



July 18, 2024

TO: Dale McFee
Chief of Police

FROM: Acting Director Shane Perka
Professional Standards Branch

RE: QUARTERLY REPORT – Q2 of 2024

This report has been prepared for Edmonton Police Commission meeting on July 18, 2024. Please note the cut-off date for Q2 data extraction was June 24, 2024.

During the second quarter of 2024, the Professional Standards Branch received 287 new files:

- 12 Public complaints as defined by Part 5 of the *Police Act*
- 12 Internal complaints as defined by Part 5 of the *Police Act*
- 10 EPS Matter
- 275 Citizen Contacts

During the second quarter of 2024, the Professional Standards branch concluded 274 files:

- 21 Public complaints as defined by Part 5 of the *Police Act*
- 14 Internal complaints as defined by Part 5 of the *Police Act*
- 10 EPS Matter
- 229 Citizen Contacts.

The Edmonton Police Service dispatched 46,243 calls for service and received/recorded 32 compliments in Q2 of 2024.

Acting Director Shane Perka
Professional Standards Branch

cc: John McDougall /Chair
Edmonton Police Commission



**Professional Standards Branch
April - June 2024
Q2 Report
Edmonton Police Service**

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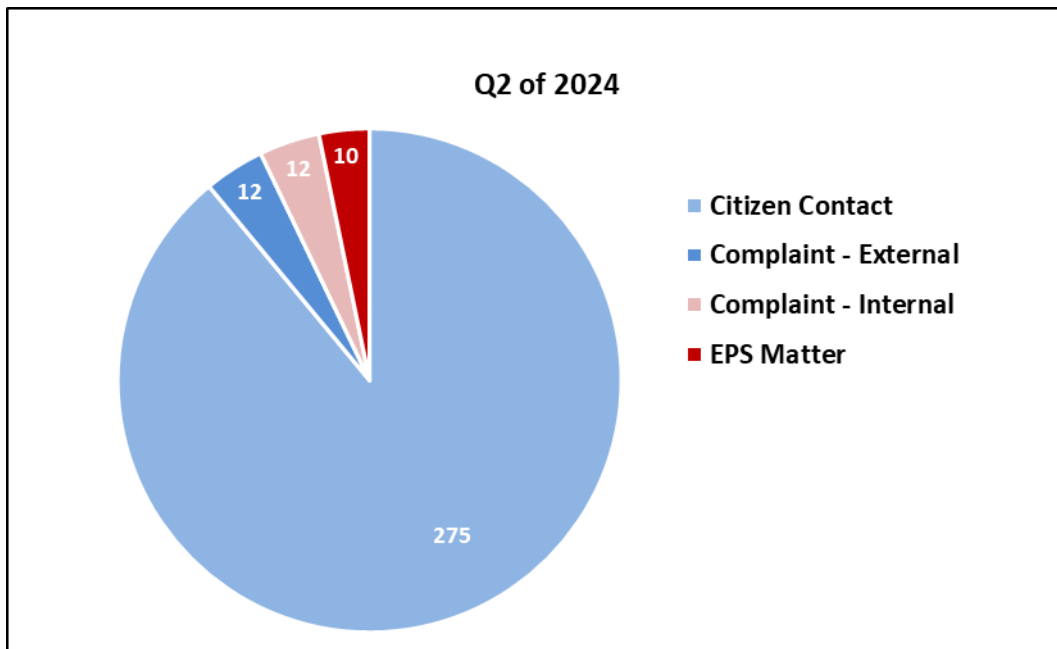
2024 Q2 STATISTICAL SUMMARY

Professional Standards Branch (PSB) 2024 Second Quarter (Q2) Update

1. RECEIVED FILES

The cut-off date for Q2 data extraction was June 24, 2024. The following pie chart illustrates the number and type of files received during the second quarter (Q2) of 2024. Blue colors represent complaints and concerns made by members of the public, and red colors represent internal complaints and concerns initiated by the Chief of Police. Lighter shades indicate files being handled outside of the *Police Act*, and darker shades indicate *Police Act* complaints. As demonstrated in **Figure 1** below, during Q2 of 2024 PSB received **287 public files** and **22 internal files (n=309)**.

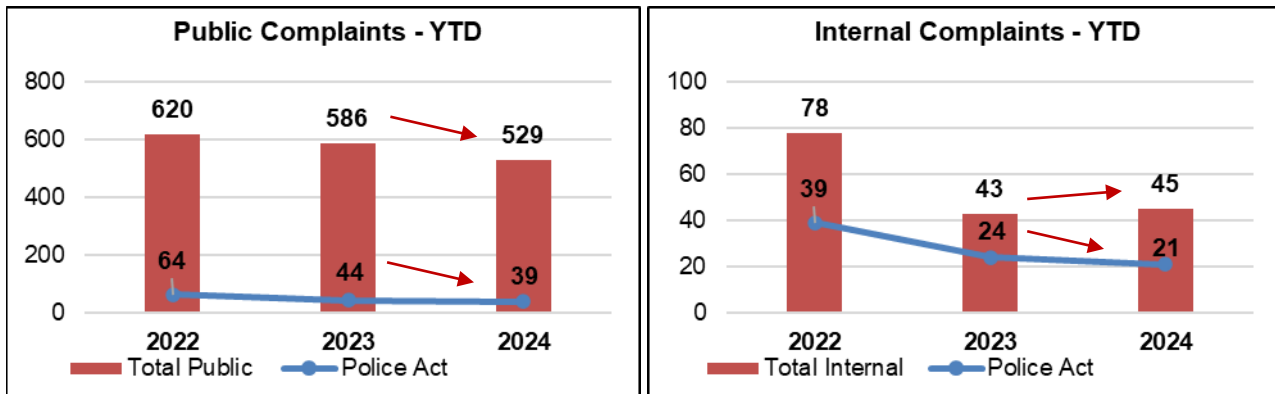
Figure 1: Received Files During Q2 of 2024



On the next page, **Figure 2** displays the *yearly trends* for public and internal complaints to PSB year-to-date (YTD). The red solid bars are the total complaints to PSB, and the blue lines indicate the number of complaints meeting the criteria of the *Police Act* and proceeding for formal investigation.

It can be noted in **Figure 2** that the total **public complaints** to PSB YTD **decreased** from 2023 to 2024 by **-10%** (n=57). The total **internal complaints** YTD slightly **increased** from 2023 to 2024 by **4%** (n=2). When examining *Police Act* complaints, there was also a decrease for both public and internal complaints from 2023 to 2024 (Public Complaints= **-11%** (n=5); Internal Complaints= **-13%** (n=3)).

Figure 2: Public Complaints to PSB and Internal Matters Over Three Years (YTD)



2. CURRENT WORKLOAD

As of June 24th, 2024, PSB retained **374 open investigations**, broken-down into the following categories:

- 151 Citizen Contacts
- 103 Complaints External
- 93 Complaints Internal
- 27 EPS Matters

There were an additional 97 Statutory Complaints. All 97 Statutory Complaints are associated with open PSB files and therefore are considered duplicate files for tracking purposes only. **Table 1** below shows files that are listed as Active, Suspended, or Forwarded, and the year the file was opened. An investigation is listed as “Suspended” when it is not currently being advanced (e.g., review stages of the investigation, disciplinary hearings, criminal investigation, court proceedings, awaiting further information from complainant 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 other areas within the EPS, ASIRT etc.).

Table 1: Status of All Open Investigations¹

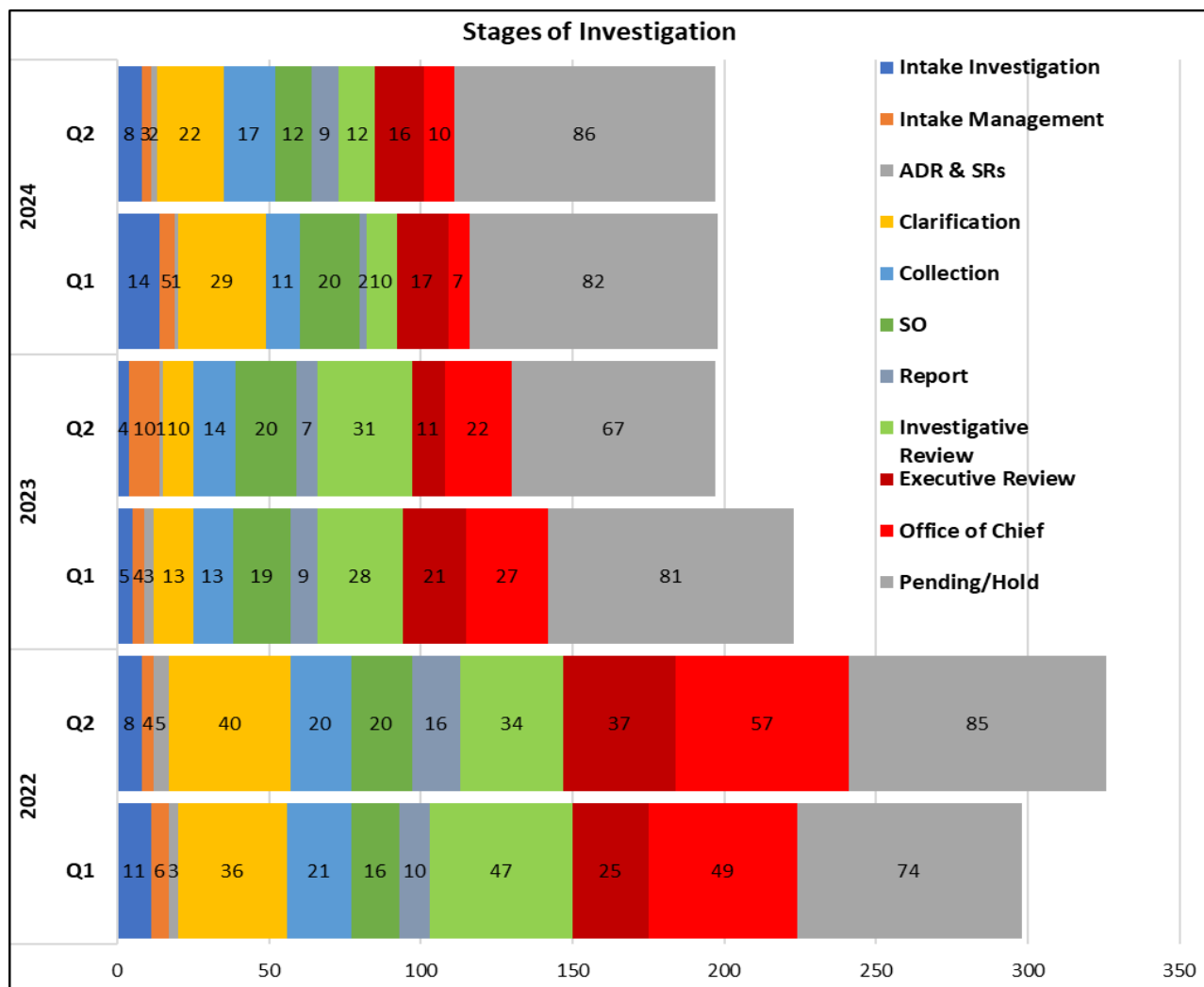
Year	Active	Forwarded	Suspended	Total
2018	1	0	1	2
2019	0	0	8	8
2020	1	0	11	12
2021	14	1	21	36
2022	11	1	9	21
2023	57	4	33	94
2024	161	14	26	201
Total	245	20	109	374

¹ Table 1 does not include Statutory Complaints.

Figure 3 displays the **Investigative Stages** for **formal complaints** (internal and external) by quarter over three years.

- 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 and recommendations of the Investigative Manager)
- Executive Review (review and recommendations of the Inspector)
- Office of the Chief (review by the Office of the Chief and final concluding processes)
- Investigations may also be pending/on hold other processes (e.g., dispute resolution, legal review, hearing, etc.).

Figure 3: Q2 Comparison of Complaint Stages Over Three Years



3. CONCLUDED FILES

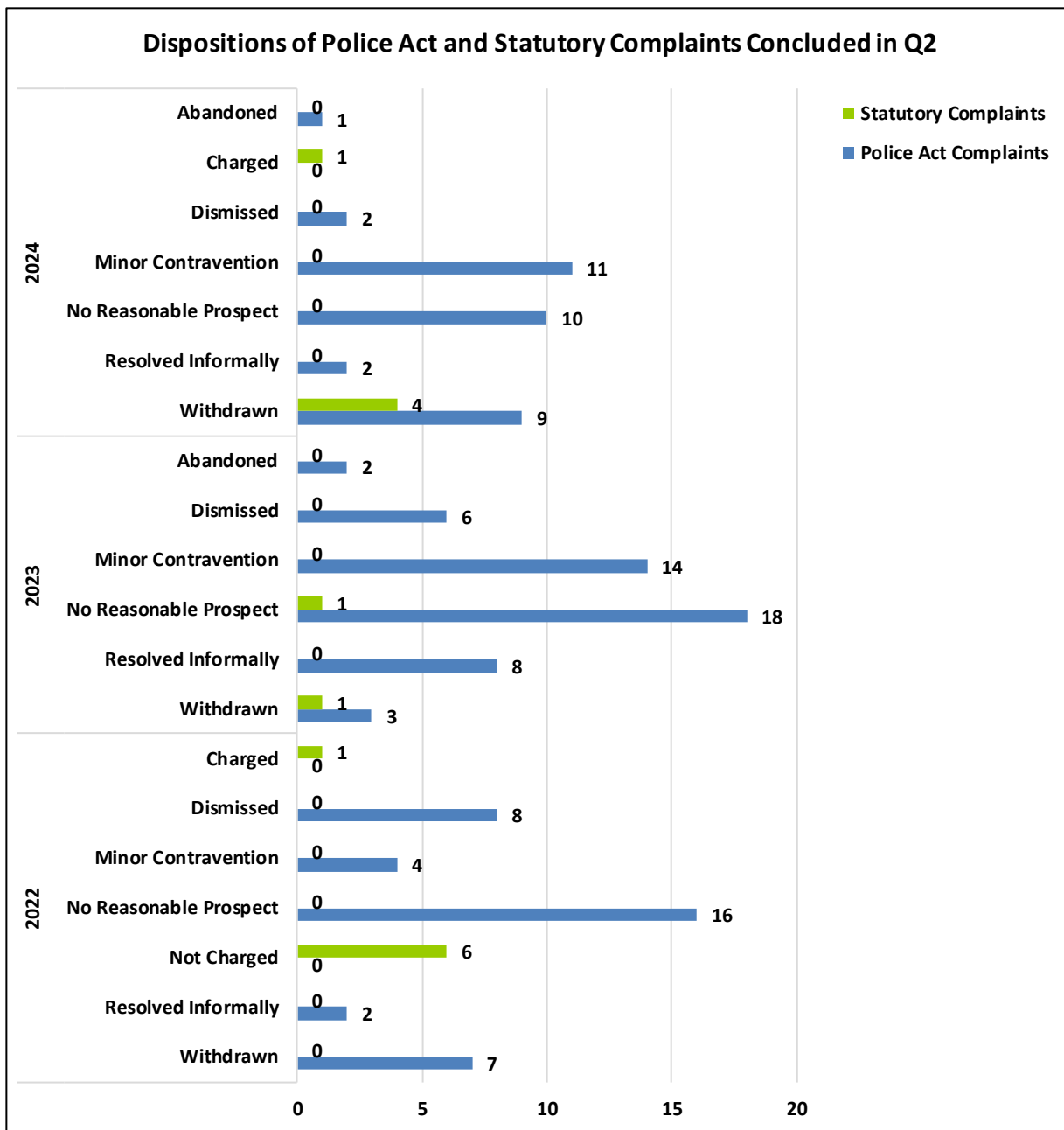
PSB concluded **274** files in Q2. **Table 2** is a file comparison regarding received and concluded files within PSB over a three-year period. Within the **274** files concluded in Q2 of 2024, PSB concluded **35** *Police Act* files. On the next page, **Figure 4** demonstrates the dispositions of these files over the last three years.

Table 2: Q2 File Comparison Over Three Years²

	2022		2023		2024	
	Q2	YTD	Q2	YTD	Q2	YTD
Received Files						
Public Complaints/Concerns	278	627	263	588	287	529
<i>Police Act</i> Complaint	21	56	9	33	12	39
Citizen Contact	257	571	254	555	275	490
Internal Matters	34	89	18	44	22	45
<i>Police Act</i> Complaint	16	38	11	29	12	21
EPS Matter	18	51	7	15	10	24
*Total	312	716	281	632	309	574
Concluded Files						
Public Complaints/Concerns	328	644	289	607	250	488
<i>Police Act</i> Complaint	23	46	35	58	21	45
Citizen Contact	305	598	254	549	229	442
Internal Matters	23	61	20	61	24	48
<i>Police Act</i> Complaint	12	21	13	25	14	31
EPS Matter	11	40	7	36	10	17
*Total	351	705	309	668	274	536

² Table 2 does not include Statutory Complaints.

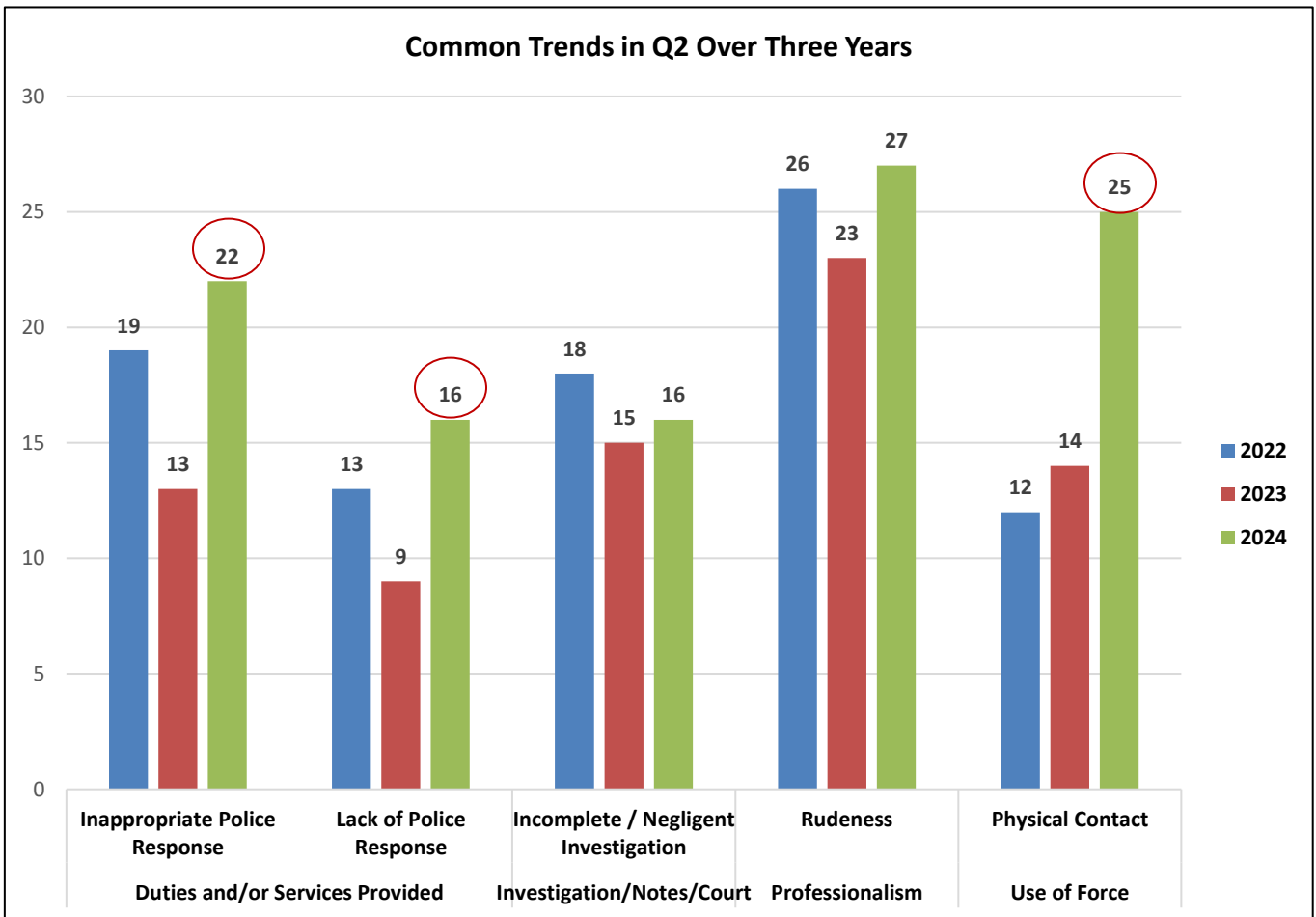
Figure 4: Dispositions of *Police Act* and Statutory Complaints Concluded in Q2 Over Three Years



4. COMMON TRENDS

Figure 5 provides the common complaint classifications of files received in Q2 over three years. The categories at the very bottom of the bar graph indicate what classification the complaint fell under, and above that, the sub-classification is listed. This provides more context in terms of the nature of the specific complaint. In Q2, there were **three** (3) complaint classifications that had a notable increase between Q2 of 2023 and Q2 of 2024: **1) Inappropriate Police Response, 2) Lack of Police Response, and 3) Physical Contact.**

Figure 5: Q2 Top Five Complaint Trends Classifications and Subsequent Subclassifications Over Three Years



5. LEGAL

Table 3: Disciplinary Hearings and Appeals in Q2 of 2024

DISCIPLINARY HEARINGS	Total	File Number
Directed	1	PSB2020-0707
Concluded	0	n/a
LERB	Total	File Number
Appeals Received	6	PSB2021-1370 PSB2022-0221 PSB2022-1218 PSB2023-0082 PSB2023-0099 PSB2023-0209
Decisions Rendered	2	PSB2021-0231 PSB2021-0664
Appeals Withdrawn	1	PSB2022-0588
EPC APPEALS	Total	File Number
Appeals Received	0	n/a
Decisions Rendered	0	n/a
EPC Matters Ongoing	1	PCA2023-1070

CONCLUDED DISCIPLINARY HEARINGS

1. File Number: PSB2022-0591
Date of Complaint: June 08, 2022
Subject Officer: Cst. Starr
 - Discreditable Conduct

On May 22, 2024, Cst. Starr plead guilty to one count of Discreditable Conduct and received a reprimand in consideration of the 63 hours of volunteer work the member completed.

PENDING DISCIPLINARY HEARINGS

1. File Number: PSB2022-0920
Date of Complaint: August 25, 2022
Subject Officer: Sgt. A.B.
- Insubordination x 1
 - Deceit x 1

Open Disciplinary Hearing is scheduled for the weeks of April 08 and April 15, 2024.

2. File Number: PSB2017-1148
Date of Complaint: December 12, 2017
Subject Officer: Cst. C.D.
- Insubordination x 4
 - Unlawful or Unnecessary Exercise of Authority x 1
 - Discreditable Conduct x 1
 - Deceit x 2
- Presenting Officer: D. Cranna, Field Law LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for April 23, 2024.

3. File Number: PSB2021-1073
Date of Complaint: September 22, 2021
Subject Officer: Cst. A.B.
- Discreditable Conduct x 2
- Presenting Officer: D. Cranna, Field LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for April 23, 2024.

4. File Number: PSB2021-0654
Date of Complaint: June 10, 2021
Subject Officer: Cst. A.B.
- Breach of Confidence x 1
 - Deceit x 1

New matter not yet scheduled.

5. File Number: PSB2021-0385
Date of Complaint: March 29, 2021
Subject Officer: Sgt. A.B.
- Insubordination x 1

New matter not yet scheduled.

7. File Number: PSB2021-1387/PSB2020-0113
Date of Complaint: December 20, 2021/February 07, 2020
Subject Officer: Cst. A.B.
- Neglect of Duty x 1
 - Deceit x 1

New matter not yet scheduled.

8. File Number: PSB2022-1261
Date of Complaint: December 20, 2022
Subject Officer: Cst. A.B.
- Discreditable Conduct x 4
 - Neglect of Duty x 3
 - Deceit x 1

New matter not yet scheduled.

9. File Number: PSB2022-0603
Date of Complaint: June 23, 2022
Subject Officer: Cst. A.B.
- Insubordination x 2
 - Breach of Confidence x 1
 - Discreditable Conduct x 1
 - Deceit x 1

New matter not yet scheduled.

10. File Number: PSB2023-0715
Date of Complaint: July 31, 2023
Subject Officer: Cst. A.B.
- Discreditable Conduct x 2

New matter not yet scheduled.

11. File Number: PSB2019-0530
Date of Complaint: August 21, 2019
Subject Officer: Cst. A.B.
- Unlawful or Unnecessary Exercise of Authority x

New matter not yet scheduled.

COMPLETED COMPLAINTS OF SERVICE
(Section 44 *Police Act*)

There was zero (0) Complaints of Service under Section 44 of the *Police Act* that were resolved or concluded during the Second quarter from April 01 to June 30, 2024.

COMPLIMENTS

During Q2 of 2024, thirty-two (32) letters of appreciation were officially entered by the Edmonton Police Service. Professional Standards Branch would like to present eleven (11) letters.

SUBJECT: Compliments

MESSAGE: Good afternoon:

My name is [Redacted] and I'm a resident and a board member in the Belvedere Community. The reason for my writing this day, is to convey my compliments and to express my gratitude regarding two of your officers.

I have had the privilege and honour of collaborating and conversing with [Redacted] and [Redacted] from the Northeast Division Beats on issues in the neighbourhood for the community for a while. But also, and more importantly as a resident. In these times, there has been a lot going on in the neighbourhood, and Cst's [Redacted] and [Redacted] have been working hard to meet these challenges with compassion and professionalism. They've done this while also showing the community that they do care, its not just a place they work, but are trying their utmost to make it a safe environment for all.

Whenever possible Cst.'s [Redacted]and [Redacted] took the extra steps to make sure every part of their beat knew they were under their watchful eye. It has not always been an easy task, but one that they have met with integrity.

As for all officers, they are dealing with so many different and unutterable situations; but know they are dealing with them in the best way possible and can hold their heads up high. They've done amazing!

They have made and continue to make an important and welcoming impact on the community. I for one, give my gratitude for that.

I thank them for the insights, the debates/discussions, and the "chats". I hope there will be more in the future.

As well my gratitude to, Sgt. [Redacted] and [Redacted], for building an amazing beats team and for a listening ear at times. Also for the time when most needed setting up a meeting and the supports.

Cst. [Redacted] is coming up on his term, know that he will be deeply missed. I wish him well and much success in his future endeavors.

[Redacted]

SUBJECT: Commendations for [Redacted]

MESSAGE: Hello,

EPS Constable [Redacted] and Constable [Redacted] are commendable officer. My interactions with them on 13 March 2024 were safe, friendly, and personable. They took the time to listen and understand the situation. They were a pleasure to deal with. We need more officers like them. They went above and beyond what is expected of a police officer.

Sincerely

[Redacted]

SUBJECT: Compliment from [Redacted]

MESSAGE: Good morning,

I just wanted to pass on the compliment I received from [Redacted]. He phoned to praise the four officers who were on the LRT headed towards NAIT on March 26th around 8:00pm. He

commended their professionalism and kindness in conducting a wellness check on an individual who appeared to be under the influence. Following their assessment and ensuring the individual well-being, they escorted him to the University Hospital.

SUBJECT: Police Intervention on the LRT

MESSAGE: Dear Members of the Edmonton Police Commission,
Last evening (March 26) around 7:47 p.m. I was getting on the south bound LRT at the Health Science/Jubilee station when I noted a man who seemed unresponsive, sitting on a seat, leaning forward with his face buried in the bags that were with him; he had no shoes. Before I went to go towards him, there were 2 or 3 EPS officers, along with LRT security that came into the LRT and compassionately and professionally assisted the man off the train, indicating they were taking him to be assessed in case he was in the midst of an overdose. They handled the situation well, deescalating if the man responded in an escalated manner, keeping everyone safe on the train, and the situation very calm. I was very impressed at how they treated the individual with dignity. Unfortunately, I could not see the names of the officers to thank them in this email directly; however, I am hoping that this gets passed along.
I have noted the last few times that I have taken the LRT, it has been a pleasant experience as the platform areas have been clean and security visible, which was a change from a couple of years ago. Thank you to the City and EPS for their diligent work in making the LRT a safe and dignified environment for anyone in the city to travel on. Much appreciated.

[Redacted]

PS I had sent a thank you on the direct EPS site as well.

SUBJECT: Letter of Support – Commercial Vehicle Alternative Resolution Program

MESSAGE: Dear Chief Mcfee and Vice-Chair Commissioner Anne-Marie,
The Alberta Motor Transport Association (AMTA) has been representing the commercial transportation industry for the past 85 years, with a focus on enhancing road and workplace safety. The AMTA would like to express its continued support for the Commercial Vehicle Alternative Resolution Program.
Developed in 2023 by Sergeant [Redacted] of the Commercial Vehicle Investigation Unit, the 9-Month trial program was introduced to improve traffic safety in Edmonton, targeting first-time offenders in the commercial transportation industry operating vehicles between 4,500 and 11,793 kg's who have been ticketed for contravening the Traffic Safety Act. The program establishes an option to enroll in a voluntary traffic safety education session in lieu of a ticket and associated financial penalty.
This leading-edge approach facilitates a spirit of collaboration between law enforcement and commercial carriers, providing financial relief, especially for smaller carriers operating in and around Edmonton. As the AMTA continues to socialize the newly introduced program within industry, interest continues to grow. Since its inception in November 2023, the voluntary education sessions have been well received with over 160 enrollments.
Given AMTA's goal of improving road safety through education, AMTA would like to reiterate that it will continue to assist Edmonton Police Service (EPS) in the delivery of this program, as we believe it will continue to provide the desired benefits it has been designed to achieve.

Sincerely,
[Redacted]
President

SUBJECT: Cst [Redacted]

MESSAGE: I had an interesting experience with Constable [Redacted] on Friday, March 22 and I think it's worth sharing to encourage the officer.

A friend of mine reached out to me on Friday evening that his wife had been involved in a serious 3 - car collision on 91st Street and off -ramp Henday. (I get these calls a lot due to what I do in my 9 to 5). My friend could not go to the scene and wanted me to go and assist his wife. I was on Henday on my way home when this call came in, so I went to the location of the accident. Upon arrival at the scene, Constable [Redacted] was standing with my friend's wife on the median. The three vehicles involved in the accident were scattered on different ends of the highway with significant damage. Once he saw that I had come to assist one of the victims, he allowed and assisted me to park my vehicle on the median. He had the situation under control. I didn't see any other officer- just him. He was friendly, polite, and very professional. What struck me the most was his mood- he was in a VERY GOOD MOOD. He was cracking jokes and made the victims feel at ease. He treated everyone with respect. After my friend submitted her statement, and we were able to leave, Constable [Redacted] noticed that traffic was not stopping for us and jumped in the middle of the highway and stopped the traffic for us to cross the highway towards where my vehicle was located.

At times, it felt like undercover CEO. He deserves commendation for how he acted and got that situation under control. I hope he sees this. The badge # might be wrong I scooped it off the police statement as I wanted to stay stealth. Lol!

[Redacted]

SUBJECT: EPS Commendation

MESSAGE: Good Morning!

I wanted to take some time to send my sincerest thank you to the officers who helped recover our stolen bicycle!

Earlier this week, our detached garage was broken into on two separate occasions. During the first incident our window was broken, and it appears the individual "scoped out" our belongings, then 2 nights later returned to climb in and steal our bicycle. As you can imagine, the incident left us feeling vulnerable, targeted, and scared,

On Thursday morning, to our surprise, we found our bicycle on Facebook Marketplace! I had emailed the officer who called the previous day to confirm our bike's serial number and he recommended we navigate through the non-emergency pathway. Initially we were given the advice by a call evaluator to make an appointment to meet up with the individual at a Tim Hortons by ourselves, and hopefully an officer could be in the area. As you can imagine this was very nerve-wracking advice to hear and we decided we wouldn't meet up alone but would continue making an appointment and reevaluate as needed.

Once arrangements were made, I phoned the non-emergency line back and spoke to a wonderful gentleman who was very reassuring, and reaffirmed that we should not go alone but should keep the appointment and he would try and have an officer escort us.

Fast forward to the meetup, we were accompanied by 3 (maybe 4?) officers who were the most validating, reassuring, and kind. To be honest, I was nervous in feeling silly because it isn't the most expensive bicycle; however, the officers didn't seem to mind and walked us through every

step and really made us feel included and safe. Unfortunately, the only officer's name who I remember is [Redacted], although the female officer in the car with him was so reassuring that we did the right thing and walked us through everything. We ended up recovering our bike and the individual was apprehended!

I know it may have been an uneventful incident for the officers and likely the least exciting thing they did all day, but it felt extremely validating to know that amidst the bustle of Edmonton, this is worth their time and we made the right decision by listening to our instincts to ask for help.

The incident number that I have for this is [Redacted], hopefully this can help track these folks down. Please send them our dearest thank you; and if you would please also follow up if you were able to identify the officers to pass this along, if not I can try and get some more information to help.

Stay safe,
[Redacted]

SUBJECT: Thank you!

MESSAGE: Hello,

I wanted to express my gratitude to the members of the Edmonton Police Service who recently helped me.

My daughter and I visited Edmonton from Calgary recently. During our stay, my daughter's iPad was stolen from my car (the locks have been acting up).

I called the non-emergency phone line to report the theft. The EPS member who took my call was wonderful (for reference, my file number is: [Redacted]). She was very professional, sensitive in giving realistic expectations, and empathetic (my car wasn't damaged, no one was hurt, but the theft felt like a violation).

In follow-up, I got a call from Cst [Redacted] (Reg. [Redacted]), who was also very professional and sincere in reviewing the information, outlining next steps, and acknowledging the reality of challenges in recovering stolen items like this.

The next day, my husband logged in to the iPad's account, and we were amazed to see that it was at a police station! He called and spoke to an officer (her name is [Redacted]

- my apologies if I've bungled the spelling) who confirmed it by the serial number. Very fortunately for us, she was travelling through Calgary that evening and brought the item to us in our neighborhood. We are so impressed and very grateful to her.

I want to thank all the EPS officers and staff who helped us out. I sincerely appreciate your professionalism, diligence, and respect. I really thought that the iPad would likely get sold/pawned and we would never see it again, so I'm very impressed with and thankful to EPS for recovering and getting it back to us so quickly, in excellent condition, and hand-delivered to us in Calgary. It was honestly the best possible scenario for me as a victim of a theft.

Thank you for all the good work you do.

Sincerely,
[Redacted]

SUBJECT: Fantastic work Constable [Redacted]

MESSAGE: Hello,

My name is [Redacted], I am a Child and Youth Support Worker working for Unlimited Potential Community Services. I am emailing because yesterday evening my coworker [Redacted] and I were having an issue with one of our youth and Constable [Redacted]

was able to help us solve the problem. Not only was Constable [Redacted] extremely helpful, but he was very kind and understanding towards the needs of our youth and did an excellent job in helping to de-escalate the situation. When we were finally able to solve the issue with Constable [Redacted] help and were beginning our drive home both myself and my partner agreed that Constable [Redacted] may have been one of the nicest and most understanding officers I have ever interacted with in my 5+ years of working with neurodivergent and at-risk youth. And so, I am just writing to draw attention to the excellent work that I witnessed from this officer and to express our thanks.

All the best,
[Redacted]

SUBJECT: Compliment to the Edmonton Police Force

MESSAGE:

Good afternoon,

I reside directly across from Roger's Place ([Redacted]) and overlook 104 Ave –directly across from Rogers, the casino, and the Fan Park.

With so many fans celebrating downtown cheering on the Oilers, there is bound to be issues with public intoxication and poor decisions made by some. My husband and I have witnessed the Edmonton police handle the situations in the most upmost professional approaches yet also maintain positive dispositions especially during last night's victory. I just wanted to take the time to send my appreciation for keeping the community safe especially with the challenges faced as this could not be a success without the EPS strategic involvement.

We greatly appreciate all the efforts by the entire EPS team. On a side note – a HUGE THANK YOU for removing the encampments and continuing to do so! In the two years that we have now resided downtown Edmonton, my husband and I have seen very drastic positive changes to the safety of the downtown core especially right around us.

With the warmest of regards and appreciation,

GO OILERS!

[Redacted]

SUBJECT: Encampment Response

MESSAGE: Councillor Stevenson I would like to compliment the EPS and city workers for promptly dealing with 2 camps just below our condo. The camps arrived a couple weeks ago. Today an officer from EPS came asking as to whether there were camps in the area. He was not acting on a specific complaint but rather doing his due diligence and checking for problems. On learning about the camps, a city crew was called, and the camps cleaned up. This is very different than we have experienced in the past as it usually takes months and multiple complaints before cleanup crews arrive. Could you please pass on our compliments to the EPS and city cleanup crews for a job well done. Thanks

[Redacted]



Q2 2024 REPORT TO THE
EDMONTON POLICE COMMISSION



The following report is submitted for:

- Approval
- Ratification
- Information

PROFESSIONAL STANDARDS BANCH
July 18, 2024 - EPC MEETING

Approved by:

Dale McFee
Chief of Police

Shane Perka
Acting Director

Edmonton Police Service Professional Standards Branch

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