



**Q1 2024 REPORT TO THE
EDMONTON POLICE COMMISSION**



The following report is submitted for:

- Approval
 Ratification
 Information

**PROFESSIONAL STANDARDS BANCH
April 18, 2024 - EPC MEETING**

Approved by:

A blue ink signature of Dale McFee, consisting of several loops and a long horizontal stroke.

**Dale McFee
Chief of Police**

A blue ink signature of Sean Anderson, featuring a stylized 'S' and 'A' followed by a horizontal line.

**Sean Anderson
Inspector**



April 18, 2024

TO: Dale McFee
Chief of Police

FROM: Inspector Sean Anderson
Professional Standards Branch

RE: QUARTERLY REPORT – Q1 of 2024

This report has been prepared for Edmonton Police Commission meeting on April 18, 2024.

During the first quarter of 2024, the Professional Standards Branch received 267 new files:

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

During the first quarter of 2024, the Professional Standards branch concluded 261 files:

- 24 Public complaints as defined by Part 5 of the *Police Act*
- 17 Internal complaints as defined by Part 5 of the *Police Act*
- 7 EPS Matter
- 213 Citizen Contacts.

The Edmonton Police Service dispatched 42,796 calls for service and received/recorded 17 compliments in Q1 of 2024.



Inspector Sean Anderson
Professional Standards Branch

cc: John McDougall /Chair
Edmonton Police Commission



**Professional Standards Branch
January-March 2024
Q1 Report
Edmonton Police Service**

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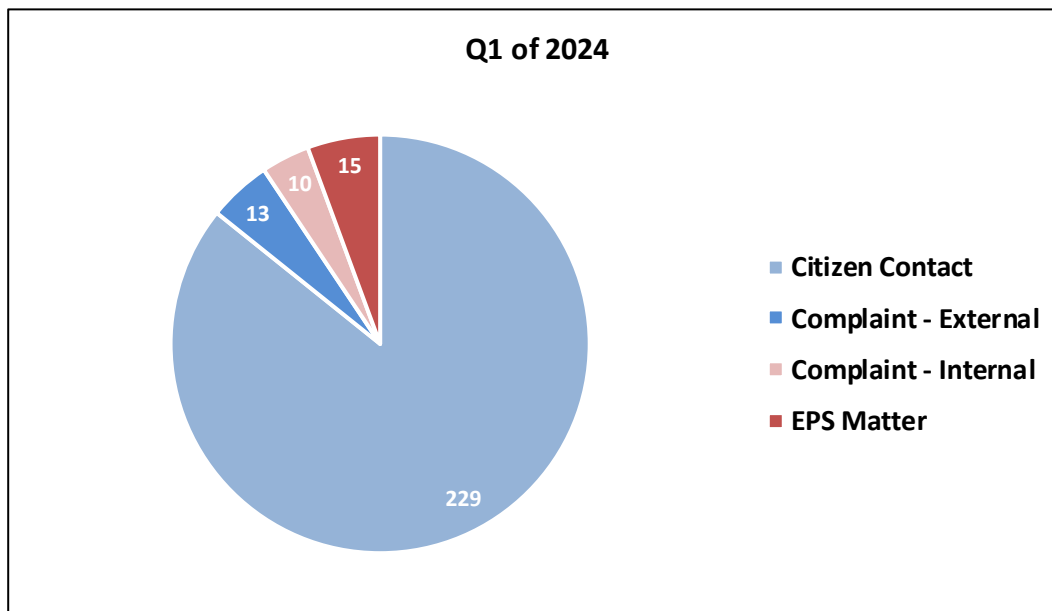
2024 Q1 STATISTICAL SUMMARY

Professional Standards Branch (PSB) 2024 First Quarter Update

1. RECEIVED FILES

The following pie chart illustrates the number and type of files received during the first quarter (Q1) 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 can be seen in **Figure 1** below, during Q1 of 2024, PSB received **242 public files** and **25 internal files (n=267)**.

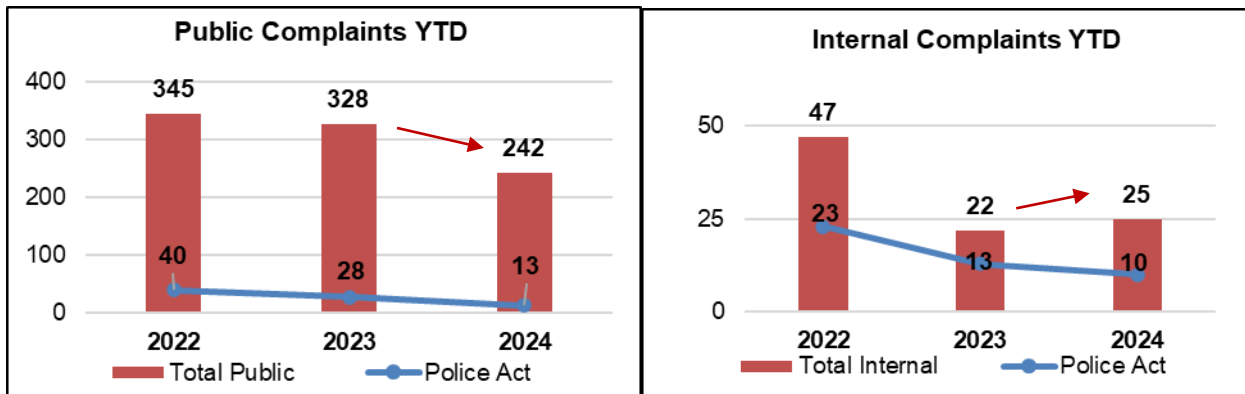
Figure 1: Received Files During Q1 of 2024



On the next page, **Figure 2** demonstrates the *yearly trends* for public and internal complaints to PSB thus far. The red solid bars are the total complaints to PSB (YTD), 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 year-to-date has **decreased** from 2023 to 2024 by **-26%** and the total **internal complaints** year-to-date has slightly **increased** from 2023 to 2024 by **14%** (n=3). When examining *Police Act* complaints in Q1, there was also a decrease for both public and internal complaints from 2023-2024 (Public = -54%; Internal = -23%).

Figure 2: Public Complaints to PSB and Internal Matters Over Three Years (Q1)



2. CURRENT WORKLOAD

As of March 31st, 2024, PSB retained **332 open investigations**, broken-down into the following categories:

- 106 Citizen Contacts
- 104 Complaints External
- 94 Complaints Internal
- 28 EPS Matters

There were an additional 88 Statutory Complaints (all 88 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.).

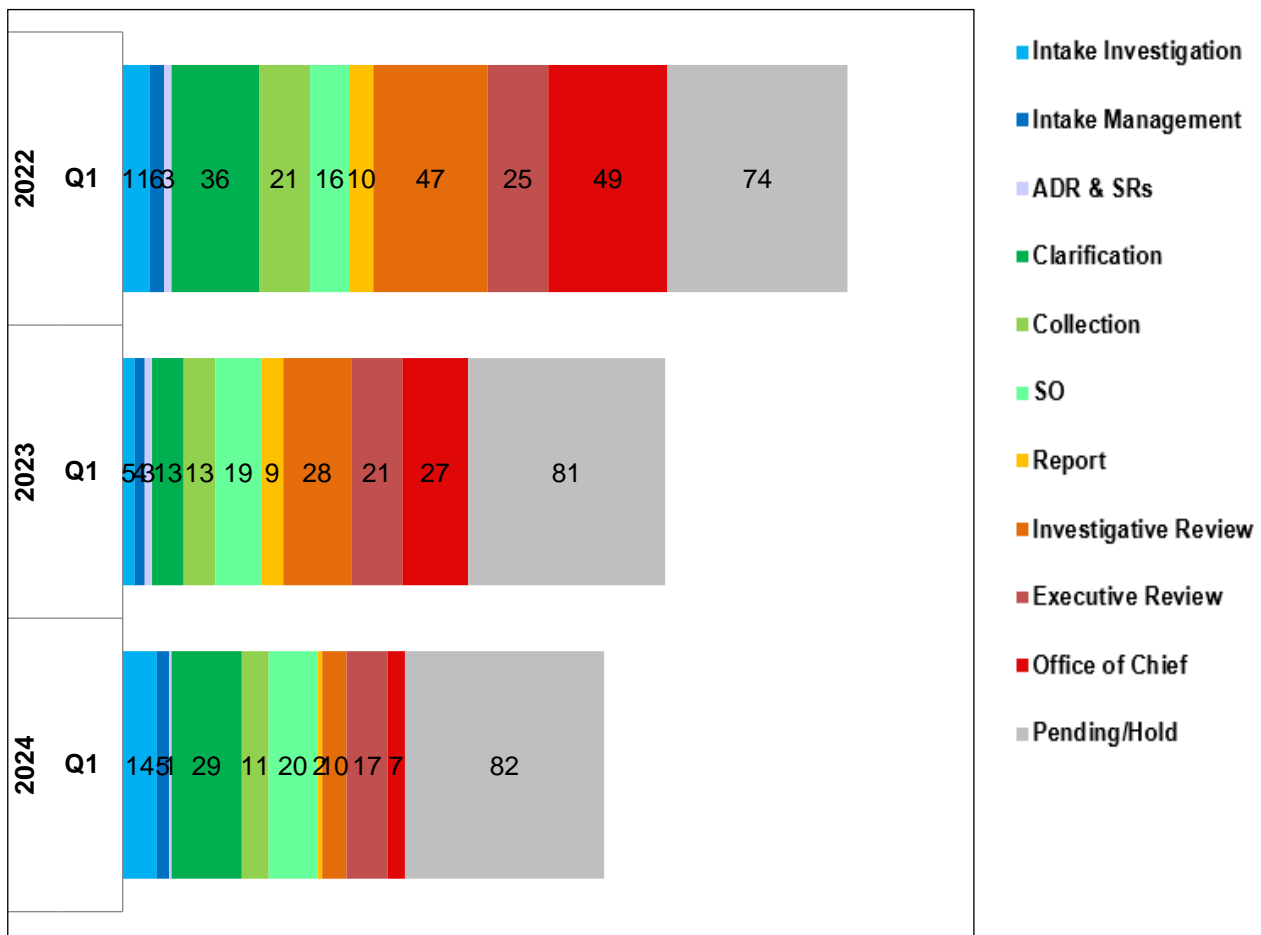
Table 1: Status of All Open Investigations

Year	Active	Forwarded	Suspended	Total
2018	1	0	4	5
2019	1	0	7	8
2020	1	0	6	7
2021	14	0	19	33
2022	14	3	18	35
2023	83	6	34	123
2024	85	16	20	121
Total	199	25	108	332

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 Interview s (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 other processes (e.g., dispute resolution, legal review, hearing, etc.).

Figure 3: Q1 Comparison of Complaint Stages Over Three Years



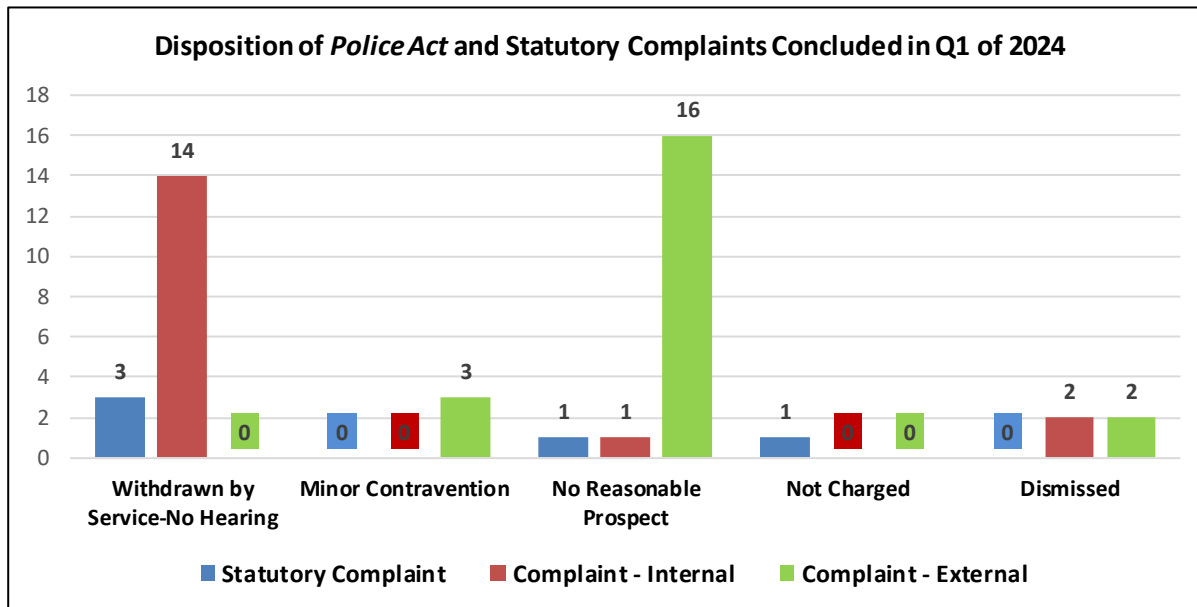
3. CONCLUDED FILES

Table 2 is a file comparison regarding received and concluded files within PSB over a three-year period. **Figure 4** displays the disposition of *Police Act* Complaints and Statutory Complaints concluded during Q1 of 2024.

Table 2: Q1 File Comparison Over Three Years¹

	2022		2023		2024	
	Q1	YTD	Q1	YTD	Q1	YTD
Received Files						
Public Complaints/Concerns	345	345	328	328	242	242
<i>Police Act</i> Complaint	40	40	28	28	13	13
Citizen Contact	305	305	300	300	229	229
Internal Matters	47	47	22	22	25	25
<i>Police Act</i> Complaint	23	23	13	13	10	10
EPS Matter	24	24	9	9	15	15
*Total	392	392	350	350	267	267
Concluded Files						
Public Complaints/Concerns	335	335	352	352	238	238
<i>Police Act</i> Complaint	28	28	51	51	24	24
Citizen Contact	307	307	301	301	213	213
Internal Matters	21	21	23	23	24	24
<i>Police Act</i> Complaint	17	17	15	15	17	17
EPS Matter	24	24	8	8	7	7
*Total	356	356	375	375	261	261

Figure 4: Disposition of *Police Act* and Statutory Complaints Concluded in Q1 of 2024



¹ Table 2 does not include Statutory Complaints.

4. COMMON TRENDS

Figure 5: Q1 Top Five Complaint Trends Classifications Over Three Years

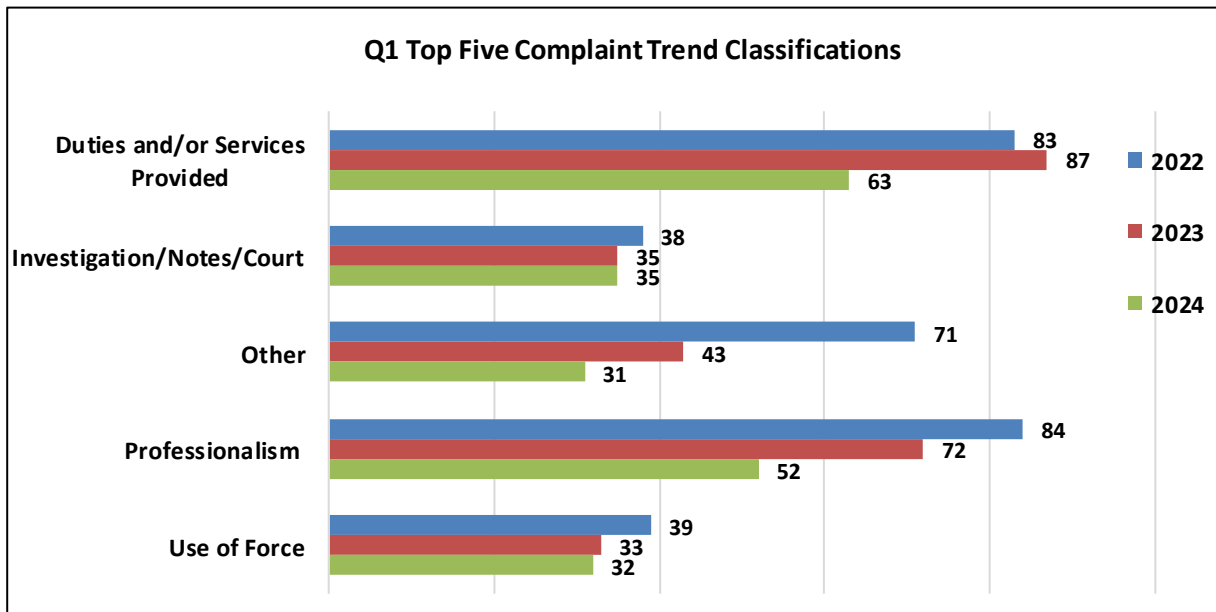
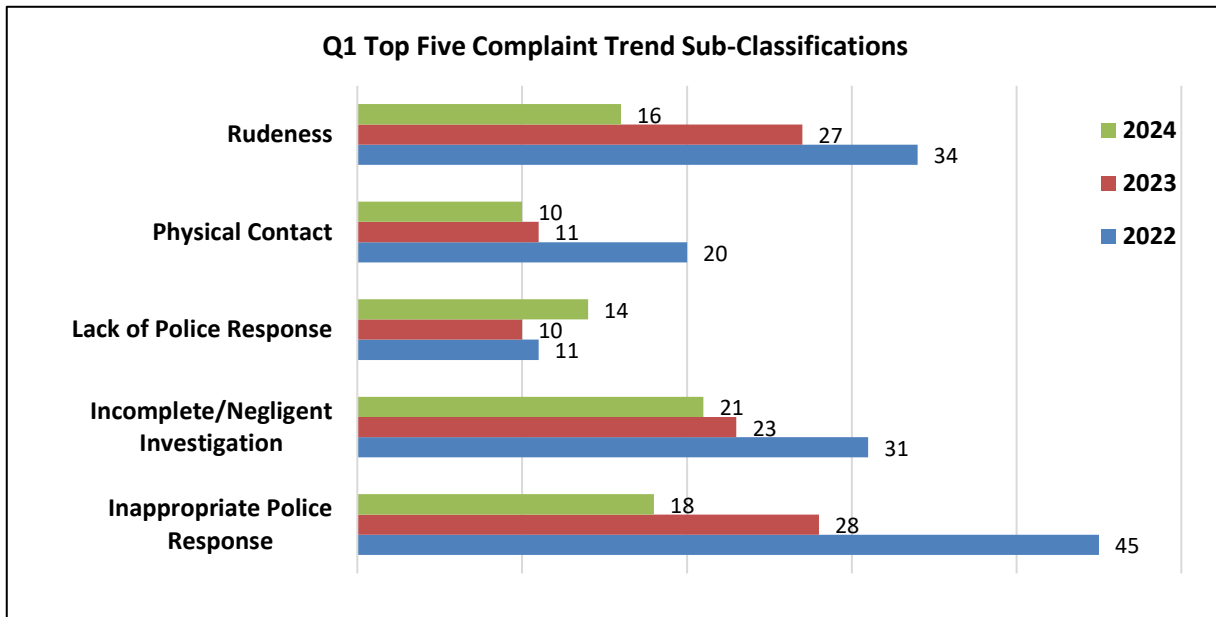


Figure 6: Q1 Top Five Complaint Trend Sub-Classifications Over Three Years



5. LEGAL

Table 3: Disciplinary Hearings and Appeals in Q1 of 2024

DISCIPLINARY HEARINGS	Total	File Number
Directed	2	PSB2019-0806 PSB2023-0765
Concluded	0	n/a
LERB	Total	File Number
Appeals Received	6	PSB2021-0914 PSB2022-0198 PSB2022-0667 PSB2022-0887 PSB2023-0056 PSB2023-0898
Decisions Rendered	7	PSB2020-0086 PSB2021-0383 PSB2021-0783 PSB2021-1182 PSB2021-1080 PSB2021-1040 PSB2022-0284
Appeals Withdrawn	1	PSB2023-0162
EPC APPEALS	Total	File Number
Appeals Received	1	PCA2023-1070
Decisions Rendered	0	n/a
EPC Matters Ongoing	2	PCA2022-0588 PCA2023-1070

CONCLUDED DISCIPLINARY HEARINGS

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.

6. File Number: PSB2022-0591

Date of Complaint: June 08, 2022
Subject Officer: Sgt. A.B.

- Discreditable Conduct x 2

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 two (2) Complaint of Service under Section 44 of the *Police Act* that were resolved or concluded during the fourth quarter from January 01, 2024, to March 31, 2024.

1. Concluded by Edmonton Police Commission
File Number: PSB2023-0056
Date of Complaint: January 17, 2023
Investigator: Sergeant Dan Duiker

Summary

On July 31, 2018, Professional Standards Branch received a written letter of complaint alleging that the EPS refused or failed to investigate the complaint of ongoing harassment and hacking by the complainant's neighbors. It was determined that all EPS members involved concluded that the allegations were unfounded or could not be substantiated given the absence of any evidence. All policies and procedures for investigation were followed, for all of the complaints made.

The Edmonton Police commission concluded this file on January 18, 2024 as section 43(7) of the *Police Act* with no requirement for the EPS to create or amend current policy and procedures.

2. Concluded by the Chief
File Number: PSB2023-0209
Date of Complaint:
Investigator:

Summary

On August 12, 2021, Professional Standards Branch received a written letter of complaint that alleges that while in custody for approximately 19 hours the complainant was not provided with food or additional clothing/blankets to deal with cold temperatures in cells while he was in DMU awaiting his bail hearing. It was determined through PSB investigation that the complainant was offered food twice during his stay but declined. When the complainant was first admitted he went through a screening process to ensure that he had adequate clothing, as per policy blankets are not provided due to safety. Temperatures within the cells are controlled offsite by City of Edmonton Controllers and set at 22 degrees Celsius.

On March 06, 2024, the Chief concluded this file with no requirement for the EPS to create or amend current policy and procedures.

COMPLIMENTS

During Q1 of 2024, seventeen (17) letter of appreciation were officially entered by the Edmonton Police Service. Professional Standards Branch would like to present seven (7) letters.

SUBJECT: Compliment Constable [Redacted]

MESSAGE: To Edmonton Police,

I want to express appreciation for Constable [Redacted] as yesterday Dec 21 2023 around 10:30 am I called in as I recognized an elderly man from my building was walking down [Redacted] street and [Redacted] ave with his pants around his ankles and exposing himself to the public.

I called in to the no emergency line as I had pulled over to help the man pull up his pants but multiple attempts his pants fell to his ankles exposing himself. The elderly man had noticeably lost significant weight that his pants and belt were sizes too big was adamant that he needed to return his library books to the library only two blocks away.

When Constable [Redacted] arrived, he was calm collected and spoke with dignity to the elderly man who was still exposed and helped him enough to cover himself. Constable [Redacted] was able to collect the right information off the elderly man as he had first advised he had no family but asked the right questions that the man had a phone number in his wallet of a nephew who was local. After I left the site, Constable [Redacted] helped the man return his books to the library and made sure the man got home safe. I want to express how Constable [Redacted] went above and beyond to positively impact this man's life as our building manager and his nephew are making arrangements to get the man in a long-term care facility and get nourishment to his body. I hope that this gets in the right hands to acknowledge Constable [Redacted] impact to the community.

Thanks

[Redacted]

SUBJECT: Thank you Constable [Redacted]!

MESSAGE: Dear Sir/Madam

I am writing on behalf of my parents [Redacted] and [Redacted].

We wish to express our sincere gratitude to officer [Redacted] Reg#[Redacted] for her diligence and high degree of professionalism when responding to a property damage incident by an unruly neighbour earlier this month. (EPS file# [Redacted]).

As a senior-age couple, they are especially grateful that she took the time to carefully listen to their concerns, while providing them with valuable advice and information. Constable [Redacted] has made a difference in their lives that day, not only with her exemplary dedication to law enforcement but also with her kindness and compassion.

My parents, a long- time Castle Downs residents, can objectively say that their community is very lucky to have officer like [Redacted] helping to keep them safe. Our family would also like to take this opportunity to wish the entire Edmonton Police Service team a very Merry Christmas and a Happy New Year!!

Kind Regards, [Redacted]

SUBJECT: Kudos to the Officers

MESSAGE: Good afternoon,

I manage the housing cooperative at [Redacted] and spent my day interacting with the protesters, police, support aids, and more.

During the day, starting the moment I arrived at the office, I was dealing with aggressive protesters, I was being screamed at, recorded, called racist, our parking lot being misused, media and protesters blocking access for DATS and emergency access, a "media" person urinating on our townhouses publicly (this was reported, and information provided).

During this "event", I felt safe to approach the encampment and ask for help throughout the day when necessary, from your officers knowing they were there. I have not been able to walk on that side of our property since they moved in. The people I didn't feel safe around were the protesters and self titled "media". Every single officer I came into contact with was polite,

understanding, helpful, and I cannot thank them all enough. This includes the cleanup crews; they were so wonderful, and kind and I wish them thanks and ease in this cleanup.

This encampment has been the cause of such fear and safety concern to the coop residents and staff, and to the property due to vandalism, break-ins, and theft has increased at minimum 100% since they moved into that lot.

I thank you as staff of a nearby building, simply a citizen who appreciates the tireless selfless work you all do. On behalf of some of the residents who support the encampment being removed for their families safety. Your entire team handled themselves flawlessly!

Thank you!

Thanks so much,
[Redacted]
Property Manager
[Redacted]

SUBJECT: Above and beyond

MESSAGE: I'd just like to express my gratitude to the EPS and in particular Constable [Redacted].

On January 9th our not for profit experienced a B& E in which equipment was stolen. Despite proactive actions to protect ourselves, we suffered this loss. Almost immediately upon reporting the crime, our beat Officer [Redacted] was at our door. There wasn't a lot we could tell him but he took our statement and came back repeatedly to follow up and collect video footage. He also promised he'd keep his eyes open for stolen items. And reported checking pawn shops to us.

Then this morning he called and said he'd spotted our stolen item abandoned in a back alley. He then arranged for an EPS Officer to come with a pick up, loaded it up and delivered it to our door.

I'd like to thank [Redacted] and the entire EPS for their excellent service. While we wish we hadn't experienced the damage and loss of this B&E, we couldn't ask for a better follow up from police.

Sincerely,
[Redacted]

SUBJECT: A comment on service/communication

MESSAGE: Good Morning

Yesterday Const. [Redacted] (badge no. [Redacted]) called to advise me that my RV was one of several that had been broken into. The RV is at [Redacted] on 170th Street. The way Const. [Redacted] communicated and provided me with information regarding the incident and next steps in the investigation was nothing short of excellent. His calm demeanor, clear and controlled manner of speaking made it much easier to take in the unpleasant news he had to convey.

Though I thanked him for the way he managed the call, I think it is important for his supervisor(s)/superior(s) to know what excellent communication skills Const. [Redacted] possesses. There is no shortage of folks who will complain at the drop of a hat, but there are too few who take the time to offer a compliment or a word of thanks. I will await further instructions/advice from Const. [Redacted] as the investigation continues but wanted to make sure that the appropriate folks are aware, not so much about what happened to my RV, but how I was advised.

Had I found Chief McFee's Email address, I would have sent this note to him.

Regards, [Redacted]

SUBJECT: Excellent Service Commendation

MESSAGE: Good Morning

I am very pleased to share the wonderful service that my family received from Constable [Redacted] (reg. [Redacted]) and Constable [Redacted] (reg. [Redacted]) on October 9, 2023. They responded to the call of theft and breaking and entering at our home promptly on that Thanksgiving morning. With focus and extreme efficiency they apprehended and arrested the individuals within a few hours.

Having my purse stolen left me feeling violated and extremely emotional. Our neighbours were all impacted also. Due to the dedication and professionalism of both Constables, we all felt relieved, grateful and safer:) I am so incredibly thankful for their service.

Have a wonderful day and please know how much you all are appreciated for the important work you do.

Kindly,
[Redacted]
[Redacted] (she/her) Bookings & Rentals Coordinator
Customer, Analytics and Digital Transformation

SUBJECT: [Redacted]

MESSAGE: I've had the extreme pleasure of interacting with this member on multiple occasions. We first met during one of the initial encampment resolutions.

His unwavering patience, compassion and kindness toward our unhoused community members was on another level.

EPS members like [Redacted] should be recognized for going above and beyond the scope of their duties, in this very complex space.

I can't imagine the difficulties faced when it comes to enforcing law, especially when met with resistance and unkind words.

Members have an immediate decision to make in those moments, and witnessing the conscious decision of doing it with empathy and grace is not presented by Media Outlets, or the general public enough. This is my way of trying to make that right. Credit is deserved where credit is due.

My personal thanks goes out to this wonderful member.

Edmonton Police Service Professional Standards Branch

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