



Edmonton Police Service

2011 Professional Standards Branch

Annual Report

Presentation to the Edmonton Police Commission



Report Structure

- 42 Pages / 7 Sections
- General Branch Hi-lites
- Section 1: EPS & Community
- Section 2: Civilian Oversight/Disciplinary Process
- Section 3: Public Complaints Process
- Section 4: 2010 PSB Statistics
- Section 5: Trends and Responses
- Section 6: Compliments
- Section 7: Additional Information



Outline of Presentation

- Overview of Professional Standards Branch Activities
- Observations on Complaints, Sources and Drivers
- Trends and Prevention Strategies
- Questions



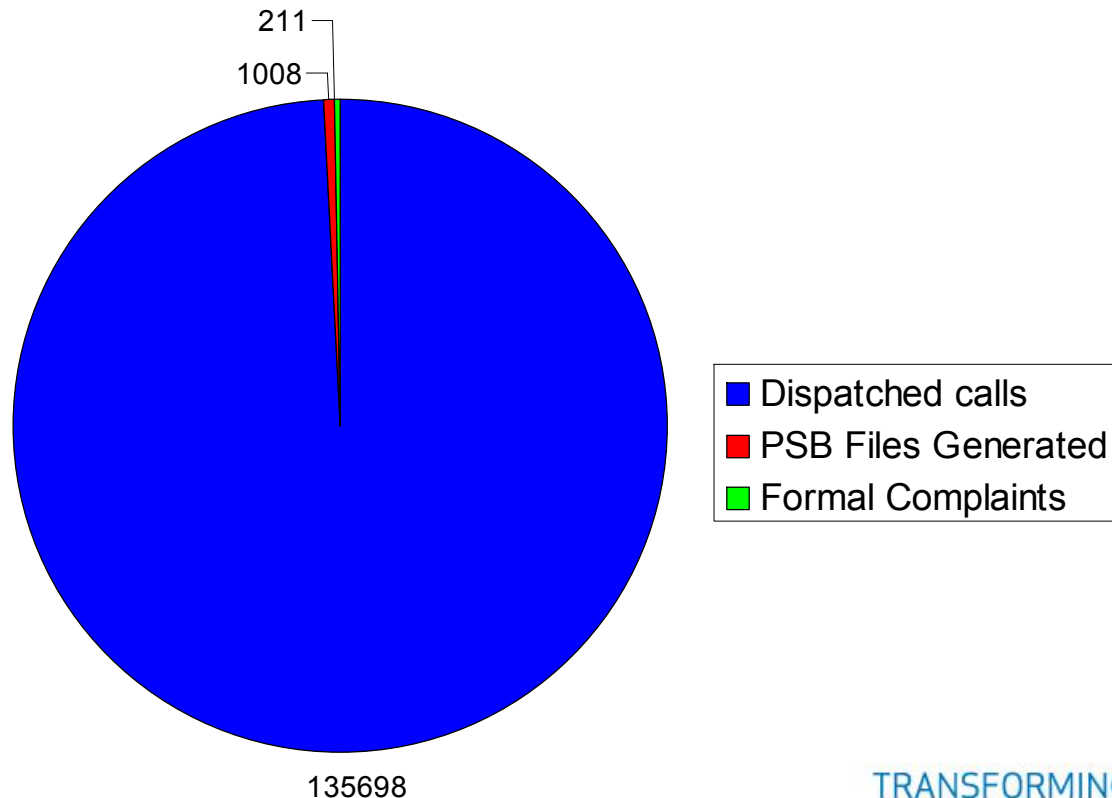
Branch Highlights

- Review Panel
- Increased Civilianization of Investigator Roles
- Successful Recruitment of an Alternative Dispute Resolution Coordinator
- Organizational Change



Files Received

- 135,698 Dispatched Calls
- 1008 PSB files
- 211 Formal Complaints





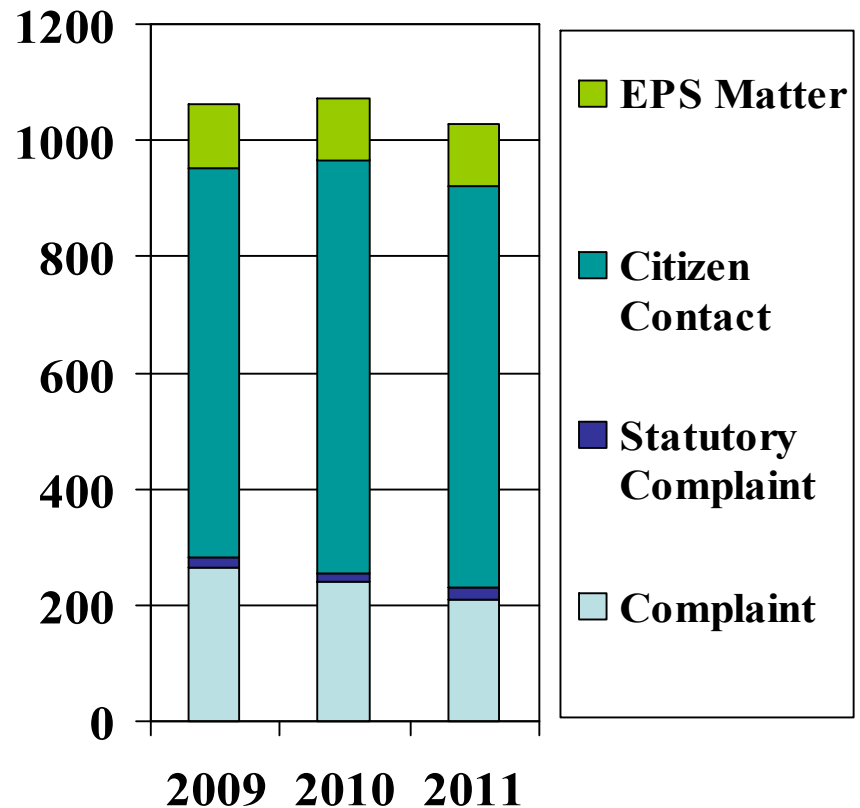
Five Year Comparison

Category	2007	2008	2009	2010	2011
Dispatched Calls for Service	146,968	141,514	136,791	134,749	135,698
Total PSB Files Opened	1,120	999	1,054	1,058	1,008
Rate per 10,000 calls for service	76	71	77	79	75



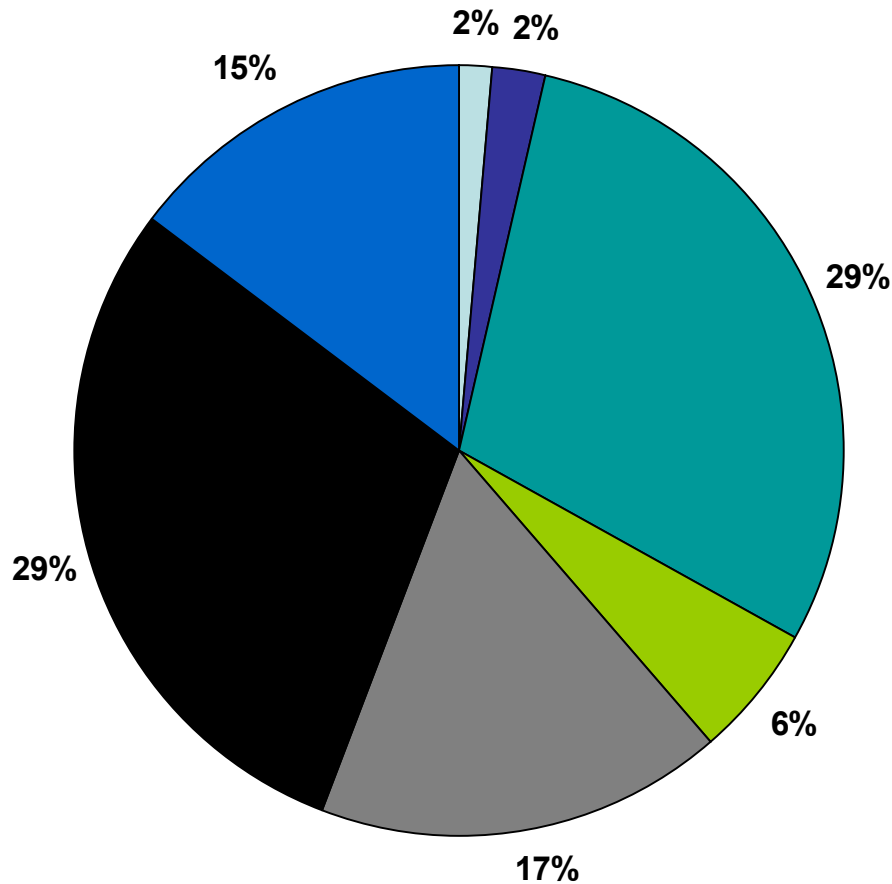
Files Received

- Overall, number of files decreased by 5%
- Formal Complaints decreasing
 - Decrease in formal complaints by ~10% each year





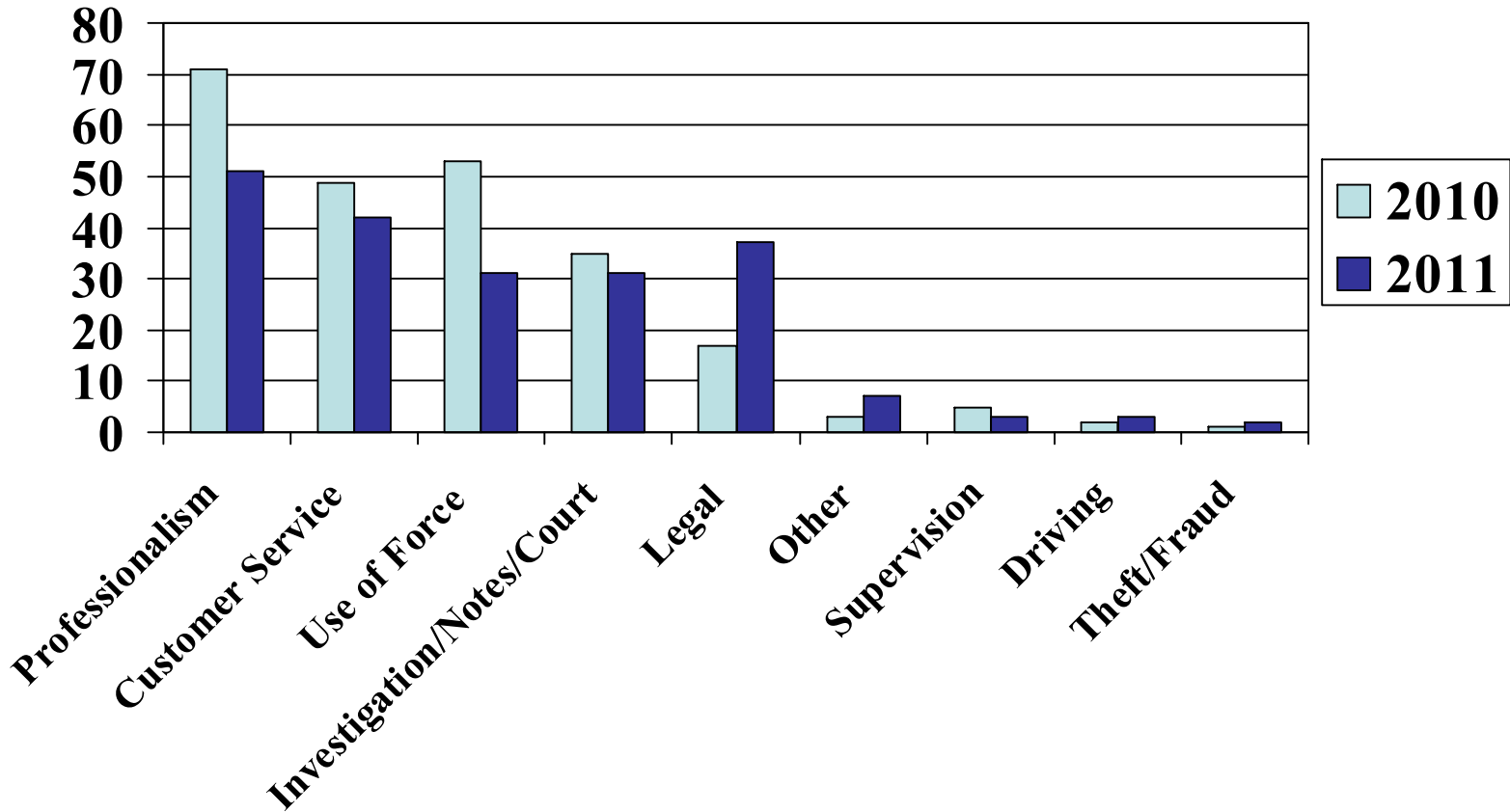
Resolution of Files



- Proven At Hearing
- Not Proven At Hearing
- Not Sustained
- Minor Contravention
- Dismissed/Withdrawn
- Supervisory Review
- Resolved through PSB



Types of Files





Prevention Strategies

- Enhanced Recruit Training
- Reasonable Officer Response Program
- Early Intervention System
- Professionalism Committee
- Investigative Skills Education Program



Compliments Received by EPS

- Total of **376** compliments received in 2011
- **164** compliments relate to CPB Divisions
- **165 *MORE*** Compliments than Complaints



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Questions?