



# **HOLLAND DEPARTMENT OF PUBLIC SAFETY**



*Fire Lieutenant Brad Brower*

# **2016 ANNUAL REPORT**



# ***HOLLAND DEPARTMENT OF PUBLIC SAFETY***



## **2016 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



**2016**

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# ***INCIDENT STATISTICS***

## INCIDENT REPORT

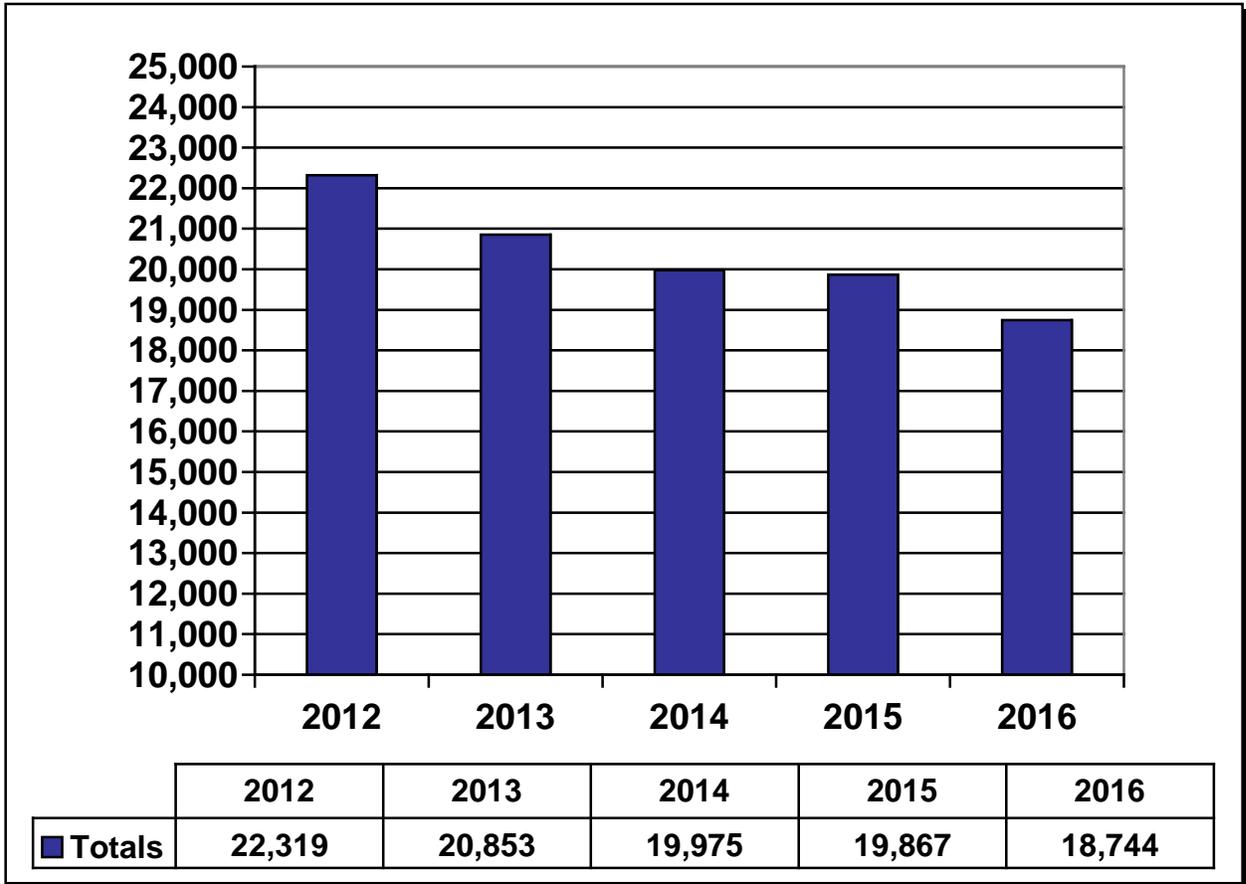
<u>CRIME</u>	<u>2015</u>	<u>2016</u>
<b>PART I OFFENSES</b>		
Murder/Manslaughter	*2	1
*3 homicide victims		
Kidnapping (including parental)	4	5
Criminal Sexual Conduct	64	73
Robbery	13	14
Assaults (including Domestic Assaults)	519	514
Stalking/Intimidation/Threats	194	202
Arson	12	4
Burglary	136	109
Larceny	572	528
Motor Vehicle Theft	26	40
Forgery	25	31
Fraud	165	172
Embezzlement	18	13
Stolen Property	10	9
Malicious Damage to Property	409	247
Retail Fraud	191	174
Controlled Substance Violation	290	290
Sex Offense	3	13
Weapons Offense	38	36
Extortion	1	3
<b>Total Part I</b>	<b>2,692</b>	<b>2,478</b>
<b>PART II OFFENSES</b>		
Illegal Entry	18	13
Bad Checks	20	18
Sex Offense	17	11
Family Offense (Criminal)	41	24
Liquor Violations	70	84
Hindering and Obstructing Police	652	622
Disorderly	750	782
OWI	114	108
Health and Safety	72	123
Trespassing	45	30
Runaway	50	86
*Other	693	166
*Other Traffic Offenses (Criminal)	NA	645
Negligent Homicide	0	1
<b>Total Part II</b>	<b>2,542</b>	<b>2,713</b>
<b>Total Offenses</b>	<b>5,234</b>	<b>5,191</b>

\*Other & Other Traffic Offenses (Criminal) have now been separated out

## INCIDENT REPORT (cont'd)

<u>CALLS FOR SERVICE</u>	<u>2015</u>	<u>2016</u>
Medical Emergency, Airplane Crash	393	407
Suicide Attempt/Mental Complaint	427	333
Alarm	612	569
Family/Peace Officer/Civil/Neighbor	1,789	1,668
Failure to Pay/Civil	33	56
Animal Bite	33	24
Animal Complaint	620	583
Abandoned Vehicle/VIN Inspection	283	307
Assist/Warrant Arrests	800	907
Lost/Missing Person or Child	55	54
Suspicious	2,016	1,948
Assist General Public	6,135	5,110
<b>Total Calls for Service</b>	<b>13,196</b>	<b>11,966</b>
Property Damage Crashes	1,265	1,403
Personal Injury Crashes	171	178
Fatal Crashes	1	6
<b>Total Crashes</b>	<b>1,437</b>	<b>1,587</b>
<u>TOTAL INCIDENTS REPORTED</u>		
<b>Part I Offenses</b>	<b>2,692</b>	<b>2,478</b>
<b>Part II Offenses</b>	<b>2,542</b>	<b>2,713</b>
<b>Calls for Service</b>	<b>13,196</b>	<b>11,966</b>
<b>Motor Vehicle Crashes</b>	<b>1,437</b>	<b>1,587</b>
<b>TOTAL</b>	<b>19,867</b>	<b>18,744</b>

## INCIDENTS AND CALLS FOR SERVICE



*Sergeant Lisa Bancuk, Officer Sarai Ramos,  
Officer Nicole Hamberg, and Officer Jennifer Hahn*



# ***INVESTIGATIVE SERVICES***

## DETECTIVE BUREAU STATISTICS

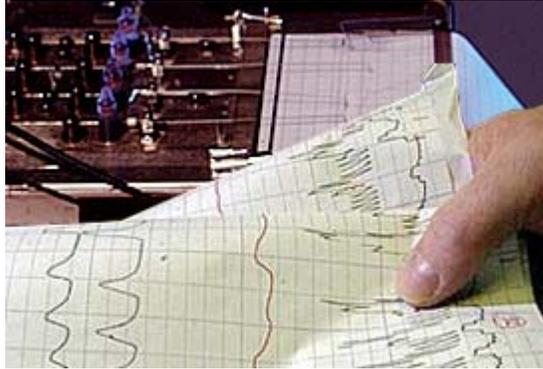
<u>Case Type</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Homicide	5	7	1
Abduction	2	2	3
Sexual Assault	72	66	82
Robbery	18	12	18
Assault & Battery	59	53	55
Aggravated Assault	22	24	15
Stalking	14	18	8
Extortion	0	1	2
Arson	6	7	2
Burglary/Illegal Entry	55	69	44
Larceny	91	65	61
Motor Vehicle Theft	23	25	26
Forgery/Counterfeit	12	19	22
Fraud/Checks	84	109	89
Embezzlement	10	8	8
Stolen Property	15	7	4
Damaged Property	26	50	27
Retail Fraud	51	27	30
Controlled Substances	45	39	36
Other Sex Offenses	17	16	18
Family Offenses	16	30	16
Liquor Law	27	14	11
Obstruct Police/Court	54	36	35
Weapons	18	17	14
Disorderly Offenses	48	34	25
OWI	1	1	5
Hit/Run MV Accidents	***	4	1
Health/Safety	5	3	1
Invasion of Privacy	2	0	0
Trespass	***	4	0
Curfew	5	4	3
Runaway	57	29	55
Misc. Criminal	32	20	30
Solicitation	2	0	4
Assist Other Dept.	99	80	73
Suspicious	39	50	63
Medical/Death	24	28	24
All Other	66	39	62
<b>TOTAL</b>	<b>1,122</b>	<b>1,017</b>	<b>973</b>

\*see note below

\*Note regarding above statistics

Statistics reflect the number of detectives assigned to investigate cases during 2016, not the actual number of cases assigned. Some cases require multiple detectives due to the case type.

\*\*\* Previously combined with other file classes



## FORENSIC POLYGRAPH EXAMINATION REPORT

During the calendar year 2016, a total of 36 forensic polygraph examinations were conducted. The polygraph examinations were conducted at the Holland Department of Public Safety. Of the examinations conducted, 27 were conducted at the request of officers and detectives of the Holland Department of Public Safety. The remaining 9 examinations were conducted for various members of other area law enforcement agencies.

	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
January	2	2	1	2	3
February	7	3	1	0	3
March	4	3	1	4	4
April	2	2	1	1	1
May	2	3	1	3	2
June	2	3	1	3	2
July	2	3	2	0	3
August	1	1	1	1	3
September	4	5	4	1	3
October	4	2	2	3	4
November	3	2	2	0	5
December	1	1	4	2	3
<b>TOTAL</b>	<b>34</b>	<b>30</b>	<b>21</b>	<b>20</b>	<b>36</b>

## CRIMINAL ADULT ARRESTS

<u>CRIME TYPE</u>	<u>2015</u>	<u>2016</u>
Sex Offense-Other	8	15
Criminal Sexual Conduct	13	13
Robbery	5	3
Assaults (includes murders)/Negligent Homicide	149	148
Stalking	5	4
Larceny/Burglary/Stolen Property	37	19
Auto Theft	5	4
Forgery and Fraud	12	21
Embezzlement	5	6
Malicious Destruction of Property	17	14
Retail Fraud	79	70
Narcotics Violations	148	126
Liquor Laws	20	14
Obstructing Justice/Police	494	408
Weapons	11	4
OWI	105	95
Disorderly	80	62
Miscellaneous Criminal/Traffic/Parental Kidnapping/ Health & Safety, Family Offense (abuse/neglect)/Arson	305	307
<b>TOTAL</b>	<b>1,498</b>	<b>1,333</b>



*Officer Matt Hamberg Assisting a Citizen*

**JUVENILE UNIT REPORT**  
**Apprehensions - 16 years and under**

<b><u>CRIME TYPE</u></b>	<b><u>2015</u></b>	<b><u>2016</u></b>
Arson	2	0
Assault-Aggravated	2	4
Assault-Non-Aggravated	36	44
Burglary	10	6
Criminal Sexual Conduct	4	1
Disorderly-Public Peace	42	39
Embezzlement	0	1
Extortion	1	0
Frauds	3	3
Health & Safety	2	1
Hit & Run Accidents	2	1
Intimidation/Stalking	4	3
Larceny	7	24
Liquor Law Violations	14	11
Malicious Destruction Property	27	18
Miscellaneous Criminal Offenses	9	15
Motor Vehicle Theft	1	7
Narcotics (Drugs & Equipment)	27	21
Obstruct Justice/Peace	21	14
OWI-Alcohol & Drugs	0	3
Retail Fraud	21	27
Runaway	34	53
Stolen Property	5	6
Trespass	2	1
Vagrancy	4	5
Weapons Offense	13	4
<b>Totals</b>	<b>293</b>	<b>312</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>2015</u></b>	<b><u>2016</u></b>
Total complaints investigated	639	663
Holland City/Township complaints	69/20	67/49
Total arrested in Ottawa County	132	152
Total value of forfeitures	\$192,168	\$149,900





*Officer Paul Moerland, Officer Doug VanderKooy, Officer Joe Soto, Sergeant Lisa Bancuk, Officer Matt Hamberg, Officer Kirk Croff, Detective Tim Beelen, and Officer Jeff Klein*

# ***PATROL OPERATIONS***

## OFFICER OF THE YEAR



*Sergeant Larry Matzen*

The Holland Department of Public Safety Police Officer of the Year was announced at the annual employee gathering. Sergeant Larry Matzen received the award of Officer of the Year.

Sergeant Matzen was nominated by his peers for his positive leadership, compassion, and being someone who demonstrates everything our department stands for. With this past year being tough for law enforcement, Sgt. Matzen is recognized for being on the front lines interacting with the public, representing the Police Division at public forums, leading the Community Policing Unit in being available and approachable to the public, obtaining donations for community events, and developing a pamphlet on how to act when stopped by the police.

Sergeant Matzen is a 19-year veteran of the Police Department. During his years as an officer and sergeant, he has spent 5 years in WEMET, he was a member of the Special Enforcement Team for 11 years, a Firearms Instructor for 15 years, a Patrol Sergeant for 3 years and is currently the Community Policing Sergeant.

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



## HONOR GUARD



*Hope vs. Calvin Basketball Game  
Officer Rob Borowski, Officer Joel Serna,  
Sergeant Dan Kender, and Officer Curt Young*

The HDPS Honor Guard is an 8-person team selected from full-time officers within the department. The team was established in 2006 and been involved in 189 details to date. For the last three 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 HPD Honor Guard uniform is modeled after the duty uniforms worn by many of the now retired officers. In 2016, approximately 485.5 hours were spent on 24 different details. In 2016, HDPS Honor Guard sent a representative to 5 separate funerals for officers killed in the line of duty within the State of Michigan.



*Annual Breakfast with Representative Bill Huizinga  
Sergeant Dan Kender, Sergeant Matt Brouwer,  
Officer Ben Reuschel, and Officer Joel Reimink*

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



The Special Enforcement Team (S.E.T.) is a fourteen-member tactical team that specializes in responding to critical incidents and incidents calling for specialized responses, tactics, equipment, and/or unique team operations. The S.E.T. is under the direction of Captain of Police Services Keith Mulder with Sergeant Shaun Tubergen and Officer Jon Osborn as 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.

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

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

## EVIDENCE TECHNICIANS



*Officer Casey Howe Taking Photos of a Suspect's Boots*

The Evidence Technician program is a valuable asset for the Holland Department of Public Safety (HDPS).

In 2016, Officers Paul Moerland, Joel Maat, Brian Dozeman, Ben Reuschel, Casey Howe, Jason Valenzuela and Sarai Ramos worked as Evidence Technicians. Each of them is part of a valuable team that looks forward to providing this service to the citizens of Holland in 2017.



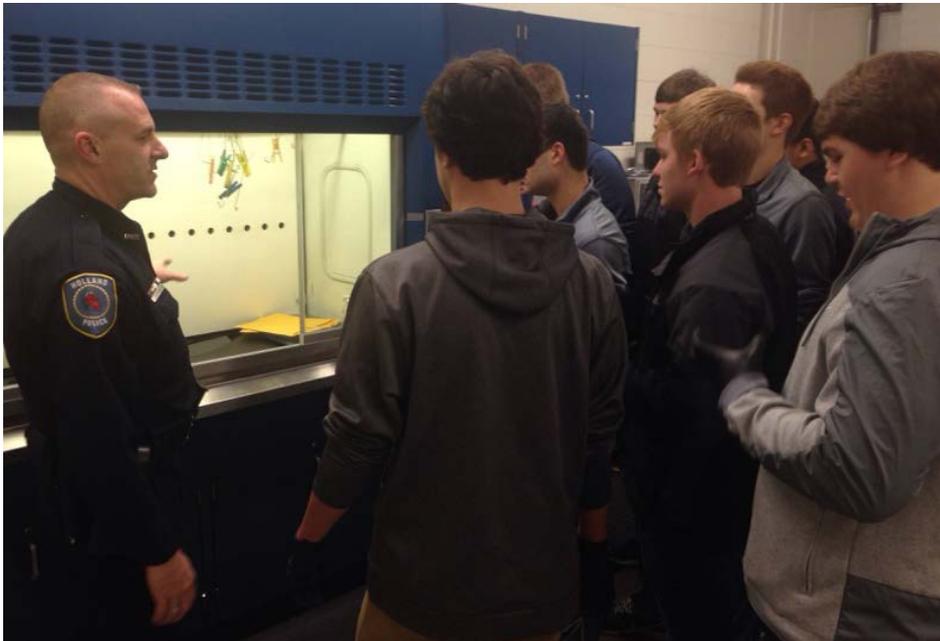
*Officer Brian Dozeman Dusting for Fingerprints at the Scene of a Breaking and Entering*

During the year 2016, 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.

- March 16<sup>th</sup>-Breaking and Entering to a local pharmacy, solved on DNA collection
- May 31<sup>st</sup>-Breaking and Entering, solved on lifted fingerprints
- August 24<sup>th</sup>-Breaking and Entering, solved on DNA collection
- September 7<sup>th</sup>-Breaking and Entering, solved on lifted fingerprints
- October 7<sup>th</sup>-Larceny, solved on lifted fingerprints
- November 20<sup>th</sup>-Arson, solved on lifted fingerprints

In addition to responding to many incidents throughout the year and performing as an Evidence Technician, the unit also responded as the primary officer to over 1,300 calls.

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.



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

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, DNA, etc.



***Officer Ben Reuschel Dusting for Fingerprints during a Breaking and Entering Investigation***

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.



***Officer Paul Moerland using Microsil to Capture a Tool Impression after a Breaking and Entering to a Tool Trailer***

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.



*Officer Sarai Ramos Dusting for Fingerprints*

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



*Officer Jason Valenzuela Counting Pills During a Narcotics Investigation with K9 Niki Observing*

## NEGOTIATION TEAM

The HDPS Crisis Negotiation Unit (CNT) consists of 5 officers from the department. The team works on an on-call basis. The team is utilized for barricaded subjects, hostage situations, and suicidal subjects. The team utilizes a primary and secondary negotiator, intelligence officer, and team leader. The team is trained to interact with people in crisis and high risk situations.

Negotiations have changed over the past few years due to changes in technology. We also train on negotiations using texting. The mission is to seek out a peaceful resolution to violent situations through dialogue and listening techniques. The CNT training also includes: scenarios, table-top discussions, training videos and speakers. The team also trains with the Special Enforcement Team (SET) on a yearly basis.



## TRAFFIC CRASH FACTS

The following is a list of the ten highest accident intersections in 2016:

<u>LOCATION</u>	<u>ACCIDENTS</u>
16 <sup>th</sup> /Waverly	31
32 <sup>nd</sup> /US31	27
16 <sup>th</sup> /US31	23
32 <sup>nd</sup> /State/Lincoln	21
32 <sup>nd</sup> /Washington	21
24 <sup>th</sup> /Waverly	17
7 <sup>th</sup> /Pine	15
Chicago/Waverly	15
9 <sup>th</sup> /Pine	13
M40/Waverly	13

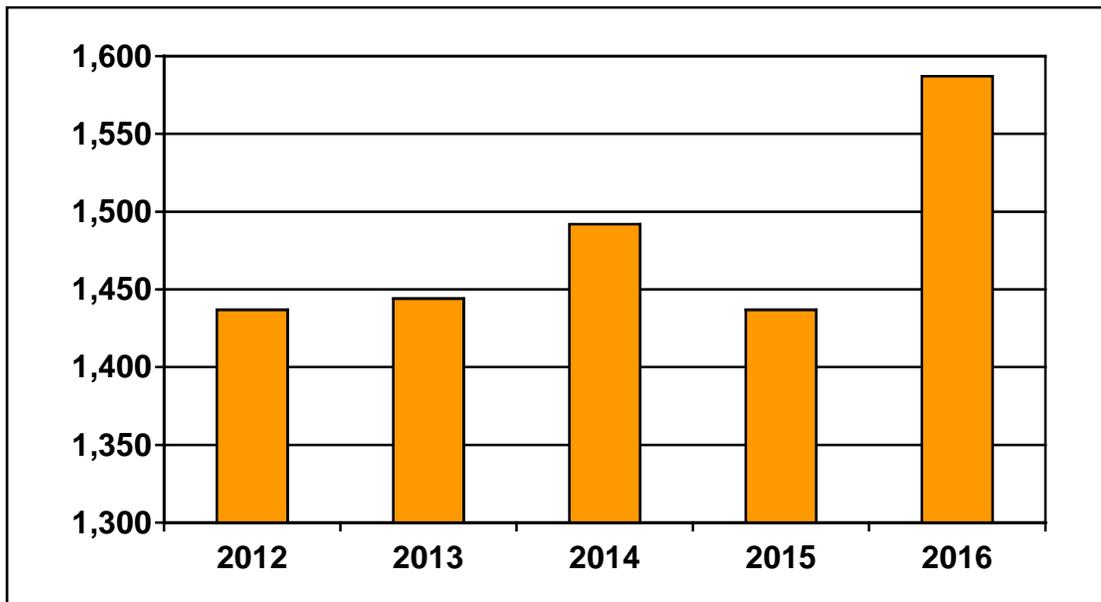


*Officer Casey Howe, Officer Matt Hamberg,  
Officer Rob Brewer, and Sergeant Jon Boeve*

## MOTOR VEHICLE CRASHES



	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Property Damage Crashes	1,248	1,275	1,270	1,265	1,403
Personal Injury Crashes	187	167	220	171	178
Fatal Crashes	2	2	2	1	6
<b>Total Crashes</b>	1,437	1,444	1,492	1,437	1,587
Persons Killed	2	2	2	1	6



## TRAFFIC CITATIONS ISSUED

<u>ACTIVITY</u>	<u>2015</u>	<u>2016</u>
Tickets cited to court	3,209	3,034



<u>TICKETS</u>	<u>2016</u>
Dogs at Large	1
Loud Music from Building/Motor Vehicle	22
Noise Violation	22
Sell/Furnish Alcohol to Minor-Part of Sting	10
Preliminary Breath Test Refusal Non-CMV	14
Careless Driving	36
Speeding	777
Limited Access Speeding	9
Violation of Basic Speed Law	46
Failed to Stop Within Assured Clear Distance	270
Failed to Stop at Stop Intersection	81
Fail to Stop for School Bus	7
Improper Passing Yellow Line/No Pass Zone	5
Failed to Stop at Traffic Signal/Light	170
Fail to Obey Traffic Control Device - RR	4
Disobeyed Traffic Control Device	48
Failed to Yield Right of Way	119
Failed to Yield to Pedestrian	10
Fail to Yield from Private Drive/Alley	38
Failed to Signal and/or Observe	13
Impeded Traffic	7
Drove w/o Lights	5
Prohibited/Illegal Turn/U-Turn	23
CMV Driver Using Handheld Device	9

Fail to Yield to Emergency Vehicle	3
Improper Turn/Made Wide Right Turn	53
Drove Wrong Way on One Way Street	5
Improper Lane Use	73
Drove Left of Center	12
Violation of Truck Route	7
Obstructed Vision/Obstructed Windshield	2
Operating while Reading/Typing/Texting	15
Driving CMV w/o CMV License	1
Violation of GDL	10
No Insurance/No Proof of Insurance	372
Violation of Safety Belt Law	168
Violation of Child Restraint Law	5
Improper/Expired Plates	288
Fail to Display Reg/Tabs	3
Fail to Change Address on Driver License	30
Litter	2
Improper Backing	35
Improper Parking-Blocking Sidewalk	22
Failure to Maintain Log Book	7
No USDOT Number	2
Speeding-Construction Zone	2
Negligent Driving	13
Defective Equipment-Window Tint	144
Improper Load-Towing	1
Handicap Parking	7
Squealing Tires	1
Parking in Prohibited Zone	1
Fire Hydrant Parking	2
Motorcycle/Moped w/o Approved Helmet	2

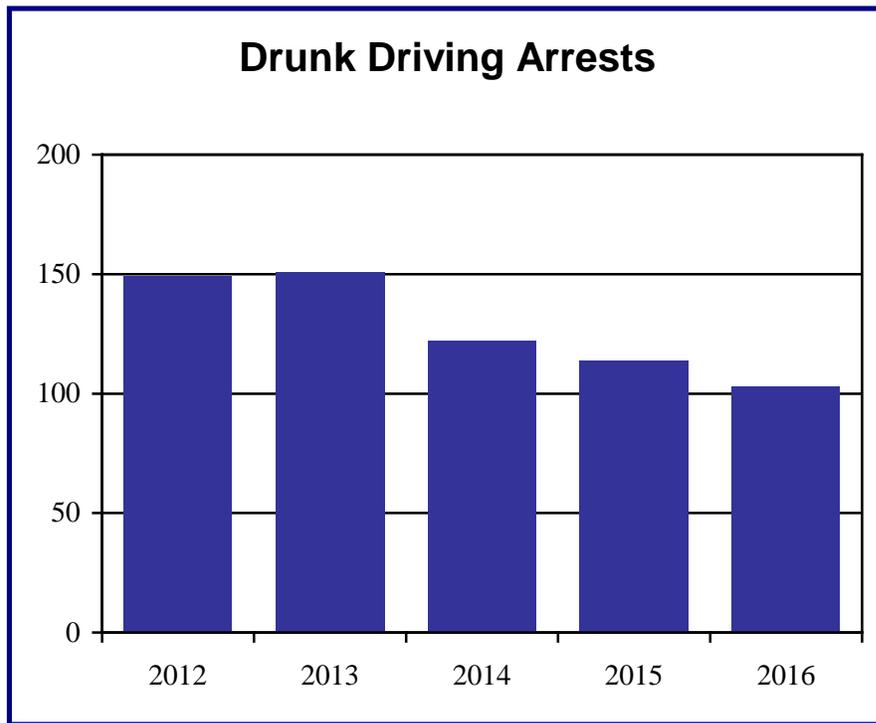
**TOTAL** **3,034**

## BREATHALYZER ACTIVITY REPORT

During 2016, the Holland Department of Public Safety arrested 103 subjects for operating a vehicle while intoxicated. This is a 10% decrease from 2015.

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 2016.



## 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 which allow 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



*PSD Henry/Officer Joe Slenk, Training Sergeant Scott Doza,  
PSD Niki/Officer Joel Reimink, and PSD Saro/Officer Jeremy Schoen*

The Holland's K-9 Unit completed its fifteenth full year of service in 2016



## *K-9 Activity*

Incident Type	2015	2016	% Change
Building Searches	3	3	0
Felony Arrests with K-9	42	29	-30.95
Misdemeanor Arrests with K-9	42	45	+6.67%
Narcotic Search Hits	127	152	+19.29%
Narcotics Value Seized	\$52,994	\$16,843	-68.22%
Tracks/Successful	53/23	26/8	-50.94%/-65.22%
Assist Other Department	28	17	-39.29%
Call-outs	13	12	-7.69%
Public Demonstrations/Attendees	31/1,645	20/6,515	-35.48%/+296%
K-9 Application Calls	241	187	-22.41%
Total Calls	1,668	1,288	-22.78%



*PSD Saro/Officer Jeremy Schoen*



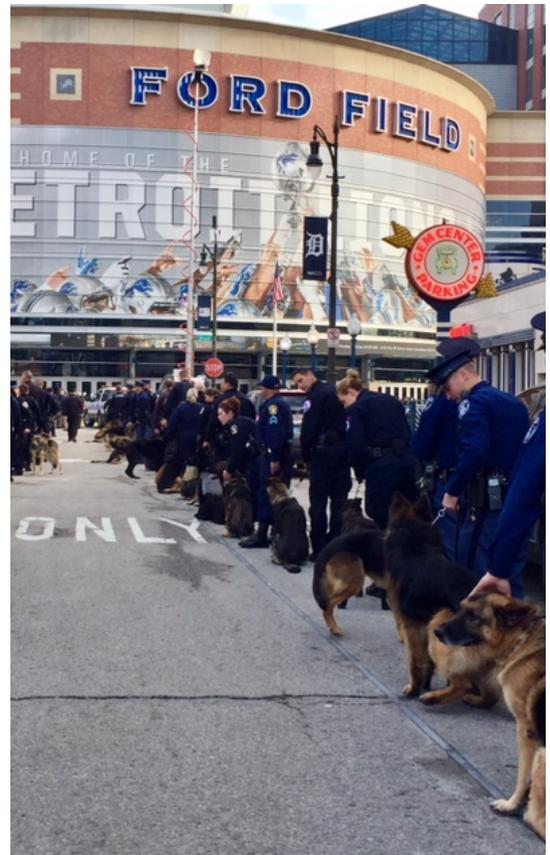
*PSD Niki/Officer Joel Reimink*



## HIGHLIGHTS

- 04.17.16 After reports of a subject shot at a fight at 1080 Lincoln we ended up conducting a felony stop on a party bus where witnesses stated subjects with guns boarded. We conducted a felony stop and eventually all 40+ passengers exited. SET was deployed and PSD Niki was used to clear the bus. No one else was located. PSD Niki was then deployed for a narcotics search where she showed interest in the bench cushions on both sides of the bus. She alerted to the back passenger corner of the bench along with the rear bench. During the search of these areas, we located three handguns and approximately 23 grams of marijuana.
- 06.16.16 PSD Niki/Reimink assisted WEMET on a search warrant regarding drugs and guns. During the search, we checked numerous rooms and had two alerts. In one room PSD Niki alerted to a coffee can in a closet where some marijuana and a scale were later found. Also in that room was approximately \$7,000.00 in cash near the marijuana and in a safe. Numerous guns were also located in different parts of the house, all leading towards a federal indictment.
- 07.07.16 WEMET Detectives requested the assist of HPD K9 for a search warrant at a residence on Maple Avenue. PSD Sara/Schoen searched the residence and located money and cocaine hidden in the rafters of the basement. Approximately \$1,340.00 in cash, 7.25 grams of cocaine, and 30 grams of marijuana were located.
- 12.24.16 In the early morning HDPS officers responded to West 14<sup>th</sup> Street reference two suspicious suspects possibly breaking into cars. HDPS officers responded to the area and located some tools and stereo equipment that had been dropped by the suspects. Officer Schoen/PSD Saro deployed on a track from the location of the stereo equipment on the sidewalk of West 14<sup>th</sup> near VanRaalte. As a result, Schoen/Saro located two suspects fleeing the area on foot and noticed one of them had the same track imprint that was left on scene of the original car larceny. The subjects fled from Schoen/Saro but at the end of the track one of the suspects was apprehended trying to jump a fence and a short time later the second suspect was located by Schoen/Saro hiding under a car on West 9<sup>th</sup> Street. These suspects were found to be in possession of over \$5,000.00 in stolen goods from their evening crime spree. The items were returned to their rightful owners.
- 12.30.16 PSD Niki/Reimink was called to assist OCSD on an aggravated domestic where the suspect fled on foot and deputies were in foot pursuit. I arrived on scene and was told the suspect was last seen running into the woods. PSD Niki began tracking the suspect through the woods and was located a short distance away standing near a fence.

# K9 Processional for Fallen Wayne State K9 Handler Collin Rose



## BICYCLE INVESTIGATIONS

	<u>2014</u>	<u>2015</u>	<u>2016</u>
Number stolen with license	25	11	12
Number stolen without license	79	113	89
Number of found complaints	123	168	120
\$\$ amount bicycles stolen	\$26,087	\$24,445	\$24,960
\$\$ amount of bicycles recovered	\$3,335	\$2,820	\$2,700
Number of arrests	1	0	2
% of number stolen that were recovered	9%	13%	16%



	<u>Number Stolen</u>	<u>Number Recovered</u>
January	0	0
February	0	0
March	2	1
April	5	1
May	7	2
June	11	0
July	13	0
August	21	1
September	15	1
October	13	4
November	12	4
December	2	2
<b>TOTAL</b>	<b>101</b>	<b>16</b>

## TRAINING



*Officer Curt Young at Police Motorcycle School*

<u>COURSE</u>	<u>HOURS</u>
58 <sup>th</sup> District Court Orientation for L.E.	4
Active Shooter	228
Advanced Flasher Box & Bootloader for Mobile Forensics	24
Advanced Roadside Impaired Driving Enforcement Program	112
ALERRT Training	12
Applied Leadership Principles	16
Arresting Communication	48
Background Investigation	96
Basic Radar – Basic Speed Operator	96
Basic SWAT	80
Be Nice Training	88
Below 100	14
Blackbag Tool Training	32
Bloodborne Pathogens	54.5
Child Passenger Safety Renewal Course	8
Children’s Assessment Center Conference	32
Choreographing the Use of Force	20
Community Crisis / Relations	32
Crisis Negotiation Team	32
CPR, AED, First Aid	110
Crime Prevention Association of Michigan Conference	64
Cyber Security Conference	16
Datamaster DMT Training	8
Electronic Satellite Pursuit Video	53
Eyewitness Identification	3

Fair & Impartial Policing	40
Field Training Officer	40
Firearms – Glock Transition	234.5
Firearms Instructor School	64
Forensic Pathology for Investigators	36
Glock Armorer	24
Hate Crime Training	16
Haz-Mat	112
High in Plain Sight	36
Honor Guard Basic	40
Hostage Negotiators Conference	28
HTCIA	32
Human Trafficking	18
ILEETA Conference & Expo	80
Incident Command System Training 300	48
Instructor Training	120
IPWDA National Workshop	80
K9 Training	555.75
Krav Maga Instructor, Series 1, 2 & 5	40
Lakeshore Region Summit on Racism	36
Leading by Legacy	16
Legal Update	188
LEIN TAC Update	6
Less Lethal Projectiles	39
Marijuana Trends: Huffing, Dabbling, Doping, Stash	20
Mechanical & Shotgun Breaching	32
Mental Health Training for Campus Safety Officers	6
Michigan Association of Traffic Accident Investigators	8
Michigan Biometrics Conference	32
Michigan No Kill Conference	21
MILO Video Simulator	94
Mobile – Field Reporting Training	120
Mobile Field Report Writing	208
Network Security Conference	16
Northwestern School of Police Staff and Command	400
Officer Field Training	3,760
Operation Jetway Training	24
Patrol Rifle Instructor Course	80
Physical Control Tactics – Instructor	40
Police Motorcycle Operator Training	320
Police Vehicle Dynamics Testing	8
Policing in the 21 <sup>st</sup> Century	20
Policy Updates A03 & A40	26.5
Precision Driving – Defensive Driving	48
Precision Driving – Emergency Driving	136
Profile & Tactics of Men Who Abuse Women Workshop	6
Range – 2 <sup>nd</sup> Weapon	13
Range – Course #1	58

Range – Course #2	52
Range – Course #3	3
Range – Course #4	59
Range – Rifle Training	78
Range – Traffic Stops	58
SET – Sniper Training	358
SET – Tactical Pistol Match	64
SET Training	732
Supporting Heroes in Foundational Training	32
Surviving Verbal Conflict: Verbal De-Escalation	16
SWAT Commander II	120
TAC DOGS Training Seminar	72
Taser Instructor Recertification	24
Taser Recertification	141
Techno Security & Forensics Investigations Conference	32
The Tactical Leader	8
Transformational Trainer	32
Understand & Mitigating Trauma with Families & Youth	8
Use of Force Video	18.5
Use of Force – Bag Reaction Drills	141
Use of Force – Control Tactics	262.5
Wellness – Crossfit	52
WMTOA Fall Conference	360

**TOTAL: 11,431.25**



**“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)**

## RESERVE UNIT



*Newly Appointed Reserve Captain Ross Koning with Captain Gerry Klaver*

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.



*Chief Matt Messer with New Police Reserve Officers Angela Badran, Gregory Kett, Andrew Mitchell, Dylon O'Bryant, Mike Owens, Chris Sanchez, and Jason Williams*

<u>TIME SUMMARY</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Volunteer Hours	2,489	2,705	2,534	2,464
Range Training Hours	165	124	154	269
New Officer Training	288	0	-	288
Meeting/Training Hours	731	804	939	538
<b>Total Non-Paid Hours</b>	<b>3,673</b>	<b>3,633</b>	<b>3,627</b>	<b>3,559</b>
Tulip Time	959	966	935	991
All Other	2,881	3,204	3,204	2,864
<b>Total Hours Paid</b>	<b>3,840</b>	<b>4,170</b>	<b>4,139</b>	<b>3,855</b>
<b>Total Paid &amp; Non-Paid Hours</b>	<b>7,513</b>	<b>7,803</b>	<b>7,766</b>	<b>7,414</b>



### Reserve Trainings

Use of Force-Bag Reaction Drills	80
Control Tactics	67
Directing Traffic	68
New World Mobile Software	154
Range – 2 <sup>nd</sup> weapon	2
Range – Glock Transition	52
Range – Quarter #1	36
Range – Quarter #2	46
Range – Quarter #3	35
Range – Quarter #4	21
Video Simulator – Live Fire	82.5
MILO Video Simulator	210
<b>TOTAL</b>	<b>853.50</b>

## RESERVE OFFICER OF THE YEAR



*Reserve Officer Matt Stilwell*

The Holland Department of Public Safety Police Reserve Officer of the Year Award was announced at the annual reserve banquet with Matt Stilwell being the recipient.

Matt was nominated by his peers for his professionalism, great attitude, teamwork, and humbleness. He is always willing to help and has earned the respect of other reserves and supervisors. Matt attends the vast majority of the training sessions and regularly comes in to help for an immediate assignment when needed.

The Holland Department of Public Safety is thankful for Matt's dedication to the police department and this community. Reserves assist with many functions such as parades, sporting events, 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 Stilwell.

Reserve Stilwell lives in the Holland area with his wife and children.





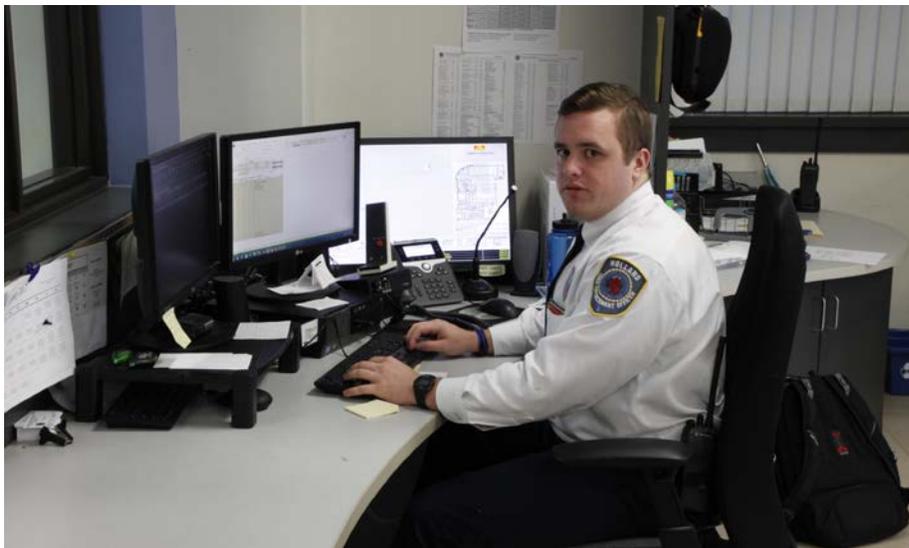
# ***SUPPORT SERVICES***

## **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



*Cadet Kyle Reinink*

## **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 30, 2016 and October 22, 2016. The department collected 1,638.8 pounds of medications in 2016. 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.

## 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.

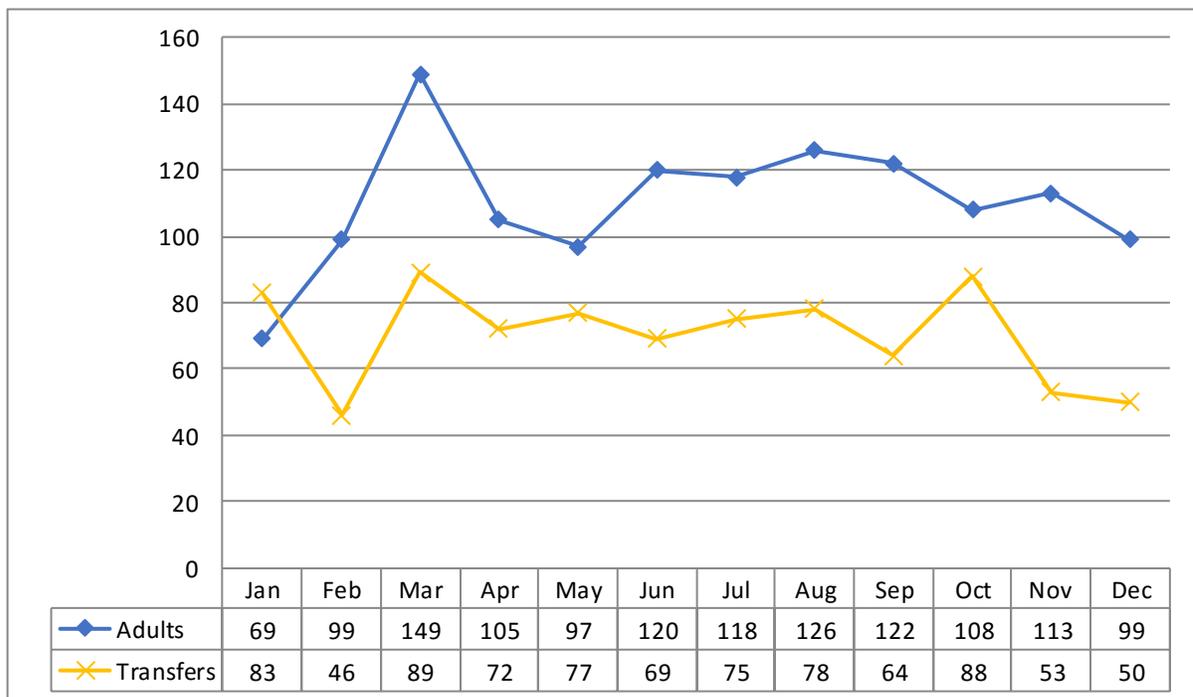
	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Handgun Purchase Permits	256	198	108	156	212
CCW Pistol Sales Record Processed	202	503	433	502	570
Local Federal Firearm Purchases		133	173	117	152

## 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.

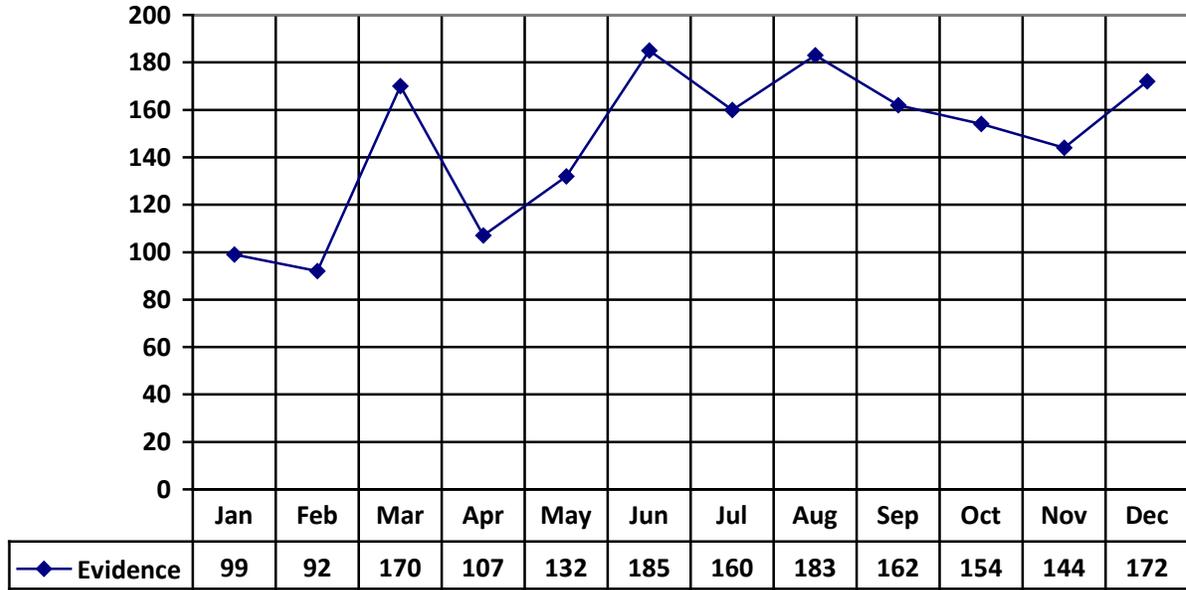
In addition to maintaining lock-up operations, the officers work closely with the 58<sup>th</sup> District Court for court appearances, arraignments, pre-trial conferences, and bond screening.

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>1,325</b>
<b>County Inmate Transfers</b>	<b>844</b>
<b>Total Jail Inmates</b>	<b>2,169</b>

# EVIDENCE COLLECTED REPORT



**Total Items taken into Evidence 1,760**

**Disposition of Items:**

Destroyed	<b>2,602</b>
Returned to Owner	<b>185</b>
Auctioned	<b>41</b>



## CODE ENFORCEMENT ACTIVITY



*Cadet Removing a Raccoon from a Chimney*

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>2014</u>		<u>2015</u>		<u>2016</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	1,761	1,142	473	2,723	1,667	2,077
Handicapped Tickets	13	21	25	17	16	14
Ordinance Tickets	214	476	280	392	163	178
Yard Parking Tickets	21	135	4	96	19	27
<b>Total</b>	<b>2,009</b>	<b>1,774</b>	<b>782</b>	<b>3,228</b>	<b>1,865</b>	<b>2,296</b>
<b>Grand Total</b>	<b>3,783</b>		<b>4,010</b>		<b>4,161</b>	

### PROCESSING

Parking Notices Issued	288	76	64
Civil Infractions	2	3	1
Vehicles Booted	5	5	5

### PARK PATROL

General Incident Reports	8	8	15
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## ANIMAL CONTROL DIVISION



<u>ACTIVITY</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Dog Complaints	132	136	142
Other Domestic Animal Complaints	20	12	3
Wildlife Complaints	0	6	12
 <b><u>ENFORCEMENT</u></b>			
Dogs at Large -			
warnings issued	30	19	36
court tickets	0	1	0
Unlicensed Dogs -			
warnings issued	1	2	0
court tickets	0	0	0
Dog Bites -			
warnings issued	9	13	22
court tickets	0	0	0
Neglect/Abandoned -			
warnings issued	4	5	10
court tickets	0	0	1
Barking Dog Complaints			
warnings issued	28	7	15
court tickets	1	0	0
Other Violations			
warnings issued	16	24	13
court tickets	0	0	0
Dog pickups	47	47	32
Cat pickups	59	77	56
Wildlife pickups	1	5	7
Abandoned vehicles processed	12	19	15



*Quilt Donation to VSU from Big Red Quilters' Guild*

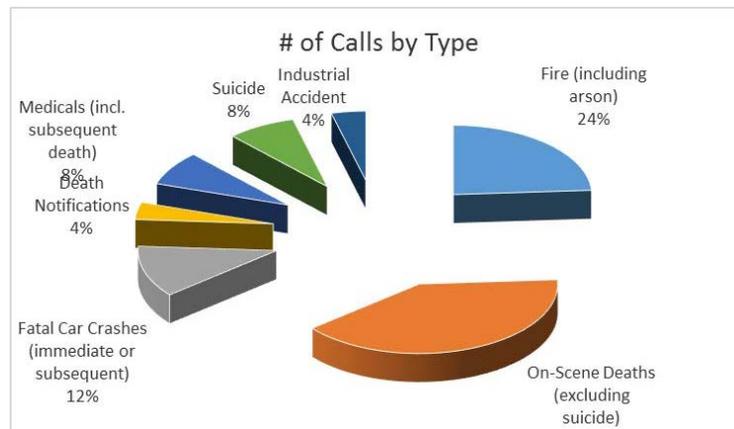
# ***VICTIM SERVICES UNIT***

## VICTIM SERVICES ACTIVITY

The Victim Services Unit consists of 15 members (16 members when fully staffed). The program began the winter of 1996 and became active taking calls early 1997. Over the course of the program the unit has responded to 542 calls and spent 2,965 in man hours (not including training, meetings, public events, etc.). During 2016, the members responded to 25 events with combined volunteer service hours totaling 141. 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	2015	2016
On-Scene Deaths (exc. suicide)	14	10
Person Injury Car Crash (no fatalities)	1	0
Suicide	4	2
Fatal Car Crashes (immediate or subsequent)	3	3
Fire (inc. arson)	3	6
Medicals (inc. subsequent death)	2	2
Homicide	1	0
Death Notifications	0	1
Industrial Accident	0	1
<b>Total Calls</b>	<b>28</b>	<b>25</b>
<b>Total Hours</b>	<b>162</b>	<b>141</b>





## VOLUNTEERS IN POLICE ACTIVITY

The Holland Volunteers in Police Services (VIPS) was originated early in 2013. The program began with twelve (12) original volunteers and was formally adopted on January 16, 2014 with an oath of office ceremony. The VIPS program currently has 18 volunteers.



Holland VIPS has been successful at every measure. 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 over the past year been a vehicle of good will and provided a “public service ambassador” role to the general public and youth of the City of Holland.

VIPS Volunteers are not utilized to replace sworn officers or other paid positions but rather to enhance the overall efficiency and effectiveness of the Department of Public Safety - Police Division. Their efforts have increased the services that the Department is able to provide to the community. The program further has encouraged and provided opportunities for citizen participation and also increasingly provides a positive experience for volunteers that will enhance their knowledge and skills. Above all the program has provided a very positive coactivity with public safety and each volunteer serves with great pride and respect.

	<b>2015</b>	<b>2016</b>
Parking Citations	86	76
House Checks	108	132
Park Checks	373	329
Community Events	23	19
Total Hours	1,533	1,013



*Community Policing Officers Dan Keuning and Nicole Hamberg*

# ***SCHOOL AND COMMUNITY INVOLVEMENT***

## SCHOOL AND COMMUNITY PROGRAMS

### ELEMENTARY SCHOOLS

K-9	10
Police	5
Respect	1
Safety	2
<b>TOTAL</b>	<b>18</b>

### MIDDLE SCHOOLS

K-9	1
<b>TOTAL</b>	<b>1</b>

### HIGH SCHOOLS

Drugs	4
Intimidation	1
Law	3
Safety	1
<b>TOTAL</b>	<b>9</b>

### COLLEGE

Police	1
Stress	1
<b>TOTAL</b>	<b>2</b>

### COMMUNITY PROGRAMS

Citizen Police Academy (24 citizens)-multiple classes	
Coffee with a Cop (70 citizens)-3 events	
Cookout with Cops (300 citizens)-3 events	
Fraud (50 citizens)-1 event	
Junior Police Academy (40 kids)-multiple classes	
Miranda Park Party (700 citizens)-1 event	
National Night Out (approx. 3,000 citizens)-1 event	
K-9 (300 citizens)-1 event	
Safety (840 citizens)-26 events	
Winterim (22 Students)-multiple classes	
<b>TOTAL</b>	<b>39</b>





***Boys and Girls Club Awards Presented at Midtown Center  
Candidates Pictured with Community Policing Officers Dan Keuning and Adam Sokolove***



***Boys and Girls Club Open Community Forum  
Matt Messer, Chief of Public Safety Services, members of the Holland Police Department and Ottawa County Sheriff's Department spoke with staff and members of the Boys & Girls Club of Greater Holland. The gathering was an opportunity to get to know one another and provided genuine conversation about all working together as members of our Holland community.***



*Citizens Appreciative of Officers' Dedication, Service, and Protection*



*Biggby Coffee Give Away*

## COMMUNITY PROGRAMS AND OTHER RESPONSIBILITIES

Adult Crossing Guard Supervision and Training  
Alcohol Prevention Task Force  
Allegan Substance Abuse Prevention  
Bicycle Safety  
CHOOSE Drunk Driving Task Force  
Citizens Police Academy  
Coffee with a Cop  
Cookout with Cops



Crime Prevention Presentations and Pamphlets  
Distracted Driving Conference  
Heights of Hope  
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  
Job Shadow Programs  
Junior Police Academy  
Lakeshore Alliance Against Domestic and Sexual Violence (LAADSV)  
LAUP Fiesta  
LAUP Youth Leadership Seminar  
Law Enforcement Career Day  
Leadership Holland Involvement Ride-A-Longs  
Michigan Prisoner Re-entry Initiative  
Miranda Park Party  
National Night Out Committee & Event  
Neighborhood Block Parties  
Neighborhood Leadership Academy  
OSAP (Ottawa Area Substance Abuse Prevention)  
Parole Officer Ride-Alongs

Police Community Relations Commission  
Racing Through Education Conference  
Recovery Fest  
Responsible Beverage Service Task Force  
Smoke Free Ottawa Committee – Health Department  
Special Events Sponsored by the Recreation Department, Businesses, and Organizations  
SLIC (Student Leadership Initiating Change)  
WMCJTC (West Michigan Crime Justice Training Consortium)  
West Michigan Traffic Safety Committee

***Stratford Way/Abbey Court Cookout***



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



## 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 31<sup>st</sup> class of the Holland CPA was completed in 2016.

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 of 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 Sergeant Larry Matzen Accepts Donation from Meijer Inc.***

## JUNIOR POLICE ACADEMY



In 2016, the Holland Department of Public Safety completed its 18<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 Lost City 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

The City of Holland celebrated its 25th Annual National Night Out on Tuesday, August 2nd 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 2016 National Award Winner (among the top 1%) 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.



A special guest this year was Dave Rozema a former Detroit Tiger who signed autographs and served as the judge for the Pie Eating Contest. 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.



*Community Policing Officer Dan Keuning*



*K9 Officer Joe Slenk*



*Community Policing Officer Joel Serna*

Some of the events included:

- Music by KaR Tunes, a classic rock duo
- Pie eating contest for kids and new this year was an adult contest
- 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
- Police/Community Relations Committee Awarded a college scholarship



*K9 Officer Joel Reimink*



*Community Policing Officer  
Dan Keuning*

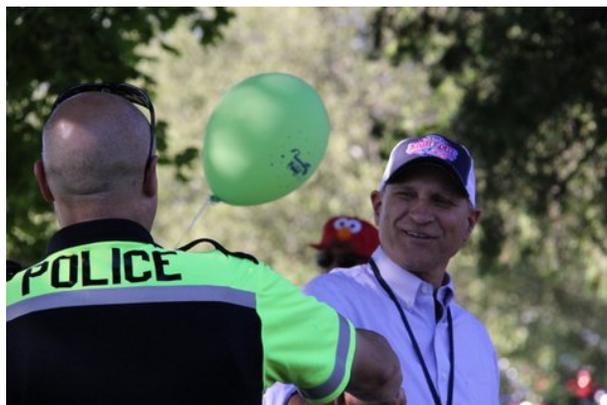


***Community Policing Officer Adam Sokolove, Community Policing Sergeant Larry Matzen, Police Community Relations Scholarship Recipient Christian Slenk, and Community Policing Officer Dan Keuning***

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.



***K9 Officer Joe Slenk (on right)***



***City Manager Ryan Cotton (on right)***



*Swearing in Ceremony of New Officers*

*Officer Brian Spykerman, Officer Steffon Mayhue, and Captain Bob Buursma*

# ***STAFF CHANGES***

**NEW PERSONNEL**



*Officer Steffon Mayhue*



*Officer Brian Sykerman*



*Maintenance Heather Brouwer*



*Desk Assistant Anna Borowski*

**DEPARTED PERSONNEL**



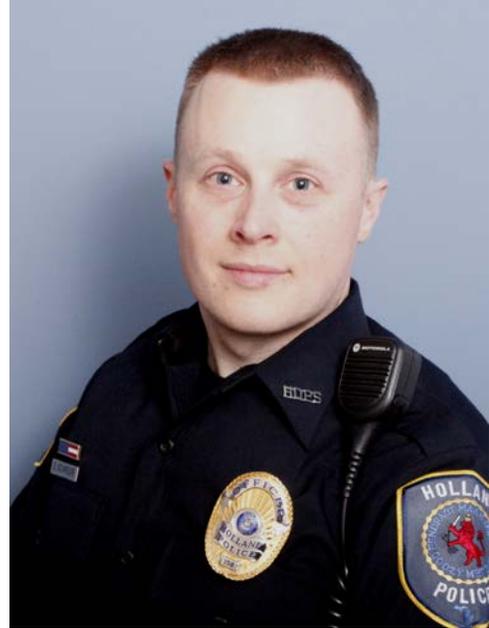
***Captain Jack Dykstra  
Resigned after 27 years of service***



***Officer Kirk Croff  
Resigned after 14 ½ years of service***



***Officer Troy DeWys  
Resigned after 11 years of service***



***Officer Eric Schreur  
Resigned after 1 year of service***



***Jim Broderick, Maintenance  
Resigned after 7 years of service***



***Gerry Klaver, Police Reserve Captain  
Resigned after 37 years of service***



*Henry, K-9 Partner of Officer Joe Slenk  
Retired after 8 years of service*

## MEMORIAL TO K-9 HENRY

Shortly after K-9 Henry's retirement, he weakened and passed away. He was laid to rest with his favorite squeaker tennis ball. He was draped with an American flag.

R.I.P. Henry  
6.12.06-12.16.16

He was your friend,  
your partner, your defender,  
your dog.

You were his leader,  
his love, his life.

He was yours, faithful  
and true, to the last  
beat of his heart.

-author unknown



*K-9 Henry and Officer Joe Slenk*

# FIRE SERVICES



## 2016 ANNUAL REPORT



## **Dedication**

The department's 2016 annual report is dedicated to (Ret) Firefighter/EMT Ted Slenk. Ted served the department and community for over 37 years. He retired in February 2013. On October 7, 2016, Ted lost his valiant battle with Cancer.

We thank Ted for his service, being a member of our team and for the friendships we shared. You will not be forgotten.



# FIRE SERVICES ANNUAL REPORT—2016

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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

As noted last year the term “size-up” refers to a process utilized by the first arriving person on the scene of an incident. The process is utilized to analyze the current status of an incident and determine the personnel and resources to manage and mitigate the problem. In simple terms “size up” can be defined as; what is the current situation, what we need to do to address the problem and identifying the resources needed to mitigate or address the problem. This report contains brief summaries or “size ups” of this process at work in a number of our program areas or “Mission”, these include, Fire Prevention & Inspections, Emergency Medical Services and Buildings and Grounds.

Some highlights worth noting include an upward trend in total responses from 2015. The increase amounts to just over a 2.35% increase in total calls from 3456 in 2015 to 3537 in 2016. This increase can be attributed to increases in medical calls, fire calls and false alarms. Of the increase, 856 additional calls are classified as others. These calls classified as “other” are those that could be considered 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 can't be found in this report is the number 9. 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, 7 of these were a result of immediate use of NARCAN. The other was a result of a combination of quick response, use of AEDs and advanced airways. One of the 9 was saved from a basement fire back in May and required the use of non-traditional tactics with minimal staff on scene. If a rescue was to be made it had to happen when it did. Any delay or waiting could have had a different outcome. This individual was transported to Holland Hospital and received CyanoKit that would not have been there were it not for the innovation and influence of our personnel.

Success stories like the ones contained in this letter do not happen without preparedness and support. This is why I suggest that the fire service and specifically our department should be measured by our ability to meet the potential needs of our community and not simply evaluate it by how many responses we have every year. Long

gone are the days that it was assumed that personnel sat around playing Cribbage waiting for the next fire.

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

Our personnel are committed to reinventing the services we provide and while the public perception may be that public safety services are expensive, we are able to provide a trained, motivated and well equipped all hazards response team for less than 25 cents per day, per resident.

With popular shows like Rescue Me and Chicago Fire portraying a non-realistic perspective of the fire service, it is difficult to remind the public that there is more to the people that serve them than bad drama and sensationalism. It may not just be the fire truck speeding to an emergency that saves lives but perhaps the behind the scene activities that play a much bigger role in doing so.

The valuable, behind the scene activities happen every day within our department and as I have stated in the past it is my privilege to be able lead and share in the meaningful work and preparation that goes into doing this for our residents. This would not happen without a group of professional full and part-paid firefighters that are committed to our mission and our community. This report outlines not only the calls and the numbers but the data that tells the story of how it happens ever day.

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 23 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 23 part-paid members carry pagers and are on call around the clock to respond primarily to structure fire incidents. The total FY-2017 budget for fire department personnel, operations and capital outlay is \$2,945,195.

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



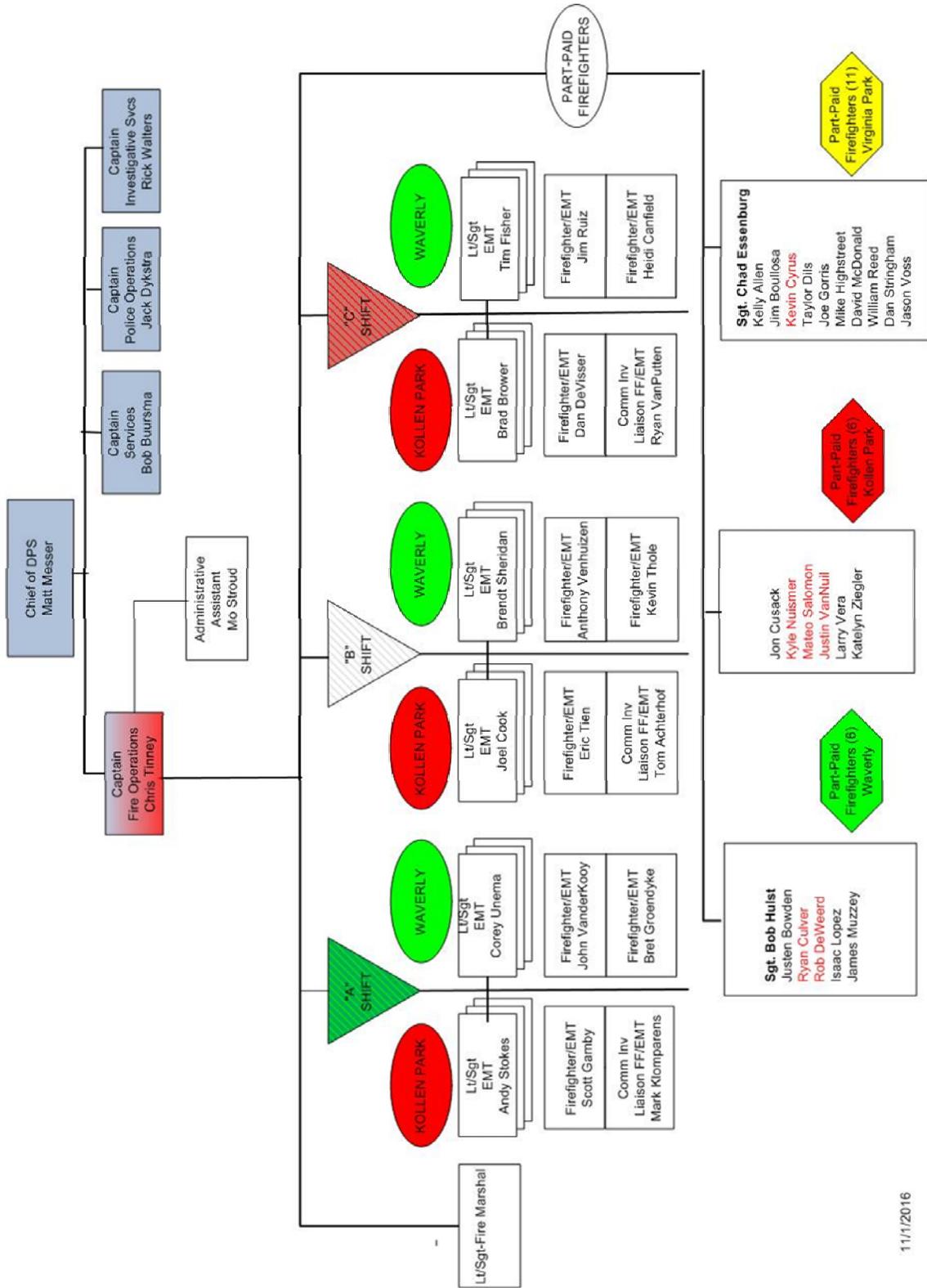
## **"Our History" & "Size-Up" (continued)**

The department responded to 3,537 incidents in 2016. As is typical with fire departments across the country, about 62.9% of those responses were medically-related. In addition to false alarms, hazardous conditions and service calls, the department responded to 104 fires in 2016. Those fires exposed approximately \$171 million worth of property, and resulted in a direct fire loss of \$696,415; with a property saved/property exposed ratio of 99.2%. More importantly the department is able to correlate the saving of 9 lives as a direct result of timely and professional fire and emergency medical services.

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 4 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



11/1/2016



## FIREFIGHTER OF THE YEAR

### FULL-TIME FIREFIGHTER OF THE YEAR



**Firefighter/EMT Bret Groendyke**

Firefighter/EMT Bret Groendyke was name Holland Department of Public Safety's Firefighter of the Year for 2016. Bret was appointed to the department on April 22, 2013 as a firefighter /EMT. A graduate of Grand Valley State University, he earned a BS in Geography with a minor in Criminal Justice. He recently completed certification as a Fire Inspector I through the National Fire Protection Association (NFPA). He also holds certification as an EMS Instructor Coordinator which allows him to provide in-house continuing education to our personnel and those from the outside that wish to attend.

As an Instructor Coordinator, he has further developed the department's State Recognized Continuing Education Program making it one of the most comprehensive and quality programs in the area. All of this contributes to a department that delivers a very effective prehospital medical program that is current but always seeking new and innovative methods of promoting and delivering EMS in our City.

A quality that is identified in Bret is his passion for EMS and the delivery of quality care to our residents. He takes a personal interest in customer service and advocating for our community members in their time of need. He is recognized as an innovator and consistently looking at ways to promote and improve our EMS service delivery model. An example is the implementation of the CyanoKit for fire victims and others ex-



## **FIREFIGHTER OF THE YEAR (continued)**

posed to Cyanide. He was also instrumental with assisting with some of the technical aspects of our NARCAN program to treat Opioid overdoses

Another example of innovation is his involvement with the research and development of a program to expand the scope of practice for the administration of epinephrine through a traditional syringe rather than the costly auto-injectors. This reduces the per cost dose of epinephrine from \$600 to roughly \$15.

Bret is recognized by his peers for his very positive attitude and his willingness to help anyway he can. Bret is a great team player and actively works to promote others as well as the department wherever opportunities present themselves. In summary he truly demonstrates the department values of Integrity, Respect, Professionalism, Compassion and Dedication on a regular basis.



## **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 year 2016 as well as to inform you of needs for the short and long term.

There were no major construction projects that took place during the calendar year 2016, however we are currently underway with the bid process for the kitchen remodel job at the Kollen Park facility. This project is intended to bring much needed modernization to the living quarters portion of the facility with the intention of bringing it to a point that we do not need to touch it again for many years to come. This is the first of three phases in this building that we would like to keep moving forward with. The next phase will include a complete garage renovation that will include painting, radiant heat installation, new water and air lines, to better accommodate daily vehicle maintenance, and an upgrade of the speaker/notification system. We will also be talking about using some existing garage space for a more appropriate fitness area. (The area that will be repurposed is addressed further down in this report.) Again, this facility has served us well, but now that we know that we will be operating from here for many years ahead, it is imperative that we address long standing issues.

We are also in the discussion phase of how to make the Waverly facility more appropriate for how we operate in today's world, short of a full knock down and rebuild. We strongly feel that there are options that would allow us make use of the existing garage structure for training along with building a new garage facility to the north of the living quarters, (large enough to accommodate the space re-purposed from the Kollen Park facility.) Under this plan, the current living quarters would remain in place, but would be given a light remodel. If this concept were given appropriate support, we would be able to address most of the issues brought to you by GMB on January 14, 2015, such as separate men's / women's restroom facilities.

Appropriate training facilities for keeping firefighting hands on skills up to par is something that we are sorely lacking. When the east parking lot at the Waverly facility was replaced in late 2015, there was a concrete pad installed for the purpose of replacing the wood training structure that was razed in the mid 90's. This structure would allow us to train within many facets of firefighting, without having to travel to another facility or make special arrangements beforehand, all of which take time. This structure would also have elements that would allow for physical fitness and be a more permanent set-up for physical agility testing, a requirement of our hiring process.

I would like to highlight two positive things that have taken place in 2016, one in our own department and one that reached across department lines. The first is that Parks and Recreation has taken over the weekly mowing at the Kollen Park facility. With increased call volume and a 25% reduction in staffing, routine yard maintenance has



## **Buildings and Grounds (continued)**

been a struggle over the last few years. Having Parks and Recreation take over this task may seem like a small thing, but it has helped and we look forward to the goal of ultimately not having responsibility of yard work at all.

The second is that we are graciously allowed time each week for building maintenance and repairs to be completed by the maintenance person regularly assigned to the Police building. This has been a great help due to the fact that minor repairs can be accomplished in a timelier manner without taking fire personnel away from tasks that are more fire service oriented. 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. We are again stressing the need for this person. The City owns and operates many facilities worth many millions of dollars, with significantly more on the way with the addition of the new Civic Center. It is imperative that we have a person that is familiar with all building mechanicals so that appropriate decisions can be made related to building specs, maintenance and repair. This concept will ultimately bring standardization to our facilities, saving time and money.



## Emergency Medical Services by Lieutenant Stokes and Team Members

As in years past, the EMS division has been dedicated to providing the best possible medical first response service to the citizens of Holland. This tradition, without a doubt, continued in 2016.

Training remained the primary focus throughout the year. Holland Fire Department personnel collectively attended over 218 hours of medical continuing education. We also enhanced our C.E. sponsorship program by adding an additional 13 classes, bringing the total available training topics to 40.

Throughout 2016, several local businesses sought our services in providing CPR and first aid training for their staff. It was a pleasure providing this training for the following groups.

- Holland Civic Center - CPR/AED for 10 people
- Lakeside Smiles Dentistry - CPR/AED for 5 people
- Gazelle Sports - CPR/AED for 14 people
- Thermotron - CPR/AED for 13 people
- Hope College - CPR/AED, first aid and blood borne pathogens for 20 people
- Thermotron - Basic first aid for 20 people
- Miscellaneous CPR refresher for 6 people

As an organization, we are grateful to have individuals in our community, taking a proactive approach to safeguarding the health and safety of themselves and their employees. Having these additional trained personnel within our city is a true asset to our department and the citizens of Holland.

During 2016, the department documented nine saves. A save is defined as a situation where without intervention from Holland firefighter/EMTs, the patient would not have survived the incident.

Six of the above mentioned saves were responses to persons that overdosed on Heroin. Each of these individuals was in near respiratory arrest, breathing less than four times per minute. Fire personnel administered Nar can via nasal atomizer, reversing the effects of the Heroin and restoring the patient's respiratory drive. In most cases, this was accomplished prior to the arrival of advanced life support.



One save resulted after the response to a local manufacturing



## Emergency Medical Services (continued)



facility for a subject in cardiac arrest. Fire personnel arrived and took over care from employees who had initiated CPR. Initial analysis by our AED showed no shockable rhythm. After several minutes of CPR, the AED reanalyzed and we were able to deliver two separate shocks. At the time of transport, the patient had a strong pulse and sustained respirations.

The eighth save occurred at a local vehicle repair facility. Fire personnel arrived to find a male subject in cardiac arrest. The patient had been defibrillated once by the company owned AED. Fire personnel started CPR and delivered a second shock from the company's AED. The Patient had spontaneous return of a pulse and respirations. He became semiconscious and was beginning to resist treatment. Paramedics arrived and continued with patient care. The patient went into cardiac arrest again and was defibrillated eight more times. Pulses and respirations were restored a second time and the patient was transported to the Hospital. After receiving several stents and a two day hospital stay, the patient was released and is currently doing great.

The ninth save was a coordinated effort of Holland fire fighters, Holland police and Holland Hospital. The Holland Fire Department was dispatched to a reported house fire with at least one occupant trapped. Firefighters quickly made entry though a basement egress window and located the unconscious male occupant. As fire personnel moved the patient toward the exit he regained consciousness and, with assistance, was able to exit the home. After several inquiries from command as to the whereabouts of our ambulance, the decision was made to transport the patient to the hospital via police cruiser. One firefighter/EMT accompanied the patient to the hospital, rendering treatment enroute. Once at the emergency department, the patient was treated with a Cyano kit which counteracts the effects of cyanide poisoning in the body. Without the quick actions of the three agencies, the resident likely would not be with us today.

Currently the department is working to procure two automated compression devices. These units consist of a rigid back board and arch structure which supports the compression module. The unit is designed to deliver uninterrupted, high quality compressions, freeing up a responder and eliminating disruptions in CPR. Neighboring depart-



## Emergency Medical Services (continued)

ments who use these devices have documented several saves after their utilization in cardiac arrest incidents. The Holland Fire Department wishes to recognize and thank Kellie Lincourt from Medi-lodge of Holland for her fund raising efforts and subsequent donation toward the purchase of these compression devices. We would also like to thank Metal Flow, Barber Ford of Holland, Robert DeNooyer Chevrolet, Cunningham Dalman and Lakeshore Family Chiropractic for their kind donations.



Recently, department personnel researched and presented another advancement in patient care to the Ottawa Medical Control Board Authority (OMCBA). The BEES initiative or Basic EMT Epinephrine Study, allows EMTs to draw up and administer epinephrine via syringe rather than auto injector. The BEES program was piloted in Oakland County in response to the excessive price increase in auto injectors. When implemented, Holland firefighter/EMTs will be able to provide the same treatment to patients suffering from anaphylaxis or asthma attacks at a fraction of the cost.

As we transition into 2017, your EMS division will continue our mission to develop a medical response service that is second to none.



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

### “Snapshot in Time”

Change, everybody wants change. Since the consolidation of the Holland Department of Public Safety a few things have changed. Just one change is staffing levels. Staffing levels have effected your apparatus fleet significantly. A good example of this is we now take the pumpers and ladder trucks everywhere we go and cannot take a smaller “rescue unit”. Believe it or not, this comes up in topic fairly often when speaking with the public as most believe all 18 of our people are on every day. After a brief discussion they understand that 18 is 24/7 coverage and leaves only 5 on per 24 hr. shift and we don’t have the luxury of going back to the station to get equipment or have staffing sitting around to bring it. Now you may ask what does this have to do with Apparatus, as call volume has increased again and the rescue trucks not running the majority of the calls, it puts extra miles on the fire trucks.

To try to put things in perspective here, our previous system, when running the smaller rescue units, would put 100k miles on in 20 years, an average of 5K miles a year on our larger apparatus. Currently we are averaging 9k miles a year. As you can tell we are putting on twice the miles we used to and if we stay status quo, we will need to replace trucks sooner.

Another consideration for concern is the ladder truck. This unit has some chassis rust



issues. Evaluations from our transportation services department and test agencies has revealed some frame concerns that could impact the safe operation of the truck in the next 3 to 5 years. This question was supported when during our last annual ladder test, the inspector advised the same concern for the rust issue. We are currently seeking ways to fix the issue including warranty, chassis re-mount, a spec truck replacement or another custom made unit. We are currently working with Captain Tinney on a strategy for future purchases.



## Training by Firefighters Thole and Venhuizen and Team Members

In 2016 a victim was rescued from a house fire on W 22<sup>nd</sup> St where freshly learned fire attack tactics were applied. Two separate medical emergencies (one involving CPR) requiring high angle rescue at the new power plant under construction are examples of the following:

1. Emergency outcomes can be tied directly to pre-incident training fire service completed in 2016.
2. Equipment capabilities are only as good as a responder's proficiency gained through training.
3. The wide plethora of emergencies we respond to, beyond just "fires", demands on-going training to expect proficiency.

In 2016 Fire Services hosted an ice rescue trainer class with Dive Rescue International attended by many neighboring departments as well as those from several agencies around the country. Holland Fire Services was able to certify 3 of our own members who are now delivering this specialized training to the entire fire division. Recognizing the ever-increasing real situation in Holland, as in many parts of the country, "there may be no-one ready to come get you". FF/EMT's Anthony VenHuizen and Kevin Thole attended the Fire Department Instructors Conference learning advanced "self-rescue" techniques. Subsequently they gained capital outlay approval for bailout kits. Each firefighter now has been provided with training that was completed at a local vacant home.



Other training Highlights from 2016:

- First arriving engine/truck operations at structure fires at Zeeland City training tower.
- Live fire behavior training at Allendale Township turn simulator.
- SEMCO Energy natural gas emergency response training at Holland Fire Department.
- HazMat response scenarios in conjunction with Hope College at A. Paul Schapp Science Center.

While we will strive to provide training that has demonstrated real results at local emer-



## Training (continued)

gencies we are not able to maintain proficiency in all areas with a training group largely made up of two full-time Firefighter/EMTs still performing all daily duties and a Captain who is tasked with running the entire administrative and operational duties of the Fire Services Division.



Allendale Live Burn Training



Ladder training



Water rescue training



Aerial truck training



Bail Out Kit Training



## Reduction in Insurance Services Office Rating

While at first glance this could appear to be a bad thing, it is actually quite positive and can provide savings to residential and commercial insurance premiums for our residents and businesses. The department and community was able to reduce our former rating of a Class 4 to a Class 3. The Insurance Services Office (ISO) is an organization that provides information regarding property/casualty risk to insurance providers from around the country. Insurers utilize this information and other factors, including actual loss, to determine risk and ultimately the cost of insurance premiums.

To provide this information ISO developed a rating system called the Public Protection Classification. This is in essence a rating of the fire protection for a community and incorporates the fire department, water supply system and emergency communications systems or 911. ISO evaluators will schedule visits to communities and conduct a comprehensive investigation of response history, training records, fire apparatus testing and maintenance and various other facets of the fire department which now includes public education, inspections and community risk reduction activities. The Holland Board of Public Works and Ottawa County Central Dispatch are also evaluated.

As a result of evaluations in 1992 and 2010 the City received a Class 4. In 2015 another evaluation was conducted by ISO. Through the efforts of Lt. Brendt Sheridan and others, documentation of the department was completed and submitted to ISO for review and consideration. As a result of their evaluation of the department, OCCDA and HBPW our rating was improved to a Class 3. For reference ISO has 10 classifications. Class 10 being the worst to Class 1 being the best.

Some reasons for this include the following:

- Credit received for Community Risk Reduction (Inspection & Prevention)
- Formal Automatic Mutual Aid Agreements & Full response to fires by all 3 stations and part paid personnel.
- Gaining credit for annual inspection and documentation of fire hydrants

Although there are a number of factors that go into how insurance rates are calculated, it is generally noted that an improvement in Protection Classification translates to reduced premiums. The department is currently investigating what this can mean to the community and we have reached out to insurance providers in the area to get an assessment on how this affects policy holders.

Finally, in the absence of a formal accreditation of the department, ISO Classifications can be a relative indicator of the quality of fire protection provided to a community. A review of ISO documents indicated that in 2015 there were only 3,056 communities throughout the United States that had a rating of Class 3.

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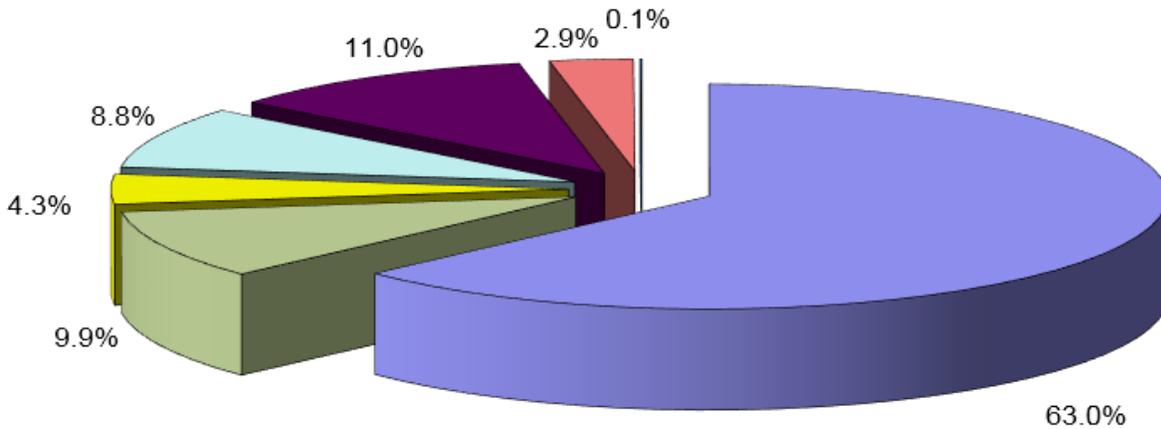
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## TYPES OF SITUATIONS FOUND FIRE SERVICES



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

Type of Situation	Incidents	Percent
Medical Emergencies	2228	63.0%
False Alarms	349	9.9%
Hazardous Conditions	151	4.3%
Service Calls	313	8.8%
Good Intent Calls	390	11.0%
Fires	104	2.9%
Others	2	0.1%
	3537	100.0%

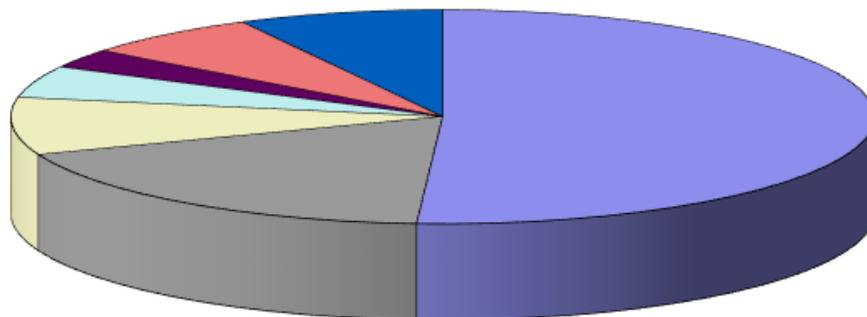


## FIRE INCIDENTS Classified by Property Types

Property Type	Incidents	Percent
Structures	53	51.0%
Vehicles	19	18.3%
Refuse	9	8.7%
Vegetation	5	4.8%
Fires/Explosion Not Classified	3	2.9%
Explosion/No Fire	7	6.7%
Outside of Structure	8	7.7%
	<u>104</u>	<u>100.0%</u>

## FIRE INCIDENTS CLASSIFIED BY PROPERTY TYPES FIRE SERVICES

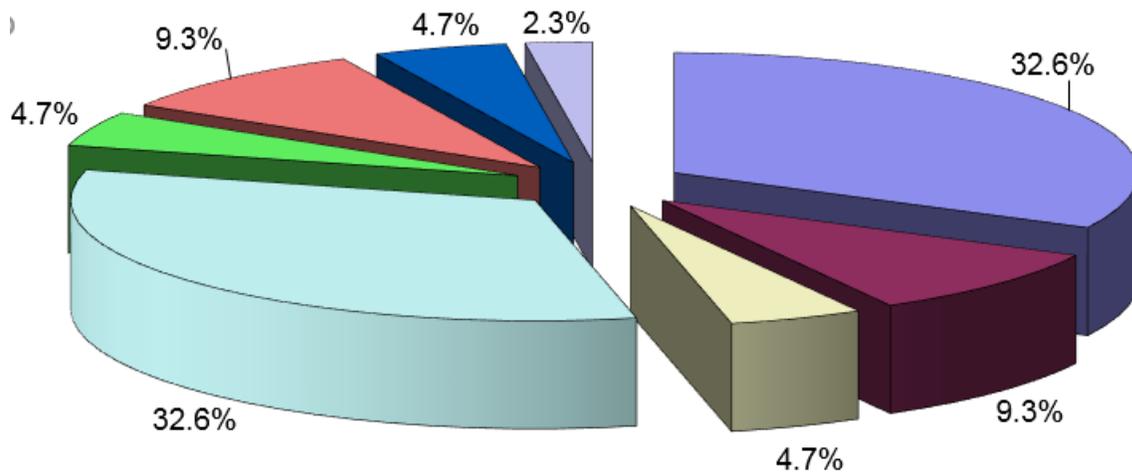
- Structures
- Vehicles
- Refuse
- Vegetation
- Fires/Explosion Not Classified
- Explosion/No Fire
- Outside of Structure





# 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	14	32.6%
Operational Deficiency	4	9.3%
Incendiary/Suspicious	2	4.7%
Misuse of Heat Source	14	32.6%
Design Deficiencies	2	4.7%
Other	4	9.3%
Misuse of Fuel Supply	2	4.7%
Natural Causes	1	2.3%
	43	100.0%

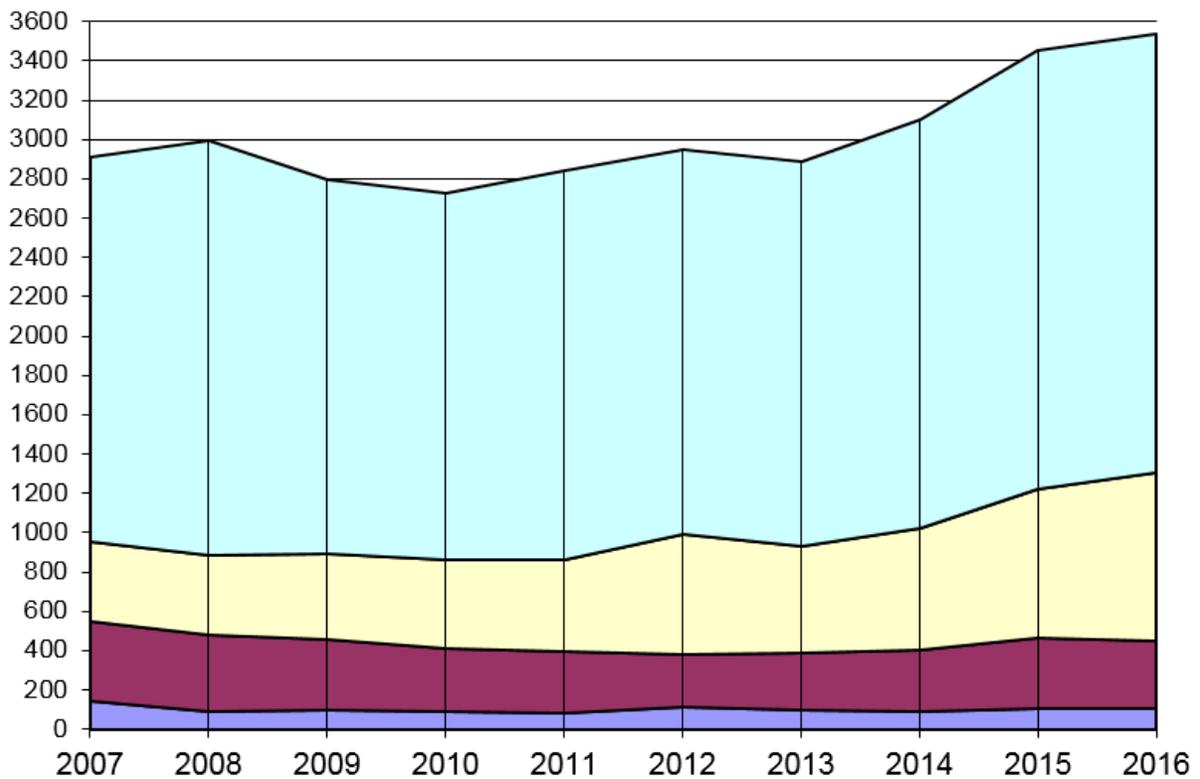


# 10 YEAR INCIDENT SUMMARY

Situation	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
<b>Fires</b>	146	89	94	87	84	112	99	93	105	104
<b>False Alarms</b>	405	393	362	321	311	268	286	308	358	349
<b>Others</b>	403	400	434	452	465	611	547	621	755	856
<b>Medicals</b>	1959	2112	1909	1865	1985	1954	1955	2079	2238	2228
<b>Total</b>	2913	2994	2799	2725	2845	2945	2887	3101	3456	3537

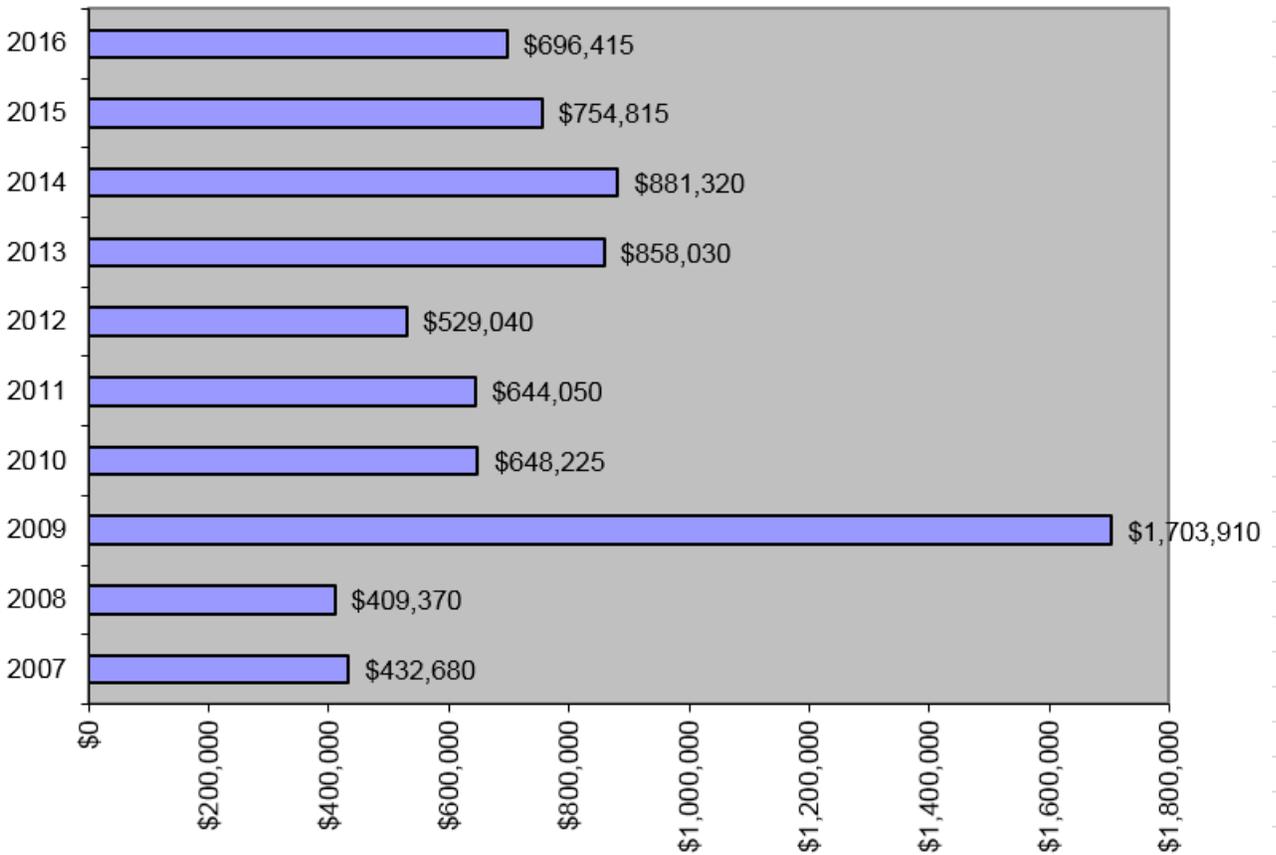
## 10-YEAR INCIDENT SUMMARY FIRE SERVICES

■ Fires    
 ■ False Alarms    
 ■ Others    
 ■ Medicals





## PROPERTY LOSS SUMMARY FIRE SERVICES

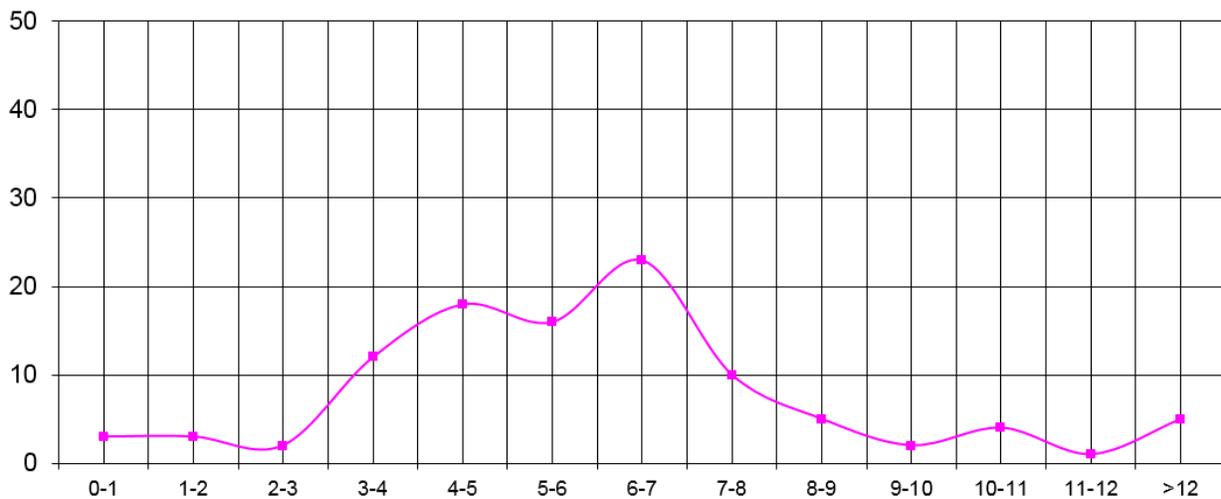




### TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

MINUTES	FIRES	EMS	OTHER	TOTAL	PERCENT
0-1	3	28	69	100	2.8%
1-2	3	22	13	38	1.1%
2-3	2	122	41	165	4.7%
3-4	12	302	91	405	11.5%
4-5	18	483	167	668	18.9%
5-6	16	474	172	662	18.7%
6-7	23	348	145	516	14.6%
7-8	10	199	97	306	8.7%
8-9	5	114	66	185	5.2%
9-10	2	59	43	104	2.9%
10-11	4	36	32	72	2.0%
11-12	1	9	11	20	0.6%
>12	5	32	34	71	2.0%
cancelled on route				293	8.3%
	104	2228	981	3537	100.00%

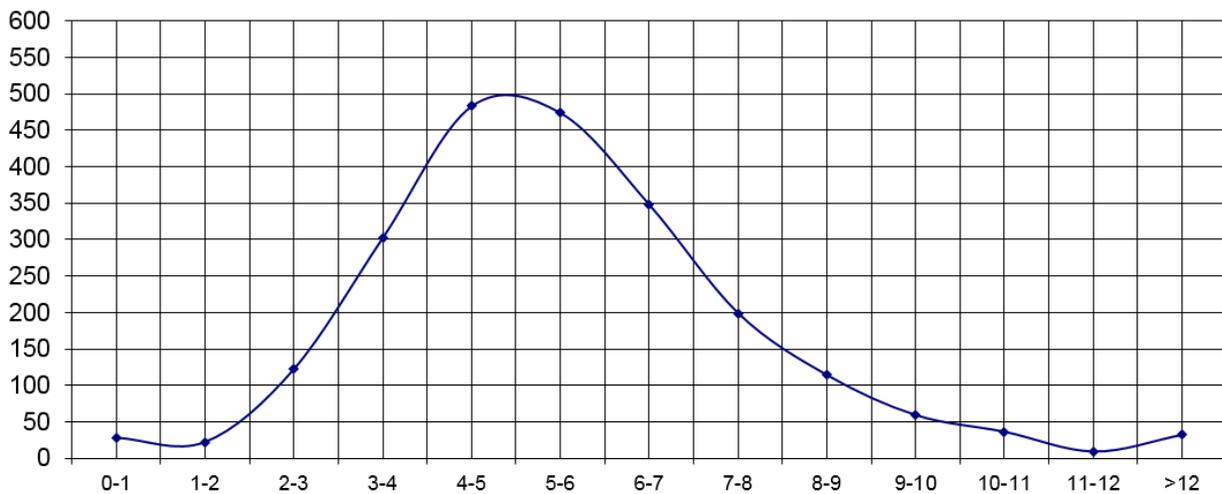
### RESPONSE TIME - FIRES FIRE SERVICES



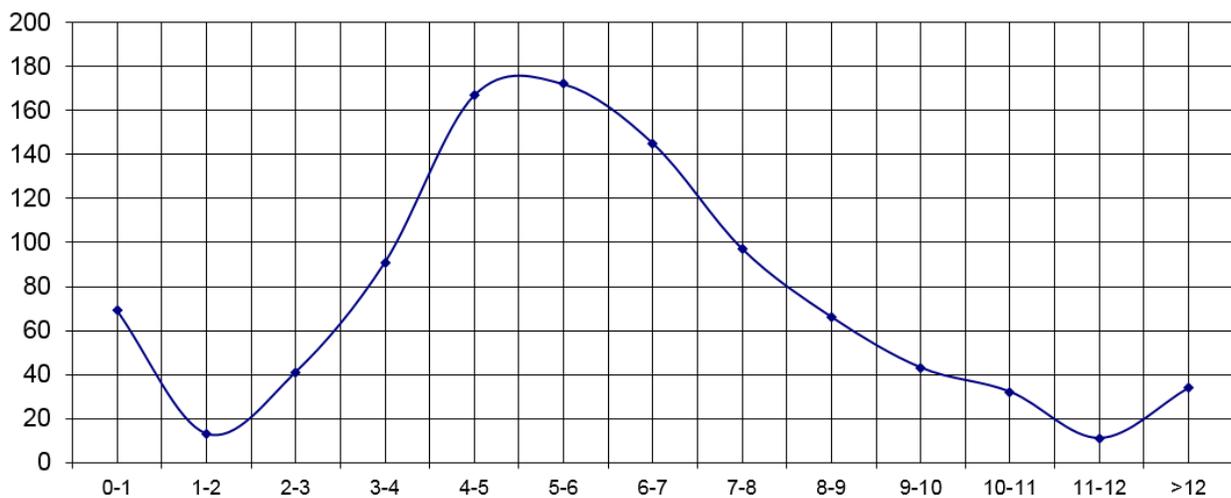


## TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

### RESPONSE TIME - EMS CALLS FIRE SERVICES

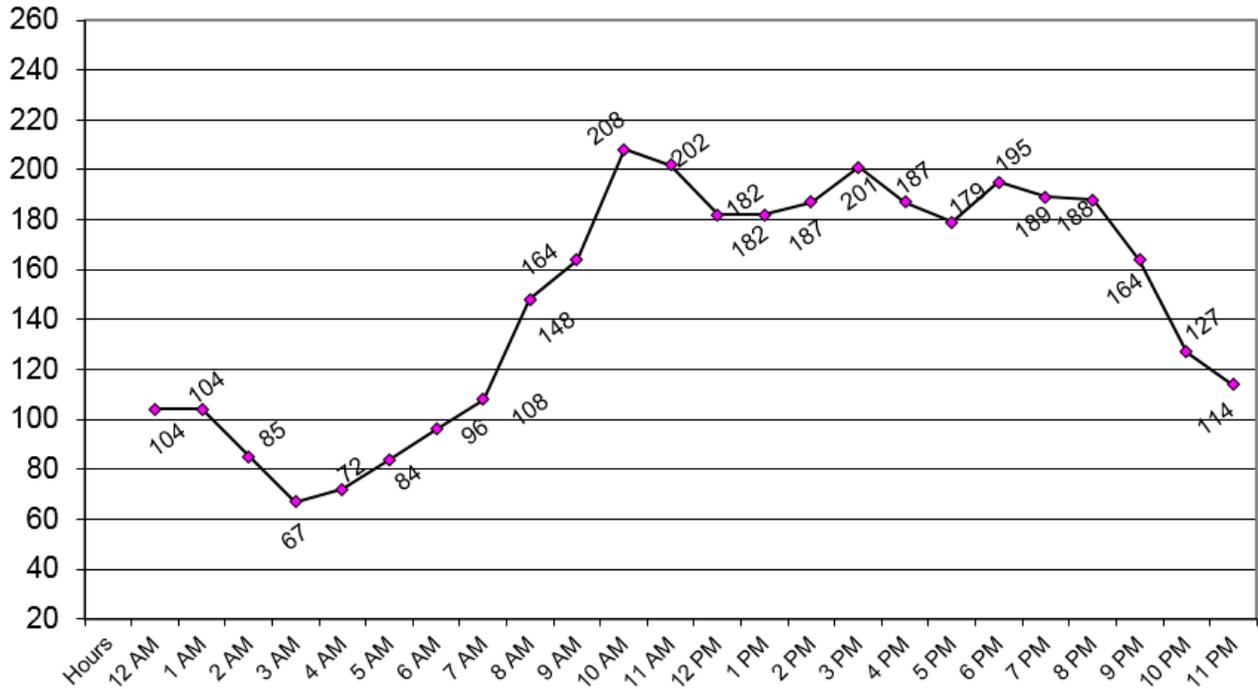


### RESPONSE TIME - OTHER CALLS FIRE SERVICES

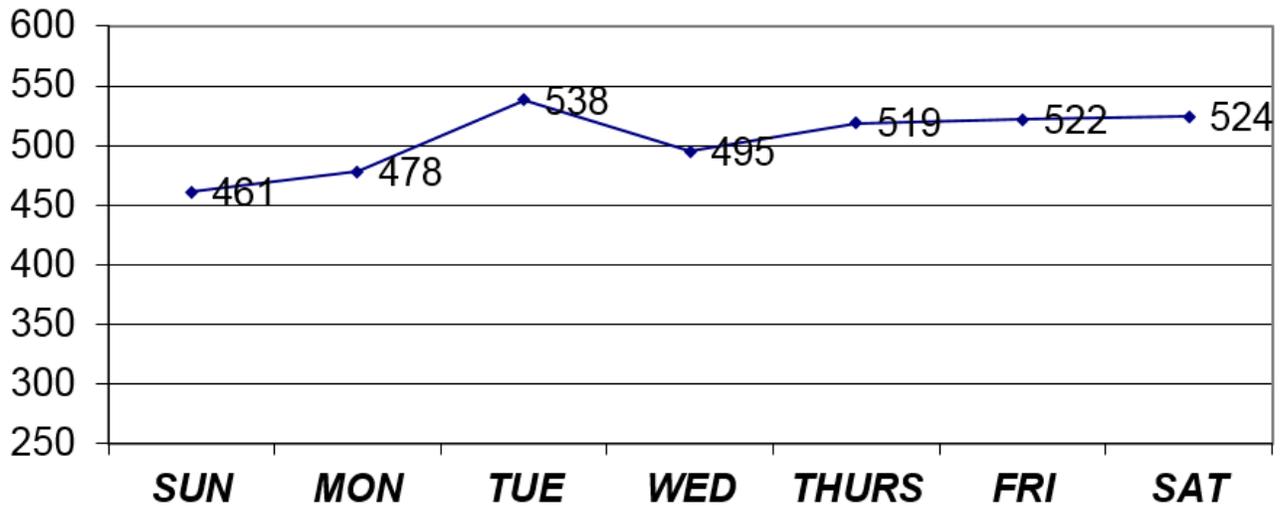




## INCIDENTS BY HOUR OF DAY FIRE SERVICES

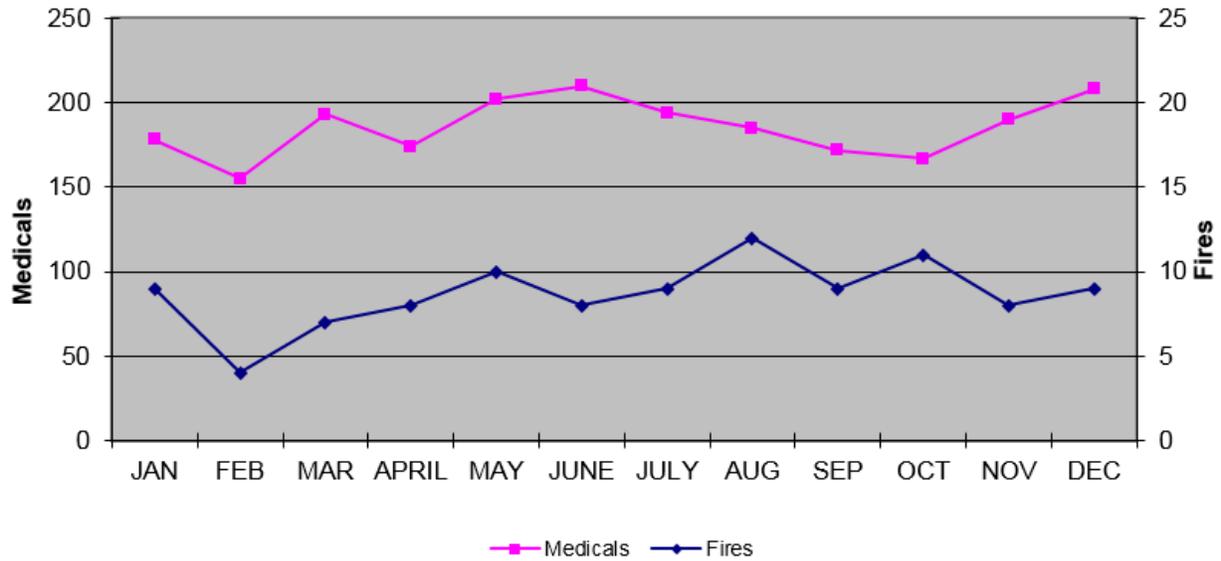


## INCIDENTS BY DAY OF WEEK FIRE SERVICES

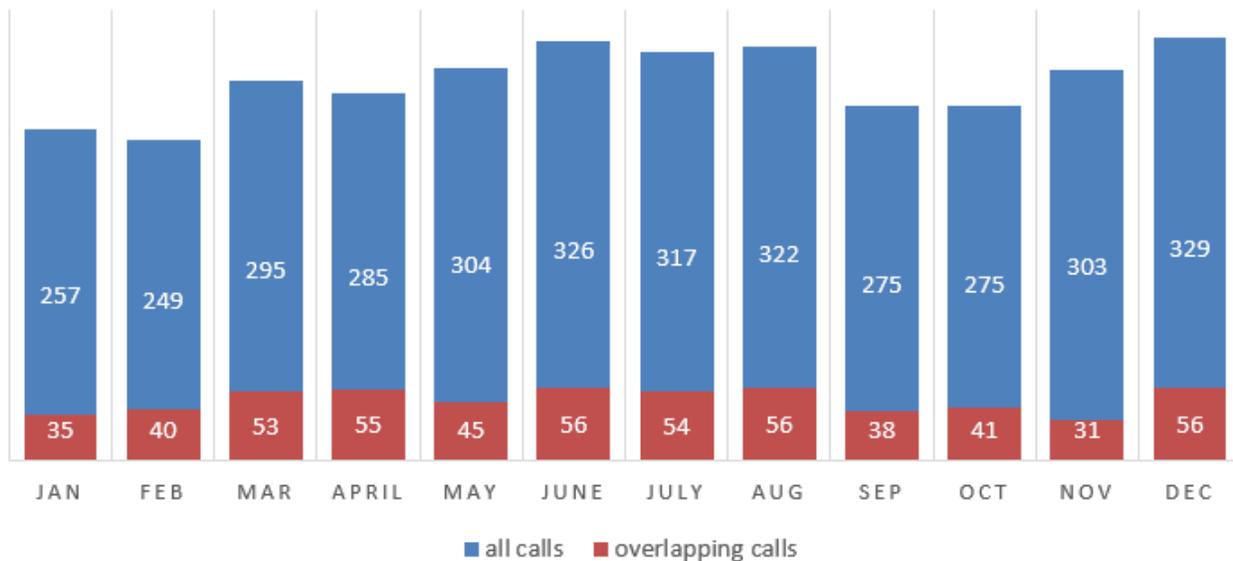




## INCIDENTS BY MONTH OF YEAR FIRE SERVICES

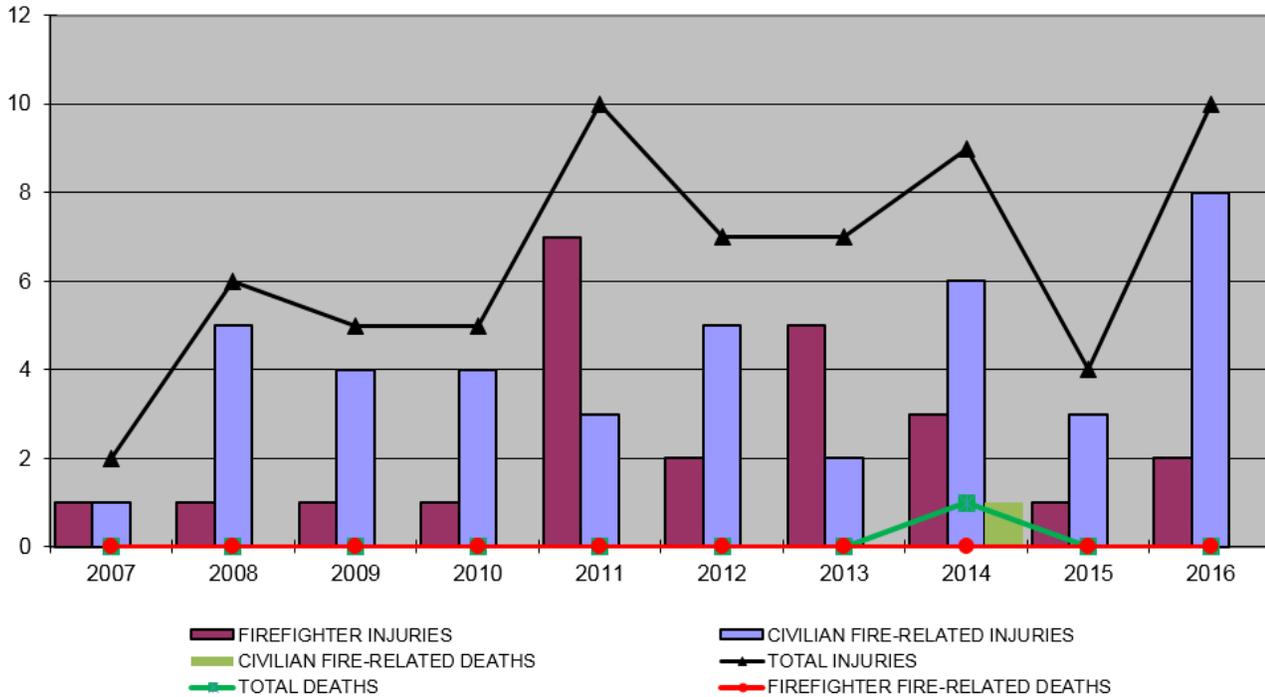


## OVERLAPPING INCIDENTS FIRE SERVICES





## INJURIES SUMMARY FIRE SERVICES



	FIREFIGHTER	CIVILIAN FIRE-RELATED	FIREFIGHTER FIRE-RELATED	CIVILIAN FIRE-RELATED	TOTAL	TOTAL
YEAR	INJURIES	INJURIES	DEATHS	DEATHS	INJURIES	DEATHS
2007	1	1	0	0	2	0
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

*\*\* 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.*

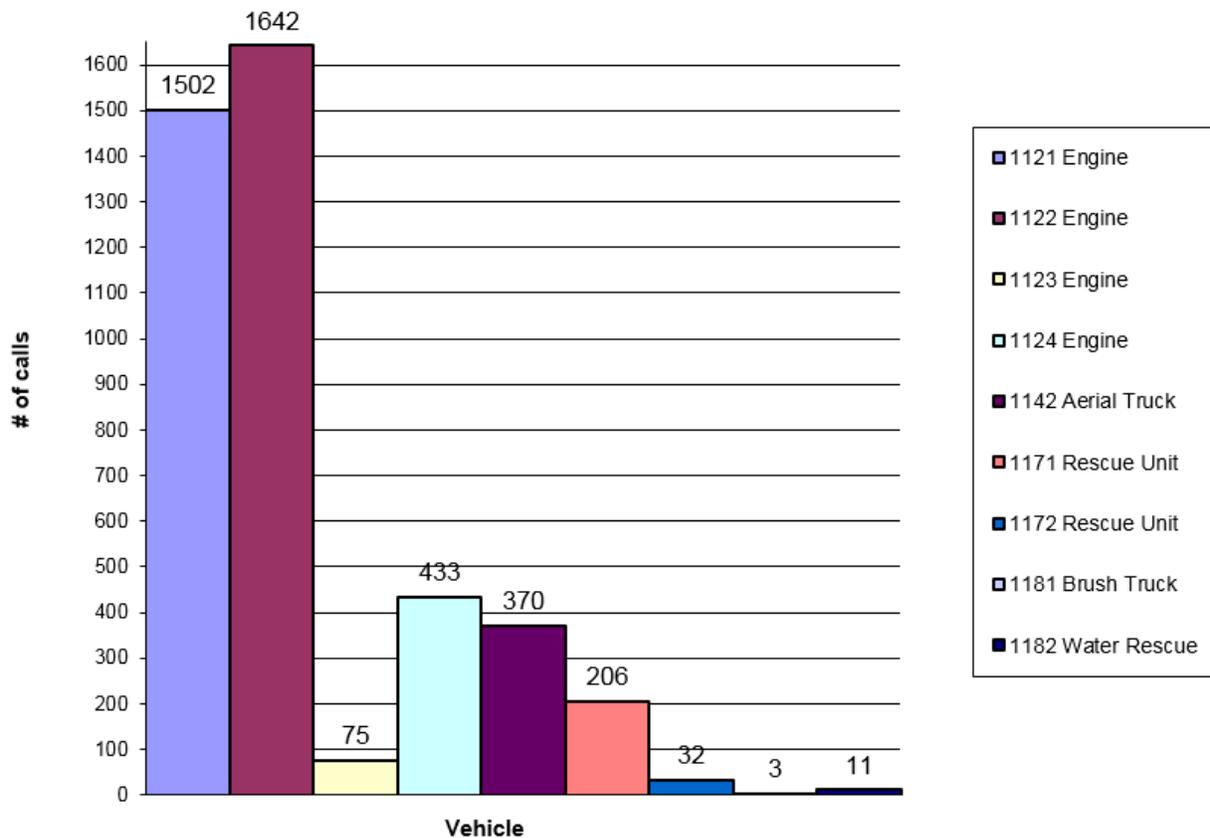


# APPARATUS RESPONSES

## RESPONSE DATA BY RESPONDING UNITS

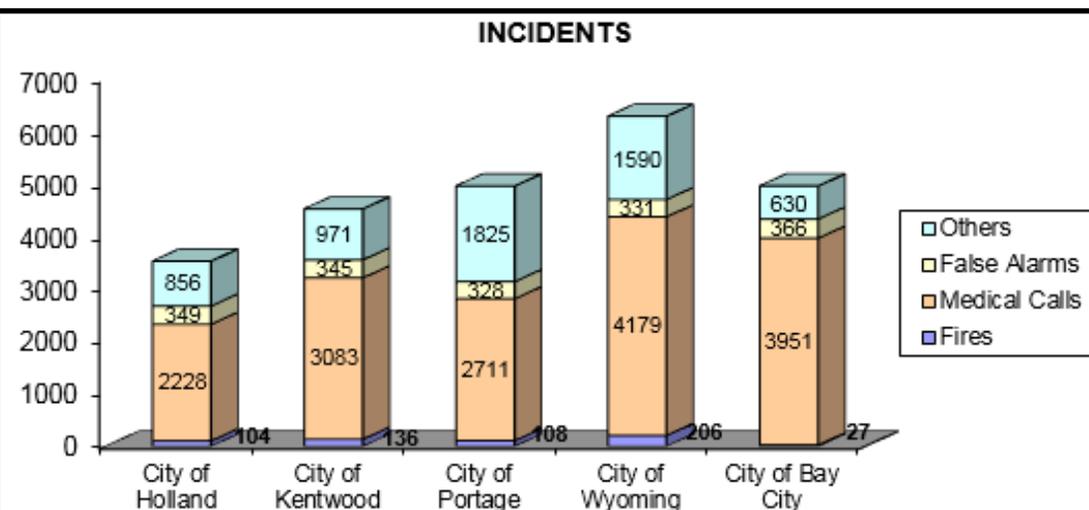
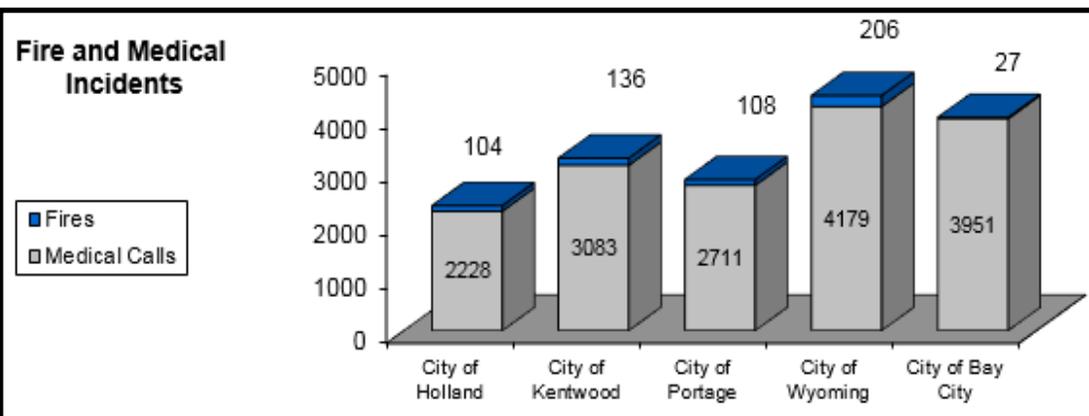
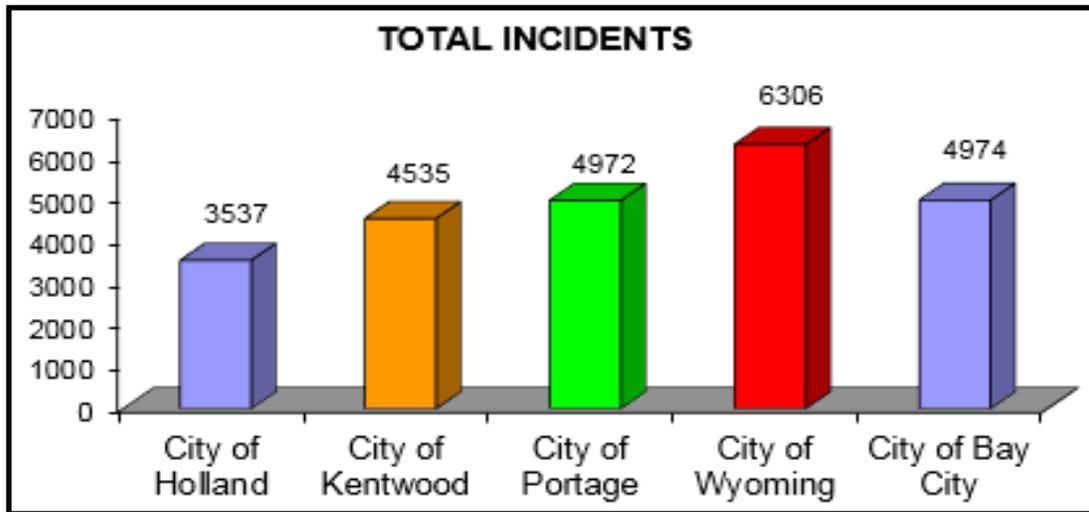
## YEAR TO DATE

1121 Engine	1502
1122 Engine	1642
1123 Engine	75
1124 Engine	433
1142 Aerial Truck	370
1171 Rescue Unit	206
1172 Rescue Unit	32
1181 Brush Truck	3
1182 Water Rescue	11
<b>TOTAL RESPONSES</b>	<b>4274</b>



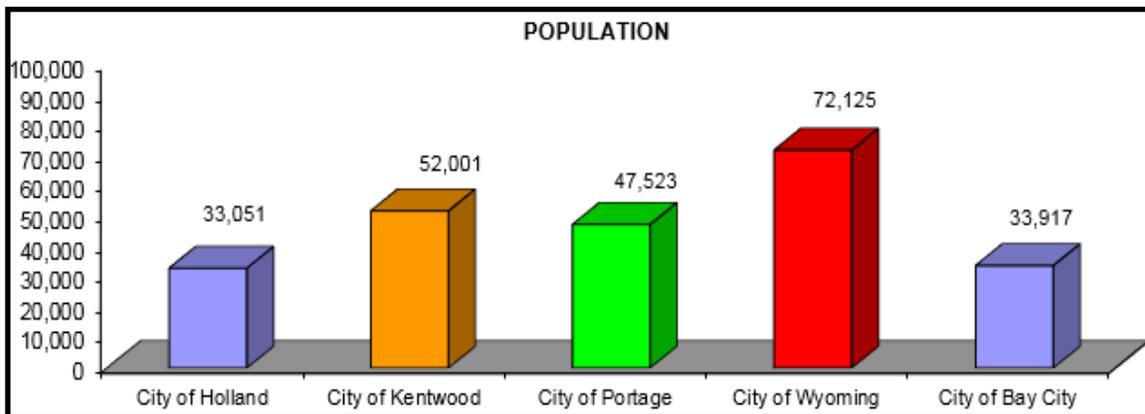
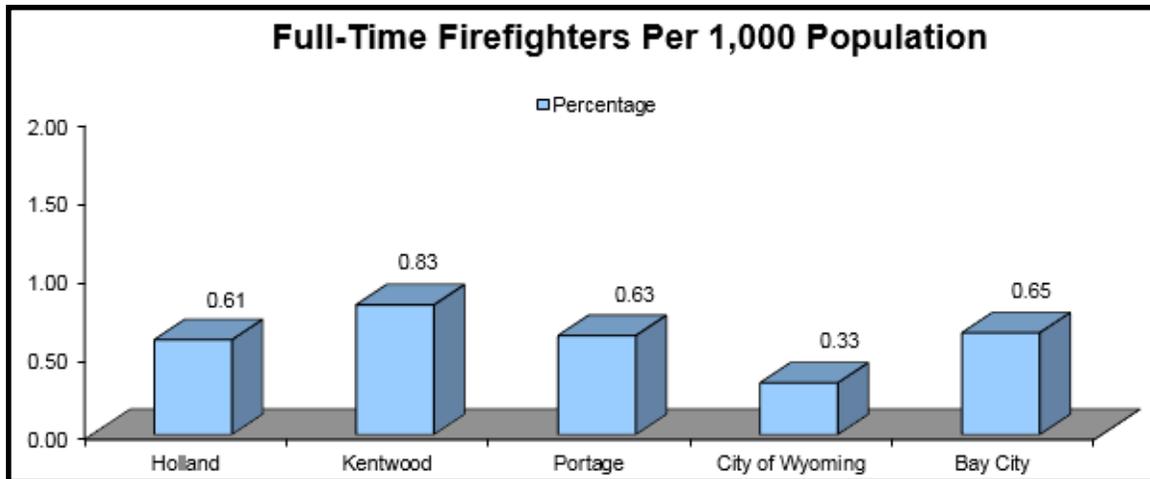
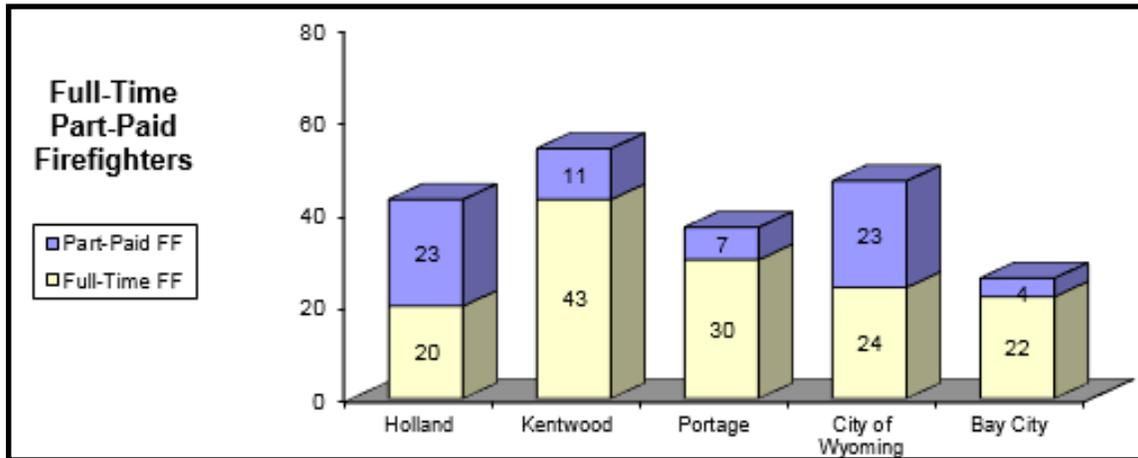


### COMPARISON OF SELECTED STATISTICS WITH OTHER WEST MICHIGAN CITIES





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



**PART-PAID ATTENDANCE—2016****STATION 1**

BOWDEN	56%
CULVER	83%
DEWEERD	43%
HULST	94%
LOPEZ	58%
MUZZEY	70%

**STATION 2**

CUSACK	79%
NUISMER	33%
SALOMON	78%
VANNUIL	61%
VERA	80%
ZIEGLER	69%

**STATION 3**

ALLEN, K.	53%
BOULLOSA	72%
CYRUS	91%
DILS	77%
ESSENBURG	68%
GORRIS	86%
HIGHSTREET	72%
McDONALD	76%
REED	68%
STRINGHAM	75%
VOSS	72%

*Firefighters entered in red = new employees*