



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



## ***2023 ANNUAL REPORT***

**ADMINISTRATION**



***Matt Messer***  
***Chief of Public Safety Services***



***Rick Walters***  
***Captain of Investigative Services***



***Bob Buursma***  
***Captain of Police Services***



***Keith Mulder***  
***Captain of Patrol Operations***



***Chris Tinney***  
***Captain of Fire Operations***



We are pleased to present our annual report for 2023. We continue to focus on our core values, the continuous pursuit of excellence and building on our community policing and fire hazard mitigation philosophies to protect and serve all community members and visitors to Holland.

We understand that community support and trust is earned through consistent quality service, compassion, respect and community involvement. We take nothing for granted and understand that our reputation rises and falls with each and every interaction.

We have been heavily involved with the planning for new fire stations and began construction on the new Waverly Station and storage facility in mid-2023. We plan on starting the renovation on the Kollen Park Station in June of 2024. We look forward to the upgrades that will help enhance our service delivery to the community.

The annual Battle of the Badges softball game raised money for our partner community organization Harbor Humane Society. Our Polar Patrol Ice Cream Truck appeared at 132 events and served over 24,000 ice cream treats this year. Our Community Policing Officers were involved in over 235 school and community programs. Our total calls for services increased for both police and fire operations in 2023.

The Crisis Intervention Team partnership with the Ottawa County Mental Health and Ottawa County Sheriff's Office has been a huge success. This team has provided services in 388 cases in 2023.

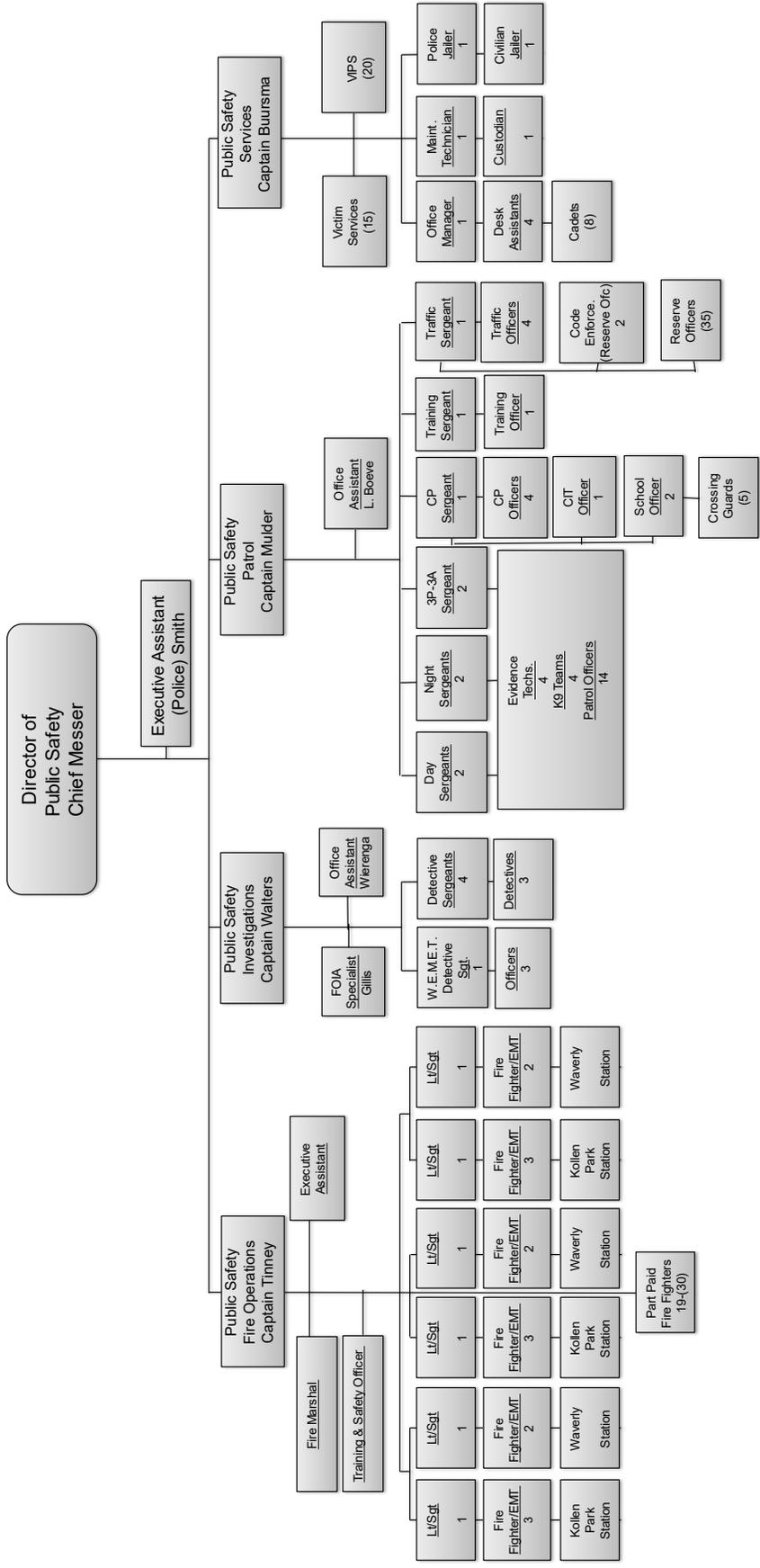
This year was our first full year under the MACP Law Enforcement Accreditation status for our Police Services. We were fully accredited in October 2022 and became only the 50<sup>th</sup> police department in the state to reach this goal. Less than 15% of law enforcement agencies in Michigan are currently accredited agencies.

Strategic Planning for the entire Public Safety Department continued in 2023. This is a 3 to 5-year plan to assist with analyzing our processes and staffing to help improve operational efficiencies. We have initiated a mentoring program, full department succession planning, increased leadership training and our focus on using this strategy to facilitate continuous improvement for many years to come.

Thank you to all of our community partners and supporters. We wish everyone a safe and successful 2024!!

Respectfully submitted,

Matt Messer  
Chief of Public Safety Services City of Holland





# Police Services



# 2023 ANNUAL REPORT

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*Strategic Planning*

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# ***INCIDENT STATISTICS***

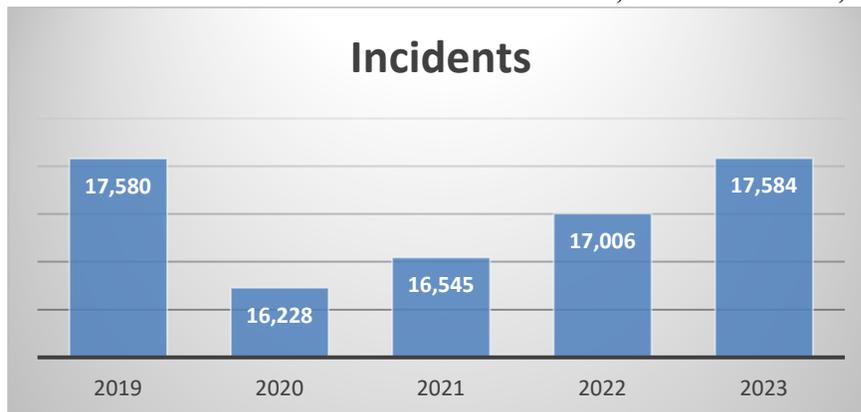
## OFFENSE AND INCIDENT REPORT

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

<b><u>CRIME CALLS</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>2023</u></b>
<b>CRIMINAL OFFENSES PART I</b>	<b>1,765</b>	<b>1,737</b>	<b>1,903</b>
Murder/Manslaughter	1	2	2
Kidnapping (including parental)	5	5	4
Criminal Sexual Conduct	77	67	71
Robbery	15	5	4
Assaults (including Domestic Assaults)	512	545	553
Intimidation/Stalking	127	107	91
Arson	1	1	7
Burglary	47	20	40
Larceny	346	347	339
UDAA	35	31	41
Forgery	10	12	1
Fraud	182	152	156
Embezzlement	8	10	7
Stolen Property	4	8	7
Malicious Damage to Property	198	195	195
Retail Fraud	57	82	157
Controlled Substance Violation	77	94	145
Sex Offense	8	18	17
Weapons Offense	51	35	62
Extortion	4	1	4
<b>CRIMINAL OFFENSES PART II</b>	<b>2,289</b>	<b>2,201</b>	<b>2,513</b>
Burglary-Unlawful Entry	24	22	24
Fraud-Bad Checks	10	17	13
Obscenity	15	6	6
Family-Abuse/Neglect Nonviolent	28	21	28
Liquor Violations	36	18	26
Hinder & Obstruct Police	592	565	647
Disorderly	617	630	750
OWI	122	110	106
Health and Safety	41	27	34
Trespassing	25	25	59
Runaway	29	43	79
Other	18	11	10
Other Traffic Offenses (Criminal)	732	705	731
Negligent Homicide	0	1	0

## OFFENSE AND INCIDENT REPORT (cont'd)

<b><u>SERVICE CALLS</u></b>	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>2023</u></b>
Medical Emergency, Airplane Crash	340	293	347
Suicide Attempt/Mental Complaint	411	524	539
Alarm	542	567	522
Family/Peace Officer/Civil/Neighbor	2,288	2,263	2,356
Failure to Pay/Civil	19	28	29
Animal Bite/Vicious Animal	15	22	19
Animal Complaint	413	447	526
Abandoned Vehicle/VIN Inspection	318	323	266
Assist/Warrant Arrests	571	631	593
Lost/Missing Person or Child	51	60	65
Suspicious	2,006	2,137	2,328
Traffic and Parking	2,001	2,112	1,859
Assist General Public Miscellaneous	3,380	3,467	3,602
Liquor Law/MIP-Alcohol or Marijuana	27	9	19
<b><u>MOTOR VEHICLE CRASHES</u></b>			
Property Damage Crashes	925	988	859
Personal Injury Crashes	182	220	207
Fatal Crashes	2	1	2
<b><u>TOTAL INCIDENTS REPORTED</u></b>			
<b>Total Incidents Responded To</b>	<b>16,545</b>	<b>17,006</b>	<b>17,584</b>
<b>Crime Calls-Incidents Responded To</b>	<b>3,054</b>	<b>2,914</b>	<b>3,446</b>
<b>-Actual Offenses Investigated, may include multiple offenses per call</b>	<b>4,054</b>	<b>3,938</b>	<b>4,416</b>
<b>Service Calls</b>	<b>12,382</b>	<b>13,068</b>	<b>13,070</b>
<b>Motor Vehicle Crashes</b>	<b>1,109</b>	<b>1,209</b>	<b>1,068</b>



## CRIMINAL ADULT ARRESTS

	<u>2021</u>	<u>2022</u>	<u>2023</u>
<b>Total Number of Offenses</b>	<b>794</b>	<b>723</b>	<b>662</b>

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

### CRIME TYPE

Assaults	163	168	140
Auto Theft	2	4	0
Criminal Sexual Conduct	5	5	1
Disorderly	18	25	24
Embezzlement	0	3	0
Forgery & Fraud	1	4	5
Larceny/Burglary/Stolen Property	16	12	17
Liquor Laws	3	1	0
MDOP	7	14	10
MISC	46	50	55
Narcotics Violations	14	16	12
Obstructing Justice/Warrant Arrests	364	281	250
OWI	111	100	98
Retail Fraud	14	11	22
Robbery	3	2	1
Sex Offense-Other	2	2	2
Stalking	14	12	7
Weapons	11	13	18





# *INVESTIGATIVE SERVICES*

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

<u>Case Type</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Homicide	2	2	2
Abduction	4	6	2
Sexual Assault	80	73	59
Robbery	15	4	5
Assault & Battery	61	53	81
Aggravated Assault	18	17	23
Stalking	9	8	2
Extortion	1	1	2
Arson	2	1	6
Burglary/Illegal Entry	25	17	23
Larceny	83	57	47
Motor Vehicle Theft	28	28	29
Forgery/Counterfeit	7	7	2
Fraud/Checks	119	122	102
Embezzlement	4	6	3
Stolen Property	2	4	2
Damaged Property	25	27	20
Retail Fraud	18	15	12
Controlled Substances	10	18	40
Other Sex Offenses	19	17	17
Family Offenses	22	10	17
Liquor Law	2	4	5
Obstruct Police/Court	31	28	19
Weapons	16	12	23
Disorderly Offenses	15	15	16
OWI	0	2	1
Hit/Run MV Accidents	4	3	1
Health/Safety	5	3	18
Invasion of Privacy	1	0	0
Trespass	2	3	0
Curfew/Vagrancy	0	0	4
Runaway	10	9	33
Misc. Criminal	13	20	12
Solicitation	0	0	0
Assist Other Dept.	30	25	9
Suspicious	48	43	43
Medical/Death	27	28	28
All Other	22	28	31
<b>TOTAL</b>	<b>780</b>	<b>716</b>	<b>739</b>

## JUVENILE REPORT

### Criminal Charges brought against Juveniles – 17 years and under (18 years and under as of Oct 2021)

<u>Case Type</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Arson	2	0	3
Assault-Aggravated	8	2	13
Assault-Non-Aggravated	48	38	68
Burglary	10	8	9
Criminal Sexual Conduct	7	5	5
Disorderly-Public Peace	16	23	17
Embezzlement	0	0	0
Extortion	0	0	0
Frauds	1	1	0
Health & Safety	5	2	18
Hit & Run Accidents	2	2	0
Intimidation/Stalking	1	2	0
Kidnapping	0	0	0
Larceny	3	15	7
Liquor Law	3	4	7
Malicious Destruction Property	6	10	10
Miscellaneous Criminal Offenses	14	19	19
UDAA-Vehicle Theft	4	5	8
Narcotics (Drugs & Equipment)	12	24	41
Obstruct Justice/Peace	28	15	10
OWI-Alcohol & Drugs	0	2	0
Retail Fraud	13	3	4
Runaway	8	10	34
Stolen Property	1	2	0
Trespass	2	3	0
Vagrancy	0	0	6
Weapons Offense	12	4	11
<b>Totals</b>	<b>206</b>	<b>199</b>	<b>290</b>

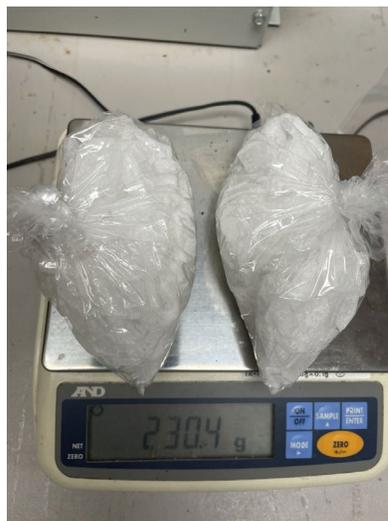
## WEST MICHIGAN ENFORCEMENT TEAM (W.E.M.E.T.)



*Items Seized*

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.

<b>WEMET ACTIVITY</b>	<b><u>2022</u></b>	<b><u>2023</u></b>
Total complaints investigated	326	323
Holland City/Township complaints	46/21	60/24
Total arrested in Ottawa County	81	125
Total value of adjudicated forfeitures	\$177,615	\$158,817



# FORENSIC COMPUTER INVESTIGATIONS

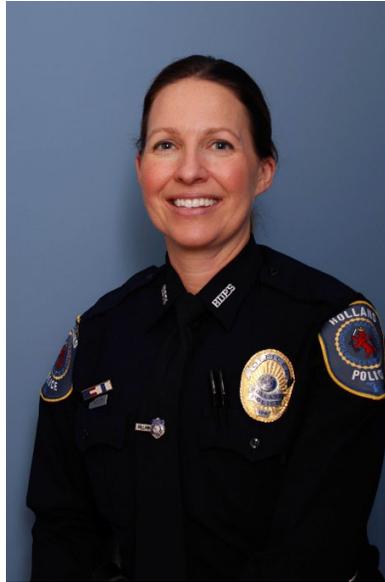
	<u>2022</u>	<u>2023</u>
Computers/Hard Drives	29	30
Cellphones/Mobile Devices	111	122
Cloud Accounts	8	3
Removable	50	20
Optical (CDs/DVDs)	7	10
<b>Total Devices Examined</b>	<b>205</b>	<b>185</b>





# ***PATROL OPERATIONS***

## OFFICER OF THE YEAR



*Officer Joy Nelson*

The Holland Department of Public Safety – Police Services is pleased to announce Officer Joy Nelson as the 2024 Police Officer of the Year. Officer Nelson was selected by the HDPS Command Staff after being nominated by her peers for this prestigious award. Officer Nelson began her career with the HDPS as a police cadet in 1998. She started as a patrol officer in 2001 after obtaining her bachelor’s degree from Grand Valley State University and completing the GVSU Police Academy.

Over the years Officer Nelson has held a variety of positions including being a Community Police Officer, School Resource Officer, Detective, Booking Officer and Field Training Officer. Officer Nelson has a reputation for always having a positive attitude and is willing to help with anything asked of her. She has worked hard creating positive community connections and relationships with students, community members and various partner organizations and is a valued member of the department.

Officer Nelson lives in the Holland area with her husband and two children.



## HONOR GUARD



*Memorial Day Parade*

The HDPS Honor Guard is an eight-person team selected from full-time officers within the department. The team was established in 2006 and has been involved in 343 details to date.

The Honor Guard represents the Holland Department of Public Safety at different details using proper techniques while following Flag law to ensure respect is shown to our Country, the National Flag and to Fallen Officers. As a Color Guard, the Honor Guard Marches in every Tulip Time parade and Memorial Day Parade. Other details are: Posting of the colors, flag raisings, funerals and presentation of the colors. In 2023 the HDPS Honor Guard was a part of 29 details. HDPS Honor Guard posts the colors at every Naturalization Ceremony held in Holland.



*Veterans day Assembly, Holland High*

## 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. Four of the members are trained as a perimeter/sniper team.

Captain Keith Mulder is the commander of the team, with Sergeant Caleb Dullock as Team Leader and Sergeant Adam Israels, Sergeant Gus Calderon and Officer Jeremy Schoen as Assistant Team Leaders.

Due to the specialized training, equipment, tactics, and physical readiness required to perform special job functions, there are additional standards required of the SE.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.



## SPECIAL ENFORCEMENT TEAM (S.E.T.) (cont'd)

Some of the specialized equipment used are:

- Ballistic shields
- Ballistic body armor and helmets
- Breaching tools
- Chemical agents and masks
- Flash/Sound Diversionary Devices
- Armored Rescue Vehicle
- Robots and Drones
- Ladders
- Night vision
- Camera Systems
- Less lethal weapon systems



The S.E.T. is regularly trained in:

- Active shooter response
- Field movements and Tracking
- Hostage rescue
- Residential entries and searches
- Large building movements and searches
- Perimeters and Containment
- Vehicle Interdiction and Take Downs
- Breaching
- Tactical and stress range courses with handgun and rifle



The team also trains with the K-9 Team, the Crisis Negotiation Team, and the Tactical Teams of neighboring jurisdictions.

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



## **DRUG RECOGNITION EXPERT (DRE)**

### **The Drug Evaluation and Classification Program**

This Drug Evaluation and Classification Program (DECP) process has been in use for over 40 years and has been recognized by law enforcement agencies and courts around the world as being a reliable and effective tool for the investigation of impaired driving offenses.

DRE officers receive significantly advanced training in the investigation of impaired driving, drug trends, case law, and court testimony. DRE officers are required to maintain a high standard of proficiency, engage in continuing education, and must recertify every two years with IACP/OHSP.

DRE officers are utilized in impaired driving investigations where drugs are suspected, or in fatal or serious injury crash investigations, to thoroughly investigate suspected impairment. The DRE officer conducts a *Drug Influence Evaluation* utilizing a standardized and systematic 12-step process which includes a brief medical check of vital signs, a suspect interview, SFST and ARIDE testing, and other specialized observations to determine whether or not a person is under the influence of a drug, and which specific category or combination of categories of drug that person may be under the influence of.

While on-duty, DRE officers engage in pro-active impaired driving enforcement which results in self-generated criminal investigations. An on-duty DRE officer may be called to assist another officer or deputy who initiated an investigation on their own.

### **The Ottawa County Drug Recognition Expert Cadre**

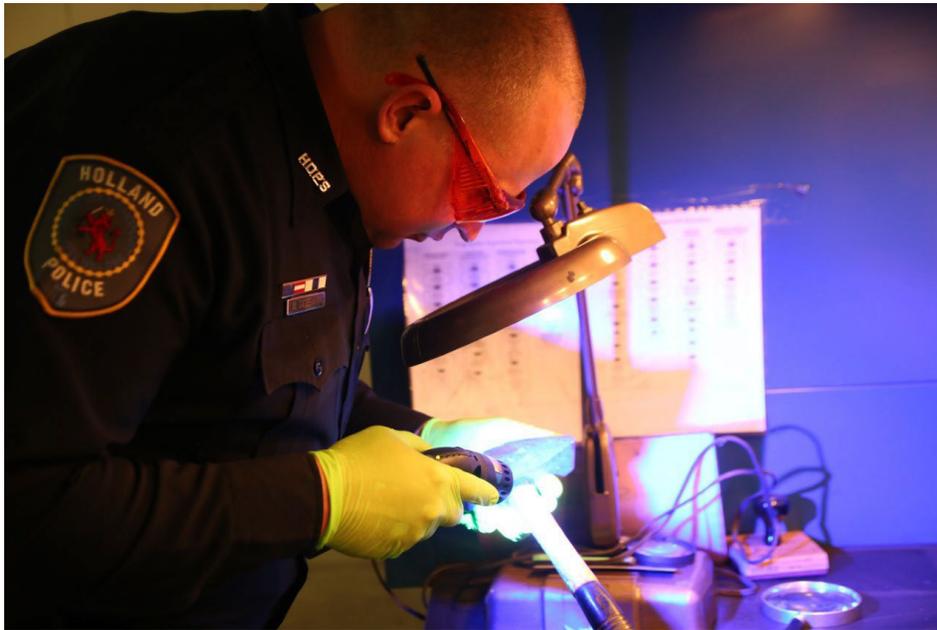
Law Enforcement Agencies in Ottawa County currently have four certified Drug Recognition Expert (DRE) officers who coordinate responses to on-duty incidents and provide on-call, off-duty coverage for assistance in investigating impaired driving incidents involving drugs, or impaired driving incidents involving fatal or serious injury crashes. Ottawa County is additionally served by two DRE-trained assistant prosecuting attorneys who have specialized training in impaired driving prosecution and relevant case law.

Officer Barrett of the Holland Department of Public Safety serves as a Drug Recognition Expert since 2019 and a Standardized Field Sobriety Test Instructor since 2022. Additional Drug Recognition Experts in Ottawa County are supplied by Grand Haven Department of Public Safety, Ottawa County Sheriff's Office, and Michigan State Police.

### **Enforcement & Facts**

- The Holland Department of Public Safety had **98** OWI arrests in 2023 as a department.
- Ottawa County Drug Recognition Experts completed **44** DRE evaluations on drivers suspected to be under the influence of a drug, up from 37 conducted the previous year.
- The DRE Cadre of Ottawa County have partnered with ROADD (Reducing Ottawa Area Drunk Driving) to collaborate in reducing the amount of drunk and drug driving that occurs in Ottawa County.
- There are currently 145 active Drug Recognition Officers in the state of Michigan, who conducted 417 evaluations in the 2023 year.
- Of those 417 evaluations, DREs had a 90% accuracy rating that was verified by toxicology reports.
- The top three drug categories observed were cannabis at 51%, stimulants at 33%, and depressants at 24%.

## EVIDENCE TECHNICIANS



In 2023 the Evidence Technician unit primarily consisted of Ofc. Magdaleno, Ofc. Wolters, Ofc. Thayer and Ofc. Borowski. Although Ofc. Dozeman is now assigned to booking, his assistance with evidence handling and the with the evidence technician program is still very much appreciated.

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

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 the 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 a crime.

The lab at HDPS is used by technicians to process and analyze evidence that is not suitable to be processed or analyzed at the scene. Some evidence requires processing in a controlled environment due to poor weather conditions (heat, cold, wind, precipitation, etc.) or due to the method used for collection.

This year the Technician unit added a set of high-power portable LED lights, some updated camera equipment and laser measuring devices to their list of available equipment.

## EVIDENCE TECHNICIANS (cont'd)

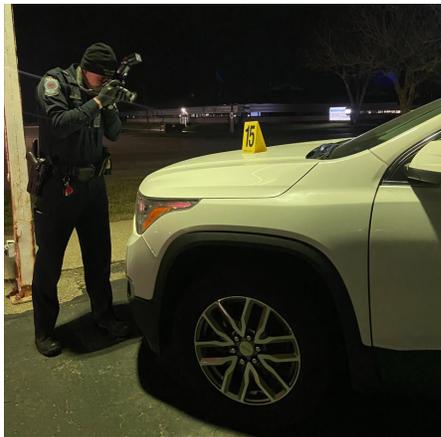


Since 2020 the HDPS temporary holding facility has had limited use as restrictions combined with required technology updates has been a work in progress. As we head into 2024 the temporary holding facility will be progressing toward full operation again. In the HDPS temporary holding facility, Evidence Technicians are responsible for the monitoring, processing, and welfare of any inmates. The temporary holding facility 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 arrested, fingerprint the inmate, and assist the courts with video arraignments. Evidence Technicians may also be tasked with details such as: transporting an ill inmate to the hospital, transporting violent/suicidal inmates to the Ottawa county jail, and assisting with prisoner transports to and from other jurisdictions.

In 2023, the Evidence Technician Unit conducted investigations where photography, evidence collection, and scene preservation were imperative in solving the incident. These investigations include homicides, assaults, robberies, destruction of property, fraud, and many other types of incidents.

Evidence collected from these investigations often lead to suspects being identified and arrested, and cases being solved.

Evidence Technicians are a crucial part of the HDPS team and are 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 to the department and the community as a whole.



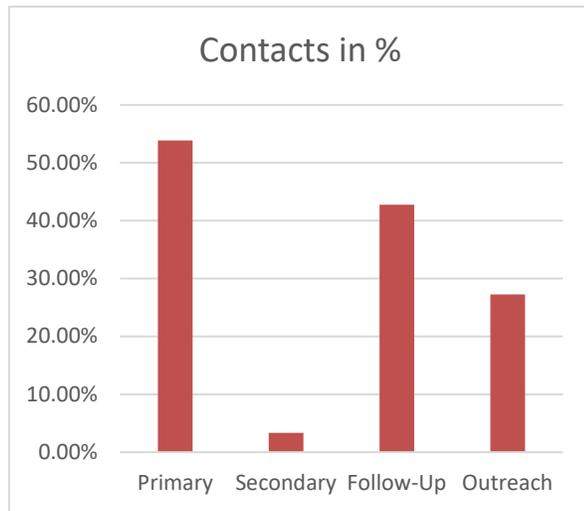
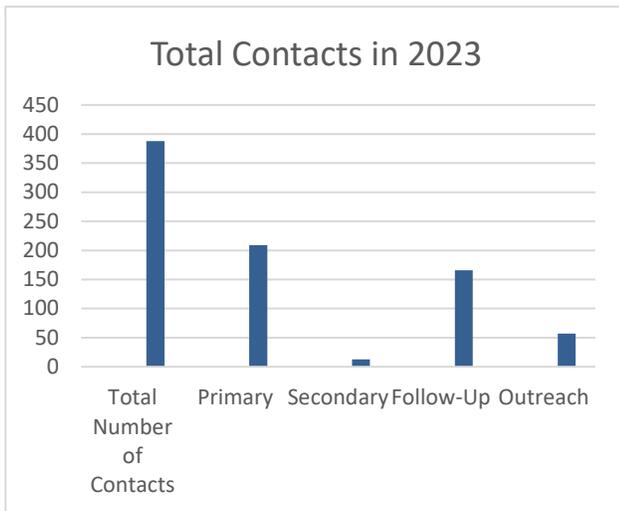
# CRISIS INTERVENTION TEAM



The Crisis Intervention Team (CIT) was established in September 2021 to assist Holland residents who are experiencing a mental health crisis. Holland Police are in partnership with Ottawa County Community Mental Health (CMH), Ottawa County Sheriff's Department, Zeeland Police Department, and Grand Haven Department of Public Safety.

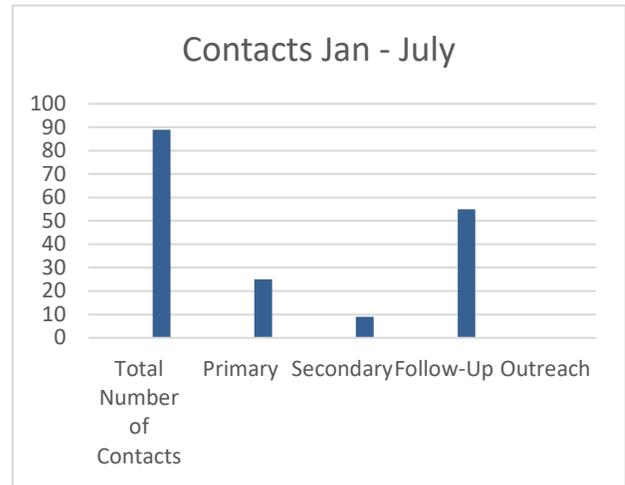
The current HDPS team took over in August 2023 and is run by Officer Maat and CMH Clinician Smith. Officer Maat and Clinician Smith have over 51 combined years of experience as officers and bring a wide variety of experience to CIT. Clinician Smith was a CIT Officer in Grand Rapids prior to becoming a CMH Clinician. Smith's experience as an officer and clinician has already proven to benefit the citizens of Holland.

CIT has made 388 total contacts in 2023. The numbers are broken down into four categories: Primary or secondary officer, follow-up/consultation, and outreach.

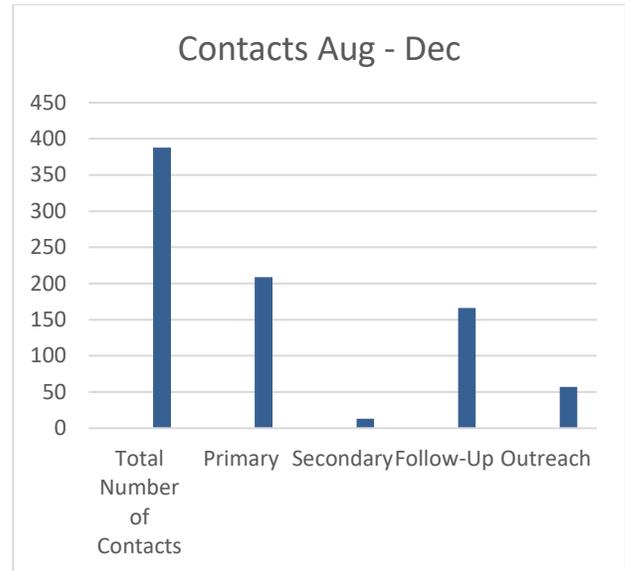


## CRISIS INTERVENTION TEAM (cont'd)

Prior CIT Officer Engerson was working without a clinician for several months. Therefore, the total number of contacts from January through July are estimated as the information is recorded by CMH.



Officer Maat and CMH Clinician Smith analyzed the approach to CIT and adopted a different style and response for CIT beginning in August. This approach along with more consistent recording resulted in an increase of overall contacts and includes the addition of community outreach.



We expanded our CIT training in 2023 to include police, fire, and paramedics. More than 40 local public safety professionals were trained in CIT response. The training includes an introduction to local resources, training in de-escalation, understanding mental health diagnosis, and more.

CIT continues to work closely in developing positive relationships with citizens, community leaders, and social organizations.



## **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 where they may be utilized. These areas include:

- Barricaded subjects
- Hostage negotiations
- Suicidal subjects

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

Team members not only utilize the skills of the Crisis Negotiator during callouts, but also during everyday police activities. While the entire CNT does not work side-by-side on a daily basis, CNT members share and utilize their skills to assist their fellow officers on their respective assigned shifts.

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 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.

## **CRISIS NEGOTIATION TEAM (cont'd)**

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

This year has been yet another challenging time. As we have all been trained in and experienced in negotiations, law enforcement continues to experience an increase in mental health related calls. While not always a call out for our CNT members, this brings a level of negotiations to more calls where our expertise is needed to calm, deescalate, and otherwise end possibly tragic situations.

In 2023 CNT members attended the annual Michigan CNT conference. At this conference, MAHN (Michigan Association of Hostage Negotiators), hosts Crisis/Hostage Negotiation Teams from many different Michigan law enforcement agencies. Various topics pertaining to negotiations and even case studies are covered. The conference also allows all teams attending to connect, build contacts and networks, creating a state-wide resource for information sharing.

As we move forward into 2024, we look forward to a year of safety, increased training through the FBI, as well as a new command post to operate within.

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 focusing on 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 toward 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 help contribute to our success with our traffic safety endeavors throughout the year.



### TRAFFIC CRASH FACTS

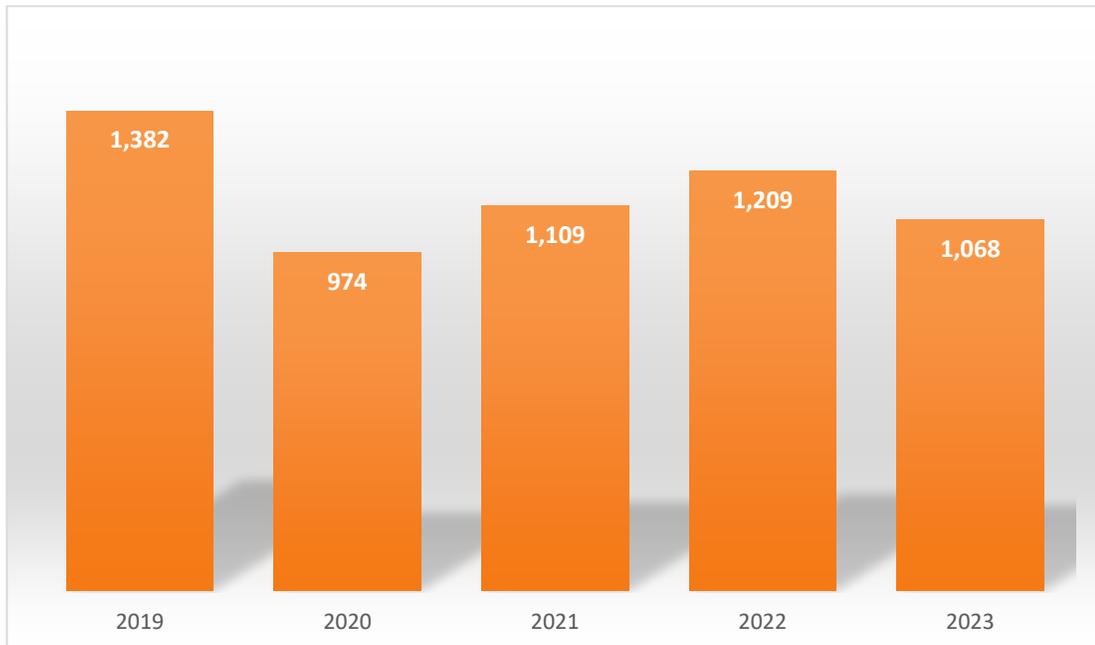
The following is a list of the ten highest accident intersections in 2023:

East 16 <sup>th</sup> /Waverly	19
East 24 <sup>th</sup> /Waverly	15
US31/Lincoln	13
East 16 <sup>th</sup> /US31	12
West 40 <sup>th</sup> /Washington	12
East 32 <sup>nd</sup> /US31	11
West 7 <sup>th</sup> /Pine	10
East 32 <sup>nd</sup> /Lincoln	10
West 16 <sup>th</sup> /River	9
West 32 <sup>nd</sup> /Michigan (Washington)	8

## MOTOR VEHICLE CRASHES



	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Property Damage Crashes	1,174	804	925	988	859
Personal Injury Crashes	208	167	182	220	207
Fatal Crashes	1	3	2	1	2
<b>Total Crashes</b>	<b>1,382</b>	<b>974</b>	<b>1,109</b>	<b>1,209</b>	<b>1,068</b>
Persons Killed	1	3	2	1	2



## CITATIONS ISSUED

<u>ACTIVITY</u>	<u>2022</u>	<u>2023</u>
Tickets cited to court	2,356	2,460
Written warnings	966	1,291

<u>TICKETS</u>	<u>2023</u>
Barking Dog Nuisance	1
Dog at Large	5
Loud Music from Building/Motor Vehicle	8
Noise Violation	4
Failure to Signal and/or observe	12
Preliminary Breath Test Refusal Non-CMV	31
Failure to Use Due Caution-Emergency Vehicle	2
Minor Purch/Cons/Possess Alcohol	14
Possession MJ 18 or older not more than 2.5 oz	14
Speeding in Construction Zone	4
Careless Driving	24
Improper Passing	7
Speeding	579
Limited Access Speeding	49
Violation of Basic Speed Law	53
Failed to Stop Within Assured Clear Distance	173
Drove w/o Due Care and/or Caution	6
Failed to Stop at Stop Intersection	49
Failed to Stop for School Bus	2
Failed to Yield Right of Way	133
Ran Red Light	124
Disobeyed Traffic Control Device	20
Failed to Yield to Emergency Vehicle	9
Failure to Yield to Stationary Emergency Vehicle	3
Failed to Yield to Pedestrian	7
Failed to Yield from Private Drive/Alley	41
Unauthorized/Improper Use of Lights	2
Follow Too Closely-Tailgating	3
Impeded Traffic	19
Left Lane Driving	7
Prohibited/Illegal Turn/U-Turn	35

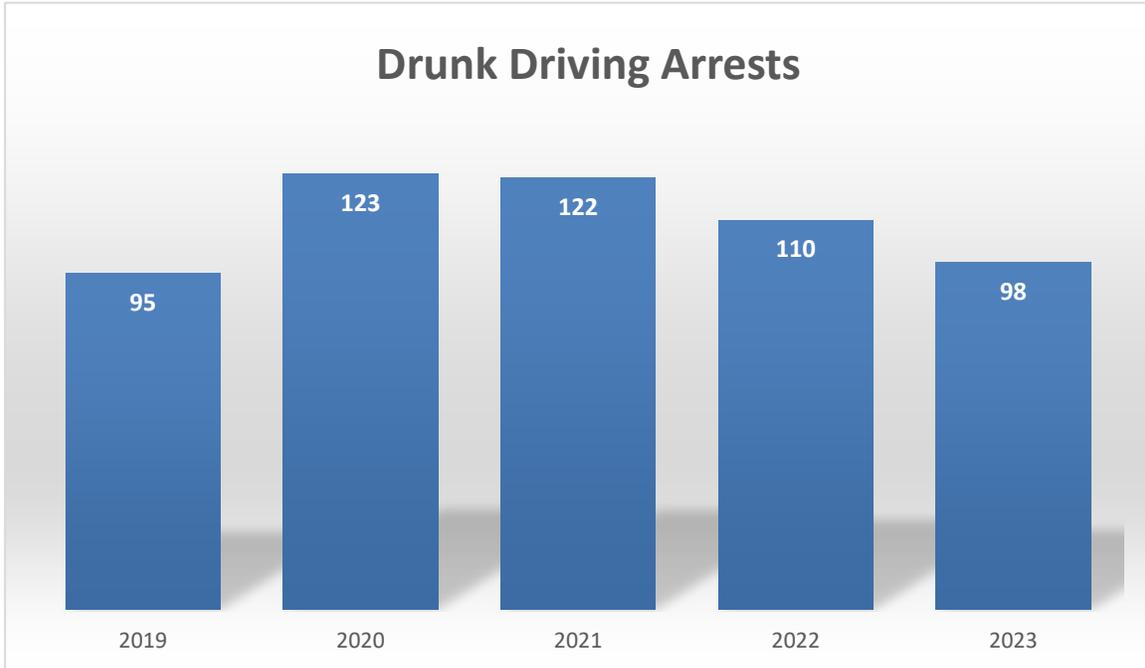
## CITATIONS ISSUED (cont'd)

Improper Turn	34
Obstructed Vision/Obstructed Windshield	2
Improper Lane Use	70
At-Fault Accident	1
No Proof of Insurance	333
No Insurance	2
Violation of Safety Belt Law	31
Operate while Reading Typing Texting 1 <sup>st</sup>	35
Violation of Child Restraint Law	5
Hold/Use Mobile Elec Device CMV/Bus 1 <sup>st</sup>	2
Expired Plates	334
Improper Display of Registration	4
Failed to Change Address on Driver License	10
6 or More Unpaid Parking Tickets	3
Basic Speed Law Violation-Marine	1
Drove Cycle without Endorsement	10
Fire Hydrant Parking-Parked within 15 Feet	4
Violation of Truck Route	1
No Parking Sign/No Parking During Times	3
Defective Equipment	98
Allow Minor to Operate Motor Vehicle	1
Drove Wrong Way on One-Way Street	1
Violation of GDL Level 1	8
Drove Wrong Way on Divided Highway	1
Improper Backing	26
<b>TOTAL</b>	<b>2,460</b>

## BREATHALYZER ACTIVITY REPORT

During 2023, the Holland Department of Public Safety arrested 98 subjects for operating a vehicle while under the influence of drugs or alcohol. This is an 11% decrease from 2022.

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.



## CANINE UNIT

The Holland's K-9 Unit completed its twentieth full year of service in 2022.



### *K-9 Statistics*

Incident Type	2022	2023	% Change
Building Searches	5	7	+40%
Felony Arrests with K-9	38	34	-11%
Misdemeanor Arrests with K-9	6	2	-67%
Narcotics Value Seized	\$5,835	\$81,000	+1288%
Tracks/Successful	19/12	21/13	+10%/+8%
Assist Other Department	38	30	-21%
Callouts	2	6	+200%
Public Demonstrations/Attendees	13/606	13/1,023	0/+69%
K-9 Application Calls	128	109	-15%
Total Calls	1,708	2,210	+29%

### K-9 HIGHLIGHTS

**01.05.23** PSD Flynn/Rathjen assisted WEMET with executing a search warrant in the 1100 Block of Lincoln Ave. During the execution of the search warrant PSD Flynn was utilized inside the address. PSD Flynn had a change of behavior and alerted to an area inside the bathroom near a cabinet. During WEMET's search of the residence they located approximately 1.5 pounds of fentanyl along with 1.25 pounds of crystal methamphetamine. These narcotics were located inside of the bathroom cabinet where PSD Flynn had alerted. The approximate value of the narcotics which were located and seized was \$75,000.

## CANINE UNIT (cont'd)

**01.12.23** Holland Department of Public Safety Officers responded to a home invasion with assault. The two suspects fled the area on foot. PSD Emil/Reuschel were called out to assist. PSD Emil/Reuschel conducted a track from the suspects last know location which led through multiple yards, and eventually onto the sidewalk. PSD Emil showed a change of behavior at what would later be determined to be one of the suspect's homes. PSD Emil/Reuschel continued and located property which belonged to the second suspect. Officers responded to the second suspect's address, and subsequently located them inside.

**01.20.23** PSD Ruthie/Reimink were utilized for two vehicle searches during the month. Both yielded positive alerts and narcotics. This led to felony charges on two individuals.

**03.26.23** Holland Department of Public Safety Officers began pursuing a stolen vehicle in the area of E 16<sup>th</sup> Street and Waverly Road. The vehicle fled eastbound on E 16<sup>th</sup> Street, then eastbound on I-196. Ottawa County Deputies took over the pursuit until the suspect vehicle crashed in Hudsonville. PSD Ruthie Reimink responded to the scene due to Ottawa County not having a K9 Team working. PSD Ruthie/Reimink tracked the suspect and observed them running near the highway. PSD Ruthie/Reimink continued tracking the suspect, and subsequently located them hiding in a cluster of bushes. Upon seeing and hearing PSD Ruthie the suspect was taken into custody without incident and charged with multiple felonies.

**05.30.23** PSD West and PSD Obi completed 160 hours of training through Northern Michigan K9 in Clare, Michigan. Both PSDs were certified in firearms and explosive detection.

**06.23.23** The Holland Department of Public Safety K9 Unit held their 16<sup>th</sup> Annual Golf Outing. This year 280 players participated, which was the largest outing to date.

**08.30.23** PSD Obi/Schoen passed the IPWADA Certification for Patrol Dogs.

**12.14.23** WEMET located a wanted suspect walking into a shed near W 16<sup>th</sup> Street and Van Raalte Ave. The suspect had a parole absconder warrant and a violent, resistive, and armed past. When the suspect stepped out of the shed to smoke, contact was made. The suspect fled across the yard and into the street towards Vanderbilt Charter Academy. PSD Emil was on-lead with the contact team and was released after the suspect ignored repeated commands. PSD Emil was able to maintain a grip on the upper left buttocks of the suspect who then stopped and raised their hands in compliance. PSD Emil was removed immediately after the suspect was placed under control by officers. The suspect was in possession of methamphetamine, along with a Glock BB pistol within his waistband. The suspect was arrested and charged with additional crimes.



## BICYCLE INVESTIGATIONS

	<u>2021</u>	<u>2022</u>	<u>2023</u>
Number stolen with license	4	9	7
Number stolen without license	67	63	66
Number of found complaints	91	83	108
\$\$ number of bicycles stolen	\$30,624	\$27,226	\$34,750
\$\$ number of bicycles recovered	\$5,870	\$4,331	\$8,901
Number of arrests	2	1	0
% of number stolen that were recovered	15%	15%	21%



	<u>Number Stolen</u>	<u>Number Recovered</u>
January	7	1
February	3	0
March	3	2
April	3	1
May	9	1
June	9	3
July	11	1
August	9	1
September	8	4
October	2	1
November	4	0
December	5	0
<b>TOTAL</b>	<b>73</b>	<b>15</b>

## TRAINING

<u>COURSE</u>	<u>HOURS</u>
1033 Government Surplus Requisition Program	8
Abandoned Vehicle Law & Training	24
Accreditation Conference	12
Active Assailant	80
Active Threat Response Group Discussion	36
Addressing Critical Issues in K-12 Behavioral Threat Assessment	1
Advanced Crime Scene Investigation	80
Annual Michigan Traffic Safety Summit	16
Axon Master Instructor School	40
Axon Roadshow	4
Background Investigations	64
Basic Evidence Collection	80
Basic SRO – NASRO	80
Basic SWAT	80
Be the Leader Your Organization & Community Deserves	64
BEAST Admin Training	16
Behavioral Health Assessment & Management	320
Bloodborne Pathogens	43.5
Brain Health	181
Brazilian Jiu Jitsu	282
Chemical Agents Instructor Recertification	1
Chemical Munitions	20
Children’s Anti-Exploitation Partnership Program	8
CIT Training	288
City Attorney Update	90
CIT-Y Training	6
Communicating in a Crisis	28
CPR/AED	98
Crisis Intervention Team Youth Training	8
CRT – Joint Tactical Training with OCSD	24
Driving Instructor School	80
Drug Recognition Expert Continuing Education	10
Eastern Michigan University Staff & Command	640
Effective Facilitator Workshop	32
Effective Fitness Combative Instructor Course	128
Emotional Survival for the Female Enforcer	64
Excelling as a Female Leader	7
Executive Leadership Training	40
FBI – LEEDA Conducting & Managing Internal Affairs Investigations	40
Fentanyl Other Deadly Drug Investigations	28
Fentanyl, Drug Cartels & Current Drug Trends	7
Firearms Instructor	160
Firearms/Range Drills	98

## TRAINING (cont'd)

Line & Mid-Level Supervisor – Leadership & Operational Management	168
Flash Sound Diversionary Device Instructor Recertification	1
Flash Sound Diversionary Devices	13
Forceable Stops	.5
FTO New Officer	3148
FTO Re-Introduction	80
Fundamentals of Realistic De-Escalation	152
Gracie Survival Tactics Instructor	40
Great Lakes Homeland Security Training	56
Hazmat	58
Honor Guard Training	32
ICAC Conference	24
ILEETA	120
Implicit Bias	3
Instructor Development	96
Job Isn't Dead – Leadership, Morale, Retention, Recognition	14
K9 Explosive Trip	32
K9 In-house Training (waiting on Reimink & Reuschel numbers from December)	857.75
K9 Seminar with Rigney	16
K9 Training	384
LE Response to Suicidal Subjects – Legal Realities	9
Legal Update	68
LEIN Recertification	59
Less Lethal	18
Liquor Law Training	6
Magnet User Summit	24
MAHN Conference	80
Manual/Mechanical Breaching Course	48
Maximizing Interactions with the Special Needs Population	7
Mental Health First Aid	16
Michigan Crisis Response Association Conference	110
Midwest Gang Investigators Association Training Conference	8
Mobile Command Training	78
Mobile Field Force Training – in-house	132
Mobile Field Force Training	72
NTOA Active Shooter Instructor	32
OASSN Fall Summit	12
OASSN Spring Summit	25
Off Duty Active Shooter	108
Officer Rescue	104
Ottawa County Mass Casualty Response Training	12
Ottawa County Mass Casualty Tabletop	14
Patrol Rifle Instructor	160
PBT / Data master Training	102
Pepperball Train the Trainer and Armorer Course	32

## TRAINING (cont'd)

Police Motor Operator School	80
Polygraph Seminar	40
Precision Driving – Defensive Driving	16
Precision Driving – Emergency Driving	16
Precision Driving – Refresher Training	136
Radar – Basic Speed Operator	32
Range – Course #1	55
Range – Course #2	49
Range – Course #3	42
Range – Course #4	34
Range – Weapon #2	18
Reaction Drills	241.5
Reality Based Active Threat Scenarios	144
Reality Based Scenarios	114
Red Dot Sight Pistol Instructor	32
REID Technique of Investigative Interviewing & Positive Persuasion	24
Rifle Training & Qualification	143.5
School Safety Training	6
Security Awareness Training	58
SET Sniper	192
SET Training	1560
Simunition Scenario Instructor & Safety Certification Course	8
Small Unmanned Aerial System	4
Specialty Impact Munitions Instructor Recertification	1
Tactical Leadership	24
Taser Instructor New Certification	16
Taser Instructor Recertification	8
Taser Recertification	64.5
TEAM School	32
Use of Force Standards	43.5
Veterans and Police Response Webinar	1.5
Video Debrief	57

**TOTAL: 13,340.25**



## RESERVE UNIT

The Holland Police Reserve Officer program is a voluntary community service program in which citizens of the community work with and assist the Holland Department of Public Safety. The reserve unit is a volunteer group that currently consists of 35 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, various community events 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 UNIT (cont'd)

<u>TIME SUMMARY</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Volunteer Hours	475	579	1,674	1,210
Range Training Hours	73	94	240	102
New Officer Training	432	-	60	0
Meeting/Training Hours	321	496	600	408
<b>Total Non-Paid Hours</b>	<b>1,301</b>	<b>1,169</b>	<b>2,574</b>	<b>1,720</b>
Tulip Time	*	*	588	584
All Other	1,305	1,603	2,002	2,356
<b>Total Hours Paid</b>	<b>1,305</b>	<b>1,603</b>	<b>2,590</b>	<b>2,940</b>
<b>Total Paid &amp; Non-Paid Hours</b>	<b>2,606</b>	<b>2,772</b>	<b>5,164</b>	<b>4,660</b>



## RESERVE UNIT (cont'd)

### Reserve Training Hours

Control – Brazilian Jiu Jitsu	67.5
CPR & AED	50
Inspection - Tulip Time, Fair & Impartial Policing	60
LEIN Training	31
Ordinance Review	56
Range – Course #1	29
Range – Course #2	28
Range – Course #3	27
Range – Course #4	10
Reaction Drills	46
Safety Awareness	30
Scenario Training	40.5
Simulator Training	27
Tabletop Scenario & Discussion	48
<b>TOTAL:</b>	<b>550</b>



## RESERVE OFFICER OF THE YEAR



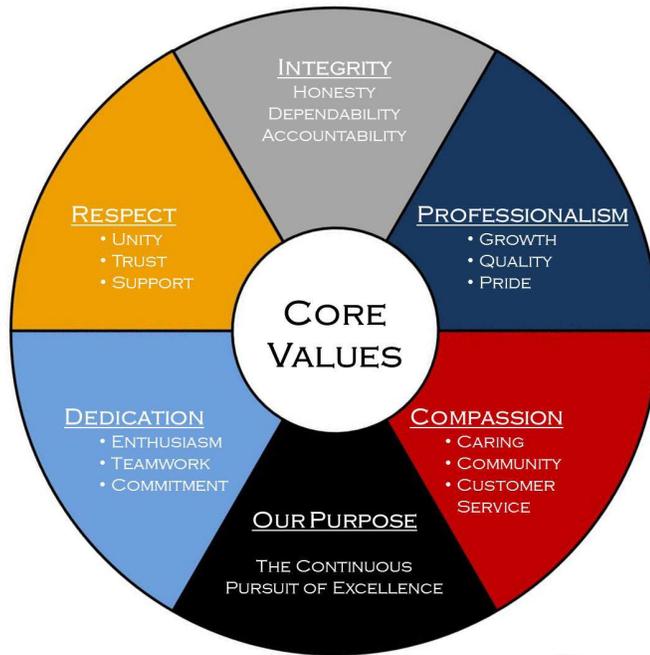
*Reserve Jason Trott*

The Holland Department of Public Safety is pleased to announce Reserve Officer Jason Trott as our Reserve Officer of the Year. Chief Matt Messer made the announcement during the annual reserve award ceremony. Reserve Officer Trott will represent the Holland Police Reserve Unit at various functions throughout the year.

Reserve Officer Trott was nominated for this prestigious award by his peers. Some of the reasons cited for him being nominated included that he is “committed to the Reserve Unit and the community” and that he is “easy to communicate with and definitely a team player”. Also noted in the nominations was the fact he recently received a department life-saving award for a successful save when he performed CPR on an individual who collapsed while at the City of Holland Farmers Market.

Reserve Officer Trott has been with the department since 2019. He is employed by Crown Forklift in Kentwood and lives in Zeeland with his wife.

The Holland Department of Public Safety is grateful for the dedication displayed over the years by Officer Trott and he is to be commended for receiving this award.



HOLLAND DEPARTMENT OF  
PUBLIC SAFETY



*"Who we are & what we stand for"*

# ***SUPPORT SERVICES***

## SUPPORT SERVICE STAFF

Police Services has six full-time and one part-time civilian support staff, plus one office manager. Of the full-time positions, two are 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

## 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.

## FOIA-FREEDOM OF INFORMATION ACT

FOIA report requests completed by FOIA Coordinator: **1,344**

## 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-Verification-Tracking by Front Office Staff **703**  
SOR Fees Income Acquired: **\$10,100**



## 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>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Private Party Handgun					
Purchase Permits	195	111	104	94	86
Total Pistol Sales Records Processed	394	665	578	383	131
Local Federal Firearm Purchases	44	241	125	301	333

## DRUG TAKE BACK PROGRAM

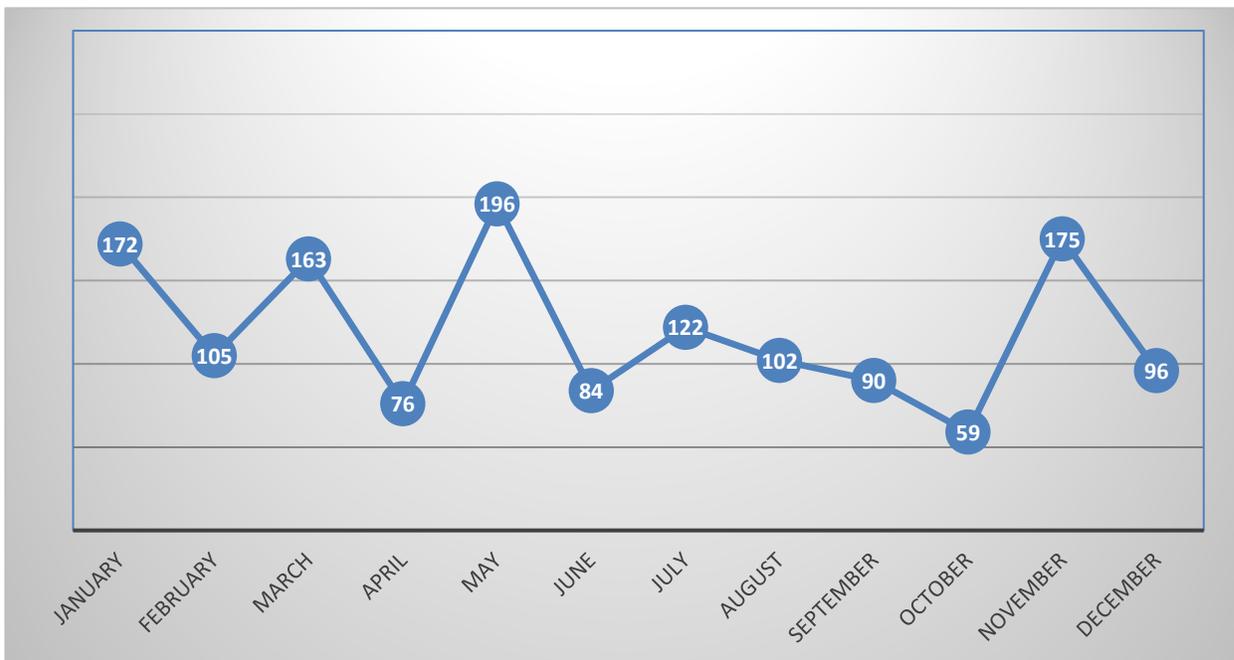
The Holland Department of Public Safety began participation with the Drug Take Back program in 2012 after receiving DEA approval to install the first collection bin in the HDPS lobby. The Holland Board of Public Works and the Holland Department of Public Safety have also participated in Drug Take Back Events for the past several years, however, none of the events occurred in 2020- 21 due to COVID-19 restrictions. This year the department collected a total of 363.8 pounds of medications in the two drop off bins in the HDPS lobby. All these medications are destroyed at the Kent County Waste to Energy Facility. There was a Drug Take Back event at Holland Hospital on October 28, 2023, when 287 pounds of medications and 21.6 pounds of sharps were collected at that time.

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

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



## EVIDENCE COLLECTED REPORT



**Total Items taken into Evidence 1,440**

**Total Items Destroyed 1,389**

**Digital Photos Processed 15,022**



## CODE ENFORCEMENT ACTIVITY



Code Enforcement activity is completed by cadets, reserve officers, and VIPS (volunteers in policing). 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>2021</u>		<u>2022</u>		<u>2023</u>	
	<u>PATROL &amp; VIPS</u>	<u>C/E</u>	<u>PATROL &amp; VIPS</u>	<u>C/E</u>	<u>PATROL &amp; VIPS</u>	<u>C/E</u>
2 AM – 5 AM Tickets	3,006	295	2,117	336	729	964
Handicapped Tickets	15	2	28	0	45	5
Other Ordinance Tickets	332	86	555	59	744	19
<b>Total</b>	<b>3,353</b>	<b>383</b>	<b>2,700</b>	<b>395</b>	<b>1,518</b>	<b>988</b>
<b>Grand Total</b>	<b>3,736</b>		<b>3,095</b>		<b>2,506</b>	

### PROCESSING

Parking Notices Issued	1,382	1,178	875
Civil Infractions	15	1	2
Vehicles Booted	4	1	4

## ANIMAL CONTROL DIVISION



The statistics below are from 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>2021</u>	<u>2022</u>	<u>2023</u>
Dog Complaints	223	220	252
Bite/Vicious Animal	27	32	46
Other Domestic Animal Complaints	19	12	18
Wildlife Complaints	17	9	18

### ENFORCEMENT

Dogs at Large -			
warnings issued	32	34	27
court tickets	9	10	5
Unlicensed Dogs -			
warnings issued	0	0	0
court tickets	0	0	2
Dog Bites -			
warnings issued	0	2	5
court tickets	1	1	2
Neglect/Abandoned -			
warnings issued	2	3	9
court tickets	0	0	1
Barking Dog Complaints			
warnings issued	16	17	23
court tickets	1	0	1
Other Violations			
warnings issued	5	5	6
court tickets	16	3	2
Dog pickups	69	55	64
Cat pickups	5	28	8
Wildlife pickups	0	2	1



# ***VICTIM SERVICES UNIT***

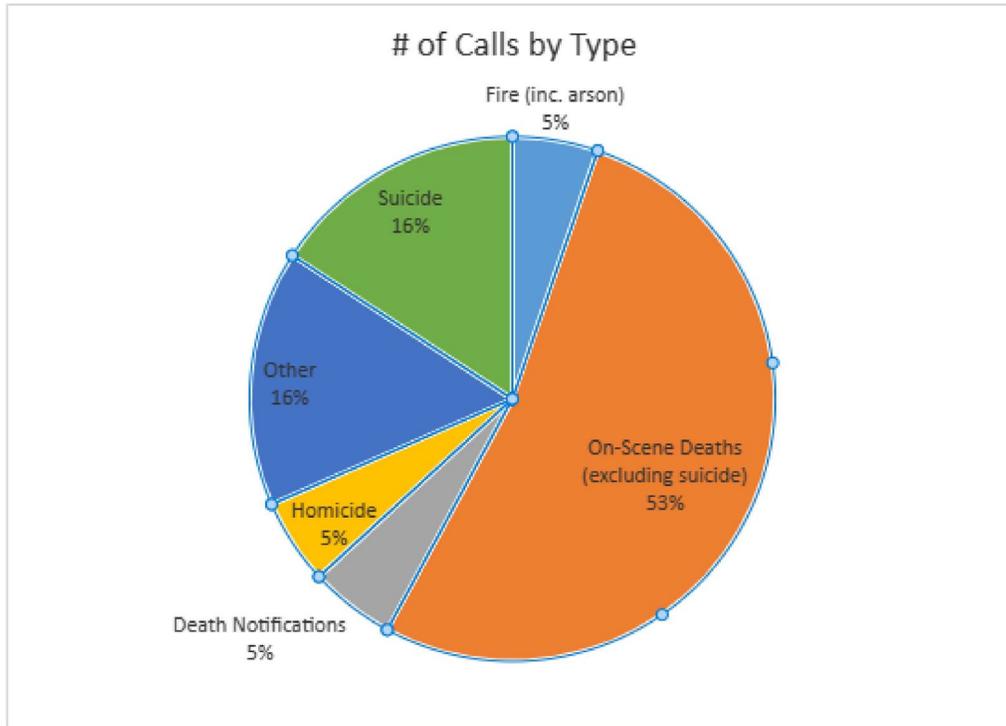
## VICTIM SERVICES ACTIVITY

The Victim Services Unit consists of 16 members when fully staffed. The program began January 1997. Throughout the program, the unit has responded to **676** callouts and spent **3,721.25** hours on direct contact with people and families affected by crisis, trauma, or crime. Those hours do not include the time spent training, meetings, and public educational events. The unit has continued to be a substantial part of our response to victims' 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 SERVICES ACTIVITY (cont'd)



Event Description	2022	2023
On-Scene Deaths (excluding suicide)	7	10
Suicide	2	3
Suicide Threat	1	0
Fatal Car Crashes (immediate or subsequent)	0	0
Fire (including arson)	4	1
Medicals (including subsequent death)	1	0
Domestic/Family Trouble	0	0
Death Notifications	2	1
Homicide	2	1
Other	0	3
<b>Total Calls</b>	<b>19</b>	<b>19</b>
<b>Total Hours</b>	<b>103</b>	<b>103</b>

**Approximately 77 people were assisted by VSU**



# ***VOLUNTEERS IN POLICE SERVICES***

## 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 10 volunteers with continued hopes of expansion.

The program's ultimate goal is to enhance and assist the Holland Department of Public Safety in a multitude of ways. The VIPS staff provides a "public service ambassador" role to the general public of the City of Holland. From assisting on traffic issues and writing parking tickets to handing out stickers to children at a local event, the VIPS are an extension of our agency and are held to the same core values as any employee with a focus on Compassion – Caring, Community, and Customer Service. The program has encouraged and provided opportunities for citizen participation and increasingly provides a positive experience for volunteers.

This year, we were happy to add 4 new members: Paula Arnoldink, Bruce Beyer, James Koetje, and Charlie Soria. All four are welcome additions and a valuable part of our team.



	2022	2023
Parking Citations	51	46
House Checks	12	18
Park Checks	198	303
Community Events	0	1
<b>Total Hours</b>	<b>261</b>	<b>368</b>





# ***SCHOOL AND COMMUNITY INVOLVEMENT***

## SCHOOL AND COMMUNITY PROGRAMS

### ELEMENTARY SCHOOL

K-9 1 class (12 students)

### SECONDARY SCHOOL

Mental Health 2 classes (60 students)  
K9 1 class (1 student)  
Police Topics 44 classes (1,607 students)  
Safety 26 classes (650 students)  
Social Media 5 classes (125 students)  
Vaping Dangers 4 classes (100 students)

### HIGH SCHOOL

Health 4 classes (95 students)  
K9 1 class (25 students)  
Physics 3 classes (69 students)  
Teen Court 34 classes (684 students)

### COLLEGE

None

### COMMUNITY

CLEAR 45 women (5 students per class)  
50 men (4 students per class)  
Crise 9 classes (514 students)  
K-9 2 classes (500 students)  
Citizens Police Academy 1 course (33 students)  
Junior Police Academy 1 course (32 students)  
Recruit Academy 1 course (20 students)  
National Night Out 1 event (2,000 people)  
Polar Patrol 132 events (24,010 people)

## COMMUNITY PROGRAMS AND OTHER RESPONSIBILITIES/PARTNERSHIPS



Adult Crossing Guard Supervision and Training  
Black River Schools  
Boys & Girls Club of Greater Holland  
Calvary Schools of Holland  
CLEAR (Coalition, Leadership, Education, Advice and Rehabilitation)  
Community Action House  
Cornerstone Tabernacle  
CRASE (Civilian Response to Active Shooter Events)  
Crime Prevention Presentations and Pamphlets  
Diversity Equity Inclusion Committee  
Heights of Hope  
Holland Public Schools  
Hope College  
Lakeshore Ethnic Diversity Alliance  
Lakeshore Alliance Against Domestic and Sexual Violence (LAADSV)  
Leadership Holland Involvement Ride-A-Longs  
Michigan Association of Hostage Negotiations  
NIC (Neighborhood Improvement Committee)  
Neighborhood Block Parties/Operation Polar Patrol (Ice Cream Truck)  
OOTL (Out on the Lakeshore)  
Police Community Relations Commission  
Reserve Officers  
Sobriety Court  
Teen Court  
Vanderbilt Charter Academy  
WMCJTC (West Michigan Criminal Justice Training Consortium)  
West Michigan Traffic Safety Committee

## BATTLE OF THE BADGES CHARITY SOFTBALL GAME



On Saturday August 19, 2023, the Holland Department of Public Safety hosted the Battle of the Badges Charity Softball Game. This event was held for the third consecutive year at the Matt Urban Sports Complex. The friendly rivalry between the police department and fire department untimely ended with the fire department winning 18-8. All proceeds raised at this year's event benefited Harbor Humane Society. On average over 3,500 animals enter the Harbor Humane Society's Facility each year, with none being euthanized based on the length of stay or needed space at the facility. Over the last few years, the Harbor Humane Society has seen a rise in the number of animals which have been turned into them and need continued support.

This year we were able to raise \$6,700 dollars. This would not have been possible without the support of our sponsors, and donations at the event. We are extremely thankful for the amount of support we received and look forward to hosting this event again in 2024 to support another local charity. If you missed this year's event, we look forward to seeing you in attendance in 2024!



## CITIZENS POLICE ACADEMY



*Honor Guard Members Posting the Colors*

The Holland Citizens Police Academy (CPA) is held once a year in the fall, with a class size of up to 40 citizens. The CPA was built with the purpose of educating the public about our policies, procedures, and daily operations. During the academy, our goal is to assist in dispelling myths, suspicions, and misconceptions about law enforcement, as well as develop relationships with the participating students. In building individual relationships with students, the Holland Department of Public Safety (HDPS) increases the level of communication between its Police Department and the community.

The Holland CPA lasts for eleven weeks. Students attend one weekly session of classroom presentations, hands-on learning and even field trips. Students are also given the option to ride along with a patrol officer during a shift. The final class consists of a graduation ceremony where graduates are presented with certificates of completion and are provided with an opportunity to share their experiences.



At the end of the 37<sup>th</sup> class of the Holland CPA, participating citizens recommended that Holland City/Ottawa County citizens sign up for the class. One graduate stated, “CPA has been incredibly informative, from seeing the jail to riding along with an officer. I have learned so much! I highly recommend to anyone to take this class if you can!” Others enjoyed hearing from different members of the department and particularly enjoyed the fun learning environment arranged by the academy instructors.

HDPS is thankful for the continued opportunity to host this class. We are looking forward to the 38<sup>th</sup> Holland CPA class.

## JUNIOR POLICE ACADEMY

In 2023, the Holland Department of Public Safety completed its 24<sup>th</sup> year of hosting the Junior Police Academy. This year JPA was led by CP Officers Anna Heintzleman and Nicole Hamberg, with much assistance from many other personnel from the department. The program provides a structured summer activity for youth, instills a sense of pride in their community, and focuses on teamwork and relationship building philosophies.

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

In the academy, students learn about the criminal justice system, fire services, and medical services such as CPR and First Aid taught by American Medical Response. Among the activities includes time spent at 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 Sperry's Moviehouse 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.



## SUMMER RECRUIT ACADEMY



The Holland Department of Public Safety hosted its first ever Summer Recruiting Academy in 2023. This cost-free, six-week program was available for high-school juniors and seniors, and anyone enrolled in college.

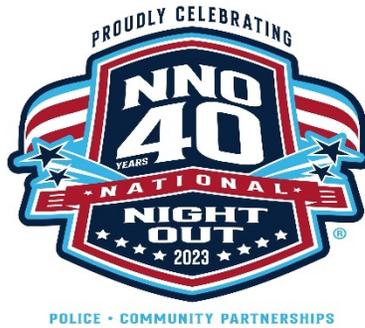
In an unprecedented era when hiring police applicants has proven challenging, the HDPS Summer Recruiting Academy offered an immersive, hands-on experience with specialty units including the Detective Bureau, SET, K9, Evidence Technician, Traffic, Cadet program, and the Community Policing Division. Highlights of the program included getting to know the police dogs, measuring vehicle speeds using handheld laser units, clearing structures with the tactical team, investigating a mock crime scene, participating in a neighborhood cookout, and working through scenarios via the new, state-of-the-art digital simulator.



The Summer Academy was developed by Sergeant Scott Doza, who facilitated the program along with Detective Sergeant Kris Haglund and Officer Jon Osborn. This six-week program ran on Tuesdays from 09:00 – 12:00 with a goal of cultivating an active interest in police work.

Participant feedback was enthusiastic, and several students expressed a continued interest in the law enforcement profession.

## HOLLAND AREA NATIONAL NIGHT OUT



On Tuesday, August 1, 2023, the City of Holland held their 30<sup>th</sup> National Night Out event at Kollen Park. National Night Out has been a long-standing tradition for the City of Holland. National Night Out is an annual community building campaign that promotes public safety community partnerships and neighborhood camaraderie. Citizens and neighbors were encouraged to get to know their police officers and firefighters, as well as many other neighborhood organizations and community leaders.



## HOLLAND AREA NATIONAL NIGHT OUT (cont'd)



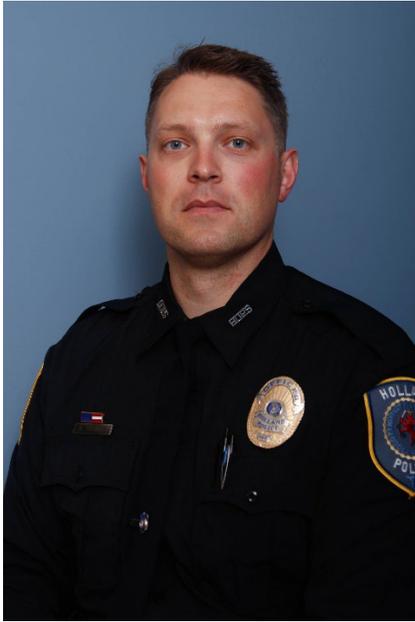
We would like to give special thanks to all of the organizations who participated in the event. In particular, we would like to recognize our hard-working volunteers, the Neighborhood Connectors (3-Sixty, Washington School Neighbors and Westcore Neighbors), and Macatawa Bank. There were over 20 community resource partners that also participated in this event. We are fortunate to have these resources in our community. We look forward to another successful event in 2024.



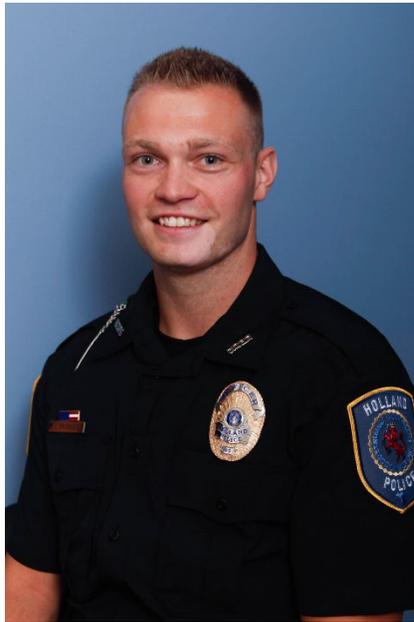


# ***STAFF CHANGES***

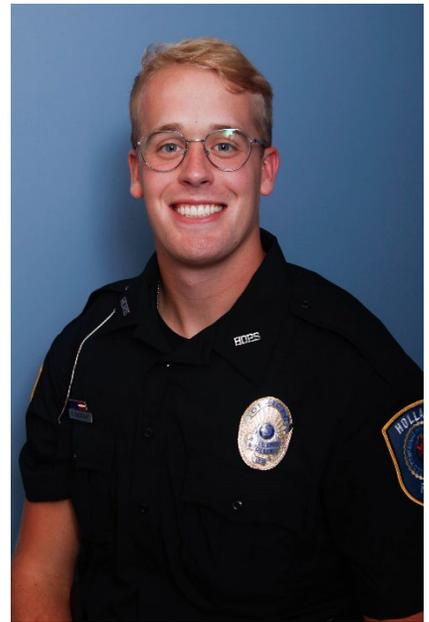
**NEW EMPLOYEES**



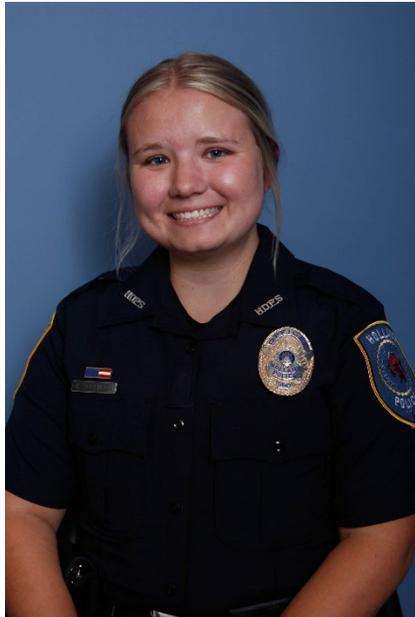
*Officer Brandon Thomas*



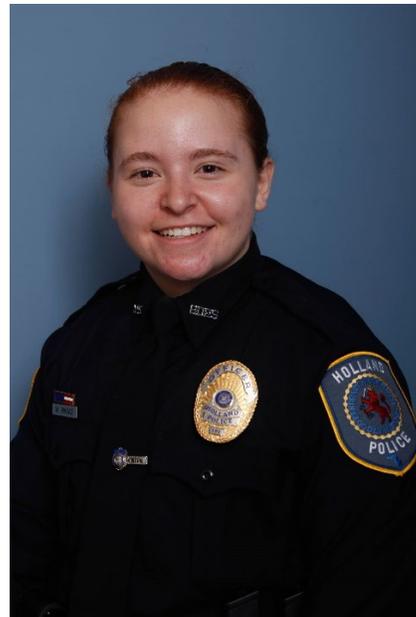
*Officer Seth Parker*



*Officer Spencer DeGraaf*



*Officer Angela Sorenson*



*Officer Michelle Wadas*

## NEW K9s



*K9 Obi*



*K9 West*

### **A Working Dog's Oath**

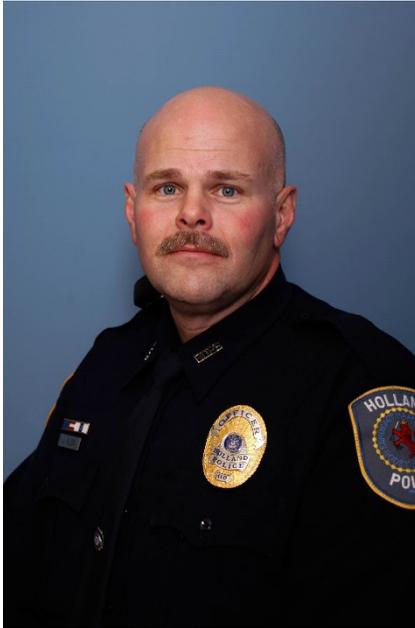
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**I will lay down my life for you  
and expect nothing but love in return.  
I protect my officer with my life,  
and would gladly take a bullet in his place.  
I am sent in to find lost children  
and fugitives on the run.  
I find drugs and weapons and even bombs.  
I am the first sent in  
and sometimes the last to leave.  
I am the nose and ears of my officer.  
I will protect and serve him.  
I would die for him and for you.  
I only ask for compassion and a kind word.**

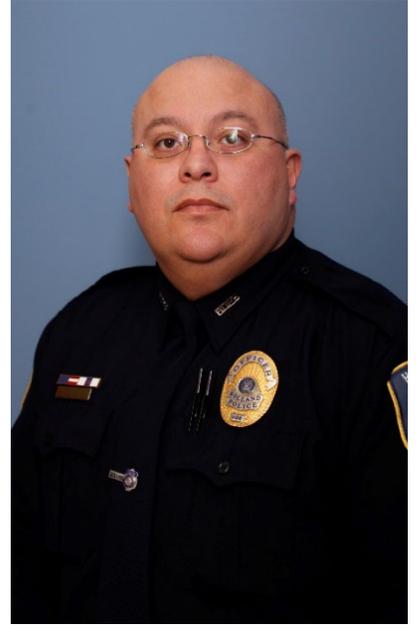
**DEPARTED EMPLOYEES**



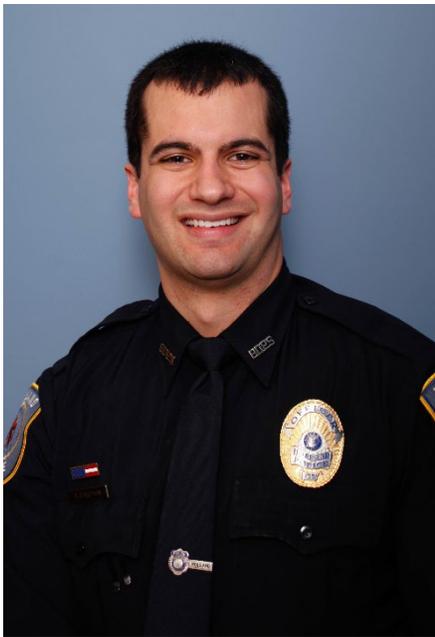
***Detective Sergeant John DeYoung  
Retired after 28 Years  
of Service***



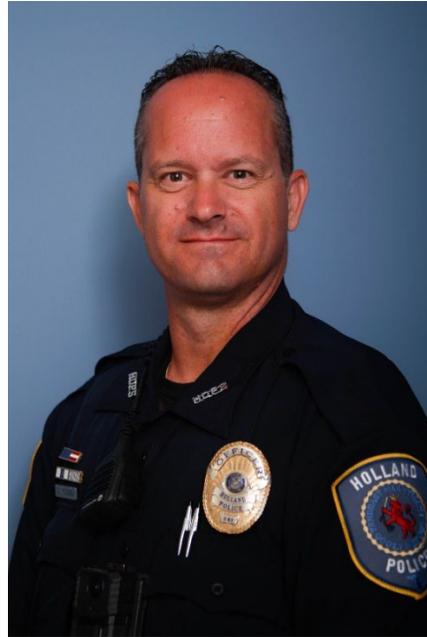
***Officer Jeff Klein  
Retired after 26 Years  
of Service***



***Officer Joe Soto  
Retired after 27 Years  
of Service***



***Officer Austin Engerson  
Resigned after 8 Years  
of Service***



***Officer Curt Young  
Resigned after 20 Years  
of Service***



***K9 Flynn  
5 Years of Service***

A thin blue line  
Cuts through the middle  
Of tragedy and loss;  
They continuously strive  
To find peace and harmony  
Where despair often resides.



Red lights and blue lights  
Flash in the dark  
Scared cries and raised voices  
Split through the night  
Brings out the uniformed, the many un-thanked  
Who venture out un-afraid into the dark.

Someone needs help, someone needs saving  
Someone is battered, someone is bleeding  
One has a gun and drugs in their pocket  
A Mother, a Father, a child will mourn  
For the senseless loss of a loved one  
A son or a daughter, a brother in arms.

A hard life is chosen, a career of public service  
Not for the faint of heart nor the undedicated  
It's not just a job when you put on your badge  
But a promise to both serve and protect  
To diligently pursue those who have wronged  
To investigate and develop a prime suspect.

Those who stand on the thin blue line  
And show up each shift ready to battle  
Are often forgotten and taken for granted  
Until help is needed and the call will go out  
With sirens and lights, they rush to the scene  
Their training pays off, beyond any doubt.

I pray there is always someone who will stand  
With those victims and innocents  
Who cry out in pain  
And these heroes remain steadfast and true  
To their communities and family's  
I salute the men and women in blue.

*Author Koneta Bailey*



# Fire Services



# 2023 ANNUAL REPORT

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# ***DEPARTMENT OVERVIEW***

# Mission Statement

**We safeguard our community through fire suppression, emergency medical services, risk reduction strategies, and the continuous pursuit of excellence.**



The following report provides a summary of how the department strived to fulfill its mission in 2023. The report is not just a compilation of statistics, but is a summary of the preparation, incident history, and ultimately the outcomes that we are committed to providing for our community. All this effort begins with a defined mission. Early in the year, the department implemented its revised mission statement which can be found on page (4). This was part of a strategic planning process that was conducted in the Department of Public Safety. More succinct and comprehensive, it defines the fire department's role in working toward the vision of being "an innovative forward-thinking public safety department, valued and trusted for creating and maintaining a safer community." The following pages describe the fire department's efforts in supporting this vision.

Regarding responses, the fire department again saw an increase in call volumes, primarily as a result of increased demand in the area of Emergency Medical Services (EMS). This was an increase of 3.7 % over 2022. This increase occurs in the context of increased growth in the city in both commercial and residential sectors. While call volumes give an indication of demand, they do not tell the story of the true value the fire department provides. This can be measured by looking at outcomes. These include successfully resuscitating 7 community members that were in respiratory arrest or full cardiac arrest, limiting fire loss to approximately 2% of \$47,547,317 that was exposed to fire, and inspection efforts by our personnel that have prevented fires in several restaurant kitchens. These are just a few metrics that demonstrate the value the department provides to the community.

The outcomes and value provided by the department result from significant investments by department members every day that make it possible. While these are not as noticeable as the red lights and sirens on a responding fire truck, they are very important in supporting the mission. These efforts include regular training of our full-time and paid on-call personnel, maintenance and service of our apparatus, continuous management and scope of practice improvements in our EMS program, and an active fire prevention program. These efforts are highlighted and quantified in the section reports provided in this document.

As with previous reports, we also recognize and honor our full-time and paid on call firefighters of the year. This provides an opportunity to share a few words about two outstanding personnel that have been nominated by their peers for their commitment to the organization, its core values, and the great work that they do. Please take the time to learn more about them in the report. They are great examples of the caliber of team members that make up the department.

Some other highlights from 2023 that will continue well into 2024 include the department's capital improvement projects and the deployment of a new cardiac monitor. As I write this, the construction of the new Waverly Fire Station is roughly 3 months from completion and planning is underway for the significant renovations at the Kollen Park Station which should start in June of 2024. These needed improvements will be key to supporting our personnel as they fulfill the expanding mission of the department well into the future.

Regarding the expanding mission, the department has recently obtained a LifePak 15 cardiac monitor. This monitor will provide a tool for our personnel to better assess patients with potential heart issues in the field while providing them the capability to transmit this data to a physician in an emergency room that is awaiting their arrival. With the increased demand for EMS resources and potential extended transport time to healthcare facilities, this tool can prepare staff at the hospital to aggressively treat heart attacks shortly after arrival of the patient. This is another way in which the department anticipates improving outcomes. Data will continue to be gathered throughout 2024 to determine the impact and potential for deploying additional units in the department.

Finally, as 2023 came to a close, it was learned that Heart Safe Holland is closer to meeting their goal of obtaining the Heart Safe designation for the City of Holland. This grass roots effort of which the department shares a lead role in has been successful in training close to 5000 people in CPR or hands only CPR over the last 12 months. We know that bystanders that initiate CPR upon finding someone in cardiac arrest truly can promote positive outcomes. We are appreciative of their efforts and the leadership exercised by our representative assigned to the team.

I am proud to be a part of the leadership team that helps direct and shape the services that allow the department to meet its mission, however I am more proud of the men and women of the department that commit to getting the job done every day. Please read further to learn more about how they accomplish this.

Thank you for your time and interest. We wish you the best for 2024.

Respectfully,

Christopher M. Tinney  
Captain of Fire Operations

## **HDPS – FIRE SERVICES “OUR HISTORY” & “SIZE-UP”**

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 continually 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 "paid on call" firefighters. The Fiscal Year 2023 budget, which began July 1, 2023, authorizes 24 full-time and 24 paid on call 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 15 Firefighters who work 56-hour weeks. The compliment of full-time firefighters is divided among 3 shifts that work a 48/96 schedule to provide continuous 24/7 coverage. The 24 paid on call members carry pagers and are on call around the clock to respond primarily to structure fire incidents.

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, at each station per shift. Currently there are 3 firefighters and 1 Lieutenant assigned to the Waverly Road Station and 2 firefighters and 1 Lieutenant assigned to the Kollen Park Drive Station. A compliment of 6-10 paid on call members assigned to each station. The Virginia Park Station, 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 other two stations are

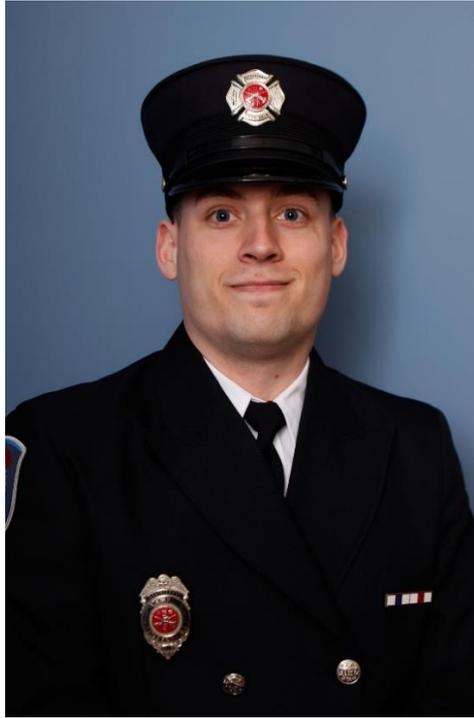
2 front-line rescue pumpers, 1 traditional pumper, 1 reserve pumper, 1 aerial tower, 2 EMS squad vehicles, a brush fire unit, rescue watercraft, and 2 staff vehicles.

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. The rating was affirmed with a recent evaluation in July of 2021 where the protection class rating remained a 3. Holland is one of approximately 3,500 departments with a Class 3 rating within the United States. This rating, which is a factor in determining fire insurance rates, provides an excellent return on the financial investment to 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 several 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 the continued delivery of 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.



## **FULL-TIME FIREFIGHTER OF THE YEAR**



*Firefighter/EMT Taylor Dils*

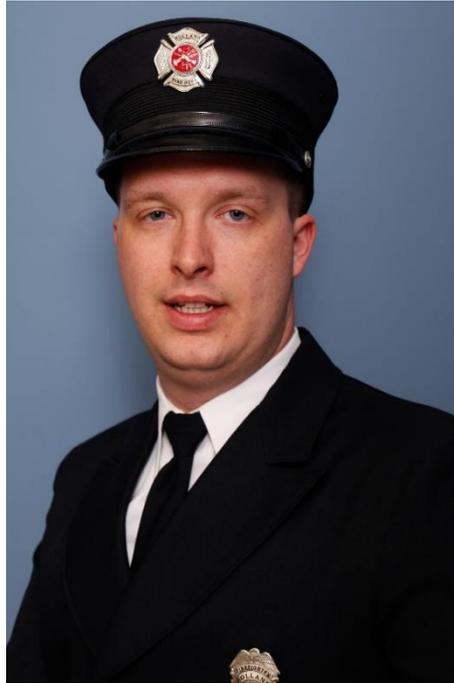
Firefighter Taylor Dils has been selected as the department's Firefighter of the Year. This is an honor that he will be recognized for throughout 2024. Firefighter/EMT Dils was nominated by his peers and selected by the department's command officers to receive this distinguished honor. Dils began his career with the department in 2014 as a paid on-call firefighter. In 2018 he became a full-time member of the department.

Firefighter Dils is recognized for how he embodies the department's core values. He is identified as an "extremely dedicated member of the team" and is always focusing on bettering the department where he can. He serves as a mentor to new firefighters, identifies creative ways to deliver our services and continually seeks out opportunities to learn and develop himself and the people he works with. This is representative of the high degree of professionalism and dedication he exercises on a regular basis. Dils played a key role in developing the research and data needed to evaluate waterflow rates for the selection of hose and nozzles utilized by the department.

Dils is a graduate of West Ottawa High School and has earned an associate degree in Fire Science from Kalamazoo Valley Community College. He has earned several other credentials including Michigan Firefighter I&II, certification as an EMT-Basic, MFFTC Instructor I and Michigan Fire Officer I. He lives in Holland with his partner and their three children.

The department honors and thanks Firefighter Dils for making a difference in the department and community.

## PAID ON CALL FIREFIGHTER OF THE YEAR



*Firefighter/EMT Ryan Culver*

Firefighter Ryan Culver has been selected as the Paid on-Call Firefighter of the Year. Ryan was also nominated by his peers and recommended by his Sergeants to receive this honor. He will maintain this award throughout 2024.

Firefighter Culver was nominated by his peers and selected by his officers to receive this distinguished honor. He is recognized for the high degree of professionalism and compassion that he demonstrates in everything he does. Some examples of this include the time and energy he has invested in assisting with training and his commitment to furthering the department's knowledge related to the county radio system and the department's mobile computer technology.

Firefighter Culver has served the department for just under 4 years and is currently assigned to Station #3. As an active member of his station, he serves as a driver and pump operator in addition to his responsibilities as a firefighter. In addition to his commitment to the department, Firefighter Culver is employed by Ottawa County Central Dispatch as a System Support Specialist.

The department honors and thanks Firefighter Culver for his commitment to the department and his actions which are consistent with the department's core values of Compassion, Respect, Integrity, Professionalism and Dedication.



# ***SECTION REPORTS***

## **BUILDINGS & GROUNDS**

*By Lieutenant DeVisser, Lieutenant Thole and Team Members*

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

During 2023 we continued to be financially minded, only making repairs as needed to our buildings while we plan for the completion of the new station 1 being completed and occupied in early 2024. We still must maintain these buildings as they are the base of operations for our 24/7/365 operations.

We continue to analyze our efficiency. We changed suppliers of operating supplies and cleaning products this year to save costs and increase productivity. Online ordering established pick lists and free delivery have provided some important benefits and has allowed personnel to focus on higher priority tasks.

The design of the new stations will incorporate concepts for all gender bathrooms and individual dorm rooms, larger apparatus bays, more office, and computers workspaces. The building was designed with controls zones in mind to provide containment of carcinogens and biohazardous substances that personnel are exposed to on a regular basis. and the need to potentially isolate infected personnel. The containment is created through physical barriers decontamination areas that allow cleanup prior to entering the living quarters. We are getting very excited to move into Waverly station and utilize all that it has to offer in supporting our mission.



*Progress picture of the new Waverly Station's apparatus bays.*

In closing, it is important to acknowledge Chris Twork, City Facilities & Irrigation Supervisor. He has been very helpful in facilitating and managing more of the maintenance and repair items as our buildings have aged. With the technical aspects of energy management systems and newer heating and cooling technologies, having someone with technical knowledge and expertise has added value and improved the overall condition of the facilities.

## EMERGENCY MEDICAL SERVICES

*By Lieutenant Brower, Lieutenant Venhuizen and Team Members*

### Summary

The Holland Fire Department continues to see a regular increase in EMS calls. Last year the department responded to 4097 calls, with 2773 of them being EMS calls. EMS accounts for 65% of all calls for service. To be prepared for those emergencies, EMS training is a vital part of the department. Last year Holland Firefighters received a total of 970 hours of emergency medical training. The Holland Fire Department is a continuing education sponsorship site. This allows us to utilize trained instructor coordinators, Fire Marshal Bret Groendyke, Training and Safety Officer David Wolffis, and FF/Paramedic Jacob Johnson along with other State of Michigan approved subject matter experts to deliver this EMS training. Utilizing these in-house instructors along with the continuing education program, the department provides savings to the community thousands of dollars annually.

The education program, along with all 7 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.

### Life Saving Awards

Of the 2773 EMS calls responded to by the department in 2023, 7 of them stand out as incidents where the skills and training of the personnel on scene significantly impacted the outcomes for the patients. Life Saving Awards were presented to our personnel for their in the following incidents.

**January 9: LT Brower, FF Cook, FF Tien and FF Smith:** Units were dispatched to a Priority 1 with dispatch information stating that there was a female patient without a pulse and not breathing. Units arrived on scene to find a female patient who was unconscious, had a pulse but was not breathing. Personnel on scene began rescue breathing for the patient while NARCAN was administered. A nasopharyngeal airway (NPA) was also placed in the patient's right nostril. Personnel on scene assisted care of the patient during transport to Holland Hospital.

**March 31: LT Thole, FF Lound, FF Bular:** Units were dispatched to an unconscious male patient. While responding to the scene units were advised that CPR was in progress. Upon arrival on scene, they found a male patient who had a pulse but agonal respirations (non-productive breathing). Personnel on scene began to manage the patient's airway with a bag valve mask (BVM) to support respirations while assessing the patient for signs of an overdose. The patient was found to have pinpoint pupils and NARCAN was administered nasally. A NPA was placed, and respirations continued. Personnel assisted in care for the patient during transport to Holland Hospital. The patient continued to improve during transport with additional NARCAN administered.

**May 3: FM Groendyke, FF Achterhof, FF Cook, and FF Tien:** Units were dispatched to a single vehicle PI accident with an unresponsive male patient. During response to the scene Ottawa County Central Dispatch (OCCD) advised that Holland PD was on scene performing CPR on the patient. Personnel arrived on scene and took over chest compressions along with ventilations. The patient had an internal defibrillator that activated during CPR multiple times. An IGEL (supraglottic airway) was placed, and the patient was moved to the LUCAS (automatic chest compression device or ACD) for continued compressions. The patient was moved to the back of an AMR unit and was transported with CPR and ventilations continuing enroute to the hospital. The patient regained pulses and lost them several times while enroute. The patient remained at Holland Hospital for 10 days before being transferred to Northwestern in the Chicago area.

**May 5: LT DeVisser, FF Van Putten and FF Jones:** Units were dispatched to a Med 1 ECHO for a male patient not breathing inside a business. Units arrived on scene with AMR and HPD to find a male patient who was unresponsive and pale. HPD was performing chest compressions. An oral pharyngeal airway (OPA) was placed and respirations were initiated with the BVM. The patient was then moved to the LUCAS device (ACD). After an unsuccessful intubation attempt by AMR, an IGEL was successfully placed and proper placement was confirmed. During the lung sounds check of the proper placement of the IGEL; a heartbeat was heard. The return of return of spontaneous circulation (ROSC) was confirmed and the chest compressions were stopped. Rescue breathing was continued for the patient as the patient's respirations were inadequate. The patient was moved to the ambulance for transport to Holland Hospital. Fire units continued care during transport. The patient arrived at Holland hospital not breathing on their own and unresponsive, but with a pulse. It was later determined by staff at Holland Hospital that the patient may have overdosed, and the patient was given NARCAN.

**July 11: FF Dils and FF Lound and HPD Schoen:** Units were dispatched to a male patient with a possible head injury and not breathing. While responding to the scene they requested helicopter transport via Aero Med. Units arrived on scene to find Holland PD doing CPR and placing an AED on the male patient. The patient was not breathing and had no pulse. Fire units prepared and placed the airway while also placing the LUCAS device onto the patient. During a period of analysis by the AED, it advised to shock the patient. A shock was delivered, and CPR continued along with rescue breathing. The patient began to attempt to breath on his own. When AMR arrived on scene the patient was moved to the ambulance and transported to Holland Hospital. EKG showed acute inferior STEMI. The patient remained in Holland for two days before being transferred to Corwell GR for continued cardiac care.

**October 31: LT Brower and FF Cook:** Units were dispatched to a male patient who was unconscious from a possible overdose in a bathroom stall. Personnel arrived on scene to find staff doing hands only CPR on an unconscious patient. The patient was removed from the stall and NARCAN was given by fire units after an initial assessment. The BVM was used to assist with ventilations and then the patient sat up. The patient admitted drug use and refused transport to the hospital. AMR contacted Holland Hospital and the patient signed a refusal.

**December 2: LT DeVisser, FF Van Putten and FF Jones:** Units were dispatched to a male patient having a possible diabetic reaction. Fire units arrived on scene to AMR advising this was

a Class 1 (patient in full cardiac arrest). Personnel on scene began chest compressions. While performing compressions the patient would move his arms purposefully but after stopping compressions the movement stopped. The patient was given an NPA and rescue breathing was started. The patient was given NARCAN on scene due to the lack of known patient information and lack of reaction of pupils too light. After some continued compressions and rescue breathing the patient began to move around and began to regain consciousness. The patient was transported to Holland Hospital. Fire units continued to assist with treatment during transport.

### **EMS Equipment & Scope of Practice Improvements**

Equipment improvements this previous year included the purchase of three new automated compression devices and a cardiac monitor. The LUCAS device provides automated compressions to a pulseless patient. These compressions are provided to the correct depth and number per AHA standards.

In 2023 we were excited to take delivery of a Lifepak 15. This was a significant expenditure and was made possible through lots of research, education, and support in the budget approval process. A Lifepak 15 is a cardiac monitor that is capable of 12 lead EKG's. This will allow quicker detection of heart attacks in the field. Holland Fire is the first EMT basic non-transport organization in Ottawa county to perform these in the field. Due to a long lead time with supply of these devices we didn't receive the Cardiac monitor until the fall of 2023. Training was completed in January of 2024 and the device is now in-service!

Additions like these to our EMS program demonstrate our commitment to the continuous pursuit of excellence because of the dedication and professionalism of this team. The department will continue to gather data and evaluate the impact of this type of technology. Should this information continue to demonstrate a positive benefit additional units may be added in the future.

The EMS division is committed to continual improvement of care being delivered to all patients. This is accomplished through training, new equipment purchases and having a voice at medical control board meetings. Another opportunity for continual improvement is our connection with Holland Hospital. The 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.

## VEHICLE MAINTENANCE

*By Lieutenant Stokes, Lieutenant Cook and Team Members*



The vehicle maintenance section is charged with maintaining all fire apparatus and small equipment utilized by the department. The primary goal being that they are in top operating condition to meet the department's vision and not experience a failure when we need them the most. To facilitate this, a decision was made in 2014 to select a different fire apparatus manufacturer. It was predicted that this decision would promote longevity and consistent reliability, serviceability after the purchase and reduced downtime.

We now have two fire trucks manufactured by this company, one being a heavy-duty pumper and the other a heavy-duty aerial platform. These units show outstanding craftsmanship and appear to be made of heavy-duty components that do in fact last longer than our previous apparatus had, this equates to less downtime and lower repair costs overall. We are excited for the arrival of our third unit from this company that should arrive in the spring of 2025.

We often get questions about our trucks. One of the most frequent questions is, how long does a fire truck last on average? The answer is 20 to 25 years. We currently have three pumpers and one ladder truck in service with one pumper in reserve to replace any unit that goes out for repairs. Having five units in total, observing NFPA recommendations and keeping up with new and safer technology, we try to spread out those purchases to one every 5 years on average.

Another question many ask is why our fire trucks still look new yet. The answer is the pride and ownership that our firefighters take in the equipment that is provided to us. A significant amount of effort goes into cleaning and maintaining the apparatus daily to keep all of our equipment in a state of readiness. We all continue to hear about COVID-19 pandemic related supply chain issues. The motor pool was able to overcome the supply chain issues and source two replacement vehicles but not in our normal firetruck red paint. This offered the HDPS Fire Services team the opportunity to



offer a new look for the Fire Marshal and our Training and Safety Officer. Through a collaborative effort, team members were able to draw in elements from our current graphics packages and turn them into an attractive unit with all black with red stripes. Please keep an eye out for these two new trucks around town and give them a wave or thumbs up to the drivers in support of their new look.

# FIRE PREVENTION & COMMUNITY INVOLVEMENT

*By Fire Marshal Groendyke*

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

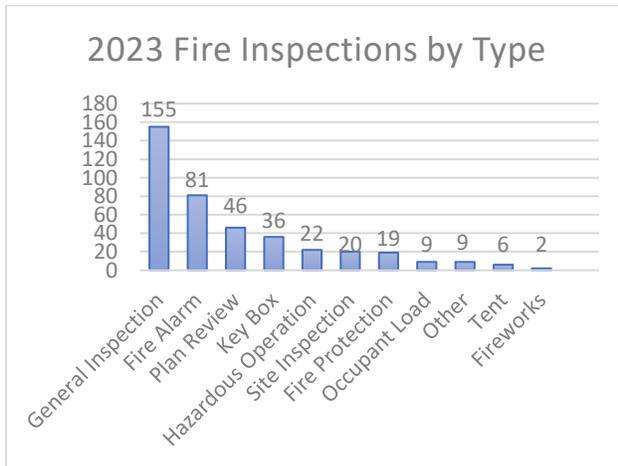
- **Fire Prevention** - including inspections, pre-planning, public education, response to incidents, and fire investigations.
- **Community Risk Reduction** - this is the oversight of firefighters as they promote fire safety, injury prevention, and general outreach for the public good.
- **Administration** - related to professional development, personal and department training, and implementing strategic focus items.

## Fire Prevention

### Business Inspections

The fire department identifies fire risks in homes and businesses. We have three foundations of our inspection program:

1. Identify and address life safety risks.
2. Provide education to reduce or prevent the occurrence, or limit the spread, of fires.
3. Preplan to improve efficiency and response to all emergencies.



A total of 414 fire service inspections were completed in 2023. The inspection types are outlined in the chart above. These inspections were completed by both the on-duty shift firefighters and the fire marshal.

Note the variety of inspections that are completed by the fire department. The most common type of inspection, known as a general inspection, involves either the Fire Marshal or fire crews, assessing a building's access, life safety features, fire suppression or alarms, and any other fire service feature. Of the general inspections completed by the shifts, B-shift completed 30, A-shift completed 29 with a permitted cancellation, and C-shift completed 29 with a permitted

cancellation. General re-inspections are completed by the shift with the Fire Marshal handling any remaining follow up.

2023 marked another consecutive year of increased demand for plan reviews and fire alarm inspections. This coincides with development within the community, new systems being installed, and existing systems being added to or replaced.

Last year five fires occurred at buildings or businesses that could be inspected by our department. Based on the evidence, however, it does not appear that our inspection program would have prevented any of these fires before they occurred.

One type of business that did not experience a major fire in our community during 2023, was a restaurant. Our inspection efforts have worked well so far, and we have been able to prevent what other communities have experienced. Firefighters and the Fire Marshal have been climbing on roofs and inspecting for potential fires before they happen.



The most common cause of restaurant fires is a failure to clean the ventilation system above the cooking or frying surfaces. These ventilation shafts fill with grease, the grease becomes more likely to ignite as it is exposed to heat over time, and results in a fire. These fires destroy local businesses, put people out of work, and impact the fabric of our community.



Nearly all the restaurants we inspected were observed to have issues with a lack of cleaning. The restaurants were required to clean the ventilation systems following our inspections. This process involved the Ottawa County Health Department and other city agencies. The Holland Fire Department will continue to be on guard for this when we inspect restaurants in the future.

Grease overflowing from the ventilation system on to the roof of a Holland restaurant. This was cleaned and corrected due to our inspection program.

## Home Fire Safety

Twenty fires occurred in residences. This continues to be the type of building most often impacted by fire in Holland.

A consistent trend over the last three years is the high number of fires that occur because of items being stored on the stovetop and a burner being turned on. Both electric and gas stoves were observed to cause these fires. Seven fires caused a total of \$34,190 worth of damage and left one building uninhabitable, displacing 4 residents. All public education programs led by the fire marshal now address this issue. Please continue to spread the word about removing items from the stove top.



House fire on 17<sup>th</sup> Street caused by items left on stove top with a burner left on.

We continue to install smoke alarms in homes by request. Smoke alarms are distributed to the community on an as needed basis. In 2023 we installed 25 smoke alarms, 6 carbon monoxide alarms, and 1 bed shaker alarm for a hearing-impaired person. Numerous other smoke alarms were checked throughout homes in the city.

## Education

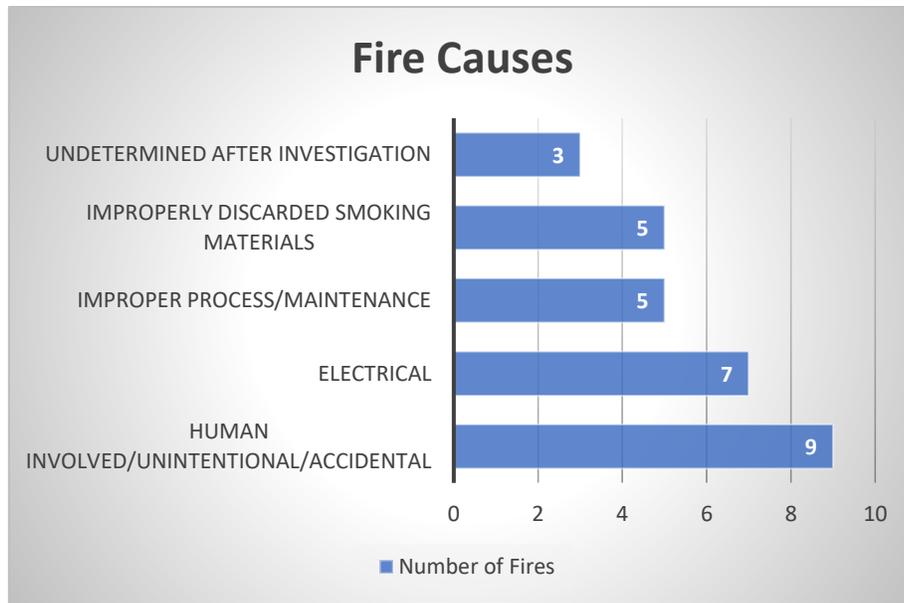
We provided fire extinguisher training programs at Uniform Color, Sherwin-Williams, Yates Construction, Hope College, Thermotron, and Clarios. Between these organizations, our fire department trained 427 people on the use of fire extinguishers.

## Investigations

Investigations were conducted at the scene of, or in follow up to, a total of 31 fires that occurred in the city. This graph on the next page demonstrates the causes of each of those fires.

There was an overall decrease in the number of building fires, from 2022 to 2023. This is the second straight year of this trend. Damages from fires totaled \$914,180. These monetary values do not tell the full story of the numerous families that were disrupted, and many irreplaceable items lost. Two fires in buildings were intentionally set, one was for warmth, the other was of criminal intent.

Four fires occurred where the fire alarm was activated, but there was no 911 call. This is a point we continue to educate our business owners on. It is a reminder of why we respond to reports of fire alarms with lights and sirens. We treat it as an actual emergency until we can determine there is no fire in the building. We then work to reset the system to a normal operating function.



### Losses Prevented

Similar to other public services like water, sewer and electricity the Holland Fire Department provides important infrastructure. Even with the best prevention efforts, sometimes we must safely and efficiently extinguish fires. There were 9 instances in 2023 where fire originated inside of, or adjacent to one building and presented a clear threat to neighboring properties. Suppression efforts from Holland firefighters prevented further fire spread in each of these cases.

Each incident presents a different set of variables relative to fire cause, weather conditions, building construction, and fire resistive features. Recognizing the capabilities, response, and application of suppression the following exposed buildings or vehicles are recognized as loss prevented.

Fire Origin	Loss Prevented	Value Protected
103 E 34 <sup>th</sup>	Remainder of house	140,000
94 E 35 <sup>th</sup>	1 House	180,000
639 Lincoln	1 Business	200,000
403 Stratford	1 Apartment building	375,000
261 W 11 <sup>th</sup>	1 Garage	25,000
1109 Camelot	1 Apartment building	400,000
302 W 20 <sup>th</sup>	2 Houses	300,000
339 E 26 <sup>th</sup>	Remainder of house	160,000
166 W 9 <sup>th</sup>	Remainder of house	120,000

Each of the fires observed in the chart reached the ability to extend beyond the building of origin and the fire department contained each fire. Values listed are represented as the total cash value (TCV) as provided by the BS&A system for the Holland.

### Holland firefighters protected \$1,900,000 worth of vehicles or buildings in 2023!

These values represent 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 clearly demonstrates the necessity of properly staffed and available fire apparatus.

### **Community Risk Reduction**

The Fire Marshal position coordinates and participates in fire-related public education in Holland. All three shifts have a community risk reduction firefighter (CRR) that works with the Fire Marshal to provide service. This work is in addition to their normal shift responsibilities and responses to emergencies. The CRR firefighters that served in these positions for 2023 are Mark Klomprens, Joe Gorris, and Matt Jones. FF/EMTB Angela Lound also made an excellent effort as she championed the HeartSafe Holland initiative from within the fire department. Statistically, May through October is our busiest time of the year for community involvement and community risk reduction events.

2023 marks a year of data driven efforts and outcomes for community risk reduction. FF/EMTB Joe Gorris developed a spreadsheet that allows for input describing how hours are distributed across our disciplines. We sought to determine how much time we are spending and how many people we are impacting. The long-term goal is to make the delivery model more efficient based on time, content, and audience. The three primary categories we work in are fire prevention, injury prevention, and general outreach.

**CRR Hours Completed by Fire Marshal in 2023**



■ Fire Prevention ■ Injury Prevention ■ General Outreach

**CRR Hours Completed by Firefighters in 2023**



■ Fire Prevention ■ Injury Prevention ■ General Outreach

The time commitment is demonstrated amongst programs the Fire Marshal completes and programs completed by the community risk reduction team, Executive Assistant, and the remainder of the shift. These graphs show a snapshot of how our community risk reduction time is spent. For example, the combined total of hours between the Fire Marshal and the CRR firefighters is 72 hours. The total number of people trained in extinguishers, home escape planning, smoke detectors, and other home fire safety during that time is

1,140 people. The training style provides a higher impact for people reached.

Graphs don't tell the full story, so here are some highlights of what the fire department did in the community in 2023.

- Lead organization for the HeartSafe Holland Initiative, working to bring CPR/AED training and lifesaving applications like PulsePoint to the community and the county.
- Installed car seats for residents and families throughout the region.
- Continued work with the address sign program, providing homes with visible house numbers.
- Fire safety talks with Appledorn, 431 Diekema, Waverly Meadows, and dozens of schools.
- The West Michigan Fire Safety Prevention Council Parade continued in 2023. The 8<sup>th</sup> Street parade route was ablaze with firetruck lights and smiling faces.
- Participated in the Battle of the Badges softball game to support Harbor Humane Society. The firefighters won a close game.
- Provided reports to WHTC 'Talk of the Town' to highlight local fire service initiatives.
- A week of Fire & EMS training for the Holland Public Safety Junior Police Academy.
- Participated in National Night out at Kollen Park with demonstrations, obstacle courses, flag raising, and the Fire Safety House trailer.
- Continued working with Heights of Hope in the SOAR neighborhood to reduce fire risk.
- Dozens of block parties, flag raisings, and involvement with the DEI program.

**CRR FAST FACTS:**  
63 Car seats Installed.  
869 People trained in CPR!  
1,140 individuals trained in home fire safety!



FF/EMTB Dils and FM Groendyke supporting the SOAR neighborhood.

### **Administrative**

Training and professional development continue to be critical to the role of the Fire Marshal. There are also great opportunities to network with surrounding fire services locally, and throughout Michigan. Strategic focus goals developed for the public safety group were incorporated into the Fire Marshal's role in 2023.

- Fire operations goals for strategic planning were addressed:
  - The Captain of Fire Operations and Fire Marshal supported the fire code update to the 2021 edition of the International Fire Code.
  - Increased the number of public meetings for fire safety and increased the total number of fire inspections and pre-plans

- Public safety operations strategic planning goals were addressed:
  - Implemented bi-annual meetings between Community Policing and Community Risk Reduction Firefighters.
- Attended Society of Michigan EMS Instructor Coordinators, Michigan Fire Inspector Society, and Michigan International Association of Arson Inspectors Conferences. All programs resulted in credits towards maintaining licenses or certifications in respective disciplines.
- Participation in the planning sessions for 2023 Michigan Fire Inspector Society conferences.
- Provided a lecture on a unique fire suppression system in Holland at the March 2023 Michigan Fire Inspectors Society seminar.
- Elected as President for the Tri-County Fire Inspector's association.
- Transitioned oversight of EMS education program, continued as instructor within department.
- Participated in Ottawa County MCI Drill at Windmill Island.
- Hosted Tri-County Inspector's training program at LG Energy Solutions.
- Maintained quality connections with stakeholders and businesses throughout the community.
- Continued involvement with the Holland Police Community Relations committee, Planning & Building Department meetings, and Housing & Code Enforcement meetings.



Fire service professionals from across Michigan attended a construction tour at LG Energy Solutions.

## TRAINING & SAFETY

By Training & Safety Officer David Wolffis

### 2023 in Brief

This past year has brought many opportunities to the Department in regards to training, including new EMS equipment, large-scale emergency drills, and various hands-on opportunities. Focus was placed on reinforcing our existing skills and doing our best to keep up with all of the changes in the world around us. The following are some snapshots of what was accomplished over the past 12 months.



*A firefighter removes a “victim” from a simulated house fire.*

### Padnos House Fireground Drills - Collaboration with Community Partners

Upon learning that Padnos Recycling Center had recently purchased an old single family residence in Station 2’s district with the intent to remove the existing home, members of the Department quickly set out to seek approval, schedule dates, and prepare the house to be used as a “temporary training ground.” Having a real structure in which to train is both rare and invaluable. Both Full-Time and Paid-on-Call members invested a total of 342 hours in September and October practicing search and rescue, hoseline management, suppression, and ladder work.



*Padnos & HFD staff in front of the upgraded forcible entry door.*

Padnos has been a longtime supporter of the Holland Fire Department. They also spent many hours this year working on repairs and improvements to our Forcible Entry Training Door. We are grateful to have such good community partnerships.



### **New Paid-on-Call Members**

Two new Paid-on-Call members were hired in December of 2023, and will attend the 2024 Ottawa County Fire Academy. Our 1 POC member who attended the 2023 Academy passed successfully and has also completed his 12-month probation.

At the end of 2023, there were 25 of 30 Paid-on-Call positions actively filled. This is up from the end of 2022, in which 24 positions were filled.



*Holland Fire Paid on Call Firefighters take a group photo in front of 1142.*



*Left: Scan to learn more about becoming a Holland Paid on Call Firefighter!*

## Mass Casualty Response Drills - Windmill Island

Ottawa County Emergency Management held two large scale drills to simulate responses to Mass-Casualty Incidents. The drills were held in October on Windmill Island. They involved many City, County, and Regional Response Agencies. Crews gained first-hand experience on responding with little known information, triaging multiple injured people, setting up the Incident Command System on a larger scale, and operating together across many agencies.



*Responders from various agencies participate in a Mass Casualty simulation.*

## LUCAS 3 - Mechanical CPR Training

Without timely and effective chest compressions that do not get regularly interrupted, a resuscitation attempt is almost always futile. Developments in technology have recently brought about a new era of Automated Chest Compression Devices - including the LUCAS 3, into the market. Holland recently purchased three of these units to perform continuous, quality compressions to our citizens should they suffer from cardiac arrest. These machines do not tire like a human performing CPR, and they can continue compressions while moving the patient down the stairs, across rough or sandy terrain, etc. This greatly increases the chances of survivability.



*A demonstration of a LUCAS 3 providing compressions to a manikin.*

Alongside regular reviews of how to best manage a cardiac arrest patient, approximately 97.5 hours were invested in 2023 preparing to integrate these new tools into our current flow of care.

## Lifepak 15 & EMS Advancements

Another addition to our EMS toolbox for 2023 includes the Lifepak 15 Cardiac Monitor/Defibrillator. These devices have the capability, among many others, to perform in-field 12-Lead ECGs of the heart. These monitors are traditionally carried by Advanced Life Support Ambulances or other Paramedic-staffed vehicles. Performing 12 leads, however, *is* in the scope of practice for a Basic Emergency Medical Technician, which is the level at which Holland Fire holds its agency license (see “Levels of Prehospital Emergency Medical Care” below). The push for acquisition of this tool was two-pronged.

Because the Fire Department is usually the first EMS unit to arrive on scene of a medical



emergency in the City, and ambulance response times can sometimes be delayed, the time to confirm identification of a heart attack (and activate a cardiac catheter team at the hospital) can be reduced by the Fire Department performing the 12-lead early and sending it to an ER Physician at Holland Hospital. Holland Firefighters are the first and only EMT-Basics in the county and greater West Michigan area to be doing this as of present.

*The Department's new Lifepak 15*

EMT-Basics performing prehospital 12-lead ECGs is only the latest development in a long list of EMS advancement in Holland. Other recent breakthroughs include the piloting of draw-up intramuscular Epinephrine for anaphylactic shock, the monitoring of capnography as a critical respiratory vital sign, and the acquisition of Cyanokits. The Cyanokit is a medication that serves as an antidote for smoke inhalation poisoning. There are only 4 out of 21 Fire Departments in Ottawa County carrying this medication.

## Levels of Prehospital Emergency Medical Care

Highest Level of Care

Paramedic

Emergency Medical Technician - Advanced

**Holland Fire Dept.** → Emergency Medical Technician - Basic

Lowest Level of Care

Emergency Medical Responder

## Hours Trained

The number of hours trained in 2023 increased slightly when compared to 2022. The grand total shows that 4,725.5 hours of training occurred, compared to 4,613 the previous year. The categories are broken down below.

Category	Hours	Category	Hours
Administrative & Technology	58	Inspections Training	2
Aircraft Operations	15	Mass Casualty Incidents	92.5
Apparatus Driver	78	NIMS ICS	105.75
Building Construction	7	Officer Development	253.5
Communications	40	PPE & SCBA	159.5
Community Relations	79.5	Pre-Incident Planning	371.5
Drone Operations	32	Preparatory - Fire	181
EMS	833	Skill Sheets	185
Engine Company Operations	215.5	SOP/SOG Review / Implementation	119
Fire Academy	243.5	Technical Rescue	66
Fire Investigations	16.5	Terrorism Awareness	112.5
Firefighter Survival	47.75	Truck Company Operations	383.25
Fireground Operations	127	Utilities	64.75
Hazardous Materials	358.5	Vehicle Extrication & Stabilization	63
Health & Safety	159.75	Watercraft Operations	160.75
Holland Fire Symposium	84	Wildland Company Operations	10.5
		<b>Grand Total</b>	<b>4,725.5</b>

## Continuing Education Credits for Emergency Medical Services

All members of the department who hold an EMS license require continuing education credits to maintain their license. In order to obtain these credits at a lower cost, the Department has EMS Instructor-Coordinators (ICs) that can teach State-approved courses in-house. For the past few years, we have had two ICs. This year, we were able to add a third. This program is estimated to save the Department around \$90,000 each recertification period.

## Looking Forward to 2024

As we enter the new year, we have a few items of specific importance on the training horizon.

In 2024, we will continue to build upon our Cardiac Monitoring skills by becoming more proficient with the new Lifepak 15. We will also be working to stay on the forefront of new challenges associated with electric vehicle fires, especially when parked in a parking garage under a building.



*Holland Firefighters in front of Tower 1142*

With the rebuilding and renovation of the City's fire stations, the Training Division will be permanently moved from the Kollen Park Station to the Waverly Station. We will benefit from more space, which includes a new training tower outfitted with a stairwell, scuttle hole, bailout window, and dry standpipe system. These are built directly into the building to give us some expanded training capabilities until a larger, burn-ready facility can be built in the future.

Another opportunity that comes with the construction of the expanded Waverly Fire Station, is the capability to house a Paid-on-Call Engine Company on the east side of town. Because of this change, we will be taking a fresh look on how we deploy and organize our Paid-on-Call staff.

Finally, we hope to continue to send more members to gain and/or further their EMS license, as well as increase our drone team membership numbers.

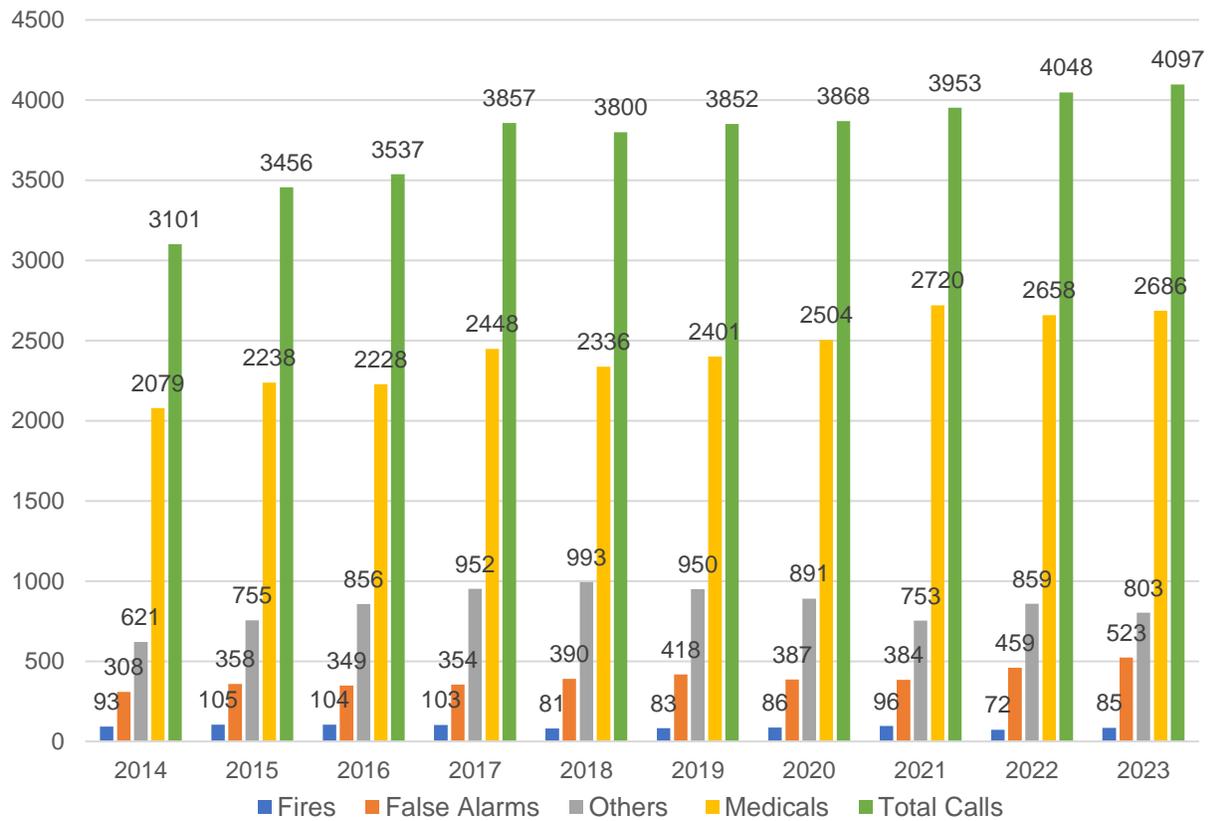
## Commitment to Excellence

The training program at the Holland Fire Department continues to hold high standards for all that we do. We know that when you call us for help, we need to be ready. We work tirelessly each day to meet this expectation and will continue to put you and your family first. Through ongoing training, perfection of our craft, and acquisition of the latest life safety technologies, we remain dedicated to serving you well in your time of need.

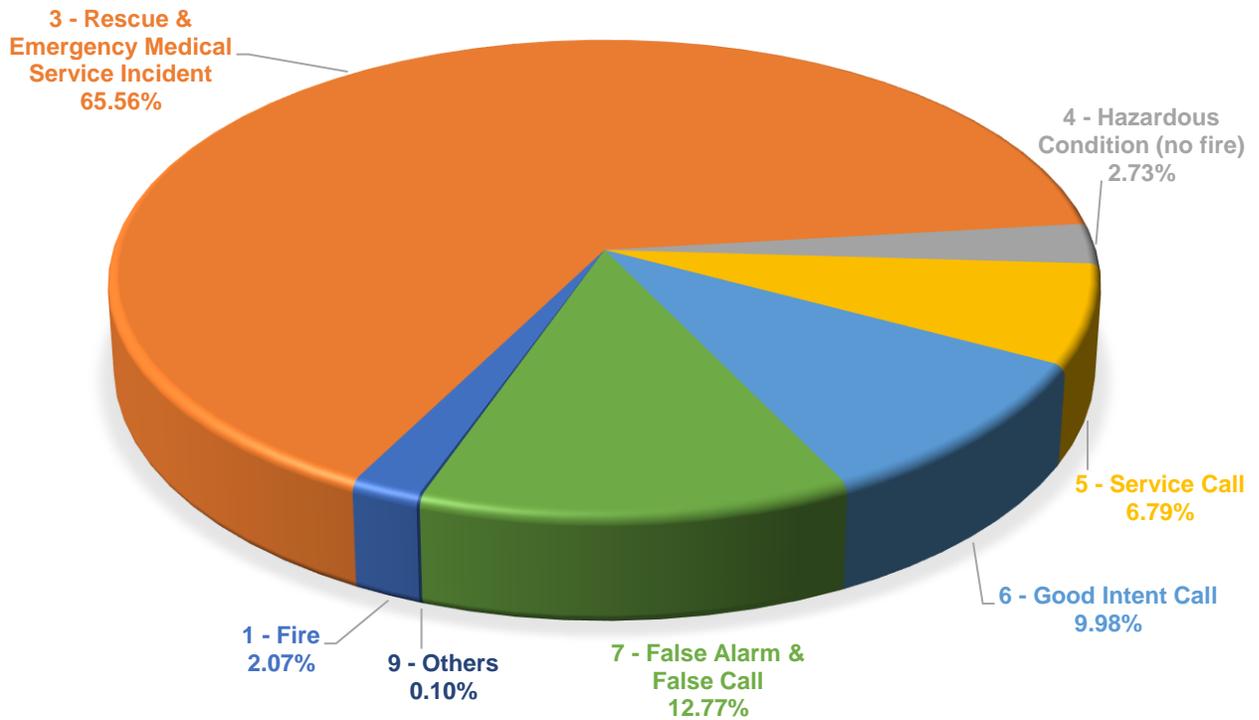


# ***INCIDENT STATISTICS***

## 10-YEAR INCIDENT SUMMARY

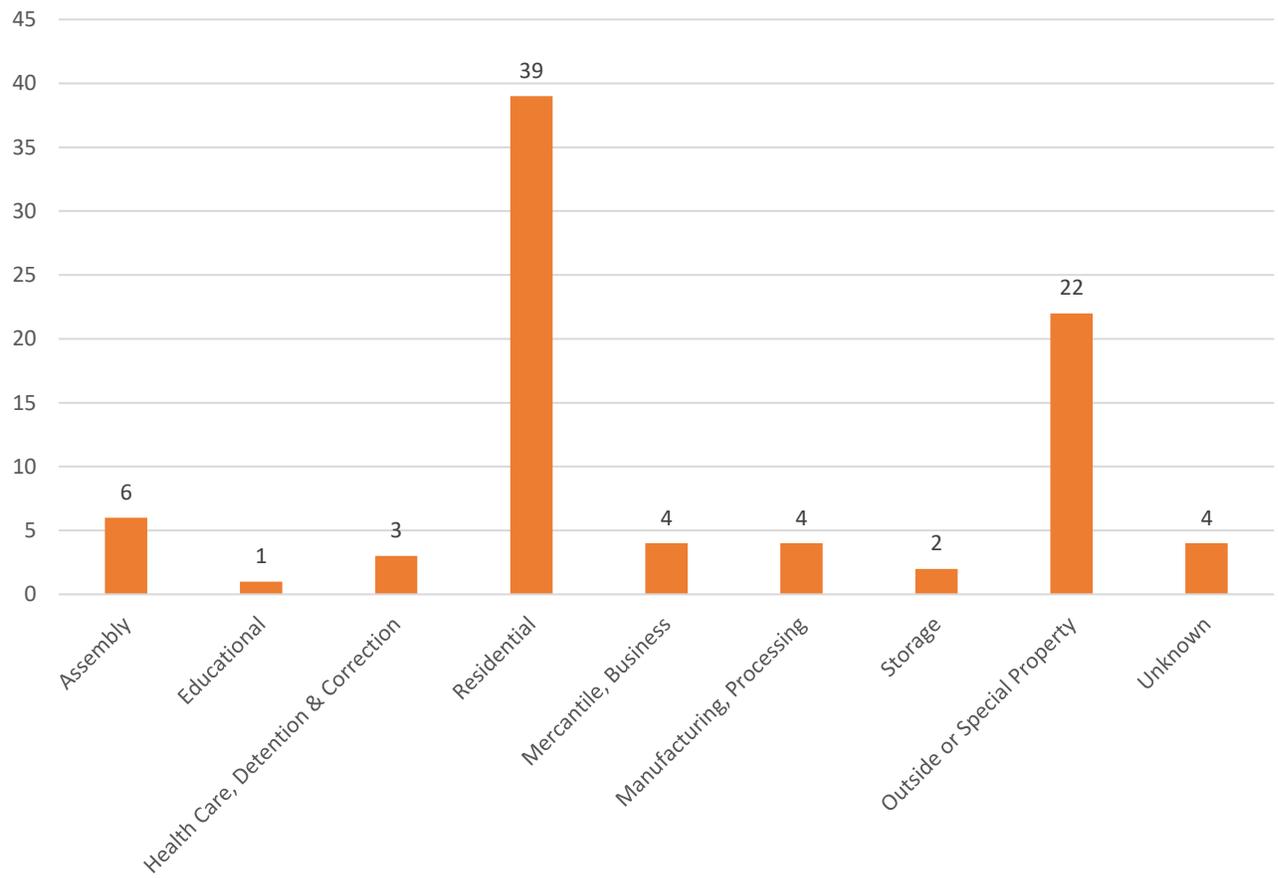


## INCIDENT TYPES

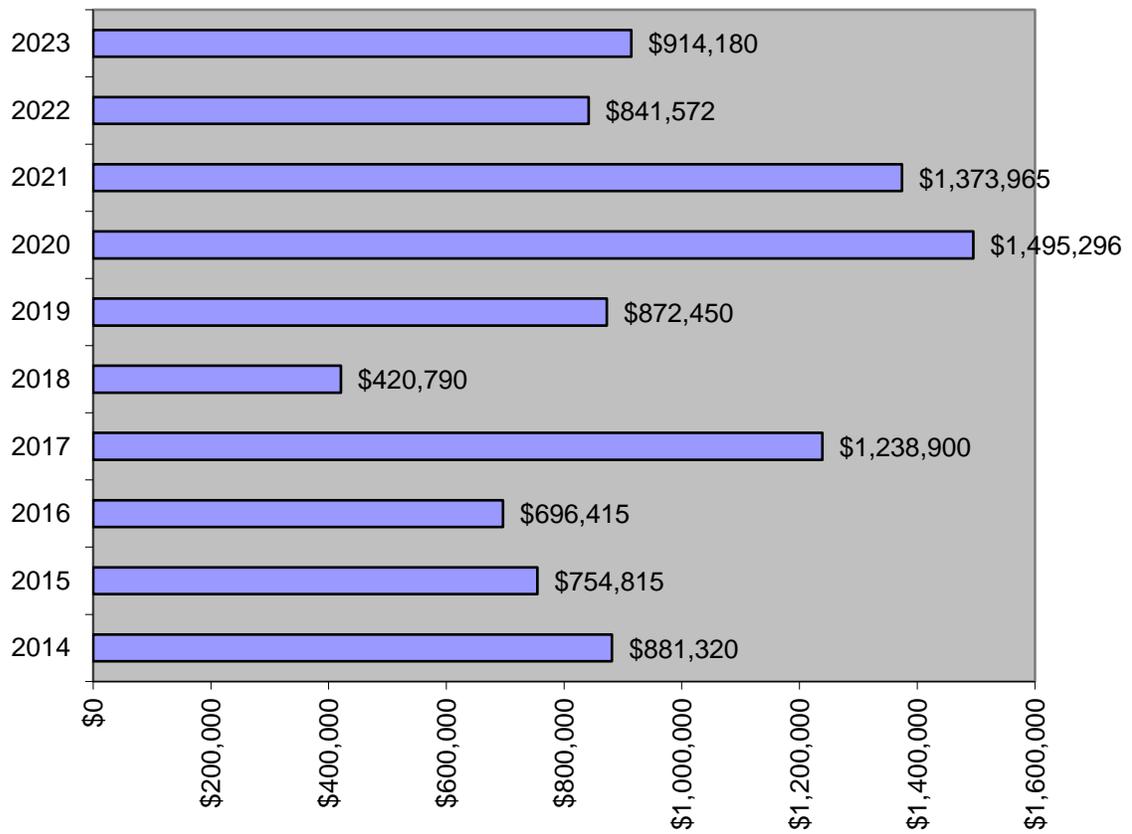


Type of Situation	Incidents	Percent
1 - Fire	85	2.07%
3 - Rescue & Emergency Medical Service Incident	2686	65.56%
4 - Hazardous Condition (no fire)	112	2.73%
5 - Service Call	278	6.79%
6 - Good Intent Call	409	9.98%
7 - False Alarm & False Call	523	12.77%
9 - Others	4	0.10%
	4097	100.00%

## INCIDENTS BY PROPERTY USE



## PROPERTY LOSS SUMMARY



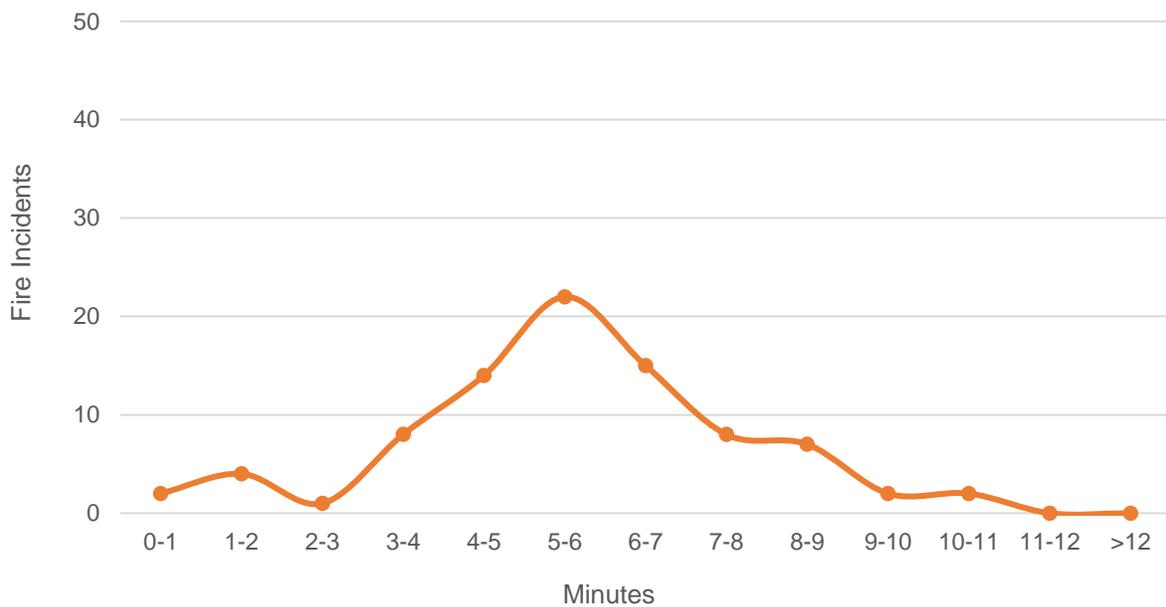
## TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

\*Most calls above nine minutes include overlapping calls, significant scene delays, or are in our neighboring mutual-aid areas

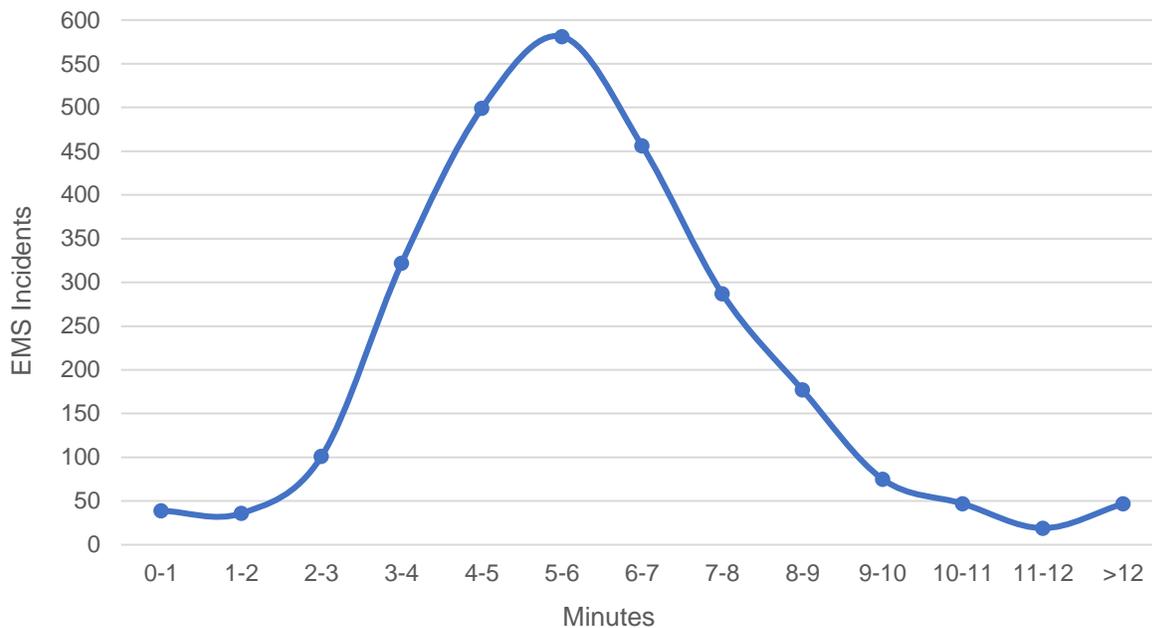
\*This graph represents response times for all Priority 1, 2, and 3 incidents

MINUTES	FIRES	EMS	OTHER	TOTAL	PERCENT
0-1	2	39	70	111	2.7%
1-2	4	36	26	66	1.6%
2-3	1	101	32	134	3.3%
3-4	8	322	79	409	10.0%
4-5	14	499	128	641	15.6%
5-6	22	581	164	767	18.7%
6-7	15	456	151	622	15.2%
7-8	8	287	128	423	10.3%
8-9	7	177	100	284	6.9%
9-10	2	75	49	126	3.1%
10-11	2	47	29	78	1.9%
11-12	0	19	17	36	0.9%
>12	0	47	35	82	2.0%
cancelled en route				318	7.8%
	85	2686	1008	4097	100.00%

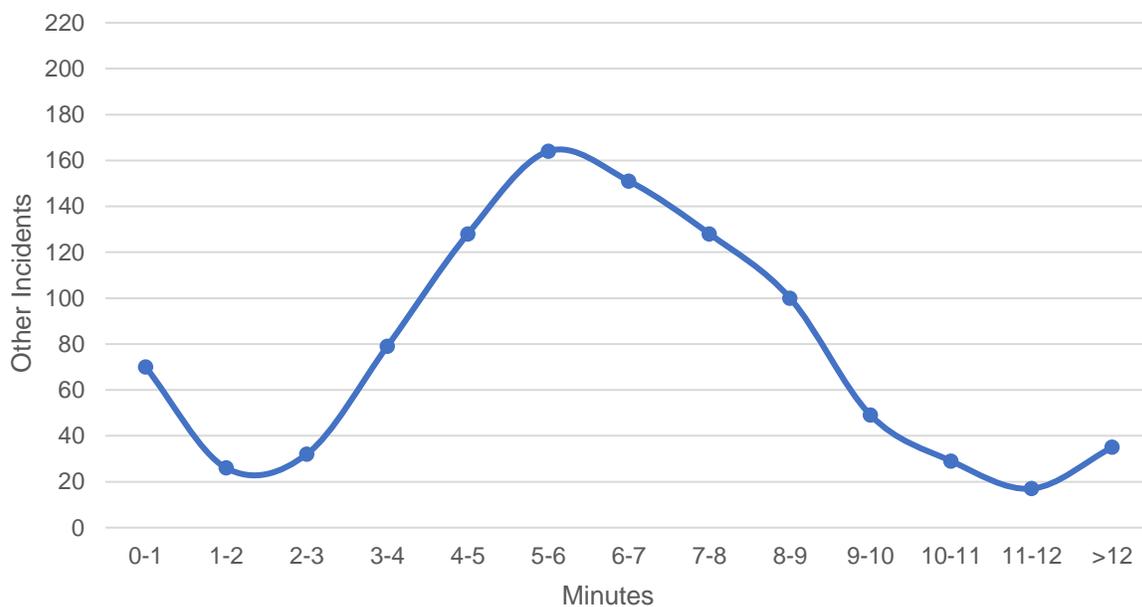
### RESPONSE TIMES - FIRES



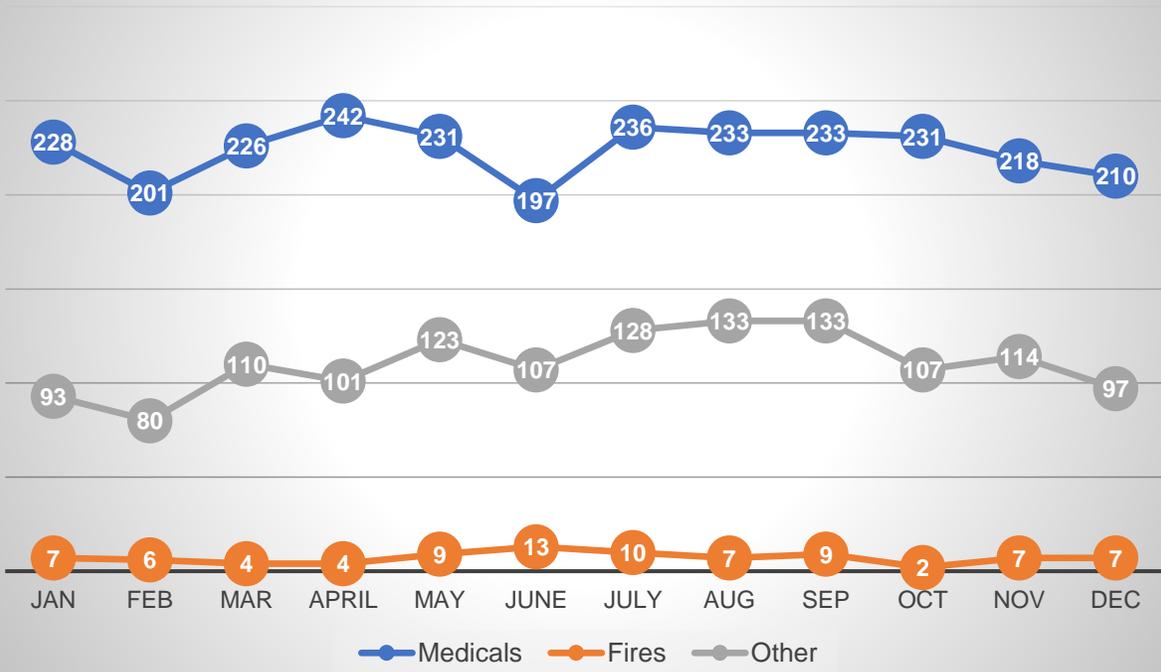
## RESPONSE TIMES - EMS



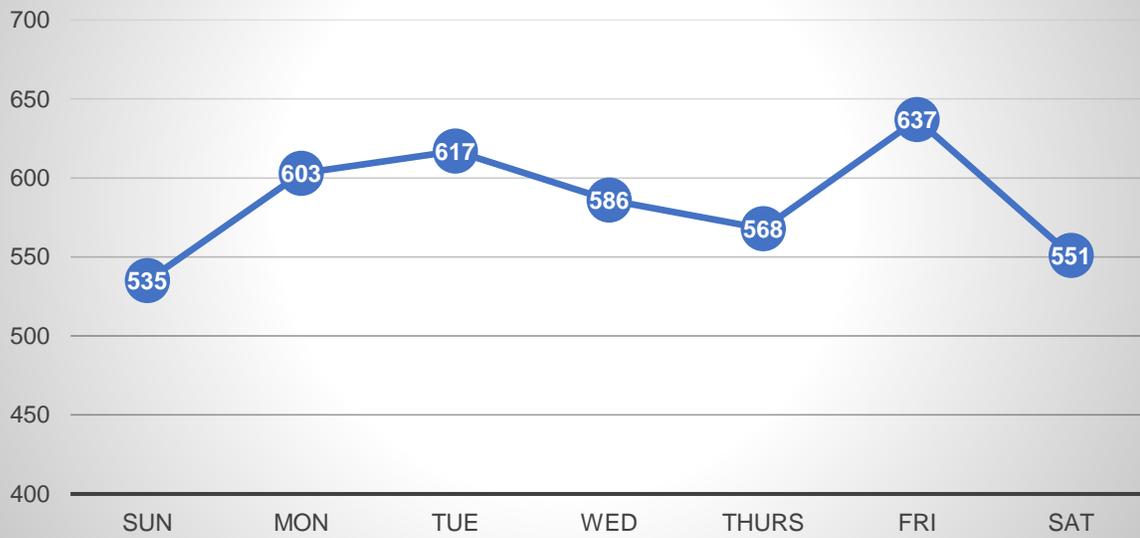
## RESPONSE TIMES - OTHER



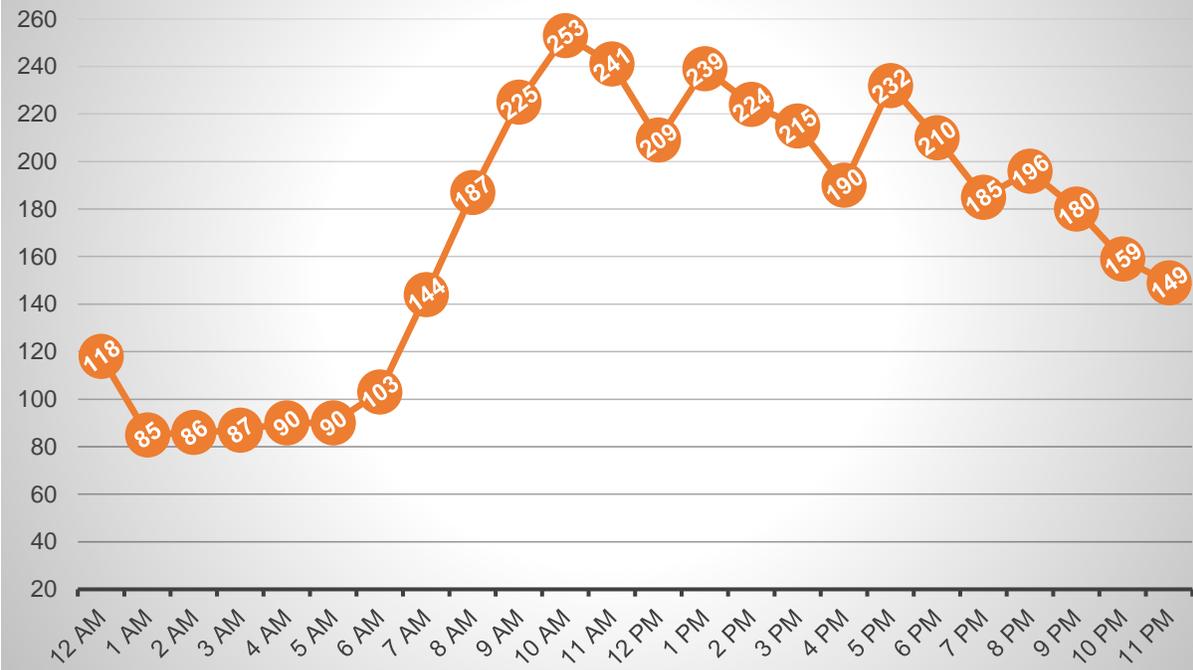
### TOTAL INCIDENTS BY MONTH



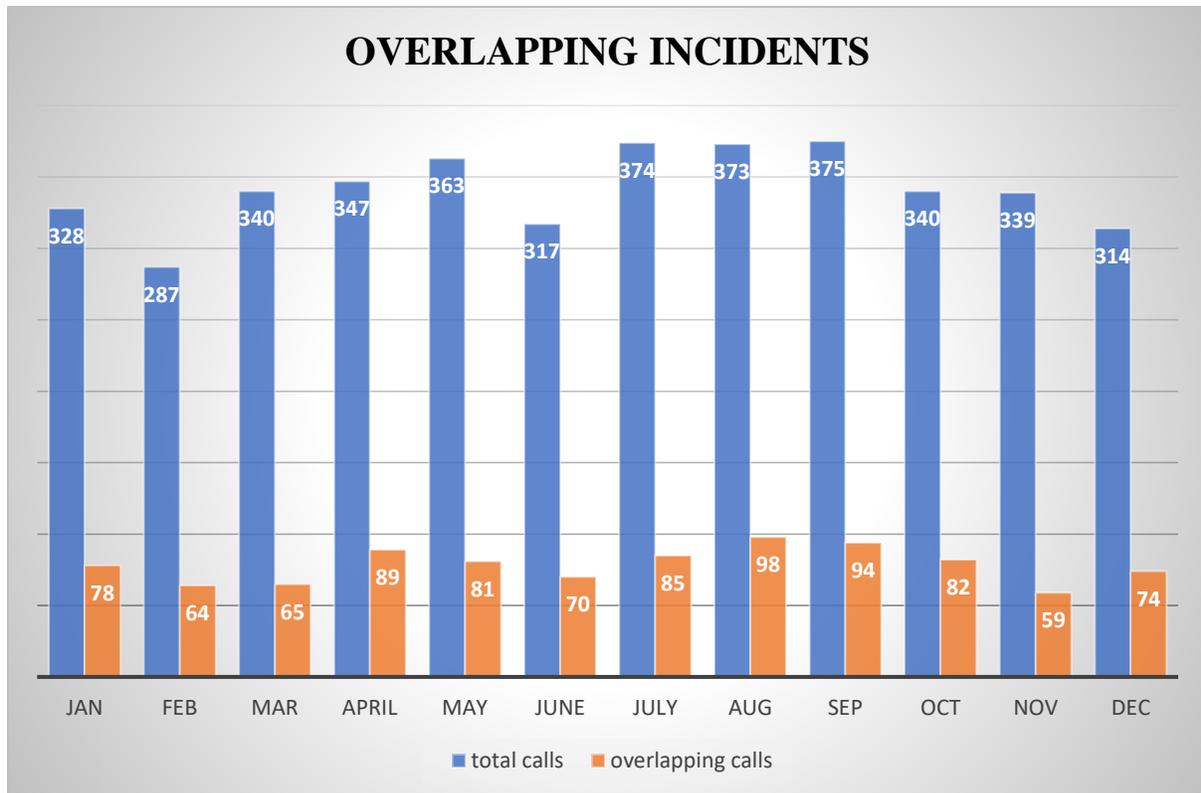
### TOTAL INCIDENTS BY DAY OF WEEK



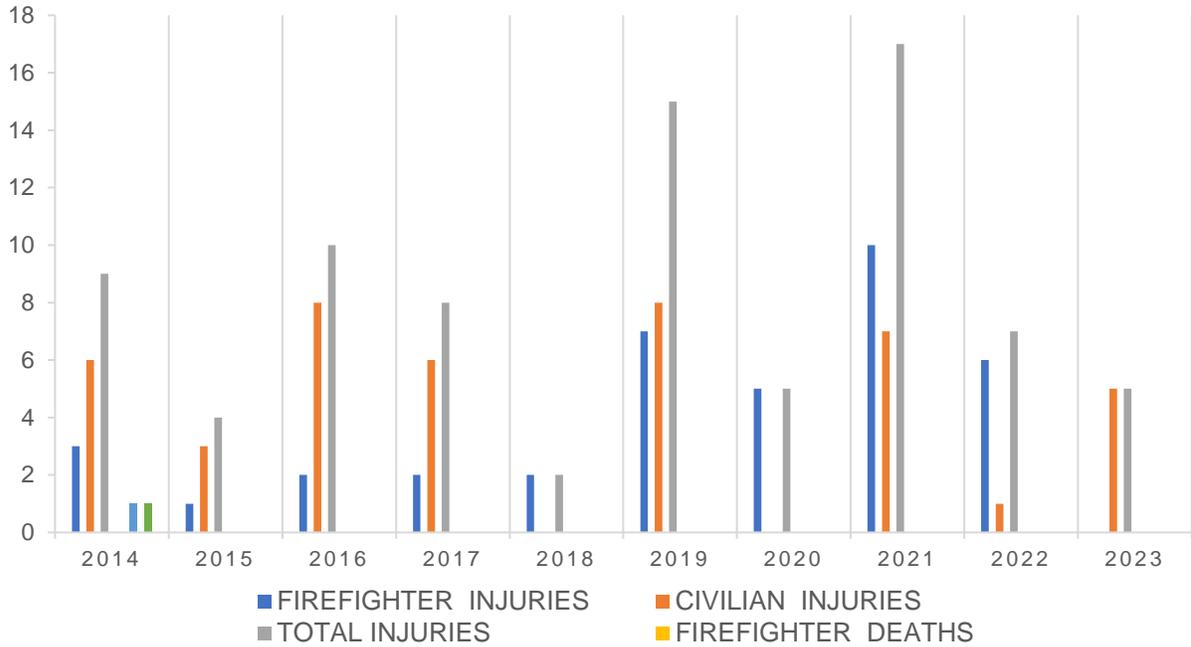
## TOTAL INCIDENTS BY HOUR OF DAY



## OVERLAPPING INCIDENTS



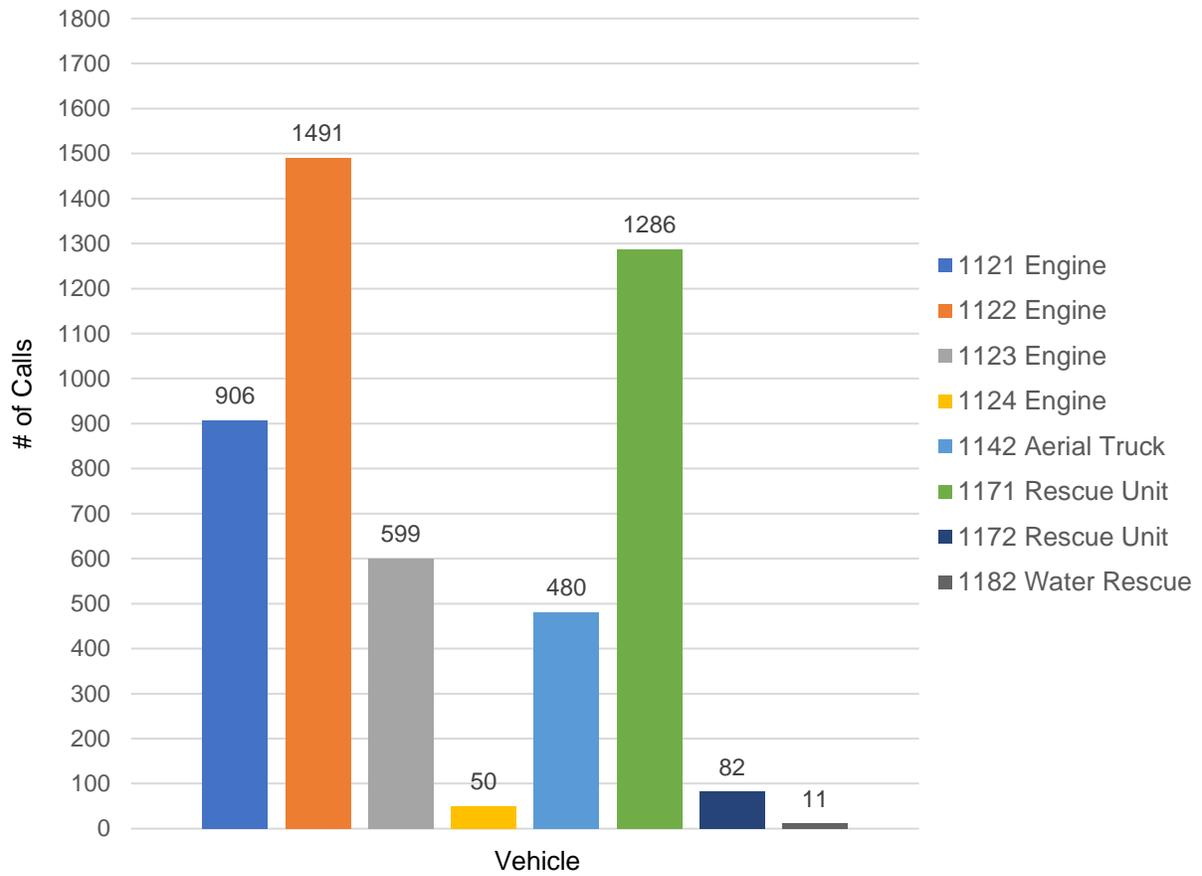
## 10-YEAR FIRE-RELATED INJURIES SUMMARY



	<b>FIREFIGHTER INJURIES</b>	<b>CIVILIAN INJURIES</b>	<b>TOTAL INJURIES</b>	<b>FIREFIGHTER DEATHS</b>	<b>CIVILIAN DEATHS</b>	<b>TOTAL DEATHS</b>
2014	3	6	9	0	1	1
2015	1	3	4	0	0	0
2016	2	8	10	0	0	0
2017	2	6	8	0	0	0
2018	2	0	2	0	0	0
2019	7	8	15	0	0	0
2020	5	0	5	0	0	0
2021	10	7	17	0	0	0
2022	6	1	7	0	0	0
2023	0	5	5	0	0	0

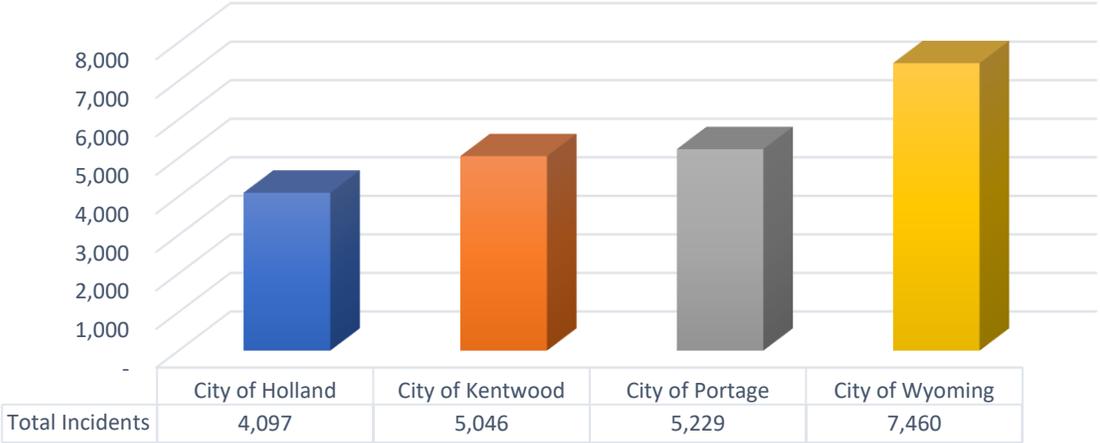
\*In 2014 the City of Holland experienced 1 civilian fire-related fatality. This is the first fatality, due to fire, that has occurred in the City since 1996.

## APPARATUS RESPONSES

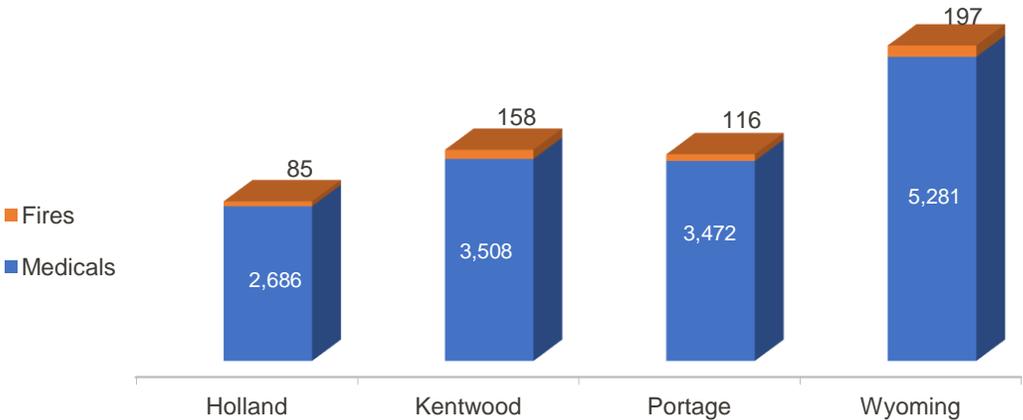


# Comparison of Selected Statistics with Other West Michigan Cities

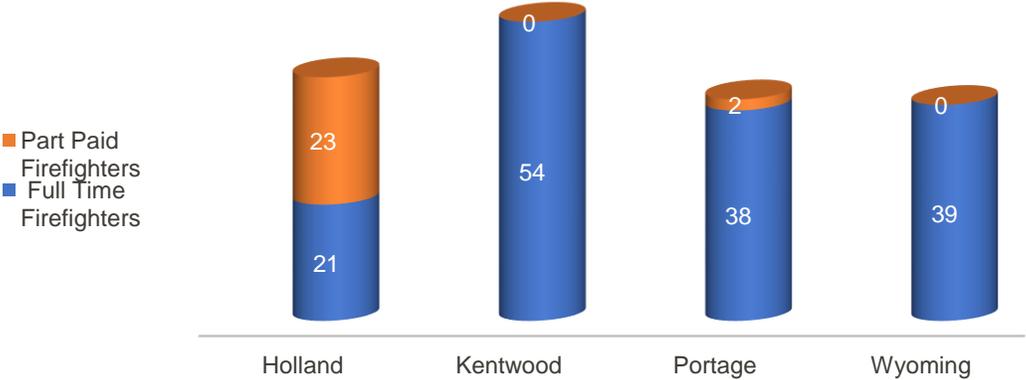
## Incidents



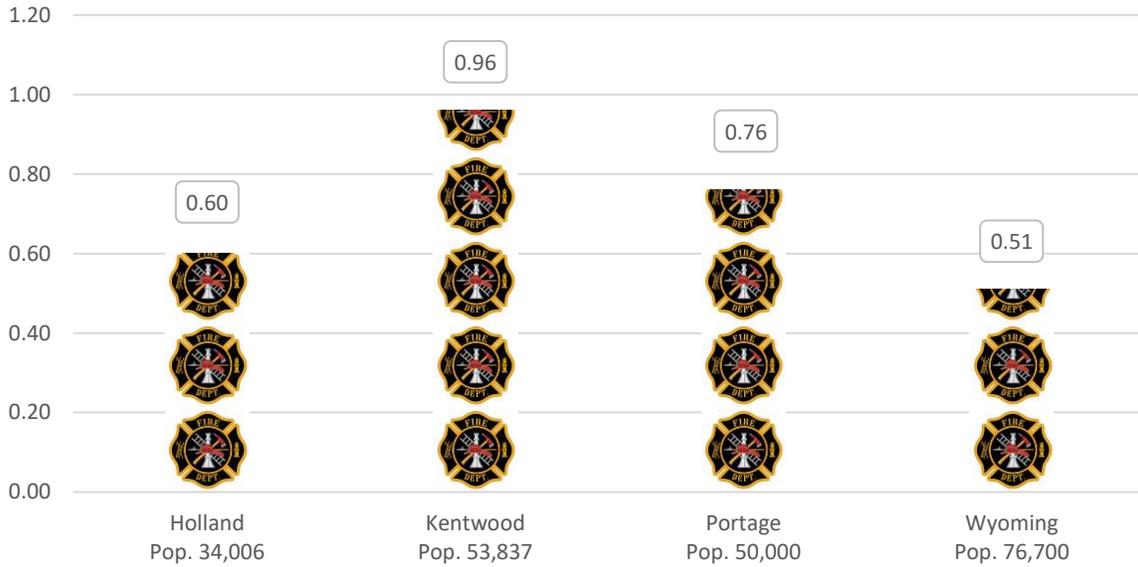
## Fire and Medical Incidents



## Department Staff



## Full Time Firefighters per 1,000 Citizens



## Department Expenditures per 1,000 Citizens

