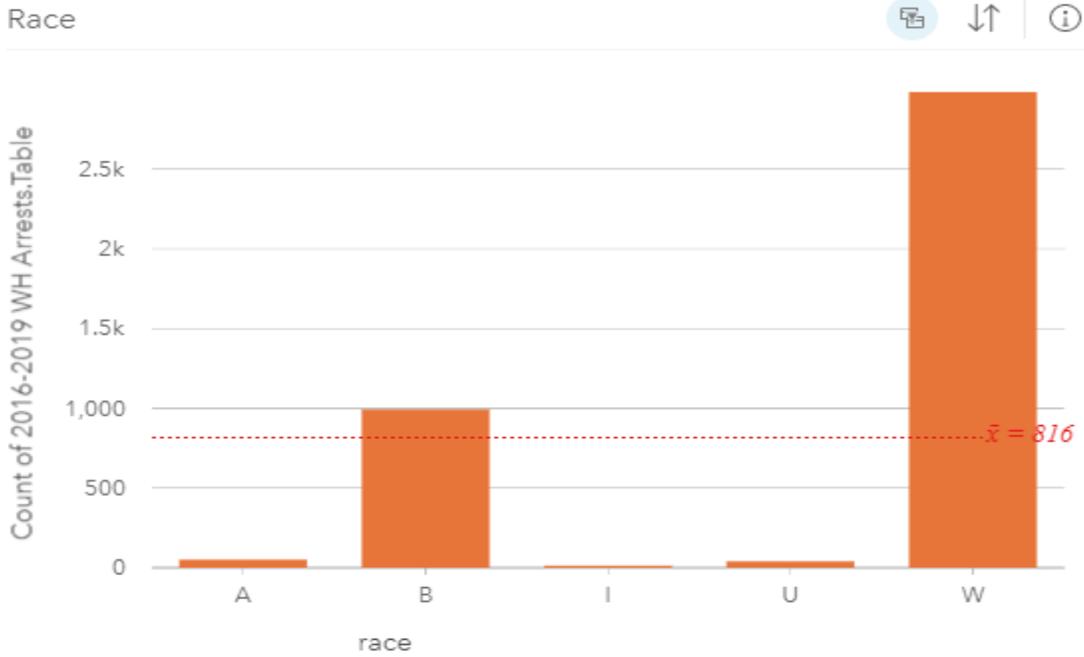
(Yellow – 2016, Light Blue = 2017, Red = 2018, Dark Blue = 2019)

Arrests by Time of Day

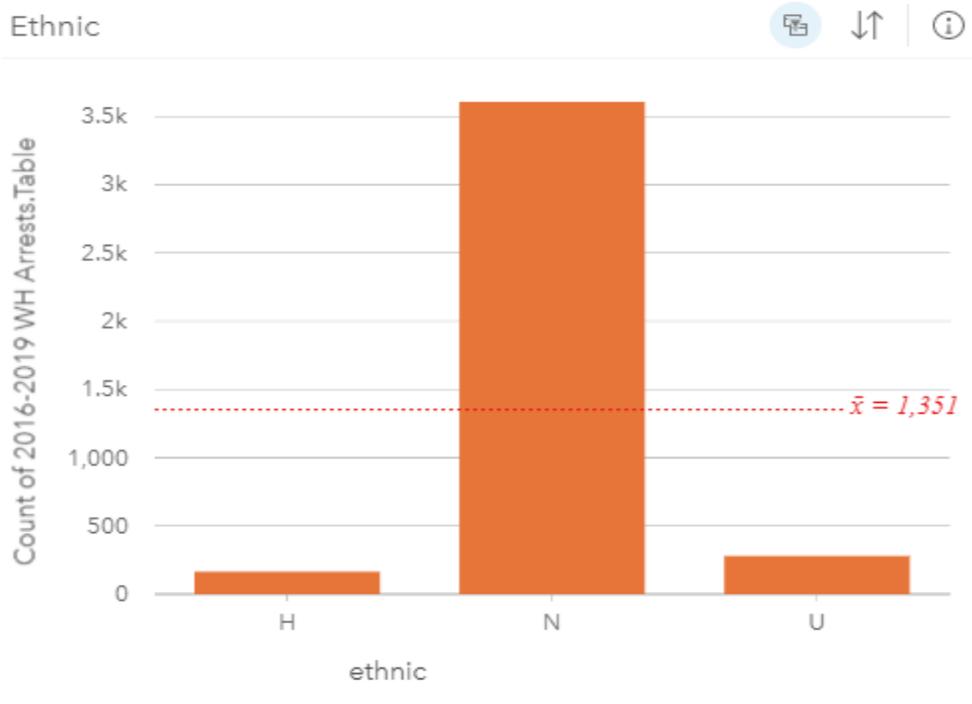


Arrests by Time of Day (2019) (4-Year Historical)

POLICE DEPARTMENT ARRESTS AT A GLANCE

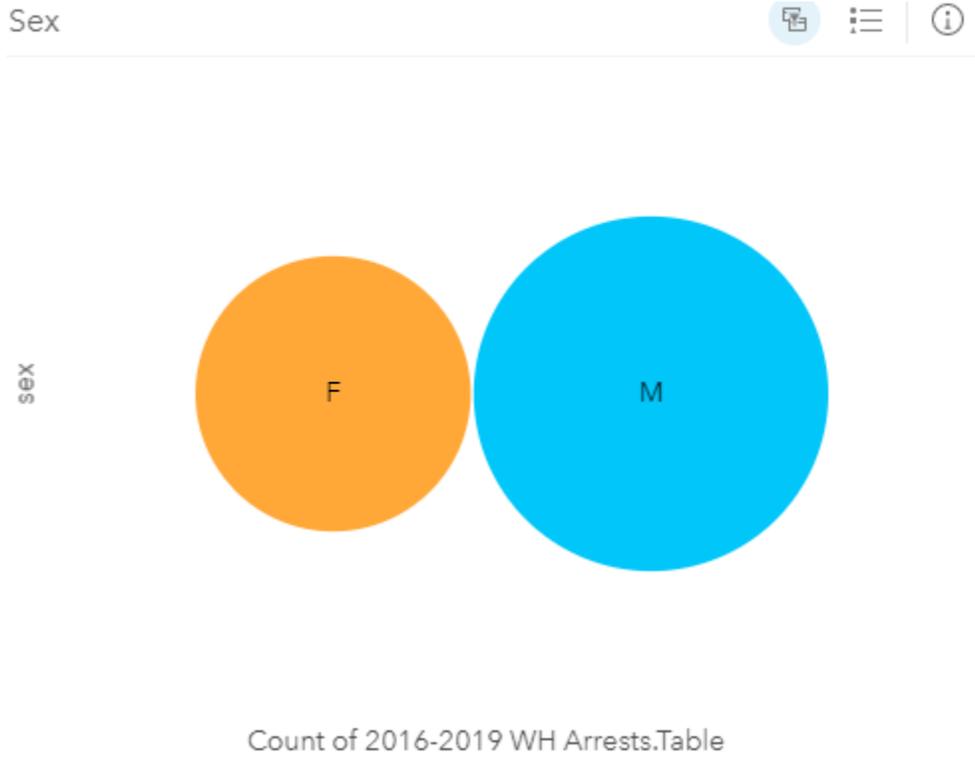


Arrests by Race (Asian, Black, Indian, Unknown, White) (4-Year Historical)



Arrests by Ethnicity (H – Hispanic, N – Non-Hispanic, U - Unknown) (4-Year Historical)

POLICE DEPARTMENT ARRESTS AT A GLANCE



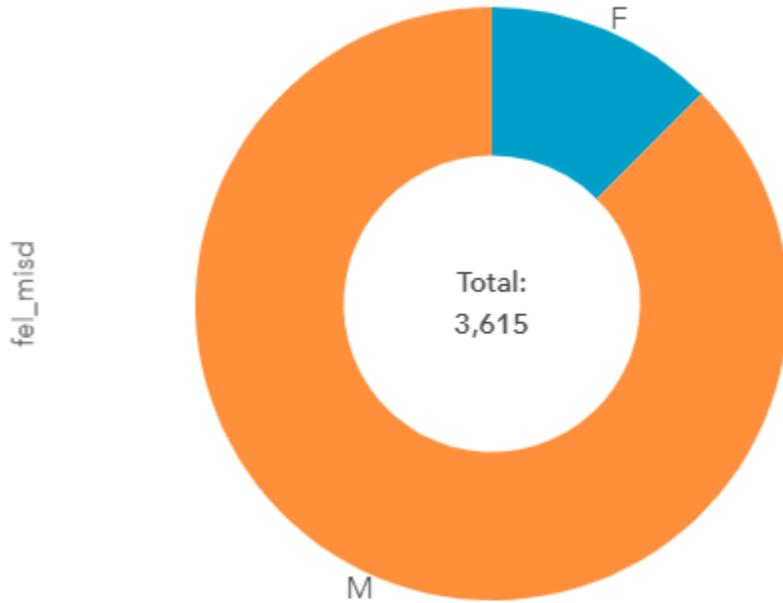
Arrests by Gender (4-Year Historical)



Arrests by Age Group (4-Year Historical)

POLICE DEPARTMENT ARRESTS AT A GLANCE

Felony / Misdemeanor Arrests



Count of 2016-2019 WH Arrests.Table

Arrests by Felony vs Misdemeanor (4-Year Historical)

Special Recognition - 2019

The 2019 calendar year was another successful year for the Windsor Heights Public Safety team. We had no reportable injuries or deaths to our team, and 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 busy schedule to assist in statistical analysis and data gathering for this report.