



CLAYTON COUNTY SHERIFF

ROBERT A. HAMANN

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November 7, 2006

Emergency Services Interim Study Committee
Iowa State Capital
Des Moines, IA 50319

To Whom It May Concern:

Recently it has been brought to our attention that there is a proposal to move telecommunicator training from the Iowa Law Enforcement Academy to the local community colleges across the state. We feel that this proposal would be a mistake and would be detrimental to the progress telecommunicator training has made in Iowa. Telecommunicator's across the state have fought to have centralized, mandated, and regulated training at ILEA. It would be a shame to see all of that hard work erased without further discussion and consideration.

While we agree that it would be more convenient to have local training areas, it may not be the most beneficial option. Telecommunicator's across the state use the opportunity to train at ILEA as a way to network with other departments and share valuable information. It is an asset to have a large, diverse group of people in these classes. If the training were to be moved to the local community colleges, the class sizes would be much smaller and we would not get the same experience we receive at ILEA.

At ILEA we receive top-notch training from experienced staff and speakers. Many of the speakers we have at these classes would not be able to travel all across the state, so some of the classes would not be able to have the same opportunities. Keeping the training at ILEA would help to ensure that the training would be standardized and remain under the watchful eye of experienced educators.

It is distressing that a representative for the telecommunicator's has not been invited to participate in the discussions of the Emergency Services Interim Study Committee. We feel that this issue does directly affect us, and while we do not have a number as large as fire or EMS, we are a vital part of the system as a whole. Each call that comes into a communications center is first handled by a telecommunicator, and then sent out to Fire or EMS personnel. The importance of our specialized training should be given very careful consideration.

Please reconsider your proposal to move the telecommunicator training from the Iowa Law Enforcement Academy to the local community colleges. A move of this type would be not only detrimental to our training, but a setback to the strides we have made. Thank You.

Jamie Hoagdill
Betty Brooks
Kate Young
Kevin Baller
Kathy Dahls
Cheryl Frieden
Sheila Pentzler
Janet Joseph
Steve Rodwell

Clayton County Law Enforcement Center Telecommunicators

SECRETARIES:
Tammy Sylvester
Jan Heck

DEPUTIES:
Steve Trumblee
Owen Schellhammer

Linda Gardner
Michael Tschirgi

Steve Holst
Shawn Boeke

Ryan Johnson
Terry Austin

Randy Klein
Chad Bauwens

To Whom It May Concern

I would not like to see ILEA broken up and education being farmed out to community colleges because I like being able to have regional or area classes where the instructor comes out to us. This way you can get more people to come that are in your area and at a cheaper rate.

I think if the education was farmed out it would be like the testing that they could charge whatever they wanted and most comm. centers can't afford or don't get to go to much training even though it might be mandated.

The Basic telecomm training that ILEA has is very reasonable and you can stay there if money is an issue but most agencies won't let their operators go because of the cost, but if it would be for an officer that would be different!

I've been in telecommunications for a long time and I've never understood how officer come we tell officers what to do and we basically have no training and they have had to go to 14 weeks at ILEA or some may have a degree but yet we are paid so much less and are expected to do so much more. Sure they put their lives on the line but we have just as much stress sitting in that chair because if we don't do our job it could be their life or someone that we are trying to help. So the education that we can get in our area even though there are area colleges would still be more cost effective to have it at different communication centers and have an instructor travel the long distance.

**Linda Saathoff
Pocahontas County Sheriff's Office
30 year veteran!**

Linda

114 N. 6th Street
Estherville IA 51334
November 6, 2006

To Whom it May Concern,

We are writing in regard to what we understand is a proposal to remove Iowa telecommunicator training from the Iowa Law Enforcement Academy and instead conduct the training at local community colleges. It is our emphatic opinion that this would be a mistake. It would not only limit the resources, both human and otherwise, currently available through ILEA, but would also remove a valuable opportunity to learn from and interact with other telecommunicators personnel from around the state.

Although the convenience of local training might be a plus, we believe it is outweighed by the benefits of ILEA training. Firstly, the central location of the academy allows for diverse groups to meet and learn together. Almost as important as the classes themselves is the chance to meet other dispatchers and discuss problems and solutions, propose new ideas, get acquainted and see how other agencies handle the challenges of the profession. Particularly for those of us in remote areas of the state, the ILEA classes give us a rare opportunity to network with personnel from outside our home area.

Secondly, as far as the training itself, more and better resources will be available if a centralized program is kept. The cost to send qualified instructors in a variety of specialties to various locations would likely prohibit some great instructors from participating. The experience of the speakers in various aspects of telecommunications not only makes for effective training, but also makes it more interesting. Plus, keeping the schooling at ILEA allows for standardized training and ensures that all new workers receive the same type and quality of instruction. Using local community colleges to do the training would not guarantee the same opportunities for everyone, whether it be because of staffing or of the facilities themselves. Again, those of us in smaller and more remote communities feel we might well be shortchanged under a different system.

Iowa is one of only a few states to mandate and regulate the training of their dispatchers. The people who set up the training in this manner fought an uphill battle to implement the ILEA training system. We, the telecommunicators, work closely with municipal, county and state law enforcement officers. Our jobs are absolutely intertwined with those of the officers. Removing us from the law enforcement environment, which would occur if the ILEA classes were to close, would create a distance between the officers and the communications personnel.

Please consider carefully the benefits of leaving the telecommunicator training and certification within the auspices of the Iowa Law Enforcement Academy. Thank you.

Melissa Patrick
Becky Haase
Dolly Varlangen
Sue Zetterick
Jera Shalle
Emmet County Dispatchers

November 6, 2006

To Whom It May Concern:

I am concerned that talk about moving emergency services training to community colleges can affect our field of work. The training in the past has always been offered at the Iowa Law Enforcement Academy.

I feel a standardized basic 40-hour program at the Iowa Law Enforcement Academy is needed to continue. The Iowa Law Enforcement Officers train here and they are a big part of our responsibility as dispatchers. Being trained under the same institution as these officers, whose lives that we watch daily, is detrimental to our profession. These officers depend on quality, professional personnel to watch over them while they are on duty.

A Law Enforcement Agency becomes a close knit "family" environment. We take our work seriously and so do the officers we protect. When we have the opportunity to attend dispatch training at the Iowa Law Enforcement Academy we can network with other dispatchers from around the state. We have brought home a lot of good ideas from one another. This also gives an opportunity to brag on our centers to others.

The teachers who provide this training at the Iowa Law Enforcement Academy are able to do so at one centralized location. If the training were sent out to community colleges those trainers would not be able to provide their expertise at the different locations. This would be valuable information lost for our profession.

The average class of dispatchers at the Iowa Law Enforcement Academy is around 26. If we split up the training to the community colleges these classes would be lower than this. We would also be losing our network with other centers/dispatchers and communications sharing.

The Iowa Law Enforcement Academy provides training at a discounted rate to the state law enforcement community. If the training were held at community colleges these rates would be higher for all agencies. Due to all areas having budget cuts in their departments it would put a financial crunch on a lot of departments trying to provide training for their personnel.

I totally support an idea of a new law enforcement academy that would include the communications training at the same location as the law enforcement training. I would also like to see a communications center simulator available for training to increase hands-on training for those coming into this profession.

Sincerely,

Sammy Thomas

Jefferson County Law Enforcement Center Dispatchers

*For Simmons
Angela J. [unclear]
Bob J. [unclear]
[unclear]*

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Sheriff

Tracy Bloomhuff
Civil Clerk

Louisa County Sheriff

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Adam Caudle
Chief Deputy

Sherry Crooks
Communication
Supervisor

Sgt. Brad Turner
K-9 Officer

Sgt. Josh Helscher
Investigator

Kelly Umbanhowar
Chief Jailer

To Whom It May Concern,

We are hearing that there could be the possibility of breaking up the communications training at ILEA and moving it to be with Fire and EMS or at Community Colleges. We would like to voice our concern on this subject.

We have worked long and hard to be more than "Just Dispatchers". Moving us away from the Law Enforcement environment would in our opinion put us back to being "Just Dispatchers." Communication Officers who work with Sheriff's Offices and PD's dispatch more law enforcement than Fire and EMS and we answer to a Sheriff or Chief of Police. We are part of the Criminal Justice System and need to be kept in the loop of law enforcement.

To not have a standardized Basic 40 hour program at ILEA for Communications would be taking a step backward. Not only is it good training but it gives people the opportunity to meet others from across the State and to network, blending city, county, and state communications people together. We feel the costs at a Community College would possibly be higher and we would loose the free housing that is available at ILEA or the cheap housing at the barracks.

Please consider what the people that do the job want and not what someone thinks would be better. Better is not always the best.

Sincerely,

Louisa County Communications Center

Sherry Crooks Supervisor, Jayne Johnson, Jason Schlutz, Blair Dickey, Kenny Marlette and Steve Cook

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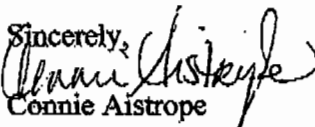
November 8, 2006

To Whom It May Concern:

I am writing this letter due to information I received about the possibility of taking the communications training out of the ILEA and having it done at community colleges in different parts of the state. I have concerns over this because as it stands now the training the dispatchers get at the ILEA is standardized; each person is getting the same training whether they are from a city or a county, large or small. The average class size at the Academy is approximately 26 students. This number is large enough it gives students the opportunity to meet different people and network, but yet small enough to feel the individualized training and being able to ask questions. If the 26 students were split throughout the state the class size would be so small you would not have the benefit of meeting others from different parts of the state and learning from them. It is also an added benefit that the training is held at the academy because they have resources there that a community college would not have, for example: free or low cost housing and meals for the week of training – many agencies can not afford to send new hires away for a week, paying salary, meals, mileage, and a hotel for 5 nights; plus the Emergency Operations Center is across the street and accessible for tours for students at the Academy.

When I first started dispatching there was not a standard 40 hour dispatch class, the only training I received was from my supervisor. While it was very good training I received, dispatching and equipment have evolved so much over the years that this 40 hour class is a must have. If the training is taken out of the Iowa Law Enforcement Academy it will be a huge step backward, erasing all of the progress that has been made over the past years. Dispatch is an important part of law enforcement, we are the first "First Responders" for the calls we receive. Dispatch training should stay at the Iowa Law Enforcement Academy where we know the training will be the most up to date available and the instructors will be the best of the best.

Thank you for your time and consideration on this matter. If you have any questions please feel free to contact me at 712-374-2424 or send an email caistroke@hotmail.com.

Sincerely,

Connie Aistroke
Fremont County Sheriff's Office
Communications Center Supervisor

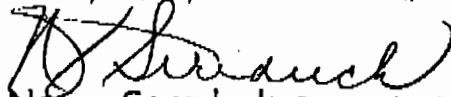
EMERGENCY COMMUNICATIONS**City of Iowa City****410 East Washington Street****Iowa City, Iowa 52240****319-356-5276**

November 8, 2006

It has been brought to my attention that consideration is underway to disband the ILEA training for Emergency Communications and possibly ship it off to various Community Colleges. I believe that this would not be a positive move for our State or our profession. We have worked to elevate our profession to the level where it currently stands. There are some reasons to support my beliefs.

1. The current 40 hour Basic Telecommunicator program at ILEA is standardized. I can be sure that my new employees get the same training as my seasoned employees. This standardization currently meets the National Response Plan. This standard is supported by Law Enforcement and Emergency responders throughout the state.
2. Training at ILEA provides an inexpensive opportunity for training. Many counties and cities would be unable to afford the cost of sending people to community colleges, providing lodging and food, and the cost for tuition. Class at ILEA allows for people from different areas of the state to meet and interact. This has provided invaluable and rare opportunities for new employees.
3. The program at ILEA provides resources to the students that may not be available at the community college level. Qualified teaching personnel, close access to the state Emergency Operations Center and technical support are readily available and centrally located at ILEA.
4. Using ILEA for the training Communications Personnel validates the position of the telecommunicator as an essential player in the Iowa emergency response system. It provides employees of all of the participating communities with the 'Big Picture'. The fact that we aren't out here on an island alone is very confidence building for all agency members.

Thank you for your consideration,



Nancy Sereduck, Communications Supervisor

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319-356-5445