



# *City of East Grand Rapids Department of Public Safety*

*Annual Report  
2018*

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*East Grand Rapids Police & Fire Departments - Year Unknown*

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**Section 1**

**OVERVIEW**

## Introduction:

Attached for your review is the 2018 Annual Report for the East Grand Rapids Department of Public Safety. It was a significant year for the Department of Public Safety.

The Department of Public Safety is committed to working closely with the community, all levels of government, and key stakeholders to move forward on key law enforcement and fire safety concerns. While the department must clearly lead in public safety issues, community security is a shared responsibility. The efforts and partnerships

of today are the foundations for a safe and peaceful East Grand Rapids tomorrow. Our goal is to make East Grand Rapids the safest and most livable city. We will work with all who are committed to public safety to achieve this desired end.

We are very pleased and thankful for your support and the backing of the community. We will work hard to maintain your trust and confidence.

## Service Philosophy:

The East Grand Rapids Department of Public Safety embraced the philosophy of Community Policing long before the term became a popular buzzword throughout the country. The Department strongly believes the respect of citizens combined with a collaborative working partnership with the community they protect and serve leads to a safer city and “a better place to live.”

Because of the Department’s location in the “Heart of the City”, and its close proximity to schools and walking distance to the central business district, the Department and its citizens are able to co-mingle. This creates and fosters the best feelings of what a small town offers. Many times a week, students, parents and groups

Mark A. Herald  
Director



come to the Department for visits. The officers and citizens find the Department’s “Central Location” eases the communication process, which is vital for community policing.

The Department has always had a close working relationship with schools both in and out of the district. With the addition of the summer bike patrol in 1997, the Department was able to target youth and issues that affect youth such as bike helmet ordinances, tours and positive interaction. Many Department members are actively involved in youth centered activities such as coaching and other various events. Members of the Department regularly attend school assemblies and classroom discussions.

Respectfully,

Mark A. Herald  
Director of Public Safety

Ric Buikema  
Captain

Brian Williams  
Captain

## **Department Highlights & Accomplishments:**

In 2018, the East Grand Rapids Department of Public Safety was able to:

- Conduct training with sworn personnel on:
  - Ice rescue/airboat
  - Response to Resistance/Use of Force/Taser/Firearms/Defensive Tactics
  - Firearms and Policy Review
  - Legal Updates
  - Leadership training for sergeants
  - MACP Accreditation specific policy review
  
- On June 20, 2018, at 9:03 p.m., Officer Zach Nagtzaam received a medical call from Kent County Dispatch that a teenager had passed out and was unresponsive at Memorial Stadium. While enroute, dispatch advised Officer Nagtzaam that the patient was conscious, curled up, and moaning. Upon arrival, Officer Nagtzaam located the patient, Jeremiah Vroegindewey, lying on the field, and was receiving chest compressions from a bystander. After assessing the situation, he learned that the bystander, Megan Zabawa, was a physician assistant for Spectrum Health. Officer Nagtzaam checked for a pulse and did not find one. Ms. Zabawa continued performing CPR as Officer Nagtzaam set up the BVM (bag-valve-mask) with an oxygen supply.
  - Staff Sergeant Eric Smith and Officer Zach Nagtzaam to each receive the Life Saving Award and Unit Citation
  - Officer Dan Lobbezoo and Officer John Karnes to each receive a Unit Citation
  - Physician Assistant Megan Zabawa to receive the Chief's Citation for performing and assisting with outstanding lifesaving actions
  
- Send Chief Herald to the annual Michigan Association of Chiefs of Police Conference in Grand Rapids.
  
- Hold the 4th Annual Bike Registration Event at the East Grand Rapids Middle School in conjunction with the school's open house at the beginning of the school year. The locks were given to students free of charge when they registered their bike with the Public Safety Department.
  
- Hired PSO Nathan Finch.

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**Section 2**

**CRIME STATISTICS**

**Part I - Violent Crime:**

Part I Violent Crimes involve the use or threat of force and are defined as follows:

- *Aggravated Assault* – is the unlawful attack by one person upon another with a weapon for the purpose of inflicting severe injury likely to produce death or aggravated bodily harm.
- *Forcible Rape* – is the carnal knowledge of a person forcibly and/or against that person’s will. Assaults or attempts to commit rape by force or threat are also included.
- *Murder & Non-Negligent Manslaughter* – is the willful killing of one human being by another.
- *Robbery* – is the taking or attempt 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 placing the victim in fear.

	Year					%
	2014	2015	2016	2017	2018	Change 17 to 18
<b>Part I – Violent Crime*</b>						
Aggravated Assault	0	2	2	0	0	0%
Forcible Rape/CSC	4	6	2	6	5	-17%
Murder & Non-Negligent Manslaughter	0	0	0	0	0	0%
Robbery	0	0	0	4	2	-50%
<i>Total Violent Crime:</i>	<b>4</b>	<b>8</b>	<b>4</b>	<b>10</b>	<b>7</b>	<b>-30%</b>

**Commentary:**

There are no significant trends in this area. In general, violent crime is a rare occurrence in East Grand Rapids.

*\*Note: Beginning with the 2010 Annual Report, all Part I Crimes, except for the current year, will be recorded from the annual FBI Uniform Crime Report.*

**Part I - Property Crime:**

Part I Property Crimes are defined as follows:

- *Arson* – is 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. Only fires determined through investigation to have been willfully or maliciously set are classified as arsons. Fires of suspicious or unknown origins are excluded.
- *Breaking & Entering* – is the unlawful entry of a structure to commit a felony or a theft. The use of force to gain entry is not required to classify as an offense of burglary.
- *Larceny* – is the unlawful taking, carrying, leading or riding away of property from the possession or constructive possession of another. Larceny includes but is not limited to retail fraud, purse snatching, and thefts from motor vehicles.
- *Motor Vehicle Theft* – is the theft or attempted theft of a motor vehicle. This includes the stealing of automobiles, buses, trucks, snowmobiles, motorcycles, mopeds, etc. The definition excludes the taking of a motor vehicle for temporary use by those persons having unlawful access.

Part I – Property Crime	Year					% Change 17 to 18
	2014	2015	2016	2017	2018	
Arson	0	0	0	0	0	0%
Breaking & Entering	23	11	14	27	19	-30%
Larceny	110	84	71	164	93	-43%
Motor Vehicle Theft	3	6	8	4	9	+125%
<i>Total Property Crime:</i>	<b>136</b>	<b>101</b>	<b>93</b>	<b>195</b>	<b>121</b>	<b>-38%</b>

**Commentary:**

Our goal is to consistently reduce the total number of property crimes. Burglaries and larcenies can be significantly reduced if residents remember to lock their doors and windows at all times, and secure all valuables inside their houses or garages. Larcenies of property from automobiles can be greatly reduced if residents remove all valuables from their vehicles and secure the windows and doors, even if their automobile is parked in their driveway.

## Part II Crime:

Part II or Non-Index Crimes are less serious offenses committed against persons and/or property. Some key definitions for Part II Crimes are:

- *Disorderly Conduct* – is any behavior that tends to disturb public peace or decorum, scandalize the community, or shock the public sense of morality.
- *Embezzlement* – is the illegal taking, misapplying, or misappropriating of money, property, or other items of value entrusted to a person's care, custody, or control.
- *Forgery & Counterfeiting* – is the altering, copying, or imitation of something without authority or right with the intent to deceive a person that it is original or genuine.
- *Fraud* – is the intentional perversion of the truth with the purpose of inducing another person, or entity to part with something of value or surrender a legal right.
- *Narcotics Laws* – are the violation of laws prohibiting the production, distribution, and/or use of controlled substances and the equipment/devices utilized in their preparation or use.
- *Non-Aggravated Assault* – is an unlawful physical attack where neither the offender displays a weapon, nor does the victim suffer obvious severe or aggravated bodily injury.
- *Operating While Impaired (OWI)* – is driving or operating a motor vehicle, boat, or snowmobile while mentally or physically impaired as a result of consuming alcohol or drugs/narcotics.
- *Sex Offenses* – are illegal acts done for sexual gratification, involving display or exposure of sexual organs or gross indecency. Rape and prostitution are not included.
- *Stolen Property* – is buying, receiving, selling, concealing, transporting, or possessing property of another with the knowledge that it has been criminally taken.
- *Weapons Offenses* – are the violation of laws or ordinances prohibiting the manufacturing, selling, purchase, transportation, possession, concealment, or use of firearms or deadly weapons.

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Part II Crime	Year					% Change 17 to 18
	2014	2015	2016	2017	2018	
Assault & Battery	23	11	16	23	22	-4%
Bomb Threats	1	0	0	0	1	+100%
Disorderly	26	13	29	26	15	-42%
Narcotic Law Violations	92	79	65	65	65	0%
Embezzlement	1	1	0	0	0	0%
Forgery/Counterfeiting	0	1	4	0	4	+400%
Fraud	46	31	22	28	49	+75%
Liquor Law Violations	39	23	28	20	8	-60%
No Account/NSF Check Violations	0	0	0	1	0	-100%
Obscene/Threatening Phone Calls	2	9	6	1	1	-0%
Operating While Impaired	63	27	26	16	21	+31%
Resisting/Obstructing	14	7	6	5	8	+60%
Sex Offenses/Indecent Exposure	3	2	0	2	5	+150%
Stalking/Harassment/ Intimidation	0	5	0	3	5	+67%
Stolen Property	4	3	0	1	4	+300%
Trespassing	3	5	6	8	9	+12%
Vandalism/MDOP	30	35	25	23	21	-9%
Weapons Violations	7	0	1	1	1	0%
<i>Total Part II Crime:</i>	<b>360</b>	<b>298</b>	<b>246</b>	<b>314</b>	<b>239</b>	<b>-24%</b>

**Commentary:**

None.

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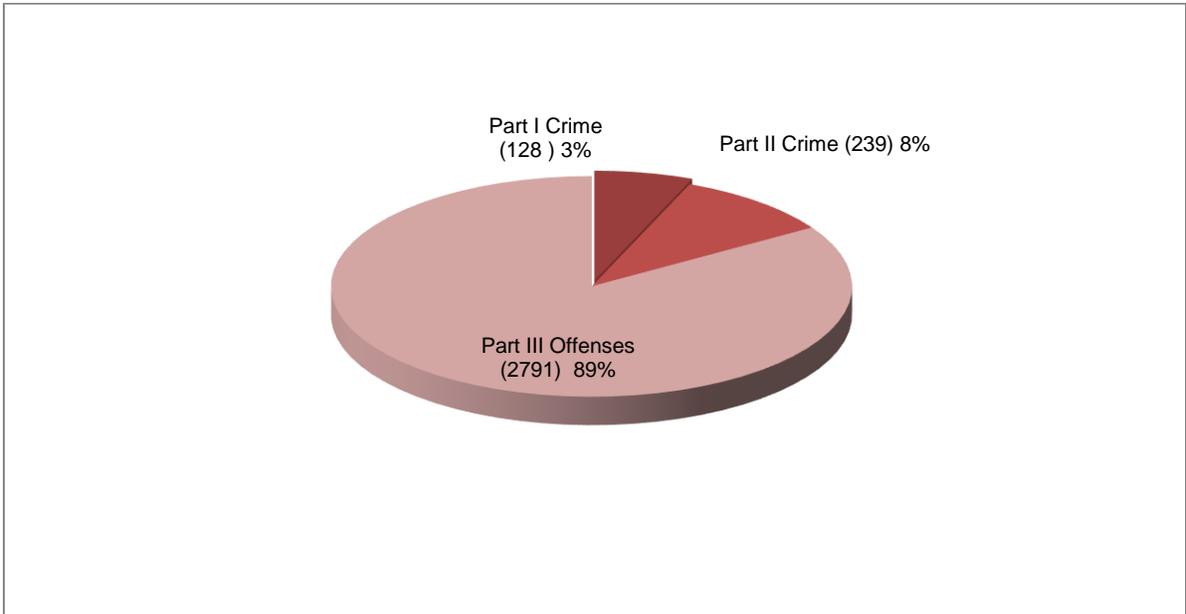
**Part III Offenses:**

Part III Offenses	Year					% Change 17 to 18
	2014	2015	2016	2017	2018	
<b>Animal Offenses</b>						
Animal/Dog Bites	1	3	6	2	3	+50%
Animal Violations/Compl.	67	43	83	117	68	-42%
<b>Juvenile Offenses</b>						
Curfew/Loitering Violations	0	2	0	1	0	-100%
Juv. Runaway/Missing Per.	8	1	7	2	3	+50%
<b>Medical Activity</b>						
Medical Response/Emergency	205	194	266	240	268	+12%
Natural Deaths	6	3	4	5	3	-40%
Overdose	0	1	1	1	1	0
Suicides & Attempts	14	7	13	20	11	-45%
<b>Miscellaneous Offenses</b>						
Assist Citizens/Other PD's	889	356	783	825	725	-12%
Court Viol./Warrant Arrests	88	80	89	89	93	+4%
Domestic/Neighbor/Disputes	50	48	64	80	65	+19%
False Alarms	44	98	123	194	203	+5%
Fire Calls/Haz. Conditions	95	53	139	52	50	+4%
Lost/Found Property	68	45	60	73	59	-19%
Misc. Public Complaints	*N/A	0	0	0	0	
Open Building/Door/Window	6	3	8	40	14	-65%
Susp. Vehicles/Persons/Etc.	410	274	578	557	537	-4%
Voided Complaints	55	1	1	1	30	+2900%
<b>Traffic Activity</b>						
Traffic Accidents, Total	213	123	201	235	320	+36%
Traffic Hazard/Directed	46	11	82	50	44	+12%
Parking Complaints	270	92	194	252	253	+1%
<i>Total Part III Offenses:</i>	<b>2535</b>	<b>1832</b>	<b>2731</b>	<b>2662</b>	<b>2791</b>	<b>+5%</b>

**Commentary:**

Part III Offenses include non-criminal activity, court violations, & juvenile status violations.

**Comparison of Part I Crime,  
Part II Crime, & Part III Offenses for 2018:**



**Commentary:**

In relation to overall activity for the year, The City of East Grand Rapids reports few actual crimes. As indicated by the above pie chart, the vast majority of incidents are Part III Offenses (i.e., non-criminal or routine calls for service).

**The Crime/Crash Clock:**



<b>Part I Violent Crime</b>	2018 Total	Per Week	Per Month	Crime Clock Comments
Aggravated Assault	0	0	0	
Forcible Rape	5	.10	.41	
Murder/Non-Negligent Manslaughter	0	0	0	
Robbery	2	.04	.17	
<i>Total Violent Crime:</i>	<b>7</b>	<b>.13</b>	<b>.58</b>	1 every 52 days
<b>Part I Property Crime</b>				
Arson	0	0	0	
Burglary	19	.37	1.58	
Larceny	93	1.79	7.75	
Motor Vehicle Theft	9	.17	.75	
<i>Total Property Crime:</i>	<b>121</b>	<b>2.33</b>	<b>10.08</b>	
<i>Total All Part I Crime:</i>	<b>128</b>	<b>2.46</b>	<b>10.67</b>	1 every 2.85 days
<b>Accidents/Crashes</b>				
Fatal Crashes	0	0	0	
Non-Fatal Injury / Property Damage	12	.23	1	
Private Property Hit & Run	245	4.7	20.4	
	25	.48	2.08	
	38	.73	3.17	
<i>Total Crashes:</i>	<b>320</b>	<b>6.15</b>	<b>26.67</b>	1 every 1.2 days

**Commentary:**

The crime/crash clock shows the annual ratio of crime to a fixed time interval. In East Grand Rapids, “it conveys the annual reported crime/crash experience showing a relative frequency of occurrences of Part I Crimes and crash offenses.” In general, crime and accidents are infrequent occurrences in our city.

**City Comparison - Part I Crime 2018:**

City	<i>Part I Violent Crime 2018</i>				<i>Total Violent Crime</i>	<i>Violent Crime Rate per 1000</i>
	<b>Aggrav. Assault</b>	<b>Rape</b>	<b>Murder Mansl.</b>	<b>Robbery</b>		
Grand Rapids	1040	163	14	377	1594	5.82
Grandville	12	19	0	8	39	2.51
Kentwood	112	25	1	24	162	3.24
Walker	12	32	0	11	55	2.29
Wyoming	na	na	na	na	304	4.11
<b>E. Grand Rapids</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>.67</b>

City	<i>Part I Property Crime 2018</i>				<i>Total Property Crime</i>	<i>Property Crime Rate per 1000</i>
	<b>Arson</b>	<b>B &amp; E</b>	<b>Larceny</b>	<b>MV Theft</b>		
Grand Rapids	63	823	4218	435	5539	28.6
Grandville	1	73	220	15	309	19.9
Kentwood	4	15	973	81	1073	21.5
Walker	1	34	208	15	258	10.8
Wyoming	na	na	na	na	1692	22.9
<b>E. Grand Rapids</b>	<b>0</b>	<b>19</b>	<b>93</b>	<b>9</b>	<b>121</b>	<b>1</b>

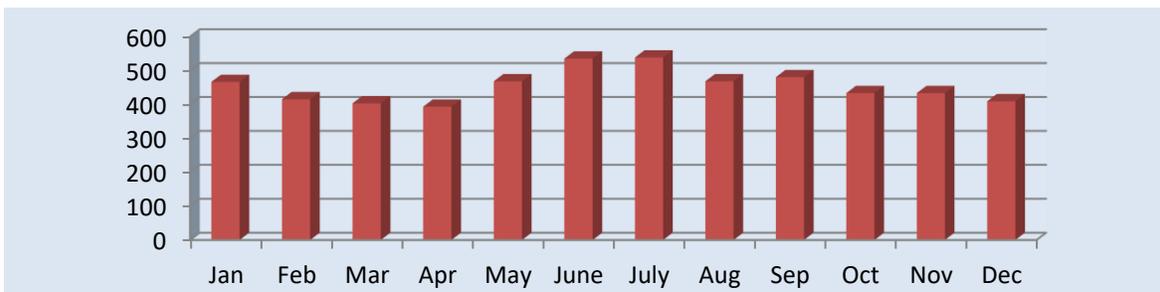
**Commentary:**

East Grand Rapids has the lowest crime rate in the Grand Rapids Metropolitan area. For municipalities with a population base of over 10,000, we are also one of the safest cities in the nation.

**Calls for Service by Month:**

Month:	Year					% Change 17 to 18
	2014	2015	2016	2017	2018	
January	428	435	399	466	414	-11
February	414	395	376	415	398	-4
March	444	478	415	403	471	+17
April	419	420	437	393	450	+15
May	506	543	584	468	539	+15
June	497	496	496	535	540	+1
July	485	529	442	538	514	-4
August	478	487	575	468	477	+2
September	459	460	449	480	426	-11
October	423	408	502	433	454	+5
November	385	402	463	433	417	-4
December	439	388	380	409	354	-13
<i>Total Calls for Service:</i>	<b>5366</b>	<b>5441</b>	<b>5518</b>	<b>5401</b>	<b>5454</b>	<b>+1</b>

**Calls for Service by Month for 2018:**



**Commentary:** The East Grand Rapids Department of Public Safety reflects state and national trends when responding to calls for service.

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**Section 3**

**ARRESTS**

**Part I Crime – Arrests:**

	Arrests					%
	2014	2015	2016	2017	2018	Change 17 to 18
<b>Part I – Violent Crime Arrests</b>						
Aggravated Assault	0	0	1	0	0	0%
Forcible Rape/CSC	0	1	0	1	0	0%
Murder & Non-Neg. Mans.	0	0	0	0	0	0%
Robbery	0	0	0	0	0	0%
<i>Total Violent Crime Arrests:</i>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0%</b>
<b>Part I – Property Crime Arrests</b>						
Arson	0	0	0	0	0	0%
Breaking & Entering	1	0	0	2	2	0%
Larceny	2	2	0	1	2	100%
Motor Vehicle Theft	0	6	0	0	0	0%
<i>Total Property Crime Arrests:</i>	<b>3</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>300%</b>
<i>Total Part I Crime Arrests:</i>	<b>3</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>100%</b>

**Commentary:**

The cumulative arrest totals for each year include both juvenile and adult arrests. When reviewing the figures above, please keep the following in mind: Arrests represent the actual number of individuals arrested. An individual may have been charged with multiple offenses. The reader is cautioned against comparing arrests and offenses, as many times they do not occur in the same years.

**Part II & Part III Crime – Arrests:**

Part II Crime – Arrests	Year					% Change 17 to 18
	2014	2015	2016	2017	2018	
Assault & Battery	5	2	8	2	1	-50
Bomb Threats	0	0	0	0	0	0%
Disorderly	1	1	1	1	0	0%
Narcotic Law Violations	41	50	125	40	53	+33
Embezzlement	0	0	0	0	0	0%
Forgery/Counterfeiting	0	0	0	0	0	0%
Fraud	4	1	1	1	1	0%
Liquor Law Violations	23	8	49	20	7	-65
No Account/NSF Check Violation	0	0	0	0	0	0
Obscene Phone Calls	0	0	0	0	0	0
Other Federal, State, Local Violations	3	2	0	0	94	
Operating While Impaired	49	27	26	16	17	+6
Resisting/Obstructing	4	1	3	9	7	-22
Sex Offenses/Indecent Exposure	0	0	0	0	0	0
Solicitation	0	0	0	0	0	0
Stalking/Intimidation	0	0	0	0	0	0
Threatening/Harassing Complaints	0	2	1	0	0	0
Trespassing	41	1	2	0	1	
Vandalism/MDOP	0	0	2	0	2	
Weapons Violations	2	0	2	0	0	0
<i>Total Part II Crime Arrests:</i>	<b>133</b>	<b>99</b>	<b>218</b>	<b>88</b>	<b>211</b>	<b>+38%</b>

Part III Crime – Arrests	Year					% Change 17 to 18
	2014	2015	2016	2017	2018	
Court Violations – Misc.	84	71	52	67	84	25
Parole/Probation Violations	0	0	5	0	6	
Traffic Offenses	129	161	125	73	67	-8
Curfew & Juvenile Runaways	0	0	0	1	0	
<i>Total Part III Crime Arrests:</i>	<b>213</b>	<b>232</b>	<b>177</b>	<b>141</b>	<b>157</b>	<b>+11%</b>

**Commentary:** There were substantial increases in arrests for narcotic law violations

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**Section 4**

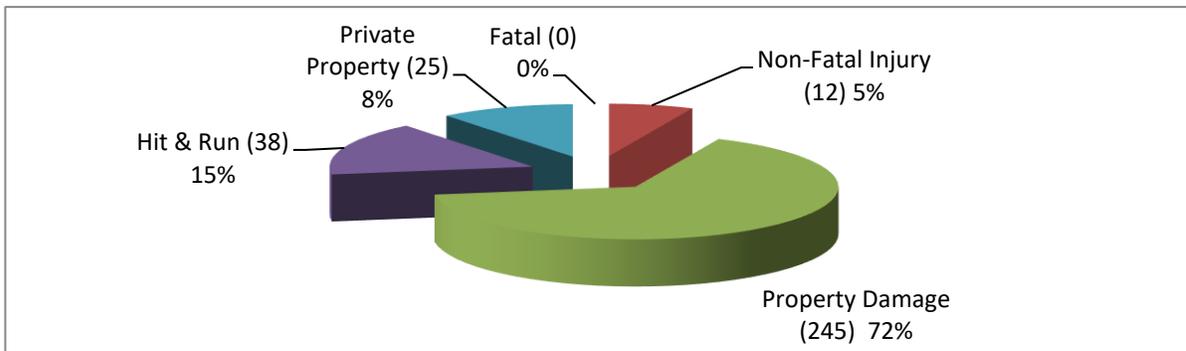
**TRAFFIC STATISTICS  
& CALLS FOR SERVICE**

**Traffic Crash Offenses:** Traffic crashes are classified as follows:

- *Fatal* – A crash in which a death occurs to any of the occupants of any vehicle or pedestrian involved in the crash.
- *Non-Fatal Injury* – Any injury other than death of any vehicle occupant or pedestrian involved in the crash.
- *Property Damage* – A crash involving no injuries to any occupant of any vehicle but does involve property damage.
- *Private Property* – A crash which occurs on private property such as a parking lot or driveway.
- *Hit and Run* – A crash in which at least one of the vehicles and/or driver involved leaves the scene.

Traffic Crash Offenses	Year					% Change 17 to 18
	2013	2014	2015	2016	2018	
Fatal	0	0	0	0	0	0
Non-Fatal Injury	16	8	10	12	12	0
Property Damage	136	93	143	166	245	+48
Hit & Run	19	9	30	42	38	+10
Private Property	23	17	16	27	25	-7
<i>Total Traffic Crashes:</i>	<b>194</b>	<b>127</b>	<b>199</b>	<b>247</b>	<b>320</b>	<b>+30</b>

**Traffic Crash Offenses by Accident Type for 2018:**



**Commentary:** Traffic crashes increased in 2018; most likely due to heavy road construction.

**Traffic Enforcement:**

Uniform law citations include:

- *Hazardous* – Violations such as careless and reckless driving, failing to stop for a stop sign and failing to stop in assure clear distance are examples of hazardous violations.
- *Speeding* – Speeding is technically a hazardous violation but is separated for purposes of this report.
- *Non-Hazardous* – Some examples of non-hazardous violations are equipment violations, no license on person, vision obstructions, etc.
- *Parking* – Parking violations are issued to vehicles in violation of any city ordinance or state law such as parking to close to a driveway, overtime parking, etc. Fire lane and handicap violations are the only violations that can be enforced on private property.

<b>Traffic Enforcement Activity:</b>	Year					% Change 17 to 18
	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	
Uniform Law Citations	844	799	862	798	447	-44%
Verbal Warnings	1536	1110	1227	948	991	+5%
<i>Total:</i>	<b>2380</b>	<b>1909</b>	<b>2089</b>	<b>1746</b>	<b>1549</b>	<b>-11%</b>
<b>Parking Enforcement:</b>						
<i>Parking Citations Issued:</i>	<b>319</b>	<b>369</b>	<b>547</b>	<b>412</b>	<b>482</b>	<b>+17%</b>

**Commentary:**

The basic speed in East Grand Rapids is 25 mph unless otherwise posted. Speed limits and other local and state laws are strictly enforced. Officers use radar to aid in enforcement efforts. The department also uses a portable speed trailer equipped with a visual speed display to alert motorists of their speed.

Uniform law citations are actual numbers of tickets written. Each ticket can have up to three charges. In 2018, traffic enforcement was down; most likely due to heavy street construction.

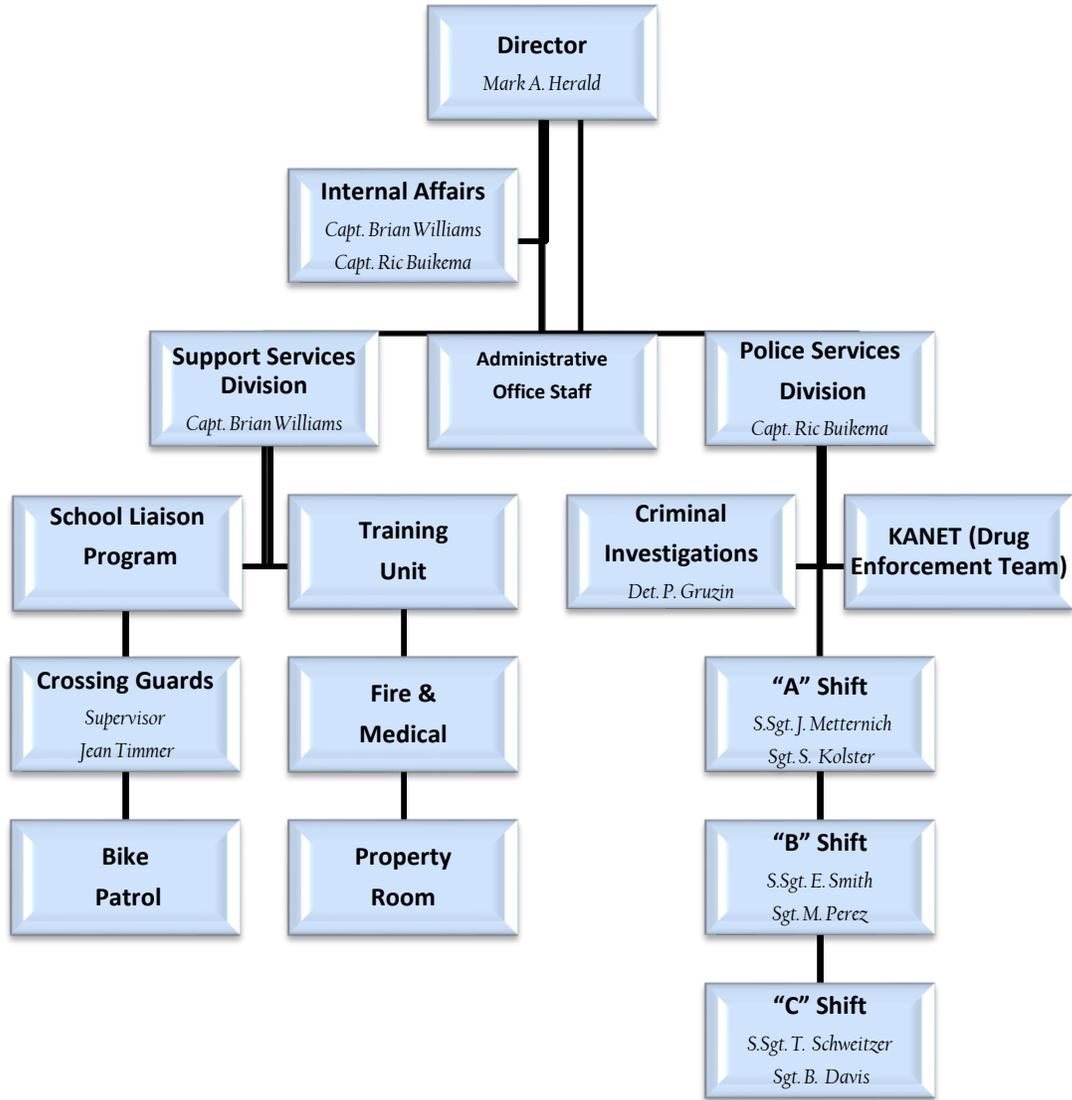
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**Section 5**

**ORGANIZATION  
& STRUCTURE**

**Department of Public Safety  
Organizational Chart:**



## Police Services Division:

An East Grand Rapids Public Safety Officer performs many different duties during their assigned shift. At any time, an officer may be called upon to perform police actions, suppress fire, or perform as a Medical First Responder. All of these skills are unique and subject to many variables. Continuous training is required in each discipline in order for Officers to maintain quality of service.

Public safety services are provided utilizing a 24-hour work schedule. A 24-hour shift is traditionally used to staff departments in the fire service.

East Grand Rapids is unique in that it has adopted a modified 24-hour operations schedule to staff its consolidated police and fire services. This schedule maximizes the Department's available personnel.

The Department uses three separate rotating shifts, each working a 24-hour tour of duty. Every shift is staffed with one Staff Sergeant, one Sergeant, and five Public Safety Officers. The Sergeants administer and supervise the

Officer's daily activities. A separate 8-hour midnight shift is employed to ensure 24-hour road patrol coverage.

The department, through its patrol operations, is continually emphasizing a "Community First" approach to public safety.

The Department's tradition of answering calls for service that many departments will not normally handle is an example of our efforts to better serve the community. Assigned foot patrols and business property checks add to the safety and security of our city. The use of in-car videos,

citizen questionnaires, and performance evaluations ensure all citizens are receiving the highest quality service we can offer.



Capt. Ric Buikema



**Criminal Investigations:**

Clearance Status of Assigned Cases:	Year					% Change 17 to 18
	2014	2015	2016	2017	2018	
Open	0	2	0	9	0	
Unfounded	2	0	0	0	0	0
Closed	126	95	90	124	92	-26%
Otherwise (i.e., victim failed to cooperate)	0	0	0	0	0	0
Inactive	0	0	0	5	0	
Arrest	33	20	4	26	35	+35%
TOT Other Agency	14	16	24	3	5	+67%
Warrant Issued	14	16	9	9	2	-78%
Cleared by Citation	4	0	1	2	1	-50%
<i>Total Assigned Cases:</i>	<b>193</b>	<b>149</b>	<b>128</b>	<b>178</b>	<b>135</b>	<b>-24%</b>

**Commentary:**

The Detectives receive initial reports taken by uniformed patrol officers that require follow-up or further investigation, or they are assigned cases directly. Their responsibilities include but are not relegated to:

Identifying and locating criminal offenders

- Arresting criminal offenders
- Collecting and preserving physical evidence
- Recovering and returning stolen property
- Testifying in court
- Coordinating cases
- Investigations with other agencies



*Detective Pete Gruzin*

## Support Services Division:

The Support Services Bureau is responsible for the Fire Division, Training Division, Office Support Staff and Property Room management. Bureau personnel are comprised of one (1) administrative captain and two (2) public safety office clerks.

### *Fire Division:*

The Fire Division is a significant link in the public safety concept. By having all officers cross-trained in both police and fire disciplines, the department effectively doubles the number of personnel available at all fire scenes.



*Capt. Brian Williams*

Although infrequent, it can be argued that firefighting is the most dangerous task our officers face. The fire service has seen an ever-increasing growth of regulations and mandated policies.

Requirements for safety equipment and training, and subsequent fines for non-compliance make present day firefighting a true public safety challenge.

The Fire Division continues to work closely with area Fire Departments, particularly in matters concerning mutual aid and fire suppression/response. This collaborative effort is a positive development for both Departments and the citizens we serve. The Fire Division responds in a mutual aid capacity primarily with the Grand Rapids, Ada, and Grand Rapids Charter Township Fire Departments when requested.



*Training Division:*

One of the most demanding tasks of any Public Safety Department is the continuous training required to maintain the knowledge and skills essential for public safety work. The Training Division is responsible for training all staff, both sworn and civilian, in a wide variety of mandatory and non-mandatory



police, fire, and emergency services programs. Personnel receive instruction in-house and also attend specialized external programs when necessary. Because of the unpredictable nature and potential danger our officers face day in and day out, training will continue to be a regular part of the officer's duty day. Some examples of training provided in 2018 include:

<i>Police</i>	<i>Fire</i>	<i>Medical</i>
<ul style="list-style-type: none"> <li>• Weapons Qualification</li> <li>• Rapid Deployment Training</li> <li>• Precision Driving</li> <li>• Defensive Tactics</li> <li>• Simmunitions</li> <li>• Legal Updates</li> <li>• Cultural Diversity</li> <li>• Felony Car Stops</li> </ul>	<ul style="list-style-type: none"> <li>• Fires: Strategies and Tactics</li> <li>• Airboat Ops</li> <li>• Haz-Mat</li> <li>• Ice Rescue</li> <li>• Aerial Operations</li> <li>• Confined Spaces</li> <li>• Extrication</li> <li>• Apparatus Driving</li> </ul>	<ul style="list-style-type: none"> <li>• CPR/AED Certification</li> <li>• Medical First Aid</li> <li>• Blood Borne Pathogens</li> <li>• Patient Assessment</li> <li>• Pediatric Treatment</li> <li>• Airway/Ventilation</li> </ul>

*Office Support Staff:*

The responsibilities of assisting the Patrol and Support Services Divisions were handled by two civilian personnel, which compromise the Office Support Staff. In East Grand Rapids, office staff answers all calls made to the Public Safety non-emergency number of 949-7010 between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. At all other times, the Kent County Sheriff's Department answers the non-emergency phone line. All 911 calls are answered by the Kent County Sheriff Department's Emergency Dispatch Center allowing for immediate transmission of calls for service within the City of East Grand Rapids. Additional duties carried out by Office Support Staff include but are not limited to the following:

- Front desk operations: Assist walk-in and telephone customers, process report copies, cashier, process and issue gun permits, sex offender registrations, impound releases, notary services, background checks, block party registrations, etc.

- Police, fire, and EMS records processing, storage, retrieval, and management
- Warrant Unit management
- Administrative tasks involving statistics, hiring, personnel, presentations, and publications
- Parking ticket processing and collections
- OWI and False Alarm Cost Recovery Program

*Property Room:*

The Department takes in approximately 400 items of property each year. In 2004, the Department replaced civilian staff with sworn personnel for property room management responsibilities. Currently, Public Safety Officer Beth Moore is primarily responsible for managing the property room. The property room management team is responsible for the labeling, tagging, packaging and disposition of all property. As a result, all property is tracked from initial storage to eventual disposition in such a manner as to maintain the integrity of the “chain of evidence.”

Property is divided into four categories. They are found property, evidence, property entered for safekeeping, and forfeiture. Each can require numerous report filings with local, state, and federal authorities. The Department conducts an annual audit of the property room and makes found property available for return to finders. Unclaimed property is donated to charitable organizations.

*School Liaison:*

Captain Ric Buikema coordinates the activities of three school liaison officers - PSOs Mark Lindner, Collin Wallace, and Kelly Kreiner -whose duties include all juvenile investigations, bike patrol, child safety seat technician, national night out and liaison between the schools and the public safety department. In addition, the officers coordinate the following programs:

- **T.E.A.M. (Teaching, Educating, and Mentoring)**

In 2018, school liaison officers provided elementary, middle, and high school lessons. Each lesson is approximately 30 to 45 minutes in length and deals with various topics such as fire safety, internet safety, bicycle and pedestrian safety, gun safety, homeland security, defensive driving, etc. “T.E.A.M. is a proactive effort to make schools and

communities safer, promote responsible citizenship, and encourage positive character traits.”

- **Crossing Guards**

The Department employs 20 crossing guards. They provide a safe environment for students travelling to and from school.

The Support Services Division will continue to work behind the scenes to facilitate the Department’s needs and ensure the quality of service our citizens deserve.



*Fire Apparatus 2018*

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**Support Services Division Report:**

**Year End Report:**

	2014	2015	2016	2017	2018	% Change 17 to 18
<b>Report Activity:</b>						
Accident Report Copy Requests	20	52	63	86	14	-144
Accident Reports Processed	239	194	188	181	201	10
Bikes Registered	75	289	214	97	136	33
Freedom of Information Requests Processed	131	90	105	69	145	71
Video Copy Requests	20	11	2	7	6	-15
Insurance Copy Requests	122	*N/A	*N/A	*N/A	*N/A	
<b>Gun Related Processes:</b>						
Purchase Permit Applications Processed	179	172	189	160	199	21
Purchase Permits Issued	25	24	29	16	4	-120
Total Guns Registered	179	172	189	160	203	23
<b>Miscellaneous Activity:</b>						
Walk-in PBT's	335	205	20	41	54	27
Background Checks	145	292	168	321	384	18
Sex Offenders Registered	3	5	4	4	4	0
Parking Tickets Processed	369	556	412	589	482	20
Uniform Law Citations	799	926	779	314	225	-33
Vehicle Impounds Processed	91	64	42	37	53	36
Vehicles Auctioned	10	11	6	7	16	120
Warrants /PPO's Processed	148	15	20	12	25	70
<b>Revenue:</b>						
False Alarms	\$1,200	\$1,960	\$1750	\$975	\$3450	111
Local Checks	\$160	\$220	\$40	\$160	\$40	-120
OWI Cost Recovery	\$15,541	\$9,149	\$5452	\$4435	\$2833	-44
Parking Violations	\$8,053	\$11,017	\$11170	\$9241	\$13850	40
Report/Video Copies	\$2,011	\$1,945	\$34	\$1064	\$1612	41
Preliminary Breath Tests	\$2,230	\$1,945	\$25	\$650	\$660	1
Drug Seizure/Other	\$52,859	\$50,225	\$50225	\$69644	\$36,422	-63
<i>Total Revenue:</i>	<b>\$69,984</b>	<b>\$82,054</b>	<b>\$76,461</b>	<b>\$68,696</b>	<b>\$58,867</b>	<b>-15</b>

**Fire / Emergency Medical Service Report:**

Fire Service Activity:	Year				
	2014	2015	2016	2017	2018
Single Family Dwelling	7	6	10	23	10
Multiple Family Dwelling	0	0	0	0	0
Commercial/Other Building	0	0	0	0	0
Vehicles	3	2	4	2	1
Miscellaneous Outdoor	15	34	20	9	11
Fire inspections	100	75	90	90	50
Fire Investigations	N/A	4	3	0	2
<i>Fire Runs:</i>	25	42	34	34	22
<b>Other Fire Service Runs:</b>					
Smoke Investigation	7	5	5	4	7
Wires Down	1	29	58	78	44
Carbon Monoxide Alarms	2	3	11	14	8
False or Unfounded Alarms	35	44	37	18	21
Mutual Aid Given	3	2	2	2	2
Mutual Aid Received	1	2	2	2	1
All Other Runs	32	84	80	22	12
<i>Total Other Fire Service Runs:</i>	<b>81</b>	<b>109</b>	<b>116</b>	<b>140</b>	<b>57</b>
<i>Total All Fire Activity:</i>	<b>106</b>	<b>151</b>	<b>195</b>	<b>174</b>	<b>174</b>

**Commentary:**

None.

**Internal Affairs:**

The Internal Affairs function ensures department personnel perform their duties in a lawful and professional manner while respecting the rights and dignity of all persons.

Internal Affairs Complaints:	Year					Total By Type 17 to 18
	2014	2015	2016	2017	2018	
<b>Abuse of Authority</b>						
Excessive/Use of Force	0	0	0	0	0	0
Improper Touching/Behavior	0	0	1	0	0	0
Misuse of Position/Authority	1	2	1	1	0	0
Racial Profiling/Discrim.	0	1	1	0	0	0
Tactical Intimidation	0	0	1	0	0	0
<b>Illegal Activity</b>	0	0	0	0	0	0
<b>Improper Procedure</b>						
Mishandled Personal Property	0	0	0	0	0	0
Enforcement Decision	0	1	0	0	0	0
Falsification of Documents	0	0	1	0	0	0
Rules & Regulation Violation	0	0	0	0	1	0
Inappropriate Detainment	0	0	0	0	0	0
Improper Questioning	0	0	0	0	0	0
Inappropriate Child Interview	0	0	0	0	0	0
Mishandling Evidence	0	0	0	0	0	0
Unsafe Vehicle Operation	0	0	0	0	0	0
Viol. Of Dispatch Procedure	0	0	0	0	0	0
<b>Unprofessional Conduct</b>						
Rudeness/Threatening	0	0	0	0	0	0
Inappropriate Statement	1	1	0	0	0	0
Unprofessional Conduct	0	1	1	0	0	0
<i>Total Complaints:</i>	<b>2</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>1</b>	

**Commentary:**

Complaints concerning the performance of the Department or its members are reviewed by the director and assigned to Capt. Williams or Capt. Buikema, who ensures all complaints are thoroughly investigated in a timely manner. Cases are returned to the Director for final disposition. Complaints against an East Grand Rapids Department of Public Safety officer are a rare occurrence.

Internal affairs complaints may be closed in one of four ways:

- *Sustained* – Investigation proved that the act or acts did happen and the complaint is valid.
- *Not Sustained* – Investigation could not prove or disprove the complaint.
- *Exonerated* – Investigation showed that the act or acts did occur, but they were legal or justified or appropriate.
- *Unfounded* – Investigation showed that the act or acts complained of did not occur.

Internal Affairs Complaint Dispositions:	Year					Total 17to 18
	2014	2015	2016	2017	2018	
Sustained/ Sustained in Part	0	1	3	5	1	-80%
Not Sustained	0	0	1	1	0	0
Exonerated/ Exonerated in Part/ Not Sustained in Part	0	1	2	0	0	0
Unfounded/ Unfounded in Part/ Sustained in Part	0	0	1	0	0	0
<i>Total Dispositions per Year:</i>	0	2	7	6	1	-83%
<i>% Not Sustained/Exonerated/Unfounded:</i>	<b>*N/A</b>	<b>50%</b>	<b>57%</b>	<b>17%</b>	<b>0%</b>	<b>0%</b>

### Citizen Surveys:

The Department periodically mails citizen surveys to recipients of tickets issued in the course of a traffic stop or accident complaint to monitor the quality of customer service/satisfaction and identify training needs. They are also used to monitor officer compliance with department rules and regulations.

Question #1: "Did the officer greet you?"	Year					Grand Total 14to 18
	2014	2015	2016	2017	2018	
Yes	10	0	40	40	0	0
No	4	0	4	1	0	0
No Response/Not Applicable	0	0	0	2	0	0
Total Responses:	14	0	44	41	0	0
% Yes Responses:	71%	0	91%	93%	0	0

Question #2: "Did the officer explain the reason for the stop?"	Year					Grand Total 14 to 18
	2014	2015	2016	2017	2018	
Yes	0	44	46	24	0	0
No	0	0	0	0	0	0
No Response/Not Applicable	0	0	0	0	0	0
Total Responses:	0	44	46	24	0	0
% Yes Responses:	100%	100%	100%	100%	0	0

Question #3: "Did the officer inform you of your options in handling the citation"	Year					Grand Total 14 to 18
	2014	2015	2016	2017	2018	
Yes	0	40	43	24	0	0
No	0	4	3	0	0	0
No Response/Not Applicable	0	0	0	0	0	0
Total Responses:	0	44	46	24	0	0
% Yes Responses:	0%	90%	93%	100%	0	0

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Cumulative Officer Performance Rating:	Year					Grand Total 14 to 18
	2014	2015	2016	2017	2018	
5 – Very Professional and Polite	0	24	25	24	0	0
4 – Professional, Polite	0	3	6	0	0	0
3 – Businesslike, Efficient	0	2	0	0	0	0
2 – Unprofessional, Impolite	0	0	0	0	0	0
1 – Very Unprofessional, Rude	0	0	0	0	0	0
<i>Total Responses:</i>	<b>0</b>	<b>29</b>	<b>31</b>	24	0	<b>0</b>
<i>% Excellent, Good, Businesslike (3, 4 &amp; 5):</i>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0</b>	<b>0</b>

**Commentary:**

Survey results clearly indicate drivers receiving citations are treated professionally and respectfully when stopped in East Grand Rapids. It is important to note that all survey results returned are discussed with the officers and considered during their performance reviews. No surveys were sent out in 2018.

**Local Area Sworn Law Enforcement  
Staffing Comparison - 2018:**

<i>City</i>	<i>Sworn Personnel</i>	<i>City's Estimated Population</i>	<i>Officers per 1000 Population</i>
Grand Rapids	282	194,000	1.45
Grandville	24	15,500	1.55
Kentwood	69	50,000	1.38
Walker	34	24,000	1.42
Wyoming	83	74,000	1.12
<b>East Grand Rapids</b>	<b>28</b>	<b>11,000</b>	<b>2.54</b>

**Commentary:**

The national average for police officers per 1000 population for all cities is 2.3. The East Grand Rapids Department is able to staff our city at a rate higher than the national average because of the public safety concept. Prior to 1986, the separate police and fire departments in East Grand Rapids had a total of 40 personnel. Even though the Department is comprised of fewer actual bodies, we are able to provide nearly twice the police and fire coverage because of consolidation. Municipalities struggling with financial difficulties would do well to study our public safety model.

*East Grand Rapids Department of Public Safety  
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**Section 6**

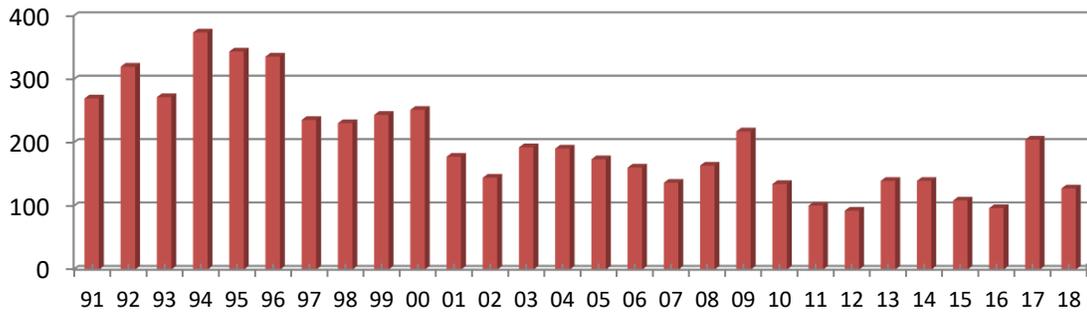
**HISTORICAL PERSPECTIVE**

**Historical Perspective:  
Selected Activity from 1990 – 2017**

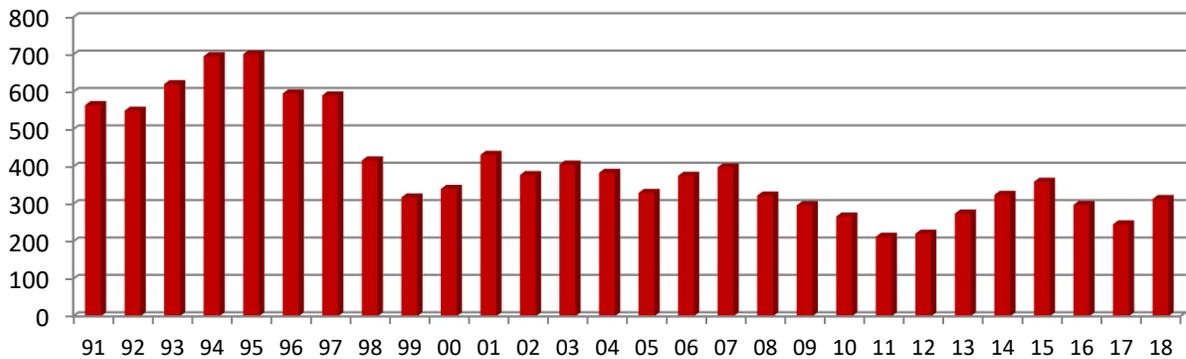
Year:	Activity					
	Part I Crime	Part II Crime	Part III Offense	Home Invasion	Larceny Compl.	False Alarms
1990	257	565	3032	12	208	320
1991	270	550	3279	18	204	337
1992	320	621	3296	13	256	293
1993	272	696	3256	9	226	311
1994	374	701	3397	23	316	363
1995	344	596	3331	8	308	340
1996	336	591	3175	15	270	228
1997	236	417	3181	14	165	250
1998	231	318	3307	40	138	244
1999	244	341	3068	52	125	264
2000	252	432	3523	38	154	284
2001	178	378	3471	29	98	281
2002	145	406	3602	11	91	287
2003	193	384	3564	21	122	272
2004	191	330	3178	26	123	247
2005	174	376	3265	18	115	217
2006	129	399	3018	31	88	140
2007	138	323	3313	26	100	178
2008	164	298	3420	42	116	192
2009	219	267	3133	42	168	177
2010	135	234	2902	39	86	169
2011	101	221	3145	25	90	167
2012	93	275	3812	31	58	N/A
2013	140	325	2186	28	107	162
2014	140	360	2335	23	110	198
2015	109	298	1832	11	84	198
2016	97	246	2731	14	71	123
2017	205	314	2662	27	164	20
2018	128	239	2791	19	93	203

**Historical Perspective:  
Selected Activity from 1991 – 2018**

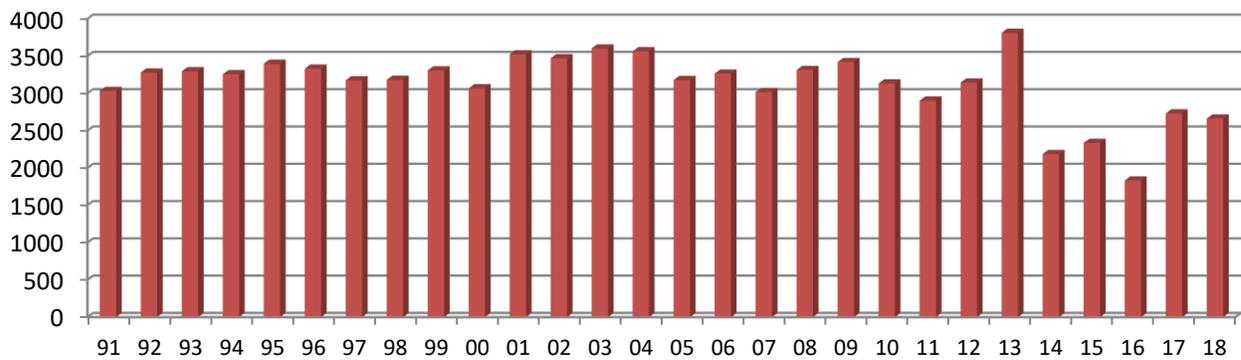
**Part I Crime: 1991 – 2018**



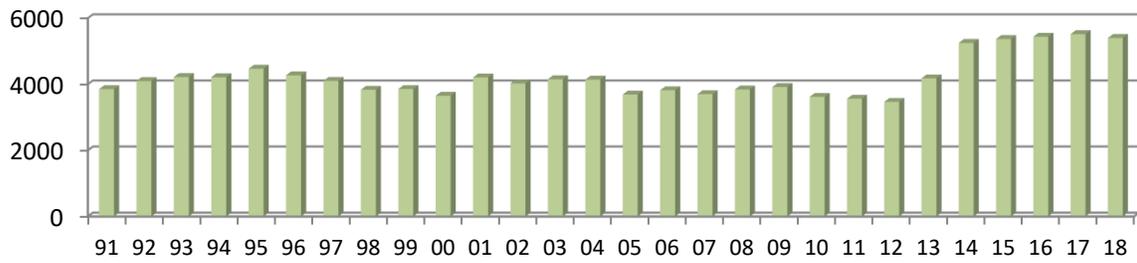
**Part II Crime: 1991 – 2018**



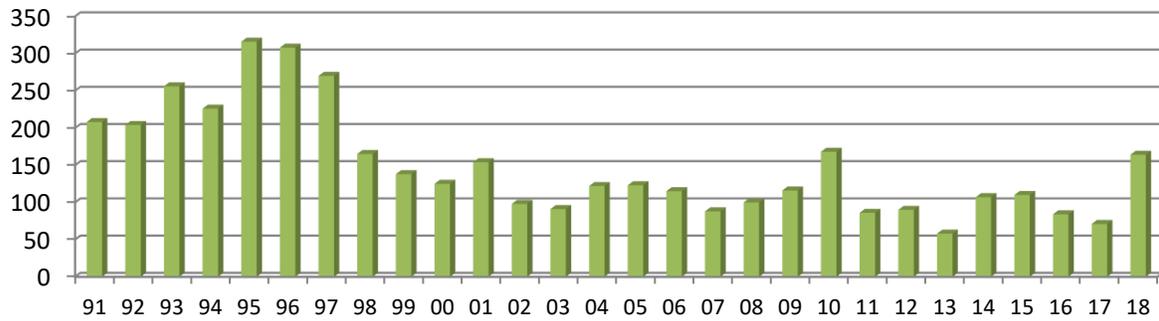
**Part III Offenses: 1991 – 2018**



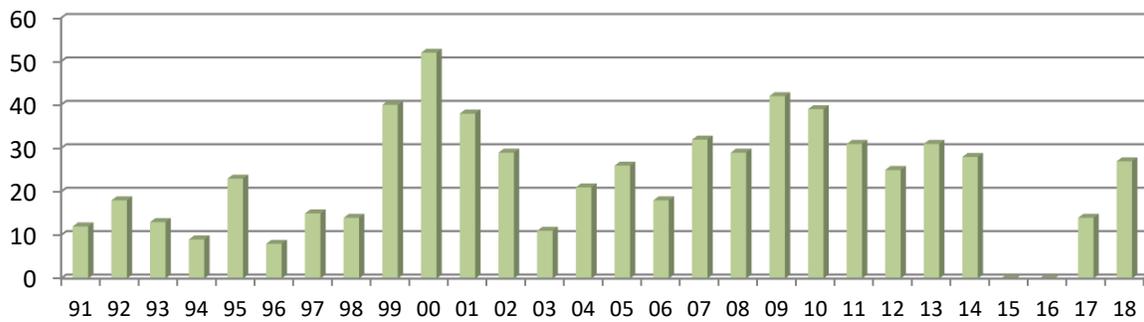
**Total Incidents: 1991 - 2018**



**Selected Criminal Activity:  
Larceny Complaints: 1991 -2018**



**Selected Criminal Activity:  
Burglary: 1991-2018**

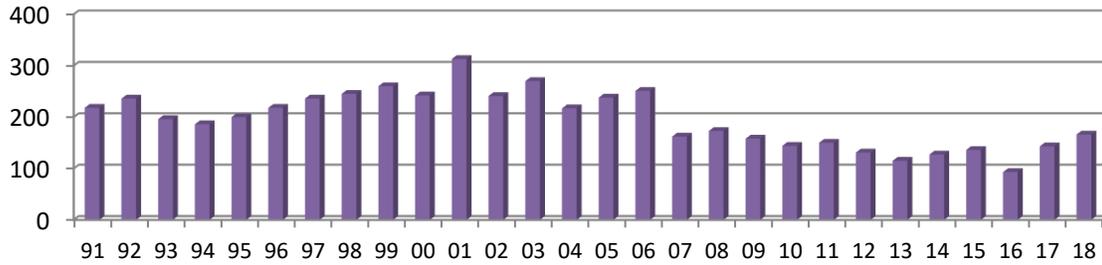


**Historical Perspective:  
Vehicle Crashes 1980 – Present:**

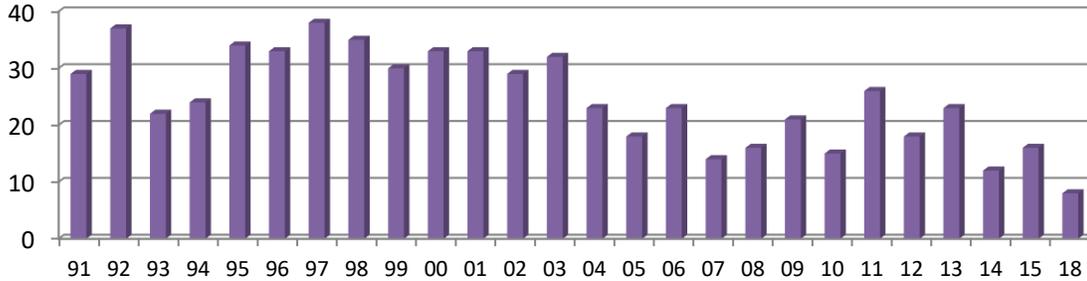
Year & Decade	Property Damage	Personal Injury	Fatal Injury	Total Accidents
<b>80's</b>				
1980	176	29	2	207
1981	144	36	0	180
1982	161	39	1	201
1983	171	47	0	218
1984	151	45	0	196
1985	205	28	0	233
1986	219	30	0	249
1987	178	45	0	223
1988	230	28	1	259
1989	198	25	1	224
<b>90's</b>				
1990	218	29	0	247
1991	236	37	0	273
1992	196	22	0	218
1993	186	24	0	216
1994	200	34	1	235
1995	218	33	1	235
1996	236	38	0	251
1997	245	35	0	274
1998	260	30	0	290
1999	242	33	0	275
<b>00's</b>				
2000	314	32	0	346
2001	232	30	0	262
2002	270	32	1	303
2003	219	21	0	240
2004	238	18	0	256
2005	251	23	0	274
2006	162	14	0	221
2007	173	16	0	253
2008	158	21	0	237
2009	144	15	0	209
<b>10's</b>				
2010	150	26	0	242
2011	131	18	0	191
2012	115	23	0	185
2013	127	12	0	183
2014	136	16	0	194
2015	93	8	0	127
2016	143	10	0	153
2017	166	12	0	178
2018	245	12	0	257

**Historical Perspective:  
Vehicle Crashes 1991 – 2018:**

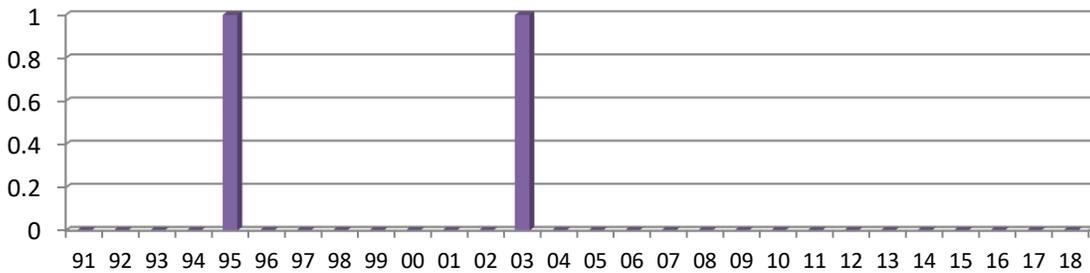
**Property Damage Crashes: 1991 - 2018**



**Personal Injury Crashes: 1991 - 2018**



**Fatal Traffic Crashes: 1991 - 2018**



**Total Traffic Crashes: 1991 - 2018**

