

Minutes
Ames Resident Police Advisory Committee
Room 135, City Hall

Wednesday, January 11th, 2023

Call to Order:

This meeting was called to order at 5:35 p.m. by chair Emily Rebollozo. Members present were Virginia Speight, Chunhui Xiang, William Arce, Roberto Dubiel, Edna Clinton, Tim Rasmussen, and Emily Rebollozo. Chief Huff was in attendance as well.

Special Guest:

Laura Love

Approval of minutes:

It was approved by (), () seconded, to approve the minutes of the December 12th, 2022 ARPAC meeting.

Motion to Approve Still needs to be Carried - Carry out Approval at 1/11/2023

Guest Comments:

Laura as of this year has started her 22nd year as a dispatcher.

Baby Joel (Born in parking lot of swift stop), Baby Ivie (both born 32 weeks and needed CPR, Baby Ivan.

- Laura went over what the function of the dispatcher does which was answering calls and non-emergency calls, Determine and assign the level of priority of emergency and its location, gather all vital information from the caller about the call for service and enter this data into a computer-aided dispatch system (CAD) for radio dispatch, Determine and assign the level of priority of the call based on policies, relay info and coordinate the response to responders, Give EMD instructions before responders arrive, Monitor radio traffic and track status of all police, fire, EMS units, keep details of everything, and so much more.
- Laura went into detail about the three different kind of Dispatch Centers which is Story County Sheriff's Office, APD and ISUPD
- Ames Police Department Setup:
 - 18 Radio Channels
 - 4 Administrative phone lines
 - 911 lines
 - 4 wireless 911 lines
 - 1 dedicated ISU line
 - 1 dedicated MGMC line
 - 3 Text to 911 Chat Sessions
- TDD services (Deaf/Hearing Impaired)
- 12 dispatchers for population of over 66,000 (2019) when ISU is in session.
 - They work 8 hr shifts (7a-3p,3p-11p, and 11p-7a)
 - Minimum staffing is 2 dispatchers but typically we have 3 on duty.
 - Fun Fact: When we are fully staffed, we have twelve dispatchers. Currently we have ten. The ten of us on our own bring 165 years of dispatch experience with a range from 42 years if service down to 1 year! 6 of us have served 10 years or more.
- Ames Police two-year averages

- Over 100,000 non emergent contact per year
- Around 30,000 911 contact per year
- 4,000 EMD contacts per year
- EMD (Emergency Medical Dispatch)
 - Not all Dispatch Centers in Iowa have this (ISU does not use EMD, Ames and Story County do)
- International Academies of Emergency Dispatch PRO-QA Software
 - Improves efficiency.
 - Helps maintain a consistency high level service.
 - Allows dispatch immediately from Case Entry for specific time sensitive life-threatening emergencies.
 - Contains 33 chief Complaint Protocols-We are authorized to use 32
 - Additional verbatim instruction protocol for AED support, cardiopulmonary resuscitation (CPR), childbirth, tracheostomy airway and breathing, and the Heimlich maneuver.
 - Special protocols for stroke, aspirin, pandemic flu triage, Ebola, and chemical suicide have also been released
 - Time sensitive emergency protocols, Narcan, and epinephrine/adrenaline protocol as well.
- What Will the Dispatcher Ask You When You Call 911?
 - Location of the emergency - Most Important
 - It is important when in a business or large building to also give the location inside and best way to access that area.
 - Be as specific as possible.
 - The phone number you are calling from.
 - Exactly what happened
- What will the dispatcher ask in a medical Emergency?
 - Are you with the patient?
 - If YOU are the patient if you are alone
 - The Patients age.
- What can you do to help a dispatcher and responders?
- The Importance of Observation
 - Race/Skin tone, gender, age, hair, scar, mark, tattoos
 - Clothing
 - Direction and mode of travel
 - Describing the Vehicle
- Why all the Questions?

Chief Comments:

Police Chief Huff goes over policies.

Committee Member Comments

Decision on how often the committee should meet will be

Upcoming Events

Next meeting will be the

Adjourned

Moved by Tim Rasmusin, Edna Clinton Second, to adjourn the meeting at 7:57 p.m.