

# 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 Department provides general law enforcement and corrections operations to the community.

The Sheriff's law enforcement responsibility is both criminal and civil enforcement, which includes the detection of activity as well as the investigation of reported incidents. This is accomplished with the enforcement division. In addition, the Sheriff maintains a communication center to facilitate emergency call answering for the county. This, along with maintaining minimum training standards, is accomplished within the communications and technology division. Finally, the jail is maintained by the Sheriff and provision must be made for a secure and constitutionally correct facility. This is managed by the corrections division, which also includes a court security unit.

The Sheriff Department maintains its own training center for its approximately 550 employees. The training center includes an indoor shooting range, a mock intake vestibule, a mock jail cell, and computerized training systems.

## Strategic Goals

- Continue to control the cost of providing services at the jail. (Efficient Use of Resources, Safe Community)
- Monitor and provide for contractual law enforcement responsibilities. (Stable Revenues, Efficient Use of Resources, Safe Community, Proactive and Innovative Government, High Quality of Life)
- Continue to provide alternative means to report criminal incidents such as on-line or telephone reporting. (Efficient Use of Resources, Proactive and Innovative Government)
- Develop statistical reporting with partner townships. (Safe Community)



*Sheriff Administration Building*

## Significant Accomplishments

- Seamlessly transitioned the City of Wyoming's 911 dispatching from the City of Grand Rapids to Kent County. This addition represents over a 30% increase in call volume for the dispatch center. Customer service continues to meet and exceed national standards.
- Collaboratively worked over a lengthy period of time to provide necessary information on increasing the 911 phone surcharge amount. This culminated with the approval of an additional \$.70 increase in the surcharge rate, providing additional financial stability for the dispatch operations but also providing the ability to upgrade to the 800 MHZ communications platform county-wide. This new communications system will benefit each and every local unit of government within the county. Work is rapidly progressing in implementing this new system.
- Successfully completed the new kitchen facility which provides a significantly more efficient process for food preparation, which replaces an old kitchen with structural issues. In addition to the kitchen, a new work-release entryway was constructed for the inmates who are allowed to go to their place of employment during the day.
- Implemented an agreement with Lighthouse Academy to provide inmates high school classes in which they can work towards a diploma. During this first year, one inmate has successfully received a diploma and we are looking forward to many more accomplishments.

**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**

- JAIL SANITATION: Maintain a sanitation score of 8 or above in a scale of 1 to 10 based on inspections and evaluations of the Main Jail and the Community Reentry Center.
- JAIL ORDER: Maintain a major rule violation occurrence rate of less than 2.0 per 1,000 jail bed days.
- Staff Break Relief: We will strive to allow staff to leave their workstation for their scheduled break time three out of four days.
- Mitigate the number of use of force incidents generated when jail staff assist arresting agencies with uncooperative new arrestees.

<b>Indicators</b>	<b>2014 Actual</b>	<b>2015 Expected/ Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>
<b>Outcomes</b>				
Sanitation scores resulting from the Monthly Inspection conducted by a wide cross section of people from different perspectives.	8.70	>8.00/ 8.19	>8.00/ 8.21	>8.00
Occurrence rate equals: Number of Category 2 and 3 violations divided by the number of Jail Bed Days times 1000	1.94	<2.00/ 1.95	<2.00/ 1.85	<2.00
Strive to allow staff to leave their workstation for their scheduled break time three out of four days.	NA	0.00%/ 0.00%	NA	>75.00%

Mitigate the number of use of force incidents generated when jail staff assist arresting agencies with uncooperative new arrestees.	NA	<5.00%/ 11.50%	<5.00%/ 4.20%	<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**

- Ensure that 30% of a patrol officer's shift is available for proactive, self initiated police work.
- 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>2014 Actual</b>	<b>2015 Expected/ Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>
<b>Outcomes</b>				
Percentage of patrol officers time available for proactive work.	29.00%	30.00%/ 30.14%	30.00%/ 32.00%	30.00%
To use force less than 1% in all law enforcement actions.	NA	NA	<1.00%/ 0.25%	<1.00%
Respond to priority 1 calls within 11 minutes on average in each township or patrol area.	NA	<11.00/ 14.53	<11.00/ 15.48	<11.00
Clearance rate percentage for Group A (violent) crimes.	33.98%	>23.00%/ 27.00%	>23.00%/ 29.70%	>27.00%
Clearance rate percentage for Group B (non-violent) crimes.	56.93%	>54.00%/ 40.00%	>54.00%/ 35.00%	>57.00%

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

	<b>2014 Actual</b>	<b>2015 Expected/ Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>
<b>Indicators</b>				
<b>Outcomes</b>				
Provide required mandated training hours and topics for 100% of our certified staff.	NA	100.00%/ 100.00%	100.00%/ 100.00%	100.00%
Receive on average of 4 or above on a 5 point scale measuring program effectiveness.	NA	NA	NA	>4.00

	<b>2014 Actual</b>	<b>2015 Expected/ Actual</b>	<b>2016 Expected/ Actual</b>	<b>2017 Expected/ Actual</b>
<b>Indicators</b>				
<b>Outputs</b>				
Percentage of 911 calls answered within 15 seconds	97.80%	>95.00%/ 96.80%	>95.00%/ 95.71%	>95.00%
Percentage of 911 calls answered within 40 seconds	99.70%	>99.00%/ 99.80%	>99.00%/ 99.81%	>99.00%