

## Iowa's Newsletter for Emergency Communications

# The Iowa Telecommunicator

The First Line of Defense in an Emergency



Volume 1, Issue 3

June 2007

on-line at <http://www.state.ia.us/>

### Inside this issue:

- Dick Diest Retires **2**
- Fayette Holds EMD
- Adjuncts Bring Fun **3**  
KIOA's Cop Talk Honors Telecommunicators  
Important Websites
- Spotlight on Southwest Iowa, Where's Kenny Mead? **4**
- The Role of the Dispatcher by Steven Ray **5**
- The Good Ol Days by Sheriff Randy Krudow **6**
- ILEA Graduates **7**  
A Note from a Neighbor in Wisconsin
- Spanish for 911 **8**  
Dick Dudokski Retires

## 2007 Telecommunicator Award Winners!

Brian Boesen,  
Iowa Telecommunicator of the Year



Brian Boesen, of the Blackhawk County Consolidated Communications Center has been selected as Iowa's 2007 Telecommunicator of the Year. Brian received a 9-1-1 call from a frantic mother whose baby was not breathing. Through his calm and professional efforts, Brian was able to coach the mother of the child through CPR, thus saving baby Dylan's life.

Show at left and proudly holding baby Dylan Langel, along with Mom Sara and Dad Jim.

Brian has worked at Blackhawk County for ten and a half years.

### Iowa Telecommunicator Team Award Shared by Iowa City Police and Johnson County Sheriff's Office Communications Centers

The 2007 Iowa Telecommunicator Team of the Year Award goes jointly to the Iowa City 9-1-1 Center and the Johnson County Sheriff's Communications Center for their challenging efforts during and after a tornado struck the downtown area of Iowa City and surrounding areas on April 13, 2006.

In her article written in the inaugural ILEA newsletter, Iowa City Supervisor Nancy Sereduck wrote, "Teamwork is the main ingredient in a successful outcome of any high stress incident in the comm center."

Show at right are members of the Johnson County Sheriff and Iowa City Police Communications Centers. Congratulations to all!



## Dick Deist Retires from Charles City PD After Thirty-Three Years

by John Gohr



Dick Deist receiving his plaque from Mayor Jim Erb

After thirty-three and 1/4 years, Dick Deist of Charles City Police Department is taking his well-deserved retirement. He began his career on December 16, 1973. He has been Communications Supervisor for thirty-three of those years. Dick's best memory is the progress that has been made throughout the years in emergency communications.

When asked what advice he has for new dispatchers, Dick said, "You will have your ups and downs in the job. You will never get rich but as long as you have food on the table, a roof over your head, and are able to get your bills paid, knowing that you helped someone is all worth it."

"We're going to miss him, that's for sure," said Police Chief Wendell. "I'm afraid we're going to find out after he's gone just what he has done for us over the years that we took for granted. He's been a real asset to public safety and to this community."

## Fayette County Sheriff's Office Hosts EMD in March

by Donna Gross, Fayette County 9-1-1 Supervisor



Monday, March 19<sup>th</sup> kicked off the first day of a three-day EMD training course hosted by the Fayette County Sheriff's office in West Union.

The EMD, or Emergency Medical Dispatcher training was instructed by David Joyner of Priority Dispatch. The course taught 9-1-1 dispatchers how to send the right resources to each call, provide pre-arrival instructions to callers, provide quality patient care and multiple other important issues. An EMD is certified to instruct basic life support skills, such as CPR, the Heimlich maneuver and airway control over the phone. Dispatchers came from Minnesota, Wisconsin and parts of Iowa to attend the class.



From L to R, Front Row: David Joyner (Instructor), Tina Stolp, Griselda Casas, Michelle Nelson, Tera Kappmeyer, Tabitha Meisner and Kari Hoyheim

Back Row: Jodi Chapman, Belinda Johnson, Kris McGrane, Lisa Degarmo, Kris Reinhart, Kathy Corkery, Rochelle Burlan and Michelle Dungy

## ILEA Adjunct Instructors Bring More Than Experience and Knowledge to Classes, They Also Bring Fun!

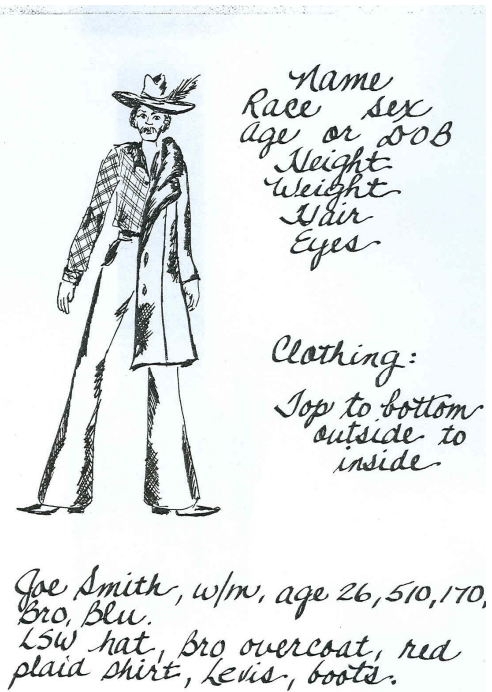
As anyone who has attended the ILEA Basic 40 Hour Course will tell you, our adjunct instructors are the best! They bring years of experience in their profession, a vast knowledge of emergency communications in Iowa, and many war stories of both good experiences and bad to our programs. All of that helps new Iowa telecommunicators to prepare themselves at how to be a the very best at their profession.

Recently, John Smith, of the Polk County Sheriff's Communications Center, shared his 1983 training manual with the class. The picture on the right is shown in the training manual to demonstrate the proper way to read personal descriptions on the radio.

Most of us have seen the familiar drawing of a man with the half-coat and hat but I doubt if many have ever seen this drawing. If anyone has things they want to share with our classes at ILEA and in our newsletter, please contact me. Page 6 of this newsletter shows a 1973 photo of Atlantic State Radio. Stay tuned for more fun in upcoming newsletters.

It should also be noted that John is the longest serving telecommunicator at Polk County with 24 years of service. He is also the shift leader on the dayshift. Thanks, John, for sharing this fun piece of training memorabilia with us. "ALL CARS:

BE ON THE LOOKOUT FOR THIS SUSPICIOUS SUBJECT!"



## KIOA's Cop Talk Recognizes Telecommunicator Week

Friday, April 6, 2007, telecommunicators Pam Litchfield of Ames Police Department and JJ Minshall of the Dallas County Sheriff's Office joined Sergeant Dave Murillo on KIOA 93.3's weekly radio show Cop Talk show to promote National Telecommunicator Week.

Each Friday morning, Murillo and KIOA radio personalities Maxwell and Polly discuss current law enforcement and local government issues. For the past six years, Murillo has invited Nancy Brady of ILEA to Cop Talk in April to promote Telecommunicator Week.

Many thanks to Dave for remembering and promoting Iowa's communications professionals; and for appreciating the critical role they play in law enforcement and all emergency response.

## Have You Heard About 8-1-1?

Effective on May 1, 2007, the new number for Iowa One Call is 8-1-1. Iowa law requires that any person, homeowner, professional, public, or private entity, planning to engage in any form of excavation, must notify the Iowa One Call notification at least 48 hours prior to excavating. This new number will be much easier for people to remember than the 800 number that was used in the past.

## Important Websites to Check Out!

<http://www.state.ia.us/ilea/index.html>

[http://www.iowahomelandsecurity.org/asp/E\\_911/index.asp](http://www.iowahomelandsecurity.org/asp/E_911/index.asp)

<http://www.911dispatch.com/>

<http://www.fcc.gov/911/>

<http://www.e911institute.org/>

## In our next newsletter....

- Next Generation 9-1-1
- U of Iowa's New Center and Training Facilities
- Latitude/Longitude; Did You Know There Are Different Kinds?
- Iowa's Statewide Interoperability project
- And much more!



## Spotlight on Southwest Iowa

During the month of April, two days of ILEA in-services in southwest Iowa brought together forty-five communications professionals from twelve city, county, and state centers for some great training and lots of fun.

Montgomery County Comm Center in Red Oak has seven telecommunicators. Their newest team member is Kellie Jones, who is pictured at the right. Montgomery County is known for a famous citizen, the actress who played Mrs. Olson on the Folger's Coffee commercials, Virginia Christine of Stanton. It is also home to the Villisca Ax Murders house, where eight people were murdered in 1912.

Clarinda PD Communications has five telecommunicators and is now in the hiring process. Clarinda is the hometown of the Big Band leader Glenn Miller, who was killed in a plane crash during World War II. Clarinda is also the birthplace of 4-H. Pictured at the right in Clarinda's comm. center is Joyce Tornholm.

I am frequently asked by many of you around the state, **"Whatever happened to Kenny Mead?"**

For those who don't remember him, Kenny was the Mills County Communications Supervisor for many years and was also our longest serving Iowa APCO President. During Kenny's tenure as chapter president, Iowa held two North Central Regional Conferences and received the First International Telecommunicator of the Year Award.

As the right: Kenny is still alive and well in southwest Iowa, enjoying retirement. Pictured at this reunion dinner are Connie Aistrope of Fremont County; Marilyn Foy of Montgomery County; Nancy Brady; Kenny and Marilee Mead; Jackie Laire of Montgomery County; and JoAnn Chambers, retired from Mills County. JoAnn and Bert Frederickson of Ankeny shared Iowa's very first Telecommunicator Award in 1987.



To see where Montgomery County and Clarinda are located, look to the right.

# The Role of the Dispatcher

By Steven Ray, Des Moines and Atlantic State Patrol Communications

There is a job description for most every public safety dispatcher position, but to actually define the role of an emergency dispatcher to someone that does not know much about the job can be one of the most difficult to explain.

911 dispatchers are a unique blend of people as you can find any business. In fact, dispatchers are known to be, often times, more capable of handling stressful situations than the police and firemen they work along side on a daily basis, while serving to protect the lives of our men and women in uniform.

Ironically, police, fire and ambulances are not the "first responders" as is usually thought to be. It is, in fact, the 911 dispatcher that is the first to respond to that call for help.

The concerned citizen calling in a possible drunk driver on the road, the excited neighbor calling about the house on fire next door, the frantic and desperate mother dialing 911 after her child has stopped breathing from choking on a piece of candy, are just a few examples of what your community's 911 dispatchers encounter on a daily basis. The types of calls run far and wide as your imagination can muster. After many years of doing this type of work, a dispatcher becomes accustomed to the fact that nearly every call is different and there is nothing "routine" about our work.

On September 11, 2001, the 911 dispatchers that took the horrific calls from people trapped inside the Twin towers will forever have the voices of those people recorded in their memory. They will always recall, for many years down the road, those futile calls for help from people whose last conversation they ever had was with that 911 dispatcher.

Many times the public fails to see that the real burden in emergency services falls in the lap of our dispatchers. They are the first to act to provide that "seconds-save-lives" service that the public expects, and yet, many times the dispatchers never know the outcome of the call on the street unless they take the time to follow-up and find out what happened.

Dispatchers deal with the emotional side of the 911 call for the most part. By the time responders arrive, people tend to calm down as they psychologically feel their help has arrived. We forget that until help arrives, people's emotions do run high and whether they are screaming, crying, and yes, sometimes cursing at the dispatcher, the dispatcher must remain calm, responsive and professional at all times. It can be trying to even the most seasoned of dispatchers, but I can say that I have worked with and supervised many dispatchers that I feel honored and confident that they can handle this type of stressful atmosphere. Our citizens are, to say the least, very well served by our public safety dispatchers.

Like our police, fire and EMS personnel; emergency dispatchers work 24/7 to provide this essential service to the public. They work hard at their jobs while trying to provide support to their families at home; while working odd shifts, hours and many times weekends and holidays as required. We are all busy with our careers and lives, but please take a moment to remember the very special people who sacrifice not only their personal lives to accommodate their professional lives as dispatchers, but who all too often their service goes unrecognized and they are truly an essential part of the entire realm of law enforcement and emergency services.

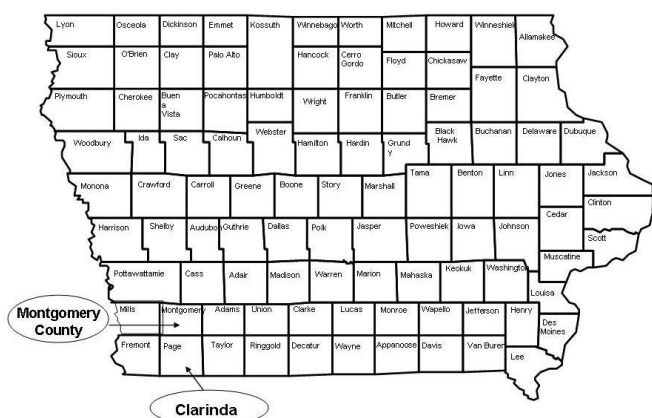
Dispatchers are trained to serve the public, but they are also trained to put the safety of the police, fire and EMS responders at top priority. A dispatcher will always tell you that their main goal is to go home at the end of their shift and know that no one they work with on the street was hurt or injured. It is an awesome responsibility when you think about it, but they all step up and do it every day, every hour, every minute to protect and serve in all ways.

As a long time dispatcher and now a supervisor that manages two 911 communications centers, I can assure you that our public is served with honor and distinction by our 911 dispatchers. They are a great group of individuals and if you ever have the opportunity to know, or talk to one, please let them know how much you appreciate their service.

## Please Send Us Your Stories!

Thanks to everyone who has shared articles and pictures. Keep them coming our way! Please share your stories for the *Iowa Telecommunicator Newsletter*.

Whether you want to tell about great calls, innovative ideas, retirements, promotions, remodeling projects, or anything related to emergency communications, we want to hear from you. Email your articles and pictures to me at [nancy911ilea@yahoo.com](mailto:nancy911ilea@yahoo.com).







# The Good Old Days!

By ISSDA 2007 President Randy Krukow

Does anyone remember Roy Rogers and Dale Evans?

Now I know I'm dating myself a little, but for those that do or those that don't, please humor me by reading the following.

The Roy Rogers Riders Club, in the old days, used to send their new members a Rogers gram by Trigger Express that included a membership card with these rules to live by:

1. Be neat and clean.
2. Be courteous and polite.
3. Always obey your parents.
4. Protect the weak and help them.
5. Be brave but never take chances.
6. Study hard and learn all you can.
7. Be kind to animals and take care of them.
8. Eat all your food and never waste any.
9. Love God and go to Sunday School/Church regularly.
10. Always respect our flag and country.

We could all do well following those, at any age, and how I wish we had some International heroes today, like Roy and Dale, who encouraged rules like these!!

But I think we do, I see men and women across this great country that are stepping up to the plate.

Whether it is in law enforcement, military, or in the work place, people young and old want to keep a lot of those values that we grew up with and are standing up for truth, justice and the American way.

To all members of the Roy Rogers Club, Roy also sent a prayer that was supposed to be read at the beginning of each meeting.

It read: "Oh Lord, I reckon I'm not much just by myself. I fail to do a lot of things I ought to do. But Lord, when trails are steep and passes high, help me to ride it straight the whole way through. And when in the falling dusk I get the final call, I do not care how many flowers they send. Above all else the happiest trail would be for you to say to me, 'Let's ride, my friend.' Amen."

Stay safe and thank you for accepting your position as a telecommunications specialist / dispatcher and watching out for our back side.

As law enforcement officers we can't do our job without you doing yours.

Happy trails to you until we meet again!



Clay County Sheriff Randy Krukow is the 2007 President of the Iowa State Sheriffs and Deputies' Association. He shares a little humor and a few words of wisdom with us. For you "youngsters", Roy Rogers was the most popular TV cowboy in the 1950's, and was known as the "King of the Cowboys". His wife Dale Evans also starred in his TV show. Sheriff Krukow's article reminds us of a time when the world was a little more innocent, not a bad thing at all.



And speaking of the good old days, this is a picture of Atlantic State Patrol Communications, circa 1973. After much discussion among veteran Department of Public Safety folks Paul Henze, Ron Roberts, Sam Knowles, Eldon Adkisson, John Porter, Gary McGlothlen, and Gary Stevens, it is believed that the two gentlemen pictured here are Mac McIntosh and Linn Voss. Thanks, gentlemen, for your input on this.

## The 49th ILEA Basic 40-Hour Telecommunicator Class Graduates!



May 7 - 11, 2007

Back: Alexia Graves, Spencer PD; Samantha Williams, ISU; Kellie Jones, Montgomery Co; Michelle Davis, Shenandoah PD; Al Schwickerath, Charles City PD; Anthony Greiter, ISU; Adam Kracke, UNI; Maureen Breyer, Manchester PD; Sharon Poepppe, Algonia PD. Front: Michelle Poggemiller, Burlington PD; Laura Feldans, Sac Co; Nancy Brady, ILEA; Denise Largent, Cerro Gordo Co; Sherri Pounds, Winnebago Co

### ***A nice note from one of our neighbors:***

Dear Nancy,

Thanks so much for sharing the latest edition of The Iowa Telecommunicator!

I am jealous! I wish we (Wisconsin) had such a great way for sharing information and ideas as well as bragging about what a great job our Telecommunicators are doing every day.

Congratulations to those professionals taking the helm at Dubuque, Polk & the State Patrol, and good luck in your new positions! Don't forget your roots! It's also great to hear not only about retirements, but to hear from the citizens about a job well done in Scott County, (Way to go Carrie & Ashley) It's good to see the local media in Des Moines recognizing the stresses we face daily in our positions and the fact that we are America's FIRST, First Responders.

As President of the Wisconsin chapter of APCO as well as a Communicator in Dane County (Madison), I know the work we are doing is vital and I appreciate the fact that too often we remain behind the scenes and invisible, when in fact, the work done by Telecommunicators all across this country (and beyond) touches peoples lives everyday in ways most people will never know.

A special congratulations to the recent graduates of the 40-hour Telecommunicator course, you should all be proud of your accomplishment. You have chosen a career that many people refer to as stressful and many other terms too, but one thing is sure, its never BORING! If I can offer just a little bit of advice from my 20-year public safety career it would be this; Love your job! Learn as much as you can, stay current on new and emerging technology, remember, not everyone can do our job, in fact not too many people can do it... you will hear countless Police Officers and Firefighters tell you they could never and would never do "your job".... join APCO and/or NENA and get active in your state chapters and have fun every day!!

Thank you again, and let me just close with a plug for our NENA & APCO chapters here in Wisconsin; WI-NENA will host the 2007 Great Lakes Fall Conference, October 27 thru 31 at the Kalahari Resort & Conference Center in Wisconsin Dells. This is a GREAT conference and a GREAT location too. It seems like a long way off, but WI-APCO will host the 2009 North Central Regional Conference in LaCrosse, April 26-29, 2009. To get more information on either event, please visit our website at [www.wipscom.org](http://www.wipscom.org).

Professionally,

Paul Logan

President, WI APCO

Communicator, Dane County Public Safety Communications

Madison, WI

(Ed note: Thanks, Paul, I speak from experience when I say that you folks always put on outstanding conferences!)

# Emergency Spanish for 9-1-1; Definitely, Worth the Class!

By Mindy Durlam, Green County Sheriff's Office

In March, I attended Emergency Spanish for 9-1-1 on Camp Dodge. This week, I got my first chance to use it and here is the story.

I received my first 9-1-1 call from a Spanish speaking female. It was exciting! At first, I thought it was a joke or a test from the instructor. But it was an actual call for help.

A sobbing Hispanic female called and we established that she needed police, and not ambulance or fire assistance. I asked her some questions as to what type of problem she may have and she said "No" to every thing I asked. I think that had to be about the longest couple of minutes of silence ever. I asked her to tell me her problem. She said "En Espanol?" I said "Si, en Espanol."

She talked faster than the speed of light! I did catch a few words and figured out she had some kind of water trouble. So I was thinking about the (Spanish) class; and one of the stories the instructor told, was about the girl who called in with water problems and the dispatch sent EMS for pregnant lady whose water had broken. So I asked again "Do you need an ambulance?" She said, "No."

So meanwhile, the deputy on the radio asked "What's the nature of this call?" I responded with "I'm working on that!!!" By this time, I had told the lady not to hang up *in Spanish* many times and that police were on the way.

When the deputy was 10-23 at the location, I did not hear him enter the house, but the woman was shushing him to be quiet. So he had to call me in the comm room and tell me to get off the phone because he was on the scene.

I thought for sure that I got the wrong address; so I was asking her "numero por numero" just to double check location; and all the time he was already there.

All said and done, the outcome was that the deputy had to Wrangle an OUT OF CONTROL Washing Machine!!!!!!!!!! He was soaked, from the knees down, but he smelled "Downy Fresh !!!!!!!!!!!!!!!!!!!!!!!"

Had I not been through Spanish for 9-1-1 class, I don't think that call would have went as smoothly as it did. Granted, I didn't know her washing machine had gone crazy; but I just had a better connection with her and found it better off that I was familiar with the language. It was *definitely* worth the three days of class.

---

## Dick Dudolski Retires From Bremer County Dispatch

By Sheriff Duane Hildebrandt



Richard "Dick" Dudolski came to work for Bremer County in 1990 as a jailer before starting his career in Dispatch in September of 1993. Starting out as part-time, a few months later he took a full time position dispatching.

Through the years, Richard has been a great asset to the Communications Center. He has been a real "team player", always willing to help cover shifts and support his fellow dispatchers. Through his almost 14 years of service as a dispatcher, Richard has had to adapt to the many changes that have taken place here. From a radio with many buttons, a phone with 7-digit emergency lines, and writing cards out manually on each report, to a computer monitor for a radio, 9-1-1 lines (enhanced and including cell phone lines), and a "CAD" system for logging calls.

Richard also had to learn to type though it was not easy for him or very pretty to watch; but he became a pretty fast "pecker" with two fingers. He had adapted very well to all the changes in technology as well as the changing faces of Sheriff, Chief, officers, deputies, and fellow dispatchers throughout the years. Richard's cheerful smile, words of encouragement, and distinctive voice will certainly be missed at the Dispatch Center.

As Bremer County Sheriff I have had the good fortune to have Dick work for me the past four years when county wide dispatching was turned over to Bremer County. Dick has been a pleasure to have on staff, always thinking of others, being very dependable and caring about the service he provided to the citizens of Bremer County and this state. Dick will be missed by all he has touched through his years of public service to Bremer County.

Good luck to Richard on his retirement! We wish you well and hope that you have many years of happy and healthy retirement.

---