

January 17, 2019

TO:

Kevin Brezinski Chief of Police

FROM:

Inspector Shawna Grimes

Professional Standards Branch

RE:

QUARTERLY REPORT - Q4 of 2018

This report has been prepared for the January 17, 2019, Edmonton Police Commission meeting.

During the fourth quarter of 2018 (Q4), Professional Standards Branch received 299 new files:

- 39 Public complaints as defined by Part 5 of the Police Act;
- 17 Internal complaints as defined by Part 5 of the *Police Act*;
- 34 EPS Matters; and
- 209 Citizen Contacts.

There were 9 files directed for Criminal Investigation (Statutory Complaints) during Q4 of 2018.

#### Concluded 308 files:

- 10 Statutory complaints;
- 47 Public complaints as defined by Part 5 of the *Police Act*, including three (3) complaints regarding policies or services provided by the EPS;
- 19 Internal complaints as defined by Part 5 of the Police Act;
- 32 EPS Matter; and
- 200 Citizen Contacts.

The Edmonton Police Service received 147,376 calls in Communications Section (including calls answered by the dispatch line and 911 calls extended to police), dispatched 48,582 of those calls and recorded opening 60 compliments.

Inspector Shawna Grimes
Professional Standards Branch

cc: Tim O'Brien/Chair

**Edmonton Police Commission** 



# Q4 2018 REPORT TO THE EDMONTON POLICE COMMISSION



The following report is submitted for:

Approval Ratification Information

PROFESSIONAL STANDARDS BRANCH January 17, 2019 EPC MEETING

Approved by:

Kevin Brezinski Chief of Police

Shawna Grimes Inspector



## Professional Standards Branch October – December 2018 Q4 Report Edmonton Police Service

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#### STATISTICAL SUMMARY

#### Fourth Quarter of 2018 Update

#### 1. RECEIVED FILES

The following figure shows the number and type of files received during the fourth quarter (Q4) of 2018. Blue colours represent informal files and red colours represent formal investigations. Lighter shades indicate internally generated files and darker shades indicate externally generated files. As can be seen below, during Q4 of 2018, PSB received 243 informal files and 56 formal complaints.

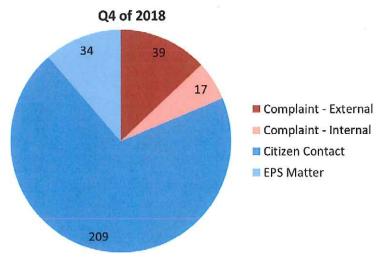


Figure 1-1. Type of Files Received During Q4 of 2018

The following figure shows the yearly percentage increase or decrease in formal complaints and total files received compared to 2017 values. Formal complaints have increased by 17% as compared to 2017; including a 3.8% increase in public complaints and a 52% increase in internal complaints. The increase in internally generated complaints is largely due to change in PSB policy regarding classification of serious incidents (pursuant to section 46.1 of the *Police Act*) and an increase in formal complaints related to photo radar.

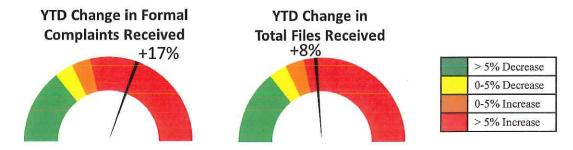


Figure 1-2. Yearly Changes in Files Received

#### 2. CURRENT WORKLOAD

As of December 31, 2018, PSB had 375 open investigations broken down as follows:

- 152 Complaints External
- 93 Complaints Internal
- 104 Citizen Contacts
- 26 EPS Matters

30 Statutory Complaints (29 statutory complaints are associated with open PSB files and therefore are considered duplicate files; the remaining 1 statutory complaint is pending Chief's disposition while the PSR file has already been concluded).

The following table shows the age and status of all open PSB investigations. The table shows files that are listed as Active, Suspended, and Forwarded. An investigation is listed as "Suspended" when it is not currently being advanced (e.g. executive review of the investigation, disciplinary hearings, criminal investigation, court proceedings, etc.). An investigation is listed as "Forwarded" when it is ongoing but not under the control of PSB (e.g. supervisory reviews, obtaining legal opinions, investigation by outside investigators, etc.).

This table will break down these files by year, to show the total number of files in each status for the corresponding year (not including Statutory Complaint files, which as mentioned above, are usually considered duplicate files).

The Statutory Complaint that is not considered a duplicate file (as of December 31, 2018) is not included in the table below, but is set as "Suspended".

Age and Status of all Open Ir	vestigations
Year Active Forwarded Susp	oended Total
2014 0 0	4 4
2015 1 0	6 <b>7</b>
2016 7 1	7 15
2017 20 2	32 <b>54</b>
	84 <b>295</b>
Total 186 56 '	133 375

Figure 2-1. Age and Status of All Open Investigations

The following figure shows the stages of investigation for formal complaints by month. This is a snapshot of the files that were in a particular stage as of the last day of the month.

The stages of investigation include:

- Intake / Intake Management Review / ADR
- Clarification (interviewing the complainant to determine the specific details of the complaint);
- Collection (collection of evidence and witness interviews);
- Subject Officer Interviews (explanatory reports and/or interview of the subject officer);
- Report (compiling the final report);
- Investigative Review (review by the Investigative Manager);

 Executive Review (review by the Inspector, Chief, and final concluding processes).

Investigations may also be pending other processes (e.g., dispute resolution, legal review, hearing, etc.) or may be undetermined (e.g., for complaints that are not proceeding to formal investigation).

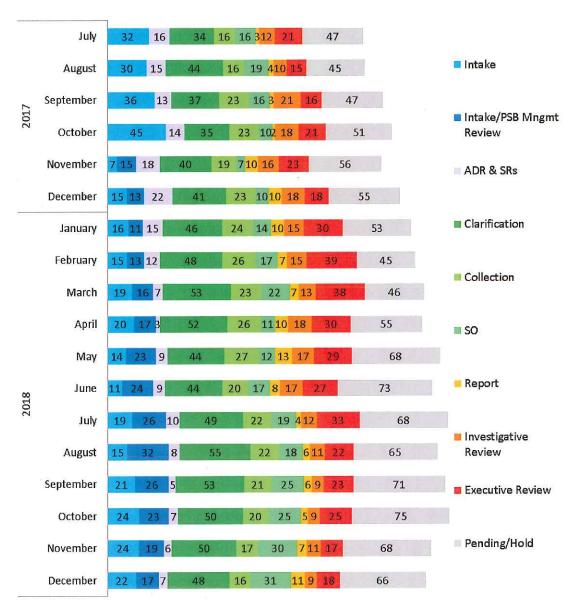


Figure 2-2. Monthly Comparison of Complaint Stages

#### 3. CONCLUDED FILES

The following figure shows the disposition of all Formal Complaints and Statutory Complaints concluded during Q4 of 2018 (66 Formal Complaints, 10 Statutory Complaints).

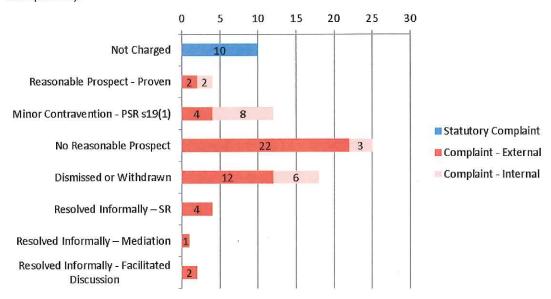


Figure 3-1. Dispositions of Concluded Formal Complaints

	201	6	201	17	201	8
	Q4	YTD	Q4	YTD	Q4	YTD
		Receiv	ed			
Formal Complaints	56	232	64	255	56	299
External	39	173	40	184	39	191
Internal	17	59	24	71	17	108
Informal Complaints	231	997	201	910	243	957
Citizen Contacts	231	874	175	770	209	821
EPS Matters	17	123	26	140	34	136
Total	304	1229	265	1165	299	1256
		Conclu	ded			
Formal Complaints	37	242	50	243	66	276
External	29	178	36	187	47	188
Internal	8	64	14	56	19	88
Informal Complaints	287	962	238	940	232	974
Citizen Contacts	271	830	188	799	200	842
EPS Matters	16	132	50	141	32	132
Total	324	1204	288	1183	298	1250

Figure 3-2. Three-Year File Comparison for Q4 of 2018
\*\*Total numbers do not include Statutory Complaints\*\*

The following figure shows the percentage increase or decrease in formal complaints and total files concluded compared to 2017. The yearly change in formal complaints concluded represents an increase of 33 files (+14%) and the yearly total files concluded represents an increase of 67 files (+6%).

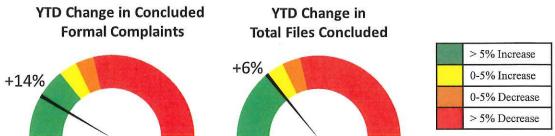


Figure 3-3. Yearly Changes in Files Concluded

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DISCIPLINARY HEARINGS	Total	File Number
Directed	1	PSB2016-0644
*		PSB2015-0029
	6	PSB2016-0237
Concluded		PSB2016-0258
Concluded		PSB2016-0327
		PSB2016-1050
9		PSB2018-0297
LERB	Total	File Number
	5 7	PSB2015-0029
		PSB2015-1105
Appeals Received		PSB2017-0538
		PSB2017-0732
		PSB2018-0148
		PSB2013-0314
		PSB2014-0198 PSB2015-1025
Decisions Rendered		PSB2015-1025 PSB2016-0580
Decisions Nemdered		PSB2016-0893
		PSB2016-1173
		PSB2017-0856
	2	PSB2015-1083
Appeals Withdrawn		PSB2016-1238
EPC APPEALS	Total	File Number
Appeals Received	0	<b>加美工学的</b> 电双轴流电极器 电极电极
Decisions Rendered	0	
EPC Matters Ongoing	1	PSB2017-1006

Figure 4-1. Disciplinary Hearings and appeals during Q4 of 2018

#### **DISCIPLINARY ACTION TAKEN AGAINST MEMBERS**

1. File Number: PSB2016-0237

Date of Complaint:

May 09, 2016

Subject Officer: Cst. Skaaning

Unlawful or Unnecessary Exercise of Authority x 1

Insubordination x 1

Presenting Officer:

D. Cranna, Field Law LLP

Presiding Officer:

F. Kamins, Chief Supt (Rtd.)

On November 06, 2018, Cst. Skaaning plead guilty to one count of Unlawful or Unnecessary Exercise of Authority and by way of an Agreed Statement of Facts and a joint submission on penalty the member received a forfeiture of 10 hour banked time and was directed to attend the EPS Training Section to review the Reasonable Officer Response model and Use of Force training.

2. File Number: PSB2015-0029/PSB2016-1050

Date of Complaint:

January 09, 2015 / November 01, 2016

Subject Officer:

Cst. Moffat

Insubordination x 1

Discreditable Conduct x 1

Deceit x 11

Presenting Officer:

G. Crowe, Edmonton Police Service

Presiding Officer:

F. Kamins, Chief Supt (Rtd.)

On November 28, 2018, Cst. Moffat was ordered dismissal from the Edmonton Police Service via a written decision on penalty received by Chief Supt (Rtd) F. Kamins on that date.

3. File Number: PSB2018-0297

Date of Complaint:

April 05, 2018

Subject Officer:

Cst. Wynnyk

Presenting Officer:

Discreditable Conduct x 1

T. Magee, Edmonton Police Service

Presiding Officer:

Supt. (Rtd.) T. Grue, Edmonton Police Service

On December 04, 2018, Cst. Wynnyk plead guilty to one count of Discreditable Conduct and was issued a 40 hour suspension without pay.

4. File Number: PSB2016-0327

Date of Complaint:

May 09, 2016

Subject Officer:

Det. Lewis

Unlawful or Unnecessary Exercise of Authority x 1

Insubordination x 1

Presenting Officer:

D. Cranna, Field Law LLP

Presiding Officer:

F. Kamins, Chief Supt (Rtd.)

On December 10, 2018, Det. Lewis plead guilty to one count of Insubordination and received a 10 hour suspension without pay and was directed to the Training Unit for further training on Use of Force Reporting and Documentation Policy and Procedure and the Reasonable Officer Response model and its application.

5. File Number: PSB2016-0258 March 23, 2016

Date of Complaint:

Cst. A.B.

Subject Officer:

Discreditable Conduct x 2 Insubordination x 1

Presenting Officer:

G. Crowe, Edmonton Police Service

Presiding Officer:

F. Kamins, Chief Supt (Rtd.)

On December 13, 2018, Cst. A.B. plead guilty to two counts of Discreditable Conduct and was issued a reprimand. It was noted that prior to the appearance the member had completed volunteer work and sought medical treatment to remedy his actions.

#### PENDING DISCIPLINARY HEARINGS

1. File Number:

PSB2018-0098 February 05, 2018

Date of Complaint:

Cst. A.B.

Subject Officer:

Insubordination x 1

Presenting Officer:

D. Cranna, Field Law LLP

Presiding Officer:

F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing scheduled for January 14, 2019.

2. File Number:

PSB2015-0828

Date of Complaint:

September 23, 2015

Subject Officer:

Cst. A.B.

Unlawful or Unnecessary Exercise of Authority x 1

Neglect of Duty x 1

Discreditable Conduct x 1

Presenting Officer:

D. Cranna, Field Law LLP

Presiding Officer:

F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for January 16, 2019.

**3.** File Number:

PSB2017-0407

Date of Complaint:

May 05, 2017

Subject Officer:

Cst. A.B.

Deceit x 2

Insubordination x 1

Presenting Officer:

D. Cranna, Field Law LLP

Presiding Officer:

Justice Binder

Open Disciplinary Hearing is scheduled for January 16, 2019.

4. File Number:

PSB2016-0591

Date of Complaint:

June 10, 2016

Subject Officer:

Cst. A.B.

Discreditable Conduct x 1

- Disorcaltable conduct

Insubordination x 1

Presenting Officer:

K. Haymond, Edmonton Police Service

Presiding Officer:

F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for January 21, 2019.

5. File Number:

PSB2014-0235 March 24, 2014

Date of Complaint: Subject Officer:

Cst. A.B.

Deceit x 1

Discreditable Conduct x 1

Presenting Officer:

D. Cranna, Field Law LLP

Presiding Officer:

Justice Binder

Pending Written Decision on Fact due January 2019.

6. File Number: PSB2016-1080

Date of Complaint:

November 12, 2016

Subject Officer:

Cst. A.B.

Discreditable Conduct x 1

Deceit x 1

Presenting Officer: Presiding Officer:

G. Crowe, Edmonton Police Service

F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for March 06 and 07, 2019.

7. File Number: PSB2015-0511

Date of Complaint:

June 22, 2015

Subject Officer:

Cst. A.B.

Unlawful or Unnecessary Exercise of Authority x 1

Presenting Officer:

D. Cranna, Field Law LLP

Presiding Officer:

Supt. (Rtd.) T. Grue, Edmonton Police Service

Open Disciplinary Hearing is scheduled for March 14 and 15, 2019.

8. File Number: PSB2017-0075

Date of Complaint:

January 24, 2017

Subject Officer:

Cst. A.B.

Insubordination x 3 Neglect of Duty x 2

Discreditable Conduct x 1

Presenting Officer:

G. Crowe, Edmonton Police Service

Presiding Officer:

Supt. (Rtd.) T. Grue, Edmonton Police Service

Open Disciplinary Hearing is scheduled for March 15, 2019.

9. File Number: PSB2017-1026

Date of Complaint:

November 07, 2017

Deceit x 1

Subject Officer:

Cst. A.B.

Presenting Officer:

D. Cranna, Field Law LLP

Presiding Officer:

F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for April 03 and 04, 2019.

10. File Number:

Date of Complaint:

PSB2016-0279 March 24, 2016

Subject Officers: Cst. A.B.

• Unlawful or Unnecessary Exercise of Authority x 2

Discreditable Conduct x 1

Deceit x 3

Cst. C.D.

Discreditable Conduct x 1

Neglect of Duty x 1

Deceit x 4

Open Disciplinary Hearing is scheduled for May 27 to 31, 2019.

**11.** File Number:

PSB2013-0314

Date of Complaint: Subject Officer: March 26, 2014

Cst. A.B.

• Neglect of Duty x 2

Unlawful or Unnecessary Exercise of Authority x 1

Discreditable Conduct x 1

Presenting Officer:

G. Crowe, Edmonton Police Service

Presiding Officer:

Supt. (Rtd.) T. Grue, Edmonton Police Service

New matter not yet scheduled. LERB Appeal Dismissed.

**12.** File Number:

PSB2017-0506

Date of Complaint:

June 06, 2017

Subject Officer:

Cst. A.B.

Discreditable Conduct x 2

New matter not yet scheduled.

**13.** File Number:

PSB2017-0641

Date of Complaint:

July 12, 2017

Subject Officer:

Cst. A.B.

Unlawful or Unnecessary Exercise of Authority x 2

Deceit x 1

Cst. C.D.

• Unlawful or Unnecessary Exercise of Authority x 2

Deceit x 1

New matter not yet scheduled.

#### COMPLETED COMPLAINTS OF SERVICE

(Section 44 Police Act)

There were three (3) Complaints of Service under Section 44 of the *Police Act* that were resolved or concluded during the fourth quarter of 2018.

#### 1. Concluded by the Chief

File Number: PSB2013-0448
Date of Complaint: June 5, 2014
Investigator: Detective Dwayne Welfi

#### Summary

PSB received a letter of complaint on June 5, 2014, where the complainant is alleging that on June 09, 2013, the officers did not inform the complainant that the cells had video cameras in them, resulting in the complainant having an expectation of privacy that was thereafter breached. Although Sgt. Horchuk admitted that she did not tell the complainant that there are video cameras. Signs are clearly posted at entrances to EPS Headquarters Building that proclaim; "You are entering an area that is video monitored and recorded". It is a policing standard that holding cells are video monitored and recorded.

As the complainant did not participate in the PSB investigation, it is difficult to clarify the allegation. Without further clarification there is nothing to substantiate this allegation. There are no policies or services of the EPS which require review or modification, as a result this complaint was concluded by the Chief on November 1, 2018.

#### 2.

Concluded by PSB

File Number: PSB2018-0458 Date of Complaint: May 24, 2018

Investigator: Intake Investigator Ginger Jack

#### Summary

PSB received a letter of complaint on May 24, 2018, in relation to information regarding an arrest warrant entered into CPIC, resulting in the complainant being falsely arrested. PSB Intake Investigator contacted EPS CPIC Support Unit and learned that the alias name added for the accused was entered prior to August 2008, by a former EPS civilian employee, based on the actual court documents.

In reviewing the "Complaint of Service" there are no conduct issues on the part of any sworn police officer and that changes to the current EPS Policy and Procedures are not required at this time, as such this file was concluded by PSB on December 3, 2018.

3.

Concluded by PSB

File Number: PSB2018-0966

Date of Complaint: October 12, 2018 Investigator: Sergeant Lisa Mah

#### Summary

PSB received a letter of complaint October 12, 2018, regarding the ongoing noise concern regarding the North Pointe Community Church. The complainant has met with the Churches' pastoral team and has reported the noise to the Police several times this past year; however the noise continues to be an issue. As well, he would like to know what investigation and documentation has taken place on each file and the outcome of the calls Police were dispatched to in regards to the numerous noise complaints he has made. Furthermore, the complainant states the noise has been an on-going issue; he is not only willing to provide a statement, he wants to provide a statement and go to Court and wants the Church issued a violation ticket for noise.

The complainants concern is primarily with the EPS (lack of services provided) and the length of time it has taken EPS to address the noise concern. The complainant indicated he wished to proceed with an ADR Supervisory Review, pursuant to the Police Act. A Supervisor Review was sent to NW Division on October 12, 2018, and on November 28, 2018, Det. Wilde met with the complainant and all parties involved. Det. Wilde will monitor the complainants concerns. On December 20, 2018, PSB received an emailed scanned copy of the complaint resolution form signed by the complainant. On December 24, 2018, PSB concluded the file as Resolved Informally.

#### COMPLIMENTS

During Q4 of 2018, sixty (60) letters of appreciation were entered by the Edmonton Police Service. Professional Standards Branch would like to present seven (7) of these letters.

1. In July I took my daughter to the Edmonton Police Department regarding an assault. My daughter was in a relationship with an individual that was a narcissist. Was looking at getting a restraining order but since it was in Sherwood Park I needed to attend their office. What I would like to state is that Constable (Redacted) was very professional and gave us good instructions of what we needed to do. She was very empathetic to my daughter who was very emotional. I just want her supervisor to know that she went beyond my expectations on helping us. Thank you

#### 2. Dear Constable (Redacted):

On Tuesday, September 18th, you encountered me with my Honda CRV, after receiving what I expect were reports of an impaired driver in the Mill Woods area. When we were interacting together, I explained that I wasn't impaired. But You and your colleagues responded immediately with instead, really sick, sensitivity, kindness and compassion. You tucked me safely into your police cruiser and arranged to have another constable drive my car to the Mill Woods Library. You then spoke to my friend so she could come and get me, then urged me to get to a Dr. As it turned out, I ended up in Emergency in Strathcona for 2 infected kidney stones. I had surgery on Wednesday night to remove the infection, then spent another 4 days in the Hospital recovering. I am still waiting for surgery in Calgary to remove the offending stones. I wanted to take a moment to express my gratitude for the sensitivity and kindness that you demonstrated, while you were protecting the safety of the public, you believed me immediately and treated me with such kindness and compassion. The experience could have been so different. Thank you for living out your duties with gentle discernment and compassion. I will be forever grateful. I wish you a Thanksgiving weekend filled with much gratitude and joy. Thank you for being you! The City of Edmonton is lucky to have you! (Redacted)

#### SUBJECT: Compliment on an officer MESSAGE: To Whom It May Concern,

This past summer, my house was one of the many homes that was vandalized by a group of young teens in west Edmonton. It happened during the night, and it caused me great stress as I felt it might be targeted as I had photographed a car driving illegally on my street the week before. Cst. (Redacted) came to our house in the morning and reassured me that he did not think it was targeted. He gave a great explanation as to why he did not think it was targeted. A week later, Cst. (Redacted) called me to share that a pattern had emerged and they were confident they would catch the vandals. He reassured me again that it was not targeted. I received a third call from Cst. (Redacted) shortly before the vandals were arrested to inform me that they were confident they would catch the group very soon. Throughout this experience, Cst. (Redacted) was respectful, kind, reassuring, and communicative. With two small children in our house, I had been anxious, but his reassurance did so much to allay my fears and make me and my

family feel safe. I want to commend Cst. (Redacted) for his exceptional service as he assisted with this case. It's what I hope Edmonton's police service can be -working with the community and for the community. Please pass along my praise.

Sincerely, (Redacted)

#### 4. SUBJECT: Phenomenal Police Service

MESSAGE: I would like to make sure a police officer at the southeast division is recognized for her dedication and support. I went through my first collision yesterday and reported it as a hit and run today around 3. The officer who helped me with my report was supportive and caring even as I started to have an anxiety response filing out the paper work. Later I came back with my girlfriend who witnessed the accident and the same officer noticed me outside. Not only did she remember my name, she ensured that I was doing alright before continuing with her business. That gesture, even though small, made my day a lot better. I would like to thank her for that.

In addition she was extremely helpful walking me through the process of reporting the accident.

Thank you, (Redacted)

#### 5. Dear Chief McFee

I wish to commend the service offered to me by Officer (Redacted) of the Southwest Division Station. On Sunday, November 25, 2018, I had occasion to lodge a complaint regarding an extended period of receiving multiple daily anonymous phone calls. My efforts to get Telus/Koodo to take action against the caller had resulted in only more frustration. Their solution was to refer me to EPS. While this was essentially a pass the buck response, it turned out to be a satisfying encounter with EPS for me.

Officer (Redacted) received my complaint. He was highly approachable and friendly without any loss of professionalism. He listened attentively, asked helpful questions and was empathetic to the effects of the sheer number of nuisance calls I'd received and to the protracted nature of their imposition on my time, energy and business.

An unexpected outcome of my visit to the EPS station is the full cessation of these calls. Just as Office (Redacted) had reviewed my witness statement, my phone rang (the third time during my visit to EPS) from "No Caller ID". This time, however, Officer (Redacted) demonstrated quick thinking by accepting my invitation to answer the call. He informed the caller that a complaint has been just been filed with EPS. He cited the file number and urged the caller to cease and desist. After receiving at least 1200 "No Caller ID" calls and having my voice mail filled with a range of nuisance messages, it is a tremendous relief to have an end to these calls. The happy circumstance of receiving the call when I did and Officer (Redacted's) quick thinking response to the caller were instrumental in this welcome outcome.

Even if this highly desirable outcome had not arisen, it is Officer (Redacted's) attentive, respectful presence and evident desire to be helpful that will stay with me.

With appreciation, (Redacted)

On behalf of the United States Secret Service, I want to commend Constable (Redacted) for his efforts in identifying, locating, and interviewing a previously unknown subject who threatened to kill U.S. President Donald Trump. As you know, one of the primary responsibilities of the U.S. Secret Service is the protection of the President of the United States and the investigation of all threats directed at the president, no matter where these threats may originate. On August 28, 2018, an unknown subject posted a comment on Twitter in which the subject threatened to kill President Trump. Our investigation revealed the IP address associated with this threat resolved to Edmonton. Additional investigation associated to the Twitter account led to an inactive Facebook profile featuring the possible name of the subject and a profile photo depicting an image of a high school-aged male. The U.S. Secret Service requested the assistance of the Edmonton Police Service's School Resource Officers in identifying the subject. Constable (Redacted) immediately offered assistance and within a few days, not only had Constable (Redacted) identified the juvenile subject, but he also located and interviewed the subject along with the subject's father. Constable (Redacted) tenacious efforts determined that the juvenile subject did not have the means or actual intent to carry out his threat against President Trump but was merely a teenager who made a poor choice in posting inappropriate content and not realizing the gravity of his online comments. As a result of Constable (Redacted) investigative interviews, the U.S. Secret Service was able to close this file without further action. Criminal investigations crossing international borders can sometimes be challenging and it is only through strong partnerships among law enforcement agencies that we can successfully combat the threat of transnational crime. Cst. (Redacted) actions represent the professionalism and diligence for which the Edmonton Police Service is known and he should be commended for representing the agency in such an important area of international law enforcement cooperation.

Please extend to Cst. (Redacted) my gratitude for his outstanding efforts in bringing this file to a successful close.

I look forward to a continued partnership with the Edmonton Police Service.

Sincerely, (Redacted)

United States Secret Service

7. Subject: Crime Free Housing Section

Hello my name is (Redacted). I operate two Aftercare Transitional Buildings for Hope Mission. We have been operating under the Crime Free Housing Program for the last two years.

Recently we had our yearly inspection with Cst. (Redacted) and Cst. (Redacted). I'm writing this letter wanting to let you know that you have two amazing officers representing you. Both officers are very attentive to our questions and needs. Both officers were accommodating and show a true care for the community in which they serve.

These officers are a true credit to the Edmonton City Police force, and the Crime Free Housing Initiative.

Bravo! Thank you! Sincerely, (Redacted)

Housing Coordinator

# Edmonton Police Service Professional Standards Branch

### Location

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To increase public safety through excellence in the prevention, intervention and suppression of crime and disorder