



Edmonton Police Service



Professional Standards Branch 2022 Annual Report

March 2023

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Abbreviations

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 - 2022 Year in Review

In 2022, the Professional Standards Branch (PSB) welcomed Inspector Sean Anderson to lead our team.

PSB identified and developed several strategic priorities for 2022 to contribute to the Edmonton Police Service's Commitment to Action:

Complaint-Informed Training for frontline members:

PSB developed and delivered training for recruit classes and all new promotions (Sergeants and Staff Sergeants. Additionally, PSB developed service-wide training that was delivered in the fourth quarter of 2022.

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.

PSB continued to refine our internal webpage where EPS members can easily access information about the complaint process and current statistical reports. In 2023, we are looking to further enhance the page and further promote the resources available on the page.

Community Engagement in the Public Complaint Process:

PSB refined the information available on the public webpage with information on how to make a complaint and defining the parameters of complaints under the *Police Act*. The webpage also includes a link to the City of Edmonton Risk Management site for those who have property damage or injury claims against the EPS.

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.

The EPS also implemented service wide change based on information stemming from the complaint process. In the first quarter of 2022, the EPS discontinued the use of restraint bars in divisional holding cells (a restraint bar is a metal bar which a violent or self-harming person could be handcuffed to). The complaint in relation to restraint bars led to an operational review and environmental scan resulting in the removal of the bars and change in policy. Violent or self-harming persons are now directly transported to NW Campus which is equipped with padded cells,

restraint chairs and a 24/7 onsite paramedic who can assess possible medical causes for related behaviour.

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.

Looking forward to 2023

As we move into 2023, PSB thanks outgoing Intake Manager Kevin Kobi for his service over the past three years.

The strategic priorities remain unchanged for 2023, with the addition of one additional goal, that is “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 monthly and quarterly updates to all Branches, in conjunction with attendance at Divisional Management Team meetings, will foster a greater understanding of the public complaint process and potentially lead to conversations about how to reduce complaints in these categories.

Executive Summary – 2022 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 2022, there were 1,333 complaints managed by PSB, 143 of which were internally generated. This is a 7% decrease over 2021 which had a total of 1,437 complaints, 141 of which were internally generated. It is also important to note that of the 1,333 complaints in 2022, 7 of the complaints related to public events that included over 313 separate public contacts to PSB, of which all people were contacted and advised of the outcome.

By the end of 2022, 83% (1,103) of the 1,333 complaints received had been resolved and concluded, 7% (89) of the complaints were directed for investigation under the *Police Service Regulations (PSR)* and were ongoing as of December 31st, 2022. Two percent (2%, 27) of the complaints related to ongoing investigations of incidents reported under section 46.1 of the *Police Act*, including 16 incidents which occurred in 2021 but the investigation under the *PSR* was initiated in 2022. The remaining 9% (114) were in the process of dispute resolution or were being reviewed to determine the appropriate course of action at the end of 2022.

Of the 24 complaints related to incidents reported under section 46.1 of the *PSR*, 67% (16) of the complaints were assigned to the EPS for investigation and 33% (8) of the complaints were assigned to ASIRT for investigation.

PSB strives to focus on timely and meaningful resolution through various forms of dispute resolution when possible. In 2022, 511 complaints were resolved through dispute resolution, including 446 complaints that were received in 2022 and 65 complaints received in prior years.

164 complaints were resolved by the Chief of Police or resolved at a disciplinary hearing. Of those, 35 resulted in discipline being administered, including 8 complaints found proven at a disciplinary hearing and 27 files concluded by the Chief as minor contraventions.

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

1. The EPS and the Community¹

The EPS		The City of Edmonton	
Employees:	2,738.38	City Population:	1,057,181
Sworn:	1,835.26	Officers per 1,000 Population:	1.82
Civilian:	885.02		

2. Professional Standards Branch Files vs EPS Dispatched Calls

During 2022, the EPS dispatched officers to 177,341 calls for service. This 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 with the community, 1,333 complaints were made to PSB regarding the service or conduct of the organization or its members. 1,190 of the complaints were made by members of the public, and 143 concerns were internally generated.

Table 1: Five-Year Comparison of Complaints per Dispatched Calls for Service²

	2018	2019	2020	2021	2022
Dispatched calls	190,390	192,614	184,974	176,956	177,341
Total PSB files opened	1,234	1,151	1,279	1,437	1,333
Rate per 10,000 dispatched calls	65	60	69	81	75

As was the case over the past five years, less than 1% of all calls for service dispatched for police response in 2022 resulted in a complaint being made. It is important to remember that many more contacts occur between police members and the community than are captured as calls for service. Examples such as contact with a beat officer in a community, traffic stops, or an investigative follow-up will often not be captured as dispatched calls. Given there is no mechanism to capture all interactions, the ratio of interaction to complaint is likely much lower than 1%.

The rate of complaints per 10,000 dispatched calls has been elevated over the past three years due to decreasing volumes of calls for service and an increase in complaints; however, there was a decrease in 2022 as the number of complaints decreased compared to 2021.

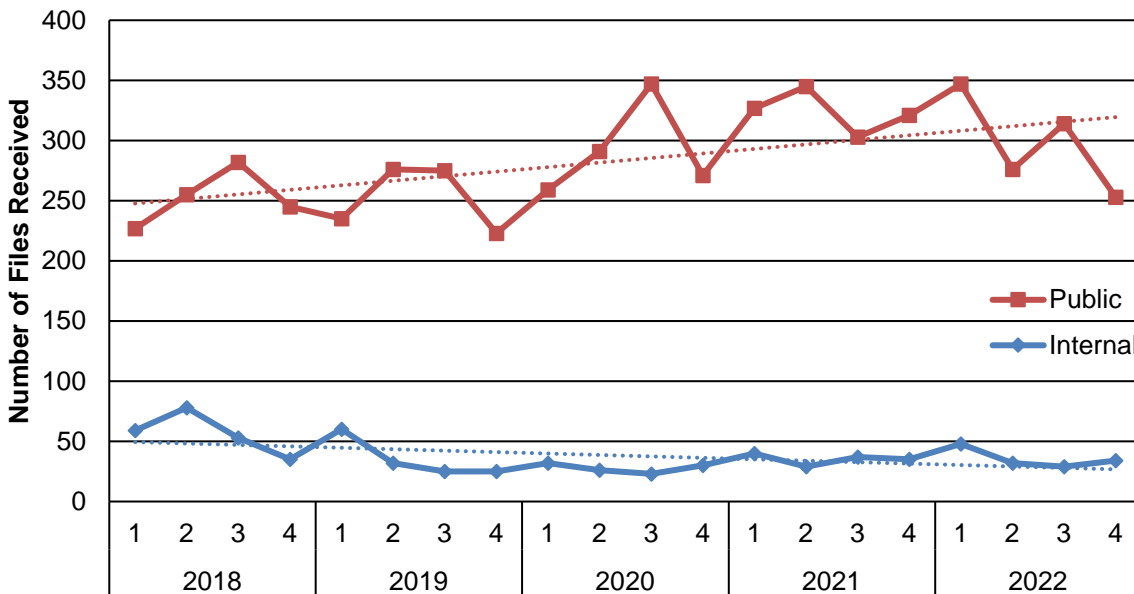
Figure 1, below, shows the number of public contacts to PSB in comparison with internally generated PSB files. Publicly generated concerns have shown an overall increasing trend over the past five years; however, public complaints appear to have reached a peak in 2021 and showed a decreasing trend in 2022.

¹ EPS 'Employees' represents the number of actual Full Time Employees as of January 1, 2022. City of Edmonton population based on Alberta Open Government Website, adapted from Statistics Canada Population Estimates and Alberta Municipal Affairs Populations Lists.

<https://regionaldashboard.alberta.ca/region/edmonton/population/#/?from=2017&to=2021>

² Reported dispatched calls for service differ from previous reports due to a change in the way the numbers were calculated. In previous reports, the dispatched calls referred to calls dispatched to patrol units only, whereas the currently reported values refer to events where any EPS unit was dispatched.

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 Investigators. When appropriate, the Intake Investigator will attempt to resolve matters through various available dispute resolution processes, which may take the form of supervisor reviews, facilitated discussions, mediation, peacemaking circles, or training.

We continue to evaluate our Dispute Resolution program to ensure it remains relevant and responsive to 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.

In 2022, PSB focused on working directly with complainants to find resolution to complaints. As our Intake Investigators worked directly with complainants as intermediaries, fewer complaints were forwarded divisional supervisors for resolution. In 2022, PSB increased the number of complaints resolved directly by Intake Investigators from 205 in 2021 to 368 in 2022. The number of complaints that were forwarded to supervisors for resolution decreased from 382 in 2021 to 133 in 2022. This is 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, and (3) allows supervisors more time to focus on their primary duties.

If the Intake Investigator is unable to resolve the complaint, it will often proceed to an investigation under the *Police Service Regulation (PSR)*. When this occurs, the complaint will transfer from an Intake Investigator to a Major Case Investigator. Of the 1,333 complaints received in 2022, 11% (140) were directed for investigation under the *PSR* by the end of 2022. This included 38 incidents related to notifications made under section 46.1 of the *Police Act*. Additionally, 25 of the complaints directed for *PSR* investigations were concluded before the end of 2022.

Complaints are also 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 are 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 file assignments over the past three years.

Table 2: Assignment of 46.1 Investigations from 2020-2022

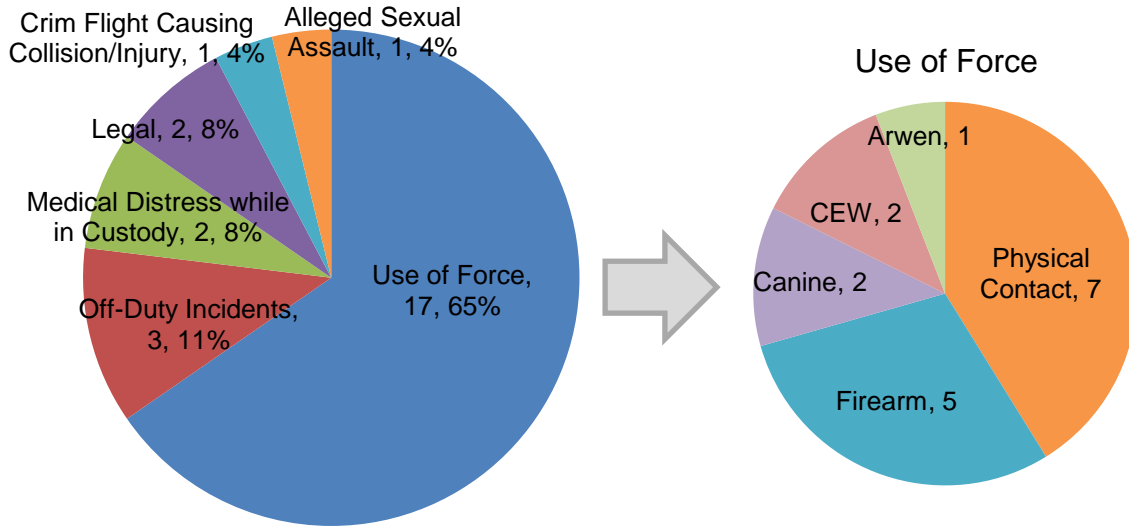
	2020	2021	2022
ASIRT	16	14	8
EPS	39	24	16
Outside Agency	1	0	0
Total	56	38	24

4. Analysis of 46.1 Notifications and Criminal Investigations

As noted above, there were 24 files initiated 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. In addition to those 24 files, PSB initiated two criminal investigations where 46.1 notifications were not required.

The majority of the 46.1 investigations and criminal investigations relate to use of force, as shown in Figure 2 below. The chart on the left shows the overall breakdown of complaint types and the chart on the right further classifies the complaints related to use of force. The "Off-Duty Incidents" category (left) includes domestic disputes and impaired driving. The "Legal" category (left) includes allegations related to obstruction of justice and breach of confidence.

Figure 2: Principal Causes of 46.1 Investigations and Statutory Complaints in 2022

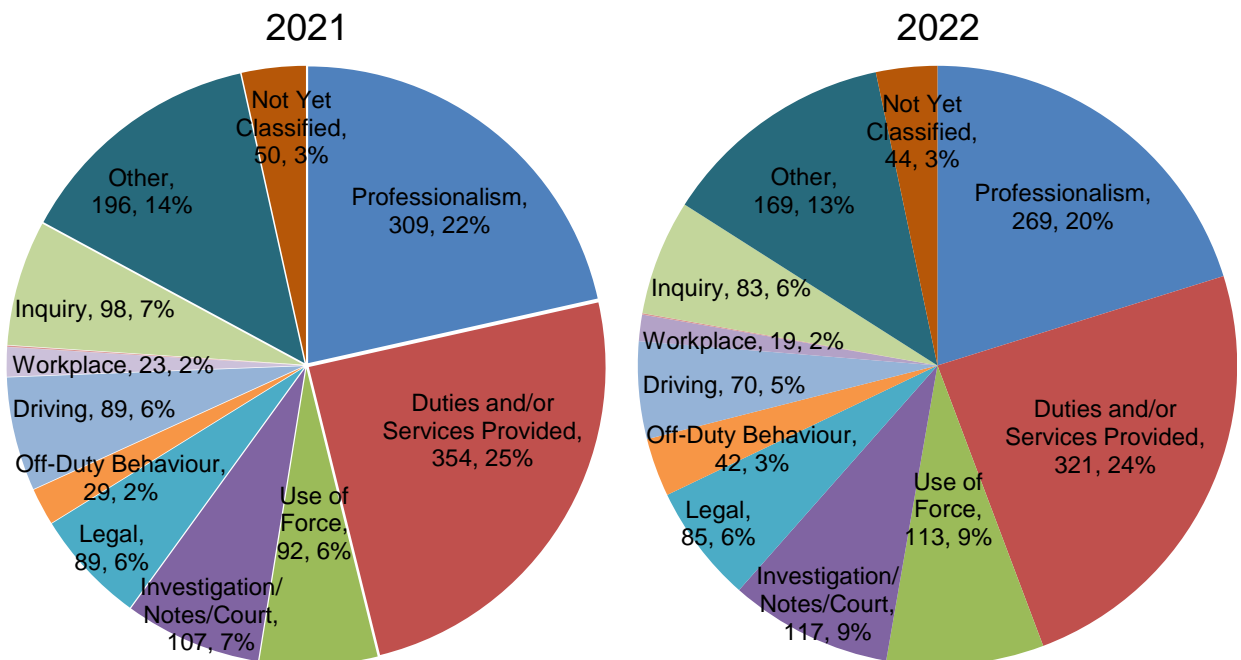


5. Complaint Causes and Trend Analysis

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 in 2021 and 2022. (Note: slices for Theft / Fraud on both charts are not labeled as each slice accounted for less than 1% of the total with 1 complaint in each year.)

Figure 3: Principal Causes of Complaints and Concerns in 2021 and 2022



The overall proportion of complaint types in 2022 was similar to previous years. The majority of complaints in 2022 related to issues of duties/services provided (24.1%) and professionalism (20.2%). Complaints around use of force by police made up 8.5% 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. Table 3, below, shows the top ten sub-classifications of complaints in 2022 (with the overriding category shown in parentheses), and how those complaint type compared to the previous two years. Significant increases and decreases are highlighted in green (decrease) and red (increase). Lighter red shading indicates increases in the total number without a large increase in proportion of complaints.

Table 3: Most frequent types of complaints in 2022

	2020		2021		2022	
Inappropriate Police Response (<i>Duties/Services</i>)	133	(10%)	170	(12%)	113	(8%)
Incomplete or Negligent Investigation (<i>Investigation/Notes</i>)	81	(6%)	89	(6%)	96	(7%)
Rudeness (<i>Professionalism</i>)	94	(7%)	122	(8%)	95	(7%)
Physical Contact (<i>Use of Force</i>)	81	(6%)	54	(4%)	44	(3%)
Lack of Police Response (<i>Duties/Services</i>)	44	(3%)	60	(4%)	44	(3%)
Tone of Voice or General Manner (<i>Professionalism</i>)	56	(4%)	67	(5%)	39	(3%)
Dissatisfied with Ticket/Charge (<i>Duties/Services</i>)	28	(2%)	32	(2%)	38	(3%)
Refusal to Lay Charges (<i>Duties/Services</i>)	28	(2%)	26	(2%)	30	(2%)
Lack of Empathy (<i>Professionalism</i>)	40	(3%)	27	(2%)	29	(2%)
Harassment (<i>Professionalism</i>)	33	(3%)	16	(1%)	28	(2%)

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 most 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 they have with the public tends to be higher than those officers employed within other areas of the service.

The “Other/Unspecified” row in Table 4, below, refers to files generated by areas such as Legal and Regulatory Services (including PSB) and Supernumerary Positions. Additionally, many files cannot be defined as having been generated by any particular division or area; these can include files where the complaint is about policy or services provided by the EPS generally, and files that are inquiry based, or sub-categorized as “Comments/Opinion” or “Unresponsive Complainant/Unknown”.

Table 4: Distribution of PSB Files across Bureaus and Divisions

	Public Complaints	Internal Complaints	Dispatched Calls
Community Policing Bureau			
Downtown Patrol	81	13	30,037
Northeast Patrol	91	11	23,724
Northwest Patrol	86	17	27,096
Southeast Patrol	113	10	22,670
Southwest Patrol	92	20	25,669
West Patrol	55	12	28,422
Crime Suppression & Invest	33	10	
Total	551	93	
Community Safety & Well-being Bureau			
Integrated Community Safety	13	3	
Social Policing	13	0	
Total	26	3	
Innovation & Information Bureau			
IM & AIR	3	1	
Information Technology	3	0	
Operational Command	36	0	
Total	42	1	
Investigation & Support Services Bureau			
Crim Investigations	19	4	
Investigative Support	5	6	
Operational Support	81	15	
Total	105	25	
Corporate Services Bureau			
Business Development	1	0	
Human Resources	2	0	
Supply Services	5	0	
Training Development & Recruiting	2	3	
Total	10	3	
Other/Unspecified	456	18	
Grand Total	1190	143	

7. Professional Standards Files Concluded in 2022

During 2022, PSB concluded 1,405 files. This included the resolution of 1,103 of the 1,333 opened in 2022, with the remaining 302 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 is intended to reduce undue pressure or stress associated with a drawn-out investigative process. A timely and thorough investigative process also demonstrates accountability which may assist in enhancing public confidence in the Edmonton Police Service.

Timelines for concluding files varies based on a number of factors, including whether, the complaint can be resolved outside of a *Police Act* investigation or, if the file does proceed to an investigation, the complexity of that investigation (including the number of involved officers, witnesses, and allegations).

The type of file and overall resolution tend to be the biggest factors in determining the length of time required for an investigation. For example, a complaint resolved outside of a *Police Act* investigation can be resolved in less than a month, whereas an investigation can take approximately 15 months.

Table 5, below, shows the median time (in months) to conclude each type of complaint.

Table 5: Median Time to Conclude PSB files in 2022

	Total Concluded	Median ³ Months to Conclude
Statutory Complaint⁴	43	15.4
Charged	7	6.0
Not Charged	36	13.4
Resolved at Disciplinary Hearing	8	51.6
Proven	8	51.6
Not Proven	0	-
Resolved by Chief	165	15.5
Directed to Disciplinary Hearing ⁵	9	10.6
Minor Contravention ⁶	29	18.8
No Reasonable Prospect	94	14.8
Dismissed ⁷	21	10.2

³ The median time is representation of the “typical” amount of time an investigation will take, with 50% of the investigations being concluded in less than median time and 50% being concluded over the median time.

⁴ 31 of the concluded Statutory Complaints related to investigations pursuant to section 46.1 of the *Police Act*. This included 3 files where the officer was charged and 28 files resulting in no charges.

⁵ Files directed to disciplinary hearing are not included as part of the total completed files (1405) since a final determination has not been made (i.e. proven or not proven); however, they are included here to indicate the Chief’s decision.

⁶ Minor Contraventions include files concluded under s.19 of the *Police Service Regulations*, including complaints dismissed by the Chief under s.19(1)(a). This also includes one sustained complaint of service, where EPS policy was amended following the complaint.

⁷ Dismissed includes files that were dismissed by the EPC under section 43(8) of the *Police Act* as frivolous, vexatious or made in bad faith, files dismissed as time-barred under section 43(11) of the *Police Act*, and files where jurisdiction was lost due to the EPC not granting a time limit extension or the subject officer leaving the EPS.

Withdrawn by Service	12	15.6
Dispute Resolution	511	0.9
Mediation	4	5.3
Facilitated Discussion	6	5.2
Supervisory Review	133	1.0
Resolved with PSB Investigators	368	0.8
Withdrawn by Complainant	78	0.7
Referred⁸	210	0.4
Resolved⁹	113	0.4
Abandoned	258	0.9
Other	35	0.2

Of the 164 complaints resolved by the Chief of Police (excluding files directed to disciplinary hearing, since the final determination of those complaints has not yet been made) or resolved at a Disciplinary Hearing, 37 resulted in a sustained disposition. Two of those complaints were dismissed with no discipline under section 19(1)(a) of the *Police Service Regulation*, and discipline was directed in the remaining 35 complaints. This is consistent with the number of sustained complaints in previous years. As seen in Table 6 below, in the majority of sustained complaints, the Chief of Police was of the opinion that the alleged misconduct was not of a serious nature (see section 45(4) of the *Police Act* and section 19 of the *Police Service Regulation*). These are often referred to as minor contraventions.

Table 6: Dispositions issued by the Chief or at Hearing During 2020-2022

	2020	2021	2022
Reasonable Prospect (at hearing) – Proven	7	6	8
Reasonable Prospect (at hearing) – Not Proven	3	2	0
Minor Contravention	32	32	29
No Reasonable Prospect	89	75	94
Dismissed or Withdrawn by Service	46	41	33

The EPS is committed to accountability, both in terms of recognizing the good work of our officers and taking responsibility for mistakes and failures. In 2022, PSB reviewed and concluded 120 complaints that were internally generated¹⁰. Of those 120, 68 were resolved outside of a *Police Act* investigation, including 46 that were resolved through alternative dispute resolution processes such as facilitated discussions or supervisory reviews.

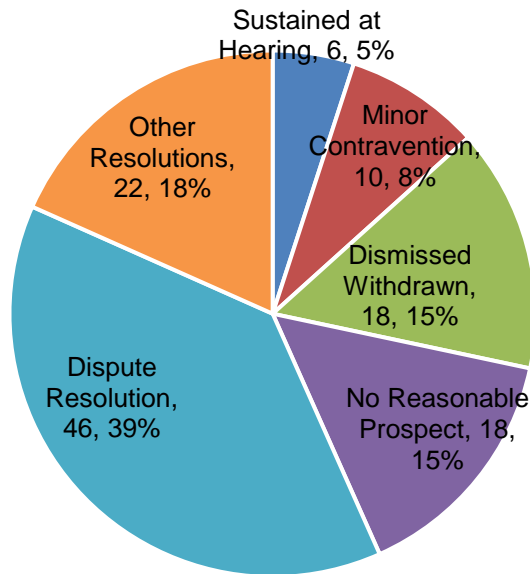
⁸ Referred includes files that were referred to other areas (without any follow up to PSB required) and files where the complainants were provided with information on how to submit a complaint meeting the requirements the *Police Act*.

⁹ Resolved includes files that are concluded outside of the *Police Act* with no further action required. This can include complaints that are submitted as comments or opinion only, or files referred to PSB through social media.

¹⁰ 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).

The Chief directed a *PSR* investigation in 52 of the internally generated complaints, 16 of which resulted in sustained complaints and disciplinary action. Figure 4, below, shows the total breakdown of dispositions of internally generated complaints in 2022.

Figure 4: Disposition of Internally Generated Complaints in 2022



8. Discipline Directed During 2022

Eight disciplinary hearings were concluded during 2022; this included one hearing that was directed in 2016 (but was delayed due to appeals to the LERB and Court of Appeal), one directed in 2019, three directed in 2020, and three directed in 2021. The hearings addressed a total of 25 allegations. Twenty-three of the allegations were found proven and two were withdrawn at the disciplinary hearing. Penalties applied at 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 was multi-faceted; multiple penalties may apply for each behaviour (e.g. suspension without pay and remedial training may both apply to a single behaviour).

Table 7: Discipline Resulting from Disciplinary Hearings Concluded During 2022

Allegation	Total # of Allegations	Not Sust. / Withdrawn	Sustained	Penalties Applied
Corrupt Practice	3	0	3	Dismissal from Service
Deceit	4	1	3	Dismissal from Service Reduction in Seniority within Rank
Discreditable Conduct	10	0	10	Suspension Without Pay (80 hours) Dismissal from Service Reprimand
Insubordination	3	0	3	Dismissal from Service
Neglect of Duty	4	0	4	Suspension Without Pay (10-80 hours) Dismissal from Service Remedial Training
Unlawful / Unnecessary Exercise of Authority	1	1	0	

Twenty-eight (28) complaints were concluded as minor contraventions in 2022, including two that were dismissed without discipline and 27 where discipline applied as per section 19(1) of the *Police Service Regulation*. This included 45 allegations against a total of 35 officers. Additionally, one sustained complaint of service is included within this category, where EPS policy was changed following the complaint.

Table 8: Discipline Resulting from Minor Contraventions During 2022

Allegation	Total # of Allegations	Penalties Applied
Discreditable Conduct	9	Suspension Without Pay (10 hours) Agreed Reprimand Official Warning Directed Counselling or Training
Insubordination	16	Suspension Without Pay (10 hours) Agreed Reprimand Official Warning Directed Counselling or Training Dismissal of matter (no discipline)
Neglect of Duty	11	Official Warning Directed Counselling or Training Dismissal of matter (no discipline)
Unlawful / Unnecessary Exercise of Authority	8	Suspension Without Pay (10-20 hours) Agreed Reprimand Directed Counselling or Training
Use of Firearm	1	Agreed Reprimand

9. Resolution of Statutory Complaints

Overall, eight officers were charged with criminal offences in 2022, relating to seven separate complaints and including 12 charges. Criminal charges related to Assault (4), Assault causing bodily harm (1), Assault of a Peace Officer (2), Assault with a Weapon (2), Breach of Trust (1), Fraud (1), and Impaired Driving (1).

PSB concluded 36 additional criminal investigations in which no criminal charges were laid. In seven of the 36 cases, the completed investigation was forwarded to Alberta Justice to be reviewed by a Crown Prosecutor; criminal charges were not laid in any of those cases, as per the recommendation of the Crown. In one case, the Crown recommended that charges be laid; however, after review by EPS Legal Counsel, EPS was not in agreement with the Crown recommendation and advised the Crown of the decision not to proceed with criminal charges. All files that were not forwarded to the Crown were reviewed by internal legal counsel.

Of the 43 total criminal investigations, 36 were related to files that were opened as the result of a notification made under s.46.1 of the Police Act (including 4 where charges were laid).

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 2022, PSB received 47 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 referenced a total of 79 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. The following table describes the distribution of citizen-generated compliments.

Table 9: Compliments Received by the EPS During 2022

	Number of Compliments	Total Involved Officers
Community Policing	38	68
Community Safety & Well-Being	1	1
Corporate Services Bureau	1	2
Investigation & Support Services	4	6
Other	2	2
EPS (General)	1	
Grand Total	47	79