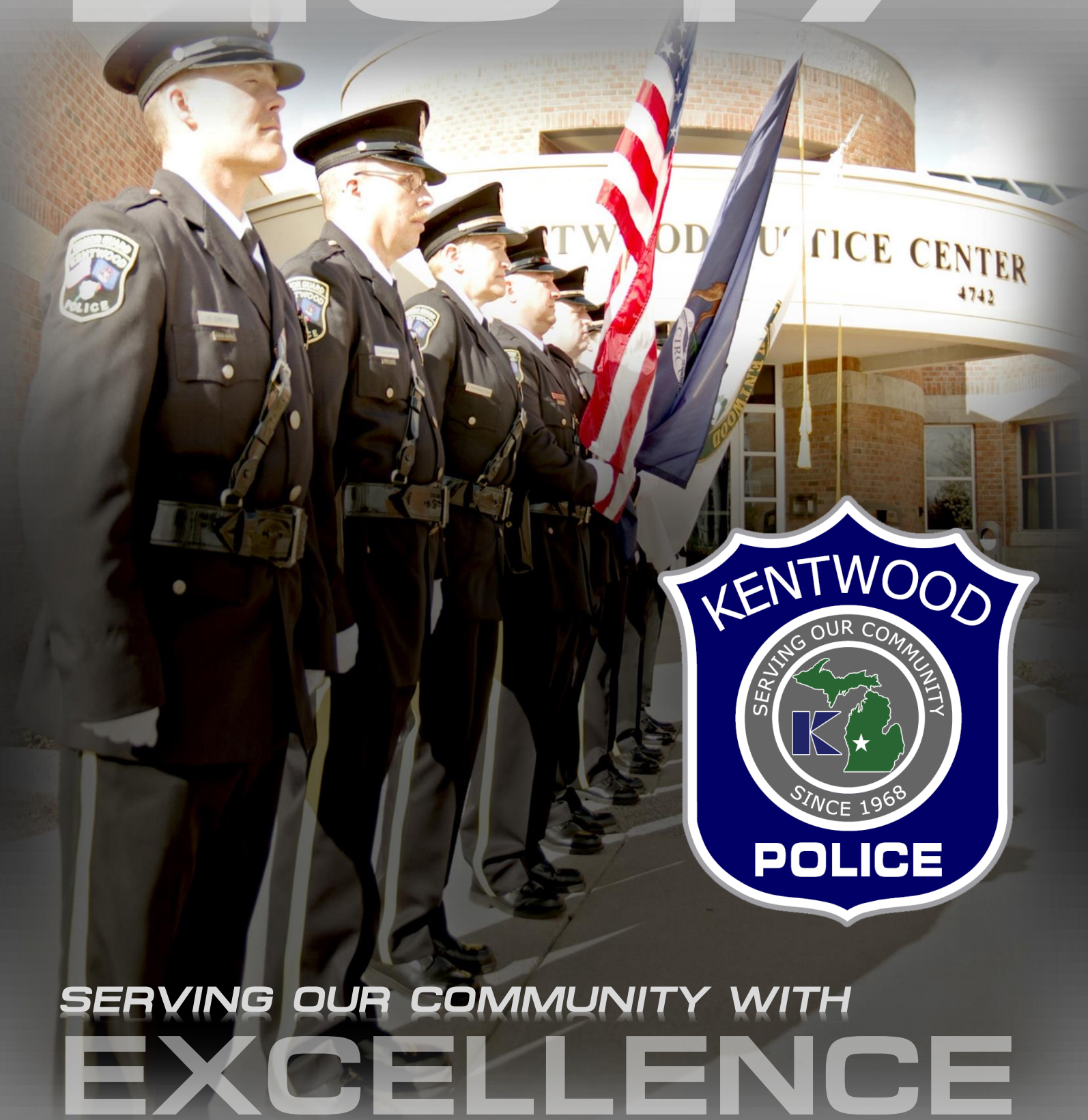
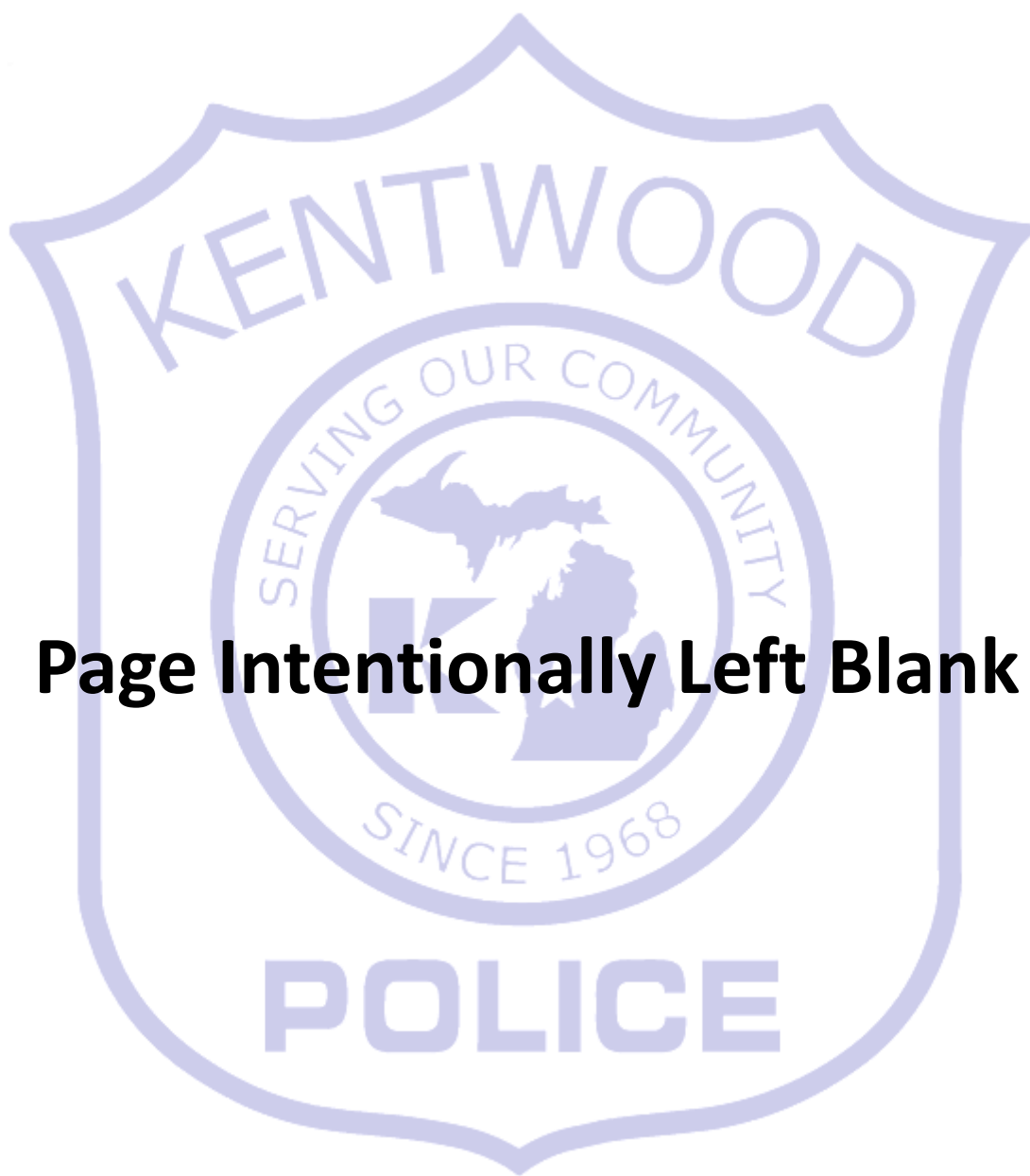


THOMAS G. HILLEN | CHIEF OF POLICE

# 2017



SERVING OUR COMMUNITY WITH  
**EXCELLENCE**



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# FOREWORD

## MESSAGE FROM THE CHIEF



Mayor Kepley, City Commissioners and Citizens,

It is with great pride that I present the 2017 Annual Report on the activities of the Kentwood Police Department. The men and women of the Kentwood Police Department take great pride in serving their community with excellence. As you look through this report, you will get a glimpse of the many different tasks and accomplishments of the Police Department.

As I look back on 2017, it is encouraging to see the continued downward trend of crime in most cases. The operational model of D.D.A.C.T.S. (Data Driven Approach to Crime and Traffic Safety) has proven to serve the Department well.

Every Unit in the Department establishes goals and objectives in line with this operational model. The officers set the goals and are accomplishing objectives we were not doing two or three years ago. I have been impressed with their ingenuity and drive to exceed the goals they established.

We are committed to developing tomorrow's leaders today. We initiated an internal leadership development program in 2016 which included captains and sergeants. With two of our command staff leaving this year, we had internal candidates ready to step into these critical positions. We are blessed with talented staff and we will continue to develop them to take on tomorrow's challenges.

This year marked our first full year in the Kentwood Public Middle Schools. This is one example of our commitment to building relationships with youth in our community. Based upon the numerous notes and letters of support, the officers are doing a fantastic job and are being embraced by the students.

Lastly, I would like to acknowledge and thank the Kentwood community for the incredible outpouring of support they have shown the officers and staff of the Police Department. From the cards and letters, to the church luncheons and all the individual citizens who have bought lunches for officers, and other acts of kindness, we truly thank them for their support and appreciation of the Department. Never in my 41 years of law enforcement have I experienced such continuous acts of kindness by a community.

The men and women of the Kentwood Police Department are dedicated to serving the citizens of our great City. This team has done an outstanding job, and I am proud to work with them as we move forward.

Respectfully,

A handwritten signature in black ink that reads "Thomas G. Hillen".

Thomas G. Hillen  
Chief of Police



# INDEX

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### CORE VALUES

## CHARACTER

*"The outstanding mental  
and moral qualities of an  
individual."*

## INTEGRITY

*"The quality of being  
honest and having  
strong moral principles."*

## DESIRE

*"Strong feeling of  
wanting to accomplish  
something positive in our  
community."*

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# POLICE

## CITY OF KENTWOOD



# KENTWOOD POLICE

## OUR DEPARTMENT



## ABOUT US

The City of Kentwood is located in the southwest corner of Grand Rapids Michigan, recognized as one of the largest retail areas in West Michigan. Kentwood is best known for its diverse population and growing economy. The Kentwood Police Department has 70 sworn officers and serves a growing population of approximately 51,000 residents. Geographically, Kentwood stretches roughly 21 square miles and contains 12 parks and 22 schools.

## OUR MISSION

*To reduce serious crime, increase traffic safety, and serve our community with excellence.*

As a Department, we work everyday to accomplish this mission by engaging with local community groups, schools, churches, and business leaders to make Kentwood a great place to live and work. Events, such as National Night Out, Touch-a-Truck, and Trunk-or-Treat, are just a few of the activities that the Kentwood Police Department engages in to stay connected in our community. Our officers work 24 hours a day, 7 days a week, 365 days a year to ensure the safety and wellbeing of our citizens and guests. Continually, the Kentwood Police Department strives to deliver professional police services and address community concerns as they develop.

## CONTACT INFORMATION

### EMERGENCY HELP

9-1-1

### NON-EMERGENCY DISPATCH

(616) 336-3113

### NON-EMERGENCY

(616) 698-6580

### WEBSITE

[WWW.KENTWOOD.US](http://WWW.KENTWOOD.US)



AVERAGE RESPONDED  
SERVICE CALLS

18,908

IN 2017



1,575

PER MONTH



52

PER DAY



17

PER SHIFT

\*DATA IS BASED ON 12 MONTHS/YR, 365 DAYS/YR, 8,760 HOURS/YR. DAILY CALLS ARE DIVIDED AMONG 3 MAIN SHIFTS.

# 50<sup>TH</sup> ANNIVERSARY PATCH REDESIGN



Officer Olenzuk, a 29-year veteran with the Kentwood Police Department, is standing in front of the original City of Kentwood seal (November, 1988).



In 2017, the Kentwood Police Department selected several members of the Department to participate on a patch redesign committee to commemorate our 50<sup>th</sup> anniversary. Committee members met frequently to share and discuss various modern, yet historical design ideas. A common theme emerged from the meetings, that we wanted to maintain the traditional look of the old patch, while also implementing the long history of the City of Kentwood. Shown below is the new patch with a description of the various changes.

THE SHAPE OF THE  
PATCH IS TAKEN FROM  
THE ORIGINAL PATCH  
DESIGN.

THE COLORS NAVY BLUE  
AND FOREST GREEN ARE  
WOVEN IN THE HISTORY  
OF THE KENTWOOD POLICE  
DEPARTMENT.

THE STAR  
INDICATES THE  
LOCATION  
OF THE CITY  
OF KENTWOOD.

‘SERVING OUR COMMUNITY  
WITH EXCELLENCE’  
ORIGINATES FROM THE  
MISSION STATEMENT OF  
THE KENTWOOD POLICE  
DEPARTMENT.

THE STYLE OF THE “K”  
ORIGINATES FROM THE  
FIRST DESIGN PRESENT  
ON KENTWOOD POLICE  
CRUISERS IN 1968.

THE STYLE OF “POLICE”  
COMES FROM THE CURRENT  
STYLE DISPLAYED ON OUR  
POLICE CRUISERS.

1968 IS THE DATE IN  
WHICH THE KENTWOOD  
POLICE DEPARTMENT  
WAS ESTABLISHED.





# DEPARTMENT LEADERSHIP

CHIEF OF POLICE  
THOMAS HILLEN



DEPUTY CHIEF  
RICHARD ROBERTS



PATROL DIVISION  
CAPTAIN BOCKHEIM



SERVICES DIVISION  
CAPTAIN MORNINGSTAR



PROFESSIONAL  
STANDARDS DIVISION  
CAPTAIN LITWIN



SERGEANT  
LEACH



SERGEANT  
LEONARD



SERGEANT  
CONNELL



SERGEANT  
VANDERVEEN



SERGEANT  
ROELOFS



SERGEANT  
HEDBERG



SERGEANT  
DALZIEL



SERGEANT  
UNSELD



SERGEANT  
WIERENGA



# DEPARTMENT ORGANIZATION



EXECUTIVE ASSISTANT

**CHIEF  
OF POLICE**

THOMAS HILLEN

**DEPUTY CHIEF  
OF POLICE**

RICHARD ROBERTS

ADMINISTRATIVE ASSISTANT

**PATROL  
DIVISION**

**CAPTAIN  
BOCKHEIM**

**PATROL  
FIELD  
SERVICES**

**COMMUNITY  
SERVICES  
BUREAU**

SERGEANTS	7
PATROL OFFICERS	35
*SPECIAL RESPONSE TEAM	13

SERGEANT	1
COMMUNITY SERVICES OFC	2
SCHOOL RESOURCE OFC	2
TRAFFIC OFC	3
CODE ENFORCEMENT	3
VOLUNTEER COORDINATOR	1
POLICE CADETS	2

**SERVICES  
DIVISION**

**CAPTAIN  
MORNINGSTAR**

**DETECTIVE  
BUREAU**

SERGEANTS	2
GENERAL CASE	8
SPECIAL INVESTIGATIONS	3
DETECTIVE BUREAU CLERK	1

**PROFESSIONAL  
STANDARDS  
DIVISION**

**CAPTAIN  
LITWIN**

**RECORDS  
BUREAU**

**STAFF  
SERVICES  
BUREAU**

RECORDS MANAGER	1
RECORDS CLERKS	4
POLICE CADETS	4

TRAINING OFFICER	1
CRIME ANALYST	1
PROPERTY MANAGER	1
POLICE CADET	1

\* Denotes an additional assignment in which staffing numbers repeat.



# STATISTICS INCIDENTS

## INCIDENTS 2013 - 2017

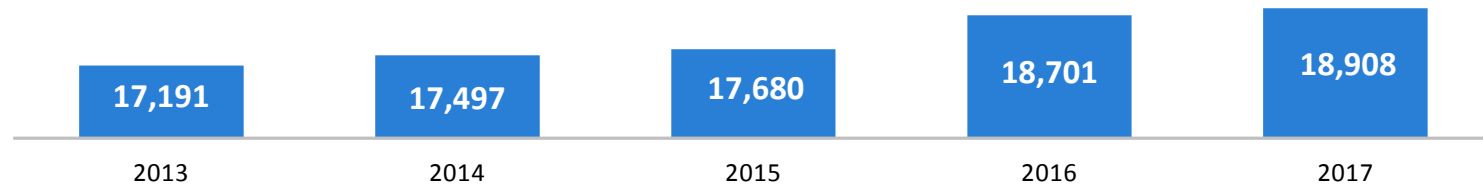


Figure 1.0

- The overall number of calls for service handled by the Kentwood Police Department in 2017 was 18,908.
- In 2017, there was a .1% increase in calls for service in comparison to the previous year.
- The incident trend has increased steadily, demonstrating a 10% increase following a change in the CAD\* reporting system in 2013.
- Data from 2017 indicates that more calls for service occur on Friday (16%) in comparison to the rest of the days of the week.
- Hourly data from 2017 demonstrates that the hours between 1:00 PM and 6:00 PM are when the most calls for service occur.

## INCIDENTS BY MONTH

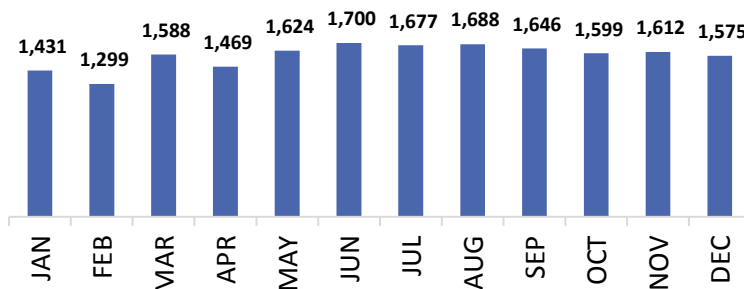


Figure 1.2

## INCIDENTS BY DAY

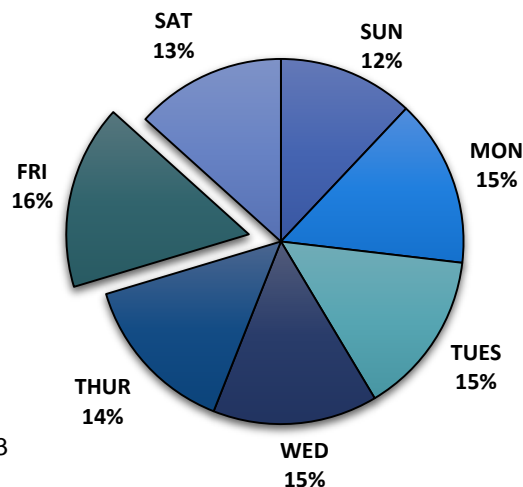


Figure 1.3

## INCIDENTS BY HOUR

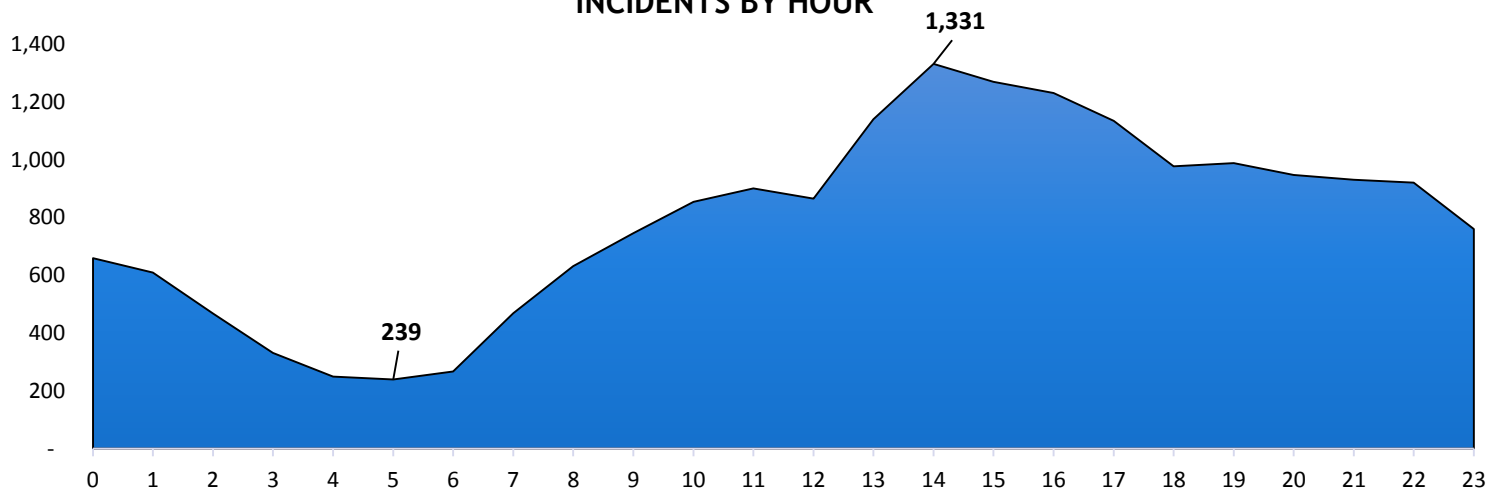


Figure 1.4

# STATISTICS VIOLENT CRIME

A VIOLENT CRIME IS DEFINED AS THOSE CRIMES THAT INVOLVE FORCE OR THREAT AND ARE COMPRISED OF MURDER AND NON-NEGLIGENT MANSLAUGHTER, CRIMINAL SEXUAL CONDUCT (CSC), ROBBERY, & AGGRAVATED ASSAULT

## VIOLENT CRIME 2013 - 2017

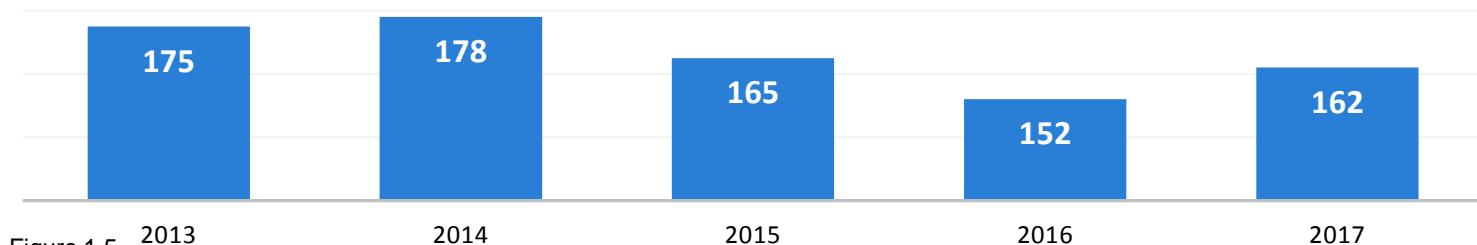


Figure 1.5

- There were 162 violent crimes in the City of Kentwood in 2017. This demonstrates a 7% increase in comparison to 2016.
- Compared to the five-year average, 2017 demonstrates a 3% reduction in violent crime.
- Aggravated assault accounts for 69% of all violent crime, with 112 incidents in 2017. This is a 14% increase in comparison to 2016.
- Robbery accounts for 15% of violent crime, with 24 incidents in 2017. This is a 29% reduction in comparison to the five-year average.
- The \*FBI's published estimated violent crime rate for cities in the United States in 2016 was 386.3 per 100,000 inhabitants.
- The City of Kentwood's estimated violent crime rate per 100,000 inhabitants in 2017 was 312. This is 19% lower than the \*FBI's national average.
- The \*FBI's published estimated violent crime rate for cities in the United States in 2016 was 386.3 per 100,000 inhabitants.

## 2017 VIOLENT CRIME

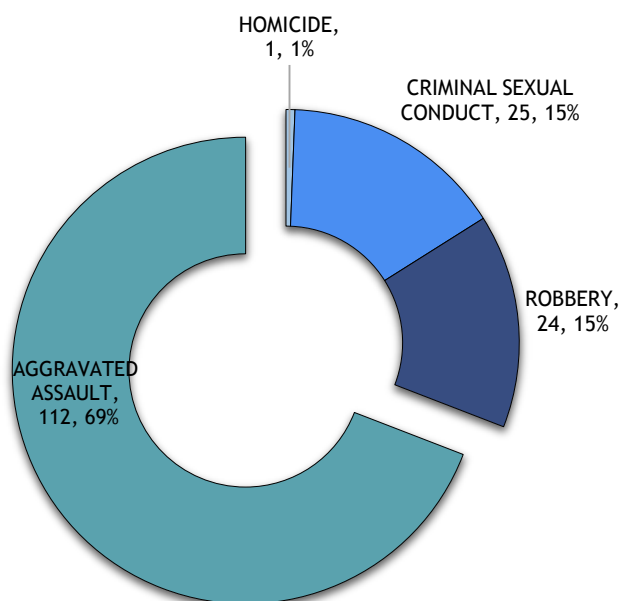


Figure 1.6

## 2016 Violent Crime Rate by City\*\* (Per 100,000 Residents)

CITY	POPULATION	HOMICIDE	RAPE	ROBBERY	AGG. ASSAULT	TOTAL
PORTAGE	48,550	0.0	63.9	30.9	117.4	212.2
KENTWOOD	51,897	1.9	52.0	63.6	204.3	321.8
BATTLE CREEK	60,904	4.9	136.3	105.1	729.0	975.3
WYOMING	75,917	5.3	90.9	81.7	285.8	463.7
KALAMAZOO	76,389	9.2	163.6	238.3	799.9	1210.9
GRAND RAPIDS	196,538	5.1	72.3	163.3	434.5	675.2

Figure 1.7

\*The FBI's estimated violent crime rate is calculated based on 2016 data collected from the Uniform Crime Reporting program.

\*\* Comparable by local cities in the western region of Michigan. Data based on 2016 MCCR reporting crime for the State of Michigan.



# STATISTICS

## PROPERTY CRIME

PROPERTY CRIME INVOLVES DEPRIVING AN INDIVIDUAL OF MONEY, VALUABLES OR PROPERTY. OFFENSES INCLUDE BURGLARY, LARCENY/THEFT, MOTOR VEHICLE THEFT, AND ARSON.

### PROPERTY CRIME 2013 - 2017

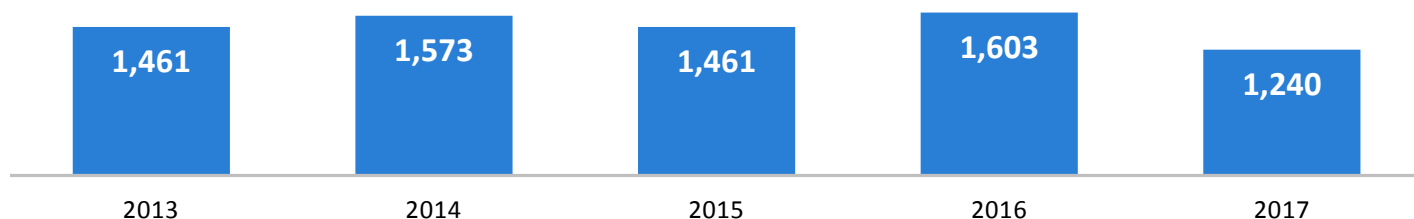


Figure 1.8

- In 2017, 1,240 property crimes occurred in the City of Kentwood.
- This is a 23% decrease in comparison to 2016, and a 16% reduction in comparison to the five-year average.
- Larceny amounted to 78% of all property crimes within the City of Kentwood in 2017. This is a 25% reduction in comparison to the previous year, and a 17% reduction from the five-year average.
- The \*FBI's published estimated property crime rate for cities in the United States in 2016 was 2,450 per 100,000 inhabitants.
- The City of Kentwood's estimated property crime rate per 100,000 inhabitants in 2017 was 2389. This is 3% lower than the \*FBI's national average.

### 2017 PROPERTY CRIME

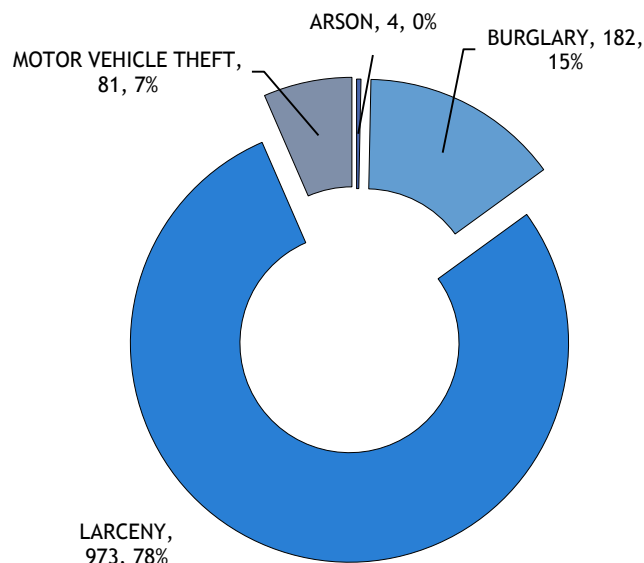


Figure 1.9

### 2016 Property Crime Rate by City\*\* (Per 100,000 Residents)

CITY	POPULATION	ARSON	BURGLARY	LARCENY	VEHICLE THEFT	TOTAL RATE
PORTAGE	48,550	10.3	306.9	2,300.7	47.5	2,655.0
KENTWOOD	51,897	7.7	398.9	2,264.1	167.8	2,830.6
BATTLE CREEK	60,904	24.6	996.7	2,674.7	146.1	3,817.5
WYOMING	75,917	23.7	391.2	1,676.8	247.6	2,315.7
KALAMAZOO	76,389	32.7	988.4	2,916.7	311.6	4,216.6
GRAND RAPIDS	196,538	30.5	418.2	1,632.3	154.7	2,205.2

Figure 2.0

\*The FBI's estimated property crime rate is calculated based on 2016 data collected from the Uniform Crime Reporting program.

\*\*Comparable by local cities in the Western Region of Michigan. Data is based on 2016 MICR reporting crime for the State of Michigan.

# STATISTICS

## NON-INDEX CRIME

NON-INDEX CRIMES INCLUDE DISORDERLY CONDUCT, DRIVING UNDER THE INFLUENCE, EMBEZZLEMENT, FAMILY/CHILDREN OFFENSES, FORGERY/COUNTERFEIT, FRAUD, NARCOTICS LAWS, NEGLIGENT HOMICIDE, NON-AGGRAVATED ASSAULT, PROSTITUTION/Common Law, SEX OFFENSES, STOLEN PROPERTY, DRUNKENNESS, GAMBLING, LIQUOR LAWS, RUNAWAYS, VAGRANCY, AND VANDALISM. ALL OTHER CRIMES OUTSIDE OF THIS CATEGORY ARE CONSIDERED AS A MINOR CRIME.

### 2013 - 2017 NON-INDEX CRIMES



Figure 2.1

- Non-aggravated assault was the leading category of non-index crimes in 2017, with an 18% increase in comparison to 2016.
- Violation of Controlled Substances Act (narcotics) was the second leading category of non-index crimes with 345 cases reviewed in 2017. This was an 11% decrease in comparison to 2016.
- Fraud was the third highest category of non-index crimes with 282 cases handled in 2017. This was a slight 4% reduction in comparison to 2016.
- Runaways increased 26% in 2017 in comparison to 2016, an increase of 22 incidents.
- Operating while intoxicated offenses increased 14% in 2017 in comparison to 2016, an increase of 15 incidents.
- Liquor law violations rose 27% in 2017 in comparison to the 2016, an increase of 8 incidents.
- Weapons offenses decreased 67% in 2017 in comparison to 2016, a decrease of 16 incidents.

OFFENSE	2016	2017	DIFFERENCE	% CHANGE
DISORDERLY CONDUCT	131	128	-3	-2%
DRUNKENNESS	3	1	-2	-67%
EMBEZZLEMENT	39	35	-4	-10%
FAMILY & CHILDREN	67	69	+2	3%
FORGERY/COUNTERFEIT	29	33	+4	14%
FRAUD	294	282	-12	-4%
GAMBLING	0	0	0	N/C
LIQUOR LAWS	30	38	+8	27%
NON-AGGR. ASSAULT	464	549	+85	18%
OWI	108	123	+15	14%
PROSTITUTION & VICE	3	4	+1	33%
RUNAWAYS	86	108	+22	26%
SEX OFFENSES	11	9	-2	-18%
STOLEN PROPERTY	13	10	-3	-23%
VAGRANCY	3	0	-3	-100%
VANDALISM	255	204	-51	-20%
VIOLATION OF CONTROLLED SUBSTANCE ACT	386	345	-41	-11%
WEAPONS	44	28	-16	-36%
<b>TOTAL</b>	<b>1966</b>	<b>1966</b>	<b>0</b>	<b>0%</b>

Figure 2.2

# STATISTICS

## CITATIONS & ARRESTS

### 2013 - 2017 CITATION DATA



Figure 2.3

- In 2017, the Kentwood Police Department issued 6,580 citations. This was down 7% in comparison to the previous year, and down 20% in comparison to the five-year average.
- Data demonstrates that 4% more citations were written in the month of May in comparison to the other months of the year in 2017.

### 2013 - 2017 ARREST DATA

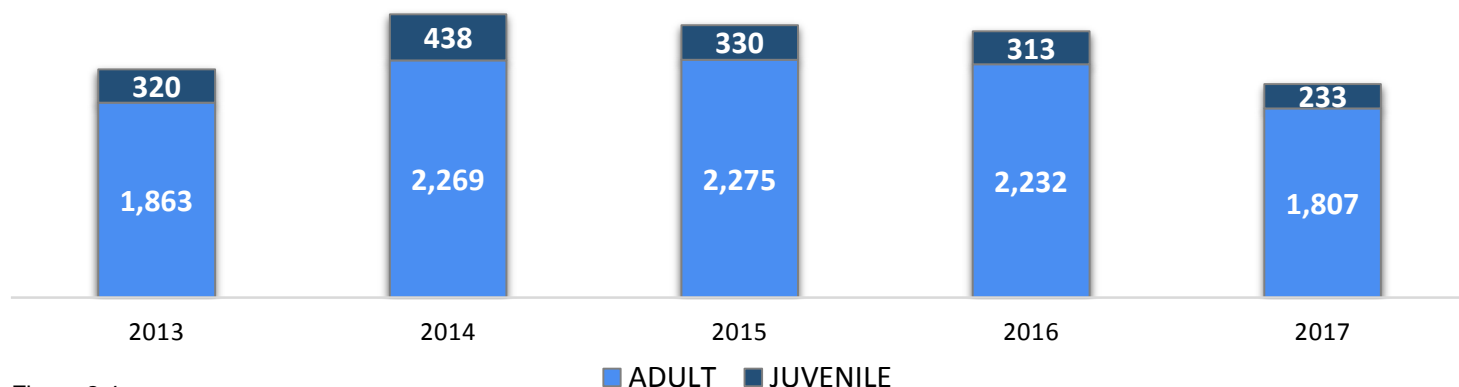


Figure 2.4

- In 2017, there were an estimated 233 juvenile arrests. This was down 26% in comparison to the previous year, and down 29% in comparison to the five-year average.
- In 2017, the Kentwood Police Department made an estimated 1,807 adult arrests. This was down 19% in comparison to the previous year, and down 14% from the five-year average.
- The City of Kentwood's adult arrest rate in 2017 per 100,000 inhabitants, according to an estimated population rate of 51,897, was 3,481.9.
- The City of Kentwood's juvenile arrest rate in 2017 per 100,000 inhabitants according to an estimated population rate of 51,897, was 448.97.



# PATROL DIVISION OPERATIONS



The Patrol Division of the Kentwood Police Department is comprised of 35 officers who are responsible for the initial response to routine and emergency calls that occur in the City of Kentwood 24 hours a day, 7 days a week.

Patrol officers have various duties which include conducting initial and follow-up criminal investigations, enforcing traffic laws, investigating traffic crashes, arresting persons who have committed criminal offenses and those persons who have arrest warrants, testifying in court, and investigating suspicious persons and situations.

Additionally, patrol officers spend time building positive relationships within the community. In 2017, officers dedicated time meeting with business owners, residents, schools, churches, senior care facilities and other community partners. Furthermore, officers patrolling the City proactively monitor situations that may put residents or businesses at risk of victimization and inform them of measures to increase safety and security.

Seven sergeants provide leadership, supervision and training for all patrol officers. Sergeants have additional various duties, including overseeing Department employees in investigation of crimes and supervising at the scene of critical incidents. Sergeants are also responsible for the day-to-day operations of the Department, including: scheduling, briefing patrol staff of pertinent information and current events, citizen complaints, and the review and approval of completed police reports.

Kentwood officers were well represented at many Kentwood community events in 2017, including: the Summer Concert series, Touch-A-Truck, Memorial Day Parade, 4<sup>th</sup> of July Parade, Celebrate Kentwood, Trunk-or-Treat, 28<sup>th</sup> Street Metro Cruise, and the Annual Kentwood Christmas Tree Lighting.

## CAPTAIN BOCKHEIM

SERGEANT DALZIEL

SERGEANT LEACH

SERGEANT LEONARD

SERGEANT ROELOFS

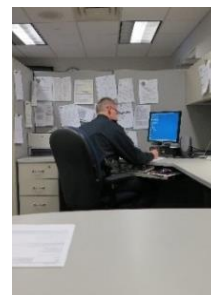
SERGEANT VANDERVEEN

SERGEANT UNSELD

SERGEANT WIERENGA

## PATROL FUNCTIONS

- PREVENTATIVE PATROL
- PRELIMINARY CRIMINAL INVESTIGATIONS
- TRAFFIC ENFORCEMENT
- ACCIDENT INVESTIGATION
  - CALLS FOR SERVICE
  - SCHOOL SAFETY ZONES



# PATROL DIVISION CITY SECTORS



The City of Kentwood spans across 21 square miles and is divided into three sections in which road patrol officers are assigned. Officers respond to various service calls in these areas, ranging from traffic crashes to welfare checks. The City of Kentwood contains 12 recreational parks and 22 schools. The population size of Kentwood continues to grow, with slightly over 51,000 residents in 2017. In addition to being home to various industrial and business complexes, Kentwood has one of the largest retail areas in West Michigan.

In 2017, patrol officers had various goals assigned to them each schedule period. These included:

- Being highly visible in our D.D.A.C.T.S. zones based on up-to-date geographic and temporal data.
- Making positive community and residential contacts.
- Building relationships with our business owners.
- Conducting residential and property checks.
- Visiting a community event, park, sporting field, trail, school grounds or recreational area to make a presence and participate in community activities.

The purpose of these contacts was to provide the opportunity and avenue for citizen input that may otherwise not be available. These one-on-one contacts were well received by the citizens of Kentwood.

In addition, it allows officers to advise citizens and business owners of potential security problems by using the Crime Prevention/Courtesy Security Awareness forms. These forms were attached to the front door of the business or home, making the property owner aware of what the officer thought was a potential problem.

## CENTRAL - 350



## WEST - 330

## EAST - 340



# PATROL DIVISION

## SPECIALIZED UNITS



### MOTORCYCLE UNIT

The Motorcycle Unit is housed within the Community Services Bureau of the Kentwood Police Department. It falls under the direction of the Patrol Division with one sergeant as its immediate supervisor. The Motorcycle Unit is comprised of two traffic officer specialists. The assignment to the Motorcycle Unit is voluntary and is considered an extra assignment. The Unit operates from April through November of each year, depending on weather conditions. The motorcycle officers are highly encouraged to utilize the motorcycles as much as possible within the months of operation. The Unit's main function is traffic safety and enforcement. However, the Unit is also utilized for parades, static displays, crowd control, and dignitary escorts. Motorcycle officers receive highly specialized and intense training on a yearly basis. While not the main focus of the Unit, motorcycle officers can, and will, answer calls for service if the need presents itself. The Unit currently has two officers, D. Bachman, and J. Morningstar.



OFFICER D. BACHMAN



OFFICER J. MORNINGSTAR

### SPECIAL RESPONSE TEAM



The Special Response Team falls under the direction of the Patrol Division of the Kentwood Police Department. It is a part-time team consisting of eight officers, three sergeants, and one captain. The assignment to the Special Response Team is voluntary for all members and is considered an extra assignment. Team members were activated on two occasions in 2017. These were high-risk incidents where guns or knives were confirmed to be used by the suspects. Both suspects were taken into custody without incident.

The members of the SRT team conducted active shooter training for the entire Kentwood Police Department and Fire Department in May of 2017. This was held at the old Sear's building at the Woodland Mall. The training was very well received by everyone involved. The team members train and prepare for high-stress and complicated calls multiple times throughout the year. The team members strive to bring a well-prepared and professional response to demanding situations, both during callouts and normal daily activity.



*Officer Jon Carter resigned from the Kentwood Police Department in 2017. Officer Carter served on the SRT for seven years. He was the Entry Team Leader and an instructor for the team. His dedication and leadership to the team will be missed.*



# PATROL DIVISION

## P.R.I.C.E.



The P.R.I.C.E. Program was developed in 2014 by the Kentwood Police Department as a collaborative initiative to build relationships within our business community and respond to crime patterns more effectively.

In 2017, P.R.I.C.E. began on November 24 and continued through January 5, 2018. During P.R.I.C.E., officers are assigned to various businesses along the 28<sup>th</sup> and 29<sup>th</sup> Street corridors to work together with retailers to prevent criminal activity, as well as provide zero tolerance enforcement of theft.

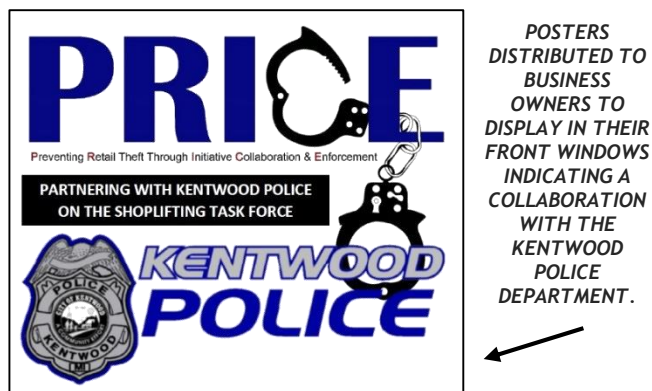
The apparent decline in retail theft during the holiday season is the result of proactive policing activities from the P.R.I.C.E. task force. This includes distributing posters and signs declaring the partnership between the retailer and the Kentwood Police Department, providing informational pamphlets on indicators of theft, legal actions, and methods of filing a report, making contact with over 70 businesses and citizens, and being visible to potential offenders.

Each year, we strive to improve the way in which we serve business owners. In 2017, we focused our efforts on educating retailers on detecting counterfeit bills. Officers provided stores with informational pamphlets outlining key indicators of counterfeit.

P.R.I.C.E. has surpassed the intended goal, demonstrating to be a highly-successful initiative not only for the Department, but for the community as a whole. Our goal in initiating this program is to reduce crime, increase traffic safety, and increase service to our community. It is our intent to help create a positive and safe shopping experience for those who live in and visit our City during the holiday season.

ACTIVITY	2016	2017
OFFICER HOURS	475	563.5
VOLUNTEER PATROL HOURS	212	87
CALLS FOR SERVICE	85	172
BUSINESS CONTACTS	609	581
RETAIL FRAUD REPORTS	27	15
OTHER REPORTS	7	14
ACCIDENT REPORTS	34	25
ARRESTS	26	28
PARKING CITATIONS	7	12

Figure 2.5



POSTERS DISTRIBUTED TO BUSINESS OWNERS TO DISPLAY IN THEIR FRONT WINDOWS INDICATING A COLLABORATION WITH THE KENTWOOD POLICE DEPARTMENT.

Business Contacts During P.R.I.C.E. (2015 – 2017)



- 81% of respondents felt the increased presence of Kentwood Police officers in their business was **VERY BENEFICIAL** in reducing crime and increasing safety during the holiday season.
- 71% of respondents felt that having officers in their business during the holiday season was **VERY BENEFICIAL** to their business.
- 62% of respondents indicated that if someone requested Kentwood officers their response was **PROMPT**; 65% indicated they did not require a response.
- 95% of respondents rated the Kentwood Police officers actions, presence, and professionalism as **VERY PROFESSIONAL**.

*Officers were professional and thorough as they visited the store. They made a point to let us know they were there if needed. Thank you!*

- **Dan Lavoie, Store Manager, Mattress Firm**

*I have observed Kentwood officers stand by and assist loss prevention on numerous occasions. Without the assistance from the police, I feel we would have had many more instances of trouble with offenders.*

- **Tony DeLuccia, General Manager, Woodland Mall**

*This service is amazing! One of your officers helped us catch a shoplifter with over \$250 worth of goods. He just happened to come at the time of the incident!*

- **Karen Witte, Store Owner, New 2 You**

### TEMPORAL ANALYSIS

### SPATIAL ANALYSIS

### DATA ANALYSIS

### HIGHLY-VISIBLE ENFORCEMENT

The Kentwood Police Department has continued its strategic operational efforts towards the implementation Data-Driven Approaches to Crime and Traffic Safety. D.D.A.C.T.S. is an operational model that uses the integration of location-based crime and traffic data to establish effective and efficient methods for deploying law enforcement and other public safety resources. The goal of D.D.A.C.T.S. is to reduce the incidence of crime, crashes, and traffic violations in the community.

In 2017, we refined our patrol efforts on specific target areas based upon a temporal analysis of recent offense data. This offense data is categorized, mapped and analyzed in such a way that allows for an efficient deployment of resources. As a result, we are conducting proactive highly-visible traffic enforcement in various areas throughout the City. As a means to educate citizens who live and work within these areas, we have begun dispersing informational cards outlining the purpose, intent, and details of D.D.A.C.T.S.

The D.D.A.C.T.S. Operational Guidelines lists seven guiding principles for effective program operations. The model is based on local data collection and analysis to identify crime, crash, and traffic-related hot spots. Then it starts with building community partnerships to establish support for high-visibility traffic enforcement to get participation that aids development of strategic countermeasures and operational plans. Finally, monitoring, evaluation, and analysis of outcome measures supply feedback for adjustments.

*Integrating "hot spot" technologies to establish effective methods for deploying law enforcement resources through analysis of crash and crime data.*



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**





# TRAINING DIVISION

## FOCUSED TRAINING

### ACTIVE SHOOTER RESPONSE

In 2017, members of the Kentwood Police Department's Special Response Team conducted an active shooter training for members of the Department, as well as local police and fire Departments throughout Kent County. The training took place in the old Sears building at the Woodland Mall. Training included a structured response to an immediate assault or shooting in the building. During the response, officers worked together with fire and first responders, providing security in a rescue triage situation to assist in quickly and safely removing those who may be injured. The training was particularly beneficial because it helped officers work in large spaces with different variables such as escalators and elevators.



### ANNUAL OFFICER IN-SERVICE TRAINING

Every year, sworn officers rotate through a 40-hour, weeklong training program. Training starts in early January and runs through mid-February with rotations of all sworn officers occurring every other week. In 2017, officers received instruction in the following categories:

- Report writing
- Legal updates
- Autism safety
- Firearms standards
- Mental disorder training
- Wellness
- CPR and blood-borne pathogens
- Hazmat updates
- Control tactics
- Taser recertification
- Riot control
- Verbal de-escalation
- Reality-based training scenarios

This training is in addition to the quarterly firearms training that each officer receives. Throughout the year, various officers receive additional training that takes place at locations outside the Department.







# COMMUNITY ENGAGEMENT





# COMMUNITY SERVICES

## COMMUNITY IMPACT

The Community Services Bureau is a multi-faceted Unit responsible for maintaining a high quality of life for the community, providing valuable services and ensuring safety. As part of the Patrol Division, the Community Services Bureau handles the social/community side of policing. Community officers in this Unit are assigned a specific geographical area of the City and work with community groups and businesses to address needs and concerns that may arise. Officers also attend Neighborhood Watch meetings to provide crime and safety information and strengthen community relations. The Kentwood Police Department prides itself on serving the community with excellence and, throughout the years, has developed and nurtured strong relationships with citizens, local businesses, and civic groups.

### CAPTAIN BOCKHEIM

### SERGEANT CONNELL

COMMUNITY SERVICES OFC. ARMSTRONG

COMMUNITY SERVICES OFC. BELK

SCHOOL RESOURCE OFC. AUGUSTYN

SCHOOL RESOURCE OFC. NAWROCKI

TRAFFIC OFC. MORNINGSTAR

TRAFFIC OFC. ROBERTSON

CODE ENFORCEMENT SPECIALISTS (3)

VIPS COORDINATOR (1)

CADETS (2)

In 2017, the Community Services Bureau hosted, as well as participated in, various community events in the City of Kentwood. These included:

- National Night Out
- Maranda Park Party
- Touch-A-Truck
- Trunk-Or-Treat
- Halloween at Woodland Mall
- Toys for Tots
- 4<sup>th</sup> of July Parade
- Celebrate Kentwood – 50<sup>th</sup> Anniversary
- Annual Tree Lighting Ceremony
- Child Safety Seat Checks
- Grand Rapids Metro Cruise
- Metro High School Police Academy
- Easter Egg Hunt
- Summer Concert Series
- Various 5K Races
- ARCH Program
- March is Reading Month





# COMMUNITY SERVICES

## UNITY TOUR



From May 9<sup>th</sup> through 12<sup>th</sup> 2017, Kentwood Police Officer DeGrove, along with hundreds of other bicyclist and support personnel from across the country, participated in the 300-mile Police Unity Tour. The tour, stretching from New Jersey to Washington D.C., assists in raising funds and awareness for the National Law Enforcement Officers Memorial.

The Police Unity Tour is the single largest financial supporter of the Memorial, which bears the names of every law enforcement officer ever to be killed in the line of duty. In 2017, 2.6 million dollars were raised for the Memorial. All 2,500 members honored an officer killed in the line of duty by wearing a bracelet displaying the fallen officer's name and End of Watch date. The bracelets were then given to the fallen officers' families upon arrival to the Memorial.

Officer DeGrove was joined by numerous officers from the Muskegon and Walker Police Departments, the Kent and Ottawa County Sheriffs' Departments, and Grand Rapids Community College.



**TEAM WEST MICHIGAN**





# COMMUNITY SERVICES

## COMMUNITY EVENTS

### TOYS FOR TOTS



The Kentwood Police Department was very proud to have been a part of the Toys for Tots non-profit toy drive during the 2017 holiday season. The Department worked with local schools and neighborhood leaders to create a list of families in need. Officers assisted in the collection and distribution of various games and toys for several Kentwood schools and local organizations. We were able to provide toys for 168 children!



*Left to Right: Ofc. Belk, Code Enforcement Specialist Leedy, Code Enforcement Technician Novakoski, Sgt. Connell, Property Manager Barger, Cadet Rettig, Cadet Bussell, Ofc. Augustyn, Ofc. J. Morningstar*

### SANTA PARADE



*Top Left to Right: Deputy Chief Roberts, Ofc. T. Smith, Sgt. Dalziel, Chief Hillen*

On December 8, 2017, the City of Kentwood celebrated the Annual Christmas Tree Lighting at the Kentwood Library. This event began with a holiday parade down Breton Avenue. Chief Hillen and Deputy Chief Roberts both spent time planning and decorating police cruisers to participate in the parade. Chief Hillen lined his cruiser with colorful lights, glow sticks, garland, and a large snowman. He led the parade by playing "Frosty the Snowman" from his patrol car as visitors cheered. Deputy Chief Roberts lined his cruiser with icicle lights, as well as a large Santa Claus on the roof. After the parade, several officers were on hand to watch the Christmas Tree Lighting, sing Christmas carols, hand out stickers, and take pictures with Santa.



### CELEBRATE KENTWOOD



In August 2017, the City of Kentwood celebrated its 50th anniversary. A large celebration was held behind City Hall with games, community booths, a car show, beer garden, cultural acts, live music, and a wide array of delicious food trucks!

The event ended with an outstanding fireworks display. Kentwood police officers were on sight patrolling the area and greeting citizens. It was a well attended event, and we look forward to future celebrations!



*Ofc. Hundey & Ofc. Vigen on foot patrol*



*Chief Hillen at the Breton Farmers Market*

# COMMUNITY SERVICES

## COMMUNITY EVENTS



### TRUNK-OR-TREAT



The Kentwood Police Department participated in several Halloween events, including Trunk-or-Treat activities at the Department of Public Works Fall Festival, Princeton Estates, and Woodland Mall. Officers also set up police cruisers around the City on Halloween and passed out candy to provide a fun and safe Trick-or-Treat experience for the children of Kentwood.



### TOUCH-A-TRUCK

Each year, the Kentwood District Library hosts an event called Touch-A-Truck at City Hall where children of all ages have the opportunity to get up close and personal with many of the various motorized vehicles that the City of Kentwood uses to serve the community. A police cruiser and motorcycle are on display providing children the opportunity to learn more about these vehicles, how they operate, and their importance, as well as interact with our officers. We look forward to this event every year!



### NATIONAL NIGHT OUT



In 2017, the Community Services Bureau lead Kentwood's 33<sup>rd</sup> Annual National Night Out. As a Department, we anxiously look forward to this fun and exciting event every year! National Night Out is an extension of the Neighborhood Watch program which encourages neighbors to gather together, and meet with community leaders as well as Police and Fire Department personnel. It is a national effort that promotes community interaction and partnerships. It is crucial in developing local anti-crime efforts, strengthening neighborhood spirit and bridging the gap between the police and community. We thank all the communities for doing their part in keeping Kentwood a wonderful community in which to live, work, and play. Officers attended various neighborhood gatherings which had a fantastic turn out from the community. Thank you to all the community members and residential communities who help in making this event such a success!





# 2017 NATIONAL NIGHT OUT





# COMMUNITY SERVICES

## TRAFFIC UNIT



Traffic officers assigned to the Community Services Bureau are responsible for selective traffic enforcement, investigating serious and fatal traffic crashes, conducting traffic studies as needed in the community, court and prison transfers, obtaining traffic-related warrants and maintaining the Department's Preliminary Breath Test Equipment and Breathalyzer equipment. Traffic officers are committed to making a positive impact on traffic safety. In 2017, the traffic officers were called out on seven occasions.



NUMBER	ACCIDENT TYPE	INJURY LEVEL
1	Car vs. Car	Serious
2	Car vs. Pole	Serious
3	Car vs. Pedestrian	Fatal
4	Car vs. Pedestrian	Serious
5	Car vs. Car	Serious
6	Car vs. Pedestrian	Fatal
7	Car vs. Car	Fatal

Figure 2.6

The Traffic Unit also completed the following traffic engineering studies:

- 25 roadway traffic counts required by the Grand Valley Metro Council
- 23 local street studies
- 5 traffic control orders

These traffic studies are conducted to ensure community streets in the City are in compliance with state and federal guidelines for traffic safety. Due to changes in the speed limit law in January 2017, the Traffic Unit reviewed every street in the City of Kentwood. Traffic studies were completed where necessary and to meet the new legal requirements.

The Kentwood Police Department speed monitoring trailer underwent maintenance and refurbishing in the spring of 2017. It received new paint, decals, and minor repairs were made. Service was completed in July and it was placed in 11 different neighborhoods from July 6 through November 3, 2017. The Traffic Unit was able to place the speed monitor in every neighborhood that put in a request in 2017.

# COMMUNITY SERVICES

## HONOR GUARD



*Ofc. J. Morningstar, Ofc. D. Bachman, Det. D. Cline, Ofc. S. Degrove, Sgt. N. Dalziel, Cpt. S. Morningstar, Ofc. R. Smith, Sgt. J. Connell*

The Kentwood Police Department's Honor Guard is a volunteer squad of sworn members of the Department who have been trained in ceremonial activities honoring the United States, the State of Michigan, the City of Kentwood and their representatives, and, on occasion, their fallen comrades.

The Kentwood Police Department participates in the Kent County Metro Honor Guard, along with the Grand Rapids, Walker, Wyoming, and Grandville Police Departments, Kent County Sheriff's Department, East Grand Rapids Department of Public Safety and the Grand Rapids Community College Police Department. The Kentwood Police Department's Honor Guard renders appropriate honors to police officers who have lost their lives and represents the Kentwood Police Department at formal and solemn occasions.

Participation in the Honor Guard is a commitment to train in a variety of protocols ranging from posting of the colors at City functions to participating in funeral ceremonies for fallen officers. The Kentwood Honor Guard, supervised by Sergeant J. Connell, consists of eight members who are highly motivated and consistently maintain high standards of conduct and display an aptitude for ceremonial duties.



SERVICE  
HONOR  
COMMUNITY





# COMMUNITY SERVICES

## SCHOOL RESOURCE OFFICER



# SRO NAWROCKI



*SRO Nawrocki speaking to students on the dangers of alcohol abuse.*



Over the course of the 2017 school year, School Resource Officer Nawrocki has become an integral part of the Crestwood Middle School staff. SRO Nawrocki has proactively worked to reduce student absenteeism by speaking to students regarding the importance of education. Throughout the year, he has presented on several different topics including the dangers of alcohol, laws and rules, “violence does not belong in my school” and bullying. SRO Nawrocki also worked closely with the Positive Behavioral Interventions and Support (P.B.I.S) team at Crestwood. He partnered with Walmart and was able to get two bicycles donated to Crestwood Middle School. These bikes were then given away to two students who have demonstrated exceptional positive behavior throughout the school year. SRO Nawrocki visited over 25 classrooms at various schools during March for National Reading Month to read aloud to students. During the summer, he presented multiple topics to the Crestwood ARCH program and has demonstrated and displayed equipment from the Special Response Team. He actively participates in safety drills and assisted with the update of safety plans and procedures to ensure the educational safety of the students at Crestwood Middle School and those in the Kentwood Public School District. SRO Nawrocki additionally assists with community service events and is a member of the Kentwood Police Department’s Special Response Team.

*“Being a School Resource Officer is a unique role in law enforcement in that it provides officers the opportunity to be present in the schools and spend time building positive relationships with students. I thoroughly enjoy watching the students progress throughout the school year, both in their personal and academic development.”*

*- School Resource Officer Nawrocki*



# COMMUNITY SERVICES

## SCHOOL RESOURCE OFFICER



# SRO AUGUSTYN

In 2017, School Resource Officer Augustyn has positively impacted the lives of many students at Valleywood Middle School. Besides being a friendly face in the hallways, SRO Augustyn educated on various topics. These included: cyber safety, the role of a police officer in society, laws, current events surrounding youth, culture, injury prevention, the effects of alcohol, and driver responsibility. He also spoke at four different drivers' education classes regarding the responsibilities of a young driver. He partnered with Metro Health to bring a safe passenger presentation to the entire student body of Valleywood Middle. He facilitated and instructed at the Metro High School Police Academy, helped with a summer program, and gave various presentations to the Kentwood ARCH program. He partnered with Helen Devos Safe Kids and participated in several child safety seat events as a certified child safety seat installer. He facilitated the Toys for Tots program in partnership with the schools, police departments, and Toys for Tots organization. For National Reading Month, SRO Augustyn visited various elementary schools to read to students. He has received certifications in basic and advanced SRO school. He actively participates in safety drills and assisted with the update of safety plans and procedures to ensure the educational safety of the students at Valleywood Middle and those in the Kentwood Public School District.

*"I have built valuable relationships with the students and families of Valleywood Middle who now see officers from the Kentwood Police Department in a positive light. I have also partnered with the staff of Valleywood Middle to reduce absenteeism and truancy among students and emphasize the value of middle school education as it relates to successes in life."*

- School Resource Officer Augustyn





# COMMUNITY SERVICES

## CODE ENFORCEMENT



Code enforcement is part of the Community Services Bureau of the Kentwood Police Department. Code enforcement consists of one full-time civilian code enforcement specialist and two part-time civilian Code Enforcement Technicians, as well as two police cadets. These employees collaborate with other City Departments to obtain code compliance on various residential and business properties throughout the City of Kentwood. They also actively assist in educating the community and raise awareness concerning ordinance violations by attending monthly neighborhood association meetings, as well as various community organizations.

The code enforcement team responded to 2,185 complaints in 2017. Compared to 2016's total of 2,651 complaints, this shows a 21% decrease. Code enforcement boasts an 86% compliance rate. Whenever possible, the approach is to inform, educate and help improve compliance and not to penalize. Community members are encouraged to contact the Community Services Bureau with questions or concerns regarding code regulations.

### MOST PREVALENT CODE COMPLAINTS IN 2017

#### GRASS & WEEDS



Lots must be landscaped with grass. Lots cannot substitute gravel, wood chips or other non-vegetative materials for grass. This does not include the allowance for the decorative use of such materials. With some minor exceptions, such as undeveloped lots in developing sub-divisions, lots must have their grass mowed and may not have grass growth over six (6) inches in height.

#### PARKING VIOLATIONS



Vehicles may be parked legally on City streets. Vehicles parked in the front yard may be parked within enclosed garages, upon a driveway, or under a carport. Vehicles cannot be parked in the right-of-way (the section between the sidewalk and street) or on the grass. Between November 15 and March 15, street parking is not allowed from 1:00 AM to 8:00 AM to allow for snow removal. This applies to all streets in the City of Kentwood.

#### TRASH & JUNK



Garbage containers with tightly-fitted lids must be used for the disposal of household refuse. Such containers shall be stored inside a building, or at the rear or side of a building. Containers should not be placed out for collection before 6:00 PM on the preceding day scheduled for collection. Junk, trash, rubbish or similar materials cannot accumulate on any property. Refrigerators and freezers, when discarded, must have their latches, locks or doors removed from them.

#### JUNK VEHICLES



All vehicles that are stored outside of a garage must bear a current and valid license plate and/or be mechanically operable.

#### EXTERIOR NUISANCE



The storage or accumulation of junk, goods and/or materials is prohibited. The term junk shall include machinery, motor vehicles, unused stoves or appliances stored in the open, remnants of wood, metal or any other material of any kind, whether or not the same could be put to any reasonable use.



# COMMUNITY SERVICES

## CODE ENFORCEMENT

Overall, there was a 21% decrease in code complaints in 2017 in comparison to 2016. Of these complaints, 842 were generated from citizens, 84 from other Kentwood staff, and 1,259 complaints were self initiated by code enforcement.

As shown in Figure 2.7, the majority of complaints from 2017 include, grass and weeds (538), parking violations (412), garbage/trash/junk (292), junk/unlicensed vehicles (247), and exterior nuisance (139).

In comparison to 2016, the largest increase in complaints was observed in the following categories: sign violation – 73%, commercial vehicle violation – 58%, sidewalk hazard – 41%, and exterior nuisance – 37%. Likewise, the largest decrease in complaints was observed in the following categories: snow/ice – 262% decrease, vision obstruction – 167% decrease, stagnant water – 80% decrease, and yard waste & debris – 56% decrease.

Of the complaints from 2017, 1,881 were corrected by the property owner, 106 were found to not be in violation at the time of inspection, 49 were referred to other Departments. Overall, 146 citations were issued, with the majority being due to parking violations. Lastly, 12 properties were corrected by a City contractor in 2017, compared to 23 in 2016.



Code Enforcement Specialist Leedy answering questions at a community meeting

### SERGEANT CONNELL

CODE ENFORCEMENT SPECIALIST LEEDY

CODE ENFORCEMENT TECHNICIAN STREEKSTRA

CODE ENFORCEMENT TECHNICIAN NOVAKOSKI

COMPLAINTS	2016	2017	Difference	% Change
<i>Animal Nuisance</i>	28	21	-7	-33%
<i>Auto Repair/Sales</i>	19	23	+4	17%
<i>Building Maintenance</i>	36	42	+6	14%
<i>Commercial Vehicle Violation</i>	8	19	+11	58%
<i>Exterior Nuisance</i>	87	139	+52	37%
<i>Garbage/Trash/Junk</i>	282	292	+10	3%
<i>Junk/Unlicensed Vehicle</i>	264	247	-17	-7%
<i>Parking Lot Hazards</i>	0	0	0	N/C
<i>Parking Violations</i>	411	412	+1	0%
<i>RV &amp; Equipment Storage</i>	148	123	-25	-20%
<i>Sidewalk Hazard</i>	20	34	+14	41%
<i>Sign Violation</i>	13	49	+36	73%
<i>Snow/Ice</i>	329	91	-238	-262%
<i>Stagnant Water</i>	9	5	-4	-80%
<i>Vision Obstruction</i>	8	3	-5	-167%
<i>Grass/Weeds</i>	763	538	-225	-42%
<i>Yard Waste &amp; Debris</i>	184	118	-66	-56%
<i>Other Minor Violations</i>	42	29	-13	-45%
<b>TOTALS</b>	<b>2651</b>	<b>2185</b>	<b>-466</b>	<b>-21%</b>

Figure 2.7

# COMMUNITY SERVICES VOLUNTEERS



The Community Services Bureau also directs the Department's Volunteers In Police Service (V.I.P.S.) program, which is overseen by one part-time civilian coordinator. Volunteers assist the Department in serving the community in various ways such as road and trail patrol, chaplain programs, records and clerical, special events, and parking enforcement. Volunteers are well trained and prepared for their various roles. The V.I.P.S. seek to provide quality performance as they serve the Kentwood community. Citizens of Kentwood and the volunteers themselves tremendously benefit from the V.I.P.S. program.

In 2017, the V.I.P.S. program remained steady with 40 volunteers, a slight decrease from the previous year. The number of trail patrol reports, parking citations, and warnings increased. Three recruitment/training sessions took place in 2017 for road patrol, trail patrol, and the clerical program.



Volunteers contributed almost 400 more hours in 2017 than 2016. The recruiting of a few very committed trail patrol volunteers played a big role in this. There are additionally several determined volunteers who worked more hours during the City's special events and patrolling twice a week instead of the required once-weekly shift.

## VALUE OF V.I.P.S.

Data from Independentsector.org\* (leadership network for nonprofits, foundations, and corporations) indicated that the estimated rate of volunteer time in Michigan for 2016 was \$23.67 per hour. The monetary value of the V.I.P.S. program in 2017 was \$117,989.03.

*\*The estimated rate of volunteer time for 2017 has not been published.*

V.I.P.S. ACTIVITIES	2016	2017
HANDICAP CITATION	400	510
FIRE LANE CITATION	28	29
<b>TOTAL CITATIONS</b>	<b>428</b>	<b>539</b>
<b>WARNINGS</b>	<b>485</b>	<b>619</b>
CODE ENFORCEMENT	87	59
SITE INSPECTIONS	50	64
VACATION HOUSE CHECKS	116	152
SIGN CONFISCATIONS	410	346
HAZARDOUS CONDITIONS REPORT	4	1
PUBLIC RELATIONS	364	459
CHAPLAIN CALL OUT	4	5
MEDS COLLECTED (LBS)	116.7	113.8

Figure 2.8

AREA	2016	2017
TRAIL	19	15
ROAD	17	18
CHAPLAIN	3	2
CLERICAL	8	5
<b>TOTAL</b>	<b>47</b>	<b>40</b>

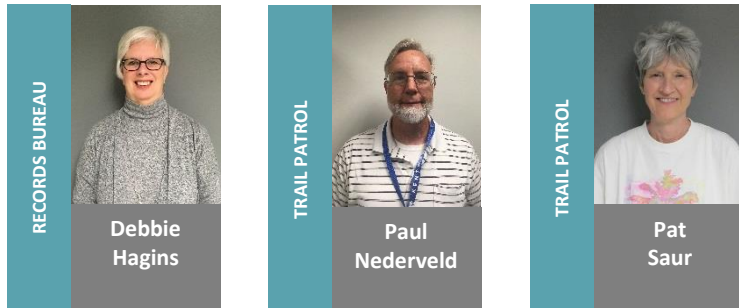
Figure 2.9





# COMMUNITY SERVICES VOLUNTEERS

## NEW VOLUNTEERS IN 2017



## YEARS OF SERVICE



### 24 Years of Service

Ed Lamm retired in 2017 after 24 years. Thank you, Ed, for your service and devoted commitment to the Kentwood Police Department!

### 15 Years of Service

Gordon & Marcia Kelley  
Mary Neumann  
Ruthie Siedlecki

### 5 Years of Service

Margaret Fouse  
Kathy Kehl  
Tom & Betty Schlickman

### 3 Years of Service

Judy Nahs

“As an on-call volunteer police/fire chaplain, I am amazed to learn the dedication of our police officers and firefighters. The reward I receive in supporting them is immeasurable. The characters of KPD and KFD professionals are outstanding. It brings me a great joy to support them in any and every way I can.”

**Michael Baynai, Chaplain**

“People who we interact with really appreciate what we are doing.”  
**Charlie Rossman, Road Patrol Volunteer**

“It’s nice to help people. It is an honor to be a part of this program. I have enjoyed it.”

**Calvin Stroud, Road Patrol Volunteer**

Volunteers assisted in several events in 2017 including the Memorial Day Parade, 4<sup>th</sup> of July Parade, Kentwood Baseball League Parade, Kelloggsville Homecoming Parade, two Drug Take Back Events, the Parks and Recreation Spotlight on Seniors Expo, the Annual Kentwood Tree Lighting, National Night Out, and assisted with the P.R.I.C.E. program.

## VOLUNTEERS IN ACTION



Pam Schichtel and Betty Schlickman at “Spotlight On Seniors” Expo



Tom and Betty Schlickman helped rescue a kitten trapped under the hood of the SUV by Kohl's Department Store



Clerical volunteer, Addie Oyston, is working on Toys for Tots labels



Mike Snyder, Pam Schichtel, & Kathy Kehl during their road patrol shift



Volunteers assisting with the National Drug Take Back Event

# DETECTIVE BUREAU INVESTIGATIONS



The Detective Bureau falls under the Services Division of the Kentwood Police Department and is overseen by Captain S. Morningstar. The Detective Bureau is divided into two investigative Units; General Case and Special Investigations. The General Case Unit is staffed with one sergeant, one clerk, and eight detectives. Six of the detectives in the Unit are assigned to general and major case investigations. One detective is assigned to a multi-agency Combined Auto Theft Team (CATT). Another detective is assigned to the Metropolitan Fraud and Identity Theft Team (MFITT). Individuals assigned to the Detective Bureau are carefully selected sworn officers based on demonstrated dedication and excellence in conducting criminal investigations.

The majority of investigations are initiated and completed by the Patrol Division. When a crime has been committed, a report may be forwarded to the Detective Bureau for further investigation. Cases assigned to the General Case Unit generally conduct “reactive” investigations. That means they receive a preliminary report from a patrol officer and, after determining the existence of certain factors within the report, conduct a follow-up investigation or submit it to the prosecutor’s office to seek criminal charges. Detectives investigate crimes such as homicide, robbery, sexual assault, child abuse, property crimes, missing persons, fraud, domestic violence, narcotic violations, cyber (computer) crimes and any other felony cases involving follow-up investigation.

One area where detectives are specifically responsible for initiating an investigation is in the area of child abuse. Four of the detectives in the General Case Unit have specialized training in the investigation of child abuse, both physical and sexual. One general case detective is the primary investigator in this specialized field. Most of these cases are referred to us by Children’s Protective Services (CPS). Detectives work these cases in cooperation with CPS and specially-trained personnel at the Children’s Assessment Center.

## CAPTAIN MORNINGSTAR

DETECTIVE SERGEANT ROELOFS

DETECTIVE BALDWIN

DETECTIVE CLINE

DETECTIVE COVAL

DETECTIVE GENRICH

DETECTIVE KITCHKA

DETECTIVE NELSON

DETECTIVE SEGARD

DETECTIVE SMIGIEL



*Detective Nelson*

# POLICE LINE DO NOT CROSS



# DETECTIVE BUREAU

## MAJOR CASES



### **CASE #27337-17**

**OFFENSE: HOMICIDE**

**LEAD DETECTIVE: BALDWIN**

During a domestic altercation, the female victim was stabbed by her husband, resulting in her death. The suspect was charged with open murder two days after the incident occurred. This was a group effort by multiple members of our agency.

### **CASE #23048-17**

**OFFENSE: HOME INVASION**

**LEAD DETECTIVES: CLINE & NELSON**

This case was the culmination of a great deal of investigation. We only got a few misdemeanor warrants on our cases, but Det. Cline and Det. Nelson were able to get intel placing our suspects at a B&E in Grand Rapids and a Home Invasion in Grandville, which will all be charged.

### **CASE #20953-17**

**OFFENSE: LARCENY BY CONVERSION – \$20,000**

**LEAD DETECTIVE: COVAL**

The suspect was an investor and “builder”. It was determined through six weeks of investigation and numerous search warrants that he had sold the SAME house in Muskegon Heights to three different people. A Kentwood citizen lost \$55,000.00. The suspect has been arrested.

### **CASE #25980-17**

**OFFENSE: HOME INVASION**

**LEAD DETECTIVE: SMIGIEL**

Officers responded to a home invasion in which two high-end bicycles were stolen from an attached garage. The bicycles were located on a buy/sell website during the investigation. Both of the bicycles were recovered and the suspect confessed to the home invasion and was charged.



# DETECTIVE BUREAU

## MAJOR CASES



**CASE #13196-17, #13215-17**

**OFFENSE: ARMED ROBBERY**

**LEAD DETECTIVES: BALDWIN & CLINE**

Detective Baldwin and Detective Cline worked together in the investigation of two armed robberies at the QuikStop on 48<sup>th</sup> St SE and the McDonalds on 44<sup>th</sup> St SE. After several search warrants, charges were obtained on two suspects for Armed Robbery and Felony Firearm. One suspect has been arrested on warrants; the other suspect is still outstanding despite efforts by the Fugitive Task Force to locate and arrest him.

**CASE #26470-17**

**OFFENSE: WEAPONS OFFENSE**

**LEAD DETECTIVE: CLINE**

The suspect was arrested and charged with Carrying a Dangerous Weapon with Unlawful Intent, CCW, and Felonious Assault after bringing multiple weapons to his place of employment. The suspect brought a handgun and a long gun onto property to threaten the victim on two separate occasions. Search warrants were executed with guns and ammunition being located.



**CASE #2100-17**

**OFFENSE: CHILD ABUSE**

**LEAD DETECTIVE: KITCHKA**

A baby suffered spiral fractures to its leg a few months after being adopted. The investigation determined that the adoptive/foster mom was responsible for the injuries. She was arrested and charged with child abuse.

**CASE #27205-17**

**OFFENSE: SHOOTING**

**LEAD DETECTIVE: KITCHKA**

Officers were dispatched to a shooting that had occurred in the roadway. Further investigation determined that the suspect shot the victim during a drug deal. Drugs and multiple guns were recovered. The suspect was convicted with Possession of a Firearm by a Felon and Felony Firearm, a maximum seven-year sentence.



# PROFESSIONAL STANDARDS

## RECORDS BUREAU



As technology marches forward, the Kentwood Police Department Records Bureau is always evaluating and enhancing our techniques for records management. There will always be a need for paper documents; however, technology has made the storage of these actual documents less necessary. The experienced and dedicated staff of the Records Bureau include four full-time employees. Records Bureau staff support the administration, officers, public, other law enforcement agencies, as well as citizens at the front desk. The processing of police reports is always our priority. Crime statistics must be accurate and submitted in a timely manner. While technology makes processing faster and more efficient, it will never replace the watchful eye of a personal review.

In addition to data processing, the Records Bureau also handles all walk-in requests for service. This includes tasks such as fingerprinting, releasing reports, registering sex offenders, issuing firearm purchase permits and fielding walk-in reports. In 2017, the Kentwood Police Department received over 18,900 calls for service. This resulted in over 5,200 cases which had to be processed. These cases include written statements, pictures, diagrams, and other paper documents which must be scanned to be made part of the permanent, electronic case. Each criminal case must be checked for completeness, accuracy and prepared for submission to State and FBI databases. Our on-line police report system, CopLogic, collects information on minor crimes. This is another area where technology has enabled us to have officers available for more serious calls and proactive patrols, while keeping an accurate picture of all criminal activity. In 2017, there were 1,759 police reports filed through our online self reporting system. This resulted in a savings of over 2,600 patrol hours and \$70,000 in wages.

As with most police agencies, our request for reports under Michigan's Freedom of Information Act (FOIA) continue to occupy a large amount of our time. In 2017, we processed 370 FOIA requests, up from 331 in 2016. Before releasing any documents or video, they are carefully scanned and an individual's personal information, as well as anything obtained from the Michigan Law Enforcement Information Network (LEIN) are removed.

### CAPTAIN LITWIN

RECORDS MANAGER PIERMAN

RECORDS CLERK FRIES

RECORDS CLERK GINEBAUGH

RECORDS CLERK KASUNIC

RECORDS CLERK TETT

Description	Amount	Sales
Accident Report Sales	303	\$1818.00
On-Line Accident Report		\$8962.50
Fingerprinting	948	\$14,200.00
Police Reports	329	\$1,974.00
Record Checks	194	\$1,164.00
FOIA Fees	139	\$4,815.04
Notary Fees	168	\$840.00
Liquor License Fees	8	\$400.00
Miscellaneous Fees	14	\$101.00
Sex Offender Fees	135	\$2,680.00
Bond Handling Fees	133	\$1,330.00
<b>TOTAL ADMINISTRATION FEES</b>		<b>\$38,284.54</b>
Mandated State Fees Collected	666	\$19,980.00
Mandated State Sex Offender Fees	134	\$4,020.00
Mandated FBI Fees Collected	651	\$9,429.00
<b>TOTAL FEES COLLECTED</b>		<b>\$33,429.00</b>
<b>INCOME GRAND TOTAL</b>		<b>\$71,713.54</b>

Figure 2.9



# PROFESSIONAL STANDARDS

## EVIDENCE & PROPERTY

The Evidence and Property Unit of the Kentwood Police Department is overseen by Captain Litwin of the Professional Standards Division. The property room is managed by one full-time civilian property manager who is responsible for ensuring that evidence items are properly tracked and monitored for court exhibits, discovery, and laboratory examination. The property manager receives, catalogs, safely stores and maintains the integrity of evidence, found items, and property for safekeeping. The property manager is additionally relied on by the Kentwood Police Department to maintain security and control of the property room and is responsible for the storage, safekeeping, release and disposal of all property and evidence which comes under control of the Kentwood Police Department.

There are a number of guidelines driven by statute that the property manager must know and understand in order to be in compliance with Michigan and national law enforcement best practices in the evidence/property function. It is the property manager's responsibility to stay current on evolving trends and ensure that ongoing training is provided for officers and civilian staff. The Unit has constant checks and balances including audits and inventories which are performed throughout the year to assure all policies and procedures are being followed.

The property manager currently inventories nearly 7,000 pieces of evidence and property and sends hundreds of items to be auctioned or properly disposed of each year.

### PERScription DRUG TAKE BACK EVENT

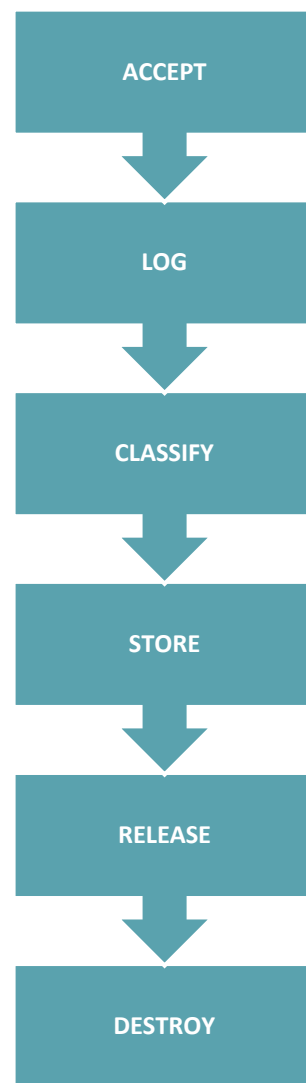
The Kentwood Police Department recognizes the need for community members to have a secure location to safely dispose of unused and/or unwanted prescription medications. In 2017, the Volunteers in Police Services program facilitated in the organization of two Drug Take Back Events.

By providing a secure location for medication disposal, we can help in reducing the amount of unused and/or expired prescription drugs from being accidentally or intentionally ingested by children. Moreover, doing so reduces the likelihood that these drugs will be bought and sold illegally, and it additionally reduces disposal of these drugs into landfills and sewer systems that can be harmful to the environment.

We continuously accept unused and/or expired prescription medications at the drop off location in the Kentwood Police Department lobby located at 4742 Walma Ave SE. You are welcome to bring any unused and/or expired prescription drugs to the lobby for safe disposal during regular business hours, Monday – Friday, 9:00 AM – 4:30 PM. Please note that we do not accept any liquids or sharp objects.



Over 65lbs of unwanted drugs were collected in 2017 at the Drug Take Back Events.



*A primary assignment of the property manager is to accept, log, classify, store, dispense, destroy and release property and evidence.*



# PROFESSIONAL STANDARDS CONDUCT REVIEW



The Kentwood Police Department holds the law, its internal policies, and the conduct of its employees in high regards. There are many checks and balances built into our operations that assure quality, accuracy and consistency. One way to insure that our level of integrity is maintained is by responding to, and thoroughly investigating complaints made by citizens and our employees. We diligently investigate all complaints made by citizens and employees. We will continue to train, monitor, and expect excellence in regards to the performance of our employees as they carry out our mission and serve our community with excellence.

The Kentwood Police Department conducted two internal investigations during 2017. One of the two formal complaints was originated by the Kentwood Police Department supervisors. These complaints include one policy violation and one improper stop investigation.

One of these complaints was sustained. Corrective action was subsequently taken to correct the behavior in that case. The other investigation was determined to be unfounded.

COMPLAINT TYPE	AMOUNT
POLICY VIOLATION	1
MISCONDUCT CONCERNS	1
USE OF FORCE INVESTIGATIONS	0

Figure 3.0

## INTERNAL INVESTIGATION PROCESS

Throughout 2017, we received inquiries, questions and concerns from the community we serve. These issues are often resolved by Kentwood Police Department supervisors to the satisfaction of the reporting parties. Many times, this just requires an explanation of our policy and procedures. In other cases, where a significant policy and/or procedure violation may have occurred, or some other form of inappropriate action is alleged, a formal internal investigation is assigned.

Internal investigations can be initiated by a citizen complaint or they can be initiated by a supervisor. The purpose of an internal investigation is to find facts related to an alleged wrong-doing so that the best corrective action can be taken to ensure this type of activity does not continue in the future.

When an internal investigation is assigned and completed, the facts are reviewed by Command Staff. There are four types of dispositions that can be assigned to the investigation. These dispositions include “unfounded” (event did not occur), “not sustained” (insufficient evidence or information to make a determination), “exonerated” (event did occur but the employee acted within the law, policy and/or procedure), and “sustained” (event did occur and the employee was responsible for the improper act alleged or a different improper act).

Regardless of the outcome, the original complainant will be notified of the outcome and if any corrective action was taken. Corrective action can be accomplished in several ways depending on the specific facts and circumstances of each case. Action taken may include re-training, counseling, discipline or even termination.

# PROFESSIONAL STANDARDS

## USE OF FORCE



In 2017, Kentwood police officers used force during 55 incidents. Each use of force incident was reviewed by the Kentwood Police Department Command Staff, and all were found to be in compliance with legal and Departmental standards. Additionally, officers euthanized injured deer with a firearm 21 times. The chart below depicts the yearly use of force incidents for the past five years. Of the total number of arrests made in 2017, use of force was used less than 3% of the time.

**Use of Force Yearly Comparison**

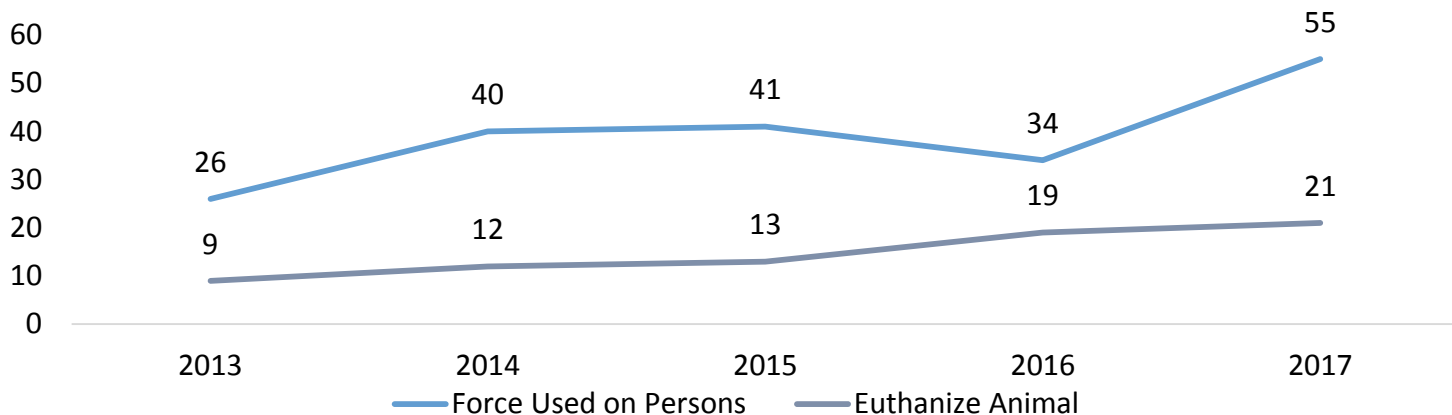


Figure 3.1

The chart below shows a five-year comparison (2013-2017) of the primary reason for each use of force. While there may be several reasons why an officer used force during a particular situation, the primary reason is documented below.

REASON	2013	2014	2015	2016	2017
Arrest	16	30	25	22	26
Defend Self	5	1	7	4	9
Defend Another	1	0	0	1	8
Prevent Violent Felony	1	2	3	0	3
Felony Car Stop	2	4	0	5	4
Restrain for Subject's Safety	1	1	4	1	4
Euthanize Animal	9	11	11	18	21
Other	0	3	4	2	1
<b>TOTAL</b>	<b>35</b>	<b>52</b>	<b>54</b>	<b>53</b>	<b>76</b>

Figure 3.2



# PROFESSIONAL STANDARDS

## POLICE CADET PROGRAM



### CAPTAIN LITWIN

CADET BUSSELL

CADET BYLSMA

CADET HARRIS

CADET RETTIG

CADET SMART

CADET SMITH

CADET TRAVIS

CADET WIEBER

Police cadets are assigned to different Bureaus throughout the Kentwood Police Department to aid sworn and civilian employees with various duties to serve the citizens of Kentwood. The main duties of a police cadet include: data entry, handling walk-in non-emergency reports, fingerprinting, processing firearm purchase permits, assisting with code enforcement, and maintaining the Department's false alarm database.

The Kentwood Police Department Cadet Program has launched many careers in law enforcement and related fields for various young, talented men and women throughout West Michigan. This unique program provides eligible students from local universities studying in the field of criminal justice the opportunity to gain hands-on experience with the Kentwood Police Department.

Cadets observe real world situations with citizens in various states of need or crisis. This experience allows them to develop their decision making, critical thinking, and communication skills, preparing them for a career in the criminal justice system. Additionally, cadets ride along with officers, observing the day-to-day functions of a law enforcement officer. Each cadet must maintain full-time enrollment status, as well as high academic standards.



Top Left to Right: Cadet Rettig, Cadet Wieber, Cadet Bylsma, Cadet Smart, Cadet Bussell, Cadet Travis, Cadet Smith.

### Police Cadet Duties

- Data Entry
- Walk-in Accident Reports
- Online Reports
- Fingerprinting
- Firearm Purchase Permits
- Code Enforcement
- Maintain False Alarm Database

# RECRUITMENT EDUCATION & TRAINING



## WEST MICHIGAN METRO HIGH SCHOOL POLICE ACADEMY

The Metro High School Police Academy annually provides a week long, 50-hour program to high school students who have an interest in a career in law enforcement. The purpose of this academy is to provide an interactive learning experience. The training students receive ranges from scenario training to traffic enforcement.

The academy introduces an appreciation for the value of teamwork, cooperation in attaining group objectives, and exposes students to the various components which make up the law enforcement community. Kentwood officers, as well as other departments, work meticulously to assure that students receive an informative and accurate program. The effort is greatly appreciated and continues to be a staple in community outreach efforts.

The academy is made possible by combined efforts from the Grandville Police Department, Kentwood Police Department, Kent County Sheriff's Department, Walker Police Department, Wyoming Department of Public Safety, East Grand Rapids Public Safety, Rockford Department of Public Safety, Grand Rapids Police Department, Michigan State Police, Grand Valley State University Public Safety, Grand Rapids Community College Police Academy and GRCC Police Department. Due to commitment from local area agencies, the program is provided at no cost to the participants.



# RECRUITMENT EDUCATION & TRAINING



*Cadet Bussell speaking to members of the West Michigan Metro High School Police Academy.*

## KENT CAREER TECHNICAL CENTER

The Kent Career Technical Center (KCTC) is a criminal justice mentoring pilot program for young high school students. It aims to connect students with professionals in the criminal justice field who will assist students with law enforcement education and career planning. Throughout 2017, community officers frequented KCTC to assist with curriculum, career planning, resume writing, and law enforcement education. In addition, KCTC students gain information about the Police Cadet Program, which serves as a stepping stone into their career in law enforcement once they begin their college education.

## RECRUITMENT TEAM

In 2017, the Kentwood Police Department established a team of officers specifically aimed at recruiting police officers and police cadets. The team consists of six officers who have taken on additional duties to visit various schools, colleges, and universities throughout the State of Michigan. Officers meet with prospective individuals pursuing a career in law enforcement to discuss the many benefits of choosing a career with the Kentwood Police Department.



*Left to Right: Ofc. Wolterink, Ofc. Turmell, Sgt. Hartman, Ofc. Bylsma, Ofc. Conner, Ofc. Smith*

In addition, the recruitment team members spend time visiting various police academies to meet with current recruits, as well as program directors, to build relationships and share information about the Kentwood Police Department. The recruitment team has already demonstrated to be productive in increasing a qualified and diverse pool of applicants in our most recent hiring process. As time goes on, the need to be progressive in searching for qualified candidates is imperative. We are seeking officers with high integrity and character to serve our community with excellence. Team members with great attitudes and a desire to problem solve in our diverse community is of the utmost importance. The recruitment team assists in this by being proactive and sharing a unified vision of the overall recruitment goals of the Kentwood Police Department.

# PROMOTIONS

## DEPUTY CHIEF ROBERTS



Captain Roberts was promoted from Patrol Division Captain to the position of Deputy Police Chief in August of 2017. Deputy Chief Roberts is a 30-year veteran with the Kentwood Police Department. He began his law enforcement career in 1983 with the City of Roosevelt Park. He additionally served as an officer at the Kent County Sheriff's Department. He began his career with the Kentwood Police Department in 1987, initially as a police paramedic. He is a graduate of Grand Rapids Community College, as well as Northwestern University's School of Police Staff and Command.

During his 30 years at the Kentwood Police Department, Deputy Chief Roberts has served in many different assignments giving him a diverse knowledge of police operations. In addition to being a paramedic, he also served as a detective, a field training officer (FTO), FTO supervisor, road patrol supervisor, Staff Services Bureau supervisor, Detective Bureau supervisor, as well as served on the Crisis Negotiating Team.

*"Deputy Chief Roberts has been an integral part of our internal Leadership Development Program at the Kentwood Police Department. He has mentored several sergeants, and I have seen him grow significantly in his own career during this time."*

*- Thomas G. Hillen, Chief of Police*

In 1993, Deputy Chief Roberts was recognized by the City of Kentwood as the Officer of the Year. In 1995, he was promoted to the rank of sergeant and, in 2012, to the rank of captain. As a captain assigned to Patrol Division, his first assignment was to implement D.D.A.C.T.S as our operational model. Deputy Chief Roberts did an outstanding job in implementing this change.





# PROMOTIONS

## CAPTAIN BOCKHEIM

Captain Bockheim was promoted to the position of captain in September of 2017, assuming the duties of Patrol Division Commander.

After graduating from West Catholic High School in 1986, Captain Bockheim attended Western Michigan University where he earned a Bachelor of Science Degree in Criminal Justice. Captain Bockheim successfully completed Kalamazoo's Regional Police Academy in 1990. He began his career in law enforcement as a seasonal officer with the Cadillac Police Department. Captain Bockheim was hired full time with the St. Joseph Police Department in October 1991, where he worked until he began his employment with the City of Kentwood on December 19, 1994.

Captain Bockheim has had a long and distinguished career as a 23-year veteran of the Kentwood Police Department. He has served in many positions in the Department, including canine handler, community services officer, school resource officer, special response team member and field training officer. He has received many letters of appreciation and commendation, several safe driving medals and, in 2010, was named Officer of the Year. Captain Bockheim was promoted to the rank of sergeant in 2013, serving the Patrol Division.

We are excited to have Captain Bockheim as part of our leadership team and are confident that he will do an outstanding job for the City of Kentwood and its residents.





# PROMOTIONS

## CAPTAIN MORNINGSTAR



Captain Stephanie Morningstar was promoted to captain in December, assuming the duties of the Services Division Commander. She is the first female to be promoted to the position of captain in Kentwood Police Department history.

Captain Morningstar is a graduate of Grand Valley State University, where she earned her Bachelor's Degree in Criminal Justice, as well as attended the police academy. She began her career in law enforcement in 1997, where she served as an officer with the Canton Police Department. She then accepted a position as an officer with Kentwood in July 2000.

During her career with Kentwood, Captain Morningstar has served in various roles, including the Patrol Unit and Detective Bureau. She has additionally, served as an honor guard member, a field training officer, a precision driving instructor, and physical fitness coordinator. She was influential in the development of the P.R.I.C.E. program which has shown to be an outstanding success. Captain Morningstar also teaches as an adjunct professor at Grand Rapids Community College in their police academy.

*"I am confident that Captain Morningstar will bring an incredible work ethic, new ideas and diversity to our leadership team."*

*- Thomas G. Hillen, Chief of Police*





# PROMOTIONS

## SERGEANT UNSELD

Sergeant Unseld was promoted to sergeant in February 2017, assuming the duties of road patrol sergeant. Sergeant Unseld is a graduate of Kelloggsville High School. Prior to graduation, he enlisted with the United States Army Reserve. He has continued his dedicated service to his country and currently holds the rank of command sergeant major. Sergeant Unseld has been awarded numerous medals and commendations. He has also served two combat tours, Operation Desert Storm & Shield in 1990 and Operation Iraqi Freedom III in 2005. He started his law enforcement career in 1994 with the City of Hudsonville Police Department. While at Hudsonville, he was promoted to the rank of sergeant. During this time, he attended both Grand Rapids Community College and Eastern Michigan University's School of Police Staff and Command. In 2003, he was hired by the Kentwood Police Department as a road patrol officer. During his 13 years with the Kentwood Police Department, he has held several different assignments including patrol officer, traffic services officer (as an accident investigator), detective, range officer, as well as a detective with the Metropolitan Combined Auto Theft Team (CATT). In 2012, he received his Master of Science Degree in Administration of Justice & Security from the University of Phoenix. We are excited to have Sergeant Unseld as part of our leadership team and are confident that he will do an excellent job in assuring the success of our officers.



# PROMOTIONS

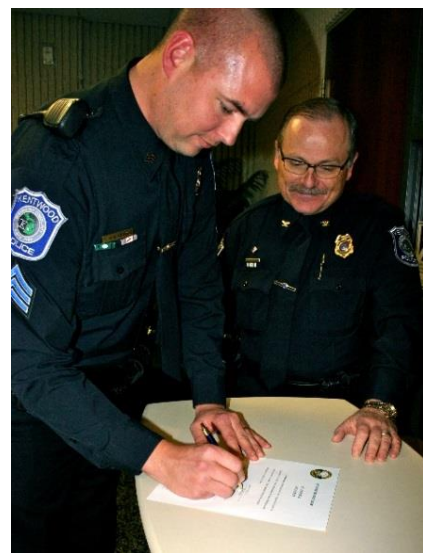
## SERGEANT WIERENGA



Officer Wierenga was promoted to sergeant in November of 2017, assuming the position of road patrol sergeant. Sergeant Wierenga was born and raised in Holland, Michigan where he attended Holland High School. He went to Ferris State University where he graduated with an Associate's Degree in Criminal Justice.

Sergeant Wierenga began his career as a corrections officer for the Ottawa County Sheriff's Office. His passion for law enforcement grew throughout his career, prompting him to attend the police academy through Grand Rapids Community College. Sergeant Wierenga was hired as a police officer with the Kentwood Police Department in 2011.

Sergeant Wierenga has been very active in his career at Kentwood, serving as a patrol officer, Staff Services Bureau training officer, field training officer for new recruits, as well as a dedicated member of the Special Response Team. Sergeant Wierenga has excelled in every position he has held and exemplifies the characteristics of an outstanding law enforcement officer. In his off-duty time, he serves as an adjunct professor at Grand Valley State University's Police Academy. In addition, he is an avid outdoorsman and enjoys hunting and fishing. We are excited to have Sergeant Wierenga as part of our leadership team and are confident he will do an outstanding job for the City of Kentwood and its residents.





# NEW HIRES POLICE CADETS

In 2017, the Kentwood Police Department hired five police cadets (Cadet J. Bylsma, Cadet K. Bussell, Cadet M. Smith, Cadet A. Harris and Cadet P. Travis) to assist with the various functions of the Police Department.

Police cadets are assigned to different Bureaus throughout the Kentwood Police Department (front desk, Staff Services Bureau, Community Services Bureau, Traffic Unit) to aid sworn and civilian employees with various duties to serve the citizens of Kentwood.

The main duties of a police cadet include: data entry, handling walk-in non-emergency reports, fingerprinting, processing firearm purchase permits, assisting with code enforcement, and maintaining the Department's false alarm database. Cadets additionally assist in yearly training for the officers.

Police cadets are studying Criminal Justice or a related field at various colleges and universities in West Michigan.



CADET BYLSMA

*Cadet Bylsma started in March 2017. He is currently enrolled at GRCC, attending the police academy.*



CADET BUSSELL

*Cadet Bussell started in January 2017. He is currently studying Criminal Justice at Grand Valley State University.*



CADET SMITH

*Cadet Smith started in April 2017. She is currently studying Criminal Justice at Ferris State University.*



CADET HARRIS

*Cadet Harris started in July 2017. She is currently studying Criminal Justice at Ferris State University.*



CADET TRAVIS

*Cadet Travis started in October of 2017. Travis joined the Marines in late 2017.*



# NEW HIRES

## SWORN OFFICERS



Alex Carey was hired in as a police officer with the Kentwood Police Department in April 2017. Officer Carey was born in Grand Rapids, Michigan and graduated from Kenowa Hills High School. Officer Carey attended Grand Valley State University, where he graduated with a Bachelor's Degree in Criminal Justice in 2013. Additionally, he attended and graduated from the Grand Valley State University Police Academy in 2016. Officer Carey did seasonal work for the Kent County Sheriff Marine Patrol in 2015 and became a certified law enforcement officer with the Marine Patrol after graduating the police academy in 2016. We are excited to have Officer Carey joining our Department and are confident that he will do an outstanding job for the City of Kentwood and its residents.





# NEW HIRES

## SWORN OFFICERS



Quinn D'Ascenzo was hired as an officer with the Kentwood Police Department in November 2017. Officer D'Ascenzo is a recent graduate of Spring Arbor University, where he received his Bachelor of Arts Degree in Criminal Justice and served as a member of the Alpha Kappa Delta National Honor Society. Additionally, he graduated from the Wayne County Regional Police Academy in 2017. His interest in law enforcement began in high school when he was developing a presentation for his senior thesis. He worked with a Michigan State Police detective in creating a project titled the "CSI Effect". He even created mock crime scenes and investigative reports which were presented to the entire high school. We are thrilled to have Officer D'Ascenzo joining our Department and look forward to the service he will provide our citizens in years to come.



# 2017 AWARDS & RECOGNITION



## *DISTINGUISHED SERVICE MEDAL*

### *OFFICER MENDEZ*

The Distinguished Service Medal was presented to Officer Mendez for his actions in dealing with an armed bank robber. After robbing a bank in Wyoming, the suspect eluded police until a GPS device indicated his position. Officer Mendez, and others, moved in on the suspect. The suspect fled on foot in a residential area. Officer Mendez exited his vehicle and pursued the suspect on foot knowing he was armed and dangerous. Officer Mendez ordered the suspect to stop and discharged his Taser. The suspect fell to the ground, rolled to his side and produced a pistol. The suspect fired first attempting to kill the officer. Officer Mendez dropped his Taser, transitioned to his firearm and returned fire. Officer Mendez would wound the suspect neutralizing him. Not wanting to be captured, the suspect took his own life. Officer Mendez is to be commended for his brave and quick actions. This award was presented on behalf of a grateful community and Department for a job well done.

## *CERTIFICATE OF APPRECIATION*

### *SERGEANT LEACH*

A certificate of appreciation was presented to Sergeant Leach for his dedication to duty in his supervision of multiple critical incident scenes during this incident. Sergeant Leach did an exemplary job of coordinating both the vehicle and shooting scenes. He stayed in charge of both scenes until the investigation was turned over to another agency. Sergeant Leach is to be commended for his quick response and prompt action in overseeing both critical scenes. This award was presented on behalf of a grateful community and Department for a job well done.

## *LIFE SAVING MEDAL*

### *OFFICER BOESKOOL*

### *OFFICER OLENZUK*

On May 12, 2017, Officer Boeskool and Officer Olenzuk responded to a possible suicide in progress call. After they were unable to get anyone to come to the door, the officers entered the apartment. They found the subject on his bed with his head covered with a heavy plastic trash bag and secured with packing tape. The officers acted quickly, tearing and cutting a hole in the plastic and tape. At that point, the subject was able to take a deep breath and became coherent enough to communicate with the officers. The subject was transported by ambulance to the hospital. When he was released, he underwent further mental health treatment. With their quick actions, a suicide was prevented. This award was presented on behalf of a grateful community and Department for a job well done.

## *LIFE SAVING MEDAL*

### *OFFICER KARWOWSKI*

### *SERGEANT VANDERVEEN*

On April 5, 2017, Officer Karwowski responded to a check well-being call. With no way to get into the house, Officer Karwowski called family members, and others, until he was able to secure a key. Upon entering the residence, he looked under a blocked door to find the subject. While Sgt. VanderVeen forced the door open slightly, Officer Karwowski cut the cord that was around the victim's neck. The victim regained consciousness and made a recovery. With their quick thinking and persistence, a suicide was prevented. This award is presented on behalf of a grateful community and Department for a job well done.



# 2017 AWARDS & RECOGNITION

## MICHIGAN ASSOCIATION OF CHIEFS OF POLICE



**OFFICER  
CLINE**



**OFFICER  
MENDEZ**



Two Kentwood Police officers were recognized by the Michigan Association of Chiefs of Police in 2017 for their distinguished service to the community.

Annually, the Michigan Association of Chiefs of Police hold their Awards and Citations program at their annual summer conference. Officers Mendez and Cline were presented for consideration by this Department. The Board of Awards for the MACP approved awards for both officers. On Tuesday night, June 27, 2017, both officers were honored and presented their awards.

Officer Mendez was awarded the Police Medal of Honor for his role in the armed confrontation with a bank robber. The Police Medal of Honor is awarded to a law enforcement officer who voluntarily distinguishes himself by extraordinary heroism.

Officer Cline was awarded the Police Medal of Valor for his role in the armed confrontation with a murder suspect who posed an imminent threat to another officer. The Medal of Valor is awarded to a law enforcement officer for exceptionally meritorious conduct involving exemplary courage, great risk, and danger to the officer's personal safety.

It was an honor to be in attendance with these officers and their families when they received their awards. Please join me in congratulating them on their awards and for a job well done.

## YEARS OF SERVICE



**MARK DAVIS**

**28 YEARS OF SERVICE**

Captain Mark Davis retired in December of 2017 after 28 years of service with the Kentwood Police Department. Captain Davis started his career at Kentwood in 1989 as a police officer/paramedic. During his 28 years, Captain Davis served as a patrol officer and detective. He was a sergeant in the Patrol Division, Metropolitan Enforcement Team, Neighborhood Services Bureau, and the Detective Bureau. Captain Davis also served on the Kentwood Special Response Team for 18 years. He was the team commander when he stepped down in 2012. In 2013, he was promoted to Captain and was placed in charge of the Services Division. Captain Davis had a long and dedicated career to the City of Kentwood, and his knowledge, experience, and leadership will be missed.

# 2017 EMPLOYEE OF THE YEAR



## OFFICER OF THE YEAR

COMMUNITY OFFICER ARMSTRONG



This year's recipient of "Officer of the Year" is Officer Armstrong. Officer Armstrong began his career with the Kentwood Police Department in 1995. Officer Armstrong has served as a patrol officer, a detective assigned to the Metropolitan Combined Auto Theft Team (CATT), a member of the Special Response Team (SRT), and is currently serving as a Community Services Officer. As a Community Services Officer, he meets with the community to work on problems in their area. When patrol officers are constantly sent to the same residence on problems, Officer Armstrong steps in and addresses the issue and finds a solution to the underlying problem. By doing so, he reduces the unnecessary and repeated calls and brings peace to the neighborhood.

He is also instrumental in making sure that the business needs of the community are addressed. Among his various tasks and duties, he also oversees the Department's Sex Offender Registry, making sure all affected follow the rules here in Kentwood. His work ethic, problem-solving techniques, attention to detail and commitment to the City is appreciated and exemplary. In addition to this, Officer Armstrong has numerous commendations in his file for exemplary service to the community. Officer Armstrong is a great example of the many fine officers at the Kentwood Police Department and is very deserving of the title "Officer of the Year".

## CIVILIAN OF THE YEAR

CRIME ANALYST OLIVER



This year's recipient for "Civilian of the Year" is Crime Analyst Oliver. Ms. Oliver has been with the Kentwood Police Department for two years. Ms. Oliver serves as the crime analyst for the Department and is responsible for performing crime analysis duties for all Police Department operations, strategic planning, and manpower allocation. She also supports programs and projects of the Department. The operational model used by the Police Department is Data Driven Approach to Crime and Traffic Safety (D.D.A.C.T.S.).

Without her careful analysis of crime pattern and trends, which allows the Department to set up targeted areas and patrols by location, time of day and day of week, we would not be as successful as we have been. She has had a substantial impact on the reduction of gun violence and serious crime in our community, all while being in the background. She analyzes and produces crime bulletins, crime prediction charts and officer safety bulletins on dangerous criminals for the Department and other area law enforcement agencies. Ms. Oliver serves on various committees and gladly takes on additional assignments, like this Annual Report and the Police Department website. She gladly volunteers in many areas for the City. She is always willing to attend neighborhood meetings to inform them of crime trends in their neighborhood and educate citizens on how they can utilize our online software to be better informed of activity in their neighborhood. Ms. Oliver is deserving of our praise and recognition and we are proud to present her as the Kentwood Police Department's "Civilian of the Year".



# EVALUATIONS

## COMMUNITY FEEDBACK

Throughout the 2017 calendar year, quality-assurance surveys were conducted from random citizens in the community who interacted with the Kentwood Police Department. The questionnaire allowed respondents to rate their overall experience with the Kentwood Police Department as: Poor, Fair, Adequate, Good or Excellent. Citizens were also asked specific questions that required a “Yes” or “No” response. On average, 89% of responses indicated that the Kentwood Police Department was Good or Excellent.

### QUESTION 1:

Was the police employee courteous?

YES	NO	NO RESPONSE
81	2	1
96.43%	2.38%	1.19%

Figure 3.3

### QUESTION 2:

Did the police employee explain his/her actions so you understood what was occurring?

YES	NO	NO RESPONSE
78	4	2
92.86%	4.76%	2.38%

Figure 3.4

### QUESTION 3:

Did the police employee explain what is to happen next and/or what is expected of you?

YES	NO	NO RESPONSE
72	9	3
85.72%	10.71%	3.57%

Figure 3.5

### QUESTION 4:

I rate the overall performance of the Kentwood Police Department as:

	2012	2013	2014	2015	2016	2017
5 - EXCELLENT	63.10%	66.26%	69.87%	71.43%	63.04%	64.29%
4 - GOOD	24.40%	22.70%	19.23%	19.78%	28.26%	22.62%
3 - ADEQUATE	5.95%	3.68%	2.56%	4.40%	5.43%	5.95%
2 - FAIR	1.79%	3.07%	3.85%	0.00%	1.09%	2.38%
1 - POOR	1.79%	1.84%	2.56%	4.39%	1.09%	4.76%

Figure 3.6

# EVALUATIONS

## COMMUNITY FEEDBACK

### QUESTION 5:

Asked for respondents' comments/questions they had regarding incidents they were involved in or other comments they wanted to make:

COMMENT	# OF RESPONSES
<i>Officer Was Courteous, Professional, Helpful or Caring</i>	25
<i>Wants Follow-up On Details Of Incident</i>	10
<i>Proud Of Our Police Force</i>	6
<i>Response Time Was Very Good</i>	3
<i>Officer Was Inefficient/Unsympathetic To Situation</i>	3
<i>Response Time Was Slow/Poor</i>	1
<i>Dissatisfied With Action Taken By Police</i>	1
<i>No Comment</i>	34
<i>Other</i>	6

Figure 3.7

### QUESTION 6:

Asked respondents what they see as the number one safety concern in the community:

COMMENT	# OF RESPONSES
<i>Disobey Law (i.e. stop signs, red lights, vandalism, unlicensed, etc.)</i>	11
<i>Aggressive Drivers/Speeding/Bad Driving</i>	7
<i>Drugs</i>	6
<i>Increasing Criminal Activity</i>	5
<i>Safe Neighborhoods</i>	4
<i>Home Invasions</i>	3
<i>Juveniles Roaming the Streets at Night (curfew violations)</i>	3
<i>Traffic/Traffic Flows</i>	3
<i>Control Guns</i>	3
<i>Need More Patrol in Residential Neighborhoods/Parking Lots</i>	3
<i>Inattentive Drivers (cell phones, children, stereos, etc.)</i>	3
<i>Gangs</i>	1
<i>Violent Crimes</i>	1
<i>Lack of Lighting in Parking Lots/Streets</i>	1
<i>Other</i>	10

Figure 3.8



# EVALUATIONS COMMUNITY FEEDBACK

- The Kentwood Police Department received 84 surveys in 2017.
- In 2017, over 64% of citizens who replied to the survey rated the Kentwood Police Department's overall performance as 'excellent'. Over 85% provided a satisfaction rating of good or excellent.
- Less than 8% of surveys from 2017 indicated the Kentwood Police Department's performance as being below adequate.

2017 CITIZEN EVALUATION

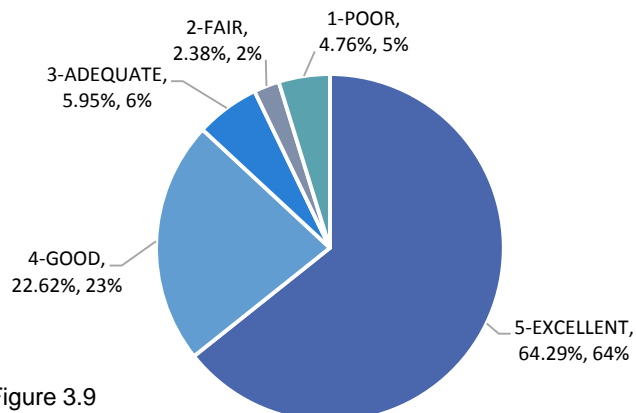


Figure 3.9

2012- 2017 PERFORMANCE EVALUATION

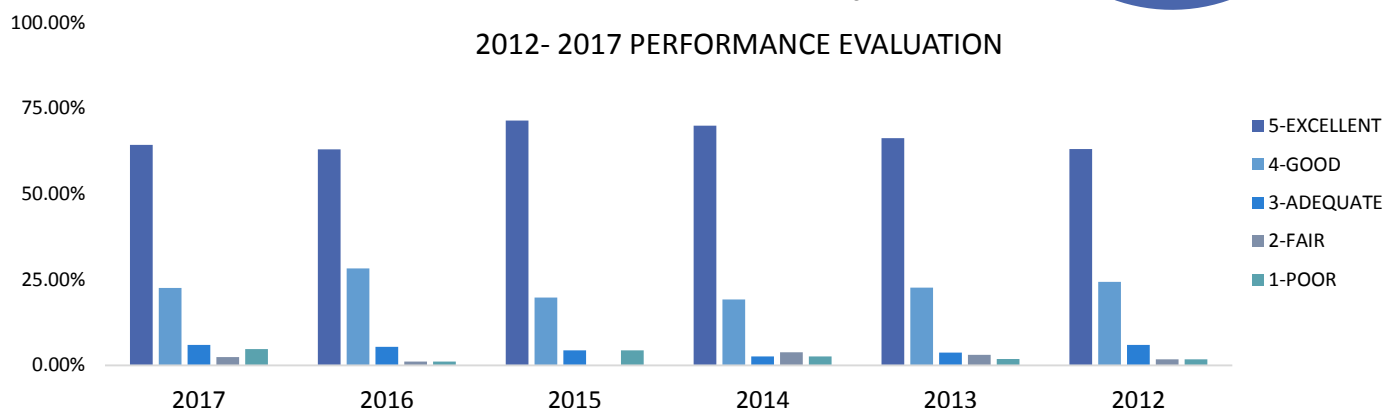


Figure 4.0

## COMMENTS/FEEDBACK

Many citizens provided feedback on the citizen questionnaires in regards to the interaction they had with a Kentwood Police employee. The majority of comments were overwhelmingly positive. As a Department, we strive for excellence in everything that we do. We enjoy commending our officers on a job well done and appreciate the positive community feedback provided to our Police Department.



Left to Right: Sergeant Dalziel, Ofc. Bylsma, Ofc. T. Smith

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