



# Edmonton Police Service

*Committed to Policing Excellence*



## Professional Standards Branch 2017 Annual Report

May 2018

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**Abbreviations**

ASIRT	Alberta Serious Incident Response Team
EPC	Edmonton Police Commission
EPS	Edmonton Police Service
CPB	Community Policing Bureau
LERB	Law Enforcement Review Board
PA	<i>Police Act</i>
PSB	Professional Standards Branch
PSR	<i>Police Service Regulation</i>
ISB	Investigative Support Bureau



### Professional Standards Branch Values:

*Truth, Integrity, Courage, Honour*

## Introduction from Professional Standards Branch

2017 was a busy year for the Edmonton Police Service as we marked our 125<sup>th</sup> anniversary. The Professional Standards Branch was busy, as well; in addition to concluding a substantive number of complaint and informal concerns in 2017, PSB engaged with various areas of the EPS to be proactive with complaint trends in an effort to reduce the likelihood of members receiving a complaint. This included having PSB's Investigative Managers meet with EPS divisional management teams to present complaint trends and PSB Detectives conducting "tabletop" discussions with front-line members.

The EPS saw a significant increase in internally generated complaints and concerns in 2017, largely due to an EPS policy change that required that more traffic photo violations be reported to PSB for review. Although sections 63 and 64 of the *Use of Highways and Rules of the Road Regulation* permit emergency vehicles to drive in excess of the speed limit and proceed through stop signals when reasonable and safe, the EPS has committed to reviewing the circumstances whenever EPS vehicles activate photo enforcement devices to ensure the safety of our members and the public. In 2017, PSB took on greater responsibility in the review of photo violations.

The EPS also saw an increase in the number of publicly generated formal complaints in 2017; however, overall public contacts to PSB (including both formal complaints and informal concerns) decreased by 8.0%. This decrease in public contact to PSB is contrary to an increase in the number of EPS dispatched calls. That is, although the EPS dispatched more calls in 2017, fewer of those police contacts resulted in the public contacting PSB with a complaint or concern.

PSB's Alternative Dispute Resolution program continued to be successful in 2017, with 24% of formal complaints being resolved through ADR (including supervisory reviews, mediation, facilitated discussion and discussions with PSB members). This is an increase from 2016, where 16% of formal were resolved through ADR. ADR has proven to be an effective way to satisfy the concerns of the public and meet the needs of our officers. Additionally, it contributes to the overall efficiency of our Branch since these complaints are often resolved in less time than a formal investigation would take.

In 2018, PSB will continue to be pro-active with our divisional management teams to inform the membership of common trends and/or concerns we are experiencing. We will strive to conclude complaints in a timely manner, by continuing to identify and implement efficiencies in our processes and continuing to offer alternative dispute resolutions where reasonable.

## Executive Summary

The Professional Standards Branch of the Edmonton Police Service is responsible for investigating all complaints regarding the conduct of sworn members of the EPS, with the exception of the Chief of Police, and for complaints regarding the policies and services provided by the EPS.

In 2017, Professional Standards Branch opened 1,194 files. These 1,194 files were comprised of 252 formal complaints and 942 concerns brought forward for resolution outside the formal complaint process. Of the 252 formal complaints, 183 were made by citizens outside the EPS and 69 were made by members internal to EPS (as compared to 172 public complaints and 60 internal complaints received in 2016).

The 252 formal complaints represent a 9.5% increase in formal complaints as compared to 2016, including increases in both public and internal complaints. However, overall public contacts to PSB (including both formal public complaints and informal public concern files) decreased by 8.0% compared to 2016 (from 1047 public contacts in 2016 to 963 public contacts in 2017). In contrast, the number of internally generated files (including both formal internal complaints and informal EPS concern files) increased by 26% in 2017. This increase is mainly due to an EPS policy change that required that more potential traffic violations be reported to PSB for review.

During 2017, PSB concluded 1200 files, a slight decrease from 1229 in 2016. This included the completion of 242 formal complaints, 947 informal concerns and 11 statutory complaints (criminal investigations).

PSB continues to work to resolve matters through informal resolution processes where possible, which may take the form of supervisor reviews, facilitated discussions, formal mediations and discussions or reviews with Professional Standards Branch members. In 2017, the Alternative Dispute Resolution initiative was responsible for completing 14 mediations and 7 facilitated discussions. In addition, 32 formal complaints were successfully concluded by supervisory review, and 4 complaints were concluded through discussion with PSB members. Overall, 24% of formal complaints were concluded through ADR, increasing from 16% in 2016.

Finally, the number of compliments received by the EPS in 2017 totalled 226. In total, the EPS received 43 more compliments than public complaints during 2017.

### 1. The EPS and the Community<sup>1</sup>

<b>The EPS</b>		<b>The City of Edmonton</b>	
Employees:	2,558	City Population:	932,546
Sworn:	1,787	Officers per 1,000 Population:	1.92
Non-sworn:	771		

<sup>1</sup> EPS 'Employees' represents the number of authorized Full Time Employees in 2016. City of Edmonton population based on 2016 Statistics Canada Federal Census.

## 2. Professional Standards Files Generated in 2017

PSB uses a number of different classifications for their files. All contacts to PSB generate a “file”. Contacts will either be classified as a “complaint” if they meet the requirements of the Police Act or a “concern” if they do not meet the requirements of the Act. In this Report, “concerns” are referred to interchangeably as “concerns”, “citizen contacts” or “informal files”. Criminal investigations conducted by PSB are referred to as “Statutory Complaints”. For further explanation please see the Addendum to this Report.

During 2017, the EPS dispatched officers to 166,847 calls for service. As a result of these calls, along with a multitude of other interactions with the community, 1,194 inquiries were made to PSB regarding the service or conduct of the organization or its members during 2017. Additionally, of the files opened in 2017, 252 (21%) were classified as complaints under the criteria provided in the *Police Act*. The remaining 942 (79%) files were classified as informal Citizen Contacts or EPS Matter files. The following table provides some context for these numbers.

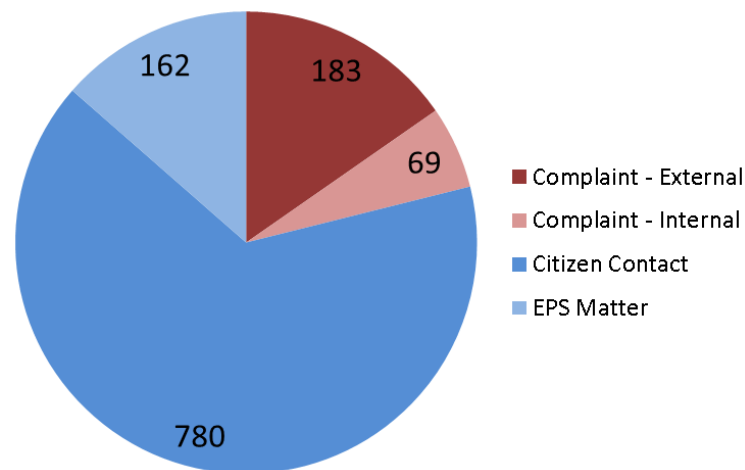
**Table 1: Five-Year Comparison of File Rates as a Function of Dispatched Calls for Service**

	2013	2014	2015	2016	2017
Dispatched calls	147,313	152,001	164,880	163,167	166,846
Total PSB files opened	1,044	1,084	1,158	1,230	1,194
Rate per 10,000 dispatched calls	71	71	70	75	72
PSB Complaints opened	216	246	272	232	252
Rate per 10,000 dispatched calls	15	16	17	14	15

As was the case over the past five years, less than 0.2% of all calls for service dispatched for police response in 2017 resulted in a formal complaint being made. It is important to remember that many more contacts occur between police members and the community than are captured as the initial response to a call for service. As such, if the complaint rate is considered to be a function of all interactions (recorded and non-recorded), the rate of formal complaints is likely much lower than 0.2%.

Comparing the number of files generated over the last five years, a relatively steady relationship between the number of calls for service and the number of files opened is observed. Similarly, the rate of complaints per 10,000 dispatched calls has remained steady over the past five years.

Of the 1,194 files opened by PSB in 2017, 963 (81%) related to concerns raised by members of the public. The remaining 231 concerns (19%) were internally generated concerns. The following figure shows the number and type of files received during 2017. Blue colours represent informal files and red colours represent formal investigations. Lighter shades indicate internally generated files and darker shades indicate externally generated files.

**Figure 1: Distribution of PSB File Types During 2017**

Comparing the distribution of PSB files over the previous three years (Table 2, below), the number of public complaints (i.e., Complaint – External) increased in 2017, as compared to 2015 and 2016. However, overall public contacts to PSB (including both Complaint – External and Citizen Contact files) decreased by 8% compared to 2016 (from 1047 public contacts in 2016 to 963 public contacts in 2017). The number of internally generated files (including both Complaint – Internal and EPS Matter files) increased by 26% in 2017. This increase is mainly due to an EPS policy change that required that more potential traffic violations be reported to PSB for review.

The large number of internal complaints in 2015 was largely due to a high volume of complaints generated in response to an ASIRT investigation regarding EPS officers using and/or trafficking steroids; a total of 51 internal complaints were opened to investigate and track the allegations against any officer that may have purchased or used a controlled substance.

**Table 2: Categorization of Files, 2015-2017**

Type of File	Number of Files Received During 2015		Number of Files Received During 2016		Number of Files Received During 2017	
Complaint – External	154	13%	172	14%	183	15%
Complaint – Internal	118	10%	60	5%	69	5%
<i>Statutory Complaint<sup>2</sup></i>	20	2%	12	1%	10	1%
Citizen Contact	759	66%	875	71%	780	65%
EPS Matter	127	11%	123	10%	162	14%
<b>Total</b>	<b>1,158</b>		<b>1,230</b>		<b>1,194</b>	

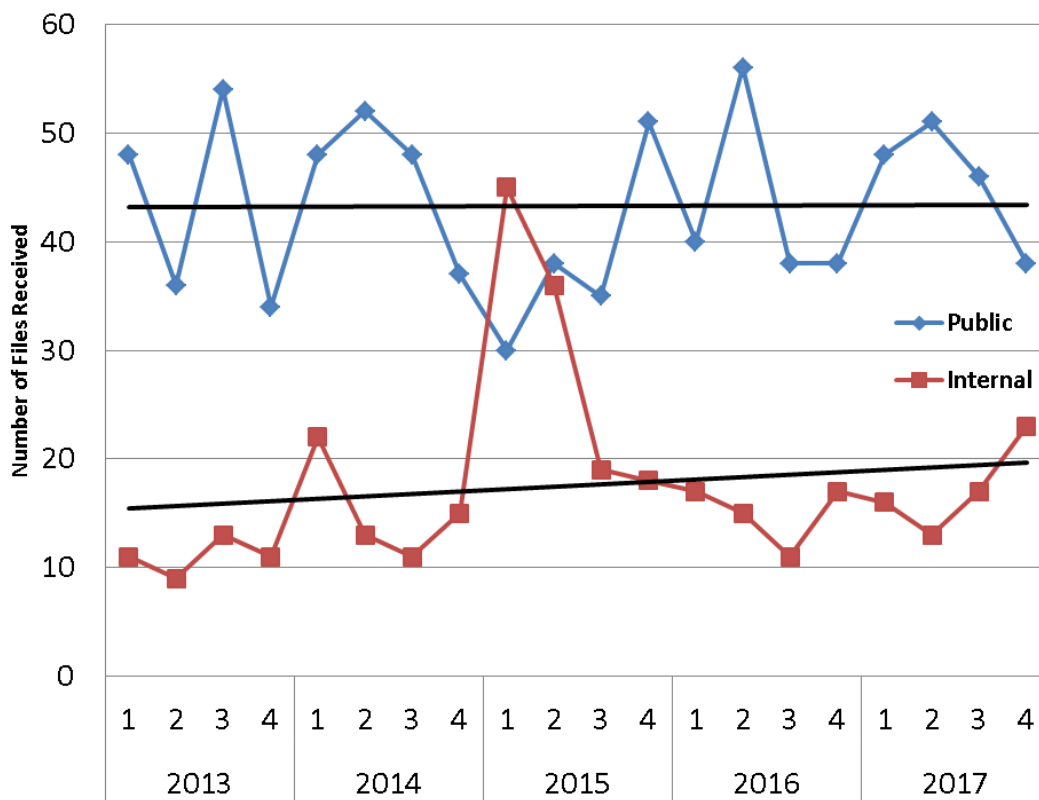
<sup>2</sup> “Statutory Complaints” represent a duplication of “Complaint” files (i.e., all files classified as a “Statutory Complaint” have a corresponding “Complaint – External” or “Complaint – Internal” for allegations of misconduct under the *Police Service Regulation*). For this reason, the number of active “Statutory Complaints” is not represented in the sum total.

## 2.1 Formal Complaints Received by PSB in 2017

As seen in Figure 2, below, publicly generated complaints (blue line), although variable, have maintained a consistent average over the past five years. In 2013 PSB received an average of 43 public complaints per quarter and an average of 11 internal complaints per quarter for the same year. This is in comparison to 2017 wherein PSB received an average of 46 public complaints per quarter and 17 internal complaints per quarter in the same year.

As stated above, the 2015 increase in internal complaints is related to the large number of files generated in response to allegations of steroid use and/or trafficking by EPS members. If the complaints related to steroids are excluded from analysis, the number of internally generated complaints is consistent with other years.

**Figure 2: Five-Year Trend of Public and Internal PSB Investigations**



### 2.1.1 Causes of Complaints Received in 2017

For each file received, PSB classifies the file in order to capture data about the specific causes of concern. This process is intended to assist the organization in better identifying the trends of behavior or conduct that contribute to concerns and complaints. Figure 3, below, shows the principal causes of complaints in 2016 and 2017.

The professionalism of officers remained the highest cause for complaints in 2017. This includes complaints about rudeness, harassment, tone of voice or general manner, and off-duty behaviour. PSB continues to address this ongoing trend by providing education (such as

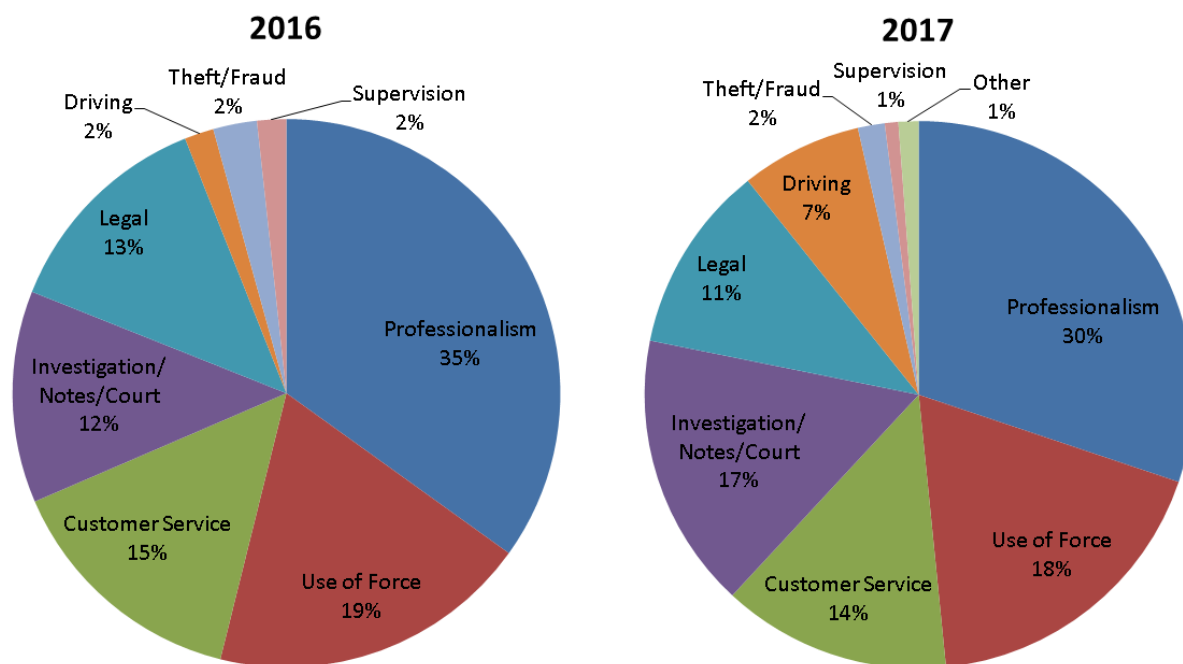


meeting with divisional management teams and distributing quarterly reports identifying complaint trends) to the membership, so that supervisors can work effectively with first-line responders to be aware of how their actions may be perceived by the public.

There was an increase in complaints regarding investigations, notes or court in 2017, mainly due to an increase in complaints that allege neglect of duty (such as incomplete or negligent investigations). The EPS is addressing this issue by conducting a review of our reporting and oversight processes. Although this review is ongoing, it has already identified gaps in oversight around missing/incomplete reports. Recommendations arising from this review will serve to tighten those gaps and will provide additional support to the membership.

The increase in complaints about driving is due to a change in EPS policy about potential traffic violations being reported to PSB.

**Figure 3: Principal Causes of Formal Complaints in 2016 and 2017**



## 2.2 Statutory Complaints Initiated During 2017

Criminal investigations, labeled as “Statutory Complaints,” are dealt with separately from *Police Act* complaints; that is, a single incident could result in the creation of both a Complaint (dealing with misconduct as defined by the *Police Service Regulation*) and a Statutory Complaint (dealing with criminal allegations). Thus, the number of Statutory Complaints should not be considered as additional to the number of Complaints, but rather as a duplication of a subset of the Complaints. Statutory Complaints are initiated once the Chief of Police directs that a criminal investigation is to be conducted. This may occur initially when the complaint is received, or, after

some preliminary investigative work has been conducted on an associated PSR Complaint. In 2017, 16 criminal investigations were initiated regarding the conduct of officers. Of those, 6 investigations were related to a complaint received during 2016 and the remaining 10 were related to complaints received during 2017.

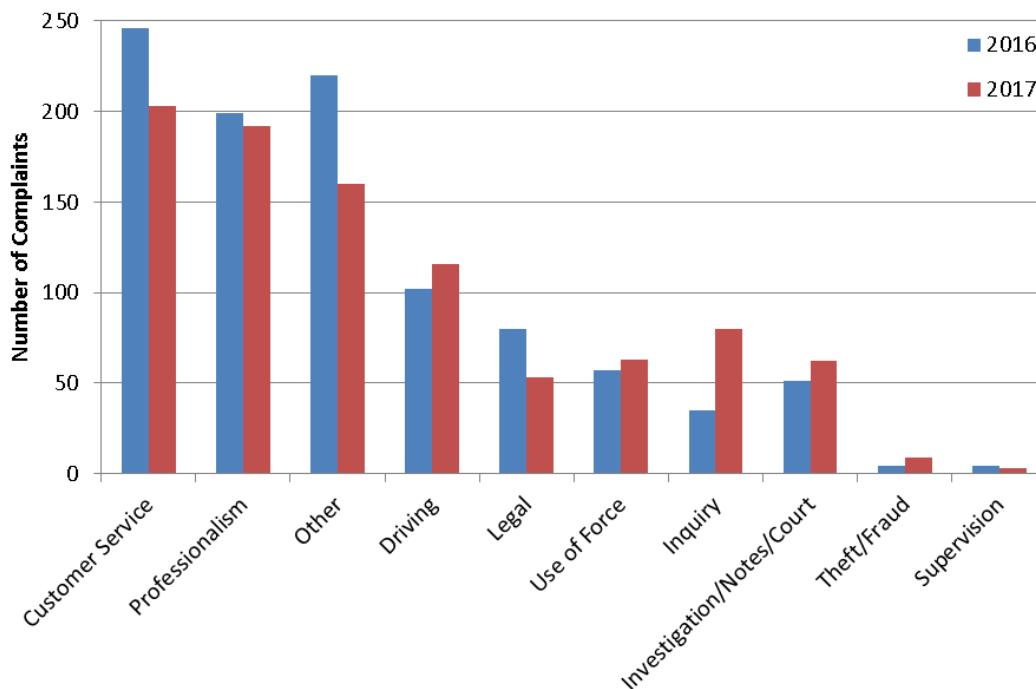
## 2.3 Informal Files Received by PSB in 2017

As shown in Table 2, above, the number of informal files decreased from 998 files in 2016 (including 875 Citizen Contact files and 123 internal EPS Matter files) to 941 files in 2017 (including 779 Citizen Contact files and 162 internal EPS Matter files). There was a slight decrease in the proportion of informal files in 2017, relative to 2016; that is, informal files accounted for 81.1% of PSB's total files in 2016 and 78.9% of PSB's total files in 2017.

### 2.3.1 Types of Informal Files Received in 2017

Informal concerns and inquiries are often more difficult to classify than formal complaints in terms of the primary cause of contact. As seen in Figure 4, below, the majority of informal files receive a primary classification of "Officer Professionalism" or "Customer Service". Concerns about professionalism may include, but is not limited to; tone of voice or general manner, rudeness, harassment, and lack of empathy. Concerns regarding customer service may include, but is not limited to; lack of police response, inappropriate police response, dissatisfaction with a ticket or charge, and issues with communication.

Figure 4: Principal Causes of Informal Files in 2016 and 2017



## 2.4 Distribution of PSB Files

In order to develop effective intervention and prevention strategies that best assist members in avoiding conduct that could lead to concerns or complaints, it is important for the EPS to analyze which groups are most likely to be the subject of a PSB file.

2017 was a year of change for the EPS, as organizational changes were made to better align employees, sworn and civilian, who share similar responsibilities. The Intelligence and Investigations Bureau was formally launched, and the Community Policing Bureau (CPB) was split into two new bureaus reflecting community policing in the North and South. Additionally, the Operational Support Division, which includes specialized units that have a high level of interaction with the public (such as Police Communications Branch, Traffic & Forensics Services Branch, and the Field Response Branch), was moved into the Community Policing Bureau South.

Officers in the Community Policing Bureaus provide the first-line response to the majority of calls for service. As such, the number of interactions they have with the public tends to be higher than those officers employed within other areas of the service. The “Other/Unspecified” row in Table 3, below, refers to files generated by areas such as Legal and Regulatory Services (including PSB), the Office of Strategy Management, Supernumerary Positions and the Chief of Police<sup>3</sup>.

There are some files that cannot be defined as having been generated by any particular division or area; these can include files where the complaint is about policy or services provided by the EPS generally, and many Citizen Contact files. A large portion of Citizen Contact files (39%) are classified in either the “Other/Unspecified” category, which includes files that are inquiry based, or sub-categorized as “Comments/Opinion” or “Unresponsive Complainant/Unknown”.

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<sup>3</sup> As per section 46 of the *PA*, formal complaints regarding the Chief of Police are referred to the EPC; however, PSB may track informal files relating to the Chief of Police or members in the Office of the Chief.

**Table 3: Distribution of PSB Files across Bureaus and Divisions**

	Complaint	Citizen Contact	EPS Matter	Disp Calls
<b>Community Policing Bureau North</b>				
Downtown	45	80	16	29,151
Northeast	27	47	10	28,645
Northwest	29	47	24	25,989
Co-ordinated Policing	9	13	1	
<b>Total</b>	<b>110</b>	<b>186</b>	<b>51</b>	
<b>Community Policing Bureau South</b>				
Southeast	16	58	23	26,127
Southwest	23	75	14	31,054
West	27	68	9	25,881
Operational Support	31	67	12	
<b>Total</b>	<b>97</b>	<b>268</b>	<b>58</b>	
<b>Intel &amp; Investigations Bureau</b>				
Criminal Investigations	13	11	9	
Intelligence Production	0	0	0	
Specialized Investigation	14	9	8	
<b>Total</b>	<b>27</b>	<b>20</b>	<b>17</b>	
<b>Corporate Services Bureau</b>				
Human Resources	4	0	6	
Informatics	0	0	2	
Supply Services	1	2	2	
<b>Total</b>	<b>5</b>	<b>2</b>	<b>10</b>	
<b>Other/Unspecified</b>	<b>13</b>	<b>303</b>	<b>26</b>	
<b>Grand Total</b>	<b>252</b>	<b>780</b>	<b>162</b>	

\* As noted previously, there are many more contacts that occur between police members and the community than are captured as the initial response to a call for service (i.e. dispatched calls), such as proactive contacts initiated by officers or the members of the community.

### 3. Professional Standards Files Concluded in 2017

During 2017, PSB concluded 1200 files, a slight decrease from 1229 in 2016. This included the resolution of 865 files opened during 2017, with the remainder of the files (335) being from previous years. The *Police Act* requires that complaints are investigated promptly and thoroughly. Fairness to all parties requires these complaints also be investigated in as timely a fashion as possible. This ensures that the best evidence is available and allows people to move on with their lives and careers without undue pressure or stress associated with a drawn-out investigative process.

### 3.1 Resolution of Formal Complaints

In 2017, there were fewer complaints sustained relative to 2016. As seen in Table 4, in the majority of sustained complaints the Chief of Police was of the opinion that the alleged misconduct was not of a serious nature (see section 45(4) of the *Police Act* and section 19 of the *Police Service Regulation*). These are often referred to as Minor Contraventions.

**Table 4: Disposition of Complaint Files Concluded by PSB During 2015-2017**

	2015	2016	2017
<b>Formal Resolutions</b>			
Reasonable Prospect (at hearing) - Proven	16	12	7
Reasonable Prospect (at hearing) - Not Proven	3	3	1
No Reasonable Prospect	138	102	95
Minor Contravention <sup>4</sup>	57	41	40
Dismissed/Withdrawn*	61	45	43
<b>Informal Resolutions</b>			
Supervisory Review	22	21	31
Resolved through PSB	2	0	4
Mediation or Facilitated Discussion	14	17	21

\*Please Note: Dismissed/Withdrawn can include the following dispositions: Dismissed – 1 year 43(11), Dismissed - Frivolous/Vexatious/Bad Faith s. 43(7), Dismissed – Extension Not Granted, Dismissed – No Hearing PSR 19(1)(a)(i), Dismissed - Loss of Jurisdiction: Member retired/resigned, Withdrawn by Service – No Hearing, Withdrawn by Service – At Hearing, Withdrawn by Complainant.

A total of 242 formal complaints (not including Statutory Complaints, which are addressed in section 3.2) were concluded during 2017. Those files contained a total of 747 allegations of misconduct by police officers and 16 allegations regarding the policies or services provided by the EPS. Those allegations and their outcomes are detailed in Table 5, below.

<sup>4</sup> This category also includes complaints regarding Deficient Policy or Services (pursuant to section 44 of the Police Act) where the allegation was sustained, and as a result, policy or services were amended. They are included as 'Minor Contraventions' since they are sustained outside of a Disciplinary Hearing. In 2017, there were 39 complaints concluded as PSR s.19 Minor Contraventions, and 1 complaint as a PA s.44 Complaint of Service.

**Table 5: Outcome of Allegations Concluded During 2017**

<b>Disciplinary Hearings</b>			
	Sustained	Not Sustained	Total
Deceit	1	0	1
Discreditable Conduct	9	1	10
Neglect of Duty	0	0	0
Unlawful/Unnecessary Exercise of Authority	2	1	3
<b><i>Disciplinary Hearing Total</i></b>	<b>12</b>	<b>2</b>	<b>14</b>
<b>Minor Contraventions and Informal Resolutions</b>			
	Minor Contravention	Informal Resolution	Total
Discreditable Conduct	14	31	45
Insubordination	23	4	27
Neglect of Duty	14	20	34
Unlawful/Unnecessary Exercise of Authority	3	17	20
Deficient Policy or Services (s. 44 PA) <sup>5</sup>	2	6	8
<b><i>Minor Contravention / Informal Total</i></b>	<b>56</b>	<b>78</b>	<b>134</b>
<b>Not Sustained, Dismissed, or Withdrawn</b>			
	Not Sustained	Dismissed / Withdrawn	Total
Deceit	36	9	45
Discreditable Conduct	160	31	191
Improper Use of Firearm	2	0	2
Insubordination	14	5	19
Neglect of Duty	125	27	152
Unlawful/Unnecessary Exercise of Authority	174	24	198
Deficient Policy or Services (s. 44 PA)	8	0	8
<b><i>Not Sustained, Dismissed, Withdrawn Total</i></b>	<b>519</b>	<b>96</b>	<b>615</b>

### 3.2 Resolution of Statutory Complaints

During 2017, PSB concluded 11 criminal investigations. In five of those cases, the completed investigation was forwarded to Alberta Justice to be reviewed by a Crown Prosecutor. Criminal charges were laid in 1 of the 11 investigations; no Crown opinion was required in this case. In the remaining five investigations, the completed investigation was reviewed by internal legal counsel and/or ASIRT.

<sup>5</sup> As stated above, allegations regarding Deficient Policy or Services (pursuant to section 44 of the Police Act) that are sustained are included as 'Minor Contraventions' since they are sustained outside of a Disciplinary Hearing.

The 11 criminal investigations included a total of 15 criminal allegations. Table 6, below, details the criminal allegations and their outcomes.

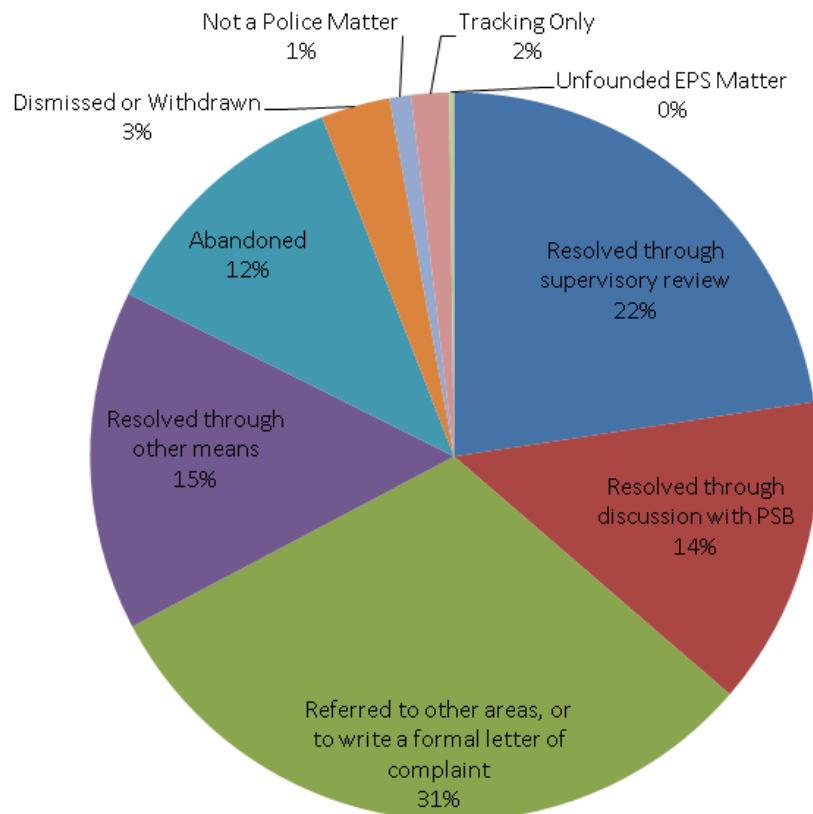
**Table 6: Outcome of Criminal Allegations Concluded During 2017**

Allegation	Total # of Allegations	Not Substantiated	Conviction / Outcome
Assault Causing Bodily Harm, Assault (CCC 266, 267)	10	9	1 – Pending
Criminal Negligence Causing Death	2	2	
Fraud (CCC 380)	1	1	
Obstruction of Justice (CCC 139)	1	1	
Party to an Offence (CCC 22)	1	1	

### 3.3 Resolution of Informal Files

In 2017, PSB resolved 947 informal concerns or inquiries. On average, files were resolved in approximately two months. The breakdown of the resolutions is shown in Figure 5, below.

**Figure 5: Resolutions of Informal Concerns and Inquiries During 2017**



### 3.4 Complaints Directed to Disciplinary Hearings in 2017

In 2017, a total of 14 complaints were directed to disciplinary hearings by the Chief of Police. In three complaints, the subject officer declined an agreement pursuant to section 19(1)(b) of the *Police Service Regulation*; therefore, these allegations were then sent to Disciplinary Hearing by the Chief of Police (however, in one of these cases, the s. 19(1)(b) agreement was accepted prior to the hearing proceeding). Of the 14 complaints, two have been completed through disciplinary hearings, two have been completed through section 19(1)(b) agreements accepted prior to the disciplinary hearing, and 11 are pending.

### 3.5 Discipline Ordered During 2017

Eight complaints, including 14 allegations, were concluded through disciplinary hearing during 2017. In addition, eight further allegations were withdrawn at hearing, and are not included in Table 7, below. Of the eight withdrawn allegations, six were included in the eight complaints wherein other allegations proceeded through hearing, and two allegations were part of a separate complaint (with no other allegations proceeded after withdrawal).

**Table 7: Discipline Resulting from Disciplinary Hearings Concluded During 2017**

<b>Allegation</b>	<b>Total # of Allegations</b>	<b>Not Sustained</b>	<b>Sustained</b>	<b>Penalties Applied</b>
Deceit	1	0	1	Reduced in seniority within rank
Discreditable Conduct	10	1	9	Reduction in seniority within rank* Suspension Without Pay (avg. 41h) Reprimand
Unlawful or Unnecessary Exercise of Authority	3	1	2	Suspension Without Pay (avg. 30h) Directed Remedial Training

\* Penalty was applied as a global penalty for multiple allegations.

Thirty-nine (39) complaints were concluded as minor contraventions, with discipline applied as per section 19(1) of the *Police Service Regulation*. This included 54 allegations against a total of 43 officers.



**Table 8: Discipline Resulting from Minor Contraventions During 2017**

<b>Allegation</b>	<b>Total # of Allegations</b>	<b>Penalties Applied</b>
Discreditable Conduct	14	Suspension Without Pay (avg. 23h) Official Warning Directed Counselling
Insubordination	23	Suspension Without Pay (avg. 15h) Official Warning Directed Supervisory Review Procedural Review
Neglect of Duty	14	Suspension without Pay (avg. 11h) Official Warning Directed Supervisory Review
Unlawful / Unnecessary Exercise of Authority	3	Official Warning Supervisory Review

#### 4. Compliments

Along with ensuring that the highest standards of professionalism and conduct are maintained by EPS members, PSB also receives a number of compliments on the performance of organizational members. In 2017, EPS received 226 compliment files from citizens of the community.

These compliments referenced a total of 313 members, with 35 members receiving multiple compliments over the course of the year. Passing on these compliments to the hard-working members of the EPS allows PSB and command teams to reinforce positive behaviours and conduct. It also serves to remind members that the citizens of Edmonton appreciate the efforts being made on their behalf. The following table describes the distribution of citizen-generated compliments.

**Table 9: Compliments Received by the EPS During 2017**

	<b>Number of Compliments</b>	<b>Total Involved Officers</b>
<b>Community Policing Bureau North</b>		
Downtown	25	35
Northeast	10	19
Northwest	18	27
Co-ordinated Policing	23	38
<b>Community Policing Bureau South</b>		
Southeast	18	23
Southwest	24	39
West	26	39
Operational Support	22	34
<b>CPB Total Files</b>	<b>166</b>	<b>254</b>
<b>Intel &amp; Investigations Bureau</b>		
Criminal Investigations	8	8
Intelligence Production	0	0
Specialized Investigation	19	34
<b>IIB Total Files</b>	<b>27</b>	<b>42</b>
<b>Corporate Services Bureau</b>		
Human Resources	5	6
Informatics	1	3
<b>CSB Total Files</b>	<b>6</b>	<b>9</b>
<b>Other</b>	<b>7</b>	<b>8</b>
<b>EPS (General)</b>	<b>20</b>	
<b>Grand Total</b>	<b>226</b>	<b>313</b>



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# Edmonton Police Service Professional Standards Branch

2017 Annual Report  
June 2018



# PSB Annual Report Overview

- Total PSB files opened = 1,194
  - 15% in public formal complaints (183 Complaint – External files)
- Total PSB files concluded = 1,200
  - slight decrease relative to 2016 (1,229 files)
  - 242 formal complaints
  - 947 informal concerns
  - 11 statutory complaints



# PSB Files Generated in 2017

	2013	2014	2015	2016	2017
Dispatched calls	147,313	152,001	164,880	163,167	166,846
Total PSB files opened	1,044	1,084	1,158	1,230	1,194
Percentage of calls resulting in PSB files	0.71%	0.71%	0.70%	0.75%	0.72%

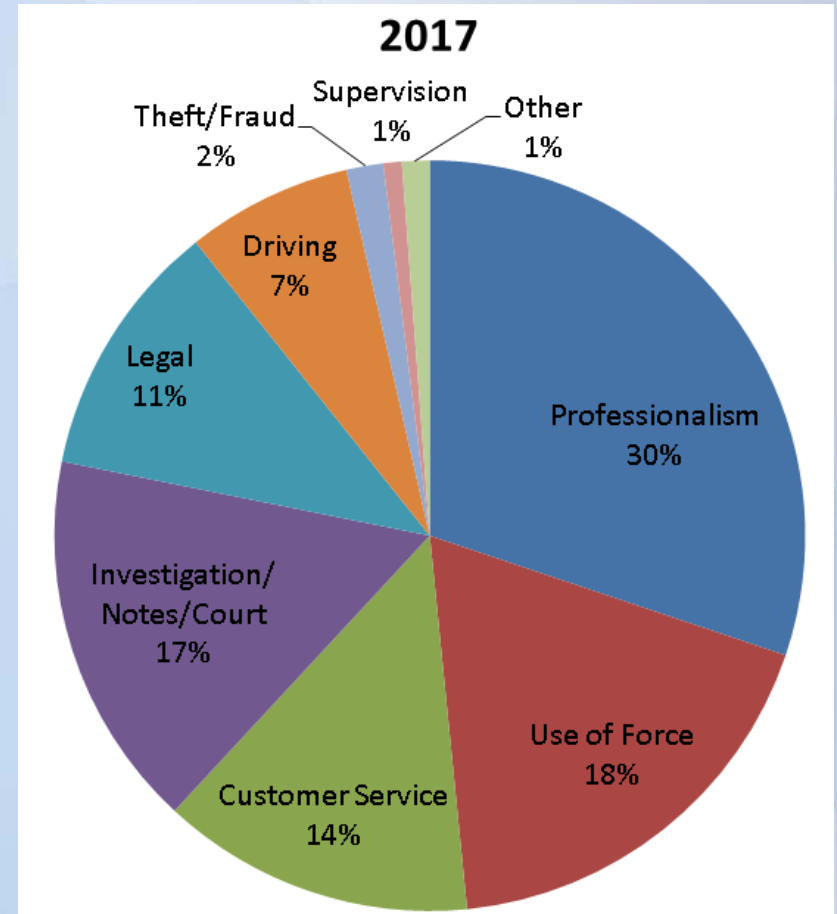
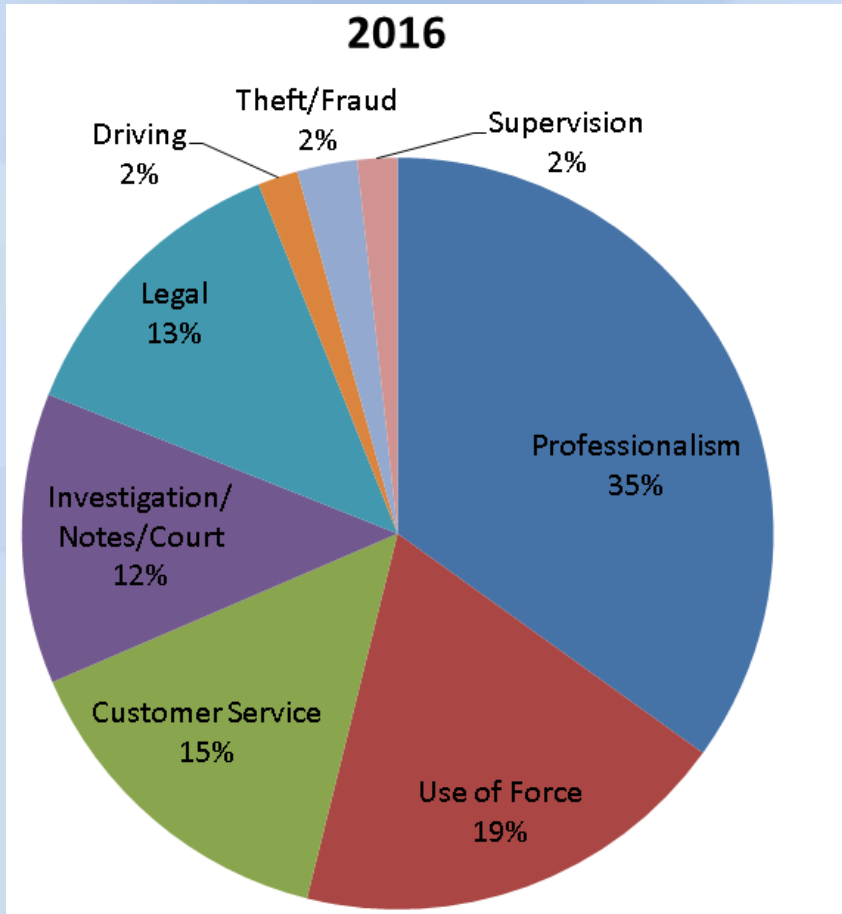


# PSB Files Generated in 2017

Type of File	2015		2016		2017	
Complaint – External	154	13%	172	14%	183	15%
Complaint – Internal	118	10%	60	5%	69	5%
<i>Statutory Complaint</i>	20	2%	12	1%	10	1%
Citizen Contact	759	66%	875	71%	780	65%
EPS Matter	127	11%	123	10%	162	14%
<b>Total</b>	<b>1,158</b>		<b>1,230</b>		<b>1,194</b>	



# Principle Causes of Formal Complaints in 2016 and 2017





# Three Year File Comparison

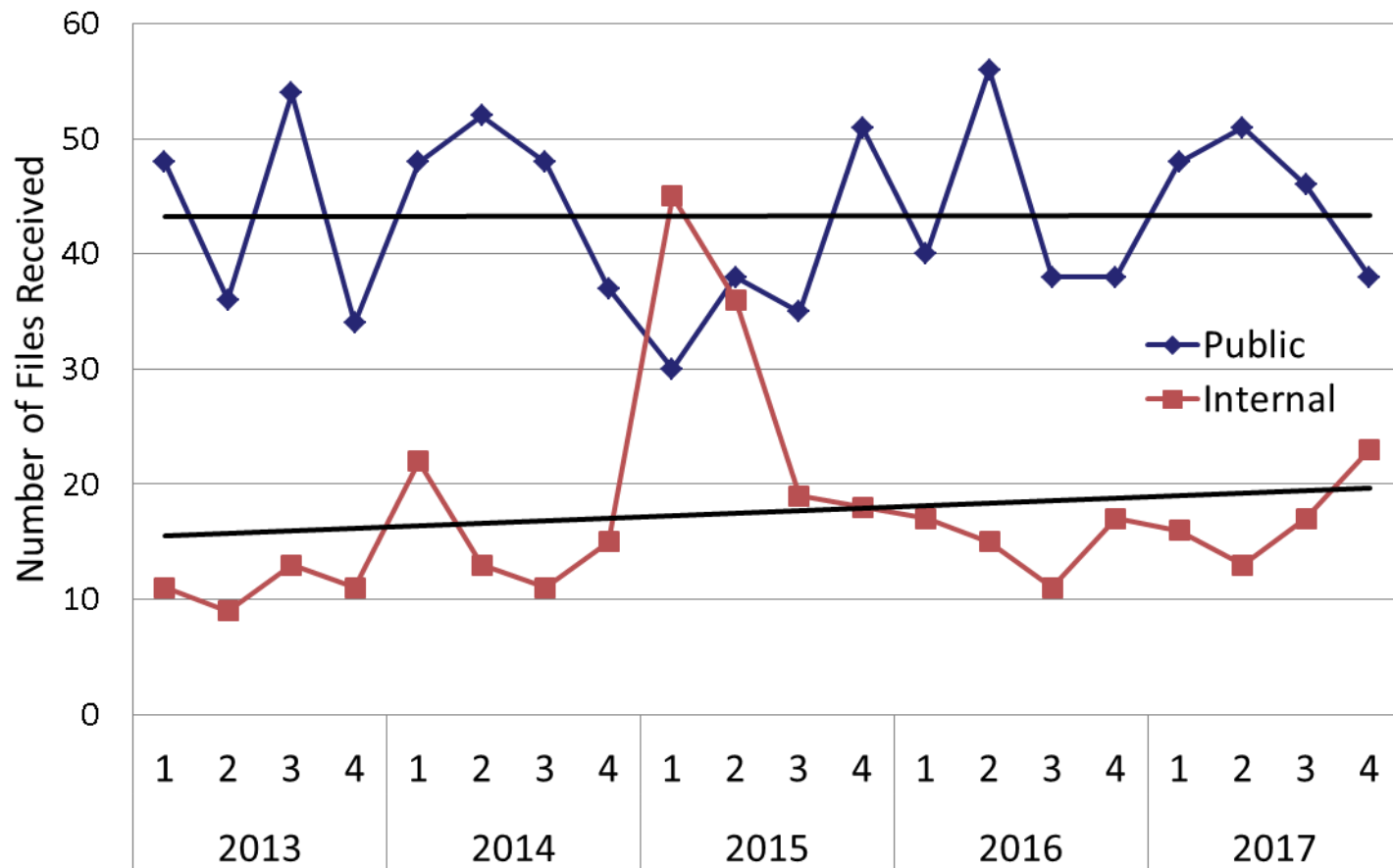
	2015	2016	2017
Received			
Formal Complaints	272	232	252
Concluded			
Formal Complaints	313	241	242





# Five Year Trend of Public and Internal PSB Investigations

Five Year Trend of Public and Internal Formal Complaints





# Resolution of Concluded Complaints

	2015	2016	2017
<b>Formal Resolutions</b>			
Reasonable Prospect (at hearing) - Proven	16	12	7
Reasonable Prospect (at hearing) - Not Proven	3	3	1
No Reasonable Prospect	138	102	95
Minor Contravention	57	41	40
Dismissed/Withdrawn	61	45	43
<b>Informal Resolutions</b>			
Supervisory Review	22	21	31
Resolved through PSB	2	0	4
Mediation or Facilitated Discussion	14	17	21



# Compliments Received by the EPS During 2017

	Number of Compliments	Total Involved Officers
Community Policing Bureau North	76	119
Community Policing Bureau South	90	135
Intel & Investigations Bureau	27	42
Corporate Services Bureau	6	9
Other	7	8
EPS (General)	20	
<b>Grand Total</b>	<b>226</b>	<b>313</b>



# QUESTIONS?