



April 22, 2021

TO: Dale McFee
Chief of Police

FROM: Inspector Mike Morgan
Professional Standards Branch

RE: QUARTERLY REPORT – Q1 of 2021

This report has been prepared for the April 22, 2021, Edmonton Police Commission meeting

During the first quarter of 2021 (Q1), Professional Standards Branch received 388 new files:

- 40 Public complaints as defined by Part 5 of the *Police Act*;
- 18 Internal complaints as defined by Part 5 of the *Police Act*;
- 31 EPS Matters; and
- 299 Citizen Contacts.

There were 10 files directed for Criminal Investigation (*Statutory Complaints*) during Q1 of 2021 (all 10 are related to notifications under s.46.1 of the *Police Act*).

Concluded 354 files:

- 3 *Statutory* complaints;
- 43 Public complaints as defined by Part 5 of the *Police Act*, including zero (0) complaints regarding policies or services provided by the EPS;
- 6 Internal complaints as defined by Part 5 of the *Police Act*;
- 20 EPS Matter; and
- 282 Citizen Contacts.

The Edmonton Police Service dispatched 35,611 of calls received and recorded opening 17 compliments.


Inspector Mike Morgan
Professional Standards Branch

Inspector Mike Morgan
Professional Standards Branch

cc: Micki Ruth/Chair
Edmonton Police Commission



**Q1 2021 REPORT TO THE
EDMONTON POLICE COMMISSION**



The following report is submitted for:

- Approval
 Ratification
 Information

**PROFESSIONAL STANDARDS BRANCH
April 22, 2021 EPC MEETING**

Approved by:

**Dale R. McFee
Chief of Police**



Inspector Mike Morgan
Professional Standards Branch

**Mike Morgan
Inspector**



**Professional Standards Branch
January – March 2021
Q1 Report
Edmonton Police Service**

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STATISTICAL SUMMARY

First Quarter of 2021 Update

1. RECEIVED FILES

The following figure shows the number and type of files received during the first quarter (Q1) of 2021. Blue colours represent complaints and concerns made by members of the public and red colours represent 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 below, during Q1 of 2021, PSB received 339 public files and 49 internal files.

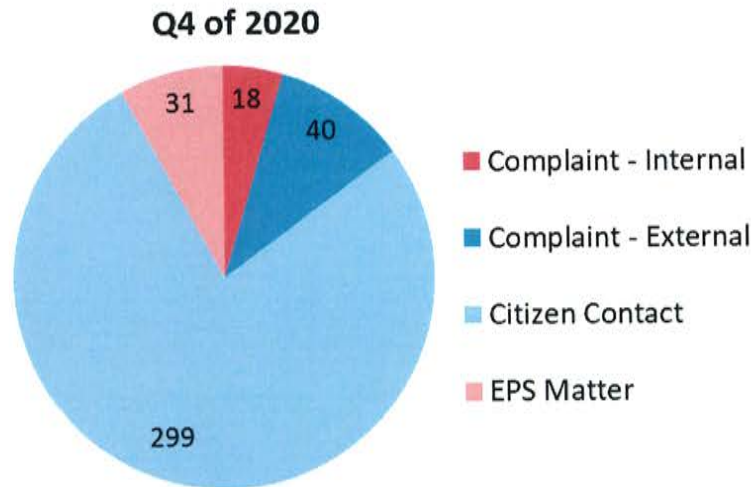


Figure 1-1. Type of Files Received During Q1 of 2021

The following figure shows the yearly percentage increase or decrease in in public contacts to PSB compared to 2020 values. The black bar indicates 2021 values and the vertical red line indicates 2020 values. The background colours (green/yellow/red) represent percentage increases and decreases as compared to 2019.

Public complaints/inquiries to PSB are up by 31%, including increases in both the number of Citizen Contact files received (up 33%, from 225 in 2020 to 299 in 2021) and *Police Act* (up 21%, from 33 in 2020 to 40 in 2021).

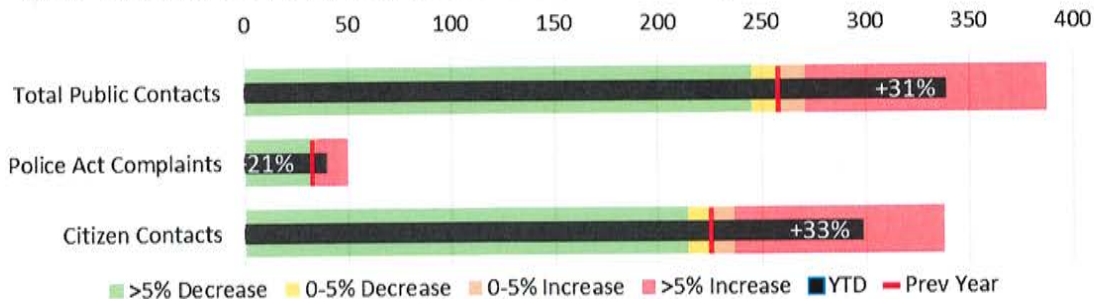


Figure 1-2. Yearly Changes in Public Contacts to PSB

2. CURRENT WORKLOAD

As of March 31, 2021, PSB had 414 open investigations broken down as follows:

- 175 Complaints External
- 72 Complaints Internal
- 123 Citizen Contacts
- 44 EPS Matters

64 Statutory Complaints (all 64 statutory complaints are associated with open PSB files and therefore are considered duplicate files).

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).

Age and Status of all Open Investigations				
Year	Active	Forwarded	Suspended	Total
2014	0	0	1	1
2015	0	0	2	2
2016	0	0	1	1
2017	1	1	5	7
2018	1	1	15	17
2019	6	1	33	40
2020	58	8	91	157
2021	92	46	51	189
Total	158	57	199	414

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).

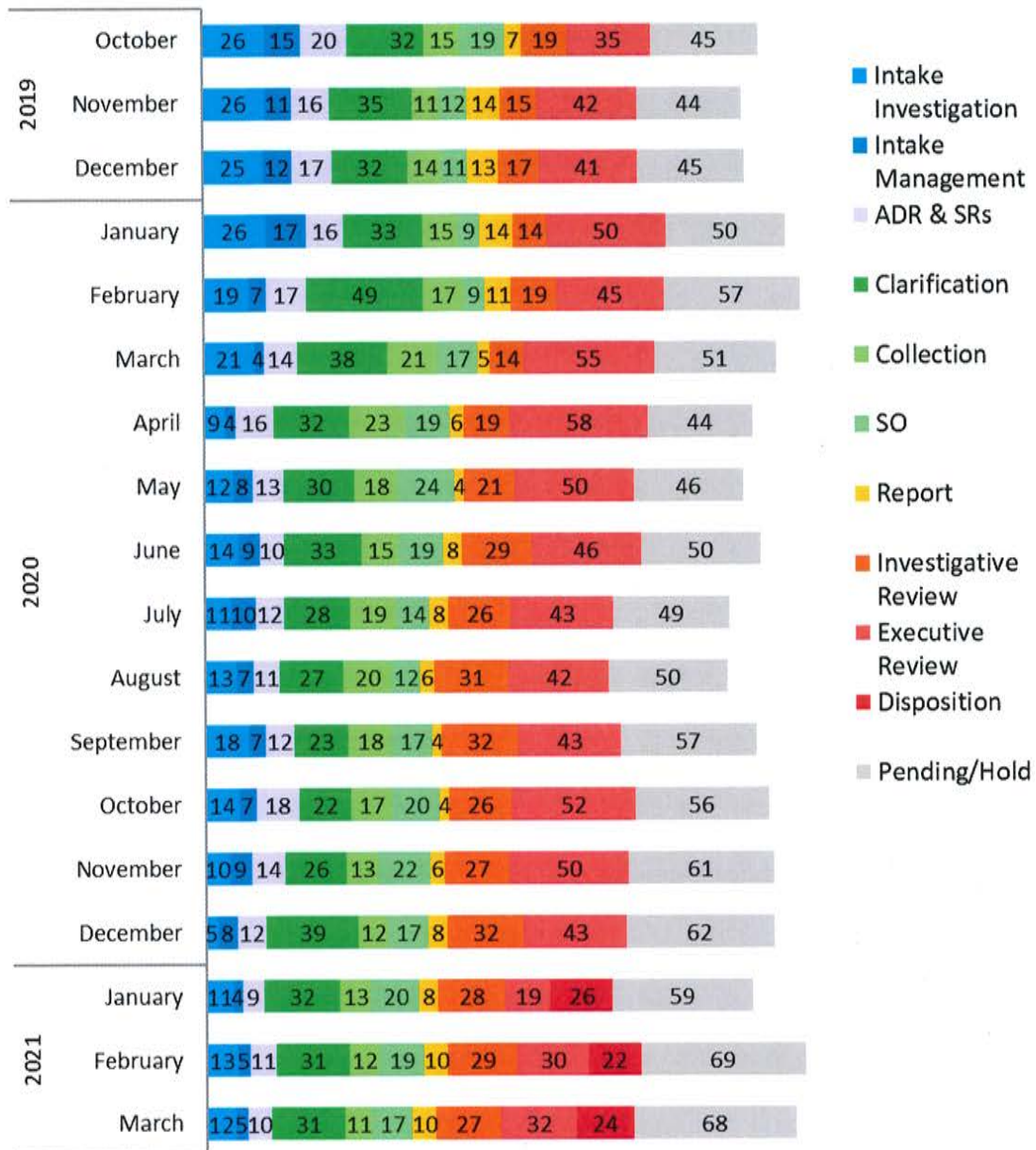


Figure 2-2. Monthly Comparison of Complaint Stages

3. CONCLUDED FILES

The following figure shows the disposition of all Police Act Complaints and Statutory Complaints concluded during Q1 of 2021 (49 Complaints, 3 Statutory Complaints).

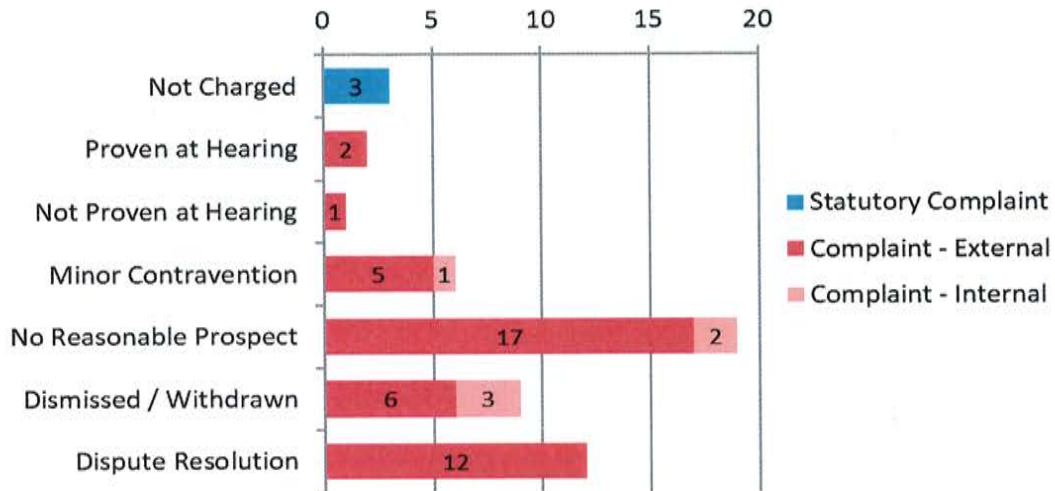


Figure 3-1. Dispositions of Concluded Formal Complaints

	2019		2020		2021	
	Q1	YTD	Q1	YTD	Q1	YTD
Received						
Public Complaints/Concerns	235	235	258	258	339	339
Police Act Complaint	46	46	33	33	40	40
Citizen Contact	189	189	225	225	299	299 ¹
Internal Matters	60	60	33	33	49	49
Police Act Complaint	22	22	15	15	18	18
EPS Matter	38	38	18	18	31	31
Total	295	295	291	291	388	388
Concluded						
Public Complaints/Concerns	231	231	277	277	325	325
Police Act Complaint	39	39	45	45	43	43
Citizen Contact	192	192	232	232	282	282
Internal Matters	56	56	27	27	26	26
Police Act Complaint	22	22	11	11	6	6
EPS Matter	34	34	16	16	20	20
Total	287	287	304	304	351	351

Figure 3-2. Three-Year File Comparison for Q1 of 2021
 Total numbers do not include Statutory Complaints

¹ Please note: Six (6) of the 299 Citizen Contact files are considered "bulk" files, which (combined) include 80 separate contacts to PSB (but are counted as one file). 'Bulk' files relate to community issues where PSB receives multiple contacts on the same issue. In many cases, the people contacting PSB do not have standing under the Police Act to make a complaint; however, all people will receive a response to their contact to PSB.

The following figure shows the year-to-date resolutions of public contacts to PSB, highlighting concerns resolved through dispute resolution (both Citizen Contact files and Police Act complaints). Dispute resolution includes files forwarded to the divisions as 'Citizen Concerns' (where a supervisor will informally speak with the involved member and the complainant), files resolved by PSB investigators, supervisory reviews, mediation and facilitated discussion. The category of 'Other' resolutions (for Citizen Contact files) includes files that were forwarded to divisions or other areas for their attention and information, providing complainants with information on how to submit a Police Act complaint and files that do not require any further action (e.g. submissions of comments/opinion).

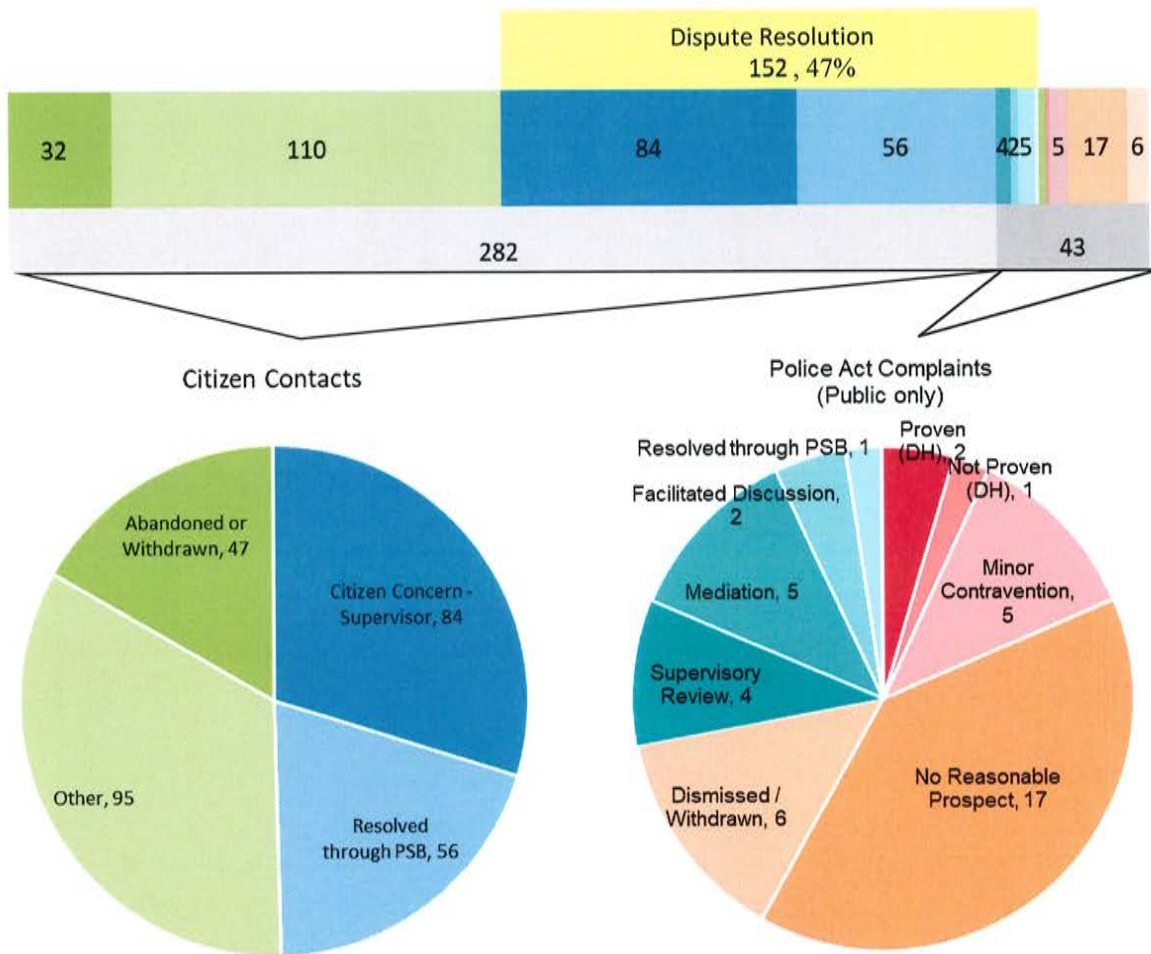


Figure 3-3. Resolutions of Public Contacts to PSB

4. LEGAL

DISCIPLINARY HEARINGS	Total	File Number
Directed	1	PSB2017-1148
Concluded	4	PSB2016-0279 (Not Proven) PSB2017-0364 (25h OT Forfeit; Training) PSB2017-1152 (30h SWOP; 60h Cmnty Srv) PSB2018-0612 (65h SWOP)
LERB	Total	File Number
Appeals Received	6	PSB2017-0732 PSB2018-1071 PSB2019-0382 PSB2019-0947 PSB2020-0265 PSB2020-0607
Decisions Rendered	5	PSB2018-1092 (Dismissed) PSB2019-0117 (Dismissed) PSB2019-0251 (Dismissed) PSB2019-0362 (Dismissed) PSB2019-0397 (Dismissed)
Appeals Withdrawn	2	PSB2015-1105 PSB2016-0484
EPC APPEALS	Total	File Number
Appeals Received	0	
Decisions Rendered	1	PSB2019-0574 (Dismissed)
EPC Matters Ongoing	0	

Figure 4-1. Disciplinary Hearings and appeals during Q1 of 2021

CONCLUDED DISCIPLINARY HEARINGS

1. File Number: PSB2017-0732
Date of Complaint: January 31, 2018
Subject Officers: Cst. A.B.
 - Unlawful or Unnecessary Exercise of Authority x 1Cst. C.D.
 - Unlawful or Unnecessary Exercise of Authority x 1Presenting Officer: M. Baldasaro, McLennan Ross LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

The written disciplinary hearing decision was issued on December 21, 2020 and the charges against the members were found not proven.

2. File Number: PSB2018-0612
Date of Complaint: July 10, 2018
Subject Officer: Cst. McDonald
 - Neglect of Duty x 1
 - Insubordination x 1Presenting Officer: M. Baldasaro, McLennan Ross LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

On February 10, 2021, the member plead guilty to one count of Neglect of Duty and was given a 65hr suspension without pay and was directed to Legal Services for additional training and education around the issuance of warrants.

3. File Number: PSB2017-0364
Date of Complaint: March 25, 2017
Subject Officer: Cst. Bouwmeester
 - Unlawful or Unnecessary Exercise of Authority x 1Presenting Officer: D. Cranna, Field Law LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

On March 12, 2021, the member plead guilty to one count of Unlawful or Unnecessary Exercise of Authority and received a forfeiture of 25hr banked time and was directed to complete five course as outlined in the Early Intervention Action Plan.

4. File Number: PSB2017-1152
Date of Complaint: December 12, 2017
Subject Officer: Cst. Franco
 - Discreditable Conduct x 1
 - Unlawful or Unnecessary Exercise of Authority x 1
 - Insubordination x 1Presenting Officer: D. Cranna, Field Law LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

On March 12, 2021, the member plead guilty to one count of Discreditable Conduct, one count of Unlawful or Unnecessary Exercise of Authority and one count of Insubordination

and received a 30hr suspension without pay and 60hr of community service to be directed and supervised by the Inspector in charge of the Professional Standards Branch.

5. File Number: PSB2016-0279
Date of Complaint: 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
- Presenting Officer: D. Morrow, Bennett Jones LLP
Presiding Officer: Supt. (Rtd.) T. Grue, Edmonton Police Service

The written decision on fact was received on March 22, 2021, and the charges against the members were found not proven.

PENDING DISCIPLINARY HEARINGS

1. File Number: PSB2017-1074
Date of Complaint: March 04, 2015
Subject Officer: Cst. A.B.
- Unlawful or Unnecessary Exercise of Authority x 3
 - Neglect of Duty x 3
 - Insubordination x 2
- Presenting Officer: M. Baldasaro, McLennan Ross LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for April 12-14, 2021.

2. File Number: PSB2015-0180/PSB2015-0160
Date of Complaint: March 04, 2015
Subject Officer: Det. A.B.
- Discreditable Conduct x 3
 - Insubordination x 2
- Presenting Officer: D. Cranna, Field Law LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for April 26-30, 2021.

3. File Number: PSB2017-1152
Date of Complaint: December 12, 2017
Subject Officer: Cst. A.B.
- Discreditable Conduct x 2
 - 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.)

Open Disciplinary Hearing is scheduled for April 30, 2021.

4. File Number: PSB2017-1148
Date of Complaint: December 12, 2017
Subject Officer: Cst. A.B.
- Unlawful or Unnecessary Exercise of Authority x 2
 - Insubordination x 7
 - Discreditable Conduct x 2
- 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 30, 2021.

5. File Number: PSB2016-0940
Date of Complaint: October 05, 2016
Subject Officer: Cst. A.B.
- Neglect of Duty x 2
 - Insubordination x 1
 - Discreditable Conduct x 3
 - Deceit x 2
 - Corrupt Practice x 3
- Presenting Officer: D. Cranna, Field Law LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for May 17 & 18, 2021.

6. File Number: PSB2017-0772
Date of Complaint: August 21, 2017, kicked back by the LERB to hearing
Subject Officer: Cst. A.B.
- Unlawful or Unnecessary Exercise of Authority x 1
- Presenting Officer: C. Plante, Bishop and McKenzie LLP
Presiding Officer: Justice (Rtd) Binder

Open Disciplinary Hearing is scheduled for June 23 & 24, 2021.

7. File Number: PSB2018-0239
Date of Complaint: March 20, 2018
Subject Officer: Det. A.B.
- Discreditable Conduct x 1
 - Insubordination x 2
- Presenting Officer: K. Haymond, Field Law LLP
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for July 06 & 07, 2021.

8. File Number: PSB2019-0052
Date of Complaint: January 14, 2019
Subject Officer: Cst. A.B.
- Discreditable Conduct x 1
- Presenting Officer: T. Magee, Edmonton Police Service
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for July 12, 13 & 15, 2021.

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9. File Number: PSB2017-0890
Date of Complaint: September 19, 2017
Subject Officer: Det. A.B.
- Neglect of Duty x 5
 - Deceit x 8
 - Discreditable Conduct x 1
- Presenting Officers: G. Crowe, Edmonton Police Service
M. Hankewich, Edmonton Police Service
- Presiding Officer: F. Kamins, Chief Supt (Rtd.)

Open Disciplinary Hearing is scheduled for September 30 to October 01, 2021.

10. File Number: PSB2013-0314
Date of Complaint: March 26, 2014
Subject Officer: 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, pending before the Court of Appeal.

11. File Number: PSB2018-0799
Date of Complaint: August 24, 2018
Subject Officer: Cst. A.B.
- Neglect of Duty x 1
 - Discreditable Conduct x 1

LERB Kickback – Leave to Appeal granted, pending outcome.

12. File Number: PSB2019-0038
Date of Complaint: January 10, 2019
Subject Officer: Cst. A.B.
- Insubordination x 1
 - Neglect of Duty x 1

New matter not yet scheduled

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

There was zero (0) Complaint of Service under Section 44 of the *Police Act* that were resolved or concluded during the first quarter from January 1, 2021 to March 31, 2021.

There were no concluded complaints of service to report on for Q1.

COMPLIMENTS

During Q1 2021, seventeen (17) letters of appreciation were entered by the Edmonton Police Service. Professional Standards Branch would like to present nine (9) of these letters.

1. Dear Sir,

I would like to take this opportunity to "Thank" all of your service members for all their dedicated hard work they endure each and everyday. The Edmonton City Police officers are truly the "unsung heroes" of heroes and don't receive enough gratitude and respect they so deserve.

I am writing this to commend Cst. (Redacted) for his generous time and dedication to assist us in the death of our son (Nov. 12, 2020). We were getting the "run around" from the Coroner Chief medical examiner office for our sons remaining belongings and Cst. (Redacted) remained in contact with us with the information and direction via email.

Cst. (Redacted) was so professional, kind, empathetic, understanding and most of all truthful with his promise to locate and personally give our sons remaining belongings to our trusted friend in Edmonton in person.

This kindness has enlightened our hope and trust with Edmonton City Police and knowing that there are such caring, truthful, dedicated officers within your dept. should make you even "Prouder"!

There aren't enough "Thank you's" and whole hearted gratitude for what Cst. (Redacted) did for us and we will never forget him! His kindness, caring dedication helped in our pain and loss that words cannot describe.

Please Sir, I ask of you "to personally" commend Cst. (Redacted) for his kind, caring actions and dedication to us and his profession as well.

Sincerely,
(Redacted)

2. **Subject:** Thank you to Cst. (Redacted)

To Whom it May Concern:

Thank you to Cst. (Redacted)!

He was stationed at the Calder Community Police Station on Friday night, where I went to write a statement regarding an accident, I was in moments earlier. I wanted to say thank you to him for listening and understanding the stress I was under that day.

Cst. was sympathetic and understanding with my story and my feelings and made me feel so much better about the whole situation. Cst. (Redacted) took the time to explain the next steps to both my husband and me. Edmonton is blessed to have a Constables like that watching over our streets and us citizens.

Thank you!

Ms. (Redacted)

3. **Subject:** Special thank you Cst. (Redacted) and Cst. (Redacted)

I'm the hall manager at Queen Mary Park Community League. The other day we had a trespass camper on our hall deck area. The person was asked to leave, and responded in a negative manner. A Board member called this complaint into EPS. After a couple of hours a constable called and said the person on the deck was gone, however had left a considerable amount of trash behind. I am

reaching out, to thank, the constables, for going over and above duty...the constables picked up the trash left behind and put into garbage bins. We don't get to meet the constables very often, that respond to our complaints at the hall, they are like ghosts...come and go....do the job. I want to say a special , thank you, from myself, from our Board members and our League. The ladies and gentleman in blue deal with a lot of the nasty aspect of humans, but the constables that responded to our hall call, obviously steill feel kindly enough to tak an extta step for the neighbourhood.

Thank you! Thank you!

Ms. (Redacted)

4. MESSAGE: Good morning, Cst. (Redacted) and Cst. (Redacted)

I would just like to send a warm thank you to the two officers who were in our Glenora Gates condo parkade last Wednesday, January 6th during the noon hour. I was walking through the parkade with my two small grandchildren and the two officers took the time to stop and talk to them. The kids were absolutely thrilled and continually talk about their chat and how much they love the policemen! Our wee girl is 4 and boy is 5 and they recently lost their mom to a severe asthma attack which has been devastating for them. She was an emergency trauma nurse at the Royal Alex Hospital so the children are very aware that she went to work every day to help people and this is how they see the police after these officers were so kind to chat with them. If possible, please commend these officers for us as they really made the day for two little ones who had a rough time getting through the holiday season without their mom. This act of kindness will always be remembered by all of us.

Thank you and warm regards,

Ms. (Redacted)

5. SUBJECT: Compliment

MESSAGE: Good evening,

I called the non emergency line to submit a noise complaint at 2430 Guardian Road NW. The first Lady I spoke with was courteous and understanding and was superb to deal with. The noise stopped on its own so I called back and I spoke with a man who was the same, he canceled the call as we didn't want officers to come when they did not have to as we know they're busy. But less than 1 minute later I got another phone call from the officers who had arrived at our condo. Mid way through speaking with her she stopped and said oh I guess you no longer need us. I felt so bad they came! Especially with the noise having stopped. The officer I spoke with was polite and said call back if anything changed.

Thank you so much EPS for all the help this evening it is greatly appreciated.

Stay safe EPS :)

6. Subject: The good that Edmonton's police force does to make this city safe

I write this having lived in this beautiful city 41 years now. I have had various situations where EPS had to intervene. I believe there are doing a bang up job given the resources (or lack of). EPS or police officers saved my brother life, he had been cut during a confrontation while everybody was heavily impaired. The officers that arrived on cite saved my brothers life.....they could have charged us all.....only their main concern was stabilizing my younger brother. He almost bled out...this isn't the only situation where I have seen just how important the EPS is to keeping this city safe.

7. SUBJECT: Thank you!
MESSAGE: I want to express my gratitude to constable Ashley Shepherd, regimental number 3963, and her partner. I got into an accident on Whitemud two weeks ago and they were very supportive and helpful - when they arrived, while we were waiting for a tow truck, and then bringing me home with child car seats. I've managed to get out with just a couple of sore spots, but had to replace the car. I hope I won't need police assistance for a long time if ever, but it is reassuring to have such a great experience when I needed it!

8. Subject: Commendation
Message: During the summer of 2020 my 14-year-old son and his best friend were swarmed by a group of 12 boys while they were enjoying an afternoon on their bikes. The group of older boys threatened my son and his BMX was forcefully taken from him. My son walked home in tears and was most certainly horribly traumatized by what had transpired that day.

We reported the incident to Edmonton Police, and after a few days delay, my son was interviewed by Constable (Redacted) and his partner. Luckily my son was able to identify one of the boys who stole his bike and after some sleuthing on facebook we were able to provide Constable (Redacted) with additional details.

Constable (Redacted) was able to retrieve my son's bike from a home on the other side of the city where it had been taken apart and was being prepared for painting. Constable (Redacted) not only retrieved the bike, now in pieces, but dropped it off to a volunteer who reassembled the bike for my son. Within a week of the theft, Constable (Redacted) and his partner proudly presented the recovered bike to my son!

It is without question that Constable (Redacted) and his partner went above and beyond what was required. He and his partner displayed each of the values held dear by the Edmonton Policy Service. Well done!

Note: I could not remember the name of Constable (Redacted's) name. If you post this commendation please feel free to add his name.

9. Subject: Compliment to Cst. (Redacted)
MESSAGE: Hello EPS!
I would like to do a formal compliment to Cst. (Redacted). He has come to both my daughter (preschool) and son's (grade 1) classes to do a community engagement session and I cannot even express how grateful I am and how amazing he was presenting to the children. He definitely has a passion for the job and for reaching out to kids. This guy definitely needs some great recognition. Thank you Cst. (Redacted) and its officers like him that help children see police as helpers in the community.
Have a wonderful day!
Ms. (Redacted)

Edmonton Police Service Professional Standards Branch

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