



# Edmonton Police Service



## Professional Standards Branch 2023 Annual Report

March 2024

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**Abbreviations:**

ADR	Alternative Dispute Resolution
ASIRT	Alberta Serious Incident Response Team
EPC	Edmonton Police Commission
EPS	Edmonton Police Service
LERB	Law Enforcement Review Board
PSB	Professional Standards Branch
PSR	<i>Police Service Regulation</i>
PA	<i>Police Act</i>



## Professional Standards Branch Values

*Truth, Integrity, Courage, Honour*

## **Professional Standards Branch - 2023 Year in Review**

In 2023, PSB built upon the previous year's strategic priorities which align with the Edmonton Police Service's Commitment to Action:

### **Complaint-Informed Training for Frontline Members:**

PSB committed to improving communication with divisions in order to proactively address causes of complaints. PSB provides monthly statistical reports and distributes quarterly trend analyses. With the addition of a new analyst within PSB mid-way through 2023, these reports were assessed to ensure the most impactful information was being relayed with the goal being a reduction in complaints.

PSB refined and delivered training for recruit classes and all new promotions (Sergeants and Staff Sergeants)

### **Community Engagement in the Public Complaint Process:**

PSB continues to focus on timely and meaningful resolution through various forms of dispute resolution. In 2022, PSB focused on working directly with complainants to resolve their complaints. PSB was able to resolve more complaints directly with complainants, as opposed to forwarding the complaints to divisional supervisors. This provides benefit for all parties because it allows complainants to have a single point of contact (PSB), often results in quicker resolutions, and leaves supervisors more available time to focus on their primary duties.

### **Partnership Development:**

Professional Standards Branch Partnership Development is focused on building community partnerships to assist with the complaint process and identifying agencies to assist people struggling with mental health and addictions who use the complaint process as a mechanism to express themselves. PSB collaborates with the Police and Crisis Response Team (PACT) as required and is exploring additional partnerships to provide appropriate support to vulnerable populations.

### **Internal Engagement to Create Awareness**

Historically the main categories of public complaints received relate to either 'Professionalism' (i.e., rudeness, tone of voice/general manner, gender or racial bias) or 'Duties and Services' (i.e., inappropriate police response, refusal to lay charges, dissatisfied with ticket/charge). Both categories relate to customer service, which means many of them could be preventable. Providing quarterly updates to all Branches, in conjunction with attendance at Divisional Management Team meetings fosters a greater understanding of the public complaint process and potentially lead to conversations about how to reduce complaints in these categories.

**Looking Forward to 2024**

The strategic priorities remain unchanged for 2024. There will be significant changes coming to Professional Standards Branch over the next couple of years. With the tableing of Bill 6 (Police Amendment Act) in December 2022, the Province of Alberta introduced extensive changes in police oversight. Bill 6 establishes a Police Review Commission (PCR) which essentially will be the new body to oversee/perform the disciplinary functions that the Chief of Police had traditionally performed. To that end, the Province has established a PRC Implementation Team with the goal of establishing a new public agency under the Police Act for police complaints, investigations, and coordination of disciplinary hearings. The timeline for implementation is anticipated to be December 2025. The impacts of these changes to PSB are unknown, though it is clear the function of PSB will evolve as the PRC develops in 2026 and beyond. The inspector of PSB is involved with the Alberta Association of Chief's of Police Advisory Committee to the Implementation Team, to ensure there is direct input from the EPS in the development of the PRC and the amendments to the Police Service Regulation.

## ***Executive Summary – 2023 Complaints***

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

In 2023, there were 1,224 complaints managed by PSB, 96 of which were internally generated. This is an 8% decrease over 2022 which received a total of 1,333 complaints, 143 of which were internally generated. It is also important to note that of the 1,224 complaints in 2023, 15 of the complaints related to public events (bulk files with more than one complainant) that included multiple separate public contacts to PSB, of which all complainants were contacted and advised of the outcome.

By the end of 2023, 82% (1,002) of the 1,224 complaints received in 2023 had been resolved and concluded, 7% (83) of the complaints were directed for investigation under the *Police Service Regulations (PSR)*. Three percent (3%, 42) of the complaints related to ongoing investigations of incidents reported under section 46.1 of the *Police Act*.

In 2023, PSB Intake Investigators concluded 959 (78%) of the 1,224 complaints received and concluded an additional 78 (6%) files from prior years. PSB also strives to focus on timely and meaningful resolution through various forms of alternative dispute resolutions (ADR) when possible. In 2023, 15 complaints were resolved through ADR, including 10 complaints that were received in 2023 and 5 complaints received from prior years (Citizen Contact = 7; Complaint External = 8).

Of the files received in 2023, 215 complaints were resolved by the Chief of Police or resolved/concluded at a disciplinary hearing. There were 13 matters directed to disciplinary hearings and eight concluded (10 members) in 2023. The hearings addressed a total of 55 allegations. Of the 55 allegations, 31 were found proven.

Of the 42 complaints related to incidents reported under section 46.1 of the *Police Act* in 2023, 74% (31) of the complaints were assigned to the EPS for investigation, 24% (10) of the complaints were assigned to the Alberta Serious Incident Response Team (ASIRT) for investigation, and 2% (1) was investigated by the RCMP.

The overall proportion of complaint types remained consistent with previous years. The majority of complaints in 2023 related to issues of the 1) duties of the police officer or services provided (such as inappropriate police response, dissatisfaction with a ticket or investigation, or lack of communication, lack of police response, etc.) and 2) professionalism (such as rudeness, tone of voice, lack of empathy, etc.).

Of note, there were six (6) officer-involved shootings in 2023, not accounting for the two EPS members that were shot and killed in the line of duty in March 2023. This was a slight increase from 2021 and 2022 as there were four (4) and five (5) officer-involved shootings in those respective years. All six of the officer-involved shootings in 2023 were handed-over to ASIRT and remain under active investigation.

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

The EPS		The City of Edmonton	
Employees:	2,902	City Population:	1,075,931
Sworn:	1,922	Officers per 1,000 Population:	1.78
Civilian:	980		

## 2. Professional Standards Branch Files vs EPS Dispatched Calls

During 2023, the EPS dispatched officers to 185,997 calls for service city-wide. This figure does not include subject stops and member-generated events such as traffic stops. As a result of these calls, along with a multitude of other interactions within community, 1,224 complaints were made to PSB regarding the service or conduct of the organization or of its members. From the total number of complaints received in 2023, 1,128 were made by members of the public and 96 concerns were internally generated. See **Table 1** below.

**Table 1: Five-Year Comparison of Complaints per Dispatched Calls for Service**

	2019	2020	2021	2022	2023
Dispatched Calls	192,614	184,974	176,956	177,341	185,997
Total PSB Files Opened	1,151	1,279	1,436	1,333	1,224
Rate per 10,000 Dispatched Calls	60	69	81	75	66

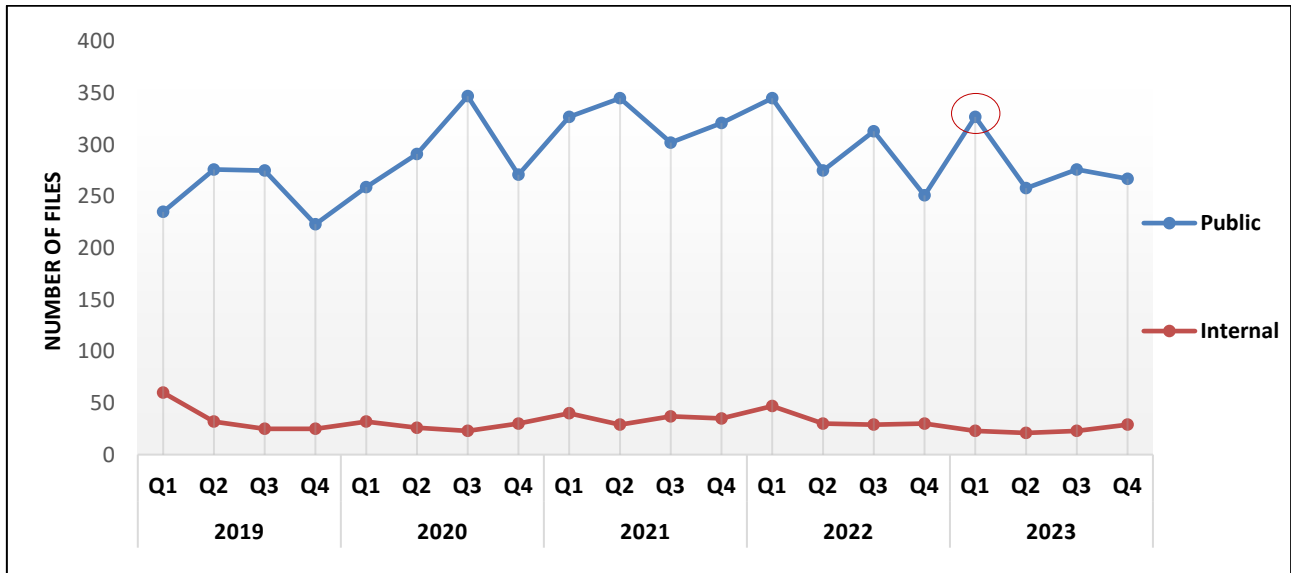
Less than 1% of all calls for service dispatched for police response in 2023 resulted in a complaint being made by the public. This statistic has been consistent over several years. It is important to clarify that many more contacts occur between police members and the community than are captured as 'calls for service'. Examples such as contacts with a beat officer in a community, traffic stops, or investigative follow-ups will often not be captured as 'dispatched calls'. Given that there is no accurate process to capture *all* police interactions, the ratio of interaction to complaint is likely even lower than 1%.

As stated in **Table 1** above, the rate of complaints per 10,000 dispatched calls was elevated in 2021; however, there has been a steady decline in both 2022 and 2023 respectively as the number of complaints have decreased despite the increase in calls for service.

On the next page, **Figure 1** demonstrates the number of public contacts in comparison with internally generated PSB files. Publicly generated concerns showed an overall increasing trend in 2019-2020; however, public complaints reached a peak in 2021 and showed a decreasing trend in 2022. In 2023 the trend held a similar pattern, with the exception of an increase in complaints in Q1.

<sup>1</sup> EPS 'Employees' represents the number of full-time authorized employees as of December 31, 2023 - as per Human Resource Information Management records at EPS. The City of Edmonton population is based on statistics from the Alberta Open Government Website, adapted from Statistics Canada Population Estimates and Alberta Municipal Affairs Populations Lists. <https://regionaldashboard.alberta.ca/region/edmonton/#/>.

**Figure 1: Five-Year Trend of Public and Internal PSB Complaints**



### 3. Professional Standards Branch Complaint Process

The majority of complaints are initially reviewed and assessed by PSB Intake Section. When appropriate, an Intake Investigator will attempt to resolve matters through a variety of dispute resolution processes. This may include interviewing the complainant to clarify their concerns and informing them on the variety of options to resolve concerns or complaints. In some cases, supervisor intervention and supervisory review is a suitable means to provide citizens additional information and find resolution. If the Intake Investigator is unable to resolve the concern or complaint, it may be considered for Alternative Dispute Resolution (ADR) and referred to the PSB ADR Program Manager to review for ADR suitability. The PSB ADR Program utilizes externally contracted mediators to support the ADR Program and seek resolution through professional mediation, facilitated discussion, peacemaking circles and other restorative processes. PSB continues to evaluate the dispute resolution program to ensure it remains relevant and responsive for both internal and external stakeholders. The innovative nature of dispute resolution aligns with the Edmonton Police Services’ continual development of collaborative partnerships with the citizens of Edmonton.

When complaints cannot be resolved at Intake Section, or through ADR, files can be recommended to proceed to investigation under the *Police Service Regulation (PSR)*. When this occurs, the complaint will transfer from an Intake Investigator or the ADR Program to a Major Case Investigator. Of the 1,224 complaints received in 2023, 83 (7%) were directed for investigation under the *PSR* by the end of 2023. This included 42 incidents related to notifications made under section 46.1 of the *Police Act*. Of the 83 complaints directed for *PSR* investigations in 2023, 19 were concluded before the end of Q4.

PSB has been focused on working directly with complainants to find resolution to complaints. As our Intake Investigators and ADR Program mediators work directly with complainants as intermediaries, fewer complaints are forwarded to divisional supervisors for resolution and fewer to formal investigation. In 2023, PSB Intake Investigators concluded 959 (78%) of the 1,224 complaints received and concluded an additional 78 (6%) files from prior years. Additionally, 15 complaints were resolved through ADR, including 10 complaints received in 2023, and 5 from previous years. This outcome is especially beneficial for all parties since it (1) reduces the number of people that a complainant must speak to for resolution, (2) often results in quicker resolution times, (3) allows supervisors more time to focus on their primary duties, and (4) often provides a more meaningful resolution for complainants.

Complaints can also be generated when a notification is made to the Director of Law Enforcement (DLE) under section 46.1 of the *Police Act*. If the DLE determines that the incident is within the scope of section 46.1, the DLE can choose to assign the ‘in-scope’ investigation to the Alberta Serious Incident Response Team (ASIRT), the EPS, or an outside agency. The DLE may also determine that the notification is ‘not within the scope’ of section 46.1, in which case, the matter remains with the EPS to determine any appropriate follow-up or investigation.

Complaints generated under section 46.1 of the *Police Act* that are assigned to the EPS for investigation are assigned to Professional Standards Branch’s 46.1 Investigative Team, which was established in July 2020. Prior to the establishment of this team, 46.1 investigations that were not investigated by ASIRT were assigned to various EPS investigative areas to conduct the criminal investigation, and upon the conclusion of the criminal investigation, the file was forwarded to PSB to review for any potential misconduct under the *Police Service Regulation*. The 46.1 Investigative Team manages both the criminal investigation (as per the 46.1 notification) and any subsequent PSR concerns which allows the investigation to proceed in a more efficient and timely manner. **Table 2** below shows to breakdown of 46.1 file assignments over the past three years.

**Table 2: Assignment of 46.1 Investigations from 2021-2023**

	2021	2022	2023
ASIRT	15	8	10
EPS	29	18	31
Outside Agency	1	0	1
<b>Total</b>	<b>45</b>	<b>26</b>	<b>42</b>

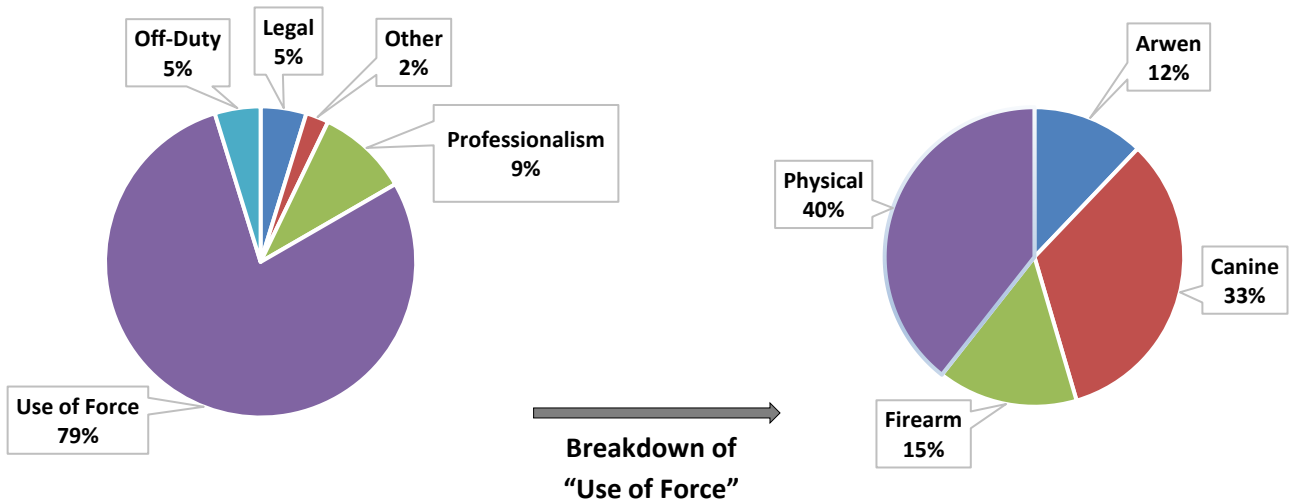


### 4. Analysis of 46.1 Notifications and Criminal Investigations

As noted above, there were 42 files initiated in 2023 related to notifications of serious incidents, pursuant to section 46.1 of the *Police Act*. These files are investigated to determine if the involved officers were lawfully placed and/or if the officers' conduct constituted an offence under an Act of Parliament or the Legislature of Alberta.

The majority of the 46.1 investigations and criminal investigations relate to Use of Force, as shown in **Figure 2**. The pie chart figure on the left provides the overall breakdown of complaint types and the pie chart on the right further classifies the complaints related to Use of Force only. Any 'Off-Duty' Incidents (left) would include matters such as domestic disputes, impaired driving, etc. The 'Legal' category (left as well) would include allegations related to obstruction of justice, breach of confidence, etc. The category 'Other' can refer to files that include allegations related to medical distress while in custody, mental health/PACT, tracking, etc.

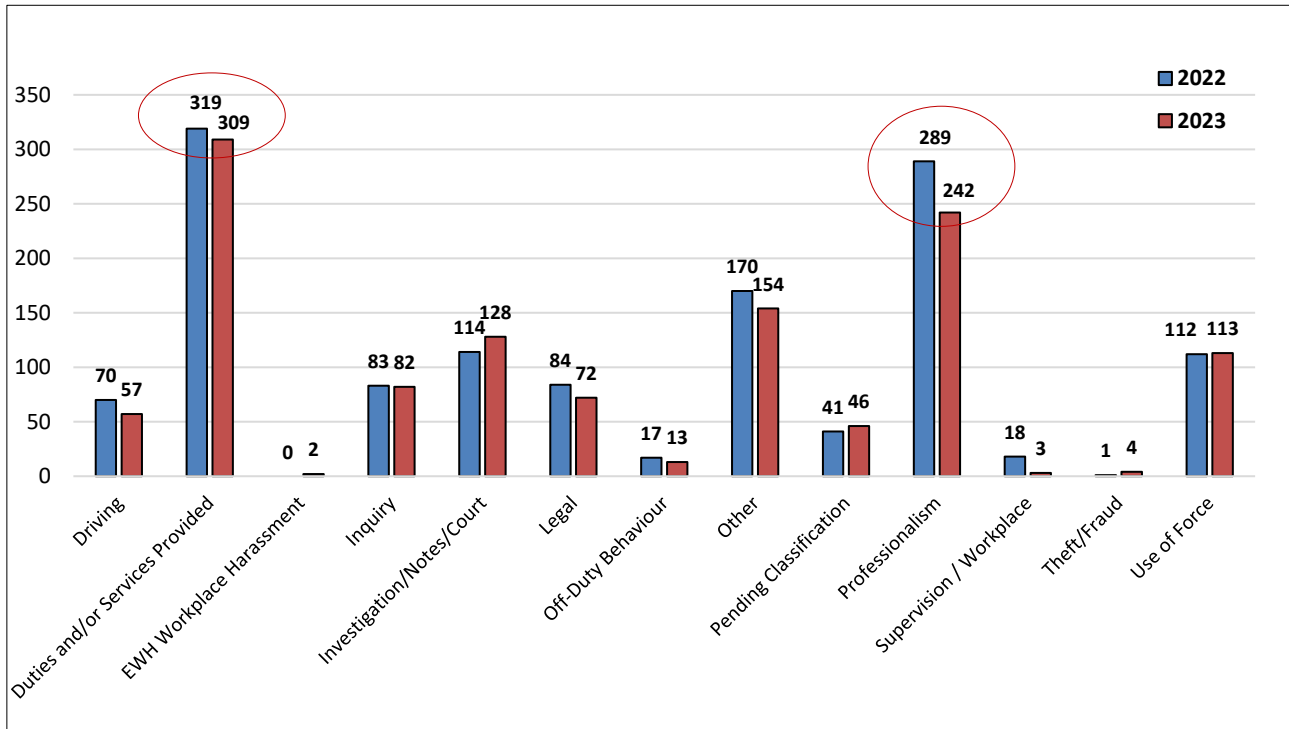
**Figure 2: Principal Causes of 46.1 Investigations and Statutory Complaints in 2023**



### 5. Complaint Causes and Trend Analysis

For each complaint received, PSB classifies it 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 complaints. **Figure 3** below shows the principal causes of complaints (classifications) in 2022 and 2023.

**Figure 3: Principal Causes of Complaints and Concerns in 2022 and 2023**



The overall proportion of complaint types in 2023 was relatively similar to previous years. A large number of complaints in 2023 related to issues of “Duties/Services Provided” (25%) and Professionalism (20%). Complaints around Use of Force by police made up 9% of the total. The category of Duties/Services provided refers to what officers do as part of their duties (e.g., complainants about being issued tickets, mishandling of or damage to property, officers responding to situations differently than the citizen feels was appropriate, etc.), whereas the professionalism category refers to how officers perform their duties (e.g., rudeness, perceived harassment, lack of empathy, etc.). Each category of complaints is further subdivided into more specific descriptors.

On the next page, **Table 3** demonstrates the top 10 sub-classifications of complaints in 2023 (with the overriding classification/category shown in parentheses). Those complaint types are then compared to the previous two years. When comparing 2022 to 2023, percentage increases and decreases are noted and highlighted in pale green (decrease) and pale red (increase).

**Table 3: Top Types of Complaints (Sub-Classifications) of 2023**

	2021	2022	2023
Inappropriate Police Response (Duties/Services)	171	113	87 -23.0%
Rudeness (Professionalism)	122	95	86 -9.5%
Incomplete or Negligent Investigation (Investigation/Notes)	88	93	81 -12.9%
Comments/Opinion (Other)	82	71	50 -30.0%
Physical Contact (Use of Force)	54	44	48 +9.0%
Lack of Police Response (Duties/Services)	60	44	36 -18.2%
Harassment (Professionalism)	16	28	31 +10.2%
Lack of Communication (Duties and/or Services Provided)	33	21	30 +43.0%
Tone of Voice or General Manner (Professionalism)	67	39	29 -26.0%
Dangerous Rules of the Road (Driving)	41	26	29 +12.0%

## 6. Complaint Distribution throughout EPS

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 more likely to be the subject of a PSB file.

Officers in the Community Policing Bureau provide the first-line response to the majority of calls for service. As such, the number of interactions that they have with the public tends to be higher than those officers employed within other areas of the service and the risk for a public complaint subsequently increases.

On the next page, **Table 4** refers to files generated across Bureaus and Divisions. Many files could not be defined as having been generated by any particular division or area. This included files where the complaint was about policy or services provided by the EPS generally and files that were inquiry based or sub-categorized as “Comments/Opinion” or “Unresponsive Complainant/Unknown”. As noted in **Table 4**, Northeast and Southeast Division have a higher rate of complaints given their dispatched calls for service.

Table 4: Distribution of PSB Files Across Bureaus and Divisions in 2023

	Public Complaints	Internal Complaints	Dispatched Calls
<b>Community Policing Bureau</b>			
Downtown Patrol	78	7	37,063
Northeast Patrol	84	5	27,870
Northwest Patrol	78	8	31,614
Southeast Patrol	77	10	24,247
Southwest Patrol	71	10	30,663
West Patrol	88	7	32,733
Crime Suppression & Invest	20	4	N/A
<b>Total</b>	<b>496</b>	<b>51</b>	
<b>Community Safety &amp; Well-Being Bureau</b>			
Integrated Community Safety	15	1	
Social Policing	11	0	
Crime Supp. & Comm. Ops	1	0	
<b>Total</b>	<b>27</b>	<b>1</b>	
<b>Innovation &amp; Information Bureau</b>			
IM & AIR	3	0	
Operational Command	6	0	
<b>Total</b>	<b>9</b>	<b>0</b>	
<b>Investigation &amp; Support Services Bureau</b>			
Crim Investigations	18	1	
Investigative Support	7	3	
Operational Support	71	2	
<b>Total</b>	<b>96</b>	<b>6</b>	
<b>Corporate Services Bureau</b>			
Human Resources	1	0	
Supply Services	2	0	
Training Development & Recruiting	3	0	
<b>Total</b>	<b>6</b>	<b>0</b>	
<b>Other/Unspecified</b>	<b>494</b>	<b>38</b>	
<b>Grand Total<sup>2</sup></b>	<b>1224</b>		

<sup>2</sup> There were an additional 1807 calls for service in 2023, coded with a "unknown" division location.

## **7. Professional Standards Files Concluded in 2023**

During 2023, PSB concluded a total of 1,272 files. This included the resolution of 1,002 of the 1,224 opened in 2023, with the remaining 270 files being from previous years.

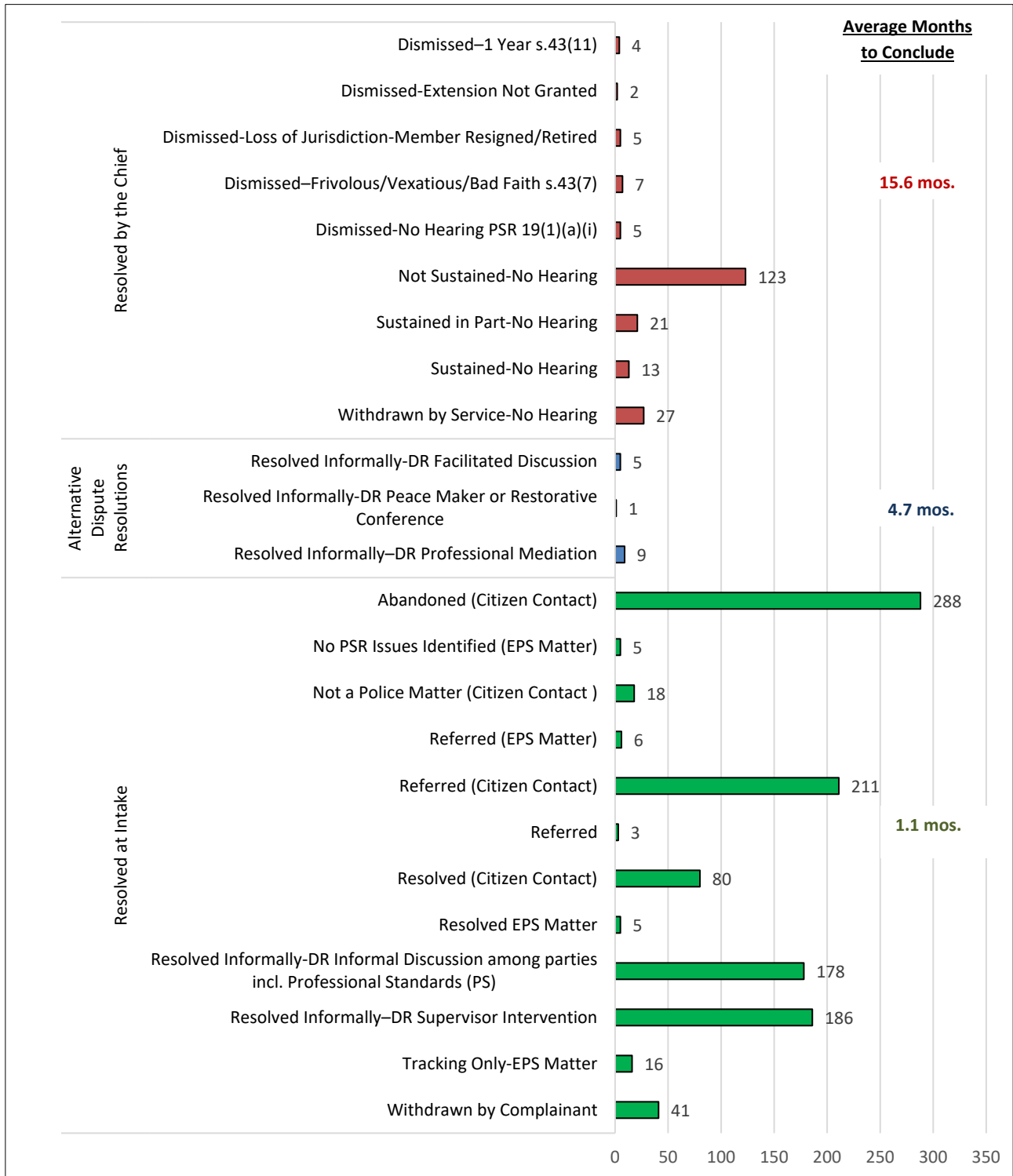
The *Police Act* requires that complaints are investigated promptly and thoroughly. This ensures that the best evidence is available, and it is intended to reduce any undue pressure or stress associated with a drawn-out investigative process. A timely and thorough investigative process also demonstrates police accountability, which may assist in enhancing public confidence in the Edmonton Police Service.

Timelines for concluding files vary based on several factors, including whether the complaint can be resolved outside of a *Police Act* investigation, if the file proceeds to a formal investigation, as well as the complexity of that investigation (including the number of involved officers, witnesses, nature of the allegations, etc.).

The most influential factors in determining the length of time required for an investigation are the type of file and overall resolution. For example, a complaint resolved outside of a *Police Act* investigation can be resolved in less than a month, whereas a formal investigation can take an average of approximately 15 months. Refer to **Figure 4** on the following page for 2023 dispositions and average completion times.

Figure 4 below shows the 2023 dispositions and average time (in months) to conclude each complaint.

**Figure 4: Dispositions and Average Time to Conclude PSB Files in 2023**



There were 215 complaints resolved by the Chief of Police in 2023. As **Table 5** demonstrates below, eight (8) matters were concluded via a disciplinary hearing (see page 15 and **Table 6** on page 16 for a further breakdown). Additionally, in 34 complaints, the Chief was of the opinion that the alleged misconduct was not of a serious nature (refer to section 45(4) of the *Police Act* and section 19 of the *Police Service Regulation*). These are often referred to as minor contraventions. There were 123 complaints that resulted in being declared No Reasonable Prospect. Lastly, 50 complaints were also dismissed or withdrawn by the Chief<sup>3</sup>.

**Table 5: Dispositions Issued by the Chief or at Hearing During 2021-2023**

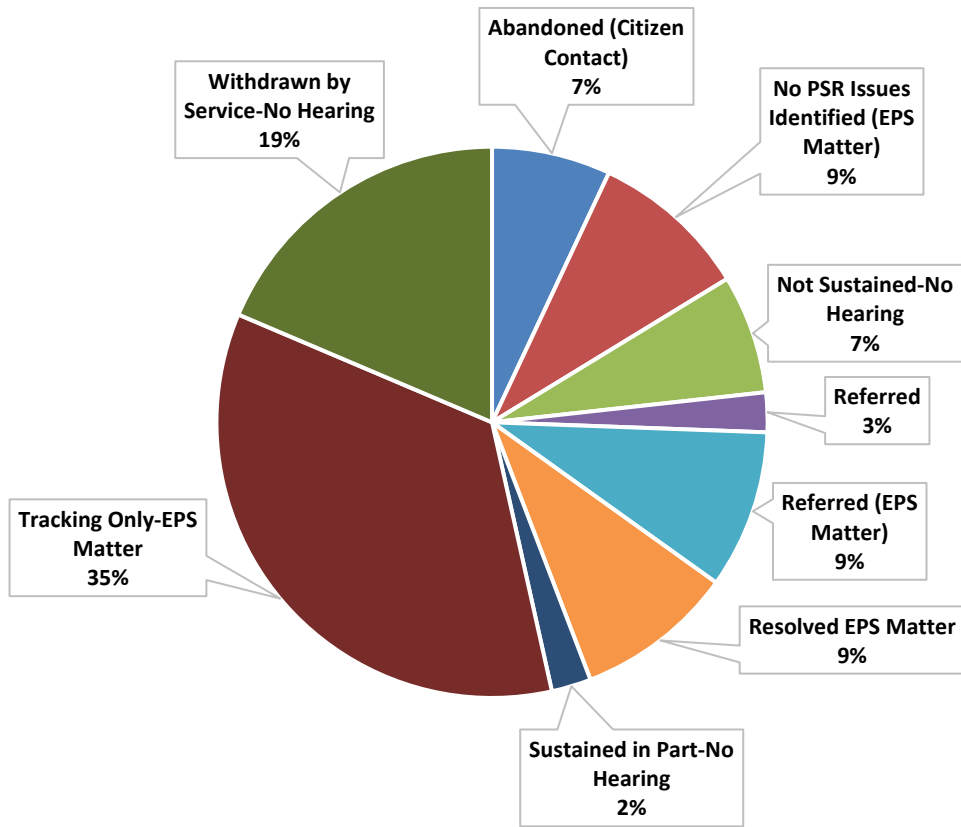
	2021	2022	2023
Reasonable Prospect (At hearing) – Proven (Disciplinary Hearing - see page 15)	6	8	8
Reasonable Prospect (At hearing) – Not Proven (Disciplinary Hearing - see page 15)	2	0	0
Minor Contraventions Sustained in Part - No Hearing; Sustained - No Hearing)	32	29	34
No Reasonable Prospect (Not Sustained - No Hearing)	75	94	123
Dismissed or Withdrawn by Service (Dismissed - 1 Year s.43(11); Dismissed - Extension Not Granted; Dismissed - Loss of Jurisdiction; Dismissed - Frivolous/Vexatious/Bad Faith s.43(7); Dismissed – No Hearing PSR 19(1)(a)(i))	41	33	50
<b>Total</b>	156	164	215

The EPS is committed to police accountability, both in terms of recognizing the good work of our officers, and of taking responsibility for mistakes and failures. In 2023, PSB received 96 internally generated<sup>4</sup> complaints. Of those 96 received files, 43 were concluded by the end of the year. The dispositions received from the 2023 concluded internal complaints included: Abandoned (x3); No PSR Issue (x4); Not Sustained-No Hearing (x3); Referred (x5); Resolved EPS Matter (x4); Sustained in Part-No Hearing (x1); Tracking Only-EPS Matter (x15); and Withdrawn by Service (x8). **Figure 5** on the next page presents a breakdown of the dispositions of internally generated complaints in 2023.

<sup>3</sup> Figure 4 on page 13 also provides a breakdown of the dispositions made by the Chief in 2023.

<sup>4</sup> Internally generated complaints refer to complaints where the Chief acts as the complainant. It does not include complaints where an officer acts as a complainant against another officer (e.g., harassment complaints).

Figure 5: Dispositions of Internally Generated Complaints in 2023



### 8. Discipline Directed During 2023

There were 13 matters directed to disciplinary hearings and eight concluded (10 members) in 2023. The hearings addressed a total of 55 allegations. Of the 55 allegations, 31 were found proven. Penalties applied at a hearing typically relate to the overall situation and context, rather than each individual allegation. For example, if the conduct consisted of both discreditable conduct and neglect of duty, the penalty applied would relate to both allegations (rather than separate penalties for each aspect of the behaviour). Further, in many cases, the discipline becomes multi-faceted and multiple penalties may apply for each behaviour (e.g., suspension without pay and remedial training may both apply to a single behaviour). Refer to **Table 6** on the next page.



**Table 6: Discipline Resulting from Disciplinary Hearings Concluded During 2023**

Allegation	Total # of Members	Total # of Allegations	Not Sust. / Withdrawn	Sustained	Penalties Applied
Deceit	1	10	5	5	-Reduction in Rank (Permanent)
Discreditable Conduct	6	12	5	8	-Reduction of Seniority within Rank (2 Years) -Reprimand (77 Hours Volunteer) -40 Hours Suspended without Pay
Insubordination	2	11	4	8	-Official Warning (3 Years) -Reduction of Seniority within Rank (2 Years) -Reprimand (Donation Equivalent to 30 Hours of Pay)
Neglect Duty	1	13	9	4	-Reduction in Rank (Permanent)
Unlawful / Unnecessary Exercise of Authority (UUEA)	5	9	4	6	-Reduction of Seniority within Rank (2 Years) -Reprimand (35 Hours Volunteer)

In 2023, there were 34 complaints concluded/proven as minor contraventions, thus being disciplined as per section 19(1) of the *Police Service Regulation*. Within those complaints, there were 71 allegations laid against amongst 54 police members. See **Table 7**.

**Table 7: Discipline Resulting from Minor Contraventions During 2023**

Allegation	Total # of Members	Total # of Allegations	Penalties Applied
Discreditable Conduct	9	14	-Directed Training – 2 Years -Dismissed -Global Reprimand -Official Warning -Reprimand
Global Misconduct of Insubordination	3	3	-Official Warning
Insubordination	24	21	-Directed Training – 1 Year -Directed Training – 2 Years -Directed Training – 3 Years -Dismissed -Global Reprimand -Official Warning -Operational Guidance – 1 Year -Reprimand
Improper Use of Firearms	1	1	-Remedial Training – 1 Year

Neglect of Duty	19	20	-60 Hours of Volunteer Work -Directed Training – 1 Year -Dismissed -Global Reprimand -Operational Guidance – 1 Year -Official Warning
Unlawful / Unnecessary Exercise of Authority (UUEA)	7	12	-Directed Training – 1 Year -Directed Training – 2 Years -Reprimand -Official Warning

## 9. Resolution of Statutory Complaints

Three (3) EPS officers were charged with criminal offences in 2023, relating to three (3) separate and individual complaints. There was a total of six (6) charges laid relating to: Assault (1), Assault with a Weapon (1), Assault Causing Bodily Harm (1), Failure to Comply with Release Order (1), Intimidation/Threats of Violence (1), and Sexual Assault (1). In addition, there was one (1) former CPO who later became an EPS officer that was charged with Neglect of Duty in 2023. That member is no longer employed with EPS.

All files that were not forwarded to the Crown for opinion were reviewed by internal legal counsel. Of the criminal investigations (statutory complaints) received in 2023, 42 were related to files that were opened as the result of a notification made under s.46.1 of the Police Act.

## 10. Compliments

Along with ensuring that the highest standards of professionalism and conduct are maintained by EPS members, PSB also receives compliments on the performance of organizational members. In 2023, PSB received 40 compliments from citizens of the community. This total does not include all compliments received throughout the EPS, as many are directly communicated to officers or their command staff in the division they work.

The compliments received by PSB in 2023 referenced a total of 62 members. 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. **Table 8** describes the distribution of citizen-generated compliments in 2023.

**Table 8: Compliments Received by the EPS During 2023**

	<b>Number of Compliments</b>	<b>Total Involved Officers</b>
Community Policing	32	53
Community Safety & Well-Being	1	1
Corporate Services Bureau	1	1
Investigation & Support Services	1	1
Other	5	6
<b>Grand Total</b>	<b>40</b>	<b>62</b>