



HOLLAND DEPARTMENT OF PUBLIC SAFETY



*Officer Rob Brewer, Officer Joel Serna
and Sergeant Jon Boeve*



2018 ANNUAL REPORT

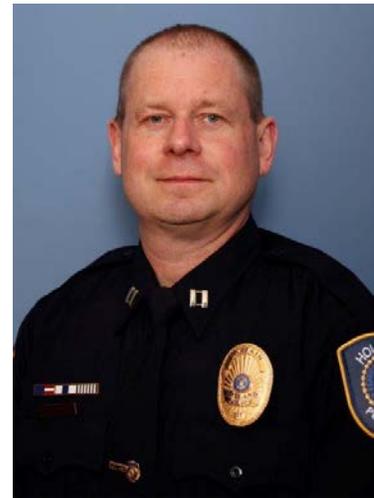
ADMINISTRATION



Matt Messer
Chief of Public Safety Services



Rick Walters
Captain of Investigative Services



Bob Buursma
Captain of Patrol Operations



Keith Mulder
Captain of Police Services



Chris Tinney
Captain of Fire Operations



Police Services



2018 ANNUAL REPORT

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Officer Rick Altamira

INCIDENT STATISTICS

OFFENSE AND INCIDENT REPORT

*2017-8 numbers show all offense types investigated, not just number of cases as shown previously.
Some calls involve multiple offense types.

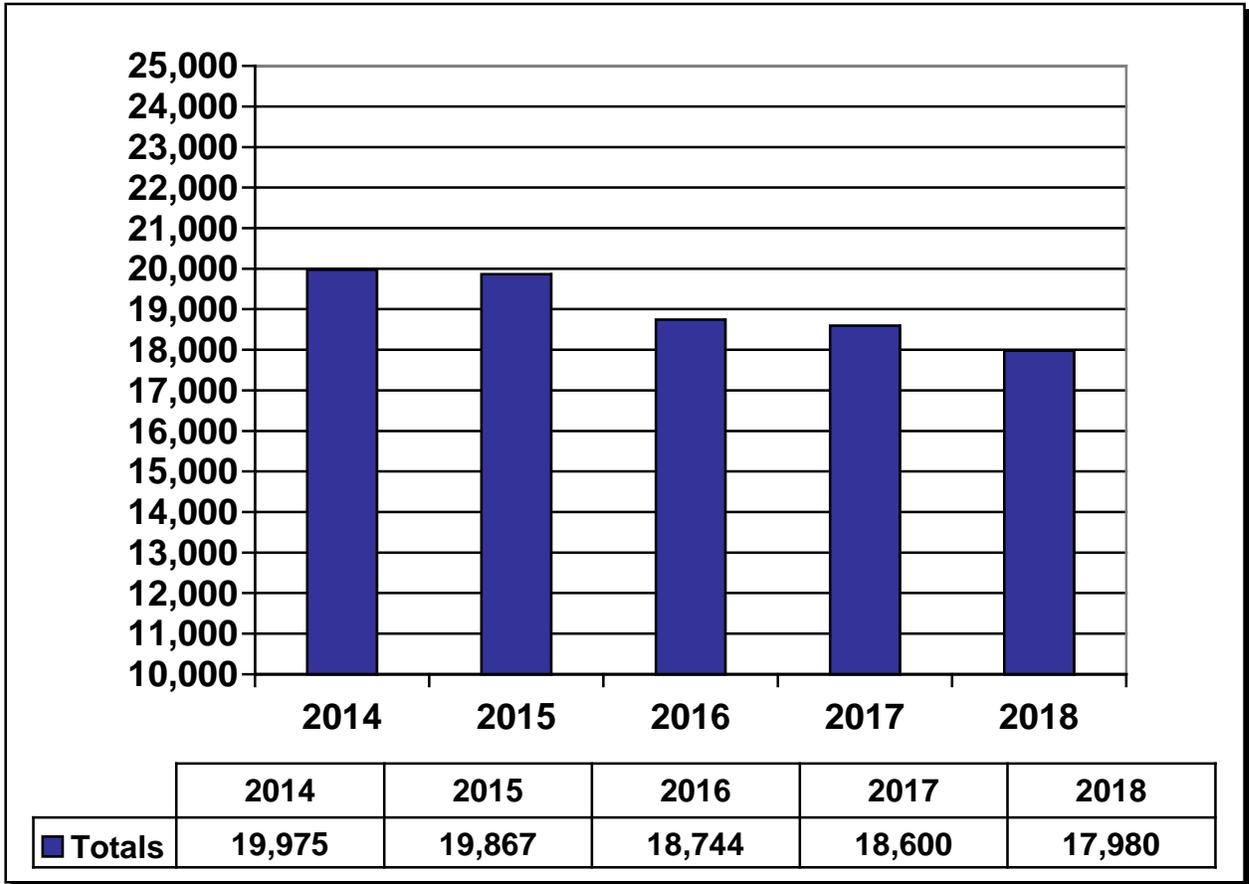
<u>CRIME CALLS</u>	<u>2016</u>	<u>*2017</u>	<u>*2018</u>
CRIMINAL OFFENSES PART I	2,478	2,552	2,269
Murder/Manslaughter	1	1	0
Kidnapping (including parental)	5	6	1
Criminal Sexual Conduct	73	59	62
Robbery	14	8	16
Assaults (including Domestic Assaults)	514	667	527
Stalking/Intimidation/Threats	202	157	157
Arson	4	6	2
Burglary	109	149	109
Larceny	528	491	458
Motor Vehicle Theft	40	55	48
Forgery	31	29	27
Fraud	172	176	160
Embezzlement	13	9	8
Stolen Property	9	13	9
Malicious Damage to Property	247	386	271
Retail Fraud	174	175	139
Controlled Substance Violation	290	398	231
Sex Offense	13	10	8
Weapons Offense	36	56	35
Extortion	3	1	1
CRIMINAL OFFENSES PART II	2,713	2,307	2,234
Illegal Entry	13	17	11
Bad Checks	18	21	14
Sex Offense	11	4	7
Family Offense (Criminal)	24	19	14
Liquor Violations	84	107	68
Hindering and Obstructing Police	622	623	613
Disorderly	782	810	629
OWI	108	196	124
Health and Safety	123	28	40
Trespassing	30	26	36
Runaway	86	75	38
Other	166	71	28
Other Traffic Offenses (Criminal)	645	799	612
Negligent Homicide	1	0	0

OFFENSE AND INCIDENT REPORT (cont'd)

<u>SERVICE CALLS</u>	<u>2016</u>	<u>*2017</u>	<u>*2018</u>
Medical Emergency, Airplane Crash	407	370	350
Suicide Attempt/Mental Complaint	333	423	443
Alarm	569	648	656
Family/Peace Officer/Civil/Neighbor	1,668	1,623	1,603
Failure to Pay/Civil	56	36	8
Animal Bite/Vicious Animal	24	27	31
Animal Complaint	583	569	574
Abandoned Vehicle/VIN Inspection	307	295	311
Assist/Warrant Arrests	907	826	875
Lost/Missing Person or Child	54	75	55
Suspicious	1,948	2,243	2,350
Traffic and Parking	N/A	1,528	1,650
Assist General Public	5,110	3,476	3,864
<u>MOTOR VEHICLE CRASHES</u>			
Property Damage Crashes	1,403	1,359	1,174
Personal Injury Crashes	178	241	213
Fatal Crashes	6	2	4
<u>TOTAL INCIDENTS REPORTED</u>			
Crime Calls	5,191	4,859	3,987
Service Calls	11,966	12,139	12,606
Motor Vehicle Crashes	1,587	1,602	1,387
TOTAL	18,744	18,600	17,980



INCIDENTS





*Holland Police Vehicle in front of Sears Tower, Chicago where
Detectives Rob Borowski and Tim Beelen picked-up a prisoner*

INVESTIGATIVE SERVICES

DETECTIVE BUREAU STATISTICS
Criminal Offenses Investigated by the Detective Bureau

<u>Case Type</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Homicide	1	1	1
Abduction	3	3	1
Sexual Assault	82	66	68
Robbery	18	6	14
Assault & Battery	55	61	55
Aggravated Assault	15	13	24
Stalking	8	8	11
Extortion	2	1	0
Arson	2	6	2
Burglary/Illegal Entry	44	58	55
Larceny	61	45	95
Motor Vehicle Theft	26	22	37
Forgery/Counterfeit	22	19	22
Fraud/Checks	89	94	99
Embezzlement	8	6	3
Stolen Property	4	6	5
Damaged Property	27	43	53
Retail Fraud	30	21	27
Controlled Substances	36	48	23
Other Sex Offenses	18	10	14
Family Offenses	16	17	16
Liquor Law	11	8	6
Obstruct Police/Court	35	31	38
Weapons	14	17	10
Disorderly Offenses	25	21	22
OWI	5	2	1
Hit/Run MV Accidents	1	2	1
Health/Safety	1	2	0
Invasion of Privacy	0	0	0
Trespass	0	2	0
Curfew	3	10	4
Runaway	55	43	22
Misc. Criminal	30	19	2
Solicitation	4	1	0
Assist Other Dept.	73	77	65
Suspicious	63	40	50
Medical/Death	24	26	27
All Other	62	25	36

CRIMINAL ADULT ARRESTS

	<u>2016</u>	<u>2017</u>	<u>2018</u>
Total Number of Offenses	1,333	1,093	1,073

Criminal Offense Arrests-some arrestees are charged with multiple offenses

CRIME TYPE

Assaults	148	145	138
Auto Theft	4	4	7
Criminal Sexual Conduct	13	8	5
Disorderly	62	51	52
Embezzlement	6	1	0
Forgery & Fraud	21	16	11
Larceny/Burglary/Stolen Property	19	31	27
Liquor Laws	14	20	13
MDOP	14	13	13
MISC	307	223	189
Narcotics Violations	126	115	89
Obstructing Justice/Police	408	293	371
OWI	95	133	111
Retail Fraud	70	37	27
Robbery	3	1	5
Sex Offense-Other	15	3	0
Stalking	4	3	7
Weapons	4	5	8



JUVENILE REPORT
Criminal Charges brought against Juveniles - 16 years and under

<u>CRIME TYPE</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Arson	0	0	1
Assault-Aggravated	4	2	5
Assault-Non-Aggravated	44	55	42
Burglary	6	14	5
Criminal Sexual Conduct	1	7	5
Disorderly-Public Peace	39	38	27
Embezzlement	1	0	0
Extortion	0	0	0
Frauds	3	0	0
Health & Safety	1	2	0
Hit & Run Accidents	1	1	1
Intimidation/Stalking	3	2	0
Kidnapping	0	1	0
Larceny	24	13	8
Liquor Law Violations	11	7	7
Malicious Destruction Property	18	38	6
Miscellaneous Criminal Offenses	15	14	11
Motor Vehicle Theft	7	15	1
Narcotics (Drugs & Equipment)	21	44	15
Obstruct Justice/Peace	14	14	11
OWI-Alcohol & Drugs	3	1	0
Retail Fraud	27	15	16
Runaway	53	43	23
Stolen Property	6	1	1
Trespass	1	5	1
Vagrancy	5	16	8
Weapons Offense	4	10	6
Totals	312	358	200

WEST MICHIGAN ENFORCEMENT TEAM (W.E.M.E.T.)

The Holland Department of Public Safety participates in a multi-agency drug enforcement effort in a three-county area, which includes Ottawa, Allegan, and Muskegon counties. This enforcement effort is supervised and coordinated by the Michigan State Police and is known as the West Michigan Enforcement Team (WEMET). Financial support from the Office of Drug Control Policy and the Byrne Memorial Grant assisted in funding three of the Holland Department of Public Safety Officers assigned to WEMET.

The WEMET team is also comprised of the Holland area gang team which has continued to reduce gang activity by a wide variety of preventative and enforcement measures. The team consists of one HDPS Sergeant, two HDPS Officers, and one Ottawa County Deputy. This team continues to work in conjunction with probation, parole, and the prosecutor's office to monitor known gang members to prevent gang crime. The gang team also attends gang task force meetings and is actively pursuing criminal charges against several gang members in the Holland area. These cases currently involve the seizure of drugs, weapons, and cash, with prosecution being sought at the state and federal levels.

WEMET ACTIVITY	<u>2017</u>	<u>2018</u>
Total complaints investigated	656	494
Holland City/Township complaints	92/35	76/26
Total arrested in Ottawa County	202	186
Total value of forfeitures	\$196,480	\$384,394

Allegan left WEMET 10/1/18

FORENSIC COMPUTER INVESTIGATIONS

	<u>2017</u>	<u>2018</u>
Computers/Hard Drives	59	28
Cellphones	204	143
Other Storage Devices	73	56
Total Devices Examined	336	227

POLYGRAPH EXAMINATIONS

	<u>2017</u>	<u>2018</u>
Polygraphs	24	10



Ryan Cotton, Officer Casey Howe, Officer Rob Brewer, Governor Rick Snyder, Officer Matt Hamberg, and Sergeant Jon Boeve

PATROL OPERATIONS

OFFICER OF THE YEAR



Sergeant Shaun Tubergen

The Holland Department of Public Safety Police Officer of the Year was awarded recently at an annual employee gathering. Sergeant Shaun Tubergen received the award of 2018 Officer of the Year.

Sergeant Tubergen was nominated by his peers for his leadership and dedicated experience, and is well known for his calm demeanor, his expertise, his approachable personality and his ability to inspire those around him. He has taken on many specialized responsibilities, to include the Team Leader of the Special Enforcement Team, Firearms Instructor, Supervisor of the Field Training Unit, and instructor for several courses of the West Michigan Criminal Justice Training Consortium. All of Sergeant Tubergen's specialized areas are in addition to his normal duties as a patrol sergeant.

Sergeant Tubergen is an 18-year veteran of the Police Department. During his years as an officer and sergeant, he has spent 15 years on the Special Enforcement Team, has instructed at many Firearms and Tactical Team courses and has currently been a patrol sergeant for 8 years.

We at the Holland Department of Public Safety are thankful for Shaun's dedication to the officers who work for him, to the police department as a whole and to this community.

HONOR GUARD



Veterans Day Detail

The HDPS Honor Guard is an eight-person team selected from full-time officers within the department. The team was established in 2006 and has been involved in 227 details to date. For the last four years members of the Honor Guard have been requested to be the lead instructors for the Basic Honor Guard schools held in Kent County.

The Honor Guard represents the Holland Department of Public Safety at different details using proper techniques while following Flag Law to ensure respect is shown to our Country, the National Flag and to Fallen Officers. As a Color Guard, the Honor Guard marches in every Tulip Time parade, Fire Prevention Parade and Memorial Day Parade. Other details are: posting of the colors, flag raisings, funerals and presentation of the colors. The HDPS Honor Guard uniform is modeled after the duty uniforms worn by many of the now retired officers. Officers Kyle Reinink and Brian Spykerman were also added in 2018 and will complete a week-long training program in March of 2019. The HDPS Honor Guard was also invited to present the flag on the field of Comerica Park for the start of a Detroit Tigers Baseball Game. In 2018, approximately 303 hours were spent on 17 different details. The HDPS Honor Guard sent a representative to three separate funerals for officers killed in the line of duty within the State of Michigan. The Honor Guard also assisted with the firing party at the funeral for Retired Detective Sergeant Roger Van Liere.



SPECIAL ENFORCEMENT TEAM (S.E.T.)



The Special Enforcement Team (S.E.T.) is a fourteen-member tactical team that specializes in responding to critical incidents and incidents calling for specialized responses, tactics, equipment, and/or unique team operations. The S.E.T. is under the direction of Captain of Police Services Keith Mulder with Sergeant Shaun Tubergen as Team Leader. Officer Jon Osborn and Sergeant Matt Brouwer are Assistant Team Leaders. Other team members include Officers Jeff Klein, Joe Slenk, Jeremy Schoen, Ben Reuschel, Adam Israels, John Rathjen and Detective Sergeant Jason Valenzuela. Our four snipers include Sergeant Matt Brouwer, Officers Agustin Calderon, Marc DeLeeuw, and Caleb Dullock.



Due to the specialized training, equipment, tactics, and physical readiness required to perform special job functions, there are additional standards required of the S.E.T. To be selected for the team, applicants must pass a physical assessment test, range stress course and interview. All Team Members must regularly pass a physical assessment test, qualify with M-4 rifles in addition to other patrol weapons, and be certified in Chemical Munitions, Less Lethal Munitions, and Distraction Devices. Some of the specialized equipment used is ballistic tactical body armor and helmets, ballistic shields, breaching tools, chemical agents and masks, tactical ladders, mirrors, pole cameras, camera robots, night vision, and an armored HUMVEE.

The S.E.T. is regularly trained in tactical and stress range courses with handgun and rifle, house entries and searches, perimeters, field movements, large building movements, active shooter response, hostage rescue and vehicle assaults. The team also trains with the K9 Team, the Crisis Negotiating Team and the Ottawa and Allegan Tactical Teams.

The situations that the team most commonly respond to are barricaded armed subjects threatening violence, barricaded suicidal subjects and search or arrest warrants where there is a potential for weapons or violence. The S.E.T. Members also assist in training other officers in patrol tactics and response to high risk situations.

EVIDENCE TECHNICIANS



The Evidence Technician program is a valuable asset for the Holland Department of Public Safety. In 2018, Officers Joel Maat, Brian Dozeman, Brent Sluiter, Austin Engerson, Megan Rohn, and Santiago Magdaleno worked as Evidence Technicians.



*Officer Austin Engerson
Photographing an Outdoor
Crime Scene*

The HDPS Evidence Technicians respond to 911 calls for service just as other officers do within the patrol unit. The added responsibilities of the Evidence Technicians are crime scene and evidence processing, as well as the processing and care of inmates lodged at the HDPS jail. These added areas of responsibility require technical training in the use of equipment such as: cameras, computers, chemicals, powders, and the ALS (alternate light source).





Officer Megan Rohn Swabbing for DNA on a Stolen/Recovered Vehicle



At a crime scene, Evidence Technicians often record the incident through photography and video, after which they determine what evidence needs to be collected and/or processed. Examples of processed/collected evidence may include: fingerprints, footwear impressions, tool marks, trace material, DNA, digital evidence, and any other item(s) that may have been used in the crime.



Officer Santiago Magdaleno Photographing a Knife Found at a Crime Scene

Evidence is often brought to the HDPS crime lab by officers for processing and/or a closer analysis. Some evidence requires processing in a controlled environment due to poor weather conditions (heat, cold, wind, etc.) or due to the method used for collection.



Officer Brent Sluiter Dusting a Rifle Round for Fingerprints

In the HDPS jail, Evidence Technicians are responsible for the monitoring, processing, and welfare of inmates. The jail requires special training for proper operation as well as monitoring of inmates. Evidence Technicians are often called upon to process an inmate who was just arrested, fingerprint an inmate, or assist the courts with video arraignments. Evidence Technicians may also be tasked with prisoner details which can include: transporting an ill inmate to the hospital, transporting a violent/suicidal inmate to the Ottawa County Jail, and assisting with prisoner transports from other jurisdictions back to HDPS.

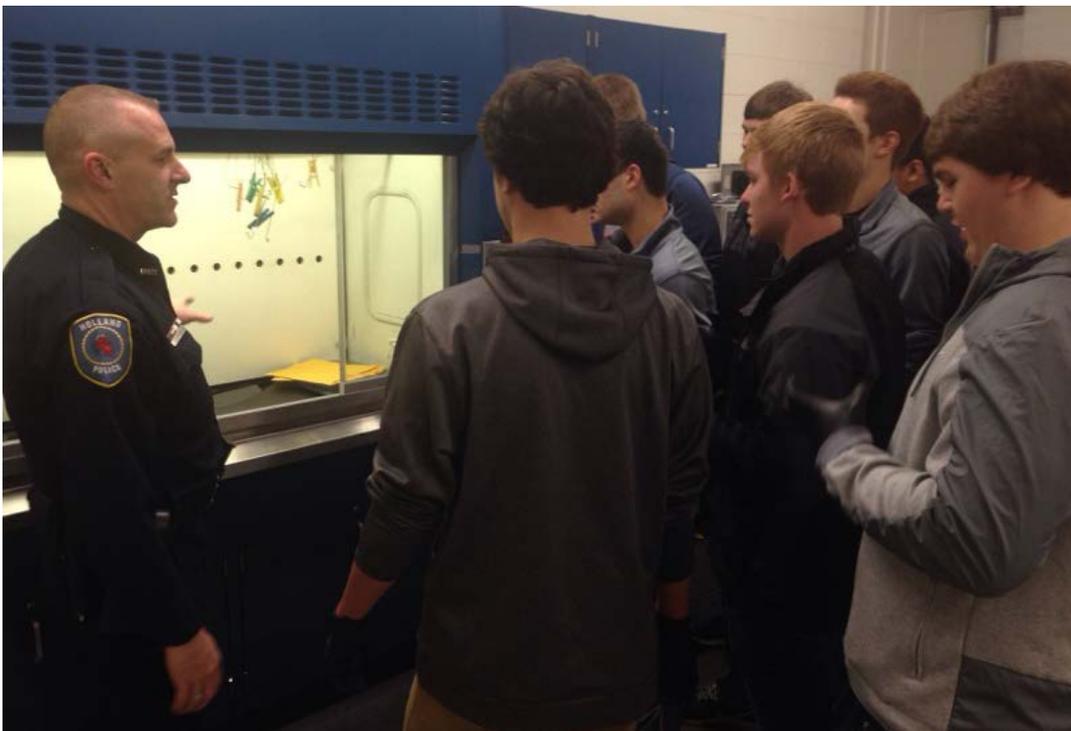


Officer Brian Dozeman Dusting for Fingerprints at the Scene of a Breaking and Entering

In 2018, our Evidence Technicians conducted many investigations where photography, evidence collection, and scene preservation were imperative in solving the incident. The months of November and December 2018 were exceptionally busy months for our Evidence Technicians, as they dealt with a substantial increase in motor vehicle thefts and car larcenies. As a result of the evidence collected/processed from these investigations, suspects were identified and arrested on several charges related to these cases. The collection/processing of this evidence also led to numerous unrelated cases being solved. The time and effort spent on these cases by the Evidence Technicians, as well as other HDPS officers, created a noticeable decline in this type of criminal activity.



The HDPS has a rich history of police officers that have worked with the added responsibilities of an Evidence Technician. The HDPS and the citizens of Holland are fortunate to have a team of Evidence Technicians that are willing to take on the added responsibility and training for this specialized position.



Officer Joel Maat Teaching Winterim Classes for Holland Christian Schools

CRISIS NEGOTIATION TEAM

The HDPS Crisis Negotiation Team (CNT) is made up of 5 members. CNT works on an on-call basis and trains several times a year in the areas they may be utilized such as:

- Barricaded subjects
- Hostage negotiations
- Suicidal subjects

On every call-out our CNT uses a primary and secondary negotiator, intelligence officer, scribe, and team leader. Although the CNT members all have their strengths, they are trained in every position of the team. As circumstances change, the CNT needs to be fluid and able to change with the dynamics of the situation.

All of the team members have gone through a minimum of a 40-hour certification course. This training, primarily hosted by the Federal Bureau of Investigation, covers a gamut of topics and consists of classroom training and many hands-on scenarios.



As the CNT continues to train and stay updated with today's technology, they continue to face changes such as negotiation through texting as well as other various types of social media. This has demanded that they stay on top of new trends and ways of communication as it is a staple of what and how they carry out their duties.

The overall mission is to seek out a peaceful resolution to a potentially violent situation through listening and dialogue.

This year our team suffered a great loss. Sergeant Lisa Bancuk, the team leader for over 14 years and team member for even longer, retired. Sergeant Bancuk was an active member of the CNT and led others on and off the team in negotiations showing compassion for people who believe they are at their lowest point in life. She is to be commended for her selfless service to this team and our community for over 25 years.

Another loss was the retirement of Officer Doug Vander Kooy. Although not on the team for as long as Sergeant Bancuk, he was just as valuable. I have never met a police officer who cares and shows as much emotion and passion when helping others in the line of his duties. This was only magnified during negotiations. Our team will miss the compassion Doug was not afraid to show as he went out of his way to help others often.

As we lost these two valuable members this past year, we gained two new ones, Officers Casey Howe and Sarai Ramos. These two attended the annual Negotiators Conference this year and are already showing to be assets to our team with the new and fresh ideas they bring to every training.

The present CNT Team members are Sergeant John Weatherwax, Officer Joel Maat, Detective Rob Borowski, and Officers Casey Howe and Sarai Ramos.

TRAFFIC CRASH FACTS

The following is a list of the ten highest accident intersections in 2018:

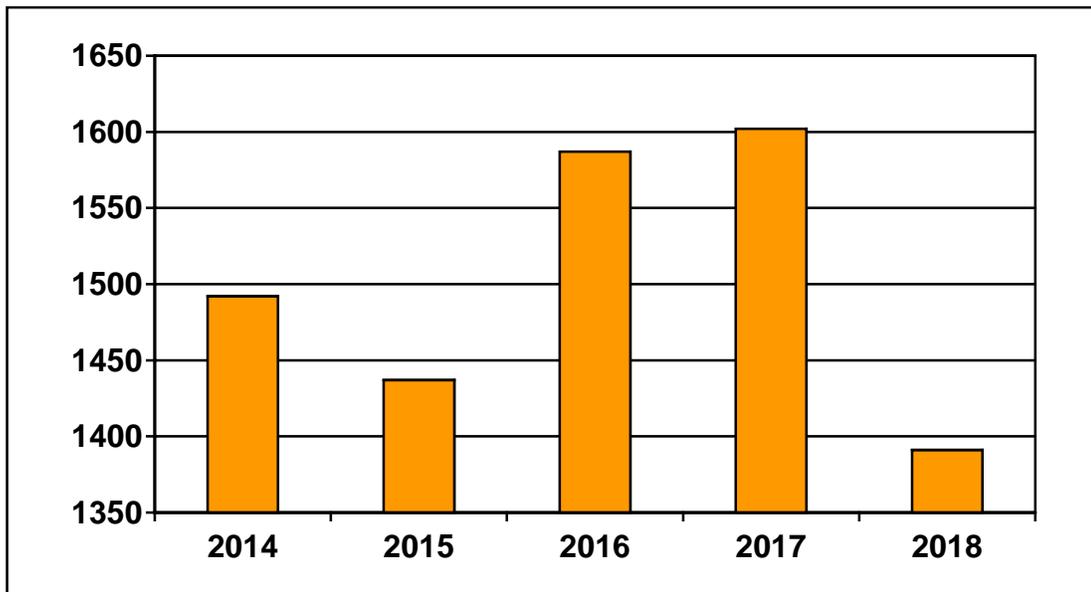
<u>LOCATION</u>	<u>ACCIDENTS</u>
16 th /Waverly	36
32 nd /US31	27
32 nd /Michigan	26
Lincoln/US31	24
7 th /Pine	22
9 th /Pine	17
32 nd /Lincoln	17
16 th /US31	17
32 nd /Waverly	14
24 th /Waverly	14



MOTOR VEHICLE CRASHES



	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Property Damage Crashes	1,270	1,265	1,403	1,359	1,174
Personal Injury Crashes	220	171	178	241	213
Fatal Crashes	2	1	6	2	4
Total Crashes	1,492	1,437	1,587	1,602	1,391
Persons Killed	2	1	6	2	5



TRAFFIC CITATIONS ISSUED

<u>ACTIVITY</u>	<u>2017</u>	<u>2018</u>
Tickets cited to court	2,600	2,636
Written warnings	831	771



<u>TICKETS</u>	<u>2018</u>
Dogs at Large	15
Loud Music from Building/Motor Vehicle	19
Noise Violation	3
Sell/Furnish Alcohol to Minor-Part of Sting	3
Preliminary Breath Test Refusal Non-CMV	32
Careless Driving	26
Speeding	693
Limited Access Speeding	22
Violation of Basic Speed Law	64
Failed to Stop Within Assured Clear Distance	262
Failed to Stop at Stop Intersection	63
Failed to Stop for School Bus	1
Improper Passing Yellow Line/No Pass Zone	3
Failed to Stop at Traffic Signal/Light	143
Failed to Obey Traffic Control Device - RR	5
Disobeyed Traffic Control Device	53
Failed to Yield Right of Way	84
Failed to Yield to Pedestrian	6
Failed to Yield from Private Drive/Alley	57
Failed to Signal and/or Observe	5
Impeded Traffic	7
Drove w/o Lights	5
Prohibited/Illegal Turn/U-Turn	28
CMV Driver Using Handheld Device	1

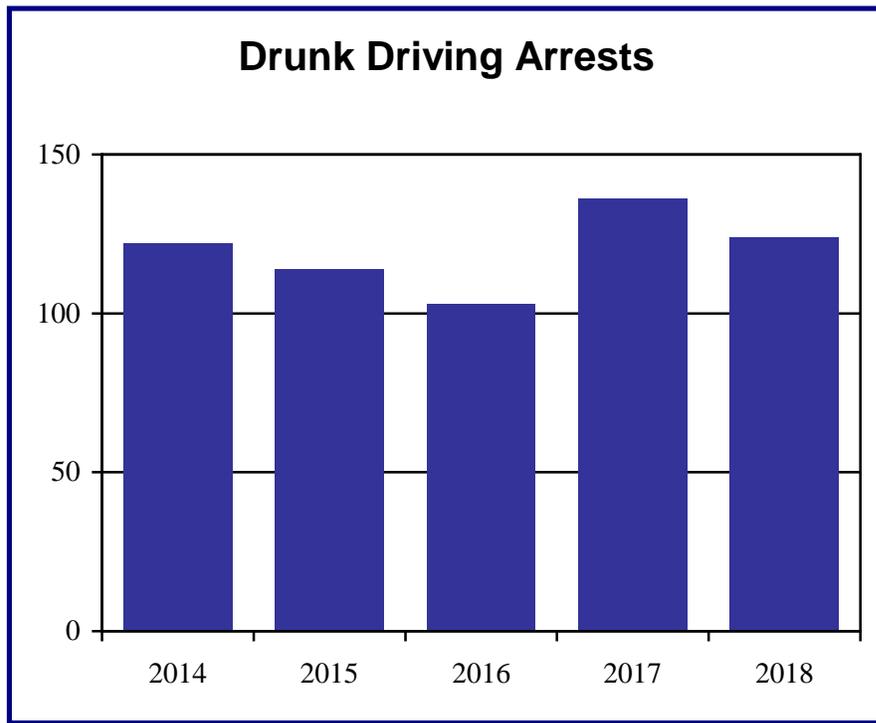
No Proof of Dog License	1
Fireworks	10
CMV over Height	1
No Valid Plate	20
Failed to Yield to Emergency Vehicle	2
Improper Turn/Made Wide Right Turn	42
Drove Wrong Way on One Way Street	7
Improper Lane Use	69
Drove Left of Center	10
Violation of Truck Route	12
Operating while Reading/Typing/Texting	8
Violation of GDL	8
No Insurance/No Proof of Insurance	333
Violation of Safety Belt Law	106
Violation of Child Restraint Law	4
Improper/Expired Plates	232
Failed to Change Address on Driver License	34
Improper Backing	19
Improper Parking-Blocking Sidewalk	1
Failure to Maintain Log Book	2
Negligent Driving	7
Improper Load-Towing	1
Handicap Parking	4
Parking in Prohibited Zone	7
Following Too Closely, Tailgating	1
Alcohol-Minor Possess/Consume/Purchase	32
Improper Passing	2
Defective Lights	20
Defective Brakes	1
Defective Equipment	39
Fire Hydrant-Parked within 15 Feet	1
TOTAL	2,636

BREATHALYZER ACTIVITY REPORT

During 2018, the Holland Department of Public Safety arrested 124 subjects for operating a vehicle while under the influence of drugs or alcohol. This is a 9% decrease from 2017.

The department continues to pursue strict enforcement of all alcohol violations and has been able to provide extra patrols throughout the year that are solely dedicated to enforcing alcohol offenses.

The Michigan Office of Highway Safety Planning continues to provide grant funding for these extra enforcement patrols which allows our department to work cooperatively with the Ottawa County Sheriff's Office. Using saturation patrols and working with the media publicizing our enforcement efforts we were able to aggressively enforce and combat drunk driving in our area once again in 2018.



TRAFFIC SERVICES UNIT

The Traffic Services Unit of the Holland Department of Public Safety continues to provide traffic education, control, and selective enforcement in the City of Holland. Four officers, two part-time Code Enforcement Officers, and one Sergeant make up the unit.

All members of the traffic unit are committed to foster law enforcement and community partnerships by targeting alcohol and drug impaired drivers throughout our area with not only enforcement but with education as well.

The unit is involved with active programs throughout the community. We continue our partnership with the Michigan Office of Highway Safety Planning (OHSP), which provides grant money that allows us to increase our enforcement efforts targeting those who still choose to drink and drive as well as commit other violations.

In addition, we continue to have a very good working relationship with other area law enforcement departments that helps contribute to our success with our traffic safety endeavors throughout the year.



Officers Rob Brewer and Casey Howe

CANINE UNIT



K9 Team

Sergeant Scott Doza, PSD Ruth/Officer Joel Reimink, PSD Emil/Officer Ben Reuschel, PSD Saro/Officer Jeremy Schoen, PSD Flynn/Officer John Rathjen, and Previous Member Officer Joe Slenk

The Holland's K-9 Unit completed its seventeenth full year of service in 2018.

K-9 Activity

Incident Type	2017	2018	% Change
Building Searches	11	8	-27%
Felony Arrests with K-9	40	32	-20%
Misdemeanor Arrests with K-9	26	23	-12%
Narcotic Search Hits	182	102	-44%
Narcotics Value Seized	\$28,170	\$7,110	-75%
Tracks/Successful	22/8	37/12	+68%/+50%
Assist Other Department	26	22	-15%
Call-outs	9	4	-56%
Public Demonstrations/Attendees	18/11,717	32/1,523	+78%/-87%
K-9 Application Calls	180	213	+18%
Total Calls	1,369	1,778	+30%



K-9 HIGHLIGHTS

01.10.18 PSD Emil/Reuschel were called out (after a K9 training day) at 11:25 p.m. when patrol units in pursuit of a stolen vehicle from Grand Rapids lost it and found it abandoned at 22nd/Graafschap Road. PSD Emil tracked through the backyards eastwardly, including three blocks on hard surface on 21st Street. At 20th/Homestead we received information the suspect may be hiding in a garage off VanRaalte/18th and we went there. After announcements, PSD Emil was released and located the suspect hiding under a blanket. The suspect had rolled up a towel (during announcements) and tried to feed food to PSD Emil in an effort to not get bit, which he was unable to do successfully. Entry was made and PSD Emil came off the bite and held on suspect who then was taken into custody by cover officers.

03.19.18 PSD Ruth/Reimink assisted WEMET, who had a vehicle stopped after information that the driver possibly had cocaine in the vehicle. After an exterior alert, PSD Ruthie alerted to the center console. Inside approximately a quarter ounce of cocaine was located hidden in a container. The suspect was charged with a felony.

07.20.18 PSD Saro/Schoen assisted WEMET detectives with a search warrant for narcotics on West 17th Street. PSD Saro was used to sniff the house for controlled substances and as a result of this search over 50 grams of heroin were detected in the ceiling tiles of the living room and three other locations inside the home. Approximately 2 more grams of heroin were located in a second car related to this investigation where a second subject was charged with possession of heroin.

08.08.18 During the course of a suspicious/B&E investigation the suspect was hiding around the house and took off running. He was ID'ed and had a warrant for probation violation. PSD Ruthie/Reimink tracked him for approximately a half mile, in and out of Lake Michigan, and found him hiding in the water under a dock. He refused to give up and went swimming, requiring us to use a boat to take him into custody. Suspect was arrested and charged with R&O.

11.24.18 PSD Saro/Schoen were requested by Ottawa County SD to assist them in locating a H&R suspect who fled from a vehicle that struck a house. It was later discovered to have been a stolen vehicle. Shortly after deploying with K9 Saro, the suspect tried to break perimeter but was unable to and the suspect hid once again. PSD Saro located the suspect within a few minutes and he was apprehended without further incident.

BICYCLE INVESTIGATIONS

	<u>2016</u>	<u>2017</u>	<u>2018</u>
Number stolen with license	12	5	9
Number stolen without license	89	83	93
Number of found complaints	120	145	188
\$\$ amount bicycles stolen	\$24,960	\$27,326	\$31,109
\$\$ amount of bicycles recovered	\$2,700	\$8,330	\$7,644
Number of arrests	2	7	4
% of number stolen that were recovered	16%	25%	19%



	<u>Number Stolen</u>	<u>Number Recovered</u>
January	2	0
February	0	1
March	4	1
April	2	2
May	8	1
June	7	0
July	14	3
August	26	8
September	12	2
October	10	1
November	10	0
December	7	0
TOTAL	102	19

TRAINING

“Fight for your own life just once and you’ll understand the importance of realistic training, physical conditioning, and mental toughness for the rest of your life, however long or short it might be.” (Daniel Rosa, MCOLES)



<u>COURSE</u>	<u>HOURS</u>
1033 Government Surplus Requisition Program	8
800 MHZ Radio Operation	64
Accident Investigation 1	80
Accident Investigation 2	80
Active Shooter Drills	110
Active Shooter Scenario with Fire	193.5
Applied Leadership Principles	40
Armored Tactical Rescue Vehicle	16
Assisting Individuals in Crisis & Group Crisis	120
Background Investigation	36
Basic Polygraph Examiner Training	400
Basic Radar – Basic Speed Operator	12
Basic SWAT	40
BPW – New Power Plant Tour	70.5
Brain Health	163.5
Child Advocacy Conference	32
Cincinnati Div Joint Terrorism Task Force- OSU Attack	8
CNT Conference	80
Cold Case Homicide Investigation	24
Control Tactics – Handcuffing & Searching	185.5
Control Tactics – Holds, Strikes & Take-Downs	147
CPR, AED, First Aid	130
Crime Prevention Association of Michigan Conference	96
Datamaster DMT Training	8
Easy Calibration Station Training	6

Evidence Collection and Processing Advanced	120
Field Testing – Synthetic Opioid Response and Handling	16
Field Training Officer Crossover to Dewolf	8
Financial Crime Investigations	16
Financial Investigations Practical Skills	24
FOIA	10
FX Scenarios	171
Homeland Security Conference	20
HTCIA	40
ICAC Annual Conference	24
ILEETA Conference & Expo	80
Incident Command System Training 300	64
IPWDA Regional Training Seminar	120
K-9 Training	862.5
Lakeshore Region Summit on Racism	36
Legal Update	90
LEIN Update	50
Less Lethal Projectiles	57
License to Purchase & Disqualifications	8
Managing Mental Health Crisis	80
MATAI Conference	12
Mgt 335 Event Security Planning for PS Profession	16
MILO Video Simulator	82
New Airport Facility Tour	9.5
NTOA Conference	128
Officer Field Training	2,980
Oxygen Forensics	24
PA-EDR-Practical EDR	64
Patrol Rifle Armorer	32
Physical Control Tactics – Instructor Train Trainer	80
PIO Workshop	6
Police Car Vehicle Dynamics	8
Police Motor Refresher	96
Post-Traumatic Stress and Resilience	78
Precision Driving / Defensive Driving	32
Precision Driving / Emergency Driving	32
Precision Driving Refresher	48
Radar Re-Certification	6
Raid Entry School	24
Range – 2nd Weapon	21
Range – Course #1	51
Range – Course #2	59
Range – Course #3	59
Range – Course #4	58
Range – Rifle training	188
Range – Room Entries	94
Science of Marijuana	1.25



SET – Sniper Training	252
SET Training	1,077
Specialized Investigative Child Abuse Training	16
SQLite Forensics	24
Tactical Leadership & Decision Making	70
Tactics in Traffic	24
Tall Cop	5
Taser Instructor	16
Taser Instructor Recertification	16
Taser Training	73.5
Undercover Narcotics School	16
Understanding, ID'ing & Interacting with Trafficking Survivors	14
Use of Force – Bag Reaction Drills	131
WMTOA Basic Sniper Course	40
WMTOA Fall Conference	288
WMTOA Pistol Competition	100
WMTOA Sniper Competition Set	24
TOTAL	10,521.75

RESERVE UNIT



The Holland Police Reserve Officer program is a voluntary community service program in which citizens of the community work with and assist the Holland Department of Public Safety. The reserve unit is a volunteer group that currently consists of 42 members of the community.

The reserves have scheduled events/duties and they are also on call at all times of the day and night. Some scheduled duties of reserve officers include riding on patrol assisting regular police officers, working at sporting events such as basketball and football games, Tulip Time, parking enforcement, and a variety of other duties. When the reserve officers are called out, they respond to weather issues, traffic control, watching prisoners, and other details.

In addition, the reserves also attend monthly meetings and must qualify quarterly for range. They are an invaluable service to the police department and to the community.

<u>TIME SUMMARY</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Volunteer Hours	2,534	2,464	1,818	2,093
Range Training Hours	154	269	155	153
New Officer Training	-	288	-	-
Meeting/Training Hours	939	538	652	681
Total Non-Paid Hours	3,627	3,559	2,625	2,927
Tulip Time	935	991	974	1,006
All Other	3,204	2,864	2,337	2,453
Total Hours Paid	4,139	3,855	3,311	3,459
Total Paid & Non-Paid Hours	7,766	7,414	5,936	6,386

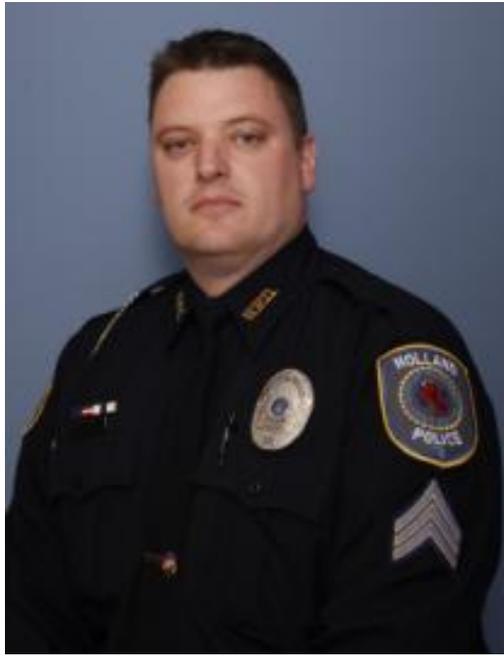


Reserves Brian Kendall and Jim Proce

Reserve Training Hours

800 MHz Radio	70
Active Shooter Scenarios	110
Bag Reaction Drills	31
Cultural Diversity	66
Defensive Tactics	52
MILO Video Simulator	62
Range – 2 nd weapon	5
Range Glock transition	24
Range – quarter 1	38
Range – quarter 2	33
Range – quarter 3	39
Range – quarter 4	36
Tabletop Scenarios	66
Tulip Time Procedure / Traffic Control	90
Active Shooter Debrief and Narcan	68

RESERVE OFFICER OF THE YEAR



Reserve Officer Brian Ehler

The Holland Department of Public Safety Police Reserve Officer of the Year was presented to Brian Ehler at the annual reserve banquet.

Brian was nominated by his peers for his leadership as a Reserve Sergeant, along with his involvement in Parks Patrol, the training team, and subpoena service management. He is regularly willing to help with details and his dedication and demeanor has earned the respect of other reserve officers and full-time officers alike. Brian has helped recruit new reserves and has been instrumental in mentoring them.

We at the Holland Department of Public Safety are thankful for Brian's 15 years of dedication to the police department and this community. Reserves assist with many functions such as parades, sporting events, parks patrol, community events in the parks and downtown, subpoena service, traffic control and prisoner watches, in addition to riding with full-time officers monthly. We want to recognize their dedication as a group, and specifically those who stand out, such as Reserve Ehler.

Reserve Ehler and his wife live in the Holland area.



SUPPORT SERVICES

SUPPORT SERVICE STAFF

Police Services has five full-time and one part-time civilian support staff, plus one office manager. Of the full-time positions, one is assigned to the Detective Bureau and one to Training and Community Policing. All the staff are responsible for completing data entry and transcribing reports taken by officers and detectives. Certain portions of the data collected are then reported to the State of Michigan Incident Crime Reporting (MICR) and the Federal government for Uniform Crime Reporting (UCR) statistical purposes. Support staff is also responsible for disseminating reports to the appropriate prosecuting agency, court, and other supporting agencies.

Front office support staff is also responsible for all customer service needs whether walk-in, telephone or emailed requests. Other customer service requests include:

- Permit and license applications
- Sex offender quarterly registration and reporting
- Cadet scheduling and training
- Parking ticket processing
- Freedom of Information Act requests for records
- Traffic crash reports data entry
- Law Enforcement Information Network (LEIN) entry, processing requests, warrant confirmation and removal
- Abandoned vehicle processing

FOIA-FREEDOM OF INFORMATION ACT

FOIA report requests completed by front office staff: 989

SEX OFFENDER REGISTRY

The Holland Department of Public Safety is responsible for SOR registrations, fee collection, and updates to SOR information throughout the year. Some SOR persons are required to register once a year while others are required to register multiple times during the year.

SOR persons registered and tracked by front office staff: 199

SOR Fees Income: \$4,220

FIREARMS REPORT



The Holland Department of Public Safety is responsible for the issuance and processing of handgun permits for purchase from a private party by residents of the City of Holland. Every time an application is received, it is processed and investigated prior to issuance of the permit. All handguns are registered with our department as well as the Michigan State Police.

	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Private Party Handgun					
Purchase Permits	108	156	212	47	75
Total Pistol Sales Records Processed	433	502	570	461	383
Local Federal Firearm Purchases	173	117	152	58	-



CADET PROGRAM

The Holland Department of Public Safety employs eight Cadets. The Cadet position is a pre-professional opportunity for Criminal Justice students allowing them first-hand experience in local law enforcement operations. Cadets gain experience through their employment while pursuing higher education. Cadet duties include fingerprinting, gun permits/registration, sex offender registration, report requests, parking citations, Code Enforcement activities, jail operations and processing of arrested subjects, assisting officers with investigative inquiries and Law Enforcement Information Network (LEIN) operation. Cadets offer customer service to citizens and other area law enforcement agencies. Cadet work hours vary during the year, depending on whether they are enrolled in classes at the time. They are a valuable asset to the department.

DRUG TAKE BACK PROGRAM



Reserve Officer Mike Murphy Collecting Medications

The Holland Board of Public Works and Holland Department of Public Safety along with the Drug Enforcement Administration participated in National Prescription Drug Take Back Days on April 28, 2018 and October 27, 2018. The department collected a total of 317 pounds of medications at the events. This was a combined effort collected from our two drop off bins in the HDPS lobby and BPW's collection from local pharmacies. In addition, 727 pounds of medications were collected throughout the year from the 2 take back bins located in the HDPS lobby. All of these medications are destroyed at the Kent County Waste to Energy Facility.

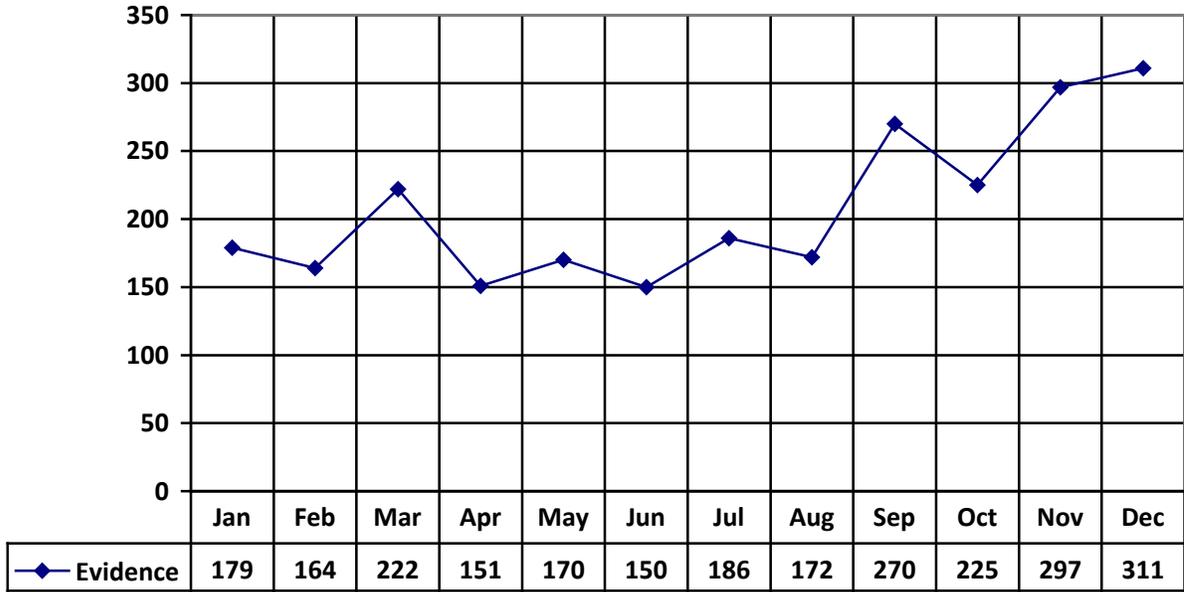
This initiative addresses a vital public safety and public health issue. Medicines that languish in home cabinets are highly susceptible to diversion, misuse, and abuse. Rates of prescription drug abuse in the U.S. are alarmingly high, as are the number of accidental poisonings and overdoses due to these drugs. Studies show that a majority of abused prescription drugs are obtained from family and friends, including from the home medicine cabinet. In addition, Americans are now advised that their usual methods for disposing of unused medicines—flushing them down the toilet or throwing them in the trash—pose potential safety and health hazards. All medications collected will be incinerated, preventing them from entering our lakes and streams.

The Drug Take Back program is on-going, free, and anonymous. Residents can drop off their unwanted/expired drugs at the Holland Department of Public Safety during regular business hours. Several area pharmacies also participate in this program and can accept “uncontrolled medications”. Visit www.wmtakebackmeds.org for more information on the program and drop-off locations.



Reserve Officer Mike Murphy Readyng the Medications for Disposal

EVIDENCE COLLECTED REPORT



Total Items taken into Evidence 2,497

Disposition of Items:

Destroyed 1,996
 Returned to Owner 161
 Auctioned 43

Digital Photos Processed 18,115



CODE ENFORCEMENT ACTIVITY

Code Enforcement activity is completed by both cadets as well as reserve officers. HDPS police services employs 8 part-time cadets who are utilized in various capacities. These cadets, in addition to other duties, assist with the enforcement of the city's 2-5 a.m. parking ordinance. When working the midnight shift, cadets will often focus their efforts on parking enforcement during the 2-5 a.m. time slot.

Two of the department's reserve officers work as code enforcement/animal control officers on a part time basis. These two reserve officers focus their attention on the enforcement of parking violations in the downtown area, as well as taking animal complaints while on duty or often following up on animal complaints originated by patrol officers.

During the summer months, reserve officers are assigned to patrol the city parks and provide a visible presence within the parks and watch for violations of park rules such as liquor law and after hour violations.

PARKING VIOLATIONS

	<u>2016</u>		<u>2017</u>		<u>2018</u>	
	<u>PATROL</u>	<u>C/E</u>	<u>PATROL</u>	<u>C/E</u>	<u>PATROL</u> <u>& VIPS</u>	<u>C/E</u>
2 AM – 5 AM Tickets	1,667	2,077	988	1,571	3,207	431
Handicapped Tickets	16	14	14	7	23	6
Other Ordinance Tickets	182	205	154	175	283	116
Total	1,865	2,296	1,156	1,753	3,513	553
Grand Total	4,161		2,909		4,066	

PROCESSING

Parking Notices Issued	64	751	1,800
Civil Infractions	1	1	0
Vehicles Booted	5	8	0

PARK PATROL

General Incident Reports	15	5	14
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ANIMAL CONTROL DIVISION



The statistics below are only that of the two reserve officers who work as code enforcement/animal control officers on a part-time basis. When they are working, they handle all animal complaints and follow-up on animal complaints that were originally taken by patrol officers at other times.

<u>ACTIVITY</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>
Dog Complaints	142	163	84
Other Domestic Animal Complaints	3	8	8
Wildlife Complaints	12	13	14
<u>ENFORCEMENT</u>			
Dogs at Large -			
warnings issued	36	33	14
court tickets	0	0	1
Unlicensed Dogs -			
warnings issued	0	0	0
court tickets	0	0	0
Dog Bites -			
warnings issued	22	28	9
court tickets	0	0	0
Neglect/Abandoned -			
warnings issued	10	6	1
court tickets	1	0	0
Barking Dog Complaints			
warnings issued	15	11	7
court tickets	0	0	0
Other Violations			
warnings issued	13	14	7
court tickets	0	0	1
Dog pickups	32	54	15
Cat pickups	56	45	29
Wildlife pickups	7	19	4
Abandoned vehicles processed	15	23	5



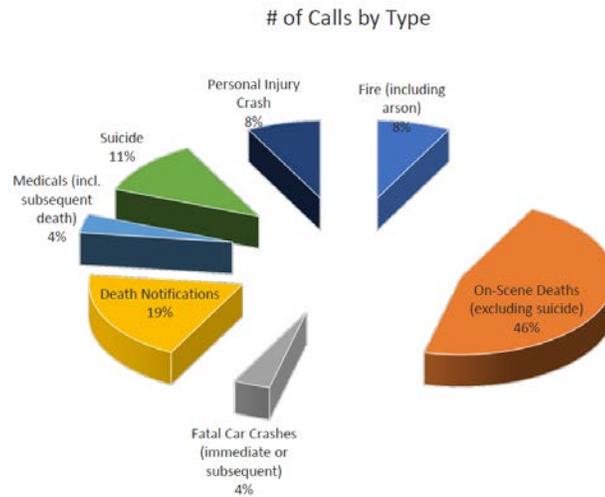
VSU Members Tom Brower, Kay Schierbeek and Bob Ashby

VICTIM SERVICES UNIT

VICTIM SERVICES ACTIVITY

The Victim Services Unit consists of 15 members (16 members when fully staffed). The program began the winter of 1996 and became active, taking calls early 1997. Throughout the program, the unit has responded to 588 call-outs and spent 3,178 working hours (not including training, meetings, public events, etc.). During 2018, the members responded to 28 events with 107 combined volunteer service hours. They have continued to be a substantial part of our response to victim needs and community relationship building.

We view this team as part of our community policing efforts and are thankful for them representing our organization with their unique ability to provide a comforting and helpful environment for families in need. Their care, compassion, and dedication toward victims of tragic events throughout our community have proven repeatedly to be of immense value to all involved. Not only does this team provide support and comfort for victims, but they also provide an opportunity for our officers and firefighters to focus on their task at hand and to devote their attention to an accident scene or a criminal investigation.



Event Description	2017	2018
On-Scene Deaths (excluding suicide)	10	12
Suicide	1	3
Fatal Car Crashes (immediate or subsequent)	2	1
Fire (including arson)	4	2
Medicals (including subsequent death)	3	1
Personal Injury Car Crash (no fatalities)	0	2
Death Notifications	1	5
Industrial Accident	1	0
Total Calls	22	26
Total Hours	97	108

VOLUNTEERS IN POLICE SERVICES ACTIVITY

The Holland Volunteers in Police Services (VIPS) was originated early in 2013 with twelve (12) original volunteers. The VIPS program currently has 18 volunteers.

The program’s ultimate goal is to enhance and assist the Holland Department of Public Safety in a multitude of ways. The VIPS staff shares pertinent information and activities with the officers and command staff. Further, it has successfully assisted citizens to recognize the service and helpfulness of the police division as a whole. It has also provided a “public service ambassador” role to the general public and youth of the City of Holland. The program has encouraged and provided opportunities for citizen participation and also increasingly provides a positive experience for volunteers that will enhance their knowledge and skills.



	2017	2018
Parking Citations	83	90
House Checks	100	151
Park Checks	336	378
Community Events	13	6
Total Hours	669	609



Holland Department of Public Safety - Police Services Received the Community Partner Impact Award from Holland Public Schools. This Award Honors a Community Partner that Impacts HPS in Reaching their Vision/Mission. Accepting the Award are Officer Nicole Hamberg, Officer Dan Keuning, Sergeant Larry Matzen, Captain Bob Buursma, Officer Adam Sokolove, and Officer Joe Soto, with Superintendent Brian Davis. (Photo credit: J.R. Valderas/Holland Public Schools)

SCHOOL AND COMMUNITY INVOLVEMENT

SCHOOL AND COMMUNITY PROGRAMS

ELEMENTARY SCHOOL

K-9	10 programs	297 students
Police	5 programs	218 students
Safety	1 program	49 students
TOTAL	16 programs	564 students

SECONDARY SCHOOL

Police	1 program	28 students
TOTAL	1 program	28 students

HIGH SCHOOL

Laws	1 program	25 students
Police	4 programs	230 students
Safety	1 program	500 students
TOTAL	6 programs	755 students

COLLEGE

K-9	1 program	45 students
Police	2 programs	292 students
TOTAL	3 programs	337 students



Community Policing Officer Rod Mendoza Reading to a Preschool Class

Community Policing Christmas Events



**Community Policing
Sergeant Larry Matzen with
Community Policing Officers
Adam Sokolove, Nicole Hamberg
and Dan Keuning**

Merry Christmas



COMMUNITY PROGRAMS AND OTHER RESPONSIBILITIES



*Signing of the Change and Amendment to the Seclusion and Restraint Law
Preventing School Resource Officers from Performing their Jobs
(Officer Joe Soto and Kevin Griffin from Holland High School Testified in Lansing)*

Adult Crossing Guard Supervision and Training

Alcohol Prevention Task Force

Bicycle Safety

Black River Schools

Block Parties

Calvary Schools of Holland

Citizens Police Academy

Cookout with Cops

CRASE (Civilian Response to Active Shooter Events)





Community Policing Officer Adam Sokolove

Crime Prevention Presentations and Pamphlets
Department Tours
Distracted Driving Conference
Heights of Hope
Hero Night, Zeeland
Herrick District Library Events
Holland Christian High School Winterim Program
Holland Pride Event
Holland Public Schools
Hope College



Community Policing Officer Adam Sokolove with Louie Orme, Son of HR Director Jennifer Orme

Internship Administration, College Students
Involvement with Boys & Girls Club Programs and Presentations
Involvement with Ourstreet, Environmental Health Dept., Neighborhood Planning
Job Shadow Programs
Junior Police Academy
Lakeshore Ethnic Diversity Alliance
Ladles of Love
Lakeshore Alliance Against Domestic and Sexual Violence (LAADSV)
LAUP Fiesta
LAUP Youth Leadership Seminar
Law Enforcement Career Day
Leadership Holland Involvement Ride-A-Longs
Macatawa Green Commute
Miranda Park Party



Community Policing Officers Adam Sokolove and Dan Keuning

National Night Out Committee & Event
NIC (Neighborhood Improvement Committee)
Neighborhood Block Parties
Neighborhood Leadership Academy
Operation Polar Patrol (Ice Cream Truck)
OASSN (Ottawa Area Secure Schools Network)
OSAP (Ottawa Area Substance Abuse Prevention)
Ottawa County (ALPACT)

OOTL (Out on the Lakeshore)
Parole Officer Ride-Alongs
Polar Patrol (10,000 contacts)
Police Community Relations Commission
Police Safety
Recovery Fest
Reserve Officers
Responsible Beverage Service Task Force
Shop with a Cop
Smoke Free Ottawa Committee – Health Department
Special Events Sponsored by the Recreation Department, Businesses, and Organizations
SLIC (Student Leadership Initiating Change)
Teen Court
Upward Bound
Vanderbilt Charter Academy
WMCJTC (West Michigan Criminal Justice Training Consortium)
West Michigan Traffic Safety Committee
Young Scholars
Winterim
Zeelmania Super Heroes



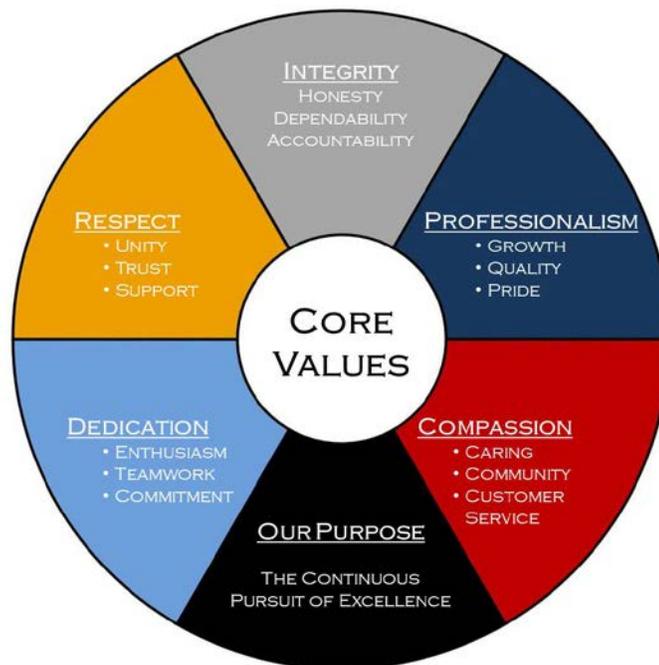
*Community Policing Officers Dan Keuning and Adam Sokolove
with Clare Dewitt, Daughter of IT Technology Specialist Jason DeWitt*

CITIZENS POLICE ACADEMY

To educate the public about our policies and procedures, the Holland Department of Public Safety hosts a Citizens Police Academy (CPA). During the Academy, we hope to dispel myths, suspicions, and misconceptions about law enforcement, as well as increase the level of communication between the community and the Holland Department of Public Safety. The 33rd class of the Holland CPA was completed in 2018.

The Holland CPA is now held once a year, in the fall, with a class size of approximately 40 citizens. Applicants must have no serious criminal record, and either live or work in the greater Holland area. While graduates of this academy will hold no special police powers upon graduation, students come away with a new appreciation of the responsibilities of the men and women of the Holland Department of Public Safety. They also learn of the high standards to which these officers are held.

The Holland CPA lasts eleven weeks, with students attending lectures and field trips for approximately three hours a night, once a week. Students are afforded the opportunity to ride along with a patrol officer during a shift. Additionally, students receive simplified firearms instruction. The final class consists of a “graduation” ceremony during which graduates are presented with certificates of completion and are asked to share their experiences of the academy.



HOLLAND DEPARTMENT OF
PUBLIC SAFETY



"Who we are & what we stand for"

JUNIOR POLICE ACADEMY



In 2018, the Holland Department of Public Safety completed its 20th year of hosting the Junior Police Academy. The program provides a structured summer activity for youth, instills a sense of pride in their community, and builds on teamwork philosophies.

The three-week academy runs from 8:00 a.m. to 1:00 p.m. and was offered once during the summer at no cost to the participant. Sixth and seventh grade Holland area students are eligible to attend.



In the academy, students learn about the criminal justice system, fire services, and medical services such as CPR and First Aid taught by American Medical Response. Among the activities is a field trip to the Holland Fire Department where the students participate in fire training. Also, one day a mock crash scene is set-up and the students role play as different emergency



service workers. During the Academy, they will also be able to take part in special events such as a cook-out with the Chief of Public Safety as well as a few well spent hours at BAM in Holland. Upon successful completion of the academy they are treated to a special graduation ceremony.

The program has also received recognition and awards from the Michigan Municipal League and Michigan Association of Chiefs of Police as an outstanding youth program. Police departments throughout the United States and Canada have used the Holland Department of Public Safety's Junior Police Academy as a guide in developing their own Junior Police Academy.



HOLLAND AREA NATIONAL NIGHT OUT



POLICE • COMMUNITY PARTNERSHIPS



PSD Ruth/Officer Joel Reimink

The City of Holland celebrated its 27th Annual National Night Out on Tuesday, August 7, 2018 at Kollen Park with about 3,000 attendees, despite the soggy weather. The event is a wonderful opportunity to promote police/community partnerships and highlight crime prevention programs. National Night Out is designed to send a message to the community letting them know that neighborhoods are organized and working closely with local law enforcement. “Neighbors getting to know one another” is a key theme of the event.



High School Resource Officer Joe Soto



Community Policing Sergeant Larry Matzen

The Holland National Night Out was selected as a 2018 National Award Winner (among the top 1% throughout the nation) by the National Association of Town Watch for its outstanding participation in the National Night out event. Over 16,000 communities throughout the nation participate.

Some of this year's events included:

Music by KaR Tunes, a classic rock duo

Fire Department Bucket Brigade and Smoke House for kids

Pie eating contest for kids and adults

Child I.D.

Kids games hosted by Community Agencies and Local Law Enforcement

Free hot dogs and ice cream (including the Polar Patrol!)

Coastie-the safety boat from the U.S. Coast Guard Auxiliary

Vintage Car Show

Karate demonstrations



Community Policing Officer Nicole Hamberg



Sergeant Matt Brouwer

Residents got to know their Community Policing Officers and Firefighters and signed an anti-crime commitment banner. The Junior Police Academy and the VIPS provided some needed volunteers to assist with the event.



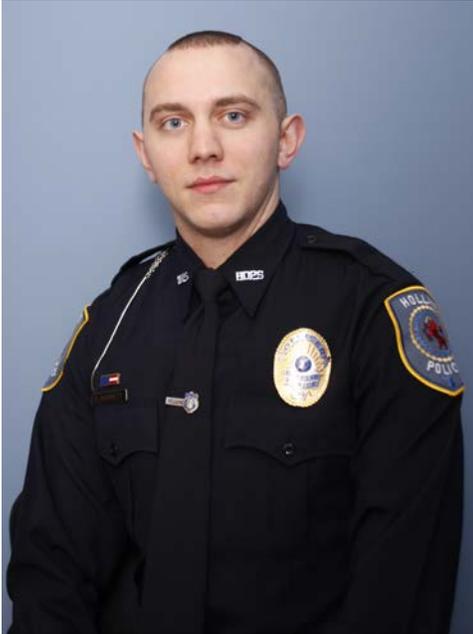
Community Policing Officer Dan Keuning



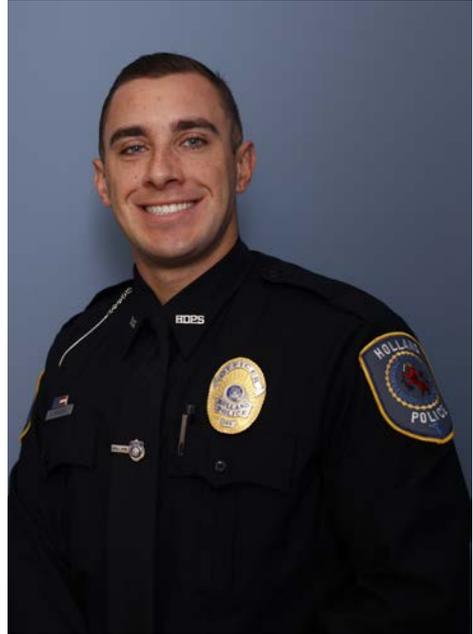
Swearing-In of New Officers

STAFF CHANGES

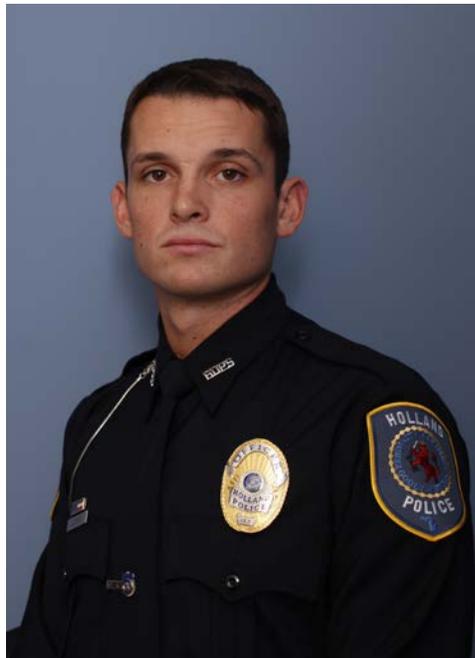
NEW POLICE OFFICERS



Officer Derek Barrett



Officer Steve Manning



Officer Cody Cross

NEW K-9 TEAM



PSD Flynn/Officer John Rathjen

NEW OFFICE EMPLOYEE



Desk Assistant Emily Nou

DEPARTED POLICE OFFICERS



*Sergeant Lisa Bancuk
Retired after 27 Years of Service*



*Officer Joel Serna
Retired after 27 Years of Service*



*Officer Andera Pinner
Retired after 29 Years of Service*



*Officer Doug Vander Kooy
Retired after 25 Years of Service*

DEPARTED OFFICE EMPLOYEES



*Desk Assistant Anna Borowski
Resigned after 2 Years of Service*



*Desk Assistant Sheryl Achterhof
Retired after 29 ½ Years of Service*



*Desk Assistant Kelly Kimberley
Resigned after 5 Years of Service*



*Desk Assistant Marlene Gaitan
Resigned after 20 Years of Service*

FIRE SERVICES



2018



FIRE SERVICES ANNUAL REPORT—2018

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MISSION STATEMENT

The Mission of the Holland Department of Public Safety Fire Operations Team is to protect lives and property in the community by aggressively enforcing modern fire prevention codes and laws; effectively educating the public of its role in fire safety; safely and efficiently extinguishing fires; and providing emergency medical services, hazardous materials response, and other services consistent with the role of a modern fire department.



Holland Department of Public Safety – Fire Services

The Fire Services Division promotes an all hazards approach to our work in the community and is focused on promoting positive outcomes. This annual report outlines a number of the activities that prepare the department to meet and promote these types of outcomes. Some of these include our training, fire prevention, apparatus maintenance and buildings and grounds maintenance programs. Programs like these and the committed focus of our personnel on our organizational mission assists in making Holland a great place to live and visit.

In summary, this report outlines the ongoing efforts of the men and women of the Fire Division to support the overall mission of the City of Holland to Maximize Livability. This is a privilege we do not take lightly and we are honored to serve in this capacity.

Respectfully,

Christopher M. Tinney
Captain of Fire Operations



"Our History" & "Size-Up"

Holland Department of Public Safety—Fire Services

A fire department was established in Holland on October 11, 1848 when a meeting of all adult males of the community was held to discuss fire dangers such as wooden buildings, underbrush and spring fires. On February 8, 1849 a fire commission consisting of 8 members and the President were elected to make plans for fire protection. This commission recommended that a fire bell be placed at the corner of Tenth Street and River Avenue; that 3 pails and a 20 foot ladder be kept by each householder; and that 3 cisterns be dug at different places in the village and a log pole be kept at each one.

When Holland became a City in 1867, two fire departments were established. They were called the Eagle Hose Company #1 and the Star Hook and Ladder Company on the west end of the City, and the Columbia Hose Company #2 on East 8th Street. From this small group of dedicated volunteers, the Holland Fire Department emerged. New equipment was obtained over the years, and in 1916 Holland purchased its first motorized apparatus.

In July of 2010, the department became a fire division in the newly formed department of public safety. The nominally consolidated department provides both police and fire services. The fire division has what is known as a combination structure, meaning that it employs a mixture of career and volunteer or "part-paid" firefighters. The Fiscal Year 2018 budget authorizes 22 full-time and 18 part-paid members in the department. The full-time positions include the Captain of Fire Services, Fire Marshal, Training & Safety Officer and a Department Assistant working 40-hour workweeks; along with 6 Lieutenants, and 12 Firefighters who work 56-hour weeks. The current part-paid members carry pagers and are on call around the clock to respond primarily to structure fire incidents. The total FY-2018 budget for fire department personnel, operations and capital outlay is \$2,765,082.

The department provides fire protection from 3 stations located on Waverly Road, Kollen Park Drive, and 160th Avenue. The Waverly and Kollen Park stations are staffed around the clock with full-time members, and a complement of part-paid members is assigned to each station. The 160th Avenue station, which is jointly owned and used by the City of Holland and Park Township, is staffed solely by part-paid members. Housed in the stations are 2 front-line fire pumpers, 1 pumper-rescue vehicle, 1 reserve pumper, 1 aerial tower truck, 2 EMS squad vehicles, a brush fire unit, rescue watercraft, and 1 staff vehicle.



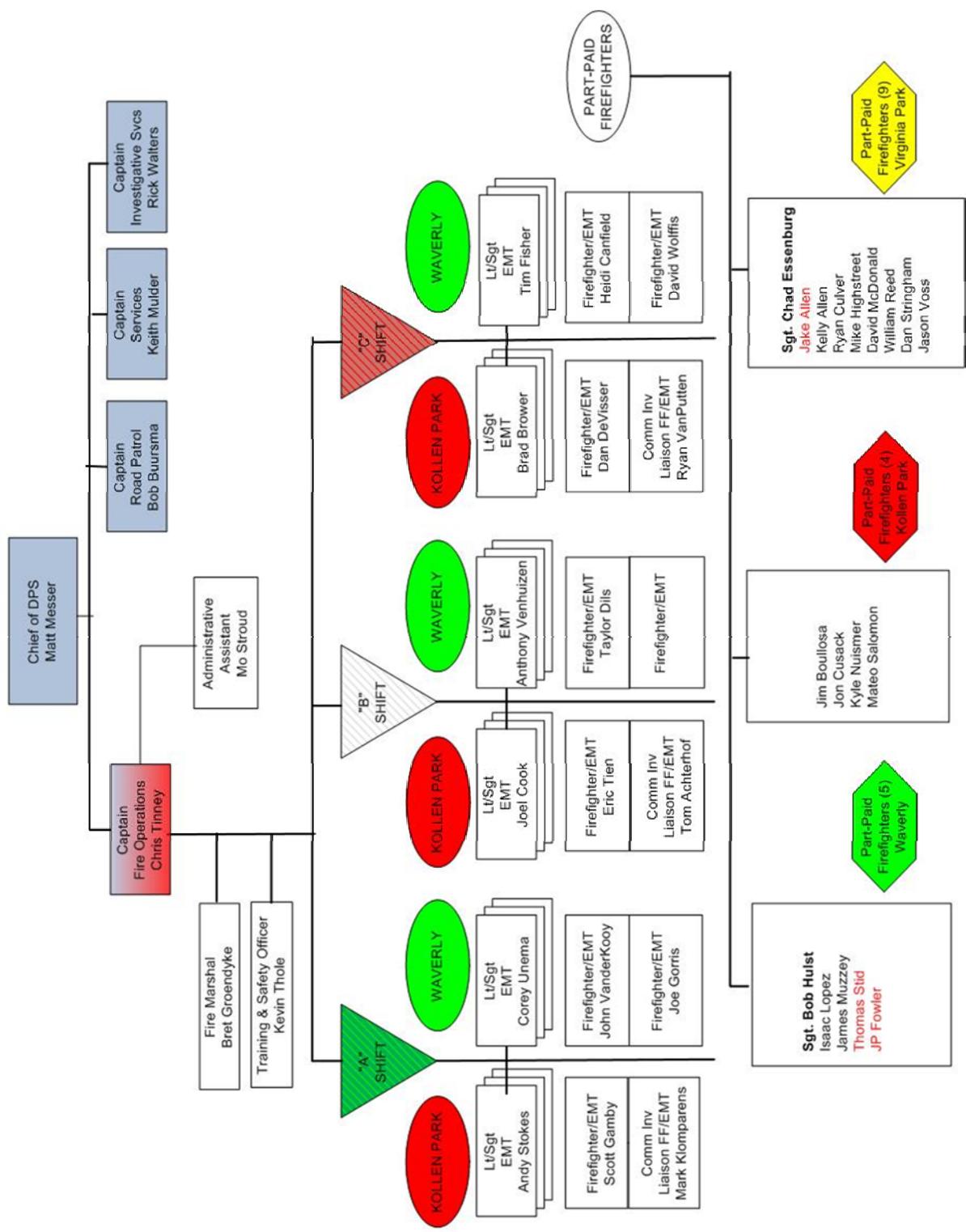
"Our History" & "Size-Up" (continued)

The department responded to 3,800 incidents in 2018. As is typical with fire departments across the country, about 61.47% of those responses were medically-related. In addition to false alarms, hazardous conditions and service calls, the department responded to 81 fires in 2018. Those fires exposed approximately \$171 million worth of property, and resulted in a direct fire loss of \$420,790; with a property saved/property exposed ratio of 99.1%.

The personnel, training, equipment, prevention, education and other aspects of the Holland Fire Department, combined with the City's excellent water supply system, provides a fire protection delivery system resulting in one of the few combination fire departments in Michigan with a Class 3 rating from the Insurance Service Office, providing an excellent return on the investment of tax dollars to the residents of the City.

This report contains the program measurements, tangible results and what happened from a response perspective. It also outlines a number of the proactive Community Risk Reduction Efforts (CRR) such as fire inspection activities and fire education programs delivered by the department. These data driven approaches improve quality of life in the City of Holland through effectively reducing fire frequency and consequences of fire and other natural and man-made events or disasters. Our CRR strategies include engaging the community in their role in both fire and EMS incidents. Examples of this include CPR training, fall prevention as well as smoke alarm installation and maintenance.

Holland DPS – Fire Services Division Organizational Chart



12/31/2018



RETIREMENTS

RETIREMENT OF JIM RUIZ



On August 29, 2018 Firefighter/EMT Jim Ruiz retired after 30 years 9 months of service to the community. Jim began his career with the department in 1987 as a Paid On-Call Firefighter and on March 24, 1997 became a Full-Time Firefighter/EMT. Jim is known for his great customer service and community involvement. His passion for the job and attention to details served as an example for others.

His time and commitment to the community and the department is appreciated and we wish him well in his retirement.



RETIREMENTS

RETIREMENT OF LARRY VERA



On June 30, 2018 Paid On-Call Firefighter Larry Vera retired after 40 years of service to the community. This made him one of the longest serving paid on call firefighters. Larry began his career with the department in 1978. Larry was known for his positive attitude and good humor. He was always willing to get in, get to work and get the job done.

His time and commitment to the community and the department is appreciated and we wish him well in his retirement.



DEPARTING PERSONNEL

LT. BRENDT SHERIDAN



Lt. Brendt Sheridan left the department this November after serving over 21 years. Brendt began his career with the department in May of 1997 as a firefighter/EMT and was promoted to the rank of Lieutenant in 2003. Brendt is known for his efforts to create positive relationships with the staff and residents of our multi-family residential occupancies throughout the city. Recognizing that fires occurring in these occupancies represent a significant threat to life and property, Brendt took an active approach to educating property managers and the residents that live there of their role in fire prevention. He also played a major role in developing pre-incident plans to facilitate a coordinated and proficient response to potential fires that could occur in these facilities.

Although Brendt left the department in November he is continuing to contribute to the fire service in another way. He is currently serving as a Fire Officer with the Michigan Department of Natural Resources—Fire Management Division.

We thank Brendt for his service to the department. We will remember your good humor and positive attitude.



FULL-TIME FIREFIGHTER OF THE YEAR



Ryan VanPutten, Firefighter/EMT

Firefighter/EMT Ryan VanPutten was named Holland Department of Public Safety's Firefighter of the Year for 2018.

Ryan was nominated by his peers for his positive attitude, constant willingness to help others and put in extra effort, and his calm demeanor. His multiple nominations all indicated he is a model firefighter who is always professional and represents all of the core values of the department without thought. He is well known for his constant willingness to do community involvement tasks and trainings, and his excellent skills as a firefighter.

VanPutten has only been with the Holland Fire Department for 4 years, however in that short time has made a great impression on his co-workers and his supervisors. His work ethic, customer service and positive attitude are traits that his fellow firefighters notice and appreciate. The HDPS and the City of Holland are thankful for Ryan's dedication to the Fire Department and his community.

We at the Holland Department of Public Safety are thankful for Ryan's dedication to the fire department and this community.



PART-PAID FIREFIGHTER OF THE YEAR



Mateo Salomon, Paid on Call Firefighter

The Holland Department of Public Safety is proud to announce that Mateo Salomon has been named the department's Paid on Call Firefighter of the year.

Mateo has been a member of the department since December 2015 and was nominated by his peers to receive this honor and designation. He is recognized for his great personality, positive attitude, hard work and commitment to the department. It was noted by one of his peers that Mateo, "loves this department." His hard work and commitment was recently demonstrated when he stepped up to obtain his Ice Water Rescue Technician, Instructor Certification which was recently offered by the department and Dive Rescue International.

Being a paid-on call firefighter requires balancing work, home and personal needs with the requirements of the department to respond to calls and attend on regular trainings. It is noted that Mateo's 12-month attendance percentage was close to 90%.

We congratulate Mateo on receiving this honor and express our thanks and appreciation for his contributions to the department.



Buildings and Grounds by Lieutenant Unema and Team Members

As in years past, this report is intended to give a snapshot of the highlights of events that occurred over the last year related to Building and Grounds of the Holland Fire Department, as well as give a glimpse into the future of short and long term needs.

As we are remaining in a maintenance pattern related to building projects, this past year has been fairly low key in terms of new items related to building upgrades. Items to note since last year are as follows:

- We were able to obtain bids and have all new garage entry doors installed at the Kollen Park facility, now making this a building that is able to be secured day and night.
- Another capitol purchase was outfitting the Kollen Park station multi-purpose room with newly acquired chairs, replacing the existing ones that were new when the facility was first occupied in 1974. We also were the gracious recipient of repurposed tables from an upgrade that happened at the Police facility. These two items give the space a new feel as well as being more comfortable for times that we have an extended training or education period. These updated items were most recently used when Holland Fire hosted an Ice Rescue “Train the Trainer” at the Kollen Park facility. This event hosted Rescue personnel from as far away as Kansas City. The old tables were beyond salvage and were disposed of, while the old chairs were donated to a local charity.

Items that continue to be challenges that we intend to address through significant capital improvement projects hopefully in the 2020 and 2021 budgets include the following:

- Separate men and women restroom and sleeping facilities.

We currently work a 48- hour rotation, which means we need to shower and have appropriate restroom, shower (decontamination) and sleeping facilities. When our current staffed stations were built in the early 70s, separate gender spaces were not even something to consider as an option. Today, fire stations and other public facilities are much more inclusive of all the needs of potential employees that will utilize them. We currently have one female Firefighter on staff that has been with us for 15 years, 13 of that as a full-time employee. Everyone has done very well making this work by sharing one bathroom with appropriate locking device however, we look forward to updating our facilities to meet the needs of existing personnel.



Buildings and Grounds (continued)

- Furthermore, our future capital improvement plans include our apparatus staging capabilities, which at the current time are quite concentrated. We currently house 3 front line pumpers, one ladder truck, a reserve engine and several smaller SUV size vehicles to support our “24/7” operations. We also store the rescue boat on a trailer during the off season. The staging of apparatus is accomplished from the two staffed facilities, Kollen Park and Waverly. The Virginia Park Station, which is shared with Park Township, sees more use as a storage area for reserve apparatus and seasonal equipment staging. This has been a result of the change in our department’s deployment model where many of our paid-on call personnel no longer live in the Southshore/Park Township area.

Today we use high traffic garage space for storage of seldom used, but needed items. Our capital improvement planning will explore the placement of a simple and cost effective storage facility built at the Waverly campus to house off season, and secondary response vehicles. If built large enough, a facility like this may even have use for secondary vehicles from other City departments. By adding a relatively inexpensive structure such as this, it would allow us to remodel current facilities and make better use of prime space that could be used to directly support front line missions.

In closing, it has again been very helpful having Chris Twork taking on more of the maintenance and repair items as time goes on. It would be very helpful and cost effective to have this role expanded to include bid procurement for repair and upgrade work as well.



Emergency Medical Services by Lieutenant Stokes and Team Members

2018 was no doubt another successful year for your EMS division. As always, training is key when providing medical services to our community. During 2018, Holland firefighters collectively attended 475 credit hours of EMS related training. Categories include but are not limited to, trauma, patient assessment, airway management, and pediatric emergencies.

Seventy individuals from various Holland area businesses attended our citizen CPR classes throughout the year. These attendees learned CPR as well as AED operation. Because a medical emergency can be a hectic and fast-moving event, having extra help on scene can be a blessing. Other skills discussed during these classes are calling 911, relaying important information to dispatchers, directing responders to the patient, and keeping bystanders clear of the area.

We are extremely proud to share a success story directly as a result of citizens attending our program. On the morning of Christmas Eve, a visitor to the Holland area was enjoying brunch with family at one of our local restaurants. The male asked to be excused due to not feeling well. He went to the washroom where he went into cardiac arrest. Holland firefighters were dispatched to the scene and arrived within two minutes. We were met in the parking lot by employees. There were several individuals waiting to navigate us through the building and to the patient. CPR was initiated by another restaurant patron prior to our arrival. The patient was treated on scene and transported to Holland Hospital. He spent several days in local hospitals and was subsequently released after one week.

Upon following up with restaurant employees after the incident, they cited the skills learned from attending our citizen's CPR program definitely aided them in doing their part during the incident.

To further augment the citizen's CPR program, a local interest group is working to place several AEDs (Automated External Defibrillator) in the Downtown area. Preliminary plans are to install AED kiosks along the 8th street corridor. With more and more people being trained in CPR each year, life saving measures can be initiated prior to the arrival of emergency personnel, thus improving the chances for a desired outcome for the patient.



Emergency Medical Services (continued)



(Employees from several local businesses participate in the department's CPR/AED program)

Many will agree that pets hold a special place in our families. Mr. Michael Finelli couldn't agree more. As a resident of Holland, Mr. Finelli wondered how firefighters would treat his dog, Bailey, should he ever have a fire in his home. After performing a bit of research, he discovered oxygen treatment kits, specially designed for pets. Mr. Finelli purchased several of these kits and donated them to the department. The kits include a bag valve mask, used to deliver manual respirations, and various sizes of oxygen masks for small dogs and cats all the way up to large dogs. Mr. Finelli and Bailey personally delivered the kits to the station and presented them to Fire department staff. The kits were placed into service on both front-line engines.



Emergency Medical Services (continued)



(Michael Finelli and his dog Bailey, pose with Holland firefighters. The duo graciously donated emergency oxygen kits to the department)

As always, Holland firefighters remain dedicated to the Citizens of Holland (and their pets) by providing the very best fire and emergency services around.



Vehicle Maintenance by Lieutenant Brower & Lieutenant Cook and Team Members

This year we have good news to report. The pumper from the Waverly station is back from the refurbishment we had done. This unit seems to be working well now and has taken the work load off an older unit that was utilized in its place. The refurbishment of fire apparatus is dependent on many factors and may not be a total solution for every replacement need, however with the outcome of this unit we plan to consider it as part of the evaluation process when replacing units in the future. We have also been looking at repurposing units, as we have in the past, by using police cruisers. These Chevrolet Tahoes work well to replace our small rescues. These units are less costly to operate and more agile. They are placed into service when staffing levels support their use.

With regard to the ongoing replacement need for our fleet, Chief Messer, Captain Tinney and our team are working on building a comprehensive vehicle replacement program that meets the needs of our community and can be supported through the availability of funds in the department's fire vehicle replacement fund. We believe this should be an attainable goal with realistic expectations.

The new boat that was repurposed from the Ottawa County Sheriff's Office is working out very well. With the new boat lift in place, having the boat already on the water has improved our response time to water rescues. This is a larger boat that provides the ability to carry more lifesaving equipment on board, as well as an area to work on patients while enroute back to shore. Furthermore, it offers more space for victims to safely relocate during boat fires or while taking on water.





Vehicle Maintenance (continued)



With the process for replacement of our current ladder truck well underway, it is understood by all that this is a major investment. Our efforts will be undertaken with high consideration to this fact. Our study will look not only at the current operational uses and properties to be protected, but also at how these concerns may change over the anticipated life span of the apparatus. We are currently looking at other styles of this apparatus that may be more suited for our community that provide value, durability and versatility.

Finally, our team continues to coordinate and manage the ongoing maintenance of our fleet. The goal of this is to maintain reliability and a constant state of readiness that allows us to provide uninterrupted service to our community members in their time of need. The effort and commitment to maintaining the fleet continues to promote our goal of having zero equipment failures during fires and other emergencies.



Fire Prevention & Community Involvement by Fire Marshal Bret Groendyke

One of the first questions the fire marshal is typically asked after a fire is 'how did it start'? The quick and easy answer is clear: excessive heat, but the complete answer often requires a deeper investigation. Once the cause is determined the challenge becomes preventing that event from happening again. Not only preventing the loss of property and preventing fire spread in the community, but most importantly preventing injury and death to the citizens and visitors to Holland.

It is critical to understand that prevention is key. It has become the focus of what the Fire Marshal position represents to the Holland community. It is a multifaceted approach to combat fires in the city. The process has been refined and reviewed through several fire marshal administrations and it will always require continuous maintenance. Our current approach to fire prevention revolves in a cyclical sense. We provide inspections lead by firefighters to promote fire safety and preplanning of area businesses and homes, educate companies and the residents on their role in fire prevention, investigate occurrences of fire, and then repeat the process. It is a system that requires constant vigilance.

This leads into community risk reduction (CRR), the broad goal that the modern fire service strives for. This is the process of recognizing the causes of injuries and preventable mortality and addressing them through public awareness and education. This may relate to the dangers of fire, traumatic injuries, or cardiac arrest. Anything that causes a problem to people is evaluated and means are sought to mitigate the risks, typically through education. It is a proactive approach based on data collection to create a risk profile.

Long story short: What are the risks people are facing and what can we do about it.

Our CRR program goes hand in hand with our community involvement program. We can reach out to businesses, individuals, and social groups and provide education on what we known as firefighters. Community involvement equals community risk reduction.

Fire Prevention - Inspections

Business

The Fire Marshal and the fire shifts participate in building inspections and preplans. The process is straightforward. Each year there are businesses that need a fire inspection. The fire department sets up a time for the inspection that is agreed upon by both parties. The firefighters then attend the inspection and identify issues, based on the 2012 International Fire Code, and provide this information to the business or



Fire Prevention & Community Involvement (continued)

building owner. There is usually a timeline for when this matter is expected to be resolved.

The fire department completed 87 business inspections and preplans in 2018. This is up from 40 that were completed in 2017.

Throughout these fire prevention inspections the same issues were continuously found at buildings throughout the city.

1. Misuse of electrical systems. This includes overloaded power strips, damaged electrical cords, inappropriate wiring methods, and several other violations.
2. Exit and entrance doors that were blocked or paths of egress that were blocked.
3. Excessive storage of items or the improper storage of items.
4. Outdated extinguishers, extinguishers that hadn't been serviced, or missing extinguishers.
5. Improper management of discarded smoking materials or inappropriately maintained smoking areas.
6. Improperly maintained structural building protection features.
7. Improperly maintained fire suppression features.
8. Not following proper procedures that were set in place to prevent fires.
9. Lack of smoke alarms or the improper maintenance of smoke alarms.

When one of these, or many other issues, were encountered the crew took the time to educate the individual on the proper practice. We cannot be everywhere at once, and often upon a return to provide a follow up fire prevention check the same issue is found. The goal is to educate, to help people understand how to protect themselves and their investments in business.

Each new business that is going to be built in Holland also requires site plan approval. This process is done in conjunction with several code enforcement groups based at Holland City Hall. The goal is to have a building built to fire safety code specifications that will keep people safe as they go about their daily lives.

There was a total of 27 building plans for new construction, renovation, or project reviews that were conducted throughout the year.



Fire Prevention & Community Involvement (continued)

Residential

The fire department also works with Holland residents on fire prevention and escape plans. This is a good opportunity to help people identify fire risks in their own homes.

There were 10 home fire inspections performed by the fire marshal in 2018. This would include the checking or installation of smoke alarms, discussion of escape planning, and a recognition of areas where fire may originate in the home. The number of home inspections is low, and it is something that is hoped will be improved in the future. The inspections were always conducted at the request of the home owner. It is expected that the home owner will be present with any fire service personnel performing the inspection throughout the duration of the process. The resulting information is meant to be educational and confidential to the home owner. This service is always available by appointment. Smoke alarms can be installed by fire personnel if they are not hard-wired.

Education

Several Holland companies utilized fire prevention and fire suppression training services offered by the fire department. The most popular of these services is the use of the fire extinguisher simulator. The fire extinguisher simulator is used to train employees on how to use an extinguisher in a moment of crisis. There is emphasis on the dangers that smoke poses to anyone that is using the extinguisher.

Education was also provided at Holland High School through the use of the cooking fire simulator. Students received a live fire demonstration that showed the dangers of pouring water on a grease or oil fire. Students were trained to cover the fire and then turn off the burner. It was also explained that if there was a fire in the oven, to turn the oven off. This terrific demonstration was developed by Holland firefighter/EMT-Bs Scott Gamby and Mark Klomprens.

Many incidents that the Holland firefighters responded to throughout the year provide a moment for education, this includes responding to smoke alarms or carbon monoxide alarms that malfunctioned. Firefighters educated the public on how to know when to change batteries or if the detector itself needed to be replaced.

We worked with a local care facility to review and improve their response to a severe weather event.

Holland offers a good opportunity to network with radio shows that provide public information. This allowed us to provide segments on smoke alarms, the dangers of



Fire Prevention & Community Involvement (continued)

smoke inhalation, and even an episode regarding the history of the fire service in Holland. A continuing thank you for the ability to work with this program.

A unique opportunity presented itself due to the involvement with the state community risk reduction task force. A discussion about how to help residents trapped or unable to evacuate senior housing prompted the creation of a PSA to address the issue. LT/EMT-B Sheridan, FF/EMT-B Venhuizen, FF/EMT-B Tien, FF/EMT-B Achterhof and T&SO Thole worked with the Fire Marshal to create this program. It was presented to several local media outlets and was even picked up by regional media outlets in the Detroit area. Special thanks to Holland TV Kevin Lee and Eric Bruskotter for creating a terrific piece of fire prevention and safety education.

The Holland Fire Department worked jointly with the Saugatuck Fire Department to provide a live fire demonstration for National Home Fire Sprinkler Day. This live fire demonstration took place at the Waverly fire station and members of the media were invited to attend. The demonstration showed the effectiveness of having sprinklers in a home. Thanks to the Saugatuck, Graafschap, and Fennville fire departments for their involvement with this program.

Investigations

There were several fires throughout the year that required investigations by the Fire Marshal. One of these included a significant fire in an apartment building located at 1187 Abby Ct. The incident was one of the more significant fire losses sustained this year. It demonstrated the value fire origin and cause investigations. It was learned the fire was most probably a result of careless fireworks use. The results of this investigation provided valuable information that can be utilized to educate our community about the dangers of fireworks and how to prevent fires when utilizing them. Without complete and thorough investigations we would not be able to make this connection and take preventative measures.

Community Involvement

The Fire Marshal position is the coordinator for fire related community education in Holland. Each shift has a community involvement firefighter that works along with the Fire Marshal to provide community outreach. The community involvement firefighters that served in these positions for 2018 were Tom Achterhof, Mark Klomparens and Ryan Vanputten. Each of these men did an outstanding job providing fire based educational outreach. Here, in no particular order, a small snapshot of some of the many accomplishments that they completed:



Fire Prevention & Community Involvement (continued)

- There were 62 car seats that were checked, installed, or corrected. Each community involvement firefighter is a certified car seat technician. The goal is to educate families in order to reduce traumatic childhood and infant deaths in motor vehicle crashes.
- The firefighters attended dozens of block parties and public events. This provided families and their children an opportunity to see the trucks, meet a firefighter, and discuss home fire safety and fire prevention.
- Numerous walk-in tours at both fire stations. This was a nice chance to meet locals and visitors, have them see the trucks, and learn some helpful fire safety information.
- There were dozens of children that attended tours to the Kollen Park Fire Station. These tours were organized through schools or church groups. Each community involvement firefighter would lead the students through the station. This allowed time for the children to see the firefighter gear, sit in a fire truck, and see how the firefighters live. It also provided helpful education on how to call 911, or how to stop drop and roll.
- Numerous events with local industry and businesses which involved fire extinguisher training or fire evacuation planning.
- Invited to and participated in the Safety Day events at 4 different Holland companies.
- Trauma & Bleeding control training at a local factory.
- Free CPR training to Holland businesses in advance of Tulip Time due to the increased number of visitors.
- Tulip Time parades and Kinderplaats.
- The 35th annual West Michigan Fire Safety Prevention Council Parade
- Participated in Holland Hospital Safety Day to address fall prevention and fire safety.
- Participated in Holland Public Schools fire prevention and first aid training.
- Participated in Diversity Rocks the Books and also events at the Herrick Library.

There is a developing, unique opportunity to participate in a project to bring public AEDs to select areas in the city. This program was initiated in conjunction with continued CPR & AED training for businesses and residents. There was also an audit of businesses in the downtown area that maintained an AED on site.

There has been continuing education for all firefighters to provide them with a better knowledge of fire code. This began at the request of the crews in the summer of 2018. Several hours of education for Holland firefighters on the International Fire Code for 2012 has taken place since then.



Fire Prevention & Community Involvement (continued)

Conclusion

Finally, on a personal note, I want to extend my sincere appreciation and thanks to everyone that have helped me as I work through this position. The officer staff and firefighters have done an excellent job every day with inspections, community involvement, and doing their best to educate the public on fire safety throughout the city. Captain Tinney has been an outstanding resource as I learn this profession. He has been patient and a terrific mentor throughout a year of growth, I cannot thank him enough. Chief Messer has made the continued need for a Fire Marshal in Holland a priority. While this may seem like a simple statement, it should be noted that there are many other communities that do not have a Fire Marshal, so his efforts in this area are important and commendable. Mo Stroud at the administrative desk has also been helpful with every program she's been involved with. Working with the housing department, building department, planning department, and all those that make this a great community has been really cool to be a part of. In short, thanks.



Training & Safety by Training & Safety Officer Kevin Thole

The 2018 training year was another great year, preparing our Firefighters and EMTs to best serve and protect the citizens of Holland.

The Training Mission is... to create **realistic** training that directly affects the safety of our community and firefighters by recognizing inherent limitations and instilling in our firefighters an appropriate combat mindset to create physical and mental toughness to handle a wide variety of emergencies.

The Holland Fire Department responded to over 3800 calls for service in 2018. Many of these incidents require a depth and variation of skills. Every situation is different. Training is directly connected to consistent and positive outcomes. Some examples of emergencies where training had a direct impact on outcomes.

- Holland Heights apartment fire: Crews arrived on scene within 6 minutes of 911 call reporting flames from the second story apartment, a primary search was conducted of adjacent apartments saving several pets. Hose lines were deployed within seconds of arrival and the fire was put out quickly, no citizens were hurt and thousands of dollars in personal property were saved.
- Dog pulled from ice at Kollen Park: Crews responded within minutes to find a dog that had gone through the ice, crews donned Ice Rescue suites and safety rope and performed a rescue on the individual's dog, quick response and training prevented the citizen from becoming a victim and ultimately brought the dog to safety with its owner.
- CPR save: HFD was called to Boat Works restaurant on Christmas Eve, starting high performance CPR within minutes, the patient ultimately regained pulses and made a full recovery after being transported to the hospital.
- Stop the Bleed: Crews were called to the report of an accidental gunshot wound, upon arrival the crew took quick action after a assessment that reveled a gun shot wound to the neck, the patient had uncontrolled bleeding. The crew quickly fell back on stop the bleed training and applied direct pressure with trauma bandages. Without this action the patient would have had a bad outcome.



In 2018 the Training and Safety Officer position was restored to the department. This position is dedicated to setting up and performing realistic trainings of a modern fire



Training & Safety (continued)

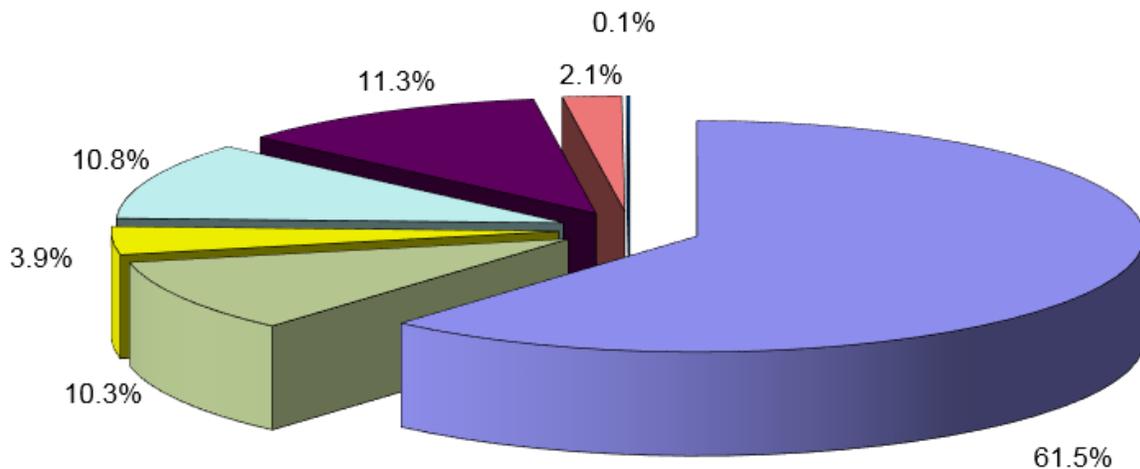
department, preventing injury and illness within the department, meeting all state and federal regulations for trainings and completion of documentation to support it. The following are some highlights from the 2018 year.

- Training and Safety Officer position was restored and organized.
- All members performed rescues of victims through VENT ENTER SEARCH training. Special thanks to Hope College for providing a house slated for demolition. This allowed for realistic layouts and simulated smoke.
- Large scale Haz-Mat drill at Hudsonville Ice Cream dealing with the handling of a chemical release. This training included members of the department and Ottawa County Haz-Mat team.
- Active shooter scenarios working directly with Holland Police setting fourth a plan of response to these types of emergencies.
- Vehicle Extrication/entrapment—cars were donated by Padnos.
- Boat Training which included new equipment to better serve all of Lake Macatawa, parts of Lake Michigan and directly working with neighboring departments.
- Bringing in an outside firm named Robertson Brain Health for all responders. This program assists personnel in mentally dealing with high stress situations, through developing healthier lifestyles directly related to low sleep, long shifts, and nutritional changes.
- The department hosted an ICE RESCUE instructor class and sent two members through, these members will help put on classes each year for all members.
- Two firefighters attended the Fire Department Instructors Conference (FDIC) in Indianapolis, this training is two days of hands on training by some of the best instructors in the country. The members brought this training back to the other members of the department.
- Monthly Emergency Medical training to include but not limited to CPR, CPAP and Albuterol for difficulty breathing calls, chest pain protocol, bleeding control, advanced airways.

With the start of the new year we look forward to new opportunities to further develop our skills and abilities that provide professional fire, EMS and life safety services to our community.



TYPES OF SITUATIONS FOUND FIRE SERVICES



- Medical Emergencies
- False Alarms
- Hazardous Conditions
- Service Calls
- Good Intent Calls
- Fires
- Others

Type of Situation	Incidents	Percent
Medical Emergencies	2336	61.5%
False Alarms	390	10.3%
Hazardous Conditions	148	3.9%
Service Calls	412	10.8%
Good Intent Calls	429	11.3%
Fires	81	2.1%
Others	4	0.1%
	3800	100.0%



FIRE INCIDENTS

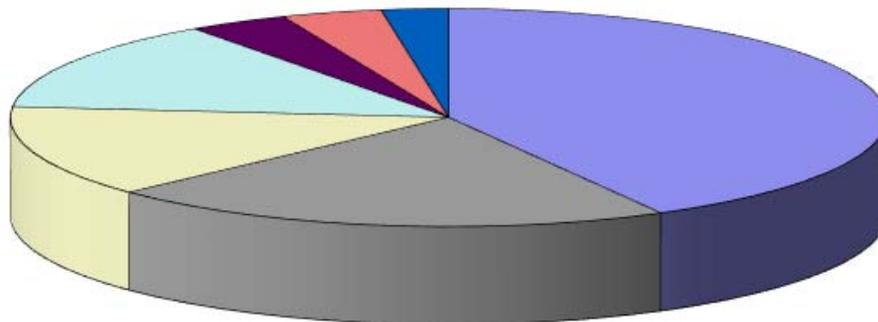
Classified by Property Types

Property Type	Incidents	Percent
Structures	34	42.0%
Vehicles	17	21.0%
Refuse	11	13.6%
Vegetation	11	13.6%
Fires/Explosion Not Classified	3	3.7%
Explosion/No Fire	3	3.7%
Outside of Structure	2	2.5%
	81	100.0%

FIRE INCIDENTS CLASSIFIED BY PROPERTY TYPES

FIRE SERVICES

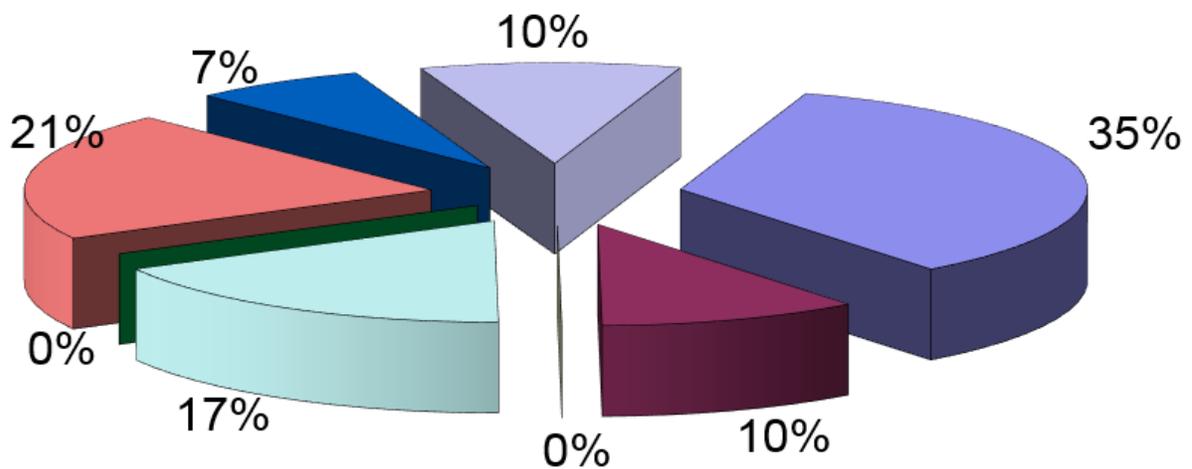
- Structures
- Vehicles
- Refuse
- Vegetation
- Fires/Explosion Not Classified
- Explosion/No Fire
- Outside of Structure





SUMMARY OF FIRE CAUSES FIRE SERVICES

- Mechanical Failure
- Operational Deficiency
- Incendiary/Suspicious
- Misuse of Heat Source
- Design Deficiencies
- Other
- Misuse of Fuel Supply
- Natural Causes



Type of Situation	Incidents	Percent
Mechanical Failure	10	34.5%
Operational Deficiency	3	10.3%
Incendiary/Suspicious	0	0.0%
Misuse of Heat Source	5	17.2%
Design Deficiencies	0	0.0%
Other	6	20.7%
Misuse of Fuel Supply	2	6.9%
Natural Causes	3	10.3%
	29	100.0%

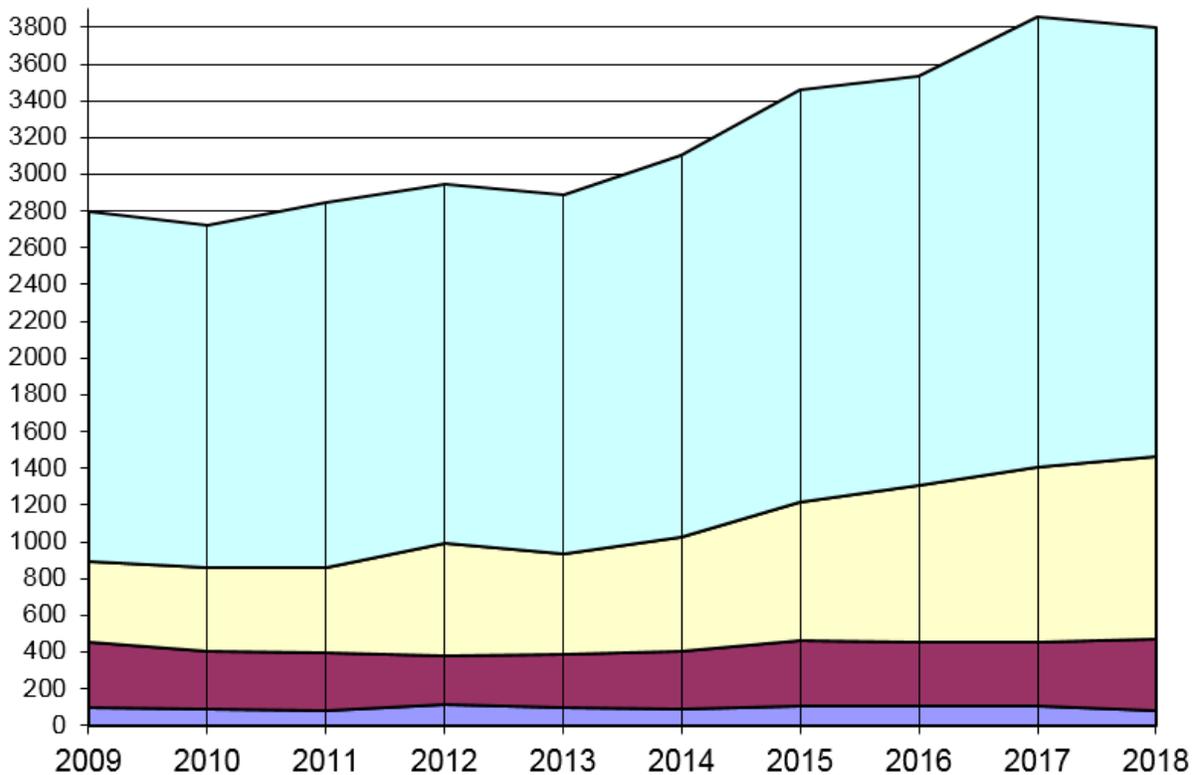


10 YEAR INCIDENT SUMMARY

Situation	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Fires	94	87	84	112	99	93	105	104	103	81
False Alarms	362	321	311	268	286	308	358	349	354	390
Others	434	452	465	611	547	621	755	856	952	993
Medicals	1909	1865	1985	1954	1955	2079	2238	2228	2448	2336
Total	2799	2725	2845	2945	2887	3101	3456	3537	3857	3800

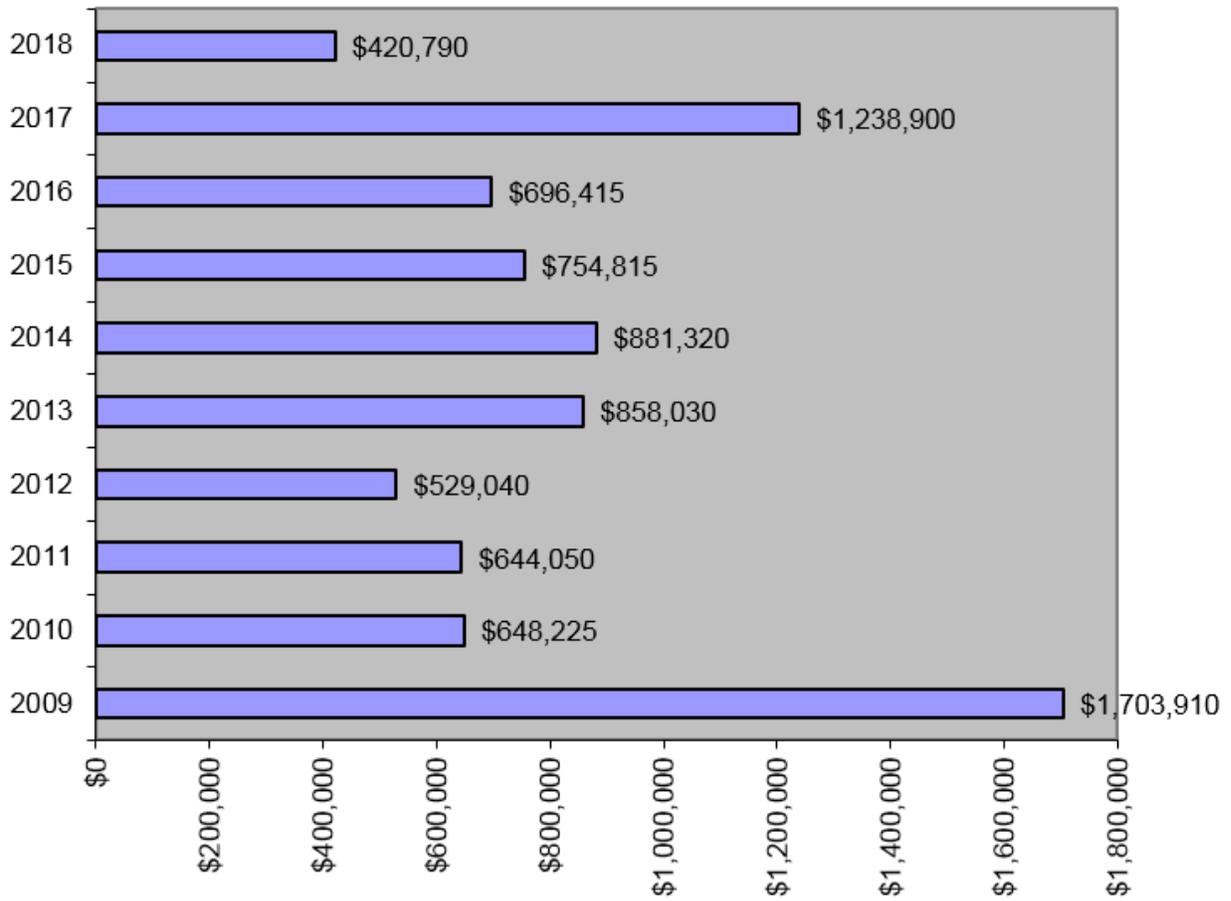
10-YEAR INCIDENT SUMMARY FIRE SERVICES

■ Fires
 ■ False Alarms
 ■ Others
 ■ Medicals





PROPERTY LOSS SUMMARY FIRE SERVICES

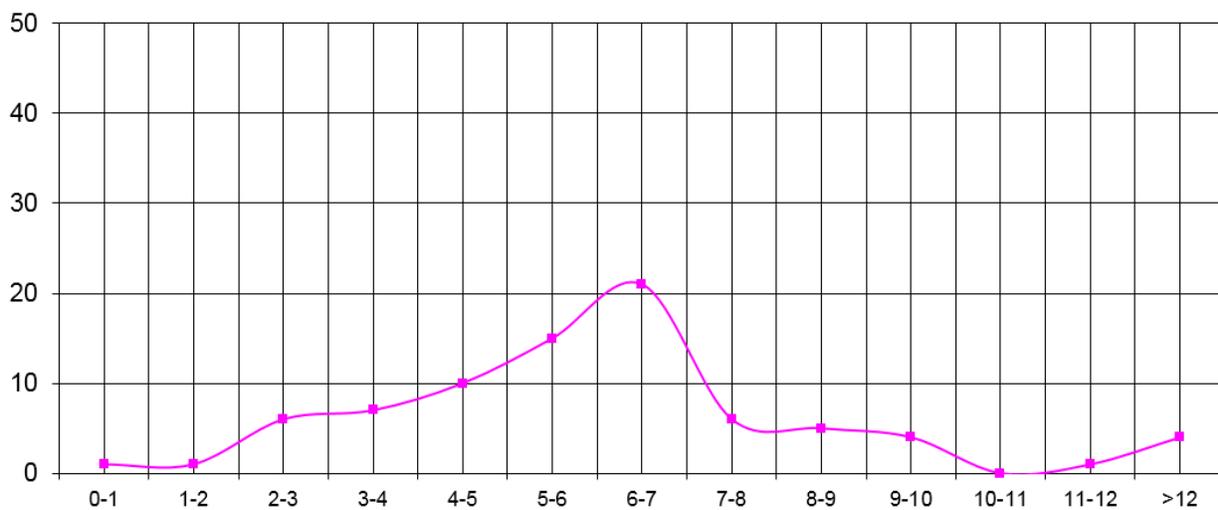




TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

MINUTES	FIRES	EMS	OTHER	TOTAL	PERCENT
0-1	1	21	72	94	2.5%
1-2	1	29	10	40	1.1%
2-3	6	99	33	138	3.6%
3-4	7	255	81	343	9.0%
4-5	10	503	133	646	17.0%
5-6	15	476	196	687	18.1%
6-7	21	392	191	604	15.9%
7-8	6	279	134	419	11.0%
8-9	5	129	93	227	6.0%
9-10	4	69	54	127	3.3%
10-11	0	30	24	54	1.4%
11-12	1	22	18	41	1.1%
>12	4	32	51	87	2.3%
cancelled on route				293	7.7%
	81	2336	1090	3800	100.00%

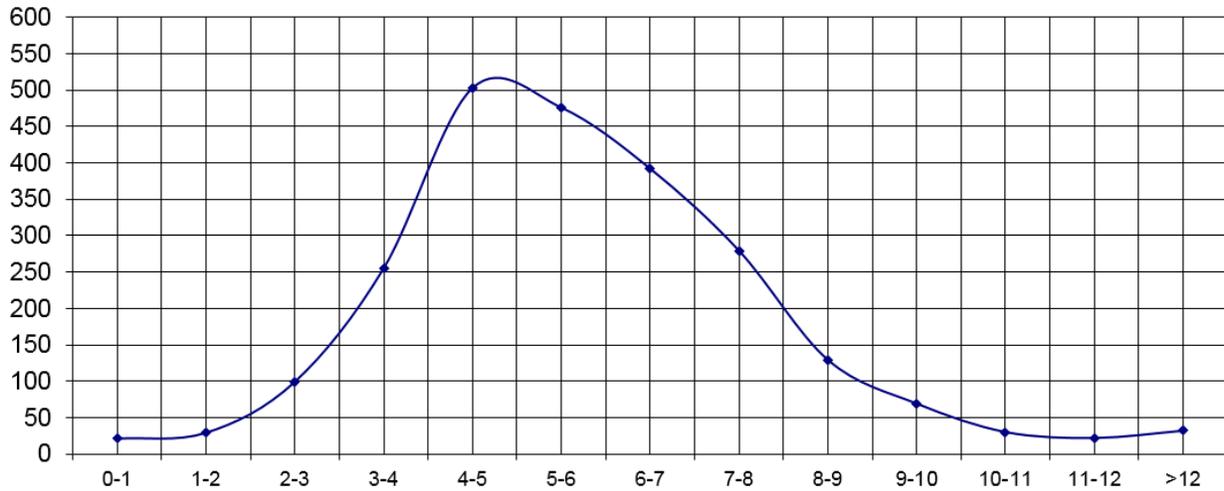
RESPONSE TIME - FIRES FIRE SERVICES



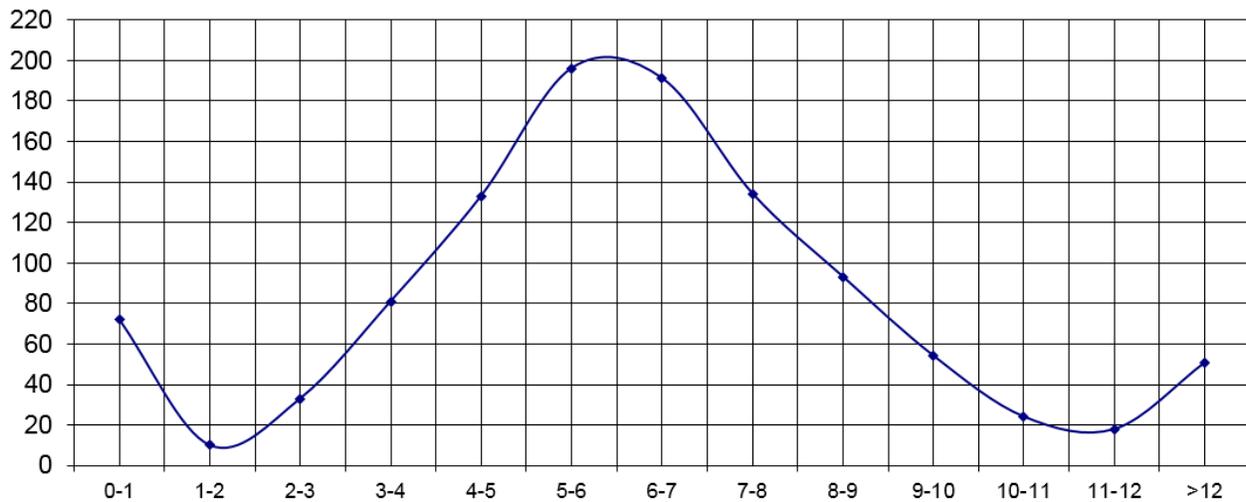


TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

RESPONSE TIME - EMS CALLS FIRE SERVICES

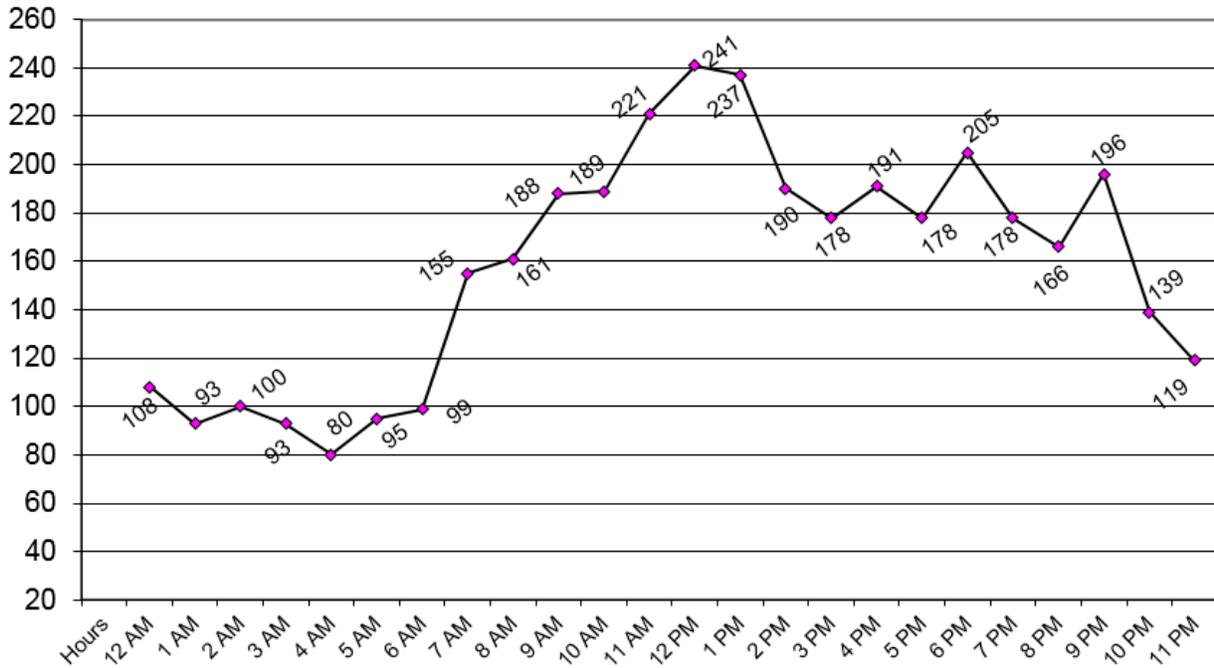


RESPONSE TIME - OTHER CALLS FIRE SERVICES

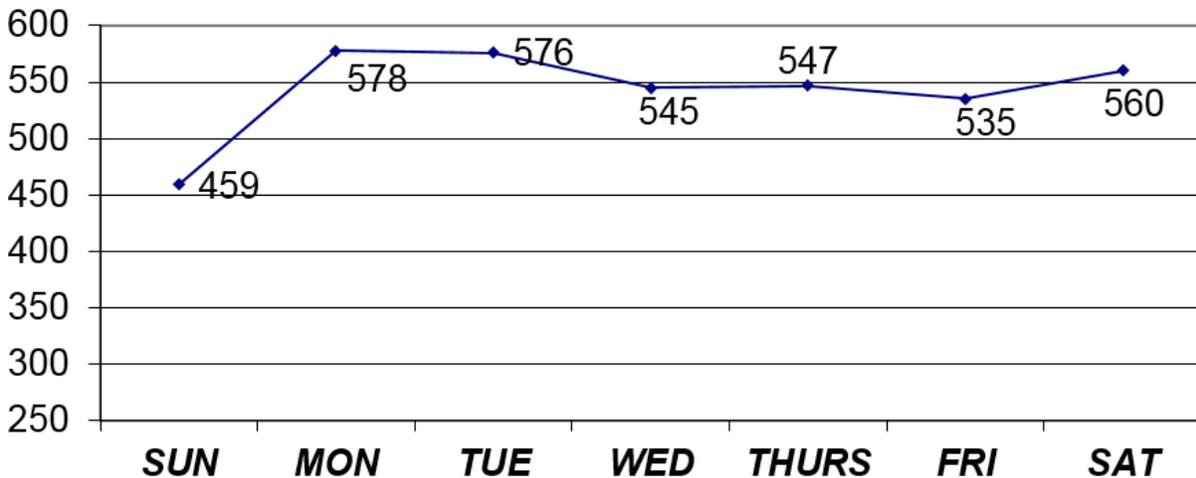




INCIDENTS BY HOUR OF DAY FIRE SERVICES

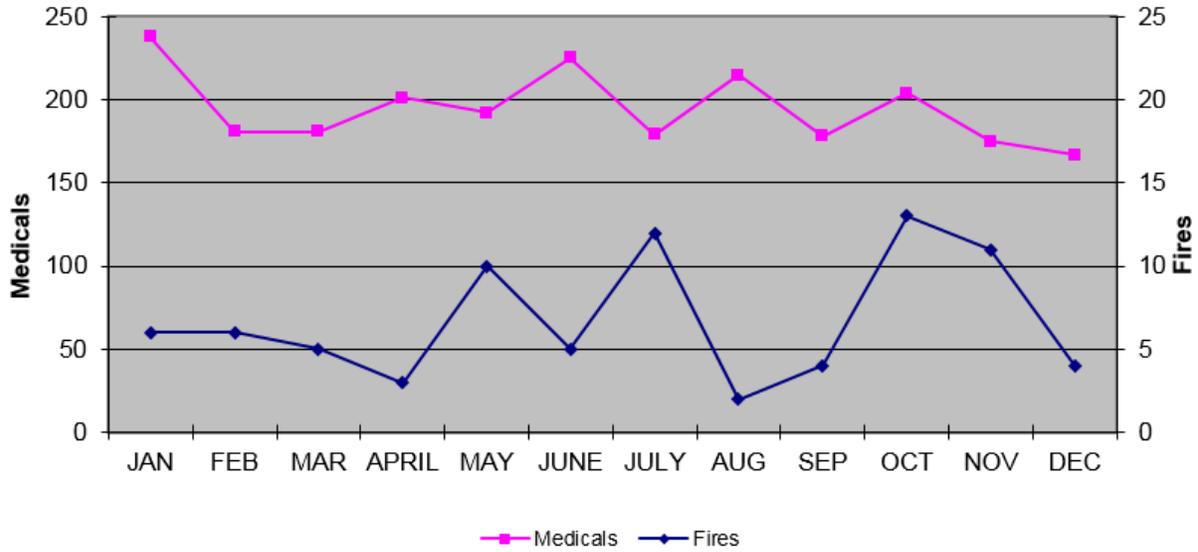


INCIDENTS BY DAY OF WEEK FIRE SERVICES

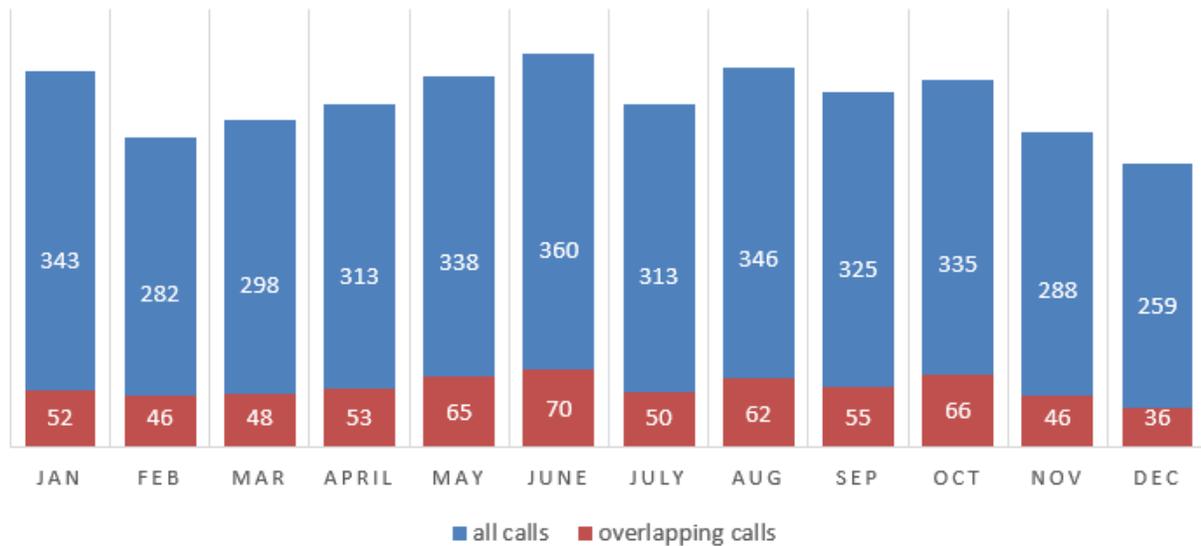




INCIDENTS BY MONTH OF YEAR FIRE SERVICES



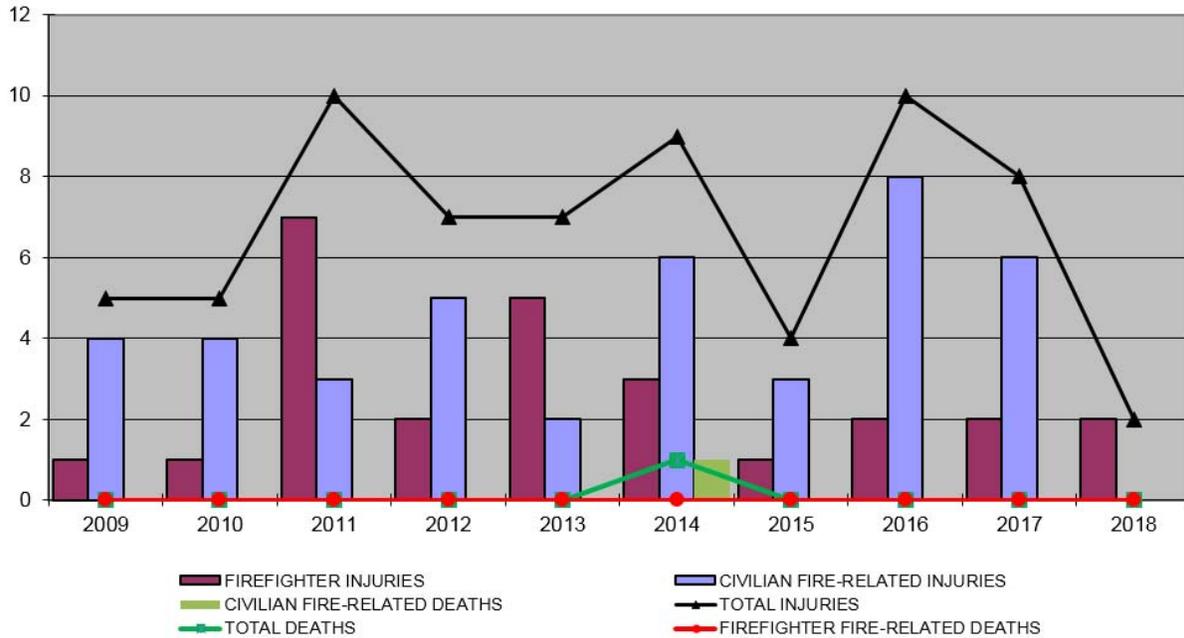
OVERLAPPING INCIDENTS FIRE SERVICES



* Incidents overlap at least 1 or more other incidents.



INJURIES SUMMARY FIRE SERVICES



	FIREFIGHTER	CIVILIAN FIRE-RELATED	FIREFIGHTER FIRE-RELATED	CIVILIAN FIRE-RELATED	TOTAL	TOTAL
YEAR	INJURIES	INJURIES	DEATHS	DEATHS	INJURIES	DEATHS
2009	1	4	0	0	5	0
2010	1	4	0	0	5	0
2011	7	3	0	0	10	0
2012	2	5	0	0	7	0
2013	5	2	0	0	7	0
2014	3	6	0	1	9	1
2015	1	3	0	0	4	0
2016	2	8	0	0	10	0
2017	2	6	0	0	8	0
2018	2	0	0	0	2	0

*** In 2014 the City of Holland experienced 1 civilian fire-related fatality. This is the first fatality, due to fire, that has occurred in the city since 1996.*

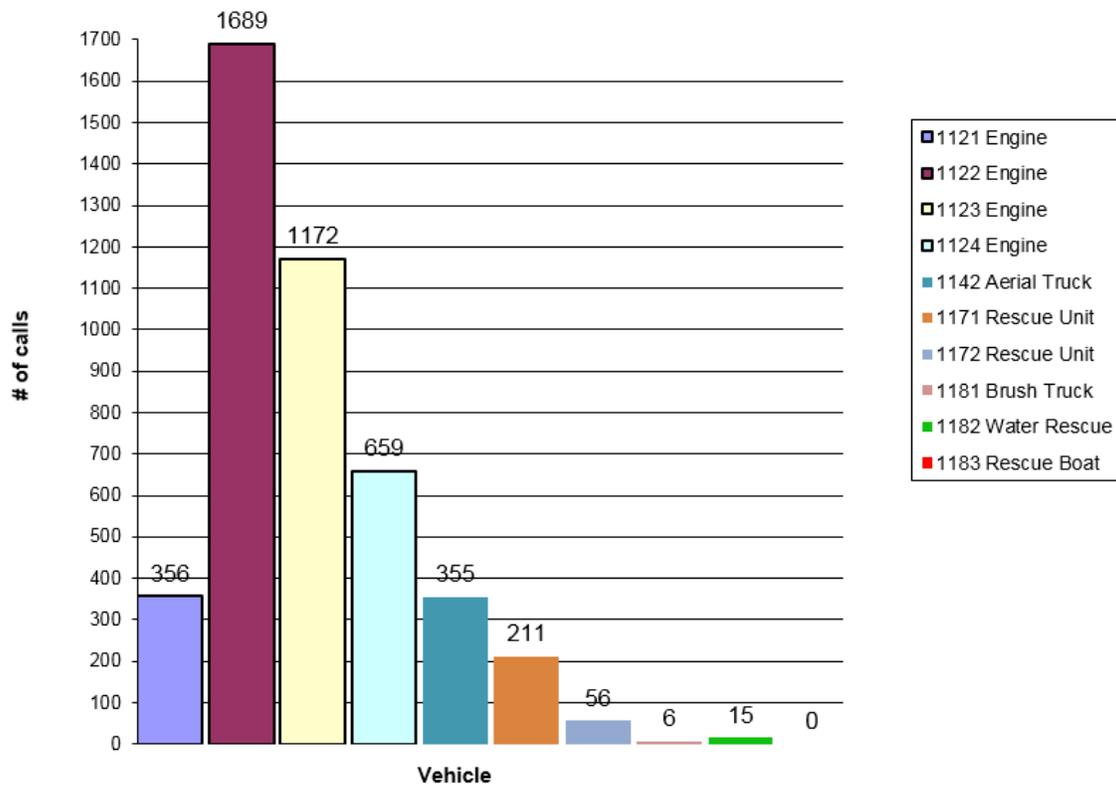


APPARATUS RESPONSES

RESPONSE DATA BY RESPONDING UNITS

YEAR TO DATE

1121 Engine	356
1122 Engine	1689
1123 Engine	1172
1124 Engine	659
1142 Aerial Truck	355
1171 Rescue Unit	211
1172 Rescue Unit	56
1181 Brush Truck	6
1182 Water Rescue	15
1183 Rescue Boat	0
TOTAL RESPONSES	4519

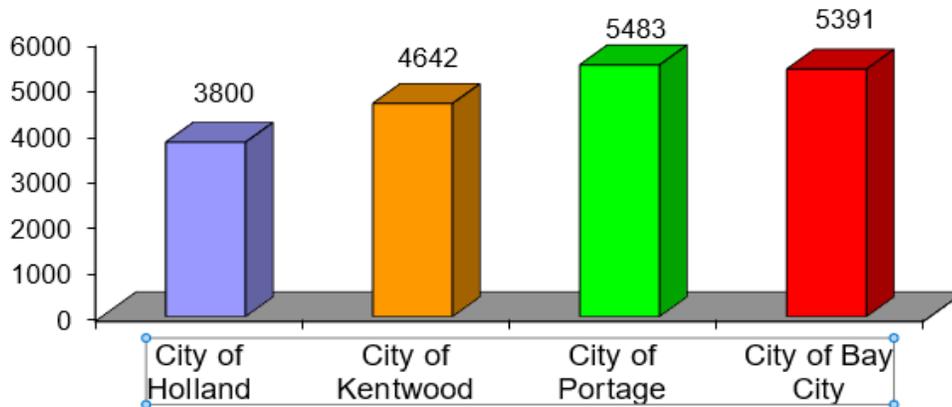


* 1121 was out of service for most of the year

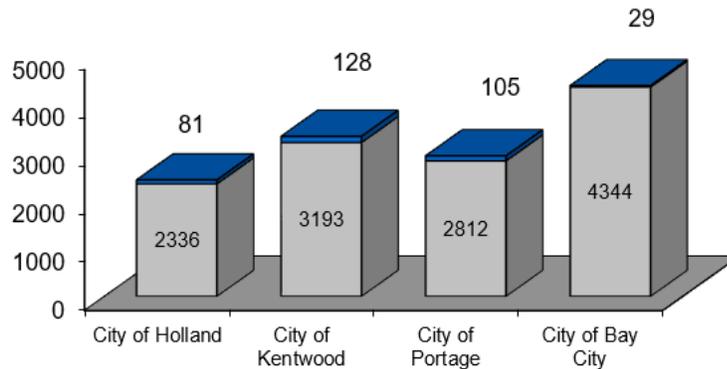


COMPARISON OF SELECTED STATISTICS WITH OTHER WEST MICHIGAN CITIES

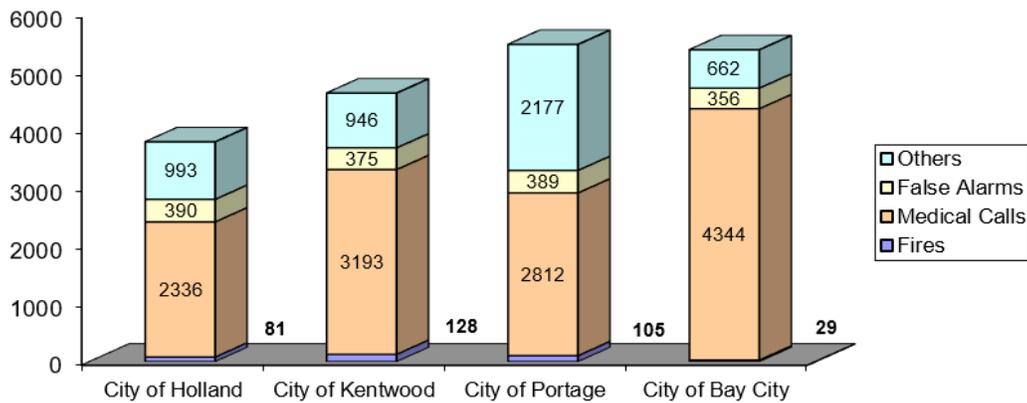
TOTAL INCIDENTS



Fire and Medical Incidents

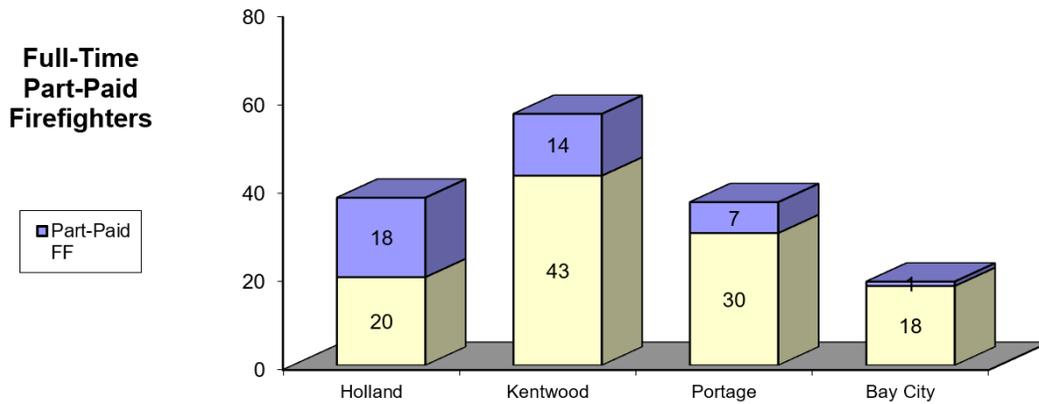


INCIDENTS

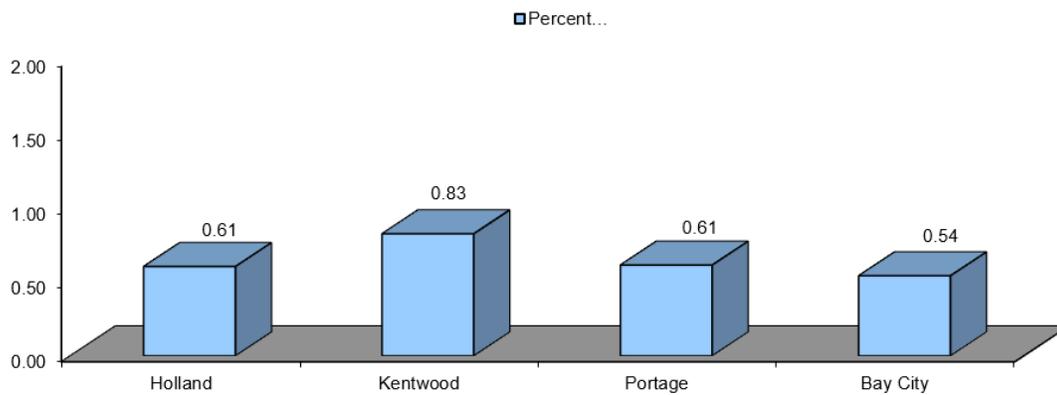




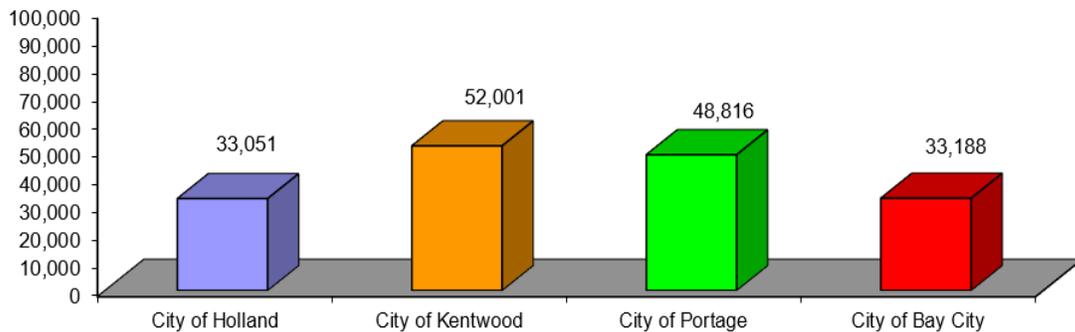
COMPARISON OF SELECTED STATISTICS WITH OTHER WEST MICHIGAN CITIES (continued)



Full-Time Firefighters Per 1,000 Population



POPULATION





PART-PAID ATTENDANCE—2018

STATION 1

FOWLER	
HULST	72%
LOPEZ	67%
MUZZEY	53%
STID	66%

STATION 2

BOULLOSA	78%
CUSACK	81%
NUISMER	69%
SALOMON	89%

STATION 3

ALLEN, J.	59%
ALLEN, K.	65%
CULVER	51%
ESSENBURG	55%
HIGHSTREET	54%
McDONALD	82%
REED	64%
STRINGHAM	73%
VOSS	59%

Firefighters entered in red = new employees