

Michigan Association of Chiefs of Police
MICHIGAN LAW ENFORCEMENT ACCREDITATION PROGRAM



Onsite Final Report

Zeeland Police Department
November 28, 2023

Team Leader: Lt. Matthew Ivory

Team Member: Lt. Stacy Hayne

A. Agency name, CEO and AM:

Zeeland Police Department
29 W. Main St.
Zeeland, MI 49464
(616) 772-9125

Tim Jungel
Chief of Police

Lt. Kevin Cisler
Accreditation Manager

B. Dates of the On-Site Assessment:

November 28th, 2023

C. Assessment Team:

1. Team Leader: **Matthew Ivory, Lieutenant**
White Lake Township Police Department
7525 Highland Rd
White Lake, MI 48383
mivory@whitelakepolice.com
(248) 698-4400
2. Team Member: **Stacy Hayne, Lieutenant**
Livonia Police Department
15050 Farmington Rd
Livonia, MI 48154
stacy.hayne@livoniapd.com
(734)466-2470

D. Community and Agency Profile:

1. Community Profile

The first 500 Dutch settlers arrived in Zeeland in 1847. The city was established in 1849. The first building was a church. The first town marshal served in 1875. The city was known for its chicken hatcheries and that is why today the Zeeland East High School mascot is the Chix. During the 1950's the police department patch had a chicken on it. We have several of these throwback replica patches on hand and wear them on our uniforms for parades and special events.

The Zeeland Police department was officially created in 1929 although several have served as town marshals since the 1800's. In the 20's and 30s bootleggers and bank robbers frequented the city going back and forth from Chicago to Holland. The first ZPD Chief, Fred Bosma, was actually shot in the face by bank robbers that were from Chicago and survived. There has been a total of 10 Chiefs of Police since 1932. Chief Larry Veldheer served the longest as Chief with 33 years. In 1933 Marshal William Glerum was the only ZPD officer to die due to duty related injuries suffered when his patrol car crashed during a police pursuit. He succumbed to his injuries 3 weeks after the crash.

Today, Zeeland is 3 square miles and the population is just shy of 6,000. That is one officer per 600. We are a very proactive department that focuses on patrol. When we are not taking calls, we are looking to stop cars and potentially get an arrest for DWLS, warrants, narcotics or weapons. We have a reputation among the criminal element of "do not go through Zeeland or you will get stopped." We actually give out more verbal warnings than we do tickets.

If there is a problem area, we target the area using what resources are available until the problem is solved. We have a very good relationship with the citizens of the community and City Hall. They like to live and work in Zeeland because they feel safe. With the appointment of Chief Jungel in 2018 we have developed a really close relationship with the citizens of the community by providing community events whenever the opportunity arises. We continue to come up with new ideas and events to get more involved with the community. It was through Chief Jungel's vision to improve ZPD that the drive to become accredited by the MACP was born.

2. Agency Profile

The Zeeland Police Department is a standard, full-service police department, operating within the City of Zeeland 24 hours a day, 7 days a week. The agency is led by Chief Tim Jungel. Chief Jungel is supported by one Lieutenant, who assists with the day-to-day operations of the police department, as well as functions as the agency's Accreditation Manager. The agency is comprised of one Sergeant, seven full-time officers, one part-time officer, four reserve officers, one records manager, and one part-time administrative assistant. Most of the training conducted by the police department is completed by in-house instructors, who are certified in the fields in which they instruct.

The agency's Mission Statement is as follows:

**To provide the highest quality
Service to our community
In a professional and
Courteous manner.**

**To protect the
Rights and property
Of the community
And treat everyone
With the dignity they deserve**

3. Future Issues

It is common among modern police agencies to cite recruitment and retention as being the biggest issue facing the agency. Surprisingly, the Zeeland Police Department states that they are operating at full-staff and have, over the past year, turned away applicants because they have no current openings. Chief Jungel did state that his primary concern is that some of their highly talented younger officers may choose to leave for larger agencies. He went on to state that he did not believe it would be difficult to find applicants to replace those officers, but was concerned that they would not be as highly functioning as those that may leave.

The second issue identified is to obtaining a camera for inside the property room. The outer area of the property and evidence storage is covered by a camera, however once inside the storage room, there is no camera. In order to offer another layer of security, a camera is being requested.

4. CEO Biography

Tim Jungel – Chief of Police

Chief Jungel is originally from Jenison. He attended college at Western Michigan University where he earned a bachelor's degree in criminal justice. He also graduated from the 51st Mid-Michigan police academy. Chief Jungel finished his formal training by graduating from Michigan State University's School of Staff and Command.

Chief Jungel spent 25 years with the Eaton County Sheriffs' Office. While there he served many roles including road patrol Deputy, Sergeant, Lieutenant, Captain, and retired as Chief Deputy. During his career, he served in specialty roles including Hostage Negotiator, Field Training Officer, Tactical Team Member/Commander, Honor Guard, and Marine Patrol. Chief Jungel joined the City of Zeeland in the spring of 2018. Chief Jungel has implemented accreditation and body-worn cameras since joining the Zeeland Police Department.

5. Accreditation Manager

Lt. Kevin Cisler

Lieutenant Kevin Cisler grew up in Holland and graduated from West Ottawa High

School in 1992. He went through the academy and received a bachelor's degree in criminal justice from Ferris State University in 1996. He started his career with the Zeeland Police Department as a part-time officer in September of 1998. He became a full-time police officer in the summer of 1999 when a position was created for *D.A.R.E./Community Policing Officer*. This position consisted of teaching *D.A.R.E.* to Zeeland school children ages Kindergarten to fifth grade as well as community policing. After 3 school years, he went into the patrol division and worked nights until 2011 when he switched to the day shift. He had the honor of being selected as a Field Training Officer in 2005 and has trained over 20 new officers. He was promoted to Corporal in the fall of 2005. In 2017 Chief William Olney retired after 17 years and then Corporal Cisler was named Interim Chief of Police Operations.

In April of 2018, Tim Jungel was selected as the new Chief of Police. Lt. Cisler was placed in charge of the MACP Accreditation process and quickly became an Accreditation Manager and Assessor. Lt. Cisler was promoted from Corporal to Sergeant in January of 2019. On March 2nd, 2021, the Zeeland Police Department was accredited by the Michigan Association of Chiefs of Police (MACP). Sergeant Cisler was promoted to Lieutenant in February of 2022. Lieutenant Cisler is currently the Vice President of the Michigan Police Accreditation Coalition (MIPAC) which is closely associated with the Michigan Law Enforcement Accreditation Commission (MLEAC). Lieutenant Cisler is also the property room custodian for ZPD. In October 2023 he graduated from Eastern Michigan University Police Staff and Command Class #40. Lieutenant Cisler continues to work on the accreditation effort as well as investigate complaints, and other duties with passion and pride for his department.

E. Public Information Activities:

Public notice and input are cornerstones of democracy and MLEAC accreditation. This section reports on the community's opportunity to comment on their law enforcement agency and to bring matters to the attention of the commission that otherwise may be overlooked.

1. Telephone Contacts

The public telephone lines were active on November 28th, 2023, from 10:15 A.M. to 12:00 P.M. The phone lines were tested prior to the call-in session and found to be working. During the call-in session, no citizens called to offer statements.

2. Correspondence

The assessors received one email from a citizen in reference to the assessment, which reads as follows:

Good Morning Lieutenant Cisler,

Hope you are well. I wanted to take a minute to share some feedback with you as you

work through your accreditation process. First, hats off to you and the team for taking on this work to denote an agency that is looked upon favorably for the quality and caliber of services provided to the community!

Next, I thought it might be helpful to share how impressed I have been with the level of service specifically offered by ZPD to ZPS. Our School Resource Officer is top-notch. I have shared that multiple times with Chief Jungel and Officer Ousley himself but felt it was worth emailing directly related to the accreditation process. Our SRO has become an essential member of the ZPS family and has worked hard to forge strong relationships with both staff and students along with his colleague serving as the SRO from the county. He is a critical member of our district safety team. Our staff feel safe and supported given his presence and commitment to our district. Officer Ousley is always willing to take a call, connect with a student, offer his insight, or simply just be there as an advocate for the system. We're beyond grateful.

In addition to the SRO services that ZPD provides, the department as a whole has a long tradition of working cooperatively with the district. We appreciate our joint approach in identifying needs we can mutually address and look forward to continuing to impact our community collaboratively.

If you have any questions or desire specific examples, please don't hesitate to reach out.

Take care,

Brandi-Lyn Menham, Ph.D. – Superintendent of Schools

3. Media Interest

There were no inquiries from the media to assessors regarding the on-site.

4. Community Outreach Contacts

There were no Community Outreach Contacts regarding the on-site.

5. Agency Ride-Along/Dispatch Tour

Agency Ride-Along

On November 28th, 2023, Assessor Ivory rode along with Sgt. Brian Breuker for approximately two hours. Sgt. Breuker's patrol vehicle was very well maintained, clean, and stocked. Sgt. Breuker's uniform was clean, well pressed, and provided a very professional appearance. During the ride-along, Sgt. Breuker took Assessor Ivory around the city, showing various landmarks and industries. Sgt. Breuker spoke about the police department and community, describing them as having a cohesive relationship. He stated that the police department functions highly and everyone works

well together. Sgt. Breuker was able to answer all of the questions about the Zeeland Police Department that Assessor Ivory asked. Sgt. Breuker was not dispatched on any calls, however he was very attentive to the radio and was monitoring traffic for any needed response.

During the ride-along, Sgt. Breuker drove Assessor Ivory over to the Ottawa County Central Dispatch. OCCD is the central dispatch center for all emergency service agencies in Ottawa County. While at the PSAP, Assessor Ivory was able to speak with Tammy Smith, who is the Deputy Director of the center. She provided a tour of the center, showing Assessor Ivory the generator and the basic operation of the PSAP. All standards relating to the operation of a communications center that can be observed at the PSAP are in compliance.

Proof of Compliance Observations During Ride-along Activities:

The following observations that confirmed standard compliance were made during the ride-along:

- 1.6.2b Mandatory use of body armor by patrol.
- 3.4.1 Radios were used for two-way communication.
- 3.4.3a/c Methods to identify field units were used effectively.
- 3.5.8 Sgt. Breuker wore his seatbelt whenever the car was in motion.

F. Essential Services:

Chapter 1 – The Administrative Function:

Direction of Personnel

The Chief of Police has the sole authority to issue, modify, repeal, amend, revise, revoke, or approve any of the rules, written directives, policies, and procedures. The Lieutenant may make minor modifications to the policies that do not affect organizational procedures or practices. The written directives were constructed in a logical manner with employee duties and responsibilities clearly defined, including constraints on employee actions and expectations. The agency uses LEXIPOL which allows for the policy to be disseminated for review by staff prior to issuance.

Fiscal Control

The agency does not have a petty cash account. Purchases are made by invoice, or credit cards issued to the Chief of Police.

Administrative Assistants are allowed to accept bond money and fees, however no change is ever given. A receipt is provided to the citizen, a copy of the receipt is attached to cash and placed in a locked cabinet, which has limited access. All monies are then transferred to the city Treasurer's Office.

Internal Affairs

The agency will accept and investigate all complaints, even those made anonymously. Internal investigations are assigned to the Lieutenant, who has the authority to report directly to the Chief of Police. The agency has a well-defined process from the receipt of a complaint through the final disposition and notification to the citizen.

During the assessment period the agency received:

<u>Internal Investigations:</u>	17
Sustained:	10

Analysis:

Sustained Internal Investigations all appeared to be random with no apparent pattern among any one particular officer. All of the sustained complaints were handled within the guidelines of the disciplinary process.

No training needs were identified beyond the current training plan. The agency uses training and counseling in lieu of discipline when appropriate.

The Disciplinary Process

The agency's written directive system details the rules, regulations, and expectations for employee conduct. Supervisors have discretion to place employees on administrative leave when it is in the best interest of the individual or agency. The agency is well disciplined and has procedures to apply training and counseling in lieu of punitive employee discipline. The agency has an appropriate appeal and grievance process in place with established timelines governed by a collective bargaining agreement. There were no grievances filed as a result of discipline during the assessment period.

Organization

All sworn personnel take, sign, and subsequently abide by an oath of office to enforce the law and uphold the Constitution of the United States and the Constitution of the State of Michigan. All agency personnel acknowledge a code of ethics and receive ethics training every two years. Bias-influenced policing is strictly prohibited by the agency. There is a clear definition for bias-influenced policing including the reliance on characteristics such as race, ethnicity, national origin, religion, sex, sexual orientation, gender identity or expression, economic status, age, cultural group, disability or affiliation with any non-criminal group as the basis for providing differing law enforcement services or enforcement.

The agency prohibits unlawful workplace discrimination and harassment, including sexual harassment. The written directive outlines a proper reporting mechanism in the chain of command, including an alternate reporting process for any conflict of interest. The directive requires employees to report any type of harassment and requires

investigations to be conducted in accordance with state law. There were no harassment complaints filed during the assessment period.

The police personnel have structured unity of command. The Zeeland Police Department has a Chief of Police, who is supported by one Lieutenant and one Sergeant.

The agency has a Patrol Division, which is overseen by the Lieutenant. There is currently no operating Investigations Division. Any criminal investigations that go beyond the scope of a patrol officers handling are referred to the Lieutenant.

The agency currently has 11 sworn personnel, four sworn reserve officers, and two civilian staff members. The make-up of the agency consists of:

- 1 Chief of Police
- 1 Lieutenants
- 1 Sergeants
- 8 Police Officers
- 4 Reserve Officers
- 2 Administrative Staff

The agency responded to approximately 6,390 calls for service during the assessment period. Special assignments in the department are limited to FTO, property officer, firearms instructor, SRO, and defensive tactics instructor.

The agency also has access to supervisory personnel on a 24-hour basis, as the command officers are considered always on call. In the absence of the Chief of Police, the Lieutenant is designated to act in the Chief's place.

Agency Equipment and Property

Agency personnel are responsible for all equipment issued to them or physically under their control. It is the responsibility of the employee to maintain all law enforcement related equipment in an operational state and report any malfunctions, damage, or loss of equipment immediately to their supervisor. The agency maintained all stored equipment in a state of readiness.

The wearing of body armor is mandatory for all sworn personnel, and there are additional requirements to wear body armor while engaged in pre-planned and high-risk operations. All sworn personnel are responsible for the maintenance of agency-issued equipment.

Public Information

The agency has a comprehensive Media Relations Policy. The Chief of Police is the authorized Public Information Officer, but may designate the Lieutenant, Sergeant, or

Senior Patrol Officer to disseminate information. A well-defined process is in place for press releases.

Agency Records and Computers

The agency has a detailed written directive system describing field reporting, follow-up investigations, and the approval of reports by supervision. The department controls access to agency records electronically with records management passwords. Any hard copies of reports are archived reports and are stored per Michigan Retention requirements. The Chief of Police or authorized designee determines what personnel may have access. Juvenile records are kept designated as such in the records management system. Physical juvenile case files do not exist. There are extra security measures for non-public records in the system as well.

All freedom of information requests are handled by the agency's administrative assistant. The agency abides by the state retention and disposal requirements in accordance with Michigan Statute and Records Management.

The agency has procedures to protect its central records. The data is stored and backed up electronically and is password-protected. Annual security audits and password audits were performed during the assessment period. There were no breaches in security during the assessment period.

Agency Training

The agency training records are current and are being maintained in accordance with applicable retention schedules. Training course content is outlined and lesson plans are utilized. In-house instructors are properly trained and experienced. Newly sworn personnel are required to complete an extensive field training program which is defined by the San Jose Model of Field Training. Officers in field training rotate shifts and assigned field training officers in an attempt to expose newly hired officers to all shifts. Field training officers are properly selected and trained through a documented process. The Chief of Police or authorized designee makes the final determination of selection of field training officers. The field training program is properly supervised by an assigned Sergeant. Accreditation Managers have all received proper training in the job through MACP.

Newly promoted or personnel newly assigned to a specialty assignment receive training consistent with new responsibilities and tasks. The agency has a remedial training policy. During the assessment period remedial training was conducted. No other training needs were identified during the assessment period. Specific required annual training topics were properly identified in the written directive. The agency conducts mandatory training annually to accomplish the required training, review of material, and assessments. Annual/Bi-Annual training included firearms, less lethal weapons (Taser, OC Spray), de-escalation, defensive tactics, hazmat, blood borne pathogens, response to persons with mental disorder, first aid/CPR, emergency vehicle operations, cultural

diversity, sexual harassment, domestic violence, and legal update.

Authorization and Use of Agency Weapons and Ammunition

The Chief of Police is the authorizing authority for weapons and ammunition, including specialized weapons. The agency uses certified/qualified staff for armorer inspections, repair and replacement. Records of weapons are properly maintained with written guidelines for storage. The agency has a written procedure on removing unsafe weapons and provide a replacement if repairs could not be made that met accreditation standards. No firearms had to be red tagged during the assessment period. The agency provides use of force training, de-escalation, firearms, less lethal weapons and unarmed subject control, at the minimum, yearly. Training is provided by qualified instructors and proficiency must be demonstrated by the officer. A procedure for remedial training is in place for officers unable to qualify or meet minimum standards.

Chapter 2 – The Personnel Function:

Personnel Benefits and Responsibilities

The agency has a written directive outlining an employee assistance program (which is administered by National Insurance Services (NIS)), line-of-duty injury and death circumstances policy, and an employee collision and review process. EAP Services are confidentially provided to members upon member request or upon referral by a supervisor. During the assessment period, there were no serious line-of-duty injury or death incidents. The agency also has an exposure control and reporting policy that ensures employees receive follow-up treatment as required medically. Both off-duty and extra-duty employment are allowed with approval from the CEO.

The agency also has a written directive addressing critical incident stress. The directive stipulates that an employee may be relieved from duty after a critical incident if it is determined to be necessary by the on-duty supervisor and senior department leadership. Employees may also be required to participate in critical incident debriefs as deemed necessary by the Chief of Police. Such debriefs may be done in an individual or group setting. Referral services and follow-up counselling are available to employees impacted by a critical incident. During this assessment period, there were no critical incidents.

Personnel are required to complete stress recognition training. Such training occurred in 2021. The agency requires that stress recognition training is provided to all officers.

Performance Evaluations

All agency personnel receive documented performance evaluations. Performance evaluations are required to be completed once a year for all personnel. The performance evaluation system has a well-defined purpose statement with established and defined criteria, scored on a rating scale. Personnel, depending on assignment, are assessed in 7 different behavioral criteria and assigned a score of does not fully meet

departmental standards, fully meets departmental standards and well above department standards. The written directive defines rater responsibilities, including the use of forms. Training is provided to evaluators upon promotion and is documented. Evaluations are maintained according to the established retention schedule. If a supervisor and employee cannot resolve a dispute regarding an evaluation, the employee may appeal the evaluation to police administration by submitting a written request.

The agency has an established early warning system. The written directive clearly defines the actions and/or behaviors that are to be monitored. Shift supervisors are responsible for ensuring all required information is entered into the early warning excel spreadsheet for tracking. When an early warning concern occurs, the Chief of Police is responsible for conducting a review with the employee and recommending what corrective action, if any, is required. The Chief of Police, in consultation with the City Clerk, determines if fitness for duty evaluations are required. During this assessment period, there were no fitness for duty evaluations on any employees.

Promotion of Sworn Personnel

The Chief of Police is the administrator of the promotional process. The promotional process is detailed in the agency's collective bargaining agreements (CBAs) and policy. Eligibility requirements, written examination, oral examination and scoring of other criteria are all detailed within the policy and CBA language. Upon completion of the testing process, a pool of applicants from which the Chief of Police selects for promotion is identified and consists of the 3 highest scoring applicants. Promotional lists are established and effective for a period of one year. Newly promoted personnel are assigned a probationary period of six months following promotion. The department executed a promotional process for the role of Sergeant during this assessment period and provided proof that all steps in the process were executed as outlined in the policy.

The selection criteria and process for special assignments is defined in the agency policy. Interested parties apply by submitting a letter of interest based on directions provided in the position vacancy notice. Candidates are evaluated based on their relevant skills, knowledge, abilities, experience, training, education, past work records and previous performance evaluations. The Chief of Police makes the final decision on appointment to special assignments and the process utilized during selection. Special assignments available are limited to: FTO, property officer, firearms instructor, SRO, Evidence Tech, background investigator, and defensive tactics instructor.

Recruitment of Sworn Personnel

The recruitment plan contains a clear statement that the agency is committed to equal opportunity and will not discriminate on the basis of any actual or perceived classification or status protected by law. The stated goals and objectives for the plan are clear and understandable and emphasize a desire to achieve a workforce that not only exemplifies the mission and goals of the agency, but also provides a focus on attracting a diverse pool of applicants. Activities for recruiting include attending college/university

job fairs, using online resources to advertise job openings, networking with criminal justice programs at colleges across the state and direct recruitment visits to police academies. A review/revision of the recruitment plan occurs triennially, at a minimum. The recruiting process is overseen by the Sergeant.

Selection of Personnel

The agency has a complete written process for the selection of new full-time personnel, which includes a written examination, a pre-screen interview, an oral board interview, background investigation, Chief's interview, psychological evaluation and medical examination. The Chief of Police may extend a conditional offer of employment to an applicant after the testing and pre-screen interview portions of the process are completed.

Comprehensive background investigations are completed on all applicants who are provided a conditional job offer prior to employment. The department requires that background investigators be trained in relevant methods to conduct such investigations. The investigations involve, at a minimum, a fingerprint check for criminal records, a check and verification of the applicant's driving history and license status, a verification of at least three personal references, a criminal history check through LEIN/NCIC and a review of the application materials and questionnaire to ensure that the applicant meets eligibility requirements. Medical and psychological examinations are conducted by licensed professionals.

Reserve Officers and Civilian Volunteers

The agency has an active reserve officer program. The reserve program currently has four members who assist at various community events. The Zeeland Police Department does not employ civilian volunteers. A proper standard exemption waiver was included in the agency's files.

Chapter 3 – The Operations Function

Arrest, Search and Seizure

The City of Zeeland Police Department is a full-service police agency with full arrest powers. The agency, and its policies, follow the U.S. Constitution and the Constitution of the State of Michigan in relation to arrest, and search and seizure practices. The agency recognizes the foundations set forth in the Fourth Amendment.

The agency policy outlines the warrantless search exceptions and the need for a court-authorized search warrant, when applicable. The agency officers bring arrests directly to the Ottawa County Jail for processing and detention. The Zeeland Police Department has appropriate policies in place for the care of arrestee dependents. During this assessment period, a young child was turned over to an arrestee's boyfriend in 2021

and in 2023, two young children were turned over to an arrestee's parents without incident.

The agency has a proper strip search and cavity search policy in place indicating when and where these types of searches are to be conducted, by whom, and by what authority. During this assessment period there have been no occurrences of body cavity searches or strip searches.

Interview and Interrogation

The Zeeland Police Department has established procedures for standards compliance with contemporary criminal procedural requirements related to interviews, investigative detention interviews, and interrogations. The agency has a main interview room, which is located at the north end of the building, near the squad room and the training/media room that is used for interviewing witnesses and victims.

The designated interview/interrogation rooms are monitored by surveillance video. They have audio and video recording capability. Interviewing officers are able to summon assistance through loud, verbal requests, or by pushing the emergency call button on their portable radios.

The agency's written directive indicates that investigative officers are required to use the agency's audio and video taping capabilities for purposes of recording statements and confessions in an overt or covert manner consistent with state law. Recording is required for custodial interrogations. The policy also indicates that a maximum of four people are allowed in the interview rooms at any one given time, indicating that no more than two officers are permitted with a suspect.

Use of Force

The Zeeland Police Department has appropriate use of force policies and procedures in place that meet the accreditation standards.

During the accreditation year of 2020, the agency responded to 20 use of force incidents, 8 of which involved physical control, 2 involved Taser deployment, 1 involved OC spray and 9 involved a drawn or pointed firearm. A report was completed for each force incident and reviewed by a supervisor. The department Sergeant conducted a meaningful review of each incident. Reviews conducted determined that all incidents were justified and in compliance with department policy, procedure and training. No remedial action or corrective action was required.

There were no occurrences of personnel being removed from duty pending investigation into a use of force and the agency does submit numbers to the National Use of Force Collection Data Base.

Communications

The Zeeland Police Department utilizes the Ottawa County Central Dispatch Authority (OCCDA) as its Public Safety Access Point (PSAP). OCCDA is located approximately 15 minutes away in West Olive, MI. It provides dispatch and radio services to 5 police agencies and 21 fire departments. The dispatch center uses Intergraph CAD software to record radio and phone traffic. All recordings are kept in compliance of the policy and state mandated retention schedules. All of the OCCDA employees are trained in medical emergency dispatching through APCO.

The OCCDA has a procedure in place to handle abandoned 911 calls. They attempt to call back to get a location and will send a car to do a well-being check. The PSAP has access to Phase II location information and RapidSOS to try and determine the location of abandoned calls.

The Dispatch Center has a back-up generator which powers the facility during loss of commercial power. During the assessment period, the generator had a full load test on November 29, 2021. The generator will automatically engage if the main power supply is lost thus supplying power to the Dispatch Center to maintain operations. The generator goes through a weekly function test.

Field Activities

During the assessment period, there were twenty-two motor vehicle pursuits within the City of Zeeland. The vehicle pursuits originated from minor traffic violations to assisting other agencies. The Zeeland Police Department policy allows for pursuits by officers who must follow the guidelines appropriately outlined in the policy. Forcible stopping of vehicles and the use of roadblocks are permitted by policy and proper procedures are in place. Officers receive documented training on authorized forcible stopping and roadblock tactics and procedures.

The foot pursuit policy outlines guidelines for foot pursuits. Officers are permitted to pursue suspects on foot so long as the objectives of the pursuit outweighs the risks. Officers are not criticized for their decision not to pursue on foot, however there have been no occurrences of an officer choosing not to engage in a pursuit when warranted. There was only one foot pursuit that occurred during the assessment period. An annual analysis was completed and no officers were found to be in violation of policy. No injuries were sustained by the officers or suspects during the foot pursuit.

The Zeeland Police Department utilizes in-car mobile data computers to assist officers in the performance of their mission. There are clear policies in place as to how and when to secure terminals during down times. The agency utilizes in-car camera systems as well as body worn cameras. Clear policies are in place to address when cameras are to be activated and what contacts are to be recorded. Videos are retained in accordance with State law.

Officers are given departmental training both at the time of hire and then on a triennial basis for dealing with people with mental illnesses.

The Agency mandates the use of seatbelts for all occupants when riding in department vehicles. This includes a policy for the use of child safety restraints when appropriate.

Traffic Safety and Enforcement

The Zeeland Police Department has applicable policies in place regarding traffic violation enforcement, enforcement options, offenders, and traffic direction and control. The directive establishes procedures to conduct motor vehicle stops, including high-risk stops. The enforcement options include warnings, citations, and arrest when appropriate.

Homeland Security/Critical Incidents

The agency has a critical incident system in place, which includes command, operations, planning, logistics, and fiscal responsibility. During the assessment period, the Agency used ICS during the Zeeland Prom, the Memorial Day parade and the Christmas parade. Operational plans were developed and followed for each event.

CHAPTER 4 – The Investigative Function:

Criminal Investigations

Zeeland Police officers take the initial report. All cases are brought to their final conclusion at the patrol level, unless extensive follow-up is required, in which case the Lieutenant is assigned the case.

A policy is in place for eyewitness identification. The Zeeland Department did not have any cases where a show-up or live line-up were used. They did have a photographic line-up presentation. Instructions were provided and signed off on. A witness statement was completed.

Crime Scene Processing

The Zeeland Police Department maintains officers trained in evidence collection. If evidence collection is needed and one of the trained officers is not available, the Lieutenant is available to respond to scenes as needed.

The Zeeland Police Department allows patrol officers to process most crime scenes.

Outside assistance for fatal crashes and major crime incidents is requested from neighbor jurisdictions such as Holland Police and the Ottawa County Sheriff's Office.

Storage of Evidence and Property

The Zeeland Police Department controls property through a records management

system.

Appropriate policies are in place for property processing and evidence collection. The agency has a well-organized property room. Only the evidence custodian (Lieutenant) and the back-up evidence officer (Sergeant) have access to the room. The door has key access with a camera outside the property room that is recording. There are several lockers for officers to put larger pieces of evidence into along with smaller lockers in which evidence is placed and secured until the property officer comes in. The agency has lockable areas within the property room available for narcotics, valuable jewelry, guns, and money.

Evidence that needs lab submission is sent to the Michigan State Police Lab. Appropriate policies for transmission and chain of custody are in place. Upon packaging an item, it is secured in a temporary locker.

The property officer will retrieve the items and transfer them to the long-term storage property room.

Time sensitive inspections, audits and inventories were conducted, with one inventory being conducted within appropriate time lines, but outside of their own policy (see Applied Discretion).

Appropriate policy is in place for the possession, transfer and destruction of property. An area that was identified as needing future consideration is having a camera physically in the property room.

Juvenile Matters

The agency has established policies regarding juvenile status offenses, including runaway cases. The outlined policies ensure the protection of the juvenile's constitutional rights.

The agency has a policy on the safe delivery of newborns.

Special Investigations and Operations

The agency has policy in place which dictates procedure for special investigations and operations. The agency does not conduct special investigation operations and was awarded an NA letter.

The agency has established policies regarding unidentified adults and children, and the safe delivery of newborns.

There were no incidents where the agency needed to use Amber Alerts.

Chapter 5 – The Arrestee/Detainee/Prisoner Handling Function

Transporting of Arrestees/Detainees/Prisoners

The Zeeland Police Department has established policy and procedure in place to include searching vehicles and subjects prior to transport. Subjects are secured in partitioned vehicles and seat belts are utilized in compliance with state law. Patrol vehicles are modified to prevent prisoner escape.

Processing of Arrestees/Detainees/Prisoners

The Zeeland Police Department does not have in-house processing facilities. All arrestees who are custodial are transported directly to the Ottawa County Jail for processing and lodging. An NA letter was awarded.

Holding of Arrestees/Detainees/Prisoners

The Zeeland Police Department does not house or hold any prisoners at the station, nor do they have the facilities to complete such. An NA letter was awarded.

G. Applied Discretion Compliance Discussion:

This section provides specific information on those standards found to be in compliance after on-site adjustments were made. Adjustments may include modifying agency policies and directives, creating documentation and alteration of the physical plant. The agency had one standard held as an applied discretion:

4.3.5 – The agency had a policy in place which stated that upon the triggering of a full-inventory of the property room, the inventory was to be completed by members of the agency who fall outside of the property control function. Upon the retiring of a Lieutenant, who acted as the property custodian, the inventory was completed, however it was completed by the newly appointed property custodians. The standard is less restrictive than their policy, however they failed to follow the policy.

Action: Prior to getting on-site, the policy was changed to have inventories conducted by property custodians. There did not appear to be any issues with the inventory that was conducted.

H. Standards Noncompliance Discussion:

The agency had 0 standards in noncompliance.

I. Exit Interview with Chief Jungel:

Chief Jungel stated that he was very pleased with his staff, specifically Lt. Cisler for all the hard work in getting through the reaccreditation process. Assessor Ivory asked Chief Jungel about recruitment and retention, to which he replied that he was more concerned about replacing the caliber of officers that they have, should one decide to leave. He stated that they frequently have to turn away candidates due to being fully staffed, but should someone leave, they will be losing high quality talent. The Assessors then advised Chief Jungel about a recommendation to put gun lockboxes outside of their interview room to allow officers to lock up firearms, as well as possibly issuing a written directive providing more guidance as to when they should secure their weapons. Their current policy allows for the officers or supervisors to use their discretion. When asked if there was anything that Chief Jungel would like to see come to the department, it would be the addition of a Detective's position. Chief Jungel stated that he would assign various tasks to the Detective, which would free up officers to be a little more engaged.

J. Waivers of Standards:

This section provides specific information on those standards which qualified for waivers. Waivers are available to agencies when it is impossible to comply with a specific standard. A request to waive standard compliance must be made to the Michigan Association of Chiefs of Police Accreditation Program Director in writing, on official agency letterhead, signed by the CEO. There were eleven waiver of standards verified during the on-site. The following standards were granted non-applicable waivers:

Standard 1.9.8 Tactical Team Training
Standard 2.6.2 Civilian Volunteer Program
Standard 3.5.9 Police Canines
Standard 4.5.2 Special Investigative Operations
Standard 4.5.3 Using Confidential Informants
Standard 5.2.1 Processing Procedures
Standard 5.3.1 Temporary Detention Defined
Standard 5.3.2 Security Protocols
Standard 5.3.3 Training
Standard 5.3.4 Evacuation/Hazard Protocols
Standard 5.3.5 Inspections

K. Employee Interviews

Sgt. Brian Breuker – Union President

During the ride-along, Assessor Ivory had an opportunity to speak with Sgt. Breuker in reference to the union. Sgt. Breuker is the Union President. Sgt. Breuker advised that they have one union in the police department, which is all of the patrol officers and himself. Assessor Ivory asked him how that works acting as a supervisor, who also represents the officers he may have to discipline. Sgt. Breuker stated that if the

investigation is something substantial, it will be moved over to the Lieutenant to handle, and the union vice-president will act as union representation. Assessor Ivory asked how the relationship is between the union and the city. He stated that it was good. He went on to state that he does not recall the last grievance that was filed and that contract talks generally are smooth, with both sides getting a little of what they want.

Sarah Huizenga – Principal of City Side Middle School

Sarah Huizenga is the principal of City Side Middle School, a resident of the city, and sits on numerous city committees. Huizenga stated that she works closely with the police department through the School Resource Officer. Huizenga stated that she has nothing but positive things to say about the Zeeland Police Department. Huizenga stated that the officers frequently interact with school kids and always leave a good impression with them of the police. Huizenga recounted an incident a few years back where the city council looked at transitioning police services over to Ottawa County. She stated that there was such an uproar by the citizens of the city that the proposal never went anywhere. When asked about improvements, Huizenga stated that she believes ZPD to be on the cutting edge of both training and technology. She described the working relationship between the PD and the school as amazing.

Mayor Kevin Klynstra

Kevin Klynstra is the Mayor of Zeeland and has served in that capacity for the past twelve years. Mayor Klynstra stated that he is very proud of the police department. Mayor Klynstra stated that he believes they work hard to keep the citizens of Zeeland safe by keeping the bad guys out. Mayor Klynstra recounted the story about the county proposal and stated that it was very much unsupported by the residents. Mayor Klynstra stated that the police department engages in numerous community events, including parades and chili cook-offs. He spoke highly of Chief Jungel, stating that he runs a high functioning agency, while keeping up with emerging trends. Assessor Hayne asked Mayor Klynstra about the relationship between city hall and the police department, to which Mayor Klynstra stated that it was very good. He also praised Chief Jungel for attending city council meetings and always keeping city leadership apprised and informed.

Tim Klunder – City Manager

Tim Klunder is the city manager of Zeeland and has been with the city for 21 years. Klunder stated that the police department and city hall have a great working relationship. Klunder stated that as the CM he tries to stay hands off with the department heads, allowing them to run their divisions. Klunder stated that Chief Jungel does a great job of managing the police department, as well as his budget. Klunder stated that contract negotiations are generally easy and almost always handled within one or two sessions. As it relates to citizen complaints, Klunder stated that they are very few complaints that come to fruition. Klunder stated that there are very good, open lines of communication between city hall and the police department. Klunder stated that

he believes the police department is currently operating at the correct staffing level, but he would not be opposed to give the agency more people should the need arise in the future.

Phang Lam – City Council Member

Phang Lam is a member of city council. Lam stated that he is a resident of the city for the past 22-years and been on city council since 2019. Lam described the relationship between city hall and the police department as “having great synergy”. Lam stated that he believes the kids in the community learn a lot of great lessons from the police department. When asked about deficiencies, Lam stated that he would not think of any, but stated that the agency must keep up with training. Lam stated the issue for the future is going to be figuring out how to keep the city insulated from crime in the coming years.

L. Community Outreach and Engagement

The agency conducts numerous community outreach and engagement projects throughout the year. These include:

Plaider Day Chili Cook Off
Memorial Day Parade
Day of The Young Child
Zeeland Car Cruise
Classic Car Show
Zeeland Zoom 5K
Hearts in Motion 5k 10k
Zeeland Christian Zip 5k
Zeeland Twilight Crit Bike Race
Zeeland Fire/Rescue Pig Out
Cycling the City
Music on Main
Zeelmania
Hometown Heroes Day
National Night Out
Corn on A Cop
Dog A Rama
Cram the Cruiser
Peddlers Market
Farmers Market
Labor Day Truck Parade
Pumpkinfest Parade
Downtown Trick or Treat
Turkey Trot 5k
Christmas Parade
Santa Cop Gift Giveaway

M. Summary and Recommendation:

A thorough review of the files for compliance was conducted, supported by observations, interviews, and community outreach contacts. It was determined that the agency was in-compliance with all of the established accreditation standards, with exceptions noted. Reaccreditation is recommended for the City of Zeeland Police Department.

Respectfully Submitted,

Lt. Matthew Ivory, Team Leader
Date submitted: December 1, 2023

Reviewed and approved to be scheduled for a hearing before the MLEAC.

Ron Wiles, Program Director
Date: December 15, 2023