



Internal Memo

January 20, 2023

TO: Mark C. Meyers, City Administrator
 FROM: Jon Gale, Chief of Police
 SUBJECT: 2022 Internal Affairs Analysis

The following is a summary of the Internal Affairs cases logged during the 2022 calendar year. This summary information is made available to the public through the city website.

During calendar year 2022, twenty internal affairs incidents were logged, involving fifteen different employees. Of the twenty cases, five were the result of a citizen complaint. The citizen complaints were listed as informal complaints.

Internal Affairs Statistics - 2022

ALLEGATIONS	Substantiated	Exonerated	Unsubstantiated	Unfounded	TOTAL
External - Formal					
External - Informal	2	3			5
External - Inquiry					0
Internal - Formal	9	1			10
Internal - Informal	1				1
Internal - Inquiry	4				4
TOTAL	16	4			20

Disciplinary Action	Number	Percentage
Termination	0	0.00%
Demotion	0	0.00%
Suspension	1	0.07%
Written Reprimand	6	37.00%
Counseling	9	56.00%
Resignation	0	0.00%

A total of sixteen allegations were ruled as Substantiated, meaning that the employee involved was responsible for a violation of department or city directive. The employees involved in the substantiated complaints this year received appropriate disciplinary action. Nine officers received verbal warnings with training connected to the disposition to correct the actions and six received written reprimands. Four allegations were listed as Exonerated, thereby clearing the employees of any wrongdoing.

It should be noted that there were thirteen internal affair complaints filed against employees in 2020 and thirteen in 2019. In 2021, there was a drastic reduction to six total complaints (Internal and External). However, in 2022, there was an increase to twenty complaints. There were a few changes in 2022 that resulted in more documented cases. I imitated several Inquiry reports from Use of Force situations. I requested that the Patrol Commander to take a closer look at these reports. Also, there were four officers involved in city crashes which resulted in Internal complaints.

The Norton Shores Police Department expects and receives the highest degree of integrity from its members and that all employees' actions are performed in good faith. Employees were trained in each of the last three years on how to enhance de-escalation techniques and better communication skills. Several officers attended C.I.T. training and learned how to de-escalate encounters with a person in crisis. It is the goal of this agency to have 100% of its officers trained in C.I.T. within three years.

Norton Shores Police utilized several training sessions both in house and through external national training centers. Communication skills are the key to reducing citizen complaints and enhancing community trust. This type of training will continue annually to ensure proper use and understanding. The use of the new training house has enhanced hands on training using real life scenarios which emphasizes resolving disputes and winning public trust. The department will continue to utilize the training house for training and will soon as a new classroom area to utilize during these classroom sessions.

Policies related to the Internal Affairs were reviewed and the process is still valid with no suggestions for change at this time.