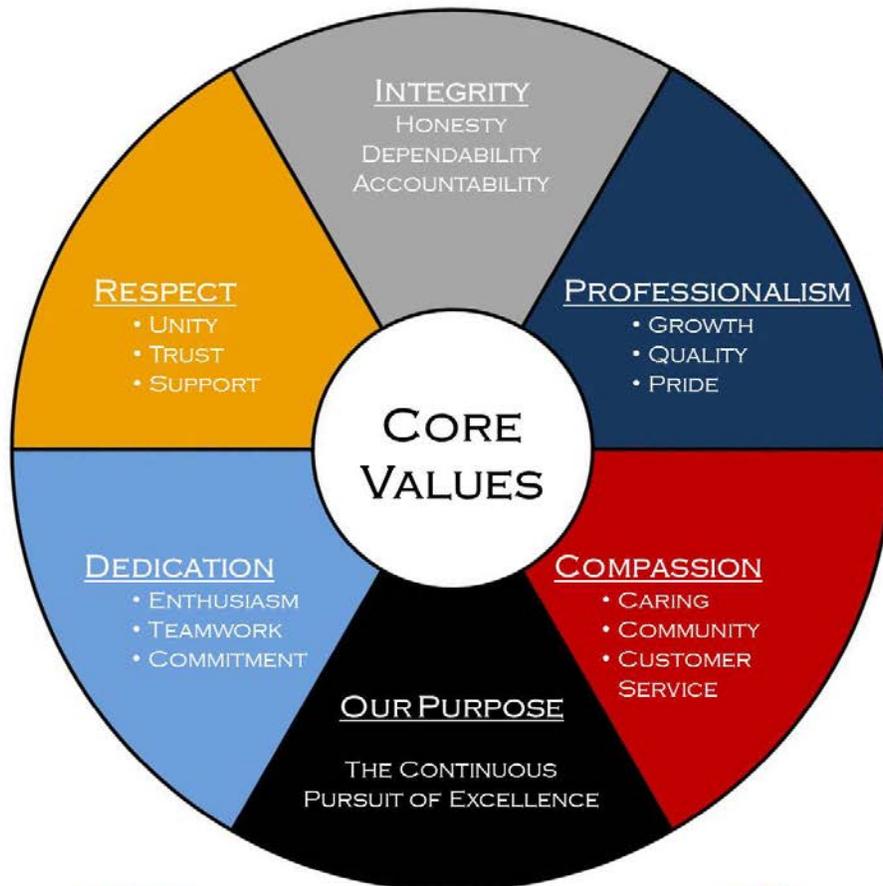




HOLLAND DEPARTMENT OF PUBLIC SAFETY



HOLLAND DEPARTMENT OF
PUBLIC SAFETY



"Who we are & what we stand for"

2019 ANNUAL REPORT

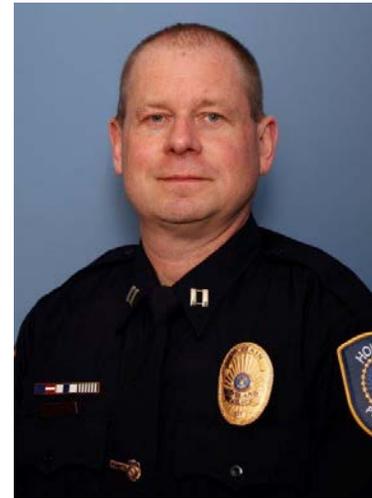
ADMINISTRATION



Matt Messer
Chief of Public Safety Services



Rick Walters
Captain of Investigative Services



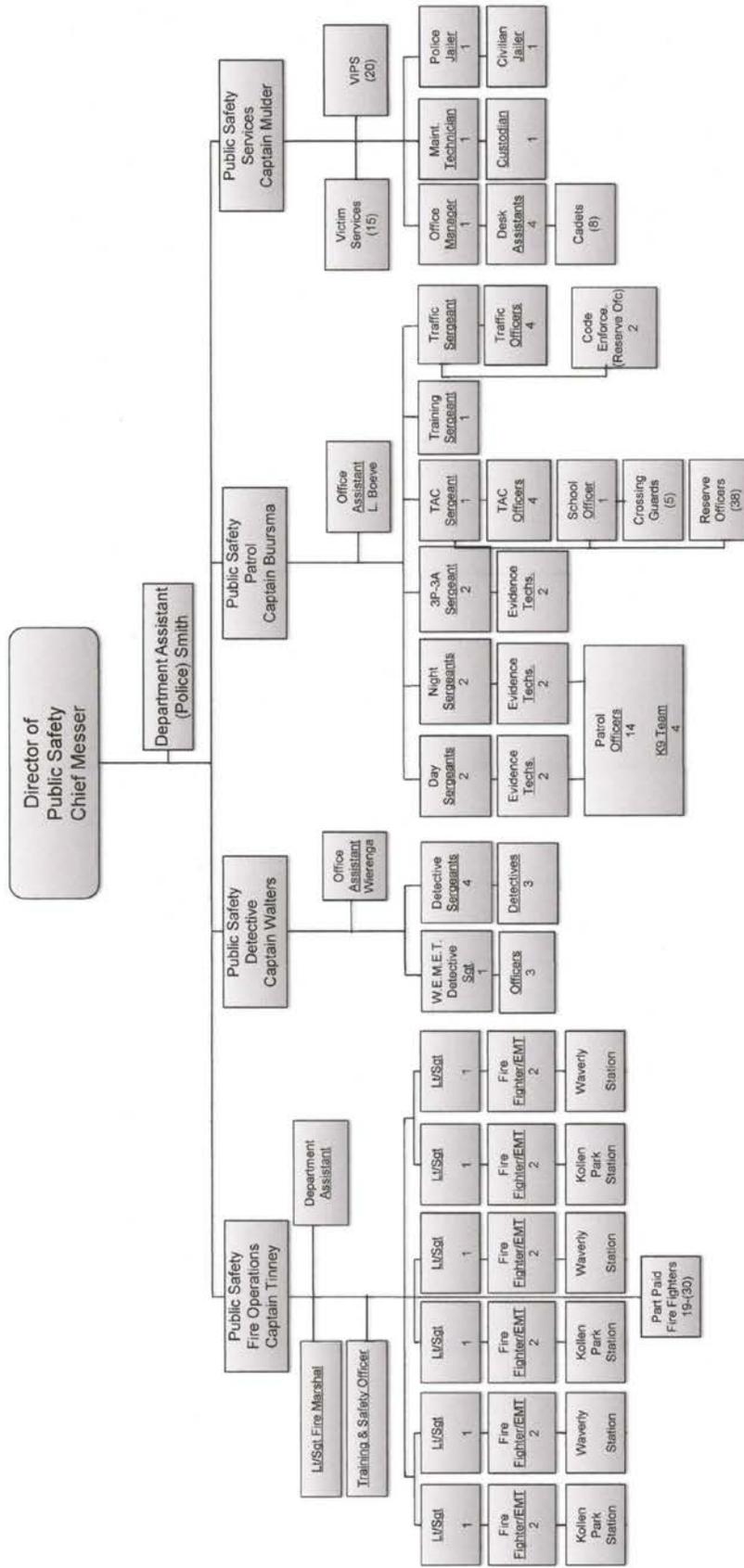
Bob Buursma
Captain of Patrol Operations



Keith Mulder
Captain of Police Services



Chris Tinney
Captain of Fire Operations





Police Services



Officer Joel Maat, Officer Marc DeLeeuw, Officer Jon Osborn, Sergeant Jon Boeve, Retired Officer Rick Altamira, Retired Officer Rob Brewer, Officer Joe Soto, Officer Anna Bron and Officer Rod Mendoza

2019 ANNUAL REPORT

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INCIDENT STATISTICS

OFFENSE AND INCIDENT REPORT

Numbers show all offense types investigated. Some calls involve multiple offense types.

<u>CRIME CALLS</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
CRIMINAL OFFENSES PART I	2,552	2,269	1,969
Murder/Manslaughter	1	0	1
Kidnapping (including parental)	6	1	5
Criminal Sexual Conduct	59	62	41
Robbery	8	16	12
Assaults (including Domestic Assaults)	667	527	550
Intimidation/Stalking	157	157	108
Arson	6	2	4
Burglary	149	109	102
Larceny	491	458	399
Motor Vehicle Theft	55	48	23
Forgery	29	27	42
Fraud	176	160	150
Embezzlement	9	8	9
Stolen Property	13	9	8
Malicious Damage to Property	386	271	215
Retail Fraud	175	139	108
Controlled Substance Violation	398	231	128*
Sex Offense	10	8	11
Weapons Offense	56	35	51
Extortion	1	1	2
CRIMINAL OFFENSES PART II	2,307	2,234	2,353
Burglary-Unlawful Entry	17	11	16
Fraud-Bad Checks	21	14	17
Obscenity	4	7	3
Family-Abuse/Neglect Nonviolent	19	14	32
Liquor Violations	107	68	24*
Obstruct Justice/Obstruct Police	623	613	640
Disorderly	810	629	688
OWI	196	124	95
Health and Safety	28	40	46
Trespassing	26	36	27
Runaway	75	38	34
Other	71	28	25
Other Traffic Offenses (Criminal)	799	612	706
Negligent Homicide	0	0	0

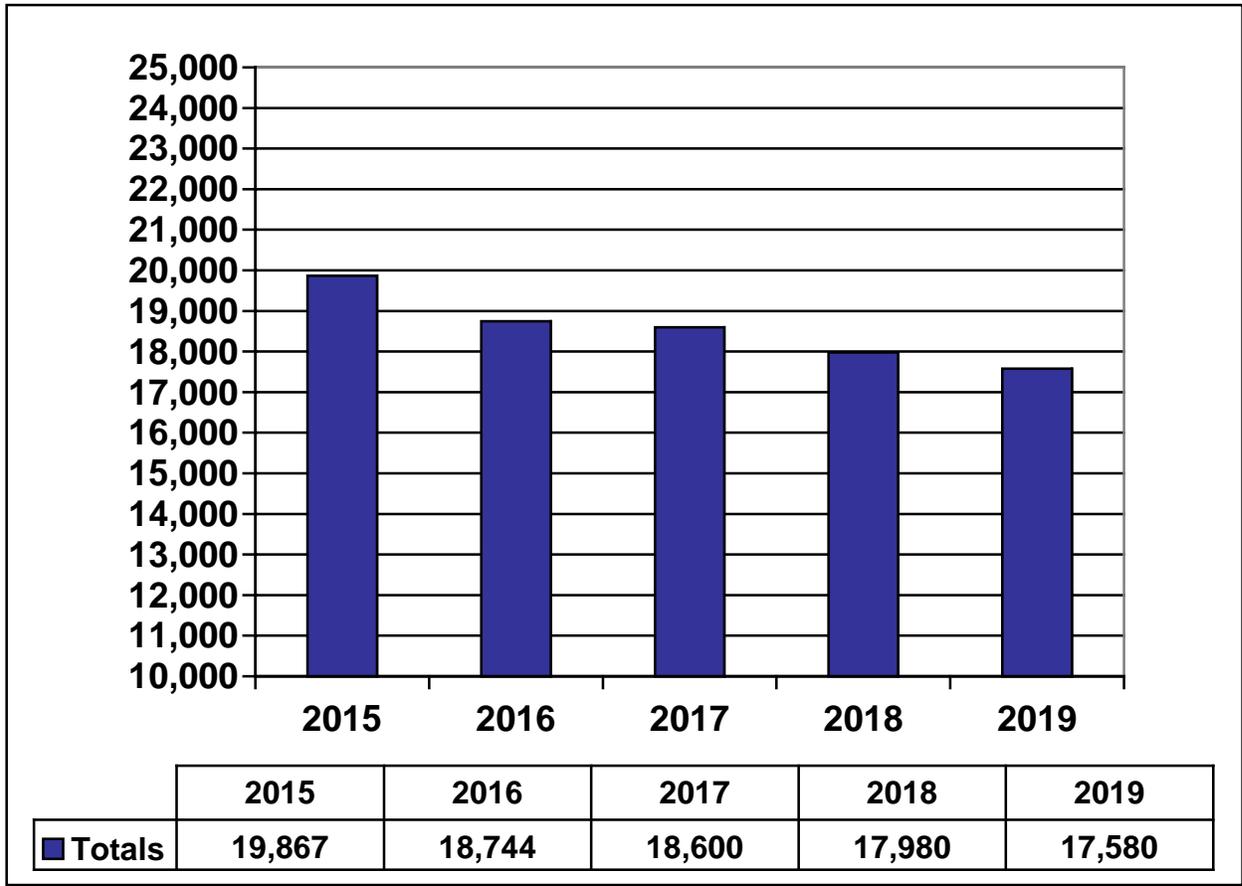
* Many MIP & MJ charges have changed from misdemeanor to civil infractions and therefore, have moved to service calls.

OFFENSE AND INCIDENT REPORT (cont'd)

<u>SERVICE CALLS</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Medical Emergency, Airplane Crash	370	350	335
Suicide Attempt/Mental Complaint	423	443	333
Alarm	648	656	660
Family/Peace Officer/Civil/Neighbor	1,623	1,603	2,250
Failure to Pay/Civil	36	8	21
Animal Bite/Vicious Animal	27	31	23
Animal Complaint	569	574	472
Abandoned Vehicle/VIN Inspection	295	311	320
Assist/Warrant Arrests	826	875	948
Lost/Missing Person or Child	75	55	67
Suspicious	2,243	2,350	2,104
Traffic and Parking	1,528	1,650	2,313
Assist General Public Miscellaneous	3,476	3,864	2,626
Liquor Law/MIP-Alcohol or Marijuana	-	-	26
<u>MOTOR VEHICLE CRASHES</u>			
Property Damage Crashes	1,359	1,174	1,174
Personal Injury Crashes	241	213	208
Fatal Crashes	2	4	1
<u>TOTAL INCIDENTS REPORTED</u>			
Crime Calls	4,859	3,987	3,700
Service Calls	12,139	12,606	12,498
Motor Vehicle Crashes	1,602	1,387	1,382
TOTAL	18,600	17,980	17,580



INCIDENTS



CRIMINAL ADULT ARRESTS

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Total Number of Offenses	1,093	1,073	1,163

Criminal Offense Arrests-some arrestees are charged with multiple offenses

CRIME TYPE

Assaults	145	138	165
Auto Theft	4	7	2
Criminal Sexual Conduct	8	5	2
Disorderly	51	52	52
Embezzlement	1	0	3
Forgery & Fraud	16	11	7
Larceny/Burglary/Stolen Property	31	27	22
Liquor Laws	20	13	2
MDOP	13	13	11
MISC	223	189	192
Narcotics Violations	115	89	46
Obstructing Justice/Police	293	371	500
OWI	133	111	93
Retail Fraud	37	27	38
Robbery	1	5	2
Sex Offense-Other	3	0	0
Stalking	3	7	7
Weapons	5	8	19



Officer Joy Nelson



Retired Officer Rick Altamira on His Last Day of Work

INVESTIGATIVE SERVICES

DETECTIVE BUREAU STATISTICS
Criminal Offenses Investigated by the Detective Bureau

<u>Case Type</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Homicide	1	1	2
Abduction	3	1	3
Sexual Assault	66	68	51
Robbery	6	14	9
Assault & Battery	61	55	78
Aggravated Assault	13	24	16
Stalking	8	11	10
Extortion	1	0	1
Arson	6	2	3
Burglary/Illegal Entry	58	55	63
Larceny	45	95	77
Motor Vehicle Theft	22	37	21
Forgery/Counterfeit	19	22	29
Fraud/Checks	94	99	104
Embezzlement	6	3	5
Stolen Property	6	5	5
Damaged Property	43	53	19
Retail Fraud	21	27	13
Controlled Substances	48	23	16
Other Sex Offenses	10	14	14
Family Offenses	17	16	22
Liquor Law	8	6	1
Obstruct Police/Court	31	38	32
Weapons	17	10	18
Disorderly Offenses	21	22	19
OWI	2	1	0
Hit/Run MV Accidents	2	1	1
Health/Safety	2	0	2
Invasion of Privacy	0	0	0
Trespass	2	0	2
Curfew	10	4	2
Runaway	43	22	13
Misc. Criminal	19	2	10
Solicitation	1	0	0
Assist Other Dept.	77	65	73
Suspicious	40	50	56
Medical/Death	26	27	26
All Other	25	36	27
TOTAL	880	909	843

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

<u>CRIME TYPE</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Arson	0	1	0
Assault-Aggravated	2	5	2
Assault-Non-Aggravated	55	42	48
Burglary	14	5	5
Criminal Sexual Conduct	7	5	3
Disorderly-Public Peace	38	27	14
Embezzlement	0	0	0
Extortion	0	0	0
Frauds	0	0	0
Health & Safety	2	0	0
Hit & Run Accidents	1	1	0
Intimidation/Stalking	2	0	2
Kidnapping	1	0	0
Larceny	13	8	20
Liquor Law Violations	7	7	3
Malicious Destruction Property	38	6	12
Miscellaneous Criminal Offenses	14	11	13
Motor Vehicle Theft	15	1	1
Narcotics (Drugs & Equipment)	44	15	9
Obstruct Justice/Peace	14	11	6
OWI-Alcohol & Drugs	1	0	0
Retail Fraud	15	16	5
Runaway	43	23	13
Stolen Property	1	1	2
Trespass	5	1	2
Vagrancy	16	8	6
Weapons Offense	10	6	6
Totals	358	200	172

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

The Holland Department of Public Safety participates in a multi-agency drug enforcement effort in Ottawa and Muskegon counties and is a member of the ATF Task Force. 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. These cases currently involve the seizure of drugs, weapons, and cash, with prosecution being sought at the state and federal levels.

WEMET ACTIVITY	<u>2018</u>	<u>2019</u>
Total complaints investigated	494	466
Holland City/Township complaints	76/26	94/95
Total arrested in Ottawa County	186	190
Total value of forfeitures	\$384,394	\$256,216

(Allegan left WEMET 10/1/18)

FORENSIC COMPUTER INVESTIGATIONS

	<u>2018</u>	<u>2019</u>
Computers/Hard Drives	28	42
Cellphones	143	159
Other Storage Devices	56	27
Total Devices Examined	227	228

POLYGRAPH EXAMINATIONS

	<u>2018</u>	<u>2019</u>
Polygraphs	10	17

	<u>2018</u>	<u>2019</u>
Background Investigations	N/A	44*

* 30 of this total were completed by the Detective Bureau



Officers Austin Engerson, Derek Barrett and Steve Manning with Recovered Wooden Shoes

PATROL OPERATIONS

OFFICER OF THE YEAR



Officer Brent Sluiter

Officer Brent Sluiter was awarded the 2020 Officer of the Year for the Holland Department of Public Safety.

Officer Sluiter was nominated for his hard work and dedication in every position he has held over the years. While he was in WEMET and assigned to the ATF, he built solid cases, worked significant investigations and built great relationships with other agencies within the county and federal systems. As a firearms instructor, he is passionate about teaching and mentoring, and has done excellent work in developing and coordinating active shooter trainings for the entire department for the last several years. In addition, he has taught several courses for the West Michigan Criminal Justice Training Consortium.

Officer Sluiter currently works in patrol, assigned as an Evidence Technician. In this position he is detail oriented in processing evidence, and is regularly responding to and investigating calls and assisting other officers. Officer Sluiter is well known to be humble, a man of great character, always has a great attitude, and shows compassion to those he encounters in his work. He exemplifies every one of our departmental core values, and is respected for who he is on and off duty.

Officer Sluiter started out as a Booking Officer for 3 years in the Holland Lock-up, and has been a Holland Police Officer for 14 years. His special assignments over the years include WEMET, ATF, Special Enforcement Team, Firearms Instructor, Police Mountain Bike Instructor, and Evidence Technician. The Holland Department of Public Safety is thankful for Brent's dedication and commitment to our department and the community he serves.

HONOR GUARD



Honor Guard Members: Sergeant Matt Brouwer, Sergeant Dan Kender, Officer Joel Reimink, Officer Ben Reuschel, Officer Adam Israels, Officer Kyle Reinink and Officer Brian Spykerman

The HDPS Honor Guard is an eight-person team selected from full time officers within the department. The team was established in 2006 and been involved in 261 details to date. For the last four years, members of the Honor Guard have been requested to be the lead instructors for the Basic Honor Guard schools held in Kent County.

The Honor Guard represents the Holland Department of Public Safety at different details using proper techniques while following Flag Law to ensure respect is shown to our Country, the National Flag and Fallen Officers. As a Color Guard, the Honor Guard marches in every Tulip Time parade, Fire Prevention Parade and Memorial Day Parade. Other details are: Posting of the Colors, flag raisings, funerals and presentation of the colors. The HDPS Honor Guard uniform is modeled after the duty uniforms worn by many of the now retired officers. On July 27, 2019 the HDPS Honor Guard had the opportunity to post the colors for the final reunion for the crew of the USS Dashiell. This crew of WWII vets have met up every year for over 40 years. In 2019, approximately 421 hours were spent on 34 different details. In 2019, HDPS Honor Guard was also requested to assist with posting the colors at 12 naturalization ceremonies hosted at the Herrick Public Library.

SPECIAL ENFORCEMENT TEAM (S.E.T.)



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

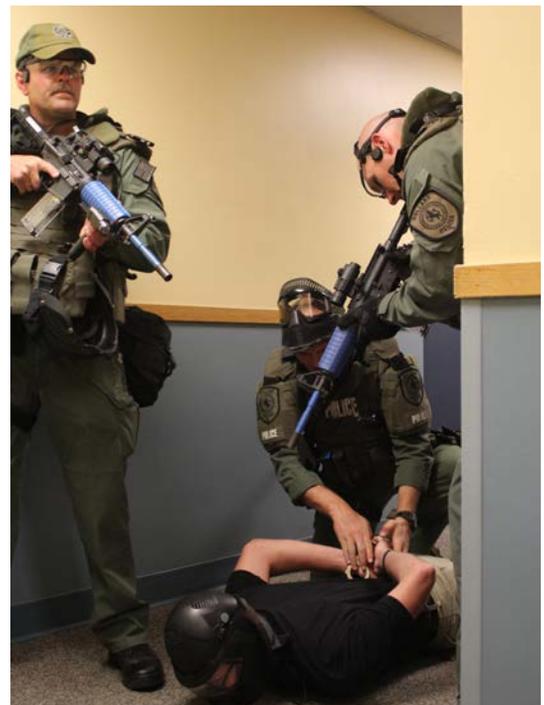
Due to the specialized training, equipment, tactics, and physical readiness required to perform special job functions, there are additional standards required of the S.E.T. To be selected for the team, applicants must pass a physical assessment test, range stress course and interview. All Team Members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



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



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

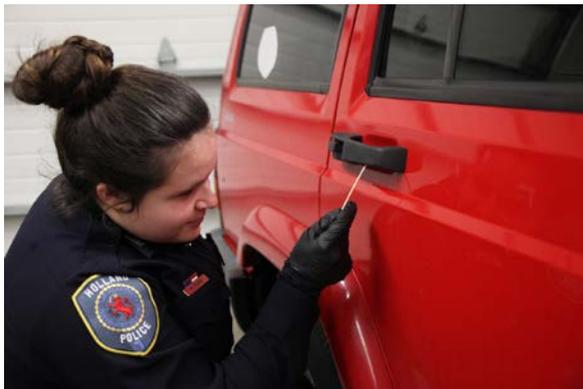


EVIDENCE TECHNICIANS



In 2019, Officers Joel Maat, Brian Dozeman, Brent Sluiter, Austin Engerson, Megan Rohn, and Santiago Magdaleno comprised the Evidence Technician Unit, with one technician assigned to each platoon.

HDPS Evidence Technicians respond to 911 calls for service, just as other officers do within the patrol unit. Additionally, duties of Evidence Technicians include crime scene and evidence processing, court preparation and presentation of evidence, and booking and care of inmates lodged at the HDPS jail. Technicians have training in the use of forensic equipment such as: cameras, computers, chemicals, powders and ALS (alternate light source).



Officer Megan Rohn Swabbing for DNA

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

The crime lab at HDPS is often used by Technicians for processing and analyzing evidence that is not suitable to be done at the scene. Some evidence requires processing in a controlled environment due to poor weather conditions (heat, cold, wind, etc.) or due to the method used for collection.

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



*Officer Austin Engerson
Photographing an Outdoor
Crime Scene*



In 2019, our Evidence Technicians conducted numerous investigations where photography, evidence collection, and scene preservation were imperative in solving the incident, including a major homicide investigation. As a result of the evidence collected/processed from investigations, suspects were identified and arrested on several charges. The collection/processing of this evidence also led to numerous unrelated cases being solved. The time and effort spent on these cases by the Evidence Technicians, as well as other HDPS officers assisted in obtaining evidence in the successful prosecutions of offenders.

Evidence Technicians are a crucial part of the HDPS team and committed to excellence within their field. Their assistance in both the response, investigation and administrative function of their position are instrumental in the operations at HDPS. Their commitment and dedication to their profession is a great asset not only to the department, but to the community as a whole.



Officer Santiago Magdaleno Photographing a Knife



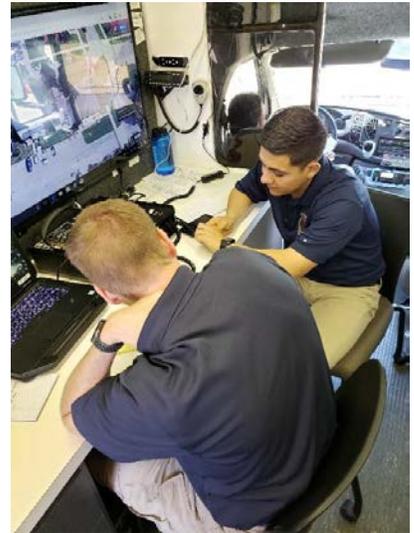
CRISIS NEGOTIATION TEAM

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



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

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



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

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

Many thanks to Officer Joel Maat for his many years of service on CNT. His experience and leadership on the team was second to none. During 2019, he decided to part ways with the CNT and focus his attention in other areas around the department. Thank you for your time and dedication to the team.



With Officer Maat's absence, we are excited to introduce Officer Santiago Magdaleno to the team. Officer Magdaleno is a 4-year veteran and is a welcome addition to the team. Having an additional Spanish speaking negotiator is invaluable to what we do.

The present team members are Sergeant John Weatherwax, Officer Rob Borowski, Officer Casey Howe, Officer Sarai Ramos, and Officer Santiago Magdaleno.

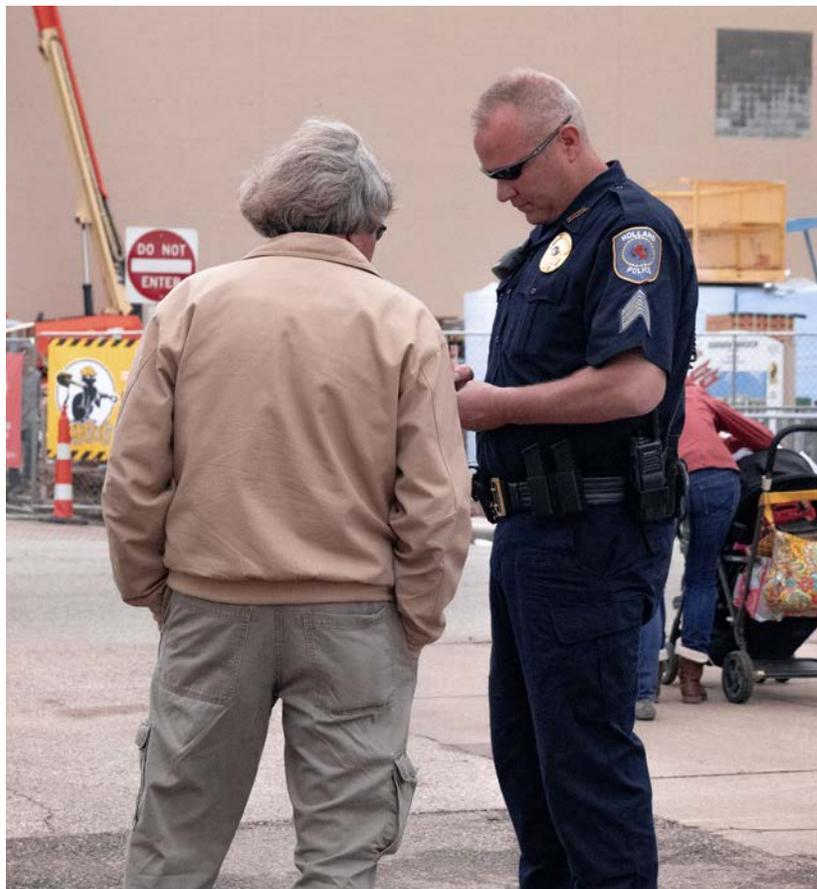
TRAFFIC SERVICES UNIT

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

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

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

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



Sergeant Jon Boeve

TRAFFIC CRASH FACTS

The following is a list of the ten highest accident intersections in 2019:

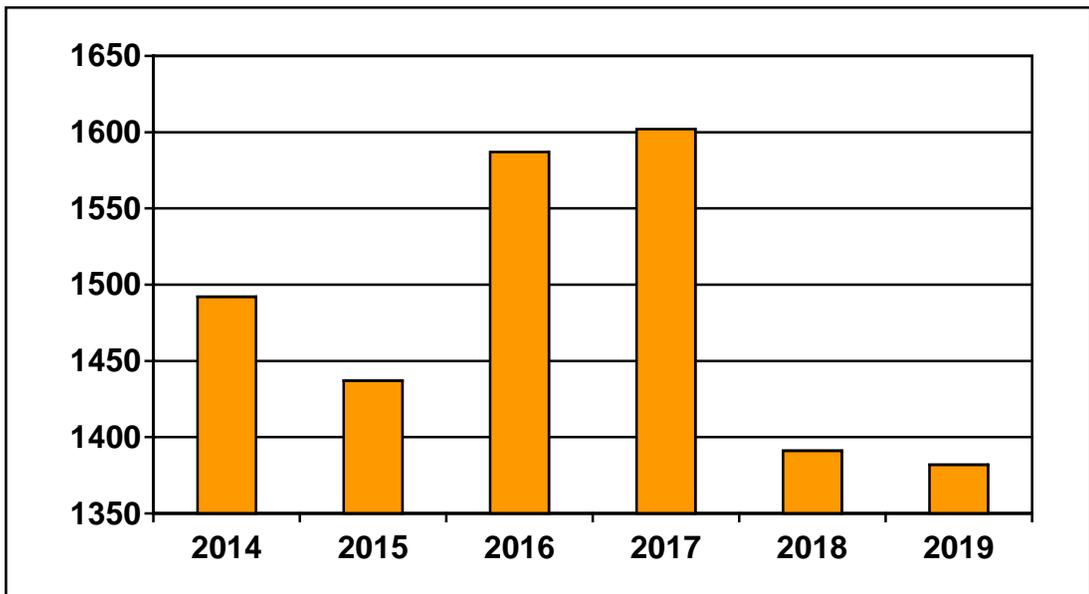
<u>LOCATION</u>	<u>ACCIDENTS</u>
32 nd /US31	38
16 th /Waverly	33
16 th /US31	32
32 nd /Michigan	17
32 nd /Waverly	17
16 th /River	16
Waverly/Chicago Dr	14
9 th /Pine	13
9 th /River	12
32 nd /Lincoln	12



MOTOR VEHICLE CRASHES



	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Property Damage Crashes	1,265	1,403	1,359	1,174	1,174
Personal Injury Crashes	171	178	241	213	208
Fatal Crashes	1	6	2	4	1
Total Crashes	1,437	1,587	1,602	1,391	1,382
Persons Killed	1	6	2	5	1



TRAFFIC CITATIONS ISSUED

<u>ACTIVITY</u>	<u>2018</u>	<u>2019</u>
Tickets cited to court	2,636	2,583
Written warnings	771	852



<u>TICKETS</u>	<u>2019</u>
Dogs at Large	7
Loud Music from Building/Motor Vehicle	20
Driver's License Violation	163
Preliminary Breath Test Refusal Non-CMV	20
Careless Driving	35
Speeding	650
Failed to Stop Within Assured Clear Distance	187
Failed to Stop at Stop Intersection	28
Failed to Stop for School Bus	2
Improper Passing/Yellow Line Violation	20
Failed to Stop at Traffic Signal/Light	132
Failed to Obey Traffic Control Device - RR	3
Disobeyed Traffic Control Device	79
Failed to Yield Right of Way	20
Failed to Yield to Pedestrian	5
Failed to Yield from Private Drive/Alley	31
Impeded Traffic	12
Drove w/o Lights	2
Prohibited/Illegal Turn/U-Turn	36
No Proof of Dog License	2
CMV over Height	1
Failed to Yield to Emergency Vehicle	2
Improper Turn/Made Wide Right Turn	3
Improper Lane Use	30
Violation of Truck Route	9

Operating while Reading/Typing/Texting	6
No Insurance/No Proof of Insurance	446
Violation of Safety Belt Law	72
Violation of Child Restraint Law	9
License Plate Violation	287
Improper Backing	18
Negligent Driving	2
Parking in Prohibited Zone	6
Alcohol-Minor Possess/Consume/Purchase	30
Defective Lights	11
Defective Equipment	32
DWLS	150
Marihuana Violation	15
TOTAL	2,583



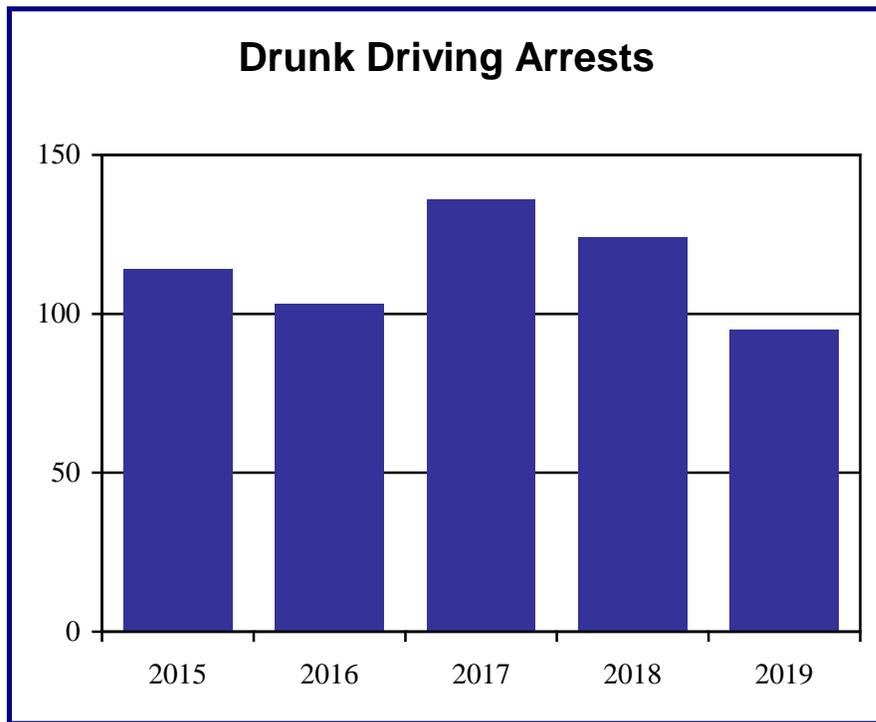
The Honor Guard with Ginger Zee from “Good Morning America”

BREATHALYZER ACTIVITY REPORT

During 2019, the Holland Department of Public Safety arrested 95 subjects for operating a vehicle while under the influence of drugs or alcohol. This is a 23% decrease from 2018.

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 2019.



CANINE UNIT



PSD Flynn/Officer John Rathjen, PSD Emil/Officer Ben Reuschel, Sergeant Scott Doza, PSD Saro/Officer Jeremy Schoen and PSD Ruthie/Officer Joel Reimink

The Holland's K-9 Unit completed its eighteenth full year of service in 2019.

K-9 Activity

Incident Type	2018	2019	% Change
Building Searches	8	9	+12.5%
Felony Arrests with K-9	32	60	+87.5%
Misdemeanor Arrests with K-9	23	6	-74%
Narcotics Value Seized	\$7,110	\$21,140	+297.3%
Tracks/Successful	37/12	25/13	-32.4%/+8%
Assist Other Department	22	31	+41%
Call-outs	4	6	+50%
Public Demonstrations/Attendees	32/1,523	28/9,733	-12.5%/+639%
K-9 Application Calls	213	189	-11.27%
Total Calls	1,778	1,838	+3.37%





PSD Flynn/Officer John Rathjen



PSD Ruthie/Officer Joel Reimink



PSD Emil/Officer Ben Reuschel



PSD Saro/Officer Jeremy Schoen



K-9 HIGHLIGHTS

02.11.19 PSD Saro/Schoen assisted OCSD FOC officers on East 18th Street, where a wanted subject fled from deputies and was believed to be hiding in the house. Forty-five minutes later it was discovered that he did not go into the house but had fled on foot over the fence southbound from this residence. Despite no perimeter, PSD Saro successfully tracked the suspect to the area of 22nd/College, where he was located hiding behind a house and he was taken into custody without further incident.

03.05.19 PSD Ruthie/Reimink assisted OCSD on two back to back successful tracks. The first was on a B&E of an apartment where the suspect was seen fleeing into the parking lot. The track was short and led into the lot and then disappeared as the suspect then fled in a car, confirmed by footprints. The second track was of a suicidal subject that was naked in the elements (freezing temps, snow covered ground). He had crashed a car and fled into the woods. PSD Ruthie/Reimink tracked him for approximately two miles, where he was finally found in a garage in a car.

06.07.19 Officers were called to the area of 14th/Washington for multiple shots fired. Officers located a possible victim of an assault and also the house that was shot multiple times. A few hours later officers located the believed suspect in the shooting leaving an address on West 14th in a vehicle. Officers conducted a traffic stop, and the suspect fled on foot. PSD Flynn was used to track the suspect and was able to flush the suspect once the officers got into a foot chase, but lost him. Again, PSD Flynn was used to track the suspect and PSD Flynn found him in front of an address on West 13th hiding in a group of pine trees. The suspect was taken into custody.

07.04.19 On July 4, units responded to an unresponsive female in a vehicle. She was determined to be under the influence of heroin and was revived. An exterior sniff of the vehicle by PSD Emil yielded indications at the front and passenger doors as well as back at the trunk. The interior sniff of the vehicle yielded trained final responses on various marijuana paraphernalia and a plastic bag in the door that field tested positive for heroin residue. In the trunk was the purse of the driver which contained a half-full syringe loaded with heroin. The interview done at the hospital by assisting officers noted that the female intended to return to the vehicle upon release from the hospital.

BICYCLE INVESTIGATIONS

	<u>2017</u>	<u>2018</u>	<u>2019</u>
Number stolen with license	5	9	5
Number stolen without license	83	93	96
Number of found complaints	145	188	112
\$\$ amount of bicycles stolen	\$27,326	\$31,109	\$43,500
\$\$ amount of bicycles recovered	\$8,330	\$7,644	\$8,039
Number of arrests	7	4	8
% of number stolen that were recovered	25%	19%	21%



	<u>Number Stolen</u>	<u>Number Recovered</u>
January	5	0
February	0	0
March	2	0
April	8	3
May	4	1
June	15	2
July	12	3
August	12	1
September	17	5
October	19	4
November	4	2
December	3	0
TOTAL	101	21

TRAINING

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



Special Enforcement Team and Crisis Negotiation Team Training on Hope College Campus

<u>COURSE</u>	<u>HOURS</u>
Accident Investigation 3	16
Accident Investigation 4	16
Accident Investigation 6	16
Active Shooter	244
Active Shooter Drills	91.5
Advanced Roadside Impaired Driving Enforcement Program	192
Advanced Sniper School	72
Basic Radar – Basic Speed Operator	12
Beast Administrators Group	16
Bloodborne Pathogens	28.5
Brickersville Presentation	100
Center Mass Sniper Instructor Course	40
Child Advocacy Conference	32
Conducted Electrical Weapons	6
Control Tactics	120
Control Tactics – Weapon Retention & Disarming	24
Counter UAS (Drone) Demonstration	8
Crime Prevention Association of Michigan Conference	128
Crime Prevention Through Environmental Design	32
Critical Care Symposium	4
Cyber Security	24
Datamaster DMT Training	5

Dementia Education	10
Digital Evidence	24.5
Drug Recognition Expert School	120
Drug Recognition Expert School Extra	14
Fair & Impartial Policing	80
Field Training Officer	120
Financial Records Examination and Analysis	48
Financial Records Investigative Skills	24
Firearms Instructor School	80
FOIA	8
Force Science Conference	16
Great Lakes Law Enforcement Training Conference	20
Haz-Mat Training	11.5
Heavy Vest / Carrier Training	37
HTCIA	40
ILEETA Conference & Expo	80
Incident Command System Training 400	32
Investigation & Prosecution of Non-Fatal Strangulation & Suffocation	12
IPWDA Regional Training Seminar	120
K9 Deployment Training	6
K9 Handling Instruction and Training Seminar	64
K9 Tactical Operations and Consulting	64
K9 Training	538.25
Lakeshore Region Summit on Racism	48
Leadership for Women in Public Safety Organization	24
Less Lethal Chemical Distraction Device Instructor	80
Magnet Axium AX250	32
Mass Casualty Response Workshop	16
MDOS Updates – Abandoned Vehicles	9
Michigan Association of Hostage Negotiators	120
Middle Eastern Intelligence	24
MILO Video Simulator	92
Narcan Training	3
Non-Destructive Entry – Advanced	16
Non-Destructive Entry – Basic	16
Office Field Training	3,884
Patrol Rifle Instructor Course	40
PBT	1
Peer Support	32
Peer Support, Resiliency & Suicide Prevention	24
Physical Control Tactics Instructor – Train the Trainer	40
Police Motor Refresher	16
Police Motorcycle Operator Training	80
Policy Update – Arrest & Lock-up	13.75
Police Update – Mobile Fingerprint	13.75
Policy Update – Unmanned Aircraft (drone)	13
Policy Update – Use of Deadly Force	13.75
PPCT Instructor Recertification	72
Precision Driving – Defensive Driving	8

Precision Driving – Emergency Driving	40
Precision Driving Refresher	24
Raid Entry School	24
Range – 2 nd Weapon	42
Range – Quarter 1	56
Range – Quarter 2	54
Range – Quarter 3	56
Range – Quarter 4	67
Range – Less Lethal	2
Range – Rifle Training	376
Range Training	127.5
Regional Sniper Training Event	16
Resolving LE Response to Mental Health Incidents	72
Responding to LGBT Victims of Crime	24
Scenario Based Training	204
Search & Seizure	20
Segway Training	6
SET – Sniper Training	228
SET Training	1,632
Surveillance Detection for Law Enforcement	24
Suspect Handling & Room Clearing	54.5
Taser Instructor	16
Taser Instructor Recertification	8
Taser Recertification	25.5
Taser 2X Recertification	76.5
Techno Security & Forensics Investigations Conference	24
The Bullet Proof Mind	142
Undercover Narcotics School	40
Use of Force	28.5
Use of Force – Bag Reaction Drills	188
Vehicle Dynamics Testing	8
Video Review & Drills	76.5
Western District National Security Summit	24
Why Teens Kill	16
WMTOA Pistol Competition	48
WMTOA Sniper Competition Set	24
WMTOA Tactical Shoot	80
TOTAL	11,501.50



RESERVE UNIT



*Reserve Officers Andrew Mitchell and Tim Heneveld
with Reserve Officer and Holland Township Firefighter Angela Badran*

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 40 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.



Reserve Captain Ross Koning with Honor Guard



TIME SUMMARY

	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Volunteer Hours	2,464	1,818	2,093	1,204
Range Training Hours	269	155	153	131
New Officer Training	288	-	-	-
Meeting/Training Hours	538	652	681	571
Total Non-Paid Hours	3,559	2,625	2,927	1,906
Tulip Time	991	974	1,006	1,121
All Other	2,864	2,337	2,453	2,599
Total Hours Paid	3,855	3,311	3,459	3,720
Total Paid & Non-Paid Hours	7,414	5,936	6,386	5,626





Reserve Sergeant Dan Lubbers

Reserve Training Hours

Control Tactics	56
CPR & AED	56
CPR, First Aid	66
LEIN	1
Officer Involved Shooting Debrief	88
Range – Judgement/Reaction	58
Range – Quarter 1	34
Range – Quarter 2	34
Range – Quarter 3	31
Range – Quarter 4	31
Range – Shooting from Cruiser	52
Security Awareness	66
Testifying in Court	58
TOTAL	631



RESERVE OFFICER OF THE YEAR



Reserve Officer Murray Williams

Murray Williams was awarded the Holland Department of Public Safety 2019 Police Reserve Officer of the Year.

The award was given at the annual reserve banquet. Williams was nominated by his peers for his professionalism, dedication, consistency, and ability to relate well to others.

Williams has been a reserve for 10 years and has consistently taken on an above average number of details, including working every Street Performers event for the entire season. He is known to relate extremely well to the public, and is always looking to better himself and the reserve unit as a whole.

Reserves assist with many functions such as parades, sporting events, parks patrol, community events in the parks and downtown, subpoena service, traffic control and prisoner watches, in addition to riding with full-time officers monthly.

We at the Holland Department of Public Safety are thankful for Murray's 10 years of dedication to the police department and this community. We want to recognize our Reserve Officers dedication as a group, and specifically those who stand out, such as Reserve Williams.



SUPPORT SERVICES

SUPPORT SERVICE STAFF

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

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

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



*Office Assistants Emily Nou, Heather Brouwer, Nancy Gillis,
Administrative Aide Holly Smith and Office Manager Michelle Schippa*

FOIA-FREEDOM OF INFORMATION ACT
 FOIA report requests completed by front office staff: 1,143

SEX OFFENDER REGISTRY

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

SOR persons registered and tracked by front office staff: 309
 SOR Fees Income Acquired: \$4,520

FIREARMS REPORT



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

	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Private Party Handgun					
Purchase Permits	156	212	47	75	195
Total Pistol Sales Records Processed	502	570	461	383	394
Local Federal Firearm Purchases	117	152	58	-	44



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



Officer Joy Nelson at Fall Drug Take-Back Event

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 27, 2019 and October 26, 2019. The department collected a total of 252 pounds of medications at the events. This was a combined effort collected from our two drop off bins in the HDPS lobby and BPW's collection from local pharmacies. In addition, 653 pounds of medications were also collected throughout the year from the 2 take back bins located in the HDPS lobby. All of these medications are destroyed at the Kent County Waste to Energy Facility.

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

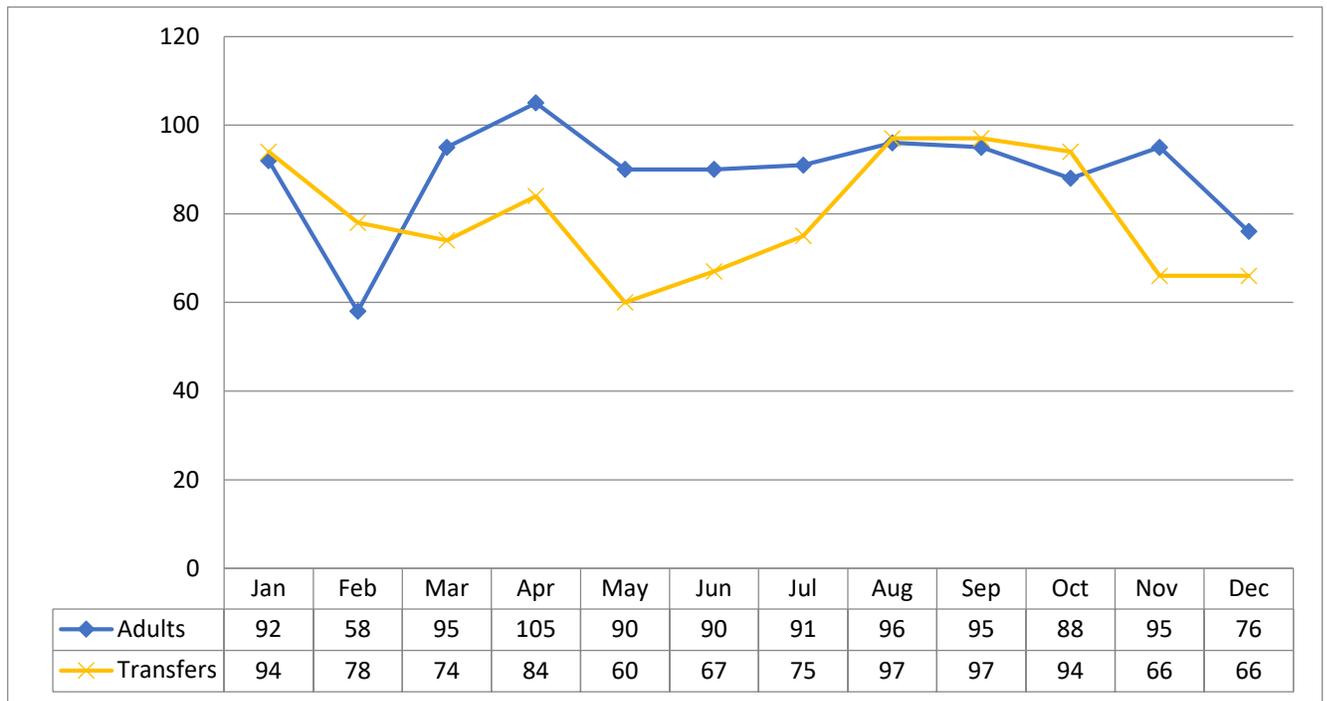
The Drug Take Back program is on-going, free, and anonymous. Residents can drop off their unwanted/expired drugs at the Holland Department of Public Safety during regular business hours. Several area pharmacies also participate in this program and can accept “uncontrolled medications”. Visit www.wmtakebackmeds.org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

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.

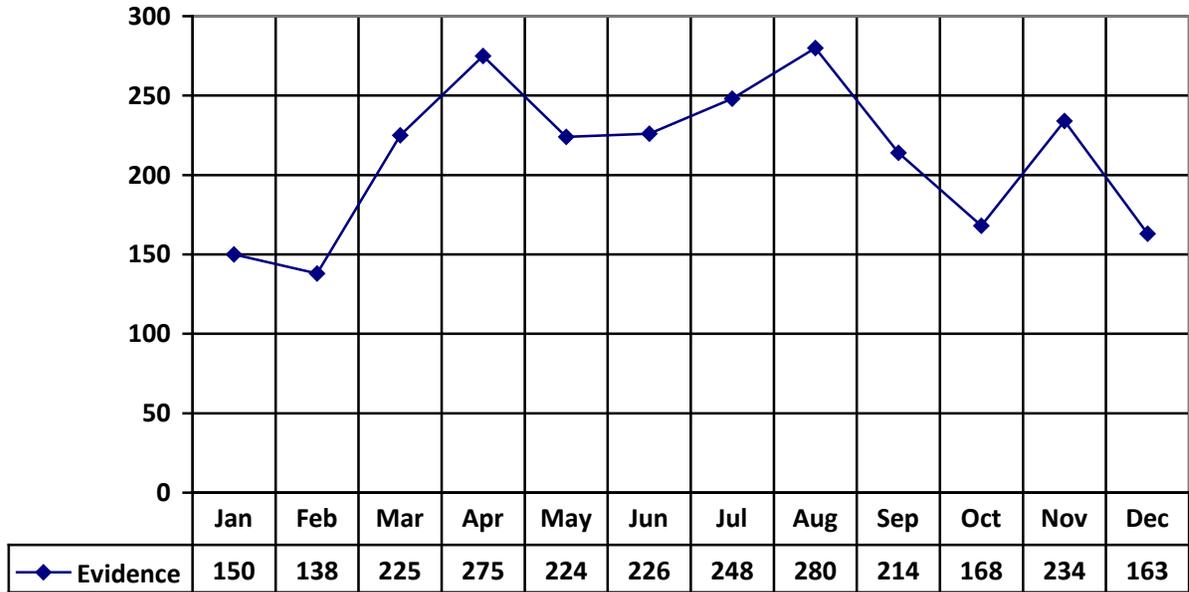
In addition to maintaining lock-up operations, the officers work closely with the 58th District Court for court appearances, arraignments, pre-trial conferences, and bond screening.

The lock-up staff is also responsible for the tracking, organizing, and storing of physical and digital evidence seized by the Holland Department of Public Safety. This can be a difficult task in that HDPS has over 10,000 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.



Adults Arrests	1,071
County Inmate Transfers	952
Total Jail Inmates	2,023

EVIDENCE COLLECTED REPORT



Total Items taken into Evidence 2,545

Disposition of Items:

Destroyed **2,383**
 Returned to Owner **153**
 Auctioned **69**

Digital Photos Processed 15,071



CODE ENFORCEMENT ACTIVITY

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

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

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

PARKING VIOLATIONS

	<u>2017</u>		<u>2018</u>		<u>2019</u>	
	<u>PATROL</u>	<u>C/E</u>	<u>PATROL & VIPS</u>	<u>C/E</u>	<u>PATROL & VIPS</u>	<u>C/E</u>
2 AM – 5 AM Tickets	988	1,571	3,207	431	2,873	266
Handicapped Tickets	14	7	23	6	45	1
Other Ordinance Tickets	154	175	283	116	298	95
Total	1,156	1,753	3,513	553	3,216	362
Grand Total	2,909		4,066		3,578	

PROCESSING

Parking Notices Issued	751	1,800	1,361
Civil Infractions	1	0	12
Vehicles Booted	8	0	3

PARK PATROL

General Incident Reports	5	14	0
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ANIMAL CONTROL DIVISION



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

<u>ACTIVITY</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Dog Complaints	163	84	75
Other Domestic Animal Complaints	8	8	2
Wildlife Complaints	13	14	8
<u>ENFORCEMENT</u>			
Dogs at Large -			
warnings issued	33	14	11
court tickets	0	1	2
Unlicensed Dogs -			
warnings issued	0	0	0
court tickets	0	0	0
Dog Bites -			
warnings issued	28	9	6
court tickets	0	0	1
Neglect/Abandoned -			
warnings issued	6	1	9
court tickets	0	0	0
Barking Dog Complaints			
warnings issued	11	7	6
court tickets	0	0	0
Other Violations			
warnings issued	14	7	5
court tickets	0	1	4
Dog pickups	54	15	30
Cat pickups	45	29	34
Wildlife pickups	19	4	3
Abandoned vehicles processed	23	5	3



VICTIM SERVICES UNIT

VICTIM SERVICES ACTIVITY

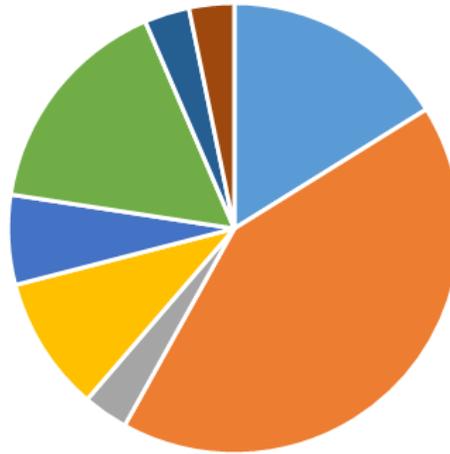
The Victim Services Unit consists of 16 members. The program began the winter of 1996 and became active, taking calls early 1997. Throughout the program, the unit has responded to 619 call-outs and spent 3,326 working hours (not including training, meetings, public events, etc.). During 2019, the members responded to 31 events with 148 combined volunteer service hours. They have continued to be a substantial part of our response to victim needs and community relationship building.

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



Victim Service Advocates with Officer Santiago Magdaleno

of Calls by Type



- Fire (including arson)
- On-Scene Deaths (excluding suicide)
- Fatal Car Crashes (immediate or subsequent)
- Death Notifications
- Medicals (incl. subsequent death)
- Suicide
- Homicide
- Other

Event Description	2018	2019
On-Scene Deaths (excluding suicide)	12	13
Suicide	3	5
Fatal Car Crashes (immediate or subsequent)	1	1
Fire (including arson)	2	5
Medicals (including subsequent death)	1	2
Personal Injury Car Crash (no fatalities)	2	0
Death Notifications	5	3
Homicide	0	1
Other	1	1
Total Calls	26	31
Total Hours	108	148

VOLUNTEERS IN POLICE SERVICES ACTIVITY

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

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



	2018	2019
Parking Citations	90	65
House Checks	151	83
Park Checks	378	165
Community Events	6	6
Total Hours	609	374



Community Policing Officer Brian Spykerman

SCHOOL AND COMMUNITY INVOLVEMENT

SCHOOL AND COMMUNITY PROGRAMS

ELEMENTARY SCHOOL

K-9	10 classes (445 students)
Police	2 classes (125 students)
Safety	5 classes (140 students)
Young Scholars	36 classes (12 students)

SECONDARY SCHOOL

Anger Management	6 classes (120 students)
Choices & Consequences	50 classes (980 students)
K-9	1 class (20 students)
Leadership	11 classes (220 students)
Safety	6 classes (120 students)
Racism in Police Work	6 classes (120 students)
Real Talk, Real Issues	7 classes (140 students)
Use of Force	8 classes (160 students)

HIGH SCHOOL

Drugs	1 class (200 students)
Police Cadet	1 class (35 students)
Teen Court	2 classes (56 students)

COLLEGE

K-9	1 class (50 students)
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COMMUNITY

Citizens Police Academy	numerous (39 students)
CLEAR	14 classes (162 students)
Cookout with Cops	1 event (150 attendees)
CRASE	9 classes (320 students)
Futbol Project	numerous (20 students)
Junior Police Academy	numerous (41 students)
K-9	7 events (7,857 attendees)
Miranda Park Party	1 event (3,000 attendees)
National Night Out	1 event (2,000 attendees)
Polar Patrol	69 events (19,629 attendees)
Winterim	numerous (24 students)

COMMUNITY PROGRAMS AND OTHER RESPONSIBILITIES



Sergeant Dave Duimstra Handing Out Candy on Halloween Night

Adult Crossing Guard Supervision and Training

Alcohol Prevention Task Force

Bicycle Safety

Black River Schools

Block Parties

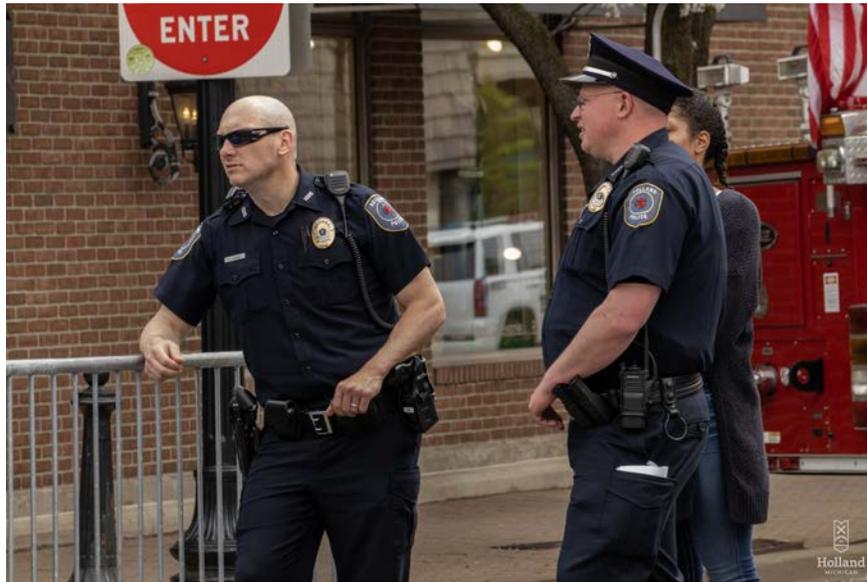


Calvary Schools of Holland

Citizens Police Academy

Cookout with Cops

CRASE (Civilian Response to Active Shooter Events)



Officers Jon Osborn and Brian Dozeman

Crime Prevention Presentations and Pamphlets

Department Tours

Heights of Hope

Hero Night, Zeeland

Herrick District Library Events

Holland Pride Event

Holland Public Schools

Hope College



Officer Jeff Klein



Officers John Rathjen and Jeremy Schoen

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



Officer Brian Dozeman

National Night Out Committee & Event
NIC (Neighborhood Improvement Committee)
Neighborhood Block Parties
Operation Polar Patrol (Ice Cream Truck)-20,000 contacts
OASSN (Ottawa Area Secure Schools Network)
OSAP (Ottawa Area Substance Abuse Prevention)
Ottawa County (ALPACT)



Sergeant Larry Matzen

OOTL (Out on the Lakeshore)
Parole Officer Ride-Alongs
Police Community Relations Commission
Police Safety



School Officer Adam Sokolove



Recovery Fest
Reserve Officers
Responsible Beverage Service Task Force
Shop with a Hero
Special Events Sponsored by the Recreation Department, Businesses, and Organizations
SLIC (Student Leadership Initiating Change)
Teen Court
Upward Bound
VanderBilt Charter Academy
WMCJTC (West Michigan Criminal Justice Training Consortium)
West Michigan Traffic Safety Committee
Young Scholars
Winterim
Zeelmania Super Heroes



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 34th class of the Holland CPA was completed in 2019.

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

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



Rescue of Baby Ducks

Firefighter Tom Achterhof, Fire Lieutenant Anthony VenHuizen, Retired Officer Jennifer Hahn, Heavy Equipment Operators Melanie Kuznicki and Mitch Blystra

JUNIOR POLICE ACADEMY



Community Officers Nicole Hamberg, Dan Keuning, School Officer Adam Sokolove with an Academy Student and Intern

In 2019, the Holland Department of Public Safety completed its 21st 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.



Officer Jeremy Schoen



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 Craig's Cruisers 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.

JUNIOR POLICE ACADEMY ACTIVITIES



HOLLAND AREA NATIONAL NIGHT OUT



On Tuesday, August 6th, 2019, the City of Holland held their 28th National Night Out event at Kollen Park. National Night Out has been a long-standing tradition for the City of Holland, to promote police/community relationships. Citizens and neighbors were encouraged to get to know their police officers and firefighters, as well as many other neighborhood organizations and community leaders.

We would like to give special thanks to all of the organizations who participated in the event. In particular, we would like to recognize our hard working volunteers, the Neighborhood Connectors (3-Sixty, Washington School Neighbors, Westcore and Heights of Hope), Macatawa Bank, The Rental Company, VFW Post 2144, Tyson Foods, the Polar Patrol, and M.A.R.I.A (Macatawa Area Residents in Action).



National Night Out is a fantastic event to continue building relationships with our public safety officials, the citizens of Holland and our community partners. We are fortunate to have these resources in our community, and look forward to another successful event in 2020.



Swearing in of Officers Anna Bron, Spencer Slenk, Cameron Parker and Cole Winston

STAFF CHANGES

NEW POLICE OFFICERS



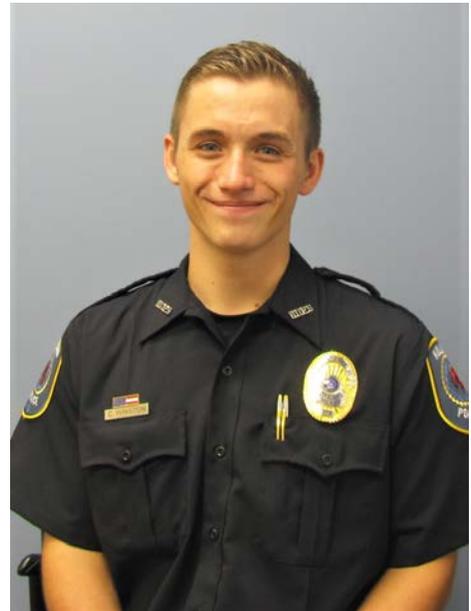
Officer Anna Bron



Officer Cameron Parker

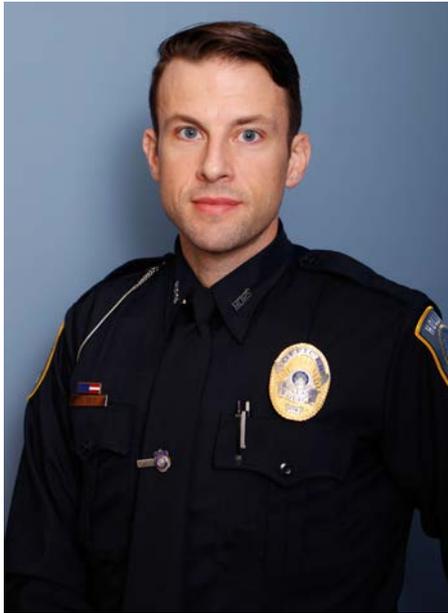


Officer Spencer Slenk

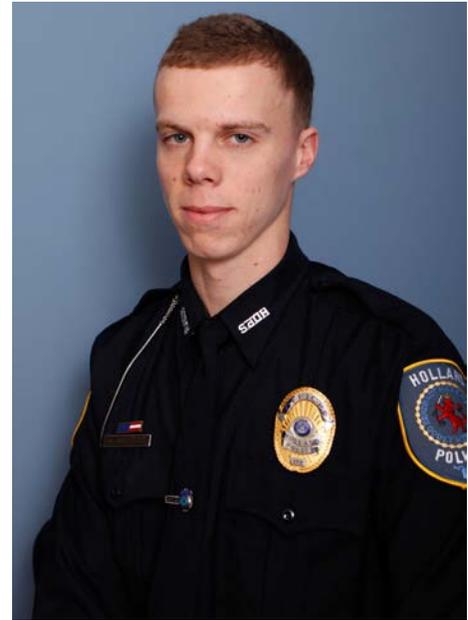


Officer Cole Winston

NEW POLICE OFFICERS



Officer Grant Bly



Officer Noah Wolters



Swearing in of Officers Grant Bly and Noah Wolters

NEW OFFICE EMPLOYEES



Desk Assistant Nancy Gillis



Maintenance Technician Orlando Bazan

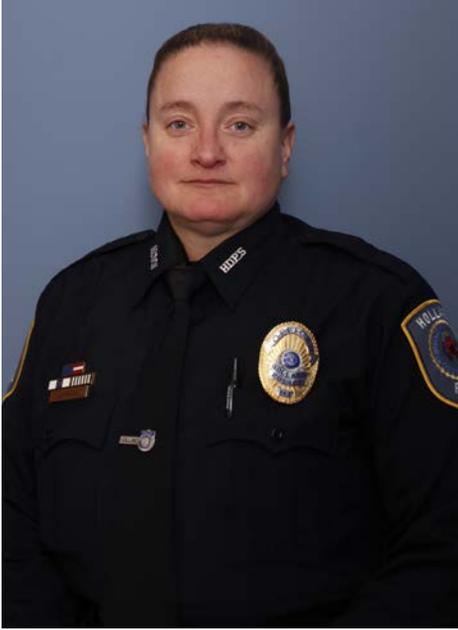


Night Desk Assistant Heather Brower



Part-time Maintenance Alison VanGrouw

DEPARTED EMPLOYEES



*Officer Jennifer Hahn
Retired after 27 Years of Service*



*Officer Rick Altamira
Retired after 27 Years of Service*



*Officer Rob Brewer
Retired after 32 Years of Service*



*Building Custodian Al Puente
Resigned after 27 Years of Service*

FIRE SERVICES



2019

FIRE SERVICES

Annual Report—2019

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MISSION STATEMENT

The Mission of the Holland Department of Public Safety-Fire Division 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 I have stated in previous annual reports, our Fire Division develops and prepares an all hazards approach to our work in the community with our focus and goal being positive outcomes. Some of the activities and programs that support this goal include a timely response to calls for service, training, fire prevention, community risk reduction strategies (CRR), apparatus maintenance and buildings & grounds maintenance programs.

This annual report summarizes many of the activities to prepare to serve the community & highlights a lot of data and numbers, which can normally be called outputs. I would like to guide readers of this report to look beyond the numbers and focus on the results or outcomes of these numbers. One of these is the effectiveness of our EMS program. Our personnel respond in a timely manner to all different types of emergencies throughout a year. There are 6 people that are alive today because the contributing efforts of our personnel to utilize their skills and training that are maintained through our training programs.

With regard to fires we log a significant number of hours in training and apparatus maintenance. These investments provided a state of readiness that facilitated a limited amount of fire damage or loss in property that is exposed to fire and the buildings or structures next to them. We also know that investments in code enforcement and education serve to reduce the incidence of fire and mitigate the property loss and the potential for serious injury or death in building fires. Again the investments translate into positive outcomes.

These items are just a few examples of the positive impact the fire division has on our community and the overarching goals of the City to create a positive quality of life for community members and visitors. We recognize that not every community member has had an opportunity to utilize our services, and sincerely hope that you stay safe and not encounter situations or events where you will need to. However, please know that the members of the Fire Division stand ready to provide services and programs that facilitate positive outcomes. We view our service to our community as privilege we do not take lightly and we are honored to serve in this capacity.

Respectfully,

Christopher M. Tinney
Captain of Fire Operations



"Our History" & "Size-Up"

Holland Department of Public Safety—Fire Services

A fire department was established in Holland on October 11, 1848 when a meeting with all the 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.

This historical perspective about the department will continue to remain a part of our annual reports. This history provides a starting point for the evolution of the department and a reminder of our roots and heritage that have evolved into the multi-hazard response capabilities that we provide today. Back then it was fires, today it consists of not only fires but, emergency medical services, vehicle extrications, hazardous materials response, fire code enforcement, community risk reduction and emergency management functions. These activities demonstrate the ever expanding role of fire services in Holland and throughout the United States.

Today, our department is currently considered a combination department, meaning that we employ a mixture of full-time and volunteer or "part-paid" firefighters. The Fiscal Year 2019 budget authorizes 22 full-time and 22 part-paid members in the department. The full-time positions include the Captain of Fire Operations, Fire Marshal, Training & Safety Officer and a Department Assistant working 40-hour workweeks; along with 6 Lieutenants, and 12 Firefighters who work 56-hour weeks. The compliment of full time firefighters is divided among 3 shifts that work a 48/96 schedule. The current part-paid members carry pagers and are on call around the clock to respond primarily to structure fire incidents.



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

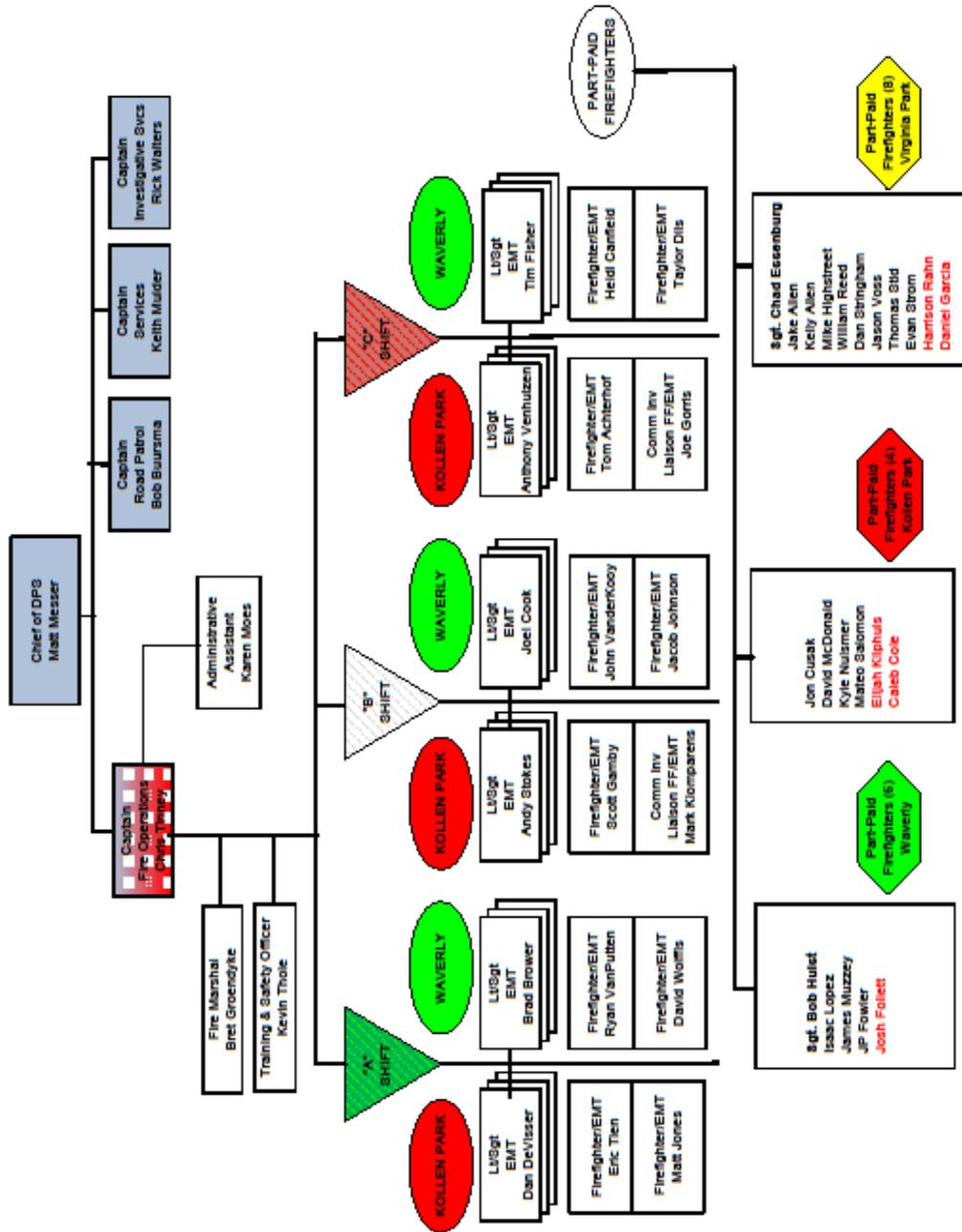
The department provides "all-hazards" services from 2 stations that are operated 24 hours a day and 7 days a week. These are located at 761 Waverly Road and 279 Kollen Park Drive. These stations are staffed around the clock with full-time members, which consists of 1 Lieutenant and 2 firefighter/EMTs at each station per shift, and a complement of part-paid members assigned to each station. Station 3, located at 644 S 160th Avenue, is jointly owned and used by the City of Holland and Park Township. It is currently utilized for meetings, training activities and houses reserve fire apparatus. Housed in the stations are 2 front-line rescue pumpers, 1 traditional pumper, 1 reserve pumper, 1 aerial tower truck, 2 EMS squad vehicles, a brush fire unit, rescue watercraft, and 2 staff vehicles.

The department responded to 3,852 incidents in 2019. As is typical with fire departments across the country, about 62.33% of those responses were medically-related. In addition to false alarms, hazardous conditions and service calls, the department responded to 83 fires in 2019. Those fires exposed approximately \$27 million worth of property, and resulted in a direct fire loss of \$872,450; with a property saved to property exposed ratio of 96.77%.

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

This report contains the program measurements, tangible results and what happened from a response perspective. It also outlines a number of the proactive Community Risk Reduction Efforts (CRR), such as fire inspection activities and fire education programs, delivered by the department. These outcome driven approaches improve quality of life in the City of Holland through effectively reducing fire frequency and consequences of fire and other natural and man-made events or disasters. Our CRR strategies include engaging the community in their role in preventing and reducing the impact of both fire and EMS incidents. Examples of this include CPR training, fall prevention, smoke alarm installation and maintenance, and outreach programs in some of our apartment complexes and 24 hour care facilities that prepare residents to prevent fire and respond appropriately in emergencies.

Holland DPS – Fire Services Division Organizational Chart



10/11/2019



RETIREMENTS

RETIREMENT OF MORAG STROUD



On April 26th, 2019 Department Assistant Morag Stroud retired after 20 years of service to the City of Holland. “Mo” began working for the Fire Department in July of 1999. Mo’s ability to solve problems, balance workflow, and excellent interpersonal skills made her a great fit for the department from the very start of her career at HFD. As with most organizations, change in the fire service is on-going. Mo was able to adapt well to changes within the organization and stayed current in regards to the use of technology and software. Mo’s positivity and accent were just a couple of her many attributes that the department will miss!



RETIREMENTS

RETIREMENT OF LT. CORWIN UNEMA



On August 29th, 2019 Lieutenant Corey Unema retired after 32 years of service to the community.

Corey began to fuel his passion for firefighting at 14 years old when he joined the department's Explorers program. In November of 1987 at 18yrs old, Corey became an official member of the department when he was hired as a paid on-call firefighter for the city. Over the next few years of his career he worked tirelessly towards obtaining his Firefighter 1, Firefighter II and his EMT license. In February of 1992, Corey was hired as a full time Firefighter/EMT for the department. Corey always conducted himself in a manner that exceeded expectations when working with the public and always took pride in his work and profession. Corey's dedication to serve the community and his ability to problem solve in extreme situations led to a promotion to Lieutenant in 2003. From 2011 to 2016 Corey also served as a Reserve Police Officer for HDPS – Police Services. For the remainder of his career Corey remained dedicated to accomplish goals that helped improve the department and the quality of service provided to the community.

Corey truly has been an asset to Holland Department of Public Safety and will be missed.



RETIREMENTS

RETIREMENT OF JAMES BOULLOSA



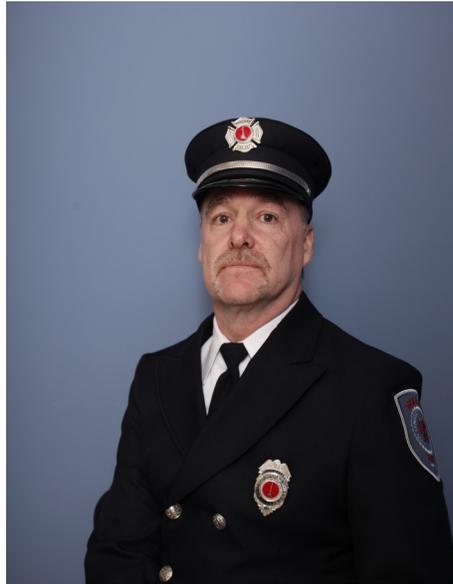
On October 7, 2019 Firefighter James Boullosa retired after 16 years of service to the community. James was raised in a military based family and brought the honor and integrity instilled by his parents with him into the fire service when he started his career 26 years ago.

James is originally from New Jersey and graduated from Hope College. In 1994 James joined two neighboring departments as a paid on call firefighter while continuing to work full-time as a Machinist at Hart and Cooley. James furthered his education by graduating from the Holland Fire Academy in 1997. After obtaining his Michigan, Medical First Responder license in 2000 and his Fire Officer I, II, & III by 2002, James became a paid on call Firefighter for the department in July 2003.

Throughout his career, James continued to be professional and demonstrated a desire for personal growth and life long learning. Although James has retired from his on-call position with the City of Holland, he continues to serve our neighboring communities as a member of the Graafschap Fire Department. We are honored to be a part of his fire service career.



FULL-TIME FIREFIGHTER OF THE YEAR



Lieutenant Tim Fisher

Lieutenant Tim Fisher was named Holland Department of Public Safety's Firefighter of the year for 2020. Nominated by his peers, Fisher was recognized for his ongoing efforts to do what is right for community members and always puts others and the department above self. He is well respected for his forward thinking, adaptability and is always doing his best to mentor and support the growth of others.

Throughout his career with the department, Fisher has exercised leadership in many different ways. He was the department's first Community Involvement Lieutenant. These efforts included introducing the Urban Survival program, an all hazards safety curriculum, into the elementary schools in the City; partnering with the Holland Police Department on the initial Child Passenger Safety Seat Program; and introducing a medic first aid and CPR training program for business and industry partners in the City .

Other notables about Fisher include active efforts to introduce and implement thermal imagery use and training in the department, partnering with other fire departments in the area to deliver ice water rescue training to their personnel, and is currently leading efforts to promote firefighter recruitment and retention practices for the department. Fisher is currently a shift Lieutenant at the Waverly Station.

Fisher embodies the department's core values of Compassion, Respect, Integrity, Professionalism and Dedication, and demonstrates these qualities on a regular basis. These qualities demonstrate why he is the 2020 Firefighter of the Year.



PART-PAID FIREFIGHTER OF THE YEAR



Paid on Call Firefighter

Firefighter Kelly Allen was named Holland Department of Public Safety's Part-Paid Firefighter of the year for 2020. Nominated by his peers, Kelly is recognized for his consistent leadership and being a great example of knowing his craft and trade as a firefighter. Kelly leverages this and a willingness to encourage and help less experienced department members for the overall benefit of the team. It has been stated, "He has a "get it done" attitude and won't disappoint you on the fireground. Most of all, since switching to station 3, I have seen his drive to see the station succeed and wants to decrease response times and make things more efficient on the fire ground."

Over Kelly's 15 years of service with the department one of his most notable traits is his ability to maintain a positive attitude and encourage others to do the same. He does this by setting a great example and pointing out positives within the department. Kelly like many others in the department demonstrates our core values of compassion, respect, integrity, professionalism and dedication.



Buildings and Grounds by Lt. Andy Stokes and Team Members



“Construction Season”



We didn't have the orange barrels or caution tape, but construction was the theme for 2019!

Current Status

We have three stations in the Holland Fire Department. Waverly Fire station was built in 1970 and is a fully staffed station 24/7. Kollen Park Fire station was built in 1977 and also fully staffed. The Virginia Park facility that is shared with Park Township is currently being used as a storage and training facility. It is not part of our current response model.

Future Plans

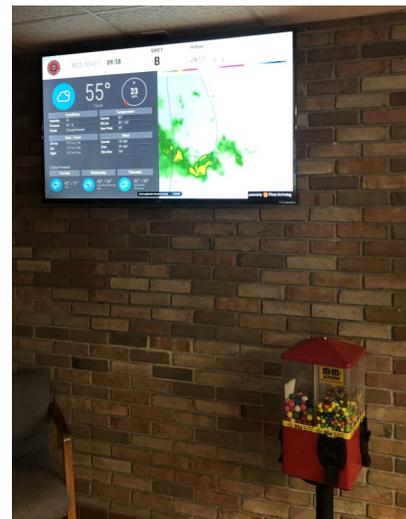
The Capital Improvement plan for our facilities includes a potential reconstruction of the Waverly Road Station and significant upgrades and improvements to the Kollen Park Station. While start dates are not identified at this time, we plan to see improvements to both facilities completed in the next two to five years. The Department is currently engaging with design and A&E professionals on preliminary design concepts.

Accomplishments in 2019

Our main goal in 2019 was to complete some minor improvements to maintain the facilities until further renovations or replacements can occur.

Monitors and First Arriving Dashboard:

Monitors were installed in both Waverly and Kollen Park stations in the living quarters and apparatus bays. These are our new “Daily Dashboards”. Each monitor rotates through current staffing levels, weather conditions, the daily calendar, pass throughs, and road closures. It also displays call information with maps each time we are dispatched. This encourages a more uniform mode of communication and allows review of operational information at a glance and on a single platform.





Buildings and Grounds (continued)



Kollen Park

- ◆ Kitchen upgrade (before and after above)- included new stainless-steel appliances, a new kitchen sink, refinished countertop, painted cupboards, new hardware, and tile backsplash
- ◆ Drinking fountain– a refillable bottle fountain was installed in the living quarters, this will help cut down on water bottle waste and encourage firefighters to keep themselves hydrated throughout their shifts
- ◆ Ceiling Tiles- We are undergoing replacement of the drop ceiling tiles station wide.
- ◆ Painting- the living quarters received a new coat of paint to spruce things up
- ◆ LED Lighting Project- We continue to work on our energy efficiency
- ◆ Security of Buildings- Doors and passcode locks were installed to provide security of our building and safety of our employees

Waverly

- ◆ Windows- To make the building more efficient and safer, a few windows were replaced
- ◆ Window Blinds- New window blinds were installed in the living quarters to provide privacy and security
- ◆ LED Lighting Project- We continue to work on our energy efficiency
- ◆ Security of Buildings- Doors and passcode locks were installed to provide security of our building and safety of our employees

Virginia Park

- ◆ Landscaping- resolved some minor issues and trimmed a row of trees on the North side of the building. Otherwise the building has been maintained in good condition.



Emergency Medical Services by Lieutenant Venhuizen and Team Members

The Holland Fire Department continues to see an uptick in EMS calls. Last year the department responded to 3852 calls. EMS accounts for 62% and to be prepared for those emergencies, EMS training is a vital part of the department. Last year Holland Firefighters received a total of 388 hours of emergency medical training.



The Holland Fire Department is a MDHHS continuing education sponsorship site. This allows us to utilize trained instructor coordinators, Fire Marshal Bret Groendyke and FF/Paramedic Jacob Johnson, for the delivery of this EMS training. By utilizing these instructors along with the continuing education program, the department is able to save the citizens thousands of dollars annually. With the average rate for EMS training at \$80.00 per educational hour, this sponsorship program saved \$31,040 in educational costs.

This education program, along with seven licensed emergency vehicles, are inspected by the State of Michigan. The State of Michigan recently inspected our EMS vehicles and no equipment violations were noted. This is due to dedicated personnel who routinely inspect the vehicles and equipment.



Emergency Medical Services (continued)

During 2019 we were able to utilize our relationship with Holland Hospital. A thanks goes out to Marcy Achterhof, Moe Durfee and Lauren Vredeveld. They provide information regarding patient outcomes for stroke, trauma, and cardiac arrest patients. This information is then utilized to continually improve our EMS training and provide feedback to personnel involved in the call. During July, Marcy Achterhof and Moe Durfee provided the department 2 hours instruction to 16 firefighters on stroke awareness and treatment.

The EMS Program is proud to announce the county wide implementation of the Echo policy. This policy was proposed by then EMS coordinator, LT Stokes to the Ottawa County Medical Control board 2 years ago. This policy now allows EMS units to provide mutual aid across normally restricted response boundaries.

New equipment continues to be added to improve care for those in need. A Colorimetric Capnography device was added this past year to all advanced airways for both adult and pediatric patients. This device changes color when CO₂ from the patient is exhaled up the tube and changes the color of the device to inform the rescuer that the airway they have placed has compliance. The State of Michigan also added infant warming caps for use on newly born infants in the field. The cap was utilized this year on an infant born outside the hospital moments before Holland Fire arrived on scene.

Out of the 2401 EMS calls responded to by Holland Firefighters in 2019, 6 calls stand out as times where the skills and training of the personnel on scene promoted the positive outcomes of those individual patients. The personnel that responded to following calls were awarded Life Saving Awards in 2019.

On February 2, 2019 LT/EMT-B Stokes and FF/EMT-B Klomprens responded to a woman in respiratory distress. Upon on-scene arrival they found a female with an oxygen saturation in the 60's. After a prompt assessment the female patient was given CPAP and albuterol via high flow O₂. The patient returned to the station a couple of months later and informed crews that she believed she would have died that day without their intervention.

On March 26, 2019 LT/EMT-B Fisher and FF/EMT-B Canfield responded to man having chest pain. While moving the patient into the ambulance crews observed that the patient was pulseless and not breathing. Immediate CPR was started along with securing of the airway. The patient received 2 shocks from the AED during his transport to the hospital. The patient was alert and responsive to the doctor on his arrival to the hospital.



Emergency Medical Services (continued)

On April 14, 2019 FF/EMT-B Gorris and FF Dils FF/EMT-B responded to a male unresponsive in a vehicle. They arrived to find a male patient in very poor condition who was hypoxic. The patient was moved and observed to be pulseless and not breathing. Immediate CPR was started and crews assisted in treatment during transport to the hospital. The patient regained pulses and survived the event.

On May 25, 2019 FF/EMT-B Gorris and FF Dils FF/EMT-B responded to a female having an allergic reaction. They arrived on scene to a female in visible respiratory distress. After a prompt assessment the patient was given an injection of epinephrine utilizing the BEES kit. After a short time the patient's symptoms improved. This is the first successful use of the BEES kit in Ottawa County and helped alleviate a life threatening anaphylactic allergic reaction. BEEZ kits allow a lower cost alternative to traditional Epi-Pens and are an expansion of the scope of practice for BLS agencies. Providers utilize packaged medication to be administered by responders through a traditional syringe. The department was actively involved in bringing this program to the Ottawa Medical Control Board Authority for approval.

On May 28, 2019 LT/EMT-B Brower, LT/EMT-B Cook, FF/EMT-B Tien, FF/EMT-B Van Putten and FF/EMT-B Wolffis responded to reports of a male subject stabbed. After a rapid trauma assessment personnel on scene went to controlling bleeding and securing the airway for the male subject who was stabbed once in the chest and once in the neck. The private ambulance ALS provider was not able to get an ambulance on scene of the call for an extremely extended time frame. Crews on scene continued to provide lifesaving care and rode along with the transporting unit to assist in that care. The patient was able to get the continued care he needed by the hospital because of care provided. The patient was able to be discharged from the hospital after an extended stay.

On December 21, 2019 LT/EMT-B Venhuizen, FF/EMT-B Achterhof and FF/EMT-B Gorris responded to reports of a female male subject having trouble breathing. While responding, units were updated that the female was unconscious. Upon entering the home the female patient was found to be in respiratory arrest. Immediate CPR was started along with securing the airway. Crews continued to breathe for the patient during transport. The patient was discharged from Holland Hospital 6 days later.

Our EMS program is committed to continual improvement of care being delivered to all patients. Holland Hospital provides feedback to us on all stroke patients, trauma patients and cardiac arrest patients. This information is passed along and used as a method of continuous quality improvement which translates into positive outcomes.



Vehicle Maintenance by Lieutenant Brower & Lieutenant Cook and Team Members

Beginning January 1st of 2020, there was a change in leadership in the Apparatus & Vehicle Maintenance Program. At this time Lieutenant Joel Cook, who led this effort for close to 10 years, transferred the responsibilities of the Lead Apparatus Officer to Lieutenant Brad Brower. Along with this change the maintenance of small equipment and watercraft is now assigned to Lt. Dan De Visser ,who was promoted in September. This role was previously held by Lt. Brower.

Lt. Brower will now oversee the coordination, inspection, maintenance and repair of all road vehicles in the fleet. This also includes more-involved annual maintenance and DOT inspections. Lt. DeVisser will now oversee the coordination, inspection, maintenance and repair of the department's watercraft and boat lift, as well as a significant amount of small equipment. This includes, but is not limited to: chainsaws, gas and electric fans, air monitoring equipment, thermal imaging cameras, vehicle extrication equipment, hand tools and fire hose. Firefighter Eric Tien is our department's Certified Self Contained Breathing Apparatus Technician and invests a significant amount of time in maintaining and testing the Fire Service Division's Self Contained Breathing Apparatus (SCBA). Firefighter Tien's skill and attention to detail is noted as a factor in the department never having an on-scene failure of our breathing apparatus. This critical equipment is the only thing between firefighters and the lethal smoke filled environments they are exposed to.

Maintaining today's fire apparatus requires a team approach and each firefighter on A-Shift is responsible for overseeing a particular vehicle. These vehicles each have varying characteristics, as well as limitations. Primary response types include EMS calls, fire alarms, fires, car accidents, gas leaks, and much more.





Vehicle Maintenance (continued)

Responding to over 3,800 calls annually, with large heavy engines and ladder trucks, means repairs happen with increasing regularity. Coordination of repairs to maintain operational readiness can happen at any time of day or night. Apparatus shift members are committed to this end and often coordinate these repairs off duty to keep these vehicles on the road and to minimize downtime.

Vehicle Type	Personnel Deployed (Firefighters)	Days in Service, Annually	Runs annually
1121 - Engine	2	365	1829
1122 - Engine	2	365	1502
1142 - 118ft Aerial	1	365	471
1171 - Rescue/ Medical - Pickup Truck	—	As personnel levels permit	175
1172 - Rescue/ Medical - SUV	—	As personnel levels permit	57

Maintenance on frontline apparatus can place units out of service up to a week at a time and requires some coordination and utilization of what is referred to as our reserve apparatus. Most recent service work focused on brakes, leaf springs, tires, and many other chassis parts that wear out more frequently with increased use. On-duty crews do what they can to keep vehicles in service, but when a repair is too large or technical, the City of Holland Street Department, K & R trucking, Gemini Services, Spencer Manufacturing, or McDonald's Towing & Repair are used. These vendors are great partners in keeping our equipment in a ready condition.

As 911 calls continue to increase, so does the demand placed on the fleet and the personnel charged with maintaining it. Apparatus Shift members and the Captain of Fire Operations monitor these factors as well as costs and plan accordingly while continuing to explore and evaluate more efficient response options.



Vehicle Maintenance (continued)

With consideration to our current deployment of resources and the call types the department responds to, we often get questions from community members such as, “Why do you respond to EMS calls with a fire truck?”. In order to provide the best service to the community, we need to offer a balance of EMS and rapid initial fire response. Most days there are two full time personnel at Waverly station and three personnel at Kollen Park working 24hr shifts, as noted in the previous table. This allows us to deploy two rescue pumpers with two personnel and one aerial truck with one person to a fire incident. Fire Behavior research has proven that a fire can double in size very shortly with modern home furnishings and fuels, with higher heat release rates. Leaving the engines at the station while responding to a medical call in an EMS vehicle, and having to go back and get them prior to responding to a fire, will create a delay in response. Which ultimately causes more fire loss and potentially a higher risk to life. Our current use of these resources allows us to respond from outside the station directly to a fire if need be.

With regard to the future and replacement of apparatus, Lt. Cook and all those who have worked with him during his time as Apparatus Officer, have set the department up very well with trucks purposefully built to handle the calls in our city. With new technological advancement, a consideration when replacing outdated equipment, will be the elimination of power generators from our engines. This would grant an initial cost savings of \$20,000-\$30,000 in addition to greatly minimizing maintenance costs in the future. Generators currently are necessary to provide on-scene lighting that runs on 110v and powers our automobile extrication tools (JAWS of Life). A couple goals in the near future are to replace a set of extrication equipment (that dates back to 1996) with battery operated tools, and install newer 12-volt scene lighting on our next truck. This change would allow for the generator on future apparatus to be eliminated.





Vehicle Maintenance (continued)

The battery operated tools would be portable, allowing them to be used for tasks other than extrication, such as forcible entry. Eliminating the generator also frees up valuable compartment space so we can continue to plan for the future and leave room for the equipment we may have to carry to meet the ever changing needs of our evolving community.

Another project that was started in 2019 and will continue in 2020 is the Hose and Nozzle Study. This study was started by FF Dils and Training & Safety Officer Thole. They researched and tested our current hose and nozzles to be sure we flow the correct gallons per minute for the hose line size that meets recognized NFPA standards. Through the course of outside training they determined that there were better options in hose and nozzles than what we currently are using on our trucks to flow more water and cause less reaction force or stress on the firefighters that are operating the hose line. We will be using their research and data to guide us in the purchasing of replacement hose and nozzles as needed.

As we look toward 2020 it appears it will be a busy year for our apparatus program. We hope to add some new equipment and are anticipating the delivery of a new ladder truck in the fall. We are thankful to have these tools and equipment, as they help the department with producing positive outcomes.



Fire Prevention & Community Involvement by Fire Marshal Bret Groendyke

Intro

The Fire Marshal position continues to maintain three areas of focus:

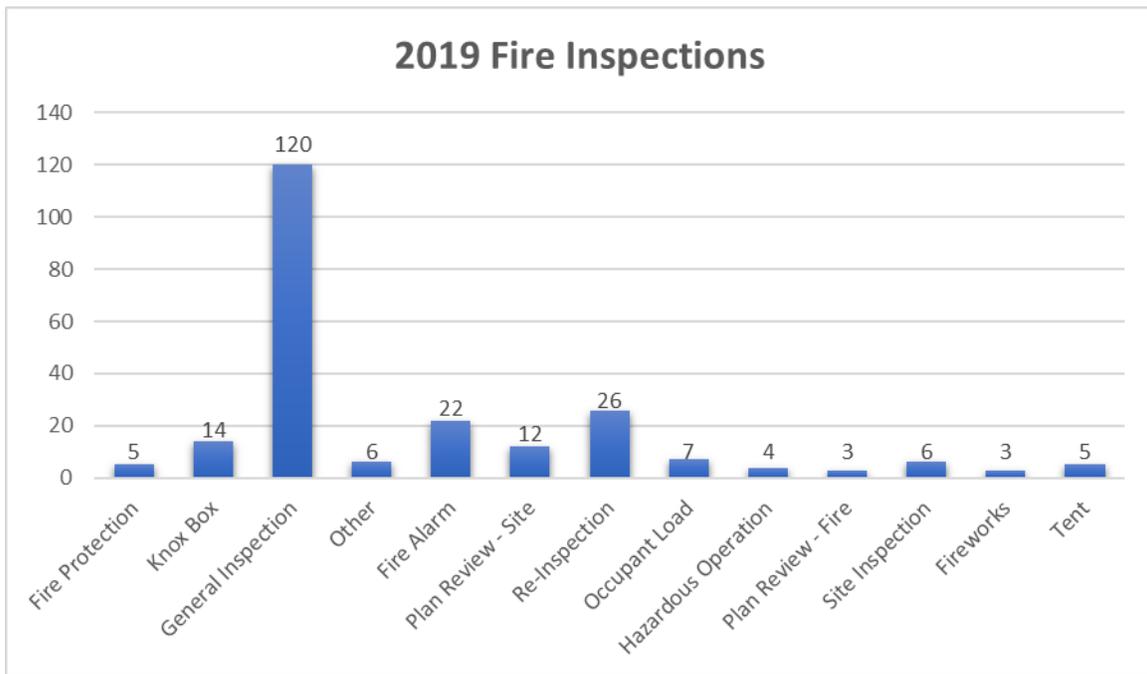
1. Fire prevention, including inspection, pre-planning, public education, and investigative functions.
2. Community involvement, which is the oversight of firefighters as they promote safety and fire prevention for the public good.
3. Administration related to professional development, training, and record keeping.

Fire Prevention

Business Inspections

The Holland fire department works to identify issues related to the three foundations of our inspection program:

- ◆ Identify and address community life safety risks.
- ◆ Provide education to reduce or prevent the occurrence, or limit the spread, of fires.
- ◆ Preplan to improve the efficiency of our ability to respond to all emergencies.





Fire Prevention & Community Involvement (continued)

This is the first year that inspections have been recorded in our Imagetrend software. There was a learning curve early on and we continue to learn and add to the program. A total of 233 fire inspections were completed in 2019. The inspections fell into the categories listed in the chart above. These inspections were completed by both the on-duty shift firefighters and the Fire Marshal.

Of the inspections completed by the shifts, C shift completed 65, B shift completed 28, and A shift completed 11. In some of these instances the fire marshal joined the shift to complete the inspection.

We continue to work to reduce the occurrence, potential, and severity of fires in Holland businesses. Listed below are the most common violations identified in our community. The numbers in parenthesis correspond to the three foundations of our program mentioned above.

1. Exit signs not functioning properly, or missing. (1)
2. Portable fire extinguishers improperly installed or maintained. (1, 2)
3. Extension cords not to be used as permanent wiring. (1, 2)
4. Approved covers for all switches/electrical boxes. (1, 2)
5. Proper illumination for all means of egress. (1)
6. Maintain clearance from electrical service, no storage in that space. (1, 2)
7. Extinguishers, where required in occupancies. (1, 2)
8. Key boxes, where required. (3)
9. Key boxes, properly maintained (3)
10. Proper address identification. (3)

A total of 5 fires occurred in businesses we regularly perform inspections in. One of these fires was caused by smoking, which is not taken into account using our means of inspection at the time. In response to this, we updated our inspection form and also resolved the issue at the restaurant that lead to the fire.

Residential Home Safety Checks

The Holland Fire Department received a portion of the Michigan Community Risk Reduction Task Force Grant to install smoke alarms. The program was held from May until August of 2019. We received a total of 216 smoke alarms and 36 CO alarms. Holland firefighters installed 199 smoke alarms and 34 CO alarms. The remaining 17 smoke alarms and 2 CO alarms were donated to a neighboring department, so they could continue the program.

There were 13 home fire safety checks provided to Holland residents, in addition to our involvement with the smoke alarm grant. These free fire safety checks are to



Fire Prevention & Community Involvement (continued)

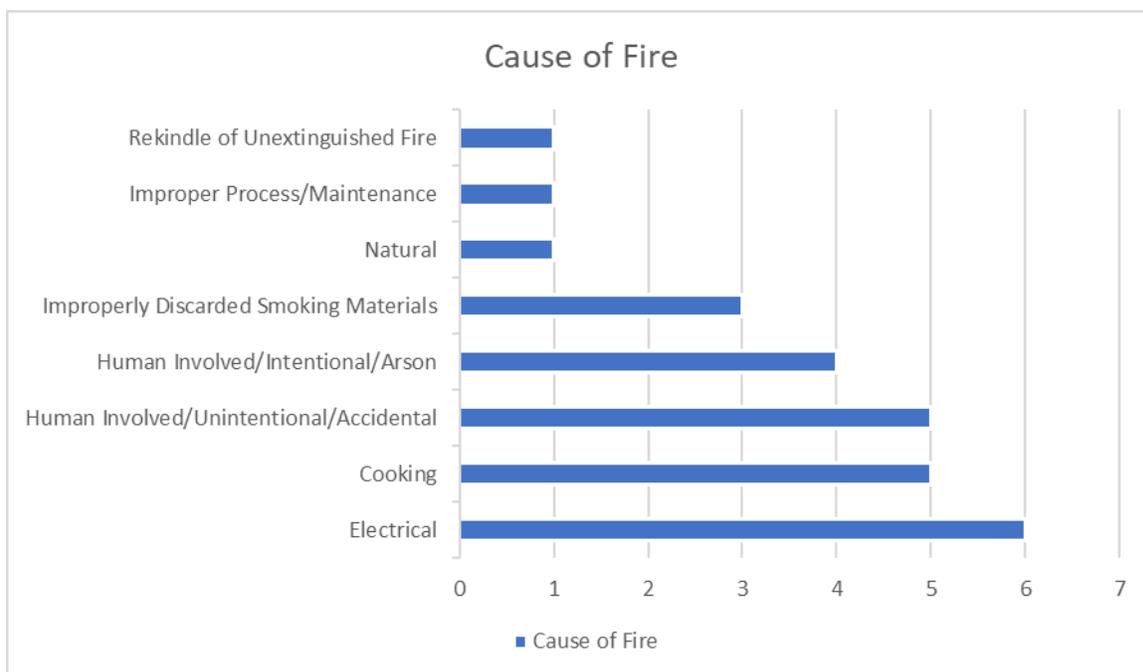
educate the public on safe practices within the home. We discuss safe cooking procedures, reducing the chances of fire related to smoking and electrical issues, assessment of the smoke alarms, and how to have an escape plan in the event of a fire.

Education

Cooking continues to be a leading cause of fire in Holland. These fires were either confined to the container they originated in, like a stove or pot, or spread to other areas of the house or kitchen. A total of 16 of these fires were recorded in 2019. These fires also resulted in a few minor injuries to residents. In response to this, fire education was provided to specific groups that were identified as “at risk of cooking fires”. Education was provided to residents at several independent living associations throughout Holland. A program was also delivered to five Holland High School health classes. More than 150 people, of all ages, were provided information throughout this program.

Investigations

Investigations were conducted at the scene of, or in follow up to, a total of 26 building fires that occurred in the city. This graph demonstrates the causes of each of those fires.





Fire Prevention & Community Involvement (continued)



Of the fires that have occurred in the city, 21 of 26 occurred in buildings that we could not otherwise inspect. Of the five that did occur in buildings we are able to inspect; it is probable that our current prevention program checklist could have prevented these events. One was caused by smoking, one by improper process, one an accident with a candle, and one was intentional. Both the candle and the process were incidental events not otherwise associated with normal operation of the businesses.

One fire occurred in a building that we frequently inspect. It occurred at 934 Washington Ave., and it was caused by smoking. Prevention for smoking related fires is not addressed in the Imagetrend fire inspection checklist. The cause was addressed with action at a follow up inspection. The other fire was at 17 W 16th and was intentionally set.

The data demonstrates, in buildings that we are inspecting, our current efforts in education and prevention appear to be limiting the occurrence of fires in the city.

If we had equal access to all buildings that had fires, and we exclusively used the prevention checklist used for the MI Prevention Smoke Alarm Program, we would have effectively addressed the causes in 21 of the 26 building fires we have experienced, potentially limiting the probability of the event. This could possibly have prevented 8 injuries and hundreds of thousands of dollars in losses. More on that specific data in a later update.

Lastly, only 3 of the 26 fires we experienced this year were unlikely to be recognized beforehand and prevented. One was the sun shining through a window that went through a magnifying glass and ignited papers on a desk. Another was a box of battery packs that appeared to have had some sort of an excessive heating event due to grounding and weather. The third was a fire that resulted from a tree limb falling on an electrical service mast to a residence.



Fire Marshal Loss Prevented Report

Losses Prevented

Six building fires in Holland presented a risk of extending beyond the building where the fire originated. In four of these occurrences the building was a 1 or 2 family residential dwelling, one occurred in a multi-family dwelling, one occurred in an unattached garage. Each circumstance presented a different set of variables relative to fire cause, weather conditions, building construction, and fire resistive features. The basis for this information is covered in NFPA 80A: Recommended Practices for Protection of Buildings from Exterior Fire Exposures. Some pertinent material related to this can also be found in our adopted 2012 International Fire Code, chapter 3. Based on information stated above and recognizing the capabilities, response, and application of suppression the following exposed buildings are recognized as loss prevented. In short, each fire had reached the ability to extend beyond the building of origin and the Holland fire department contained each fire. Values listed are represented as the total cash value (TCV) as provided by the BS&A system for Holland.

Building of fire origin: 136 W 19th

Value of exposure 1: 140 W 19th – \$107,620

Value of exposure 2: 132 W 19th - \$67,414

Building of fire origin: 152 E 18th

Value of exposure 1: 148 E 18th - \$76,650

Building of fire origin: 136 E 19th

Value of exposure 1: 140 E 19th - \$101,131

Building of fire origin: 87 E 18th

Value of exposure 1: 83 E 18th - \$77,355

Value of exposure 2: 91 E 18th - \$72,347

Building of origin: 335 Oxford Ct (Garage)

Value of exposure 1: 335 Oxford Ct (apartment) - \$173,729

Building of origin: 17 W 48th

Value of 3 units saved: \$110,265

Total Exposure Building Loss Prevented: \$786,511

This value represents only the amount of the building. It does not represent the amount of personal property or possessions within the home, or items stored outside the home. Although difficult to quantify, it also does not represent the emotional toll involved with the loss of a family's home. This metric continues to demonstrate the necessity of properly staffed and available fire apparatus.



Fire Prevention & Community Involvement (continued)

Community Involvement

The Fire Marshal position coordinates and participates in fire related community education in Holland. Each shift has a community involvement firefighter that works along with the fire marshal to provide community outreach. The community involvement firefighters that serviced in these positions for 2019 were Lt. Dan Devisser, Mark Klomparens, and Joe Gorris. Each of these men did a great job providing fire, medical, and safety based educational outreach. Here, in no particular order, is a small snapshot of some of the many accomplishments that they completed:

- There were 47 car seats that were checked, installed, or corrected. Each community involvement firefighter is a certified car seat technician. The goal is to educate families in order to reduce traumatic childhood and infant deaths in motor vehicle crashes. Department Assistant Karen Moes has also been certified in order to offer more times a technician is available for education.
- Community CPR or first aid training was provided for City of Holland Employees, Holland West School, Holland East School, Holland High School, West Michigan Uniform, Windmill Island, Tulip Time Organizers, Holland Parks Dept., LS Mold, and Civic Center Staff. There was a total of 16 classes educating 144 individuals on CPR & AED use in the community!
- The firefighters attended dozens of block parties and public events. This provided families and their children an opportunity to see the trucks, meet a firefighter, and discuss home fire safety and fire prevention.
- There were more than 100 children that attended tours at the Kollen Park Fire Station. These tours were organized through schools or church groups. A Community Involvement Firefighter led the students through the station allowing time for the children to see the firefighter gear, sit in a fire truck, and see how the firefighters live. It also provided helpful education on how to call 911, smoke alarms, or how to stop drop and roll.
- Partnering with Holland High School providing live training on how to avoid cooking fires for more than 50 students.
- Tulip Time parades and Kinderplaats were well received and managed by full time and paid on call firefighters.
- Miranda's Park Party held at Kollen Park was highly attended.
- Lt. Devisser and Karen Moes coordinated National Night Out in Kollen Park which experienced significant attendance.
- The 37th annual West Michigan Fire Safety Prevention Council Parade was a great success!
- Numerous walk-in tours at both fire stations. Allowed us to meet community members and visitors, have them see the trucks, and learn some helpful fire safety information.



Fire Marshal Administrative Report

Administrative

There is continued improvement in our data and reporting management. Near the close of 2019 it was determined that two pieces of software may be able to perform the same function. Our existing reporting is done on Imagetrend and our preplanning is entered on First Look Pro. Imagetrend has nearly all of the same functions as First Look Pro. The long-term goal is to merge all of the data from both platforms on to Imagetrend.

Holland Fire continues to be progressive with its efforts to combat smoke inhalation injuries. This follows a year with higher than normal injuries related to smoke inhalation, specifically carbon monoxide and hydrogen cyanide gases. Holland firefighters continue to train on this issue and we also provided education to neighboring departments on this critical fire service problem.

Training continues to be a priority. Continuing education credits were obtained at the winter and fall sessions of the Michigan Fire Inspector Society conferences. These credits are necessary to maintain a Michigan Fire Inspector license. Credits were also obtained by attending the Society of Michigan EMS Instructors Conference. This is necessary to obtain credits for the Instructor/Coordinator license. A certification in plans review was obtained by attending the National Fire Academy in Emmitsburg, Maryland. This is a free program available through the Federal Emergency Management Administration.

A program to support firefighter mental health and suicide prevention was hosted by the Holland Fire Department. This is a national recognized program provided by the IAFF. Fire Marshal Groendyke and FF/EMT-B Vanderkooy attended the program held at the Kollen Park Fire Station.

Several Michigan State Fire Marshal sponsored Community Risk Reduction Task Force meetings were attended throughout the year. This provided a chance to see what other fire departments were doing around the state to implement fire safety innovations and apply them in Holland.

Continued involvement with the Holland Police Community Relations committee, Planning & Building Department meetings, and Housing & Code Enforcement meetings.

Conclusion

It was another busy and successful year. The involvement and support of all the firefighters, command staff, and administrative staff is always greatly appreciated. We are committed to making Holland a fire safe community.



Training & Safety by Training & Safety Officer Kevin Thole

2019 was a great year for training and as a department we continue to raise the minimum standard to better protect our community members. Fires continue to burn hotter and flashover faster. Technology and advancement in firefighting strategies and tactics are continuously changing with new Underwriters Laboratories (UL) studies and advancements in science and data. With all of these positive changes it means we as firefighters and EMTs must stay sharp and train often when the environment is ever changing. The department accumulated over 3400 hours in training in 2019. These trainings included emergency medical services continuing education, rapid application of water on interior structure fires, modern search methods for trapped fire victims, hazardous materials response, as well as marine operations and rescue. These trainings consisted of both internal drills and outside trainings.



Training Mission: *The mission of our training program is to create realistic training that directly affects the safety of our community and fire fighters by recognizing inherent limitations and instilling a combat mindset to create physical and mental toughness to handle a wide variety of emergencies.*





Training & Safety (continued)

It was another busy year for the Holland Fire Fighters, we responded to 3852 calls for service, fires, vehicle accidents, water and ice rescues, occupied stalled elevators, emergency medical incidents, and a wide variety of other calls. Having a structured training program in place has a direct effect on positive outcomes on emergency calls, some of those are highlighted below.

Trainings

Engine Operations: 329 Hours

- Hose line deployment/quick water application on the fire
- Water supply to fire hydrants, building connections, and the ladder truck
- Professional Engine Operator/hydraulics/foam operations

The department spent 329 hours training on rapid suppression and containment of fire. This translated into \$786,511 of property loss prevented.

Ladder Truck Operations: 247 Hours

- Aerial Operations for both elevated rescue, and large master streams
- Search and Rescue of trapped fire victims
- Force Entry into secure residences and commercial occupancies
- Ground Ladders for rescue, and secondary means of ingress or egress
- Fire Fighter Mayday/self-rescue
- Ventilation of toxic smoke or other toxic gas

The department trained 247 hours in Ladder Truck Operations and this can be translated into no civilian fatalities and no major injury to any fire fighters, as all structures were thoroughly searched and ventilated during building fires.

Boat Operations: 149 Hours

- Driving/Lake Orientation
- Side Scan/Sonar/Mapping

The department spent 149 hours training on Water rRescue. The Holland Fire Boat is equipped with side scan for subsurface recovery and rescue. We cover Lake Macatawa and parts of Lake Michigan in auto/mutual aid agreements.



Training & Safety (continued)

Notable outside trainings and accomplishments

Fire Instructor 1- 40-hours training
FF Dils FF Gorris

Instructor Orientation 4-hours training
FF Johnson

Ice Rescue Instructor 24-hours training
FF Gorris FF Salomon

Fire Department Instructor Conference
16-hours of hands on training
FF Vanputten FF Dils Lt. Venhuizen

Oath Keepers Fire Training-16 hours hands on
training
T.O Thole Lt. Venhuizen FF Gorris

Active Assailant Training-16 hours
FF Johnson

Situational Awareness Training-8 hours
Lt. Venhuizen, T.O Thole

Boat Sonar/Side Scan-16 hours
FF Vanputten, FF Salomon

Blue Card Command Training- 24 hours
Lt. Brower, TO Thole, Lt. Cook, Lt.
Venhuizen

Emergency Medical Technician-160 hours
classroom- 48 hours of clinical time
FF Stid, FF Strom, FF Muzzey, FF Fowler

Leadership and Team Building-8 hours
Lt. Fisher, Lt. Venhuizen, Lt. Devisser, FF
Canfield, FF Achterhof, FF Gorris, FF Dils

IAFF Peer Support-16 hours
FF Vanderkooy, FM Greondyke

Step up and Lead Symposium-8 hours
Hosted by Holland Fire Fighters

Fire Fighter 1&2 Academy -242 hours
FF Fowler

Winter SMEMSIC 32 hours
FM Greondyke

*Fall SMEMSIC Instructor coordinator
conference*-16 hours
FF Johnson

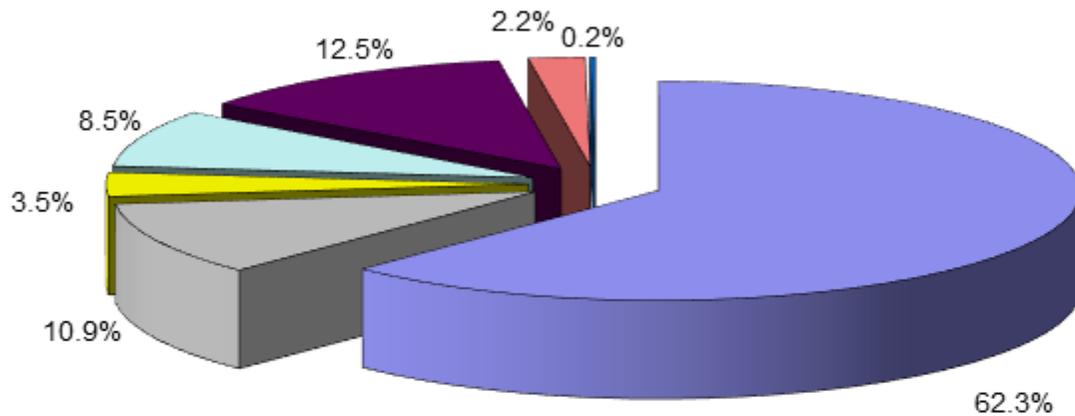
MFIS fall conference -32 hours
FM Groendyke

MFIS winter Conference- 16 hours
FM Groendyke

NFA plan review 48 hours
FM Groendyke



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	2401	62.3%
False Alarms	419	10.9%
Hazardous Conditions	135	3.5%
Service Calls	327	8.5%
Good Intent Calls	483	12.5%
Fires	83	2.2%
Others	7	0.2%
	3852	100.0%



FIRE INCIDENTS

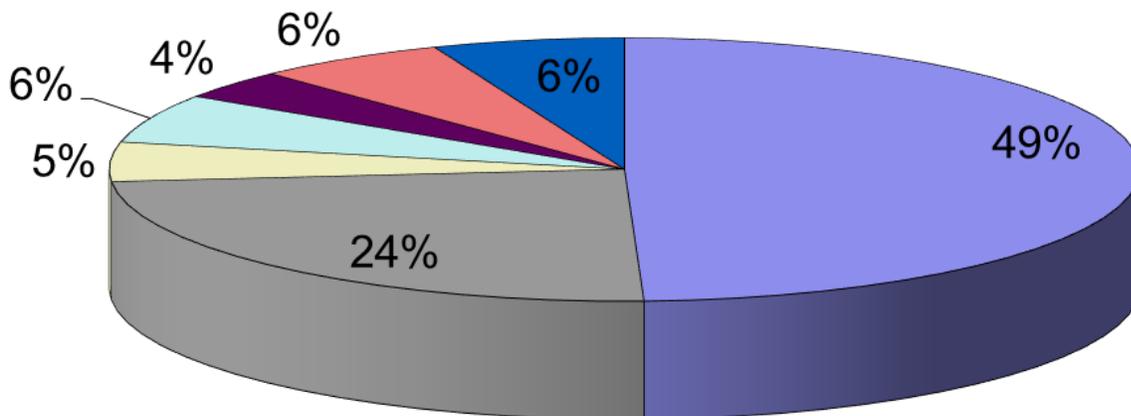
Classified by Property Types

Property Type	Incidents	Percent
Structures	41	49.4%
Vehicles	20	24.1%
Refuse	4	4.8%
Vegetation	5	6.0%
Fires/Explosion Not Classified	3	3.6%
Explosion/No Fire	5	6.0%
Outside of Structure	5	6.0%
	83	100.0%

FIRE INCIDENTS CLASSIFIED BY PROPERTY TYPES

FIRE SERVICES

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

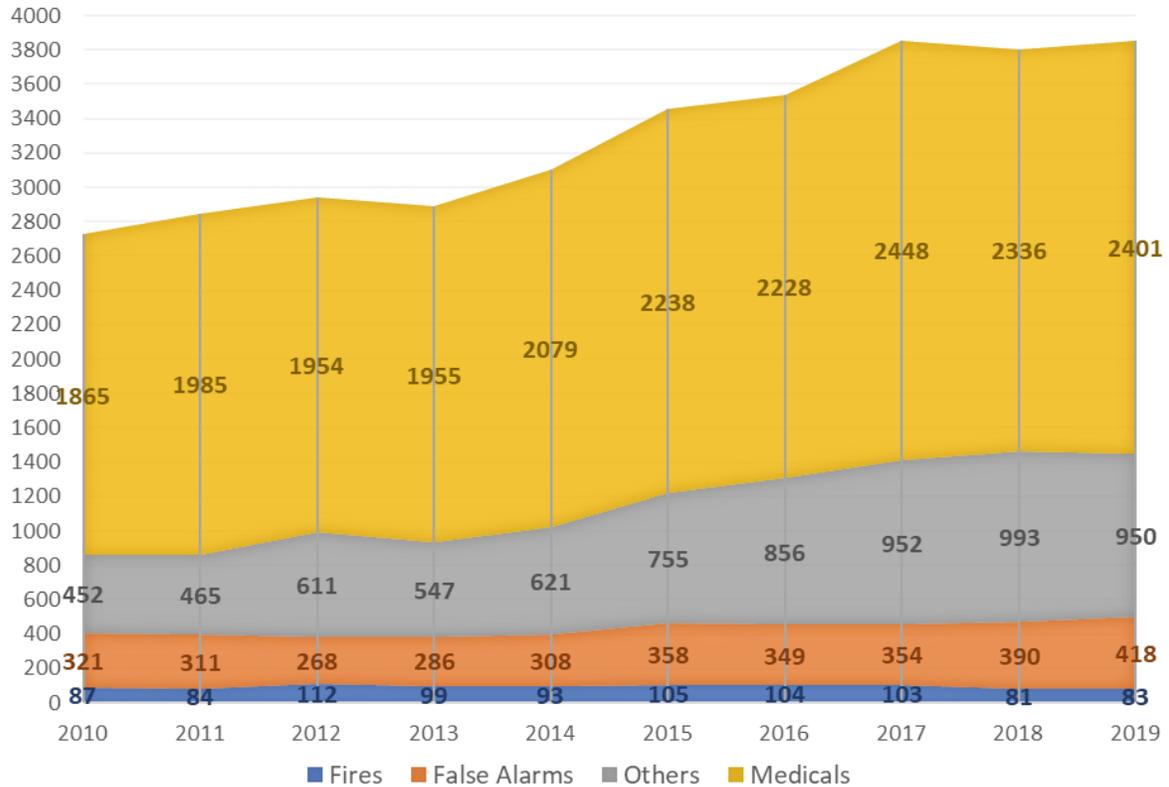




10 YEAR INCIDENT SUMMARY

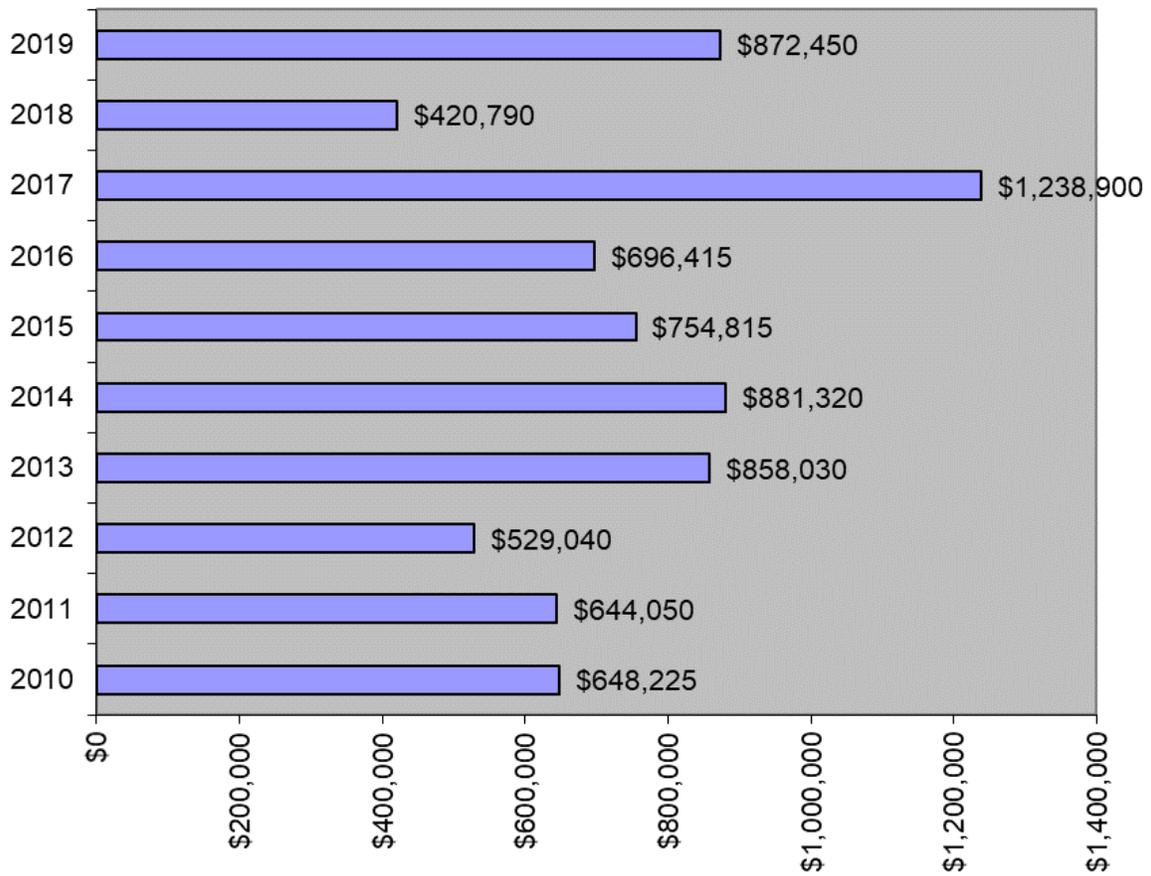
		FY	CAL YR							
Situation	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Fires	87	84	112	99	93	105	104	103	81	83
False Alarms	321	311	268	286	308	358	349	354	390	418
Others	452	465	611	547	621	755	856	952	993	950
Medicals	1865	1985	1954	1955	2079	2238	2228	2448	2336	2401
Total	2725	2845	2945	2887	3101	3456	3537	3857	3800	3852

10-YEAR INCIDENT SUMMARY FIRE SERVICES





PROPERTY LOSS SUMMARY FIRE SERVICES

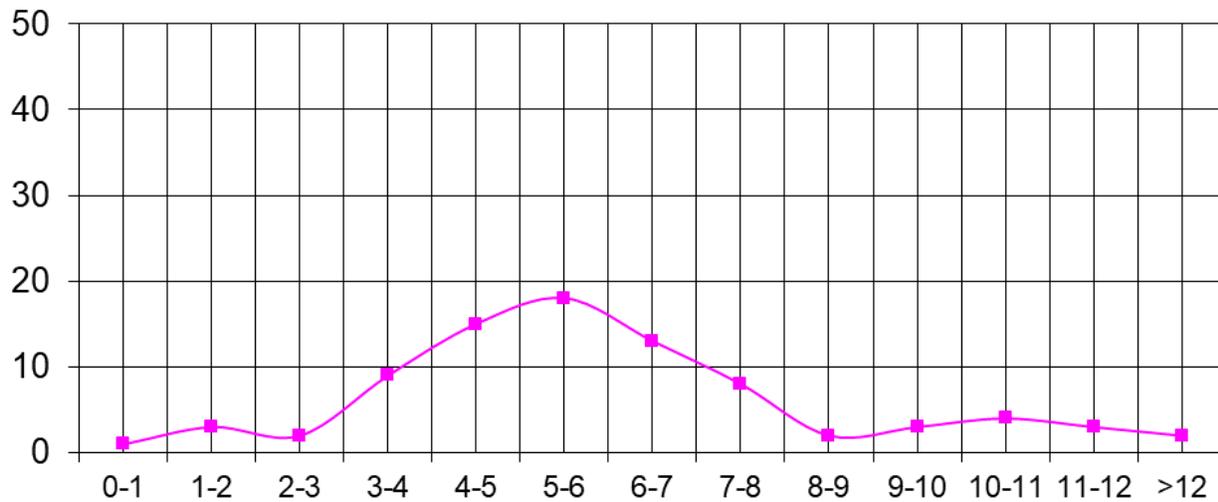




TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

MINUTES	FIRES	EMS	OTHER	TOTAL	PERCENT
0-1	1	15	98	114	3.0%
1-2	3	26	20	49	1.3%
2-3	2	89	33	124	3.2%
3-4	9	284	74	367	9.5%
4-5	15	463	140	618	16.0%
5-6	18	536	163	717	18.6%
6-7	13	415	140	568	14.7%
7-8	8	244	110	362	9.4%
8-9	2	165	90	257	6.7%
9-10	3	73	49	125	3.2%
10-11	4	37	31	72	1.9%
11-12	3	20	16	39	1.0%
>12	2	34	38	74	1.9%
cancelled on route				366	9.5%
	83	2401	1002	3852	100.00%

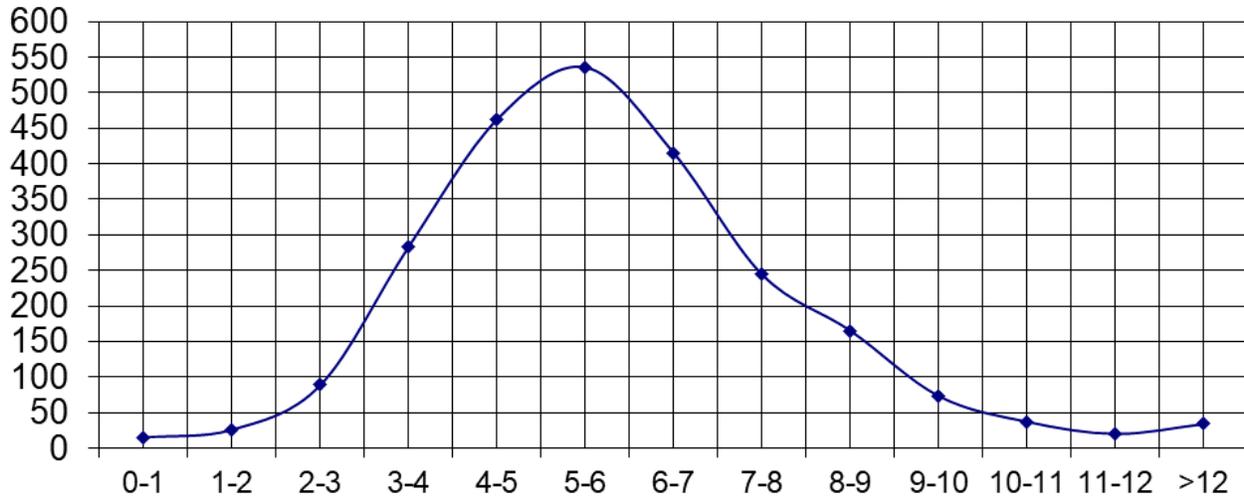
RESPONSE TIME - FIRES FIRE SERVICES



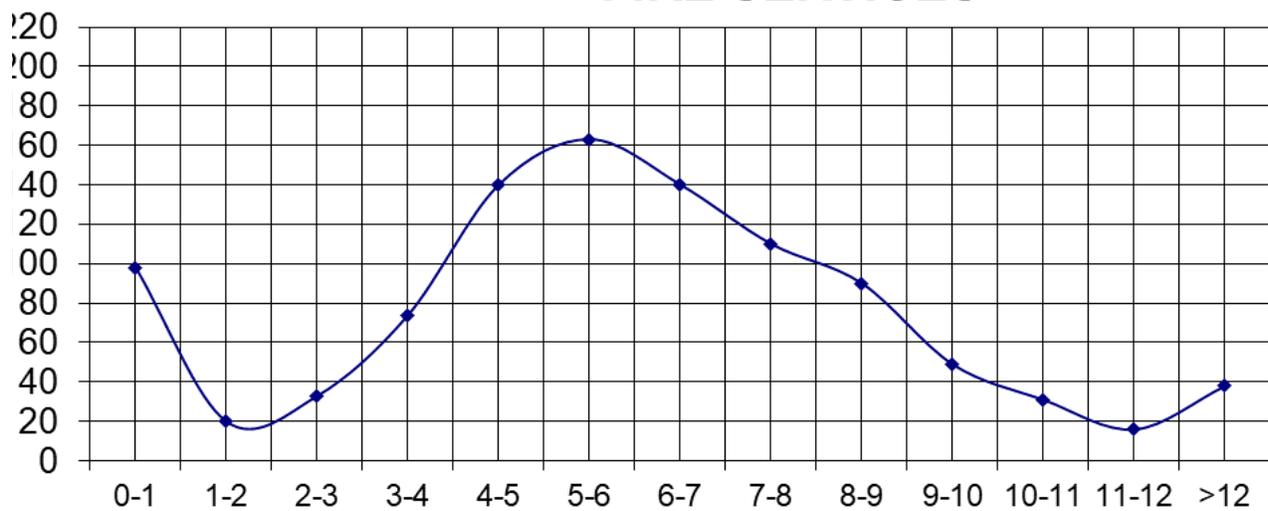


TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

RESPONSE TIME - EMS CALLS FIRE SERVICES

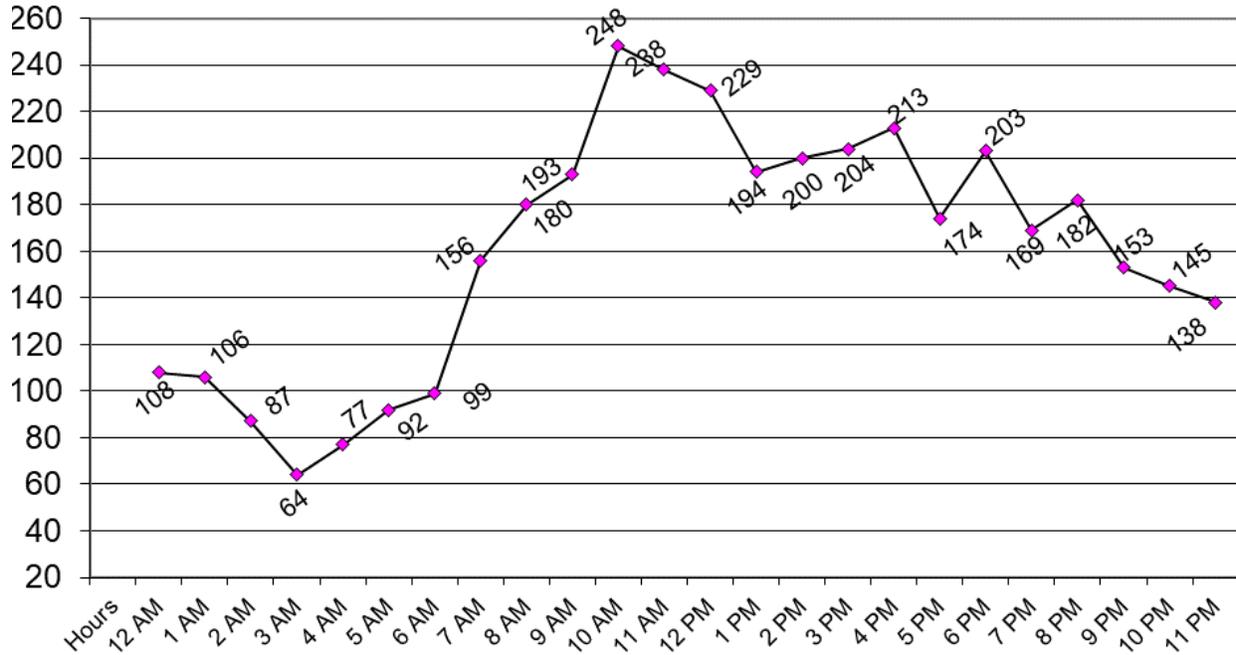


RESPONSE TIME - OTHER CALLS FIRE SERVICES

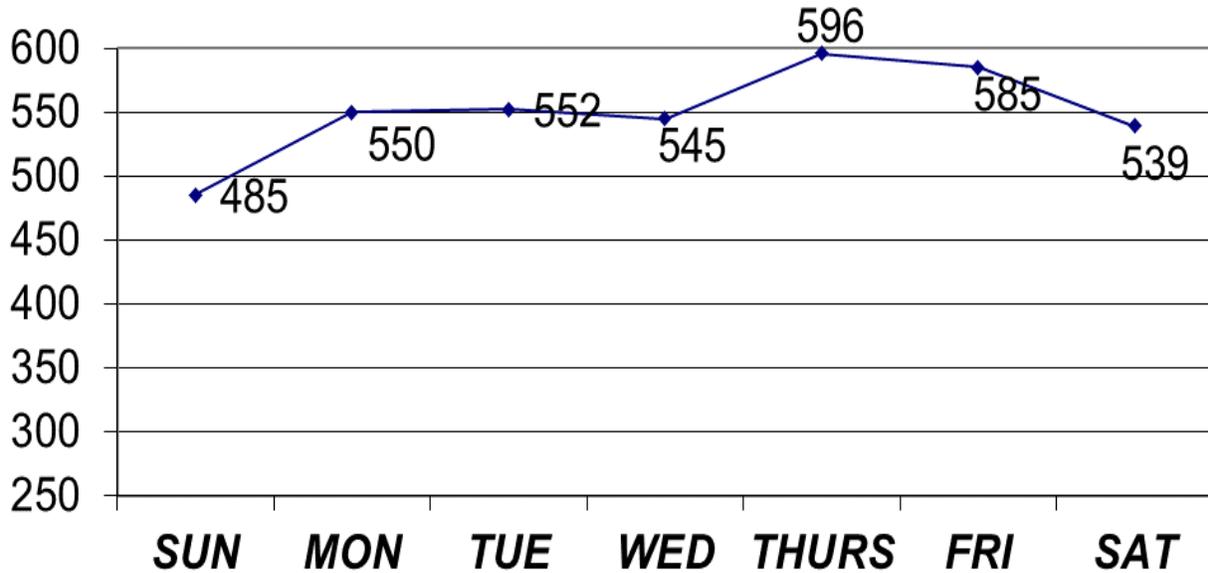




INCIDENTS BY HOUR OF DAY FIRE SERVICES

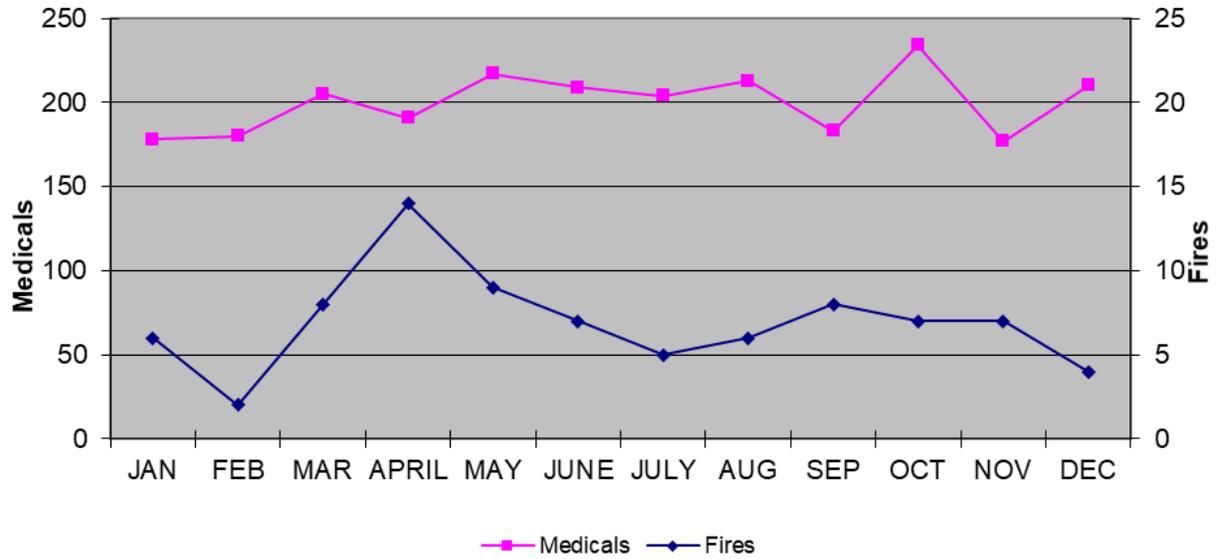


INCIDENTS BY DAY OF WEEK FIRE SERVICES

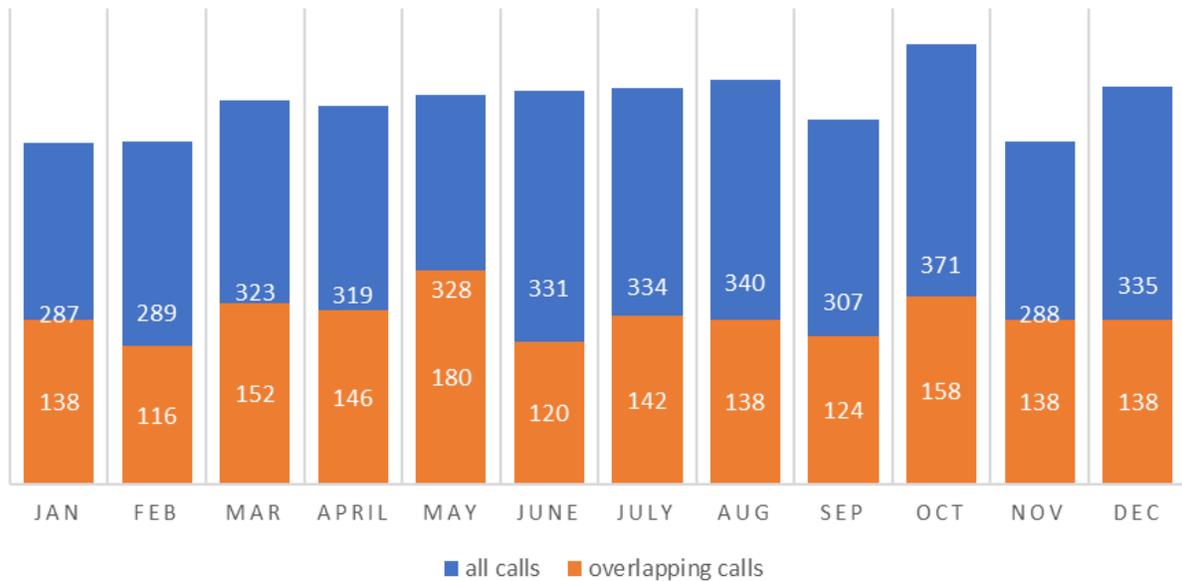




INCIDENTS BY MONTH OF YEAR FIRE SERVICES



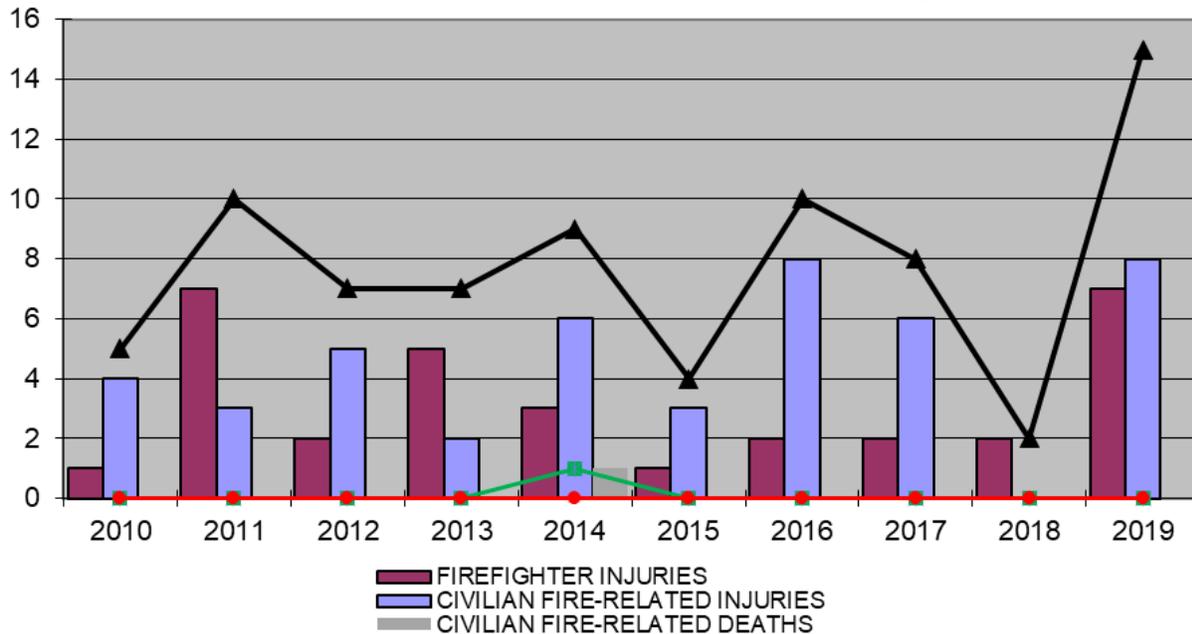
OVERLAPPING INCIDENTS FIRE SERVICES



* Incidents overlap at least 1 or more other incidents.



INJURIES SUMMARY FIRE SERVICES



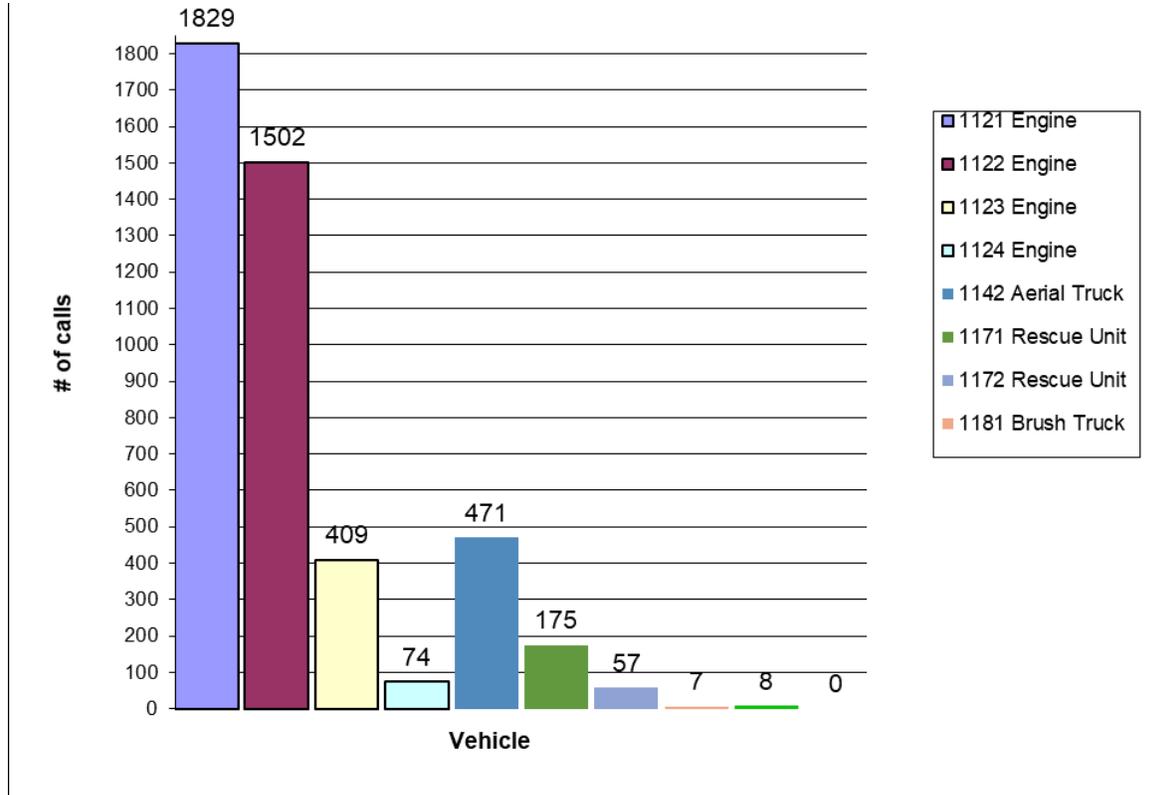
	FIREFIGHTER	CIVILIAN FIRE-RELATED	FIREFIGHTER	CIVILIAN FIRE	TOTAL	TOTAL
YEAR	INJURIES	INJURIES	DEATHS	-RELATED	INJURIES	DEATHS
2010	1	4	0	0	5	0
2011	7	3	0	0	10	0
2012	2	5	0	0	7	0
2013	5	2	0	0	7	0
2014	3	6	0	1	9	1
2015	1	3	0	0	4	0
2016	2	8	0	0	10	0
2017	2	6	0	0	8	0
2018	2	0	0	0	2	0
2019	7	8	0	0	15	0

*** 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

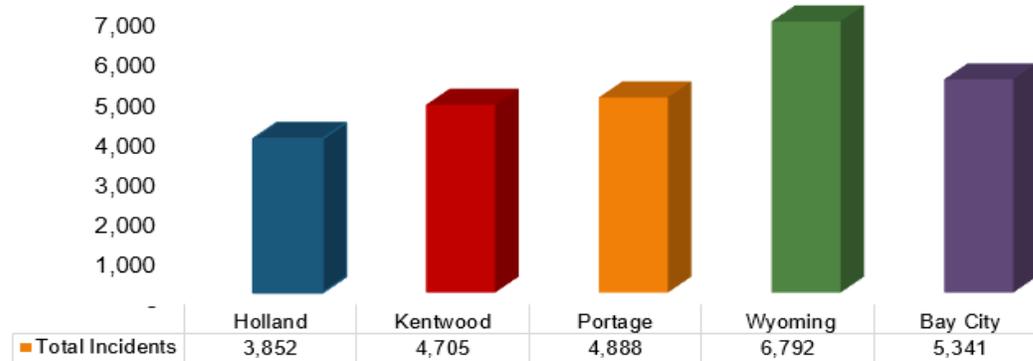
RESPONSE DATA BY RESPONDING UNITS	CALENDAR YR
1121 Engine	1829
1122 Engine	1502
1123 Engine	409
1124 Engine	74
1142 Aerial Truck	471
1171 Rescue Unit	175
1172 Rescue Unit	57
1181 Brush Truck	7
1182 Water Rescue	8
1183 Rescue Boat	0
TOTAL RESPONSES	4532



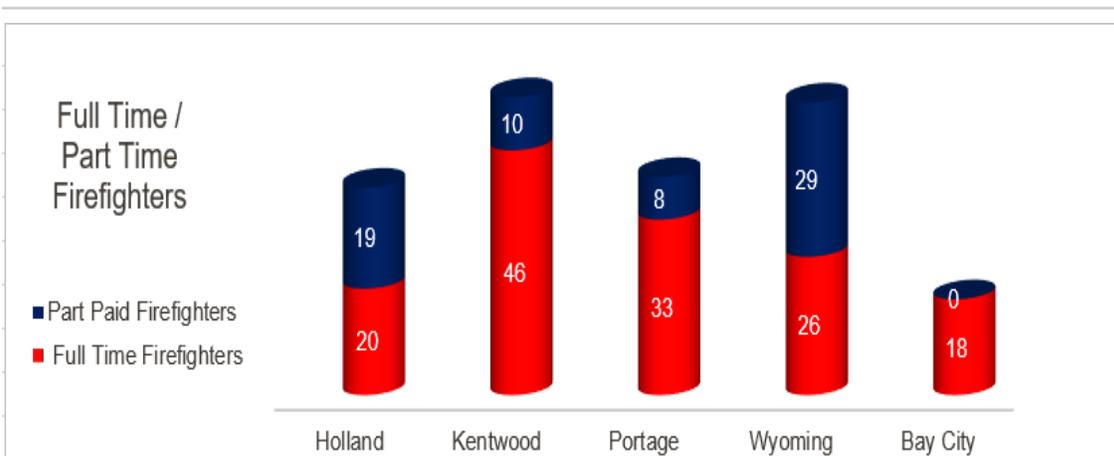
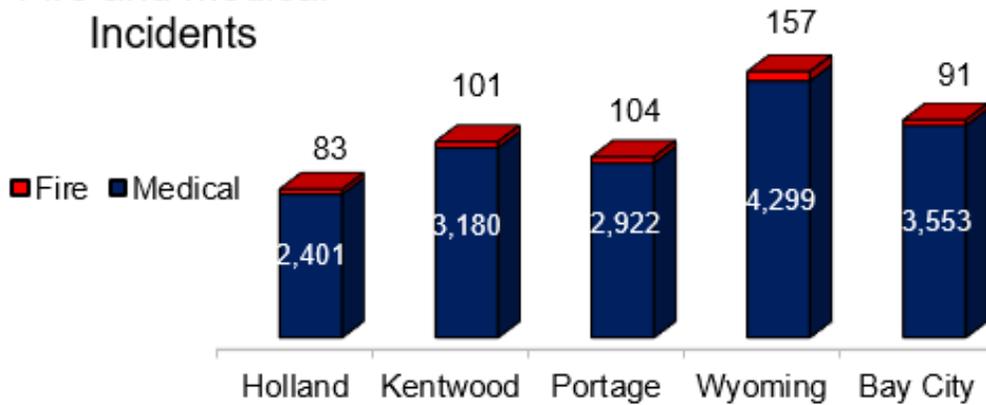


COMPARISON OF SELECTED STATISTICS WITH OTHER WEST MICHIGAN CITIES

Total Incidents

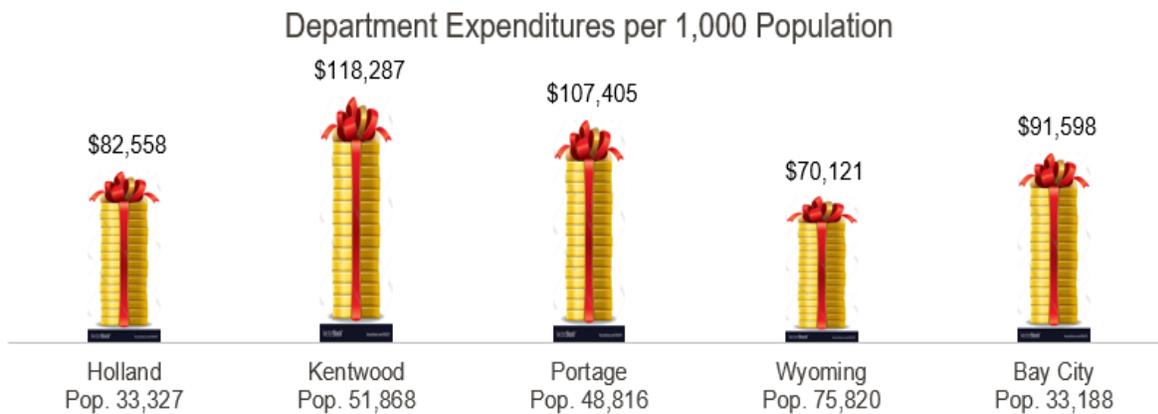
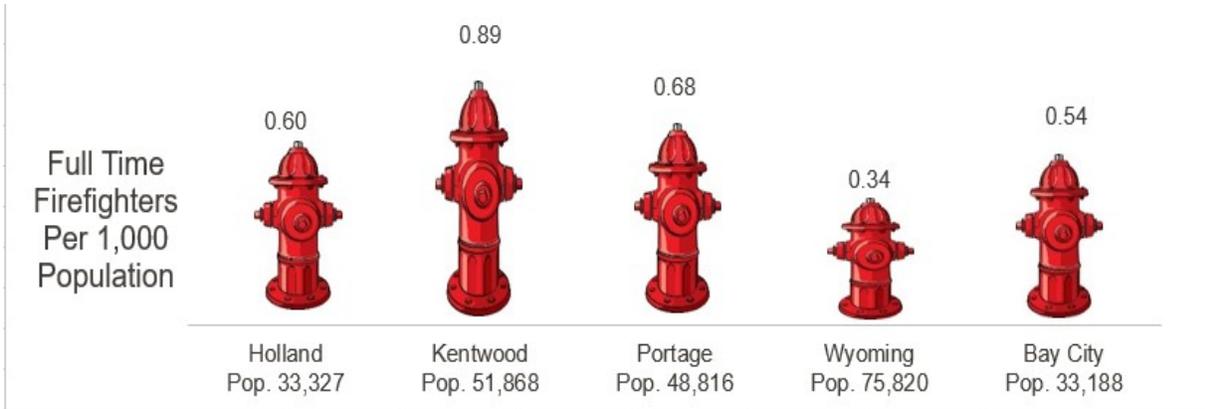


Fire and Medical Incidents





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





PART-PAID ATTENDANCE—2019

STATION 1

FOLLETT	11%
FOWLER	89%
HULST	86%
LOPEZ	77%
MUZZEY	55%

STATION 2

COLE	1%
NUISMER	64%
KLIPHUIS	53%
McDONALD	100%
SALOMON	100%

STATION 3

ALLEN, J.	72%
ALLEN, K.	77%
ESSENBURG	64%
HIGHSTREET	66%
REED	70%
STID	58%
STRINGHAM	77%
STROM	68%
VOSS	58%

Firefighters entered in red = new employees