



Public Safety 2020 Annual Report



Windsor Heights Police Department

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March, 2021

Public Safety Director E. Chad McCluskey

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Welcome

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


The past year was certainly a year full of extreme challenges. 2020 will go down in history as the year we faced a global pandemic affecting every corner of the world, a summer filled with civil unrest, a once in a life time “derecho” land hurricane, and a political climate which further divided an already fragile country.

While the above events will likely define 2020, it is critical not lose sight of the ability of our Windsor Heights Public Safety team who adapt and overcome adversity on a daily basis. This team of compassionate, dedicated, and professional law enforcement officers, firefighters, and medics show up every day and serve the City of Windsor Heights with the utmost of professionalism and integrity. Our team did not hesitate to continue extraordinary service delivery as the Covid-19 pandemic changed the way we do business, even though no one was sure how the pandemic would affect us. The team worked through the astonishing derecho storm and handled multiple calls for service in a very short timeframe, with minimal resources, while still maintaining the highest level of personalized customer service. The law enforcement team faced nationwide criticism, and even some hatred, as civil unrest swept across the Country after the murder of George Floyd in Minneapolis, yet our team continued to treat every, single person they encountered with respect and patience. Finally, the entire nation became even more divided through a toxic political climate as law makers on both sides of the aisle failed to find common ground to bring the nation together and move forward. Yet, the tenacity of our community shined brightly as our friends and neighbors continued to see great things from our public safety team - including the lives saved by our patrol team through the use of recently acquired Narcan, the dedication and commitment of our firefighters and medics in delivering only the very highest of patient care, and with our entire team working day in and day out to build new relationships with those we serve. There was so much more to 2020 than the negative, well publicized events, if only we take a moment to reflect on the good, positive outcomes over the bad...

In the words of Martin Luther King Jr., “our very survival depends on our ability to stay awake, to adjust to new ideas, to remain vigilant and to face the challenge of change.” The year 2020 proved, once again, how lucky we are to have the amazing team of public safety professionals who are able to overcome any obstacle presented to them with grace, success and compassion. To the public safety team, I, personally, cannot thank each and every one of you enough for the contribution you make, individually and as a team, to the betterment of the Windsor Heights Community.

Finally, to other City Staff and our elected officials, we have nothing but the absolute greatest appreciation for your continued support. For without such support, we would not be able to achieve the great accomplishments we see on a daily basis.

Sincerely,



Chad McCluskey
Public Safety Director



GOVERNMENT

Dave Burgess, Mayor

Threase Harms, Councilwoman

Joseph Jones, Councilman

Mike Jones, Councilman

Mike Loffredo, Councilman

Susan Skeries, Councilwoman

Mark Arentsen, Interim City Administrator (June 30, 2020 through September 8, 2020)

Dennis Durham, City Administrator

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

Travis Cooke – City Clerk

Rachelle Swisher – Finance Director

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

Dalton Jacobus – Public Works Director

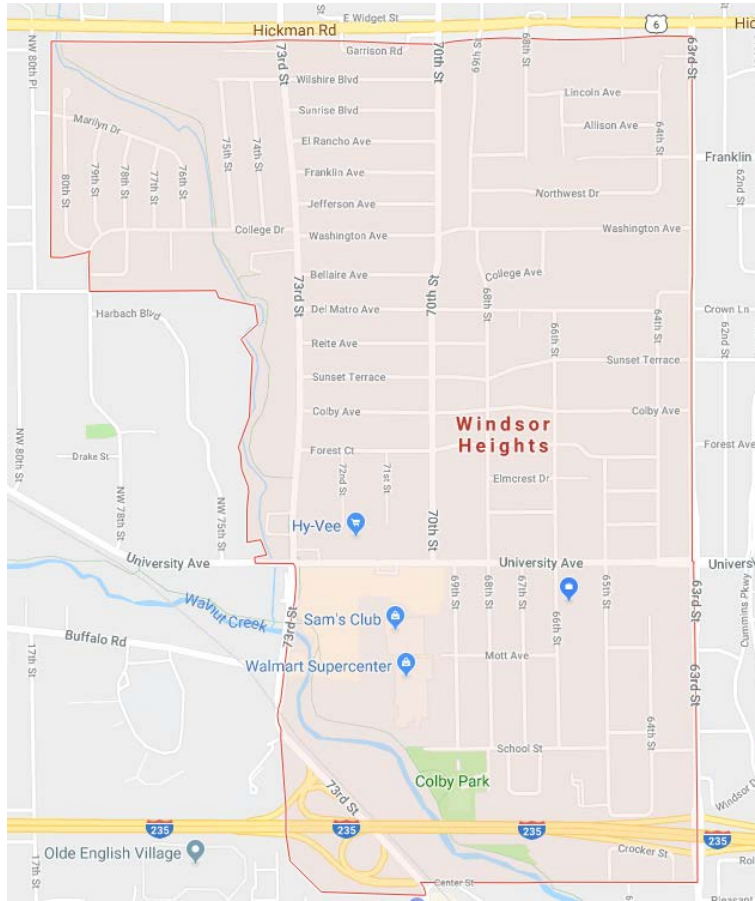
Whitney Tucker – Communications / Recreation Coordinator

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
Don Nekola, Full-Time Firefighter/Paramedic
Nick Evans, Full-Time Firefighter/EMT
Brian Jones, Full-Time Firefighter/EMT
Brett Merseal, Full-Time Firefighter/EMT
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/RN/Paramedic

Robert Fleming – Paid-Per-Call Firefighter/EMT

Spencer Johnson – Paid-Per-Call Firefighter/EMT

Zach Jones – Paid-Per-Call Firefighter/EMT

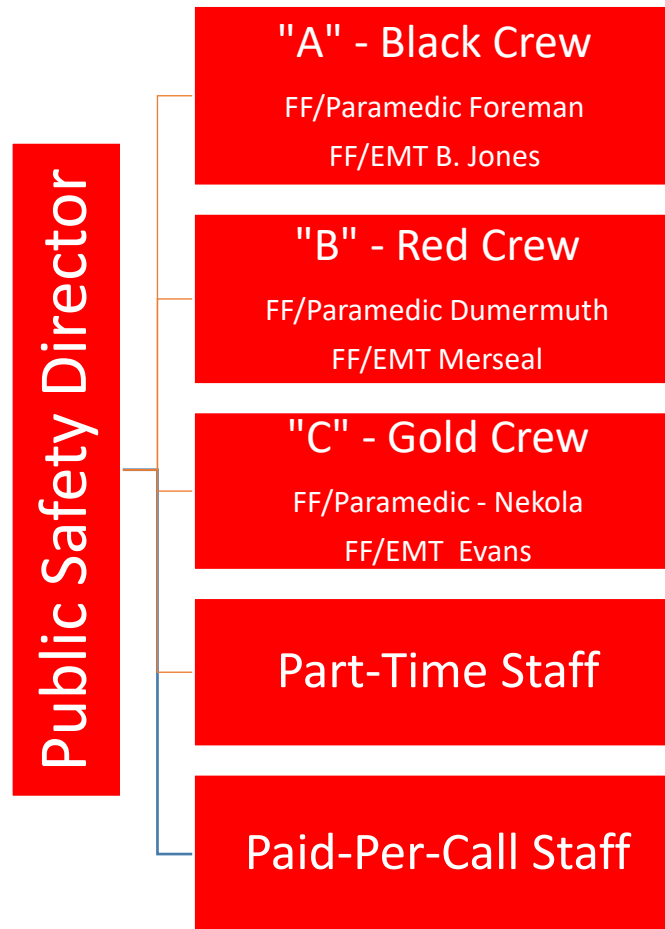
McLain Swauger – Paid-Per-Call Firefighter

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

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

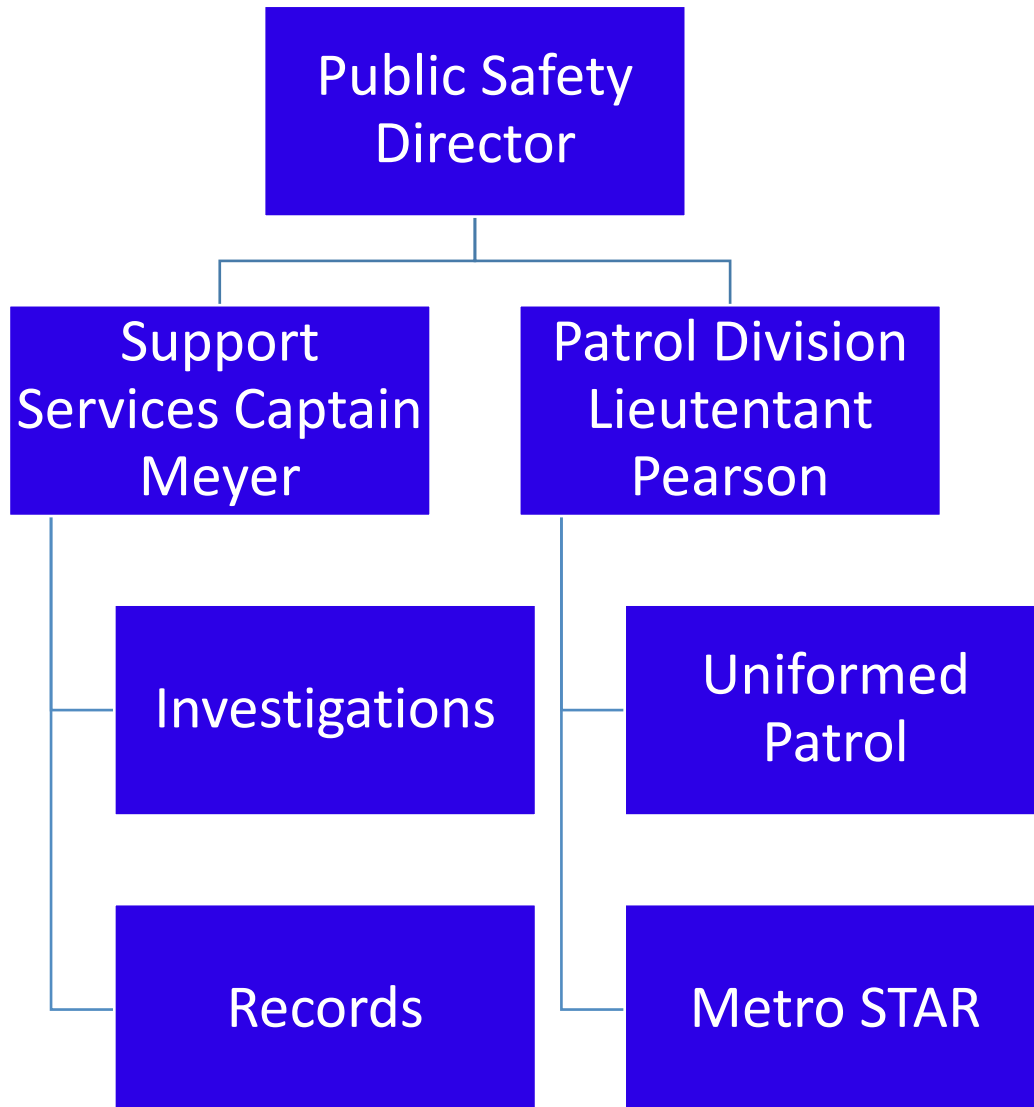
Lynzie Miller – Patrol Division

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.





2020 Year In Review:








-  In January, Officer Roetman stopped a vehicle for speeding (36MPH in a 25MPH zone) on 73rd Street. The occupants were found to be under 21 years of age and had open containers of alcohol in the vehicle. While running one of the occupant's information, Officer Roetman learned he had a Felony warrant out for his arrest. When he attempted to arrest the suspect he began running away. Officer Roetman tackled the suspect and took him into custody. The male was also in possession of controlled substances. Another male was found to have a warrant out of Story County. Both of these males were transported on their warrants and turned over to other agencies.
-  In January, 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.
-  Chief McCluskey traveled to Quantico, Virginia in January to take part in the prestigious FBI National Academy training. The training is for senior/command level law enforcement officers and is highly sought by those in the field. Less than 1% of all law enforcement leaders get to attend the training and the training focuses on leadership, executive management and networking.

-  In February, Officer Roetman was tripped to a residence after the reporting party observed people climbing through a basement window. Once on scene, Officers Roetman and Norris noticed broken windows. Officers performed a protective sweep and found multiple people inside the residence and observed drug paraphernalia. Officers requested assistance from the investigation team as a search warrant was needed. A search warrant yielded many items to include drugs, paraphernalia and cash. Arrest warrants were then requested on charges including; possession with intent to distribute marijuana within 1000 feet of a school, fail to affix tax stamp, possession drug paraphernalia, and possession of unlawful possession prescription medication.
-  Also in February, later in the same week as the incident above, Officers Roetman and Norris responded to the same residence after a suspect male arrived at the residence on a motorcycle, broke into the residence and fired rounds from a handgun inside of the residence. The male was found by DMPD soon after and was arrested by Officer Roetman. The investigative team came in to help with the scene forensics as well as the writing and executing of a search warrant at another address in Des Moines because of the first incident. Amongst the suspect's list of charges he was taken to jail on were Burglary 1st and Reckless Use of a Firearm.
-  In February, Investigators completed casework on two cases involving intimidation with a weapon in which multiple search warrants were executed on the suspect's belongings and social media information. Probable cause existed to file warrants for two counts of intimidation with dangerous, carrying weapons, and two counts of criminal mischief. The suspect in these incidents was transferred from Jasper County Jail to Polk County Jail on February 27th.
-  In February, Captain Meyer and Detective Nissen were called out for a shooting at a residential home in the city. Investigators assisted with processing and documenting the scene, authoring and executing a search warrant at the suspect's residence. The suspect was located and arrested by patrol officers where he was booked into jail for an unrelated warrant, burglary 1st degree, intimidation with a dangerous weapon, felon in possession of a weapon, going armed with intent, and reckless use of a firearm.
-  In March, Officers Irlbeck and Johnson were dispatched on a welfare check at a local residence. Upon their arrival, they found both parents had been fighting and were intoxicated. The kids were uncared for and were turned over to their grandparents, officers later passed on information to DHS. The male half was arrested while wearing only his underwear as he had become combative with officers. Once the male was secured in the backseat of the patrol vehicle he began kicking out the back window and officers further subdued him. The male was taken to Polk County Jail on numerous charges to include; Child Endangerment, Domestic Abuse, Harassment 1st and Interference with Official Acts.

- ✚ In March, Chief McCluskey successfully completed, and graduated, the FBI National Academy on Friday, March 13, 2020. Chief McCluskey returned to normal duties on Monday, March 16th – just in time for the Covid-19 pandemic to affect “normal” operations.
- ✚ Beginning March 16, 2020, Covid-19 scaled up and Chief McCluskey worked with other metro Chiefs in attending briefings at the Emergency Management Operations Center related to the pandemic, and what would become more than a full year of mitigation. Chief McCluskey was named the Emergency Services Group leader for Police, Fire, and EMS throughout the Metro and daily updates were shared with City Staff and Council to keep everyone informed on the progress of the pandemic.
- ✚ During the month of April, officers limited self-initiated activity in order to be mindful of social distancing in effort to keep our team and the public safe from Covid-19. Throughout the month, officers increased residential and business patrols while answering calls for service.
- ✚ In April, Officer Davison stopped at a stop sign on 65th Street at University Avenue when his patrol vehicle was bumped by a vehicle behind him causing no damage. When Officer Davison spoke with the driver, Davison noticed signs of alcohol impairment and conducted field sobriety testing. The driver failed testing showing a blood alcohol content of .109. The driver was processed and charged with OWI 1st and released to a sober party.
- ✚ In April, Officer Irlbeck was dispatched to a convenience store for a male who was unresponsive. Medics revived the male and took him to the hospital. Officer Irlbeck investigated and learned that the driver was in possession of multiple Xanax bars that were not prescribed to him. The driver was charged with Possession of Controlled Substance 3rd Offense, Failure to Affix Drug Tax stamp and Driving While Suspended.
- ✚ At midnight on April 21, 2020, the automated traffic enforcement program was suspended and the ATE cameras were turned off. The physical hardware is still in place, as the vendor is responsible for removal of the equipment per the contract. The City will maintain control of the digital speed display signs, which will be mounted in the community. Chief McCluskey has also sourced a portable radar sign to be deployed throughout the City to address traffic concerns.
- ✚ In April, Detective Nissen continued post-arrest investigation on case 20-0094/74. This casework substantiated additional criminal charges to include two class B felonies for attempted-murder. Detective Nissen also authored and executed additional search warrants in preparation for the upcoming trial.

- ✚ In May, Officers Irlbeck and Bowers responded to a call of a burglary that had just occurred while the resident was there. Throughout the investigation, it was learned the resident had responded to a Craigslist add for a sexual encounter. The male and female suspects had came and left the residence but returned and forced entry through the front door and assault the female inside. Officers identified the suspect and requested warrants for his arrest on charges to include; Burglary 1st and Robbery 1st.
- ✚ During the last two days of May, civil unrest came to the Des Moines area in light of an incident in Minneapolis, Minnesota where George Floyd was killed by actions of police officers in Minneapolis. The Windsor Heights Police Department assisted our metro partners by providing support to their operations, including Chief McCluskey assisting Des Moines police leadership with command of the incidents, dedicating officers to assist with rioting downtown and at the Merle Hay Mall, and by providing additional security for sites in Windsor Heights which could be targeted by the rioters/looters. Fortunately, all sites in Windsor Heights were protected and did not experience the damage and looting seen at the Merle Hay Mall and downtown.
- ✚ In May, Investigators did post-arrest investigation on an individual who attempted to elude officers after performing a retail theft from a business. This case has been linked to another jurisdiction's case in which multiple items were stolen over the course of a month. Search warrants were executed as part of this investigation, however no additional charges were warranted. This individual was arrested for theft and possession of stolen property.
- ✚ In May, Detective Nissen continued post arrest investigation regarding the drive-by shootings that occurred the first part of this year on Wilshire Blvd. The defendant in this case pleaded guilty to two C felonies (Intimidation with a Dangerous Weapon/Provoking Fear or Causing Injury) and two class D felonies (Going Armed with Intent). This was a 30-year sentence as a result of the two incidents that occurred in Windsor Heights.
- ✚ In June, Officer Johnson responded to a welfare check on I-235 where a female was sitting on the side of a bridge overpass. Officer Johnson found the female sitting on the edge of the bridge with her feet over the side and, as he talked with her, she said, "tell my mom I'm sorry." Officer Johnson was able to get close enough to the female and pull her from the edge, from there she was transported to the hospital by WHFD. Officer Johnson's actions likely kept the female from jumping from the bridge, and his compassion showed to the female following the event helped ensure a safe outcome for all involved. Subsequently, Officer Johnson was awarded the Meritorious Service Award for his actions.

-  In June, Officers Johnson and Irlbeck responded to a residence where a male was unconscious and not responsive. Officers learned the male had been injecting Heroin and his friend had already tried giving him a dose of Narcan, but wasn't sure if he did it correctly. Officer Johnson administered another dose and the male began to recover within a few seconds. WHFD then transported the male to the hospital. This is at least the third time in the past year and a half where Narcan carried by officers on patrol has resulted in saving a life. The department also just received another grant supplying replacement Narcan to each officer, as the shipment from our first grant is nearing expiration. Officer Johnson was subsequently awarded the Department Life Saving Award for his actions.
-  In June, Officers Clingan and Roetman responded to the Karma Bar, located on Merle Hay near I-80, after a call for all available officers went out pertaining to a shooting that had just taken place. Officers encountered nearly 500 people in a crowd and three gun shot victims were ultimately identified. Officer Clingan stopped a vehicle leaving the scene at a high rate of speed. Clingan quickly learned that two of the females inside of the vehicle had been shot. Both Officers tried administering aid while waiting on an ambulance, but the gunshot victims became impatient and drove themselves to the hospital. Officers then worked with other agencies on securing the scene at the bar.
-  In June, during the beginning of the widespread protest, patrol and Chief McCluskey assisted other agencies to include Des Moines Police, West Des Moines Police, and Altoona Police while maintaining extra coverage in Windsor Heights. Lt. Pearson was assigned to a Quick React Team (QRT) with members of the Johnston Police Department. Having this team available provided both Windsor Heights and Johnston a reactionary team that could quickly respond to any protest that took place, thereby reducing the need for overtime coverage by patrol. QRT also coordinated with area departments and responded to request to assist with protest and crowd control as needed.
-  In July, Officers Johnson and Irlbeck were dispatched to a business on Hickman Road where a male was vandalizing government vehicles and other property. The male had ripped door handles from vehicles with his bare hands and damaged other vehicles by throwing objects, found in a dumpster, at them. When Officer Johnson tried taking the suspect into custody the suspect grabbed for his duty weapon. Officer Johnson was able to keep his weapon under his control and take the subject to the ground where he waited on back up to arrive. The male was taken to the hospital before being transported to Polk County Jail on numerous charges to include Criminal Mischief and Interference With Official Acts. Both Officers Johnson and Irlbeck sustained minor injuries while trying to control the suspect.

-  In July, Officer Clingan was at a local convenience store during the overnight hours and in his patrol car when he observed a male punch the store clerk in the face while inside of the store. Officer Clingan apprehended the male and found him to be impaired by alcohol as well. The suspect had been in the store trying to steal vodka and punched the clerk when confronted. The male was a juvenile and was taken to Meyer Hall on the Assault and Public Intoxication charges after being released from Broad lawns Hospital.
-  Chief McCluskey was appointed to the Executive Committee for the Polk County Emergency Management Commission during the month of July. Involvement in metro organizations has proven beneficial to ensuring Windsor Heights maintains a voice in events around the metro which do, or could, affect the City.
-  In August, Officer Irlbeck, Officer Bowers and Lt. Pearson attended training titled “Fundamentals of Realistic De-Escalation” during the month of August. The goal of this program is “to enhance de-escalation efforts with the help of science-both in the field and in training- while also critically applying an understanding of human factors and performance research to most effectively address challenging situations in the midst of a crisis.” Officers will bring back what they learned to the rest of the department.
-  In August, Officer Clingan was listening to a pursuit that started in Marshall County. Officers pursued the suspect into Des Moines, and DMPD was now leading the pursuit. Officer Clingan went to the area of 63rd Street and Grand Avenue where he set up stop sticks. The suspect vehicle struck the sticks that Officer Clingan had set and then came to a stop a short distance after. Officer Clingan assisted on the felony stop and taking the suspect into custody.
-  In August, Administrative Support Clerk Breese updated the Department's “No-Contact Order book” in August removing expired and invalid court orders. Additionally, ASC Breese successfully performed a random validation of ten Criminal Justice Information System entries.
-  In August, Detective Nissen authored and facilitated the execution of a search warrant at a residence within the city for an ongoing internet crimes investigation. This operational plan required the assistance from the Department of Criminal Investigations and patrol officers.
-  In August, Detective Nissen, Captain Meyer, Chief McCluskey and patrol officers investigated a missing person case in which the adult's safety was at risk. The department along with state agents, county deputies, analysts and vendors were able to locate the individual the same day. After locating the missing person that individual was taken to a hospital for care.

- ✚ In August, Detective Nissen and Captain Meyer investigated a Robbery at the Kum & Go. Officers recognized the individual in this crime and the store employee was able to identify the suspect from a photo line-up. Subsequently an arrest warrant was requested.
- ✚ In September, all Windsor Heights Police Department staff participated in mandatory implicit bias training, instructed by Drake University. Implicit bias training is newly required by the State of Iowa for all law enforcement annually. Chief McCluskey also secured a \$2,000 grant from Sam's Club to fund additional training on this topic at a later date.
- ✚ Sadly, Detective Amanda Woods retired from the Windsor Heights Police Department in September due to an on-duty injury. Woods dedicated more than 14 years to the City of Windsor Heights!
- ✚ The Police Department completed an application and hiring process during the month of September. These processes are time and labor intensive and require the involvement of many with the department. Applicants completed physical agility testing, written POST testing, oral board interviews, ride-a-longs and other required tests to measure their fit to the Windsor Heights Police Department family. A conditional offer of employment was extended to one of the applicants and we hope to announce the new member of the WHPD family in October.
- ✚ The Windsor Heights Police Department was proud to announce the Meritorious Service Award was issued to Officer Johnson on Wednesday, September 30, 2020. On May 30, 2020 around 5:30 in the morning, Officer Johnson located a suicidal female on the Interstate 235 bridge over Walnut Creek. The female made statements she was considering jumping from the bridge to harm herself. Officer Johnson spoke to the female and was able to get close enough to grab her and pull her from the bridge rail. Officer Johnson showed unbridled compassion and professionalism during the encounter and Johnson was able to get help for the female. Congratulations, Officer Johnson, on your well deserved award! You represent the values of the Windsor Heights Police Department in all you do! We also posted this story, along with a video clip, to our social media channels and it has been seen over 71,000 times!

- ✚ The Windsor Heights Police Department was proud to announce Officer Johnson was the recipient of the department Life Saving Award on Wednesday, September 30, 2020. On June 18, 2020 around 11:30 pm, Officer Johnson responded to an address in Windsor Heights for a male who was not breathing with CPR in progress. When Johnson arrived, he learned the patients girlfriend had given him Narcan but it was unsuccessful. Johnson administered Narcan to the victim. As a result of the Narcan administration by Johnson, the victim regained consciousness and was awake and talking when medics arrived. Officer Johnson's actions likely saved the life of the individual as the victim's condition, according to those on scene, prior to Johnson administering Narcan were not compatible with life. Congratulations on your accomplishment, Officer Johnson!
- ✚ The Windsor Heights Police Department was proud to announce Officer Palmer received the Life Saving Award on Wednesday, September 30, 2020. On December 21, 2019 around 1:30 in the afternoon, Officer Palmer responded to an address in Windsor Heights to assist medics with a female who was unconscious as the result of an overdose. Palmer arrived and administered Narcan to the female. Palmer continued to perform life saving measures, including chest compressions, on the female until medics arrived and took over her care. The female regained consciousness and was alert and walking before being transported to the hospital. Officer Palmer's actions were paramount in saving the life of the victim. Congratulations, Officer Palmer! Well Done!
- ✚ In September, Detectives reviewed evidence and information regarding a Robbery in the 2nd Degree that took place at a business. Detectives developed probable cause for the arrest of an individual and filed for an arrest warrant. While conducting surveillance for the offender he was arrested without incident. The case investigation continues with post-arrest follow-up and legal processes as it is prepared for criminal prosecution.
- ✚ In September, Detective Nissen became an instrumental role in locating a missing person during his non-scheduled work hours. Detective Nissen, having previously worked another instance of this individual missing, observed a motorhome this individual was likely affiliated with. Detective Nissen's situational awareness and case knowledge facilitated the Polk County Sheriff's Deputies locating the missing individual. Furthermore, this observation and report lead to the arrest of two other offenders absconding justice. One individual was absconding on a probation violation, weapon charge and a second individual has been sought for a Burglary investigation in Windsor Heights.
- ✚ In October, Lieutenant Pearson began attending the Northwestern University of Police Staff and Command. This is a 10-week program, spread out over several months with a two-week on / two-week off rotation. The school is a highly sought opportunity to help prepare command staff for future growth. The school was originally scheduled for early 2020, but was delayed due to Covid.

- ✚ In October, Officer Norris was dispatched to a local bank where two individuals were trying to cash stolen and forged checks. Chief McCluskey provided back-up for Officer Norris while Norris contacted the suspects and investigated the report. He learned that they each had warrants out for their arrest and that they had tried to forge and cash over \$800 worth of checks. The two were taken to Polk County jail on the warrants and charges related to Forgery.
- ✚ In October, Officers Palmer and Bowers were dispatched to a residence on a male who was unconscious and not breathing. Upon their arrival, they learned that the man had overdosed on heroin. They administered CPR and doses of Narcan before turning the patient over to medics. The patient was revived.
- ✚ In October, Detective Nissen processed a death investigation scene. This entailed documenting the state in which items were found and identifying witnesses. Detective Nissen spent the following two weeks investigating leads, authoring search warrants and interviewing involved parties. This case then took on a life of its own and resulted in hundreds of hours of work with potential charges pending for those involved.
- ✚ Our newest member of the Windsor Heights Police Department family joined our team on November 3rd. Please join us in welcoming Officer Miller. Officer Miller is a Des Moines native and was awarded a Bachelor's Degree in Sociology, with a minor in Psychology, from Central College in Pella, Iowa. Officer Miller's previous life experience will suit her well in her role with the Windsor Heights Police Department as she most recently worked as an Applied Behavior Analysis Specialist with Balance Autism in the Des Moines metro area. Officer Miller will attend the Iowa Law Enforcement Academy Basic Training starting in January and will spend time between now and January in a field training program. The Windsor Heights Police Department is proud to welcome Officer Miller and we are excited to get her through the initial required training for Iowa Law Enforcement Officers.
- ✚ In November, Officer Johnson observed suspicious subjects apparently attempting to burglarize vehicles in a residential area. When confronted the suspects fled in their vehicle. Officer Johnson gave chase into Des Moines where the suspect vehicle ran into a garage and two parked cars before the vehicle came to a stop, and the suspects fled on foot. The suspects left behind a stolen handgun and the suspect vehicle was reported stolen the following day. This case was turned over to investigations in effort to identify and apprehend the suspects.



- ✚ In November, the Windsor Heights Police Department congratulated the Irlbeck family on the birth of their child. We recognize the family sacrifice often made during an officers career, from working nights and weekends to missed birthdays and holidays. But with this sacrifice comes the joy of adding a little one to a much larger family, law enforcement. Welcome to the family baby Irlbeck!
- ✚ In November, Captain Meyer listed three seized assets online for auction after receiving titling for these vehicles. These items are expected to be sold in December.
- ✚ In December, officers responded to a local department store reference a male with a neck laceration. Once on scene, officers learned that the male had made a suicide attempt and rendered aid. WHFD transported the male to the hospital.
- ✚ In December, officer Palmer stopped a vehicle, assisted by Officer Norris, for having a stolen registration plate after Detective Nissen alerted him to the matter. The driver and passenger displayed suspicious behavior and were asked to exit the vehicle. During the course of the stop officers seized a handgun and illegal substances from the vehicle. Both driver and passenger were arrested. The driver was charged with felonies to include trafficking stolen weapons and possession of a weapon by a felon.
- ✚ In December, Support Services created an online payment form for Pet Licenses and Parking Citations on our website. Residents choosing not to use the online form and payment method can still print a copy to mail. We have received a strong response from our online pet licensing platform developed by Administrative Clerk Breese and Captain Meyer.
- ✚ In December, Detective Nissen assisted patrol with a traffic stop on a vehicle with stolen plates. A felony traffic stop took place and the driver was arrested for driving while license barred. The passenger in the vehicle then jumped into the driver's seat and attempted to ram patrol vehicles. The suspect was taken into custody without incident and located on his person was a loaded semi-automatic handgun with the serial number removed, and illegal substances. It was later discovered that the suspect was a felon and had several felony warrants out for his arrest. The suspect was taken to jail on his warrants, trafficking stolen weapons, possession of a weapon as a felon, and possession of a controlled substance.



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.

2020 Year In Review:

- ✚ In January, thanks to many of our part-time staff, we were able to fill the entire February schedule with no open shifts for the first time. In the past, we typically have at least one or two open shifts at the beginning of the month. Many times, as we get closer to the open shifts, those shifts are picked up, but this is the first time we have entered a month with all shifts fully staffed/scheduled. The use of our online scheduling platform and the willingness of our part-time staff to cover the openings has brought us to the point where we no longer have several open shifts each month.
- ✚ Paramedic/Firefighter Don Nekola, Firefighter/EMT Nick Evans, POC Firefighter/EMT McLain Swauger, and Firefighter/Engineer Darren Skeries responded to a 2-alarm apartment building fire at 7806 Canterbury in Urbandale on New Year's Day. Upon our arrival the first arriving crews were actively fighting a fire in an apartment which was fully involved. Our crew was assigned to search and rescue of the first and second floor. Our crew had to force entry to two of the apartments. There was a dog locked in a kennel inside one of the apartments that we searched. The dog was still conscious and was removed from the building safely. All of the other apartments were clear and evacuated. The fire was contained to the one apartment but the entire building sustained smoke damage.

✚ On January 3, 2020, Paid-Per-Call Firefighter Darren Skeries retired from the Windsor Heights Fire Department after more than 14-years of service to the Windsor Heights Community.

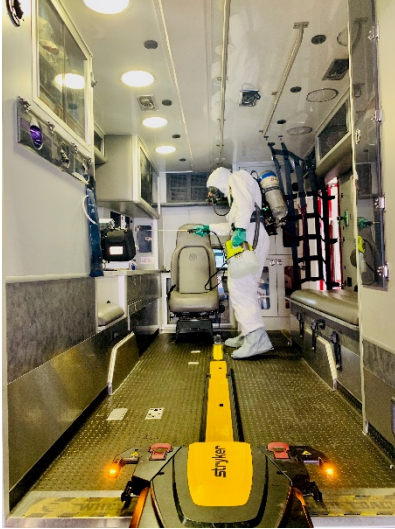
✚ In February, Part-Time Paramedic / Firefighter Jeremy Dietch, EMT / Firefighter Brian Jones, and POC EMT / Firefighter Fleming responded to a call of a possible stroke. The patient had called for EMS multiple times, but always refused transport. During the final call, the crew felt it was critical that she go to the hospital and they were able to work with her husband and Windsor Heights Police Officers on scene to convince her to go to the hospital and get the care she needed. The crew spent an hour on scene convincing the patient to go to the hospital, which shows our crews commitment to keeping our residents safe.



✚ On February 23, 2020, a fire could be seen from the back of the fire station. Upon further investigation, it was found to be an illegal burn in the back yard of a duplex. Paramedic / Firefighter Nekola, EMT / Firefighter Nick Evans, and POC EMT / Firefighter Fleming responded to the incident. Contact was made with the residents and they were advised it is illegal to burn within the city of Windsor Heights. They advised they recently moved in to the duplex and were unaware of the burn ban in the city. They extinguished the fire prior to the FD departing the scene.

✚ The Covid-19 Pandemic had great influence on WHFD operations beginning in March of 2020. In March we reported with the COVID-19 pandemic, the fire department is doing their part by trying to socially distance themselves as much as possible. Included in these measures, residential and commercial inspections were temporarily put on hold. All public relations events are also on hold, as well as any smoke detector inspection/installations.

✚ Also in March, we noted with the recent “stay home, stay healthy” messaging both the Fire Department and Police Department have been involved in helping bring a smile to others faces through drive-by appearances for special events such as birthday parties.









✚ In March, Windsor Heights Fire Department members have been working tirelessly to keep the station disinfected and sanitized. Paramedic Dumermuth, EMT Merseal, and EMT Swauger built a sprayer with a disinfectant chemical to spray down equipment after use.

✚ In March, Paramedic/Firefighter Dumermuth, EMT/Firefighter Merseal, EMT/Firefighter Johnson and EMT/Firefighter Swauger responded to a residential fire assignment. Automatic aid was received from WestCom. Upon arrival, crews found a single story, multifamily dwelling with nothing showing from the outside, and a partial evacuation. There was a thick smell of burnt food and a heavy

haze in the house. The homeowner was still in the unit when crews arrived, crews requested he leave to ensure his safety. The occupant refused, and began to get defensive. With help of WHPD Officer Bowers, crews were able to talk him down and get him out of the house. Crews were able to confirm the issue was burnt food on the stove, and ventilation efforts were initiated to get the smoke cleared from the house. It took about 30 minutes to get the majority of the smoke cleared.

✚ Windsor Heights Fire Department calls for service were down significantly for March over last year; however, we saw an increase in calls for April over last year. In March of 2020, we had an overall reduction of 23% in calls for service; a reduction of 35% in fire related calls; and a reduction of 18% in EMS related calls over March of 2019. In April of 2020, we saw an increase of 6% in total call volume, with a 60% decrease in fire related calls over 2019; but a 54% increase in EMS related calls over March of 2019.

✚ On Thursday, April 23, 2020 at approximately 8:00 pm, the Windsor Heights Fire Department was dispatched to Kum & Go, located at 73rd and University, for an unconscious 19-year-old male. Dispatch advised the male was in cardiac arrest in the middle of the parking lot as units were responding. Paramedic/Firefighter Nekola, EMT/Firefighter Nick Evans, and EMT/Firefighter Swauger arrived on scene and found the patient on the ground with an acquaintance of the patient doing chest compressions. When EMS crews took over, they found the patient had a pulse but was not breathing. Crews suspected the patient ingested several opioid medications and Narcan was administered to the patient. The patient slowly began to breathe on his own and slowly became more alert and aware of his surroundings. The patient was taken to the hospital for further treatment and observation.






-  In April, Windsor Heights Fire Department personnel had been working diligently to keep up with constantly changing protocols and guidelines for dealing with the Covid-19 pandemic. During the month of April, the Windsor Heights Fire Department team encountered two patients who were suspected of being impacted by Covid-19. Our crews are wearing full personal protective equipment on every call, regardless of the incident type, and with full PPE current guidance indicates contact with a Covid patient is not an exposure. The ambulance is being thoroughly decontaminated after the call as well to help keep our team safe and healthy!
-  In May, Paramedic/Firefighter Dumermuth, EMT/Firefighter Merseal, EMT/Firefighter Jessie Evans, and Paramedic/Firefighter Pemberton all participated in cleaning and repainting the front of the fire station apparatus bay doors and trim. The maintenance was much needed and the end result looks great.
-  In May, Paramedic/Firefighter Dumermuth, EMT/Firefighter Merseal, and EMT/Firefighter Jessie Evans recorded a YouTube video called, "What it is like to be a firefighter" for the Pre-Kindergarten classes at Clive Learning Academy. The children loved the video and several responded they wanted to be a firefighter (one a pirate firefighter) when they grow up!
-  In May, Chief McCluskey and Paramedic/Firefighter Dumermuth, along with Interim City Administrator Mark Arentsen, met with SafeBuilding Iowa to start the transition process of SafeBuilding taking over rental inspections. The Fire Department will maintain responsibility for database management and program tracking, but SafeBuilding will be responsible for the actual inspections once the transition is complete.
-  In May, EMT/Firefighter Merseal graduated from Iowa State University with his Bachelor's Degree in Environmental Science with a minor in Sustainability. Merseal immediately put his knowledge to good use starting some plants in a planter behind the station. "House 55 Salsa" (trademark pending) is expected to roll out later in the summer and we are all looking forward to the fruits (and vegetables) of Merseal's labor.
-  In May, Paramedic/Firefighter Nekola, EMT/Firefighter Brian Jones, and EMT/Firefighter Fleming responded to a suicidal subject who had been pulled back from jumping off the 73rd Street bridge along I-235 by patrol officers. The patient was transported to the hospital for evaluation.

- ✚ On June 4, 2020, Paramedic/FF Nekola, EMT/FF Nick Evans, and EMT/FF Martin WH responded to an unconscious male at a chiropractor's office on University. When crews arrived, they found the patient sitting in a chair inside the office. He was very sweaty and lethargic. As crews were assessing the patient, he went unconscious. An IV was started, a blood sugar was taken and his blood glucose levels were found to be dangerously low. Medics gave the patient medication to bring his sugar levels up and he regained consciousness. The patient was transported to the hospital by ambulance for further evaluation.
- ✚ On June 13, 2020, Paramedic/FF Nekola, EMT/FF Nick Evans, and Paramedic/FF Hooper responded to HyVee for a person struck by a car. Video from HyVee caught the driver of the car on camera getting out of her vehicle, speaking with the patient and leaving him there before any help arrived. The patient was complaining of no feeling from the waist down and pains all over. Patient was transported to the hospital by ambulance.
- ✚ On June 21, 2020, Paramedic/FF Dumermuth, EMT/FF Merseal and EMT/FF Eslick responded to a motor-vehicle accident / rollover on I-235. While on scene, a second accident occurred at the same location. Luckily none of our personnel or equipment were involved, but this was a good reminder about practicing solid scene safety for our teams.
- ✚ On June 22, 2020, Paramedic/FF Dumermuth, EMT/FF Merseal, EMT/FF Eslick, and Chief McCluskey responded to a commercial fire assignment at Windsor Court Apartments. A resident reported smoke outside the building following a lightning strike. No fire or damage was found, but the alarm system was showing trouble on all zones. The alarm company was contacted to respond.
- ✚ On June 24, 2020, a pedestrian was walking in a crosswalk at a local business parking lot when she states a vehicle struck her. Paramedic/FF Dumermuth, EMT/FF Merseal, and Paramedic/FF Pemberton responded to the call. The patient was carrying groceries and all of the groceries were destroyed. The patient had minor injuries and did not want transported to the hospital. WHFD crews worked with HyVee managers to replace the groceries that were ruined during the incident at no cost to the patient.
- ✚ The Windsor Heights Fire Department saw a significant increase in calls for service during July. In June, we had an overall increase of 30% in runs, with an increase of 18% in EMS calls over June, 2019. In July, we had an overall increase of 55% in runs, with an increase of 64% increase in EMS calls over July, 2019. We are not seeing a huge increase in Covid-19 patients, specifically, but run numbers are up significantly.





- ✚ An air conditioner on the roof of the Public Safety Building failed during July and had to be replaced. During the process, the contractor created a short in some wiring. Luckily, we were able to lean on Public Works to help resolve the wiring issue. Paramedic/Firefighter Foreman helped repair a hole which had to be cut in the ceiling for access. The use of City staff to help with repairs significantly reduced the cost to perform the repairs.
- ✚ Fire training for the month of July covered “VEIS” (Vent, Enter, Isolate, and Search) at the FAST Tower. Many of our members had not trained in this technique before and the training was instructed by Part-time Paramedic/Firefighter James Mease. The training incorporated the Norwalk Fire Department as well, for a multi-company drill. The training was well received by all and everyone enjoyed being able to get back into the swing of training.
- ✚ Paramedic/Firefighter Nekola, EMT/Firefighter Nick Evans, and EMT/Firefighter Price responded to a possible deceased person during the month of July. Upon arrival, the crew found the patient unresponsive and not breathing. The crew started CPR, as it was not an obvious death. The patient was transported to the hospital and while transporting, the crews were able to regain a pulse in the patient. Once at the hospital, the patient again lost any pulse and was defibrillated again. After every attempt was made to save the patient at the hospital, the patient succumbed to the condition.
- ✚ In August, EMT/FF Jessie Evans was presented the Windsor Heights Fire Department lifesaving award during the September EMS training. On December 21, 2019 at approximately 1:25 pm, Officer Palmer responded to an address on 70th Street for an overdose. Upon arrival, Palmer found a 20-year-old female who was not breathing. The patient’s boyfriend was performing CPR and Palmer delivered Narcan to the patient. EMT/FF Jessie Evans arrived on scene and took over chest compressions for the patient. The patient regained consciousness and was alert and walking when transported to the hospital. Typically, we prefer to do these awards during a public Council meeting, however due to Covid-19 and being unsure when in-person meetings will be held, we have elected to move forward with the award during training.
- ✚ August proved to be another busy month for the Windsor Heights Fire Department. Crews responded to a total of 81 calls for service in August, compared to 49 calls for service during the same time frame in August of 2019. This is a 65% increase in calls for August of 2020 over August of 2019. So far, for the calendar year 2020, calls for service for January through August 2020 are up 19% over the same time frame in 2019.

- ✚ Paramedic/FF Dumermuth and EMT/FF Merseal came in during their off-duty time on August 10th to assist with calls for service during and following the Derecho storm which impacted the City. Dumermuth and Merseal allowed us to “plus up” our staffing to handle the increased call load during the day and they provided invaluable assistance during the recovery efforts.
- ✚ In August, EMT/FF Merseal was deployed as part of a Wildland Fire Fighting group through the Iowa DNR to assist with wildfires in Colorado. Merseal used his PTO and covered his shifts so he could go offer assistance to the firefighting efforts. We expect Merseal to return during the beginning of September.
- ✚ On August 8, 2020, Paramedic/FF Dumermuth and EMT/FF Merseal responded to a report of a subject electrocuted while cutting a tree. The victim had been in a bucket truck and came into contact with live primary power lines. The subject was treated and transported to the hospital. A total of five (5) electricity related calls were handled by Dumermuth and Merseal during August.
- ✚ In August, Paramedic/FF Dumermuth worked with Chief McCluskey to finalize plans for Covid-19 antigen / antibody testing for both WHFD and WHPD members. The testing will take place the first week of September and any member wishing to be tested will be allowed to do so free of charge, thanks to a grant through the State of Iowa.
- ✚ The Windsor Heights Fire Department had over 15 calls for service during the Derecho and immediately following couple of hours. Paramedic/FF Foreman, Paramedic/FF Maher, EMT/FF B Jones were the on-duty crew, and they were assisted by Paramedic/FF Dumermuth and EMT/FF Merseal, who both came in off-duty, as well as by Chief McCluskey.
- ✚ In September, Paramedic/Firefighter Dumermuth, EMT/Firefighter Fleming, and Firefighter Thie seized an opportunity to train with the Pleasant Hill Fire Department during the month of September. The Pleasant Hill Fire Department invited our members to participate in some live fire training at an abandoned house. Relationships with our metro partners are invaluable and the ability to train with various departments, and get different views of training is something our crews benefit from greatly.
- ✚ Fire training for the month of September covered vehicle extrication and was instructed by Sandry Fire Supply. In addition, crews got the opportunity to work with newer, battery powered extrication tools and learn new methods from outside instructors.

- ✚ The Windsor Heights Fire Department protocols were updated in October, including a change to protocols allowing EMT certified members to administer Narcan. Patrol officers have done an amazing job saving lives with Narcan and it was important to ensure our protocols allowed for EMT's to administer the life saving drug.
- ✚ In September, all three Fire Department shifts attended training at the Clive Fire Department covering the new electric buses DART is deploying. The training gave a hands on look at the new buses, and taught crews how to turn off the batteries.
- ✚ In September, Paramedic/Firefighter Foreman, EMT/Firefighter Jones, and EMT/Firefighter Price responded to a residential fire assignment with a fire contained to an oven in September. The residents had used the self-cleaning function on the oven and left a frying pan full of oil in the oven. The fire was contained to the oven and crews cooled the oven with a water extinguisher to allow for the oven to be opened and the pan removed.
- ✚ In October, Paramedic/Firefighter Foreman and EMT/Firefighter Jones responded to a local business for a sick call. When they arrived, they found a male patient with difficulty breathing. While evaluating the patient, they learned he had been driven to Windsor Heights from Fort Dodge the same morning, and the patient was believed to be a Covid-19 positive patient. The patient was transported to the hospital.
- ✚ In October, Chief McCluskey, Paramedic/Firefighter Foreman, EMT/Firefighter Jones, and EMT/Firefighter Settles responded to an injury traffic accident at 73rd and Hickman. Urbandale Fire also responded and assisted with extricating a female from one of the vehicles. Crews did a great job at calming the female patient during the extrication and the female had an injury to her lower extremities and was transported to the hospital.
- ✚ In October, EMT/Firefighter Brian Jones and EMT/Firefighter Nick Evans both completed testing for their Paramedic certifications during the month of October. This is a huge accomplishment by both team members and they will now begin work to get signed off on our protocols as a Paramedic.
- ✚ EMS training for the month of October was OB emergencies, instructed by Amy Epstein who is a nurse with MercyOne and a Windsor Heights resident. The training was exceptional and all personnel were heavily engaged in the training. Amy even brought a manikin that actually delivers a baby so our teams could practice on labor and delivery. All in attendance learned a great deal and we plan to partner with Amy again in the future for additional training.

-  In October, Paramedic/Firefighter Nekola, EMT/Firefighter Nick Evans, and EMT/Firefighter Johnson responded to a Carbon Monoxide alarm in the 6700 block of College around 2:00 in the morning on October 30th. The residents stated a basement CO detector went off first, then the main floor detector activated. Crews entered the residence with the four gas meter. Within 5-feet of entering the residence, the gas meter started alerting the crew to high levels of CO. The crew donned their SCBA to continue their investigation. Readings got as high as 78 PPM in the basement, low 70's on the main floor and low 60's on the second floor. Crews exited the structure and requested Mid-American Gas be notified. The residence remained unoccupied until Mid-American arrived. Once Mid-American arrived they surveyed the residence with their meter and determined it was coming from the furnace or water heater. The residence was ventilated by opening the windows of the structure until the CO readings were 0 PPM. Mid-American turned off the furnace and water heater and deemed it safe for the residence to re-enter their home.
-  On October 7th, Chief McCluskey, Paramedic/Firefighter Dumermuth, EMT/Firefighter Merseal, and EMT/Firefighter Price responded to an EMS call on College. While on the call, an injury traffic accident was dispatched at 63rd and University. Chief McCluskey and Dumermuth responded to the accident while Merseal and Price transported the first patient to the hospital. Mutual aid was received from West Des Moines for an ambulance to the accident scene, as well as Clive for an Engine.
-  In October, Paramedic/Firefighter Dumermuth, EMT/Firefighter Merseal, and EMT/Firefighter Price responded to a cardiac arrest resulting from an overdose. The patient was not conscious and not breathing upon arrival of Law Enforcement and Fire/EMS. CPR was started. Two doses of Narcan were given. The combination of CPR and Narcan allowed the patient to regain a pulse. This patient was transported to an area hospital and to our knowledge is still alive.
-  In October, Chief McCluskey, Paramedic/Firefighter Dumermuth, EMT/Firefighter Merseal, and EMT/Firefighter Jessie Evans responded to a cardiac arrest, again as the result of an overdose. Upon arrival, the male patient was found to be deceased and had been deceased for some time. Windsor Heights Police took over the investigation and fire crews returned to service.
-  Paramedic/Firefighter Dumermuth, EMT/Firefighter Merseal, and EMT/Firefighter Jessie Evans responded to a lift assist call during the month of October. On arrival, crews found a critically ill patient who required emergency intervention. The patient was transported to the hospital in extremely critical condition. Upon review of the call, the call was properly handled by dispatch, but the patient's husband failed to give accurate information about the patient's status.

- ✚ In November, Paramedic / Firefighter Nekola and EMT / Firefighter N Evans responded to a difficulty breathing call. When they arrived, the patient had obvious labored breathing and was transported to the ambulance. Once in the ambulance, the patient went into cardiac arrest. The patient was transported to the hospital with CPR in progress and released to the hospital for additional care.
- ✚ In November, EMT / Firefighter N Evans and EMT / Firefighter Price responded to a call on Wilshire of a suspicious odor. When crews arrived, a person who was at the house to clean reported a heavy chemical smell coming from the house, along with a light haze. Crews donned breathing gear and entered the house to find 5-gallon buckets with aerators and an unknown liquid in them. Crews evacuated the house and called for Des Moines Fire Department Hazardous Materials crews. The area was secured and DSM Fire HazMat arrived to find the chemical was a process being used by a contractor to fumigate the house after the previous tenants moved out. The situation was neutralized and the scene was released.
- ✚ In November, EMT / Firefighter N Evans and Chief McCluskey responded to an address on Franklin Avenue for a possible cardiac arrest. When crews arrived, they found a male who had been deceased for several hours. The call came in from a caretaker who we later found had gone to the house, found the subject deceased and then drove back home before calling 9-1-1. The scene was turned over to law enforcement.
- ✚ In November, Paramedic / Firefighter Dumermuth, EMT / Firefighter Merseal, and EMT / Firefighter Fleming responded to an address on 65th for the report of an illegal outdoor burn. When crews arrived, the resident stated he had been playing a board game for the past four years and just finished it tonight. To celebrate, he stated he burned the board game... A neighbor called in the fire and it was extinguished without incident.
- ✚ In November, Chief McCluskey, Paramedic / Firefighter Dumermuth, EMT / Firefighter Price, and EMT / Firefighter Fleming responded to a two-alarm apartment building fire on 13th Street in West Des Moines at approximately 2:30 am on Sunday, November 15th. West Des Moines Fire crews did a great job containing the fire and our crews remained on scene for approximately 20 minutes before being released from the scene.
- ✚ In November, Paramedic / Firefighter Dumermuth and EMT / Firefighter J. Evans responded to an unconscious patient on November 27th around noon. When crews arrived, they found a male patient in cardiac arrest. Crews from Clive also responded to assist and the patient was taken to the hospital with CPR being performed.

-  In November, EMT / Firefighter Brian Jones completed his Paramedic certification and completed the sign off process with Windsor Heights Fire to operate as a Paramedic. Part-Time team members Dayton Harryman and Colby Martin also completed the sign off process for their recent Paramedic certifications. EMT / Firefighter Nick Evans is working to complete his Paramedic certification and will follow suit in the near future.
-  In December, Chief McCluskey, Paramedic / FF Nekola, EMT / FF N Evans, and EMT / FF Price WHFD EMS responded to an address on Luin Lane for a male suffering from a traumatic injury due to a vehicle rolling over him and coming to rest on top of him at the end of his driveway. Prior to the fire department's arrival, several neighbors were able to move the car enough to get the patient out from under the car. The patient suffered injuries to his head and abdominal area but refused to go to the hospital by ambulance. His wife showed up on scene and agreed to take him to the ER for observations of his injuries.
-  In December, Paramedic / FF Dietch, EMT / FF Jones, and EMT / FF Johnson responded to WalMart for a difficulty breathing call. When crews arrived, they found a male who had attempted to commit suicide behind the store by cutting his wrists and neck, as well as tightening zip ties around his neck. Thankfully, an alert employee heard the patient scream and was able to call 9-1-1. The patient was rushed to the hospital for treatment of severe wounds.
-  In December, Chief McCluskey, Paramedic / FF Foreman, EMT / FF Jones, and EMT / FF Price responded to an address on Colby for a possible natural death. The victim was well known to the WHFD team as they responded to the address regularly for assistance. The family asked for memorial donations to be sent to the Windsor Heights Fire Department in lieu of flowers or gifts related to the passing. This is another example of the positive impact our public safety team makes on our residents each and every day.



WINDSOR HEIGHTS FIRE DEPARTMENT

2020 Statistics

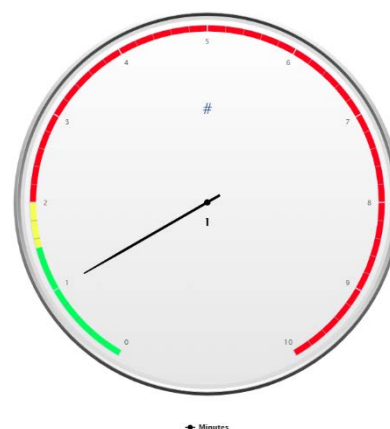
Total Calls For Service (Calendar Year 2020)	681	100%
Fire Incidents	18	2.64%
Rescue / EMS Incidents	476	69.90%
Hazardous Conditions – No Fire	35	5.14%
Service Calls	74	10.87%
Good Intent Calls	34	4.99%
False Alarm / False Call	40	5.87%
Special Incident Type	4	0.59%
Rental Inspections Completed	122	
Commercial Inspections Completed	31	
Commercial Re-Inspections	0	
Pre-Plans Completed	0	

Average Times (Calendar Year 2020)	Minutes	
Average Unit Notified to Enroute	1.49	
Average Unit Enroute to Arrived at Scene	3.44	
Average Unit on Scene to Left Scene	25.37	
Average Unit left Scene to Arrived at Destination	11.32	
Average Arrived at Destination to In-Service	23.95	

WH Average Reaction Time



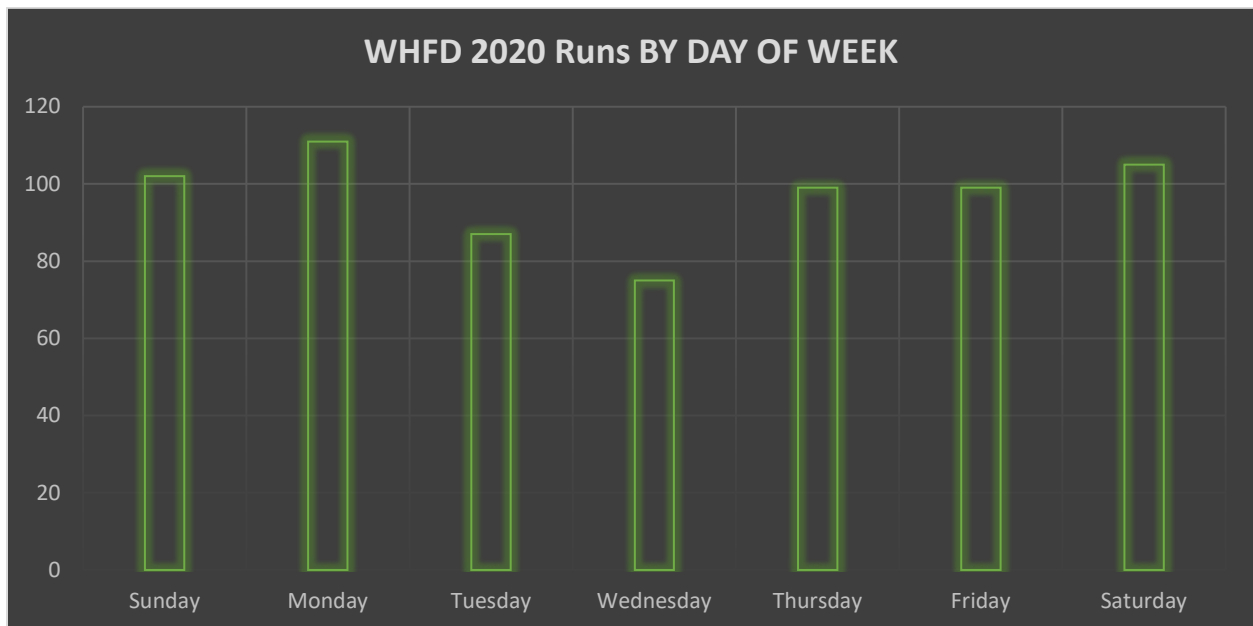
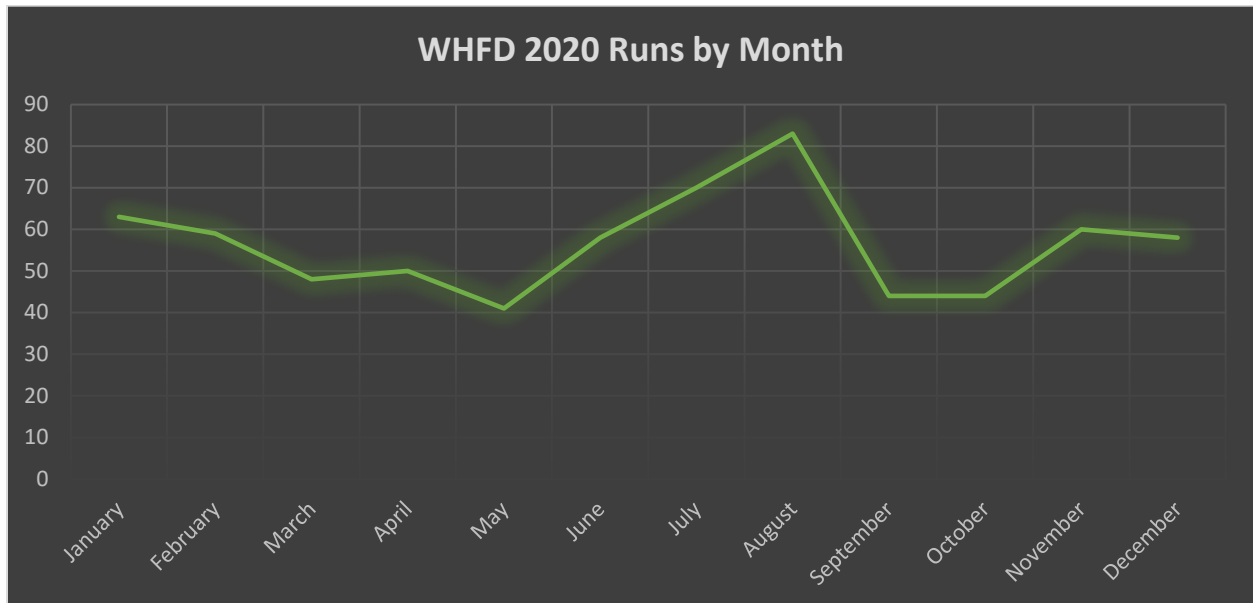
WH Dispatched to Enroute





WINDSOR HEIGHTS FIRE DEPARTMENT

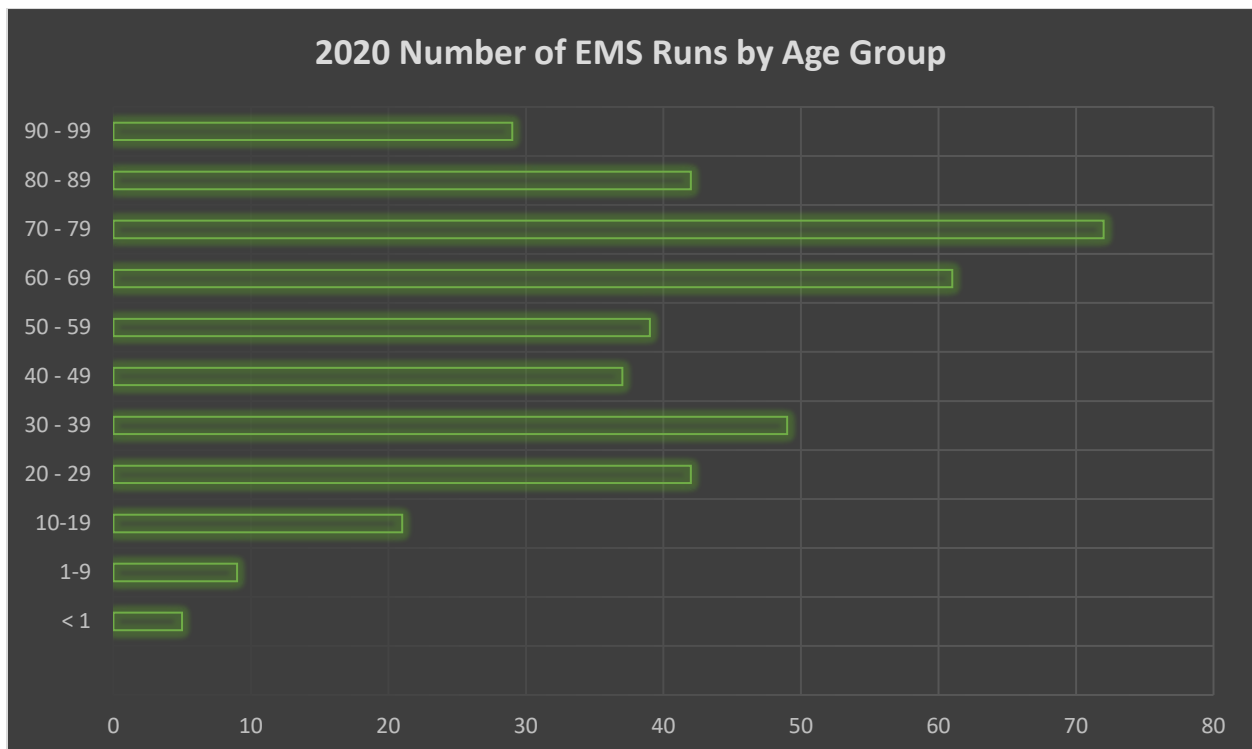
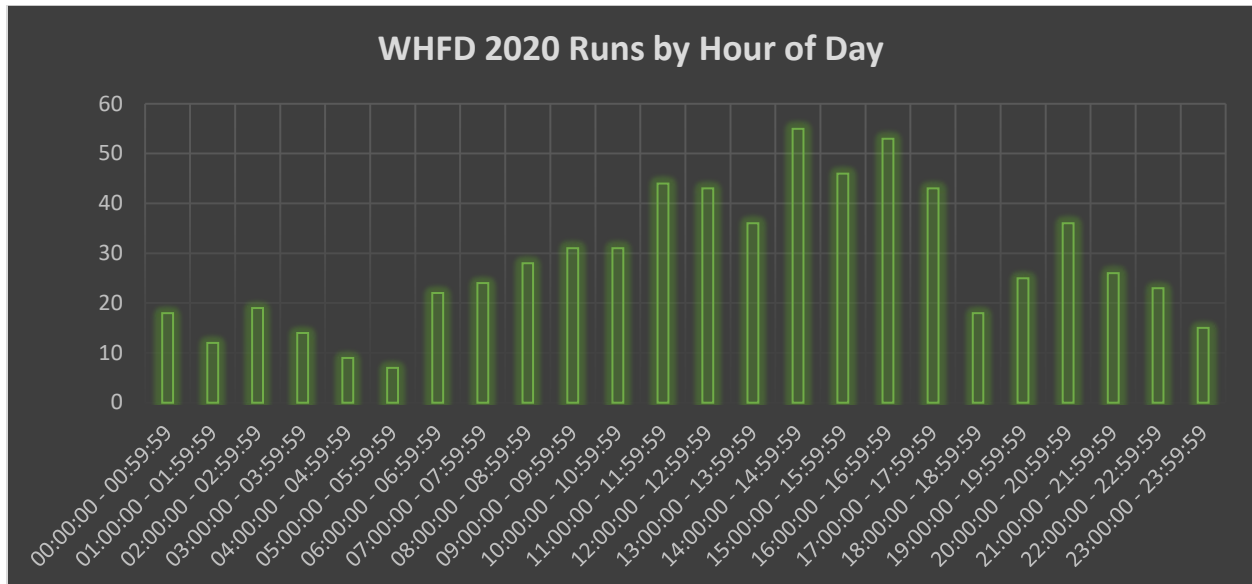
2020 WHFD Response Statistics





WINDSOR HEIGHTS FIRE DEPARTMENT

2020 WHFD Response Statistics





WINDSOR HEIGHTS FIRE DEPARTMENT

2020 Statistics

TOTAL INCIDENTS:	681	
Incident Type	Number	% of all calls
<u>Fire Incidents</u>	<u>18</u>	<u>2.64%</u>
Brush or brush-and-grass mixture fire	1	0.15%
Building fire	3	0.44%
Cooking fire, confined to container	2	0.29%
Fire, other	1	0.15%
Outside rubbish fire, other	5	0.73%
Outside rubbish, trash or waste fire	4	0.59%
Trash or rubbish fire, contained	1	0.15%
Excessive heat, scorch burns with no ignition	1	0.15%
<u>Rescue/EMS Incidents</u>	<u>476</u>	<u>69.90%</u>
Emergency medical service, other	17	2.50%
EMS call, excluding vehicle accident with injury	404	59.32%
Medical Alarm (False)	5	0.73%
Medical assist, assist EMS crew	9	1.32%
Motor vehicle accident with injuries	24	3.52%
Motor vehicle accident with no injuries.	6	0.88%
Motor vehicle/pedestrian accident (MV Ped)	1	0.15%
Rescue or EMS standby	1	0.15%
Rescue, EMS incident, other	9	1.32%
<u>Hazardous Conditions - No Fire</u>	<u>35</u>	<u>5.14%</u>
Arcing, shorted electrical equipment	1	0.15%
Attempted burning, illegal action, other	2	0.29%
Carbon monoxide incident	2	0.29%
Chemical spill or leak	1	0.15%
Electrical wiring/equipment problem, other	4	0.59%
Gas leak (natural gas or LPG)	5	0.73%
Gasoline or other flammable liquid spill	5	0.73%
Hazardous condition, other	3	0.44%
Power line down	9	1.32%
Vehicle accident, general cleanup	3	0.44%

<u>Service Call</u>	<u>74</u>	<u>10.87%</u>
Assist invalid	29	4.26%
Assist police or other governmental agency	7	1.03%
Person in distress, other	1	0.15%
Police matter	1	0.15%
Public service	8	1.17%
Public service assistance, other	25	3.67%
Service call, other	1	0.15%
Smoke or odor removal	1	0.15%
Water problem, other	1	0.15%
<u>Good Intent Call</u>	<u>34</u>	<u>4.99%</u>
Dispatched and cancelled en route	15	2.20%
EMS call, party transported by non-fire agency	1	0.15%
Good intent call, other	6	0.88%
HazMat release investigation w/no HazMat	1	0.15%
No incident found on arrival at dispatch address	5	0.73%
Smoke from barbecue, tar kettle	1	0.15%
Smoke scare, odor of smoke	3	0.44%
Steam, vapor, fog or dust thought to be smoke	1	0.15%
Wrong location	1	0.15%
<u>False Alarm & False Call</u>	<u>40</u>	<u>5.87%</u>
Alarm system activation, no fire - unintentional	12	1.76%
Alarm system sounded due to malfunction	5	0.73%
Carbon monoxide detector activation, no CO	1	0.15%
Contractor Error - Detector activation, no fire	1	0.15%
Contractor Error - Smoke detector activation, no fire	1	0.15%
False alarm or false call, other	14	2.06%
Smoke detector activation due to malfunction	1	0.15%
Smoke detector activation, no fire - unintentional	3	0.44%
Sprinkler activation due to malfunction	1	0.15%
Sprinkler activation, no fire - unintentional	1	0.15%
<u>Special Incident Type</u>	<u>4</u>	<u>0.59%</u>
Closest Unit Response-EMS	1	0.15%
Run Number Issued in Error (Dispatcher Error)	2	0.29%
Special type of incident, other	1	0.15%



WINDSOR HEIGHTS POLICE DEPARTMENT

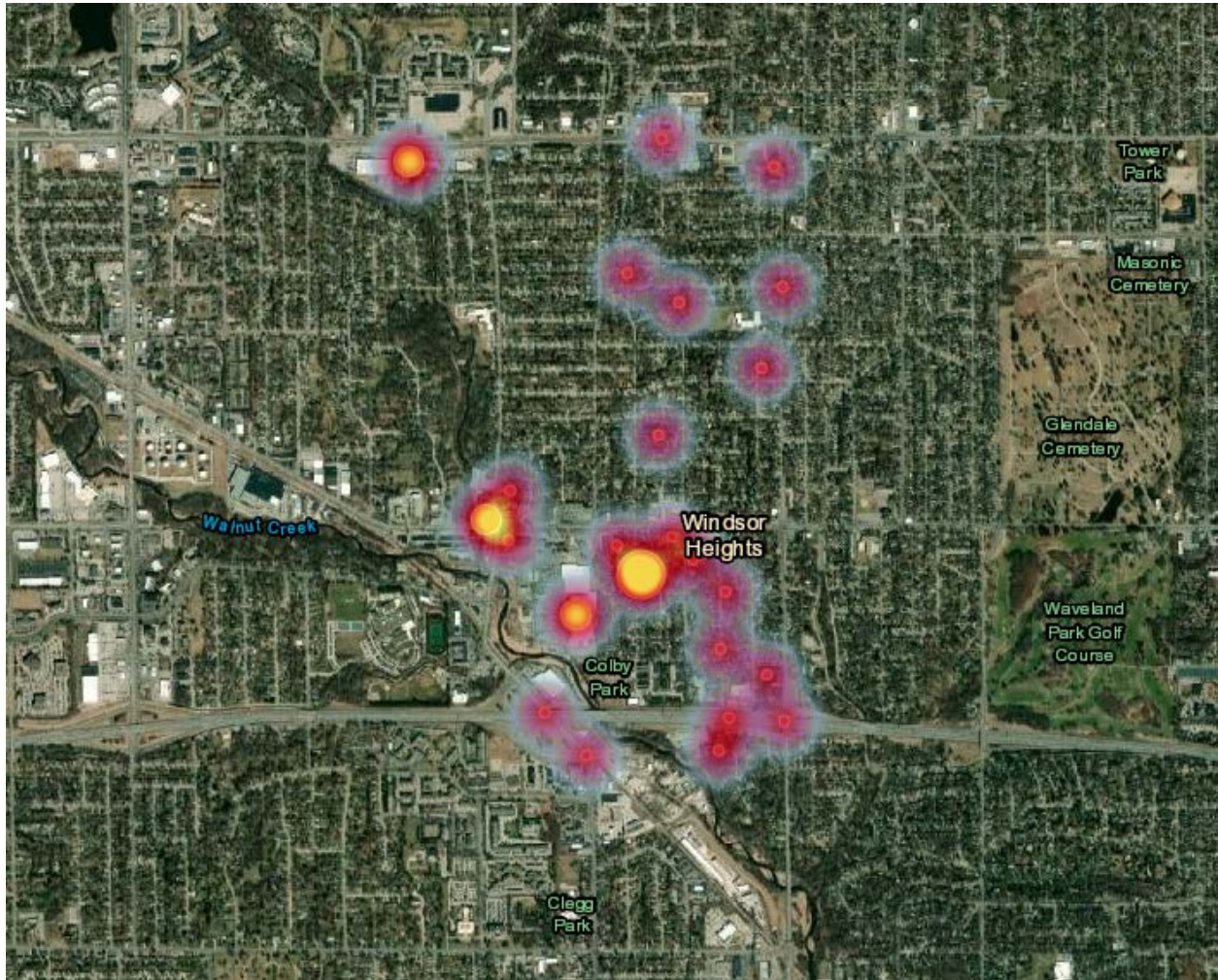
2020 Statistics

Call Type	Total	Avg Time	Total Time
Abandoned Vehicle	29	22.9310	665
Accident	212	43.7406	9273
Animal	170	45.0235	7654
Assault	14	86.4286	1210
Assist	562	42.0036	23606
Attempt to Locate	6	13.8333	83
Alarm - Audible	84	10.7143	900
Bar Check	3	14.0000	42
Broadcast	15	25.2000	378
Building Check	251	5.4143	1359
Burglary	54	61.3519	3313
Chase	17	32.5882	554
Child In Need of Assistance (CHINA)	32	20.9688	671
Commercial Fire	37	23.3784	865
Debris	47	14.0426	660
Dispute	157	34.3057	5386
Vehicle in Ditch	6	55.3333	332
Domestic	57	55.1228	3142
Disturb Peace and Quite (DPQ)	103	16.1553	1664
Drive By Shooting	2	237.5000	475
Illegal Dumping	3	12.0000	36
Fight	10	26.1000	261
Follow-Up	164	54.2134	8891
Found Property	35	41.9143	1467
Fraud	43	74.8605	3219
Harassment	25	39.4400	986
HazMat	10	14.4000	144
Hit and Run	51	152.4314	7774
Ident (Fingerprints)	59	17.5254	1034
Incomplete 9-1-1	82	11.9146	977
Indecent	4	19.2500	77
Info	58	192.0345	11138
Intox	8	32.3750	259
Investigation	22	22.5000	495
Keys Locked in Vehicle	11	12.1818	134

Knock	1	14.0000	14
Auto Theft (LMV)	19	295.5263	5615
Lost	8	52.7500	422
Mental	60	23.9667	1438
Message	405	45.8889	18585
Misc	331	46.3505	15342
Missing	18	102.1111	1838
Narc	25	30.2800	757
Open Door	3	14.3333	43
OWI	11	50.8182	559
Parking Complaint	189	14.3280	2708
Prowler	2	9.5000	19
Public Assist	146	20.0411	2926
PW	12	119.3333	1432
Radar	32	23.8125	762
Reckless	54	30.2593	1634
Release	6	28.8333	173
Residential Fire	10	14.2000	142
Roads	10	8.9000	89
Robbery	7	94.4286	661
Runaway	4	67.2500	269
Sex Offense	8	53.1250	425
Shoplift	82	63.9756	5246
Shots	9	62.2222	560
Signals	30	46.5333	1396
Alarm - Silent	6	9.3333	56
Stalled Vehicle	130	19.6077	2549
Still	17	33.2353	565
Suicide / Suicide Threats	11	21.7273	239
Suspicious	397	51.5113	20450
Test	2	0.0000	0
Theft	152	69.3553	10542
Threats	9	25.6667	231
Traffic	1021	24.0196	24524
Transport	6	58.8333	353
Trespass	11	42.0000	462
Unknown	21	30.2381	635
Vandalism	34	103.7647	3528
Wanted	25	65.3600	1634
Watch	83	28.1928	2340
Welfare	112	27.2411	3051
Wires	17	9.6471	164
TOTALS	5979	45.9179	233,502

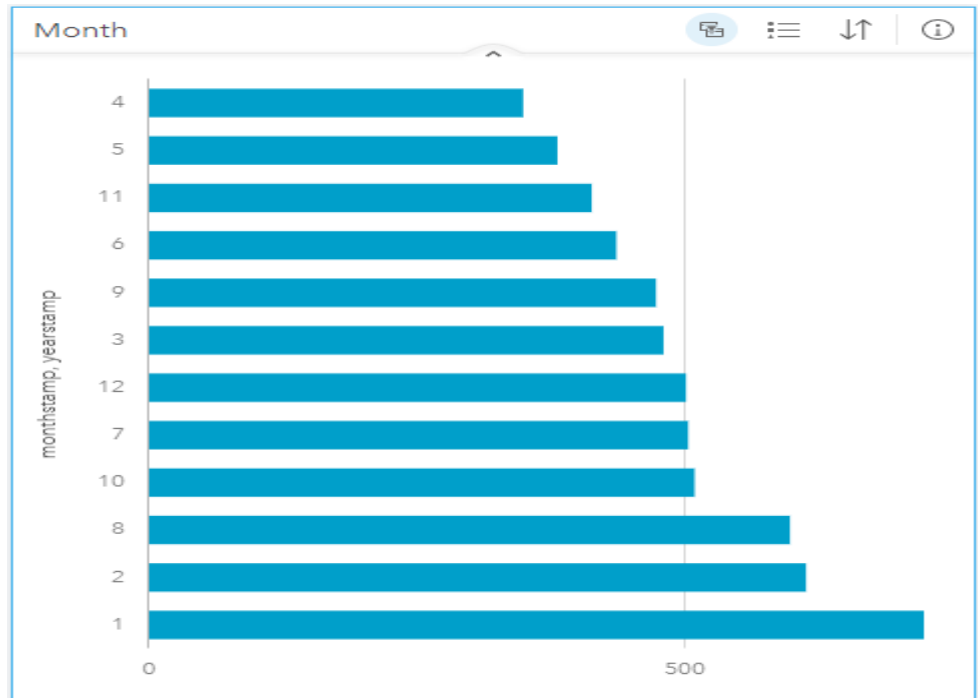
PATROL		CY20
Calls for Service		5474
Incidents		774
Arrests		292
Total Number of Charges		574
OWI Arrests		31
Criminal Complaints Filed		399
Felony Charges Filed		51
Field Interviews		4
Supplemental Reports		296
Accidents		131
Citations Issued		690
Written Warning Citations Issued		337
INVESTIGATIONS		
Cases Assigned by Month		26
Cases Open		26
Cases Active by Month		7
Cases Inactive		14
Cases Cleared by Arrest		5
Cases Cleared Exceptional Clearance		9
Cases Unfounded		1

POLICE DEPARTMENT CALLS FOR SERVICE AT A GLANCE

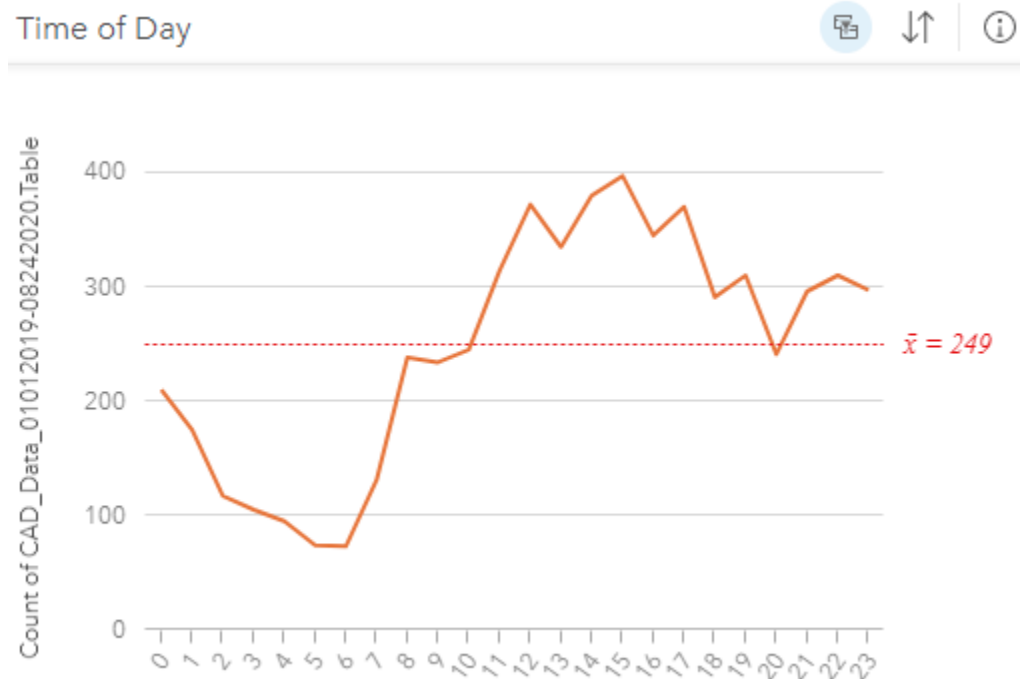


2020 Calls for Service "Heat Map"

POLICE DEPARTMENT CALLS FOR SERVICE AT A GLANCE

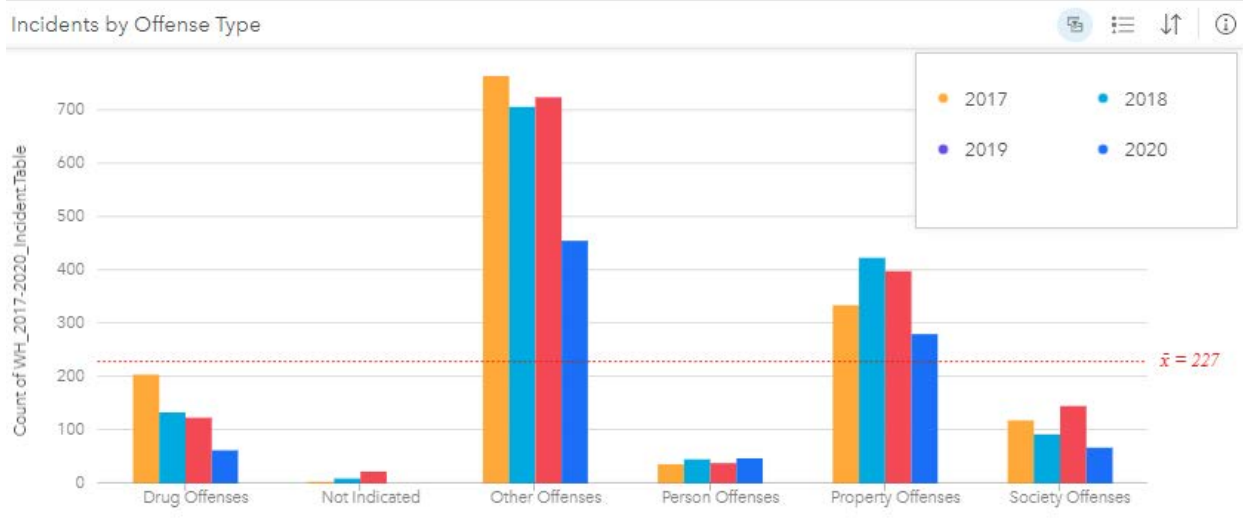


Calls for Service by Month

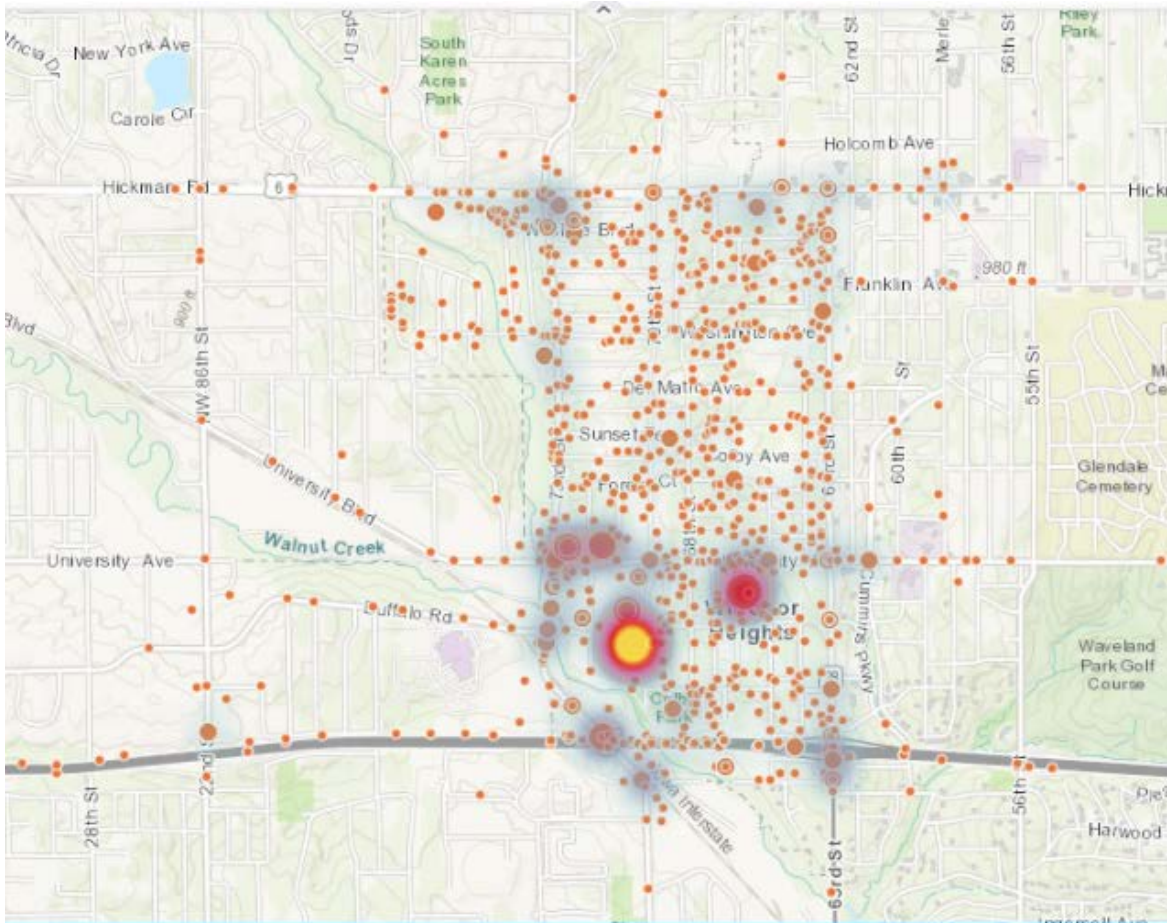


Calls for Service by Time of Day

POLICE DEPARTMENT INCIDENTS AT A GLANCE

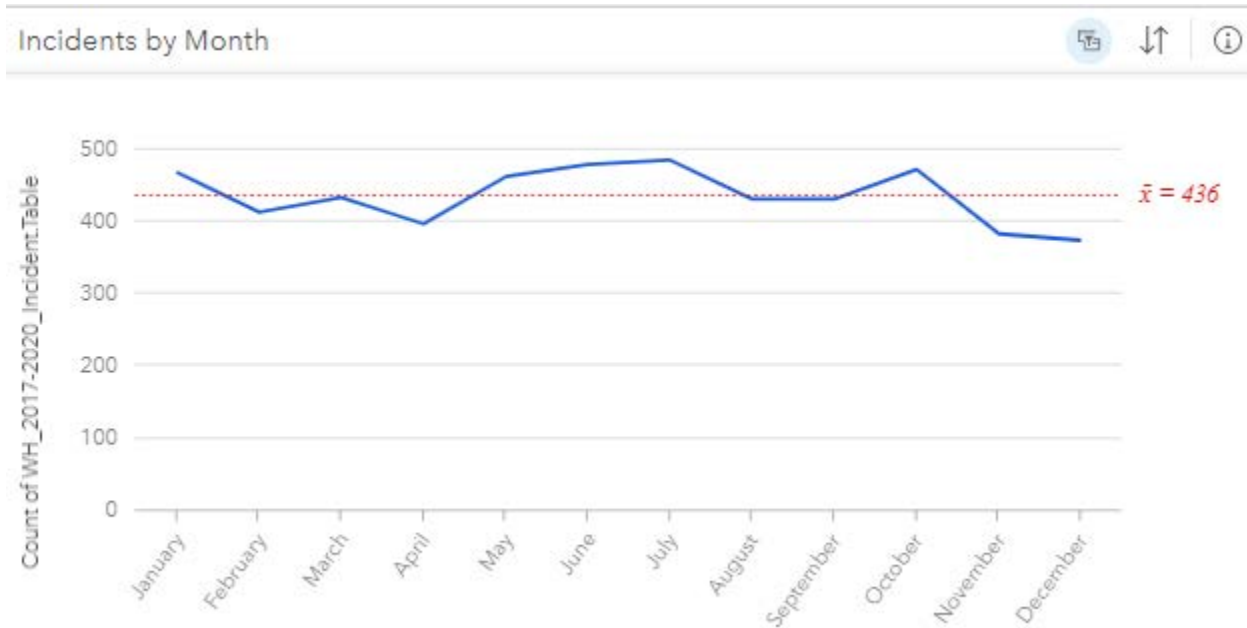


Incidents by Offense Type (4-Yr Historical Data)

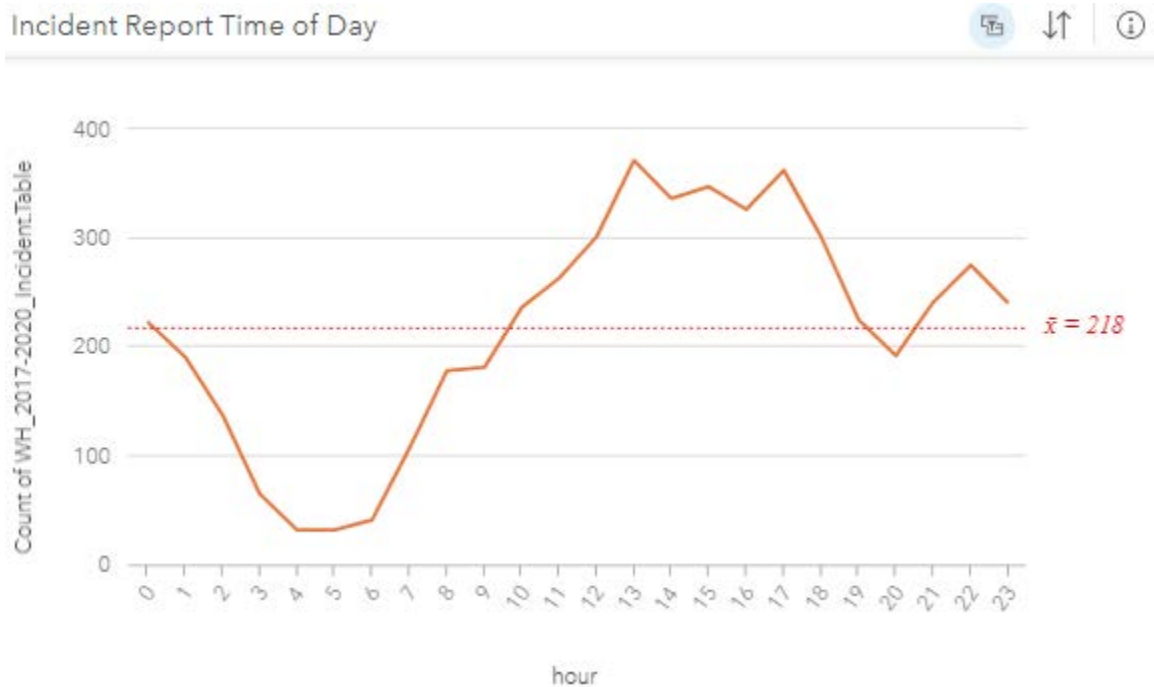


Incidents "Heat Map" (4-Yr Data 2017-2020)

POLICE DEPARTMENT INCIDENTS AT A GLANCE

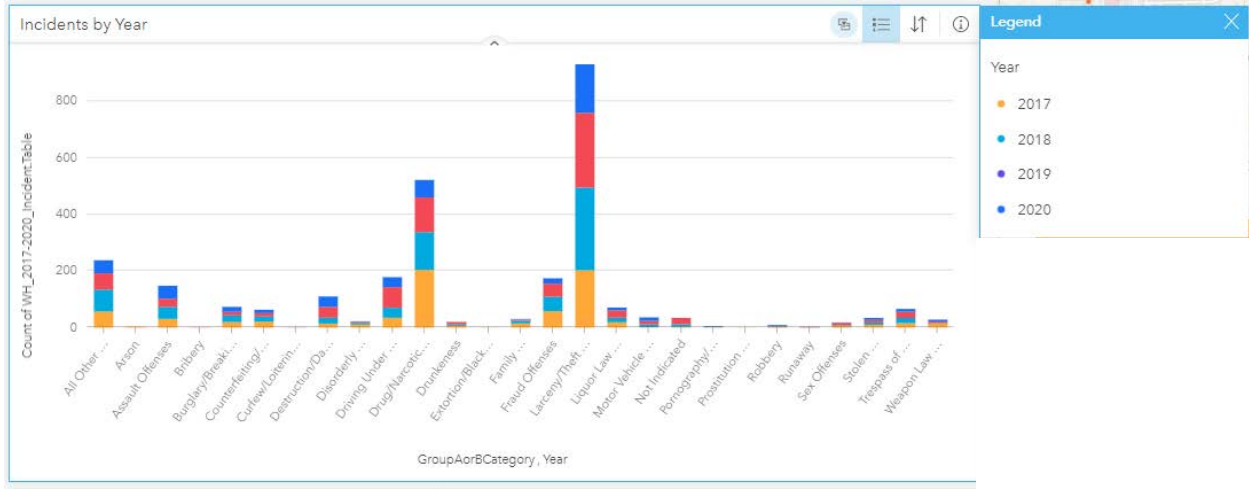


Incidents by Month (4-Year Data : 2017-2020)

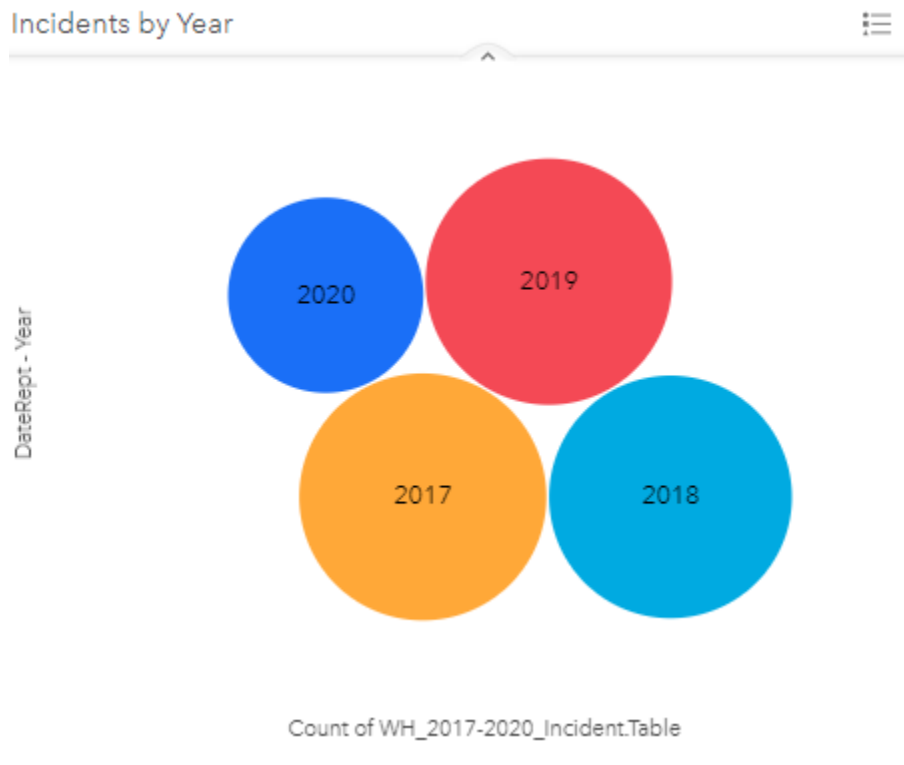


Incidents by Time of Day (4-Year Data : 2017-2020)

POLICE DEPARTMENT INCIDENTS AT A GLANCE



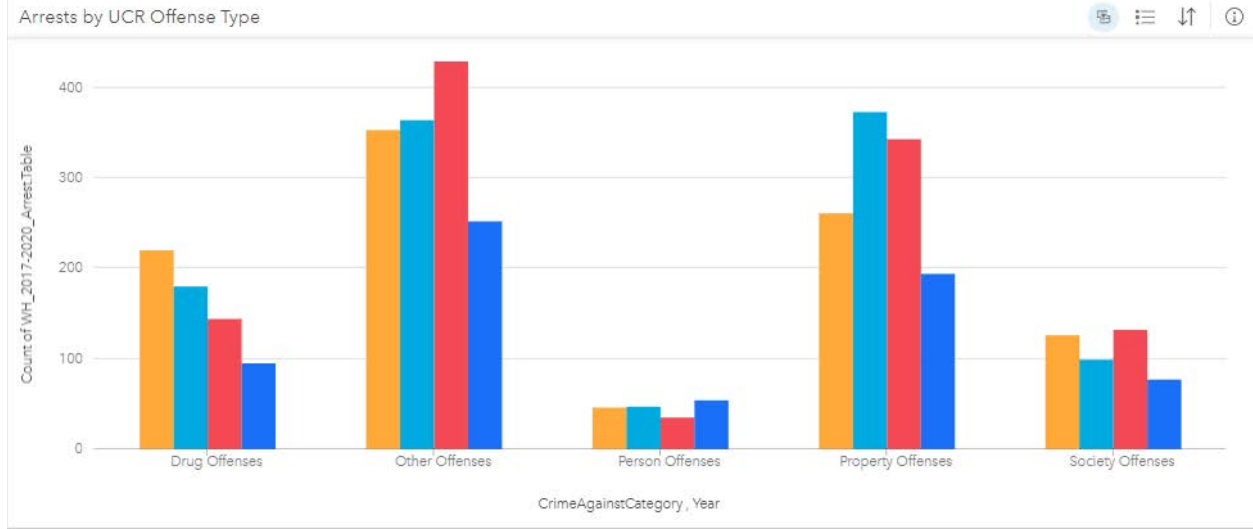
Incidents by Year (4-Year Data : 2017 – 2020)



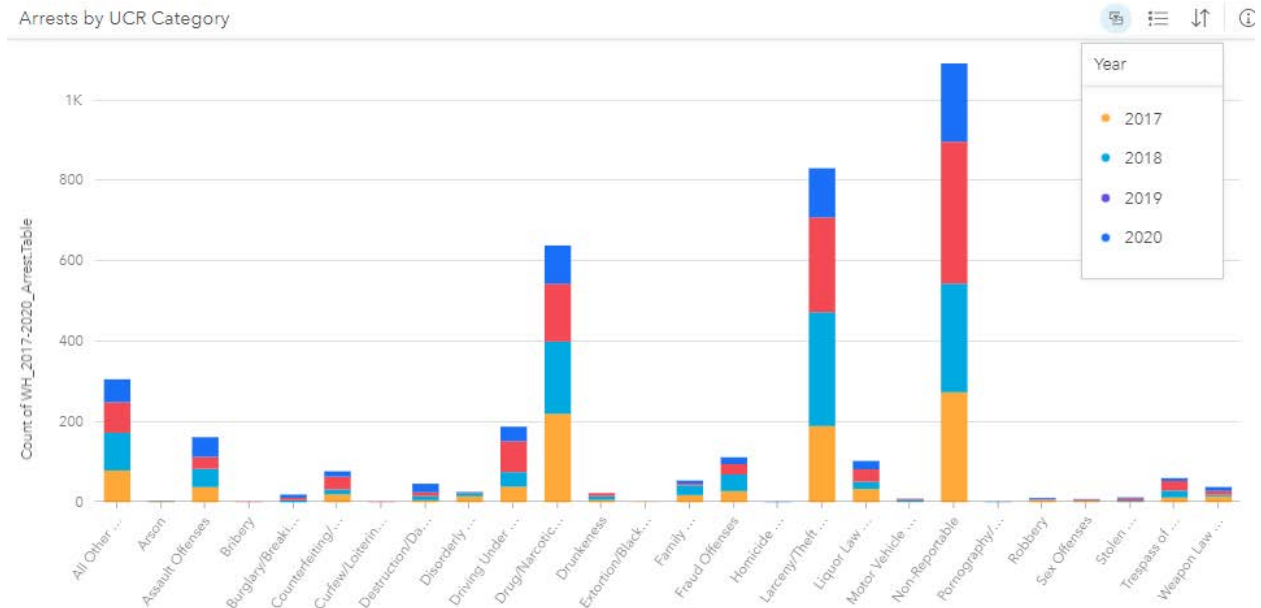
Incidents by Year (4-Year Data : 2017 – 2020)

2020 saw significant decrease in calls due to Covid-19 Pandemic

POLICE DEPARTMENT ARRESTS AT A GLANCE

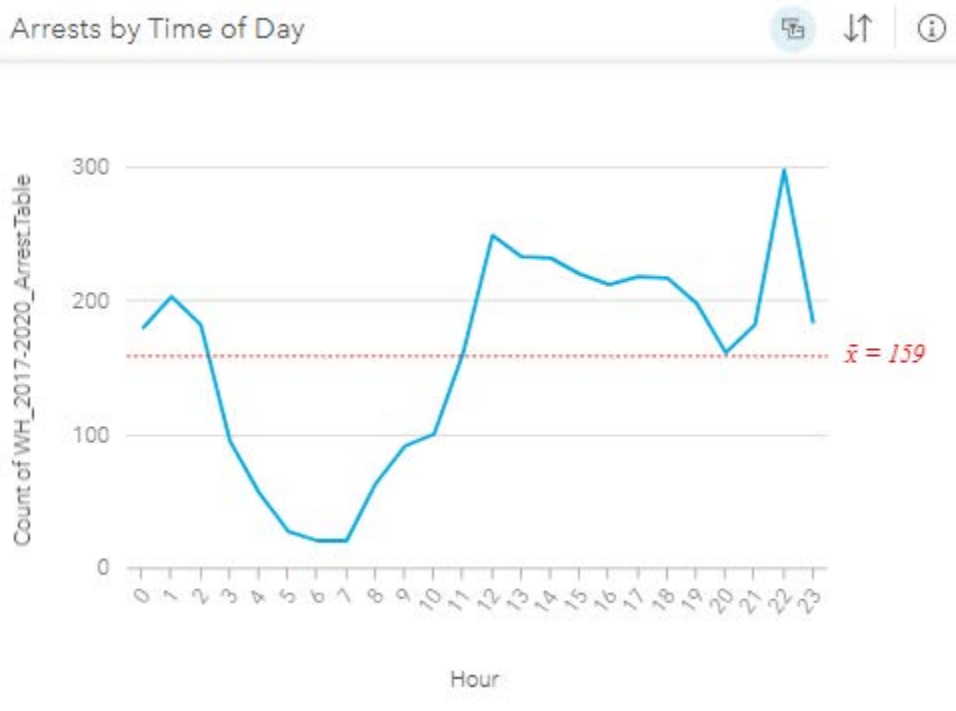


Arrests by Year by UCR Offense Type – 2016 through 2020
(Yellow – 2017, Light Blue = 2018, Red = 2019, Dark Blue = 2020)



Arrests by UCR Category – 4-Year Data

POLICE DEPARTMENT ARRESTS AT A GLANCE

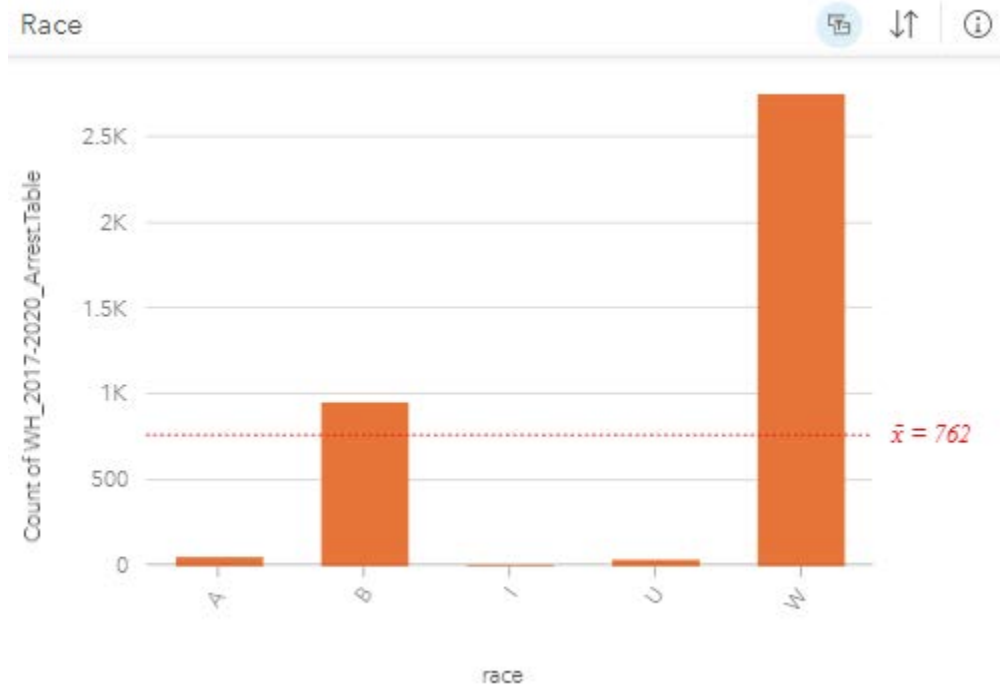


Arrests by Time of Day – 4-Year Data

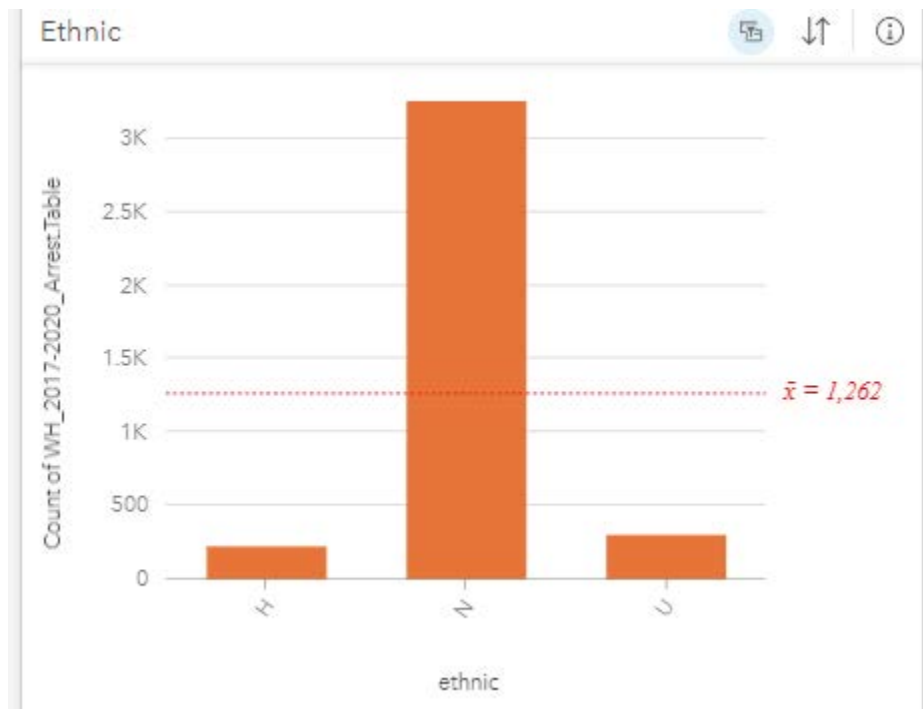


Arrest Type – 4-Year Data (2017-2020)

POLICE DEPARTMENT ARRESTS AT A GLANCE

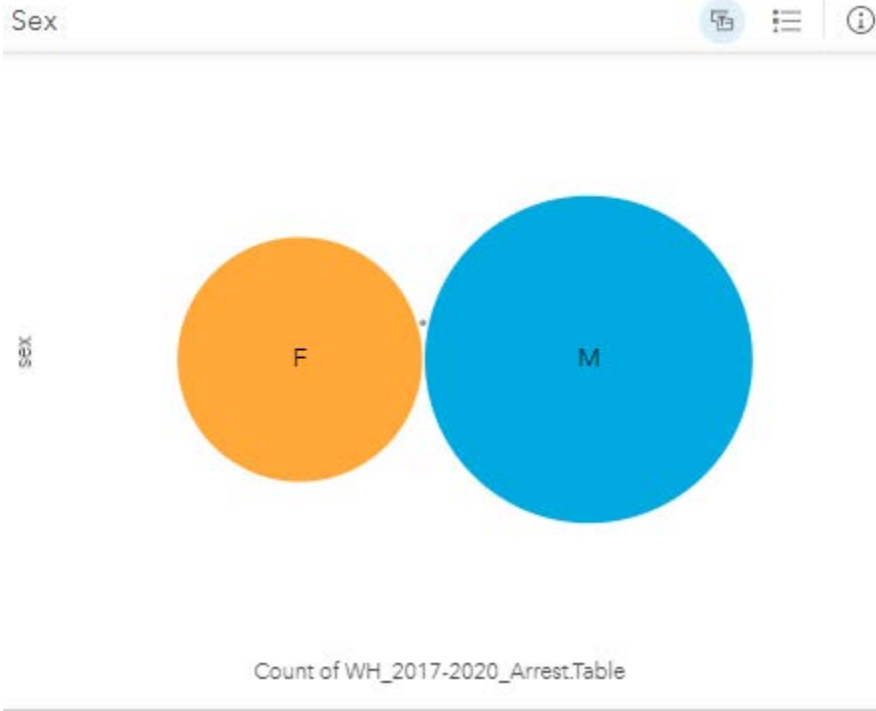


Arrests by Race (Asian, Black, Indian, Unknown, White) (4-Year Historical)



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

POLICE DEPARTMENT ARRESTS AT A GLANCE

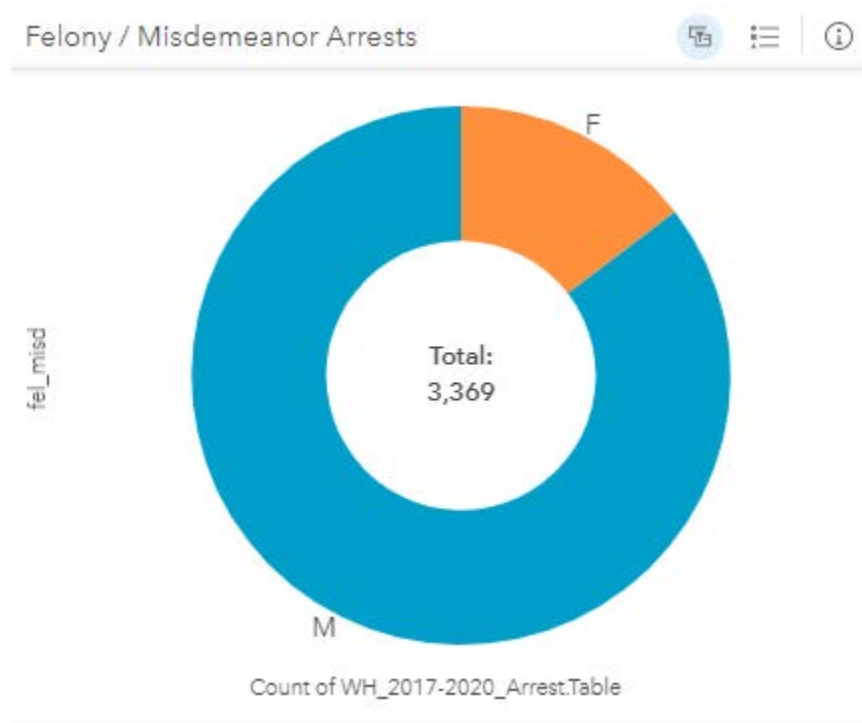


Arrests by Gender (4-Year Historical)

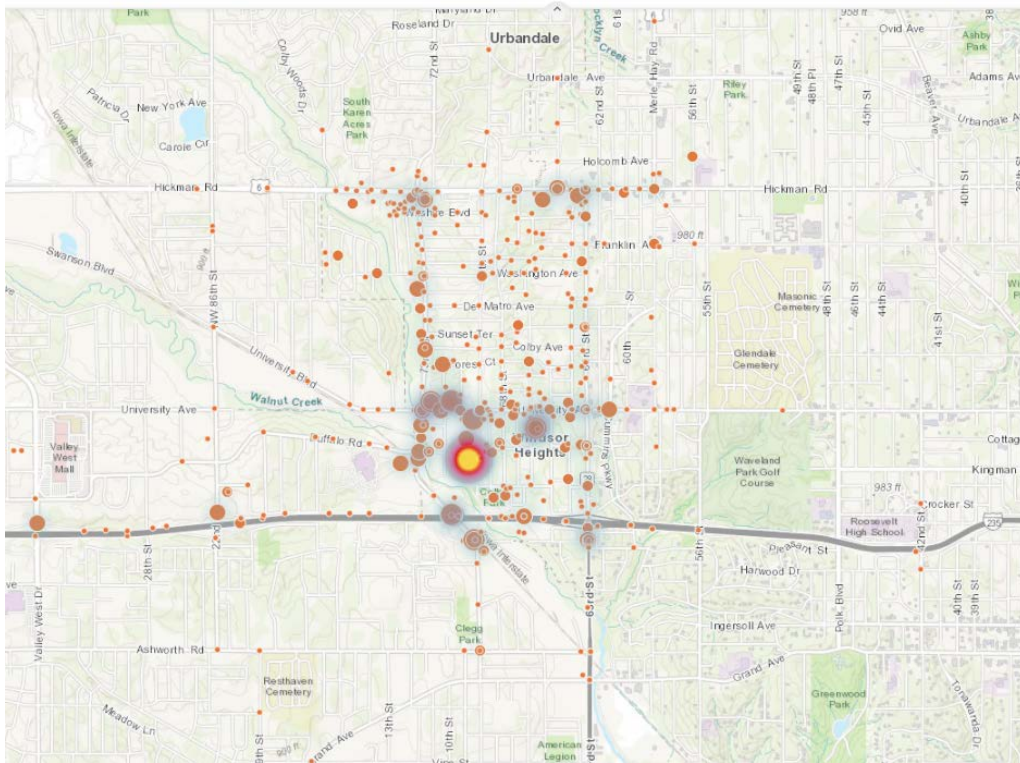


Arrests by Age Group (4-Year Historical)

POLICE DEPARTMENT ARRESTS AT A GLANCE



Arrests by Felony vs Misdemeanor (4-Year Historical)



Arrest Location Heat Map (4-Year Historical)

Special Recognition - 2020

The 2020 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:

Windsor Heights Public Safety Committee

Councilor Threase Harms	Resident Anna Hyatt	Councilor Joseph Jones
Resident Andrew Schutt	Resident Darren Skeries	Resident Michael Stueckrath
Resident Allison Van Pelt		

Lynette Collins, Polk County 9-1-1

Lynette retired at the end of 2020, and she was responsible for providing our CAD reports twice a month.

Captain Tony Chambers, Altoona Police Department

Captain Chambers took time out of his busy schedule to assist in statistical analysis and data gathering for this report.