



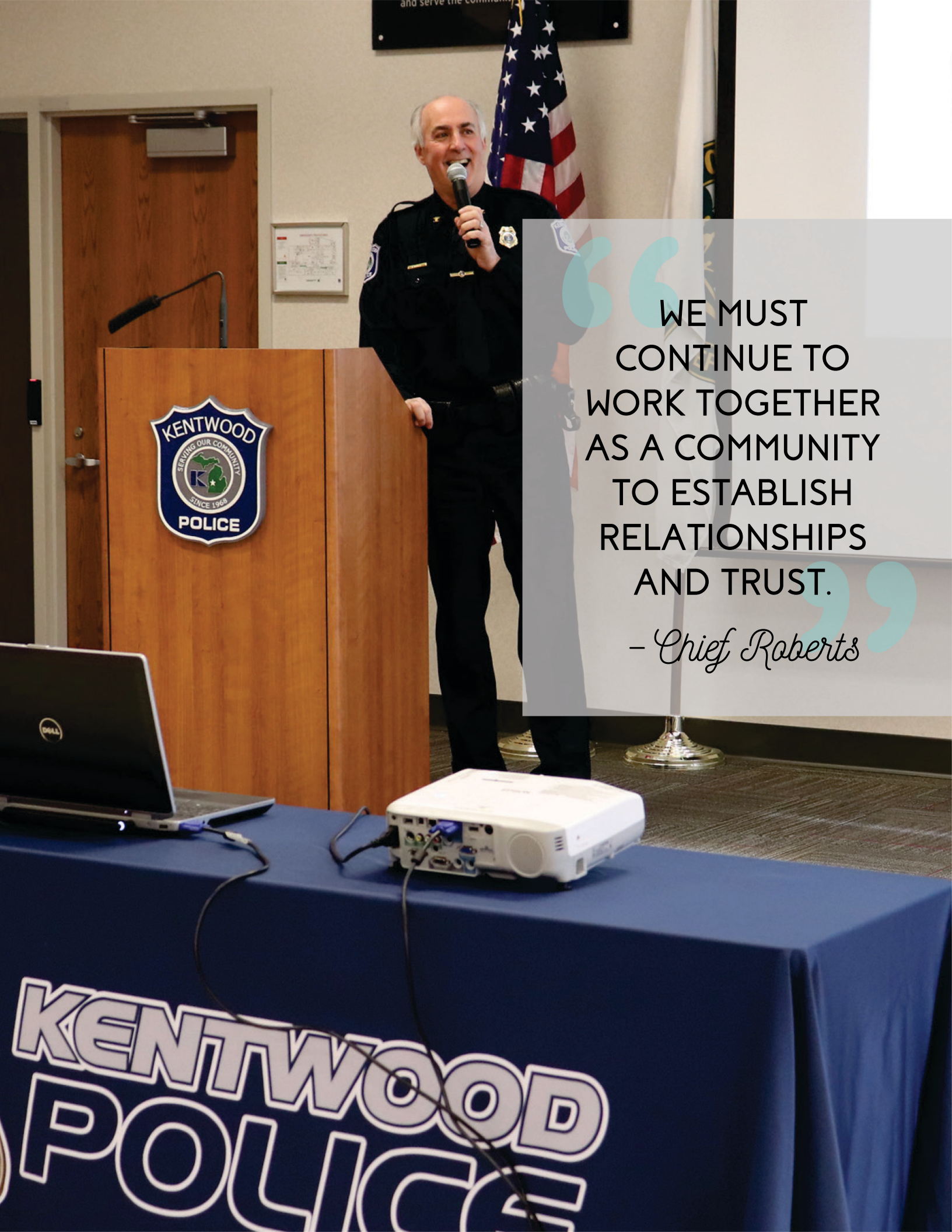
RICHARD ROBERTS

CHIEF OF POLICE

2 0 2 0 A N N U A L R E P O R T

KENTWOOD POLICE

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“ WE MUST
CONTINUE TO
WORK TOGETHER
AS A COMMUNITY
TO ESTABLISH
RELATIONSHIPS
AND TRUST.

– Chief Roberts”

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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 2020 Annual Report on the activities of the Kentwood Police Department.

The year brought challenges to our community, our state and country with issues of race, prejudice, and discrimination as well as the Covid-19 global pandemic.

The Kentwood Police Department exists for the sole purpose of serving the greater Kentwood community even when faced with adversity. As often the most visible representatives of government, we understand that public trust of all segments of the community is critical to our ability to complete our mission. We recognize and embrace the diversity in our community. The trust we continue to seek is earned by impartiality and fairness in our daily policing functions and our efforts in the outreach to engage and educate our entire community.



The Department always strives to have positive interactions with our community. The Kentwood Police Department continued in its commitment 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.

The credit for the department's accomplishments belong to its members, officers and professional support staff, who make 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. I extend to them my profound gratitude and admiration.

As we move into 2021, we are confident in the future of our community, but mindful of the challenges ahead of us. We have, and continue to be, committed to just and impartial policing practices. We will continue to place high emphasis on community engagement, transparency, and accountability in carrying out our service to the community. We look forward to continuing to engage in productive partnerships with our community and working collaboratively. We understand that the best communities are those that are welcoming to everyone and provide for the safety of all who live and visit here.

This report showcases some of the many programs offered by the Department, highlights our achievements, activities, and summarizes crime statistics and calls for service. 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



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KENTWOOD

A COMMUNITY EFFORT

The City of Kentwood is located in the southwest corner of Grand Rapids, 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. According to Niche.com, Kentwood is rated among the best suburbs to live in West Michigan. The current estimated population of the City of Kentwood as of the 2020 census projection for 2021 is 52,036. The most recent data shows a growth of 0.13% annually, and an overall 6.38% increase since the last census in 2010.

Geographically, Kentwood stretches just over 20 square miles, creating a population density of just over 2,400 people per square mile. 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.



Ofc. Beelen, Ofc. Schultz, Ofc. T. Smith, Ofc. Weston and Sgt. Dalziel stopping by to support a neighborhood lemonade stand, July 2020.

The Kentwood Police Department is comprised of approximately 70 sworn officers. The Patrol Division operates with approximately 35 road 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. National Night Out, Small Business Showcase, birthday parades and ice cream socials are just a few of the various activities that the Kentwood Police Department engaged in last year to stay connected in our community amidst challenging times. We continually strive to represent the community in which we serve. Programs such as the Kentwood Police Department Youth Academy, ARCH, Kent County Career Center and our Police Cadet Program 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.

DEPARTMENT COMMAND STAFF



RICHARD ROBERTS
Chief of Police

Richard Roberts began his career in law enforcement in 1987 as a police paramedic with the Kentwood Police Department. He received his associate's degree from Grand Rapids Community College where he attended the police academy. Richard has served in numerous roles throughout his lengthy career including patrol officer, field training officer, detective, crisis negotiator, Staff Services Bureau supervisor, Detective Bureau supervisor, Patrol Division Commander and Deputy Police Chief. He has over 24 years of supervisory experience. Richard's training includes the FBI National Academy, GVSU Project Management, MSU Leadership and Risk Management, Michigan Association of Chiefs of Police Executive School, Grand Rapids Police Department Leadership Institute and the Northwestern University School of Staff and Command to name a few. Richard was promoted to the position of Police Chief in 2019.

BRYAN LITWIN
Deputy Chief of Police

Bryan Litwin began his career in law enforcement with the Kentwood Police Department in 1999. He attended Grand Valley State University where he obtained his Bachelor of Science in Criminal Justice and graduated from the police academy. Bryan has served in several roles throughout his career, including patrol officer, community services officer, training officer, special response team leader, patrol sergeant, and Professional Standards Division Commander. His training includes Northwestern University School of Staff and Command, International Association of Chiefs of Police Leadership in Police Organization, Michigan Chiefs of Police Executive Training, Grand Rapids Police Department Leadership Institute and the Force Science Institute to name a few. Bryan was promoted to the position of Deputy Police Chief in 2019.



MICHAEL BOCKHEIM
Patrol Division Commander



Michael Bockheim began his career in law enforcement in 1991 as a seasonal officer with the Cadillac Police Department. Shortly after, he accepted a position with the St. Joseph Police Department. In 1994, he was hired by the Kentwood Police Department. Michael has served in various roles throughout his career including canine handler, community services officer, school resource officer, special response team member, field training officer and patrol sergeant. His training includes Michigan State University School of Staff and Command, Grand Rapids Police Department Leadership Institute, Front Line Supervisors, Applied Leadership Principles, and Leadership in Performance Management. Michael was promoted to Captain in 2017 and currently serves as the Captain of the Patrol Division.

STEPHANIE MORNINGSTAR
Services Division Commander

Stephanie Morningstar began her career in law enforcement in 1997 with the Canton Police Department. She was then hired by the Kentwood Police Department in 2000. Stephanie attended Grand Valley State University where she obtained her Bachelor of Science in Criminal Justice and graduated from the police academy. Stephanie has served in several roles throughout her career such as patrol officer, field training officer, detective, and patrol sergeant. In addition, she has served as an honor guard member, a precision driving instructor and a physical fitness coordinator. Stephanie's training includes the Grand Rapids Police Department Leadership Institute, Michigan State Police Leadership in Police Organizations, Leadership and Performance Management, and Medicolegal Homicide Investigations. Stephanie was promoted to Captain in 2017 and is currently assigned to the Services Division.



RYAN VANDERVEEN
Professional Standards Division Commander



Ryan VanderVeen began his service with the Kentwood Police Department as a cadet in 1997. He attended the Mid-Michigan Police Academy at Lansing Community College and was hired full-time as an officer in 1999. He has served in several roles throughout his career such as a patrol officer, detective, field training officer, patrol sergeant, and Community Services Bureau sergeant. Ryan has been a key member of the department's training committee and a department taser instructor. His training includes Northwestern University's School of Police Staff and Command, International Association of Chiefs of Police Leadership in Police Organizations, Michigan Chapter of FBI National Academy Personal Skills Development, Force Science Institute, Leadership and Performance Management, Tactical Leadership and Managing Property and Evidence. Ryan was promoted to the position of Captain in 2020 and currently assigned to the Professional Standards Division.

2020 KENTWOOD POLICE

DEPARTMENT LEADERSHIP

RICHARD ROBERTS



CHIEF OF POLICE

BRYAN LITWIN
DEPUTY CHIEF OF POLICE



CPT. BOCKHEIM
PATROL DIVISION



CPT. MORNINGSTAR
SERVICES DIVISION



CPT. VANDERVEEN
PROFESSIONAL STANDARDS



SGT.
LEACH



SGT.
DALZIEL



SGT.
HARTMAN



SGT.
LEONARD



SGT.
UNSEL



SGT.
BELK



SGT.
CONNELL



SGT.
WIERENGA



SGT.
TERPSTRA



SGT.
ROELOFS

ORGANIZATIONAL 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. It is comprised of the General Case Unit, Special Investigations Unit, as well as the Records Bureau. The Professional Standards Division is overseen by Captain VanderVeen. This Division includes the Staff Services Bureau and the Community Services Bureau. There are 14 non-sworn professional support staff who assist with various functions within the Police Department such as administrative, record keeping, property management, coordination of volunteers, analysis, and record/data entry. In addition, there are seven 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.

KENTWOOD POLICE ORGANIZATIONAL CHART

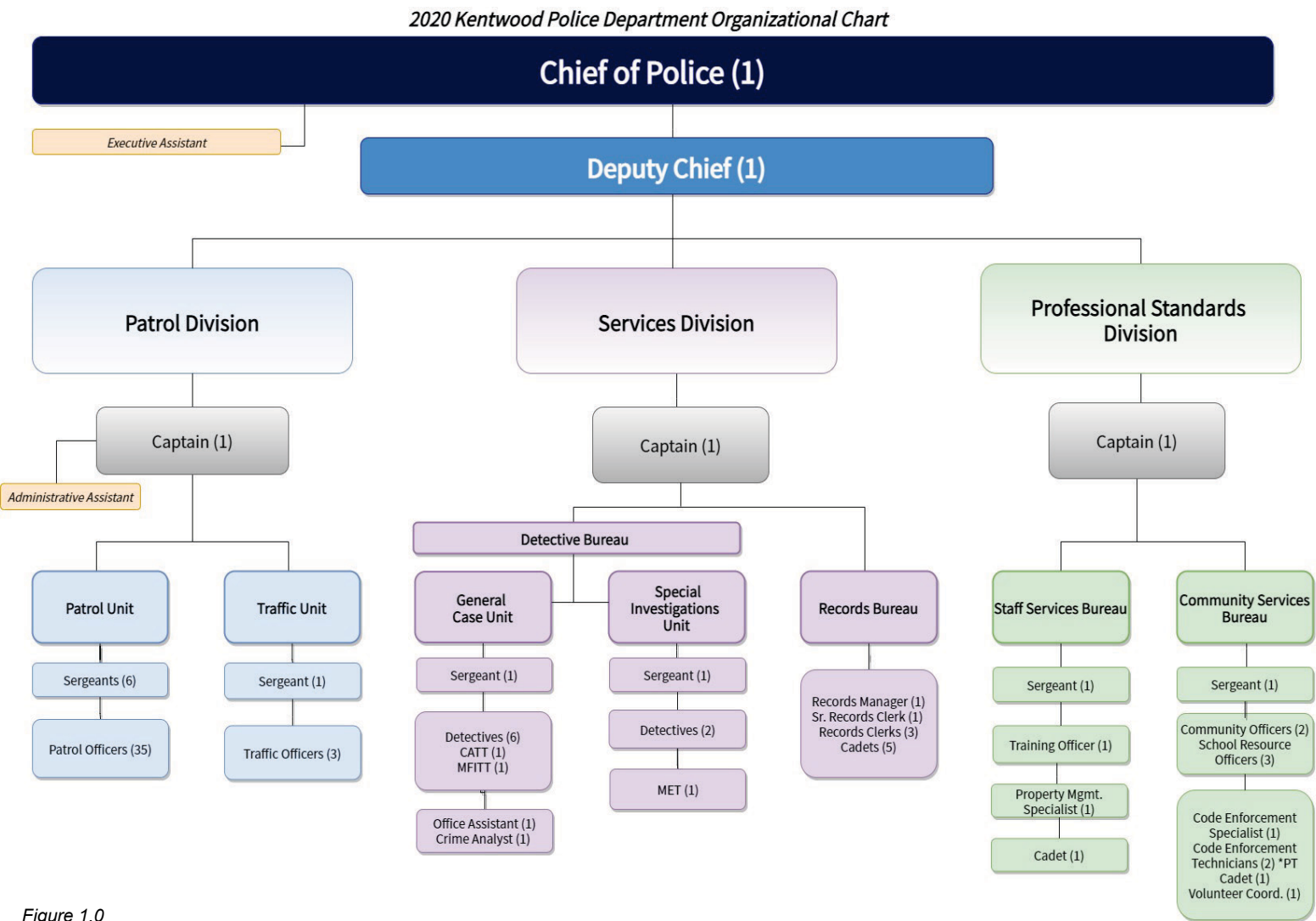


Figure 1.0



ABOUT KENTWOOD POLICE

The Kentwood Police Department is committed to serve, protect and improve the quality of life for those who visit, work and reside in the City of Kentwood. It is our focus to safeguard the lives, property and rights of all people and enforce the law impartially. We strive by a commitment to our community to be a loyal partner and uphold our responsibility to be responsive to community needs and implement solutions that produce meaningful results.



our mission

The mission of the Kentwood Police Department is to reduce serious crime, increase traffic safety and serve our community with excellence.

our values

The members of the Kentwood Police Department are guided by the highest ethical standards. We embrace the values of character, integrity and desire to build relationships with the citizens of Kentwood that are rooted in mutual trust, respect, and pride. We strive to always value the dignity and rights of all people with whom we interact, creating an environment where responsibility and service reflect justice and equity. To fulfill our mission, we pledge to consistently conduct ourselves with the highest degree of ethical behavior and professionalism.

CHARACTER:

Having strong moral character includes having integrity, reverence for the law, and respect for individuals. It includes the distinctive quality of an individual that demonstrates moral excellence, fair treatment, and courage in today's law enforcement.

INTEGRITY:

We will build upon traditions of integrity and trust to foster a culture of service, respect, and compassion toward the community we serve. We will conduct ourselves in a manner that merits trust, always demonstrating the highest standards of honesty and ethical behavior – both on and off duty.

DESIRE:

Desire involves the constant drive to safeguard our citizens and make a positive impact on the community in which we serve.

YEAR IN REVIEW

Collaboration, agility, and resiliency - these have all been critical components to how the Kentwood Police Department responded to the various unforeseen challenges presented by the COVID-19 pandemic over the past year. Various procedures and guidelines were quickly put into place focusing on safeguarding the health and safety of our staff, while continuing to provide the highest quality of service to our community. All police employees received proper personal protection equipment (PPE) materials to comply with CDC recommendations. Police employees have also been properly trained in all additional precautions as recommended by the CDC such as engaging in proper social distancing and hand washing. In addition, various clerical staff members transitioned to a virtual work experience, which further allowed us to ensure the health and safety of our staff and community.

Officers responded to 17,397 incidents in 2020. Due to the pandemic, we witnessed a 32% reduction in calls for service between February and June. However, we only witnessed a 3% decrease throughout the entire year in comparison to 2019.

Moreover, officers conducted 4,125 traffic stops, responded to 1,260 traffic collisions, investigated approximately 2,065 cases and made roughly 1,600 custodial arrests. In addition, 694 reports were submitted to the Department online through our Coplogic reporting system.

POLICING DURING A PANDEMIC

INCIDENTS IN 2020	INCIDENTS PER MONTH	INCIDENTS PER WEEK	INCIDENTS PER DAY	INCIDENTS PER HOUR
17,397	1,450	335	48	4

*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.

Figure 1.1

2020 PERSONNEL STATISTICS

In 2020, the Kentwood Police Department had 67 full-time sworn police employees. Of these sworn positions, approximately 32 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 7 police cadets in 2020. The total number of police personnel in 2020 was 88.

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 – 99,999 is estimated at 1.8 per 1,000 residents. Based on the 2020 staffing levels of the Kentwood Police Department, there were 1.6 police personnel per 1,000 residents in the City of Kentwood in 2020.

The size and policing style of a police department and the types of services that it provides are a reflection of the character and demands of that community. Therefore, when it comes to the allocation of police officers, one city of 100,000 residents will not be the same as an identical size city in most circumstances. Many factors are involved – crime data, 9-1-1 calls for service, departmental philosophy on policing approach, budget, etc. Typically, staffing decisions are based on a systematic analysis of an agency's current and projected future workloads, as well as projected population growth.

UNIFORM CRIME REPORTING

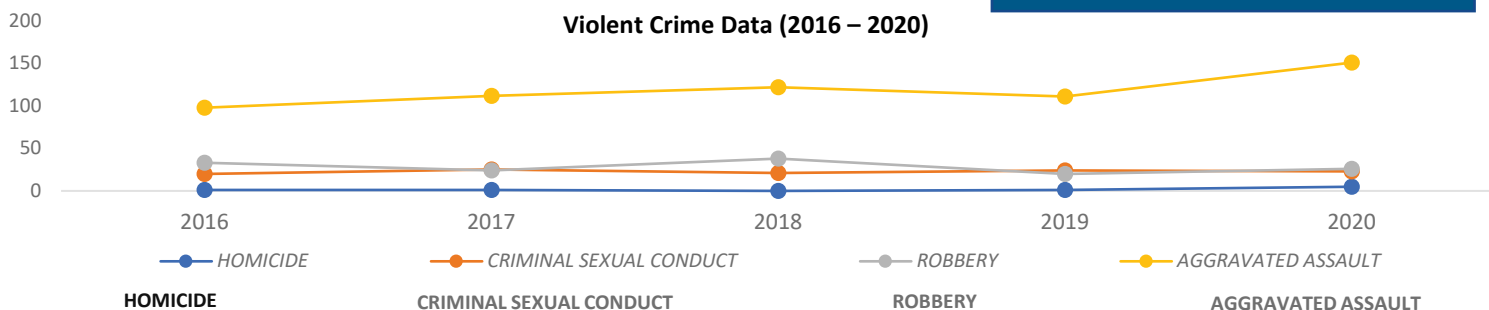
The Kentwood Police Department (KPD) reports crime two different ways. Primarily, the Department reports crimes that are defined in Michigan Incident Crime Reporting incident-based data (MICR). The MICR system collects crime data concerning 63 different data elements for 99 file classes. This is according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

Crime data is additionally generated using uniformly established guidelines that have been developed by the Federal Bureau of Investigation (FBI) as the 'Uniform Crime Reporting' System (UCR). This classifies offenses down into part I and part II crimes, as shown below. To compare crime trends to other jurisdictions using UCR data, please visit the FBI website at www.fbi.gov/ucr/ucr.htm.

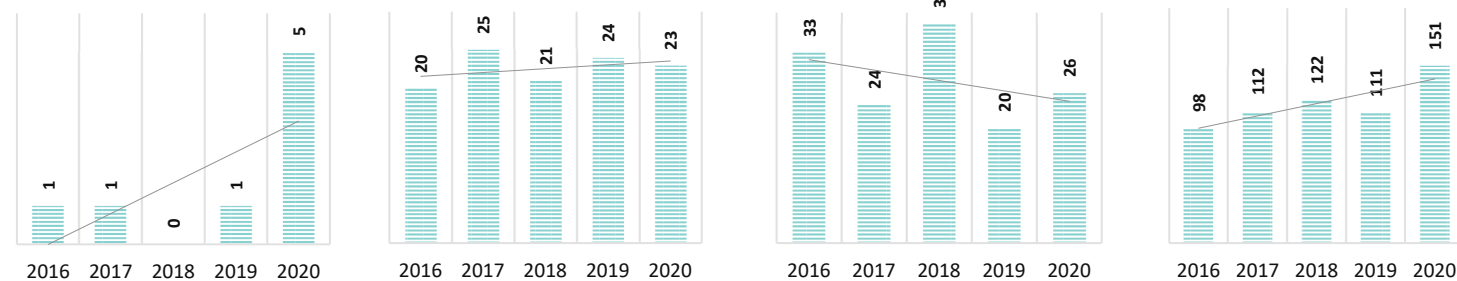
CRIME STATISTICS

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 I COVERS VIOLENT AND PROPERTY CRIMES. PART II COVERS AN ARRAY OF LESS SERIOUS, PROPERTY-RELATED OFFENSES.

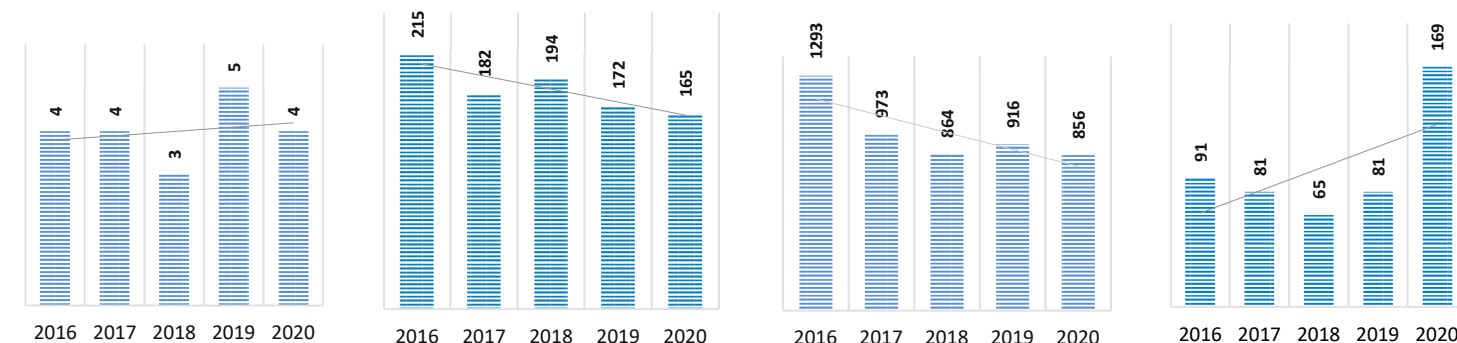
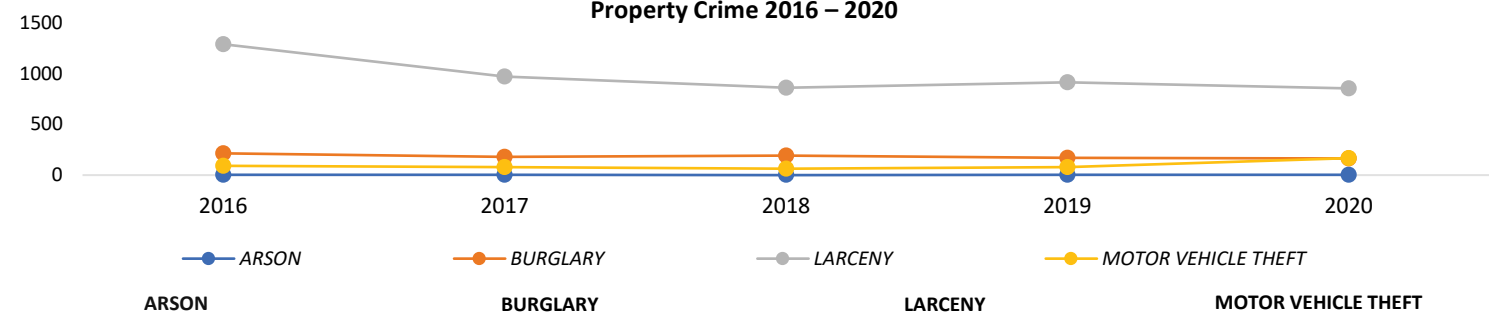
Violent Crime Data (2016 – 2020)



Figures 1.2 – 2.1



Property Crime 2016 – 2020



CALLS FOR SERVICE

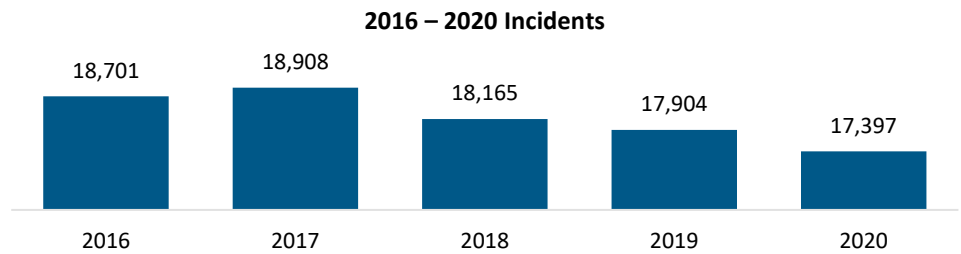


Figure 2.2

An individual call for service (CFS) entry includes the incident type, priority, time and date of call, time and date of police response, where the incident occurred, which officers were on the scene, and the incident's final disposition. Data demonstrates that CFS numbers have been slightly trending downward since 2017.

- Calls for service (CFS) include every incident that the Kentwood Police Department responds to, including both emergency calls and some police-initiated events.
- The overall number of calls for service handled by the Kentwood Police Department in 2020 was 17,397.
- In 2020, there was a 3% (-507 calls) decrease in calls for service in comparison to 2019 and a 5% (-874 calls) decrease in comparison to the five-year average.
- Data from 2020 indicates that the highest number of calls occurred in the month of June, July and August. The highest call volume in a given month was 1,627 and the lowest was 1,136 in April.
- Due to the various shutdowns associated with the COVID-19 pandemic, several months saw lower than average call volume.
- Data from 2020 indicates that the highest number of calls occur on Fridays (2,608).
- Hourly data from 2020 demonstrates that the highest call volume occurs between 2:00 pm and 6:00 pm.
- The highest number of calls received in 2020 was for Suspicious Activity (1,707), Assisting a Citizen or Motorist (1,503), Alarm (1,141), Domestic Disturbance (1,140), and Traffic Accidents (1,016).

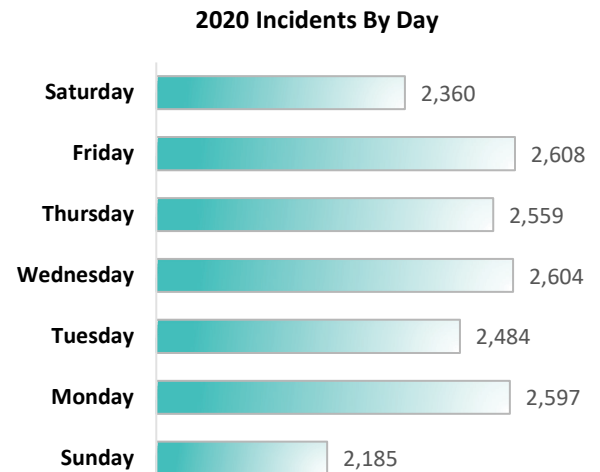


Figure 2.3

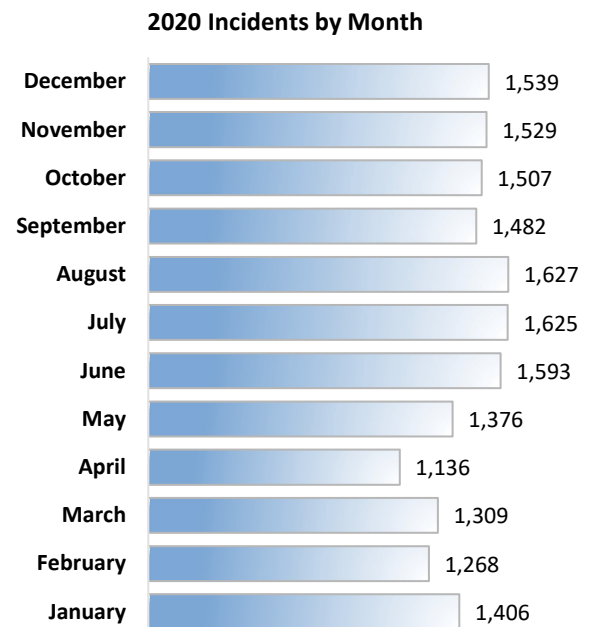


Figure 2.4

2020 Incidents By Hour

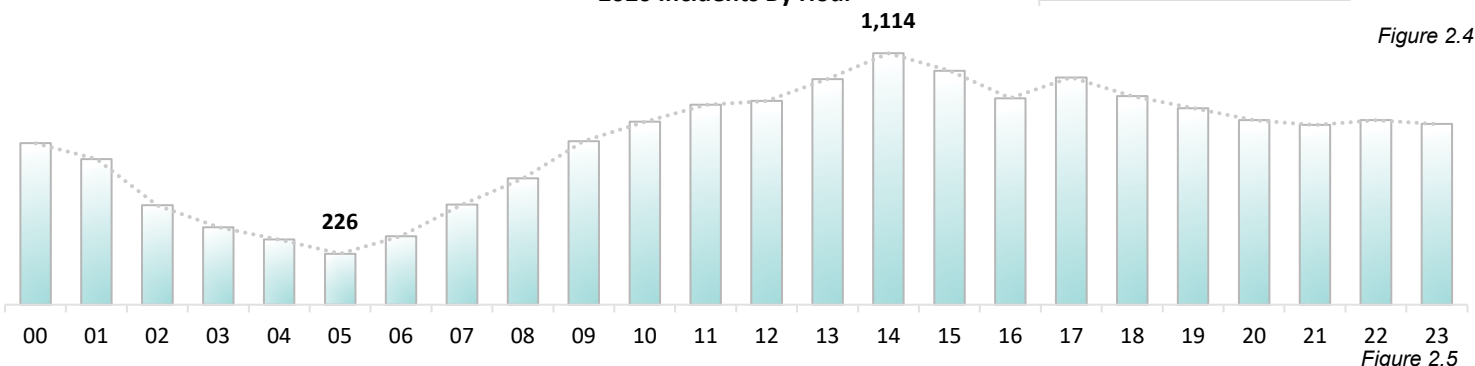


Figure 2.5

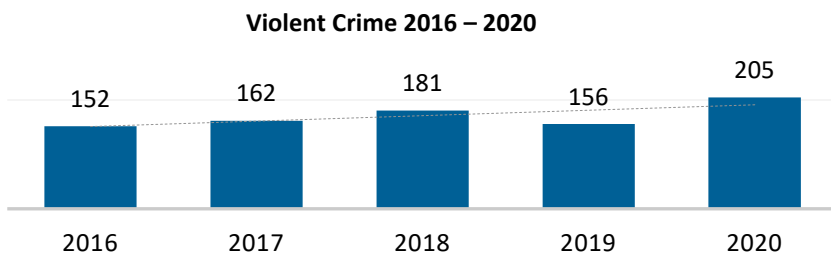


Figure 2.6

VIOLENT CRIME STATISTICS

- There were 205 violent crimes that occurred in the City of Kentwood in 2020.
- This is a 31% increase in comparison to 2019 and a 26% increase over the five-year average.
- Aggravated assault accounts for 74% of all violent crime, with 151 incidents in 2020. This is a 36% increase in comparison to 2019 and a 39% increase in comparison to the five-year average.
- Robbery accounts for 13% of all violent crime with 26 incidents in 2020. This is a 30% increase in comparison to 2019 and a 17% decrease in comparison to the five-year average.
- The *FBI's published estimated violent crime rate for cities in the United States in 2019 was 366.7 per 100,000 inhabitants.
- The City of Kentwood's *estimated* violent crime rate per 100,000 inhabitants for 2020 is calculated at 392.2.
- This is 7% higher than the 2019 estimated violent crime rate, and 26% higher than the five-year average.

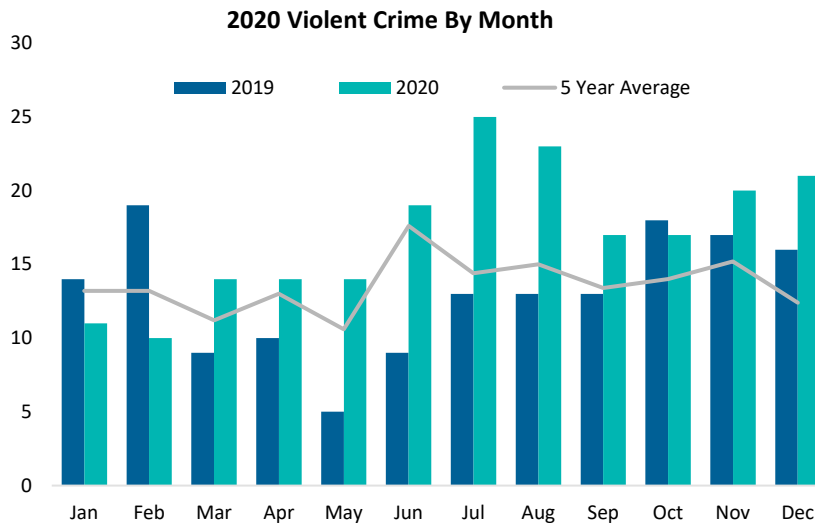


Figure 2.7

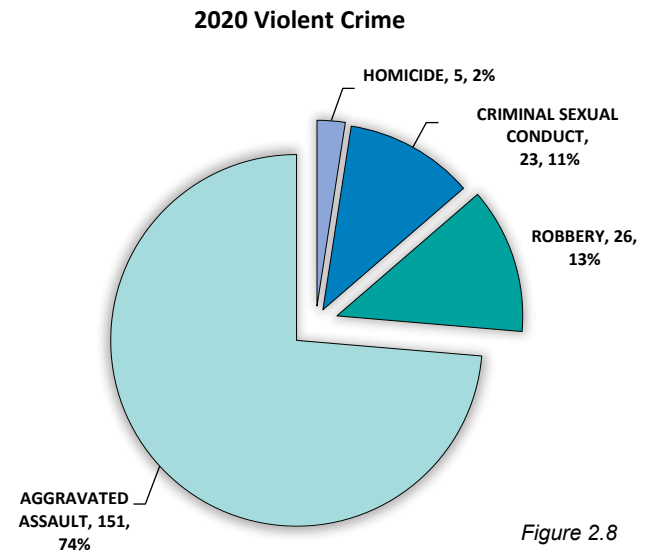


Figure 2.8

*2019 VIOLENT CRIME RATE BY CITY (PER 100,000 RESIDENTS)						
CITY	POPULATION	HOMICIDE	CRIMINAL SEXUAL CONDUCT	ROBBERY	AGG. ASSAULT	TOTAL VIOLENT CRIME RATE
Portage	49,583	0	30	14	92	274.3
Kentwood	52,274	0	23	20	119	309.9
Battle Creek	60,607	5	60	67	436	937.2
Wyoming	76,295	3	61	51	253	482.3
Kalamazoo	76,827	9	110	182	648	1235.2
Grand Rapids	201,799	8	144	274	860	637.3

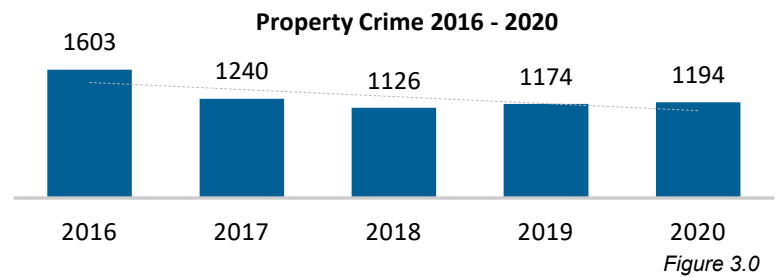
*The FBI's estimated violent crime rate is calculated based on 2019 data collected from the Uniform Crime Reporting program.

**Comparable by local cities in the Western Region of Michigan. Data is based on 2019 MICR 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>

Figure 2.9

PROPERTY CRIME STATISTICS



- In 2020, 1,194 property crimes occurred in the City of Kentwood.
- This is a 2% increase in comparison to 2019 and a 10% decrease in comparison to the five-year average.
- Larceny amounted to 72% of all property crimes within the City of Kentwood in 2020. This is a 7% decrease in comparison to the previous year and an 18% decrease from the five-year average.
- Motor Vehicle Theft amounted to 14% of all property crime in City of Kentwood in 2020. This is a 109% increase from 2019 (+88 cases), and a 125% increase in comparison to the five-year average (+93.8 cases).
- The *FBI's published estimated property crime rate for cities in the United States in 2019 was 2,109.9 per 100,000 inhabitants.
- The City of Kentwood's estimated property crime rate per 100,000 inhabitants for 2020 is calculated at 2,284.1.
- This is a 7% increase in comparison to 2019 (see figure 3.3 below).

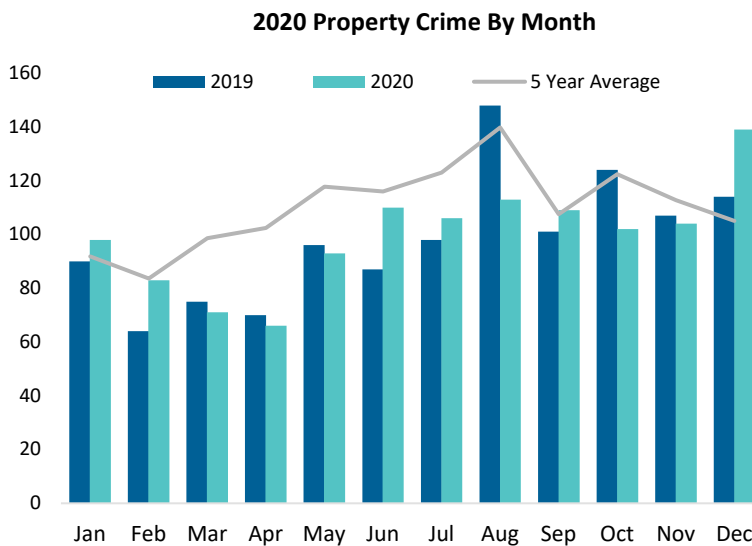


Figure 3.1

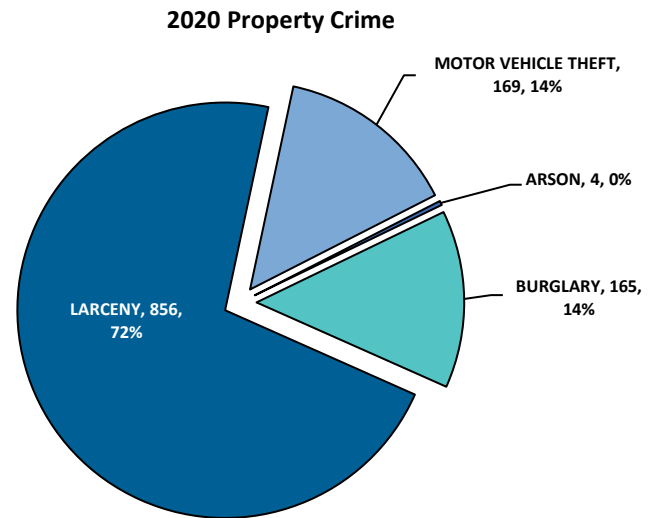


Figure 3.2

*2019 PROPERTY CRIME RATE BY CITY (PER 100,000 RESIDENTS)						
CITY	POPULATION	ARSON	BURGLARY	LARCENY	MOTOR VEHICLE THEFT	TOTAL PROPERTY CRIME RATE
Portage	49583	7	204	1279	66	3,124.05
Kentwood	52274	5	170	850	91	2,125.34
Battle Creek	60607	27	460	1377	132	3,248.80
Wyoming	76295	9	125	800	197	1,470.61
Kalamazoo	76827	44	703	2546	329	4,657.22
Grand Rapids	201799	35	595	2754	501	1,907.84

*The FBI's estimated property crime rate is calculated based on 2019 data collected from the Uniform Crime Reporting program.

**Comparable by local cities in the Western Region of Michigan. Data is based on 2019 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>

Figure 3.3

NON-INDEX CRIME STATISTICS

- Non-index crime increased 4% in 2020 in comparison to 2019, an increase of 78 incidents investigated.
- Non-Aggravated Assault was the leading category of non-index crimes in 2020 with 693 offenses. This was a 26% increase in comparison to 2019.
- Vandalism was the second highest category of non-index crimes with 308 offenses investigated in 2020. This was a 40% increase in comparison to 2019 with 88 additional cases investigated.
- Fraud was the third highest category of non-index crimes in 2020 with 276 offenses. This is a slight 2% increase from 2019.
- Incidents involving weapons increased 58% with 36 more cases investigated in 2020 in comparison to 2019.
- Incidents involving forgery/counterfeit decreased 48% in 2020 with 20 less cases investigated in comparison to 2019.
- *Violation of Controlled Substances Act (VCSA) decreased in 2020 with 43% less cases investigated than in 2019.

OFFENSE	2019	2020	+ / -	% CHANGE
Non-Aggravated Assault	548	693	145	26%
Forgery/Counterfeit	42	22	-20	-48%
Embezzlement	21	16	-5	-24%
Fraud	281	276	-5	-2%
Stolen Property	21	12	-9	-43%
Weapons	62	98	36	58%
Prostitution & Vice	3	1	-2	-67%
Sex Offenses	18	9	-9	-50%
*VCSA	96	55	-41	-43%
Family & Children	87	76	-11	-13%
OWI	114	117	3	3%
Disorderly Conduct	139	106	-33	-24%
Drunkenness	1	1	0	0%
Vandalism	220	308	88	40%
Gambling	0	0	0	N/C
Liquor Laws	24	13	-11	-46%
Runaways	125	78	-47	-38%
Vagrancy	3	2	-1	-33%
Totals	1805	1883	78	4%

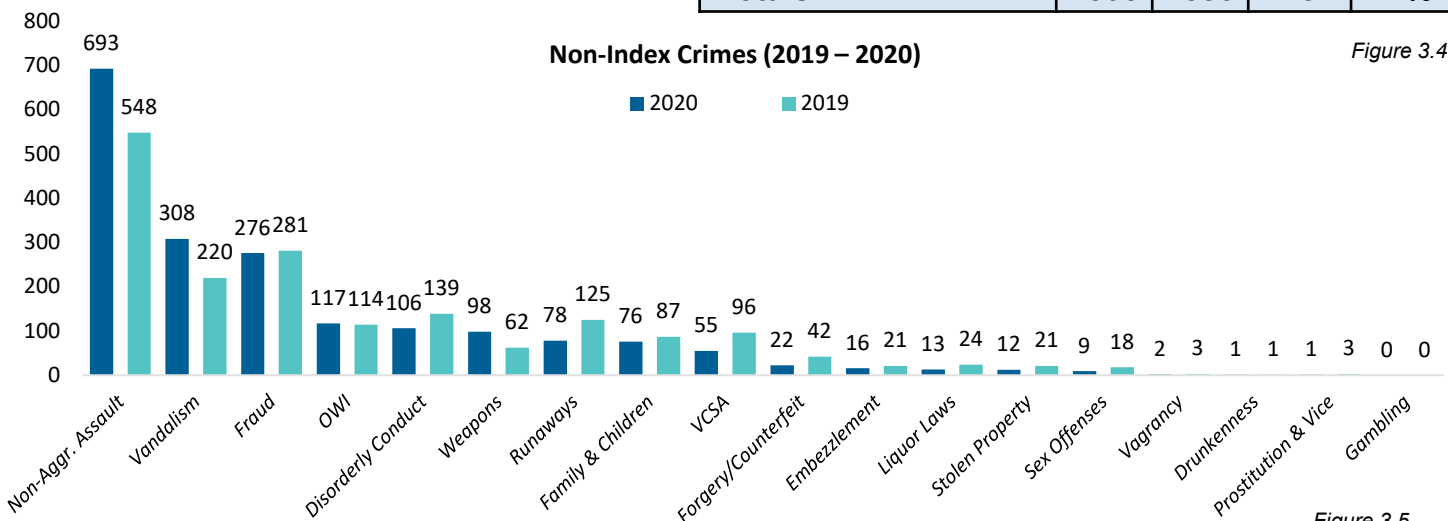


Figure 3.4

Figure 3.5

TRAFFIC STATISTICS

- In 2020, the Kentwood Police Department responded to over 1,270 reportable traffic accidents.
- There were 1,000 accidents that were involved in a property damage accident. This is a 20% decrease in comparison to 2019 and a 15% decrease in comparison to the five-year average.
- There were 270 accidents that involved a personal injury accident. This is a 16% decrease in comparison to 2019 and a 19% decrease in comparison to the five-year average.
- Data demonstrates that in 2020, more accidents occurred between January and February, as well as from October through December.
- In 2020, the Kentwood Police Department made 4,125 self-initiated traffic stops. This is a 60% decrease in comparison to 2019 (-6,228 stops), and a 60% decrease in comparison to the five-year average (-6236 stops). This is due to the COVID-19 pandemic.
- In 2020, the Kentwood Police Department issued 3,033 traffic citations.
- This is a 50% decrease in comparison to 2019 (-3,069 citations) and a 56% decrease in comparison to the five-year average (-3,925 citations). This is due to various operational changes associated with COVID-19.

2020 Property Damage

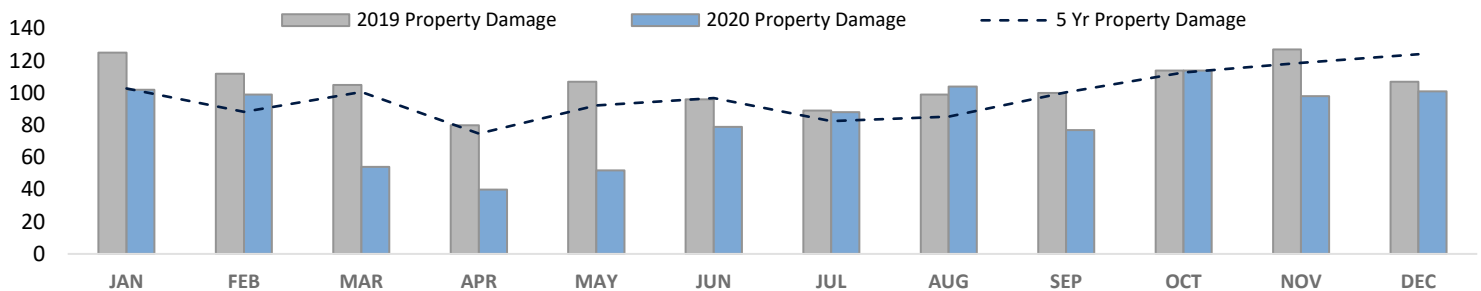


Figure 3.6

2020 Personal Injury Data

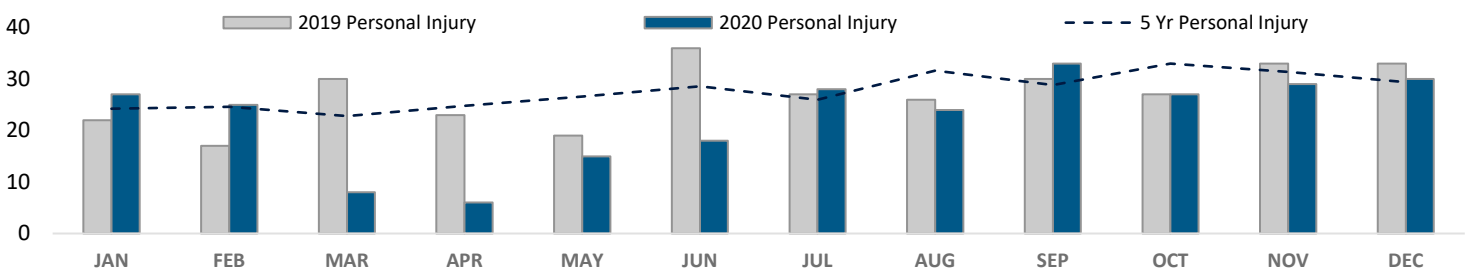


Figure 3.7

2020 Citation Data

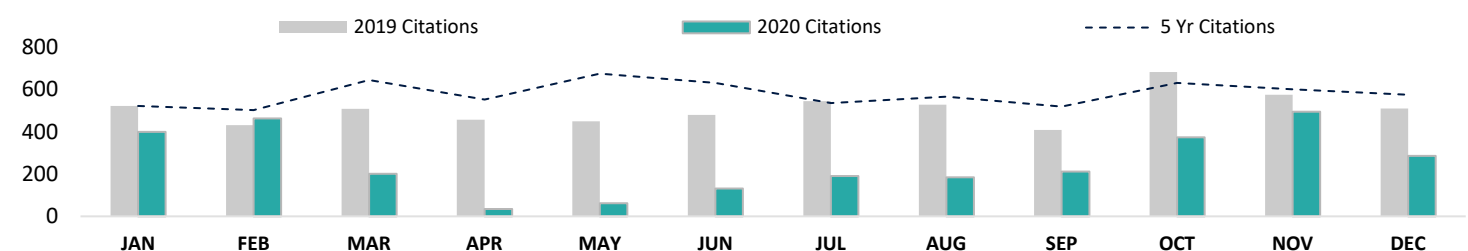


Figure 3.8

ARREST STATISTICS

In 2020, the Kentwood Police Department made approximately 1,130 custodial arrests.

- There were 953 adult (17+) arrests made. This is a 34% decrease in comparison to 2019 and a 49% decrease in comparison to the five-year average.
- There were 177 juvenile (under 17) arrests made. This is a 25% decrease in comparison to 2019 and a 32% decrease in comparison to the five-year average.
- Overall, 1,130 arrests were made in 2020. This is a 32% decrease from 2019 and a 47% decrease from the five-year average. This decrease is due to the various changes associated with the COVID-19 pandemic.

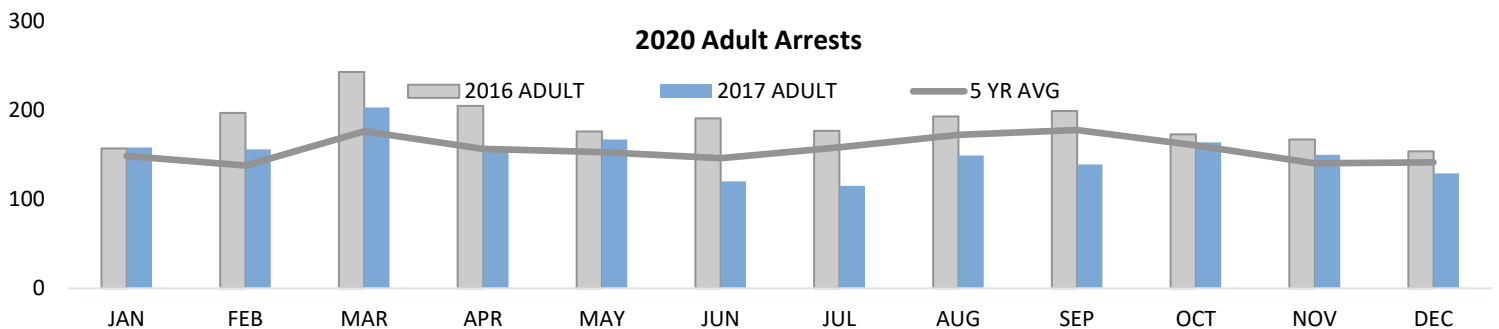


Figure 3.9

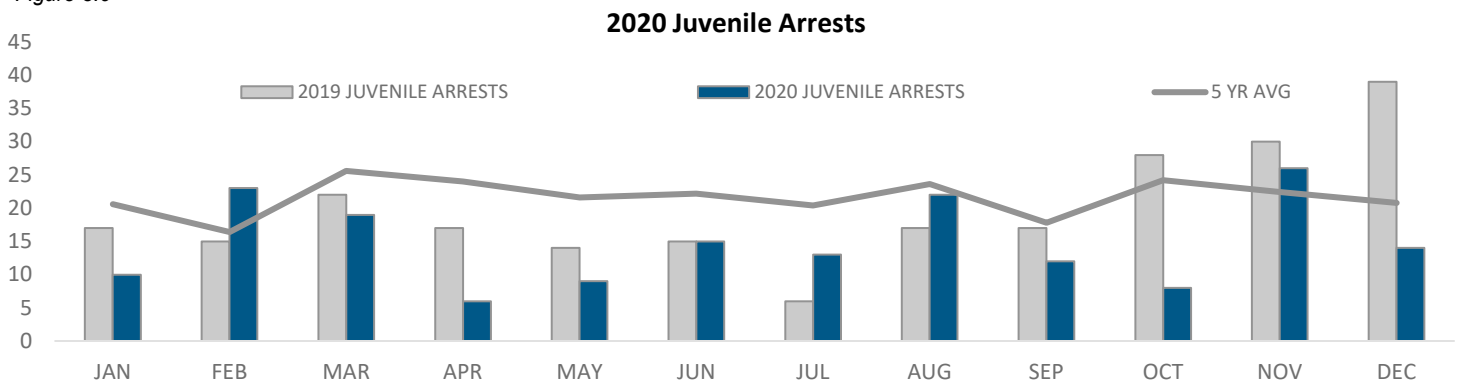


Figure 4.0

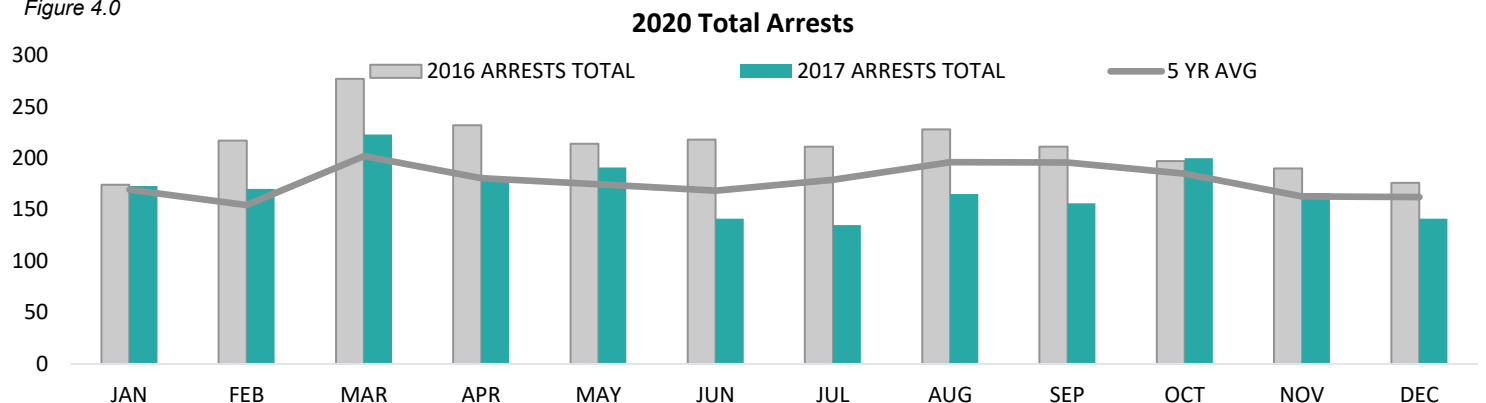


Figure 4.1

PATROL DIVISION

ROAD PATROL

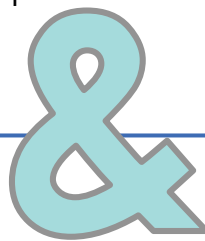
The Kentwood Police Department Patrol Division is a multi-functional division responsible for several tasks including but not limited to responding to calls for service, following up on criminal investigations, making arrests, enforcing traffic laws, conducting welfare checks, investigating suspicious persons and situations, and testifying in court.

Calls for service (CFS) include every incident that the Kentwood Police Department responds to in a given year, containing both emergency calls and police-initiated events. The Kentwood patrol division 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.

Patrol sergeants are responsible for the daily operations of the department. Sergeants keep the officers apprised of daily events, provide information pertinent to their shift during briefings, supervise critical incidents, call additional resources to large scenes, and conduct monthly officer evaluations.

Community engagement is and will always be a main priority for members of the patrol division. Our shift goals are consistently catered so that our officers are visible amongst the citizens and businesses within the City of Kentwood. Examples of goals set forth for our officers include walking trail systems and checking parks, focusing on traffic enforcement in high speed/crash intersections, and increasing surveillance in residential areas where data indicated high occurrences of larcenies from vehicles. Each goal demonstrates our commitment to the mission of the police department to ensure traffic safety, decrease violence crime and serve our community with excellence.

ENSURING THE HEALTH



SAFETY OF OUR COMMUNITY



With social distancing guidelines in place and a commitment to keep our residents safe, many of our road patrol officers sought out alternative ways to make a difference in our community. Various parade style drive-by celebrations with lights, sirens, and a personal birthday message were arranged in our local neighborhoods and elderly homes. We were even able to collaborate with local businesses who donated special gifts and treats.

Officers additionally participated in “Project Night Lights” which is a unique event to benefit the children at Helen DeVos Children’s Hospital. Once a month the Kentwood Police Department designates one officer to attend the event, where they are met with various other officers from other agencies. They arrange their cruisers to surround the hospital and display the emergency overhead lights. This is done to “brighten up” bedtime for the children in the hospital.

In addition, in partnership with Toys for Tots and Family Promise of Grand Rapids, Kentwood Police Officers delivered various Christmas gifts to children this holiday season.

PATROL DIVISION TRAFFIC UNIT

The Kentwood Police Department is very proud to have a dedicated Traffic Services Bureau that leads the way in enhancing safe driving practices. 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 speed, red light, 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.

CAPTAIN BOCKHEIM

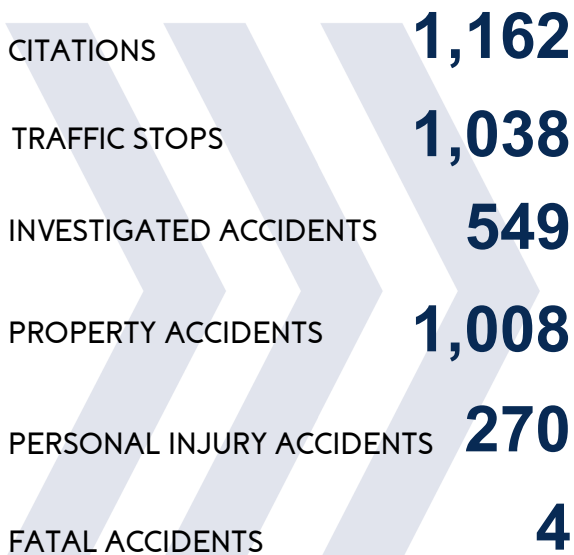
SERGEANT UNSELD

OFFICER BACHMAN

OFFICER CAREY

OFFICER KARWOWSKI

TRAFFIC DIVISION ACTIVITY:



Due to COVID-19 restrictions, the Traffic Services Bureau did not have full deployment in 2020. Even with the restriction, a total of 1,038 vehicles were stopped for multiple violations.

In addition, the Traffic Services Bureau deployed two speed monitors in 2020. The number of days was limited due to COVID-19 restrictions; however, it was still utilized for 5,010 hours. This was a result of citizen received speed complaints and proactive use.

Traffic engineering is also a function of the Traffic Services Bureau. Though not a highly-publicized function, its importance cannot be overlooked. Each year, the unit conducts traffic studies for the Grand Valley Metro Council on a set number of roads within the City to comply with state law. This results in what is referred to as the "85th percentile" to establish and monitor set speed limits. Stop signs and other traffic control devices are also reviewed to determine proper placement and justification through approved Traffic Control Orders (TCO).

THE TRAFFIC SERVICES BUREAU INVESTIGATED FOUR FATAL CRASHES AND TWO SERIOUS INJURY CRASHES IN 2020

CRASH TYPE	SEMI V. PEDESTRIAN	CAR V. PEDESTRIAN	CAR V. PEDESTRIAN	CAR V. BUILDING	CAR V. TREE	CAR V. CAR
INJURY LEVEL	FATAL	FATAL	FATAL	SERIOUS INJURY	SERIOUS INJURY	FATAL

MOTORCYCLE UNIT

The Traffic Services Bureau also includes the motorcycle unit which is comprised of two Traffic Services Bureau officers. This is a voluntary assignment and operates from April through November. Currently, there are two trained motor officers, Officer D. Bachman and Sergeant D. Unseld. These officers receive highly-specialized training on a yearly basis. The unit's primary function is traffic safety and enforcement. In addition, the unit is used for parades, static displays, public relations, crowd control, and dignitary escorts. Though not a primary function, motorcycle officers can, and will respond to calls for service. In 2020, the unit had approximately 600 hours of motorcycle usage for traffic assignments and special details, such as presidential candidate visits to the area.

Figure 4.2



PATROL DIVISION

SPECIAL RESPONSE TEAM

CAPTAIN BOCKHEIM

SGT. DALZIEL

SGT. WIERENGA

OFFICER BYLSMA

DET. CLINE

OFFICER CONNER

DET. DYKGRAAF

OFFICER NAWROCKI

OFFICER SMIGIEL

OFFICER R. SMITH

OFFICER T. SMITH

DET. VANDERBENT

OFFICER WOLTERINK

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 captain 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.

During 2020, the Kentwood SRT was activated seven times. In February, SRT was activated to assist Kentwood Police Department's Special Investigations Unit and the Grand Rapids Police Department who was attempting to locate a suspect and serve a search warrant. During this incident, there was reason to believe weapons could be present and / or the suspect(s) were listed as an elevated threat. A search warrant was served and no injuries were sustained to any person or the general public.

At the end of May and first week of June, SRT was activated five times to assist with the nationwide threat of civil unrest. During this time, several SRT members assisted downtown Grand Rapids for riot control. The remaining members of the team assisted in monitoring and controlling ongoing threats within our City.

In July, the SRT was activated to assist Grand Rapids Police Department 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. No injuries were sustained to any person or the general public.

SRT was activated again in November to slow the large uptick of violent crime occurring. During this activation, smaller teams were set out for proactive policing in which 10 in-custody arrests occurred (10 misdemeanor warrants, 3 felony warrants, and 3 traffic citations), 1 stolen vehicle was located, and multiple leads regarding the recent shootings were developed.

The Kentwood SRT conducted 40 hours of scheduled in-service team training during 2020. Training covered various topics, including the following:

- Firearms live-fire training and qualification (M-4, pistol)
- Warrant Service, Barricaded Subjects, Hostage Rescue, Building Searches & Officer Rescue Training
- Reality-based scenario training
- Less-lethal training and qualification
- Physical Fitness Testing
- Sniper Team Training, 30 Hours

TEAM MEMBER RESIGNATION:

Officer Jacob Conner resigned from the Department in December 2020. Officer Conner served on the team for six months.

PATROL DIVISION

OPERATION P.R.I.C.E.

The P.R.I.C.E. Program was developed in 2014 by the Kentwood Police Department as a collaborative initiative to build relationships with our growing business community, as well as respond to crime patterns more effectively. In 2020, P.R.I.C.E. began on November 29 and continued through January 3, 2021. 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 609 businesses in 2020.

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	2020
OFFICER HOURS	563.5	587	512.25	497.5
VOLUNTEER PATROL HOURS	87	107	135	0
CALLS FOR SERVICE	172	186	171	90
BUSINESS CONTACTS	581	672	574	609
RETAIL FRAUD REPORTS	15	6	28	16
OTHER REPORTS	14	6	22	6
ACCIDENT REPORTS	25	7	15	15
ARRESTS	28	20	30	10
PARKING CITATIONS	12	11	0	2

1. DO YOU THINK THE INCREASED PRESENCE OF KENTWOOD POLICE OFFICERS IN YOUR BUSINESS HELPED REDUCE CRIME AND INCREASE SAFETY THIS HOLIDAY SEASON?

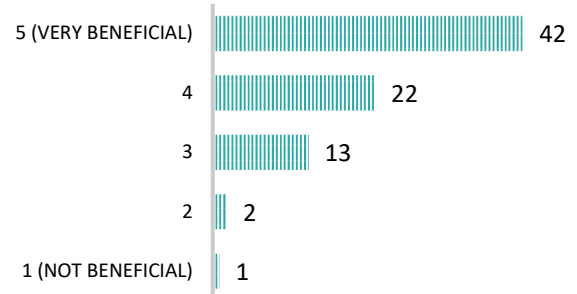


Figure 4.3

2. DO YOU BELIEVE THE INCREASED PRESENCE OF KENTWOOD POLICE OFFICERS DURING THE HOLIDAY SEASON IS A BENEFIT TO YOUR BUSINESS?

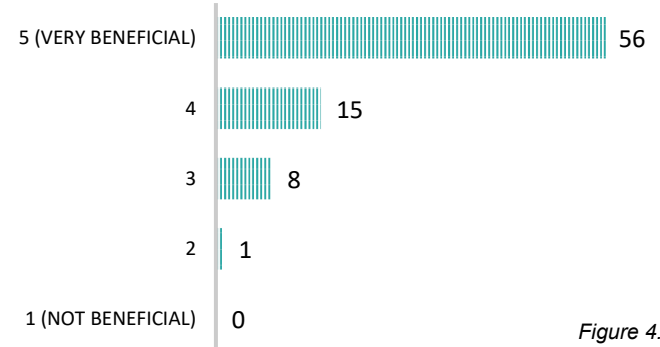


Figure 4.4

3. IF SOMEONE REQUESTED KPD TO YOUR STORE, HOW WAS OUR RESPONSE TIME?

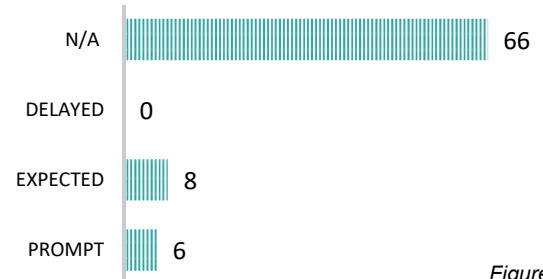


Figure 4.5

4. HOW WOULD YOU RATE THE KENTWOOD POLICE OFFICERS' ACTIONS, PRESENCE, AND PROFESSIONALISM DURING THE HOLIDAY SEASON?

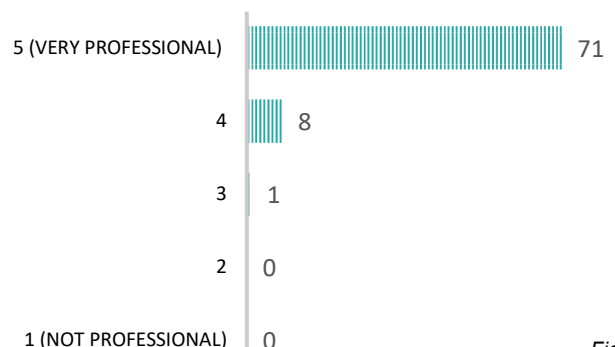


Figure 4.6

PATROL DIVISION

INTELLIGENCE-LED POLICING

Crime analysis and crime statistics are an important element for police departments nationwide in understanding emerging issues and ensuring safe communities. Proper analysis of crime can help predict future crime patterns, ensure proper resource allocation, help formulate budgets, and strengthen community partnerships. The Kentwood Police Department is committed to performing crime analysis functions to help develop policing strategies that promote a safer community. The department has one full-time crime analyst who dedicates their time towards reviewing cases, searching for crime trends, tracking crime patterns, and collaborating with officers on various tactical and strategic crime strategies.

Applying the principles of intelligence-led policing and computerized statistical analysis, the Kentwood Police Department witnessed an 18% reduction in burglary in 2020 in comparison to the five-year average. The total number of burglaries investigated in 2020 was 165, a steady decrease of over 50% since a noticeable increase in 2012. In addition, larceny was down 18% in comparison to the five-year average, and down 7% in comparison to 2019. The number of larcenies in 2020 was 856, this is a decrease of 34% in comparison to an increase observed in 2016.

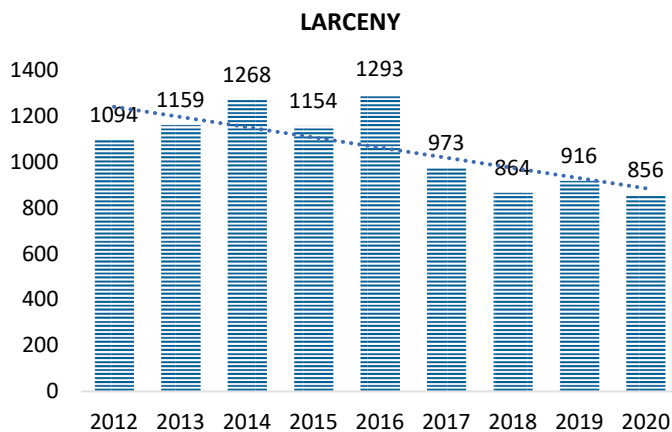


Figure 4.7

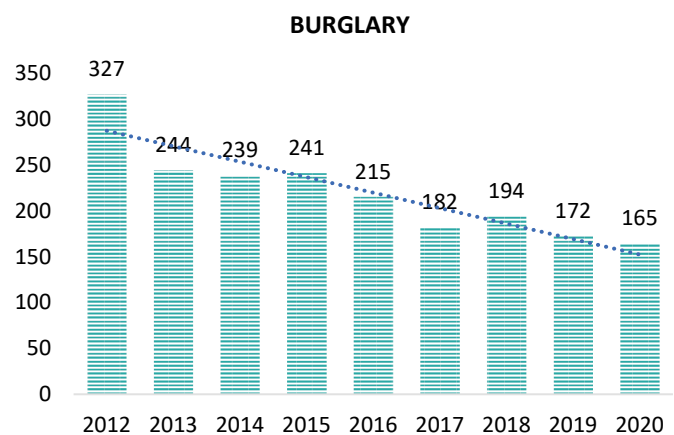


Figure 4.8

Much of these declines can be attributed to proactive enforcement associated with 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 2,270 traffic stops were conducted in D.D.A.C.T.S. zones in 2020. This is a significant decrease in comparison to 2019, a result of the COVID-19 pandemic.

The goal of D.D.A.C.T.S. is to reduce the incidence of crime, crashes, and traffic violations in the community. We have refined our patrol efforts to 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.

PROFESSIONAL STANDARDS STAFF SERVICES

The Professional Standards Division is comprised of the Staff Services Bureau and the Community Services Bureau. This Division is overseen by Captain Ryan VanderVeen.

The focus of the Staff Services Bureau is guiding and assisting the Police Department's staff. The Bureau consists of a captain, training officer, property manager, and a part-time cadet. The Staff Services Bureau handles recruiting and hiring of both sworn and professional support staff for the Department. In 2020, seven full-time police officers were hired. Each of these officers have completed the field training program and are performing their duties on solo patrol. The Kentwood Police Department also hired two part-time cadets and two records clerks. Every employee who is hired goes through a formal training program, depending on the role for which they were hired. Police officers begin with a four-week orientation period before advancing to a 14-week field training program. After successfully completing training, they will advance to solo patrol as a police officer.

Coordinating training is another function of the Staff Services Bureau. To be proficient in their duties, officers attend ongoing training to refresh themselves and stay current with best practices in law enforcement. Officers receive training on topics including, but not limited to: communication skills, de-escalation, diversity, use of force, firearms, legal updates, 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, basic SWAT training, leadership development, surveillance training, and crisis intervention.

CAPTAIN VANDERVEEN

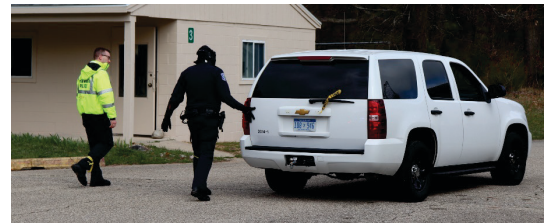
OFFICER R. SMITH

PROPERTY MANAGER
B. NELSON

CADET K. RASMUSSEN



Cpt. R. VanderVeen providing training to officers on the Axon TASER 7.



PROFESSIONAL STANDARDS TRAINING UNIT

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

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 expert groups. The purpose of these sessions is to inform, educate, and train the officers in the areas of highest importance.

In 2020, the Kentwood Police Department focused on topics including legal update, 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 2020 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.

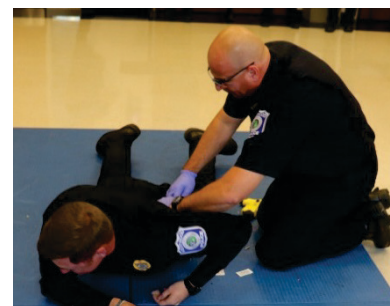
Training is intended to educate and update officers on current trends, best practices, and inform them of any law changes. Officers additionally need to practice their physical skills in areas such as firearms, subject control, precision driving, and police tactics to maintain proficiency, as well as 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.

TRAINING & EDUCATION

OC / TASER TRAINING

Both the TASER and Oleoresin Capsicum (OC)/pepper spray are additional tools that officers are equipped with to protect themselves and others while performing their duties. These tools are essential in providing officers the alternate ability to quickly and effectively de-escalate violent situations. After an officer's initial training and exposure to these tools, officers receive yearly training to stay proficient and certified. Moreover, yearly inspections of equipment is done to ensure proper functioning.



REALITY-BASED SCENARIO TRAINING

Each year, Kentwood Police officers participate in reality-based training (RBT). These trainings include life-like scenarios performed by role players that occur in real-time. These scenarios involve a variety of situations where officers must apply problem solving, de-escalation, communication, use of force, and critical thinking skills. Often scenarios are created based on previous situations that officers have experienced or situations that may occur based upon the social climate. Officers are able to experience a variety of situations under stress, which allow them to enhance their skills.



PROFESSIONAL STANDARDS

USE OF FORCE

In 2020, Kentwood police officers documented 69 uses of force. In comparison to 2019, this is 18 fewer use of force incidents, a reduction of 21%. All incidents in which force is used are carefully reviewed by both supervisors and command staff. All incidents in 2020 were deemed to be justified by both legal standards and Department policy. Ongoing and continual training is important for all police officers. In 2020, officers dedicated more than 3,400 hours to training on use of force and de-escalation.

Of the 69 use of force incidents that occurred in 2020, 31% of the subjects were believed to be under the influence of alcohol or drugs at the time of the incident. Sixty percent of the time, the purpose for using force was to affect an arrest. Additionally, force was used nine times to make high-risk traffic stops, nine times to protect officers, and seven times to protect individuals that were experiencing a mental crisis.

There were 18 incidents in which subjects communicated pain or injury resulting from the force used. There were no serious injuries to suspects resulting from the force used. Rather, most injuries consisted of scratches, abrasions, and complaints of pain. The opportunity to seek treatment is given to any individual who is injured or complains of injury because of an officer using force. In 2020, eleven individuals requested or required medical treatment.

Seven officers reported being injured while using force in 2020. One officer sustained a serious injury which required rehabilitation for more than one year. Injuries to other officers were minor and included cuts, scrapes, abrasions, and complaints of pain.

In 2020, there were 17,397 calls for service and 4,125 traffic stops, amounting to 21,522 contacts with the public. Of these contacts, force was used less than one third of a percent of the time (0.32%) (figure 5.0). Moreover, a total of 1,130 arrests were made. Of these arrests, force was used 4% of the time.

Figure 4.9 shows the five-year comparison (2016-2020) of the primary reason that officers used force in each reported incident. While there may have been several reasons why an officer used force, the primary reason is documented below.

REASON	2016	2017	2018	2019	2020
ARREST	22	26	25	35	42
DEFEND SELF	4	9	10	22	9
DEFEND ANOTHER	1	8	5	3	0
PREVENT VIOLENT FELONY	0	3	0	0	1
FELONY CAR STOP	5	4	1	9	9
RESTRAIN FOR SUBJ SAFETY	1	4	12	17	7
OTHER	2	1	0	1	1
TOTAL	35	55	53	87	69

Figure 4.9

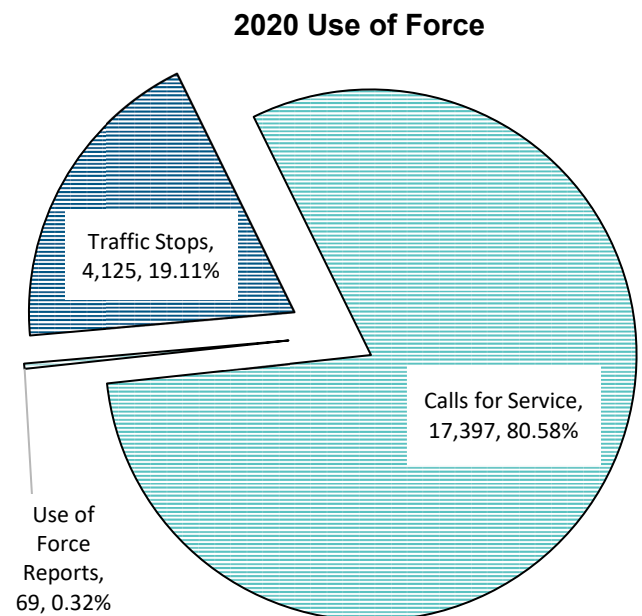


Figure 5.0

INTERNAL AFFAIRS CONDUCT REVIEW

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 regards 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 wrongdoing 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).

Throughout 2020, 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.

2020 INTERNAL INVESTIGATIONS

The Kentwood Police Department conducted four (4) internal investigations during 2020. Three (3) of the four formal complaints were originated by Kentwood Police Department supervisors involving policy violations. The breakdown of all the 2020 complaints included three (3) policy violations and one (1) misconduct concern. The Department did not have any complaints dealing with the use of force.

Two (2) of these complaints, which were sustained, involved policy violations and disciplinary action was subsequently taken to correct the behavior in these cases. Dispositions of exonerated were determined in the remaining two (2) cases.

COMPLAINT TYPE	AMOUNT
POLICY VIOLATION	3
MISCONDUCT CONCERNS	1
USE OF FORCE INVESTIGATIONS	0

Figure 5.1

PROPERTY & EVIDENCE 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 property management specialist. This individual receives, catalogs, stores and maintains the integrity of evidence, found items, and property for safekeeping. They additionally ensure that evidence is properly tracked and monitored for court exhibits, discovery, and laboratory examination. The Kentwood Police Department relies heavily on the property specialist to maintain security and control of the property room. 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 guidelines 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 1,760 pieces of evidence and property in 2020.

DRUG TAKE BACK EVENT

The Kentwood Police Department recognizes the need for community members to have a secure location to safely dispose of unused and/or unwanted prescription medications. In 2020, 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.



Cadet A. Kiekover during the National Drug Take Back Initiative event, October 2020

PROFESSIONAL STANDARDS COMMUNITY SERVICES

The overarching focus of the Community Services Bureau is to provide excellent service to the community and to improve quality of life through outreach programs, problem solving, and connecting with students in the local school systems. The Community Service Bureau is comprised of two community service officers, three school resource officers and one sergeant. In addition, it houses the code enforcement unit, comprised of one code enforcement specialist and two code enforcement technicians.

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 service officers (CSO) participate in community events throughout the year in an effort to build trust with community members, 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 part of the Community Services Bureau that seeks to maintain code compliance of both residential and commercial properties throughout the City of Kentwood.

NATIONAL NIGHT OUT

DRIVE-THROUGH TRUNK-OR-TREAT

DRIVE-THROUGH 4TH OF JULY PARADE

DRIVE-BY BIRTHDAY PARTIES

VIRTUAL ANNUAL TREE LIGHTING

SUMMER CONCERT SERIES

28TH STREET METRO CRUISE

2020 VIRTUAL EVENTS

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.



L-R: Det. Cline, Ofc. Smith, Sgt. Connell, Ofc. Bachman, Ofc. DeGrove

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.

STAYING

Safely

CONNECTED



STAYING SAFE SOCIAL DISTANCING

BIRTHDAY *Parades* & ICE CREAM *Socials*

This year, our Community Services Bureau sought out alternate ways to reach out to our community while also remaining safe and cautious of the ongoing pandemic. We were able to do this through arranging various drive-by birthday parades, as well as pop-up ice cream socials in Kentwood parks.

We reached out to Sam's Club who generously donated multiple gift cards. These gift cards were used to purchase coolers and ice cream which was then brought to many of Kentwood's local parks throughout the summer. Officers Augustyn and Nawrocki were able to safely interact with our community while also providing some cool relief from those hot days of summer.



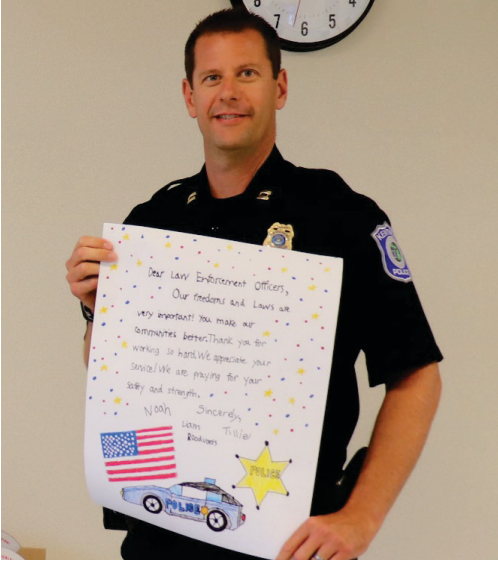
SHOWCASING *Small Businesses*



The Kentwood Police Department teamed up with Lacks Enterprises, Inc. in December of 2020 to spread holiday cheer and support local restaurants at a pop-up event. Thanks to a generous \$1,000 donation from Lacks to assist local businesses and community members, we were able to surprise several lucky customers of Al-Bos Eurocafe-Bakery and Daniele's Pizzeria with free meals. The pop-up event kicks off the beginning of a local business showcase series to support Kentwood businesses and create positive experiences with our community during these difficult times. Both Daniele's and Al-Bos stated several times that it was one of their busiest nights in months. Even after our donations were spent, orders kept coming in. We are grateful to Lacks for their support and for Daniele's and Al-Bos for their collaboration.

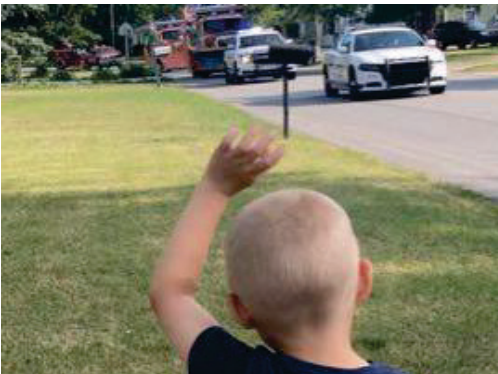
PROFESSIONAL STANDARDS COMMUNITY SERVICES

Several community events that would regularly be scheduled throughout the year were canceled in 2020 due to the ongoing COVID-19 pandemic. There were a handful of events that still took place with strict precautions, careful planning, and various safety measures to ensure the health and safety of our officers and community members.



THANKFUL FOR A SUPPORTIVE COMMUNITY

Throughout 2020, various businesses, organizations and community members demonstrated their support and appreciation for the men and women of the Kentwood Police Department. We received several generous donations of supplies which assisted the officers during the initial Covid-19 crisis when supplies were limited. We have immense gratitude for the display of support from our community. We also want our community to know that the safety of our City is not possible without their contributions every day to make Kentwood a wonderful place to live and work.



DRIVE-THRU TRUNK-OR-TREAT

The Kentwood Police Department participated in a modified drive-through Trunk-or-Treat event in the parking lot of the Kentwood Public Library in October 2020. This provided the opportunity to safely interact with our citizens while also providing them with a fun Halloween experience.



TOYS FOR TOTS

On December 21, 2020, officers within the Community Services Bureau personally delivered 70 bags of toys to families in need. Hawthorne Suites partnered with us on this effort through a very generous donation to Toys for Tots in order to provide gifts to families in need.



DRIVE-THRU 4TH OF JULY PARADE

Typically, the 4th of July parade occurs at City Center and residents are able to gather while vehicles go through the roundabout. This year, to keep things as safe as possible, we constructed a parade route that would allow the majority of Kentwood residents to view the parade from the safety of their own home. Various officers enjoyed taking part in this parade.

NATIONAL NIGHT OUT



A COMMUNITY EFFORT

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 2021 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!



SCHOOL RESOURCE OFFICERS

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 role model and 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. The 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 being active mentors in our police 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.



Kellogsville Middle School Resource Officer G. Willshire, Spring 2020

SCHOOL RESOURCE OFFICERS

SRO NAWROCKI CRESTWOOD MIDDLE SCHOOL

Officer Nawrocki is the school resource officer for Crestwood Middle School. Officer Nawrocki attended the Grand Rapids Community College Police Academy and was hired as a law enforcement officer with the Kentwood Police Department in 2011. He has served in various positions throughout his career including patrol officer, field training officer, special response team member and school resource officer. Officer Nawrocki enjoys interacting with students and creating positive relationships that build a bridge between youth and law enforcement.



SRO WILLSHIRE KELLOGGSVILLE MIDDLE SCHOOL

Officer Willshire is the school resource officer for Kelloggsville Middle School. Officer Willshire attended the Kalamazoo Community College Police Academy and was hired as a law enforcement officer with the Kentwood Police Department in 2000. He has served in various roles throughout his career including patrol officer, field training officer, special response team member, firearms instructor and school resource officer. His favorite part about being a school resource officer is the opportunity to get to know the students and staff, attending various school functions, and being a positive role model. He is proud to be a mentor for students and help to change the negative stereotypes of law enforcement.



SRO AUGUSTYN VALLEYWOOD MIDDLE SCHOOL

Officer Augustyn is the school resource officer for Valleywood Middle School. Officer Augustyn attended the Grand Rapids Community College Police Academy and was hired as a law enforcement officer with the Kentwood Police Department in 1993. He has served in various positions throughout his career including patrol officer, field training officer, special response team member, peer support member, community service officer and school resource officer. Officer Augustyn enjoys being part of the Valleywood Falcon community, creating positive relationships with students and staff, and making a positive impact through his daily interactions.



COMMUNITY SERVICES CODE ENFORCEMENT

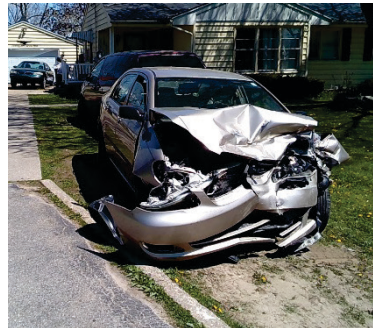
Code enforcement is part of the Community Services Bureau of the Kentwood Police Department. The code enforcement staff are responsible for the oversight and enforcement of City ordinances adopted by the City of Kentwood to maintain the health, safety, and welfare of those individuals living, working, and doing business within the City. Code enforcement collaborates with other City departments to obtain code compliance on properties throughout the City. They are also active in assisting to educate the community and raise awareness concerning ordinance violations by meeting with property owners, landlords, and other community organizations. The code enforcement staff is comprised of one full-time specialist and two part-time technicians, as well as two part-time police cadets.

SERGEANT WIERENGA

CODE ENFORCEMENT
SPECIALIST GENRICH

CODE ENFORCEMENT
TECHNICIAN MASON

CODE ENFORCEMENT
TECHNICIAN NOVAKOSKI



The code enforcement staff investigates complaints of property maintenance violations within the City. Our main focus is to eliminate outside nuisances, to improve and preserve the appearance of the City's residential and business areas, and create a community where those who live, work, or visit can experience a sense of pride. In 2020, the unit goal was to focus on sidewalk obstructions (particularly vegetation overgrowth – tree branches, shrubs or weeds overhanging sidewalks) throughout the City of Kentwood. Over 170 violations were addressed.

TOP CODE COMPLAINTS OF 2020:

GRASS/ WEEDS	GARBAGE/ TRASH/ JUNK	PARKING VIOLATIONS	JUNK/ UNLICENSED VEHICLES	SNOW/ ICE	RVI EQUIPMENT STORAGE	SIDEWALK HAZARD/ OBSTRUCTION
20%	19%	12%	9%	7%	6%	7%
506 COMPLAINTS INVESTIGATED	385 COMPLAINTS INVESTIGATED	302 COMPLAINTS INVESTIGATED	213 COMPLAINTS INVESTIGATED	180 COMPLAINTS INVESTIGATED	148 COMPLAINTS INVESTIGATED	177 COMPLAINTS INVESTIGATED

Figure 5.2

COMMUNITY SERVICES CODE ENFORCEMENT

Overall, there was a 9% decrease (-247) in code complaints in 2020 compared to 2019. Of these complaints, 521 were generated from citizens, 23 from City of Kentwood staff, and 2,059 complaints were self-initiated by the Kentwood Police Department code enforcement unit. Of the code complaints received, 240 came from online submissions, a slight decrease from 2019.

As shown in Figure 5.3, the majority of complaints from 2020 include grass/weeds (507), garbage/trash/junk (463), parking violations (302), junk/unlicensed vehicles (213), snow/ice (180) and RV & equipment storage (148).

In comparison to 2019, the largest increase in complaints in 2020 was observed in the following categories:

Exterior nuisance/trash containers (+74) 100% increase, commercial vehicle violation (+15) 79% increase, animal keeping/nuisance (+9) 47% increase, auto repair (+6) 14% increase.

Likewise, the largest decrease in complaints in 2020 was observed in the following categories:

Junk/unlicensed vehicles (-90) 30% decrease, sign violation (-78) 63% decrease, snow/ice (-50) 22% decrease, grass/weeds (-32) 6% decrease.

Of the complaints from 2020, 2,343 were corrected by the property owner, 40 were corrected by the City or bank, 44 were found to not be in violation at the time of inspection, and 73 were referred to other departments. Overall, 103 citations were issued, the majority being due to parking violations (23), trash/junk (19) junk/unlicensed vehicles (15) weeds/grass (8).

CODE COMPLAINTS	2019	2020	+ / -	%
ANIMAL NUISANCE/KEEPING	19	28	9	47%
AUTO REPAIR/SALES/CONSP. DISPLAY	44	50	6	14%
BUILDING MAINTENANCE/ACCESSORY USE/FENCE DISREPAIR/BLIGHT	117	89	-28	-24%
COMMERCIAL VEHICLE VIOLATION	19	34	15	79%
EXTERIOR NUISANCE/TRASH CONTAINERS	74	148	74	100%
GARBAGE/TRASH/JUNK	458	463	5	1%
JUNK/UNLICENSED VEH	303	213	-90	-30%
PARKING LOT HAZARD	6	1	-5	-83%
PARKING VIOLATIONS	347	302	-45	-13%
RV & EQUIPMENT STORAGE	181	148	-33	-18%
SIDEWALK HAZARD/OBSTRUCTION	179	177	-2	-1%
SIGN VIOLATION	123	45	-78	-63%
SNOW/ICE	230	180	-50	-22%
STAGNANT WATER	4	9	5	125%
VISION OBSTRUCTION	1	0	-1	-100%
GRASS/WEEDS	539	507	-32	-6%
YARD WASTE/DEBRIS/TREE LIMBS	77	71	-6	-8%
OTHER MINOR VIOLATIONS	4	13	9	225%
ZONING	1	1	0	0%
TOTALS	2726	2479	-247	-9%

Figure 5.3

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.

POLICE CADET PROGRAM



SERGEANT WIERENGA

CADET COLIN

CADET DEJONG

CADET KIEKOVER

CADET KILBOURN

CADET MCCONNON

CADET PETERSON

CADET RASMUSSEN

CADET STEFFEN

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.

In 2020, cadets were allowed the opportunity to participate in several trainings including: reality-based scenarios, firearms, verbal de-escalation, resume/cover letter building, and interview skills. Helping to build those skills provides them with the best opportunity to prepare for a career in law enforcement.



OFFICER E. MCCONNON FORMER POLICE CADET

In July of 2020, former Cadet Elijah McConnon was hired by the Kentwood Police Department as a full-time law enforcement officer. We are very excited to have Eli progress towards his career goals and look forward to all that he has to offer the citizens of Kentwood.

POLICE CADET PROGRAM

CADET W. COLIN

GRAND RAPIDS COMMUNITY COLLEGE

Cadet Wendy Colin started with the Kentwood Police Department in the Records Bureau as a front desk cadet in October 2020. Wendy has been an integral addition to the front desk as she is bilingual in English and Spanish. She currently attends Grand Rapids Community College where she is studying criminal justice and enrolled in the police academy. She will graduate the police academy in August 2021. Her future goals include being a detective investigating child abuse and neglect cases. What she enjoys most about Kentwood is the work environment. Some of Wendy's hobbies include hiking, biking, exercising and listening to podcasts.



CADET C. STEFFEN

GRAND RAPIDS COMMUNITY COLLEGE



Cadet Cheyenne Steffen started with the Kentwood Police Department in October 2020. She is assigned as a cadet to the front desk and the Records Bureau. She brought with her a great deal of experience from previously being a cadet for the Lowell Police Department. She is currently studying criminal justice and American Sign Language (ASL) at Grand Rapids Community College. Her career goals include being a police officer and, eventually, a detective. When she's not working, Cheyenne enjoys dirt biking and learning with her ASL study groups. Cheyenne's favorite thing about Kentwood is everyone's willingness to help each other out and how friendly everyone is.



COMMUNITY SERVICES VOLUNTEERS

The Community Services Bureau also directs the Department's Volunteers In Police Service (V.I.P.S.) program which is overseen by 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.

The year 2020 was unique for everyone, including our volunteers. Due to the COVID-19 outbreak and the Governor's executive "Stay Home, Stay Safe" order, the Volunteers In Police Service program has been suspended since March 2020. The year started with the usual protocols and challenges, and our volunteers had continued to provide a quality service to serve our Department and the Kentwood community. There was a tremendous decrease in the number of hours due to the suspension of the V.I.P.S. program and slight decrease in the number of volunteers. Volunteers continued to do a wonderful job and serve in variety of ways.

During the pandemic, Coordinator Highland kept in touch with all our volunteers through home visits, emails, texts, phone calls, and even FaceTime, including the ones who recently left the program. Four of our volunteers tested positive for COVID-19. It, undoubtedly, caused social isolation, health concerns, and tremendous changes in volunteers' routines. Volunteering gives them a chance to enjoy social connection and in-person interaction. Despite health concerns and the difficulties faced throughout the pandemic, volunteers are hopeful and optimistic that the V.I.P.S. program will start again soon. They are ecstatic to be able to volunteer again!

V.I.P.S. ACTIVITIES	2019	2020
HANDICAP CITATION	590	86
FIRE LANE CITATION	49	4
TOTAL CITATIONS	639	90
WARNINGS	498	61
CODE ENFORCEMENT	26	3
SITE INSPECTIONS	63	54
VACATION HOUSE CHECKS	82	54
SIGN CONFISCATIONS	174	5
HAZARDOUS CONDITIONS REPORT	1	0
PUBLIC RELATIONS	900	121
CHAPLAIN CALL OUT	3	5
MEDS COLLECTED (LBS)	73	16.5
VICTIM SURVEYS MAILED OUT	618	591
TRAIL PATROL REPORTS	458	452
INFORMAL COURT HEARINGS	25	5

Figure 5.4

HOURS	2019	2020
ROAD	2,591	452.5
TRAIL	468.9	500.8
CLERICAL	139.5	143
CHAPLAINS	1042.75	51.5
TOTAL	4242.18	1147.8

Figure 5.5

VOLUNTEERS	2019	2020
TRAIL	13	12
ROAD	15	12
CHAPLAINS	3	3
CLERICAL	5	5
TOTAL	36	32

Figure 5.6

COMMUNITY SERVICES VOLUNTEERS

VOLUNTEER EVENTS

The spread of coronavirus in 2020 led to the unfortunate cancellation of several events for our patrol volunteers. However, amidst all of these changes and uncertainty, volunteers were very happy to have an opportunity to safely participate in the following events: Chaplains' in-service training, Valentine's Dash 5K Run, 4th of July City parade, and memorial service for our volunteer of 24 years, Ed Lamm. The October's National Take Drugs Back event was made possible with the help of Ofc. Augustyn and Cadet Kiekoover. Vicki Highland attended one in-person Volunteer Management Association meeting, three virtual VMA meetings, and multiple webinars.

ROAD PATROL

Up until the last road patrol shift in March, our volunteers went on 72 patrol shifts. We were fortunate to include one V.I.P.S. vehicle in 4th of July drive-thru parade. Volunteers truly enjoy patrolling, helping during parades and assisting organize special events. In January 2020, a significant change in our road patrol program led to the decrease in number of citations. Furthermore, the list of photos of intersections with "No Parking Ordinance" signs was updated.

TRAIL PATROL

Throughout the pandemic, our trail patrol volunteers continued to patrol parks and trails while following six feet social distancing and safety guidelines. The number of trail patrol hours slightly increased from 2019. Twelve volunteers submitted a total of 452 reports in 2020. The most common issues were reported to the Parks & Recreation Department and Department of Public Works. These were litter, graffiti, full garbage bins, overgrown branches and grass, potholes on the pavement, debris, cars parked on the sidewalk by the park. The reports had been so helpful in solving maintenance issues in a timely manner. Two trail patrol volunteers participated in a training that was organized by the City and Kent Conservation District Invasive Species Strike Team. The training was intended for community members to learn how to identify and control aggressive and harmful vines, which will be beneficial during their trail walks.

CLERICAL VOLUNTEERS

In 2020, we had two clerical volunteers in 62-B District Court and three clerical volunteers in Records Bureau. Debbie Hagins mailed 126 victim surveys in January 2020. The total of 591 victim surveys were mailed out in 2020. Our Records Bureau and Court volunteers continued to work on a variety of clerical projects – filing, data entry, scanning, document sorting, form updating, shredding, etc.

CHAPLAIN PROGRAM

Our Chaplain program is an excellent opportunity for citizens to get spiritual guidance and comfort during difficult times. Our Chaplains were a part of the Department's in-service training where they shared information about our Chaplain program, how and why the officers on the scene should call Chaplains, and how the victim's family can benefit from their help. Chaplains were called out five times in 2020. Mike Baynai went on two ride-alongs with KPD patrol officers and two ride-along shifts with Kentwood Fire Department crews. Chaplains also provided spiritual support and assistance to multiple KPD employees.



Carol Amidon, Trail Patrol Volunteer



L-R: Tom Schlickman, Cindy Stevens, Michele Kasunic, Betty Schlickman, Ruthie Siedlecki, Vicki Highland, Dan Kasunic. Memorial Service for Ed Lamm, September 2020

Value OF VOLUNTEER TIME

Based on the most recent data from Independentsector.org** (leadership network for nonprofits, foundations, and corporations), the current estimated value of each volunteer hour is \$27.20 – up 7% from a previous year at \$25.43 per hour. Therefore, the monetary value of VIPS program hours contributed by volunteers in 2020 was **\$31,220.16**.

“Volunteers in the United States are 63 million strong and hold up the foundation of civil society. They help their neighbors, serve their communities, and provide their expertise. No matter what kind of volunteer work they do, they are contributing in invaluable ways.”

IN THE WORDS OF *Volunteers*

“The Parks and Trails program has brought me great satisfaction and a purpose in being an active part of this community. It has given me the opportunity to meet and talk with many neighbors, get more exercise and fresh air, report things that need attention or need to be fixed and pick up a lot of trash to keep the areas clean. This program has truly enriched my life and I am grateful for the opportunity to serve.”

- Carol Amidon, Trail Patrol

“It’s a great program. It’s fun to volunteer at court and police. I truly enjoy it! I love learning different tasks and new things. I miss volunteering. I’ve been ready to return for months.”

- Debbie Hagins, Clerical

“Due to the Covid-19 pandemic, the VIPS only participated for the 1st 2 months of 2020. Tom and I have missed all who are in this program and seeing and chatting with the officers and personnel. We feel that our program is important to the City and to the officers who have always been kind and supportive of our efforts to do the ‘right thing’ for our City. Thank you for this opportunity.”

- Tom & Betty Schlickman, Road Patrol



Mary Neumann scanning in the Records Bureau

SERVICES DIVISION INVESTIGATIONS

CAPTAIN MORNINGSTAR

DETECTIVE SGT. ROELOFS

DETECTIVE CLINE

DETECTIVE COVAL

DETECTIVE DYKGRAAF

DETECTIVE HELM

DETECTIVE FOSTER

DETECTIVE NELSON

DETECTIVE SMIGIEL

DETECTIVE VANDERBENT

ANALYST OLIVER

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 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.



SERVICES DIVISION

MAJOR CASES

CRIMINAL ENTERPRISE / 2804-20 / DETECTIVE HELM

Officers were dispatched to Lowe's regarding a larceny of lawn mowers. Upon reviewing surveillance footage and further investigation, it was discovered that the individuals committing the larceny were additionally responsible for at least thirteen other larcenies in the area, along with various credit card frauds. It was determined that the various still shots taken from the surveillance were of a quality good enough for facial recognition. Using the findings of that search to further his investigation, Detective Helm was able to identify two other subjects involved through the use of social media. Upon interviewing the subjects involved, it was discovered that their motive was to steal credit cards and either sell the cards or purchase merchandise fraudulently and later sell the goods online. The suspects were ultimately charged with criminal enterprise.

HOME INVASION / 1753-20 / DETECTIVE VANDERBENT

Officers were dispatched to a home invasion in progress where a 13-year-old female was home alone. The victim heard someone knock on their front door and she thought it was her mother, so she answered it. The suspect asked if an unrelated individual was home. She advised the suspect that there was no one there by that name. When she went to shut the door, the suspect pushed his way in and pushed the female. The suspect then wrestled the female to the ground and asked her where the money was. She advised the suspect she didn't know. He then asked where the safe was and she told him on the table. The suspect grabbed the safe and fled. During the struggle, the suspect dropped his personal cell phone and left it at the scene. A search warrant was completed on the suspect's cell phone and a name of the owner was located. Upon conducting interviews, Detective VanderBent was able to obtain a home invasion 1st warrant on the suspect. The suspect pled guilty to home invasion 1st and is currently serving his sentence in prison.

HOMICIDE | 5913-20 | DETECTIVE CLINE

Officers were dispatched to a shooting that had just occurred in the hallway of an apartment building. Upon arrival, they located one victim who was deceased from a gun shot wound. Detective Cline was the lead detective on this case and completed numerous hours of investigation which included over 20 search warrants, analysis of phone records, internet history, lab reports, GPS history, Facebook search warrants and investigative subpoenas. Detective Cline obtained a homicide warrant for a suspect seven months after the crime occurred, never giving up on getting closure for the victim's family. The suspect is in custody for open murder and is awaiting trial.

HOMICIDE | 6913-20 | DETECTIVE SMIGIEL

Officers were dispatched to the sounds of gun shots at Paris Estates Mobile Home Park. Upon officers' arrival, they located two subjects in a nearby trailer who were deceased from gun shot wounds. Witnesses advised that they saw one subject running from the home after they heard the gun shots. Detective Smigiel was the lead detective on this case. While interviewing numerous witnesses, the suspect's name was mentioned as a possible person of interest. Detective Smigiel investigated the connection between the two victims and the suspect. He was later arrested by Grand Rapids Police Department. The suspect was interviewed at the Kentwood Police Department and, ultimately, admitted to killing the two victims and a victim in a City of Wyoming homicide in January 2020. The suspect was charged with two counts of open murder and is currently in custody awaiting trial.

SERVICES DIVISION

MAJOR CASES

HOMICIDE / 11819-20 / DETECTIVE DYKGRAAF

Officers were dispatched to check the well-being of a female. The caller was concerned because she had not heard from the female in one or two days. Entry was made into the home to check on the female and she was found deceased in her bed. Numerous factors surrounding how the victim was found lead to having detectives come to the scene for further investigation. While on scene, a family member showed detectives a new text message that they had received from the victim's cell phone. A search warrant was quickly obtained for the phone's GPS location and it was found that the victim's cell phone was traveling west through Illinois. Detectives continued to track the cell phone and it became apparent that the victim's significant other had possession of the cell phone. The ongoing GPS location and the subject's physical description and potential vehicle description were provided to the Nebraska State Police. The individual was stopped and detained pending further investigation. Detectives Dykgraaf and Nelson travelled to Nebraska and interviewed the suspect. Upon interviewing him, he admitted to strangling the victim and was attempting to flee to San Diego. The suspect was charged with open murder and was extradited back to Michigan from Nebraska. The suspect is in custody awaiting trial.

ARMED ROBBERY / 15125-20 / DETECTIVE NELSON

Officer Troy Boeskool was dispatched to the food court area of Woodland Mall regarding an armed robbery. Upon contacting the victim, he advised that he was robbed at gun point by two suspects. A large amount of cash and high-end sunglasses were stolen during the robbery. Officer Boeskool was able to quickly locate video of the incident and advise incoming officers of the suspect and vehicle description. Officers were able to locate the suspect vehicle a short distance away at another retailer. Upon contacting the vehicle, one subject was taken into custody and another fled on foot. Officers pursued the suspect on foot and later took him into custody. While officers were on scene with the vehicle, two other suspects exited from the store and attempted to flee. These two suspects were also detained for their involvement in the robbery. Upon searching the vehicle, ammunition, drugs, cash and a scale were located. Upon searching the suspects, a large amount of money, cell phones and drugs were located. While backtracking to the original scene at the mall, a handgun was located. Detective Nelson executed several search warrants on seized cell phones. Two of the suspects were charged with armed robbery, conspiracy to commit armed robbery and felony firearm. Information on this case was turned over to Grand Rapids Police Department, which linked the suspects involved to various other crimes in their City, including assault with intent to murder and homicide.

HOMICIDE / 17657-20 / DETECTIVE DYKGRAAF

Officers were dispatched to an address reference a husband finding his wife deceased. It was communicated to dispatch that he believed she strangled herself with a sweatshirt. Upon further investigation, it was discovered that the victim's injuries were inconsistent with what the husband originally told detectives. The medical examiner ruled the death a homicide. Detective Dykgraaf interviewed many witnesses and family members, completed a handwriting analysis, completed numerous search warrants on phones, property, and computers to locate evidence. The husband was charged with open murder and is currently in custody awaiting trial.

SERVICES DIVISION

MAJOR CASES

18O89-2O / PROWLING/CRIMINAL SEXUAL CONDUCT / DETECTIVE WOOLLAM

Officers were dispatched to an apartment complex regarding a suspicious situation. The caller advised that she had evidence of her boyfriend taking various videos and photos of people without their knowledge. Detective Woollam followed up with the witness and executed numerous search warrants on devices that belonged to the suspect. Throughout the investigation, he was able to identify several victims. Most victims were ex-girlfriends, and it was determined that he would sexually assault them while they were unconscious/sleeping. At this time, the suspect is being charged with five counts of criminal sexual conduct in the 3rd degree, seven counts of surveilling an unclothed person and seven counts of using a computer to commit a crime. The suspect is currently in custody and awaiting a trial date.

STRONG ARMED ROBBERY / 9589-2O / DETECTIVE WOOLLAM

Officers were dispatched to a robbery in progress at a cell phone store. The caller stated that approximately five to seven subjects entered the business and violently began assaulting store employees and customers. The individuals fled the scene with various Apple products and cash. It was later determined that the vehicle that fled the scene was stolen. The suspects then traveled to a different cell phone store in Wyoming; however, the employees quickly locked the door before they could get in. The vehicle was later located by Detective Cline, who notified Michigan State Police. Two of the suspects were apprehended and charged as juveniles. A third suspect was lodged for unarmed robbery.



SERVICES DIVISION COMBATING AUTO THEFT

According to the National Highway of Traffic Safety Administration, a motor vehicle is stolen in the United States approximately every 45 seconds. This trend was very prevalent in the City of Kentwood in 2020. In comparison to 2019, motor vehicle thefts increased by 109%, with 88 additional vehicles reported stolen. In comparison to the five-year average, this is an increase of 125%, with just under 94 additional vehicles reported stolen.

The Kentwood Police Department has one detective who is assigned to the Combined Auto Theft Team (CATT). This is a specialized assignment for the investigation of stolen and recovered vehicles throughout metropolitan Grand Rapids. This team is funded through the Automobile Theft Prevention Authority grant. In 2020, the CATT team recovered over 200 vehicles with a total value of \$2,693,545.

	2018	2019	2020
MOTOR VEHICLE THEFT	65	81	169
MOTOR VEHICLE THEFT AS STOLEN PROPERTY	29	39	43
LARCENY FROM MOTOR VEHICLE	162	161	284

MOTOR VEHICLE THEFT

Figure 5.7

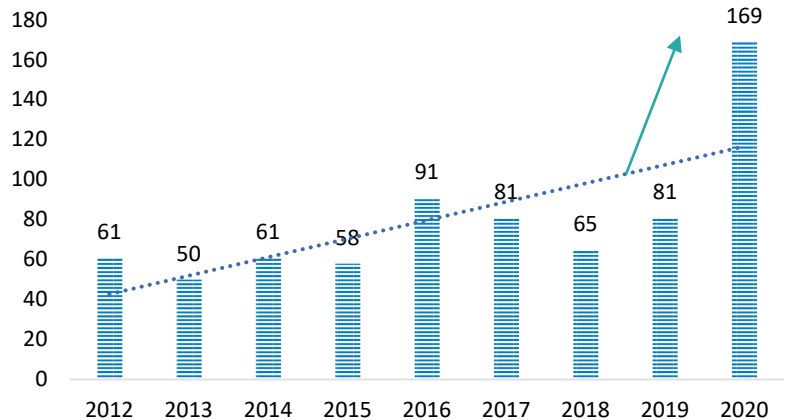


Figure 5.8

IN THE UNITED STATES, A MOTOR VEHICLE IS STOLEN NEARLY EVERY 43 SECONDS.

LOCK
YOUR CAR

TAKE
YOUR KEYS

HIDE
YOUR BELONGINGS



KENTWOOD POLICE DEPARTMENT

4742 WALMA AVE SE KENTWOOD, MI | (616) 698-6580 | EPOLICE@KENTWOOD.US

SERVICES DIVISION RECORDS BUREAU

The Kentwood Police Department Records Bureau overcame many challenges navigating the changes associated with COVID-19, while also focusing on providing excellent customer service to our community and Department.

Various safety precautions have been taken to keep our staff and the public safe. Front desk staff have moved to an appointment-based system of customer service which allowed us to safely resume all our services to the public. With four full-time clerical staff and five police cadets, the Records Bureau has worked hard to meet the needs of the public, as well as the Department.

In 2020, we saw the retirement of long-time head clerk, Carla Tett. We were grateful for her many years of service and wish her well in retirement. Onboarding and training new staff became our focus for much of the fall and winter.

The police cadets do much of the walk-in requests for service, providing copies of police reports, processing gun permit requests, registering sex offenders, and taking fingerprints. They are kept very busy with these tasks. These young professionals are all working towards a career in criminal justice, and this is great learning experience for them.

Clerical staff process the work and reports that are generated by our road patrol and Detective Bureau. We are responsible to see that crime data is accurate and submitted to the State of Michigan in a timely manner. As with most departments, we are seeing a significant increase of our FOIA (Freedom of Information Act) requests. In 2020, there were 494, up from 454 in 2019.

CAPTAIN MORNINGSTAR

RECORDS MANAGER PIERMAN

RECORDS CLERK BROERSMA

RECORDS CLERK FRIES

RECORDS CLERK GINEBAUGH

RECORDS CLERK TETT

RECORDS CLERK YANKEE



Kentwood Police Department Front Desk Records and Cadet Staff, Winter 2020

SERVICES DIVISION RECORDS BUREAU

Technology has been a great help during the past year as we've strived to work harder, smarter and safer. Using our CopLogic online police reporting system, we took 694 reports over the internet. This resulted in saving over 1,100 hours of officer time. The value of the time saved was \$29,600. The online reporting system allows us to capture reports that are minor in nature and/or do not require police intervention or follow up. This, in turn, frees up officers for more serious crimes, traffic activity, and pro-active police work. It also gives our Department a clearer picture of crime in the City, no matter how minor. You can see our online reporting system at www.kwpdonline.com.

The Records Bureau is looking forward to the changes and challenges which 2021 will bring. This spring, we will start an upgrade of the entire Records Management System (RMS), as well as the implementation of our bodycam system. Technology continues to improve our efficiency and ability to provide information and data to the public. We look forward to serving our community with even greater efficiency in the coming year.

DESCRIPTION	AMOUNT	SALES
ACCIDENT REPORT SALES	274	\$1,644.0
FINGERPRINTING	791	\$11,865.00
POLICE REPORT COPIES	101	\$606.00
RECORD CHECKS	57	\$342.00
FOIA FEES	46	\$1,212.08
NOTARY FEES	129	\$645.00
LIQUOR LICENSE FEES	7	\$350.00
ONLINE ACCIDENT REPORT PURCHASES		\$1,441.00
SEX OFFENDER FEES	114	\$2,280.00
BOND HANDLING FEES	71	\$710.00
MISCELLANEOUS FEES	9	\$392.50
TOTAL ADMINISTRATION FEES		\$21,487.58
MANDATED STATE FEES COLLECTED (SEX OFFENDER REG.)	565	\$3,420.00
MANDATED STATE FEES COLLECTED (FINGERPRINTS)	451	\$13,487.50
MANDATED FBI FEES COLLECTED (FINGERPRINTS)		\$3,420.00
INCOME GRAND TOTAL		\$44,413.33

Figure 5.9

PROMOTIONS

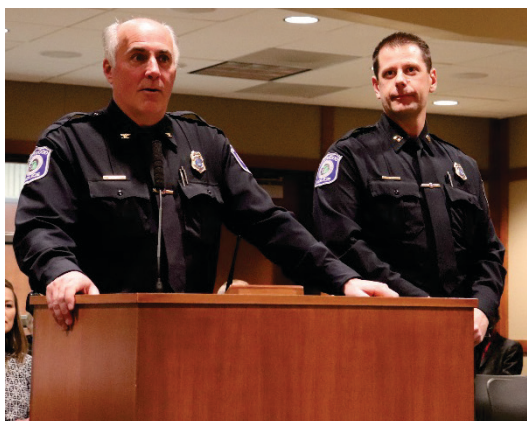
CPT. VANDERVEEN



L-R: Cpt. Morningstar, Cpt. Bockheim, Cpt. VanderVeen, Chief Roberts, Deputy Chief Litwin

PROFESSIONAL STANDARDS DIVISION

CAPTAIN RYAN VANDERVEEN



Ryan VanderVeen began his service with the Kentwood Police Department as a cadet in 1997. He attended the Mid-Michigan Police Academy at Lansing Community College. He was hired full-time as a police officer with the Department in 1999. Throughout his career, he has served as a patrol officer, detective and field training officer. In November 2010, he was promoted to sergeant and has served in that role in the Patrol Division, Professional Standards Division and the Community Services Bureau. Ryan has been a key member of the Department's training committee, as well as the Axon Taser Instructor. His training includes: Northwestern University's School of Police Staff and Command, International Association of Chiefs of Police Leadership in Police Organizations, Michigan Chapter of FBI National Academy Personal Skills Development, Force Science Institute, Leadership and Performance Management, Tactical Leadership and Managing Property and Evidence. Ryan was promoted to Captain on January 18, 2020 and is assigned to the Professional Standards Division.

“ I AM THANKFUL TO THE CITY OF KENTWOOD
AND THE POLICE DEPARTMENT FOR ALL OF
THE OPPORTUNITIES THAT I'VE BEEN GIVEN
TO SERVE THE COMMUNITY. I LOOK
FORWARD TO MANY MORE YEARS OF SERVICE
IN THE ROLE OF POLICE CAPTAIN. ”

- CAPTAIN RYAN VANDERVEEN
PROFESSIONAL STANDARDS DIVISION



PROMOTIONS & ADVANCEMENTS



**SERGEANT
M. TERPSTRA**

Mark Terpstra began his service with the Kentwood Police Department as an officer in January 2008. He attended Grand Valley State University where he earned a Bachelor of Science in Criminal Justice degree and completed the pre-service police academy. Mark has served as a patrol officer, field training officer, and a detective on the Metropolitan Enforcement Team as well as in the Special Investigations Unit. We are excited to have him join our leadership team and are confident that he will do an excellent job representing our Department and the City of Kentwood. Mark was promoted sergeant March 28, 2020 and has been assigned to the Patrol Division.



**SERGEANT
M. BELK**

Matthew Belk began his service with the Kentwood Police Department as an officer in September 2013. He attended Grand Valley State University where he earned a Bachelor of Science in Criminal Justice degree and completed the pre-service police academy. Matt has served as a patrol officer, field training officer and, most recently, as an officer in our Community Services Bureau. Matt had been a key member of that team and had planned and coordinated the last several National Night Out events. In 2018, Matt was selected and honored by his peers by being named Officer of the Year. We are excited to have him join our leadership team and are confident that he will do an excellent job representing our Department and the City of Kentwood. Matt was promoted to Sergeant February 29, 2020 and has been assigned to the Patrol Division.

NEW HIRES SWORN OFFICERS

Welcome to the City of Kentwood, more specifically, the Kentwood Police Department. You have each stood out in a highly talented pool of applicants and we congratulate you on your success. We are excited to have you with us and look forward to developing our partnership. We wish you every personal and professional success throughout your careers.

OFC. R. BARGER

OFC. B. HULST

OFC. J. JOSLYN

OFC. E. MCCONNON

OFC. L. MILLER

OFC. J. TABOR

OFC. R. WASILEWSKI



NEW HIRES SWORN OFFICERS



**OFFICER
E. MCCONNON**

Elijah McConnon started with the Kentwood Police Department in 2019 as a police cadet. Eli grew up in Michigan in the Middletown area. He has helped with his family farm and his father's construction business. Eli attended the West Michigan Aviation Academy as well as the Criminal Justice Program at Kent Career Technical Center. After high school, Eli went on to Grand Rapids Community College where he graduated with his associate's degree in criminal justice and became certified as a police officer. Eli was hired as a full-time police officer with the Kentwood Police Department in August 2020. Eli has had the opportunity to work in many different Bureaus within the Police Department. We are confident that he will do an excellent job as a police officer and look forward to having him serve the residents of Kentwood.



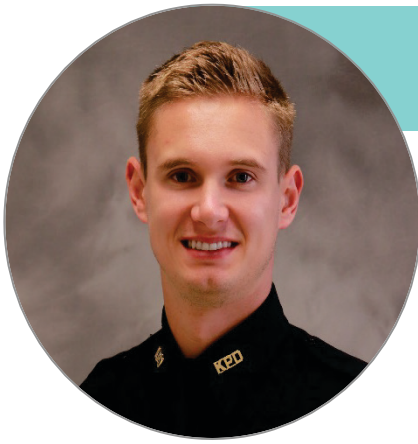
**OFFICER
J. JOSLYN**

Jordan started as a police officer with the Kentwood Police Department in August 2020. He grew up in southern Michigan where he graduated from Hudson High School. Jordan attended Baker Community College in Jackson, Michigan where he focused on business classes. Jordan then enlisted in the United States Army and served as an infantryman for over six years. After completing his active duty, Jordan came to the Grand Rapids area where he started a small security company. Jordan's decision to seek a career in law enforcement comes from his desire to help and serve the community. Jordan attended the police academy at Grand Rapids Community College where he was selected to serve in the role of assistant squad leader. We are confident that he will do an outstanding job as a police officer and look forward to having him serve the residents of Kentwood.



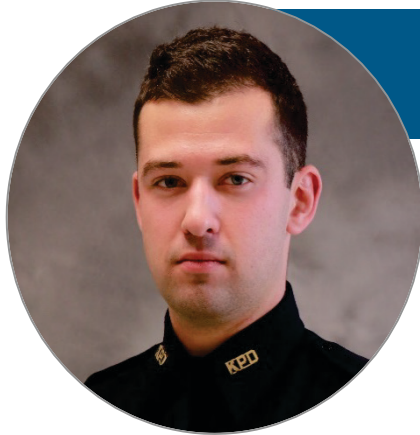
**OFFICER
J. TABOR**

Jonathan Tabor started with the Kentwood Police Department in November 2020. Jonathan was born in San Jose, Costa Rica where he spent most of his childhood while his parents served as missionaries. Upon moving back to the states, Jonathan attended Holland High School where he participated in wrestling, track and field, football, soccer and volleyball. In 2017, Jonathan enlisted in the Army National Guard where he serves as a military police officer and currently holds the rank of corporal. Jonathan went on to study at Purdue Global University and has earned an associate's degree in criminal justice. Jonathan's desire to further his law enforcement career came with the opportunity to attend Grand Valley State University's Military Police Academy this past summer. This will be Jonathan's first job as a public police officer.



OFFICER R. WASILEWSKI

Ryan started as a police officer with the Kentwood Police Department in September 2020. Ryan grew up in Norton Shores, Michigan and graduated from Mona Shores High School. During high school, Ryan participated in cross country, track and football. Ryan attended Muskegon Community College and worked part time with the Muskegon County Marine Patrol. Ryan then went on to Grand Valley State University where he earned a bachelor's degree in criminal justice and attended the police academy. We are confident that Ryan will do an outstanding job as a police officer and look forward to having him serve the residents of Kentwood.



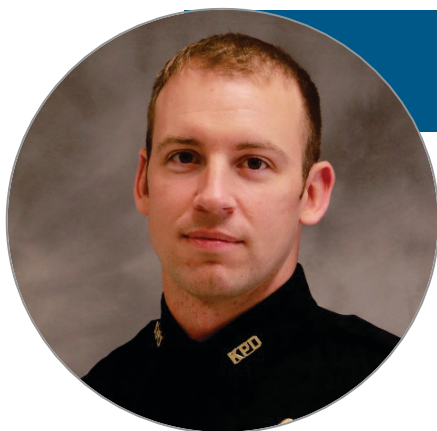
OFFICER L. MILLER

Luke started as a police officer with the Kentwood Police Department in September 2020. Luke grew up in southwest Michigan in the town of Stevensville. He attended Lakeshore High School where he was active in soccer, hockey and golf. Luke was involved in Young Life and Key Club which gave him the opportunity to volunteer in his community. Luke attended Grand Valley State University where he studied physical therapy, business and psychology. He took a criminal justice course which influenced him to change his studies and pursue a career in law enforcement. Luke graduated from Grand Valley State University with a Bachelor of Science in Criminal Justice and graduated the police academy in September 2020. We are confident that Luke will do an outstanding job as a police officer and look forward to having him serve the residents of Kentwood.



OFFICER B. HULST

Brandon started as a police officer with the Kentwood Police Department in September 2020. Brandon grew up in Hamilton, Michigan and attended Hamilton High School. During high school, he participated in football, baseball, tennis and basketball. After high school, Brandon attended Grand Rapids Community College where he obtained an associate's degree in general studies with an emphasis in photography. He went on to start his own photography business. Brandon felt compelled to a more meaningful career and decided to enroll in the police academy at Kalamazoo Valley Police Academy. He was appointed as a platoon leader of his academy. We are confident that Brandon will do an outstanding job as a police officer and look forward to having him serve the residents of Kentwood.



OFFICER R. BARGER

Ryan started with the Kentwood Police Department in February 2017 as the Property Management Specialist. Prior to that, Ryan served in the United States Army as a military police officer and received numerous medals, including the purple heart. Ryan has a Bachelor of Science in Health and Wellness, as well as a Master's in Leadership and Management/Human Resources. Ryan's desire to further advance his career into law enforcement came with the opportunity to attend the Grand Valley State University's Military Police Academy this past summer. Ryan was hired as a full-time law enforcement officer in August 2020. We are confident that he will do an outstanding job as a police officer, are thankful for his service and and look forward to watching him progress in his career.

NEW HIRES

PROFESSIONAL SUPPORT STAFF

RECORDS CLERK A. YANKEE

Adam Yankee was hired as a records clerk with the Kentwood Police Department in August 2020. Prior to this position, Adam worked as a legal file clerk at Varnum Attorneys at Law. He attended Leeds Metropolitan University in the United Kingdom. Adam grew up in Britain and moved to the United States in 2011. While in England, he served as a Cheshire police officer and UKPA passport officer. Adam is an avid video gamer who loves working out, basketball and swimming. As a self-proclaimed “movie addict”, Adam is anxiously awaiting the return of trips to the movies.



RECORDS CLERK E. BROERSMA

In November 2020, Erin Broersma was hired as a records clerk with the Kentwood Police Department. Erin earned a degree in criminal justice from Grand Rapids Community College and completed the Southwest Florida Public Service Academy. Prior to joining us at Kentwood, she worked as an officer in corrections and transport for Kent County Sheriff's Department, as well as a deputy with Collier County Sheriff's Office in Florida. She was a former Kent County Sheriff's Office cadet and moved to Florida where she served as a deputy for eleven years. Erin and her husband, Mark, have been married for 12 years. They enjoy camping on the weekends in the summer and DIY projects around the home in the winter. Erin and her husband have two “fur babies”, Max and Tucker, beagle/basset mixes.



PROPERTY MANAGER B. NELSON

Bryin Nelson started with the Kentwood Police Department in February 2019 as a records clerk. In September 2020, he applied for and accepted the position of property management specialist. Prior to Kentwood, Bryin worked as a deputy and detective with the Kent County Sheriff's Office. Bryin is an avid outdoorsman and enjoys hunting, fishing, and spending time with his family.



EMPLOYEE OF THE YEAR RECOGNITION

DARRIN CLINE GENERAL CASE DETECTIVE

Darrin Cline was hired by the Kentwood Police Department in October 2010. He has served in the role of patrol officer and is currently a general case detective. Darrin's additional duties include reality-based instructor, peer support, firearms instructor Honor Guard member, and Special Response Team member. His job performance consistently exceeds expectations. His peers describe him as persistent, resilient, and incredibly dedicated to the victims of crimes he investigates. He is an extremely thorough investigator and works every lead. He has incredible drive and an incredible ability to recall dates, locations, names, and faces that assist in complex investigations. We are very grateful for Darrin's immense work ethic and dedication to the Department.



2020 KENTWOOD POLICE
SWORN EMPLOYEE OF THE YEAR
DARRIN CLINE



2020 KENTWOOD POLICE
PROFESSIONAL SUPPORT STAFF
EMPLOYEE OF THE YEAR
CINDY STEVENS

CINDY STEVENS EXECUTIVE ASSISTANT

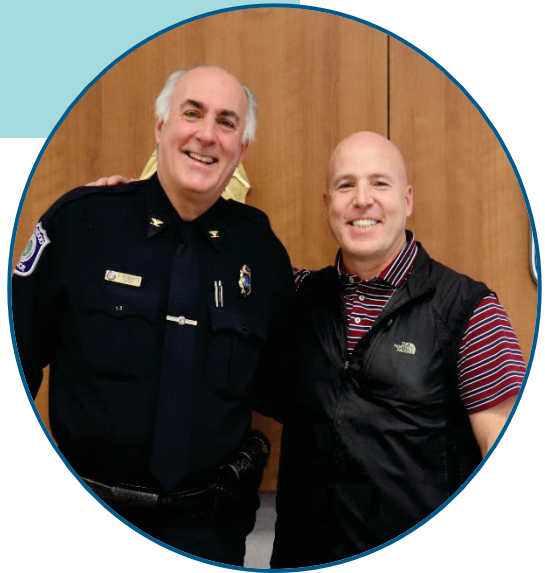
Cindy Stevens was hired by the Kentwood Police Department as the Executive Assistant to the Chief in July 2000. Cindy is the first contact citizens have when contacting the Chief's office. She consistently demonstrates her willingness to assist the public with their needs. Cindy's peers describe her as always cheerful, positive and uplifting. Cindy is extremely knowledgeable about the Department and consistently produces work that is accurate and detailed. She is incredibly dedicated to support Department and City staff in any way she can. She goes above and beyond and is always willing to accept extra tasks without any hesitation. We are very grateful for her tremendous work and dedication to the Department.

YEARS OF SERVICE

OFFICER COVAL

28 YEARS OF SERVICE

Mike Coval started with the Kentwood Police Department in December 1992. Throughout his career, he has had many assignments including patrol officer, Special Response Team member, Quality Policing Committee member, general case detective, Metropolitan Enforcement Team detective, Combined Auto Theft Team detective and Metropolitan Fraud/ID Theft Team detective. Mike has received numerous letters of appreciation from the community and other agencies as well as earned several awards and commendations that include the Life Saving Award, Special Response Team Award, Officer of the Year Award 2002, Meritorious Service Award, and a 20-Year Safe Driving Award. Mike has made a lasting impact on this agency, our team and the Kentwood community. We would like to thank him for his dedicated service for the past 28 years and wish him the best with his retirement and plans for the future.



OFFICER KITCHKA

28 YEARS OF SERVICE

Erin Kitchka was hired with the Kentwood Police Department December 1992. Erin has had many assignments during her career including patrol officer, Special Response Team member, field training officer, general case detective, and was a member of the Department's new patch committee. Over her career, Erin has received numerous letters of appreciation from the community and other agencies as well as earned several awards and commendations that include the Police Heart Award, Special Response Team Award, 25-Year Safe Driving Award, and Fitness Award 2017. Over her career, she clearly demonstrated her dedication and commitment to protecting and serving the community and made a lasting impact on this agency and people she worked with as well as the community. We would like to thank her for all of her dedicated service for the past 28 years and wish her the best in her retirement and plans for the future.



CLERK CARLA TETT

23 YEARS OF SERVICE

Carla Tett began her career with the Kentwood Police Department in 1996 as a police records clerk. Over the course of her career, she demonstrated outstanding work ethic and was promoted to senior police records clerk. Carla's diligence and professionalism have been evident throughout her career. She has done a wonderful job serving the residents of our community. We wish her the best as she moves into retirement and thank her for her service throughout the past 23 years.



COMMUNITY FEEDBACK EVALUATIONS

Throughout the 2020 calendar year, quality-assurance surveys were sent out to random citizens in the community who interacted with the Kentwood Police Department. The questionnaire allowed respondents to respond to various questions, voice community concerns and rate their overall experience with the Kentwood Police Department. Respondents are asked to rate the Department based on their experience as 'Poor', 'Fair', 'Adequate', 'Good' or 'Excellent'. Of the surveys returned, 68% rated the Kentwood Police Department as 'excellent'.

QUESTION 1:

Was the police employee courteous?

YES	NO	NO RESPONSE
54	2	0
96.43%	3.57%	0.00%

QUESTION 2:

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

YES	NO	NO RESPONSE
51	4	1
91.07%	7.14%	1.79%

QUESTION 3:

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

YES	NO	NO RESPONSE
52	3	1
92.86%	5.36%	1.79%

QUESTION 4:

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

	2016	2017	2018	2019	2020
5 - EXCELLENT	63.04%	64.29%	66.67%	72.73%	67.86%
4 - GOOD	28.26%	22.62%	23.08%	22.73%	26.79%
3 - ADEQUATE	5.43%	5.95%	5.13%	2.27%	0.00%
2 - FAIR	1.09%	2.38%	2.56%	2.27%	0.00%
1 - POOR	1.09%	4.76%	1.28%	0.00%	1.79%

Figure 6.0

KENTWOOD POLICE PERFORMANCE RATINGS (2016 – 2020)

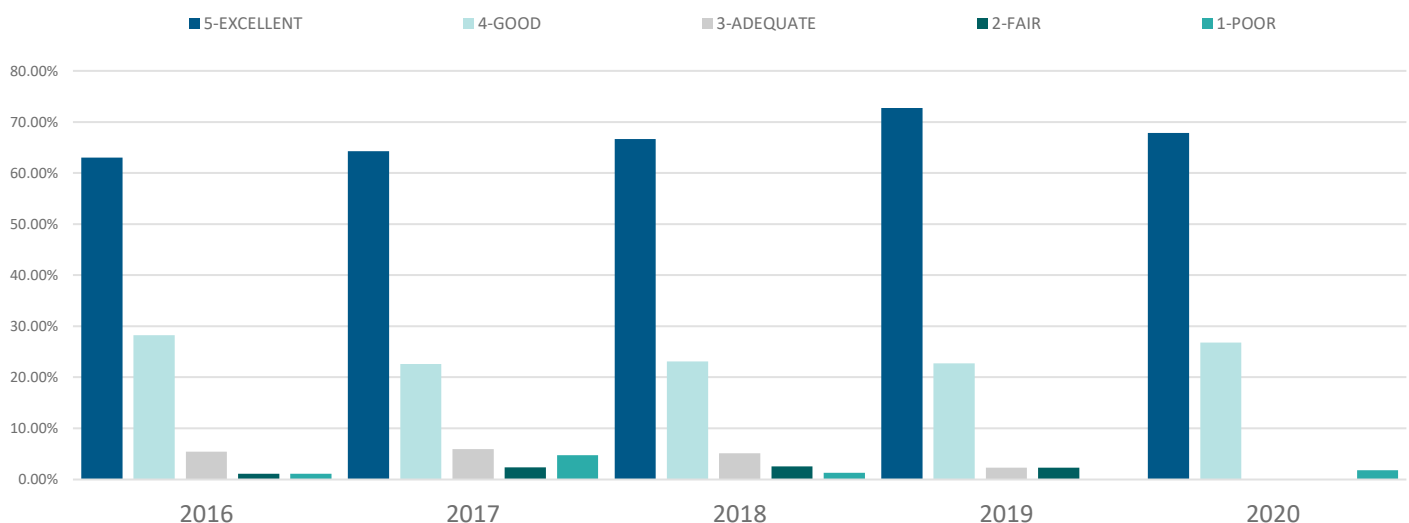


Figure 6.1

COMMUNITY FEEDBACK EVALUATIONS

- The Kentwood Police Department sent out 591 surveys in 2020. Of these, 56 surveys were completed and returned.
- In an effort to increase our survey response rate, online surveys have been designed to help streamline the process. Online surveys can be completed quickly via mobile, tablet, or desktop. In 2020, there were 13 online surveys completed.
- In 2020, 68% of citizens who responded to the survey rated the Kentwood Police Department as “excellent”. Respondents provided a satisfaction rating of good or excellent in 94% of the surveys.
- Less than 2% of surveys from 2020 indicated the Kentwood Police Department’s performance as being ‘adequate’, ‘fair’ or ‘poor’.
- On average, 67% of respondents from 2016-2020 rated the Kentwood Police Department as ‘excellent’.

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	18
Proud of our police force	4
Wants follow-up on details of incident	3
Response time was very good	2
Dissatisfied with action taken by police	2
Cadet(s) was courteous and professional	1
Comment was non-applicable to the question asked	1
No comment	23
Other	6

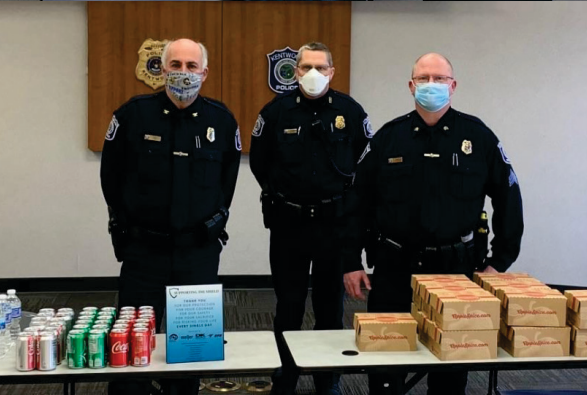
Figure 6.2

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.)	7
Safe Neighborhoods	6
Aggressive Drivers/Speeding/Bad Driving	2
Home Invasions/Break-ins	2
Drugs	2
Control Guns/Gun Violence	2
Gangs	2
Issues Dealing With Racial Differences	2
Increasing Criminal Activity	1
Traffic/Traffic Flows	1
Need More Patrol Presence in Neighborhoods/Parking Lots	1
Human Trafficking	1
Panhandlers	1
Other	8

Figure 6.3



TO ALL THE BUSINESSES, ORGANIZATIONS AND
INDIVIDUALS WHO DONATED FOOD, SUPPLIES AND
DEMONSTRATED THEIR SUPPORT TO OUR OFFICERS
DURING THE COVID-19 PANDEMIC:

THANK YOU
THANK YOU
THANK YOU

WE ARE VERY APPRECIATIVE OF YOUR

Support!



A Publication of the
Kentwood Police Department
Professional Standards Division

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Kentwood, Michigan 49512
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www.kentwood.us/police