



PERFORMANCE MEASUREMENT REVIEW | 2022

SUPPORT SERVICES

UNDERSHERIFF CHUCK DEWITT



- **Values, Vision, & Mission**
- **Priorities, Key Goals, & Metrics**
- **Significant Accomplishments**
- **Challenges & Looking Ahead**



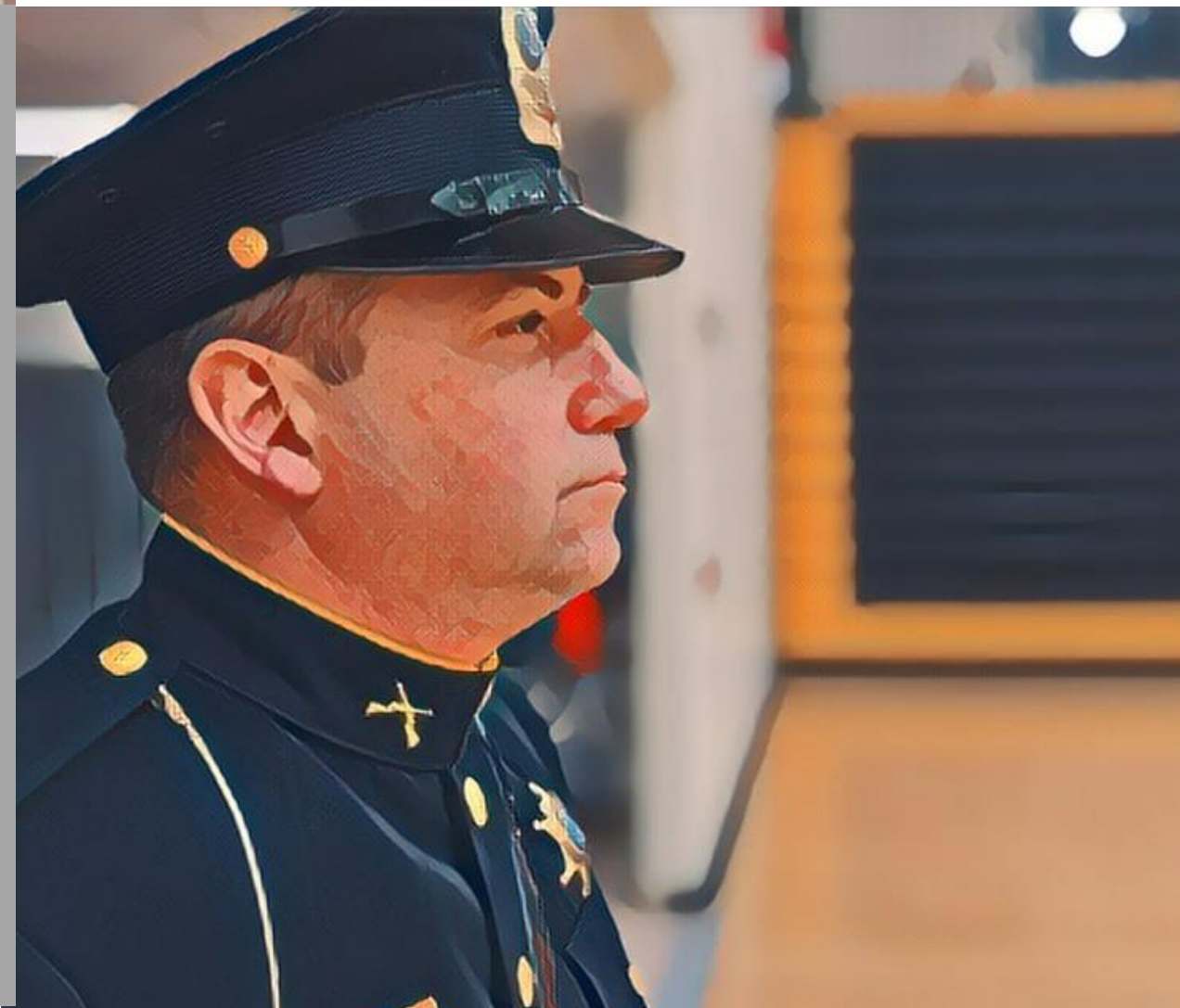
VISION

The KCSO will be the guardians of the community. We will serve through vigilance, professional excellence, innovation, and empowerment



VALUES

Our team of professionals at the KCSO will serve with integrity, compassion, and empathy. We will strive to deliver equitable access to diverse services.



MISSION

The mission of the KCSO is to preserve and protect the safety and security of the community and to provide fair, impartial, and humane treatment to those entrusted in our care.


PRIORITIES

PUBLIC SAFETY	Our number one priority and is the prism through which we view all goals of the Sheriff
COMMUNITY ENGAGEMENT	It is imperative that we know and understand the community we serve and that we work each day to be part of the community.
PROVIDE EFFECTIVE, EFFICIENT, & FISCALLY RESPONSIBLE SERVICES	Resources are always a concern in public services
RESOURCE & INFRASTRUCTURE SUSTAINABILITY	The most important and valuable resource we have is our staff

ECONOMIC PROSPERITY	We will focus on sound fiscal management and policies to support the economic prosperity of the County as well as the West Michigan region.
HIGH QUALITY OF LIFE	We will foster a high quality of life that promotes safe and healthy communities, strategic growth, and world-class outdoor resources.
EXCELLENCE IN SERVICE DELIVERY	We will adopt innovative ways to deliver services that maximize efficiency and provide an exceptional experience to those we serve.
INCLUSIVE PARTICIPATION	We will provide innovative and inclusive ways to engage residents and involve them in County government.
EFFECTIVE COMMUNICATIONS	We will be transparent and clear in the communications and decisions of the County.



COMMUNITY ENGAGEMENT GOALS

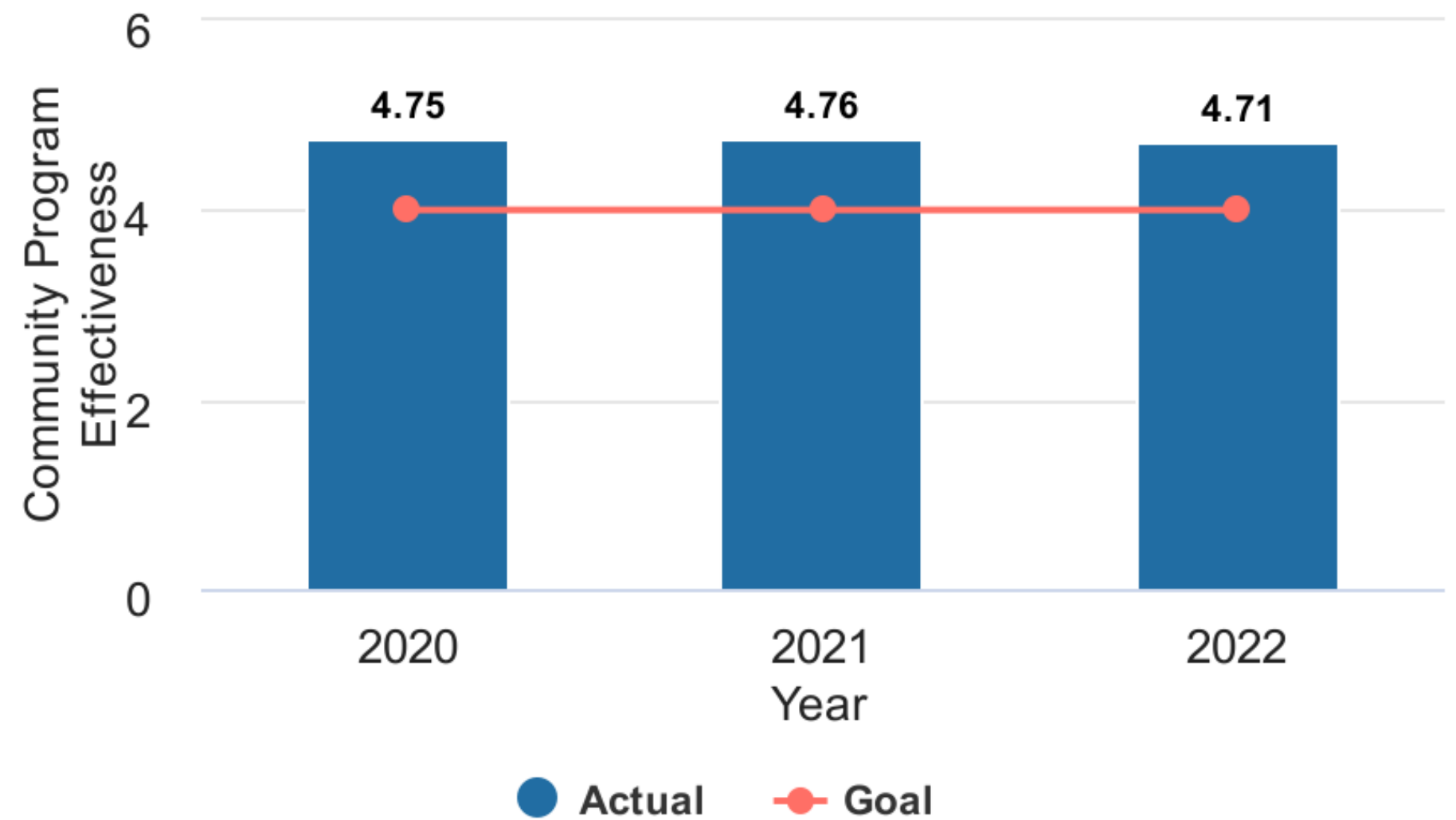
- Enhance community engagement and ensure accessibility to all services.
 - Optimize two-way communication on multiple social media platforms to increase transparency and improve emergency preparedness.
 - Leverage strategic relationships in the community to enhance multi-language written and electronic communication options.
 - Optimize departmental recruiting programs to promote diversity.
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OBJECTIVE


- Receive an average of **4** or above on a 5-point scale measuring community program effectiveness

Community Program Effectiveness





PROVIDE EFFECTIVE, EFFICIENT, & FISCALLY RESPONSIBLE SERVICES

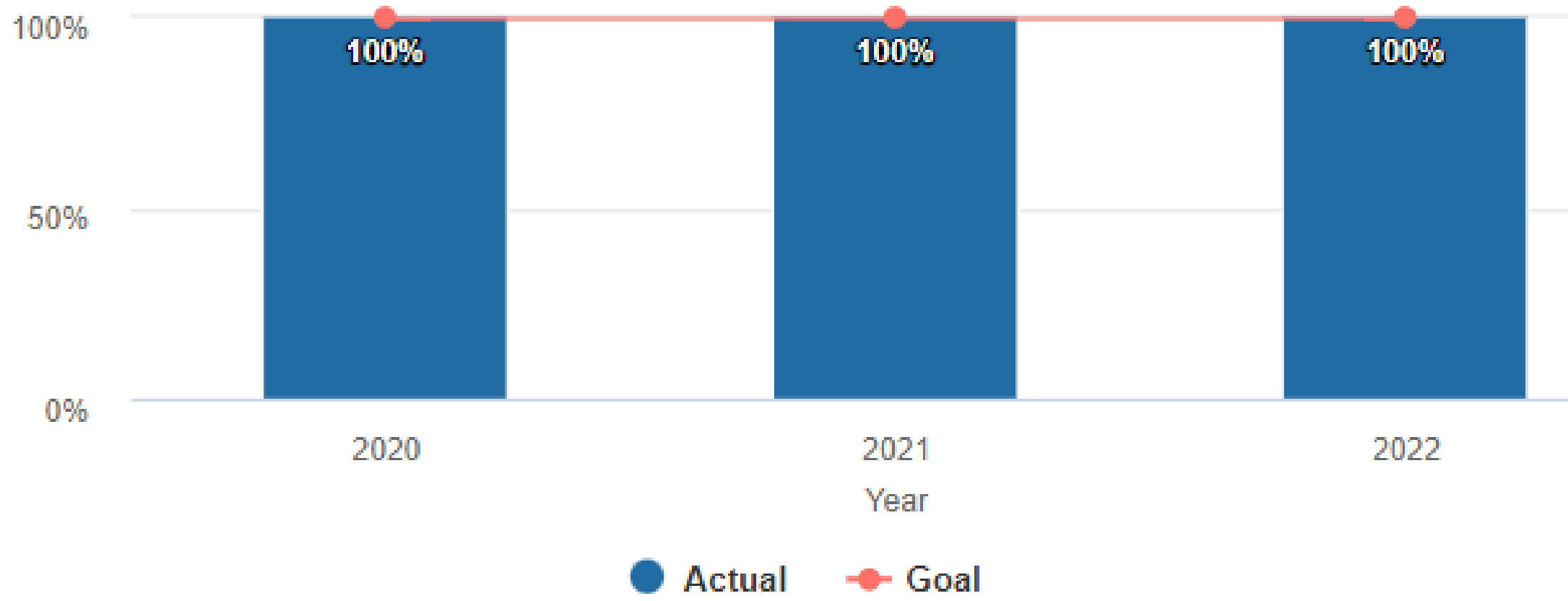
- Define operational equipment replacement plan.
 - Develop data systems to enhance our abilities to track training, equipment, and personnel.
 - Increase efficiency and capability of the communications center.
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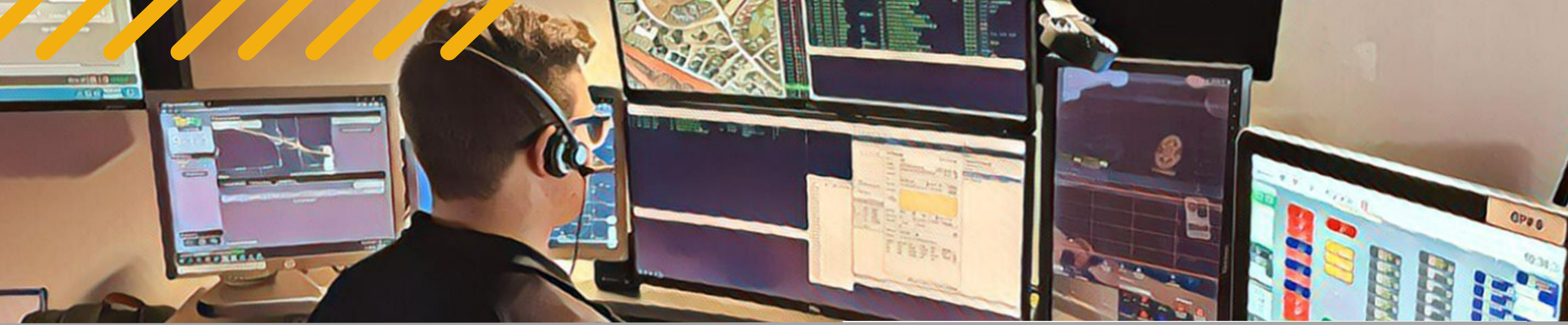


OBJECTIVE

- Train **100%** of certified staff

Train 100% of Certified Staff

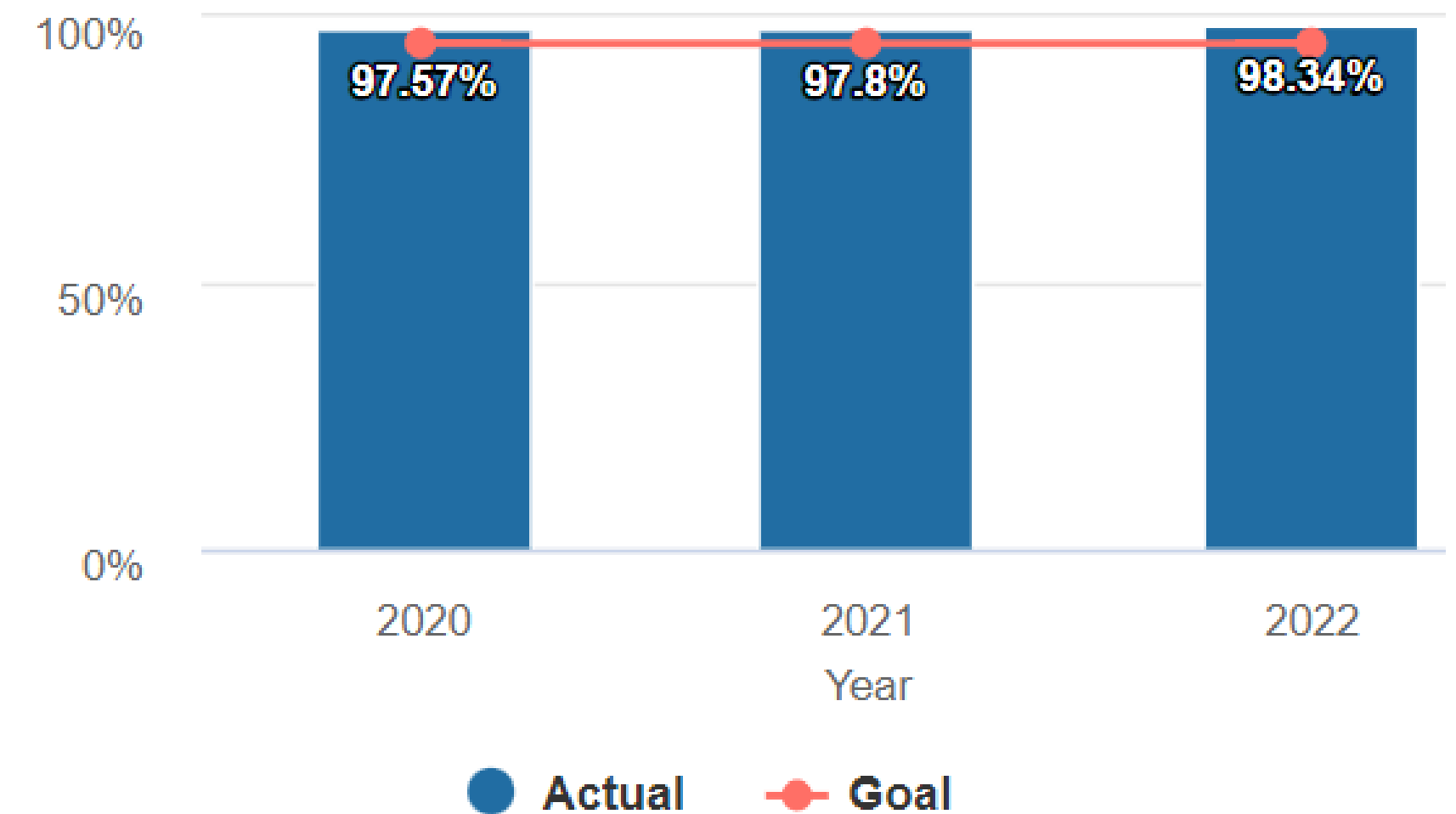




OBJECTIVE

- Answer **95%** of 911 calls within **15 seconds**

Percentage of 911 Calls Answered Within 15 Seconds

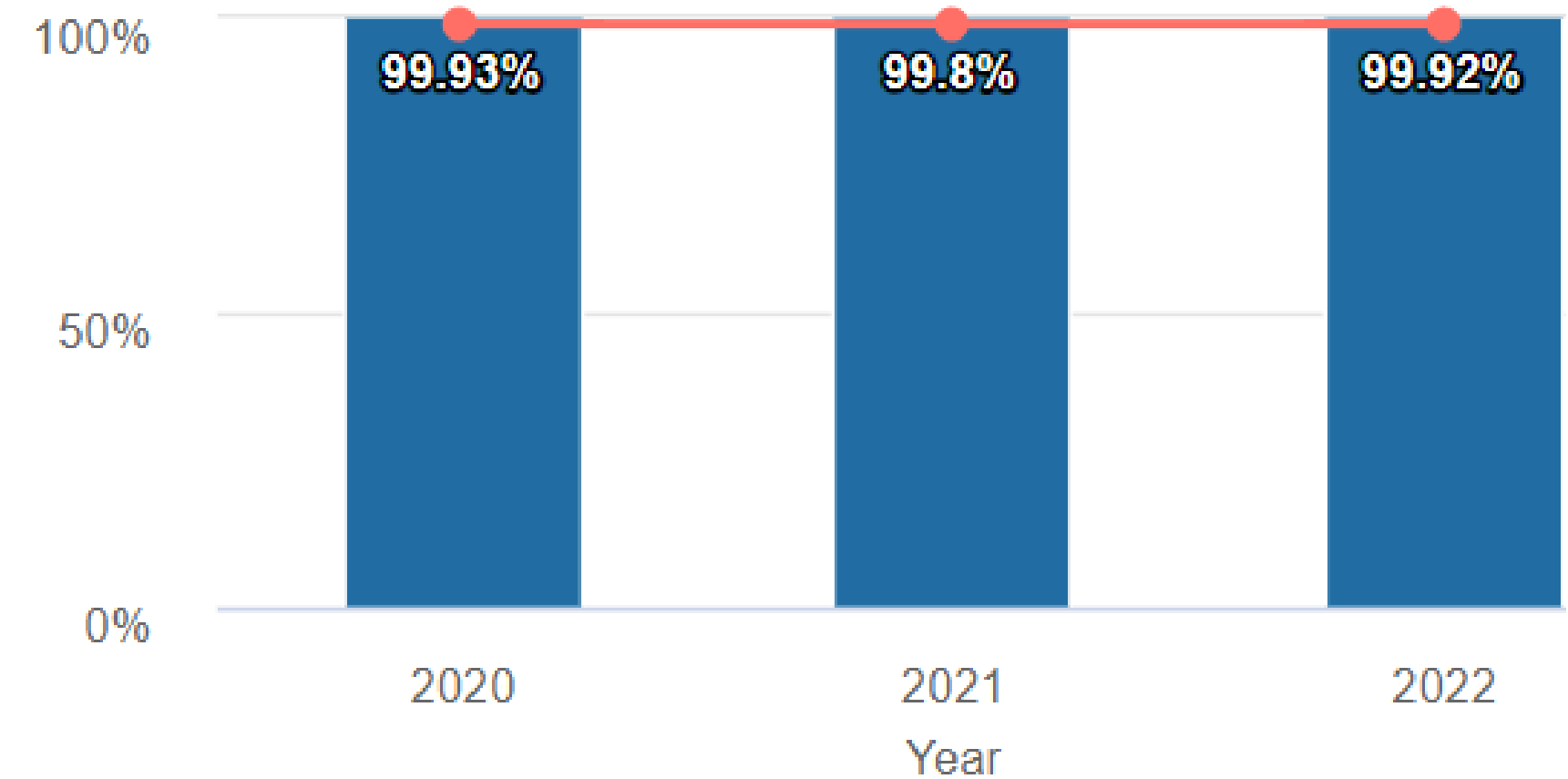




OBJECTIVE

- Answer **99%** of 911 calls within 40 seconds


Percentage of 911 Calls Answered Within 40 seconds



● Actual ● Goal



RESOURCE & INFRASTRUCTURE SUSTAINABILITY

- Continued emphasis on the professional development of staff.
 - Make staff's mental and physical health a priority when developing policy.
 - Emphasize de-escalation in all training and continue expansion of Crisis Intervention Training for all staff.
 - Develop a master plan for expansion and renovations of our facilities to meet the future needs of the community and staff.
 - Maximize safety, security, and efficiency at all facilities.
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SIGNIFICANT ACCOMPLISHMENTS

- **Records staff processed a 214% increase in FOIA requests over 2019**
- **Dispatch launched Text-to-911**
- **Community Policing hosted over 500 events**





SERVING SINCE 1836

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