

Iowa's Newsletter for Emergency Communications

The Iowa Telecommunicator

The First Line of Defense in an Emergency



Volume 2, Issue 1

July 2007

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

Cedar Falls Radio Takes a Lightning Strike

On June 21, 2007, Cedar Falls State Patrol Communications suffered a lightning strike, losing all power. Rick Mortenson and Cathy Carter were on duty at the time. Rick suffered possible electric shock, but thankfully, he is doing well and returned to work. Thanks to great work by Cathy, everything remained "under control" during the most stressful conditions. "Do you know your back-up procedures?"

ILEA Graduates 50th Basic Telecommunicator Class!



Woodbury Raises Money for Kansas Comm Centers

The Woodbury County Comm staff raised \$600 dollars to purchase t-shirts for the Kansas Comm Centers affected by the tornados. Way to go, Team Woodbury!

June 8, 2007 marked the 50th graduation of the Basic 40-Hour Telecommunicator Class. To date, 1106 people have graduated from the ILEA Basic Telecommunicator Classes. *Graduates of the 50th Basic class shown above are (l to r): Adam Pence, Keokuk County Sheriff's Office; Sherry Grober, Chickasaw County Sheriff's Office; Margaret Metcalf, Van Buren County Sheriff's Office; Mary Ann Grief, Poweshiek County Sheriff's Office; Crystal Walker, Decatur County Sheriff's Office; Candy Butcher, Decatur County Sheriff's Office; Steve Robertson, Poweshiek County Sheriff's Office; Cindy Hollingsworth, Keokuk County Sheriff's Office; Jeremy Cremeans, Tama County Communications; Teresa Kaune, Maquoketa Police Department; Travis Frankford, Marion County Sheriff's Office; Roxane Warnell, Tama County Communications; Nancy Brady, ILEA; Shawn Page, Cass County Sheriff's Office.* See page 9 for more pictures of the group.

Important Information

- **Email Randy Thompson at Mills County 9-1-1 for his report on the Public Safety Interoperability Communications Grant:** rthompson@millscty911.org

- **On the Mobile Radio Technology website, "FCC seeks greater wireless E9-1-1 location accuracy" at:**

http://mrtmag.com/policy_and_law/news/fcc_wireless_e911_053107/

- **Check out the article on the FCC seeking comment on E9-1-1 location accuracy at the below website:**

http://hraunfoss.fcc.gov/edocs_public/attachmatch/DOC-273457A1.doc

Dispatcher turns into a real lifesaver

Thompson woman: She saved my husband's life

By Bob Fenske

Reprinted with permission of Bob Fenske and **The Forest City Summit** - May 11, 2007

FOREST CITY - Cindy Simmons positively gushed when she was asked about Sue Bosma, the Winnebago County Sheriff's Department dispatcher whom Simmons says saved her husband's life.

"Helpful? That's not the word for it. God bless her," Simmons said. "She took it in her hands and we'll never be able to thank her for what she did. Like I said, God bless her and all the dispatchers out there."

This story begins just after 9:30 p.m. on April 9.

Simmons was at her Thompson home talking with her husband, Jonathan, a truck driver who was experiencing excruciating pain at a truck stop in Marietta, Okla.

Cindy Simmons was, in a word, panicked. She picked up the phone and dialed 911. Bosma, who was working the 3-11 shift at the Winnebago County Law Enforcement Center, answered her call.

"I could hear the panic in her voice," Bosma said.

"Here she was in Thompson and her husband was in Oklahoma and she didn't know how to get him help. But we worked through it."

Bosma told Simmons to call her husband back and tell him to call 911. Meanwhile, Bosma called the Marietta Police Department and the Love County Dispatch Center to tell them about the "possible medical emergency."

Less than 30 minutes later, Love County officials called Bosma back, told her they had arrived at the scene and that an ambulance was taking Jonathan Simmons to the Love County Medical Center.

"She was so calming," Simmons said, "and that's what I needed right then. Thank God for her help."

Thank God indeed.

It turned out that Jonathan Simmons had a ruptured aneurysm in his aorta. Cindy Simmons said doctors told her that "another 10 minutes" and her husband would not have made it. He had been in an Oklahoma hospital since April 9 but was expected to be transferred to Mason City on Tuesday.

"We still have a long way to go," Cindy Simmons said, "but at least we have a long way to go with him being alive. Without Sue, he wouldn't have made it."

Bosma says it was gratifying last week to get a call from Cindy Simmons thanking her, but she quickly added that she was just doing her job and that if any other dispatcher was working that night, they would have done the same thing.

Bosma has been a full-time dispatcher for four years and she loves her job, even when it's hectic. And trust us, it can be frantic at times.

"Definitely Murphy's Law applies to this job," she said. "When there's a big fire, a bad accident or something like that, that's when the phone will ring off the hook. But we're here to help people and we do that. This was just one of those times where we were able to help someone a long way away."



SUMMIT PHOTO BY BOB FENSKE.

Winnebago County dispatcher Sue Bosma answers a call during a recent shift.

Iowa ECOM

By Koleen Starkey, Burlington Police Department

When Hurricane Katrina struck in August of 2005, Iowa communications centers were called upon for volunteers to assist in Louisiana and Mississippi. Twenty-two centers volunteered thirty of Iowa's communications professionals to respond. Although Iowans did not deploy, the Iowa Emergency Communications Task Force was created to respond to future disasters and emergencies. Thus, the Iowa ECOM was born.

First Contact 9-1-1 of California had the necessary expertise to provide specialized training for emergency communications disaster response. Two training sessions were held last year, in Marshalltown and Ankeny. ECOM's first deployment came about less than two months after the first class, when a Louisa County Sheriff's Office staff member met an untimely death. ECOM members deployed to operate Louisa County Communications for several days.

Iowa's ECOM is also receiving training from Iowa Homeland Security Emergency Management and participates in National TERT, a joint initiative in the establishment of Telecommunicator Emergency Response Teams across the country.

A special thanks goes to ECOM's vendor friends:

NICE

Nice Systems generously supported the ECOM by providing funding for our first team shirts. Task Force members created the logo and shirt design.

My fellow Task Force Leader John Gohr of Charles City PD and I invite you to join Iowa's Emergency Communications Task Force, with your agency's approval, of course. Our very first ECOM Conference will be held in August of this year when training will be conducted.

On August 23-25, the Conference will be held at the Mason City Police Department with the exercise being conducted with the NCIA SWAT Team and Cerro Gordo County Emergency Management. Two more classes are *tentatively being scheduled* in Sioux City on September 26-28, and Atlantic with dates yet to be announced.

For further information about the conference or the team, contact me, Koleen Starkey at Burlington PD, or at kstarkey289@yahoo.com. You may also contact John Gohr at Charles City PD or at at@mchsi.com, or First Contact's Dave Larton at lartond@firstcontact911.org. Join us for outstanding training in emergency preparedness and become a member of the Iowa ECOM!



ECOM members pose in their team shirts. Rear: John Gohr and Roxane Warnell. Front: Teresa Lang and Koleen Starkey.



Send Us Your News Items!

Thanks to everyone who has provided articles and pictures for your ILEA Telecommunicator Newsletter. Please keep them coming! Also thanks to all who have written or called with the very positive feedback. Send your articles and pictures to me at nancy911ilea@yahoo.com.

Henze Celebrates 38 years in Emergency Communications

Iowa State Patrol Regional Communications Center Manager Paul Henze celebrated his 38th anniversary with the Iowa Department of Public Safety on May 16, 2007, by assisting the Iowa Law Enforcement Academy in teaching radio broadcast at the Manchester PD in-service.

Henze began his career in dispatching at Cedar Rapids PD and moved on to Cedar Rapids State. He has been Center Manager at Storm Lake since 1986. In 2005, he also assumed managerial duties for Cedar Falls State.

Henze is a founding member of the ILEA Telecommunicator Training Program and serves as Curriculum Committee Chairman.

One of his favorite achievements is that he holds the title of "longest continuously-serving employee of the Iowa Department of Public Safety". Another is that during his career, he dispatched along side two former state radio operators who are now appointees of Governor Culver: **DPS Commissioner Gene Meyer** and **HLSEM Administrator Dave Miller**.

Listed below are Paul's Nine Tips for Keeping a Job in Communications:

1. Re-learn the job every day
2. Be a professional in attitude and behavior
3. Strive to be the best
4. Learn as much about the emergency communications business as possible
5. Lead the way with ideas
6. Contribute solutions, don't add to the problems
7. Think and act like a member of the management team
8. No surprises—communicate (both with co-workers and supervisors)
9. HAVE FUN!



Creativity in ISU Comm Center



My Dispatch Face

By Stephanie Willett, ISU Public Safety Communications

When Oscar Wilde said, "Life imitates art far more than art imitates life", he probably wasn't thinking about 9-1-1 dispatchers. Thanks to ISU Student Dispatcher Stephanie Willett for sharing her art project and the following article with us. Stephanie is a junior, majoring in design. She has dispatched for ISU since June of 2004. Below is her explanation about her project.

I am currently a student in the Design college at ISU and just recently submitted my portfolio to the Integrated Studio Arts Program and I am waiting for a response in July. In my advanced drawing class this past semester we were assigned to create a drawing inspired by another artist. This particular drawing is an ink drawing influenced from Pop Artist Roy Lichtenstein. I decided to make a self portrait of my "Dispatch Face."

I took several photos of myself in anger, disgust, laughter and many of the other emotions that come with the shenanigans of dispatching. I actually brought them into work and took a general consensus of the dispatchers on which look they thought would be the, "most accurate."

The dispatchers here loved it, especially some of our graduates. My drawing class and particularly my instructor really seemed to enjoy it and the fact that people actually do call 911 for things as ridiculous as the number to the keg shop or the closest place to buy underwear.

At left: Paul Henze is working through scenarios with Leona Meyer, Linda Fangman, and Loretta Welcher of Manchester PD. To the right are Brian Wiskus and Kate Helle of Dyersville PD.

Iowa's Comm Centers, Always Ready

Considering the many miles that I have traveled over the past nine years as Telecommunicator Training Coordinator, I have been very fortunate not to have had any real emergencies; that is, until two weeks ago.

On June 20, when returning home from teaching an in-service at the University of Iowa, I was rear-ended by a car that was struck by a pickup, as I was waiting for the stoplight to turn green on the off-ramp of I-80 at 2nd Avenue, just north of Des Moines. That old saying about accidents happening within five miles of home is apparently true because I was almost home. Luckily I was not injured. Both of the other two drivers were transported to the hospital by ambulance.

My personal thanks to Polk County's Deb Ballard and Jimmy Grimes, who answered my calls to 9-1-1, and to the rest of the team at Polk County Communications for their prompt and professional assistance. Thanks also go to Deputy John Parks, the Saylorville Fire Department, and to the Iowa State Patrol.

Three days later, while traveling to Illinois over the weekend, Scott and I were staying in the Holiday Inn Express in Clinton when the fire alarm went off. Everyone evacuated and fortunately it was a false alarm.

Likewise, my personal thanks to Brent Vogel and LeeAnn Birdsley of Clinton County Communications for dispatching the Clinton Fire Department in a professional and timely manner. Thanks also to the Clinton Fire Department.

It is comforting to know that no matter where I go in our great state, there are always trained professionals there to answer our calls for help.



I-80 exit onto 2nd Avenue in Polk County



Clinton Fire Department

Bonnie Hill



Longtime Fairfield State Radio Operator Bonnie Hill passed away on June 17, 2007, after a lengthy illness. Bonnie began her career dispatching at Jefferson County and moved to Fairfield State in 1980, where she remained until her retirement in 2005.

Bonnie was an expert in Quality Control at Fairfield. Every Iowa telecommunicator who ever needed Fairfield's help with IOWA System Quality Control issues during Bonnie's watch was, without a doubt, assisted by her. She was also an excellent communications instructor. I personally had the privilege of having her as one of my instructors when I attended BISCOT, (Basic Iowa System Communications Training) during the 80's. BISCOT was the forerunner of today's BIST training and was a week long class held at ILEA. Memorials may be made to the

American Heart Assn. National Diabetic Assn. ICU at Mercy in Iowa City. Bonnie's daughter Jodi Howard is also a telecommunicator for the Monroe County Sheriff's Office.

Dickinson County Gets Staff Increase

The Dickinson County Board of Supervisors approved hiring additional personnel for the comm. center this past week. They unanimously voted to add four full-time telecommunicators and one part-timer, bringing the number of full time staff to nine. Sheriff Greg Baloun said that this will provide for two people per shift 24/7, beginning July 1st. Dickinson County is home to the Iowa Great Lakes and has over half a million vacationers during the summer months. Until now, only one person has been on duty in the comm. center to handle the massive traffic alone, even on the busiest holidays. Hooray for Linda Gano and the rest of the gang in Dickinson County, help is finally on the way!

UNI Hosts ILEA Advanced Telecommunicator Training

Most people may not be aware that ILEA's Telecommunicator Training Program was developed at the University of Northern Iowa with the help of professors on staff there.

As our Telecommunicator Training Committee progressed towards the passage of legislation for mandatory telecommunicator training, we recognized the need for expertise to guide us through the process of curriculum development. UNI Public Safety Director Dave Zarifus graciously opened the doors of the UNI campus to our ILEA curriculum committee and provided us with curriculum development professionals to assist us. Their guidance, and training materials from various training programs, started us in the right direction. Finally, after three days of education and *action-packed debate*, our curriculum committee returned home with a training program that has been successful not only for Iowa, but has also been mirrored by other states.

In May of this year, UNI hosted the ILEA Advanced Telecommunicator Class. Once again, Dave was a great host. He and Communications Supervisor Sue Lang provided wonderful hospitality and excellent facilities for our three-day class. Many thanks to Dave, Sue, and everyone at UNI. A good time was had by all! Sue and seven telecommunicators make up the team that operates UNI's emergency communications center.

In October of 2005, arsonists set three fires on the UNI campus, and the communications center was forced to evacuate Gilchrist Hall. As of June of 2007, two suspects have been arrested on arson charges and two others on perjury charges. The cases have not yet been tried. Needless to say, this has been an extremely stressful situation for everyone. On a positive note, watch for pictures of UNI's new center in upcoming newsletters.

We would be remiss in not mentioning the beautiful new seven-foot bronze sculpture of UNI's famous panther mascot, shown at the right, that was near our classroom. It was created by UNI artist Duke Oursler, a senior studio arts major. The sculpture was donated by the UNI Class of 2006.



UNI Public Safety Director Dave Zarifus



Larry Klodt and Robby Harnden



A Child is Missing Program is Working in Iowa

Telecommunicators and officers alike all receive *A Child is Missing* training at ILEA. According to ACIM Vice President Claudia Corrigan, in the short year and a half since Iowans became familiar with the program, five agencies have utilized it. All five were extremely pleased with the program and the services it provided. It is strongly encouraged that agencies register with ACIM in advance to facilitate a speedy implementation in the event that the program is needed. There is no cost to using the program, it is entirely grant funded. For ACIM training, call Nancy at ILEA at 515-242-5011.

Highlights from the 50th Basic Telecommunicator Class!



Captain Todd Misel, Communications Officer in charge of ISP Communications, teaches the class about Iowa's Amber Alert program.



Like ILEA's Basic Officer classes, occasionally we get to hold class out in the sunshine. Julie Feisel of Lucas County teaches the students about customer service.



Polk County's Jeromy Geiken takes time out to demonstrate the center's CAD system for ILEA Basic Class members Shawn Page of Cass County; and Adam Pence and Cindy Hollingsworth, both of Keokuk County, during a tour. ILEA deeply appreciates the area comm. centers, that are always gracious about allowing the ILEA students to take a peek at their operations.



Iowa's Health Alert Network

The Iowa Health Alert Network (HAN) is a secure, Web-based communication system allowing users to issue alerts, share documents, post announcements and news items, and collaborate. Iowa's HAN was rolled out to users in the summer of 2004. The system was purchased with grant money from the Centers for Disease Control and Prevention (CDC). Currently, there are over 1,700 users on the system. The Iowa Department of Public Health administers the system with IT specialists and duty officers available 24/7.

The HAN can be accessed through the Internet from any computer. Users must be licensed and are issued secure usernames and passwords. The system serves as a public health directory, providing a registry of users and contact information. It also provides the ability to send and receive alerts; enabling users to choose how they wish to be notified of an emergency event (e-mail, cell phone, Blackberry, etc.). The system also provides document management capabilities, allowing users to post document, subscribe to receive notification when specified documents are modified and collaborate with others on the system. Through a partnership with Iowa DPS, a secondary system has been established to ensure backup alerting capabilities.

In addition to the HAN, an 800 MHz radio system was installed to allow redundant two-way communications between local public health agencies, hospitals, IDPH, the IA Dept. of Agriculture and Land Stewardship, the Iowa Poison Control Center and the University Hygienic Laboratory.

EMD, Love It or Hate It

By Blake Laddusaw



My name is Blake Laddusaw and I have worked at the Woodbury County Communications Center for six years. In August, I will celebrate my 18th year as a Medical Priority Consultants Emergency Medical Dispatcher. My certification number is 1653 and I have been a member of the National Academy of EMD since August of 1989. EMD was so new when I took my class that we had Dr. Clawson, himself, as our instructor.

I read Mike Hartley's article about Iowa's EMD program in the Iowa Telecommunicator Newsletter and it reminded me of how I started my career as an EMD.

My first EMS job was for Mercy Ambulance, now AMR in Las Vegas. I was lucky enough to experience a lot of technology changes during my time at Mercy. I observed the start up of the 9-1-1 system for Clark County, I got to experience the change over from manual cards to a new CAD; and, of course, in 1989, the entire county implemented EMD. Las Vegas was the 4th city in the United States to start using EMD, behind Salt Lake City, Dallas, and Phoenix.

Like anything new, some of the dispatchers had concerns about starting this program. During my first few years on the job, I asked the location, the phone number, the problem and told the caller that we would be right there. EMD allows the dispatchers to do much more than just *send* help. It provides a great way to get consistent information for responders; while at the same time, providing an avenue for the dispatcher to provide help to the caller and/or the patient.

Shortly after EMD was up and running the dispatchers were using it on a regular basis. The dispatchers in Las Vegas quickly became comfortable with it and the concerns went away.

I would like to see EMD in every 9-1-1 center in Iowa for the reasons stated above; but I also know that because of financial and staffing reasons that it will probably never happen. EMD should become a standard of care everywhere and should be practiced, it should not be feared.

Maybe someday it will become part of the ILEA Course that Nancy teaches. It only makes sense that if you are required to take training for police and fire dispatching by the state of Iowa, you should take EMD training at the same time and place.

When I train new people in our center, I have them ask the questions off the cards when they are taking a medical call. Some people are afraid to use the cards in fear of a lawsuit. But I remind them that one cannot be sued for asking the questions. The questions need to be asked anyway, and practicing using the cards helps you become more proficient.

I have often wondered if EMD does more good in rural or urban areas. In an urban setting, you have higher call volumes but you also have shorter response times. In a rural setting, because of the amount of volunteer services and the distance to calls, response times are longer. In most of the bigger cities you can have either a fire rig or an ambulance on scene within 6 minutes or so 95% of the time. I know of several times in a rural setting where CPR instructions have been given for 15 minutes and have seen people who have lived. EMD does more good in rural areas with the other instructions that we give, such as bleeding control, opening an airway, choking and delivering a baby.

It is a great feeling to help someone deliver a baby over the phone. I have been lucky enough to help deliver three babies over my eighteen years as an EMD!

Whether you work in a big city or in a rural area, I think EMD is here to stay. It is a great tool and really can save a life. If you are new to dispatching and are waiting to take a class, familiarize yourself with the cards. The classes are very informative and each card is explained in great detail. If you are an old dispatcher like me, keep practicing your trade. Even in busier communications centers, it is hard to get a lot of calls that require instructions. EMD is definitely something that requires a lot of practice to become and remain highly proficient. But as long as you practice, and you follow the card verbatim, you will be just fine.

In closing, I am asking for your feedback on this article. Please do not critique my writing as I never claimed to be a writer. If you have any questions or comments please e-mail me. If I cannot answer a question, I will get Nancy involved. Between the two of us we will get your question answered, one way or the other.

Blake Laddusaw, Woodbury County Communications Center

wcemd911@frontiernet.net

(Note: Thanks to Iowa's longest serving Emergency Medical Dispatcher, Blake Laddusaw, for sharing his experiences with us.)

New Product Gives Emergency Responders Immediate Patient Information

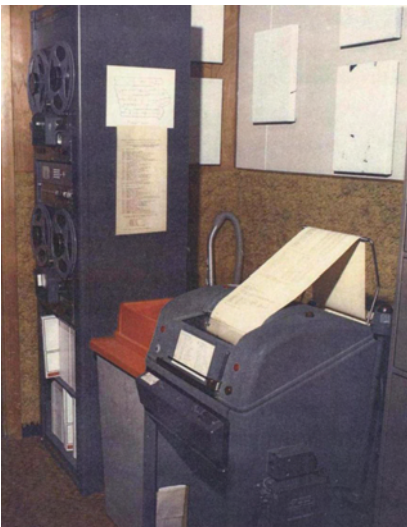


A new project has been developed that will help emergency medical providers and law enforcement obtain instant access to vital medical information in the event a patient is unable to speak. Upon becoming a member, a person is given a membership card and/or a USB flash drive containing pertinent life saving information. The membership card flash drive will direct law enforcement, or the EMS provider, to call a toll free number where further information may be obtained. Or, if the person is wearing a USB memory stick around their neck or wrist, the EMS provider will be instructed to insert the USB into their laptop computer. They will need to enter their state issued ID number to access this information and then follow the prompts. This will insure that only HIPPA compliant personnel have access to this information.

Emergency Medical Identification Technology or **EMiT**, is the company that has developed a product designed to help emergency medical providers and law enforcement have instant access to vital medical information when seconds count. When a person can not speak, their membership card or the **EMiT** USB memory stick will speak for them! Each **EMiT** member will carry a membership card and/or a USB flash drive containing pertinent life saving information. When medical personnel use the USB flash drive it does not leave any information on the computer for later access. Medical staff will access information needed and, after removing the USB flash from the USB port on the computer, they no longer have access to the **EMiT** system. If additional information is necessary it can be gained by accessing a 24 hour phone service. The system is user friendly and can be used on any type of program and is secured by the most up to date technology. This means only the **EMiT** member or a HIPPA compliant personnel will have access to information. Each time the system is activated there will be a date and time stamp recorded. No social security numbers will be in the database. For further information, call 888-364-8178.

Manchester PD/Delaware County Comm Gets Facelift

The Manchester Police Department Communications Center recently underwent a major remodeling and upgrade. Manchester dispatches for all of Delaware County. At left are Kathy Corkery, Loretta Welcher, Linda Fangman, Dan Recker, and Leona Meyer. Along with dispatching for Manchester, Dan is also a police officer for the city of Dyersville.



A 1970's Iowa System teletype

NLETS Celebrates 40 Years

NLETS celebrates it's 40th anniversary this year. To give you an idea of how far the system has come, the picture on the left is a 1970's Iowa teletype. The next time you feel frustration with software, think about the great progress that has been made with the entire IOWA System, thanks to the folks at Technology Services Bureau. Iowa has a long reputation of being one of the most advanced criminal justice networks in the country. Thanks also to Gary Stevens for providing us with this photo. Check out the article about NLETS' 40th anniversary in Public Safety IT Magazine at

www.PSITmag.com.

Deaf Instructor Teaches ILEA Students Brings Special Training to ILEA Students



Jen Raim

When the Americans with Disabilities Act went into effect in the early 90's, many comm. centers purchased a TTY for the first time. Like many others, I dreaded the thought of receiving a call on this foreign piece of equipment because it seemed intimidating and I was unsure about whether I would be able to use it properly. It wasn't that I did not want to help callers who used the TTY, it was just out of my comfort zone. Along with that, I had never known anyone who was deaf, and I feared saying or doing the wrong thing. My fears were pretty common among telecommunicators. Those same fears and concerns are still common for many telecommunicators even today

since many Iowa centers rarely, if ever receive a TTY call. There is also a perception that most of us "don't have any deaf people in our community."

According to the Iowa Deaf Commission, over 50,000 deaf or hearing impaired people live in Iowa, and the number of people with hearing loss will continue to increase as our population grows older. So the belief that there is no one in any jurisdiction who uses a TTY is a misconception. Besides that, with today's transient society, a TTY user may travel through your jurisdiction and need to call for help.

With all of this in mind, I wanted to find someone who could teach our ILEA telecommunicator students about the Deaf culture and give them a greater comfort level about using their TTY. Enter Jennifer Raim.

Jen is 23 years old and recently graduated with a degree in Early Childhood Development. She is mom to a three year old daughter and an avid basketball player, recently competing in tournaments in Indianapolis. Jen is also profoundly deaf. She was born with Usher Syndrome, the most common condition that involves both hearing and vision problems.

But don't think for a minute that holds this energetic young woman

back. She embraces the Deaf culture and says, through sign-language, or using an interpreter, or by writing, that she is just like everyone else and simply communicates in a different language. That makes her the perfect instructor for telecommunicators. She puts students completely at ease by telling candid stories of her experiences as a Deaf person living in a hearing world. Her openness and enthusiasm gets people's attention quickly and soon people are asking questions and engaging in great discussions. Jen says that she is always happy to bring awareness about Deaf Culture whenever she has the opportunity to do so.

"Thanks, Jen, for sharing your wisdom and experiences with us."

Iowa Facts:

You have probably heard the old song, "Down in the Boondocks." But did you know that the Boondocks is in Iowa? Let me know if you know where the Boondocks is, and if you have been there. Don't peek by looking it up on the internet. In our next newsletter, we will report on how many of our readers know where the Boondocks is. Email me with your answers at nancy911ilea@yahoo.com.

ILEA Telecommunicator Training Classes

Basic 40-Hour

July 9-13, 2007

September 10-14, 2007

December 3-7, 2007

January 14, 18, 2008

March 3-7, 2008

May 5-9, 2008

Advanced Telecommunicator

Sept. 25-27, 2007 at Carroll PD

Communications Training Officer

November 6-8, 2007

June 3-6, 2007

In-services

(dates pending)

Communications Supervisor

(dates pending)

To schedule classes in your area,
call Nancy at 515-242-5011



Mileage from "BOONDOCKS USA" To			
Honolulu	3,906 mi	Iowa Falls	92,400 ft
London	4,265 mi	Sandy Pt. Camp	672 mi
Anchorage	4,172 mi	Bay of Tranquility	238,857 mi
Moscow	6,098 mi	Williams	114.048 in
Riyadh	8,152 mi	Blairsburg	611,550 cm
Beijing	8,633 mi	Des Moines	104 km