



HOLLAND DEPARTMENT OF PUBLIC SAFETY



2024 ANNUAL REPORT

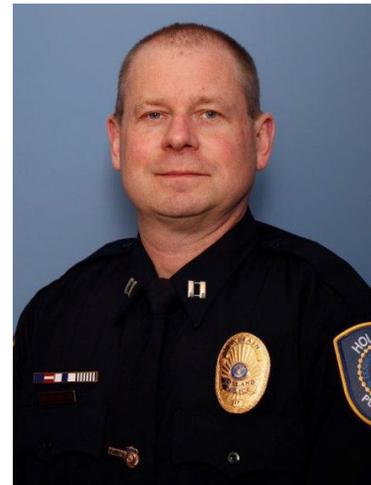
ADMINISTRATION



Matt Messer
Chief of Public Safety Services



Kris Haglund
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 2024. 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 completion of the new Waverly Station and storage facility. We plan on completing the renovation of the Kollen Park Station in May of this year. These upgrades will enhance our service delivery to the community.

The annual Battle of the Badges softball game raised money for the Holland Public School Athletic Hardship Fund. Our Polar Patrol Ice Cream Truck appeared at 95 events and served over 20,320 ice cream treats this year. Our Community Policing Officers were involved in over 300 school and community programs.

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 to 842 citizens in 2024.

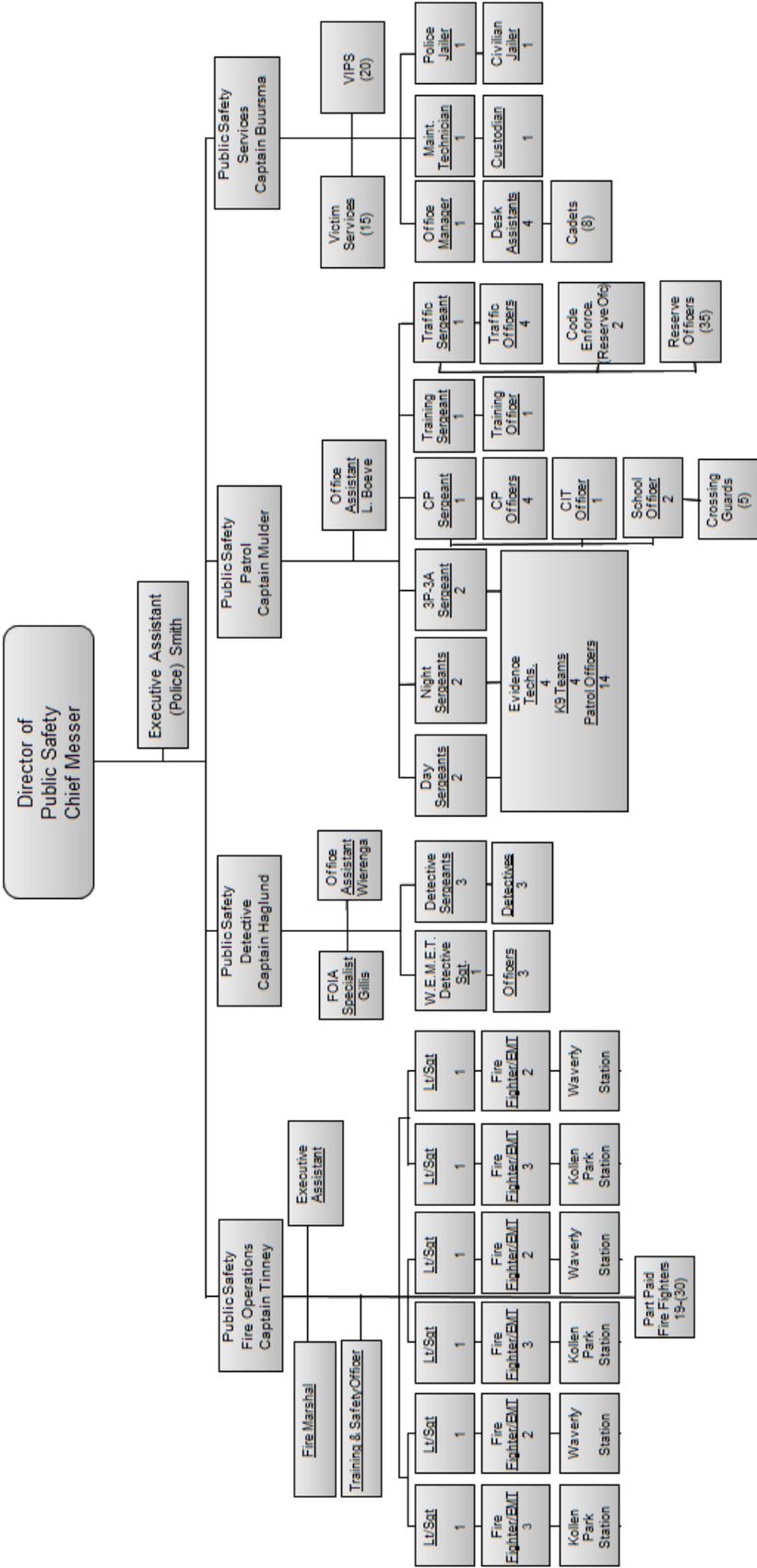
We remain under the MACP Law Enforcement Accreditation status for our Police Services. We were fully accredited in October 2022 and became only the 50th police department in the state to reach this goal. Only approximately 15% of law enforcement agencies in Michigan are currently accredited agencies. We will become re-accredited in October 2025.

Strategic Planning for the entire Public Safety Department continued in 2024. 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, and increased leadership training. Our focus is 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 2025!!

Respectfully submitted,

Matt Messer
Chief of Public Safety Services
City of Holland





Police Services



2024 ANNUAL REPORT



Together We Can Award

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INCIDENT STATISTICS

OFFENSE AND INCIDENT REPORT

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

<u>CRIME CALLS</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
CRIMINAL OFFENSES PART I	1,737	1,903	1,750
Murder/Manslaughter	2	2	1
Kidnapping (including parental)	5	4	1
Criminal Sexual Conduct	67	71	75
Robbery	5	4	10
Assaults (including Domestic Assaults)	545	553	522
Intimidation/Stalking	107	91	91
Arson	1	7	2
Burglary	20	40	46
Larceny	347	339	280
UDAA	31	41	36
Forgery	12	1	16
Fraud	152	156	146
Embezzlement	10	7	14
Stolen Property	8	7	2
Malicious Damage to Property	195	195	187
Retail Fraud	82	157	106
Controlled Substance Violation	94	145	151
Sex Offense	18	17	23
Weapons Offense	35	62	38
Extortion	1	4	3
CRIMINAL OFFENSES PART II	2,201	2,513	2,477
Burglary-Unlawful Entry	22	24	18
Fraud-Bad Checks	17	13	11
Obscenity	6	6	3
Family-Abuse/Neglect Nonviolent	21	28	23
Liquor Violations	18	26	35
Hinder & Obstruct Police	565	647	648
Disorderly	630	750	873
OWI	110	106	94
Health and Safety	27	34	37
Trespassing	25	59	61
Runaway	43	79	63
Other	11	10	12
Other Traffic Offenses (Criminal)	705	731	598
Negligent Homicide	1	0	1

OFFENSE AND INCIDENT REPORT (cont'd)

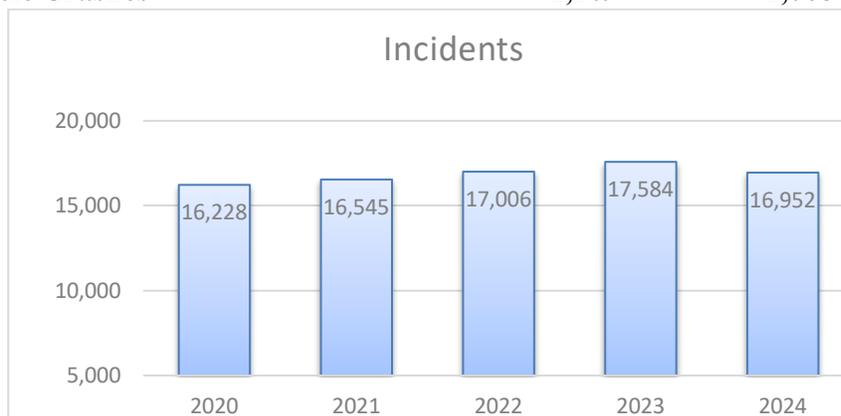
<u>SERVICE CALLS</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Medical Emergency, Airplane Crash	293	347	330
Suicide Attempt/Mental Complaint	524	539	516
Alarm	567	522	562
Family/Peace Officer/Civil/Neighbor	2,263	2,356	2,257
Failure to Pay/Civil	28	29	13
Animal Bite/Vicious Animal	22	19	15
Animal Complaint	447	526	496
Abandoned Vehicle/VIN Inspection	323	266	284
Assist/Warrant Arrests	631	593	435
Lost/Missing Person or Child	60	65	61
Suspicious	2,137	2,328	2,118
Traffic and Parking	2,112	1,859	1,831
Assist General Public Miscellaneous	3,467	3,602	3,316
Liquor Law/MIP-Alcohol or Marijuana	9	19	28

MOTOR VEHICLE CRASHES

Property Damage Crashes	988	859	871
Personal Injury Crashes	220	207	228
Fatal Crashes	1	2	1

TOTAL INCIDENTS REPORTED

Total Incidents Responded To	17,006	17,584	16,952
Crime Calls-Incidents Responded To	2,914	3,446	3,590
-Actual Offenses Investigated, may include multiple offenses per call	3,938	4,416	4,227
Service Calls	13,068	13,070	12,262
Motor Vehicle Crashes	1,209	1,068	1,100



CRIMINAL ADULT ARRESTS

	<u>2022</u>	<u>2023</u>	<u>2024</u>
Total Number of Offenses	723	662	656

Criminal Offense Arrests-some arrestees are charged with multiple offenses

CRIME TYPE

Assaults	168	140	140
Auto Theft	4	0	3
Criminal Sexual Conduct	5	1	7
Disorderly	25	24	34
Embezzlement	3	0	2
Forgery & Fraud	4	5	5
Larceny/Burglary/Stolen Property	12	17	16
Liquor Laws	1	0	3
MDOP	14	10	8
MISC	50	55	32
Narcotics Violations	16	12	22
Obstructing Justice/Warrant Arrests	281	250	256
OWI	100	98	88
Retail Fraud	11	22	19
Robbery	2	1	1
Sex Offense-Other	2	2	3
Stalking	12	7	9
Weapons	13	18	8





INVESTIGATIVE SERVICES

DETECTIVE BUREAU STATISTICS
Criminal Offenses Investigated by the Detective Bureau

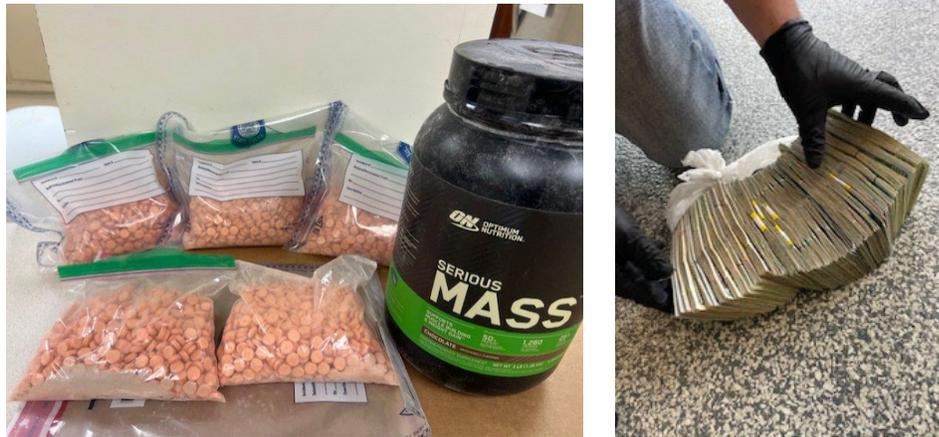
<u>Case Type</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Homicide	2	2	1
Abduction	6	2	1
Sexual Assault	73	59	76
Robbery	4	5	2
Assault & Battery	53	81	102
Aggravated Assault	17	23	22
Stalking	8	2	12
Extortion	1	2	2
Arson	1	6	4
Burglary/Illegal Entry	17	23	32
Larceny	57	47	49
Motor Vehicle Theft	28	29	31
Forgery/Counterfeit	7	2	12
Fraud/Checks	122	102	97
Embezzlement	6	3	5
Stolen Property	4	2	0
Damaged Property	27	20	30
Retail Fraud	15	12	9
Controlled Substances	18	40	55
Other Sex Offenses	17	17	20
Family Offenses	10	17	18
Liquor Law	4	5	6
Obstruct Police/Court	28	19	48
Weapons	12	23	33
Disorderly Offenses	15	16	15
OWI	2	1	0
Hit/Run MV Accidents	3	1	2
Health/Safety	3	18	22
Invasion of Privacy	0	0	0
Trespass	3	0	4
Curfew/Vagrancy	0	4	2
Runaway	9	33	28
Misc. Criminal	20	12	9
Solicitation	0	0	0
Assist Other Dept.	25	9	14
Suspicious	43	43	58
Medical/Death	28	28	24
All Other	28	31	49
TOTAL	716	739	894

JUVENILE REPORT

Criminal Charges brought against Juveniles – 18 years and under

<u>Case Type</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Arson	0	3	2
Assault-Aggravated	2	13	9
Assault-Non-Aggravated	38	68	66
Burglary	8	9	9
Criminal Sexual Conduct	5	5	5
Disorderly-Public Peace	23	17	12
Embezzlement	0	0	1
Extortion	0	0	0
Frauds	1	0	2
Health & Safety	2	18	19
Hit & Run Accidents	2	0	2
Intimidation/Stalking	2	0	4
Kidnapping	0	0	0
Larceny	15	7	3
Liquor Law	4	7	7
Malicious Destruction Property	10	10	10
Miscellaneous Criminal Offenses	19	19	8
UDAA-Vehicle Theft	5	8	5
Narcotics (Drugs & Equipment)	24	41	56
Obstruct Justice/Peace	15	10	26
OWI-Alcohol & Drugs	2	0	0
Retail Fraud	3	4	0
Runaway	10	34	24
Stolen Property	2	0	0
Trespass	3	0	4
Vagrancy	0	6	4
Weapons Offense	4	11	15
Totals	199	290	293

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



Items Seized

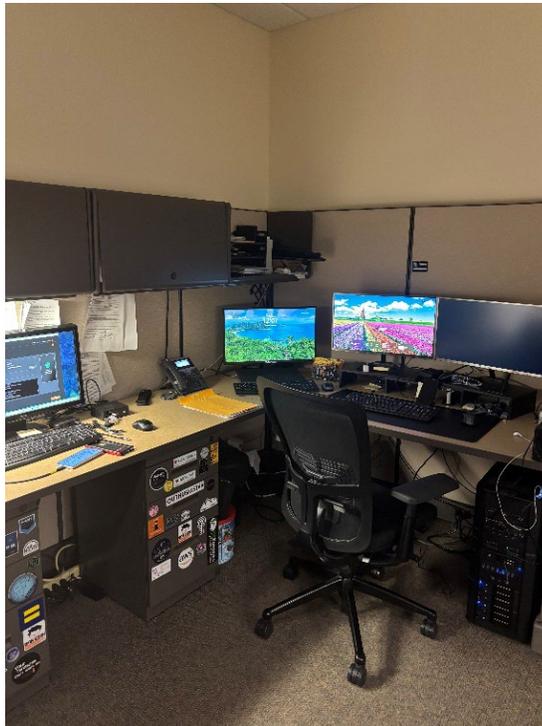
The Holland Department of Public Safety participates in a multi-agency drug enforcement effort in Ottawa and Muskegon counties and is a member of the ATF Task Force. This enforcement effort is supervised and coordinated by the Michigan State Police and is known as the West Michigan Enforcement Team (WEMET). 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.

WEMET ACTIVITY	<u>2023</u>	<u>2024</u>
Total complaints investigated	323	246
Holland City/Township complaints	60/24	47/11
Total arrested in Ottawa County	125	59
Total value of adjudicated forfeitures	\$158,817	\$68,604



FORENSIC COMPUTER INVESTIGATIONS

	<u>2023</u>	<u>2024</u>
Computers/Hard Drives	30	8
Cellphones/Mobile Devices	122	105
Cloud Accounts	3	1
Removable	20	
Optical (CDs/DVDs)	10	
Flash Drives		8
Total Devices Examined	185	122



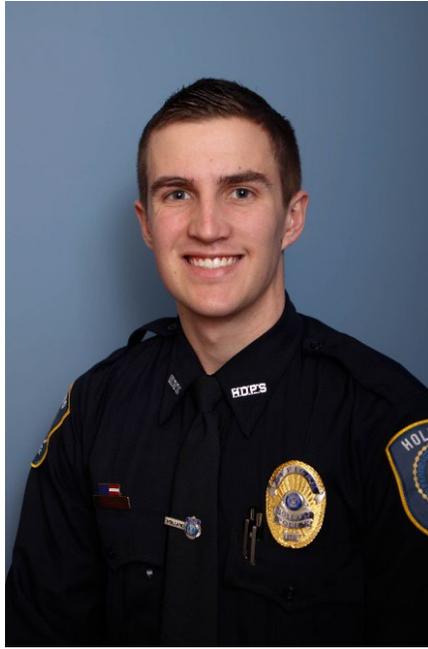
BACKGROUND INVESTIGATIONS

Backgrounds	<u>2024</u> 16
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PATROL OPERATIONS

OFFICER OF THE YEAR



Officer Spencer Slenk

The Holland Department of Public Safety – Police Services is pleased to announce Officer Spencer Slenk as the 2025 Police Officer of the Year. Chief Messer recently made the announcement at the department’s annual award gathering. Officer Spencer Slenk was selected by the HDPS Command Staff after being nominated for this prestigious award. His nomination cited that he “is always positive, professional, and dedicated to serving his community and those he works with.”

Officer Slenk began his career with the HDPS as a police cadet in 2015. He became a police officer in 2019 after completing the Grand Valley State University Police Academy.

Since beginning his career, Officer Slenk has held a variety of positions within the organization. He is a Field Training Officer, Honor Guard member, and Tactical Team member, and he is on the HDPS Recruiting Team in addition to his role as a patrol officer. Officer Slenk and his wife live in Zeeland.



HONOR GUARD

The HDPS Honor Guard is an eight-person team selected from full-time officers within the department. The team was established in 2006 and carries on the duties to bring respect and representation to the Country, National Flag and Fallen Officers. The HDPS Honor Guard participates in events such as funerals, parades, and posting/presentation of the colors. During 2024, the HDPS Honor Guard has participated in 24 details.



This past year, the HDPS Honor Guard continued to carry on the tradition of marching in the Tulip Time Parades, Memorial Day Parade, and Parade of Lights. As in years past, Sergeant Brouwer and other members of the team assisted with a week-long Honor Guard Training for other West Michigan departments at Calvin University.

The HDPS Honor Guard sent officers to the funerals of officers that have fallen in the line of duty within Michigan. During these funerals, our Honor Guard members join a large unit made up of other department's Honor Guard teams from around the nation. This combined Honor Guard Unit participates in funeral proceedings to pay respect to the fallen and their family members. These funerals that our unit attended were for MSP Trooper Popp and Hillsdale County Deputy Butler.



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:

- 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 proactive 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 six 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, Sergeant Bergstrom with the Grand Haven Department of Public Safety, and Deputy Schaller of Ottawa County Sheriff's Department are established DRE instructors, serving agencies within Ottawa County for the past several years and teaching at the yearly school. Officer Barrett of the Holland Department of Public Safety serves as a Drug Recognition Expert since 2019, a Standardized Field Sobriety Test Instructor since 2022, and most recently as a DRE instructor in 2024.

Enforcement & Facts

- Holland Department of Public Safety had **88** OWI arrests in 2024 as a department.
- County Drug Recognition Experts completed **13** DRE evaluations on drivers suspected to be under the influence of a drug.
- 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.
- The 2024 DRE school added seven officers to the program, bringing the total number of DREs in the state to 135.
 - With the addition of Deputy Aubrie Malkewitz and Ryan Tottingham of Ottawa County Sheriff Department, the DRE Cadre now has six certified officers that can respond within the county.
- 352 total evaluations were conducted statewide by certified DREs.
 - Of those evaluations, DREs had an 89% accuracy rating verified by toxicology reports.
 - The top three drug categories observed were cannabis at 51%, stimulants at 31%, and depressants at 23%.

EVIDENCE TECHNICIANS



In 2024 the Evidence Technician unit primarily consisted of Sergeant Magdaleno, Officer Barrett, Officer Wolters, Officer Thayer, Officer Borowski, and Officer Sorenson. Although Officer Dozeman is now assigned to booking, his assistance with evidence handling 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.



EVIDENCE TECHNICIANS (cont'd)

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 brand new cameras and LFICA (a measuring system), which has been used during 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 leads 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.



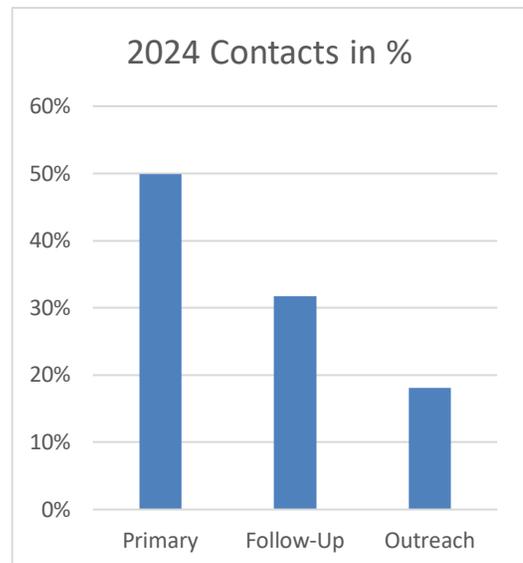
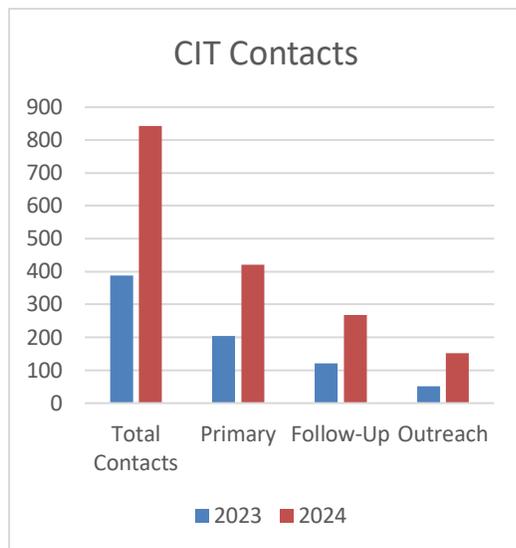
CRISIS INTERVENTION TEAM



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.

CMH clinician Smith moved out of State in June. Officer Maat was joined by CMH clinician, Matt Lowe, bringing 18 years of clinical experience to the team.

CIT saw a significant increase in the total number of contacts in 2024, reaching 842 citizens in crisis. The contacts are broken down into three categories: Primary officer, Follow-up/Consultation, and Outreach. The goal of CIT is to provide the best support for those in mental health crisis, provide alternative to incarceration, reduce officer and citizen injury, and increase mental health services. Diversions from jails are often accomplished by helping a person in crisis de-escalate themselves. CIT also works to provide safety plans that will help each consumer get out of their current crisis and moving towards personal progress.



CRISIS INTERVENTION TEAM (cont'd)

One way to measure the success of CIT is to track the number of physical controls among CIT trained officers. Officer Maat did not use any physical controls during any of his crisis interactions. Physical controls among the nearly 30% of officers trained in CIT where they had primary contact amounts to 30% of total primary physical control applications in 2024.



CIT has been working to build connections with many local resources in the Community. The team has done CIT awareness training with the Lakeshore Clubhouse, Ready for Life, Citizen's Police Academy, Junior Police Academy and Holland Fire Department. They have also instructed de-escalation training for the volunteers at the Community Action House and First United Methodist Church. One, 40-hour CIT training was held this year with more classes scheduled for 2025. All CIT clinicians also participated in the 40-hour FBI Crisis Negotiation training this fall.

The highlights of those reached by CIT are numerous. Here are a few examples of the work CIT is doing in the community.

CIT met and built relationship with a local unhoused neighbor who generated more than 65 criminal and non-criminal police contacts in a 7-month period. In collaboration with many community partners, CIT was able to help the consumer with shelter and other recovery assistance, resulting in no police contacts since.

While on patrol, CIT noticed a person sitting on a parking lot curb, slumped over. CIT contacted the person, recognizing them from other crisis contacts. Knowing the person was recently displaced from their home due to behavior and substance abuse, CIT spent the next couple of hours getting the person connected to recovery services and shelter. CIT brought the person to the shelter and continued contact with the person and the assigned CMH worker for several days. Once accepted into recovery, CIT worked to provide the person transportation for services. The person has completed treatment and is back in our community.

Another mental health consumer generated more than 20 criminal and non-criminal contacts in a 4-month period. CIT worked with the consumer's mental health provider to adjust their care-plan and was able to find more stable housing. Police have had only 5 contacts in the last 6 months.

Positive relationships continue to grow among citizens, community leaders, and social organizations. The increased collaboration with local social service partners has helped provide wrap-around care that increases the level of support for those in crisis.



CRISIS NEGOTIATION TEAM

The HDPS Crisis Negotiation Team (CNT) is made up of 6 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.

CRISIS NEGOTIATION TEAM (cont'd)

As the CNT continues to train and stay updated with today's technology, they continue to face changes such as negotiation through texting and video chatting 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.

The overall mission is to seek out a peaceful resolution to a potentially violent situations through listening, creating dialogue, and building rapport.

This year again has been yet another challenging time. As all of our officers have been trained in and have experience in negotiations, law enforcement continues to experience an increase in mental health-related calls. While not always a call out for the 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 2024 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.

The Holland CNT also hosted the FBI in teaching their 40-hour basic course. From this course, we were able to bring both Officer Anna Heintzleman and Officer Megan Ricketson on as new negotiators. This increase, for the first time in many years, brings our team up to 6 negotiators. The reason for this 6 is to assure we have at least 4 negotiators at each call out due to some that may not be available.

As we move forward into 2025, we look forward to a year of safety and increased training with our two new negotiators.

The present team members are Sergeant John Weatherwax, Sergeant Santiago Magdaleno, Officer Rob Borowski, Officer Casey Howe, Officer Anna Heintzleman, and Ofc. Megan Ricketson.

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

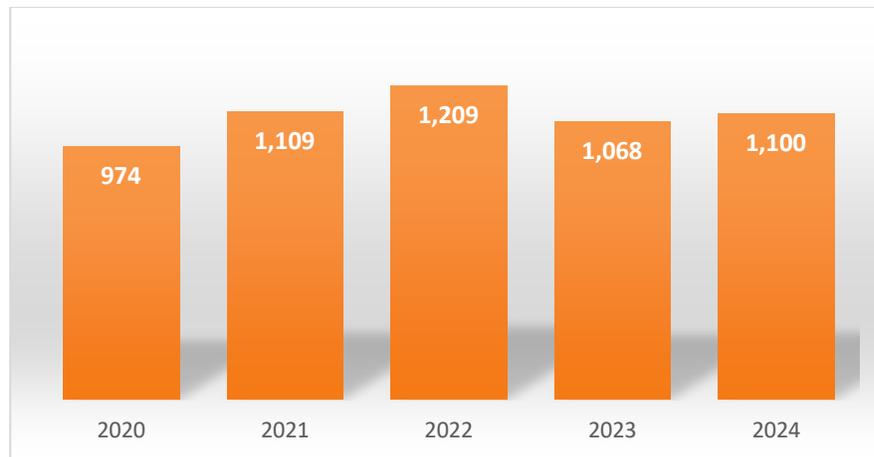
The following is a list of the ten highest accident intersections in 2024:

US31/Lincoln	25
East 16 th /Waverly	18
East 16 th /US31	16
East 32 nd /US31	11
West 32 nd /Michigan (Washington)	11
West 7 th /Pine	9
East 32 nd /Lincoln	9
West 40 th /Washington	9
West 16 th /River	8
East 24 th /Waverly	6

MOTOR VEHICLE CRASHES



	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Property Damage Crashes	804	925	988	859	871
Personal Injury Crashes	167	182	220	207	228
Fatal Crashes	3	2	1	2	1
Total Crashes	974	1,109	1,209	1,068	1,100
Persons Killed	3	2	1	2	1



Total Crashes

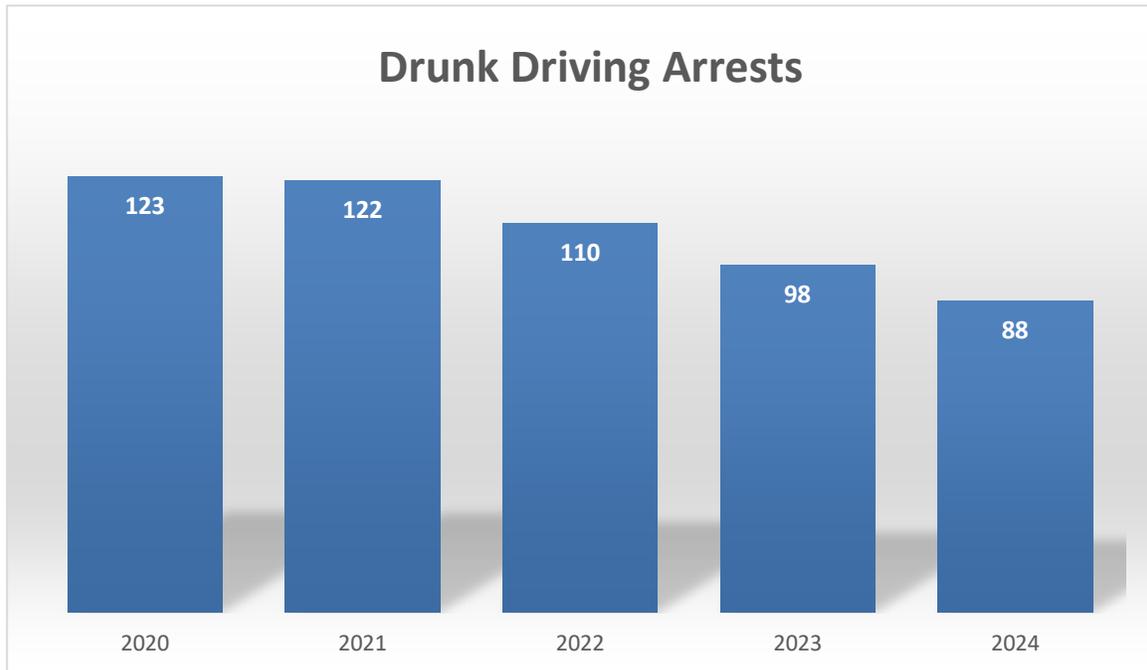
CITATIONS ISSUED

<u>ACTIVITY</u>	<u>2023</u>	<u>2024</u>
Tickets cited to court	2,460	3,657
Written warnings	1,291	1,247

BREATHALYZER ACTIVITY REPORT

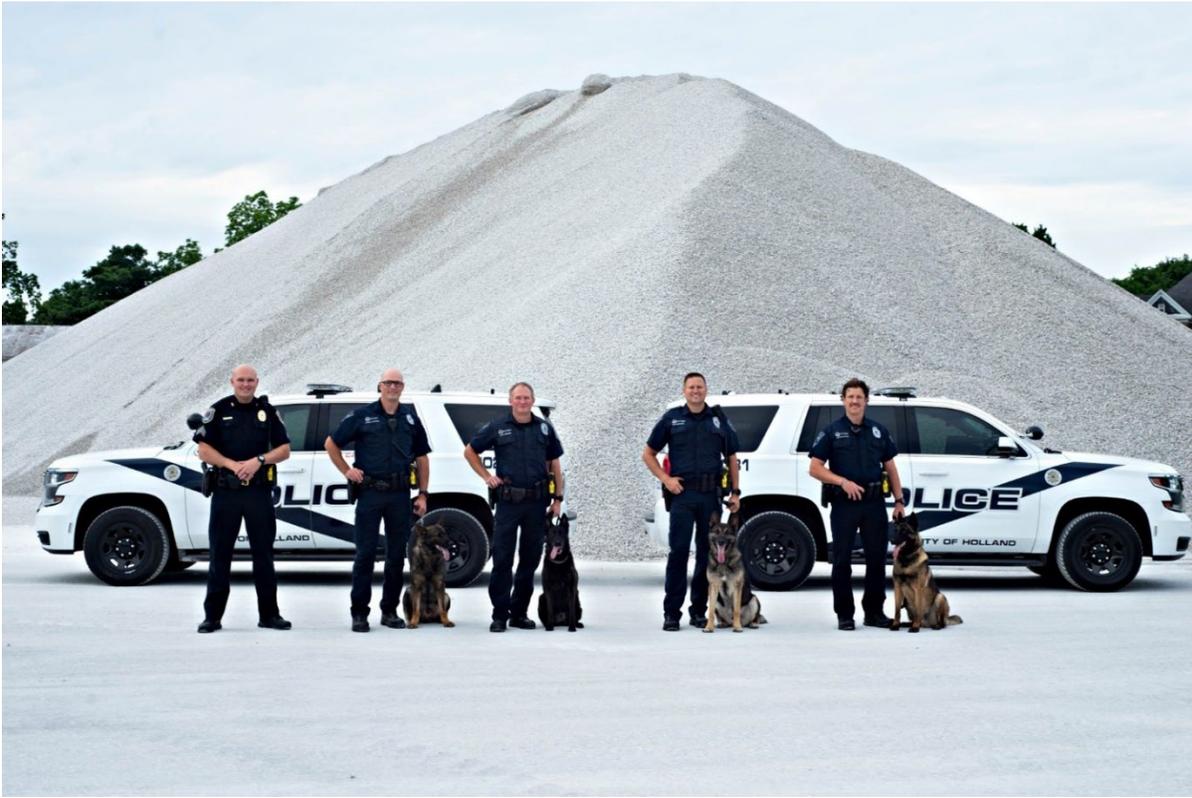
During 2024, the Holland Department of Public Safety arrested 88 subjects for operating a vehicle while under the influence of drugs or alcohol. This is a 10% decrease from 2023.

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 23rd full year of service in 2024.



K-9 Statistics

Incident Type	2023	2024	% Change
Building Searches	7	7	0
Felony Arrests with K-9	34	47	+38
Misdemeanor Arrests with K-9	2	8	+300
Narcotics Value Seized	\$81,000	\$8,624	-89
Tracks/Successful	21/13	27/12	+29/-8
Assist Other Department	30	36	+20
Callouts	6	11	+83
Public Demonstrations/Attendees	13/1,023	10/570	-23/-44
K-9 Application Calls	109	134	+23
Total Calls	2,210	1,817	-18

CANINE UNIT (cont'd)

K-9 Highlights

03.20.24 Holland Police Department Canines were certified through IPWDA.

06.01.24 PSD Obi found his first firearm on the street. This occurred after a track where he lost the suspect but backtracked from the end point to the starting point. During this secondary search PSD Obi alerted to the discarded firearm. Shortly afterwards PSD Obi located five spent and/or unspent 9mm rounds of ammunition where the gun was previously fired.

06.25.24 Officers Schoen and Reuschel taught the high school recruit academy, where the students were able to actively work the dogs through detection and reward. The students enjoyed the experience and gained insightful knowledge into areas of canine applications.

06.28.24 PSD's West and Emil greeted the golfers at the 17th Annual K9 Golf Outing spreading joy, slobbery, and hair to all who attended. This year over 280 golfer's participated!

08.30.24 Ottawa County Deputies were investigating a stolen vehicle that was found parked and abandoned. Witnesses said two subjects ran from the vehicle and jumped over a fence. K9 Emil was called to attempt a track. Emil picked up the track from where the suspects jumped the fence. Emil tracked hard, eventually coming out of odor at the suspect(s) address. Ottawa County Deputies investigated and located the two suspects along with additional stolen property.

10.03.24 PSD Emil assisted Ottawa County Sheriff's Department Deputies on a traffic stop within Holland Township. PSD Emil indicated on the exterior of the vehicle, under the driver's seat, and at the passenger side floorboard. A large quantity of cocaine was located under the driver's seat, and the front seat passenger was found to have secreted cocaine in their shoes. A total of 63.35 grams of cocaine was seized with a street value of \$3,000. An additional \$1,100 in cash was seized pursuant to the investigation.

10.18.24 PSD Eddie alerted on a vehicle which had been stopped for an improper license plate. Initial contact with the driver showed several signs of narcotics use. PSD Eddie had multiple strong indications on the exterior of the vehicle. A search was conducted revealing 3.2 grams of meth, two loaded syringes with suspected heroin, two small containers with suspected heroin, a crack pipe, and a variety of prescription medications. This was PSD Eddie's first narcotics find.

10.22.24 PSD Emil assisted Ottawa County Sheriff's Department Deputies on a shoplifting investigation. PSD Emil was first requested when the suspect fled the scene on foot. While the team was enroute, and almost on scene, the suspect was taken into custody by deputies. They requested a sniff of the vehicle that was tied to the suspects in the parking lot. PSD Emil was deployed around the exterior of the vehicle and indicated to the presence of narcotic odor. A backpack and numerous smaller personal use kits were located in the vehicle. A total of 275 grams of methamphetamine was seized with a street value of \$3,500.

11.15.24 PSD Eddie located a freshly stolen handgun that had been hidden under a small leaf pile within Rose Parks Green. This occurred after the suspect had fired a couple of rounds in the park.

BICYCLE INVESTIGATIONS

	<u>2022</u>	<u>2023</u>	<u>2024</u>
Number stolen with license	9	7	8
Number stolen without license	63	66	46
Number of found complaints	83	108	63
\$\$ number of bicycles stolen	\$27,226	\$34,750	\$18,055
\$\$ number of bicycles recovered	\$4,331	\$8,901	\$736
Number of arrests	1	0	0
% of number stolen that were recovered	15%	21%	13%



	<u>Number Stolen</u>	<u>Number Recovered</u>
January	1	0
February	0	0
March	2	1
April	1	0
May	5	0
June	7	2
July	6	2
August	12	0
September	12	1
October	2	0
November	4	0
December	2	1
TOTAL	54	7



TRAINING

<u>COURSE</u>	<u>HOURS</u>
Abandoned Vehicle Law & Training	24
Active Threat Discussion / Room Clearing Drills	49
Advanced Freedom of Information Act Training	48
Advanced Latent Fingerprinting	32
Advanced Roadside Impaired Driving Enforcement Program	112
Advanced Social Media Practices for First Responders	4.5
Alternate Light Source Workshop	16
Annual Michigan Traffic Safety Summit	16
Applied Scripting Forensic Techniques	40
Basis SWAT	80
Bloodborne Pathogens	82.5
Brain Health	85
Carter Kit Training	43
Cellebrite Certified Operator and Cellebrite Certified Physical	40
CIT Training	120
Civilian Response to Active Shooter Events	4
Close Quarters Conflict: Room Clearing Fundamentals	32
Comprehensive Sexual Assault Investigations	96
Constitutional Use of force – Reasonable Force Issues	16
Control Tactics – Escaping & Controlling from Adverse Position	49
Control Tactics – Scenario Based	143.5
Control Tactics Instructor	80
Core Strength Training	48
Criminal Investigations Using Cellular Technologies	40
Crisis Negotiation Training	32
Crisis Response – Advanced	32
CRT – Joint Tactical Training with OCSD	20
Dark Web Investigations	16

TRAINING (cont'd)



Presentation of Awards

Developing High-Quality School Emergency Operations Plans	8
Dewolf FTO Supervisor	64
DRE Tablet Instructor Training	4
Drone training	32
Drug Recognition Expert Continuing Education Class	24
Effective Fitness Combatives – Level 2	32
Effective Fitness Combatives Instructor Course	80
Electric Vehicle Operations Level Responder Training	4
Employee Assistance Program	35
Every Officer a Leader	32
Fair & Impartial Policing	44
FBI Active Shooter	8
FBI National Crisis Negotiation Course	80
Field Force Extrication Tactics	80
Fire Scene Preservation and Evidence	42
Firearms Identification Training	8
First Line Supervision	56
Force Science Conference	160
Forensic Interviewing: The Next Step	48
Foundational Homicide Investigations	80
FTO New Officer	2,652
FTO Training	40
Fusion Liaison Officer Training	16
Gathering Evidence from Today's Communication Technologies	40
Glock Armorer	24
Great Lakes Homeland Security Training	24

TRAINING (cont'd)

Hazmat	27.5
Homicide Investigation	12
Hybrid Crime Scene Investigation Workshop	40
ILEETA	120
Instructor Development	184
Interview & Interrogation	61.5
Intro to Fetal Alcohol Syndrome	44
Introduction to Motivational Interviewing	1
IPWDA K9 Certification	128
K9 in-house Training	1,614
K9 Training – outside	160
Law Enforcement Media Communications	4
Legal Update – Domestic Violence Offenses	44
Legal Update – Search & Seizure	36
LERMA Conference	24
Less Lethal, Flash Sound Diversionary Device, Chemical Agents	40
Living a Healthy and Productive Life	49
Low Light / No Light Rifle Practice	69
MACP Accreditation Conference	16
MACP Administrator Assistance Conference	32
MACP Fall Conference	40
MAHN Conference	96
MATAI Fall Training Conference	32



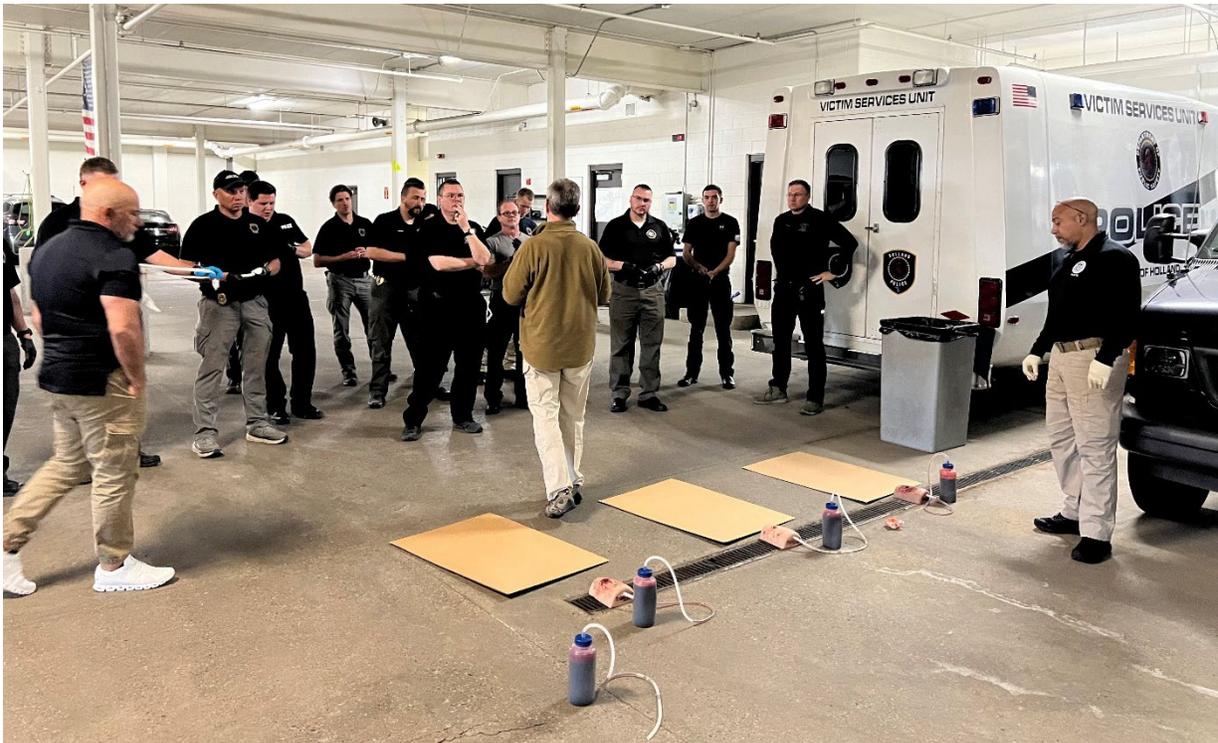
TRAINING (cont'd)

MER & Petition Protocols and CIT	44
MICR	9.5
Midwest School Safety Summit	16
Migrant Legal Aid	46
MIPSDA Annual Conference	16
MITN Operator Training	1
Mobile Phone Investigations & Cellular Record Analysis	32
Motivational Interviewing Intro Masterclass	1
Motor Refresher School	32
NICS	52
OASSN Fall Summit	20
OASSN Spring Summit	22.5
Outlaw Motorcycle Gangs	128
Patrol Rifle Armorer	30
Patrol Rifle Instructor	40
Patrol/Rifle Pistol Competition	26
Pepperball Armorer Instructor	32
Pistol & Rifle Ballistic Shoot	16
Precision Driving – Defensive Driving	40
Precision Driving – Emergency Driving	40
Precision Driving – Refresher	48
Project UNITE: Four Integrated Systems for Social Violence Prevention	16
Radar - Basic Speed Operator	48
Range – Course #1	50
Range – Course #2	55
Range – Course #3	43
Range – Course #4	42
Reality Based Active Threat Scenarios	49
Red Dot Sight Pistol Instructor	16
Regional Crisis Negotiation Course	160
Re-Humanizing Law Enforcement Recruiting	4
Response to Individuals with Dementia	64.5
Rifle Training and Qualification	99
School Crime Prevention Through Environmental Design	24
School Safety Training	32
SET Skill Development and Reality Based Scenario Training	140
SET Sniper	180
SET Training	1,022
Simmunition Scenario Instructor & Safety Certification Course	48
Social Networking	96
Supervising Patrol Critical Incidents	64
SWAT Medic and Rescue Task Force Interaction During Active Violence	1
Tactical Medical for First Responders	110
Taser Instructor New Certification	64

TRAINING (cont'd)

Techno Security & Digital Forensics Conference	24
The Spirit of Motivational Interviewing	1
Threat Assess: A Behavior-Based Approach to Preventing Targeted Violence	8
Tyler's Public Safety Users Group Training	12
UD-10 Update	3
Uncommon Firearms ID	92
Understanding Mexican Cartels and Narco Culture	40
Unlawful Detention – Case Law	28.5
Use of Force Analysis and Training Review	37
Use of Force	27.5
WMTOA Basic Sniper Course	120

TOTAL 11,457



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.



Reserves Jason Bannatyne and Steve Tuls Awarded 15 Years of Service Certificates with Chief Matt Messer and Sergeant Jon Boeve

RESERVE UNIT (cont'd)

<u>TIME SUMMARY</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Volunteer Hours	579	1,674	1,210	897
Range Training Hours	94	240	102	109
New Officer Training	-	60	0	0
Meeting/Training Hours	496	600	408	458
Total Non-Paid Hours	1,169	2,574	1,720	1,468
Tulip Time	*	938	932	932
All Other	1,603	2,002	2,356	2,151
Total Hours Paid	1,603	2,940	3,288	3,083
Total Paid & Non-Paid Hours	2,772	5,514	5,008	4,551



Reserve Training Hours

Active Shooter Scenarios	56
BJJ	60
De-Escalation	46
Inspections and Tulip Time Assignments	54
Range - Course #1	24
Range – Course #2	27
Range – Course #3	25
Range – Course #4	19
Reality Based Training and OC Exposure	3
Simulator Training	46
Tabletop Scenario and Discussion	52
Use of Force Critical Incident Debrief – Genes	44
VIRTRA Simulator – Reaction Scenarios	46
Weapon ID & Safe Unload	44
TOTAL	546

RESERVE OFFICER OF THE YEAR



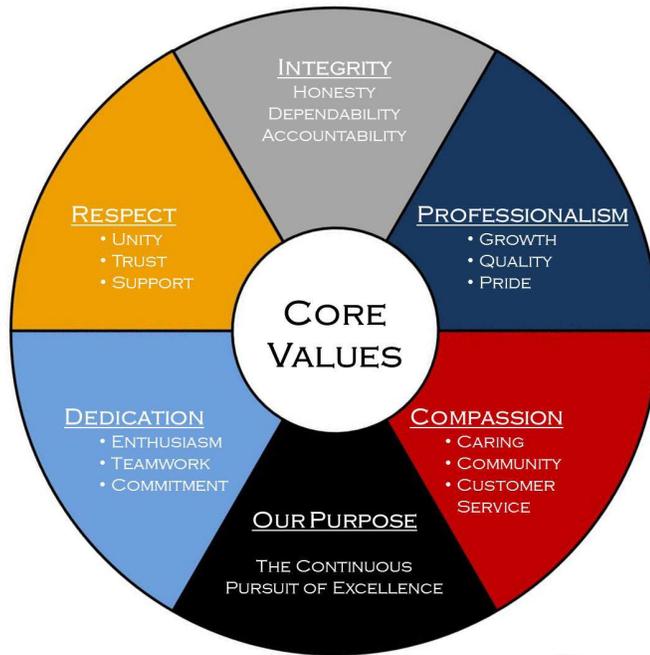
Reserve Officer of the Year Ben Slenk with Chief Matt Messer

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

Reserve Officer Slenk was nominated for this prestigious award by his peers. Some of the reasons cited for him being nominated included that he “is easy to work with, a team player, and professional” as well as that he “has demonstrated a high level of commitment and professionalism”.

Reserve Officer Slenk has been with the department since 2021. He is a Pastor at Harvest Church in Grand Haven and lives in Holland with his wife.

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



HOLLAND DEPARTMENT OF PUBLIC SAFETY



"Who we are & what we stand for"

SUPPORT SERVICES

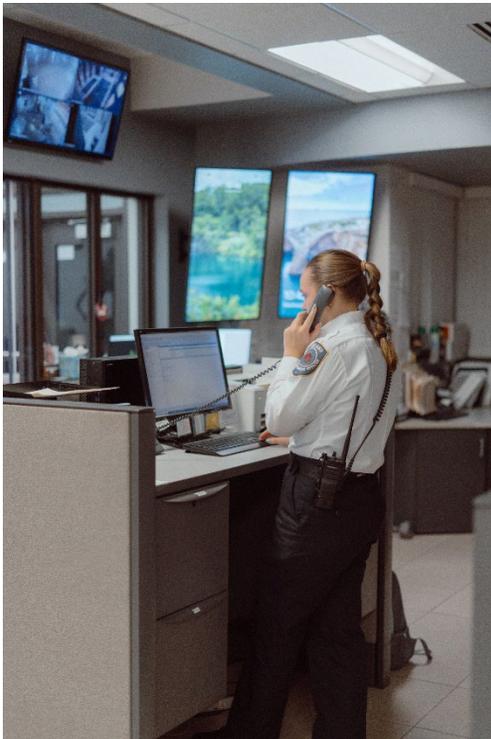
SUPPORT SERVICE STAFF

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 are also responsible for disseminating reports to the appropriate prosecuting agency, court, and other supporting agencies.

Front office support staff are 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:

2023	2024
1,344	1,416

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 **762**
SOR Fees Income Acquired: **\$7,700**



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>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
Private Party Handgun Purchase Permits	111	104	94	86	249
Total Pistol Sales Records Processed	665	578	383	131	445
Local Federal Firearm Purchases	241	125	301	333	164

DRUG TAKE BACK PROGRAM

The Holland Department of Public Safety began participating 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 485.7 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 26, 2024, when 257 pounds of medications and 137.5 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 for more information on the program and drop-off locations.



EVIDENCE COLLECTED REPORT



Total Items taken into Evidence 1,297

Total Items Destroyed 1,906

Digital Photos Processed 11,499



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>2022</u>		<u>2023</u>		<u>2024</u>	
	<u>PATROL &VIPS</u>	<u>C/E</u>	<u>PATROL &VIPS</u>	<u>C/E</u>	<u>PATROL &VIPS</u>	<u>C/E</u>
2 AM – 5 AM Tickets	2,117	336	729	964	1,315	343
Handicapped Tickets	28	0	45	5	53	8
Other Ordinance Tickets	555	59	744	19	817	173
Total	2,700	395	1,518	988	2,185	524
Grand Total	3,095		2,506		2,709	

PROCESSING

Parking Notices Issued	1,178	875	1,997
Civil Infractions	1	2	3
Vehicles Booted	1	4	1

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>2022</u>	<u>2023</u>	<u>2024</u>
Dog Complaints	220	252	240
Bite/Vicious Animal	32	46	42
Other Domestic Animal Complaints	12	18	17
Wildlife Complaints	9	18	21
 <u>ENFORCEMENT</u>			
Dogs at Large -			
warnings issued	34	27	29
court tickets	10	5	9
Unlicensed Dogs -			
warnings issued	0	0	1
court tickets	0	2	0
Dog Bites -			
warnings issued	2	5	1
court tickets	1	2	1
Neglect/Abandoned -			
warnings issued	3	9	5
court tickets	0	1	0
Barking Dog Complaints			
warnings issued	17	23	14
court tickets	0	1	0
Other Violations			
warnings issued	5	6	3
court tickets	3	2	4
Dog pickups	55	64	82
Cat pickups	28	8	6
Wildlife pickups	2	1	0



VICTIM SERVICES UNIT

VICTIM SERVICES ACTIVITY

The Victim Services Unit consists of 16 members when fully staffed. The program began in January 1997. Throughout the program, the unit has responded to callouts in direct contact with people and families affected by crisis, trauma, or crime. Those callouts do not include the time spent training, meetings, or public educational events. The Unit has continued to be a substantial part of our response to victim needs and community relationship building.



We view this team as part of our community policing efforts and are thankful for our volunteers 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 devoting their time and attention to an accident scene or a criminal investigation.

Throughout 2024, our VSU Team has responded to 29 calls which included unexpected deaths, suicides, house fires, and assisting with death notifications. With the assistance of our advocates, the victims of these events were able to get the time and compassion they needed and deserved while our officers and firefighters were able to dedicate their expertise to the incident at hand.



VOLUNTEERS IN POLICE SERVICES

VOLUNTEERS IN POLICE SERVICES ACTIVITY



The Holland Volunteers in Police Service (VIPS) launched in 2014. The goal is to enhance the Holland Department of Public Safety in a variety of ways. Volunteers have successfully assisted citizens to recognize the service and helpfulness of the police division as a whole. The VIPS staff provides a “public service ambassador” role to the general public of the City of Holland.

VIPS involvement includes assisting at community events, monitoring and enforcing handicap parking violations, observing and reporting suspicious activity and house checks for vacationing residents. The VIPS staff is held to the same core values as any employee with a focus on Compassion, Caring, Community and Customer Service.





	2023	2024
Parking Citations	46	48
House Checks	18	48
Park Checks	303	252
Community Events	1	0
Total Hours	368	348



Holiday Light Parade





SCHOOL AND COMMUNITY INVOLVEMENT

SCHOOL AND COMMUNITY PROGRAMS

ELEMENTARY

K-9	8 classes (170 students)
Life Skills	2 classes (40 students)
Police	1 class (15 students)
Reading Month	42 classes (575 students)

SECONDARY

JPA	16 classes (400 students)
Forensic Science	6 classes (150 students)
Mental Health	1 class (25 students)
Social Media	13 classes (325 students)
Brain – Stress	6 classes (150 students)
K9	1 class (37 students)
Police	21 (525 students)
On Line Safety	8 classes (200 students)

HIGH SCHOOL

Teen Court	23 classes (382 students)
K9	1 class (15 students)
Use of Force	2 classes (50 students)
CRASE	1 course (200 students)
CPTED	1 course (25 students)
Police	1 class (18 students)

COLLEGE

K-9	1 class (30 students)
CRASE	1 class (90 students)
CIT	1 class (8 students)

COMMUNITY

CIT	6 classes (92 students)
CLEAR	208 women (4 students per class) 364 men (7 students per class)
Crise	10 courses (339 students)
Crossing Guard	1 course (2 students)
K-9	4 courses (328 students)
Police	1 course (10 students)
Citizens Police Academy	1 course (19 students)
Junior Police Academy	1 course (38 students)
Recruit Academy	2 courses (15 students)
National Night Out	1 event (800 people)
Polar Patrol	95 events (20,321 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



COMMUNITY PROGRAMS AND OTHER RESPONSIBILITIES/ PARTNERSHIPS (cont'd)



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 24th, 2024, the Holland Department of Public Safety hosted its annual Battle of the Badges Charity Softball Game. This event was held for the fourth consecutive year at the Matt Urban Sports Complex. The friendly rivalry between the police department and fire department ultimately ended with the police department winning 15-7. All proceeds raised at this year's event benefited Holland Public Schools Athletic Hardship Fund. The Athletic Hardship Fund is used to assist families with paying for athletic physicals, athletic camps, and athletic equipment. Extra-curricular activities are an integral part of a student's school experience. They not only provide structure, but valuable life lessons as well. We at HDPS have a longstanding partnership with Holland Public Schools and enjoyed partnering with them at this year's event.

This year we were able to raise \$7,615 dollars. This would not have been possible without the support of our sponsors. We are extremely thankful for the support we received and look forward to hosting this event again in 2025 to support another community organization. If you missed this year's event, we look forward to seeing you in attendance next year!



CITIZENS POLICE ACADEMY



The Holland Department of Public Safety's Citizen Police Academy (CPA) is a revolutionary concept in Law Enforcement and Police-Community relations. More than a training program, the Citizen's Police Academy serves as a window of opportunity specifically designed to allow the public a hand-in-hand guided tour in the world of local law enforcement service. Our main goal is not to train citizens to task, but rather to educate them regarding the purpose, rationale, context, and challenges of police work. The Citizens Police Academy is a structured program that builds another bridge to open communications between the served and the servants. It is also used as a vehicle to communicate useful information to citizens regarding how to live their lives safely in our current urban environment, and how citizens can take action in a coalition with local government to protect neighborhoods.

The Citizens' Police Academy (CPA) is held annually in the fall, spanning eight weeks, with students attending a weekly session. The program offers participants a unique opportunity to engage with law enforcement by including hands-on experiences such as a ride along with a patrol officer, and a visit to the county jail. Class sizes are capped at 40 citizens, all of whom must be over the age of 18. At the conclusion of the academy, during the CPA Graduation ceremony, students are awarded certificates of completion and are given an opportunity to share their personal experiences and reflections from the program. This immersive and educational experience provides valuable insights into the operations and challenges of local law enforcement.



Each year, CPA students consistently share how much they appreciate the engaging learning environment, with the ride-along experience often cited as the program's highlight.

HDPS is grateful for the ongoing opportunity to offer this program and eagerly anticipates the 2025 Citizen Police Academy."

JUNIOR POLICE ACADEMY



In 2024, the Holland Department of Public Safety completed its 25th year of hosting the Junior Police Academy. This year JPA was led by CP officers Nicole Hamberg and Anna Heintzleman 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 academy runs for three weeks from 8:00 am to 1:00 pm. It is offered once during the summer and free of cost to the participant. Students from Holland area schools who will be going into 7th and 8th grade are eligible to attend.



In the academy, students learn about various aspects of the criminal justice system, fire services and medical services such as CPR and First Aid. Among the activities include time spent at the Holland Fire Department where the students participate in fire training. Also, during the academy a mock traffic crash scene is set up and the students are assigned roles to pose as police officers, firefighters and paramedics. Further, they will also be able to take part in special events such as Sperry's Moviehouse as well as Craig's Cruisers in Holland. Upon successful completion of the academy, the students are treated to a special graduation ceremony.

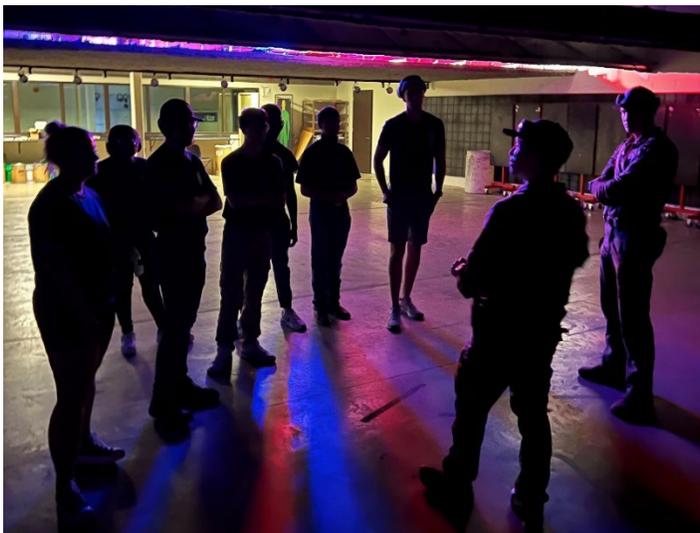
The program has also received recognition and awards from the Michigan Municipal League and Michigan Association of Chiefs of Police as an outstanding youth program. Police departments throughout the United States and Canada have used the Holland Department of Public Safety's JPA as a guide in developing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

SUMMER RECRUIT ACADEMY



The Holland Department of Public Safety hosted Basic and Advanced Summer Recruiting Academies in 2024. Both were cost-free programs and were available for high school juniors and seniors, and college students.

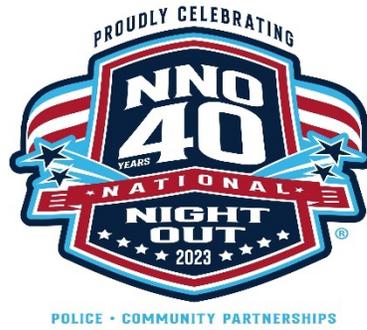
In an era when hiring police applicants has proven challenging, the HDPS Summer Recruiting Academies offer immersive, hands-on experiences with specialty units including the Detective Bureau, SET, K9, Evidence Technician, Traffic, Cadet program, and the Community Policing Division.



Highlights of these programs include interacting with the K9 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 our state-of-the-art digital simulator.

The Summer Academies was overseen by Detective Sergeant Kris Haglund and coordinated by Officer Jon Osborn. The feedback was enthusiastic, and several students expressed a continued interest in the law enforcement profession.

HOLLAND AREA NATIONAL NIGHT OUT



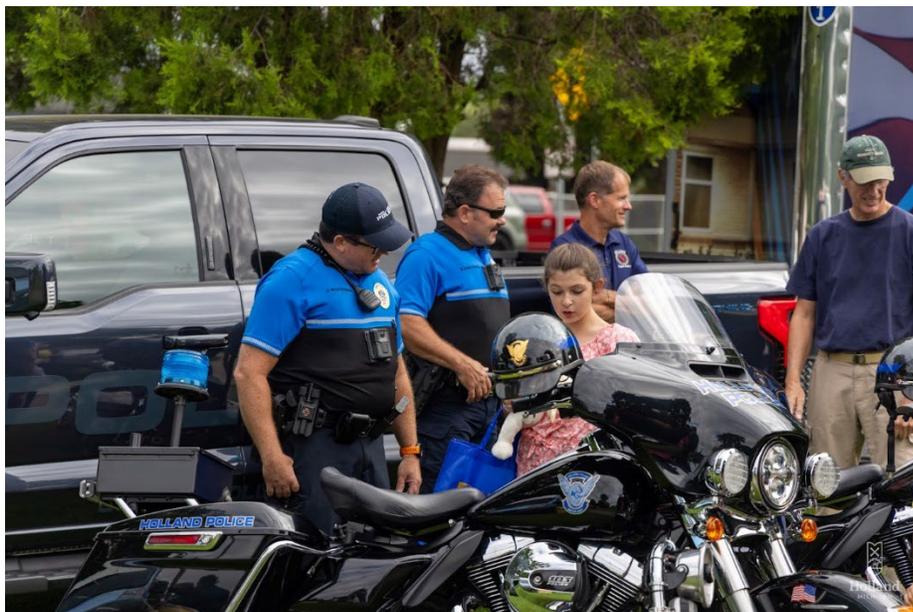
On Tuesday, August 6, 2024, the City of Holland held their 31st National Night Out event at Kollen Park. National Night Out has been a long-standing tradition for the City of Holland. National Night Out is an annual community building campaign that promotes public safety community partnerships and neighborhood 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 2025.





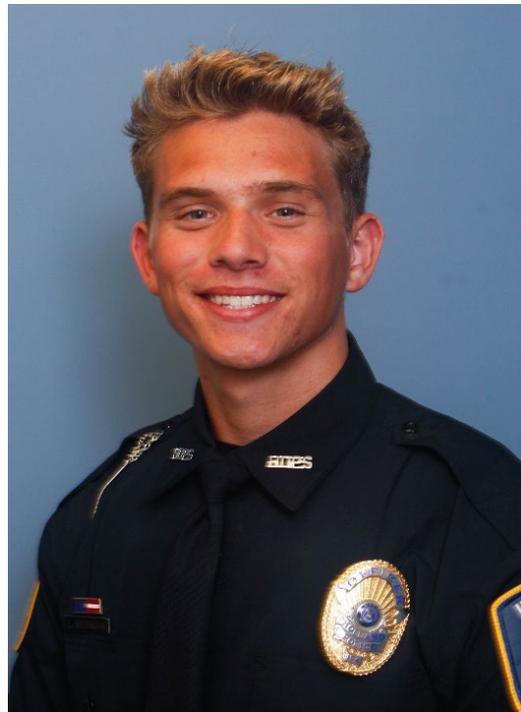
2024 Three New Officers

STAFF CHANGES

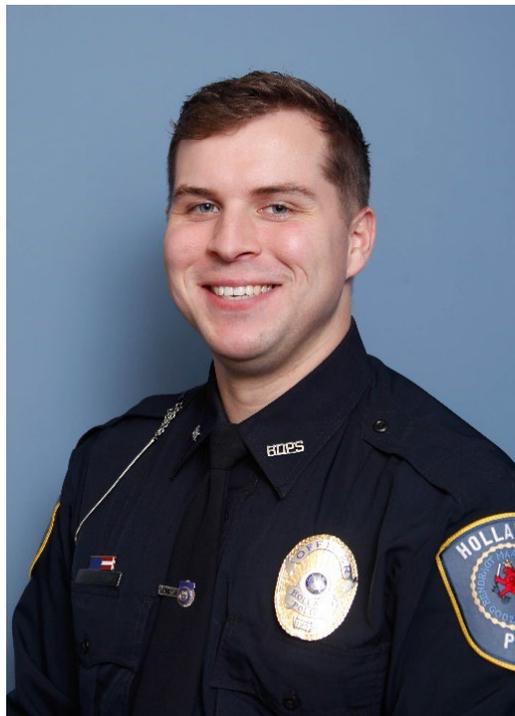
NEW EMPLOYEES



Officer Nicholas Wedeven



Officer Luke Mesman



Officer Adam Haskins

NEW K9



K9 Eddie

A Working Dog's Oath

Author - Unknown

**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.**



*Detective/Sergeant Jim Ludema
25 Years of Service*



*VSU Coordinator Yvette Mendoza
27 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



2024 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.



This report provides a summary of how the department worked to meet its mission over the 2024 calendar year. It outlines incident statistics and other outputs of the department and it briefly summarizes the inputs that our committed team of professionals provides to meet the needs of a changing and growing community. All these efforts are directed towards our mission 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.

To begin with, incident volumes remained consistent with data identified in 2023 with a slight decrease overall of 20 total calls. Some notable trends for the year include an increase in fires and fire related incidents, up by 14 and a decrease in EMS incidents by 140. 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 the outcomes. These include successfully resuscitating 6 community members that were in respiratory arrest or full cardiac arrest, limiting fire loss to approximately 2% of \$80,955,025 that was exposed to fire, and inspection efforts by our personnel that have been directed to prevent fires in 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. 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. We also take a moment to honor the retirement of one of our Lts. that has invested over 27 years of service to the department and community.

Some other highlights from 2024 that have set the department up well to provide services in the future include the completion of construction at the Waverly Station and ongoing renovations at

the Kollen Park Station. These significant investments will support our personnel as they fulfill the expanding mission of the department well into the future. Design elements of both projects included cancer prevention strategies; safe, comfortable and personal spaces for firefighters during their shifts and improved, “heart friendly” station alerting systems to name a few. A lot of thought and effort was put into these projects, and we are very thankful for the commitment and support from our City Management teams, City Council and ultimately our community members make these possible. Looking to the future, the department is expecting delivery of a new rescue pumper and completion and occupancy of the Kollen Park Station in the first quarter of 2025.

Finally, I am happy to report that the City of Holland has officially earned its designation Heart Safety Community from the Citizen CPR Foundation in early 2024. At the time the designation was presented Holland was one of 10 communities in the United States to be identified as a Heart Safe Community. The department has been part of this grassroots effort from the beginning and our representative to the team, who is also our 2025 Firefighter of the Year, assisted in providing leadership and direction with other team members from the community and other collaborating agencies to make it happen.

Again, I am proud of our team and their commitment to this department and the community we serve and happy to share the information contained in this report. Thank you for your time and interest in what we do. We wish you the best for 2025.

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.

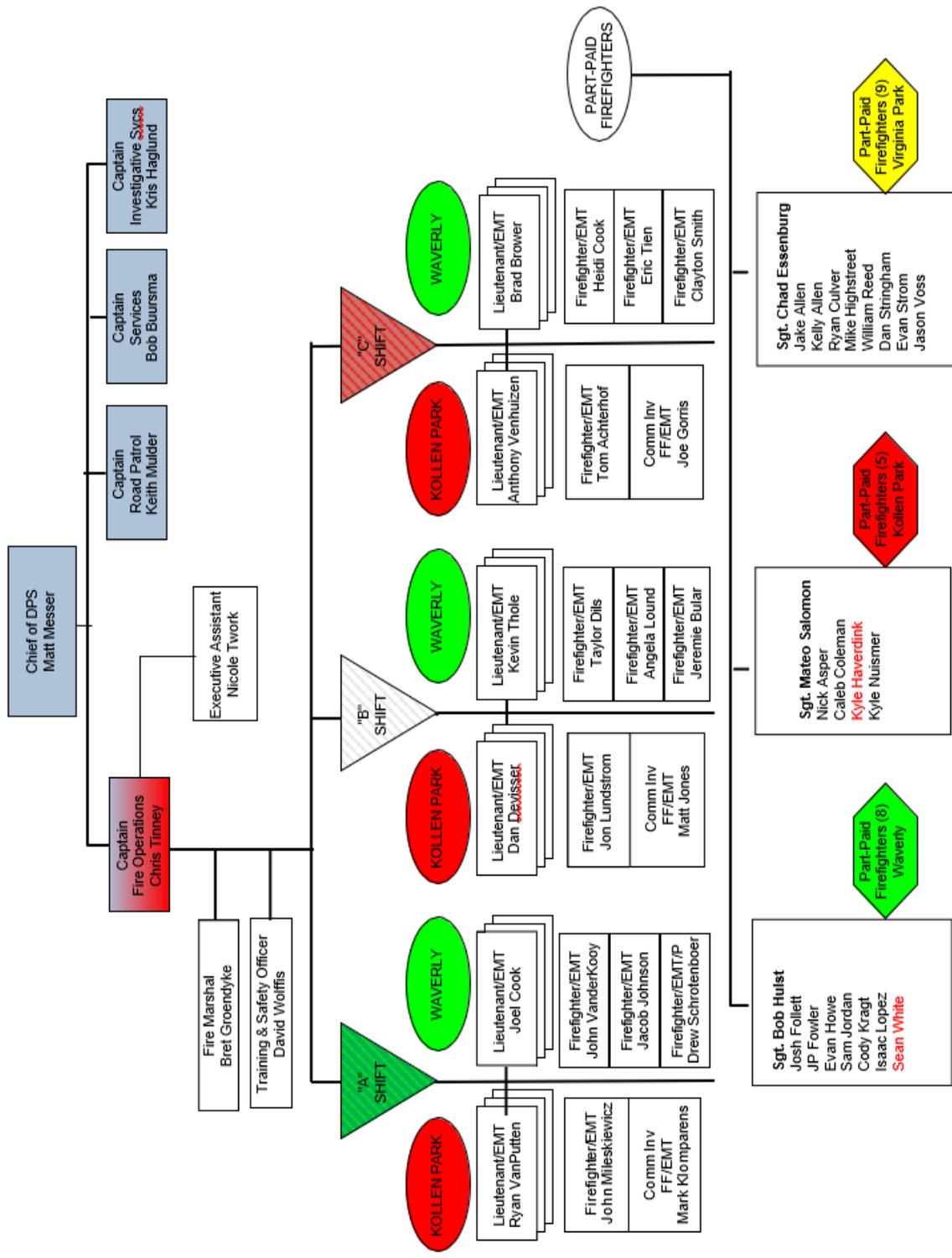
Today, our department is currently considered a combination department, meaning that we employ a mixture of full-time and volunteer or "paid on call" firefighters. The Fiscal Year 2024 budget, which began July 1, 2023, authorizes 24 full-time and 24 paid on call members in the department. The full-time 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 complement 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 through a phone app and tone alert pagers. They 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. 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 complement of 6-10 paid on call members assigned to each of these stations. 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 officer 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 at 3. Holland is one of approximately 3,500 departments in the entire United States with a Class 3 rating. 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.

Holland DPS – Fire Services Division Organizational Chart



RETIREMENT



Lieutenant/EMT Andy Stokes

Lieutenant (Lt.) Andy Stokes retired from the department in August of 2024 after 27 years of committed service to the department and the community of Holland. Lt. Stokes began his career with the department as a paid-on call firefighter in January of 1997. Later in July of 1998 he was promoted to a full-time firefighter position and served as one of the first of 3 Community Involvement Firefighter/EMTs. In May of 2004 he was promoted to the rank of Lieutenant. Over the course of his career with the department he has been the recipient of 12 Life Saving commendations where his direct actions resulted in the life of a community member being saved. His knowledge, training, experience and professionalism are credited for providing these positive outcomes.

In addition to his role and responsibility as a Lt./EMT, Lt. Stokes assisted in coordinating the maintenance of apparatus and the equipment carried on them. Part of this responsibility included providing specifications for new replacement apparatus, specifically the emergency lighting packages that are important in promoting the safety of firefighters and the public when these units respond to fires and EMS incidents. He is known for the passion he exercised for emergency lighting and making sure that any additions to the department's vehicles were intentional and installed with attention to detail.

Congratulations to Lt. Stokes on a great career and a well-earned retirement.

FULL-TIME FIREFIGHTER OF THE YEAR



Firefighter/EMT Angela Lound

Firefighter/EMT Angela Lound has been selected as the department's 2025 Firefighter of the Year. Firefighter/EMT Lound was nominated by her co-workers and selected to receive this distinguished honor. She is recognized for the hard work and effort she has invested and how her contributions embody the department's core values of Compassion, Respect, Integrity, Professionalism and Dedication.

Angela began her career with the department in 2020 and since that time there have been several examples where she demonstrates the department's core values. These include her commitment to professionalism, which is demonstrated by her ongoing pursuit of training and personal development. Angela has also exercised her leadership skills and project management strengths to assist with the community's Heart Safe Holland Initiative. As the department's representative to Heart Safe Holland, Angela worked with a team of community members and agencies to become 1 of 10 communities in the United States to earn the "Heart Safe Community" designation from the Citizen CPR Foundation at that time. Finally, Angela is also known for the compassion that she expresses to community members and her co-workers.

Angela is a graduate of West Ottawa High School and has earned a bachelor of science degree in chemical engineering and a master of science degree in kinesiology from Michigan State University. She has earned several other credentials including Michigan Firefighter I&II, certification as an EMT-Basic and MFFTC Instructor I.

Although Angela serves in the fire department, she has a history of service to the Holland community and has previously served as a Holland Police Department Reserve Officer and worked for the Holland Board of Public Works.

Please join us in honoring Firefighter/EMT Angela Lound on her well-deserved honor.

PAID ON CALL FIREFIGHTER OF THE YEAR



Firefighter/EMT Evan Howe

Firefighter/EMT Evan Howe as the 2025 Paid On-Call Firefighter of the Year. Firefighter Howe began his career with the department in September of 2020 and is currently assigned to Station #1. He is recognized by his peers for his positive attitude, dedication to the department, and unquestioned willingness to help others. He also exemplifies a desire to fully develop his skills as a firefighter and maintains many other traits that are consistent with the department's Core Values - Compassion, Respect, Integrity, Professionalism and Dedication. Since starting with the department, he has earned his Michigan Firefighter I & II Certification and licensure as an Emergency Medical Technician. Firefighter Howe is continuing to complete course work towards an Associate in Fire Science at Kalamazoo Valley Community College. One of his goals is to become a full-time firefighter with the department.

Please join us in recognizing Firefighter Howe for his efforts and receipt of this honor.



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.

2024 was quite the year for Holland Fire Department building and grounds shift. We moved in and started operating out of the brand-new Waverly station (Station 1) in May. Since then, considerable time and energy have been spent applying the finishing touches to make efficient use of every available space - from organizing storage/work rooms, to installing shelves and hanging whiteboards. This will continue to be an ongoing process into the new fiscal year, and we look forward to applying our lessons-learned to the newly renovated Kollen Park Station (Station 2) when it opens in the spring, sometime around the end of April.



In the meantime, the city has secured a temporary location at 581 Ottawa Ave from which we can operate with an engine and two firefighters during the daytime hours of 09:00 am and 09:00 pm. Based on available properties in this area of the city, the location provides the best opportunity for the department to set up a temporary base of operations for the western portions of the city during construction. The location and scheduled time of operation provides us the ability to quickly respond to calls for service during peak volume periods to areas of the “Core City” westward to the city limits. Rapid response is a fundamental component to delivering positive outcomes for the residents and visitors who depend on our services, and we are grateful for the opportunity to utilize this location to continue providing life-saving services in a timely manner.

The design of the Kollen Park Station will incorporate many of the same design concepts provided in the new Waverly Station. These include all gender bathrooms and dorm rooms, much larger apparatus bay areas, more office and computers workspaces, containment of

carcinogens, and the need to potentially isolate infected personnel. We are getting very excited to move into the soon to be completed Kollen Park Station and all that it has to offer.



As we bring our new and renovated facilities on board, we will put our efforts into planning maintenance and service schedules so that we can continue keeping them in top condition now and into the future. We are thankful for the investment that has been made to improve our facilities in a way that is reflective of the needs of modern-day fire departments. These include cancer prevention measures, health and wellness initiatives such as advanced alerting systems and fitness facilities and living quarters that allow for respect and dignity across a diverse workforce.

EMERGENCY MEDICAL SERVICES

By Lieutenant Brower, Lieutenant Venhuizen and Team Members

The Holland Fire Department continues to see an uptick in EMS calls. Last year the department responded to 4077 incidents, with 2651 of them being EMS related. In 2024 EMS accounts for 65% of all calls for service. To be prepared for those emergencies, EMS training is an essential part of the department's training program. Last year Holland Firefighters received a total of 640 hours of emergency medical training. The Holland Fire Department is a continuing education sponsorship site credentialed through the MDHHS Bureau of EMS, Trauma & Preparedness. This sponsorship program allows the department 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 for the delivery of this EMS training. Utilizing these instructors along with the continuing education program, the department can save thousands of dollars in training costs annually. With the standard rate for EMS training at roughly \$100.00 an educational hour, this sponsorship program saved \$64,000.00 in educational costs. Our education program, and all 7 licensed emergency vehicles are inspected by the State of Michigan on an annual basis. The State of Michigan recently inspected our EMS vehicles, and no equipment violations were noted. This is due to the professionalism that is exercised by our personnel who routinely inspect the vehicles and equipment monthly.

Of the 2651 EMS incidents that the department responded to in 2024, 6 incidents stand out. These are incidents where the skills and training of the personnel on scene significantly changed the outcomes of those individual patients. The following calls were selected for Life Saving Awards in 2024.

January 26: LT Thole and FF Lound were dispatched to a female patient who was unconscious and possibly not breathing. Units arrived on scene to a bystander doing CPR on the female patient. The patient was checked and had a pulse, but snoring respirations. The patient's pupils were checked, and they were not pinpoint. The patient had a blood sugar of 254 and a nasal pharyngeal airway (NPA) was placed along with the use of a bag valve mask (BVM) for rescue breathing. AMR arrived on scene and administered NARCAN (Naloxone). Fire units assisted with movement of the patient to the ambulance where the patient became more alert. The patient was transported to the hospital for further care.

January 29: LT Venhuizen and FF Johnson were dispatched to a male patient having trouble breathing. Units arrived on scene to a male patient outside on the side stoop. The male patient was very anxious and in obvious respiratory distress. The patient walked to the cot and while moving to the ambulance the patient became apneic and unresponsive. Manual CPR was initiated in the back of the ambulance and rescue breathing provided with a BVM. The patient was then moved to the automatic chest compression device and a supraglottic airway was placed. The patient regained pulses in the back of the ambulance and fire units assisted in care during transport to Holland Hospital. The patient was discharged home after 7 days in the hospital. The patient was diagnosed with a myocardial infarction or what is commonly known as a heart attack.

May 5: LT DeVisser, LT Van Putten, and FF Dils were dispatched to a female patient who was possibly unconscious in the driveway. The patient was lying on their back on the driveway near a parked vehicle, unconscious, and breathing about six times per minute. A bystander reported that she had taken fentanyl and had been unconscious for approximately 18 minutes. A pulse oximeter was placed on the patient and personnel started providing ventilations to the patient using a bag valve mask. The need for NARCAN was verified. Units on scene administered NARCAN intranasally. An NPA was sized and placed in the patient's left nostril. The patient winced while I was inserting the NPA but remained unconscious. While enroute to Holland Hospital, the patient regained consciousness and reported that she had taken heroin.

May 8: LT Cook, FF Vander Kooy, FF Johnson, and FF Schrotenboer were dispatched to a male patient having chest pain at a local gym. Units arrived on scene to an unresponsive male patient who was pulseless and not breathing. CPR was initiated and an AED was placed on the patient. After the initial assessment the AED advised a shock. The patient was shocked, and CPR continued. A BVM was used for rescue breathing. During continued compressions the male patient began to move and grunt. The patient then began spitting up blood. The patient was rolled to his side, and his airway was cleared with suction. The patient became more responsive and began talking with responders. The patient was moved and transported to Holland Hospital by AMR.

May 23: LT Venhuizen, FF Achterhof, and FF Gorris units were dispatched to a male patient who was unconscious from a possible overdose. Units arrived to find a Holland Police Officer providing NARCAN to the unconscious male patient. The patient was cyanotic in color and was not breathing effectively. Rescue breathing was started and an NPA was placed. The patient was located in a basement area and was carried out of the home and placed in an AMR ambulance. During transport to Holland Hospital the patient regained consciousness.

June 10: LT Brower and FF Gorris were dispatched to a male patient who was unconscious and possibly not breathing. Units arrived on scene to a Holland Police Officer with the male patient. They had administered NARCAN twice before arrival. Fire units began breathing with the BVM for the patient. The patient regained consciousness and was able to walk out of the home for transport to Holland Hospital by AMR.

In late 2023, Holland Fire Department personnel began utilizing a Lifepak 15 cardiac monitor. On January 9, 2024, fire units were able to identify our first possible ST-segment elevation myocardial infarction (STEMI) in the field with this device. Holland Fire is the first EMT basic non-transport organization in Ottawa county to perform these in the field. Additions like these to our EMS program demonstrate a continuous pursuit of excellence showing the dedication and professionalism of this group along with the support of City Leadership.

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.

Moving into 2025, we look to add an additional Lifepak cardiac monitor as our Kollen Park station is completed. This additional monitor will allow each frontline engine to have the ability to detect cardiac events prior to AMR's arrival along with more accurate and easier reporting. Another addition in the next year is a collaboration between Police and Fire to create a Tactical Emergency Medical Support Team (TEMS) to complement the Holland Police SET team. TEMS members will be dedicated to the SET team during activations to provide quicker EMS care for suspects and SET team members. Adding these job functions to already employed personnel will provide another great service to the community along with strengthening relationships in the police and fire divisions.

VEHICLE MAINTENANCE

By Lieutenant Cook, Lieutenant VanPutten and Team Members

The addition of new vehicles in any department within the city not only enhances the capabilities of a department but also demonstrates our community's commitment to staying ahead of the curve in terms of technology, reliability and safety standards. The arrival of our new pumper truck will allow us to respond to emergencies more effectively and efficiently, ultimately leading to a better overall service for our community. We are excited about the arrival of the new pumper truck and look forward to placing it into service by Tulip Time 2025.



New Pumper Truck in production



New Pumper Truck at Waverly

To keep on pace with vehicle replacement goals, another pumper was ordered in May of 2024. With a projected 48 months' build time it is a crucial aspect of maintaining that high level of service, professionalism and reliability within our department that our community has counted on.

An additional effort this year by the vehicle maintenance team has been to dig deeper into the requirements by the National Fire Protection Association (NFPA); specifically outlined in the NFPA 1911 Standard for Inspection, Maintenance, Testing and Retirement of In-Service Vehicles. An initiative developed through this effort was the recommendation to implement a comprehensive training program for our paid on call team members this year to ensure they are well-versed in the vehicle inspections they perform based on the NFPA standards, and understand their role in maintaining compliance with them. This includes regular audits and inspections of our apparatus and the equipment they carry.

Regarding the outcomes for maintenance and inspection efforts, it is important to highlight that certain tools on our apparatus have been in use for over 30 years, and still operate today, because of the emphasis placed on preventative maintenance by our crews. Some limitations and service lives are beyond our control. Examples of this include equipment for lifting, extrication, and life safety which have limited life spans as stipulated by manufacturers ranging from 10 to 20 years. It is imperative that we meticulously inspect and maintain each tool and identify these critical dates. Monitoring these dates facilitates a planned replacement that can be scheduled into long-term budget planning. Members from all shifts are tasked with researching modern practices and

providing recommended replacements for outdated equipment. Those proposals are then prioritized and added to our capital outlay requests to ensure our continued operational readiness and compliance with NFPA standards.

By taking these proactive measures with our vehicles, tools and equipment, we are not only protecting the safety of our firefighters and the community but also mitigating any potential legal risks and liability. The culture created here from the Chief of the department down to the probationary firefighter, including our administrative assistant, demonstrates a commitment to upholding these standards which are consistent with, dedication to excellence, and relentless pursuit of professionalism in all aspects of our operations.

FIRE PREVENTION & COMMUNITY INVOLVEMENT

By Fire Marshal Groendyke

As with previous years, the Fire Marshal position continues to maintain three areas of focus. These include:

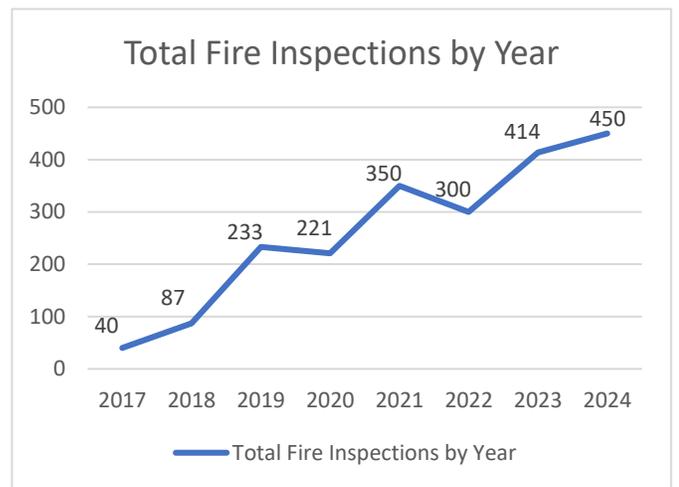
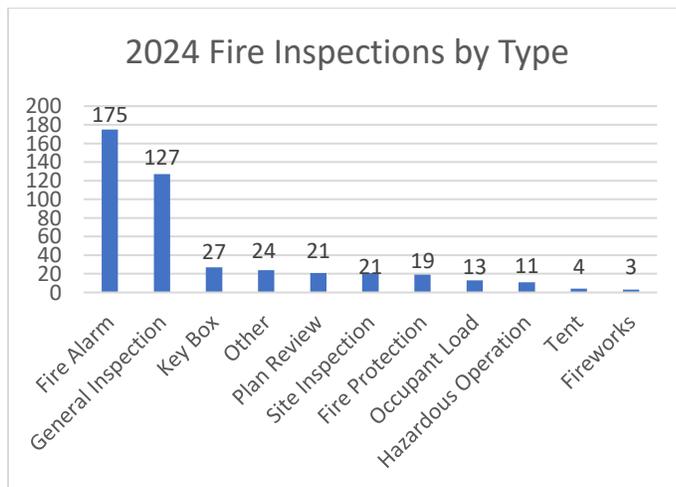
- **Fire Prevention** – including public education, inspections, pre-planning, response to incidents, and fire investigations.
- **Community Risk Reduction (CRR)** - this is the oversight of CRR firefighters as they promote fire safety, injury prevention, and general outreach for the public good.
- **Administration** - 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 the department's efficiency and its response to all emergencies.



A total of 450 fire service inspections were completed in 2024. 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. Fire alarm and general inspections were the most common inspections in 2024. The Fire Marshal completed fire alarm inspections throughout the Centennial Farms condominium complex. This was done at the

request of the residential association. The program was successful and numerous out of date or non-functioning alarms were found and corrected. This created a boost in fire alarm inspections in 2024.

2024 marked another consecutive year of increased fire inspections. This continues to meet our strategic focus goal of improving community risk reduction through code enforcement.



A reported issue that was corrected through the inspection program.

Can you spot the trouble in this photo? This issue was identified from a complaint that was called in to the Fire Marshal. The foundation of our inspection program is education. When an issue occurs, it typically results from an honest mistake by a business owner or manager. We respond to the report and make every effort to teach people how to avoid fire causes and their effects.

In the featured photo, a marked exit in a hallway was blocked by what had become a converted office. The office had been moved due to construction. Electrical wires had been routed through the doorway and were being pinched as the door was opened and closed. A plug strip also appeared to be overloaded. These violations were resolved without issue. The business was receptive and appreciative of our prevention efforts and the resolution benefited the business and all the occupants. This is just one small example of the hundreds of inspections and corrections that were completed in 2024.

This year, ten fires occurred at buildings or businesses that could be inspected by our department. Based on the evidence, one fire could have been directly prevented through proper education and maintenance of equipment. The fire occurred at a restaurant. Staff were unaware of specific extinguishers for cooking oil fires. Access to a suppression pull station was restricted. Lastly, the suppression equipment had not been installed in such a way to control the fire after ignition. There were no injuries from the fire, but property damage and lost work time occurred as a result. This event will play a role in directing inspections and public education in the future.



Grease overflowing from a rooftop hood unit. This was corrected.

Efforts to combat commercial kitchen fires, especially in rooftop hood units, continued throughout 2024. Checking rooftop units has become a priority with any restaurant inspection.

Home Fire Safety

Fifteen fires occurred in residences throughout 2024. This continues to be the most common type of building that experiences a fire in our community. Fire caused by electrical issues continue to lead our local statistics.

It is important to be able to identify the origin and cause of the residential fires that occur. One benefit of identifying fire causes is education that can be provided throughout the community. Proper investigations combined with education can prevent recurrent fire causes. The Fire Marshal undertook additional training in identifying fires caused by electrical wiring problems in August of 2024. This training provided a better understanding of residential electrical fire causes and improved identification of electrical arc evidence.



Electrical wire marked at an arc site during training.

We continue to install smoke alarms in homes by request. Smoke alarms are distributed to the community on an as needed basis as part of a statewide grant. In 2024 the Fire Marshal installed 26 smoke alarms and 5 carbon monoxide alarms. Numerous other smoke alarms were checked throughout homes in the city by request or during medical calls.

Education

A large-scale scenario was completed in May of 2024. The scenario was a simulated apartment building fire at the new Resthaven Farmstead. This scenario, lead by the West Michigan Fire Inspectors Association, was meant to bring together fire marshals, fire inspectors, firefighters from departments around West Michigan to train with residents and staff at the newly completed building. The goal was to prepare for a fire in a building and an interior parking garage. The staff acted as residents, and many had mobility issues. This helped Resthaven staff, and the fire department understand what kind of resources would be



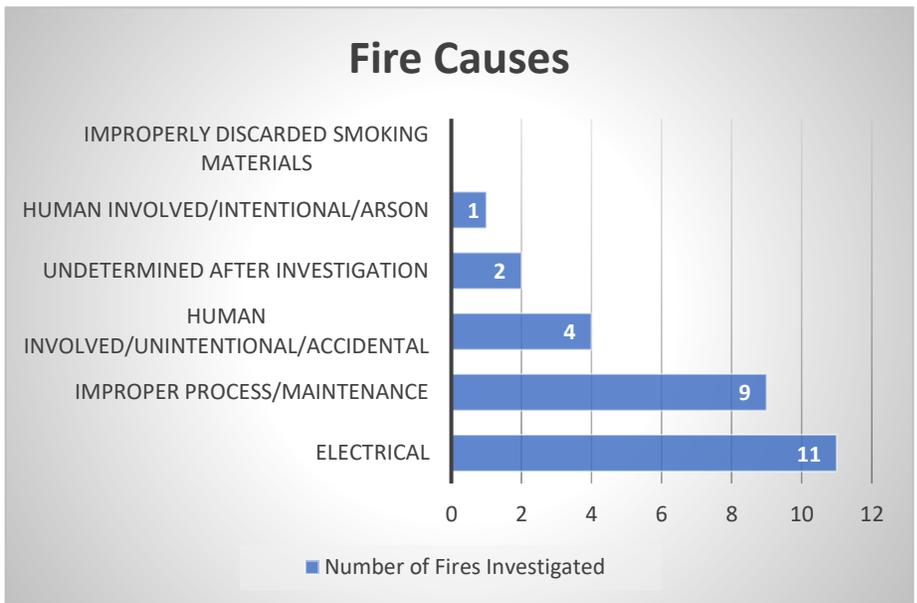
Fire professionals from around West Michigan training at the Resthaven Farmstead.

needed for an immediate fire evacuation of the building. There were challenges and successes throughout the program.

Investigations

Investigations were conducted at the scene of, or in follow up to, a total of 27 fires that occurred in the city. This graph demonstrates the causes of each of those fires.

There was an overall decrease in the number of building fires, from 2022 to 2024. This is the third straight year of this trend. Although fires are down, losses were up. Damages to property and contents from these fires totaled \$1,464,805. These monetary values do not tell the full story of the numerous families that were disrupted, and many irreplaceable items were lost.



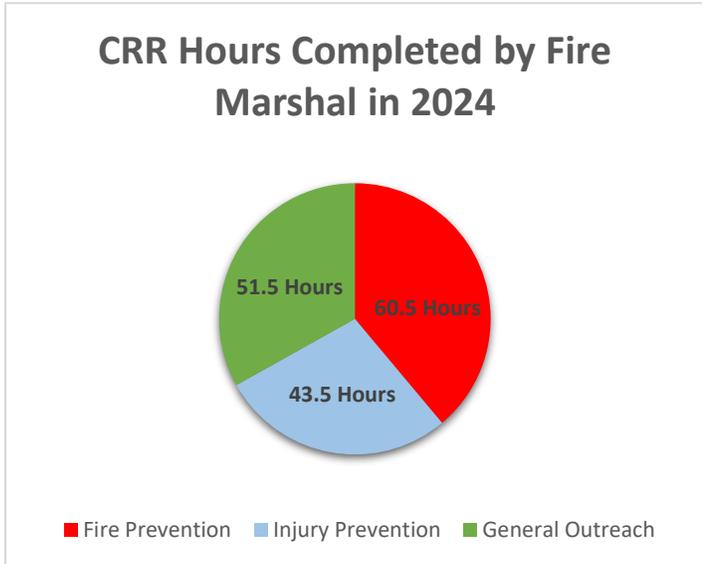
Electrical fires lead all fire causes throughout 2024 with 11. Interestingly, one of our more common causes, carelessly discarded smoking materials was not recorded in 2024. Improper process or poor maintenance contributed to 9 fires. This was reflected in our above average number of business and industrial fires. Although overall fires were low, fires in businesses or industrial uses were slightly up.

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 2024 were Mark Klomparens, Joe Gorris, and Matt Jones. FF/EMTB Angela Lound continues to make an excellent effort as she champions 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.

2024 marked a year of continuous data driven efforts and outcomes for community risk reduction. Following 2025, we will review our data, reflect on the impacts, and determine new goals. The three primary categories we work in are fire prevention, injury prevention, and general outreach. This is also a reflection of priorities in the long-term fire department strategic plan.

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 88.5 hours.



The total number of people trained in extinguishers, home escape planning, smoke detectors, and other home fire safety during that time is 1,414 people. The training style provides a higher impact for people reached. Consider this when evaluating the amount of time spent on injury prevention. These hours also include car seat installations and first aid training, not just persons trained in CPR.

CRR FAST FACTS:

594 People trained in CPR!

1,414 individuals trained in fire safety!

Over 2,000 persons contacted through outreach.

The following are examples of CRR efforts in the community in 2024:

- Lead organization for the HeartSafe Holland Initiative represented by FF/EMTB Angela Lound.
- Installed car seats for residents and families throughout the region.
- Continued work with the address sign program, providing homes with visible house numbers.
- Campus fire safety and extinguisher training provided to 90 Hope College students.

- The West Michigan Fire Safety Prevention Council Parade continued in 2024. The 8th Street parade route was ablaze with firetruck lights and smiling faces.
- Managed community group meeting regarding fire alarms at Baker Lofts.
- Trained with West Michigan Aviation on planning for in flight lithium-ion battery fires.
- Fire prevention and smoke alarm programs provided to several city condominium association groups.
- Participated in the Battle of the Badges softball game to support Harbor Humane Society. The firefighters lost 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, and the Fire Safety House trailer.
- Continued working with Heights of Hope in the SOAR neighborhood to reduce fire risk.



Children cooling off after a smoke detector program.

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 2024.

- 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. This will remain a goal moving into 2025.
 - Increased the number of public meetings for fire safety and increased the total number of fire inspections and pre-plans. This is reflected in fire prevention data hours and the total number of inspections.
- Public safety operations strategic planning goals were addressed:
 - Bi-annual meetings between Community Policing and Community Risk Reduction Firefighters continued. Improved communication between agencies.

- 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.
- Served as President for the West Michigan Fire Inspector's association (formerly the Tri-County Fire Inspector's association).
- Through WMFI facilitated training throughout West Michigan.
- Hosted WMFI program on training for site plan reviews at Holland City Hall.
- Coordinated and facilitated simulated fire exercise with Resthaven and EV Construction at the new Farmstead.
- 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.



West Michigan Fire Inspectors
Site Plan Review Training
Program at City Hall

Conclusion

2024 was a year of sustained maintenance in many areas of fire prevention and community risk reduction. There were slightly more total fires and the losses were higher. Inspections and education continue to make an impact and reduce fire risk, but further efforts will be needed with industrial buildings and homes.

TRAINING & SAFETY

By Training & Safety Officer David Wolffis



Above: B-Shift trains on deploying the deck gun during a master streams class.

2024 in Brief

This past year has brought many opportunities to the Department in regards to training. We continue to work with area businesses and target hazards in the City to mitigate and prepare for emergencies, research new techniques and equipment, and improve our skill set. The following are some snapshots of what was accomplished over the past 12 months.



Left: Drone team members practice flights following moving objects while the tower operator completes a driver's training cone course.

New Training Facilities

The Waverly site allows much more room than Kollen Park does for expansion. For this reason, the training room and Training & Safety Officer office have been moved to Station 1 after the rebuild was complete. Care was taken to not only increase space for the training classroom, but also to build in more hands-on features throughout the Station. Some examples include a standpipe, stairwell, windows to simulate ladder rescues or bailouts, and a floor collapse scuttle hole. There is also more room for training storage, as well as a needed decontamination area which was accomplished through the new design.



Above: Various images of the new training classroom, tower, standpipe, and decon facilities.

Farmstead by Resthaven - Community Emergency Preparedness



There's great benefit to discussing emergency situations in a classroom - discussing the "what if's" and "how to's." But nothing beats actually doing it.

As the new *Farmstead by Resthaven* building was drawing closer to opening its doors for residents, the Fire Marshal and Training Officer worked in collaboration with two of our community partners - EV Construction and Resthaven, to plan a large-scale, real life emergency drill. This involved simulating an electric vehicle fire in the parking garage. EV fires are unique, and often include letting the fire burn out of fuel. The only problem here is that the parking garage is *underneath* the building, which creates a need for evacuation on a massive scale.

Important lessons were learned by both emergency responders and building management alike. Departments from all over West Michigan sent representatives to participate as well, which further builds the ability of Fire/Rescue departments to respond to hazardous situations like these.

Above: Holland Fire Marshal Bret Groendyke discusses response considerations with area Fire Inspectors.

Right: Simulated smoke begins filling the parking garage of the Farmstead.



Hoist Training with the United States Coast Guard



Our proximity to Lake Michigan, Lake Macatawa, and the sand dunes that border these areas put us in a unique location - one that may someday involve help from a USCG helicopter. The presence of our local airport also increases these chances. Flight crew staff met with several area fire departments and marine patrol units to learn about each other's equipment, medical capabilities, and communications available between agencies. There were also hands-on components of performing hoists of simulated victims both on land and the big lake.

Above: Fire Personnel work with a Coast Guard rescue swimmer to perform hoisting drills.

Right: Crews share with each other what equipment is carried on each type of fire apparatus, marine patrol boats, and the USCG Jayhawk helicopter.



New Paid-on-Call Members

One new Paid-on-Call member was hired in December of 2024, and will attend the 2025 Ottawa County Fire Academy. Our 2 POC members who attended the 2024 Academy passed successfully and have also completed their 12 month probationary processes.

At the end of 2024, there were 22 of 30 Paid-on-Call positions actively filled. This is down from the end of 2023, in which 25 positions were filled.



Above: Holland Fire Paid on Call Firefighters deploy and repack a hoseline in front of 1121.



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

Below: Responders from various agencies participate in a Mass Casualty simulation.

Mass Casualty Response Drills - Harvest Church of Grand Haven

Ottawa County Emergency Management held two large scale drills to simulate responses to Mass-Casualty Incidents. The drills were held in August at an Ottawa county church. They involved many City, County, and Regional Response Agencies. Crews gained firsthand 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.



LG House Demolition

Department staff took advantage of yet another unique training opportunity involving community partners. With LG Energy Solution expanding, they were preparing to take down several homes on the north end of their property. HFD units spent several days completing various training including search, ventilation, and firefighter rescue. LG Fire Brigade staff also participated in some drills. These fireground scenarios gave some of our newer Lieutenants an opportunity to practice commanding a fireground.



Above: Members of the Holland Fire Department and LGESMI Fire Brigade debrief after a joint training held on LG's campus.

Right: Firefighters wearing the new vision-obscuring mask shields locate an adult and child patient during a simulated residential fire.



12-Lead EKG Class

When it comes to learning about Cardiology and 12 lead EKGs performed in a prehospital setting, there is no better instructor around than Steve Huisman. Steve was the president and owner of the former Great Lakes EMS Academy, a pillar of high-quality EMS education in the West Michigan area for decades. We were fortunate to have him available and willing to teach our EMTs the new skill of performing 12 leads. The intent of these new tools and skills are to reduce the time it takes for a cardiac patient to receive definitive care in the cardiac catheterization lab.



Above: C-Shift Firefighters perform practice 12 lead EKGs in Huisman's class.



Left: The Department's new Lifepak 15

Below: Huisman discusses QRS complexes and other parts of an EKG rhythm.



Hours Trained

The number of hours trained in 2024 increased slightly when compared to 2023. The grand total shows that 4,934 hours of training occurred, compared to 4,725.5 the previous year. The categories are broken down below.

Category	Hours	Category	Hours
Admin. & Technology	16.5	NIMS ICS	289
Aircraft Operations	140.5	Officer Development	333.25
Apparatus Driver	135.75	Post Incident Analysis	20
Community Relations	68.25	PPE & SCBA	191.5
Drone Operations	25	Pre-Incident Planning	392
EMS	627	Preparatory - Fire	211.5
Engine Company Operations	352.5	Skill Sheets	245.5
Fire Academy	375.25	SOP/SOG Review/Implem.	293.5
Fire Investigations	31	Terrorism Awareness	121.5
Firefighter Survival	39	Truck Company Operations	327.75
Fireground Operations	129	Utilities	73
Hazardous Materials	124	Vehicle Extrication & Stabilization	38
Health & Safety	104.75	Watercraft Operations	163
Mass Casualty Incidents	66	Grand Total	4934

Right: Paid-on-Call personnel perform drills at the Waverly Station.



Looking Forward to 2025

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

In 2025, we anticipate the arrival of a new fire engine. This will be a familiar tool for us in some aspects, but will come with nuances for each member to learn. We will be driving and pumping with this vehicle quite a bit before it enters frontline service. We also hope to add a second cardiac monitor alongside our Lifepak 15. The newest model, the Lifepak 35, comes with multiple updates and upgrades, so we will be holding both shift-wide and 1-on-1 trainings with this device.

Additional 2025 goals include increasing the number of fireground drills, more effectively deploying of our Paid-on-Call staff, increasing the number of EMTs and Driver/Pump Operators in the Paid-on-Call roster, and continuing to build out training props in our new facility.



Above: The new Lifepak 35. Courtesy of Stryker.com.

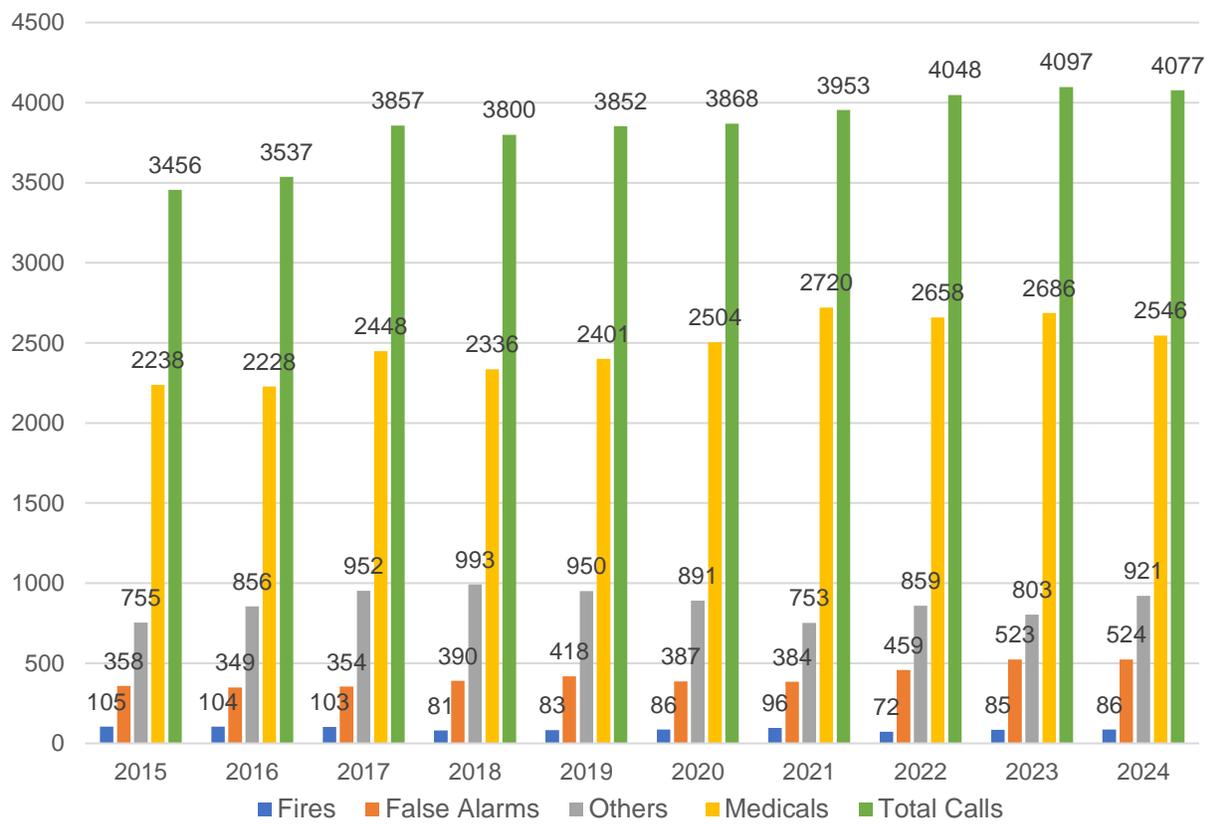
Commitment to Excellence

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, to maximize our skills, and the acquisition of the latest life safety technologies, we remain dedicated to serving you well in your time of need.

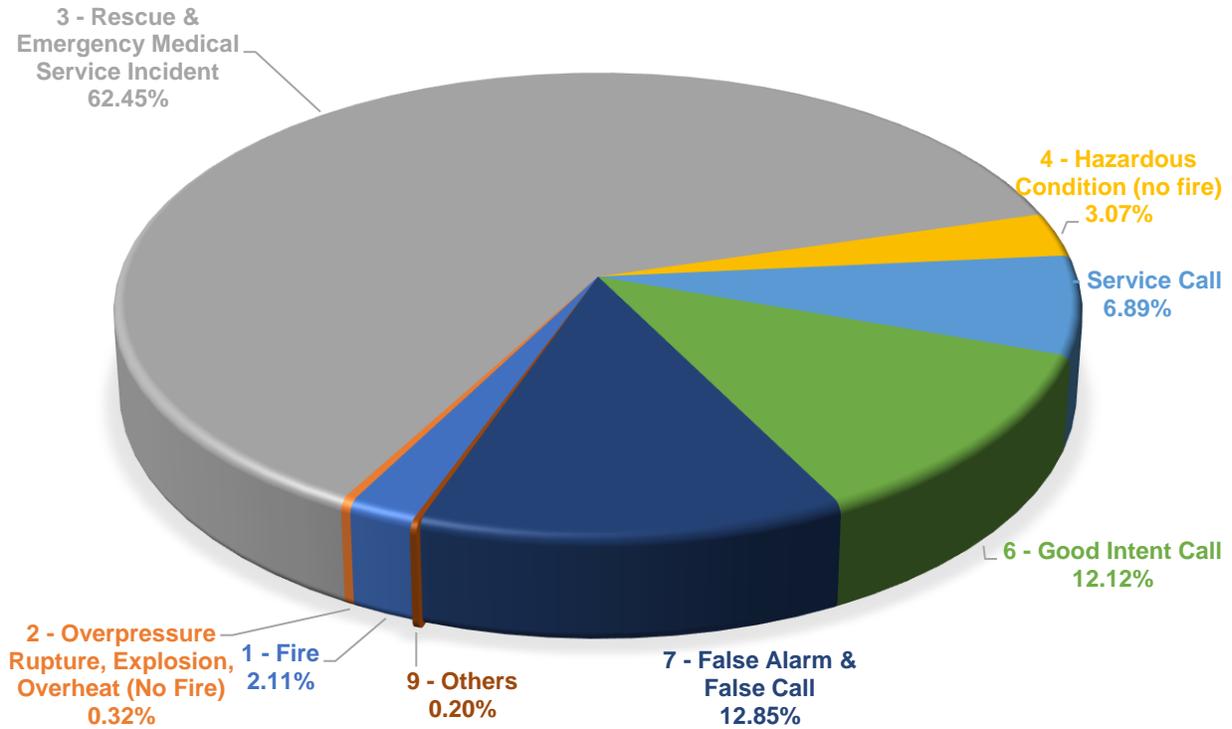


INCIDENT STATISTICS

10-YEAR INCIDENT SUMMARY

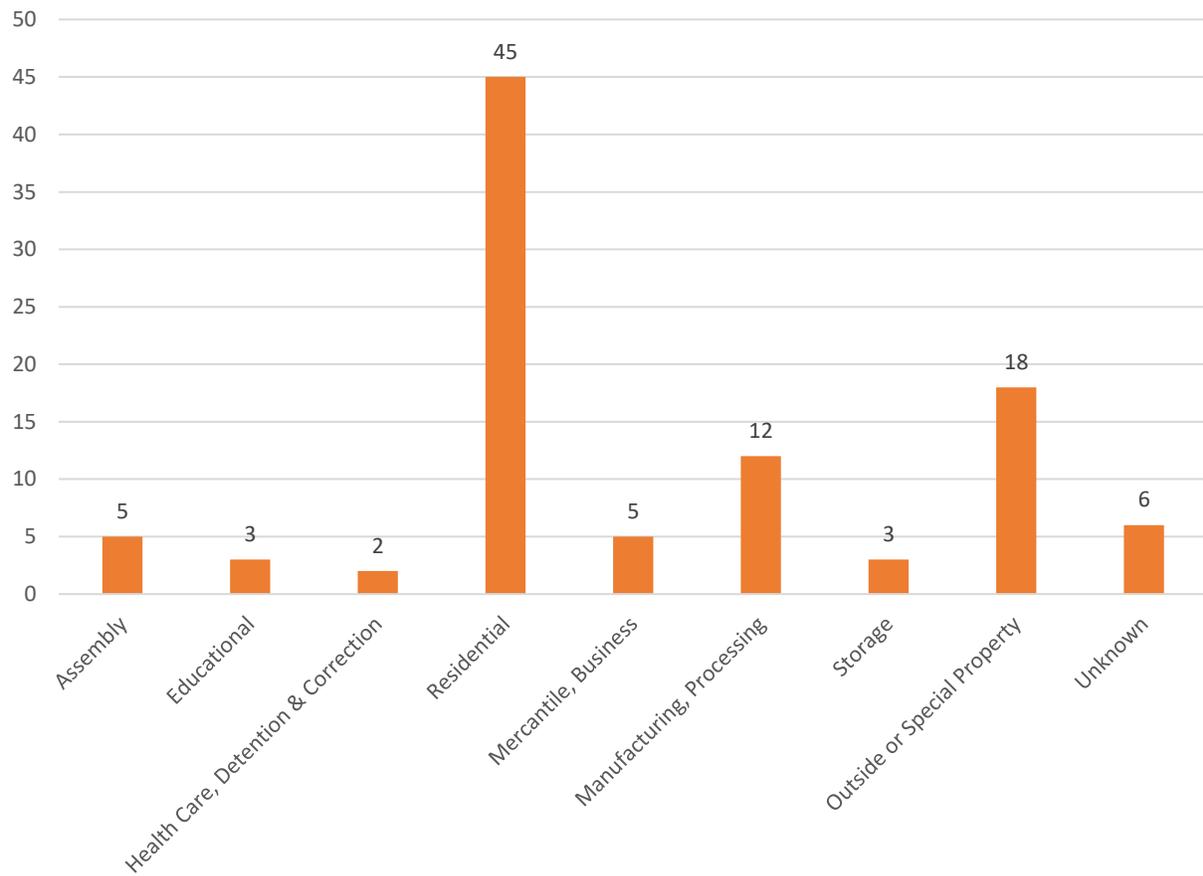


2024 INCIDENT TYPES

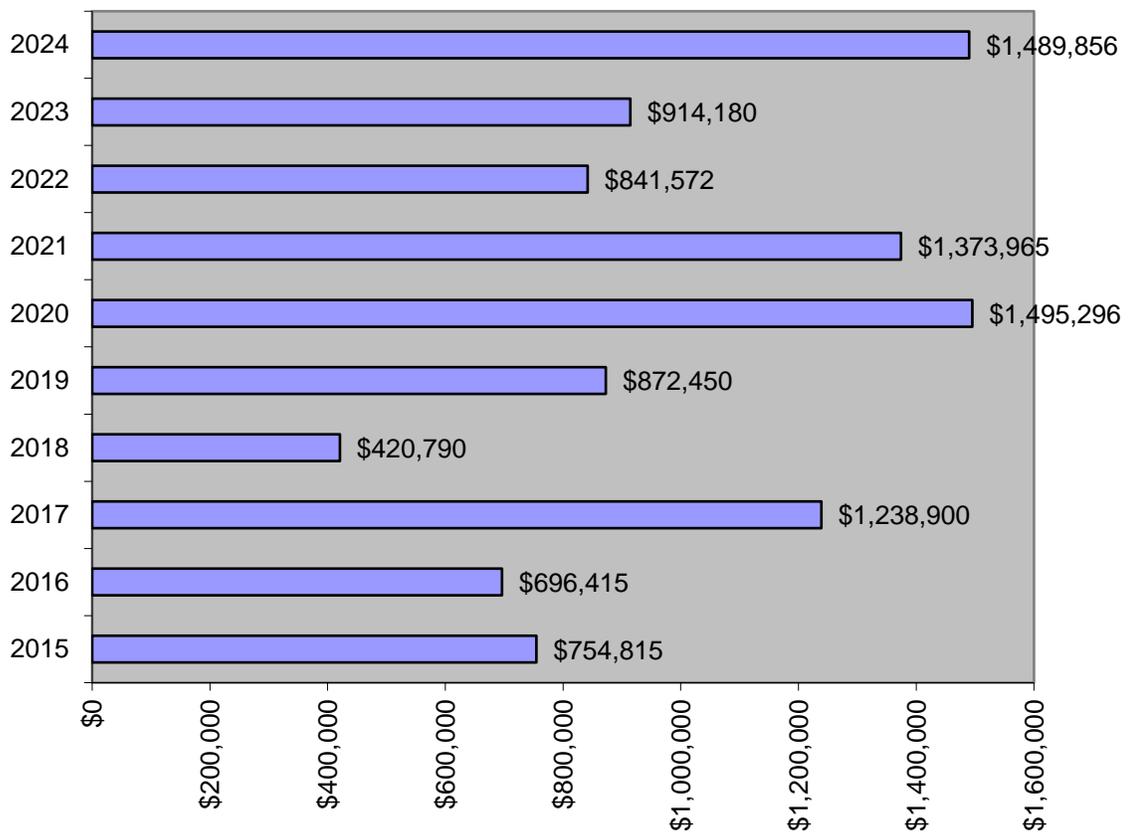


Type of Situation	Incidents	Percent
1 - Fire	86	2.11%
2 - Overpressure Rupture, Explosion, Overheat (No Fire)	13	0.32%
3 - Rescue & Emergency Medical Service Incident	2546	62.45%
4 - Hazardous Condition (no fire)	125	3.07%
5 - Service Call	281	6.89%
6 - Good Intent Call	494	12.12%
7 - False Alarm & False Call	524	12.85%
9 - Others	8	0.20%
	4077	100.00%

FIRE INCIDENTS BY PROPERTY USE



PROPERTY LOSS SUMMARY



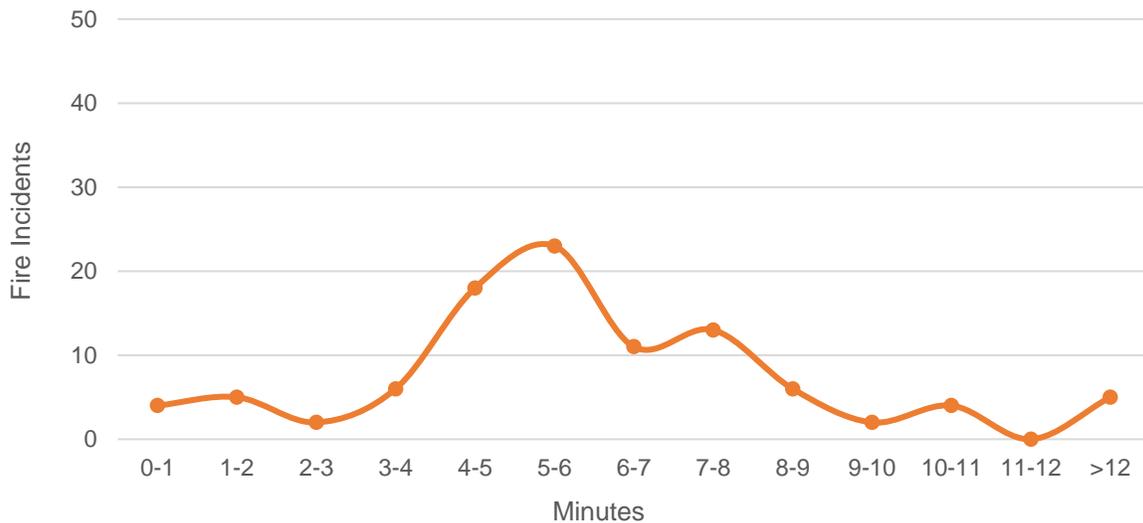
TIMES FROM CALL RECEIVED TO FIRST UNIT ON SCENE

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

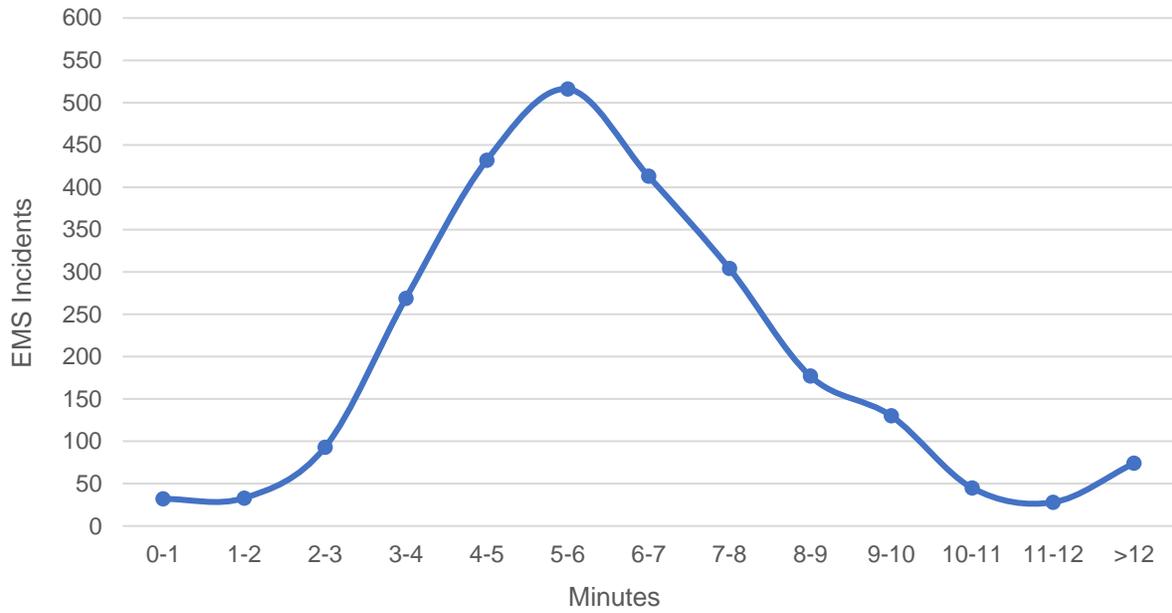
*This graph represents response times for all Priority 1, 2, and 3 incidents

MINUTES	FIRES	EMS	OTHER	TOTAL	PERCENT
0-1	4	32	105	141	3.5%
1-2	5	33	20	58	1.4%
2-3	2	93	32	127	3.1%
3-4	6	269	69	344	8.4%
4-5	18	432	130	580	14.2%
5-6	23	516	161	700	17.2%
6-7	11	413	170	594	14.6%
7-8	13	304	163	480	11.8%
8-9	6	177	116	299	7.3%
9-10	2	130	87	219	5.4%
10-11	4	45	55	104	2.6%
11-12	0	28	30	58	1.4%
>12	5	74	50	129	3.2%
cancelled en route				244	6.0%
	99	2546	1188	4077	100.00%

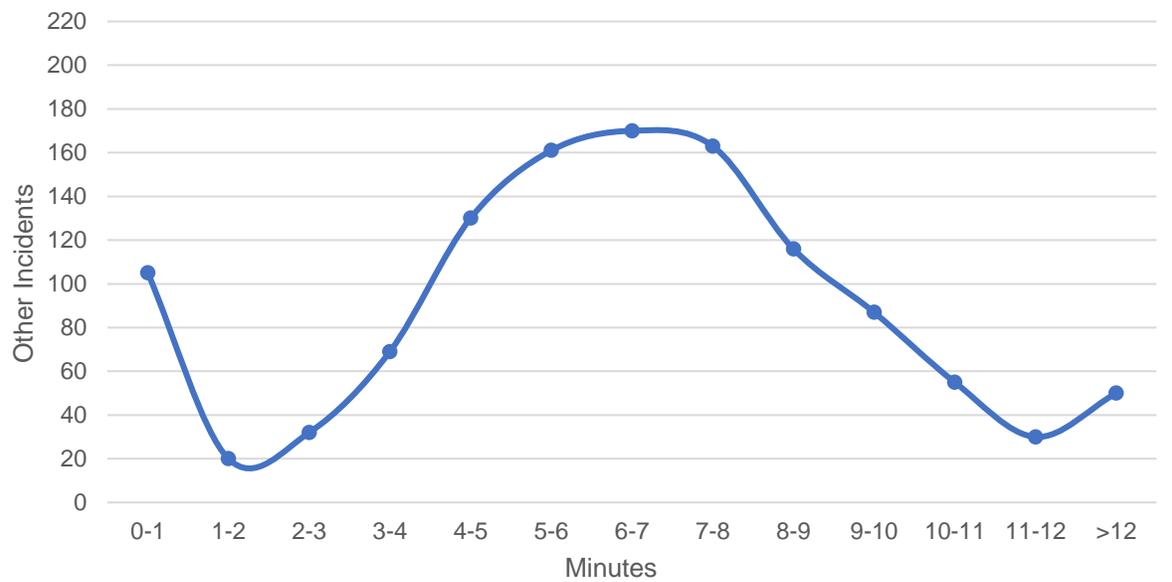
RESPONSE TIMES - FIRES



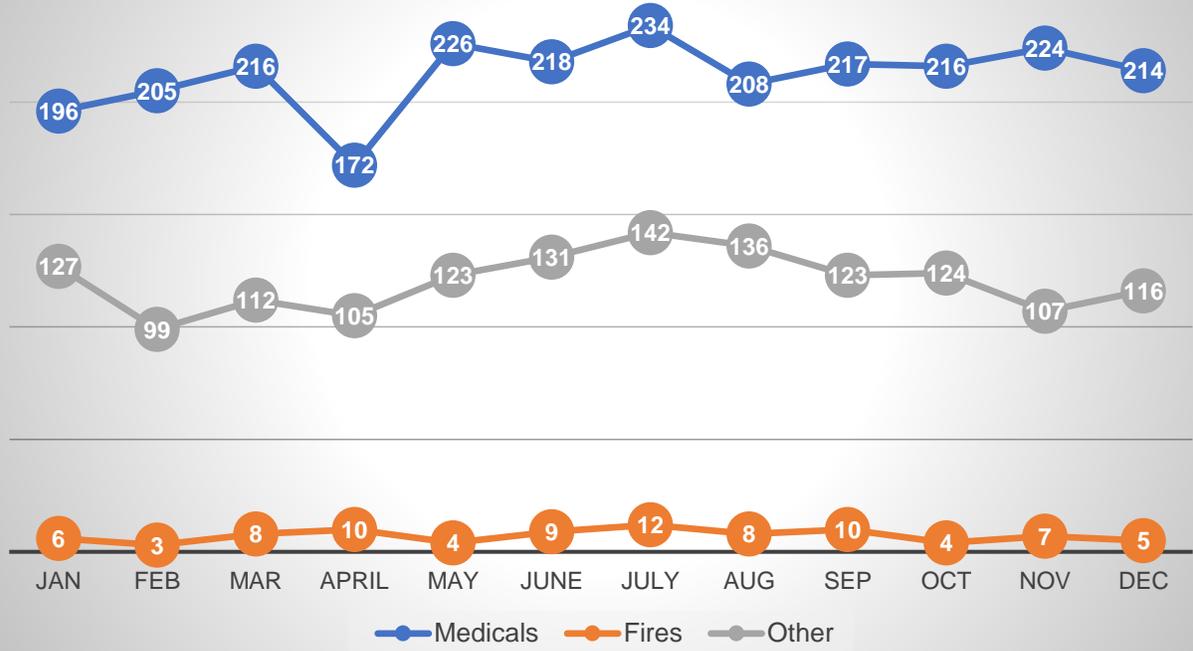
RESPONSE TIMES - EMS



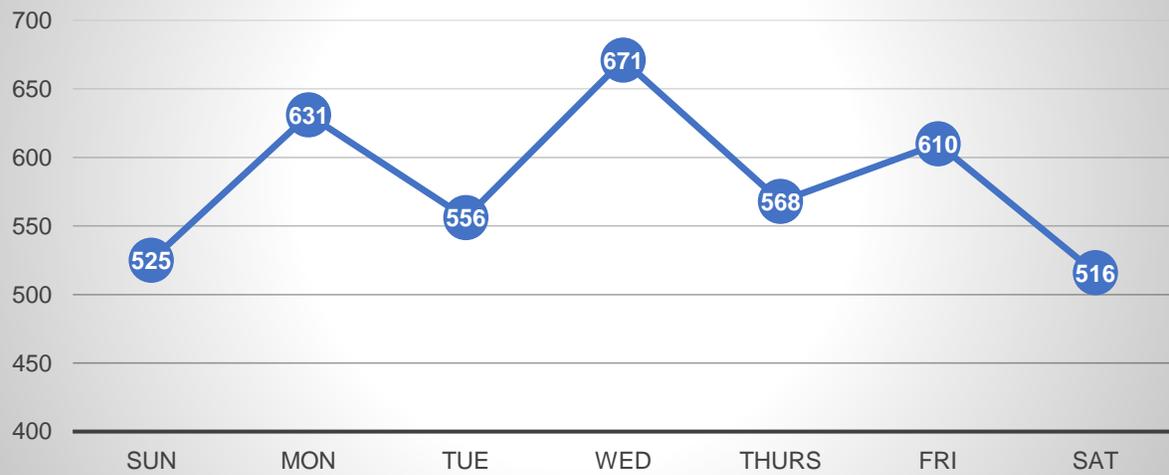
RESPONSE TIMES - OTHER



TOTAL INCIDENTS BY MONTH



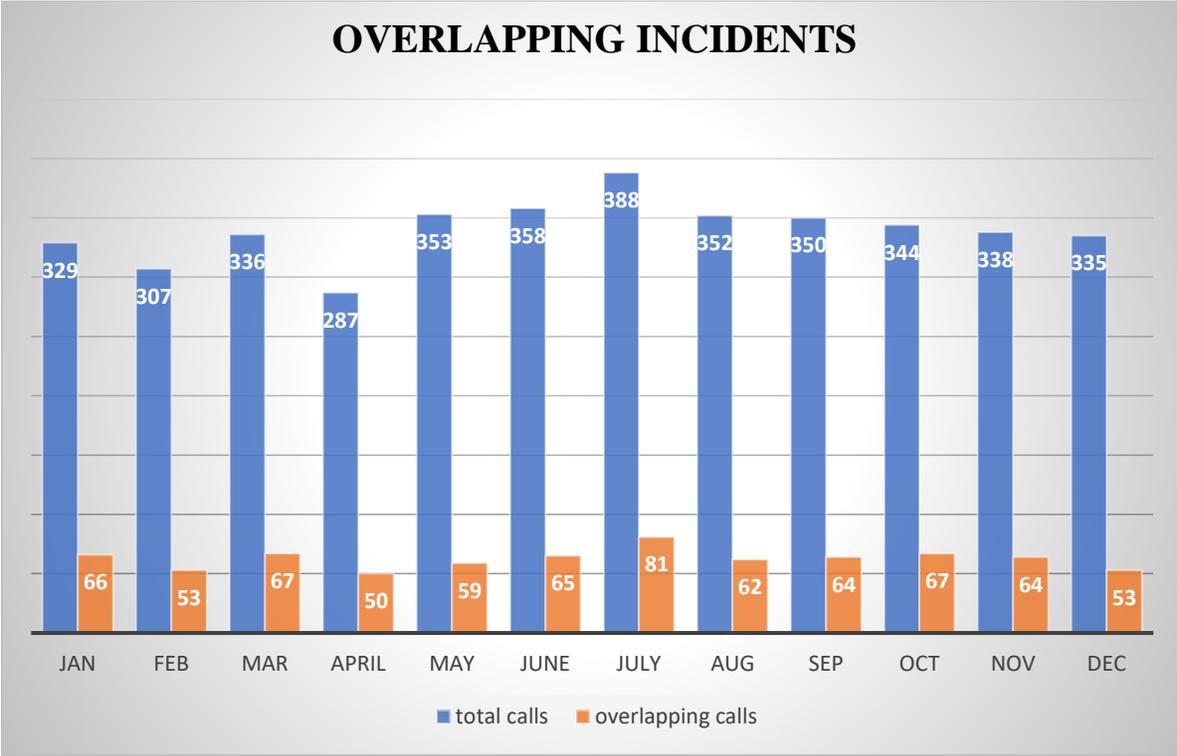
TOTAL INCIDENTS BY DAY OF WEEK



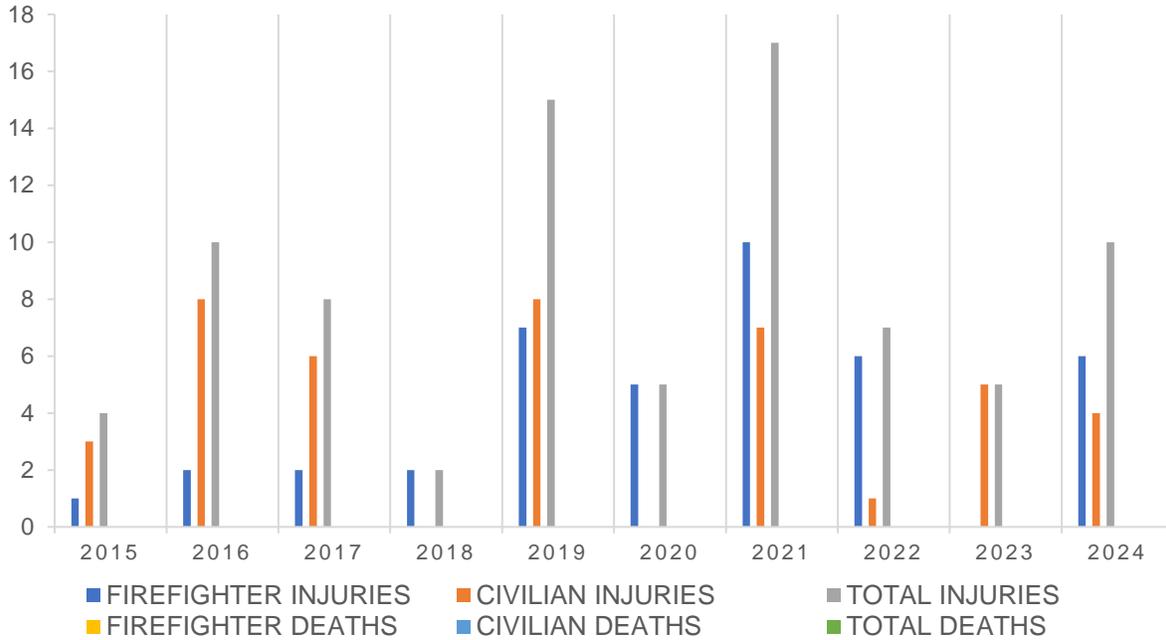
TOTAL INCIDENTS BY HOUR OF DAY



OVERLAPPING INCIDENTS

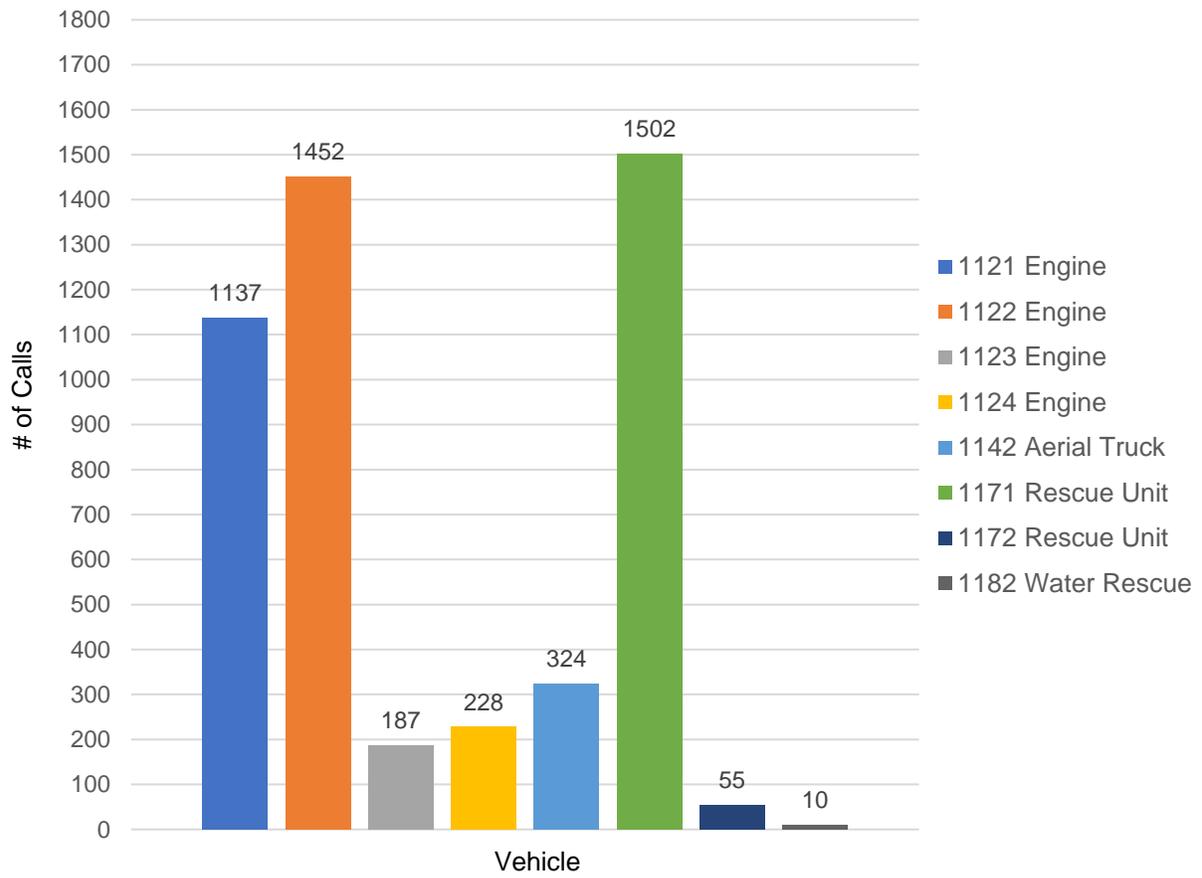


10-YEAR FIRE-RELATED INJURIES SUMMARY

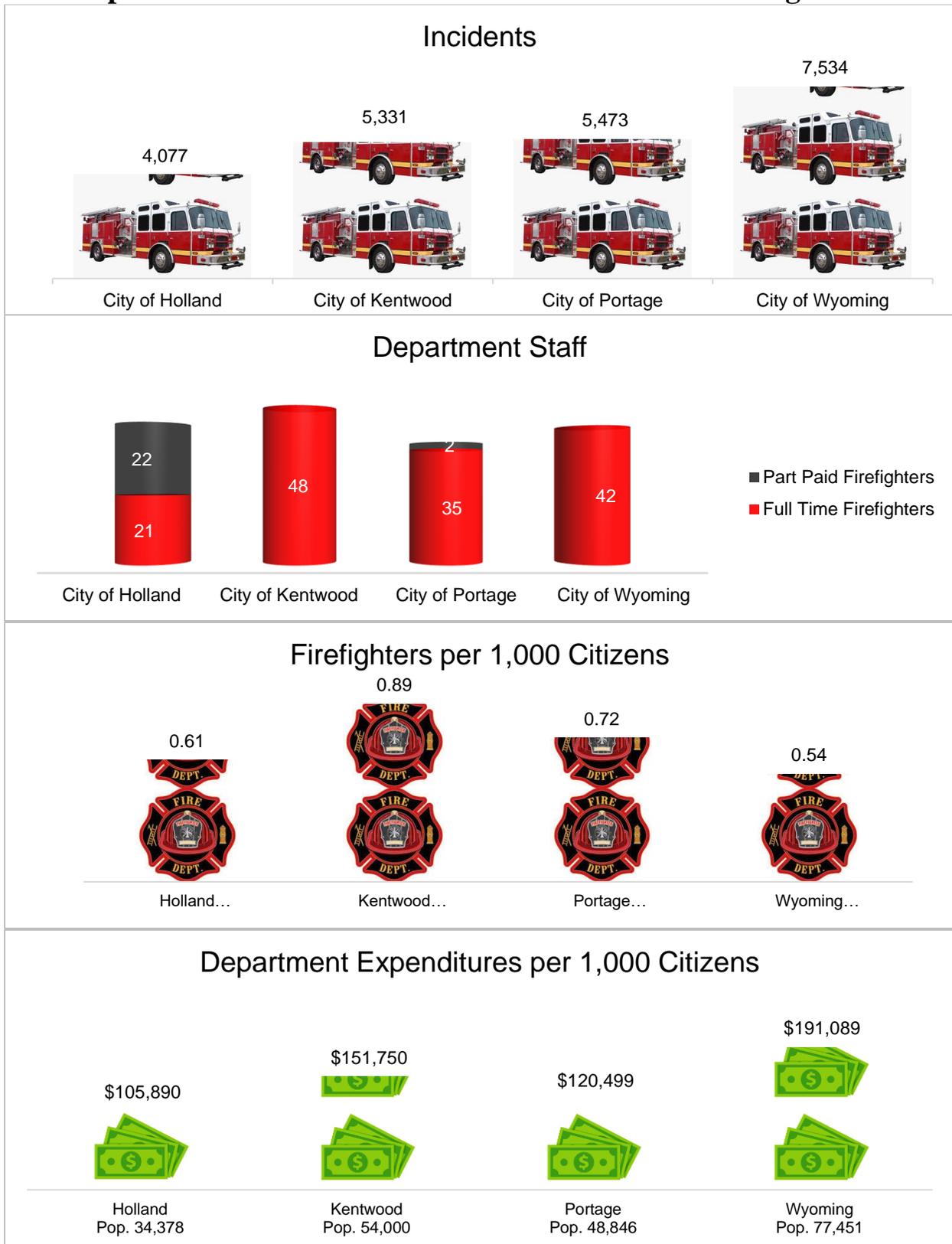


	FIREFIGHTER INJURIES	CIVILIAN INJURIES	TOTAL INJURIES	FIREFIGHTER DEATHS	CIVILIAN DEATHS	TOTAL DEATHS
2015	1	3	4	0	0	0
2016	2	8	10	0	0	0
2017	2	6	8	0	0	0
2018	2	0	2	0	0	0
2019	7	8	15	0	0	0
2020	5	0	5	0	0	0
2021	10	7	17	0	0	0
2022	6	1	7	0	0	0
2023	0	5	5	0	0	0
2024	6	4	10	0	0	0

APPARATUS RESPONSES



Comparison of Selected Statistics with Other West Michigan Cities



Source: Department Calendar Year 2023 Data and 2022 U.S. Census Bureau Data Estimates.