



# **HOLLAND DEPARTMENT OF PUBLIC SAFETY**



*K9 Officer Ben Reuschel with K9 Emil*



## **2017 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



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

# 2017 ANNUAL REPORT

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*Officer Caleb Dullock*

# ***INCIDENT STATISTICS***

## INCIDENT REPORT

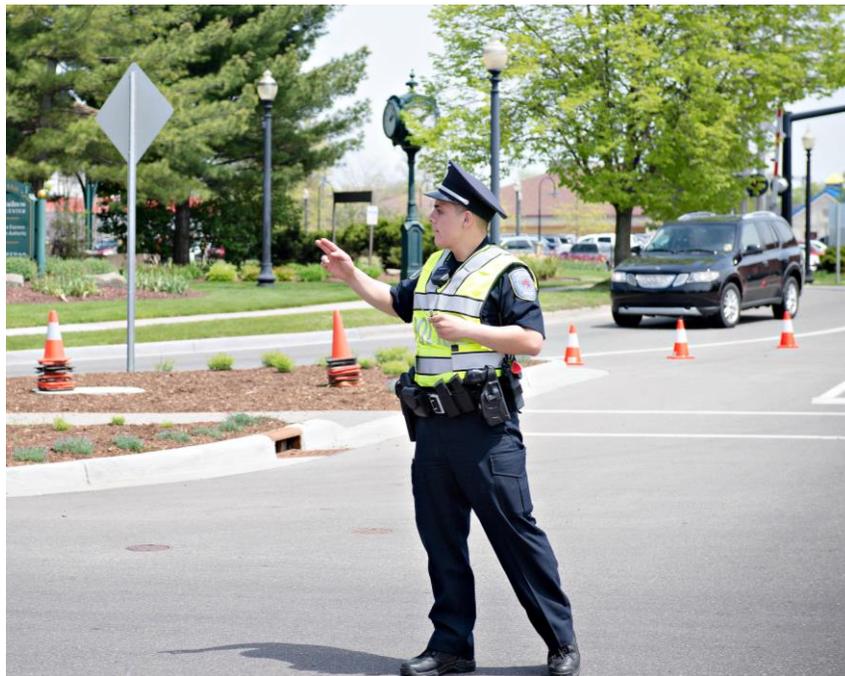
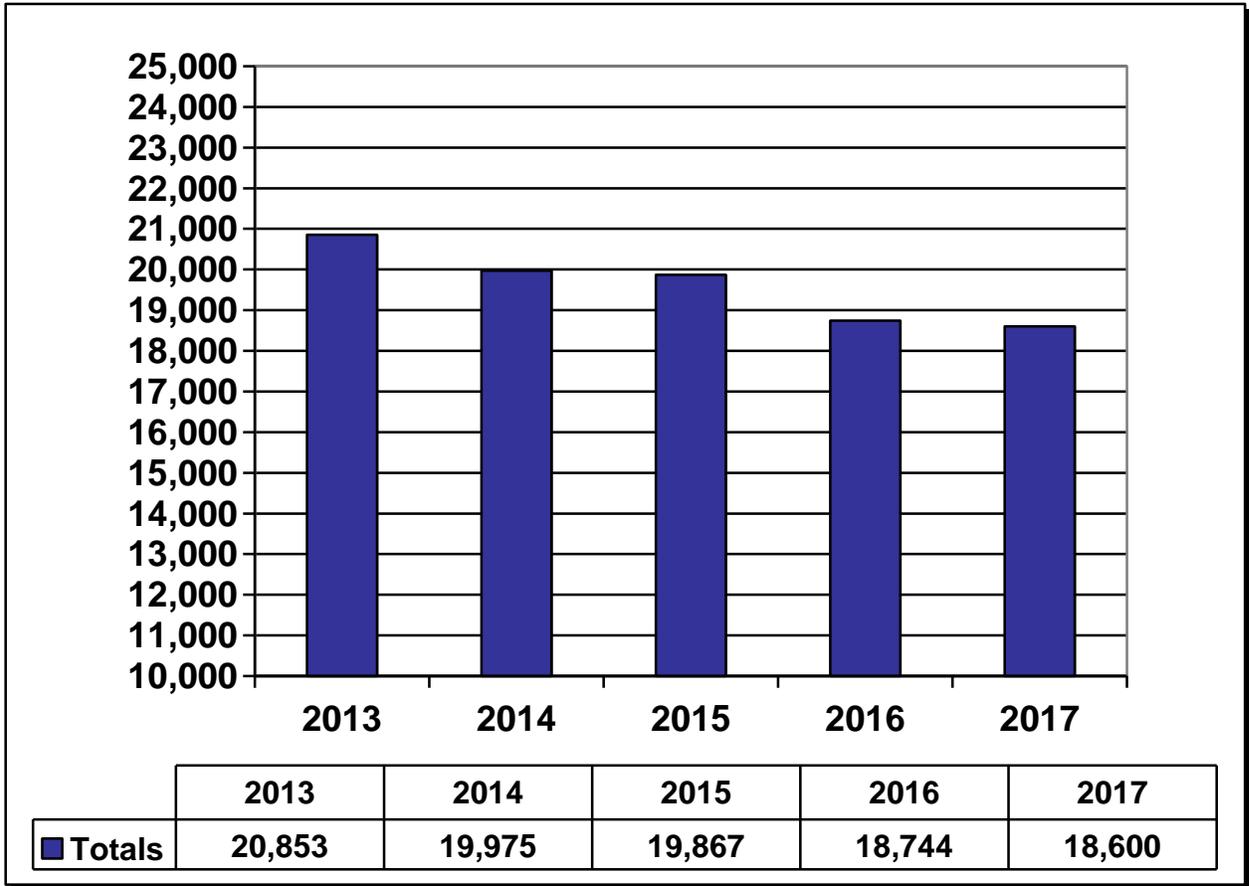
\*2017 numbers show all offense types investigated, not just number of cases as shown previously  
Some calls involve multiple offense types

<b><u>CRIME CALLS</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>*2017</u></b>
<b>CRIME CALLS PART I</b>			
Murder/Manslaughter	2	1	1
Kidnapping (including parental)	4	5	6
Criminal Sexual Conduct	64	73	59
Robbery	13	14	8
Assaults (including Domestic Assaults)	519	514	667
Stalking/Intimidation/Threats	194	202	157
Arson	12	4	6
Burglary	136	109	149
Larceny	572	528	491
Motor Vehicle Theft	26	40	55
Forgery	25	31	29
Fraud	165	172	176
Embezzlement	18	13	9
Stolen Property	10	9	13
Malicious Damage to Property	409	247	386
Retail Fraud	191	174	175
Controlled Substance Violation	290	290	398
Sex Offense	3	13	10
Weapons Offense	38	36	56
Extortion	1	3	1
<b>CRIME CALLS PART II</b>			
Illegal Entry	18	13	17
Bad Checks	20	18	21
Sex Offense	17	11	4
Family Offense (Criminal)	41	24	19
Liquor Violations	70	84	107
Hindering and Obstructing Police	652	622	623
Disorderly	750	782	810
OWI	114	108	196
Health and Safety	72	123	28
Trespassing	45	30	26
Runaway	50	86	75
Other	693	166	71
Other Traffic Offenses (Criminal)	N/A	645	799
Negligent Homicide	0	1	0

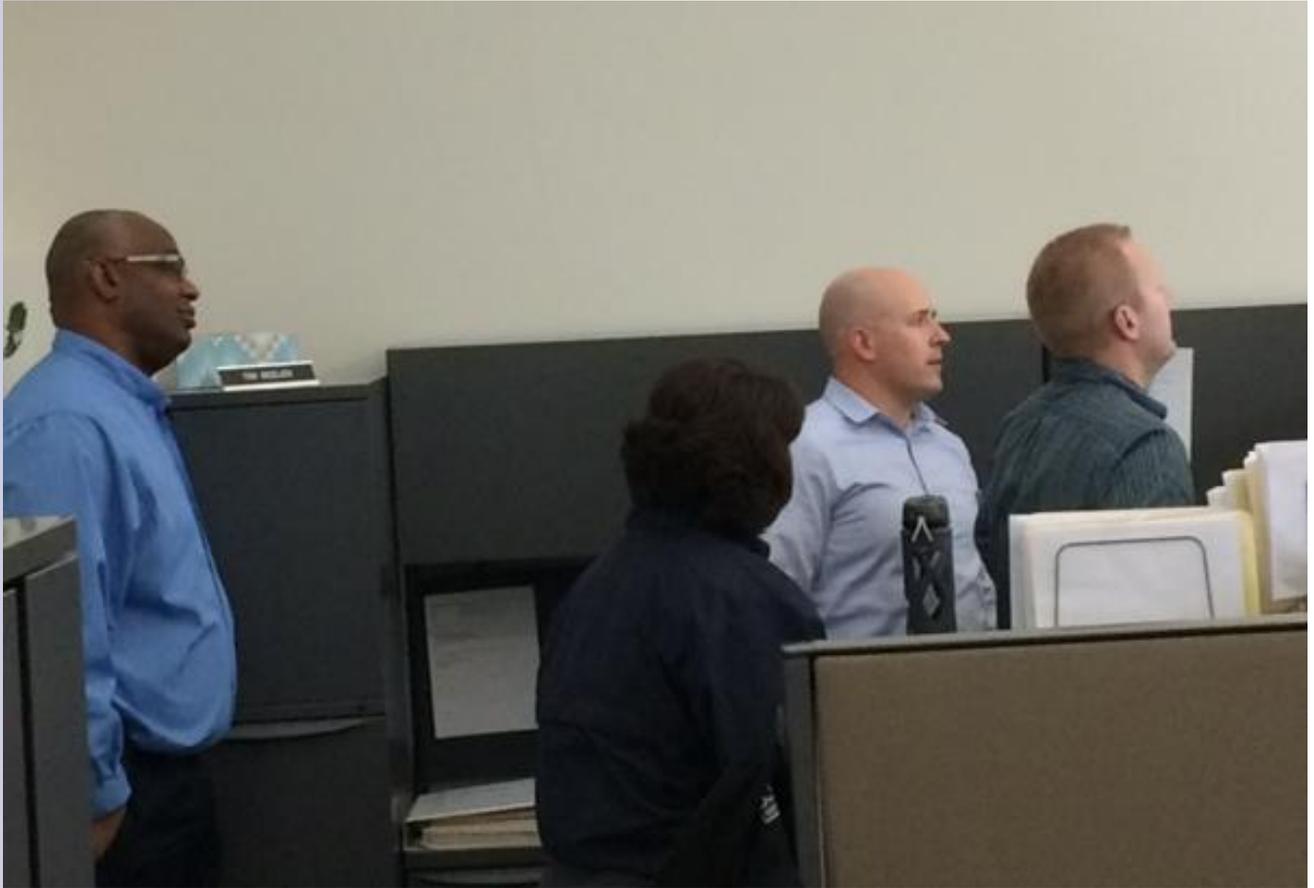
## INCIDENT REPORT (cont'd)

<b><u>SERVICE CALLS</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>*2017</u></b>
Medical Emergency, Airplane Crash	393	407	370
Suicide Attempt/Mental Complaint	427	333	423
Alarm	612	569	648
Family/Peace Officer/Civil/Neighbor	1,789	1,668	1,623
Failure to Pay/Civil	33	56	36
Animal Bite	33	24	27
Animal Complaint	620	583	569
Abandoned Vehicle/VIN Inspection	283	307	295
Assist/Warrant Arrests	800	907	826
Lost/Missing Person or Child	55	54	75
Suspicious	2,016	1,948	2,243
Traffic and Parking	N/A	N/A	1,528
Assist General Public	6,135	5,110	3,476
<b><u>MOTOR VEHICLE CRASHES</u></b>			
Property Damage Crashes	1,265	1,403	1,359
Personal Injury Crashes	171	178	241
Fatal Crashes	1	6	2
<b>Total Crashes</b>	<b>1,437</b>	<b>1,587</b>	<b>1,602</b>
<b><u>TOTAL INCIDENTS REPORTED</u></b>			
<b>Crime Calls Part I</b>	<b>2,692</b>	<b>2,478</b>	<b>2,552</b>
<b>Crime Calls Part II</b>	<b>2,542</b>	<b>2,713</b>	<b>2,307</b>
<b>Service Calls</b>	<b>13,196</b>	<b>11,966</b>	<b>12,139</b>
<b>Motor Vehicle Crashes</b>	<b>1,437</b>	<b>1,587</b>	<b>1,602</b>
<b>TOTAL</b>	<b>19,867</b>	<b>18,744</b>	<b>18,600</b>

## INCIDENTS



*Officer Santiago Magdaleno*



*Detectives Tim Beelen, Ana Amaya, Jason Valenzuela and Kris Haglund*

# ***INVESTIGATIVE SERVICES***

**DETECTIVE BUREAU STATISTICS**  
**Criminal Offenses Investigated by the Detective Bureau**

<u>Case Type</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Homicide	7	1	1
Abduction	2	3	3
Sexual Assault	66	82	66
Robbery	12	18	6
Assault & Battery	53	55	61
Aggravated Assault	24	15	13
Stalking	18	8	8
Extortion	1	2	1
Arson	7	2	6
Burglary/Illegal Entry	69	44	58
Larceny	65	61	45
Motor Vehicle Theft	25	26	22
Forgery/Counterfeit	19	22	19
Fraud/Checks	109	89	94
Embezzlement	8	8	6
Stolen Property	7	4	6
Damaged Property	50	27	43
Retail Fraud	27	30	21
Controlled Substances	39	36	48
Other Sex Offenses	16	18	10
Family Offenses	30	16	17
Liquor Law	14	11	8
Obstruct Police/Court	36	35	31
Weapons	17	14	17
Disorderly Offenses	34	25	21
OWI	1	5	2
Hit/Run MV Accidents	4	1	2
Health/Safety	3	1	2
Invasion of Privacy	0	0	0
Trespass	4	0	2
Curfew	4	3	10
Runaway	29	55	43
Misc. Criminal	20	30	19
Solicitation	0	4	1
Assist Other Dept.	80	73	77
Suspicious	50	63	40
Medical/Death	28	24	26
All Other	39	62	25
<b>TOTAL</b>	<b>1,017</b>	<b>973</b>	<b>880</b>

## CRIMINAL ADULT ARRESTS

	<u>2015</u>	<u>2016</u>	<u>2017</u>
<b>Total Number of Persons Arrested</b>	<b>1,498</b>	<b>1,333</b>	<b>1,093</b>

**Criminal Offense Arrests**-some arrestees are charged with multiple offenses

(2017 numbers are based on offenses, not just number of persons arrested as shown previously)

### CRIME TYPE

Assaults	149	148	145
Auto Theft	5	4	4
Criminal Sexual Conduct	13	13	8
Disorderly	80	62	51
Embezzlement	5	6	1
Forgery & Fraud	12	21	16
Larceny/Burglary/Stolen Property	37	19	31
Liquor Laws	20	14	20
MDOP	17	14	13
MISC	305	307	223
Narcotics Violations	148	126	115
Obstructing Justice/Police	494	408	293
OWI	105	95	133
Retail Fraud	79	70	37
Robbery	5	3	1
Sex Offense-Other	8	15	3
Stalking	5	4	3
Weapons	11	4	5

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

<b><u>CRIME TYPE</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>
Arson	2	0	0
Assault-Aggravated	2	4	2
Assault-Non-Aggravated	36	44	55
Burglary	10	6	14
Criminal Sexual Conduct	4	1	7
Disorderly-Public Peace	42	39	38
Embezzlement	0	1	0
Extortion	1	0	0
Frauds	3	3	0
Health & Safety	2	1	2
Hit & Run Accidents	2	1	1
Intimidation/Stalking	4	3	2
Kidnapping	0	0	1
Larceny	7	24	13
Liquor Law Violations	14	11	7
Malicious Destruction Property	27	18	38
Miscellaneous Criminal Offenses	9	15	14
Motor Vehicle Theft	1	7	15
Narcotics (Drugs & Equipment)	27	21	44
Obstruct Justice/Peace	21	14	14
OWI-Alcohol & Drugs	0	3	1
Retail Fraud	21	27	15
Runaway	34	53	43
Stolen Property	5	6	1
Trespass	2	1	5
Vagrancy	4	5	16
Weapons Offense	13	4	10
<b>Totals</b>	<b>293</b>	<b>312</b>	<b>358</b>

## 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.

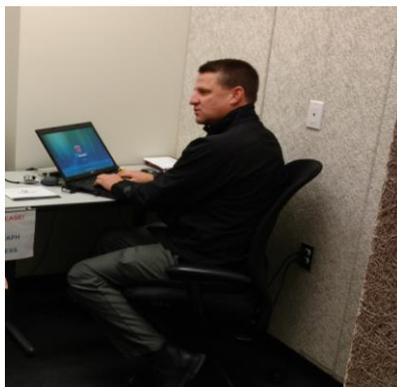
The WEMET team is also comprised of the Holland area gang team which has continued to reduce gang activity by a wide variety of preventative and enforcement measures. The team consists of one HDPS Sergeant, two HDPS Officers, and one Ottawa County Deputy. This team continues to work in conjunction with 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.

<b>WEMET ACTIVITY</b>	<b><u>2016</u></b>	<b><u>2017</u></b>
Total complaints investigated	663	656
Holland City/Township complaints	67/49	92/35
Total arrested in Ottawa County	152	202
Total value of forfeitures	\$149,900	\$196,480

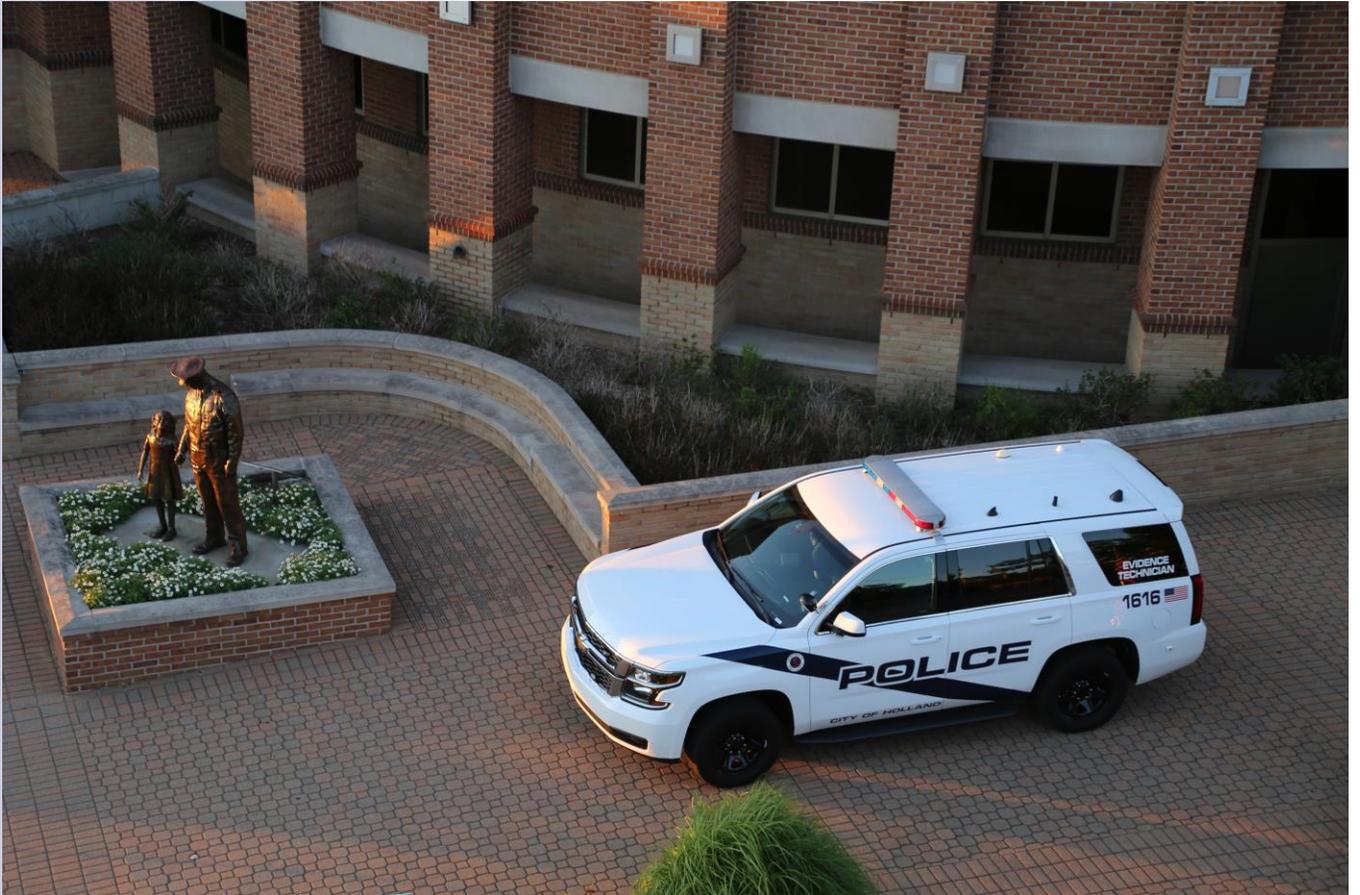
## FORENSIC COMPUTER INVESTIGATIONS

	<b><u>2017</u></b>
Computers/Hard Drives	59
Cellphones	204
Other Storage Devices	73
<b>Total Devices Examined</b>	<b>336</b>

## POLYGRAPH EXAMINATIONS



Detective Dave Duimstra  
conducted 24 polygraph  
examinations during the year 2017



# ***PATROL OPERATIONS***

## **OFFICER OF THE YEAR**



*Sergeant Jon Boeve*

The Holland Department of Public Safety Police Officer of the Year announced Sergeant Jon Boeve to receive the award of 2017 Officer of the Year.

Sergeant Boeve was nominated by his peers for his dedication to the department and to the community. He has taken on many tasks, to include instructing classes for the Citizen's Police Academy and Junior Police Academy, supervising the Motor Unit, being a Firearms Instructor and being an Accident Reconstructionist. Sergeant Boeve has been investigating all traffic fatalities in the city, plus worked hard this past year to bring in and coordinate accident investigation courses to train additional accident reconstructionists in Holland and other area departments. All of Sergeant Boeve's involvements listed above are in addition to his normal duties on patrol, where he often adjusts his schedule and works extra hours to cover shifts.

Sgt. Boeve is a 15-year veteran of the Police Department. During his years as an officer and sergeant, he has spent 9 years in the Traffic Unit, 6 years as a Firearms Instructor, 8 years as an Accident Reconstructionist, and 4 years as a Police Driving Instructor. Sergeant Boeve has currently been a Patrol Sergeant for 4 years.

The Holland Department of Public Safety is thankful for Jon's dedication to the police department and this community.

## HONOR GUARD



*Presentation of Colors at Detroit Tigers Game, July 26  
(Officer Joel Serna, Sergeant Dan Kender, Sergeant Matt Brouwer,  
Officer Ben Reuschel and Officer Curt Young)*

The HDPS Honor Guard is an eight-person team selected from full-time officers within the department. The team was established in 2006 and been involved in 208 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. Officer Adam Israels was added to the team in 2016 and completed a week-long training program. 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 2017, approximately 355 hours were spent on 19 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.



*Tulip Time Parade  
(Officer Adam Israels, Officer Ben Reuschel,  
Sergeant Matt Brouwer, Officer Joel Serna,  
Officer Joel Reimink and Officer Curt Young)*

## **SPECIAL ENFORCEMENT TEAM (S.E.T.)**



***Bottom Row: K9 Officer Ben Reuschel/Emil, Sergeant Shaun Tubergen, Officer John Rathjen, Officer Joe Slenk/Flynn, and Officer Jeremy Schoen/Sara  
Top Row: Officer Jeff Klein, Officer Jon Osborn, Officer Jason Valenzuela, Captain Keith Mulder, Officer Adam Israels, Officer Agustin Calderon, Sergeant Matt Brouwer and Officer Marc DeLeeuw***

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, Jason Valenzuela, Adam Israels and John Rathjen. Our four snipers include Sergeant Matt Brouwer, Officers Brent Sluiter, Agustin Calderon, and Marc DeLeeuw.

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.



*Officer Jeff Klein, Sergeant Keith Mulder  
and Sergeant Shaun Tubergen*

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.

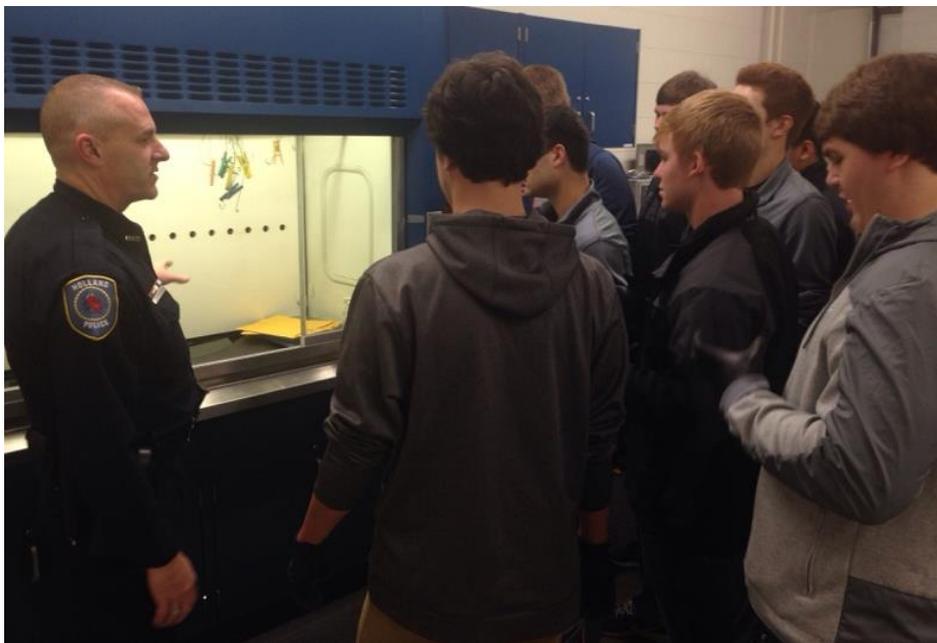


*Officer Jeff Klein and Captain Keith Mulder*



*Officer Jon Osborn*

## EVIDENCE TECHNICIANS



*Officer Joel Maat Teaching Winterim Classes for Holland Christian Schools*

The Evidence Technician program is a valuable asset for the Holland Department of Public Safety (HDPS). As part of the patrol unit, our Evidence Technicians are unique in present day law enforcement. Most police agencies either have civilian technicians for their processing, or they contract out to other law enforcement agencies to do the majority of their processing both on and off scene.



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

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 in the process of DNA collection.

At a crime scene, Evidence Technicians often record the incident with cameras and video after which they determine what evidence needs to be collected and/or processed. Examples of processed/collected evidence may be: fingerprints, footwear impressions, tool marks, trace material, items used in the crime, and DNA.

Evidence is often brought in for closer analysis in the crime lab at HDPS. 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.

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 transporting an ill inmate to the hospital.

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.

In 2017 we experienced many changes to the unit. Officer Casey Howe transferred out of the unit and is now on day shift patrol, Officer Ben Reuschel was selected to be the newest member of the K9 team and Officers Jason Valenzuela and Sarai Ramos transferred to the Detective Bureau. Although their expertise will be missed, these vacancies allowed our unit to gain four new Evidence Technicians: Officer Brent Sluiter, Officer Megan Rohn, Officer Austin Engerson and Officer Santiago Magdaleno.

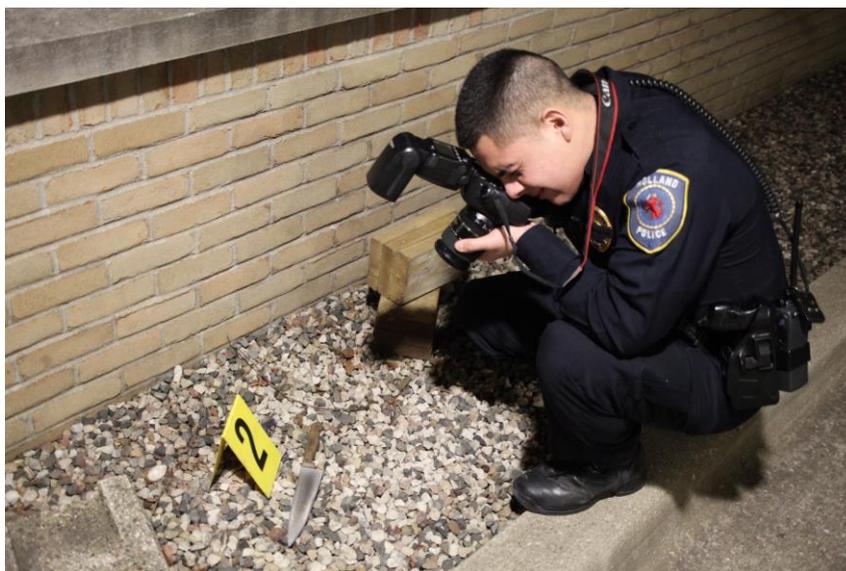




*Officer Megan Rohn Swabbing for DNA on a Stolen/Recovered Vehicle*



*Officer Austin Engerson  
Photographing an Outdoor  
Crime Scene*



*Officer Santiago Magdaleno Photographing a Knife Found at a Crime Scene*



During the year of 2017, our Evidence Technicians conducted many investigations where photography, evidence collection, and scene preservation were imperative in solving the incident. Below is a sample of what was accomplished.

- January 22<sup>nd</sup>, Stolen Car, solved on lifted fingerprints
- January 25<sup>th</sup>, Breaking and Entering-residence, solved on lifted fingerprints
- March 29<sup>th</sup>, Robbery, solved on lifted fingerprints
- April 3<sup>rd</sup>, Breaking and Entering-residence, solved on lifted fingerprints
- April 11<sup>th</sup>, Breaking and Entering-business, solved on lifted fingerprints
- May 5<sup>th</sup>, Damage to Property, solved on lifted fingerprints
- May 18<sup>th</sup>, Larceny, solved on lifted fingerprints
- July 12<sup>th</sup>, Larceny, solved on lifted fingerprints



*Officer Brent Sluiter Dusting a Rifle Round for Fingerprints*

## 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 have faced 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 dialogue and listening techniques.



## TRAFFIC CRASH FACTS

The following is a list of the ten highest accident intersections in 2017:

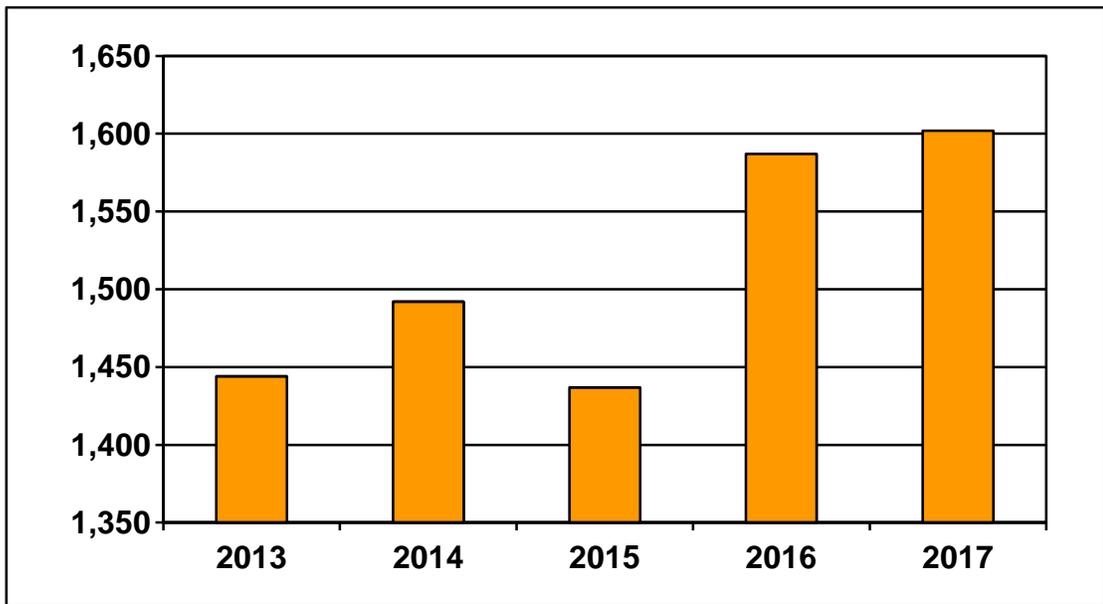
<u>LOCATION</u>	<u>ACCIDENTS</u>
16 <sup>th</sup> /US31	30
16 <sup>th</sup> /Waverly	23
32 <sup>nd</sup> /Washington	22
40 <sup>th</sup> /Washington	15
Lincoln/US31	14
32 <sup>nd</sup> /State/Lincoln	14
16 <sup>th</sup> /River	13
24 <sup>th</sup> /Waverly	13
7 <sup>th</sup> /Pine	12
64 <sup>th</sup> /M40	12



## MOTOR VEHICLE CRASHES



	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Property Damage Crashes	1,275	1,270	1,265	1,403	1,359
Personal Injury Crashes	167	220	171	178	241
Fatal Crashes	2	2	1	6	2
<b>Total Crashes</b>	1,444	1,492	1,437	1,587	1,602
Persons Killed	2	2	1	6	2



## TRAFFIC CITATIONS ISSUED

<u>ACTIVITY</u>	<u>2016</u>	<u>2017</u>
Tickets cited to court	3,034	2,600
Written warnings		831



<u>TICKETS</u>	<u>2017</u>
Dogs at Large	4
Loud Music from Building/Motor Vehicle	10
Noise Violation	16
Sell/Furnish Alcohol to Minor-Part of Sting	3
Preliminary Breath Test Refusal Non-CMV	15
Careless Driving	32
Speeding	845
Limited Access Speeding	20
Violation of Basic Speed Law	33
Failed to Stop Within Assured Clear Distance	231
Failed to Stop at Stop Intersection	58
Fail to Stop for School Bus	3
Improper Passing Yellow Line/No Pass Zone	11
Failed to Stop at Traffic Signal/Light	139
Fail to Obey Traffic Control Device - RR	3
Disobeyed Traffic Control Device	46
Failed to Yield Right of Way	115
Failed to Yield to Pedestrian	6
Fail to Yield from Private Drive/Alley	32
Failed to Signal and/or Observe	6
Impeded Traffic	14
Drove w/o Lights	4
Prohibited/Illegal Turn/U-Turn	6
CMV Driver Using Handheld Device	5

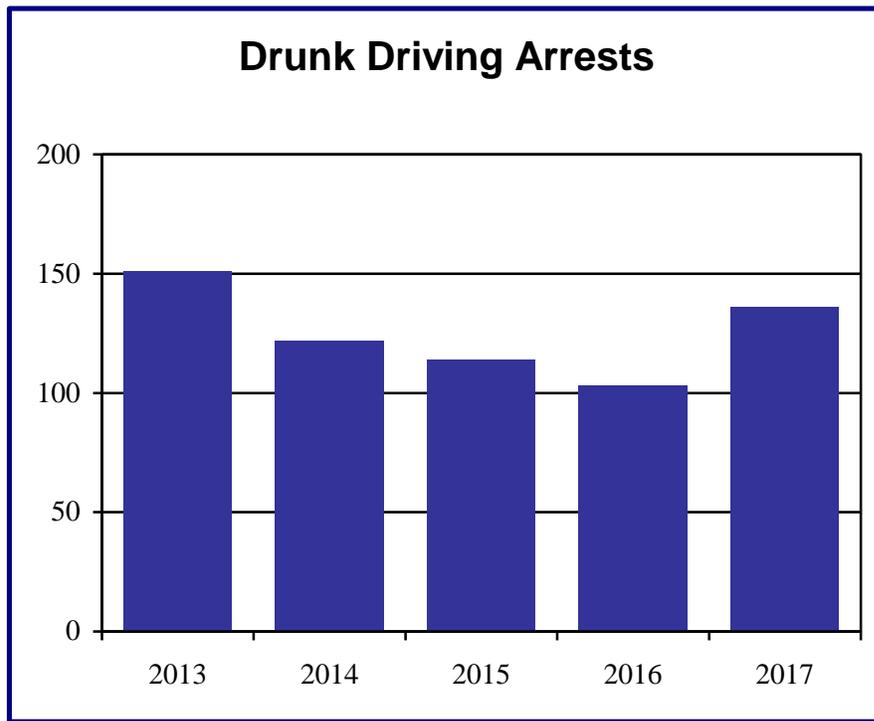
Fail to Yield to Emergency Vehicle	4
Improper Turn/Made Wide Right Turn	51
Drove Wrong Way on One Way Street	4
Improper Lane Use	66
Drove Left of Center	14
Violation of Truck Route	12
Obstructed Vision/Obstructed Windshield	0
Operating while Reading/Typing/Texting	4
Driving CMV w/o CMV License	0
Violation of GDL	13
No Insurance/No Proof of Insurance	263
Violation of Safety Belt Law	94
Violation of Child Restraint Law	8
Improper/Expired Plates	206
Fail to Display Reg/Tabs	2
Fail to Change Address on Driver License	40
Litter	1
Improper Backing	27
Improper Parking-Blocking Sidewalk	0
Failure to Maintain Log Book	6
No USDOT Number	0
Speeding-Construction Zone	0
Negligent Driving	8
Defective Equipment-Window Tint	108
Improper Load-Towing	1
Handicap Parking	1
Squealing Tires	1
Parking in Prohibited Zone	5
Following Too Closely, Tailgating	2
Motorcycle/Moped w/o Approved Helmet	1
Person Under 21 Refused PBT	1
<b>TOTAL</b>	<b>2,600</b>

## BREATHALYZER ACTIVITY REPORT

During 2017, the Holland Department of Public Safety arrested 136 subjects for operating a vehicle while under the influence of drugs or alcohol. This is a 24% increase from 2016.

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 2017.



## 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.



## CANINE UNIT



*Officer Ben Reuschel, Training Sergeant Scott Doza,  
Retired PSD Niki/Officer Joel Reimink, Officer Joe Slenk,  
and Officer Jeremy Schoen*

The Holland's K-9 Unit completed its sixteenth full year of service in 2017





***K9 Officer Jeremy Schoen with K9 Saro***

***K-9 Activity***

<b>Incident Type</b>	<b>2016</b>	<b>2017</b>	<b>% Change</b>
Building Searches	3	11	+266.67%
Felony Arrests with K-9	29	40	+37.93%
Misdemeanor Arrests with K-9	45	26	-42.22%
Narcotic Search Hits	152	182	+19.74%
Narcotics Value Seized	\$16,843	\$28,170	+67.25%
Tracks/Successful	26/8	22/8	-15.38%/0%
Assist Other Department	17	26	+52.94%
Call-outs	12	9	-25.0%
Public Demonstrations/Attendees	20/6,515	18/11,717	-10%/+79.85%
K-9 Application Calls	187	180	-3.74%
Total Calls	1,288	1,369	+6.29%



***K9 Officer Ben Reuschel with K9 Emil***

## HIGHLIGHTS

01.16.17 PSD Saro/Schoen were requested to assist WEMET detectives on a search warrant for controlled substances in the City of Zeeland. PSD Saro/Schoen completed a K9 sniff of the suspect's apartment and located more than 59 grams of cocaine hidden in the kitchen cabinets. In addition to this were several ounces of marijuana seized due to overages on suspect's Michigan Medical Marijuana card. Approximately \$2,500 in cash was seized in this search as well.



*K9 Officer Joe Slenk with K9 Flynn*

03.16.17 PSD Flynn/Slenk assisted WEMET detectives with a traffic stop of a narcotics suspect that led to a vehicle pursuit, where the suspect fled on foot and was caught by a perimeter officer. A search warrant was conducted at the suspect's residence on East 16<sup>th</sup> Street. PSD Flynn assisted with the search warrant which resulted in locating approximately \$15,000 worth of heroin and cocaine.

04.03.17 PSD Flynn/Slenk were dispatched to a subject who had tried to commit suicide the night before in VanRaalte Farm Park. The subject had injured himself enough he was unable to walk out of the park. He called 911 and advised them he was losing consciousness and he was near Country Club Road. PSD Flynn was deployed and searched and tracked to the suicidal male who was approximately 500 yards into the woods laying along the river. The subject was given medical treatment and turned over to AMR. K9 Flynn continued to search deeper into a thick wooded area where we located his campsite. At the campsite the razor used to harm himself and a large pool of blood were located. AMR was informed that the subject had lost a large amount of blood overnight. **K9 Flynn's first track/area search find of his career!**

06.11.17 PSD Niki officially retired on Sunday, June 11, which was announced at Petapalooza, after 5 years of faithful service to Officer Reimink and the City of Holland. During Niki's 5-year career, she was used a total of 531 times, leading to over 60 felony arrests, over 100 misdemeanor arrests, searched over 300 vehicles for narcotics, located over \$30,000 in narcotics, ran a total of 104 tracks; 22 of which led to a physical arrest or developed a suspect, had 2 street bites (or 3 if you count Sergeant Brouwer's leg), and performed 34 public demos with over 12,000 people in attendance.

06.29.17 Officers were dispatched to a domestic assault where the suspect was said to have threatened the victim with a knife. As officers were arriving on scene the suspect fled from the apartment window located on the northeast side of the building. PSD Saro/Schoen were on scene at the time the suspect fled and a track successfully located him hiding in a field of tall grass. PSD Saro alerted to the suspect and he was arrested without further incident for felonious assault and outstanding warrants.



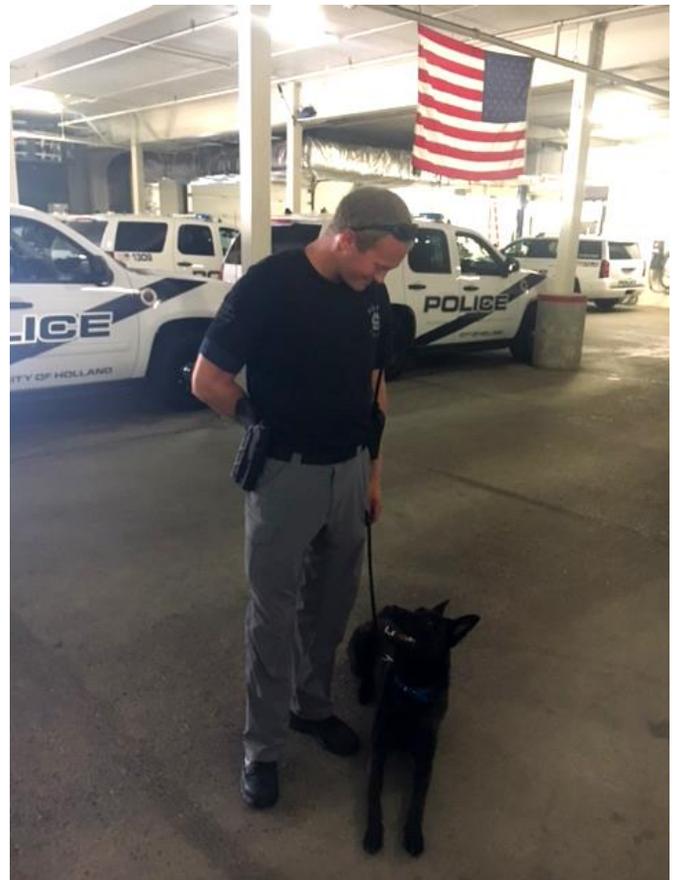
***K-9 Flynn***

07.20.17 PSD Ruthie began her employment with Officer Reimink. She has been working hard on tracking and narcotics during the past 3 weeks that she's been training. She has shown tremendous progress and has great potential. We will continue to focus on these disciplines and begin to start on others such as article searches and aggression in the weeks to come.

09.17.17 PSD Emil spent the month training at Northern Michigan K9 with no shifts on the road. PSD Emil has a strong desire to work and has bonded with Officer Reuschel over the last 4 weeks. PSD Emil made huge progress "outing" or letting go of his toys but he still has a long way to go. He is ready for road patrol and continued training.

11.04.17 PSD Ruthie/Reimink were used for 3 different applications during a traffic stop and investigation after a stop was made on possible suspects in an armed robbery. She was used during the felony stop as a perimeter dog and also used to clear her first vehicle of suspects. She was then transitioned into searching for narcotics in the vehicle. During this search she had several alerts on the interior and during the hand search we located marijuana as well as 3 guns (2 pistols and 1 revolver). This incident resulted in a felon in possession of a firearm charge along with drug charges.

12.05.17 PSD Ruthie/Reimink were called to assist OCSD just south of Grand Haven where they believed a larceny of firearms suspect took off running from the house. Through investigations it was believed he was still on the property, possibly in a shed behind the trailer. K9 announcements were made at the shed and the suspect surrendered and he was charged with felonies.



***K9 Officer Joel Reimink with K9 Ruthie***

## BICYCLE INVESTIGATIONS

	<u>2015</u>	<u>2016</u>	<u>2017</u>
Number stolen with license	11	12	5
Number stolen without license	113	89	83
Number of found complaints	168	120	145
\$\$ amount bicycles stolen	\$24,445	\$24,960	\$27,326
\$\$ amount of bicycles recovered	\$2,820	\$2,700	\$8,330
Number of arrests	0	2	7
% of number stolen that were recovered	13%	16%	25%



	<u>Number Stolen</u>	<u>Number Recovered</u>
January	1	1
February	2	1
March	1	0
April	9	1
May	6	2
June	22	6
July	12	3
August	7	5
September	13	1
October	6	0
November	6	2
December	3	0
<b>TOTAL</b>	<b>88</b>	<b>22</b>

## 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)**



*Booking Officer Joy Nelson, Officer Jennifer Hahn, Sergeant Lisa Bancuk, Detective Sergeant Ana Amaya*

<u>COURSE</u>	<u>HOURS</u>
Accident Investigation 1	80
Accident Investigation 2	120
Accident Investigation 3	32
Accident Investigation 4	16
Accident Investigation 5	16
Accident Investigation 6	16
Accident Investigation 7	120
Accident Investigation 8	72
Accident Investigation 9	240
Active Shooter	302
Advanced Sniper School	24
Ambush Training	161
Animal Cruelty & Fighting Investigations	16
Basic Network Intrusion Investigations	32
Basic Radar – Basic Speed Operator	16
Basic Sniper Course	40
Bloodborne Pathogens	29

CJIC Crime & IT Security Conference	16
CNT	22.5
Control Tactics – Ground Fighting & Videos	72
Control Tactics – Weapon Retention & Disarming	100
Cops in Court	16



***PSD Flynn/Officer Joe Slenk and Captain Keith Mulder***

Crime Prevention Association of Michigan Conference	128
Datamaster DMT Training	3
Dynamics of Officer / Citizen Encounters	32
Ethical Decision Making – A systematic Approach	12
Evidence Technician Training	144
Exploring the Sexual Offender & Physical Abuser	52
Field Training Officer	40
Firearms Instructor School	80
FOIA	6
Force Science Certification	40
Force Science Research	48
Forensic Interviewing	8
Forensic Interviewing of Children	16
Freedom of Information	6
Great Lakes Law Enforcement Training Conference	80
GRPD Motor Fall Refresher Training	16
Hate Crime	16
Homeland Security Conference	24
Honor Guard Basic	32
ILEETA Conference & Expo	80
Immigrant & Refugee Rights Summit	12
Instructor Training	132

International Conference & Training Expo	32
Interview & Interrogation – Basic Henke	6
Interview & Interrogation Training	32
Investigating Vulnerable Adult Abuse	4
IPWDA National Workshop	72
K9 E-Collar Obedience Training	120
K9 Training	796.5



*Officer Jennifer Hahn*

Lakeshore Region Summit on Racism	16
LGBTQ	246
Legal Update	147
LEIN Update	47.5
Liquor Law Enforcement Training Seminar	8
MacTac Train the Trainer	16
MATAI Conference	16
MI Chapter National Children’s Alliance Conference	32
Michigan Association of Hostage Negotiators	64
Michigan Traffic Safety Summit	24
MILO Video Simulator	102.5
Narcans Training	111
OASSN Summit	24.5
Officer Field Training	2,084
Patrol Rifle Instructor Course	40
Precision Driving – Defensive Driving	24
Precision Driving – Emergency Driving	120
Public Safety Training Conference	24
Range – 2 <sup>nd</sup> weapon	5
Range – Course #1	56
Range – Course #2	60

Range – Course #3	58
Range – Course #4	53
Range – Rifle / Handgun Course	184
Range – Rifle Training	52
Road Wise	8
Search & Seizure	50
Secure World Conference	40
Segway Training	2



***Booking Officer Joy Nelson***

SET – Sniper Training	260
SET Training	1,908
SFST Refresher	4
Simunition Instructor / Safety Officer	20
Social Media Marketing Conference	18
Stop Stick	49
Surviving Verbal Conflict: Verbal De-Escalation	16
Suspect Handling, Vehicle Approach and Taser	60
Tactical Firearms Training	60
Taser Instructor	16
Taser Practicals	50
Taser Recertification	96
Team Exercise	25

Use of Force	29
Use of Force – Bag Reaction Drills	123
Use of Force – Control Tactics	92
Use of Force Reporting	13
WMTOA Sniper Competition Set	84
Writing Well for Public Safety Forces	14
<b>TOTAL:</b>	<b>10,279.50</b>



*Officer Jon Osborn*



*Officer Rod Mendoza*

## RESERVE UNIT

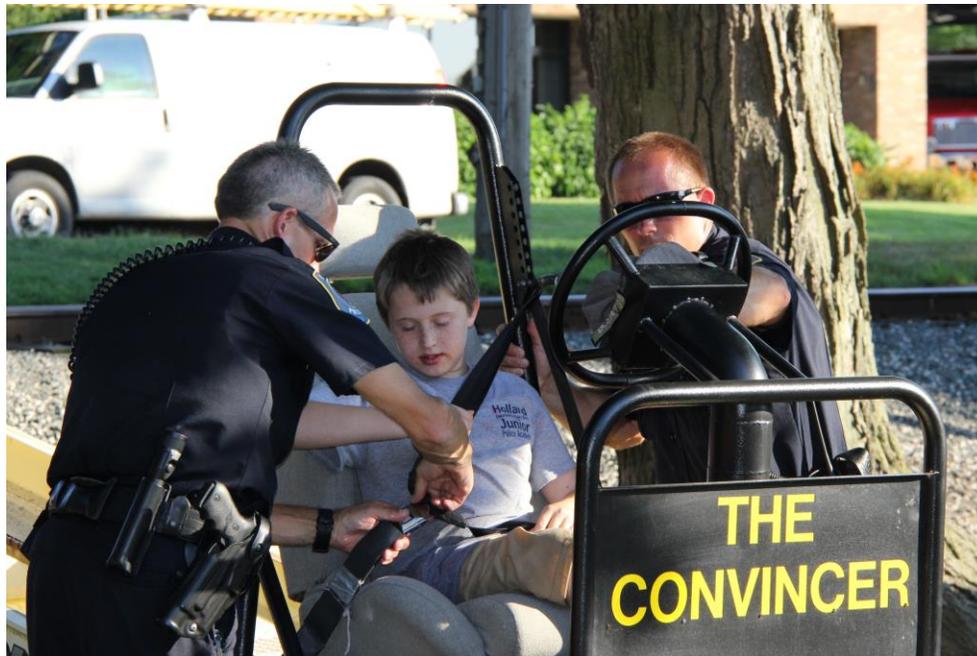


*Reserve Officers Nathan Wiler, Dave Cyrus,  
and Reserve Captain Ross Koning  
with Winston the Bulldog*

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.



*Heroes 5K Charity Event-Reserve Officers Kevin Cyrus, Andrew Mitchell, Angela Badran, Nathan Wiler, James Proce, and Joseph Orol*

<b><u>TIME SUMMARY</u></b>	<b><u>2014</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>
Volunteer Hours	2,705	2,534	2,464	1,818
Range Training Hours	124	154	269	155
New Officer Training	0	-	288	-
Meeting/Training Hours	804	939	538	652
<b>Total Non-Paid Hours</b>	<b>3,633</b>	<b>3,627</b>	<b>3,559</b>	<b>2,625</b>
Tulip Time	966	935	991	974
All Other	3,204	3,204	2,864	2,337
<b>Total Hours Paid</b>	<b>4,170</b>	<b>4,139</b>	<b>3,855</b>	<b>3,311</b>
<b>Total Paid &amp; Non-Paid Hours</b>	<b>7,803</b>	<b>7,766</b>	<b>7,414</b>	<b>5,936</b>



*Haworth Traffic Detail-Reserve Officers Gregory Kett, Dylan O'Bryant, Ross Dirkse, David Bassett and Nathan Wiler*

## Reserve Trainings

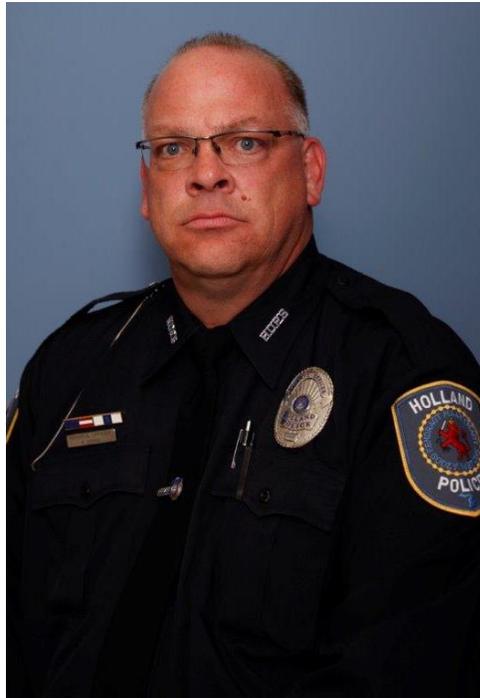
Ambush Training	68
Bag Reaction Drills	58
CPR, First AID	92
Defensive Tactics	64
Hazmat Training	1
LEIN	74
Range Glock Transition	1
Range – Quarter #1	44
Range – Quarter #2	45
Range – Quarter #3	42
Range – Quarter #4	44
Scenarios	102
Tabletop Scenarios	128
Video Judgment / Reaction	70

**TOTAL: 833**



*Captain Ross Koning at Tulip Time*

## RESERVE OFFICER OF THE YEAR



*Reserve Officer Ross Dirkse*

The Holland Department of Public Safety Police Reserve Officer of the Year was announced at the annual reserve banquet. Ross Dirkse received the Reserve of the Year award.

Ross was nominated by his peers for his professionalism, calm demeanor, availability, and willingness to fill in for details on short notice. He is always willing to help with details and often helps when others have scheduling changes. His dedication has earned the respect of other reserves and supervisors. Ross has been a reserve for 10 years and has recently been actively involved in the Park Patrol program.

We at the Holland Department of Public Safety are thankful for Ross's 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 Dirkse.

Reserve Dirkse and his wife live in the Holland area.



# ***SUPPORT SERVICES***

## SUPPORT SERVICE STAFF

The Holland Department of Public Safety has five full-time and one part-time civilian support staff. 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

## FOIA-FREEDOM OF INFORMATION ACT

FOIA report requests completed by front office staff: 886

## 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: 218

SOR Fees Income: \$6,600

## FIREARMS REPORT



The Holland Department of Public Safety is responsible for the issuance and processing of handgun permits for purchase 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>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Handgun Purchase Permits	198	108	156	212	47
CCW Pistol Sales Record Processed	503	433	502	570	461
Local Federal Firearm Purchases	133	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. Cadets' 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**

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 29, 2017 and October 28, 2017. The department collected 871 pounds of medications in 2017. This was a combined effort collected from our two drop off bins in HDPS lobby and BPW's collection from local pharmacies. These 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—both 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](http://www.wmtakebackmeds.org) for more information on the program and drop-off locations.

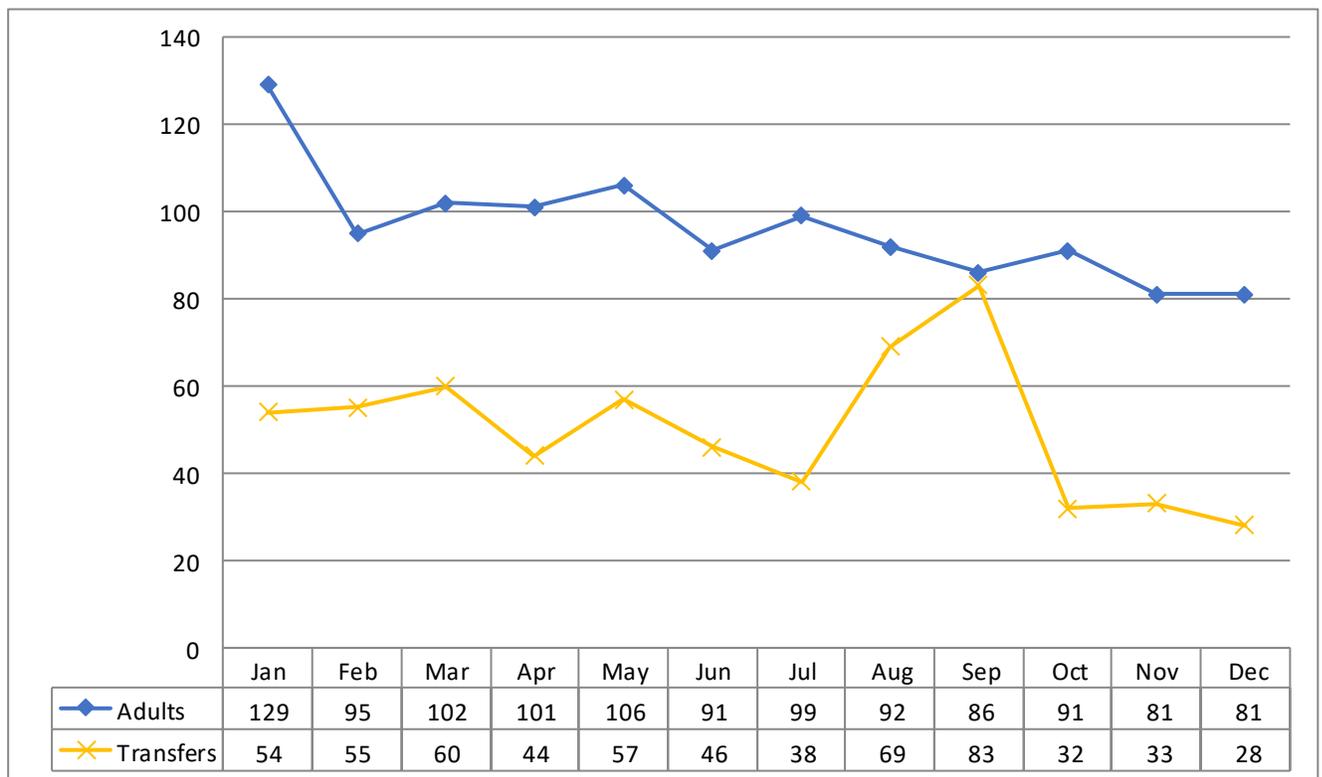
The DEA is in the process of approving new regulations that implement the Safe and Responsible Drug Disposal Act of 2010, which amends the Controlled Substances Act to allow an "ultimate user" (that is, a patient or their family member or pet owner) of controlled substance medications to dispose of them by delivering them to entities authorized by the Attorney General to accept them. The Act also allows the Attorney General to authorize long term care facilities to dispose of their residents' controlled substances in certain instances.

## LOCK-UP REPORT

Two full-time officers staff the Holland Department of Public Safety lock-up facility. They are responsible for the lodging and processing of all prisoners arrested in the City of Holland. They also assist with arrests by the West Michigan Enforcement Team and various other law enforcement agencies.

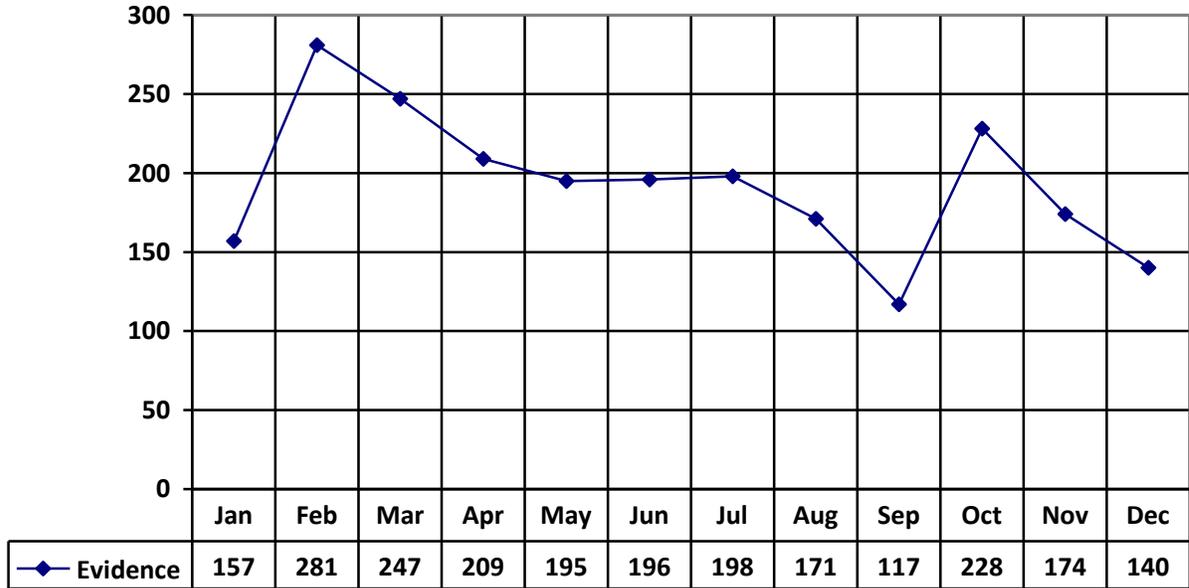
In addition to maintaining lock-up operations, the officers work closely with the 58<sup>th</sup> District Court for court appearances, arraignments, pre-trial conferences, and bond screening.

The lock-up staff is also responsible for the tracking, organizing, and storing of physical evidence seized by the Holland Department of Public Safety. This can be a difficult task in that HDPS has over 8,000 items in evidence. New evidence items are being logged into the system daily and others are requested for court, transferred to other agencies, or being reviewed for proper disposition.



<b>Adults Arrests</b>	<b>1,154</b>
<b>County Inmate Transfers</b>	<b>599</b>
<b>Total Jail Inmates</b>	<b>1,753</b>

# EVIDENCE COLLECTED REPORT



**Total Items taken into Evidence 2,313**

**Disposition of Items:**

Destroyed                    1,804  
 Returned to Owner        172  
 Auctioned                    53

**Digital Photos Processed 17,097**



## 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>2015</u>		<u>2016</u>		<u>2017</u>	
	<u>PATROL</u>	<u>C/E</u>	<u>PATROL</u>	<u>C/E</u>	<u>PATROL</u>	<u>C/E</u>
2 AM - 5 AM Tickets	473	2,723	1,667	2,077	988	1,571
Handicapped Tickets	25	17	16	14	14	7
Ordinance Tickets	280	392	163	178	145	90
Yard Parking Tickets	4	96	19	27	9	85
<b>Total</b>	<b>782</b>	<b>3,228</b>	<b>1,865</b>	<b>2,296</b>	<b>1,156</b>	<b>1,753</b>
<b>Grand Total</b>	<b>4,010</b>		<b>4,161</b>		<b>2,909</b>	

### **PROCESSING**

Parking Notices Issued	76	64	751
Civil Infractions	3	1	1
Vehicles Booted	5	5	8

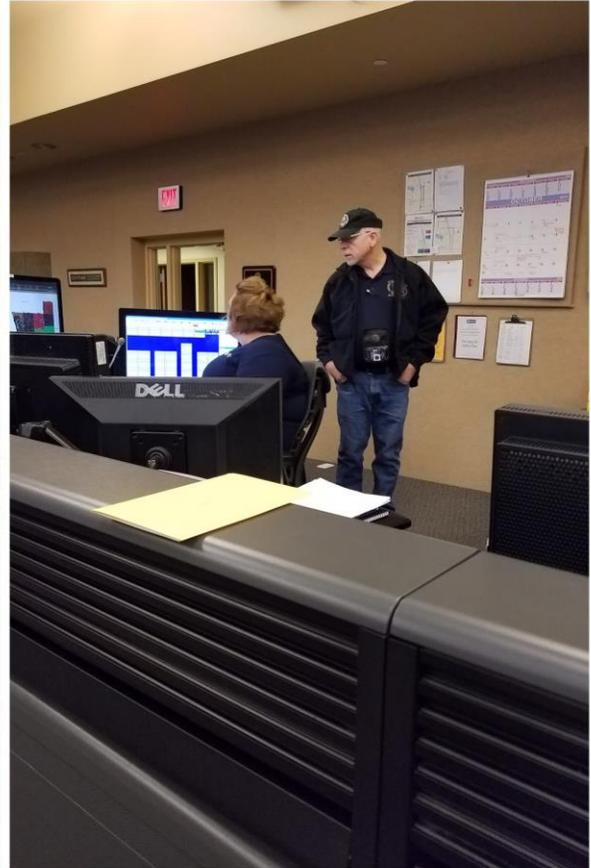
### **PARK PATROL**

General Incident Reports	8	15	5
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## ANIMAL CONTROL DIVISION



<u>ACTIVITY</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Dog Complaints	136	142	163
Other Domestic Animal Complaints	12	3	8
Wildlife Complaints	6	12	13
<b><u>ENFORCEMENT</u></b>			
Dogs at Large -			
warnings issued	19	36	33
court tickets	1	0	0
Unlicensed Dogs -			
warnings issued	2	0	0
court tickets	0	0	0
Dog Bites -			
warnings issued	13	22	28
court tickets	0	0	0
Neglect/Abandoned -			
warnings issued	5	10	6
court tickets	0	1	0
Barking Dog Complaints			
warnings issued	7	15	11
court tickets	0	0	0
Other Violations			
warnings issued	24	13	14
court tickets	0	0	0
Dog pickups	47	32	54
Cat pickups	77	56	45
Wildlife pickups	5	7	19
Abandoned vehicles processed	19	15	23



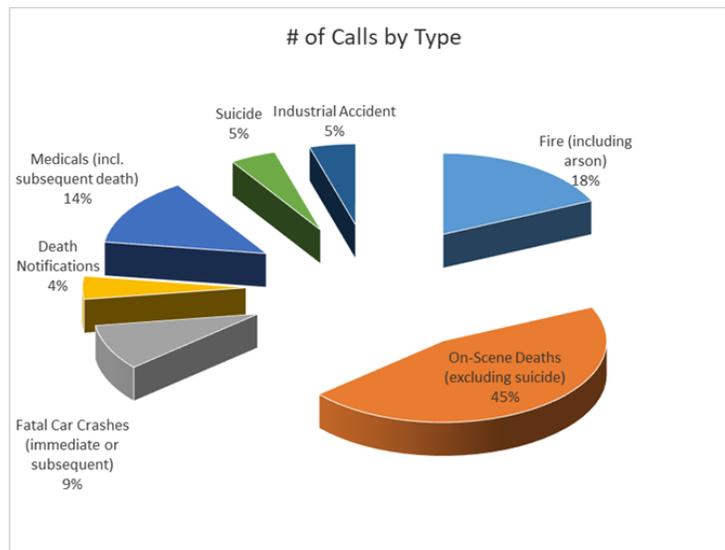
*911 Visit*

# ***VICTIM SERVICES UNIT***

## VICTIM SERVICES ACTIVITY

The Victim Services Unit consists of 12 members (16 members when fully staffed). The program began the winter of 1996 and became active taking calls early 1997. Over the course of the program the unit has responded to 562 call-outs and spent 3,071 in man hours (not including training, meetings, public events, etc.). During 2017, the members responded to 22 events with 97 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 has proven repeatedly to be of immense value to all involved. Not only does this team provide support and comfort for victims, 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	2016	2017
On-Scene Deaths (exc. suicide)	10	10
Suicide	2	1
Fatal Car Crashes (immediate or subsequent)	3	2
Fire (inc. arson)	6	4
Medicals (inc. subsequent death)	2	3
Homicide	0	0
Death Notifications	1	1
Industrial Accident	1	1
<b>Total Calls</b>	<b>25</b>	<b>22</b>
<b>Total Hours</b>	<b>141</b>	<b>97</b>



## 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.



*VIPS volunteers Robert Dutmers, Kristi VanIngen, Gregory Sewell, Lora Kelemen, Thelma Hoekman, Thomas Brower, Sergeant Lisa Bancuk, Michael Pfau, Phil Plasman, Gerry Klaver and Darrel Turner on training day*

	<b>2016</b>	<b>2017</b>
Parking Citations	76	83
House Checks	132	100
Park Checks	329	336
Community Events	19	13
Total Hours	1,013	669



# ***SCHOOL AND COMMUNITY INVOLVEMENT***

## SCHOOL AND COMMUNITY PROGRAMS

### ELEMENTARY SCHOOLS

K-9	2	(100 students)
Police	2	(70 students)
Safety	2	(45 students)
<b>TOTAL</b>	<b>6</b>	<b>(215 students)</b>

### HIGH SCHOOLS

K-9	2	(1,755 students)
Laws	10	(250 students)
Police	2	(150 students)
Traffic	1	(21 students)
<b>TOTAL</b>	<b>15</b>	<b>(2,176 students)</b>

### COMMUNITY

Active Shooter-2 classes, 100 adults total

Citizen Police Academy-multiple classes, 36 adults each

Coffee with a Cop-2 events, 50 people total

Cookout with Cops-3 events, 600 people total,  
with over 1,200 hamburgers & hotdogs given out

Junior Police Academy-multiple classes, 40 students each

National Night Out-1 event, approximately 3,000 citizens

Operation Polar Patrol-65 events, total over 11,000 citizens,  
with over 10,000 treats given out

Safety/Fraud Prevention-1 class, 50 adults

Winterim-multiple classes, 22 students each

Young Scholars-12 classes, 24 students each

**TOTAL 89**



## COMMUNITY PROGRAMS AND OTHER RESPONSIBILITIES



Adult Crossing Guard Supervision and Training  
Alcohol Prevention Task Force  
Bicycle Safety  
Black River Schools  
Block Parties  
Calvary Schools of Holland  
Citizens Police Academy  
Coffee with a Cop



*Officer Rick Altamira and Community Policing Sergeant Larry Matzen  
Cookout with Cops*

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  
Internship Administration, College Students  
Involvement with Boys & Girls Club Programs and Presentations  
Involvement with Ourstreet, Environmental Health Dept., Neighborhood Planning



*Community Officer Dan Keuning*



*Community Policing Officer Nicole Hamberg*

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  
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 Networks Network)  
OSAP (Ottawa Area Substance Abuse Prevention)  
Ottawa County (ALPAACT)  
OOTL (Out on the Lakeshore)  
Parole Officer Ride-Alongs  
Polar Patrol (10,000 contacts)  
Police Community Relations Commission  
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 Crime Justice Training Consortium)  
West Michigan Traffic Safety Committee  
Young Scholars  
Zeelmania Super Heroes



*Community Policing Officer Adam Sokolove*

## **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 32<sup>nd</sup> class of the Holland CPA was completed in 2017.

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.



*Community Policing Officer Dan Keuning*

## JUNIOR POLICE ACADEMY



In 2017, the Holland Department of Public Safety completed its 19<sup>th</sup> 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



*Officer Rob Brewer*

The City of Holland celebrated its 26th Annual National Night Out on Tuesday, August 1<sup>st</sup>, 2017 at Kollen Park with about 3,000 attendees. The event is a wonderful opportunity to promote police/community partnerships and highlight crime prevention programs. The Holland National Night Out was selected as a 2017 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. 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.





*Reserve Officer Dan Lubbers*

Events included:

- Music by KaR Tunes, a classic rock duo
- Pie eating contest for kids and adults
- Child I.D.
- Kids games hosted by Community Agencies
- Vintage Car Show
- Horse rides courtesy of the Ottawa County Sheriffs Mounted Division
- Free hotdogs and ice cream
- Fire Department Bucket Brigade and Smoke House for kids
- Coastie-the safety boat from the U.S. Coast Guard Auxiliary

Residents got to know their Community Policing Officers and Firefighters, they also marked their block on an area wide map and signed an anti-crime commitment banner. The Junior Police Academy and the VIPS provided some needed volunteers to assist with the event.



*School Resource Officer Joe Soto*



*K9 Officer Ben Reuschel*



*K9 Officers Jeremy Schoen and Joel Reimink*



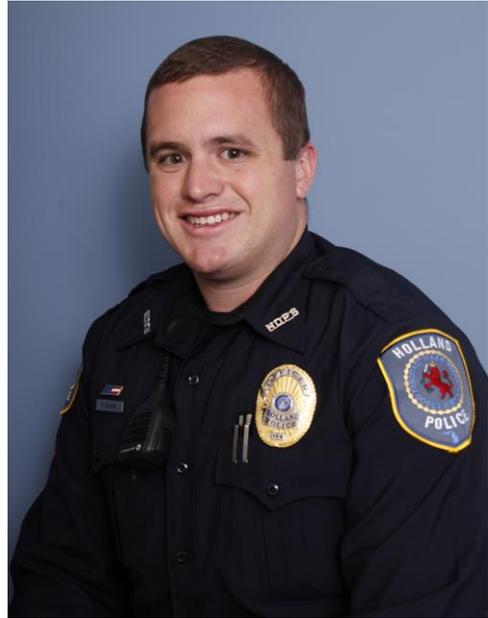
*Swearing in Ceremony of New Officers  
Nick Khodl and Kyle Reinink*

# ***STAFF CHANGES***

**NEW PERSONNEL**



*Officer Nick Khodl*



*Officer Kyle Reinink*



*Office Manager Michelle Schippa*



*Desk Clerk Abby Wierenga*

**NEW K-9**



*PSD Ruthie/Officer Joel Reimink*



*PSD Emil/Officer Ben Reuschel*



*PSD Flynn/Officer Joe Slenk*

**DEPARTED PERSONNEL**



*Officer Paul Moerland  
Retired after 29 Years of Service*



*Officer Steffon Mayhue  
Resigned after 1 Year of Service*



*Cindy Olivares, Desk Assistant  
Resigned after 20 Years of Service*

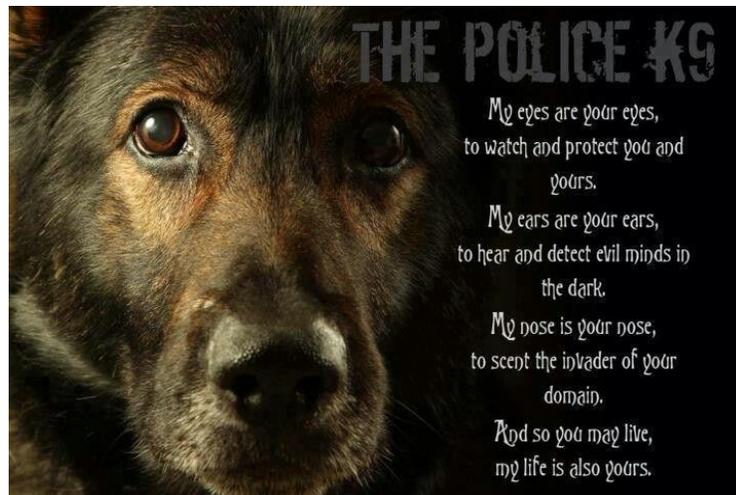


*Elaine Slikkers, Office Manager  
Retired after 32 Years of Service*

## DEPARTED K-9



*K-9 Niki with K-9 Officer Joel Reimink  
K-9 Niki Retired after 5 years of Service*



# FIRE SERVICES



## 2017 ANNUAL REPORT



# FIRE SERVICES ANNUAL REPORT—2017

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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

Over a year ago a copy of the revised City Mission Statement was placed in the Waverly and Kollen Park Fire Stations. This statement refers to maximizing livability. While this is a wide open statement our department does provide a direct nexus to the construct of “Maximizing Livability.” Whether this is the professional manner in which we respond to our residents in a timely manner or the amount of time and energy for preparing to serve our ultimate aim is to support and promote this mission. This annual report provides a snapshot of these efforts.

Some highlights that are noted include an upward trend in total responses from 2016. The increase amounts to just over a 9.05% increase in total calls from 3537 in 2016 to 3857 in 2017. This increase can be attributed to increases in medical calls and false alarms. The increase of 320 calls also includes those calls classified as good intent calls, water rescues and assistance to the public and are classified this way in the National Fire Incident Reporting System or NFIRS.

While these numbers provide a snapshot of the workload or the responses for the year they do not always give an indication of the whole picture. As with most organizations we measure outputs in terms of numbers, items produced. An important number that I call your attention to is the number 10. That is the total number of lives saved that can be correlated to direct actions by members of the department. As you will find in the EMS report, 9 of these were a result of immediate use of NARCAN (opiate overdose treatment). The other was a result of a combination of quick response, use of AEDs and advanced airways. Success stories like the ones contained in this introduction do not happen without preparedness and support. The ongoing training and equipment and a commitment to community all support the overall mission of the City to “Maximize Livability.”

Through the evaluation of our community and potential risk, our fire personnel plan and prepare in ways that reduce the frequency of events and ultimately the consequences when fires or emergencies occur. These activities are noted in the remainder of this report but include ongoing training and innovation in EMS, community CPR programs, fire inspections, pre-planning of facilities, public education, training on revised perspec-

tives in structural firefighting and the maintenance of apparatus and facilities to support our 24 hour/365 day operation.

In summary, the men and women of the Fire Division have always attempted to Maximize Livability in the community and will continue to do so into the future.

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 2017 budget authorizes 21 full-time and 22 part-paid members in the department. The full-time positions include the Captain of Fire Services, a Fire Marshal, and a Department Assistant working 40-hour workweeks; along with 6 Lieutenants, and 12 Firefighters who work 56-hour weeks. The 22 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



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

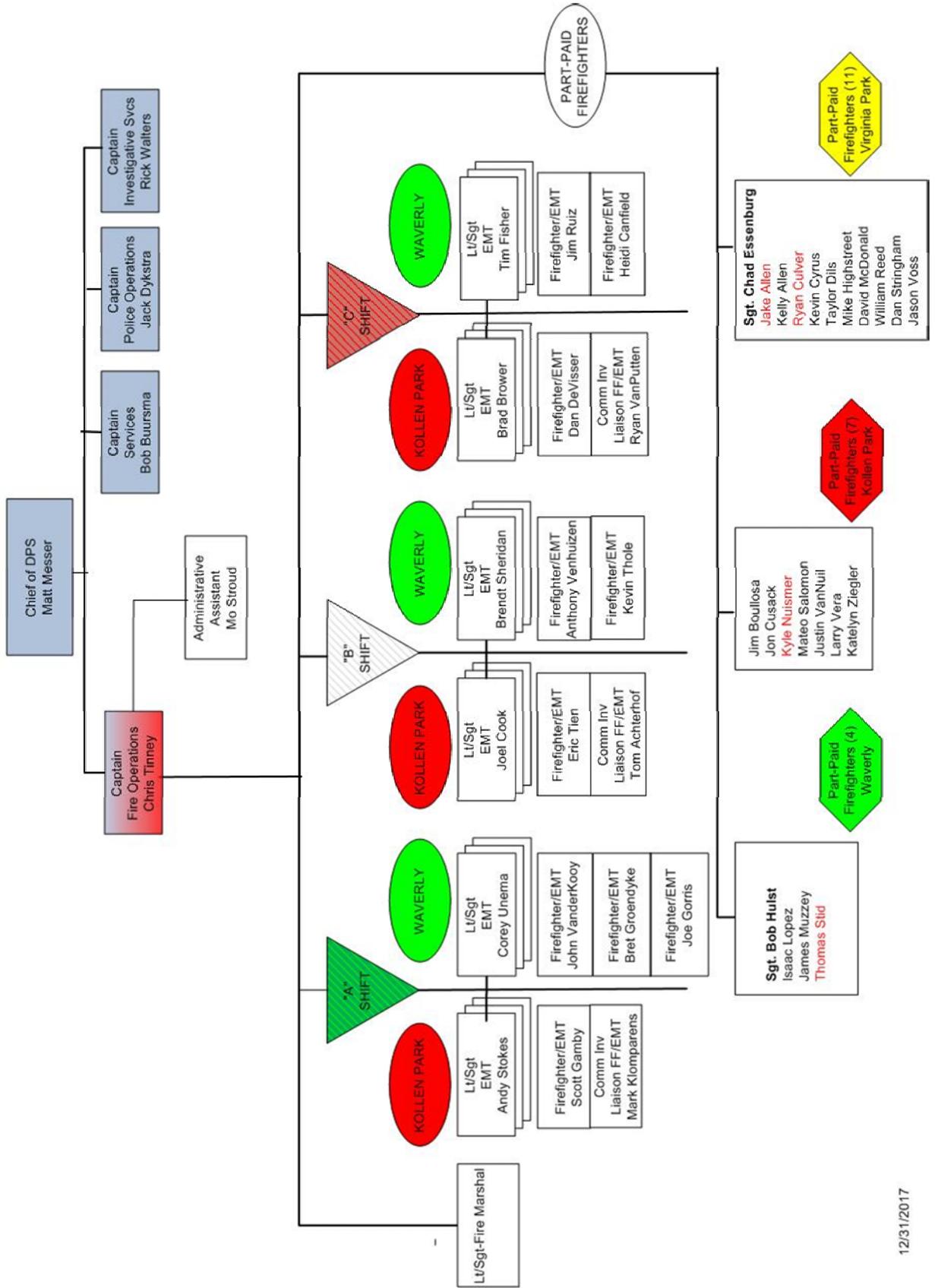
unit, rescue watercraft, and 1 staff vehicle.

The department responded to 3,857 incidents in 2017. As is typical with fire departments across the country, about 63.5% of those responses were medically-related. In addition to false alarms, hazardous conditions and service calls, the department responded to 103 fires in 2017. Those fires exposed approximately \$171 million worth of property, and resulted in a direct fire loss of \$1,238,900; with a property saved/property exposed ratio of 98.43%.

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 is difficult to measure the number of fires or emergencies that were prevented by the proactive efforts such as fire inspection activities and fire education programs delivered by the department. As these efforts continue the department can effectively reduce fire frequency and consequences of fire and other natural and man-made events or disasters.

# Holland DPS – Fire Services Division Organizational Chart





## FIREFIGHTER OF THE YEAR

### FULL-TIME FIREFIGHTER OF THE YEAR



**Firefighter/EMT Eric Tien**

Firefighter/EMT Eric Tien was named Holland Department of Public Safety's Firefighter of the Year for 2017. Eric was nominated by his peers for the personal attention and care that he provides to our customers on a regular basis. He takes personal initiative to provide residents with fire prevention education and interacts well with children. Eric has created positive relationships with other City departments and works in collaboration with them to advocate and meet the needs of our community members.

Serving initially as a paid on call firefighter for 1.5 years, Eric is a 10 year veteran of the department. He is a problem solver and completes projects quickly with an attention to detail and quality.

Eric is the department's certified self-contained breathing apparatus (SCBA) Technician and is responsible for the repairing breathing apparatus that firefighters rely on for their lives. He takes pride in fixing and maintaining whatever is needed around the station and his value based moral compass is obvious to those around him.

We are truly thankful for Eric's dedication to the department and this community.

**PART-PAID FIREFIGHTER OF THE YEAR****PART-PAID FIREFIGHTER OF THE YEAR****Part-Paid Firefighter David McDonald**

Part-Paid Firefighter/EMT David McDonald was named Holland Department of Public Safety's Part-Paid Firefighter of the Year for 2017. David was nominated and recognized for his commitment to the preparation and readiness of the equipment at his assigned station, active involvement with community events and consistent positive attitude.

Appointed in January of 2008, David is known for his passion and commitment to the department and the fire service as a whole. This is noted in his consistent performance and attendance to both training and responses where he serves as a role model for other members. David has made a commitment to his lifelong health and wellness and has taken a serious approach to improving his performance on and off the fire ground.

The department is thankful and appreciative of David's dedication to the department.



## **Buildings and Grounds by Lieutenant Unema and Team Members**

As in years past, this report is intended to highlight changes and accomplishments from the calendar 2017 as well as to inform you of needs for the short and long term.

Again, there were no major building programs to report on. Basically 2017 was a year of regrouping our thoughts and needs for the purpose of a successful outcome for facility upgrades in Fire Services, after our process came to a halt in 2015.

As a reminder to all stakeholder and as an educational component for those who are not aware, I will briefly lay out what we have for Fire Service facilities, and what we feel the needs are moving forward. The City of Holland is served by 18 Full time / Career Firefighters working from two staffed Stations, Kollen Park and Waverly. There are also 3 day shift Firefighters budgeted serving in the role of Captain, Training / Safety Officer and Fire Marshal. We are supplemented by a contingent of 22 paid on call Firefighters who are alerted by electronic device to respond directly to the location they are needed. We also have a third facility located in Park Township that was a joint purchase with Park Township and the City of Holland. Currently we use that as storage facility for seldom used equipment and an occasional meeting. As most people know, this subject has been brought up a consistent number of times over the course of the last 20 years, we never seem to get enough of the people in the right positions to move forward for a successful outcome. If there is one thing that has remained constant over the last 48 years that we have had these buildings is that the Fire Service is ever changing. We have done the best we could in making facility changes to meet the needs, however we are overdue for major renovation and new construction for us to continue meeting the needs of the current fire service, and be ready to meet new challenges that we will see in years to come.

Here are some brief examples of how our facilities are falling short:

- EMS is a major part of what we do, we do not have appropriate facilities for decontamination of equipment and restocking of items that were used on scene, our EMS equipment is stored in the cleaning closet.
- Keeping our PPE (Firefighting gear) clean and in its own storage area is basic to keeping us healthy, it is stored in a common area in the garage, and sent out to be cleaned. We had an open air three story training structure at the Waverly facility that was taken down due to it being unsafe, that still has not been replaced, that was 20 plus years ago.
- We are participating in and requesting mutual aid more in the last three years than we have in the previous 25, we do not have appropriate facilities for aid depart-



## Buildings and Grounds (continued)

ments to do a standby in our facility, they most often sit around the kitchen table.

- We have not appropriately addressed separate facilities for male / female employees on a 48 hour shift, the Waverly facility has only one bathroom total, with male and female Firefighters working together. Nothing of what is being outlined here is new, just a reminder for most and new information for some.

What we feel we need for facility upgrades on a functional level is quite basic, we do not need high end buildings that are fancy and costly to maintain. We simply need functional facilities with appropriate internal spaces to do our jobs well. For a visual comparison, you can basically think about what the Transportation facility is in terms of look and feel, but much smaller in our case. To assist us in this process, we have had initial talks and one site visit with KZF, an architect / planner from Cleveland Ohio. They have worked with several municipalities in the past and recently completed a facility for the Spring Lake Fire Department, just to our north. Our hope is to have a solid capital improvement plan to you early in 2018 that will be a package consisting of facility needs, funding proposals, life time maintenance costs and future facility locations.

In the last several report submissions, we have highlighted the need for a full time dedicated building maintenance person that would oversee all city buildings from a maintenance, repair and upgrade standpoint. Chris Twork has been continually helping us out with maintenance needs, this has been a great improvement. Our input is to keep this position moving in the direction of a full-time position that oversees all city facilities, it is working well and saving the citizens money. This concept will ultimately bring standardization to our facilities, which streamlines everything from a maintenance standpoint.



Kollen Park



Virginia Park



Waverly



## Emergency Medical Services by Lieutenant Stokes and Team Members

The Holland Fire Department EMS division is proud to announce two major accomplishments from fiscal year 2017. As in years past, we are on a continuous mission to improve medical services provided to the citizens of Holland.

- The first item is the introduction of the MABEES study. The program began as a study in Oakland County in response to the gross price gouging of auto injectors by pharmaceutical companies. The EPI kit contains a vial of epinephrine and a syringe. Responders draw up the proper dose and administer the drug IM rather than utilize the expensive auto injectors. Holland introduced this study to the OMCBA who in turn approved the study for Ottawa county fire departments. Once fire departments completed the required training, the EPI kits were distributed by medical control.
- The second item is the acquisition of two automated compression devices. The department evaluated two different models and ultimately chose the Defibtech Lifeline Arm.

The Defibtech machine incorporates a rigid backboard and arch structure which envelop the patient's upper torso. Two operating modes are available for use. The first delivers uninterrupted compressions at a rate of 100 per minute. The second mode halts the machine after every 30 compressions, prompting the delivery of two rescue breaths.



Neighboring fire departments already using the machines, have documented multiple saves with their devices and we are pleased to add the machines to our arsenal of equipment.



## Emergency Medical Services (continued)

The department also purchased a vital piece of training equipment this year. Utilizing the generous donation from Kellie Lincourt and Medi-lodge of Holland, we obtained a Simul-aid trauma manikin. The department lacked such an asset and relied on borrowing a similar type manikin from a neighboring department. The new unit offers training in respiratory emergencies, patient handling and trauma. The manikin includes multiple interchangeable injuries such as fractures, burns and gun shots.



Training is a key element in providing top notch emergency medical services to our citizens. We pride ourselves in delivering the best medical care to our patients and equipment, such as this, allows us to train in near life like situations. In 2017 there were 10 residents and visitors that were direct recipients of these efforts to improve proficiency, which included the administration of NARCAN and the quick initiation of CPR and AED therapies. As in years past, your EMS division will move into 2018 continuing our desire for excellence.



## Vehicle Maintenance by Lieutenant Brower & Lieutenant Cook and Team Members

### “Elephant in the Room”

The team members assigned with vehicle maintenance are responsible for the constant upkeep and maintenance of 7 vehicles and 1 marine vessel that we utilize to provide service to our community. While significant repairs are provided by the street department and approved service providers most minor maintenance items and general upkeep are handled by our personnel on a regular basis. Keeping our fleet in tip-top shape is a challenge given the aging of the fleet and increase usage. As the metaphorical title implies, throughout our day-to-day activities and responses we often lose track and overlook opportunities to discuss some obvious concerns with our funding mechanisms and near term serviceability of our largest apparatus. This report outlines these issues and brings them to the forefront.

There's a balancing act when being fiscally responsible and keeping our residents expectations of service in mind. We have two elephants to prepare ourselves for and we believe both can be accomplished with a good understanding of the issues and planning.

*The “million dollar” ladder truck.* This unit was a great truck with many added features that made it exceptional for the fire service. It gets run every day and is used, or its equipment is used, at every fire. The issues at hand however are excessive rust on its frame, its dependability, the amount of downtime plus difficulty getting it repaired. The rust is causing a safety concern and is being questioned by our UL annual tester and both our local repair shop and our mechanics at the street dept. Another issue is the working portion of the ladder is made in Finland and we have had to fly a technician in from Florida that understands it and can perform the needed work plus we wait for weeks on parts to arrive. These concerns, including the amount of downtime of the unit, brings us to investigate replacing this unit with \$185k spent in repairs already prior to its planned life expectancy or keep investing in it. If you are asking yourself “Do we need it, we don't see big fires or see you rescuing people from windows of fire engulfed homes?” The answer is yes, we use this apparatus on fires that many times don't use the ladder but more on calls when removing victims from elevated positions like when medical attention was needed on top of the police station or at the new power plant. We would not have been able to get them down quickly or safely without waiting for another ladder truck to come. We also use this multiple times a year for our law enforcement side. It's used for elevated observations on fatal accident reconstructions and trying to locate victims or for the S.E.T. Team on dangerous wanted subjects. We feel we need to find a realistic replacement soon for this unit, we just need a good



## Vehicle Maintenance (continued)

solid truck that will suit our needs in the community with a fair price for reliability and durability.



Fire Department Marine Acquisition 1182:

Another issue we would like to bring to your attention is the Vehicle Replacement Fund or lack of funds. As you may already know, the city has a formula for calculating Depreciating values of its fleets and it is based on the cost when it was purchased new. The Fire Services fleet has an annual vehicle depreciation amount of \$114,000 while we are replenishing the fund at \$100,000 a year and some years less or nothing at all. With that said we have units that are 27 years old and have not planned for inflation or the fact we are using them more and wearing them out quicker. The apparatus fleet of Fire Services has withstood the test of time and has served the city well through the tough recent years I must say and we have been assured that if we needed a new fire truck, a way would be found to address it. Now as you may already know we have committed to refurbishing an engine that was involved in an accident last year and that gets us closer to bringing up the reliability of the fleet. But we feel we need to plan a course to get us back on track.



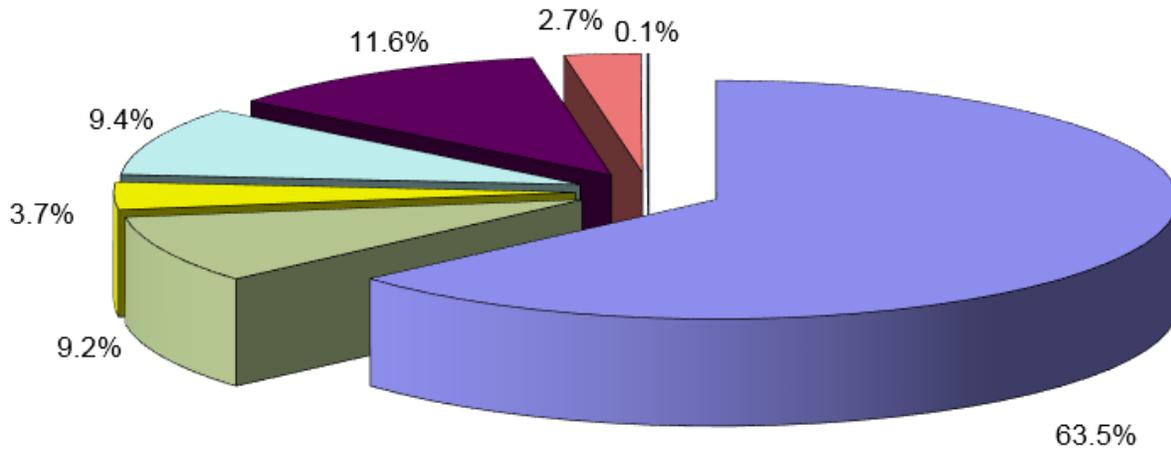
## Vehicle Maintenance (continued)

In early 2017, the fire department was able to purchase a 2000 Pursuit 2270 center console from the Ottawa County Sheriff Department Marine Division. After many attempts to purchase a boat that would better suit the needs of the department through grants and other means, the boat was purchased at auction to replace an obsolete boat that is difficult or impossible to obtain parts for. After being purchased, the boat was outfitted by many members of the department on their own time and, occasionally, while crews were on duty and when free time existed. This in turn saved the department thousands of dollars. The boat was outfitted with sonar, radar, GPS, and side-scan sonar, which are all upgrades from what was on the previous boat. The boat was also painted and new upholstery was installed where needed. The upgrades to electronics on this boat allow the operators to operate the boat safely in a multitude of conditions including night time, fog and low or no visibility conditions. It also allows the fire department personnel to assist the Ottawa County Dive Team with search and rescue of victims below the surface of the water using the different sonars. A hydraulic boat lift was also purchased shortly after acquiring the boat. The boat will find a new home on Lake Macatawa this spring, so it won't have to be launched every time the boat will respond for a call for service. Having the boat on a lift will allow us to get underway as soon as we can get the required amount of personnel to the boat. Response with this boat will require three personnel—one operator and two rescuers. With our current staffing model, it would currently be one full-time person and two paid-on call. Many times of the year, this boat will be the only boat available on Lake Macatawa and the near shore Lake Michigan area. As we look to the future of water response for the fire department, a larger boat with fire pump capabilities and FLIR thermal imaging would be ideal for our area and the citizens and visitors we protect during the boating season. With our existing boat, we are well on our way to achieving this goal.





# 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	2448	63.5%
False Alarms	354	9.2%
Hazardous Conditions	143	3.7%
Service Calls	361	9.4%
Good Intent Calls	446	11.6%
Fires	103	2.7%
Others	2	0.1%
	3857	100.0%

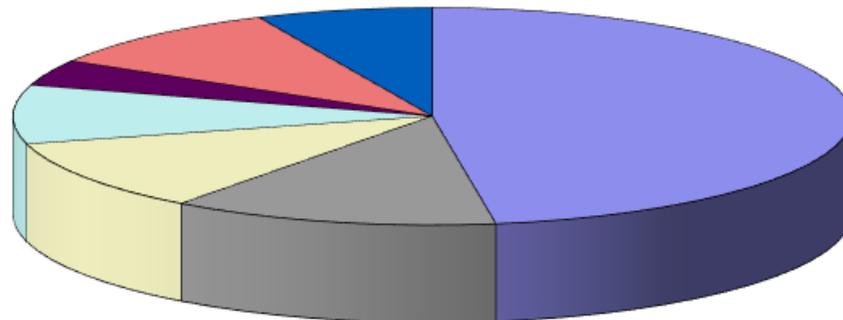


## FIRE INCIDENTS Classified by Property Types

Property Type	Incidents	Percent
Structures	49	47.6%
Vehicles	13	12.6%
Refuse	11	10.7%
Vegetation	9	8.7%
Fires/Explosion Not Classified	4	3.9%
Explosion/No Fire	10	9.7%
Outside of Structure	7	6.8%
	<u>103</u>	<u>100.0%</u>

## FIRE INCIDENTS CLASSIFIED BY PROPERTY TYPES FIRE SERVICES

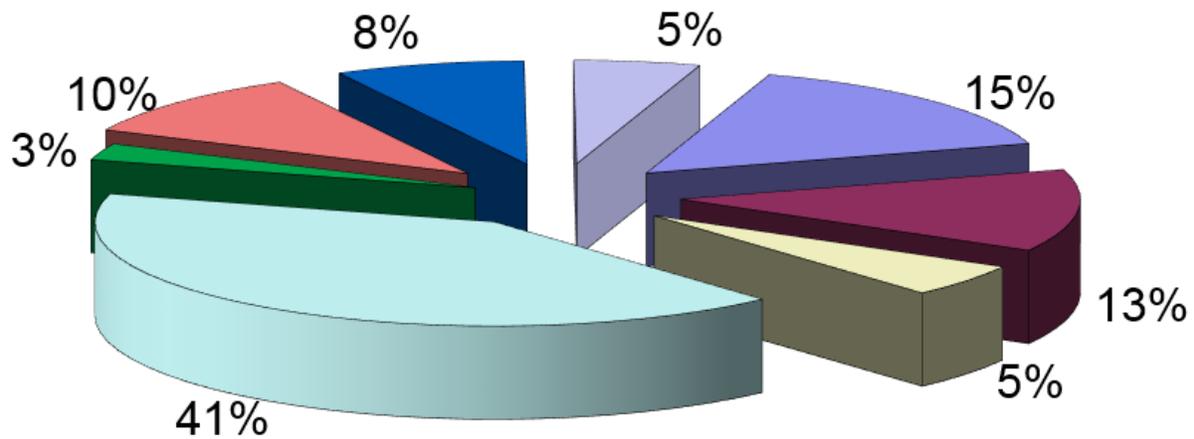
- Structures
- Vehicles
- Refuse
- Vegetation
- Fires/Explosion Not Classified
- Explosion/No Fire
- Outside of Structure





## 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	6	15.4%
Operational Deficiency	5	12.8%
Incendiary/Suspicious	2	5.1%
Misuse of Heat Source	16	41.0%
Design Deficiencies	1	2.6%
Other	4	10.3%
Misuse of Fuel Supply	3	7.7%
Natural Causes	2	5.1%
	39	100.0%

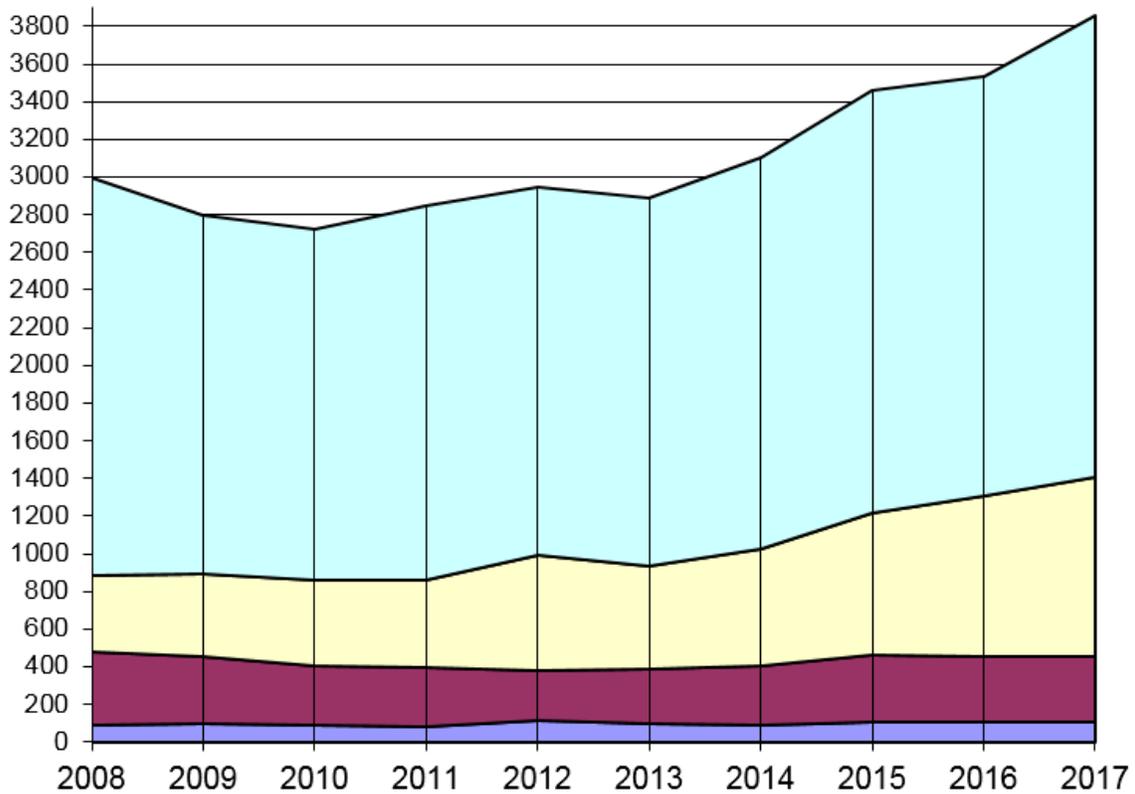


## 10 YEAR INCIDENT SUMMARY

Situation	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
<b>Fires</b>	89	94	87	84	112	99	93	105	104	103
<b>False Alarms</b>	393	362	321	311	268	286	308	358	349	354
<b>Others</b>	400	434	452	465	611	547	621	755	856	952
<b>Medicals</b>	2112	1909	1865	1985	1954	1955	2079	2238	2228	2448
<b>Total</b>	2994	2799	2725	2845	2945	2887	3101	3456	3537	3857

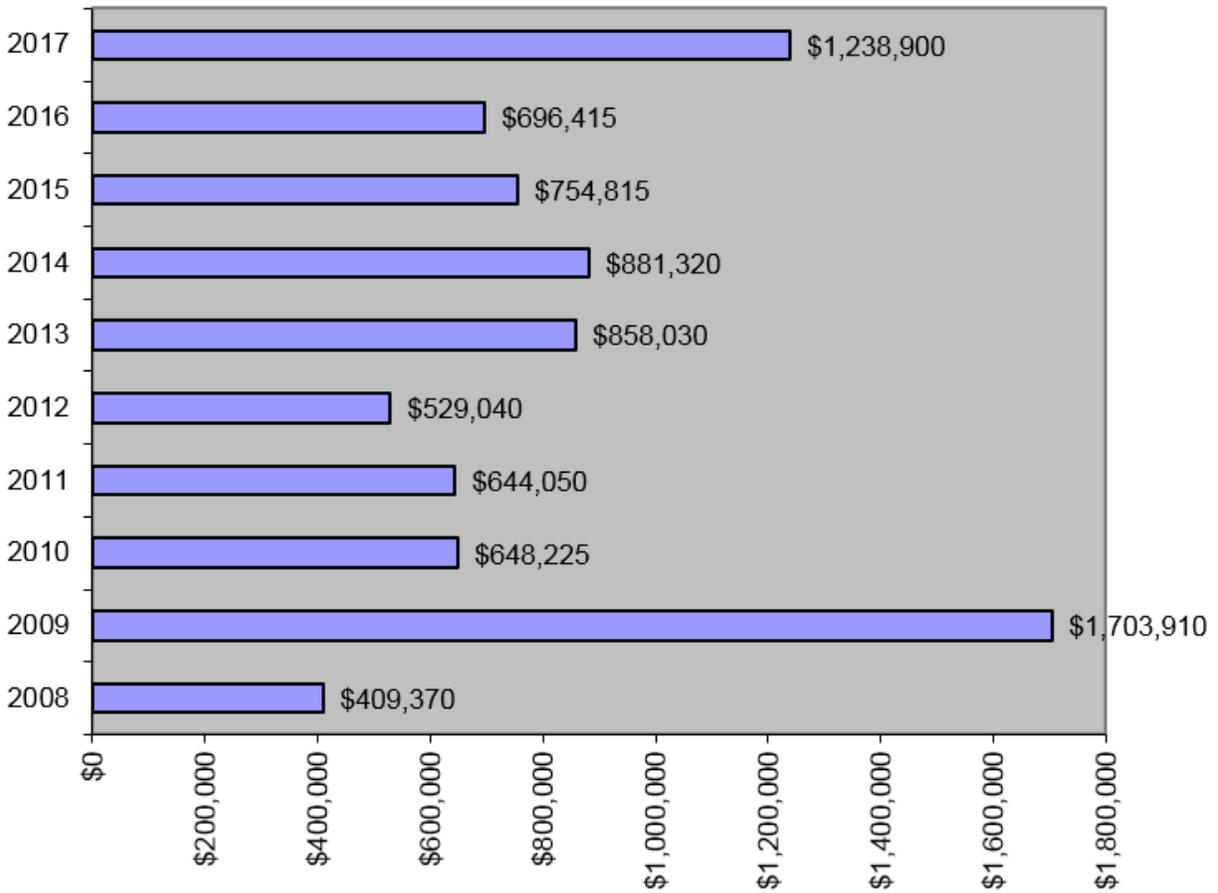
## 10-YEAR INCIDENT SUMMARY FIRE SERVICES

■ Fires ■ False Alarms ■ Others ■ Medicals





## PROPERTY LOSS SUMMARY FIRE SERVICES

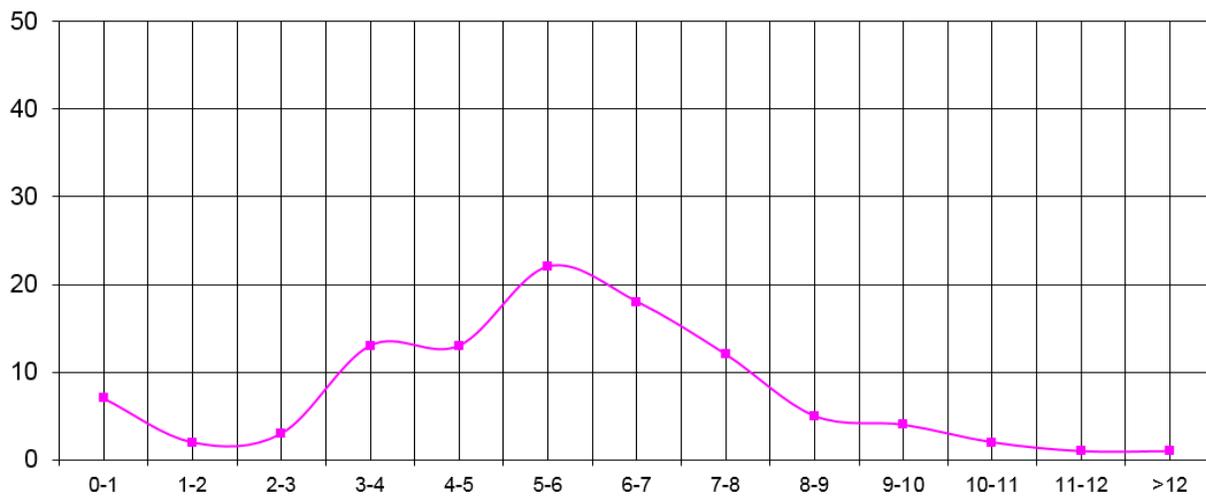




## TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

MINUTES	FIRES	EMS	OTHER	TOTAL	PERCENT
0-1	7	37	69	113	2.9%
1-2	2	37	15	54	1.4%
2-3	3	106	31	140	3.6%
3-4	13	332	92	437	11.3%
4-5	13	525	128	666	17.3%
5-6	22	488	186	696	18.0%
6-7	18	394	150	562	14.6%
7-8	12	244	113	369	9.6%
8-9	5	124	76	205	5.3%
9-10	4	83	46	133	3.4%
10-11	2	32	27	61	1.6%
11-12	1	20	14	35	0.9%
>12	1	26	42	69	1.8%
cancelled on route				317	8.2%
	103	2448	989	3857	100.00%

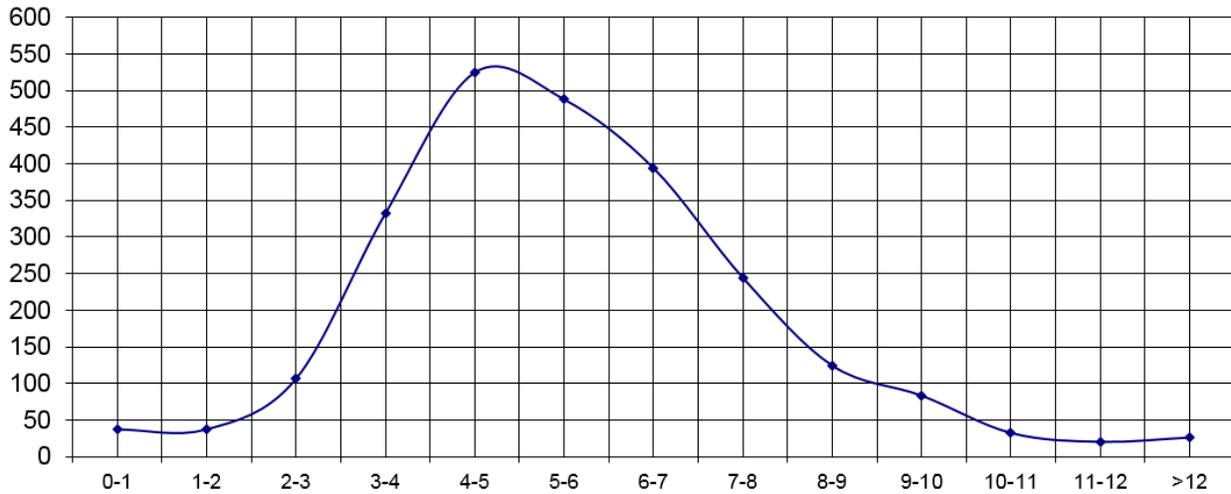
## RESPONSE TIME - FIRES FIRE SERVICES



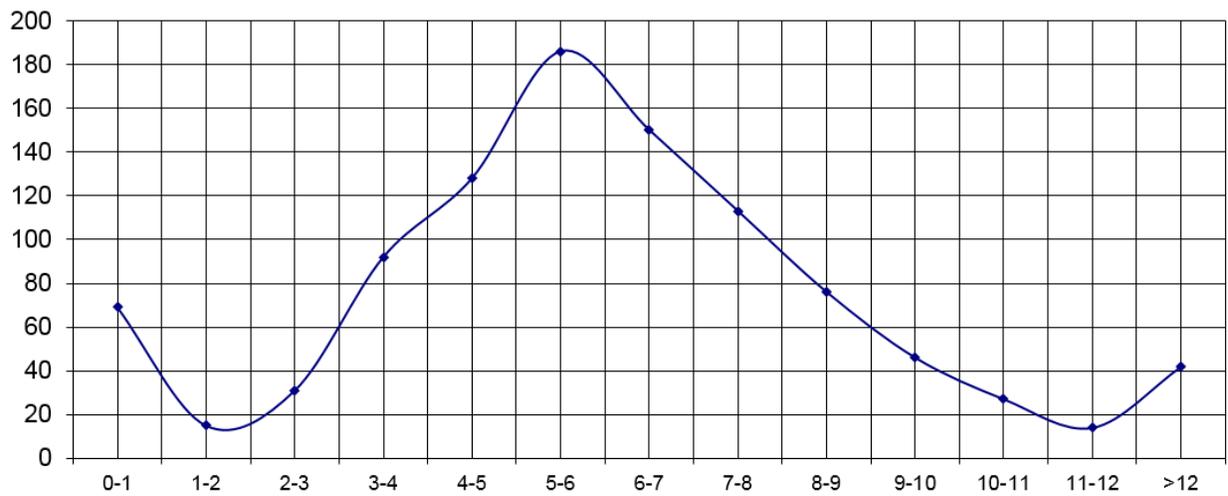


## TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

### RESPONSE TIME - EMS CALLS FIRE SERVICES

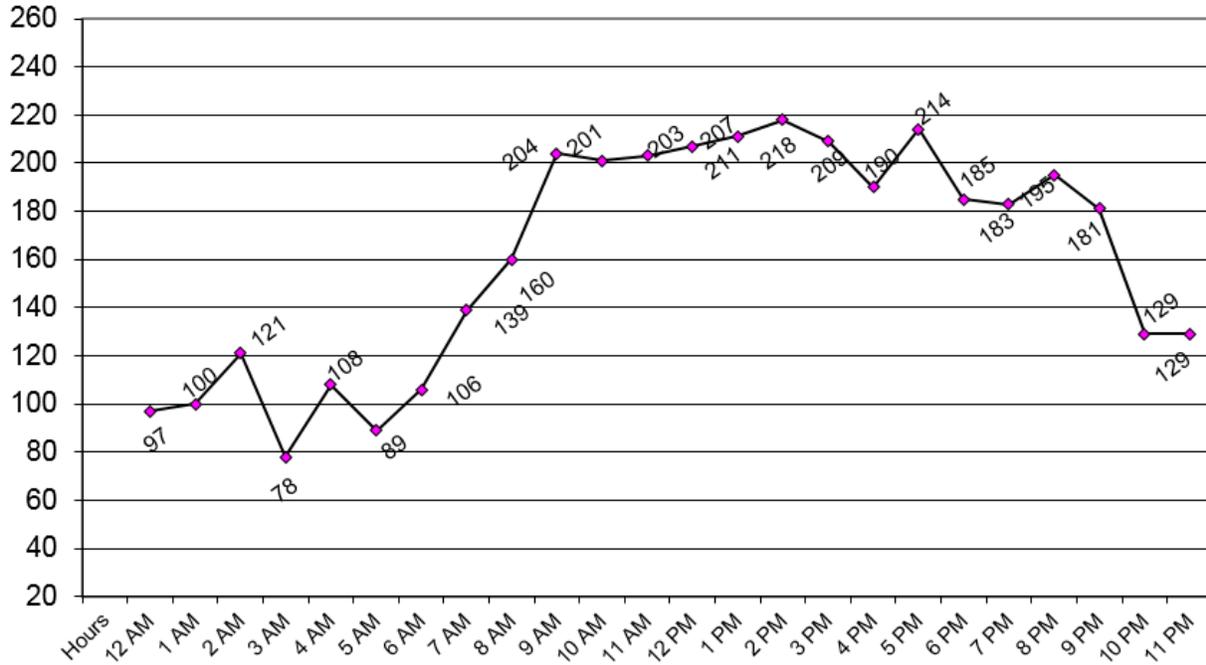


### RESPONSE TIME - OTHER CALLS FIRE SERVICES

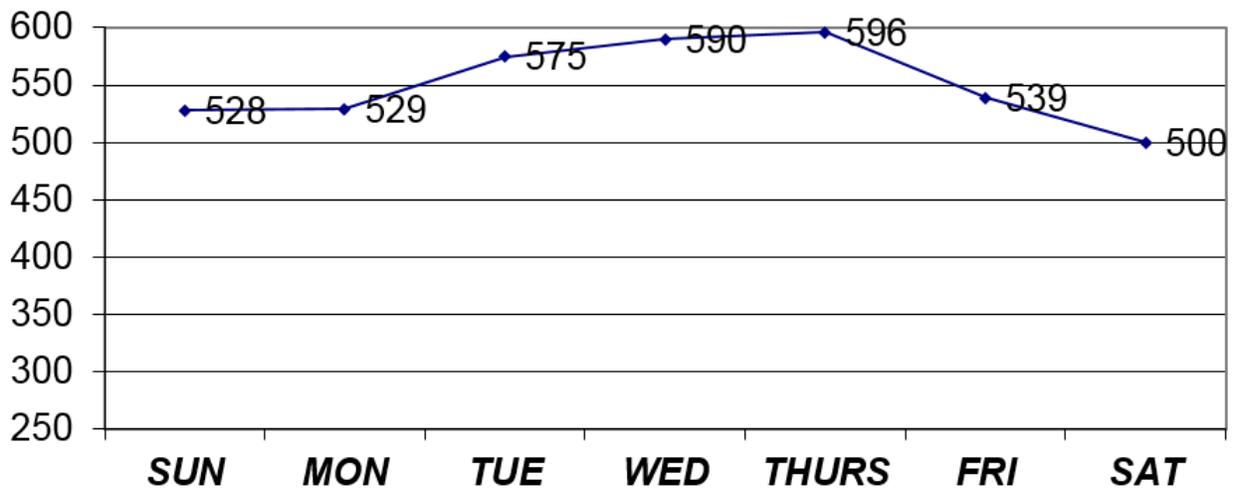




## INCIDENTS BY HOUR OF DAY FIRE SERVICES

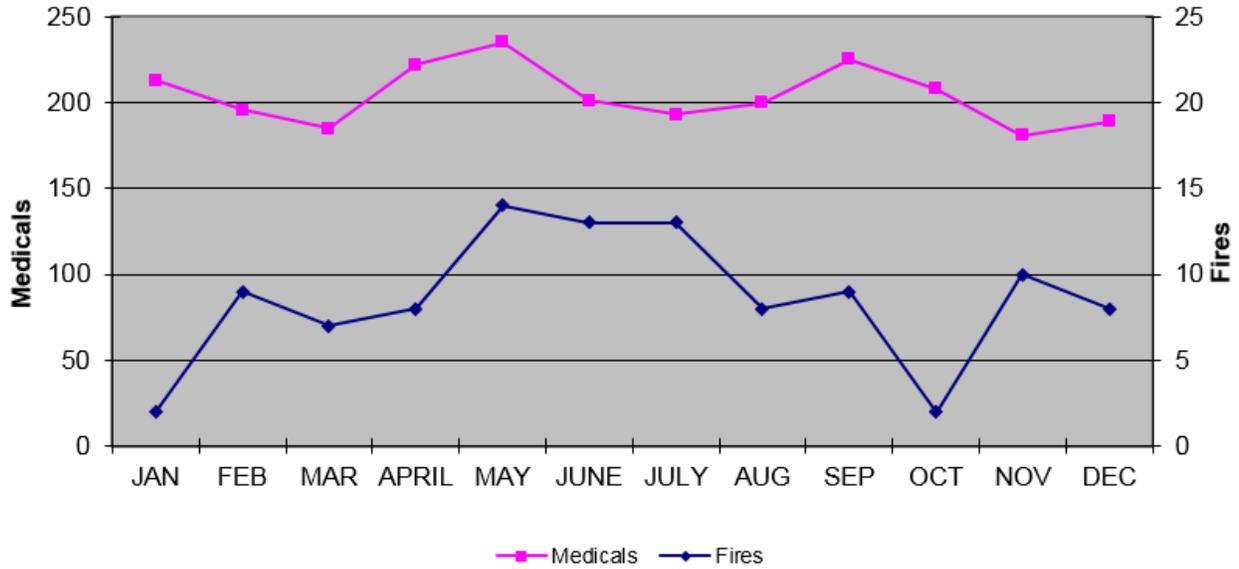


## INCIDENTS BY DAY OF WEEK FIRE SERVICES

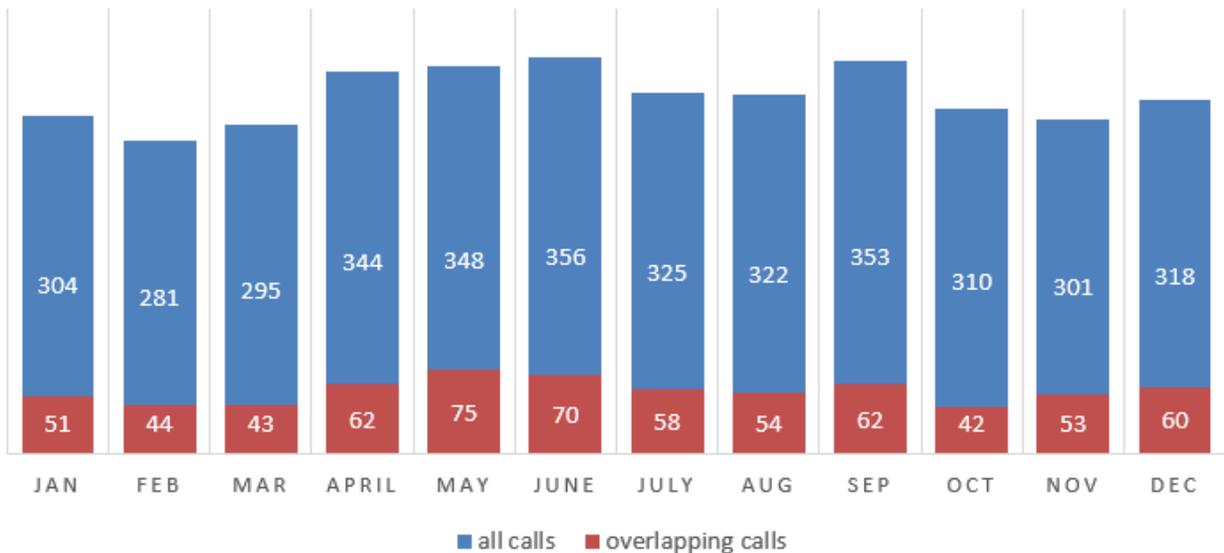




# INCIDENTS BY MONTH OF YEAR FIRE SERVICES



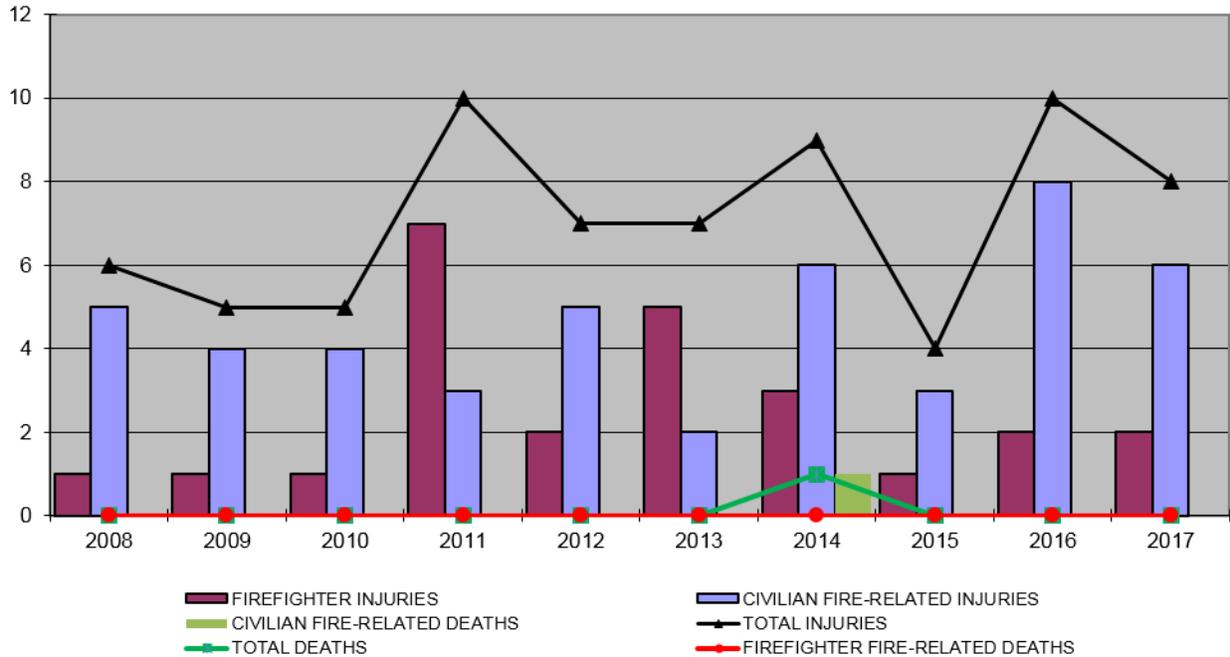
# OVERLAPPING INCIDENTS FIRE SERVICES



\* Incidents overlap at least 1 or more other incidents.



## INJURIES SUMMARY FIRE SERVICES



	<b>FIREFIGHTER</b>	<b>CIVILIAN FIRE-RELATED</b>	<b>FIREFIGHTER FIRE-RELATED</b>	<b>CIVILIAN FIRE-RELATED</b>	<b>TOTAL</b>	<b>TOTAL</b>
<b>YEAR</b>	<b>INJURIES</b>	<b>INJURIES</b>	<b>DEATHS</b>	<b>DEATHS</b>	<b>INJURIES</b>	<b>DEATHS</b>
2008	1	5	0	0	6	0
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

*\*\* 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.*



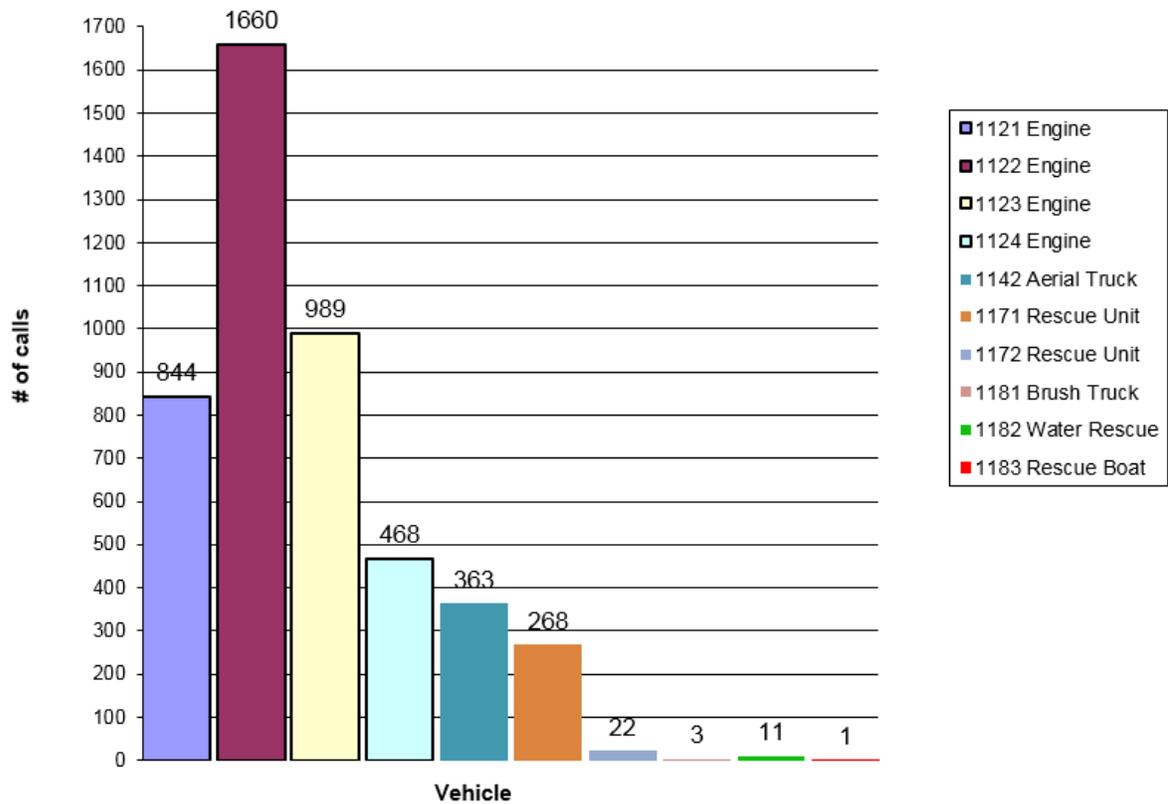
# APPARATUS RESPONSES

## RESPONSE DATA BY RESPONDING UNITS

## YEAR TO DATE

1121 Engine	844
1122 Engine	1660
1123 Engine	989
1124 Engine	468
1142 Aerial Truck	363
1171 Rescue Unit	268
1172 Rescue Unit	22
1181 Brush Truck	3
1182 Water Rescue	11
1183 Rescue Boat	1

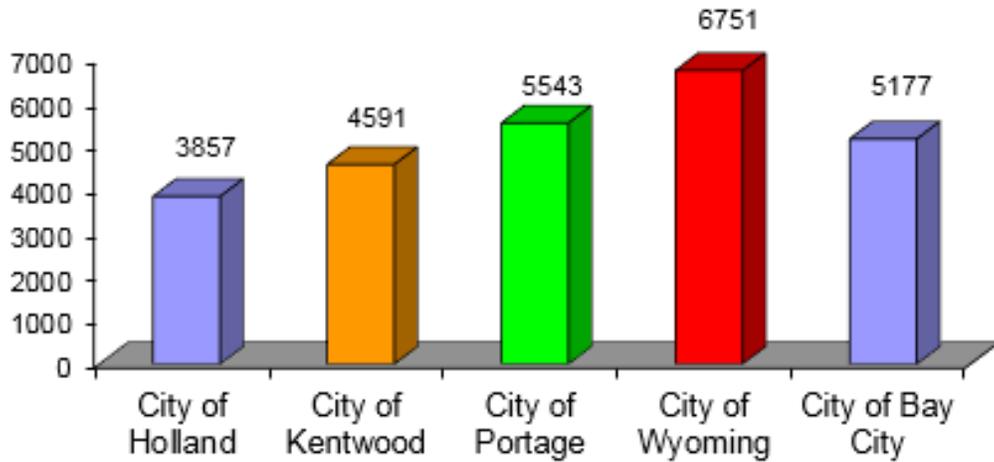
<b>TOTAL RESPONSES</b>	<b>4629</b>
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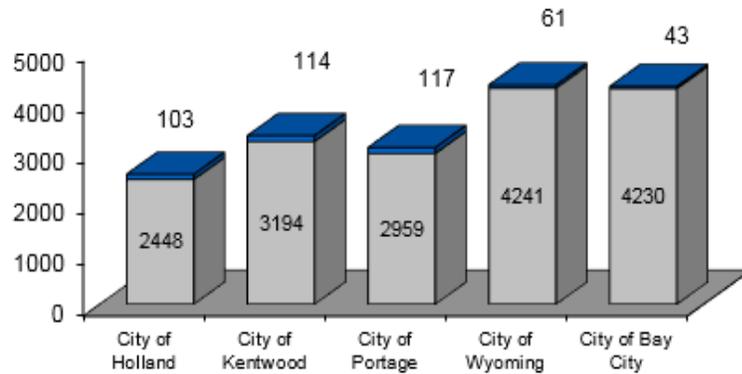
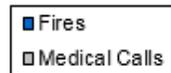


# COMPARISON OF SELECTED STATISTICS WITH OTHER WEST MICHIGAN CITIES

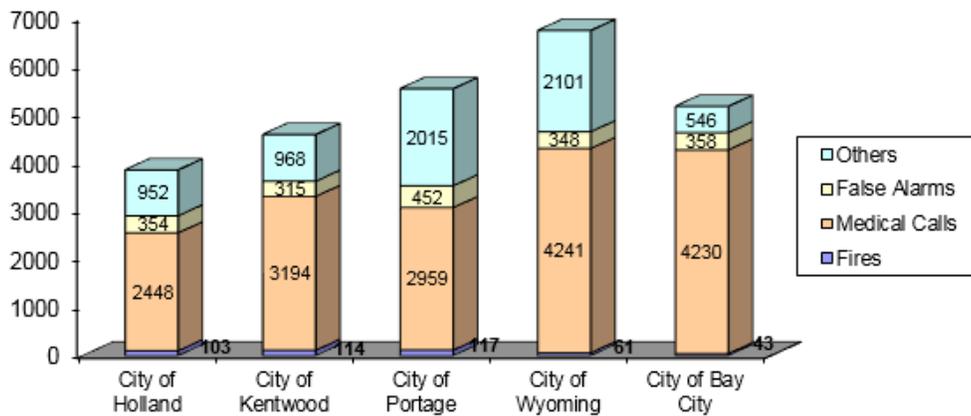
## TOTAL INCIDENTS



## Fire and Medical Incidents

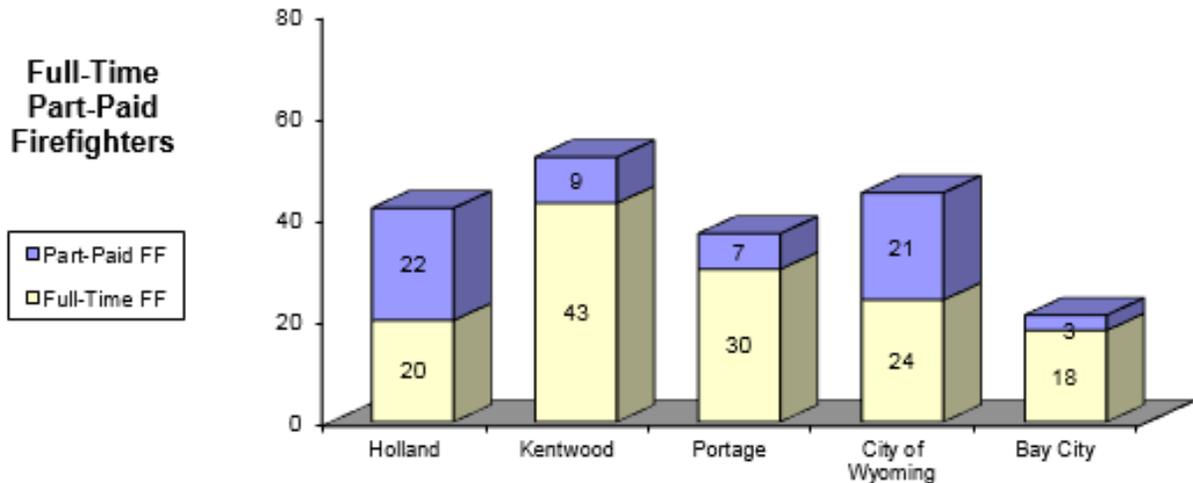


## INCIDENTS

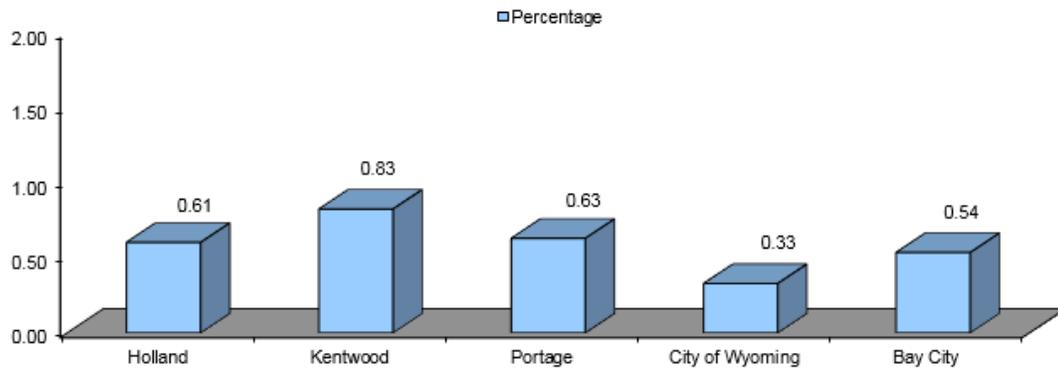




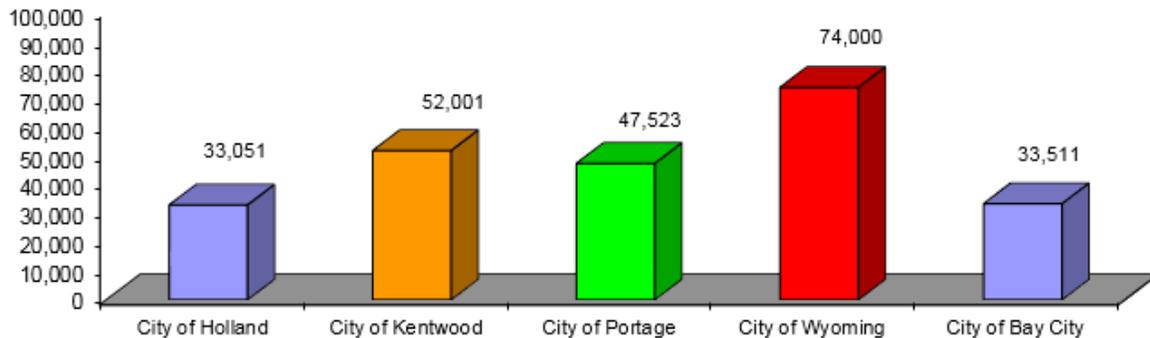
## COMPARISON OF SELECTED STATISTICS WITH OTHER WEST MICHIGAN CITIES (continued)



### Full-Time Firefighters Per 1,000 Population



### POPULATION



**PART-PAID ATTENDANCE—2017****STATION 1**

<b>CULVER</b>	68%
HULST	91%
LOPEZ	70%
MUZZEY	60%

**STATION 2**

BOULLOSA	61%
CUSACK	87%
<b>NUISMER</b>	69%
SALOMON	84%
VANNUIL	91%
VERA	82%
ZIEGLER	66%

**STATION 3**

ALLEN, K.	70%
<b>CYRUS</b>	85%
DILS	59%
ESSENBURG	67%
HIGHSTREET	70%
McDONALD	90%
REED	54%
STRINGHAM	84%
VOSS	84%

*Firefighters entered in red = new employees*