



ANNUAL REPORT

KENTWOOD POLICE

2019



RICHARD ROBERTS



CHIEF OF POLICE

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“

**I AM GRATEFUL FOR THE OPPORTUNITY
TO LEAD THE GREAT MEN AND WOMEN
OF THE KENTWOOD POLICE DEPARTMENT.
WE WILL CONTINUE TO COMMIT
OURSELVES TO SERVING THE
COMMUNITY WITH EXCELLENCE AND
SEEKING OPPORTUNITIES TO INCREASE
OUR VALUE OF SERVICE.**

”

MESSAGE FROM THE CHIEF **FOREWORD**



MAYOR KEPLEY, CITY COMMISSIONERS AND CITIZENS,



On behalf of the men and women of the Kentwood Police Department, it is with great pride that I present the 2019 Annual Report on the activities of the Kentwood Police Department.

The end of the year brought a change in leadership with the retirement of Chief Thomas Hillen. It has been a privilege to be part of the leadership team of this fine agency and I am grateful of my role in its evolution. But the credit for all of its accomplishments belong to its members, officers and professional support staff, who have made everything possible. They have had great ideas, have developed operational plans, have adjusted, have taken the physical risks and have connected with communities in every part of the City. The men and women of the Kentwood Police Department deserve the respect and support of those they protect and serve because they have earned it. I extend to them my profound gratitude and admiration.

This was an exciting year for the Department, and we look forward to the future. Building upon our past successes with our community outreach, the Kentwood Police Department is committed to a philosophy that addresses crime and traffic safety through a shared relationship between citizens and officers in their specific neighborhoods. This is proactively achieved using proven problem-solving methods and partnerships to elevate the quality of life in our neighborhoods.

As we move into 2020, we are confident in the future of our community, but mindful of the challenges ahead of us. We look forward to continuing to engage in productive partnerships with our community and working collaboratively to maintain a safe and livable City. We strive to provide excellent police service each and every day. Our most valued partnership is the one we share with community members and the trust we build with them.

This report showcases some of the many programs offered by the Department, highlights our achievements, activities, and summarizes crime statistics and calls for service. The success of the Kentwood Police Department hinges greatly upon the partnerships we have within the community and I personally want to thank you for taking the time to review this document and learn more about the Department. As always, I encourage and welcome your feedback.

Respectfully,

Richard Roberts
Chief of Police





OUR MISSION

IT IS THE MISSION OF THE KENTWOOD POLICE DEPARTMENT TO REDUCE SERIOUS CRIME, INCREASE TRAFFIC SAFETY, AND SERVE OUR COMMUNITY WITH EXCELLENCE.

OUR VALUES

THE KENTWOOD POLICE DEPARTMENT IS COMMITTED TO SAFEGUARDING THE CITY OF KENTWOOD AND PROTECTING ITS RESIDENTS AND VISITORS WITH THE HIGHEST REGARD FOR HUMAN SAFETY. IT IS OUR GOAL TO SERVE, PROTECT AND IMPROVE THE QUALITY OF LIFE FOR THOSE WHO VISIT, WORK AND RESIDE IN THE CITY OF KENTWOOD. IN ACCOMPLISHING THIS, THE KENTWOOD POLICE DEPARTMENT ACKNOWLEDGES THE IMPORTANCE OF CHARACTER, INTEGRITY, AND DESIRE IN BOTH INDIVIDUAL EMPLOYEES AND OVERALL OPERATION.

CHARACTER
INTEGRITY
DESIRE

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A COMMUNITY EFFORT **KENTWOOD**



A GROWING, DIVERSE COMMUNITY

The City of Kentwood is located in the southwest corner of Grand Rapids, Michigan, 25 miles inland from Lake Michigan. Kentwood is a growing, diverse City best known for its cultural amenities, business and industry sectors, in-demand real estate market, and highly-ranked schools. The population of Kentwood has continued to grow over the past decade, demonstrating an overall 10% increase from data recorded in the 2010 census. The current estimated population is calculated at roughly 51,800. As the 2020 census data is collected, it is anticipated that these numbers will show dramatic increase. Geographically, Kentwood stretches just over 20 square miles. Within the City, there are 12 parks, various trail systems, and 22 schools. In 2019, Woodland Mall, a well-known shopping center in Kentwood, underwent exciting growth with a vast new expansion. Citizens and visitors can now enjoy various new retailers and restaurants such as the well renowned Cheesecake Factory. Growth such as this contributes to making the City of Kentwood a wonderful place to live, work and play.

SERVING THE COMMUNITY WITH EXCELLENCE

The Kentwood Police Department is comprised of approximately 70 sworn officers. The Patrol Division operates with approximately 35 officers. These officers 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. In addition, there are six sergeants who provide leadership, supervision and training for all sworn officers.

As a Department, we work everyday to accomplish our mission by engaging with local community groups, schools, churches, and business leaders to make Kentwood a great place to live, visit 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. In addition, we continually strive to represent the community in which we serve. Programs such as the Kentwood Police Department Youth Academy, Toys for Tots, and ARCH allow our officers to connect with our youth and invest in the future. Continually, the Kentwood Police Department strives to deliver professional police services and address community concerns as they develop.

CONTACT

EMERGENCY HELP:

9-1-1

NON-EMERGENCY DISPATCH:

(616) 336-3113

NON-EMERGENCY POLICE:

(616) 698-6580

WEBSITE:

WWW.KENTWOOD.US/POLICE

DEPARTMENT **LEADERSHIP**



RICHARD ROBERTS
CHIEF OF POLICE



BRYAN LITWIN
DEPUTY CHIEF OF POLICE

COMMAND STAFF



CPT. BOCKHEIM
PATROL
DIVISION



CPT. MORNINGSTAR
SERVICES
DIVISION



CPT. VANDERVEEN
STANDARDS
DIVISION

SERGEANTS



SERGEANT
LEACH



SERGEANT
LEONARD



SERGEANT
CONNELL



SERGEANT
ROELOFS



SERGEANT
HEDBERG



SERGEANT
DALZIEL



SERGEANT
UNSEL



SERGEANT
WIERENGA



SERGEANT
HARTMAN

DEPARTMENT STRUCTURE



The diagram below displays the organizational structure of the Kentwood Police Department. There are three main Divisions that function within the Department: the Patrol Division, the Services Division, and the Professional Standards Division. Each Division is overseen by a captain. The Patrol Division is overseen by Captain Bockheim. It is comprised of Patrol Field Services and the Traffic Services Bureau. The Services Division is overseen by Captain Morningstar. Within the Services Division is the General Case Unit, the Special Investigations Unit, as well as the Records Bureau. The Professional Standards Division is overseen by Captain VanderVeen. He is responsible for both the Staff Services Bureau and the Community Services Bureau. There are 13 non-sworn professional support staff who assist with various functions within the Police Department such as administrative, records, property management, coordination of volunteers, analysis, and data entry. In addition, there are 7 police cadets who assist the Department with various functions including filing, answering phones and handling initial walk-in information requests at the front desk. Each member of the Kentwood Police Department plays a vital role in helping to achieve our mission of reducing violent crime, increasing traffic safety, and serving our community with excellence.

ORGANIZATIONAL CHART

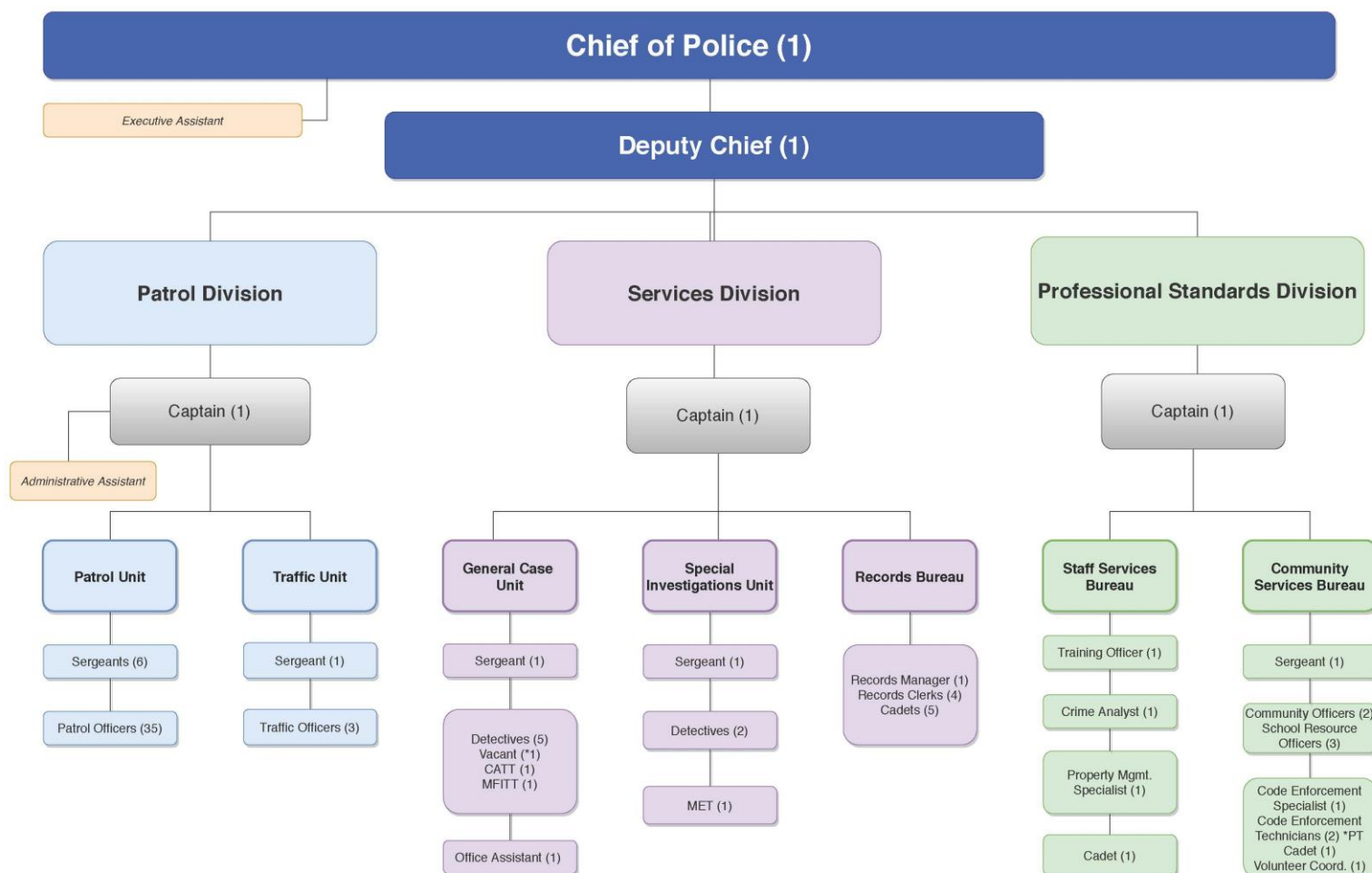


Figure 1.0

A YEAR IN REVIEW 2019



5,294

INVESTIGATIONS

835

ONLINE REPORTS

1,584

TRAFFIC COLLISIONS

6,102

CITATIONS

1,672

ARRESTS

PERSONNEL STATISTICS

In 2019, the Kentwood Police Department had 65 full-time sworn police employee positions. Of these sworn positions, roughly 35 were assigned to road patrol. Professional support staff employees amounted to 14. Of the professional support staff, three were employed part-time. In addition, the Kentwood Police Department employed seven police cadets in 2019. The total number of police personnel in 2019 was 86.

16.6

POLICE
PERSONNEL
PER 10,000
RESIDENTS

SAFETY BY THE NUMBERS

The year 2019 was very busy for the Kentwood Police Department. Officers responded to 17,904 incidents. Based on yearly call volume, this calculates to an estimated 2.5 incidents responded to per hour in the City of Kentwood. Moreover, officers conducted 10,353 traffic stops, responded to 1,584 traffic collisions, investigated 5,294 cases and conducted over 1,600 arrests. In addition, 835 reports were submitted to the Department online through our Coplogic reporting system.

According to the most recent law enforcement employee data from the U.S. Department of Justice, the national average of police personnel for cities with a population range of 50,000 – 100,000 is estimated at 20.7 per 10,000 residents. Based on the 2019 staffing levels of the Kentwood Police Department, there were 16.6 police personnel per 10,000 residents in the City of Kentwood in 2019.

17,904

INCIDENTS IN 2019

1,492

INCIDENTS PER MONTH

344

INCIDENTS PER WEEK

50

INCIDENTS PER DAY

2.5

INCIDENTS PER HOUR

*DATA IS BASED ON 12 MONTHS/YR, 52 WEEKS/YR, 365 DAYS/YR, 8,760 HRS/YR. DAILY CALLS ARE DIVIDED AMONG THREE MAIN SHIFTS.



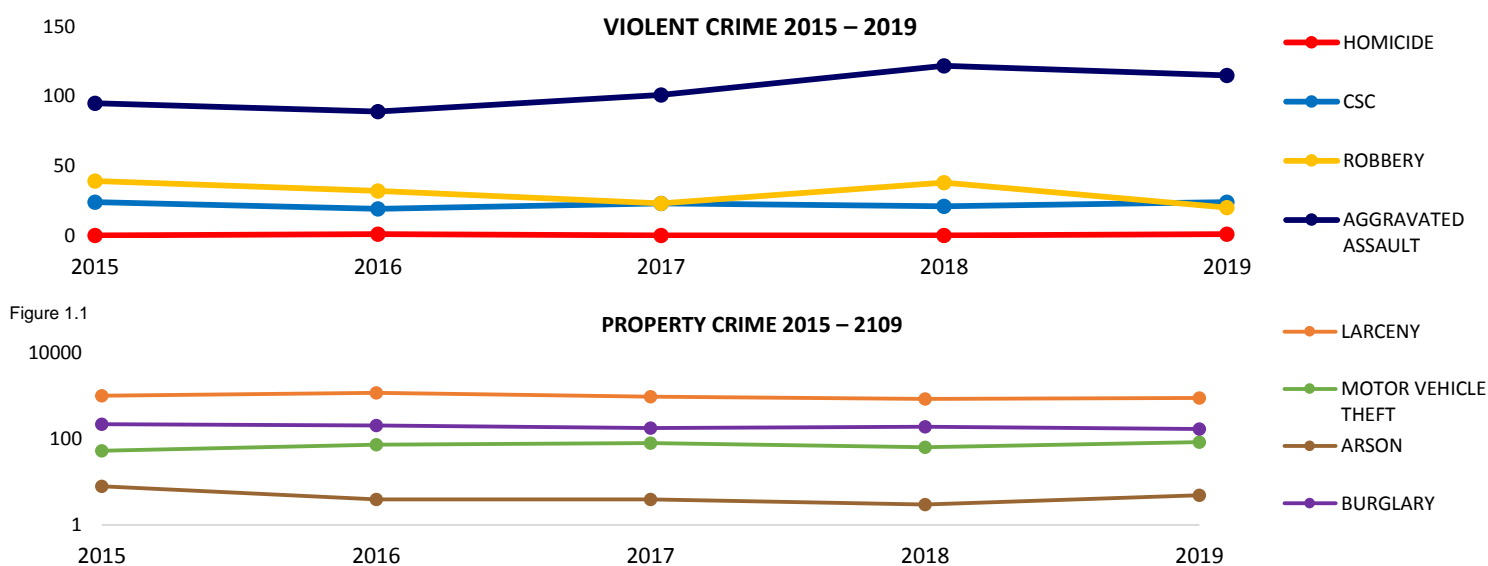
FBI UNIFORM CRIME DATA

The Kentwood Police Department (KPD) reports crime two different ways. Primarily, the Department reports crimes that are defined in Michigan Incident Crime Reporting incident based data (MICR). The MICR system collects crime data concerning 63 different data elements for 99 file classes. This is according to local law and is how officers classify offenses and make arrests.

KPD also generates crime data using uniformly established guidelines that were developed by the Federal Bureau of Investigation (FBI) as the Uniform Crime Reporting System (UCR). In addition, the MICR Code Index Offenses have been included in this Annual Report in order to provide a clear picture of crime trends as they are occurring in the City of Kentwood, and because that is how crime is reported to the KPD by residents.

UNIFORM CRIME REPORTING (UCR) IS A NATIONWIDE EFFORT TO COLLECT AND REPORT CRIME STATISTICS. LAW ENFORCEMENT AGENCIES ARE RESPONSIBLE FOR SUBMITTING STATISTICS TO THE FBI. STATISTICS ARE LIMITED TO REPORTED CRIME. UCR IS DIVIDED INTO TWO PARTS: PART 1 COVERS VIOLENT AND PROPERTY CRIMES. PART 2 COVERS AN ARRAY OF LESS SERIOUS OFFENSES.

UCR Crime information is also included below so that residents have access to that standardized crime data as well. To compare crime trends to other jurisdictions using UCR data, please visit the FBI website at www.fbi.gov/ucr/ucr.htm.



AGGRAVATED ASSAULT: AN UNLAWFUL ATTACK BY ONE PERSON UPON ANOTHER FOR THE PURPOSE OF INFLECTING SEVERE OR AGGRAVATED BODILY INJURY. THIS TYPE OF ASSAULT USUALLY IS ACCOMPANIED BY THE USE OF A WEAPON OR BY MEANS LIKELY TO PRODUCE DEATH OR GREAT BODILY HARM.

HOMICIDE: MURDER AND NON-NEGLIGENT MANSLAUGHTER – THE WILLFUL (NON-NEGLIGENT) KILLING OF ONE HUMAN BEING BY ANOTHER.

CRIMINAL SEXUAL CONDUCT (CSC): PENETRATION, NO MATTER HOW SLIGHT, OF THE VAGINA OR ANUS WITH ANY BODY PART OR OBJECT, OR ORAL PENETRATION BY A SEX ORGAN OF ANOTHER PERSON, WITHOUT THE CONSENT OF THE VICTIM.

ROBBERY: THE TAKING OR ATTEMPTING TO TAKE ANYTHING OF VALUE FROM THE CARE, CUSTODY, OR CONTROL OF A PERSON OR PERSONS BY FORCE OR THREAT OF FORCE OR VIOLENCE AND/OR BY PUTTING THE VICTIM IN FEAR.

ARSON: ANY WILLFUL OR MALICIOUS BURNING OR ATTEMPT TO BURN, WITH OR WITHOUT INTENT TO DEFRAUD, A DWELLING HOUSE, PUBLIC BUILDING, MOTOR VEHICLE OR AIRCRAFT, PERSONAL PROPERTY OF ANOTHER, ETC.

BURGLARY: THE UNLAWFUL ENTRY OF A STRUCTURE TO COMMIT A FELONY OR A THEFT.

LARCENY: THEFT (EXCEPT MOTOR VEHICLE THEFT) – THE UNLAWFUL TAKING, CARRYING, LEADING, OR RIDING AWAY OF PROPERTY FROM THE POSSESSION OR CONSTRUCTIVE POSSESSION OF ANOTHER.

MOTOR VEHICLE THEFT: THE THEFT OR ATTEMPTED THEFT OF A MOTOR VEHICLE. A MOTOR VEHICLE IS SELF-PROPELLED AND RUNS ON LAND SURFACE AND NOT ON RAILS.

CALLS FOR SERVICE

THE PATROL DIVISION OF THE KENTWOOD POLICE DEPARTMENT IS COMPRISED OF 35 ROAD OFFICERS WHO ARE RESPONSIBLE FOR THE INITIAL RESPONSE TO ALL ROUTINE AND EMERGENCY CALLS, 24 HOURS A DAY, 7 DAYS A WEEK.



- The overall number of calls for service handled by the Kentwood Police Department in 2019 was 17,904.
- In 2019, there was a 2% (-309) decrease in calls for service in comparison to 2018 and a 2% (-296) decrease in comparison to the five-year average.
- The five-year average for calls for service is 18,200. This number demonstrates a 6% increase (+1,009 calls) following a change in the CAD* reporting system in 2013.
- Data from 2019 indicates the highest number of calls occurred in the month of December (1,625), followed by July (1,616).
- Data from 2019 indicates that the highest number of calls occur Friday (2,809).
- Hourly data from 2018 demonstrates that highest call volume occurs between 2:00 pm and 5:00 pm.
- The highest number of calls received was in association with Assisting a Citizen or Motorist (1,807), followed by Suspicious Activity (1,663).

INCIDENTS BY YEAR: 2015 - 2019

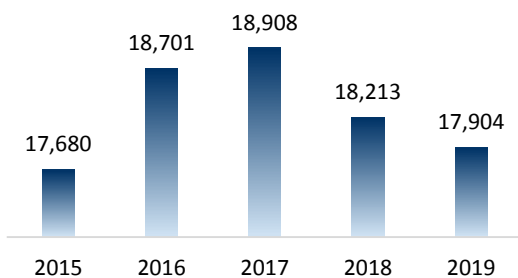


Figure 1.3

INCIDENTS BY DAY

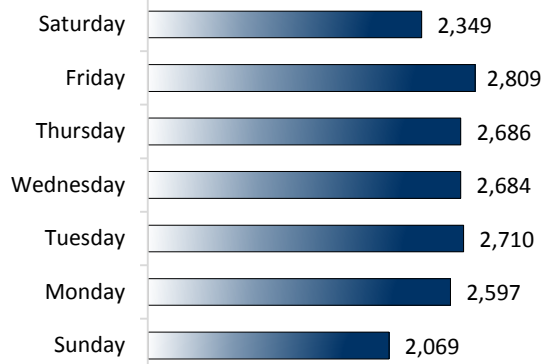


Figure 1.4

INCIDENTS BY MONTH

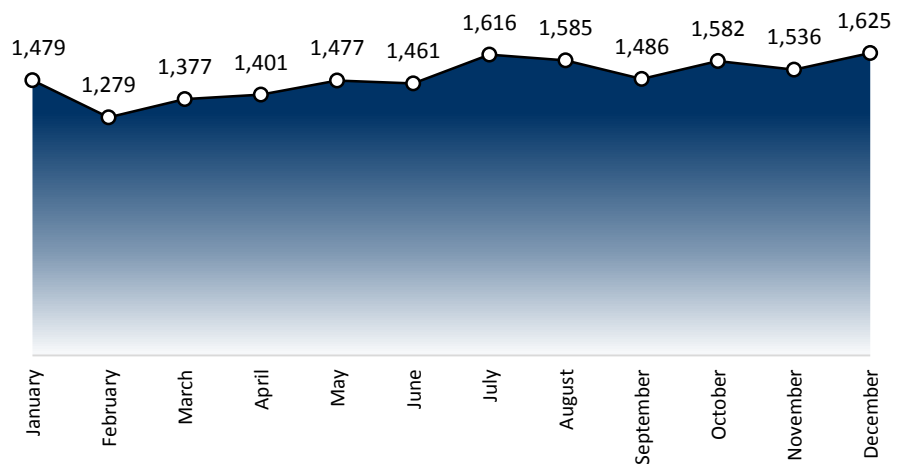


Figure 1.5

INCIDENTS BY HOUR

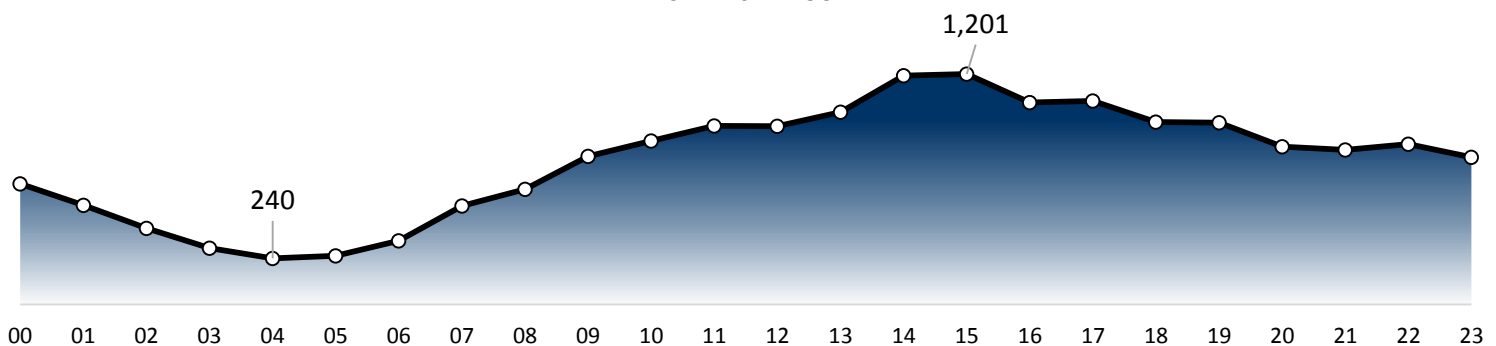


Figure 1.6

CRIME STATISTICS

VIOLENT CRIME

A violent crime is defined as those crimes that involve force or threat. Offenses include murder and non-negligent manslaughter, criminal sexual conduct (csc), robbery, & aggravated assault.

- There were 156 violent crimes that occurred in the City of Kentwood in 2019.
- This is a 14% decrease in comparison to 2018 and a 7% decrease over the five-year average.
- Aggravated assault accounts for 72% of all violent crime, with 111 incidents in 2019. This is a 9% decrease in comparison to 2018 and a 2% increase in comparison to the five-year average.
- Robbery accounts for 12% of violent crime with 20 incidents in 2019. This is a 47% decrease in comparison to 2018 and a 43% decrease in comparison to the five-year average.
- The *FBI's published estimated violent crime rate for cities in the United States in 2018 was 368.9 per 100,000 inhabitants.
- The City of Kentwood's violent crime rate per 100,000 inhabitants for 2019 is *estimated* at 300.7. This is 18% lower than the *FBI's published crime rate for Kentwood (as shown in figure 2.0 below).

VIOLENT CRIME 2015 – 2019

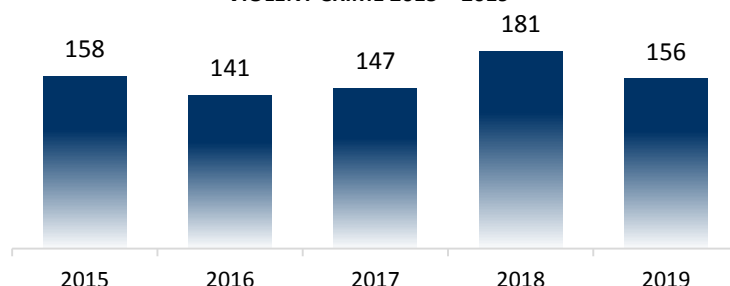


Figure 1.7

2019 VIOLENT CRIME BY MONTH

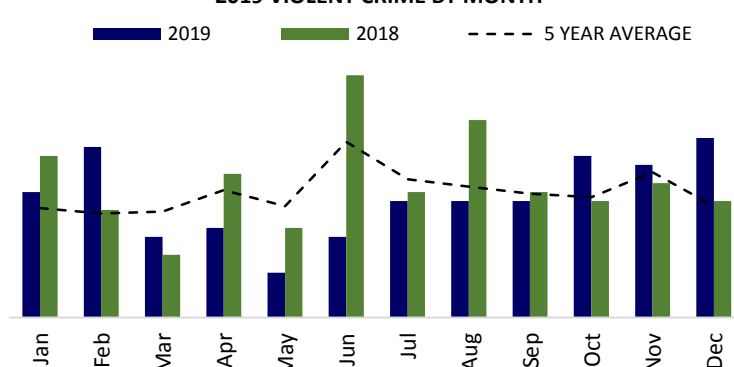


Figure 1.8

2019 VIOLENT CRIME BY TYPE

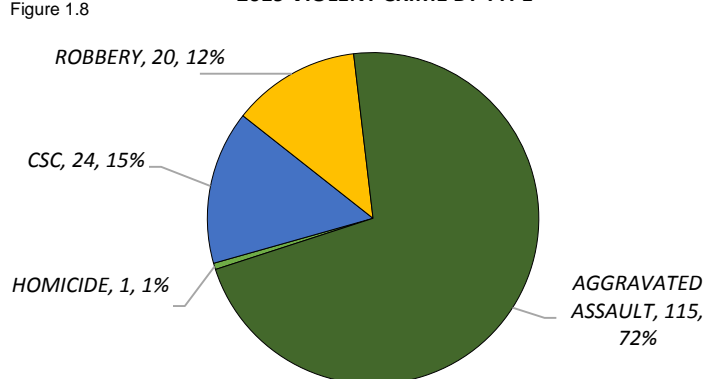


Figure 1.9

2018 VIOLENT CRIME RATE BY CITY (PER 100,000 RESIDENTS)

CITY	POPULATION	HOMICIDE	CRIMINAL SEXUAL CONDUCT	ROBBERY	AGG. ASSAULT	TOTAL VIOLENT CRIME RATE
Portage	49,175	0	28	37	128	392.5
Kentwood	52,192	0	28	37	105	325.7
Battle Creek	60,615	6	85	69	440	998.8
Wyoming	76,498	3	85	52	210	457.5
Kalamazoo	76,020	7	117	159	725	1326
Grand Rapids	200,428	5	141	319	848	655.0

Figure 2.0 *The FBI's estimated violent crime rate is calculated based on 2018 data collected from the Uniform Crime Reporting program.
 **Comparable by local cities in the Western Region of Michigan. Data is based on 2018 MCCR reporting crime for the State of Michigan.
 ***To read more on the Data Declaration for UCR reporting please visit: <https://www.fbi.gov/services/cjis/ucr>

CRIME STATISTICS

PROPERTY CRIME

A property crime involves depriving an individual of money, valuables or property. Offenses include burglary, larceny/theft, motor vehicle theft, and arson.

- In 2019, 1,174 property crimes occurred in the City of Kentwood.
- This is a 4% decrease in comparison to 2018 and a 16% decrease in comparison to the five-year average.
- Larceny amounted to 78% of all property crimes within the City of Kentwood in 2019. This is a 6% increase in comparison to the previous year and an 18% decrease from the five-year average.
- The *FBI's published estimated property crime rate for cities in the United States in 2018 was 2,199.5 per 100,000 inhabitants.
- The City of Kentwood's property crime rate per 100,000 inhabitants for 2019 is *estimated* at 2,263. This is 6% higher than the *FBI's published crime rate for Kentwood (as shown in figure 2.4 below).
- In 2019, there was a noticeable increase in the category of motor vehicle theft. To address this issue, the Kentwood Police Department assigned officers to selective areas, as well as put out several notifications through social media to remind citizens to "lock your car, take your keys, and hide your belongings".

PROPERTY CRIME 2015 – 2019

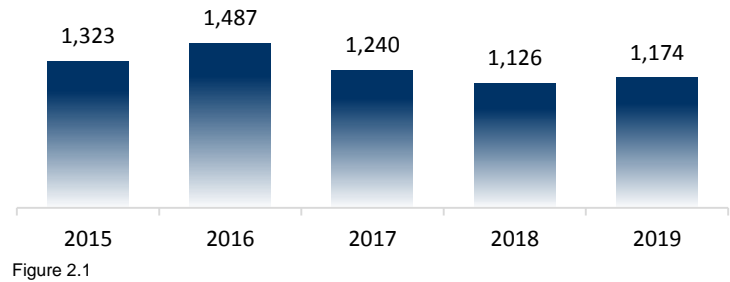


Figure 2.1

PROPERTY CRIME BY MONTH

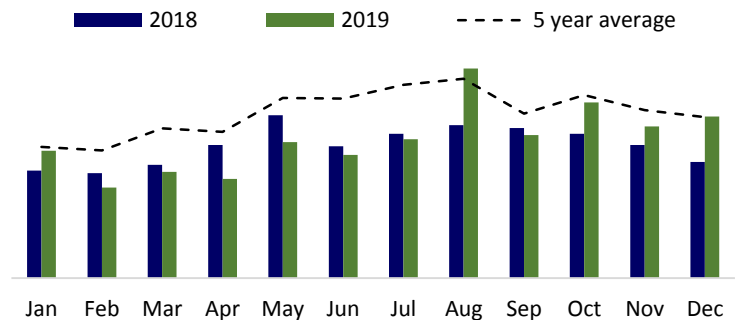


Figure 2.2

2019 PROPERTY CRIME BY TYPE

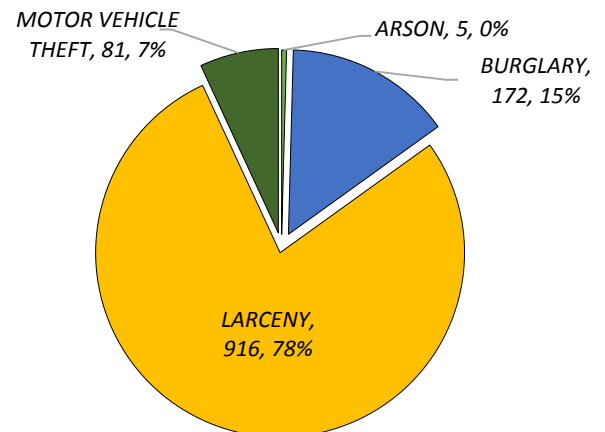


Figure 2.3

2018 PROPERTY CRIME RATE BY CITY (PER 100,000 RESIDENTS)

CITY	POPULATION	ARSON	BURGLARY	LARCENY	MOTOR VEHICLE THEFT	TOTAL PROPERTY CRIME RATE
Portage	49,175	4	171	1,196	75	2940.5
Kentwood	52,192	3	185	865	67	2145.9
Battle Creek	60,615	16	467	1,414	77	3256.6
Wyoming	76,498	6	229	1,110	138	1938.6
Kalamazoo	76,020	23	842	2,646	337	5061.8
Grand Rapids	200,428	37	679	2,881	270	1929.4

Figure 2.4 *The FBI's estimated property crime rate is calculated based on 2018 data collected from the Uniform Crime Reporting program.

**Comparable by local cities in the Western Region of Michigan. Data is based on 2018 MCR reporting crime for the State of Michigan.

***To read more on the Data Declaration for UCR reporting please visit: <https://www.fbi.gov/services/cjis/ucr>

CRIME STATISTICS

NON-INDEX CRIME

includes negligent manslaughter, non-aggravated assault, forgery & counterfeiting, fraud, embezzlement, stolen property, vandalism, weapons, prostitution & common law vice, sex offenses, narcotic laws, gambling, offenses against family & children, driving under the influence, liquor laws, disorderly conduct, and all other crimes not listed in the index crimes.

- Non-index crime was down 7% in 2019 in comparison to 2018, a decrease of 143 incidents investigated.
- Non-aggravated assault was the leading category of non-index crimes in 2019 with 548 offenses. This was a 6% decrease in comparison to 2018.
- Fraud was the second highest category of non-index crimes with 281 offenses investigated in 2019. This was a 4% increase in comparison to 2018.
- Vandalism/Malicious Destruction of Property was the third highest category of non-index crimes in 2019 with 195 offenses. This is a 9% decrease from 2018.
- Incidents involving family and children increased 43% with 26 more cases investigated in 2019 in comparison to 2018.
- Weapons offenses increased 63% in 2019 in comparison to 2018, an increase of 24 incidents.
- *Violation of Controlled Substances Act (narcotics) decreased significantly in 2019, with 65% (176 cases) less than in 2018. *This decrease follows a change in the law in November 2018 that permitted the recreational use of marijuana in Michigan.

OFFENSE	2018	2019	+ / -	% CHANGE
DISORDERLY CONDUCT	146	139	-7	-5%
DRUNKENNESS	2	1	-1	-50%
EMBEZZLEMENT	33	21	-12	-36%
FAMILY & CHILDREN	61	87	26	43%
FORGERY/COUNTERFEIT	45	42	-3	-7%
FRAUD	269	281	12	4%
GAMBLING	0	0	0	N/C
LIQUOR LAWS	36	38	2	6%
NON-AGGR. ASSAULT	584	548	-36	-6%
OWI	128	114	-14	-11%
PROSTITUTION & VICE	1	3	2	200%
RUNAWAYS	89	112	23	26%
SEX OFFENSES	10	17	7	70%
STOLEN PROPERTY	16	21	5	31%
VAGRANCY	2	1	-1	-50%
VANDALISM	215	195	-20	-9%
*VCSA	272	96	-176	-65%
WEAPONS	38	62	24	63%
TOTAL	1947	1804	-143	-7%

Figure 2.5

NON-INDEX CRIMES 2019 - 2018

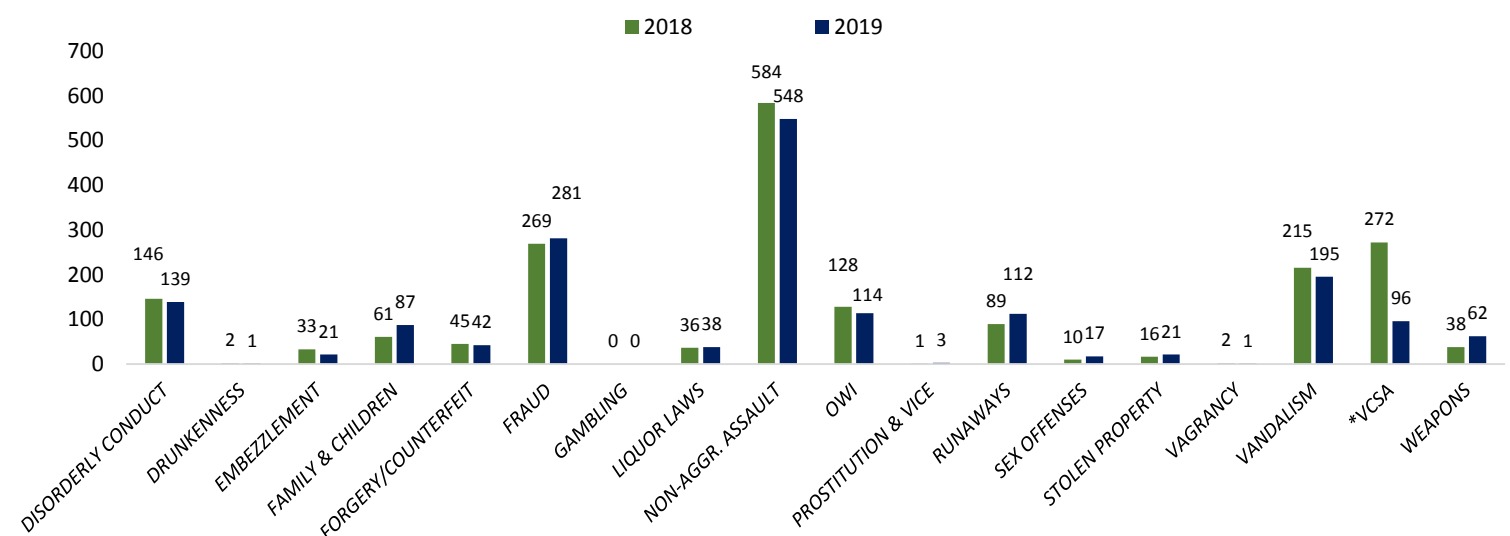


Figure 2.6

TRAFFIC & CITATIONS STATISTICS

TRAFFIC VIOLATIONS

Activities that occur while an individual is operating a motor vehicle. Traffic offenses are typically governed by state motor vehicle codes that define offenses ranging from minor infractions to severe violations.

In 2019, the Kentwood Police Department responded to over 1,500 reportable traffic accidents.

- 1,261 accidents involved a property damage accident. This is a 5% increase in comparison to 2018 and a 10% increase in comparison to the five-year average.
- 323 accidents involved a personal injury accident. This is a 14% decrease in comparison to 2018 and a 5% increase in comparison to the five-year average.
- Data demonstrates that, in 2019, more accidents occurred between October and December.

In 2019, the Kentwood Police Department issued 6,102 traffic citations.

- This is a 12% decrease in comparison to 2018 and a 22% decrease in comparison to the five-year average.
- Data demonstrates an increase in traffic citations written in October and November.

TRAFFIC CRASH DATA 2015 – 2019

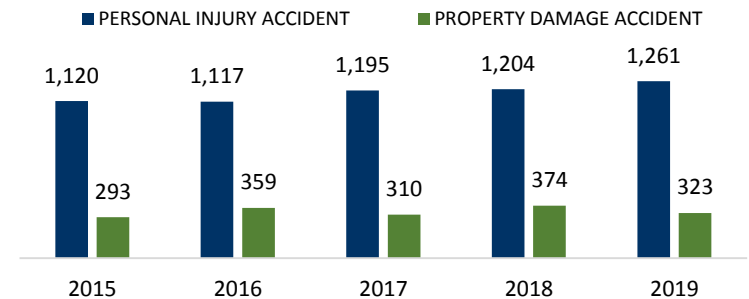


Figure 2.7

2019 CRASH DATA BY MONTH

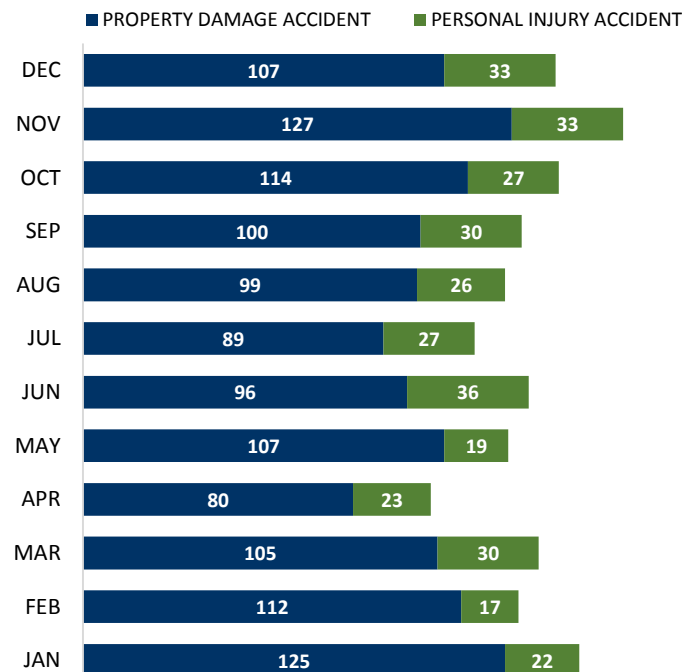


Figure 2.8

TRAFFIC CITATIONS BY YEAR

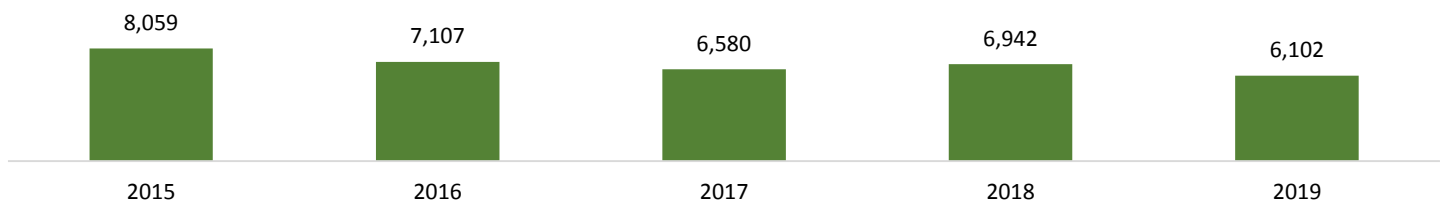


Figure 2.9

TRAFFIC CITATIONS BY MONTH

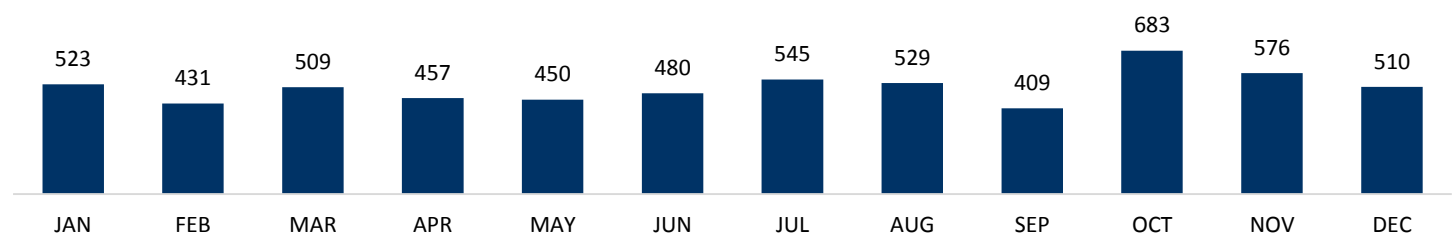


Figure 3.0

PATROL DIVISION

ROAD PATROL



Officers Belk and Hundey pictured above at a presentation on 'Police in America' at the Middle Eastern Friendship of America Center.

The Patrol Division of the Kentwood Police Department is comprised of 35 road officers who are responsible for the continued protection of the citizens and assets of the City of Kentwood. Road patrol is made up of six squads— two on day shift, two on second shift and two on third shift. Officers work a ten-hour shift within their respective squads. These officers collaborate together, providing the initial response to all routine and emergency calls, 24 hours a day, 7 days a week. With over 20 square miles of City lands, and a growing populous of approximately 51,800 residents and various businesses, the patrol unit spends a large majority of time responding to calls for service. In 2019, the Kentwood Police Department responded to over 17,900 calls for service.

Responding to calls for service is only one aspect of what patrol officers do on a daily basis. Patrol officers have various duties which include being proactive problem solvers, 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. Patrol officers also have additional duty assignments including Field Training Officer (FTO), Special Response Team (SRT), Honor Guard, and Firearms Instructor. Officers frequently engage in proactive patrols on both bicycle and foot. This allows officers the opportunity to go beyond the “squad car mentality” and patrol areas not accessible by police vehicles. It additionally allows the opportunity to engage with our community in a more personalized manner. The patrol sergeants of the Kentwood Police Department provide leadership, supervision and training for all patrol officers. Patrol sergeants have various duties including scheduling training, briefing patrol officers at the beginning of their shifts and supervising officers at critical scenes. Sergeants also meet with patrol officers on a monthly basis to evaluate progress toward the shift goal.



SHIFT GOALS

The community is our number one priority. Going above and beyond to make the most efficient use of our patrol officers is imperative for our Patrol Division. To accomplish this, each shift sets goals for the officers to accomplish during their assigned shifts. These goals align with our mission to reduce crime and dedication to provide excellent service to our community. The 1st shift goal was for each officer to spend time dedicated to patrolling City parks, trail systems and/or school playground areas. The 2nd shift goal was to enforce parking laws within the City and the 3rd shift goal was to increase foot patrol in recreation areas and trail systems. At the end of the year, each shift went above and beyond the number of the minimum hours set as the shift goal. The main idea of these goals was to establish ties to the community and have positive interactions with the public whether our officers were patrolling on foot or in a police vehicle.

NEW TECHNOLOGY

Patrol officers utilize a variety of technologies to support the mission of the Kentwood Police Department including vehicle cameras, fingerprint scanners, radio communication, and computer-aided dispatch. The utmost efficient crime suppression support that road officers receive continues to come from the positive responses of our citizens and their desire to get involved and help keep our community safe. In 2019, the Kentwood Police Department added two new Cannondale battery powered “e-bikes” to the bike patrol unit. These bikes have a battery powered motor and can reach a speed of 28 mph. These two bikes were purchased using a grant and were ridden extensively during the summer months.

PATROL DIVISION TRAFFIC



KEEPING DRIVERS SAFE

The Kentwood Police Department is very proud to have a dedicated Traffic Services Bureau that leads the way in providing education and enforcement surrounding safe driving. Through events such as Touch-A-Truck and the Kentwood Youth Academy, traffic officers are able to reach our community and educate them about the importance of the following: wearing a seatbelt, pedestrian safety, the dangers of operating a vehicle under the influence, and the importance of driving without any distractions.

Officers assigned to the Traffic Services Bureau have a primary responsibility to proactively enforce traffic violations within the City of Kentwood. These violations include, but are not limited to, speeding, running red lights, and turn violations.

Additional responsibilities include investigating serious and fatal traffic crashes, conducting traffic studies on primary and secondary roadways to determine posted speed limits along with necessary traffic control devices, processing abandoned vehicles and auctions as needed, court and prisoner transfers, ensuring state compliance as it relates to alcohol detection equipment, motorcycle patrols, and maintaining speed detection equipment. The unit investigated three fatal crashes (Car v. Moped, Car v. Car, Car v. Pedestrian) and four serious injury crashes in 2019.

In 2019, the Traffic Services Bureau added an additional Speed Monitor Trailer. With this addition, the Department now has two speed trailers that are used throughout the City on a proactive and by request basis.

MOTORCYCLE UNIT

The Motorcycle Unit is comprised of two Traffic Services Bureau officers. The Unit falls under the direction of the Patrol Division Captain. This is a voluntary assignment and operates from April through November, depending on the weather conditions. Currently, there are two trained motor officers, Officer D. Bachman and Sergeant D. Unsel. These officers receive highly specialized and intense refresher training on a yearly basis.

The Unit's primary function is traffic safety and enforcement. In addition to the primary function, the Unit is also used for parades, static displays, public relations, crowd control, dignitary escorts, and has assisted with the Amway River Bank Run. Though not a primary function, motorcycle officers can, and will, respond to calls for service.

CAPTAIN BOCKHEIM

SERGEANT UNSELD

OFFICER BACHMAN

OFFICER CAREY

OFFICER ROBERTSON

OFFICER KARWOWSKI



8,969

NUMBER OF HOURS
SPEED TRAILER WAS
UTILIZED

1,000

NUMBER OF HOURS
DEDICATED BY
MOTORCYCLE UNIT

PATROL DIVISION **SPECIAL RESPONSE TEAM**



The Special Response Team (SRT) is part of the Kentwood Police Department Patrol Division. It is a part-time team with ten officers, two sergeants, and one Deputy Chief currently assigned to it. The assignment to the Special Response Team is voluntary for all members and adds additional responsibility to everyone's normal duties. 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.

SPECIAL RESPONSE TEAM ACTIVATION

The SRT members were activated on four occasions in 2019. These were high-risk incidents where guns, potentially violent offenders, or serious threats to our community were established. All of these activations resulted in multiple arrests and ended without incident.

In April and November, the Special Response Team was activated to assist the Kentwood Police Department's Special Investigations Unit in serving search warrants. In both incidents, there was reason to believe weapons could be present and / or the suspect(s) were listed as an elevated threat. On both occasions, the search warrant was served, and no injuries were sustained to any person or the general public.

In July, the Special Response Team was activated to assist the Grand Rapids Police Department (GRPD) conduct a search warrant within the City of Kentwood. GRPD was actively looking for a homicide suspect and had reason to believe he was at this residence. SRT surrounded the residence and called out multiple persons from within the residence, including the suspect. After all persons were removed, a search was conducted of the residence. No injuries were sustained to any person or the general public.

In September, the Special Response Team was activated due to a threat of a potential active shooter at the Woodland Mall. Several react teams were positioned around the Mall as surveillance and to confront any threat that may arise. There were no incidents that occurred during this activation.

The Kentwood SRT conducted 120 hours of scheduled in-service team training during 2019. Training covered various topics, including the following:

- Firearms Live-Fire Training and Qualification (MP5, AR-15, M4, Pistol, Shotgun).
- Warrant Service, Barricaded Subjects, Hostage Rescue, Building Searches & Officer Rescue Training
- Reality-Based Scenario Training
- Less-Lethal Training and Qualification
- Physical Fitness Testing
- WMTOA Tactical Shoot

4

ACTIVATIONS

120

**HOURS OF
SPECIALIZED
TRAINING**

TEAM COMMANDER - DEPUTY CHIEF LITWIN

TEAM LEADER - SERGEANT WIERENGA

TEAM LEADER - SERGEANT DALZIEL

**DETECTIVE
CLINE**

**OFFICER
BYLSMA**

**OFFICER
R. SMITH**

**OFFICER
VANDERBENT**

**OFFICER
NAWROCKI**

**DETECTIVE
DYKGRAAF**

**DETECTIVE
SMIGIEL**

**OFFICER
T. SMITH**

**OFFICER
VIGEN**

**OFFICER
WOLTERINK**

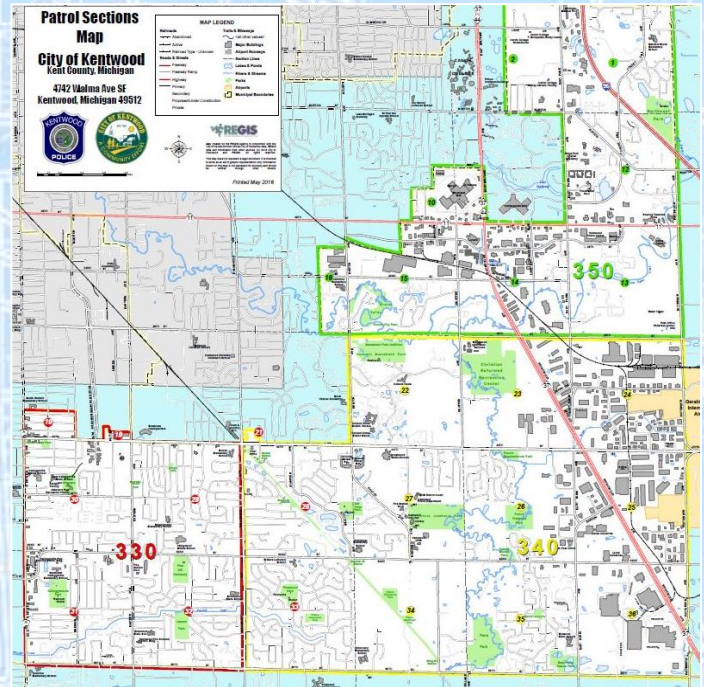
PATROL DIVISION DATA & INTELLIGENCE

DATA-DRIVEN APPROACHES TO CRIME AND TRAFFIC SAFETY

In 2019, the Kentwood Police Department continued its directed focus on data-driven approaches to crime and traffic safety (D.D.A.C.T.S). D.D.A.C.T.S is a law enforcement operational model that integrates location-based crime and traffic crash data to establish effective and efficient methods for deploying law enforcement and other partner resources. Over 6,500 traffic stops were conducted in DDACTS zones in 2019.

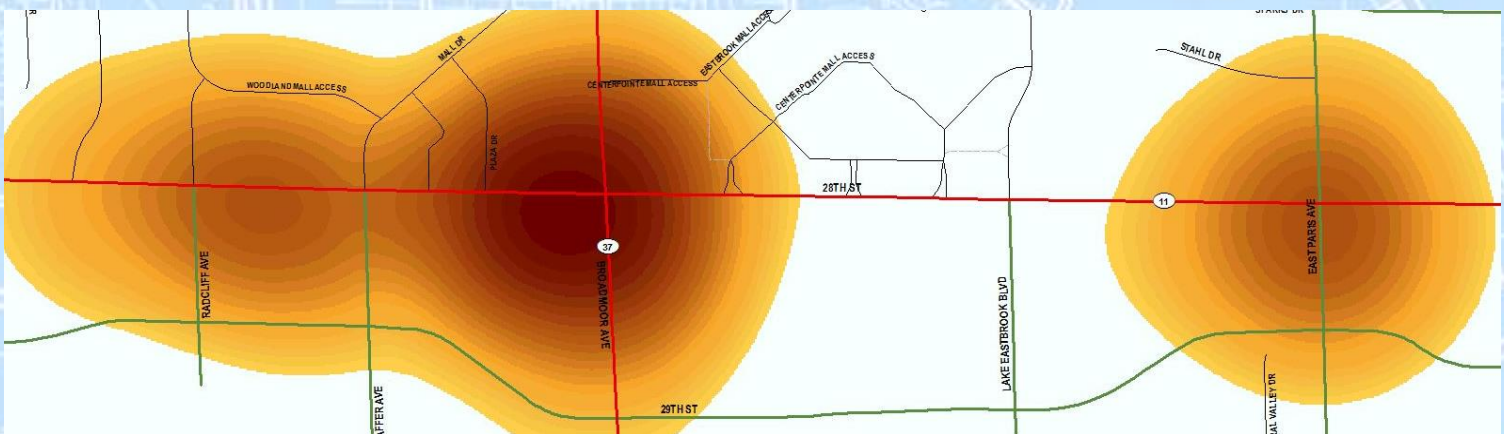
The goal of D.D.A.C.T.S. is to reduce the incidence of crime, crashes, and traffic violations in the community. In 2017, we refined our patrol efforts on specific areas based upon a temporal analysis of offense and traffic data. This data is categorized, mapped and analyzed in such a way that allows for an efficient deployment of resources. As a result, we conduct 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 provide 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.



ACCOUNTABILITY

The DDACTS model ensures accountability and provides a dynamic, evidenced-based problem-solving approach to crime and crashes. This approach, grounded in community-oriented law enforcement, suggests that time- and place-based policing is a more efficient focus of law enforcement activities; provides a more stable target for law enforcement activities; has a stronger evidence base; and raises fewer ethical concerns. The application of high-visibility traffic enforcement is a proven and effective countermeasure that addresses both crime and crashes whether they occur simultaneously or independently in time and/or location. Furthermore, its reliance on geo-mapping to identify the nexus of crashes and crime provides a scientifically-based method for law enforcement to accurately target its efforts.



The above image demonstrates how Geographic Information System (GIS) software enhances law enforcement agencies ability to utilize their data and efficiently deploy resources. The area above displays crash data at the intersection of Broadmoor Ave/East Beltline Ave SE (M37) and 28th ST SE. An analysis of this visual data, as well as temporal data provides officers with clear direction as to when and where to provide proactive enforcement in this area.

The P.R.I.C.E. Program was developed in 2014 by the Kentwood Police Department as a collaborative initiative to build relationships with our growing business community, as well as respond to crime patterns more effectively. In 2019, P.R.I.C.E. began on November 29th and continued through January 4th, 2020. During P.R.I.C.E., patrol officers are assigned to various businesses along 28th and 29th Streets to initiate business contacts. Officers distribute P.R.I.C.E. posters allowing the business to declare their partnership with the Kentwood Police Department, as well as informational pamphlets on indicators of theft, legal actions, contact information and methods of filing a report. In addition, officers work to educate businesses emerging crime trends, such as counterfeit money and fraudulent use of credit cards. Officers made contact with 57 businesses in 2019.

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	2017	2018	2019
OFFICER HOURS	563.5	587	512.25
VOLUNTEER PATROL HOURS	87	107	135
CALLS FOR SERVICE	172	186	171
BUSINESS CONTACTS	581	672	574
RETAIL FRAUD REPORTS	15	6	28
OTHER REPORTS	14	6	22
ACCIDENT REPORTS	25	7	15
ARRESTS	28	20	30
PARKING CITATIONS	12	11	0

Figure 3.1

BUSINESS CONTACTS DURING P.R.I.C.E (2015 – 2019)

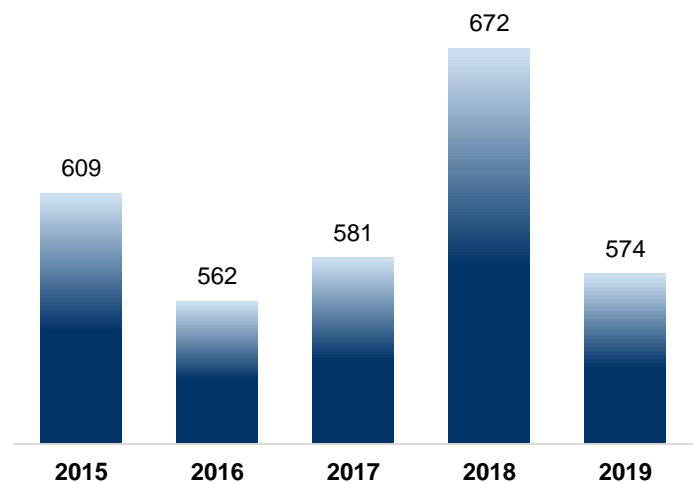


Figure 3.2

SURVEY RESULTS

There were 37 responses to the P.R.I.C.E survey. The results of these surveys are as follows:

- 54% 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.
- 84% of respondents felt that having officers in their business during the holiday season was **VERY BENEFICIAL** to their business.
- 43% of respondents indicated that if someone requested Kentwood officers, their response was **PROMPT**; 35% indicated they did not require a response.
- 95% of respondents rated the Kentwood police officers' actions, presence, and professionalism as **VERY PROFESSIONAL**.

PATROL DIVISION TRAINING



CIVILIAN RESPONSE TO ACTIVE SHOOTER EVENTS TRAINING

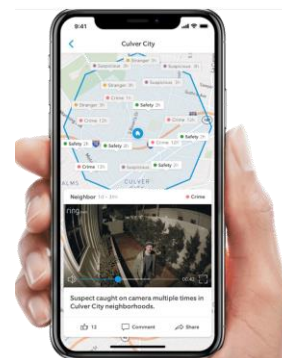
In 2019, the Kentwood Police Department's Community Services Bureau focused on ways to engage with the community through offering specialized training events. One such event was aimed on providing attendees with practical steps that will help them mentally prepare and respond to any active shooter event. An event was held for employees of Kentwood, as well as opened to citizens. Our first citizen session had over 40 attendees and was very well received. We intend to continue these trainings into the future. If you have any questions on this training event, or you would like the Kentwood Police Department to come speak at your place of employment, please contact Captain Ryan VanderVeen at VanderveenR@Kentwood.us.

**WHAT YOU DO
MATTERS**
THE AVERAGE EMERGENCY RESPONSE TIME
TO AN ACTIVE SHOOTER EVENT IS THREE
MINUTES. WHAT YOU DO WITH THAT TIME IS
CRUCIAL TO YOUR SURVIVAL.

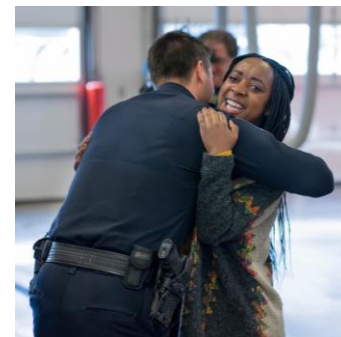


SAFER NEIGHBORHOODS START WITH RING

In the spring of 2019, the Kentwood Police Department joined the Neighbors by Ring mobile application. Neighbors by Ring is a completely free mobile application that allows community members quick access to stay up-to-date on local crime and safety incidents. Users can sign up for real-time alerts, as well as share anonymous tips directly from their smartphone. Our partnership with Neighbors by Ring allows us the opportunity to effectively communicate with our community through posting ongoing incident updates, providing helpful safety tips, responding to tips, as well as submitting requests for investigative information. It allows us to stay connected with the various communities we serve, as well as providing an opportunity for neighbors to be informed of activity in their neighborhoods.



ring



WOODLAND MALL



A REDEVELOPED SHOPPING EXPERIENCE

Over the past several years, Woodland Mall in Kentwood has developed a reputation for being the best kept secret for retailers in West Michigan. Since the demolition of Sears in 2017, over 19 new retailers have brought their business to Woodland Mall. This trend continued in 2019 as the mall invested \$100 million dollars towards the redevelopment of the west wing of the mall. This investment additionally brought updates to the exteriors and entrances, as well as interior finishes and amenities, including new restrooms, new seating areas, a new monster-themed play area, and 21 stores and restaurants!

In the fall of 2019, the grand opening of the 90,000 square foot flagship department store Von Maur introduced West Michigan to a completely different shopping experience with unique brands only to be found in this region. Several well-known restaurants such as the Cheesecake Factory, and award-winning steakhouse, Black Rock Bar and Grill, opened their doors to new patrons.

In addition to the wing expansion, Woodland Mall welcomed West Michigan's first REI store to their complex. This store spans over 20,000 square feet and offers a one of a kind tailored shopping experience for outdoor enthusiasts.

It's safe to say that Woodland Mall and the surrounding area has established itself as a shopping and dining destination. The best part? It sounds like there's more to come.



MALL OFFICER

With this expansion, came an additional increase in responsibilities for our dedicated mall officer, as well as our patrol officers. In 2019, the Kentwood Police Department responded to over 600 calls for service at Woodland Mall. While many of these incidents were assisting citizens, reporting lost and found property, or parking violations, over 25% were for retail fraud. As a Department, it is our mission to decrease violent crime, increase traffic safety, and serve our community with excellence. This is especially true with Woodland Mall, where we take a zero-tolerance approach to retail fraud in order to ensure that we can continually provide a safe and secure shopping experience for those who visit and work at the mall.

“THE PARTNERSHIP BETWEEN WOODLAND MALL AND THE KENTWOOD POLICE DEPARTMENT HAS HELPED TO CREATE A WONDERFUL SHOPPING ENVIRONMENT WHERE CUSTOMERS CAN FEEL SAFE AND COMFORTABLE WHILE VISITING WITH FAMILY AND FRIENDS.”

PROFESSIONAL STANDARDS

The Professional Standards Division consists of the Staff Services Bureau and the Community Services Bureau. These Bureaus primarily have two different focuses. The Staff Services Bureau handles functions that mainly impacts the Police Department's staff. Whereas, the Community Services Bureau's job is to work with different groups in our community to improve their day-to-day quality of life. The Professional Standards Division is overseen by Captain Ryan VanderVeen.

The Staff Services Bureau consists of a captain, crime analyst, property manager, training officer, and a part-time cadet. The Community Services Bureau has a sergeant, two community officers, three school resource officers, a code enforcement specialist, two part-time code enforcement technicians, a part-time volunteer coordinator, and a part-time cadet.

The Staff Services Bureau handles recruiting and hiring for the Department, both sworn and professional support staff. In 2019, the Department hired three full-time police officers, and six part-time cadets. When the Department hires one police officer, it conducts a minimum of two interviews, an assessment center, and puts in over 40 hours for a background investigation on each candidate who makes it to that phase in the hiring process. The candidates must also pass a physical and psychological exam prior to a final offer of employment.

Due to the complexity of the profession, police officers must constantly attend training to refresh themselves on current best practices in law enforcement and updated law changes. They need to practice their physical skills to maintain proficiency and improve their decision-making skills. These areas include firearms, subject control, precision driving, and police tactics. Officers who have specialized assignments must also receive training for those positions. These range from interview and interrogation, death investigations, crimes against children, and internal affairs investigations to Basic SWAT training, leadership development, surveillance training, and crisis intervention.

CAPTAIN VANDERVEEN

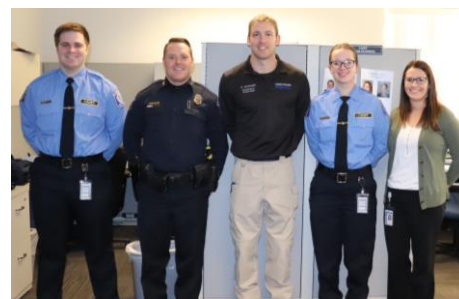
OFFICER SMITH

PROPERTY MANAGER BARGER

CRIME ANALYST OLIVER

CADET PETERSON

CADET RASMUSSEN



LEFT TO RIGHT: Cadet Rasmussen, Ofc. Smith, Property Manager Barger, Cadet Peterson, Crime Analyst Oliver



PROFESSIONAL STANDARDS TRAINING

Law enforcement is a complex and ever-changing profession. Responsibilities are constantly changing and being re-defined. The Kentwood Police Department is dedicated to continually providing relevant and effective training to all officers. The areas of training that are of most importance include diversity, de-escalation, crisis intervention, use of force, and legal updates.

Each year, every officer is required to attend a 40-hour block of training. This in-service training is hosted by the Kentwood Police Department and instructed by members from the community and various groups. The purpose of these sessions is to inform, educate, and train the officers in the areas of highest importance. In 2019, the Kentwood Police Department brought in members from the Bhutanese Community of West Michigan and Veterans Affairs Administration. Other topics covered were legal updates, physical control tactics, and active shooter response. An entire day is spent participating in life-like scenarios, where communication and de-escalation is the intended goal.

Another area of focus in 2019 was Crisis Intervention Training, which has a goal of teaching officers techniques for de-escalating situations when dealing with persons who have a mental illness. The Kentwood Police Department, in conjunction with the Kent County Chiefs of Police, has committed to sending all officers to this intensive and valuable training.

Ongoing training equips officers with the knowledge and skills to perform their duties more efficiently and more safely and is essential in providing excellent service to the community. Technology is continually evolving, often adding new elements to the day-to-day operations. Due to this, Kentwood Police officers must frequently attend various trainings that provide them with the tools necessary to perform their job in a professional, unbiased, and competent manner.

Training is intended to educate and update officers on current trends, best practices, and inform them of any law changes. Officers additionally need to practice their physical skills in areas such as firearms, subject control, precision driving, and police tactics to maintain proficiency, as well as improve their decision-making skills. Specialized assignments, such as the Detective Bureau and drug investigations, require more specialized training, which include interview and interrogation, death investigation, crime scene preservation, leadership development, surveillance training, and crisis intervention.

Training is essential to the success of the Kentwood Police Department as it allows our officers to stay abreast of changes, ensuring they can effectively accomplish our mission in reducing violent crime, increasing traffic safety and serving the community with excellence.

VERBAL DE-ESCALATION

DIVERSITY TRAINING

REALITY-BASED
TRAINING /SCENARIOS

CRISIS INTERVENTION
TRAINING

VETERAN AFFAIRS /
POST TRAUMATIC STRESS TRAINING

CONTROL TACTICS

LEGAL UPDATES

ACTIVE SHOOTER TRAINING

SPECIAL INVESTIGATIONS/DRUGS

FIELD FORCE

REPORT WRITING

HAZMAT UPDATES

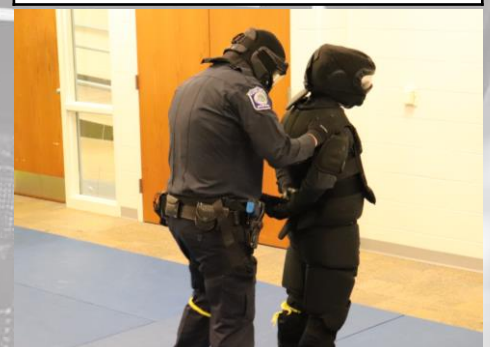
FIREARMS STANDARDS

WELLNESS/FITNESS

TASER RECERTIFICATION

PRECISION DRIVING

CPR & BLOODBORNE PATHOGENS





During 2019, the Kentwood Police Department maintained our exceptional level of training and qualification standards for our firearms program, as well as managed several improvements to the program and equipment. Implemented during the latter part of 2019 was a transition from an aging shotgun system to a more versatile less-lethal shotgun system that better meets the current needs of the Department. Each officer has now been trained on deploying a less-lethal shotgun. The Police Department also sent a team of four to represent our Department at the annual State of Michigan Police Pistol Match in Jackson, Michigan. The Kentwood Police team placed first in its class at this competition and retained the travel trophy displayed in the lobby of the Police Department.

NEW TECHNOLOGY

About a year and a half ago, the Kentwood Police Department discussed a training shortfall with our firearms training regarding moving targets. The possibility of acquiring a mobile target system to aid officers in training was researched, however the high cost was not within the budget. Knowing East Kentwood High School had a talented robotics program, the Department contacted “Red Storm Robotics” Coaches Ljungren and Veenendaal to gauge students’ interest in building a system to fit our training needs. The team agreed to tackle the endeavor with guidance from their Davenport University mentors. A framed-design robot platform driven by eight motors and speeds was constructed. The Department then enlisted the help of Target Solutions owner Deb Kelch, who assisted with the design and fabrication of the top and side armored steel plating panels to complete the project. The project was finished the summer of 2019 with an armored mobile target that not only meets our initial needs, but exceeds our performance expectations. This system will greatly enhance the training for the Department, it examples partnerships in the community and mentored high school students who contributed to the betterment of the safety of the community.

“ IT IS MOBILE, VERSATILE AND OPENS THE DOORS TO THE QUALITY OF OUR OFFICER TRAINING FOR YEARS TO COME. THIS UNDERSCORES THE RELATIONSHIP WE HAVE WITH OUR SCHOOLS AND COMMUNITY. WE ARE THANKFUL FOR THE GENEROSITY OF COMMUNITY BUSINESSES, STUDENTS AND MENTORS FOR TAKING ON THIS PROJECT.

”
- FORMER CHIEF HILLEN



PROPERTY MANAGEMENT & *EVIDENCE*



PROPERTY MANAGEMENT

The Evidence and Property Unit of the Kentwood Police Department is overseen by Captain VanderVeen of the Professional Standards Division. The property room is managed by one full-time professional support staff property management specialist who is responsible for ensuring that evidence items are properly tracked and monitored for court exhibits, discovery, and laboratory examination. The property management specialist receives, catalogs, safely stores and maintains the integrity of evidence, found items, and property for safekeeping. The property management specialist 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 management specialist 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 management specialist's responsibility to stay current on evolving trends and ensure that ongoing training is provided for officers and professional support 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 management specialist inventoried just over 8,800 pieces of evidence and property in 2019. This is roughly 1,800 more pieces of property than in 2018, a 1.2% increase.

DRUG TAKE BACK PROGRAM



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 2019, the Volunteers in Police Services program (V.I.P.S.) 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.

USE OF FORCE

In 2019, Kentwood police officers documented 87 uses of force. In comparison to 2018, this amounts to 34 additional use of force reports. All incidents in which force is used is carefully reviewed by both supervisors and command staff. Each use of force incident in 2019 was determined to be justified by both legal standards and Department policy. The Department received no citizens complaints of excessive use of force by officers in 2019. The department internally investigated one use of force incident. This was based upon the initial internal investigation of the incident.

Of the 87 use of force incidents, 35% of the subjects were believed to be under the influence of alcohol or drugs at the time of the incident. Furthermore, use of force reports demonstrated an increase in the following incidents: Motor Vehicle Theft (+6), Retail Fraud (+9), Weapons Offenses (+10), Assist Medical/Agency (+10).

Of the use of force incidents in 2019, officers were able to provide verbal direction to a subject in 79 incidents (90%). Of the 87 incidents of force used in 2019, 23 (26%) incidents involved an officer drawing their taser. A taser was discharged in eight incidents. Furthermore, 26 incidents involved an officer drawing a firearm at an individual. A firearm was discharged zero times. Lastly, a takedown technique was utilized 19 times, a soft empty hand technique was used 17 times, and a strike technique was used twice.

There were 24 incidents in which a subject communicated pain/injury. Of these 24, eight occurred due to a taser discharge. Anytime there is a complaint of injury, or the individual requests treatment, they will be provided medical treatment. Sixteen individuals requested or required medical treatment. All injuries were deemed as minor and required no hospitalization. Eleven officers reported being injured in 2019. One officer sustained serious injuries and required hospitalization.

At the end of 2019, the Department increased its less-lethal capability by implementing bean bag shotguns. All officers received training on how to use them to de-escalate a violent encounter. The Department also intends to deploy new 40mm less-lethal launchers by the end of 2020.

In 2019, there were 17,904 calls for service and 10,353 traffic stops, amounting to 27,957 contacts with the public. Of these contacts, force was used less than one third of a percent of the time 0.31% (Figure 3.4). Moreover, 1,672 arrests were made in 2019. Of these arrests, force was used 5% of the time.

Figure 3.5 below demonstrates the five-year comparison (2015-2019) of the primary reason for each designated use of force occurrence. While there may be several reasons why an officer used force during a situation, the primary reason is documented below.

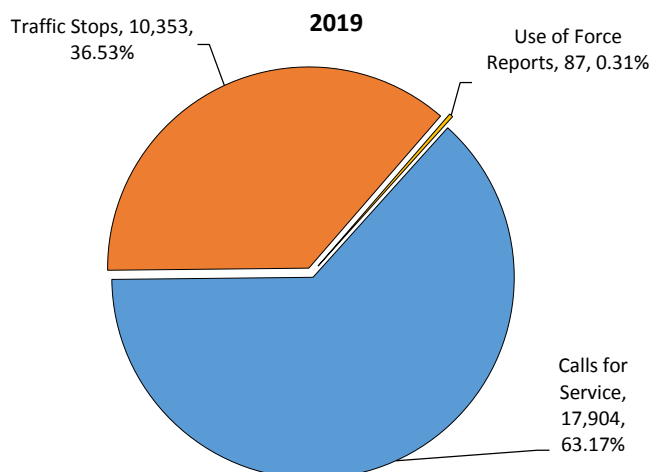


Figure 3.3

REASON	2015	2016	2017	2018	2019
Arrest	25	22	26	25	35
Defend Self	7	4	9	10	22
Defend Another	0	1	8	5	3
Prevent Violent Felony	3	0	3	0	0
Felony Car Stop	0	5	4	1	9
Restrain for Subject's Safety	4	1	4	12	17
Other	4	2	1	0	1
TOTAL	43	35	55	53	87

Figure 3.4

PROFESSIONAL STANDARDS COMMUNITY SERVICES



2019 EVENTS

The overarching focus of the Community Services Bureau is to provide excellent service to the community and to improve quality of life for the citizens through outreach programs, problem solving, and connecting with students in the local school systems. The school resource officers (SRO) continue to make countless contacts with students throughout the school day, with a focus on building positive relationships while reducing the amount of student absences. The community services officers (CSO) participate in community events throughout the year in an effort to build trust with citizens, provide safe venues for local events, and bring safety awareness to the residents and businesses within the City of Kentwood. The Code Enforcement Unit is a proactive division of the Community Services Bureau that seeks to maintain code compliance of both residential and commercial properties throughout the City of Kentwood.



HONOR GUARD

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, and Grandville Police Departments, Kent County Sheriff's Department, Wyoming and East Grand Rapids Departments 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.

NATIONAL NIGHT OUT
MARANDA PARK PARTY
TOUCH-A-TRUCK
TRUNK-OR-TREAT
HALLOWEEN AT WOODLAND MALL
TOYS FOR TOTS
4 TH OF JULY PARADE
CELEBRATE KENTWOOD
ANNUAL TREE LIGHTING
CHILD SAFETY SEAT CHECKS
28 TH STREET METRO CRUISE
METRO HIGH SCHOOL POLICE ACADEMY
EASTER EGG HUNT
SUMMER CONCERT SERIES
VARIOUS 5K RACES
ARCH PROGRAM
SANTA PARADE
KELLOGGSVILLE H.S. FOOTBALL GAMES
MARCH IS READING MONTH
KENTWOOD YOUTH ACADEMY

OUTREACH



TOUCH-A-TRUCK

Each year, the Kentwood District Library hosts Touch-A-Truck at City Hall. Children of all ages have the opportunity to get up close and personal with various motorized vehicles used by the City of Kentwood 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!



SANTA PARADE



On December 19, 2019, the City of Kentwood celebrated the Annual Christmas Tree Lighting at the Kentwood Library. This event began with a holiday Santa parade. Chief Roberts had various holiday decorations on a cruiser, including an inflatable Santa Claus. He led the parade down Breton Ave with lights and sirens. After the parade, several officers were present to sing Christmas carols and take pictures with Santa.



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.

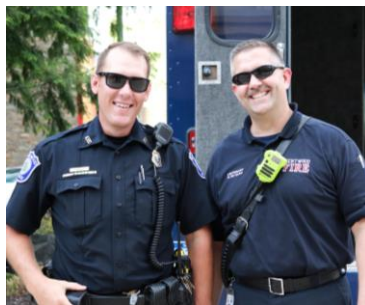
TOYS FOR TOTS



The holiday season is an important time to remember those who have endured hardships over the past year. On December 17, members of the Community Services Bureau of the Kentwood Police Department were able to fulfill this objective by participating in toy selection for children and families in the City of Kentwood. Names of children who would not otherwise have had a Christmas were given to our school resource officers. In partnership with Kent County Toys for Tots, various gifts for each submitted name were chosen and delivered to the respective schools for dissemination to the families prior to the Christmas break. Between the two school districts, eleven different schools were able to provide gifts to 99 children this Christmas.



NATIONAL NIGHT OUT



POLICE -COMMUNITY PARTNERSHIPS

National Night Out is an annual community-building campaign that promotes police-community partnerships and neighborhood camaraderie to make our neighborhoods a safer and more caring place to live. National Night Out enhances the relationship between neighbors and law enforcement while bringing back a true sense of community. Furthermore, it provides a great opportunity to bring police and neighbors together under positive circumstances.

National Night Out planning began early in 2019. Through these early contacts, Officer Belk was able to arrange National Night Out parties with over 20 neighborhoods and churches. All parties were well attended by the Police Department, Department of Public Works and Fire Department.

We anxiously look forward to National Night Out 2020 and hope to have even more neighbors and community groups join us in the event. Thank you to all of those who have participated in the past, we could not make this event happen without you!



COMMUNITY SERVICES *SCHOOLS*

BUILDING RELATIONSHIPS BETWEEN STUDENTS AND POLICE

The Kentwood Police Department strongly believes that providing a safe environment for children to grow and learn is of the utmost importance for our community. Our three school resource officers, Officer Augustyn, Officer Nawrocki, and Officer Willshire, are vital in making this happen.

School resource officers (SRO) are specifically selected and trained police officers who provide a wide range of services including school safety, mentoring, criminal investigations, conflict management, and referrals to social services and community-based organizations.

The presence of our SROs in schools not only provides the initial protection of students and faculty, but it allows the opportunity to form positive relationships between youth and the police. These relationships build trust among adolescents, providing them with a mentor that they can rely on when faced with difficulties.

SROs work closely with school administrators to consider a variety of options when a crime has been committed on school property. These considerations are made with the best interests of the students and their families in mind.

Their main focus is to reduce absenteeism, truancy, delinquency, building positive relationships and educating students and parents.

As a staple in the school community, SROs attend various academic and athletic events, attend recruitment fairs for our cadet program as well as our youth academy. They also provide training for both parents and students on topics such as drug awareness on current drug usage and trends, cyberbullying and social media. SROs work closely with English as a Second Language (ESL) students, providing them and their parents with presentations that are translated.

In 2019, various law enforcement officers across Kent County attended the annual "Pancakes with Police" at Crestwood Middle School. This is a collaboration with the Crestwood Middle School National Junior Honor Society in creating an event that brings police and students together to enjoy a warm breakfast. In addition, various officers from the Kentwood Police Department attended a Cops vs. Kids kickball game at Endeavor Elementary in early May 2019 as an end of the year celebration for students.

CAPTAIN VANDERVEEN

OFFICER AUGUSTYN

OFFICER NAWROCKI

OFFICER WILLSHIRE



CODE ENFORCEMENT



Code enforcement is part of the Community Services Bureau of the Kentwood Police Department. Code enforcement consists of one full-time professional support staff code enforcement specialist and two part-time professional support staff code enforcement technicians, as well as a police cadet. 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.

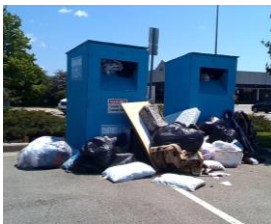
CAPTAIN VANDERVEEN

**CODE ENFORCEMENT
SPECIALIST GENRICH**

**CODE ENFORCEMENT
TECHNICIAN MASON**

**CODE ENFORCEMENT
TECHNICIAN NOVAKOSKI**

The code enforcement team responded to 2,726 complaints in 2019. Compared to 2018's total of 2,372 complaints, this is a 15% increase. Code enforcement boasts an 88% compliance rate for 2019. The five-year average for compliance is 82%. 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 COMMON CODE COMPLAINTS:

GRASS/ WEEDS	GARBAGE/ TRASH/ JUNK	PARKING VIOLATIONS	JUNK/ UNLICENSED VEHICLES	SNOW/ICE	RV / EQUIPMENT STORAGE	SIDEWALK HAZARD/ OBSTRUCTION
20%	17%	13%	11%	8%	7%	7%
539 COMPLAINTS INVESTIGATED	458 COMPLAINTS INVESTIGATED	347 COMPLAINTS INVESTIGATED	303 COMPLAINTS INVESTIGATED	230 COMPLAINTS INVESTIGATED	181 COMPLAINTS INVESTIGATED	179 COMPLAINTS INVESTIGATED

Figure 3.5

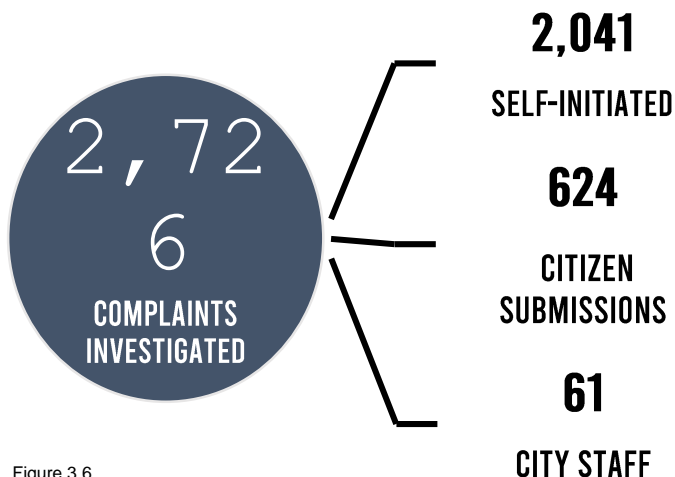


Figure 3.6

SIDEWALK HAZARD / OBSTRUCTIONS:

One of the main goals of the Code Enforcement Unit in 2019 was to focus on sidewalk hazards and obstructions. An obstruction on a sidewalk causes many issues, especially for those who use the walkway regularly. The Code Enforcement Unit dedicated several hours during the spring and summer months monitoring potential violations.

CODE ENFORCEMENT



Overall, there was a 15% increase in code complaints in 2019 in comparison to 2018. Of these complaints, 624 were generated from citizens, 61 from City of Kentwood staff, and 2,041 complaints were self-initiated by the Kentwood Police Department Code Enforcement Unit. Of the code complaints received, 262 came from online submissions.

As shown in Figure 3.6, the majority of complaints from 2019 include grass/weeds (539), garbage/trash/junk (458), parking violations (347), junk/unlicensed vehicles (303), snow/ice (230) and RV & equipment storage (181).

In comparison to 2018, the largest increase in complaints was observed in the following categories: garbage/trash/junk (+160) 54% increase, sign violation (+84) 215% increase, building maintenance/accessory use/fence disrepair/blight (70) 149% increase, RV & equipment storage (+60) 50% increase, sidewalk hazard/obstruction (+58) 48% increase, auto repair/sales (+26) 144% increase.

Likewise, the largest decrease in complaints was observed in the following categories: other minor violations (-34) 89% decrease, zoning (-8) 89% decrease, stagnant water (-10) 71% decrease, and vision obstruction (-2) 67% decrease.

Of the complaints from 2019, 2,482 were corrected by the property owner, 41 were corrected by the City or bank, 68 were found to not be in violation at the time of inspection, and 81 were referred to other departments. Overall, 63 citations were issued, the majority being due to parking violations (25) and garbage/trash/junk (14).

Lastly, 40 properties were corrected by a City contractor in 2019, compared to 3 in 2018.

CODE COMPLAINTS	2018	2019	+ / -	%
ANIMAL NUISANCE/KEEPING	19	19	0	N/C
AUTO REPAIR/SALES	18	44	26	144%
BUILDING MAINTENANCE/ACCESSORY USE/FENCE DISREPAIR/BLIGHT	47	117	70	149%
COMMERCIAL VEHICLE VIOLATION	17	19	2	12%
EXTERIOR NUISANCE/TRASH CONTAINERS	109	74	-35	-32%
GARBAGE/TRASH/JUNK	298	458	160	54%
JUNK/UNLICENSED VEH	233	303	70	30%
PARKING LOT HAZARD	6	6	0	N/C
PARKING VIOLATIONS	369	347	-22	-6%
RV & EQUIPMENT STORAGE	121	181	60	50%
SIDEWALK HAZARD/OBSTRUCTION	121	179	58	48%
SIGN VIOLATION	39	123	84	215%
SNOW/ICE	240	230	-10	-4%
STAGNANT WATER	14	4	-10	-71%
VISION OBSTRUCTION	3	1	-2	-67%
GRASS/WEEDS	525	539	14	3%
YARD WASTE/DEBRIS/TREE LIMBS	146	77	-69	-47%
OTHER MINOR VIOLATIONS	38	4	-34	-89%
ZONING	9	1	-8	-89%
TOTALS	2372	2726	354	15%

Figure 3.7

HOW TO FILE A CODE COMPLAINT:

To file a code complaint, you may contact our Code Enforcement Unit in person at 4742 Walma Ave SE, by telephone at (616) 656-6574, or you may file a complaint online at www.kentwood.us/police. Directions: Click on 'code enforcement' in the left-hand column. Once directed to this page, you will see another option in the left-hand column to 'file a code complaint'. Once you click this, you will be directed to a form. All online code complaints have the option to be left completely anonymous.

VOLUNTEERS



The Community Services Bureau also directs the Department's Volunteers In Police Service (V.I.P.S.) program, which is overseen by our part-time professional support staff coordinator, Vicki Highland. Volunteers assist the Department in serving the community through road and trail patrol, chaplain programs, records and clerical duties, special events, and parking enforcement. Volunteers are well trained and prepared for their various roles. Citizens of Kentwood and the volunteers themselves tremendously benefit from the V.I.P.S. program.

In 2019, our Volunteers In Police Service program remained successful and steady. With the fair share of changes and challenges, our volunteers continued to provide a quality service to serve our Department and the Kentwood community. There was a decrease in the number of hours and the number of volunteers. However, the number of issued handicap parking and fire lane parking citations increased, along with the number of verbal warnings and the number of public relations. The attrition rate increased by 1% from the previous year. Volunteers continue to do a wonderful job and serve in so many ways. Volunteers are well-trained and prepared for their various roles. They are flexible and willing to learn new tasks. Citizens of Kentwood and the volunteers themselves tremendously benefit from the VIPS program.

V.I.P.S. ACTIVITIES	2018	2019
HANDICAP CITATION	498	590
FIRE LANE CITATION	26	49
OTHER	3	0
TOTAL CITATIONS	527	639
WARNINGS	415	498
CODE ENFORCEMENT	26	26
SITE INSPECTIONS	44	63
VACATION HOUSE CHECKS	120	82
SIGN CONFISCATIONS	292	174
HAZARDOUS CONDITIONS REPORT	1	1
PUBLIC RELATIONS	533	900
CHAPLAIN CALL OUT	6	3
MEDS COLLECTED (LBS)	237.2	73

Figure 3.8

HOURS	2018	2019
ROAD	2470.4	2,591
TRAIL	787.1	468.9
CLERICAL	1275	139.5
CHAPLAINS	91.5	1042.75
TOTAL	4624	4242.18

Figure 3.9

VOLUNTEERS	2018	2019
TRAIL	13	13
ROAD	17	15
CHAPLAIN	2	3
CLERICAL	6	5
TOTAL	38	36

Figure 4.0



VOLUNTEERS



In 2019, our volunteers participated in the following events: Valentine's Dash 5K Run, Parks and Recreation Volunteer Appreciation Luncheon, Parks and Recreation's Spotlight on Seniors Expo, Kentwood Baseball League Parade, Memorial Day Parade, 4th of July Parade, National Night Out, RSVP Recognition Luncheon, Santa Parade, Holiday Lights Parade, two National Take Drugs Back events, and P.R.I.C.E. The Volunteers' Annual Appreciation Banquet took place on May 1, 2019 at the Kentwood Library. The Holiday Potluck was held in Kentwood Police Department's training room on December 10, 2019. Two quarterly meetings were held in August and October.

TRAIL PATROL

Two new volunteers joined the volunteer trail patrol program in 2019. A total of 458 reports were submitted by 14 trail patrol volunteers. The most common issues reported are litter, overgrown branches and grass, potholes on trail pavement, debris, empty dog waste bag dispenser, and cars parked on the sidewalk by the park. Reports that were forwarded to Parks and Recreation Department and DPW were beneficial in resolving issues in the parks and on the trails in a timely manner. Several trail patrol volunteers chose to help with trash picking on the trails – with trash pickers and gloves issued by the Parks & Recreation Department.

CLERICAL VOLUNTEERS

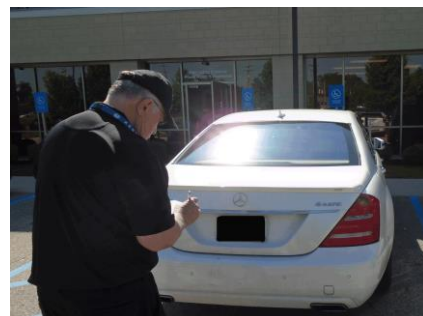
The number of clerical hours significantly decreased in 2019 as a result of two clerical volunteers resigning for other employment. At the end of 2019, we had two clerical volunteers in 62-B District Court and three volunteers in Records Bureau. Ruthie Siedlecki and Mary Neumann continue to work on scanning old files in the Records Bureau. Sue Barthold continues to work on updating Kentwood's businesses' emergency contact information in LERMS and various forms. In addition to volunteering at court several days a week, Debbie Hagins helps with victim survey letters and numerous clerical projects in CSB. Our court volunteer, Pam Schichtel, was officially transferred from a road patrol role to a clerical role, even though she will still help during City events.

CHAPLAIN PROGRAM

Our chaplain program is an amazing opportunity for citizens to get spiritual guidance and comfort during difficult times. Jerry DeRuiter and Mike Baynai were called out three times in 2019. Mike Baynai went on 13 ride-along shifts with KPD patrol officers and three ride-along shifts with Kentwood Fire Department crews. Pastor Jay Jones from Pentecostals of Kentwood joined our chaplain program in April. In 2020, all three chaplains will be a part of the four in-service officer training sessions to share information about the program, how and why the officers on the scene should call chaplains, and how the victim's family can benefit from their help.

VALUABLE VOLUNTEERS





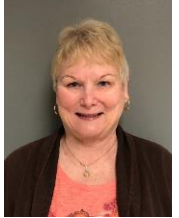
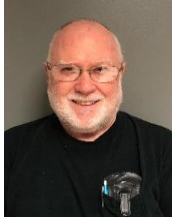
Based on the data from Independentsector.org** (leadership network for nonprofits, foundations, and corporations), the estimated calculated rate of volunteer time in Michigan in 2018 was \$25.43 per hour. Based on this estimation, the monetary value of the V.I.P.S. program hours in 2019 was \$101,878.64.



VOLUNTEERS



NEW VOLUNTEERS IN 2019

CAROL AMIDON	ELIZABETH BURTON	JAY JONES	CALVIN LOHMAN	KATHLEEN PENDERGAST	BILL PENDERGAST
					
TRAIL PATROL	TRAIL PATROL	CHAPLAIN	ROAD PATROL	ROAD PATROL	ROAD PATROL

At the end of 2019, we had 36 volunteers - a slight decrease in the number of volunteers from the previous year. The number of road patrol volunteers decreased to 15. Three volunteers joined the road patrol program and five volunteers left the program. Two new volunteers joined our trail patrol team and two trail patrol volunteers left the program. One volunteer joined the clerical team and two volunteers left the team. The number of chaplains increased to three as we added one more chaplain to our team.

Two new volunteers joined our trail patrol program in 2019. Fourteen trail patrol volunteers submitted a total of 458 reports in 2019. The total number of trail patrol hours was significantly decreased due to the resignation of Pat Hall who walked every day and consistently submitted reports. People in the community appreciate the extra presence of volunteers who look out for any issues on our trails.



POLICE CADET PROGRAM

CADETS



Police cadets are an integral part of the Kentwood Police Department. They are assigned to different Bureaus throughout the Department to aid sworn and professional support staff with various duties, as well as serve the citizens of Kentwood. They are often the first face you see when you visit the Department!

The main duties of a police cadet include; data entry, handling walk-in non-emergency reports, minor crash reports, fingerprinting and processing firearm purchase permits. In addition, we have cadets assigned to specific roles within Code Enforcement, Traffic, and Staff Services.

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. Currently, seven of our officers started their careers in law enforcement as cadets with our Department. 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. Additionally, cadets ride along with officers, observing the real time day-to-day functions of a law enforcement officer. Each cadet must maintain full-time enrollment status, as well as high academic standards.

CAPTAIN VANDERVEEN

CADET MCCONNON

CADET PETERSON

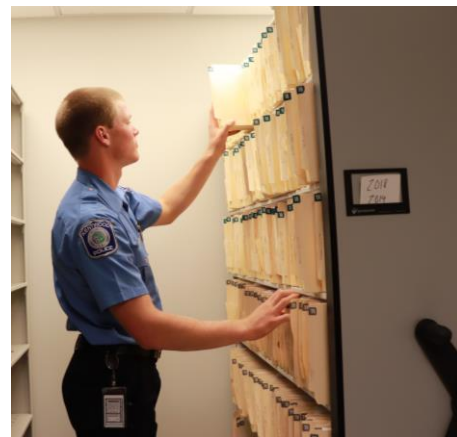
CADET RASMUSSEN

CADET DEJONG

CADET KIEKOVER

CADET KILBOURN

CADET GURUNG





**CADET
RASMUSSEN**



Cadet Rasmussen started as a police cadet in May of 2019. He is currently assigned to the Records Bureau where he assists citizens at the front desk. He currently attends Grand Rapids Community College studying criminal justice. He plans to attend the Police Academy in the fall of 2020.

**CADET
PETERSON**



Cadet Peterson started as a police cadet in January of 2019. She is currently assigned to the Staff Services Bureau where she manages the false alarm database. She is attending Grand Valley State University where she is studying criminal justice and playing hockey.

**CADET
DEJONG**



Cadet DeJong started as a police cadet in May of 2019. He is currently assigned to the Records Bureau where he assists citizens at the front desk. He currently attends Grand Valley State University studying criminal justice. He plans to attend the GVSU Police Academy in the fall of 2022.

**CADET
KILBOURN**



Cadet Kilbourn started as a police cadet in November 2019. He is currently assigned to the Records Bureau. He attends Grand Valley State University studying criminal justice with anticipated graduation in spring of 2021. He plans to attend the Police Academy in spring of 2021.

**CADET
KIEKOVER**



Cadet Kiekoover started as a police cadet in July of 2019. She is currently a freshman attending Grand Valley State University where she is studying criminal justice. She plans to attend the Police Academy in the spring of 2023.

**CADET
GURUNG**



Cadet Gurung started as a police cadet in December of 2019. He is assigned to the Records Bureau. He is currently attending Grand Rapids Community College in the Police Academy. He will be graduating in the spring of 2020.

**CADET
MCCONNON**



Cadet McConnon started as a police cadet in January of 2019. He is currently assigned to the Records Bureau. He attends Grand Rapids Community College studying criminal justice, and is also in their Police Academy.

Cadet McConnon received a conditional offer of employment with the Kentwood Police Department in 2019. He will be starting the field training program as a patrol officer in August of 2020. We are confident that McConnon will excel in his training and do an outstanding job protecting and serving the citizens of Kentwood with excellence. We wish him well in the remainder of his police academy and look forward to him joining our sworn personnel.

“

IT IS AN HONOR TO HAVE BEEN HIRED AS AN OFFICER. I AM EAGER TO RETURN THE INVESTMENT THAT THIS DEPARTMENT HAS MADE IN ME.

- CADET MCCONNON

”

ACADEMY



The Metro High School Police Academy annually provides a weeklong, 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 that 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 Office, Walker Police Department, Wyoming Department of Public Safety, East Grand Rapids Department of Public Safety, Rockford Department of Public Safety, Grand Rapids Police Department, Michigan State Police, Grand Valley State University Department of Public Safety, Grand Rapids Community College Police Academy and GRCC Police Department. Due to the commitment from local area agencies, the program is provided at no cost to the participants.



KENTWOOD POLICE YOUTH ACADEMY



TODAY'S YOUTH, TOMORROW'S LEADERS

While the Kentwood Police Department continues to grow more diverse every year, we are constantly seeking opportunities to ensure that our officers reflect the community in which they serve. In 2019, we were able to do just that through bringing back the Kentwood Police Department Youth Academy.



Captain VanderVeen, as well as Officers Willshire, Augustyn, and Nawrocki assisted in the planning, organization and implementation of the 40-hour long high school police academy. The academy began on July 29 and went through August 1. There were 18 students in attendance. Students received basic training and participated in scenarios covering various topics such as taser deployment, drunk driving, use of force, traffic stops and physical fitness.

We are proud to have made an impact on recruits and have them leave our academy with a better sense of themselves, as well as a better inside perspective on how our Department serves and protects the City of Kentwood and its residents. Through this program, we have made it easier to reach out to our community's youth and encourage them to pursue a career with our Department.





ARCH PROGRAM

School Resource Officers Nawrocki and Augustyn hosted a six-week informational youth academy with the Kentwood ARCH program. Thirty students from Crestwood, Valleywood and Pinewood Middle Schools attended the program. The partnership included a visit to the Metro High School Police Academy, as well as a tour of the Kentwood Justice Center. Additionally, officers provided various informational presentations on driving while intoxicated and being distracted. Students were given the opportunity to experience a simulation of intoxicated driving with Fatal Vision Goggle dexterity tasks. In addition, the Kentwood Fire Department performed an extrication at a mock car crash. Students were also given MCOLES physical agility entrance exams. The six weeks concluded with a vehicle display and a discussion about the use of force. This included a tactical weapons display and TASER demonstration.

KENT CAREER TECHNICAL CENTER

During the 2019 school year, Community Services Officer Belk assisted at Kent Career Technical Center with their criminal justice program. He assisted with program entrance interviews as well as industry professionals with student evaluations to assess the progress of the students enrolled in the program.

EAST KENTWOOD HIGH SCHOOL FUTURE FEST

On April 18, 2019, various members of the Kentwood Police Department attended the East Kentwood High School Future Fest. Officers hosted multiple “break-out sessions” where students interested in a career in law enforcement had the opportunity to learn about the various aspects of policing. There was also a gear demonstration of the robot by Officer Nawrocki of the Special Response Team. In addition to break-out sessions, there was a career fair which provided students the opportunity to learn about our police cadet program, high school youth academy, and law enforcement positions.



INVESTIGATIONS



CAPTAIN MORNINGSTAR

DETECTIVE SERGEANT ROELOFS

DETECTIVE BALDWIN

DETECTIVE CLINE

DETECTIVE COVAL

DETECTIVE DYKGRAAF

DETECTIVE HELM

DETECTIVE NELSON

DETECTIVE SEGARD

DETECTIVE SMIGIEL

DETECTIVE VANDERBENT

CLERK MORRIS

The Detective Bureau falls under the Services Division of the Kentwood Police Department and is overseen by Captain 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 seven detectives. Five 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 thorough and complete criminal investigations.

The majority of investigations are initiated and completed by the Road Patrol Division. When a crime has been committed, a report is reviewed and 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/runaways, 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. Three of the detectives in the General Case Unit have specialized training in the interviewing and 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.

In 2019, there were two retirements celebrated in the Detective Bureau—one long time detective and the detective who specialized in the investigation of CPS referrals. Both of these detectives were great assets to the Detective Bureau and their expertise will be greatly missed.

MAJOR CASES



B&E BUSINESS CASE NUMBER: 19-146 DATE: 1/3/2019 DETECTIVE: SMIGIEL	<p>Home Depot reported two separate breaking and entering incidents into their store after business hours. Upon reviewing the video surveillance, it was determined to be the same suspect in each incident. While looking through items on Facebook Marketplace, an officer recognized the tools that were stolen. Further investigation determined that the subject selling the tools matched the description of the suspect in the video and was also on parole. A search warrant was conducted on the subject's home and the merchandise from Home Depot was recovered.</p>
ARMED ROBBERY CASE NUMBER: 19-2198 DATE: 2/1/2019 DETECTIVE: NELSON	<p>Officers were dispatched to an armed robbery of a person in an apartment complex. It was determined that it was a set-up meeting through Facebook to buy marijuana. Upon the victim's arrival, they were robbed at gun point. Through a thorough investigation using search warrants to obtain information from cell phones and also social media, the suspect was arrested and charged with armed robbery through Kent County. Further charges were also obtained through the federal court for felon in possession of a firearm.</p>
ILLEGAL USE OF CREDIT CARDS CASE NUMBER: 19-7940 DATE: 4/30/2019 DETECTIVE: COVAL	<p>Officers were dispatched to Kohl's reference two suspects committing credit card fraud. Loss prevention at Kohl's contacted the Kentwood Police Department because the two suspects were using numerous credit cards and amounting upwards to \$36,000 worth of merchandise. The suspects were using their "Apple Pay" phones to pay for the merchandise with stolen credit card numbers. The phones were taken as evidence and the suspects were released at the time due to being unable to locate victims. The case was assigned to the fraud detective and he located victims in 11 different states. He learned that one suspect had used 54 accounts of customers without permission and the other suspect had 46 unauthorized transactions. The detective completed search warrants on the suspect's cell phones and found an overabundance of evidence to numerous crimes. The Kent County Prosecutor's Office issued criminal enterprise against the two suspects.</p>
UNARMED ROBBERY CASE NUMBERS: 19-11126/11129 DATE: 6/10/2019 DETECTIVE: NELSON	<p>A resident in an apartment complex was continually being harassed by a subject that was loitering in the complex. It eventually escalated and the suspect robbed the victim of his cell phone. A Community Services Officer made contact with the apartment manager and they were able to identify a potential suspect. The suspect was charged with unarmed robbery.</p>
PROSTITUTION CASE NUMBER: 19-14007 DATE: 7/18/2019 DETECTIVE: HELM	<p>An officer received information reference a possible prostitution ring. Upon completing numerous undercover conversations with the subject, it was determined there was enough probable cause to arrest the subject for prostitution and running an illegal business. Another subject who was the renter of the building space was arrested for carrying a concealed weapon and also outstanding warrants.</p>

MAJOR CASES



INDECENT EXPOSURE CASE NUMBER(S): 19-16118/19-16814 DATE: 8/14/2019 , 8/22/2019 DETECTIVE: CLINE	<p>Officers were dispatched to reports of indecent exposures at Woodland Mall and Kohl's. A suspect description was provided, and officers were later called to Kohl's reference the same vehicle and the same suspect description. The officer located the suspect and collected his phone for evidence. The suspect was then arrested and issued charges under City ordinance. A search of the suspect's phone linked him at both incidents. The detective in charge requested a more serious charge of aggravated indecent exposure, which he received.</p>
HOMICIDE CASE NUMBER: 19-24632 DATE: 12/2/2019 DETECTIVE: NELSON	<p>Wyoming Police Department took a missing person report regarding a subject that hadn't been seen in a few days. It was determined that the address was in Kentwood and officers were dispatched to the location. Upon investigating the missing person's residence in Kentwood, it was apparent that an assault had occurred and the person that was assaulted would not have survived their wounds. The investigation led to the apprehension of the victim's roommate, at which time he confessed to the homicide, as well as a second homicide that occurred in Kent County.</p>
ARSON CASE NUMBER: 19-100566 DATE: 9/10/2019 DETECTIVE : CLINE	<p>Officers were dispatched to a report of an arson at the Rapid bus stop located at 54th/Division Ave. The suspect lit a blanket on fire in the bus stop, damaging the chair. Detectives worked with Rapid security to obtain video surveillance and photos. The photos were sent to Kentwood patrol officers who immediately recognized the suspect and provided information to the detective. When the detective interviewed the suspect, he made some inferences to the crime. He was charged with Arson of Personal Property.</p>
WEAPONS/NARCOTICS CASE NUMBER(S): 19-7948/ 19-11303/19-6868 DATE: 4/12/2019 DETECTIVE: WOOLLAM	<p>Road patrol was called to an address for disorderly subjects, domestic assaults, larcenies and trespassing complaints. After a collaborative effort with the Special Investigations Unit, Community Services Bureau, planning group, Kent County Health Inspector, and City of Kentwood Inspections, the house was condemned and various drug arrests, weapon violations and warrant arrests occurred.</p>
THREATS OF TERRORISM CASE NUMBER: 19-19132 DATE: 9/22/2019 DETECTIVE: WOOLLAM	<p>Road Patrol was dispatched to Woodland Mall after the main office received an email and Instagram message referencing a possible active shooter situation. Officers responded to the scene and the Special Response Team (SRT) was activated. Detectives collaborated with the Michigan State Police MIOC, as well as the FBI. After receiving information on the suspect, it was determined that it was a juvenile who resided in northern Michigan. Detectives from Kentwood went to the suspect's residence and interviewed the suspect. A confession was obtained, and the threat was deemed not to be credible.</p>
PRESCRIPTION FRAUD CASE NUMBER: 19-9566 DATE: 5/21/2019 DETECTIVE: NELSON	<p>Upon receiving information from a local pharmacist, SIU executed a traffic stop on a group of individuals based out of Chicago IL. The investigation resulted in the seizure of fraudulent prescriptions which were intended to be diverted to the Chicago area for distribution. The subjects were actively utilizing fake prescriptions and DEA prescriber information from illegitimate prescribers in the Chicago area to create fraudulent prescriptions in Grand Rapids Metro. The arrestees were suspects in numerous other incidents similar in nature all along the lakeshore.</p>

SERVICES DIVISION RECORDS

In 2019, the Records Bureau processed over 17,000 calls for service, which resulted in over 5,200 cases being investigated. Each case requires us to assure data quality for accurate crime statistics, as well as archiving each report and all the paperwork that goes with it.

We continue to have success with our on-line police report program. This allows citizens to file reports, which don't require police intervention, to be filed through our website. This frees up officers for more serious crimes, gives the citizens a police report for their insurance company, and we keep an accurate account of crime, large or small, in our City. In 2019, we had 835 police reports filed through our system, which resulted in an estimated savings of \$33,400. Our on-line program allows for the filing of reports for minor larcenies, property damage, private property accidents, identity theft, lost property and other minor incidents. It is important to know where all crime is happening so that we can assign officers where the need is the greatest.

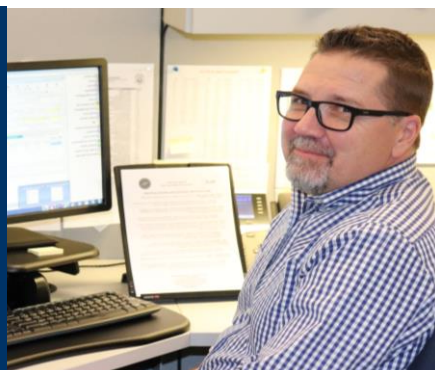
We have continued to be a beta test site for our Records Bureau software provider. Coming in 2020 will be an all new, totally upgraded records program. This has been a great opportunity for the Records Bureau staff to have input on what matters the most to us, or ask for features that would be helpful. This will trickle down to an upgraded report writing system for the officers as well.

In addition to the four full-time records clerks, the Kentwood Police Department employs seven part-time law enforcement students in our cadet program. This program gives the cadets real-life experience in dealing with people and situations that they will encounter in their future careers as patrol officers. They also learn several law enforcement related computer systems that they will use when they become officers.

As certain tasks, such as responding to Freedom of Information requests, take up more of our time, we look for new ways to be productive and efficient. We must continually work in the "team" mode to make sure we meet requirements set by the State for our Law Enforcement Information Network (LEIN) duties. This sharing of criminal justice information is critical to both officer and public safety issues.

We look forward to 2020 and the changes coming our way. We will continue to serve the public with excellence and be a critical link to information that can make a difference to the safety of our community.

Bryin Nelson was hired as records clerk for the Kentwood Police Department in February 2019. Bryin has 15 years of prior law enforcement experience, including several years as a detective with the Kent County Sheriff's Office. Nelson is an avid outdoorsman and enjoys hunting. His determination and work ethic have been an excellent addition to the Records Bureau.



CAPTAIN MORNINGSTAR

RECORDS MANAGER PIERMAN

RECORDS CLERK FRIES

RECORDS CLERK GINEBAUGH

RECORDS CLERK NELSON

RECORDS CLERK TETT

DESCRIPTION	AMOUNT	SALES
ACCIDENT REPORT SALES	417	\$2502.00
FINGERPRINTING	1064	\$15,960.00
POLICE REPORTS	99	\$594.00
RECORD CHECKS	102	\$612.00
FOIA FEES	124	\$3584.72
NOTARY FEES	79	\$395.00
LIQUOR LICENSE FEES	127	\$2540.00
MISCELLANEOUS FEES	516	\$3096.00
SEX OFFENDER FEES	15	\$750.00
BOND HANDLING FEES	108	\$1080.00
MISCELLANEOUS FEES	20	\$282.26
TOTAL ADMINISTRATION FEES		\$31,395.98
MANDATED STATE FEES COLLECTED	695	\$20,850.00
MANDATED FBI FEES COLLECTED	695	\$9,208.75
TOTAL FEES COLLECTED		\$30,0058.75
INCOME GRAND TOTAL		\$61,454.73

Figure 4.1

CODE OF CONDUCT

The Kentwood Police Department holds the law, its internal policies, and the conduct of its employees in high regard. There are many checks and balances built into our operations that assure quality, accuracy and consistency. One way to ensure 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 regard to the performance of our employees as they carry out our mission and serve our community with excellence.

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).

INTERNAL AFFAIRS

Throughout 2019, 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.

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.

The Kentwood Police Department conducted eleven (11) internal investigations during 2019. Five (5) of the eleven formal complaints were originated by Kentwood Police Department supervisors involving policy violations. The breakdown of all the 2019

complaints includes five (5) policy violations, five (5) misconduct concerns and one (1) use of force investigation.

Four (4) of these complaints were sustained which involved policy violations and corrective action was subsequently taken to correct the behavior in these cases. The disposition of the other investigations were three (3) unfounded, two (2) exonerated and two (2) not sustained.

COMPLAINT TYPE	AMOUNT
POLICY VIOLATION	5
MISCONDUCT CONCERNS	5
USE OF FORCE INVESTIGATIONS	1

Figure 4.2

PROMOTIONS

POLICE CHIEF

On November 13, 2019, Richard Roberts was sworn in as the Chief of Police for the Kentwood Police Department. Roberts succeeds former Police Chief Thomas Hillen, who retired after a distinguished law enforcement career spanning four decades – including more than 10 with the City of Kentwood.

Roberts first joined the Kentwood Police Department in 1987 as a police paramedic. During his more than 30 years with the City of Kentwood, Roberts has served in many different roles, including 24 years of supervisory and management experience, giving him a thorough knowledge of police operations.

In addition to his paramedic experience, he also served as a detective, field training officer, field training supervisor, road patrol supervisor, Staff Services Bureau supervisor and Detective Bureau supervisor. He also served on the crisis negotiating team. Roberts was promoted to captain of the Patrol Division in December 2012, where he implemented the Data-Driven Approach to Crime and Traffic Safety, or DDACTS, program before being appointed deputy police chief in August 2017.

He is the first in Kentwood to move through the ranks from patrol officer to police chief. Roberts recently attended the prestigious FBI National Academy, an executive school for law enforcement, which has some of the best training a law enforcement executive can obtain. Participation is by invitation only, through a nomination process. Participants are drawn from every U.S. state and territory and from international partner nations.

He has also completed a number of leadership courses, including Grand Valley State University's project management within criminal justice agencies, Michigan State University's leadership and risk management, Michigan Association of Chiefs of Police Executive School and Grand Rapids Police Department's Leadership Institute. Roberts is a member of the Michigan Association of Chiefs of Police, Michigan Municipal League's Law Enforcement Action Forum, the International Association of Chiefs of Police and FBI National Academy Associates.

Prior to joining the Kentwood Police Department, he served as deputy corrections officer at the Kent County Sheriff's Office and as a Roosevelt Park police officer. He received his associate degree in criminal justice from Grand Rapids Community College and is a graduate of Northwestern University Traffic Institute's Police Staff and Command.

Chief Roberts will work to reinforce the Department culture, aim to recruit and hire individuals who are representative of Kentwood's diverse community and collaborate with other departments on efforts that benefit the community at-large. He will also continue to provide the best training and equipment possible and hold the Department accountable under best practices and policies through State of Michigan Accreditation.



"Throughout Chief Roberts' more than three decades of service to the City of Kentwood, he has played an integral role in creating a positive culture and fulfilling the Department's mission. I have complete confidence he will continue to demonstrate outstanding leadership and dedication in his new role. I look forward to future Departmental accomplishments achieved under his supervision." – Mayor Kepley



LEFT TO RIGHT: OFC. BELK, SGT. DALZIEL, SGT. LEACH, SGT. CONNELL, CINDY STEVENS, CHIEF ROBERTS, CPT. MORNINGSTAR, CPT. LITWIN, SGT. HEDBERG.

DEPUTY CHIEF



In December 2019, Captain Bryan Litwin was promoted to the position of deputy police chief of the Kentwood Police Department.

Previously serving as captain of the Professional Standards Division, Litwin succeeds Richard Roberts, who was appointed to the role of police chief in November.

As deputy chief, Litwin is responsible for assisting with the planning, coordination and management of the City's police, code enforcement and traffic engineering functions and staff.

Litwin began service to the City of Kentwood as a patrol officer in 1999. Litwin has also served as a field training officer, community services officer, Staff Services Bureau officer, special response team (SRT) member and team commander.

He was promoted to sergeant in 2012 and then to captain in 2016, where he oversaw the Professional Standards Division and served as the public information officer. Also in that role, Litwin oversaw the police cadet program to recruit and develop future police officers.

During his tenure with the City of Kentwood, Litwin has taught ethics in law enforcement to police academy recruits at Grand Valley State University and developed GVSU's Police Academy Subject Control program. The program includes instruction on safe subject-control tactics, use-of-force constitutional amendments and federal and state case law.

With a commitment to professional development, Litwin has completed numerous trainings, including: Northwestern University's School of Police Staff and Command, International Association of Chiefs of Police Leadership in Police Organizations, Michigan Association of Chiefs of Police Executives Training, Public Agency Training Council's class on internal affairs, DeWolf & Associates' Public Information Officer program, West Michigan Tactical Officers Association's SWAT Leader and Commander seminar, Grand Rapids Police Department's Leadership Institute and Force Science Institute.

Litwin sits on the board of the West Michigan Criminal Justice Training Consortium and serves as vice chairman for the GVSU Police Academy Advisory Board. Litwin has also served as president of the West Michigan Tactical Officers Association.

Litwin attended Grand Valley State University, where he earned a Bachelor of Science in criminal justice.

“THE LEADERSHIP, COMMUNICATION AND STRATEGIC PLANNING SKILLS BRYAN HAS DEMONSTRATED DURING HIS MORE THAN 20 YEARS OF EXPERIENCE IN LAW ENFORCEMENT WITH THE KENTWOOD POLICE DEPARTMENT MADE HIM THE PERFECT CANDIDATE FOR THIS POSITION. HE HAS PROVEN TO BE AN INVALUABLE ASSET TO THE DEPARTMENT'S SUCCESS, DEMONSTRATING HIS CLEAR DEDICATION TO THE DEPARTMENT, PROFESSION AND SERVICE TO OUR RESIDENTS.”
- CHIEF ROBERTS

NEW HIRES ***POLICE OFFICERS***



OFFICER SCHUDEL

On June 4, 2019, Sarah Schudel was sworn in as an officer with the Kentwood Police Department.

Sarah grew up in the Plainwell area where she attended Plainwell High School. It was in high school where Sarah developed a passion for law enforcement. She joined the Michigan State Police Explorers Program and rose to the rank of lieutenant. Sarah went to college at Michigan State University, where she was on the rowing team and took third place in the Big Ten Championships.

Sarah graduated with a Bachelor of Arts in criminal justice. She then went on to attend the police academy at Kalamazoo Valley Community College.

We are excited to have Officer Schudel joining the Kentwood team and are confident that she will do an outstanding job for the Department, the City of Kentwood, and its residents.



OFFICER SCHULTZ

On June 4, 2019, Dayton Schultz was sworn in as a police officer with the Kentwood Police Department.

Dayton grew up in Pinckney, Michigan. He attended Sanford Meridian High School. After high school, Dayton attended Delta Community College, while working for Dow Chemical.

It was at this time that Dayton decided to switch gears and pursue a career in law enforcement. He moved to West Michigan to attend Grand Valley State University. Dayton attended the police academy and obtained his Bachelor of Arts in criminal justice.

We are excited to have Officer Schultz join the Kentwood team and are confident that he will do an outstanding job for the Police Department, the City of Kentwood, and its residents.



OFFICER NIENHUIS

On December 3, 2019, Tycen Nienhuis was sworn in as a police officer with the Kentwood Police Department.

After graduating Zeeland East High School, Tycen attended Ferris State University where he graduated with a Bachelor of Science in Criminal Justice-Law Enforcement and completed the police academy.

During high school, Tycen was very active in his youth group and had the opportunity to go on many mission trips around the country. Tycen says that his involvement in these mission trips lead him to his choice of serving the public as his career. Tycen completed an internship with the Allegan County Sheriff's Office while attending the police academy and had worked previously for a concrete wall company.

We are excited to have Officer Nienhuis joining the Kentwood team and are confident that he will do an outstanding job for the Department, the City of Kentwood, and its residents.

2019 POLICE SWORN EMPLOYEE OF THE YEAR

BROOKE LOWE

Brooke was hired September 12, 2016 and worked as a patrol officer until October 2019. At that time, she was assigned to the Department's Special Investigations Unit. Her job performance consistently exceeds expectations. Her peers describe her best qualities as her attitude and work ethic, which encourages her team to excel. She has also demonstrated her willingness to help in any way she can. Her energy is contagious to all those around her and she displays a true compassion for those she comes in contact with. This is coupled with her courage and empathy. She displayed courage while encountering a potentially life-threatening situation with a suspect where she fought to overcome serious injury from that incident. She demonstrated empathy and spoke forgivingly of the suspect who had injured her, as she understood his plight.

2019 PROFESSIONAL SUPPORT STAFF EMPLOYEE OF THE YEAR

DEB GINEBAUGH

Deb was hired May 12, 2014 and works as a Senior Records Clerk. Many times, Deb is the first contact citizens have when coming into the Police Department. She consistently demonstrates her willingness to help serve those citizens as well as work to achieve the goals of the Bureau. One minute, she might be helping someone at the front desk, working on FOIA's the next, or helping someone else within the Bureau working through a records issue. In addition to her regular records duties, she handles many of the FOIA requests received by the Department, and does an outstanding job. This is an extremely important task in which she demonstrates great pride in doing a thorough job. Deb's peers describe her as one of the go to people within the Department's Records Bureau operations.



THOMAS G. HILLEN, FORMER CHIEF OF POLICE

After a distinguished law enforcement career spanning more than four decades, Kentwood Police Chief Thomas Hillen retired on November 1, 2019.

Hillen began his 10-plus years of service to the City of Kentwood in 2009 after serving 32 years with the Kent County Sheriff's Office. During his tenure with the Kentwood Police Department, Hillen has led a team of nearly 95 personnel, including 70 sworn police officers, to serve and protect the community with excellence, focusing on reducing serious crime and increasing traffic safety.



Chief Hillen has been an invaluable asset to our community for more than a decade. His effective leadership and dedication to the City have been demonstrated by the Department's accomplishments. Today, Kentwood's violent crime and property crime is at a five-year low under his leadership. For that, and so much more, we are truly grateful for his service.

During his tenure in Kentwood, Hillen instituted innovative programs to address key issues in the community, such as the Department's Data-Driven Approach to Crime and Traffic Safety (DDACTS) program, Operation P.R.I.C.E. to reduce retail theft, leadership development for supervisory staff and school resource officers for area middle schools. He also placed an officer on the FBI Joint Terrorist Task Force and appointed the first female captain in the Department's history.

"I have been fortunate to have had two great law enforcement careers, both at the Sheriff's Office and here at the City," Hillen said. "It has been a pure joy to spend these past 10 years with the Kentwood Police Department and I will greatly miss the family atmosphere. I'm humbled by the Department's achievements and feel grateful to have had the opportunity to work here and serve alongside the team. The officers care for the community, and the community cares for the officers. That is what makes it special to be an officer in the City of Kentwood; it's just different here."

In addition to his work with the Department, Hillen has served in numerous leadership roles for the profession. He has served as president of the Kent County Chiefs of Police, chairman of Kent County's Metropolitan Drug Enforcement Team and has been on the advisory boards for the police academies at Grand Valley State University, Grand Rapids Community College and Kent Career Technical Center.

He is also a member of the Law Enforcement Action Forum, also known as LEAF, assisting with the development of law enforcement model policies and related materials. Over the years, LEAF has grown to be a valuable resource for the Michigan Municipal League and other agencies in the state when addressing law enforcement public policy issues. Hillen was KCSO's chief deputy before coming to Kentwood to serve as captain of the Patrol Division. Hillen stepped into the role of police chief from deputy chief in November 2012 following the retirement of former Police Chief Richard Mattice.



YEARS OF *SERVICE*



JOHN SEGARD 28 YEARS OF SERVICE



Officer John Segard retired December 20, 2019 after more than 28 years of service with the Kentwood Police Department. Prior to coming to Kentwood, John was a cadet at the Kent County Sheriff's Office. After the police academy, his first job was as a police officer with the Kent County Airport. He was hired as a police officer with Kentwood in 1981. John had many assignments during his career including patrol officer, Neighborhood Services Bureau officer, DARE officer and detective. During his time as a detective, John had the difficult task of investigating many criminal sexual assault cases. John was also a member of our Board of Awards and one of our bicycle officers. He later became a bicycle instructor responsible for training officers from our own Department as well as other agencies. Over his career, John earned several commendations including the Fitness Award, Safe Driving Award and Life Saving Award. John also received numerous Certificates of Appreciation over the years and numerous other kind words received from citizens about John going above and beyond, always mentioning the extra little things John did to help those citizens in various situations. Over his career, he clearly demonstrated his dedication and commitment to protecting and serving the community.

KELLY BALDWIN 20 YEARS OF SERVICE



Officer Kelly Baldwin retired December 20, 2019 after more than 20 years of service with the Kentwood Police Department. Prior to coming to Kentwood, Kelly worked in the Communications Division/Dispatch Center with the Wyoming Police Department as well as a dispatcher for Grand Valley State University Public Safety.

Kelly's assignments during her career at Kentwood include patrol officer and detective. Kelly quickly developed into an incredible investigator and her talents and expertise in this area benefited not only our Department but other agencies for the last 13 years of her career. Kelly was a trainer and mentor to other officers who were assigned to the Detective Bureau over these years, passing on her expertise and work ethic.



EVALUATIONS



Throughout the 2019 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, as well as options to make comments and rank community concerns. Of 570 surveys that were sent out, 44 surveys were returned. Of the surveys returned, 72% rated the Kentwood Police Department as excellent.

QUESTION 1:

Was the police employee courteous?

YES	NO	NO RESPONSE
44	0	0
100.00%	0.00%	0.00%

QUESTION 2:

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

YES	NO	NO RESPONSE
42	0	2
95.45%	0.00%	4.55%

QUESTION 3:

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

YES	NO	NO RESPONSE
43	0	1
97.73%	0.00%	2.27%

QUESTION 4:

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

	2015	2016	2017	2018	2019
5 - EXCELLENT	71.43%	63.04%	64.29%	66.67%	72.73%
4 - GOOD	19.78%	28.26%	22.62%	23.08%	22.73%
3 - ADEQUATE	4.40%	5.43%	5.95%	5.13%	2.27%
2 - FAIR	0.00%	1.09%	2.38%	2.56%	2.27%
1 - POOR	4.39%	1.09%	4.76%	1.28%	0.00%

2019 Performance Evaluation

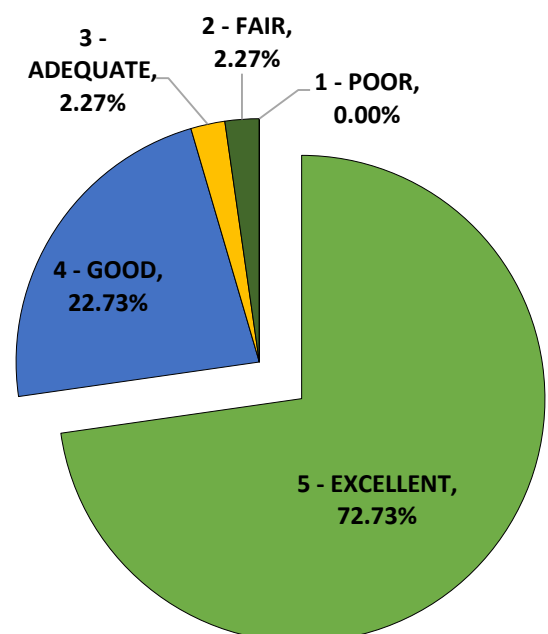


Figure 4.3

COMMUNITY FEEDBACK EVALUATIONS



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
Officer was courteous, professional, helpful or caring	12
Proud of our police force	4
Response time was very good	3
Wants follow-up on details of incident	1
Court was not helpful	1
Comment was non-applicable to the question asked	1
No comment	23
Other	5

QUESTION 6:

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

COMMENT	# OF RESPONSES
Disobey Law (i.e. stop signs, red lights, vandalism, unlicensed, etc.)	4
Home Invasions	2
Safe Neighborhoods	2
Drugs	2
Juveniles Roaming the Streets at Night (curfew violations)	1
Increasing Criminal Activity	1
Traffic/Traffic Flows	1
Inattentive Drivers (cell phones, children, stereos, etc.)	1
Control Guns	1
Gangs	1
Light Sentencing in Kentwood Courts	1
Other	4

- The Kentwood Police Department sent out 570 surveys in 2019. Of these, 44 surveys were completed. This is a response rate of 7%.
- In an effort to increase our survey response rate, online surveys were designed in 2017 to help streamline the process. Online surveys can be completed quickly via mobile, tablet, or desktop. In 2019, there were seven online surveys completed.
- In 2019, 72% of citizens who responded to the survey rated the Kentwood Police Department as "excellent". Over 95% provided a satisfaction rating of good or excellent.
- Less than 5% of surveys from 2019 indicate the Kentwood Police Department's performance as being 'adequate' or below.
- On average, 68% of respondents from 2015-2019 rated the Kentwood Police Department as 'excellent'

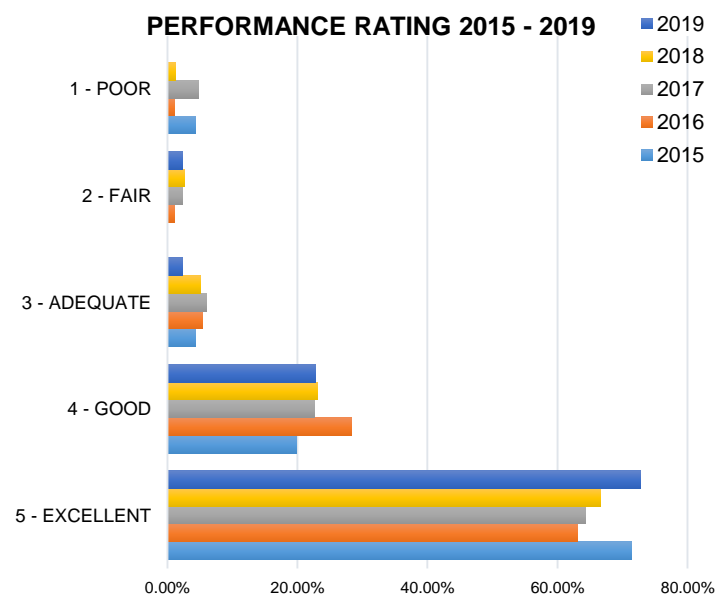


Figure 4.4



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