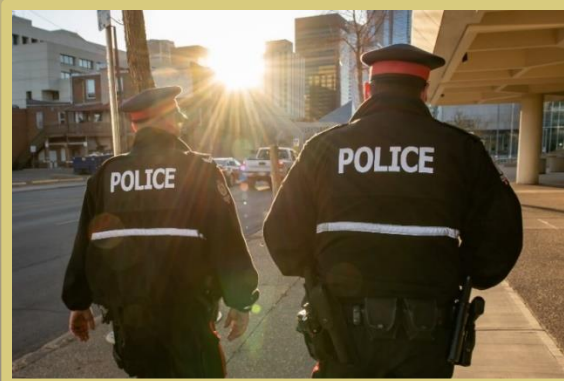




# Edmonton Police Service



## Professional Standards Branch 2024 Annual Report

March 2025

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**Abbreviations:**

ADR	Alternative Dispute Resolution
ASIRT	Alberta Serious Incident Response Team
EPC	Edmonton Police Commission
EPS	Edmonton Police Service
DH	Disciplinary Hearing
LERB	Law Enforcement Review Board
OIS	Officer-Involved Shooting
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 - 2024 Year in Review

In 2024, Professional Standards Branch (PSB) built upon the previous year's strategic priorities which align with the Edmonton Police Service's Strategic Plan.

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

PSB continued its commitment to improving communication with divisions to proactively address the root causes of complaints. PSB provides quarterly statistical and trend analysis reports to frontline staff and management. With the support from the PSB analyst, these reports are created to ensure the most impactful information is being relayed with the goal being a reduction in public complaints.

PSB refined and delivered professional standards training to all recruit classes and to all new Sergeant and Staff Sergeant promotions.

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

PSB continues to focus on timely and meaningful resolution through various forms of dispute resolution. In 2024, 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 complaints to divisional supervisors. This provides benefit for all parties as it affords complainants 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:**

PSB partnership development continues to focus on building 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 Team (PACT) as required and continues to explore additional partnerships to provide appropriate support to community members engaged in the complaint process.

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

Historically the main categories of public complaints received relate to either 'Professionalism' (rudeness, tone of voice/general manner, gender or racial bias) or 'Duties and Services' (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 EPS 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 Into 2025**

There will be significant changes coming to PSB over the next couple of years. With the tabling of Bill 6 (Police Amendment Act) in December 2022, the Province of Alberta introduced extensive changes in police oversight. Bill 6 established a Police Review Commission (PRC) 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 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 continue to be explored and better understood, 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 Chiefs 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.

PSB has been located downtown in the CN tower since 2003, and with an expiring lease, will be relocating to the Nexus building in west central Edmonton. This move is scheduled for Q2 in 2025.

## ***Executive Summary – 2024 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 2024, there were 1,168 new complaints managed by PSB, which was a decrease of -5% from 2023 (1,227). The number of public complaints decreased by 5% (60) and the number of internal complaints slightly increased from 2023 to 2024 by 1% (1). When assessing complaints that met the threshold of the *Police Act*, both public and internal complaints decreased by 10% (10) and 16% (9) respectively from 2023-2024. It is also important to note that of the 1,168 complaints in 2024, 21 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.

Of the total 1,168 complaints received in 2024, 12% (142) of the complaints were directed for investigation under the *Police Service Regulations (PSR)*. Three percent (30) of the complaints related to ongoing investigations of incidents reported under section 46.1 of the *Police Act*.

PSB concluded 1,146 files in 2024. Of the 1,146 files concluded, 87% (992) were concluded/resolved informally by the PSB Intake Section. This includes a 90% clearance rate for files received in 2024.

PSB strives to focus on timely and meaningful resolution through various forms of alternative dispute resolutions (ADR) when possible. In 2024, 17 complaints were resolved through ADR, including eight complaints that were received in 2024 and nine complaints received from 2023.

Of the files received in 2024, 13% (154) complaints were resolved by the Chief of Police or resolved/concluded at a Disciplinary Hearing (DH). There were seven (7) matters directed to a disciplinary hearing (involving eight members) and six (6) matters concluded (involving six members) in 2024. The outcomes of the concluded DH's were: Directed Training (2); Loss of Jurisdiction-Member Retired/Resigned (2); Volunteer Hours & Formal Reprimand (2); Withdrawn (1).

Of the 30 complaints related to incidents reported under section 46.1 of the *Police Act* in 2023, 60% were assigned to the PSB 46.1 Section for investigation and the remaining 40% of complaints were assigned to the Alberta Serious Incident Response Team (ASIRT) for investigation.

The overall proportion of complaint types remained consistent with previous years. The majority of complaints in 2024 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 nine (9) officer-involved shootings (OIS) in 2024. This was an increase from 2022 and 2023 as there were four (4) and seven (7) OIS in those respective years. All nine OIS in 2024 were handed over to ASIRT and remain under investigation.

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

	The EPS	The City of Edmonton
Employees:	3,116	City Population: 1,200,000
Sworn:	2,119	Officers per 1,000 Population: 2.59
Civilian:	1,047	

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

During 2024, the EPS dispatched officers to 195,446 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, and all other interactions with the community, 1,168 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 2024, 1,072 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**

	2020	2021	2022	2023	2024
Dispatched Calls	184,974	176,956	177,341	185,997	195,446
Total PSB Files Opened	1,279	1,436	1,333	1,224	1,168
Rate per 10,000 Dispatched Calls	69	81	75	66	60

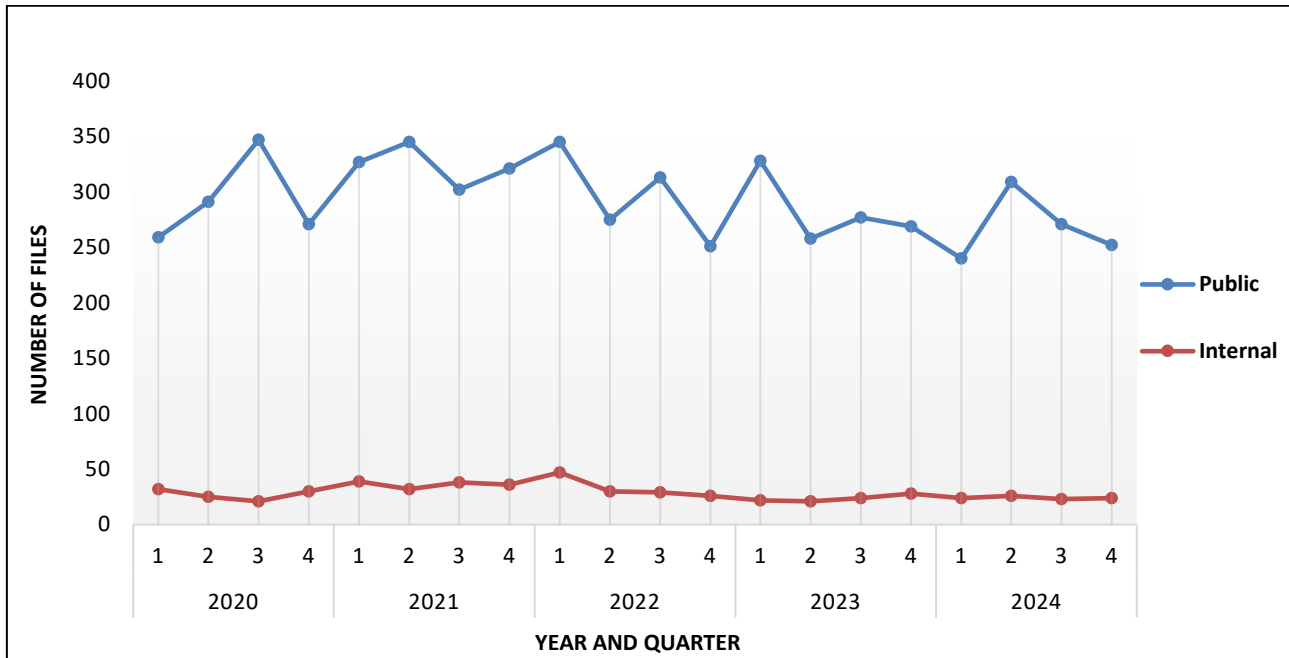
Less than 1% of all calls for service dispatched for police response in 2024 resulted in a complaint being made by the public. This statistic has remained consistent over several years. It is important to clarify that many more contacts occur between police members and the community than are captured as 'calls for service'. Examples such as contacts with a beat officer in a community, traffic stops, or investigative follow-ups are generally not classified as dispatched calls. Given that there is no accurate process to capture *all* police interactions, the ratio of interaction to complaint is likely considerably 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 2022, 2023 and 2024, as the number of complaints has 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 from 2020 into the beginning of 2022; however, public complaints reached a peak, and then showed a decreasing trend moving forward, and remaining relatively constant in 2024.

<sup>1</sup> EPS 'Employees' represents the number of full-time authorized employees as of December 31, 2024 - 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 concern and complaint resolution options. 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 for review and 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.

PSB 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 2024, PSB concluded a total of 1,146. Of the 1,146 files concluded, 87% (992) were concluded/resolved informally by the PSB Intake Section. This includes a 90% clearance rate for files received in 2024. Additionally, 17 complaints were resolved through formal ADR options,



including eight complaints received in 2024, and nine from 2023. This outcome is especially beneficial for all parties since it, (1) reduces the number of people 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.

In addition to providing ADR options for citizen concerns and public complaints at PSB, the ADR Program further supports other areas of the EPS as well. Since January 2024, the ADR Program is collaborating with the EPS Leadership Development Unit to develop and provide communication training to build capacity for effective conflict conversations internally. This training initiative focuses on addressing conflict in the early stages and includes certifying supervisor instructors to deliver the training which is being rolled out to supervisors and staff across the organization. The ADR Program also supported problem solving initiatives including neighbourhood disputes and an issue with bullying within a school. Successful mediations lead to a reduction in repeat calls for service and lasting resolution between parties in dispute. Additional files referred to the ADR Program in 2024 include internal workplace dispute files from the Respectful Workplace Section, HR, Divisional supervisors, and two community partnership work areas. The ADR Program provides consultation to work areas and/or mediators facilitate restorative dispute resolution process.

When complaints cannot be resolved at Intake Section, or through ADR, files may 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 1,168 complaints received in 2024, 12% (142) were directed for investigation under the *PSR* by the end of 2024. This included 30 incidents related to in-scope notifications made under section 46.1 of the *Police Act*. Of the 142 complaints directed for *PSR* investigations in 2024, 29 were concluded before the end of Q4.

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 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 in 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 PSB 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. On the following page, **Table 2** shows to breakdown of 46.1 file assignments over the past three years.



**Table 2: Assignment of 46.1 Investigations from 2022-2024**

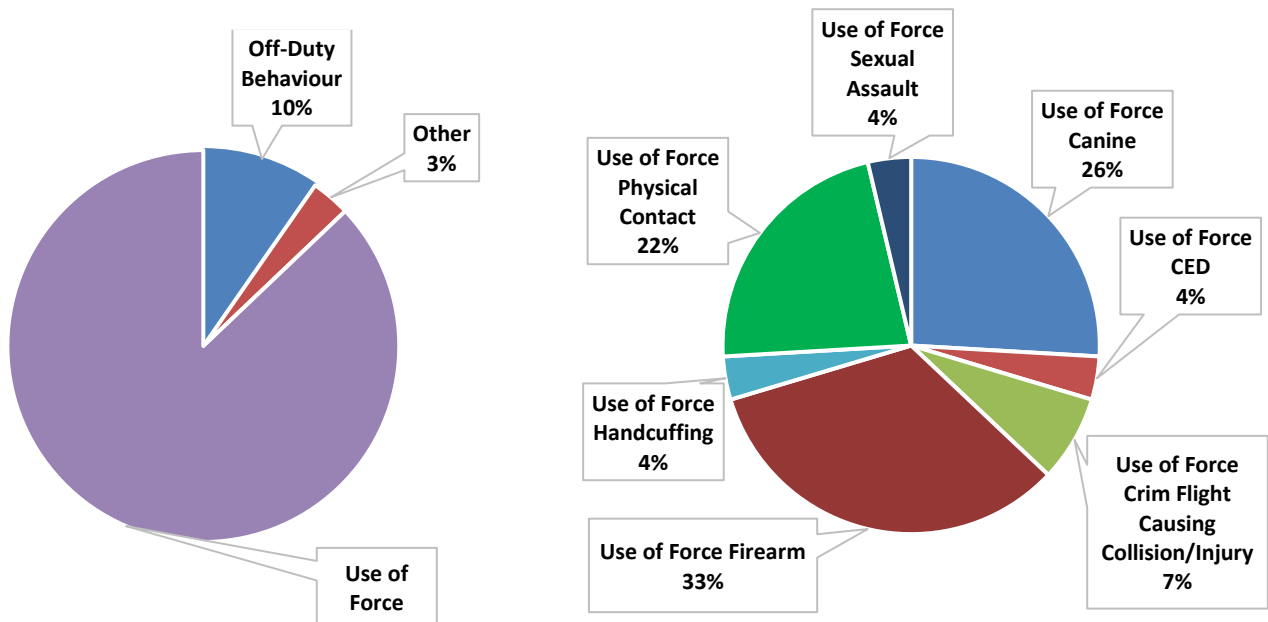
	2022	2023	2024
ASIRT	8	10	12
EPS	19	32	18
Outside Agency	0	1	0
<b>Total</b>	<b>27</b>	<b>43</b>	<b>30</b>

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

As noted above in **Table 2**, there were 30 files initiated in 2024 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 all 46.1 complaint types in 2024 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 category ‘Other’ can refer to files that include allegations related to medical distress while in custody, mental health/PACT, tracking, etc.

**Figure 2: Principal Nature of 46.1 Investigations and Statutory Complaints in 2024**



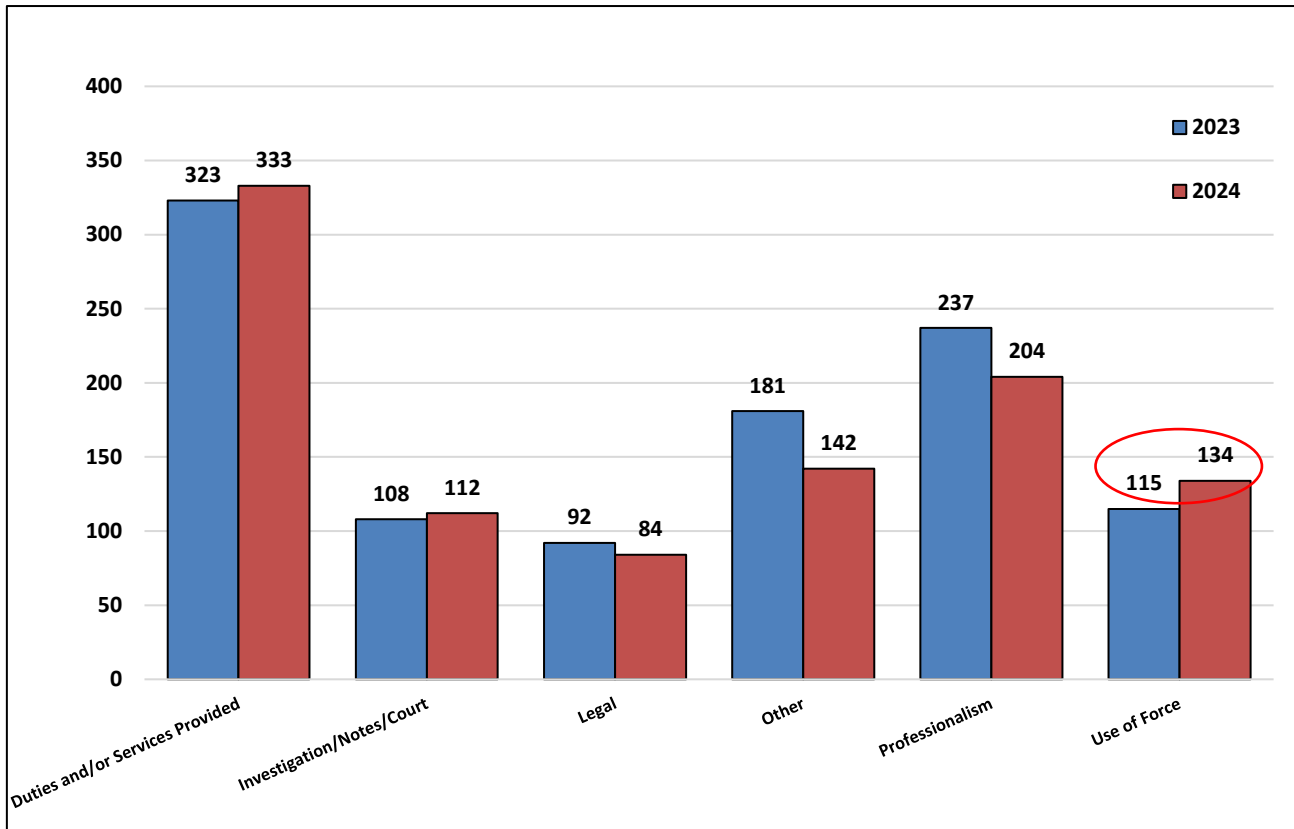
**Breakdown of “Use of Force” Complaints**



### 5. Complaint 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 2023 and 2024.

**Figure 3: Principal Complaints and Concerns in 2023 and 2024**



The overall proportion of complaint types in 2024 was relatively similar to previous years. A large volume of complaints in 2024 related to issues of “Duties/Services Provided” (29%) and Professionalism (17%). Complaints around Use of Force by police made up 12% of the total and also demonstrated a 17% (n=19) increase from 2023-2024. 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 or not 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 sub-classifications of the most frequent complaint types in 2024 (with the overriding classification/category shown in parentheses). The complaint types can be compared to the previous two years (2022-2023). When comparing 2023 to 2024, percentage increases and decreases are noted and highlighted in pale green (decrease) and pale red (increase).

**Table 3: Most Frequent Complaint Types in 2024**

	2022	2023	2024
Inappropriate Police Response (Duties/Services)	113	122	112 -8%
Incomplete or Negligent Investigation (Investigation/Notes)	93	89	92 +3%
Physical Contact (Use of Force)	44	60	81 +35%
Lack of Police Response (Duties/Services)	44	53	68 +28%
Rudeness (Professionalism)	95	92	65 -29%
Comments/Opinion (Other)	71	75	62 -17%
Tone of Voice or General Manner (Professionalism)	39	40	41 +3%
Lack of Communication (Duties and/or Services Provided)	21	37	31 -16%
Harassment (Professionalism & Off-Duty)	28	41	34 -17%
Dangerous Rules of the Road (Driving)	26	33	34 +3%

## 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 first-line response to the majority of calls for service. As such, the number of interactions that they have with the public is considerably 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 on the next page in **Table 4**, Northeast and Southeast Division have a higher rate of complaints per dispatched calls for service. This has been a steady trend for several years wherein the number of complaints within both divisions has been disproportionately higher considering their lowered volume of calls for service compared to other divisions (e.g., Downtown Division). Refer to **Figure 4** on page 13 for the rate of public complaints made against patrol divisions in 2024.

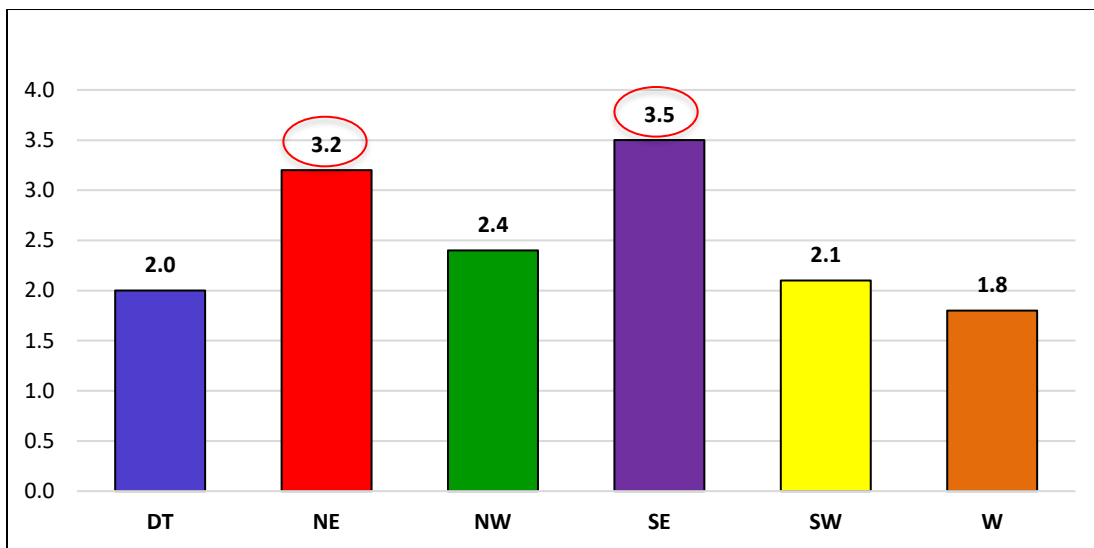
Table 4: Distribution of PSB Files Across Bureaus and Divisions in 2024

	Public Complaints	Internal Complaints	Dispatched Calls
<b>Community Policing Bureau</b>			
Downtown Patrol	84	12	41,336
Northeast Patrol	91	6	28,351
Northwest Patrol	80	11	33,286
Southeast Patrol	94	11	26,790
Southwest Patrol	66	7	31,387
West Patrol	62	9	33,655
Crime Suppression & Invest	8	0	N/A
<b>Total</b>	<b>485</b>	<b>56</b>	<b>194,805</b>
<b>Community Safety &amp; Well-Being Bureau</b>			
Integrated Community Safety	11	3	N/A
Crime Supp. & Comm. Ops	26	1	N/A
<b>Total</b>	<b>37</b>	<b>4</b>	<b>N/A</b>
<b>Innovation &amp; Information Bureau</b>			
IM & AIR	3	0	N/A
Operational Command	2	0	N/A
<b>Total</b>	<b>5</b>	<b>0</b>	<b>N/A</b>
<b>Investigation &amp; Support Services Bureau</b>			
Crim Investigations	31	6	N/A
Investigative Support	6	2	N/A
Operational Support	54	9	N/A
<b>Total</b>	<b>91</b>	<b>17</b>	<b>N/A</b>
<b>Corporate Services Bureau</b>			
Training Development & Recruiting	3	1	N/A
<b>Total</b>	<b>3</b>	<b>1</b>	<b>N/A</b>
<b>Office of the Chief</b>			
Legal & Regulatory Services	5	1	N/A
Value & Impact Division	1	0	N/A
<b>Total</b>	<b>6</b>	<b>1</b>	<b>N/A</b>
<b>Supernumerary Positions &amp; Other</b>			
Supernumerary Positions	15	9	N/A
Other	434	4	U/K
<b>Total</b>	<b>449</b>	<b>13</b>	<b>N/A</b>
<b>Outside Edmonton (Dispatched Calls)</b>			<b>641</b>
<b>Grand Total<sup>2</sup></b>	<b>1,168</b>		<b>195,446</b>

<sup>2</sup> There were an additional 438 complaints in 2024 coded with the departmental location as "other". This was designated for complaints where there was no known division or departmental area, for general opinions/comments about the service, or for off-duty or out of jurisdiction complaints.

**Figure 4** below demonstrates public/external complaints per 1000 dispatched calls for service. Northeast Division received a higher volume of complaints per 1000 dispatched calls specifically related to Duties and/or Services Provided (n=26) and Use of Force (n=19). Southeast Division also received a higher volume of complaints per 1000 dispatched calls, most notably in Duties and/or Services Provided (n=39) and Professionalism (n=26).

**Figure 4: Public Complaints per 1000 Dispatched Patrol Calls in 2024**



## **7. Professional Standards Files Concluded in 2024**

During 2024, PSB concluded a total of 1,146 files. This included the resolution of 918 of the 1,168 files opened in 2024, with the remaining 228 files being received from previous years.

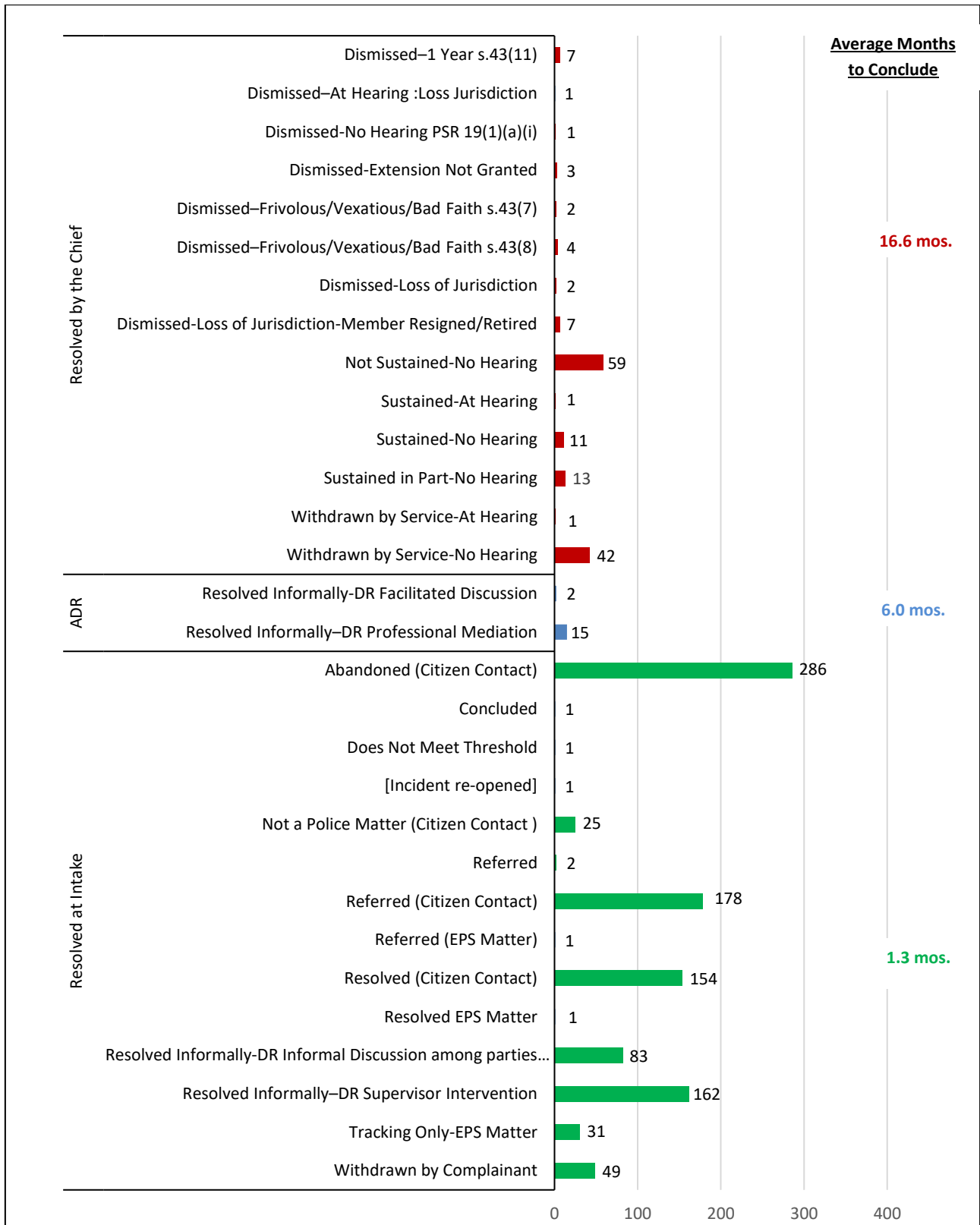
The *Police Act* requires that complaints are investigated promptly and thoroughly. This ensures that the best evidence is available, and it is intended to reduce any undue pressure or stress associated with a drawn-out investigative process. A timely and thorough investigative process also demonstrates 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 16 months. Refer to **Figure 5** on the following page for 2024 dispositions and average completion times.

**Figure 5** below shows the 2024 dispositions and average time (in months) to conclude each complaint.

**Figure 5: Dispositions and Average Time to Conclude PSB Files in 2024**



There were 154 complaints resolved by the Chief of Police in 2024. Six (6) matters were concluded via a disciplinary hearing (refer to the bottom of page 16 for all outcomes). As **Table 5** demonstrates below, in 24 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 59 complaints that resulted in being declared No Reasonable Prospect. Lastly, 69 complaints were also dismissed or withdrawn by the Chief<sup>3</sup>.

**Table 5: Dispositions Issued by the Chief or at Hearings from 2022-2024**

	2022	2023	2024
Reasonable Prospect (At hearing) – Proven (Disciplinary Hearing - see page 16) <sup>4</sup>	8	8	1
Reasonable Prospect (At hearing) – Not Proven (Disciplinary Hearing - see page 16)	0	0	1
Minor Contraventions Sustained in Part - No Hearing; Sustained - No Hearing)	29	34	24
No Reasonable Prospect (Not Sustained - No Hearing)	94	123	59
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))	33	50	69
<b>Total</b>	<b>164</b>	<b>215</b>	<b>154</b>

The EPS is committed to police accountability, both in terms of recognizing the good work of police officers, and of taking responsibility for mistakes and failures. In 2024, PSB received 96 internally generated complaints<sup>5</sup>. Of those 96 received complaints, 10 files met the threshold for a *PSR* investigation. Forty-seven (49%) of the 96 complaints received in 2024 were completed in 2024, including the 10 files that met the threshold for the *PSR* investigation.

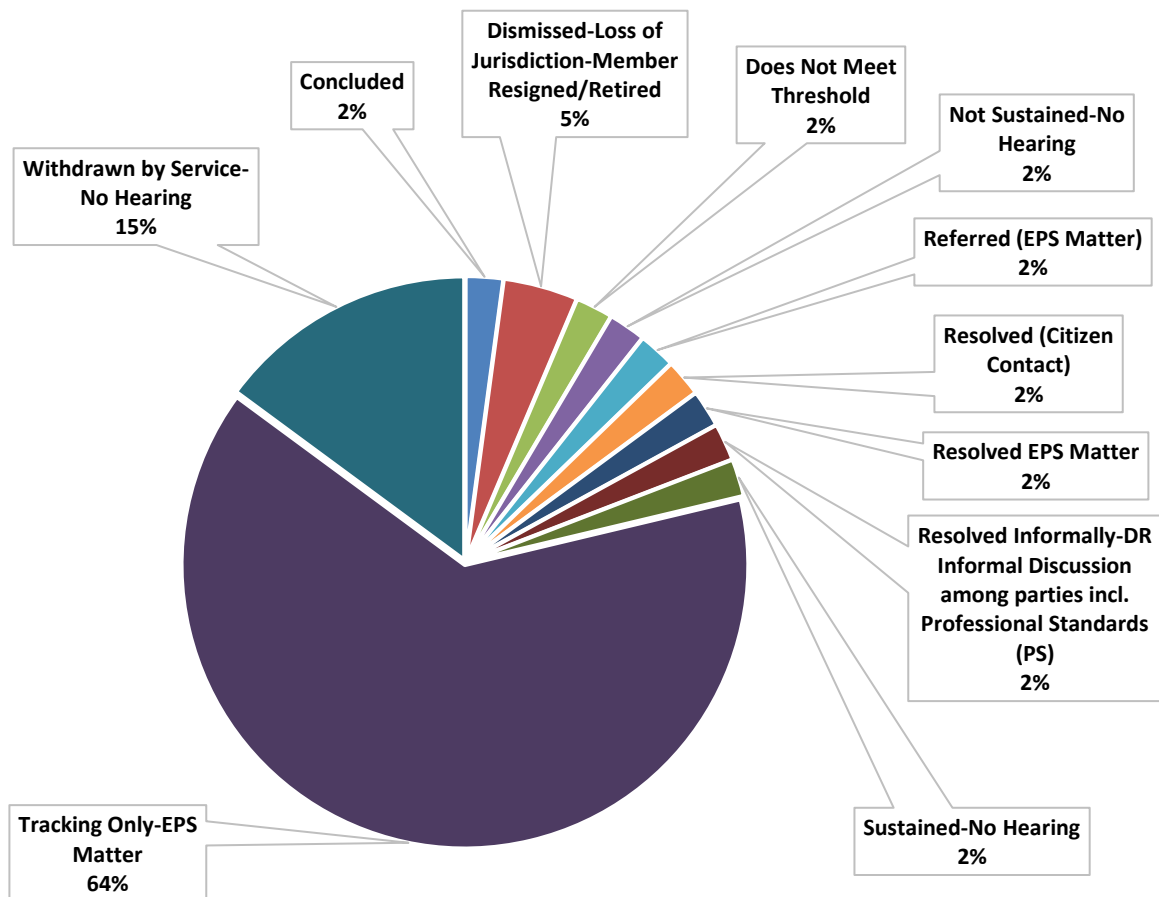
The dispositions received from the 2024 concluded internal complaints included: Concluded (1); Dismissed Loss of Jurisdiction-Member Resigned (2); Does Not Meet Threshold (1); Not Sustained-No Hearing (1); Referred-EPS Matter (1); Resolved-Citizen Contact (1); Resolved-EPS Matter (1); Resolved Informally with PSB (1); Sustained-No Hearing (1); Tracking Only-EPS Matter (30); and Withdrawn by Service-No Hearing (7). On the next page, **Figure 6** presents a breakdown of the dispositions of internally generated complaints in 2024.

<sup>3</sup> **Figure 5** on page 14 also provides a breakdown of the dispositions made by the Chief in 2024.

<sup>4</sup> There were an additional two (2) DH files where the matter was resolved via Directed Training.

<sup>5</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 6: Dispositions of Internally Generated Complaints in 2024**

## 8. Disciplinary Hearings in 2024

In 2024 there were seven (7) matters directed to a Disciplinary Hearing (involving eight members) and six (6) matters concluded (involving six members) in 2024. The outcomes of the concluded DH's were: Directed Training (2); Loss of Jurisdiction-Member Retired/Resigned (2); Volunteer Hours & Formal Reprimand (2); Withdrawn (1).

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 individual allegation). 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).

In 2024, there were 24 separate files/complaints concluded/proven as minor contraventions, thus being disciplined as per section 19(1) of the *Police Service Regulation*. Within those complaints, there were 31 allegations laid against amongst 24 individual police members<sup>6</sup>. Refer to **Table 6** below.

**Table 6: Discipline Resulting from Minor Contraventions Concluded in 2024**

Allegation	Total # of Members	Total # of Allegations	Penalties Applied
Discreditable Conduct	12	13	-Directed Training – 1 Year -Directed Training – 2 Years -Dismissed – 1 Year -Official Warning -Reprimand
Insubordination	7	9	-Directed Training – 1 Year -Directed Training – 2 Years -Directed Training – 3 Years -Dismissed – 1 Year
Neglect of Duty	7	7	-Directed Training – 1 Year -Dismissed – 1 Year -Global Reprimand -Official Warning
Unlawful / Unnecessary Exercise of Authority (UUEA)	2	2	-Directed Training – 2 Years -Directed Training – 3 Years

## 9. Resolution of Statutory Complaints

Fourteen (14) EPS officers were charged with criminal offences in 2024, relating to 15 separate and individual complaints. There was one conviction for an off-duty incident in 2024, while the other files were either withdrawn or are still pending before the courts.

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 2024, 30 were related to files that were opened as the result of a notification made under s.46.1 of the *Police Act*.

## 10. LERB and EPC Appeals

Sixteen (16) appeals were made to the LERB in 2024. Additionally, the LERB made 21 decisions in the same year. Of the 21 decisions made, 18 appeals were dismissed, one was abandoned, and two were withdrawn. Of the 18 appeals that were dismissed by the LERB, 61% (11) were deemed Frivolous and Vexatious as per s. 43(7) *Police Act*. There were two (2) EPC appeals (Complaints of Service) in 2024. One of the EPC appeals was dismissed and the other was abandoned.

<sup>6</sup> Note: The total number of members in **Table 6** is higher than the individual number of members in which allegations were laid. This was due to more than one member being investigated on more than one file.

## 11. Compliments Received in 2024

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 2024, PSB received 98 compliments from citizens of the community. This total does not include all compliments received throughout the EPS, as many are directly communicated in other ways to officers or their command staff in the division they work.

The compliments received by PSB in 2024 referenced a total of 133 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 7** describes the distribution of citizen-generated compliments in 2024.

**Table 7: Compliments Received in 2024**

	<b>Number of Compliments</b>	<b>Total Involved Officers</b>
Community Policing	50	82
Community Safety & Well-Being	1	1
Chief of Police	2	2
Innovation & Investigation	2	2
Investigation & Support Services	7	10
Supernumerary Positions	1	1
EPS (General or No Name)	35	35 <sup>7</sup>
<b>Grand Total</b>	<b>98</b>	<b>133</b>

<sup>7</sup> In **Table 7**, the “total involved officers” is estimated to be higher than stated.