

# Sheriff Department

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## Mission

*The mission of the Kent County Sheriff's Office is to preserve and protect the safety and security of the residents of Kent County and to provide for a safe and secure correctional facility.*

## Overview

The Kent County Sheriff's Office is responsible for the enforcement of criminal and civil law in the non-incorporated areas of the county, as well as providing support to incorporated areas upon request. Specialized areas of operations include Community Policing Officers, School Resource Officers, Training, K-9 Unit, Mounted Unit, 911 Dispatch Center, and Court Security and Transfer Crew. Law enforcement operations are achieved through the Road Patrol, Investigative, and Support Services Division.

In addition to law enforcement operations, the Sheriff operates the jail. The Kent County jail is the central booking facility and maintains custody of inmates who are unable to post bond and are awaiting trial for misdemeanor or felony offenses, as well as inmates that are guilty of a crime and given a sentence of one year or less.



*Sheriff Administration Building*

## Significant Accomplishments

- Successfully hired and transitioned over seventy-five employees during 2017 into the Sheriff's Office to replace retiring employees. This comprises approximately 12% of the workforce.
- Coordinating with area public safety representatives on implementation of the new 800 MHZ communications platform which will serve and benefit the entire county by providing significantly improved communications in all areas of the county. This \$25 million dollar project is scheduled to be completed by late 2019.

## Strategic Goals

- Correctional Facility - Ensure the safety and security of the community by operating a correctional facility that is governed by applicable state and federal laws. (Safe Community)
- Enforcement - Provide high visibility police patrol and law enforcement services through investigation of criminal, civil, and traffic matters. (Safe Community)
- Community Services - Provide public awareness through education and community outreach. (Citizen Participation)
- Support Services - Maintain the highest level of professionalism and service to the community through the 911 Dispatch Call Center, Community Police Officers, School Resource Officers, training, and other auxiliary services that provide support to the department as well as the community. (Safe Community)

## Significant Accomplishments (Cont'd)

- Implemented the new camera recording system for all patrol vehicles which provides public safety video of action in and around the cruiser.
- Trained over 1,800 citizens, employers, business representatives, and students throughout the county in active shooter response. These trainings provide guidance on how to act during an active shooting situation.
- Transitioned to a new vendor to provide the equipment and services for inmate phone calls. The cost of a phone call for the inmate's family has significantly decreased while simultaneously the commissions the county receives has substantially increased.
- We have worked to become more intentional and specific about development efforts for leadership personnel. This has resulted in a dedicated, well prepared, and increasingly diverse leadership staff. This results in improved decision making and enhanced delivery of service to our community.
- Several deputies have participated in training seminars designed to assess their brain health and improve performance by changing their brain chemistry. These changes occur in their diet, type of exercise, amount of exercise, and timing of exercise, and will have a positive impact on both their professional and personal lives.

**DEPARTMENT: SHERIFF DEPARTMENT**

**Department Mission Statement:**

*The mission of the Kent County Sheriff's Office is to preserve and protect the safety and security of the residents of Kent County and to provide for a safe and secure correctional facility.*

**Service Area: Corrections - Correctional Facility**

**Goal**

- Ensure the safety and security of the community by operating a correctional facility that is governed by applicable State and Federal laws.

**Objectives**

- Maintain a sanitation score of 8 or above on a scale of 1 to 10 based on inspections and evaluations of the Jail.
- Maintain a major rule violation occurrence rate of less than 2.0 per 1,000 jail bed days as a way to measure order.
- Strive to allow staff to leave their workstation for their scheduled break at least 75% of the time.
- Mitigate the number of use of force incidents generated when jail staff assist arresting agencies with uncooperative new arrestees.

<b>Indicators</b>	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Outcomes</b>				
Sanitation scores resulting from the Monthly Inspection conducted by a wide cross section of people from different perspectives.	8.19	>8.00/ 8.21	>8.00/ 8.08	>8.00
Occurrence rate equals: Number of Category 2 and 3 violations divided by the number of Jail Bed Days times 1000	1.95	<2.00/ 1.85	<2.00/ 2.11	<2.00
Strive to allow staff to leave their workstation for their scheduled break at least 75% of the time.	NA	NA	NA	>75.00%

Mitigate the number of use of force incidents generated when jail staff assist arresting agencies with uncooperative new arrestees.	11.50%	<5.00%/4.20%	<5.00%/3.01%	<5.00%
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**Service Area: Enforcement - Road Patrol & Investigative Division**

**Goal**

- Provide high visibility police patrol and law enforcement through investigation of criminal, civil, and traffic matters.

**Objectives**

- Maintain a clearance rate of at least 23% for Group A crimes.
- Maintain a clearance rate of at least 54% for Group B crimes.
- To use force less than 1% in all law enforcement actions.
- Respond to priority 1 calls within 11 minutes on average in each township or patrol area.

<b>Indicators</b>	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Outcomes</b>				
Clearance rate percentage for Group A (violent) crimes.	27.00%	>23.00%/ 29.70%	>27.00%/ 31.00%	>27.00%
Clearance rate percentage for Group B (non-violent) crimes.	40.00%	>54.00%/ 35.00%	>57.00%/ 62.00%	>57.00%
To use force less than 1% in all law enforcement actions.	NA	<1.00%/ 0.25%	<1.00%/ 0.28%	<1.00%
Respond to priority 1 calls within 11 minutes on average in each township or patrol area.	14.53	<11.00/ 12.42	<11.00/ 13.41	<11.00

**Service Area: Support Services Division**

**Goal**

- Maintain the highest level of professionalism and service to the community.

**Objectives**

- Answer 95% of 911 calls within 15 seconds.
- Answer 99% of 911 calls within 40 seconds.
- Receive on average of 4 or above on a 5 point scale measuring program effectiveness.
- Provide required mandated training hours and topics for 100% of our certified staff.

<b>Indicators</b>	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Outcomes</b>				
Provide required State of Michigan mandated training hours and topics for 100% of our certified staff.	100.00%	100.00%/100.00%	100.00%/100.00%	100.00%
Receive on average a 4 or above on a 5 point scale measuring program effectiveness.	NA	NA	>4.00/ 4.52	>4.00

<b>Indicators</b>	<b>2015 Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>	<b>2018 Expected/ Actual</b>
<b>Outputs</b>				
Percentage of 911 calls answered within 15 seconds	96.80%	>95.00%/95.71%	>95.00%/93.55%	>95.00%
Percentage of 911 calls answered within 40 seconds	99.80%	>99.00%/99.81%	>99.00%/99.68%	>99.00%