



# KENTWOOD POLICE DEPARTMENT

SERVING OUR COMMUNITY WITH EXCELLENCE FOR 50 YEARS



THOMAS G. HILLEN | CHIEF OF POLICE

# Mayor Kepley, City Commissioners and Citizens,



It is with great pride that I present the 2018 Annual Report on the activities of the Kentwood Police Department. This has been an exciting year for the Police Department. In the pages to follow, you will see some of the outstanding work the men and women of the Kentwood Police Department have accomplished. I continued to be impressed with their accomplishments and I'm confident you will be too.

D.D.A.C.T.S. (Data Driven Approach to Crime and Traffic Safety) continues to be our operational model and has been key to the property crime reduction the City has experienced. That doesn't happen by accident and the key to that success has been the devotion of officers working assignments in our target areas. Every six months, each Division in the Department develops their own set of goals to help in the crime reduction effort. In addition to that, our community outreach through new initiatives like our Facebook video series, "If you see something say something", and our "Footloose" lip sync video have received outstanding reviews from the community. We will continue to explore new innovative ways and ideas to reach and improve the community we serve.

This year, the Police Department celebrated its 50<sup>th</sup> year as a law enforcement agency. We started the year by redesigning our patch on our uniform to better represent who we as a Department. We are proud of our years of dedicated service and our excited about what the future brings. We also implemented an anniversary commemorative badge that officers could wear during the year. The celebration was capped off by a presentation from the Detroit Tigers acknowledging our 50 years of service to the community.

We were, once again, blessed this year by the many acts of kindness by our community. From the various groups that held appreciation lunches and treats, to the support groups that offered banners and personal notes, our community has embraced the officers who serve them. We are part of an amazing diverse city. I am fortunate to have such a dedicated staff, including officers, civilian support team and community volunteers. They are the backbone of the organization and are committed to excellence.

Respectfully,

A handwritten signature in black ink, reading "Thomas G. Hillen".

Thomas G. Hillen  
Chief of Police



## FOREWORD

## MESSAGE FROM THE CHIEF





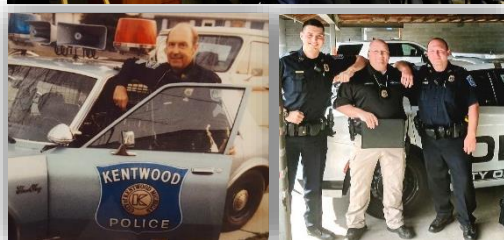
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## CELEBRATING 50 YEARS



The City of Kentwood is a strong and vibrant growing community. What began as Paris Township with a population of 6,300 residents, has now grown to a City of more than 50,000. Kentwood became a City in 1967, with the Police Department forming on July 1, 1968. Kentwood's first Police Chief was Louis Rhoades. The Department operated initially with 7 full-time officers and 10 part-time officers. Over the past 50 years, the small agricultural community transformed into a diverse community of culture, services and commercial industries. The Kentwood Police Department has grown with the community and now has an authorized strength of 70 officers, 13 civilian support staff, and 7 cadets. Being appointed Chief of Police in 2012, Chief Hillen is the fifth Chief to serve the City of Kentwood. In 2018, the Department redesigned its uniform patch to reflect our past and our pride as a progressive Department protecting our community. Our mission is to reduce serious crime, increase traffic safety and serve our community with excellence.



1967 - 2017



2018



# 1968-2018

# CELEBRATING 50 YEARS



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

The City of Kentwood is located in the southwest corner of Grand Rapids, Michigan. Kentwood is best known for its diverse population, business and school districts and growing economy. In 2018, Kentwood was awarded the title of 'hottest zip code in the nation' according to Realtor.com. Contributing factors to this rating include close proximity to downtown Grand Rapids, affordable homes, close knit communities, and strong elementary schools with solid ratings.

The Kentwood Police Department has 70 sworn officers and serves a growing population of approximately 51,000 residents. Geographically, Kentwood stretches roughly 21 square miles and contains 12 parks and 22 schools. 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 and work. Events, such as National Night Out, Touch-a-Truck, and Trunk-or-Treat, are just a few of the activities that the Kentwood Police Department engages in to stay connected in our community. Our officers work 24 hours a day, 7 days a week, 365 days a year to ensure the safety and wellbeing of our citizens and guests. Continually, the Kentwood Police Department strives to deliver professional police services and address community concerns as they develop.



## CONTACT INFORMATION

### EMERGENCY HELP

9-1-1

### NON-EMERGENCY DISPATCH

(616) 336-3113

### NON-EMERGENCY

(616) 698-6580

### WEBSITE

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

## ABOUT US

## KENTWOOD POLICE

# 2018: YEAR AT A GLANCE

18,213

INCIDENTS IN 2018

1,518

INCIDENTS PER MONTH

349

INCIDENTS PER WEEK

50

INCIDENTS PER DAY

2.08

INCIDENTS PER HOUR

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

# 2018



## OFFICER KARWOWSKI DAY SHIFT

Patrol operations are comprised of 35 road officers who are divided among three main shifts, 1<sup>st</sup> shift, 2<sup>nd</sup> shift, and 3<sup>rd</sup> shift. These shifts are properly staffed based on calls volume across a 24-hour period. In 2018, the Kentwood Police Department responded to over 18,000 calls for service in our community.

# A YEAR IN REVIEW



70

AUTHORIZED SWORN  
PERSONNEL



13

AUTHORIZED CIVILIAN  
PERSONNEL



18,213

NUMBER OF INCIDENTS



1,784

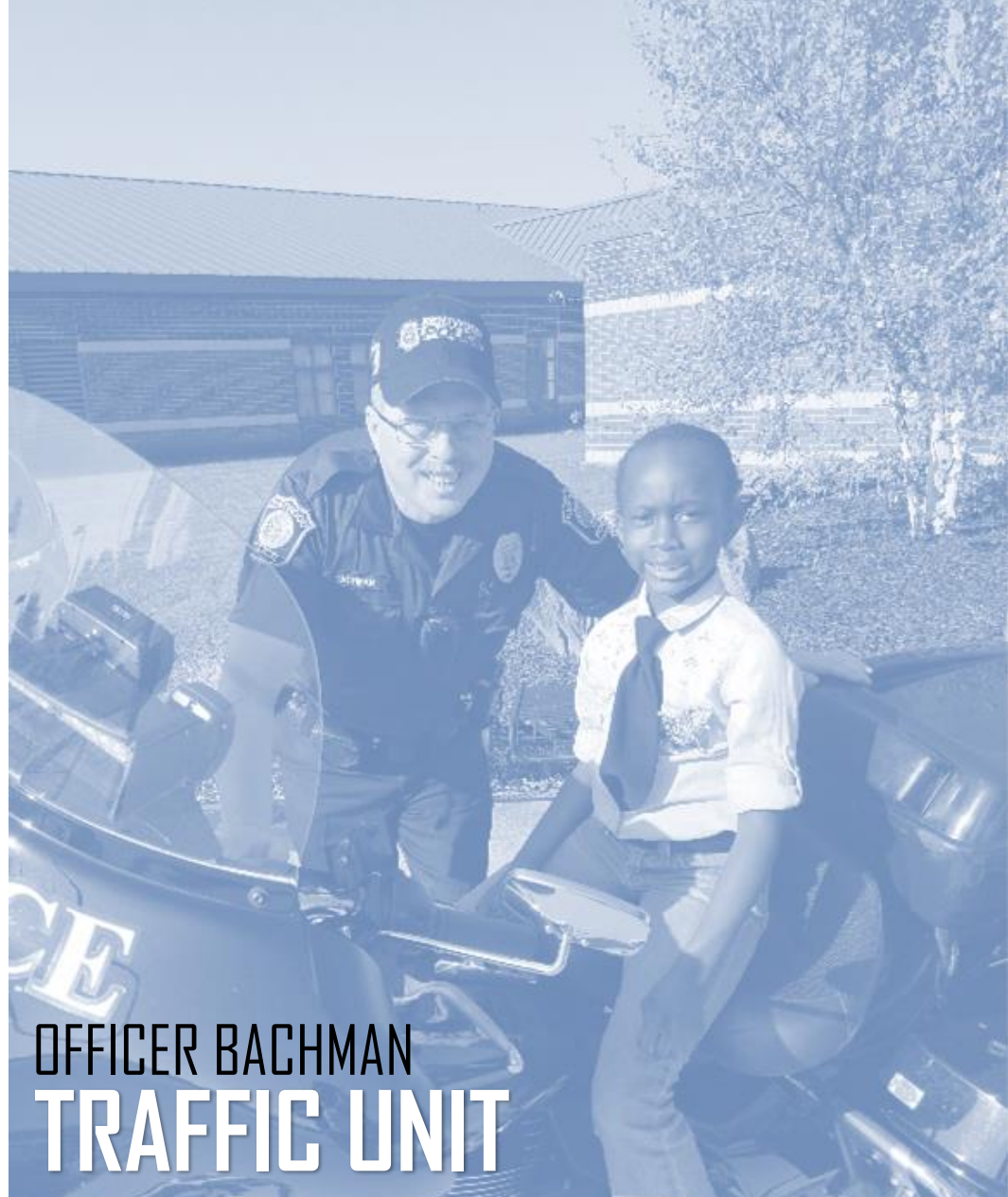
NUMBER OF ARRESTS



1,578

NUMBER OF TRAFFIC  
COLLISIONS

2018



OFFICER BACHMAN  
TRAFFIC UNIT

A YEAR IN REVIEW



**CHIEF  
OF POLICE**

**THOMAS  
HILLEN**



**PATROL DIVISION**

**CPT.  
BOCKHEIM**



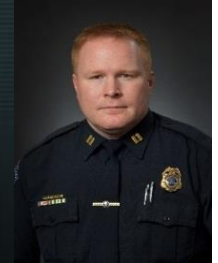
**SERVICES DIVISION**

**CPT.  
MORNINGSTAR**



**PROFESSIONAL  
STANDARDS DIVISION**

**CPT.  
LITWIN**



**DEPUTY CHIEF  
OF POLICE**

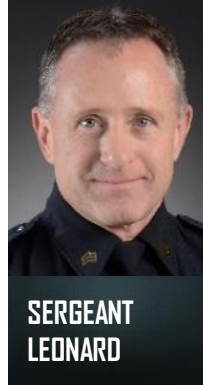
**RICHARD  
ROBERTS**



**SERGEANT  
LEACH**



**SERGEANT  
LEONARD**



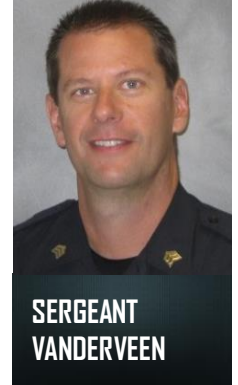
**SERGEANT  
CONNELL**



**SERGEANT  
ROELOFS**



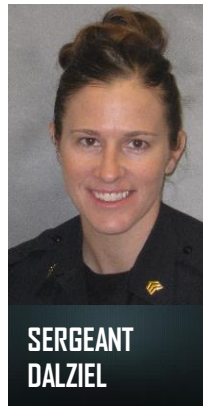
**SERGEANT  
VANDERVEEN**



**SERGEANT  
HEDBERG**



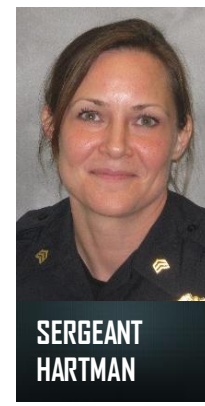
**SERGEANT  
DALZIEL**



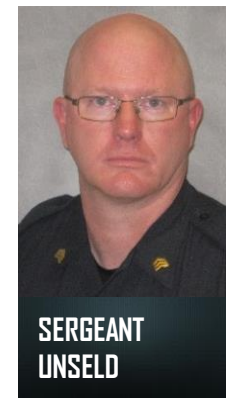
**SERGEANT  
WIERENGA**



**SERGEANT  
HARTMAN**



**SERGEANT  
UNSELD**



**DEPARTMENT**

**LEADERSHIP**



# CHIEF OF POLICE

THOMAS HILLEN

EXECUTIVE ASSISTANT

# DEPUTY CHIEF OF POLICE

RICHARD ROBERTS

## PATROL DIVISION

CAPTAIN  
BOCKHEIM

## SERVICES DIVISION

CAPTAIN  
MORNINGSTAR

## PROFESSIONAL STANDARDS DIVISION

CAPTAIN  
LITWIN

### PATROL FIELD SERVICES

ADMINISTRATIVE ASSISTANT	1
SERGEANTS	6
PATROL OFFICERS	34
WOODLAND MALL OFFICER	1

### TRAFFIC BUREAU

SERGEANT	1
TRAFFIC OFFICERS	3
CADET	1

### DETECTIVE BUREAU

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

### RECORDS BUREAU

RECORDS MANAGER	1
RECORDS CLERKS	4
POLICE CADETS	4

### STAFF SERVICES BUREAU

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

### COMMUNITY SERVICES BUREAU

SERGEANT	1
COMMUNITY SERVICES OFC	2
SCHOOL RESOURCE OFC	2
CODE ENFORCEMENT SPECIALIST	1
CODE ENFORCEMENT TECHNICIANS	2
VOLUNTEER COORDINATOR	1
POLICE CADET	1

In October, it was determined that Department restructuring of our Bureaus was needed in order to improve efficiency. This included an expansion and movement of the Traffic Bureau to the Patrol Division, as well as an expansion of the Services Division to include the Records Bureau. The Community Services Bureau was additionally moved from the Patrol Division to the Professional Standards Division.

# DEPARTMENT

# ORGANIZATION

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

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

**HOMICIDE:** MURDER AND NONNEGLIGENT MANSLAUGHTER – THE WILLFUL (NONNEGLIGENT) KILLING OF ONE HUMAN BEING BY ANOTHER.

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

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

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

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

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

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

VIOLENT CRIME 2014 – 2018

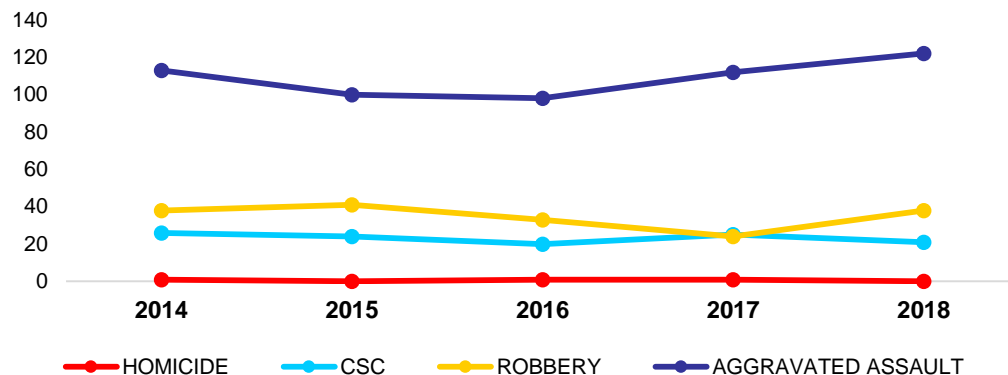


Figure 1.0

PROPERTY CRIME 2014 – 2018

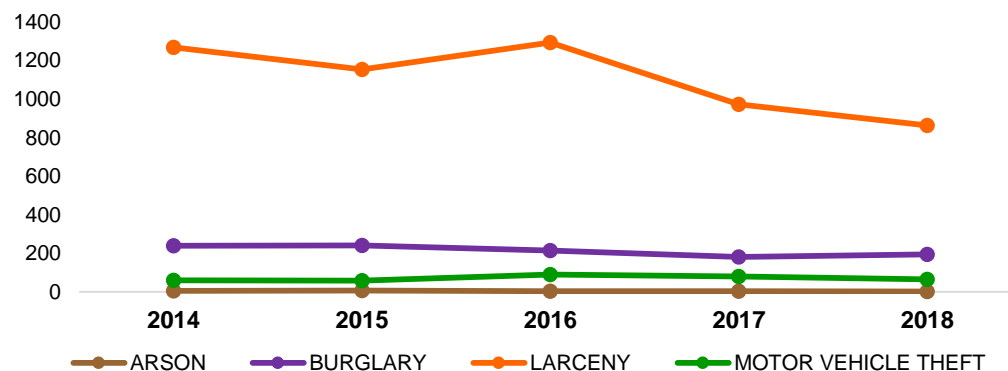


Figure 1.1

# STATISTICS

# UNIFORM CRIME REPORTING



- The overall number of calls for service handled by the Kentwood Police Department in 2018 was 18,213.
- In 2018, there was a 4% decrease in calls for service in comparison to 2017, and a 1% increase in comparison to the five-year average.
- The five-year average for calls for service is 17,995. This demonstrates a 5% increase following a change in the CAD\* reporting system in 2013.
- Data from 2018 indicates the highest number of calls occurred in the month of August.
- Data from 2018 indicates that the highest number of calls occur Friday.
- Hourly data from 2018 demonstrates that the hours between 2:00 PM and 5:00PM are when the most calls for service occur.

#### 2014 – 2018 INCIDENTS

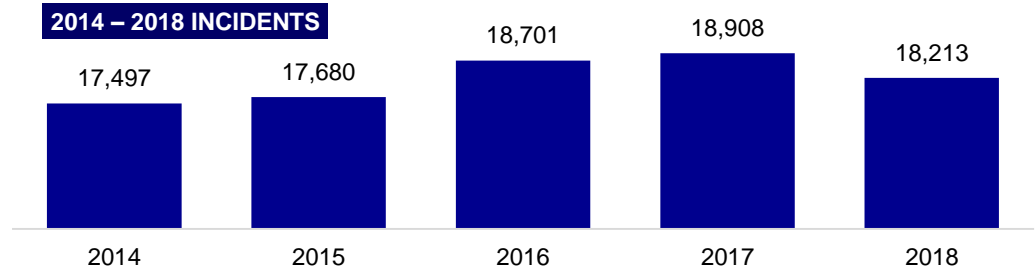


Figure 1.3

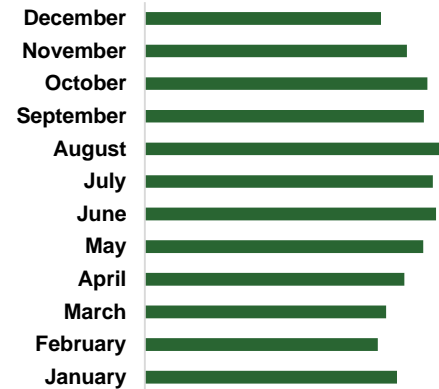


Figure 1.4

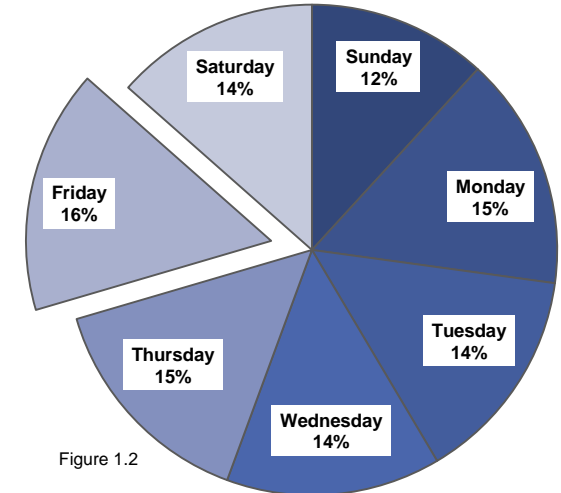


Figure 1.2

#### INCIDENTS BY HOUR

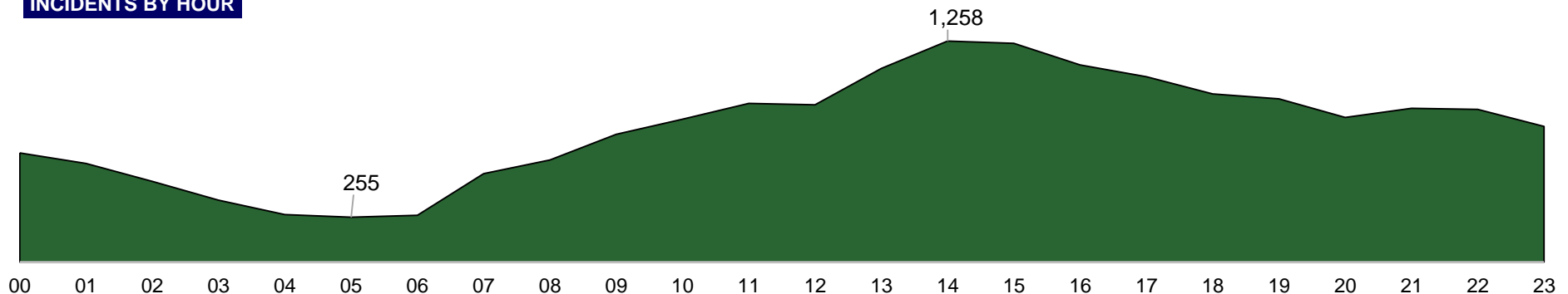


Figure 1.5

# STATISTICS

# CALLS FOR SERVICE

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

- There were 181 violent crimes in the City of Kentwood in 2018.
- This is a 12% increase in comparison to 2017 and a 9% increase over the five-year average.
- Aggravated assault accounts for 67% of all violent crime, with 122 incidents in 2018. This is a 9% increase in comparison to 2017 and a 17% increase in comparison to the five-year average.
- Robbery accounts for 21% of violent crime with 34 incidents in 2018. This is a 58% increase in comparison to 2017 and a 12% increase in comparison to the five-year average.
- The \*FBI's published estimated violent crime rate for cities in the United States in 2017 was 382.9 per 100,000 inhabitants.
- The City of Kentwood's *estimated* violent crime rate per 100,000 inhabitants in 2018 was 351.6. This is 8% lower than the \*FBI's national average.

## VIOLENT CRIME 2014 – 2018

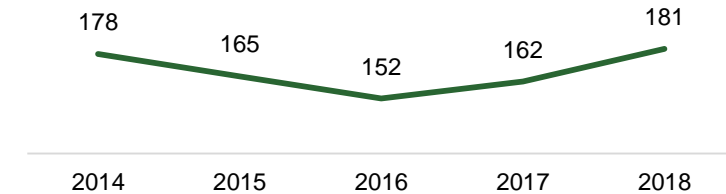


Figure 1.6

## 2018 VIOLENT CRIME

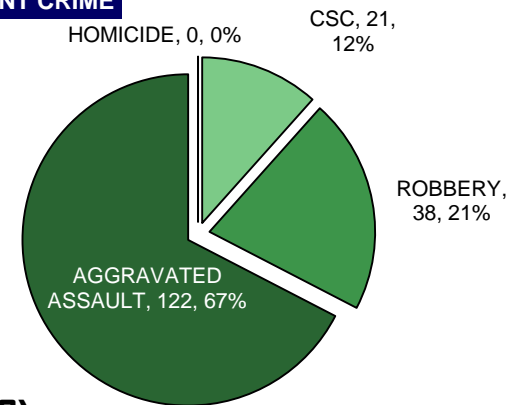


Figure 1.7

## 2017 VIOLENT CRIME RATE BY CITY (PER 100,000 RESIDENTS)

CITY	POPULATION	HOMICIDE	CSC	ROBBERY	AGG. ASSAULT	TOTAL RATE
Portage	48876	0	63.4	28.6	128.9	221.0
Kentwood	52197	1.9	47.9	46.0	214.6	310.4
Battle Creek	60852	4.9	120.0	118.3	709.9	953.1
Wyoming	76153	3.9	97.2	109.0	257.4	467.5
Kalamazoo	76263	13.1	170.5	199.3	814.3	1197.2
Grand Rapids	197868	6.1	71.5	177.4	456.9	711.6

Figure 1.8

\*The FBI's estimated property crime rate is calculated based on 2017 data collected from the Uniform Crime Reporting program.  
 \*\*Comparable by local cities in the Western Region of Michigan. Data is based on 2016 MICR reporting crime for the State of Michigan.  
 \*\*\*To read more on the Data Declaration for UCR reporting please visit: <https://www.fbi.gov/services/cjis/ucr>

# STATISTICS

# VIOLENT CRIME



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

- In 2018, 1,126 property crimes occurred in the City of Kentwood.
- This is a 9% decrease in comparison to 2017 and a 23% reduction in comparison to the five-year average.
- Larceny amounted to 77% of all property crimes within the City of Kentwood in 2018. This is a 20% reduction in comparison to the previous year and a 5% reduction from the five-year average.
- The \*FBI's published estimated property crime rate for cities in the United States in 2017 was 2,362.2 per 100,000 inhabitants.
- The City of Kentwood's *estimated* property crime rate per 100,000 inhabitants for 2018 is 2,187.5. This is 7% lower than the \*FBI's national average.

### LARCENY 2008 – 2018

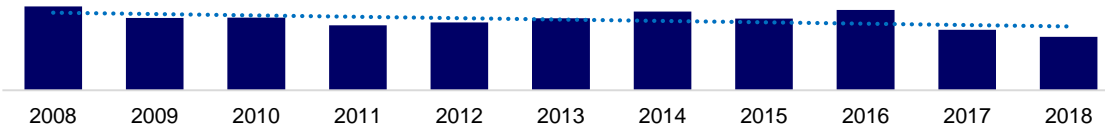


Figure 2.0

### 2017 PROPERTY CRIME RATE BY CITY (PER 100,000 RESIDENTS)

CITY	POPULATION	ARSON	BURGLARY	LARCENY	VEHICLE THEFT	TOTAL RATE
Portage	48876	6.1	380.6	2502.3	120.7	3003.5
Kentwood	52197	7.7	348.7	1864.1	155.2	2375.6
Battle Creek	60852	39.4	823.3	2721.4	154.5	3699.1
Wyoming	76153	14.4	308.6	1603.4	275.8	2187.7
Kalamazoo	76263	60.3	931.0	2795.6	435.3	4161.9
Grand Rapids	197868	27.3	385.6	1504.0	183.5	2073.1

Figure 2.2

\*The FBI's estimated property crime rate is calculated based on 2017 data collected from the Uniform Crime Reporting program.

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

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

### PROPERTY CRIME 2014 – 2018

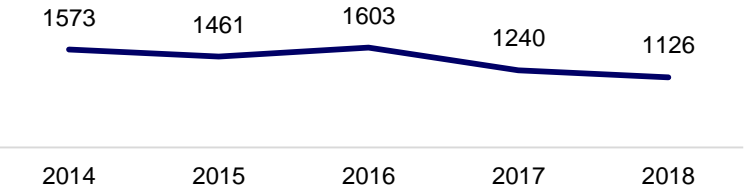


Figure 1.9

### 2018 PROPERTY CRIME

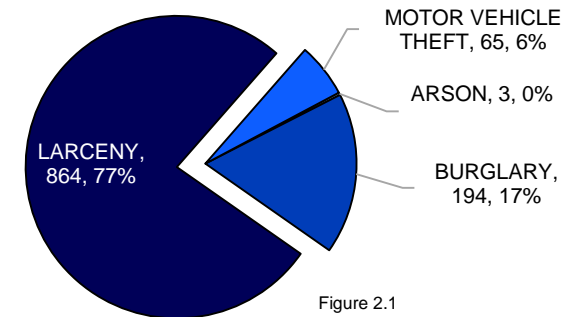


Figure 2.1

# STATISTICS

# PROPERTY CRIME

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

- Non-aggravated assault was the leading category of non-index crimes in 2018 with 584 offenses. This was a 6% increase in comparison to 2017.
- Violation of Controlled Substances Act (narcotics) was the second leading category of non-index crimes with 272 cases in 2018. This was a 21% decrease in comparison to 2017.
- Fraud was the third highest category of non-index crimes with 269 cases handled in 2018. This was a 5% decrease in comparison to 2017.
- Incidents involving Forgery/Counterfeit increased 36% with 12 more offenses handled in 2018 in comparison to 2017.
- Weapons offenses increased 36% in 2018 in comparison to 2017, an increase of 10 incidents.
- Disorderly Conduct offenses increased 14% in comparison to 2017, an increase of 18 incidents.

## 2014 – 2018 NON-INDEX CRIMES

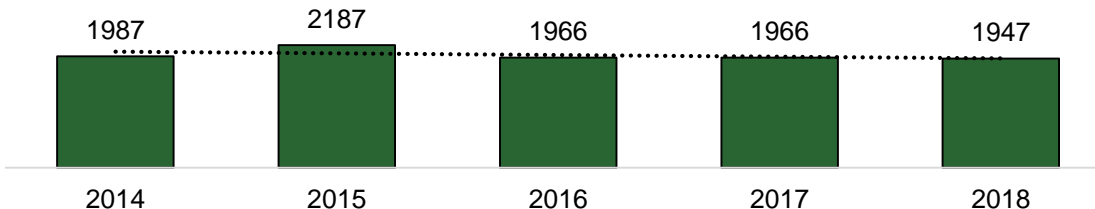


Figure 2.3

OFFENSE	2017	2018	DIFF	% CHANGE
DISORDERLY CONDUCT	128	146	18	14%
DRUNKENNESS	1	2	1	100%
EMBEZZLEMENT	35	33	-2	-6%
FAMILY & CHILDREN	69	61	-8	-12%
FORGERY/COUNTERFEIT	33	45	12	36%
FRAUD	282	269	-13	-5%
GAMBLING	0	0	0	N/C
LIQUOR LAWS	38	36	-2	-5%
NON-AGGR. ASSAULT	549	584	35	6%
OWI	123	128	5	4%
PROSTITUTION & VICE	4	1	-3	-75%
RUNAWAYS	108	89	-19	-18%
SEX OFFENSES	9	10	1	11%
STOLEN PROPERTY	10	16	6	60%
VAGRANCY	0	2	2	N/C
VANDALISM	204	215	11	5%
*VCSA	345	272	-73	-21%
WEAPONS	28	38	10	36%
TOTAL	1966	1947	-19	1%

Figure 2.4 \*VIOLATION OF CONTROLLED SUBSTANCE ACT

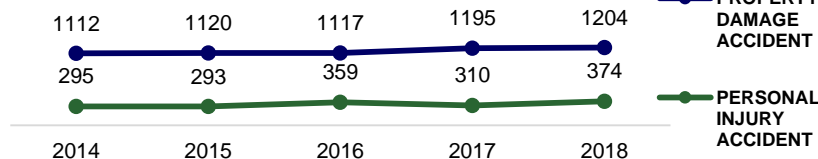
# STATISTICS

# NON-INDEX CRIME

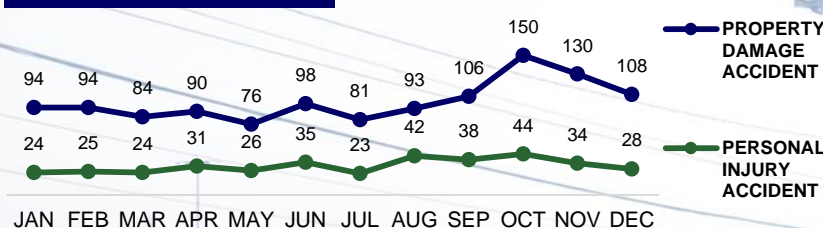


Officers assigned to the Traffic Services Bureau are responsible for selective traffic enforcement, investigating serious and fatal traffic crashes, conducting traffic studies as needed within the community, processing abandoned vehicles and auctions as needed, court and prisoner transfers, ensuring state compliance as it relates to alcohol detection equipment in use by Departmental personnel, and maintaining Department speed detection devices. The Traffic Services Bureau is primarily a proactive unit that is also the main point of contact for traffic-related issues (speeding, red light violations, etc.). Traffic studies are completed as necessary to determine posted speed limits along with necessary traffic control signs.

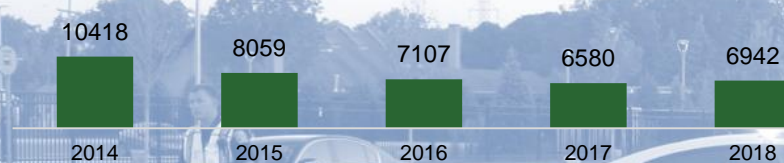
#### 2014 – 2018 CRASH DATA



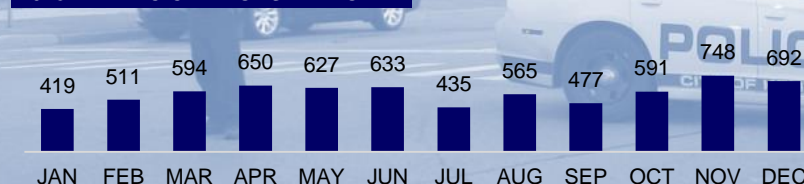
#### 2018 CRASH DATA BY MONTH



#### 2014 – 2018 TRAFFIC CITATIONS



#### 2018 TRAFFIC CITATIONS BY MONTH



In 2018, the Kentwood Police Department responded to over 1,500 reportable traffic accidents.

- 1,204 accidents involved a property damage accident. This is a 1% increase in comparison to 2017 and a 7% increase in comparison to the five-year average.

- 374 accidents involved a personal injury accident. This is a 21% increase to 2017 and a 22% increase in comparison to the five-year average.

- Data demonstrates that, in 2018, more accidents occurred between October and December.

In 2018, the Kentwood Police Department issued 6,941 traffic citations.

- This is an increase of 6% in comparison to 2017 and a decrease of 16% in comparison to the five-year average.
- Data demonstrates an increase in traffic citations written in November and December.

## CAPTAIN BOCKHEIM

SERGEANT UNSELD

OFFICER BACHMAN

OFFICER CAREY

OFFICER ROBERTSON

#	ACCIDENT TYPE	INJURY
1	CAR V. PEDESTRIAN	SERIOUS
2	CAR V. CAR	FATAL
3	CAR V. CAR	SERIOUS

Figure 2.9

# STATISTICS

# ACCIDENTS & CITATIONS

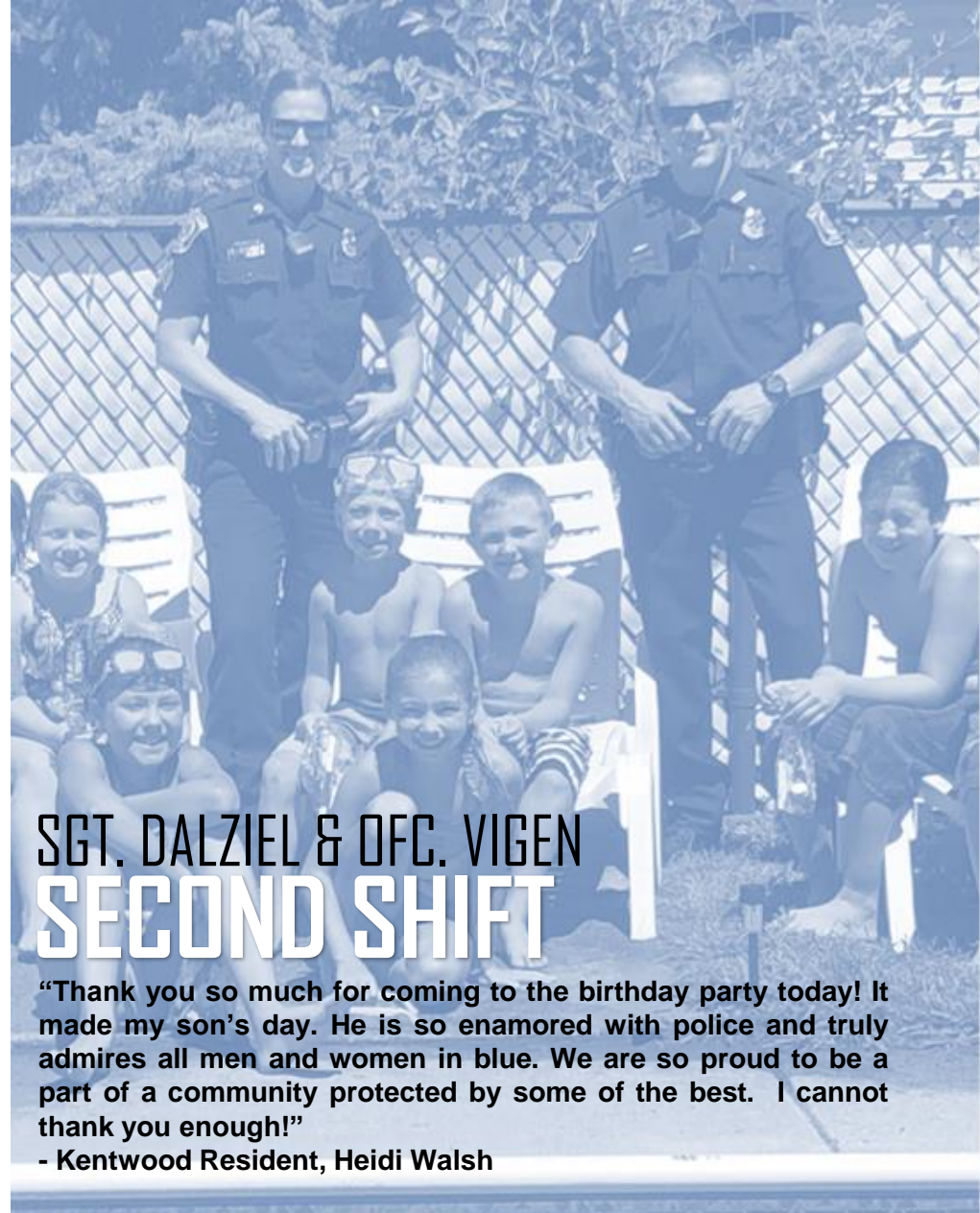
The Patrol Division of the Kentwood Police Department is comprised of 35 officers who are responsible for the initial response to routine and emergency calls that occur in the City of Kentwood 24 hours a day, 7 days a week.

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

Additionally, patrol officers spend time building positive relationships within the community. In 2018, officers dedicated time meeting with business owners, residents, schools, churches, senior care facilities and other community partners. Furthermore, officers patrolling the City proactively monitor situations that may put residents or businesses at risk of victimization and inform them of measures to increase safety and security.

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

# PATROL DIVISION



## SGT. DALZIEL & OFC. VIGEN SECOND SHIFT

**"Thank you so much for coming to the birthday party today! It made my son's day. He is so enamored with police and truly admires all men and women in blue. We are so proud to be a part of a community protected by some of the best. I cannot thank you enough!"**

**- Kentwood Resident, Heidi Walsh**

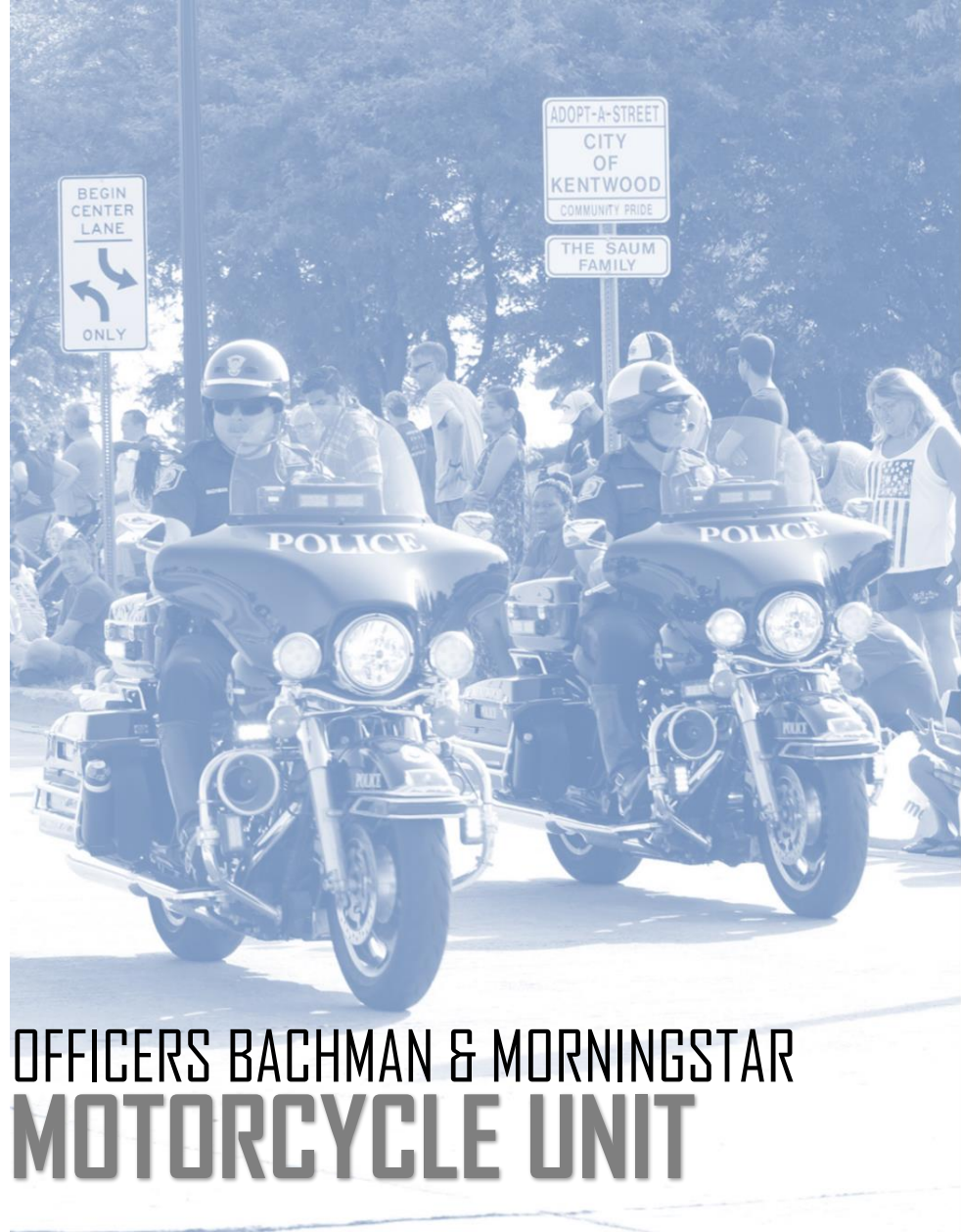
## ROAD PATROL



The Motorcycle Unit is housed within the Traffic Services Bureau of the Kentwood Police Department. The Unit falls under the direction of the Patrol Division Captain with one Sergeant as its immediate supervisor. The Motorcycle Unit is comprised of two Traffic Officer Specialists. The assignment to the Motorcycle Unit is voluntary and is considered an additional assignment. The Unit operates from April through November of each year, depending on weather conditions. The Unit's main function is traffic safety and enforcement. However, the Unit is also utilized for parades, static displays, crowd control, and dignitary escorts. Motorcycle officers receive highly specialized and intense training on a yearly basis. While not the main focus of the Unit, motorcycle officers can, and will, answer calls for service if the need presents itself. The Unit currently has two trained motor officers, Officer D. Bachman and Sergeant D. Unseld.



Officer James Morningstar (RET) pictured leading the 5K Race at the Annual Kentwood Fourth of July Parade. Ofc. J. Morningstar hung up his motorcycle helmet to pursue other career aspirations. We are grateful for his time spent at the Kentwood Police Department and wish him well in his future endeavors!



## OFFICERS BACHMAN & MORNINGSTAR MOTORCYCLE UNIT

# PATROL DIVISION

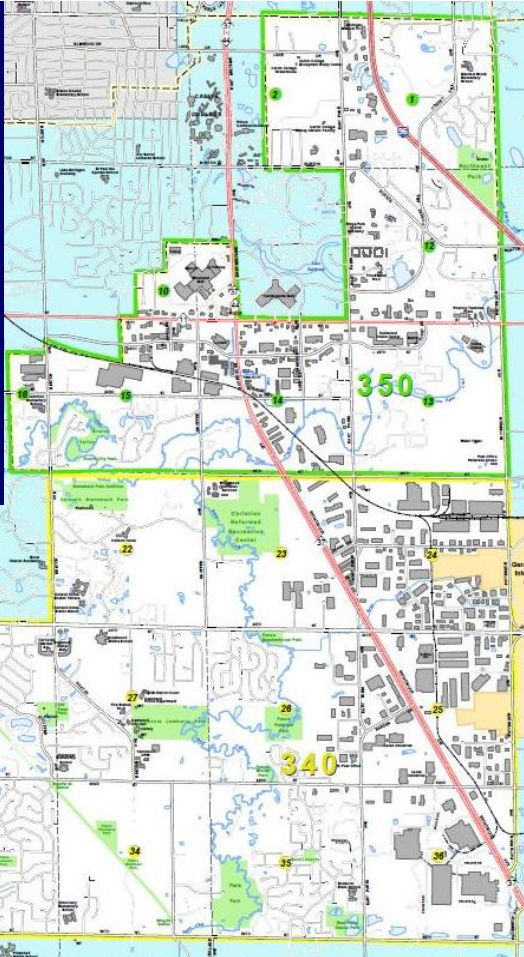
# MOTORCYCLE UNIT



# PATROL SECTION REALIGNMENT

The City of Kentwood spans across roughly 21 square miles and is divided into three patrol sections in which road officers are assigned. In 2018, these three areas were adjusted in size in order to evenly distribute call volume in each patrol area, as well as maximize officer efficiency, and improve response time.

The southwest patrol section, shown in the image to the left as '330', was reduced in size in 2018. The eastern boundary was moved inward from Breton Ave SE to Kalamazoo Ave SE. This, in turn, increased the size of the 340 patrol; section 340 now spans from Patterson Ave SE to Kalamazoo Ave SE. The northeast section, labeled as 350 on the map, did not change.



## PATROL DIVISION

The Kentwood Police Department continued its strategic operational efforts towards the implementation of Data-Driven Approaches to Crime and Traffic Safety in 2018. D.D.A.C.T.S. is an operational model that uses the integration of location-based crime and traffic data to establish effective and efficient methods for deploying law enforcement and other public safety resources.

## DATA DRIVEN APPROACHES TO CRIME & TRAFFIC SAFETY

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

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

## PATROL SECTIONS

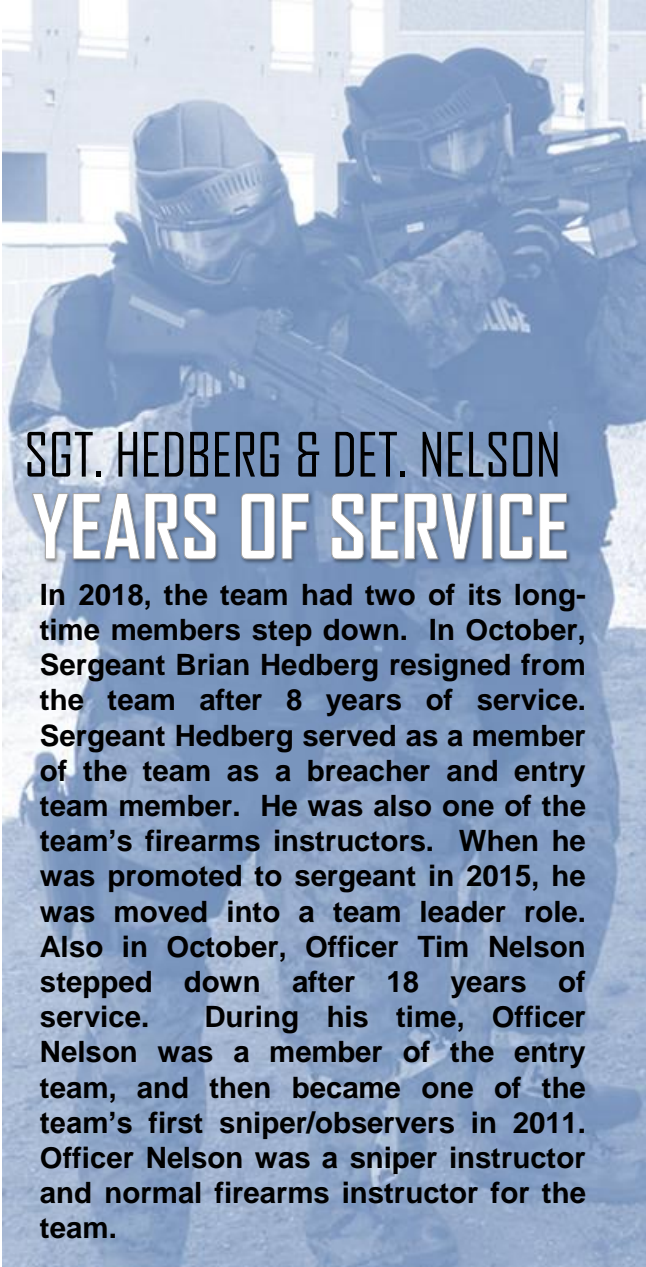
In 2018, the Kentwood Special Response Team (SRT) assisted multiple law enforcement agencies and different Kentwood Police Bureaus in high-risk operations. Some of the types of calls that the SRT has assisted with are listed below.

In February, the team assisted the Grand Rapids Police Department with the arrest of a double homicide suspect. The suspect, who allegedly killed a woman and her grandson in Grand Rapids in January, was hiding in a Kentwood apartment complex with a friend. While the SRT was serving the search warrant, the suspect attempted to flee by crawling through the attic of the apartment building and exiting from another apartment. The suspect was spotted by SRT observers and apprehended after a short foot pursuit with perimeter units.

The Kentwood Detective Bureau was investigating a shooting that occurred at the Knight's Inn on 28<sup>th</sup> St. in June. The investigation lead to the identification of two suspects who were staying at another hotel in Kentwood. The SRT was called in to serve the search warrant at this hotel. Two suspects were taken into custody by the team without incident.

Also in June, the SRT assisted the Bureau of Alcohol, Tobacco, and Firearms (ATF) with a multi-county drug and firearm investigation that went from Detroit to West Michigan. The ATF had multiple search warrants that they needed served simultaneously in multiple jurisdictions. One of those was at a home in Kentwood. The search warrant resulted in the seizure of heroin at the home in Kentwood. In total, one firearm, 400 grams of cocaine, 100 grams of heroin, and 45 grams of meth were seized during the operation.

CAPTAIN LITWIN		
SERGEANT WIERENGA	OFFICER R. SMITH	OFFICER VIGEN
SERGEANT DALZIEL	OFFICER T. SMITH	OFFICER WOLTERINK
DETECTIVE CLINE	OFFICER VANDERBENT	DETECTIVE SMIGIEL
OFFICER NAWROCKI	OFFICER BYLSMA	DETECTIVE DYKGRAAF



## SGT. HEDBERG & DET. NELSON YEARS OF SERVICE

In 2018, the team had two of its long-time members step down. In October, Sergeant Brian Hedberg resigned from the team after 8 years of service. Sergeant Hedberg served as a member of the team as a breacher and entry team member. He was also one of the team's firearms instructors. When he was promoted to sergeant in 2015, he was moved into a team leader role. Also in October, Officer Tim Nelson stepped down after 18 years of service. During his time, Officer Nelson was a member of the entry team, and then became one of the team's first sniper/observers in 2011. Officer Nelson was a sniper instructor and normal firearms instructor for the team.

PATROL DIVISION

SPECIAL RESPONSE TEAM



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 2018, P.R.I.C.E. began on November 23, 2018 and continued through January 4, 2019. During P.R.I.C.E., patrol officers are assigned to various businesses along 28<sup>th</sup> and 29<sup>th</sup> 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. In 2018, officers made contact with over 60 businesses.

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.

Business Contacts During P.R.I.C.E. (2015 – 2018)



Figure 3.0

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

- 79% of respondents felt the increased presence of Kentwood police officers in their business was **VERY BENEFICIAL** in reducing crime and increasing safety during the holiday season.
- 93% of respondents felt that having officers in their business during the holiday season was **VERY BENEFICIAL** to their business.
- 50% of respondents indicated that if someone requested Kentwood officers, their response was **PROMPT**; 29% indicated they did not require a response.
- 93% of respondents rated the Kentwood police officers’ actions, presence, and professionalism as **VERY PROFESSIONAL**.

Figure 3.1





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

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

The Staff Services Bureau handles recruiting and hiring for the Department, both sworn and civilian staff. In 2018, the Department hired six full-time police officers, one full-time records clerk, and five part-time cadets. When the Department hires one police officer, it conducts a minimum of two interviews, an assessment center, and puts in over 40 hours for a background investigation on each candidate who makes it to that phase in the hiring process. The candidates must also pass a physical and psychological exam prior to a final offer of employment.

Due to the complexity of the profession, police officers must constantly attend training to refresh themselves on current best practices in law enforcement and updated law changes. They need to practice their physical skills to maintain proficiency and improve their decision making skills. These areas include firearms, subject control, precision driving, and police tactics. Officers who have specialized assignments must also receive training for those positions. These range from interview and interrogation, death investigations, crimes against children, and internal affairs investigations to Basic SWAT training, leadership development, surveillance training, and crisis intervention. In 2018, the Staff Services Bureau oversaw almost 7,000 hours of training for the Kentwood Police Department personnel.

CAPTAIN LITWIN
TRAINING OFFICER R. SMITH
CRIME ANALYST OLIVER
PROPERTY MANAGER BARGER
CADET WIEBER

REPORT WRITING

HAZMAT UPDATES

WELLNESS

LEGAL UPDATES

CPR & BLOOD-BORNE PATHOGENS

TASER RECERTIFICATION

AUTISM SAFETY

FIREARMS STANDARDS

CRISIS INTERVENTION TRAINING

CONTROL TACTICS

VERBAL DE-ESCALATION

PRECISION DRIVING

FIELD FORCE

REALITY-BASED TRAINING SCENARIOS

INTERNAL AFFAIRS INVESTIGATION

The Evidence and Property Unit of the Kentwood Police Department is overseen by Captain Litwin of the Professional Standards Division. The property room is managed by one full-time civilian property manager who is responsible for ensuring that evidence items are properly tracked and monitored for court exhibits, discovery, and laboratory examination. The property manager receives, catalogs, safely stores and maintains the integrity of evidence, found items, and property for safekeeping.

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

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

## PREScription 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 2018, the Volunteers in Police Services program (VIPS) 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.

# PROFESSIONAL STANDARDS

## EVIDENCE & PROPERTY

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

CAPTAIN LITWIN
SERGEANT VANDERVEEN
COMMUNITY OFC. ARMSTRONG
COMMUNITY OFC. BELK
SCHOOL RESOURCE OFC. AUGUSTYN
SCHOOL RESOURCE OFC. NAWROCKI
CODE ENFORCEMENT SPECIALIST (1)
CODE ENFORCEMENT TECHNICIANS (2)
VIPS COORDINATOR (1)
CADET (1)

2018 COMMUNITY EVENTS			
National Night Out	Toys for Tots	Metro Cruise	ARCH Program
Maranda Park Party	4 <sup>th</sup> of July Parade	Metro High School Police Academy	March is Reading Month
Touch-A-Truck	Celebrate Kentwood	Easter Egg Hunt	Homecoming Events
Trunk-Or-Treat	Annual Tree Lighting	Summer Concert Series	Kelloggsville High School Football Games
Halloween at Woodland Mall	Child Safety Seat Checks	Various 5K Races	Santa Parade



# PROFESSIONAL STANDARDS

# COMMUNITY SERVICES

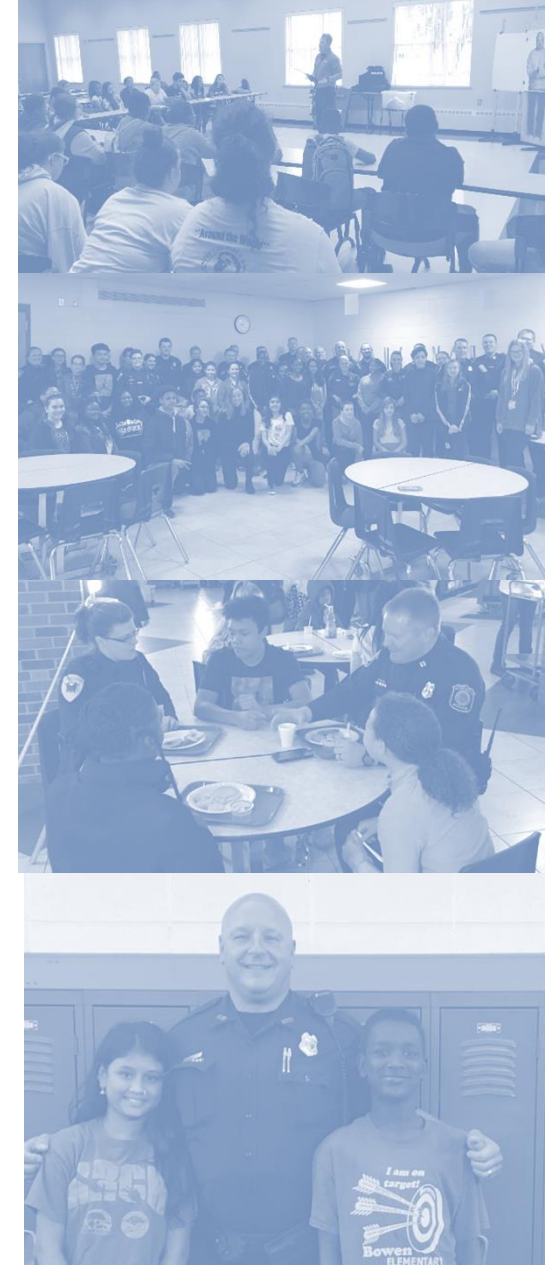


## SCHOOL RESOURCE OFFICER NAWROCKI CRESTWOOD MIDDLE SCHOOL

Officer Nawrocki is entering his third year as the School Resource Officer for Crestwood Middle School. During 2018, SRO Nawrocki participated in various events aimed towards building positive relationships with the community and police. One such event was Pancakes with Police. This was a collaboration with the Crestwood Middle School National Junior Honor Society in creating an event that brings police officers from several different agencies to Crestwood to enjoy a breakfast with students. The breakfast had a fantastic turnout, and we anxiously look forward to participating again in March! SRO Nawrocki also participated in March is Reading Month, Toys for Tots, National Night Out, the Metro High School Police Academy and the Criminal Justice Program at Kent Career Technical Center. SRO Nawrocki gave several presentations to students throughout the year, highlighting topics such as the dangers of alcohol, distracted driving, cyber safety and bike safety. During the summer, SRO Nawrocki assisted in the creation of a six-week law enforcement summer program for 25 ARCH students from Crestwood, Valleywood and Pinewood. Students were able to gain hands-on experience through a tour of the Kentwood Police Department where they were able to interact with various members of our Department, as well as see police cruisers, tactical weapons, and a TASER demonstration. SRO Nawrocki continues to be a significantly vital staff member of the Kentwood Public Schools district. He continues to build long lasting relationships with many of the staff and students. SRO Nawrocki is dedicated to community outreach and continues to change the perception of law enforcement among the community's youth.

## SCHOOL RESOURCE OFFICER AUGUSTYN VALLEYWOOD MIDDLE SCHOOL

As a School Resource Officer for Valleywood Middle, SRO Augustyn has spoken to students on various topics including adapting to middle school life, responsibility and accountability for actions, current events and laws surrounding youth, distracted passenger and driver dangers, cyber safety and bike safety. SRO Augustyn also assisted with several child safety seat installation events with Helen DeVos Children's Hospital. SRO Augustyn facilitated a summer ARCH program with students from Valleywood, Crestwood and Pinewood Middle Schools. SRO Augustyn also facilitated and instructed at the Metro High School Police Academy, as well as facilitating the Toys for Tots program through a partnership with the schools. SRO Augustyn also visited and read to numerous elementary school students during the month of March, which is reading month. SRO Augustyn's goal is to ensure the educational safety of the students and staff in the Kentwood Public Schools district, and he actively participates in safety drills and assists with the updates of safety plans and procedures at Valleywood Middle School.



# COMMUNITY SERVICES

## SCHOOL RESOURCE OFFICERS

# NATIONAL NIGHT OUT

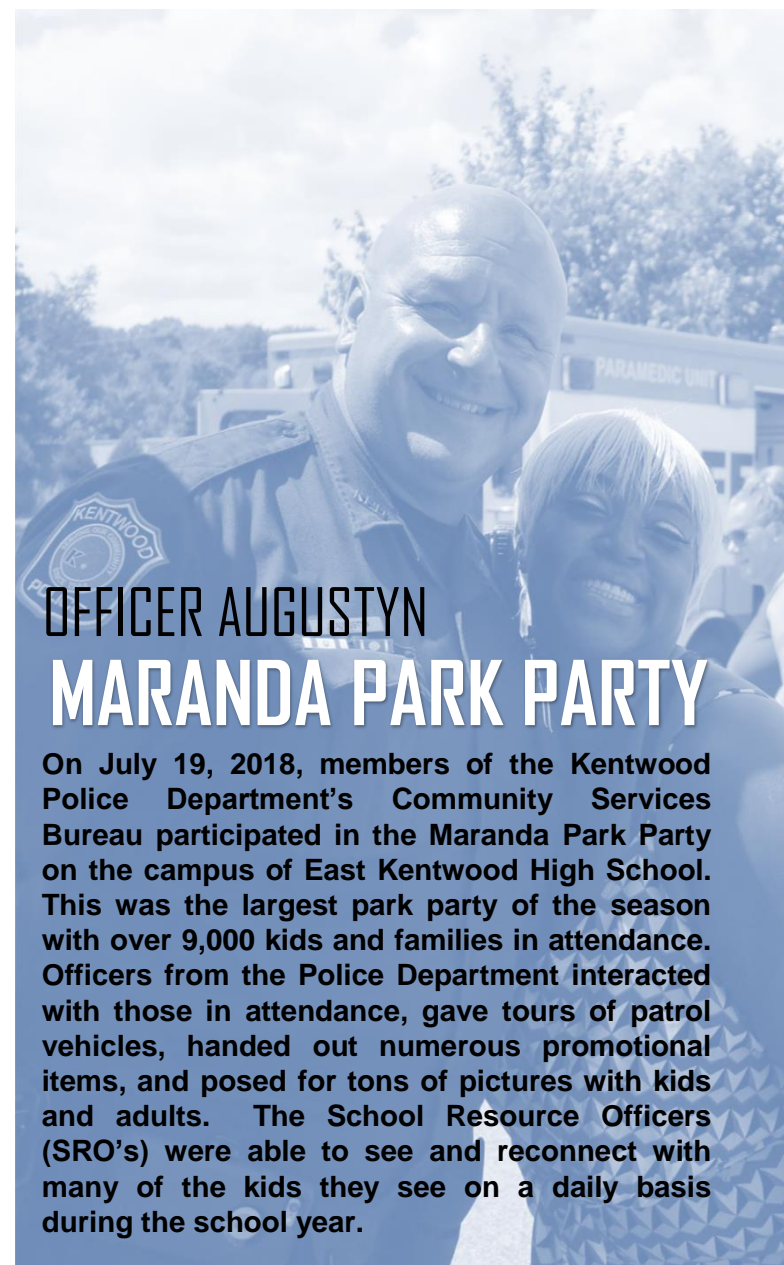
National Night Out is an annual community-building campaign that promotes police-community partnerships and neighborhood camaraderie to make our neighborhoods a safer and more caring place to live. National Night Out enhances the relationship between neighbors and law enforcement while bringing back 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 2018 in hopes that we could increase the number of parties from previous years. Through these early contacts, Officer Belk was able to increase the total number of National Night Out parties from 12 in 2017 to 24 in 2018. Several communities and neighborhoods hosted new NNO parties, and some communities reinstated parties that had gone dormant for a few years. National Night Out went very well this year despite the poor weather. The parties were well attended by the Police Department and the officers did a great job of attending the parties.

## TOYS FOR TOTS

On December 18, members of the Community Services Bureau and Staff Services Bureau of the Kentwood Police Department participated in toy selection for children and families in the City of Kentwood. Names of children who would not otherwise have had a Christmas were given to the two SRO's in the Kentwood Public Schools district, as well as the Kelloggsville Public Schools that are in the City. Officers and civilian staff partnered with Toys for Tots, and gifts for each submitted name were chosen and delivered to the respective schools for dissemination to the families prior to the Christmas break. Between the two school districts, eleven different schools, 152 children, and 52 families were provided gifts this Christmas.



## COMMUNITY SERVICES



OFFICER AUGUSTYN

## MARANDA PARK PARTY

On July 19, 2018, members of the Kentwood Police Department's Community Services Bureau participated in the Maranda Park Party on the campus of East Kentwood High School. This was the largest park party of the season with over 9,000 kids and families in attendance. Officers from the Police Department interacted with those in attendance, gave tours of patrol vehicles, handed out numerous promotional items, and posed for tons of pictures with kids and adults. The School Resource Officers (SRO's) were able to see and reconnect with many of the kids they see on a daily basis during the school year.

## COMMUNITY EVENTS



# PROJECT NIGHT LIGHTS



In 2018, the Kentwood Police Department participated in Project Night Lights. This is a collaborative initiative between local law enforcement agencies and the community to help brighten up bedtime for young patients at the Spectrum Health Helen DeVos Children's Hospital.

Once a month, officers attended the event, parking their cruisers in sight of the hospital. When it became dark, the officers would turn on their overhead flashing lights. In return, children would excitedly respond by flashing their lights back. The goal is to show these young patients that law enforcement and the community are standing beside them. Although we cannot see the children, it brings a smile to our faces being a part of something so small, yet so powerful! We look forward to continuing this partnership.

## TOUCH-A-TRUCK

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

## CELEBRATE KENTWOOD

After such a fantastic turnout for the 50<sup>th</sup> Anniversary, Mayor Kepley wanted to keep the tradition alive and have an event every year to “celebrate” Kentwood. Officers were present at this event directing traffic and patrolling the area.

# COMMUNITY SERVICES



## OFFICER LOWE POLICE LIP SYNC BATTLE

In 2018, Kentwood Police and Fire Department's participated in the viral “police lip-sync battle” to one of our all time favorite hits, “Footloose” by Kenny Loggins. The video can be found on our website at [www.Kentwood.us/police](http://www.Kentwood.us/police).

## COMMUNITY EVENTS



# SANTA PARADE

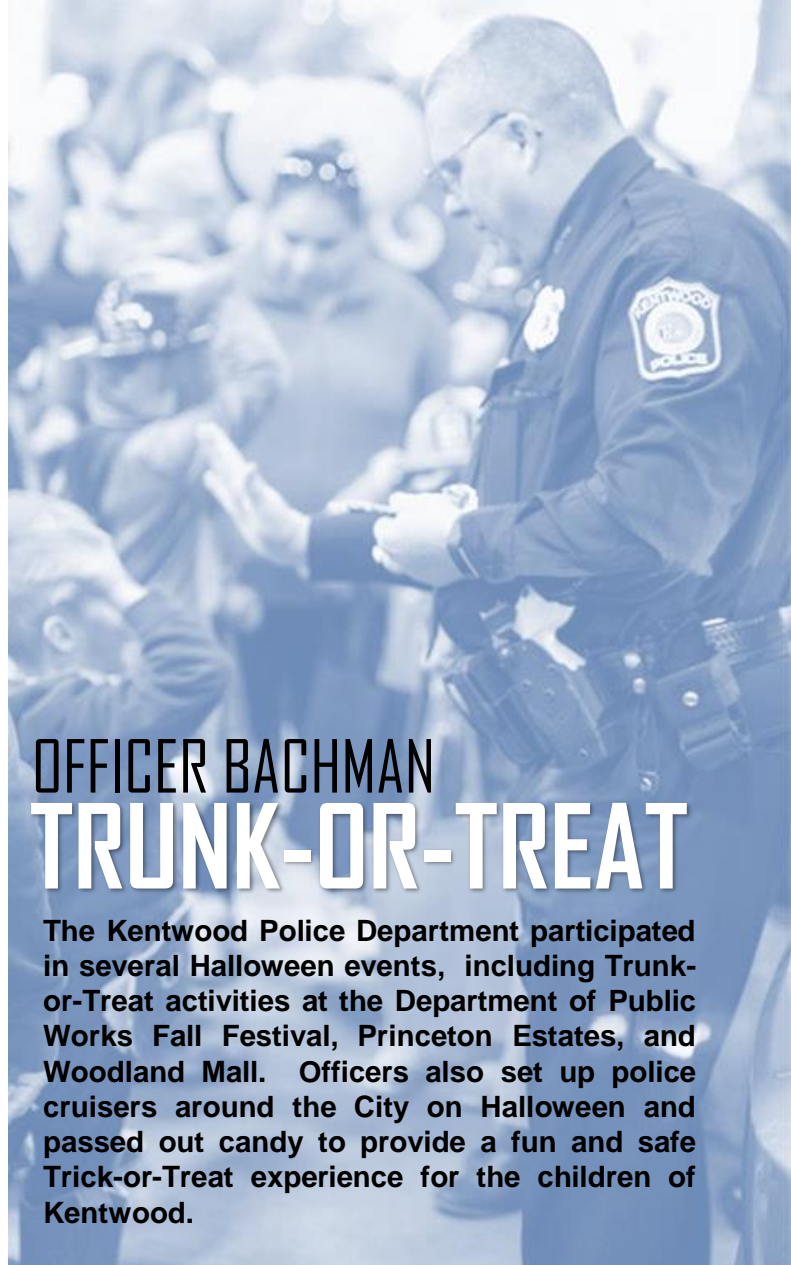
On December 7th, the City of Kentwood celebrated the Annual Christmas Tree Lighting at the Kentwood Library. This event began with a holiday parade down Breton Ave. Chief Hillen, Deputy Chief Roberts and Captain Morningstar all took part in adding unique holiday decorations to a police cruiser. After the parade, visitors kept warm sipping hot cocoa while listening to Christmas carols. Members of the community were asked to vote on the best decorated cruiser in the parade, and Chief Hillen and his Grinch-themed cruiser won by a landslide.



# SKY ZONE



Sky Zone, an interactive trampoline park located off of 28<sup>th</sup> St in Kentwood, hosted a free “SkyTation” event in July. This event was tailored to bring together local law enforcement with students across West Michigan. Prior to the event, School Resource Officers from various police agencies were provided “free jump time” passes to give to students as a reward for good behavior. These students were then able to turn in their passes at the “SkyTation” event. Kentwood officers and Command Staff were present at the event. The event was held from 9:30 AM – 12:00 PM. Lunch and drinks were provided for kids.



## OFFICER BACHMAN TRUNK-OR-TREAT

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

# COMMUNITY SERVICES

## COMMUNITY EVENTS

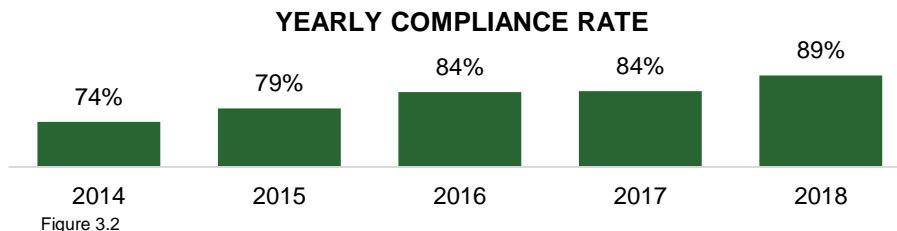
Code enforcement is part of the Community Services Bureau of the Kentwood Police Department. Code enforcement consists of one full-time civilian code enforcement specialist and two part-time civilian code enforcement technicians, as well as a police cadet. These employees collaborate with other City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

In 2018, Code Enforcement Specialist Leedy retired after nearly seven years of service to the Kentwood Police Department. His position was filled by Dave Genrich, a former Kentwood police officer.

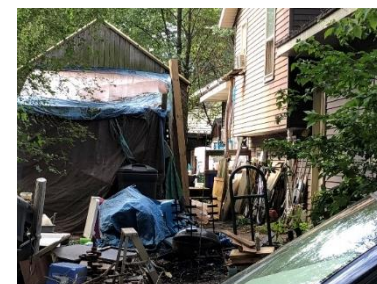
MOST COMMON CODE COMPLAINTS
SNOW/ICE
GRASS/WEEDS
PARKING VIOLATIONS
TRASH/JUNK/EXTERIOR NUISANCE
JUNK/ABANDONED VEHICLES
RV EQUIPMENT STORAGE

The code enforcement team responded to 2,368 complaints in 2018. Compared to 2017's total of 2,185 complaints, this is an 8% increase. Code enforcement boasts an 89% compliance rate for 2018. The 5 year average for compliance is 82%.

Whenever possible, the approach is to inform, educate and help improve compliance and not to penalize. Community members are encouraged to contact the Community Services Bureau with questions or concerns regarding code regulations.



<b>SERGEANT VANDERVEEN</b>
CODE ENFORCEMENT SPECIALIST GENRICH
CODE ENFORCEMENT TECHNICIAN MASON
CODE ENFORCEMENT TECHNICIAN NOVAKOSKI



# COMMUNITY SERVICES

# CODE ENFORCEMENT

Overall, there was an 8% increase in code complaints in 2018 in comparison to 2017. Of these complaints, 909 were generated from citizens, 80 from City of Kentwood staff, and 1,379 complaints were self-initiated by the Kentwood Police Department Code Enforcement Unit.

As shown in Figure 3.3, the majority of complaints from 2018 include weeds/grass/leaves (609), parking violations (369), snow/ice/sidewalk (240), junk/unlicensed vehicles (232), junk (204), and RV & equipment storage (120).

In comparison to 2017, the largest increase in complaints was observed in the following categories: Zoning (+8) – 800% increase, sidewalk hazard/obstruction (+84) – 233% increase, auto repairs/sales (+11) – 183% increase, stagnant water (+9) – 180% increase, snow/ice/sidewalk (+151) – 170% increase, and other (+12) – 109% increase.

Likewise, the largest decrease in complaints was observed in the following categories: building maintenance (-19) – 95% decrease, conspicuous display (-15) – 88% decrease, dead tree limbs (-29) – 66% decrease, trash containers (-33) – 46% decrease, and garbage trash/etc. (-43) – 31% decrease.

Of the complaints from 2018, 2,119 were corrected by the property owner, 95 were found to not be in violation at the time of inspection, and 101 were referred to other Departments. Overall, 47 citations were issued, with the majority being due to parking violations. Lastly, 3 properties were corrected by a City contractor in 2018, compared to 12 in 2017.

#### 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, or by telephone at (616) 656-6574, or you may file a complaint online at [www.kentwood.us/police](http://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 can be left anonymous.

CODE COMPLAINTS	2017	2018	+ / -	%
Animal Nuisance/Keeping	21	19	-2	-10%
Auto Repair/Sales/Conspicuous Display	23	18	-5	-22%
Building Maintenance/Accessory Use/Fence Disrepair	42	47	5	12%
Commercial Vehicle Violation	19	17	-2	-11%
Exterior Nuisance/Trash Containers	139	109	-30	-22%
Garbage/Trash/Junk	292	298	6	2%
Junk/Unlicensed Vehicle	247	233	-14	-6%
Parking Lot Hazard	0	6	6	N/C
Parking Violations	412	369	-43	-10%
RV & Equipment Storage	123	121	-2	-2%
Sidewalk Hazard/Obstruction	34	121	87	256%
Sign Violation	49	39	-10	-20%
Snow/Ice	91	240	149	164%
Stagnant Water	5	14	9	180%
Vision Obstruction	3	3	0	0%
Grass/Weeds	538	525	-13	-2%
Yard Waste & Debris	118	146	28	24%
Other Minor Violations	29	38	9	31%
Zoning	0	9	9	N/C
<b>TOTAL</b>	<b>2185</b>	<b>2372</b>	<b>187</b>	<b>9%</b>

Figure 3.3

# COMMUNITY SERVICES

# CODE ENFORCEMENT



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 civilian 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.

Despite numerous changes and challenges in 2018, our volunteers continued to provide a quality service to our Department and the Kentwood community. There was a slight decrease in the number of hours and the number of volunteers. However, the number of issued citations decreased only by 12 and the number of public relations significantly increased. The attrition rate remained at 23%. At the end of 2018, we had 38 volunteers – a slight decrease in the number of volunteers from the previous year. The number of road patrol volunteers decreased to 17. Two volunteers joined the road patrol program and three volunteers left the program. One volunteer joined our clerical team. Six trail patrol volunteers left the program and four new volunteers joined our trail patrol team. The number of chaplains remained at two.



**MAYOR KEPLEY AND CHIEF HILLEN AT VIPS ANNUAL APPRECIATION BANQUET, APRIL 2018**

V.I.P.S. ACTIVITIES	2017	2018
HANDICAP CITATION	510	498
FIRE LANE CITATION	29	26
OTHER	0	3
<b>TOTAL CITATIONS</b>	<b>539</b>	<b>527</b>
<b>WARNINGS</b>	<b>619</b>	<b>415</b>
CODE ENFORCEMENT	59	26
SITE INSPECTIONS	64	44
VACATION HOUSE CHECKS	152	120
SIGN CONFISCATIONS	346	292
HAZARDOUS CONDITIONS REPORT	1	1
PUBLIC RELATIONS	459	533
CHAPLAIN CALL OUT	5	6
MEDS COLLECTED (LBS)	113.8	237.2

Figure 3.4

HOURS	2017	2018
ROAD	2819.2	2470.4
TRAIL	1022	787.1
CLERICAL	1092.2	1275
CHAPLAINS	51.25	91.5
<b>TOTAL</b>	<b>4984.7</b>	<b>4624</b>

Figure 3.5

AREA	2017	2018
TRAIL	15	13
ROAD	18	17
CHAPLAIN	2	2
CLERICAL	5	6
<b>TOTAL</b>	<b>40</b>	<b>38</b>

Figure 3.6



# COMMUNITY SERVICES

# VOLUNTEERS IN POLICING

# NEW POLICE VOLUNTEERS IN 2018



**TRAIL  
PATROL**

**TIMOTHY  
MORIN**



**TRAIL  
PATROL**

**RICHARD  
NEIL**



**TRAIL  
PATROL**

**ROSE  
NEIL**



**TRAIL  
PATROL**

**MICHAEL  
NICHOLAS**



**ROAD  
PATROL**

**JOY  
DORNBOS**



**ROAD  
PATROL**

**DEBORAH  
WEILAND**



**CLERICAL**

**ANNE  
GOETZ**



**COMMUNITY SERVICES**

**VOLUNTEERS  
IN POLICING**

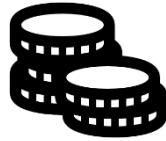


In 2018, our road patrol volunteers participated in the following events: Parks and Recreation's Spotlight on Seniors Expo, South Kent Expo, Kentwood Baseball League Parade, Memorial Day Parade, 4<sup>th</sup> of July Parade, National Night Out, RSVP recognition luncheon, Kelloggsville High School Homecoming Parade, Santa Parade, Tree Lighting Parade, two National Take Drugs Back events, and the P.R.I.C.E. initiative (volunteers spent 107 hours and issued 24 Handicap and 1 Fire Lane parking citations).

The Volunteers' Annual Appreciation Banquet took place on May 9, 2018 at the Kentwood Library. A holiday potluck was held in KPD's training room on December 13, 2018. Three quarterly meetings were held in May, July, and November.

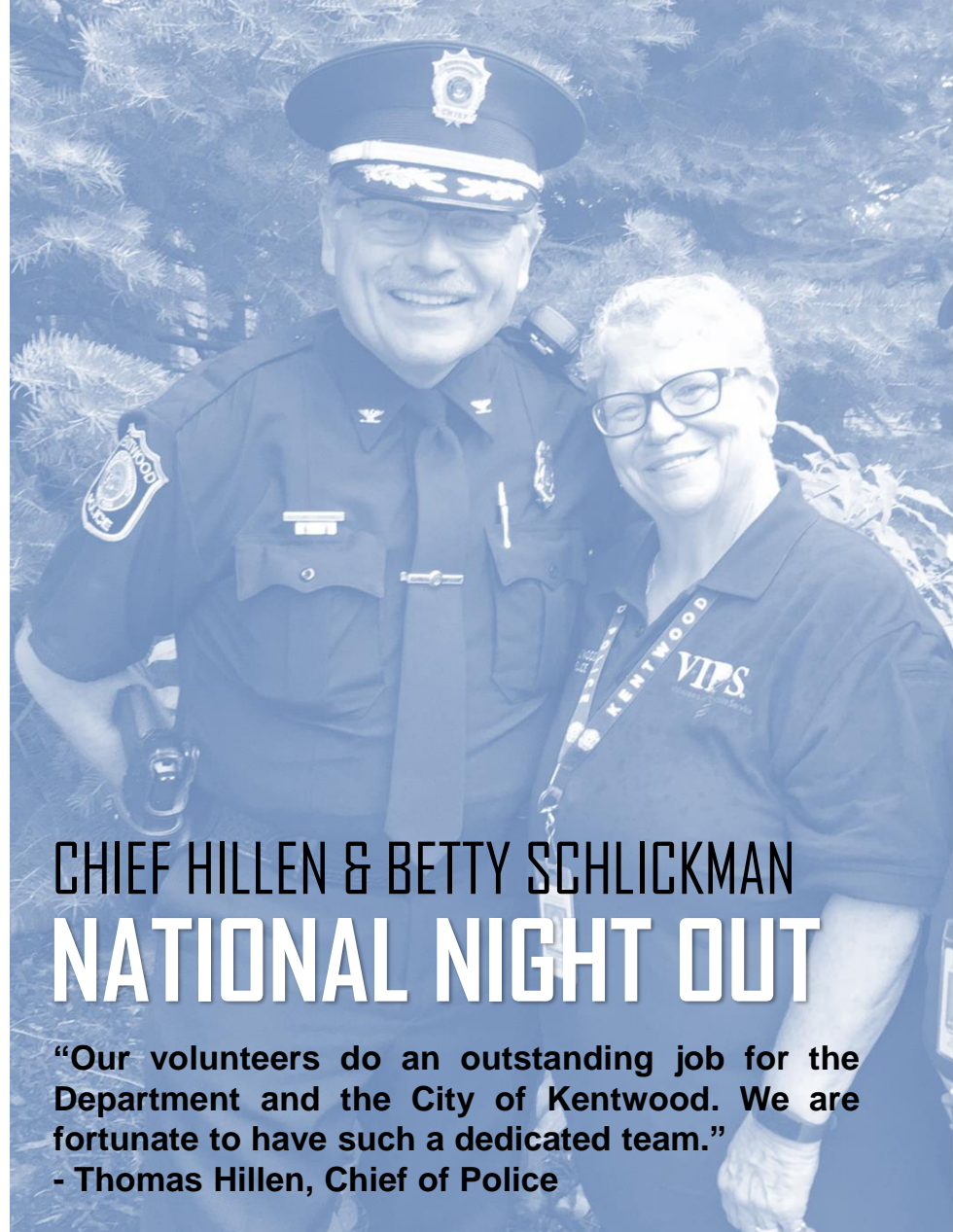


**L-R: MAYOR KEPLEY, BETTY & TOM SCHLICKMAN, PAI SCHICHEL & JIM SICHTERMAN, AT THE SPOTLIGHT ON SENIORS EXPO – APRIL 2018**



## THE VALUE OF VOLUNTEER TIME:

Based on the data from Independentsector.org\*\* (leadership network for nonprofits, foundations, and corporations), the estimated calculated rate of volunteer time in Michigan in 2017 was \$23.91 per hour. Therefore, in 2018, the monetary value of the V.I.P.S. program hours was \$110,559.84. The data for 2018 will not be available until spring of 2019.



## CHIEF HILLEN & BETTY SCHLICKMAN NATIONAL NIGHT OUT

**"Our volunteers do an outstanding job for the Department and the City of Kentwood. We are fortunate to have such a dedicated team."**

**- Thomas Hillen, Chief of Police**

# COMMUNITY SERVICES

# VOLUNTEERS IN POLICING



Police cadets are an integral part of the Kentwood Police Department. They are assigned to different Bureaus throughout the Department to aid sworn and civilian employees 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.

SGT. VANDERVEEN
CADET BUSSELL
CADET BYLSMA
CADET HEARD
CADET NAGELKIRK
CADET SEELEY
CADET M. SMITH
CADET OLMAN
CADET WIEBER



L-R: CAPTAIN LITWIN, CADET HEARD,  
CADET NAGELKIRK



## CADETS SMITH & HEARD WOODLAND MALL

Cadets observe real world situations with citizens in various states of need or crisis. This experience allows them to develop their decision making, critical thinking, and communication skills, preparing them for a career in the criminal justice system.

# COMMUNITY SERVICES

## POLICE CADETS

The Kentwood Police Department holds the law, its internal policies, and the conduct of its employees in high regards. There are many checks and balances built into our operations that assure quality, accuracy and consistency. One way to insure that our level of integrity is maintained is by responding to, and thoroughly investigating complaints made by citizens and our employees. We diligently investigate all complaints made by citizens and employees. We will continue to train, monitor, and expect excellence in regards to the performance of our employees as they carry out our mission and serve our community with excellence. Internal investigations can be initiated by a citizen complaint or they can be initiated by a supervisor. The purpose of an internal investigation is to find facts related to an alleged wrong-doing so that the best corrective action can be taken to ensure this type of activity does not continue in the future. When an internal investigation is assigned and completed, the facts are reviewed by Command Staff. There are four types of dispositions that can be assigned to the investigation. These dispositions include “unfounded” (event did not occur), “not sustained” (insufficient evidence or information to make a determination), “exonerated” (event did occur but the employee acted within the law, policy and/or procedure), and “sustained” (event did occur and the employee was responsible for the improper act alleged or a different improper act).

## INTERNAL INVESTIGATION PROCESS

Throughout 2018, we received inquiries, questions and concerns from the community we serve. These issues are often resolved by Kentwood Police Department supervisors to the satisfaction of the reporting parties. Many times, this just requires an explanation of our policy and procedures. In other cases, where a significant policy and/or procedure violation may have occurred, or some other form of inappropriate action is alleged, a formal internal investigation is assigned.

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

The Kentwood Police Department conducted eleven internal investigations during 2018. Two of the eleven formal complaints were originated by Kentwood Police Department supervisors involving policy violations. The breakdown of all the 2018 complaints include three (3) policy violations, four (4) misconduct concerns and four (4) use of force investigations.

Three (3) of these complaints were sustained which involved policy violations and corrective action was subsequently taken to correct the behavior in these cases. The disposition of the other investigations were one (1) unfounded, five (5) exonerated and two (2) not sustained.

COMPLAINT TYPE	AMOUNT
POLICY VIOLATION	3
MISCONDUCT CONCERNS	4
USE OF FORCE INVESTIGATIONS	4

Figure 3.7

# PROFESSIONAL STANDARDS

# CONDUCT REVIEW

In 2018, Kentwood police officers reported 53 uses of force. All uses of force were reviewed by both supervisors and command staff. Each use of force was determined to be justified by both legal standards and Department policy. A review of the reports determined that officers used force for two primary reasons. The main reason for use of force was to affect a legal arrest of an uncooperative individual. This was used 41 times in 2018. The other use of force was during a crisis intervention. This occurred 12 times in 2018.. These mainly consist of dealing with individuals who are suicidal, serving mental pick-up orders that are signed by a judge, or interaction with individuals that are having some type of emotional crisis where their behavior is endangering their life, or someone else.

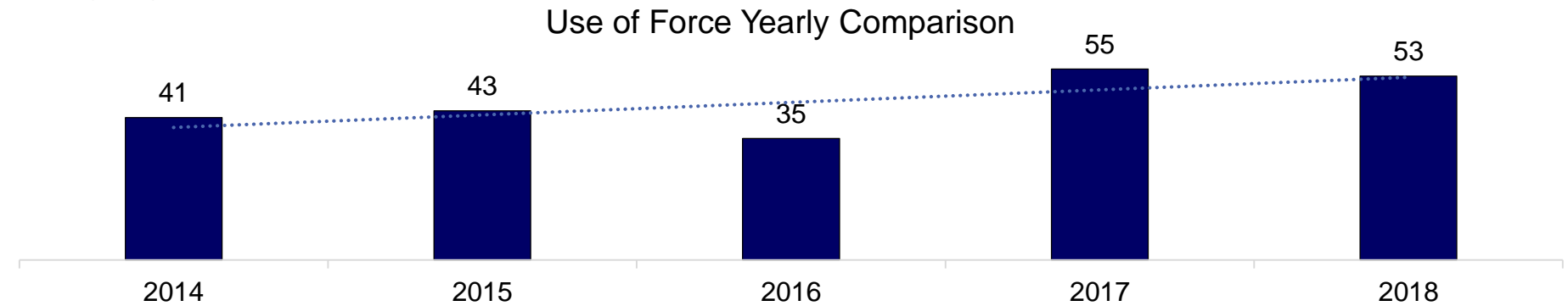


Figure 3.8

The chart below shows a five-year comparison (2014-2018) of the primary reason for each designated use of force occurrence. While there may be several reasons why an officer used force during a particular situation, the primary reason is documented below.

REASON	2014	2015	2016	2017	2018
Arrest	30	25	22	26	25
Defend Self	1	7	4	9	10
Defend Another	0	0	1	8	5
Prevent Violent Felony	2	3	0	3	0
Felony Car Stop	4	0	5	4	1
Restrain for Subject's Safety	1	4	1	4	12
Other	3	4	2	1	0
TOTAL	41	43	35	55	53

Figure 3.9



One of our goals at the Kentwood Police Department is to improve our community outreach and education programs. In 2018, the Department started working with the City's Public Relations firm, Sabo PR, to use social media as a way to accomplish this goal.

At the Kentwood Police Department, we realize that in order to be as successful as possible, we need to have assistance from our community. With this in mind, we decided to create a video series to highlight the positive impact that our citizens have on the community when they reach out to the Department to report suspicious activity that they see in their neighborhoods.

In the summer of 2018, we released our first video that detailed how officers were able to arrest some individuals who were breaking into vehicles early one morning in a Kentwood neighborhood. If it was not for the fact that a citizen called us about some subjects driving up and down driveways on bicycles at 5:00 in the morning, more than likely, our day shift officers would have simply been taking larceny reports from citizens. Instead, officers were able to arrest the suspects a short distance away from the crime scenes and return the property to the victims.

Our second video was put out in December of 2018. This video described how some suspects who attempted an armed robbery of a Kentwood couple at their home, were later arrested due to some trail camera photos that were provided by one of the victims' neighbors. Patrol officers were able to identify the suspects of the armed robbery at a different crime scene a few nights after the attempted robbery due to those pictures.

The Department hopes that these, and future videos, will help to encourage other citizens to reach out to the police when they see some activity that appears suspicious to them. All of us can help to keep our community safe when we are able to communicate and work together.



## OFFICER WILLSHIRE VIDEO SERIES

If you would like to watch any of these videos, you can find them at our website at: [www.Kentwood.us/police](http://www.Kentwood.us/police). Be sure to visit the City of Kentwood's Facebook page for future videos!

# PROFESSIONAL STANDARDS

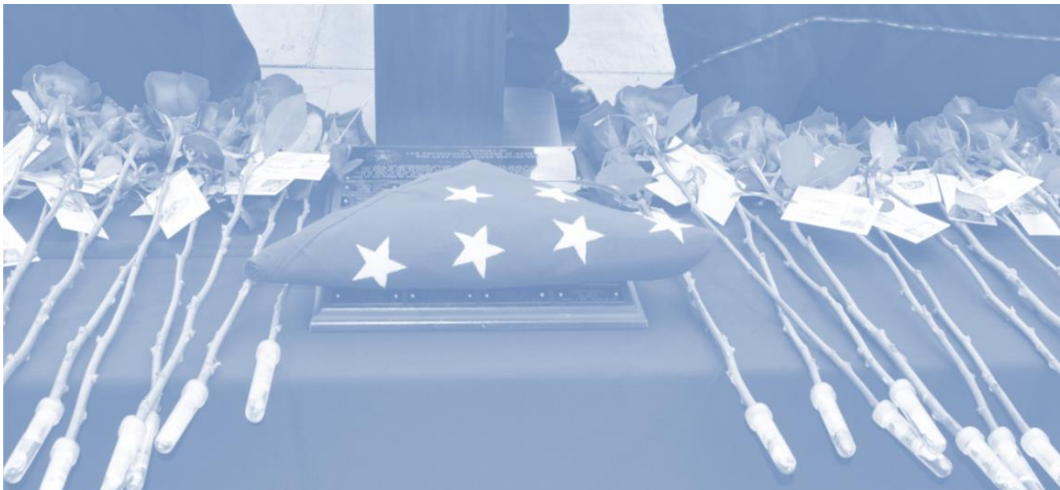
## VIDEO SERIES

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

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

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

CAPTAIN MORNINGSTAR
SERGEANT CONNELL
OFFICER BACHMAN
DETECTIVE CLINE
OFFICER CONNER
OFFICER DEGROVE
OFFICER SMITH
OFFICER TURMELL
OFFICER VIGEN



SERVICES DIVISION

HONOR  
GUARD

As the Kentwood Police Department moves into a new year, we leave behind many challenges faced and conquered in 2018. Technology can be both a blessing and a curse. The Kentwood Police Department began the process of testing major changes and upgrades to our records management and mobile field reporting software. This gave our Department the opportunity to have a great deal of input on various features that would improve functionality for both our patrol officers and Records Bureau staff. We look forward to the final testing phase which is set for spring of 2019, with implementation in early summer.

The four full-time Records Bureau personnel consistently make use of technology to work more efficiently. We rely heavily on our mobile field reporting and CopLogic (online) police reports to process reports, while still providing necessary information to patrol and investigative units. We also work to comply with state and federal standards for submitting accurate crime data in a timely manner. Last year, the Kentwood Police Department handled over 18,000 calls for service. The Records Bureau is a busy place!

Our online police reporting system, CopLogic, is an invaluable tool to our Department. It allows citizens to file reports that do not require police involvement, such as minor larcenies and destruction of property. This generates an immediate police report for the citizen who may need it for insurance purposes. It provides the Patrol Division accurate data on where all crimes are occurring, while keeping them available to respond to more imminent serious crimes. In 2018, there were 696 reports filed through this system, which resulted in a savings of over 1,000 patrol hours. Moreover, this resulted in a saving of over \$27,000 in officers' salaries. This online reporting system can be found at [www.kwpdonline.com](http://www.kwpdonline.com).

Our Freedom of Information Act Requests (FOIA) continue to grow each year. As our use of technology increases, so does the amount of time it takes to carefully review the requested information and remove anything that could violate a citizen's personal privacy rights or compromise police investigative techniques. The addition of new software in 2019 will help to streamline this process.

The Kentwood Police Department Records Bureau works daily to resolve a multitude of citizen requests and needs. Our goal is to provide our citizens with prompt, courteous service and resolve as many issues as we can.

## CAPTAIN MORNINGSTAR

RECORDS MANAGER PIERMAN

RECORDS CLERK FRIES

RECORDS CLERK GINEBAUGH

RECORDS CLERK KASUNIC

RECORDS CLERK TETT

RECORDS CLERK YARRELL

Description	Amount	Sales
Accident Report Sales	353	\$3,997.50
Fingerprinting	1006	\$15,090.00
Police Reports	269	\$1,614.00
Record Checks	149	\$849.00
FOIA Fees	152	\$4,566.83
Notary Fees	137	\$685.00
Liquor License Fees	125	\$1,250.00
Miscellaneous Fees	23	\$52.00
Sex Offender Fees	132	\$2,640.00
Bond Handling Fees	125	\$1,250.00
TOTAL ADMINISTRATION FEES		\$31,189.33
Mandated State Fees Collected	696	\$20,880.00
Mandated State Sex Offender Fees	132	\$3,960.00
Mandated FBI Fees Collected	696	\$8,352.00
TOTAL FEES COLLECTED		33,192.00
INCOME GRAND TOTAL		\$64,831.33

Figure 4.0

# SERVICES DIVISION

# RECORDS BUREAU



## CAPTAIN MORNINGSTAR

DET. SERGEANT ROELOFS

DETECTIVE BALDWIN

DETECTIVE CLINE

DETECTIVE COVAL

DETECTIVE DYKGRAAF

DETECTIVE HELM

DETECTIVE NELSON

DETECTIVE SEGARD

DETECTIVE SMIGIEL

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

The majority of investigations are initiated and completed by the Patrol Division. When a crime has been committed, a report may be forwarded to the Detective Bureau for further investigation. Cases assigned to the General Case Unit generally conduct “reactive” investigations. That means they receive a preliminary report from a patrol officer and, after determining the existence of certain factors within the report, conduct a follow-up investigation or submit it to the prosecutor’s office to seek criminal charges.



Detectives investigate crimes such as homicide, robbery, sexual assault, child abuse, property crimes, missing persons, fraud, domestic violence, narcotic violations, cyber crimes and any other felony cases involving follow-up investigation. One area where detectives are specifically responsible for initiating an investigation is in the area of child abuse. Four of the detectives in the General Case Unit have specialized training in the investigation of child abuse, both physical and sexual. One general case detective is the primary investigator in this specialized field. Most of these cases are referred to us by Children’s Protective Services (CPS). Detectives work these cases in cooperation with CPS and specially-trained personnel at the Children’s Assessment Center.

# SERVICES DIVISION

## DETECTIVE BUREAU

## ARMED ROBBERY: MAJOR CASE #3073-18 DETECTIVE SMIGIEL



In early 2018, a group of suspects were luring victims to their location through fraudulent craigslist advertisements. Upon arrival, victims were assaulted and robbed at gun point. After a thorough investigation, three suspects were arrested and charged with armed robbery. At the time of the arrest, a gun was recovered.

## ATTEMPTED HOMICIDE: MAJOR CASE #4680-18 DETECTIVE NELSON

Officers were dispatched to a local hotel regarding a victim with a gunshot wound in the neck. Upon arrival, officers located the victim in a hallway. After an extensive investigation, detectives were able to build a case against two suspects. Charges against both suspects, as well as a third suspect who drove the suspects to the location, were obtained.

## ATTEMPTED HOMICIDE: MAJOR CASE #15731-18 DETECTIVE SMIGIEL

Officers were dispatched regarding a stabbing. Upon arrival, a suspect was located bleeding profusely from the arm, and a tourniquet was quickly applied, likely saving the victim's life. Officers located the suspect hiding in a park and was taken into custody. After numerous interviews, detectives sought a warrant for attempted homicide.

## RETAIL FRAUD 1<sup>ST</sup>: MAJOR CASE #20558-18 DETECTIVE NELSON



Road patrol was dispatched to a jewelry store that had numerous diamonds and rings stolen. The jewelry contacted another local store and provided suspect description. While they were on the phone, the suspects walked in. The suspects were later arrested and upon further investigation, it was found that this group had committed multiple crimes in multiple states and the charges have since been taken over by the FBI.

# SERVICES DIVISION

## ASSAULT W/ INTENT TO DO GREAT BODILY HARM, LESS THAN MURDER: MAJOR CASE #12230-18

## DETECTIVE SMIGIEL

Road patrol dispatched to a large fight in the road, outside of a home. It was relayed by dispatch that there were multiple victims with stab wounds from a samurai sword. After detectives completed multiple interviews, it was found that most of the victims were extremely scared of the suspect, but they did get statements from the victims. They obtained warrants for the suspect for assault with intent to do great bodily harm, less than murder.

# DETECTIVE BUREAU

## ARMED ROBBERY: MAJOR CASE #23964-18

### DETECTIVE SMIGIEL

Multiple Check 'n Go stores were robbed in Kent, Ottawa and Muskegon Counties. Surveillance images were given to media outlets in an attempt to identify the suspect. A silent observer tip was received and all jurisdictions collaborated together in locating the suspect. Multiple warrants were issued.

## POSSESSION W/ INTENT TO DISTRIBUTE HEROIN,

## COCAINE, FELON IN POSSESSION OF FIREARM:

## MAJOR CASE #20441-18

### SPECIAL INVESTIGATIONS UNIT

After the Special Investigations Unit conducted a thorough drug investigation, a search warrant was obtained, leading to the discovery of heroin, cocaine and a handgun. While interviewing the suspect, detectives recalled that the Wyoming Police Department recently posted a bulletin on a wanted suspect from an armed robbery of a gas station. The suspect and the handgun fit the description provided in the bulletin. The suspect confessed to the robbery. Federal prosecutors reviewed the cases and proceeded in federally indicting the suspect on federal charges.

## ARMED ROBBERY: MAJOR CASE #26112-18

### DETECTIVE SMIGIEL

A sale of an X-Box gaming console was arranged over Facebook Marketplace. When the selling party arrived to make the sale, the buying party pulled out a handgun and left with the X-Box. Detectives were able to locate the suspect through Facebook. The victim positively identified the suspect, a search warrant was executed, and the X-Box was successfully recovered, along with a handgun and other stolen merchandise/property. The suspect was charged with armed robbery.

## CRIMINAL SEXUAL CONDUCT 1<sup>ST</sup>: MAJOR CASE #10359-18

### DETECTIVE NELSON

A suspect was linked through a search warrant to a criminal sexual conduct investigation. When the results returned, Detective Nelson was able to link the suspect to numerous unsolved criminal sexual conduct in the Grand Rapids Metropolitan area.

# SERVICES DIVISION

## CRIMINAL SEXUAL CONDUCT 3<sup>RD</sup>:

## MAJOR CASE #24671-18

### DETECTIVE KITCHKA

Quinn James was tried for four counts of Criminal Sexual Conduct 3<sup>rd</sup> degree in October, 2018. These charges stemmed from an investigation that was completed in 2017 by Detective Kitchka. Quinn James is also charged with the murder of our victim, which occurred in Grand Rapids and her body was found in Kalamazoo. He was sentenced to 30 years for the sexual assaults.

# DETECTIVE BUREAU



# PARENTS, EDUCATORS & KIDS = SUCCESS

Parents, Educators And Kids = Success (P.E.A.K.S) is a gifted and talented program within the Kentwood Public Schools district. It is a full-time, self-contained program that students must apply to in order to participate. One of academic assignments encourages students to research a topic of interest, as well as find a mentor in that topic area. In 2018, two fifth-grade students reached out to the Kentwood Police Department for assistance with this assignment. One student was interested in learning more about technology in policing. Captain S. Morningstar gladly assisted her with her presentation by bringing in a tactical throw robot, as well as a fingerprint scanner and night-vision camera for other students to explore. The second student expressed interest in learning more about the evolution of the police motorcycle. Motor Officers Morningstar and Bachman happily assisted by bringing in their police motorcycles for other students to see. Officer Morningstar even got permission to park his motorcycle in the cafeteria! We were very appreciative to help these students with their project!



## GROUND HOG JOB SHADOW DAY

On February 2, 2018, the Kentwood Police Department hosted 16 students from the Kent Intermediate School District who were interested in a career in law enforcement. Students were greeted by various members of the Kentwood Police Department and provided a tour of the Justice Center. Students were able to see a patrol car, as well as inside court rooms, fingerprint/interview rooms, the fitness room, the armory, officer-briefing area, evidence submission area, and the Special Response Team room. Students also received a presentation on polygraph examination from Michigan State Police Sergeant Escalante. The tour was concluded with a weapons display including shields, heavy vests, robot, breaching tools, pole cam, and less than lethal options.

# RECRUITMENT

# EDUCATION & TRAINING



# WEST MICHIGAN METRO HIGH SCHOOL POLICE ACADEMY



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

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

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

## RECRUITMENT

## EDUCATION & TRAINING



# ARCH PROGRAM

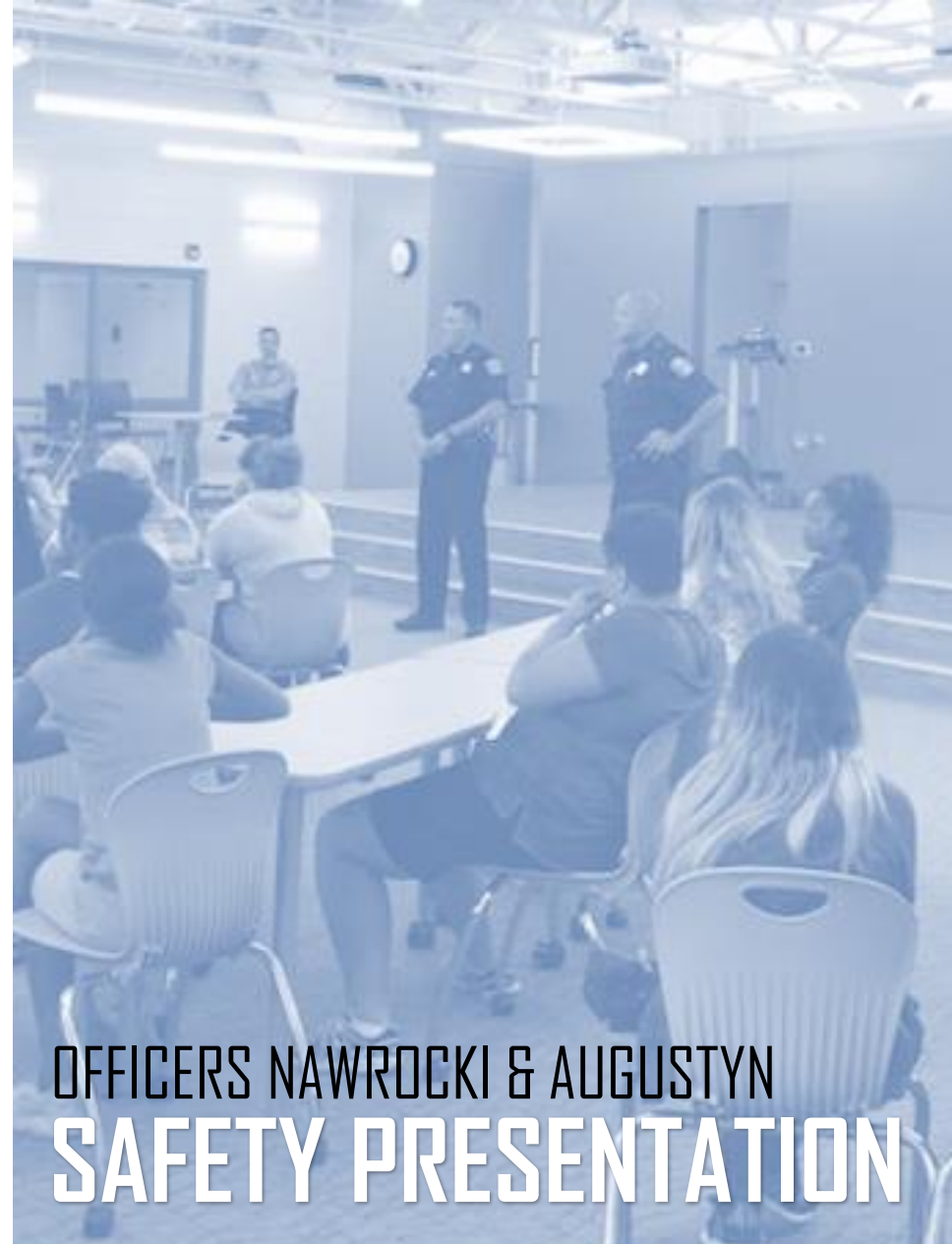
School Resource Officers Nawrocki and Augustyn hosted a six-week informational youth academy with the Kentwood ARCH program. Thirty students from Crestwood, Valleywood and Pinewood Middle Schools attended the program. The partnership included a visit to the Metro High School Police Academy, as well as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

## KENT CAREER TECHNICAL CENTER

During the 2018 school year, officers assigned to the Community Services Bureau assisted at KCTC with their criminal justice program. Officers conducted program entrance interviews and assisted as industry professionals with student evaluations to assess the progress of the students enrolled in the program.



# RECRUITMENT



## OFFICERS NAWROCKI & AUGUSTYN SAFETY PRESENTATION

## EDUCATION & TRAINING



Officer Hartman, a seven-year veteran with the Kentwood Police Department, was promoted to the rank of sergeant in March of 2018, assuming the position of road patrol sergeant. Sergeant Hartman was born and raised in Croswell, Michigan where she attended Lexington High School. After graduation, she moved to the west side of the state to attend Grand Rapids Community College. Here she received her Associates Degree and graduated from the Police Academy as Squad Leader in 2010. She was hired by the Kentwood Police Department in January of 2011 as a patrol officer. Sergeant Hartman took an assignment with the Metropolitan Drug Enforcement Team in 2012. During this assignment, she worked several undercover operations and assisted with various high profile drug arrests resulting in the forfeiture of several thousands of dollars. Sergeant Hartman returned to patrol operations in 2016, where she sought out leadership training to advance her law enforcement career. She is currently serving on our Recruitment Team, assisting the Department in finding quality candidates for future patrol officer positions.

Sergeant Hartman has received numerous awards and commendations for her outstanding service to our community. We are excited to have her joining our leadership team and are confident that she will do an excellent job representing our Department and the City of Kentwood.



# PROMOTIONS

## SERGEANT HARTMAN

Kurtis Modderman was hired as a police officer with the Kentwood Police Department in February of 2018. Officer Modderman grew up in the Kalamazoo area where he attended Kalamazoo Christian High School. After graduation, he went on to Kalamazoo Valley Community College, where he began taking business classes. Shortly into his academic career, Officer Modderman switched degree paths and chose to study criminal justice. He attended the Police Academy and graduated with an Associates Degree in Criminal Justice in 2017. Officer Modderman was recruited by members of the Kentwood Police Department while he was in the Police Academy during a visit to Kalamazoo Valley Community College.

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



# NEW HIRES

## OFFICER MODDERMAN



William 'Fray' Hatfield was hired as a police officer with the Kentwood Police Department in May of 2018. Officer Hatfield grew up in Mishawaka, Indiana where he attended Penn High School. After graduation, Officer Hatfield went on to attend college at both Indiana University and Davenport College where he studied business administration. He received his Bachelors Degree in 2012. Officer Hatfield played rugby, both at the collegiate and national level. He has traveled to various countries for rugby competitions and is very passionate about the sport. After college, Officer Hatfield joined the Greenville Fire Department, where he worked part-time. Feeling called to the career of public service, he enrolled at Grand Rapids Community College where he attended the Police Academy, graduating in 2018.

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



# NEW HIRES

# OFFICER HATFIELD



Brandyn Westen was hired as police officer with the Kentwood Police Department in August of 2018. Officer Westen grew up in the Grand Rapids area and attended Cedar Springs High School. After graduating, he went to Ferris State University where he pursued a degree in construction management. After obtaining his Associates Degree, he switched directions to pursue a degree in law enforcement. Shortly after, he joined the United States Army where he was assigned to the 101<sup>st</sup> Combat Aviation Brigade with the Apache helicopter unit. In 2013, he was, unfortunately, injured in a repelling insertion training. After completing his recovery, he was honorable discharged from the Army. Officer Westen is to be commended for his service to our country. After discharge from the Army, Officer Westen enrolled at Grand Valley State University where he received his Bachelors in Criminal Justice, as well as graduated from the Police Academy

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



# NEW HIRES

## OFFICER WESTEN

Seth Beelen was hired as a police officer with the Kentwood Police Department in October of 2018. Officer Beelen was raised in Holland, Michigan where he attended Holland Christian High School. After graduation, he attended Grand Rapids Community College, as well as Grand Valley State University. While at Grand Valley, he attended the Police Academy, as well as earned a Bachelor of Science Degree in Criminal Justice in 2014. Officer Beelen worked for the New Era Police Department, as well as the Grand Valley State University Police Department. Officer Beelen was recently married and is residing in the Holland area.

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



# NEW HIRES

## OFFICER BEELEN



# RECORDS BUREAU

## RECORDS BUREAU CLERK

**KAREN  
YARRELL**



In December of 2018, the Records Bureau welcomed their newest Records Clerk, Karen Yarrell. Karen is from New York City, where she previously worked as a corrections officer for the New York City Department of Corrections. After her retirement from the DOC, Karen enrolled in Monroe College where she received her Bachelor of Science Degree in Criminal Justice. We are very excited to have her joining our team and are confident she will do great work the Department and the citizens of Kentwood!

# POLICE CADETS

## CADET OLMAN



Cadet Olman started as a police cadet in June of 2018. He currently attends Grand Rapids Community College, where he plans to attend the Police Academy in 2020.

## CADET HEARD



Cadet Heard started as a police cadet in June of 2018. She currently attends Grand Rapids Community College, where she is in the Police Academy. Cadet Heard will be starting as an officer with the Kentwood Police Department in May of 2019.

## CADET NAGELKIRK



Cadet Nagelkirk started as a police cadet in April of 2018. He currently attends Grand Valley State University where he plans to attend the Police Academy in Spring of 2019.

## CADET SEELEY



Cadet Seeley started as a police cadet in April of 2018. He switched career paths after graduating from Grand Valley State University to pursue aspirations in the business sector.

# NEW HIRES

# CIVILIAN SUPPORT STAFF



# POLICE HEART MEDAL OFFICER BOESKOOOL

The Police Heart Medal was presented to Officer Troy Boeskool on October 31, 2018. Officer Boeskool suffered injuries while attempting to restrain a retail fraud suspect at Woodland Mall. The suspect, when confronted, resisted Officer Boeskool and a struggle ensued. During the struggle, Officer Boeskool was injured. Despite his injury, he was able to apprehend and arrest the suspect. Later he would find the injury incapacitating and required surgery. This award is presented on behalf of a grateful community and Department on a job well done.

# CERTIFICATE OF APPRECIATION OFFICER VANDERBENT

Officer Samuel VanderBent was awarded a "Certificate of Appreciate" for his efforts in assisting the Wyoming Police Department with an armed robbery. On February 28, 2018, an armed robbery occurred in the City of Wyoming, close to the Kentwood border. Officer VanderBent, being close, responded to provide assistance. He arrived first on the scene, located the suspect on foot and pursued him. By keeping the suspect in sight and giving directions, other responding units set up a perimeter to contain the suspect. A short time later, the suspect was apprehended and a violent criminal was taken off the streets. Officer VanderBent is to be commended for his quick action and brave pursuit of a known felon. This award was presented on behalf of a grateful community and Department for a job well done.

# AWARDS & COMMENDATIONS SAFE DRIVING AWARDS

<b>TWENTY-FIVE YEAR AWARD</b>
DEPUTY CHIEF ROBERTS
OFC. KITCHKA
<b>TWENTY YEAR AWARD</b>
OFC. FREDERICK
DET. NELSON
<b>FIFTEEN YEAR AWARD</b>
SGT. ROELOFS
SGT. UNSELD
SGT. VANDERVEEN
OFC. SCHAAF
DET. WILLS
<b>TEN YEAR AWARD</b>
SGT. DALZIEL
OFC. ROBERTSON

The listed sworn personnel have been awarded the safe driving award for ten, fifteen, twenty, and twenty-five years without a preventable accident.

# AWARDS

# COMMENDATIONS



**CLASS  
WINNER:**  
  
**SERGEANT  
LEONARD**



**OVERALL  
FEMALE:**  
  
**SERGEANT  
DALZIEL**



**CLASS B  
1ST PLACE:**  
SGT.  
LEONARD,  
SGT.  
DALZIEL,  
SGT.  
LEACH,  
OFC.  
WILLSHIRE



**CLASS B  
3RD  
PLACE:**  
DET. CLINE,  
DET.  
SEGARD,  
OFC.  
MENDEZ,  
OFC.  
HUNDEY

In 2018, two teams from the Kentwood Police Department participated in the 81<sup>st</sup> Annual Michigan Pistol Match. Team one, consisting of Sergeant Dalziel, Sergeant Leonard, Sergeant Leach, and Officer Willshire, took first place in Class B. A second team, consisting of Detective Cline, Officer Mendez, Officer Hundey, and Detective Segard, took third place in Class B. Both teams received trophies for their excellent marksmanship skills. Sergeant Leonard received the high score of Class B and Sergeant Dalziel received the highest female score. We proudly display the trophies in our public display case in our front lobby until next year's competition.



# AWARDS

# 81<sup>ST</sup> MICHIGAN PISTOL SHOOT

# OFFICER OF THE YEAR MATTHEW BELK

Officer Belk began his career with the Kentwood Police Department in 2013. Officer Belk has served as a patrol officer and is currently serving as Community Services Officer. Officer Belk has a reputation as a tireless worker who is always striving to improve his community and bring resolution to neighborhood problems. On two separate occasions in 2018, Officer Belk's persistence led to the apprehension of dangerous criminals in our community. In one instance, Officer Belk was aware of a wanted suspect out of Grand Rapids with known connections in Kentwood. Officer Belk maintained observation of these areas and was able to locate the suspect take him into custody. In a similar instance, Officer Belk was able to track down a suspect who was wanted for several home invasions in Kentwood. After locating the suspect, a short foot pursuit occurred, however Officer Belk was able to take him into custody. In addition, every year the City of Kentwood participates in National Night Out. This event brings community and law enforcement together to strengthen relationships and highlight the need for neighbors to work together to prevent crime. In his first year of organizing the event, Officer Belk was able to double the amount of community groups hosting events throughout the City. It took a great deal of work to coordinate all these events, and the turn out was a major success for the Department and the City. These are but a few small examples of the outstanding work accomplished by Officer Matthew Belk. Officer Belk is a great example of the many fine officers at the Kentwood Police Department and is very deserving of the title "Officer of the Year".



# CIVILIAN OF THE YEAR RYAN BARGER

Ryan Barger is the property management specialist for the Kentwood Police Department. He is responsible for the handling of thousands of pieces of evidence and property that comes into the Department. It is imperative that the evidence and property be tracked, always accounted for and be disposed of properly. Although Ryan has only been with the Police Department for two years, he has done an outstanding job, which is evident from the recognition from his peers. In his nomination, it was noted that Ryan has impeccable organizational skills and he excels in keeping accurate records of all evidence and property. Due to his outstanding work ethic, Ryan is always willing to assist in other areas and take on new responsibilities. He has been instrumental in updating and publishing our Policy and Procedure Manual. He has taken over the monthly testing of alcohol detection instruments and assists in the training of new officers. In addition to these attributes, Ryan gives back to his community by helping our veterans in the VetGR program. It is for these reasons, and many others, that Ryan Barger is deserving of our praise and recognition. We are proud to present him as the Kentwood Police Department's "Civilian of the Year".



# RECOGNITION

# EMPLOYEE OF THE YEAR



## TWENTY NINE YEARS OF SERVICE OFFICER OLENZUK

Officer Bill Olenzuk retired from the Kentwood Police Department in September 2018 after nearly 30 dedicated years as a patrol officer. Officer Olenzuk began his career with the Kentwood Police Department in 1988. During his career, Officer Olenzuk was immensely involved in the Police Department. He served as a patrol officer, a field training officer, instructor, wellness coordinator, D.A.R.E. officer, community policing officer, and as a detective. Officer Olenzuk received several letters of commendation for his outstanding service to our community throughout the years. He additionally received Officer of the Year in 1999, as well as the Life Saving Medal in 2017. Officer Olenzuk had an outstanding career demonstrating how a senior officer leads by example. We are grateful for his dedicated service to our Department, and for his excellent service to the citizens of Kentwood. We wish him well in his future endeavors!

## TWENTY NINE YEARS OF SERVICE OFFICER FREDERICK

Officer Frederick retired from the Kentwood Police Department in December 2018 after 29 dedicated years as a patrol officer. Officer Frederick began his career with the Kentwood Police Department in 1989. Over the course of his career, Officer Frederick served the Department through various specialized assignments. One of his most profound assignments was with the Metropolitan Combined Auto Theft Team. In 2004, Officer Frederick was awarded a Certificate of Appreciation for his investigative role in taking down an auto theft ring in Grand Rapids. In addition, Officer Frederick was awarded the prestigious "HEAT" Investigator of the Year award in recognition of his tenacity and hard work in auto theft investigations, arrests, recovery and prevention. In 2014, he served as a detective with the Metropolitan Fraud and Identity Theft Team where he assisted in several investigations of fraud. Officer Frederick excelled in both of these assignments, displaying a great deal of attention and determination to each case. During his career, Officer Frederick received numerous commendations for his outstanding service. Several letters to the Chief described him as being kind, courteous and patient. Officer Frederick also achieved a Twenty Year Safe Driving award. We are very grateful for his many years of dedication to our Department, as well as his outstanding service to the citizens of Kentwood. We wish him well in his future endeavors!



# RECOGNITION

# YEARS OF SERVICE

Throughout the 2018 calendar year, quality-assurance surveys were conducted from random citizens in the community who interacted with the Kentwood Police Department. The questionnaire allowed respondents to rate their overall experience with the Kentwood Police Department as: Poor, Fair, Adequate, Good or Excellent. Citizens were also asked specific questions that required a “Yes” or “No” response. On average, 89% of responses indicated that the Kentwood Police Department was Good or Excellent.

QUESTION 1:

Was the police employee courteous?

YES	NO	NO RESPONSE
77	1	0
98.72%	1.28%	0.00%

QUESTION 2:

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

YES	NO	NO RESPONSE
78	0	0
100.00%	0.00%	0.00%

QUESTION 3:

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

YES	NO	NO RESPONSE
72	5	1
92.31%	6.41%	1.28%

QUESTION 4:

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

	2014	2015	2016	2017	2018
5 - EXCELLENT	69.87%	71.43%	63.04%	64.29%	66.67%
4 - GOOD	19.23%	19.78%	28.26%	22.62%	23.08%
3 - ADEQUATE	2.56%	4.40%	5.43%	5.95%	5.13%
2 - FAIR	3.85%	0.00%	1.09%	2.38%	2.56%
1 - POOR	2.56%	4.39%	1.09%	4.76%	1.28%

Figure 4.1

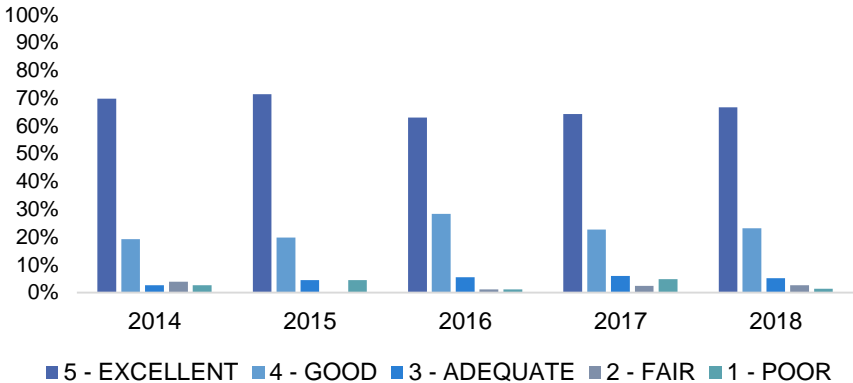


Figure 4.2

EVALUATIONS

COMMUNITY  
FEEDBACK

### QUESTION 5:

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

COMMENT	# OF RESPONSES
Officer was courteous, professional, helpful or caring	25
Response time was very good	7
Proud of our police force	5
Wants follow-up on details of incident	5
Could use more patrol in area	2
Response time was slow/poor	1
Officer was inefficient/unsympathetic to situation	1
No comment	32
Other	7

Figure 4.3

### QUESTION 6:

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

COMMENT	# OF RESPONSES
Aggressive Drivers/Speeding/Bad Driving	8
Disobey Law (i.e. traffic laws, vandalism, etc.)	7
Safe Neighborhoods	5
Curfew Violations	2
Drugs	2
Need More Patrol in Residential Neighborhoods/Parking Lots	2
Inattentive Drivers (cell phones, children, stereos, etc.)	2
Control Guns	2
Increasing Criminal Activity	1
Traffic/Traffic Flows	1
Violent Crimes	1
Not Enough Police	1
Other	1

Figure 4.4

# EVALUATIONS

# COMMUNITY FEEDBACK



- The Kentwood Police Department received 78 surveys in 2018. This is a response rate of 9%.
- In an effort to increase our response rate, we changed the submission process for our citizen evaluation surveys in 2018. Our surveys now allow citizens to either mail in a response or complete a quick survey online.
- In 2018, 66% of citizens who replied to the survey rated the Kentwood Police Department's overall performance as 'excellent'. Over 89% provided a satisfaction rating of good or excellent.
- Less than 4% of surveys from 2018 indicated the Kentwood Police Department's performance as being below adequate.
- On average, 67% of respondents from 2014-2018 rated the Kentwood Police Department as "Excellent".

#### 2018 PERFORMANCE EVALUATION

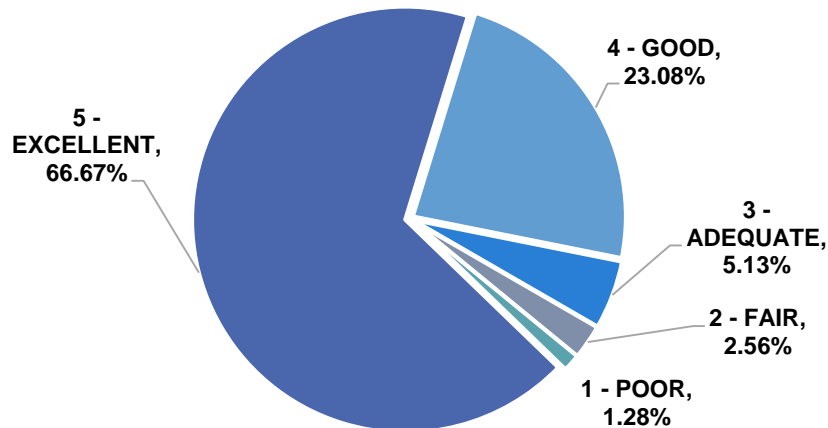
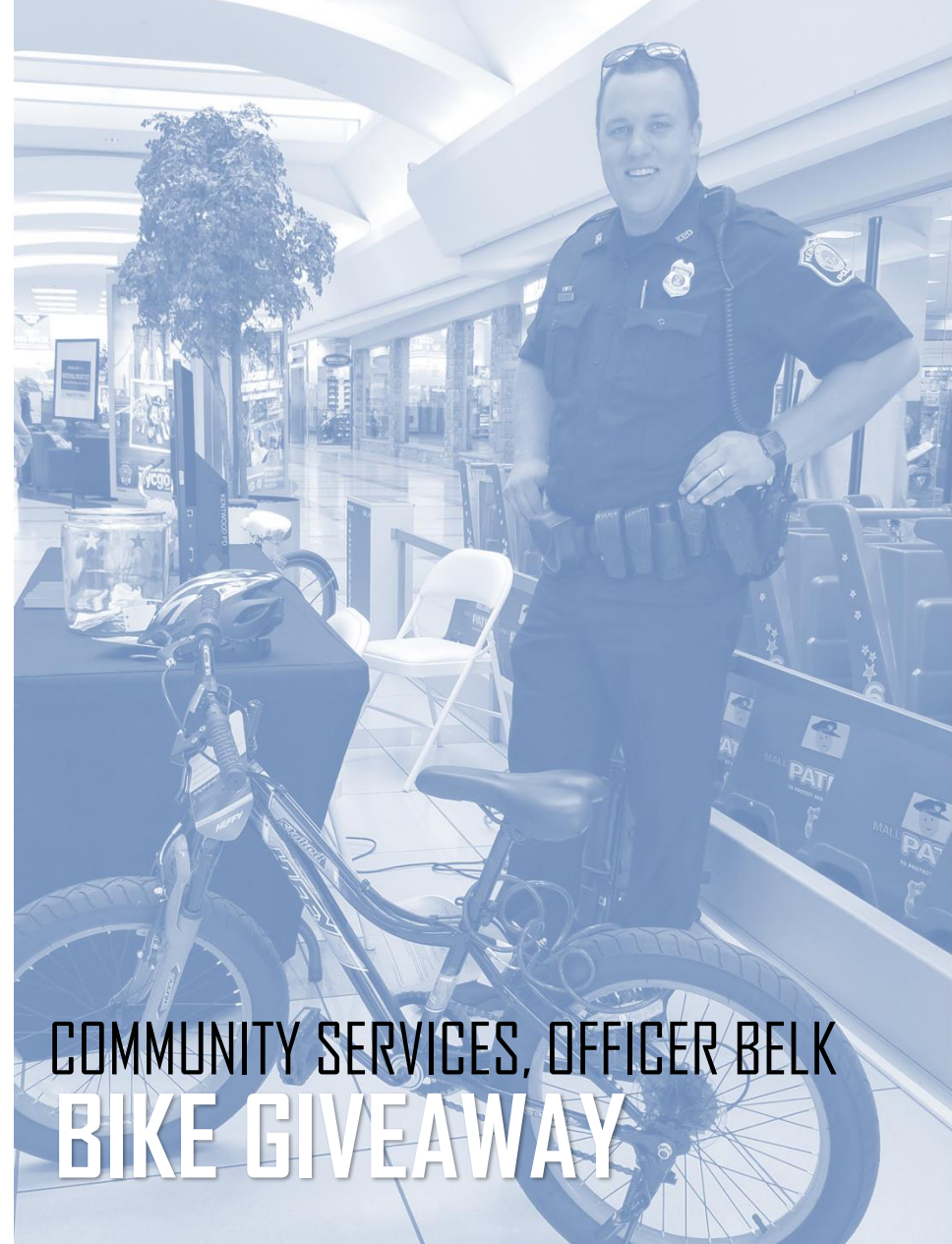


Figure 4.5

# EVALUATIONS



# COMMUNITY FEEDBACK



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



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