



Internal Memo

January 13, 2025

TO: Anthony Chandler, City Administrator
 FROM: Marc VanderStelt, Chief of Police
 SUBJECT: 2024 Internal Affairs Analysis

The following is a summary of the Internal Affairs cases logged during the 2024 calendar year. This summary information is made available to the public through the city website.

Six internal affairs incidents involving five different employees were logged during the calendar year 2024. One of the six cases was the result of a citizen complaint.

Internal Affairs Statistics – 2024

ALLEGATIONS	Substantiated	Exonerated	Unsubstantiated	Unfounded	TOTAL
External - Formal					0
External - Informal					0
External - Inquiry		1			1
Internal - Formal	5				5
Internal - Informal					0
Internal - Inquiry					0
TOTAL	5	1			6

Disciplinary Action	Number	Percentage
Termination	0	0.00%
Demotion	0	0.00%
Suspension	1	16.67%
Written Reprimand	1	16.67%
Counseling	4	66.67%
Resignation	0	0.00%

Five allegations were ruled as substantiated, meaning that the employee involved was responsible for violating department or city directives. The employees involved in the substantiated complaints this year received appropriate disciplinary action. Three officers received verbal warnings with training connected to the disposition to correct the actions. One officer received a one-day suspension and written



Internal Memo

reprimand. It is important to note that the internal affairs incident related to the suspension resulted in a grievance file from the employee and the patrol union. The union later withdrew the grievance after agreeing on the above-identified discipline.

It should be noted that the number of internal affairs complaints in 2024 was below the average number of complaints from 2023 (12), 2019 (13), and 2020 (13). The number of internal affairs investigations in 2024 matched the number we had in 2021. The decrease in internal affairs this year resulted from fewer officer-involved city crashes and fewer use-of-force situations.

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 each of the last four years on enhancing 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.

A goal for 2024 was to reduce the number of citizen complaints by continuing to provide training in de-escalation and behavioral health. The Norton Shores Police Department only had one citizen complaint in 2024, which is directly related to the professionalism this department provides daily. The Norton Shores Police Department will continue challenging officers through internal and external training opportunities to enhance their communication and de-escalation skills.

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