



**Q4 2024 REPORT TO THE  
EDMONTON POLICE COMMISSION**



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The following report is submitted for:

- Approval
- Ratification
- Information

**PROFESSIONAL STANDARDS BANCH  
March 20, 2025 - EPC MEETING**

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Approved by:

Handwritten signature of Dale McFee in black ink.

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**Dale McFee  
Chief of Police**

Handwritten signature of Mike Morgan in blue ink.

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**Mike Morgan  
A/Director**



March 20, 2025

TO: Dale McFee  
Chief of Police

FROM: A/Director Mike Morgan  
Professional Standards Branch

RE: QUARTERLY REPORT – Q4 of 2024

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This report has been prepared for Edmonton Police Commission meeting on March 20, 2025.

During the fourth quarter of 2024, the Professional Standards Branch *received* 276 new files:

- 06 Public complaints as defined by Part 5 of the *Police Act*
- 09 Internal complaints as defined by Part 5 of the *Police Act*
- 15 EPS Matters
- 246 Citizen Contacts

During the fourth quarter of 2024, the Professional Standards branch *concluded* 297 files:

- 27 Public complaints as defined by Part 5 of the *Police Act*
- 15 Internal complaints as defined by Part 5 of the *Police Act*
- 13 EPS Matters
- 242 Citizen Contacts

The Edmonton Police Service dispatched 48,335 calls for service and received/recorded 18 compliments in Q4 of 2024.



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A/Director Mike Morgan  
Professional Standards Branch

cc: Edmonton Police Commission



**Professional Standards Branch  
October - December 2024  
Q4 Report  
Edmonton Police Service**

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## STATISTICAL SUMMARY Q4

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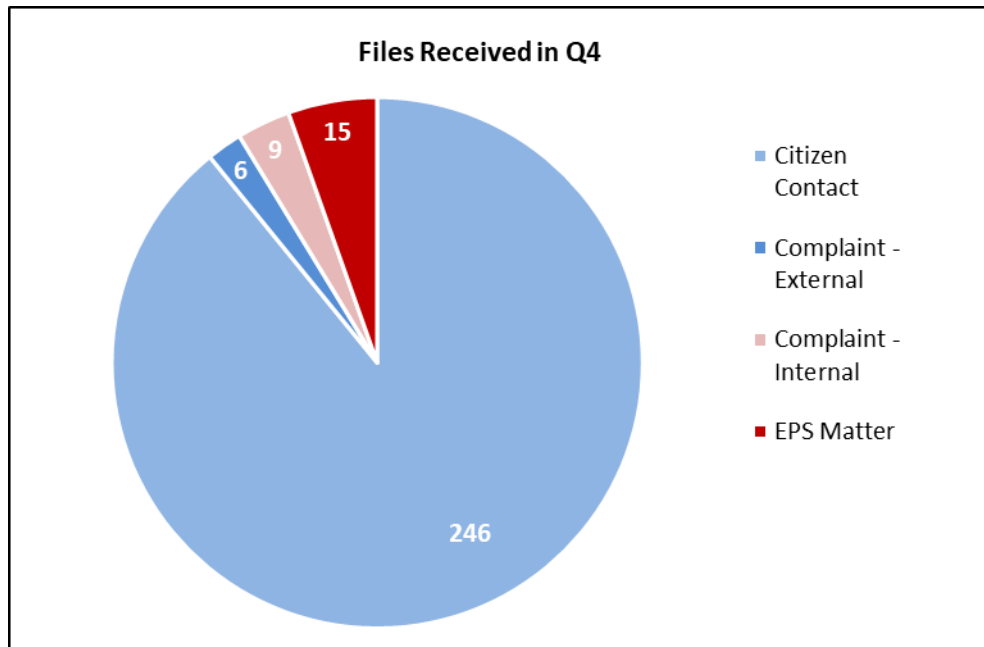
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### Professional Standards Branch (PSB) 2024 Fourth Quarter (Q4) Update

#### 1. RECEIVED FILES

The following pie chart, **Figure 1**, demonstrates the number and type of files received during the fourth quarter (Q4) 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 of color denote files being handled outside of the *Police Act*, and darker shades denote complaints that have met the criteria of the *Police Act*. As demonstrated in **Figure 1** below, in Q4 PSB received **252 public files** and **24 internal files** for a total of **n=276**.

**Figure 1:** Files Received in Q4

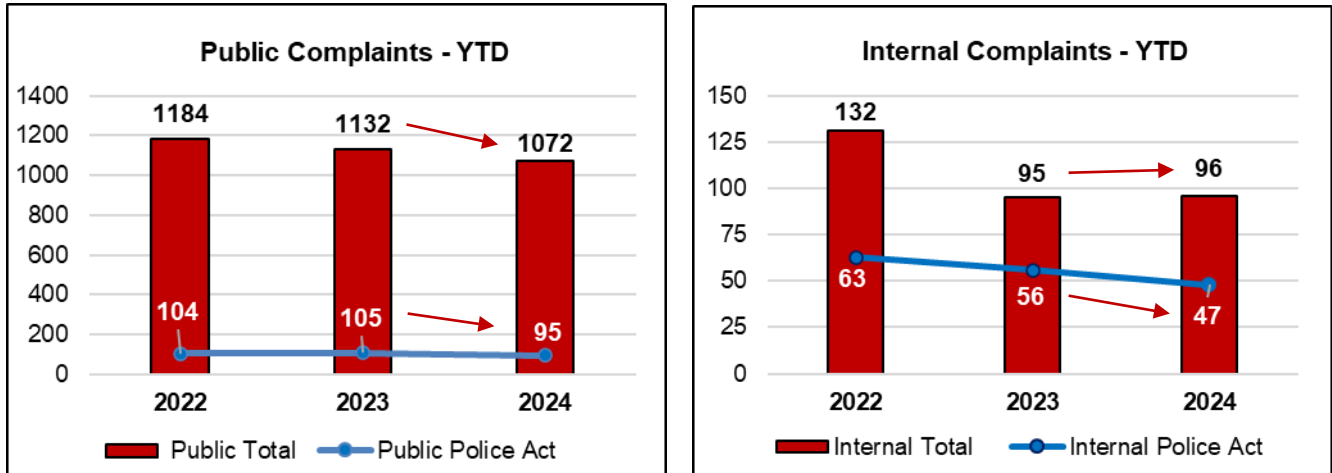


On the next page, **Figure 2** displays the year-to-date (YTD) **trends** for **public and internal** complaints made to PSB from the years' 2022-2024. The thick red bars on the chart represent the aggregate number of complaints made to PSB YTD and the thin blue lines represent the total number of complaints meeting the criteria of the *Police Act* and proceeding for formal investigation.

As **Figure 2** conveys, the **aggregate** number of **public complaints** made to PSB from 2023 to 2024 (Q1-Q4) **decreased** by **-5%** (n=60). The **aggregate** number of **internal complaints** slightly **increased** from 2023 to 2024 by **1%** (n=1). When assessing the complaints that met the

threshold of the *Police Act*, **both public and internal complaints decreased** (Public PA = **-10%** / n=10; Internal PA = **-16%** / n=9) from 2023-2024.

**Figure 2:** Public Complaints and Internal Complaints Over Three Years (Q1-Q4)



## 2. CURRENT WORKLOAD

As of December 31<sup>st</sup>, 2024, PSB retained **344 open investigations**, subdivided into the following categories:

- 115 Citizen Contacts
- 121 Complaints External
- 83 Complaints Internal
- 25 EPS Matters

There were an additional **88 Statutory Complaints** associated with open PSB files and therefore considered duplicate files for tracking purposes only.

On the next page, **Table 1** provides the number of files that are listed as “Active”, “Suspended”, or “Forwarded”, including 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<sup>1</sup>

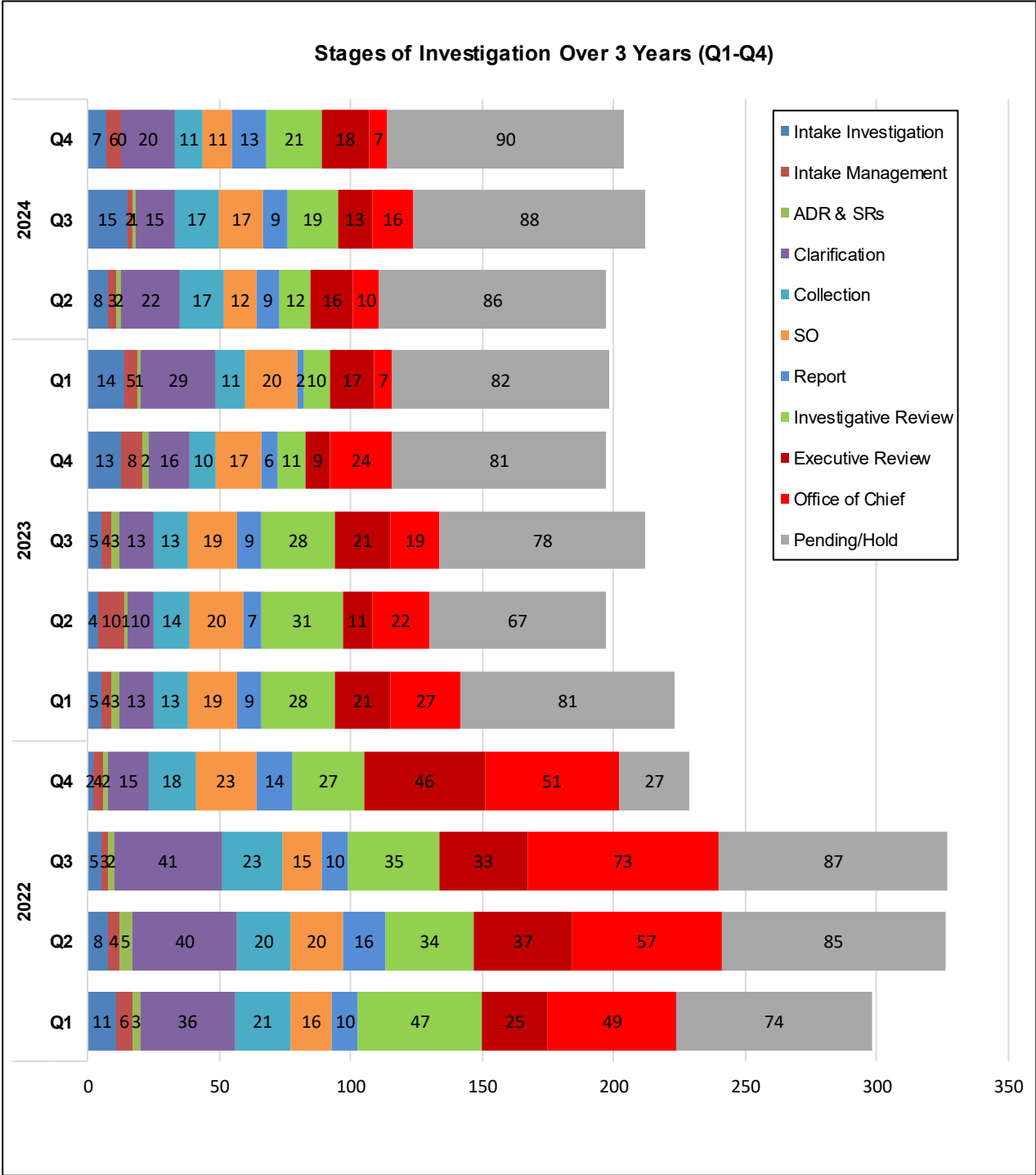
<b>Year</b>	<b>Initial</b>	<b>Active</b>	<b>Forwarded</b>	<b>Suspended</b>	<b>Total</b>
2018	0	1	0	1	<b>2</b>
2019	0	0	0	7	<b>7</b>
2020	0	1	0	3	<b>4</b>
2021	0	8	0	14	<b>22</b>
2022	0	10	2	7	<b>19</b>
2023	0	34	4	16	<b>54</b>
2024	3	178	19	36	<b>236</b>
<b>Total</b>	<b>3</b>	<b>232</b>	<b>25</b>	<b>84</b>	<b>344</b>

On the following page, **Figure 3** displays the **investigative stages** for **formal complaints** that met the threshold of the *Police Act* (i.e., Internal and External Complaints) by quarter over **three** (3) years. The investigative stages are listed as:

- Intake - Intake Investigation / Intake Management Review / ADR / SR
- 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 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
- Pending/Hold - Dispute resolution, legal review, hearing, etc.

<sup>1</sup> Table 1 does not include Statutory Complaints as they are considered ‘duplicate’ open files.

**Figure 3:** Comparison of Stages of Investigation Over Three Years (Q1-Q4)



### 3. CONCLUDED FILES

As aforementioned, in Q4, PSB **received 276** files. Additionally, in Q4, PSB **concluded 295** files. **Table 2** below is a file comparison between received and concluded files in PSB over a three-year period. Of note, within the **295** files concluded in Q4, **42** of those files were deemed *Police Act* complaints.

**Table 2:** File Comparison Over Three Years in Q4<sup>2</sup>

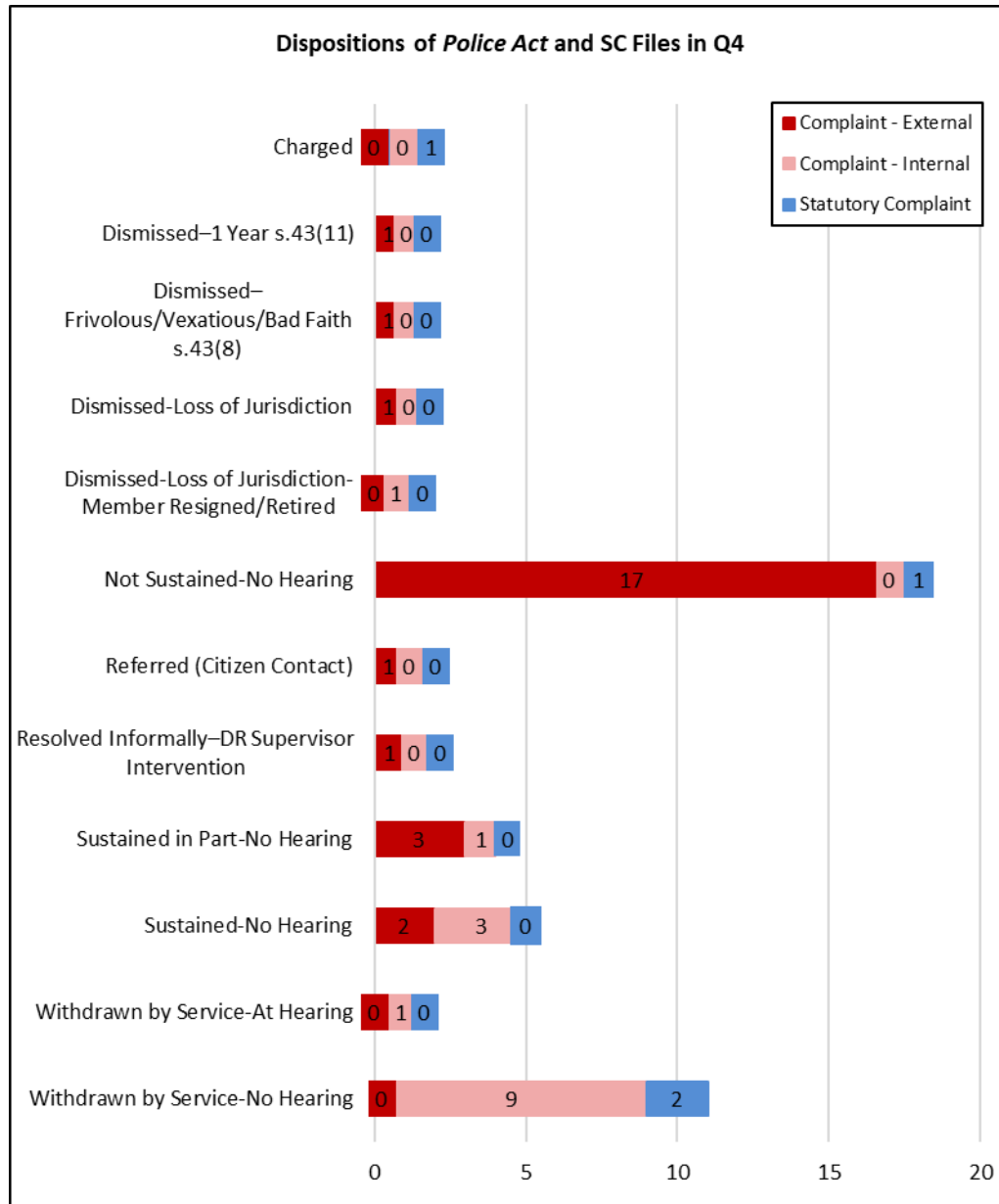
	<b>2022</b>		<b>2023</b>		<b>2024</b>	
	<b>Q4</b>	<b>YTD</b>	<b>Q4</b>	<b>YTD</b>	<b>Q4</b>	<b>YTD</b>
<b>Received Files</b>						
<b>Public Complaints/Concerns</b>	<b>251</b>	<b>1,184</b>	<b>269</b>	<b>1,132</b>	<b>252</b>	<b>1,072</b>
<i>Police Act</i> Complaint	20	104	31	105	06	95
Citizen Contact	231	1,080	238	1,027	246	977
<b>Internal Matters</b>	<b>26</b>	<b>132</b>	<b>28</b>	<b>95</b>	<b>24</b>	<b>96</b>
<i>Police Act</i> Complaint	12	63	16	56	09	47
EPS Matter	14	69	12	39	15	49
<b>*Total</b>	<b>277</b>	<b>1,316</b>	<b>297</b>	<b>1,227</b>	<b>276</b>	<b>1,168</b>
<b>Concluded Files</b>						
<b>Public Complaints/Concerns</b>	<b>324</b>	<b>1,249</b>	<b>260</b>	<b>1,164</b>	<b>267</b>	<b>1,042</b>
<i>Police Act</i> Complaint	50	126	29	169	27	90
Citizen Contact	274	1,123	231	995	240	952
<b>Internal Matters</b>	<b>38</b>	<b>121</b>	<b>22</b>	<b>98</b>	<b>28</b>	<b>104</b>
<i>Police Act</i> Complaint	22	49	10	58	15	63
EPS Matter	16	72	12	40	13	41
<b>*Total</b>	<b>362</b>	<b>1,370</b>	<b>282</b>	<b>1,262</b>	<b>295</b>	<b>1,146</b>

<sup>2</sup> Table 2 *does not* include Statutory Complaint files.



**Figure 4** displays the dispositions of **Police Act** and **Statutory Complaint** files in Q4. Of the **42 Police Act** files completed in Q4, there were an additional **four** (n=4) Statutory Complaint files completed (n=46 total). As detailed below in **Figure 4**, **one** (n=1) Statutory Complaint investigation was completed by way of criminal charge and subsequent criminal conviction in Q4.

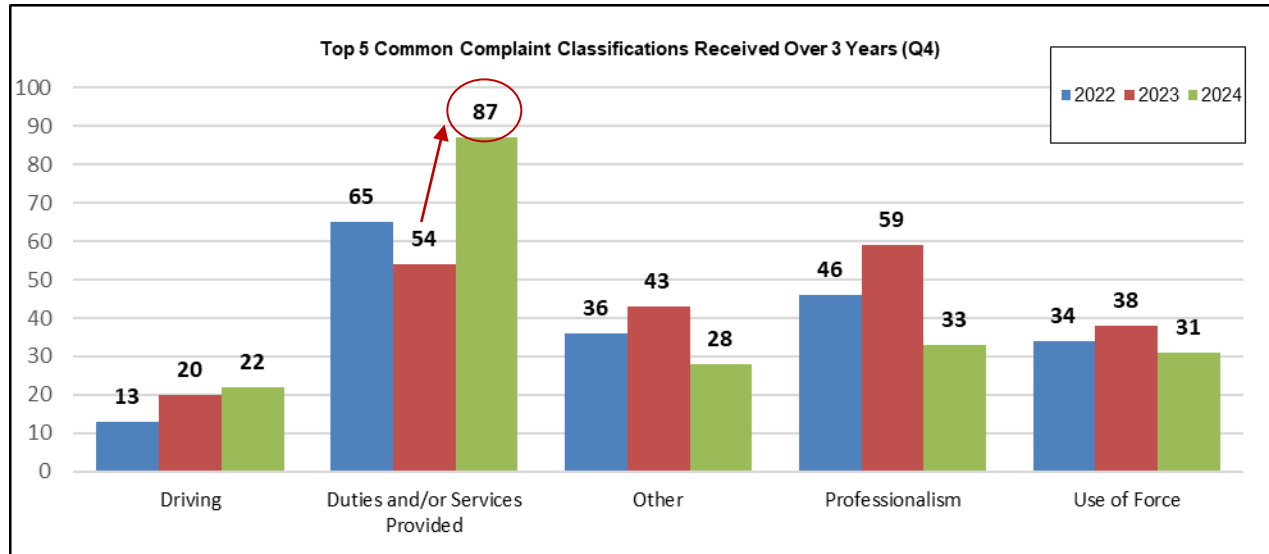
**Figure 4:** Dispositions of *Police Act* and Statutory Complaint Files in Q4



#### 4. COMMON TRENDS

**Figure 5** displays the five most common complaint ‘*classifications*’ of files received in Q4 over a three-year period. In Q4 of 2024, **one** (n=1) complaint classification held a marked percentage increase compared to Q4 of 2023. Specifically, complaints made against members for “**Duties and/or Services Provided**” increased by **+61%** (n=33).

**Figure 5:** Top Five Common Complaint Trends - Classifications Over Three Years in Q4

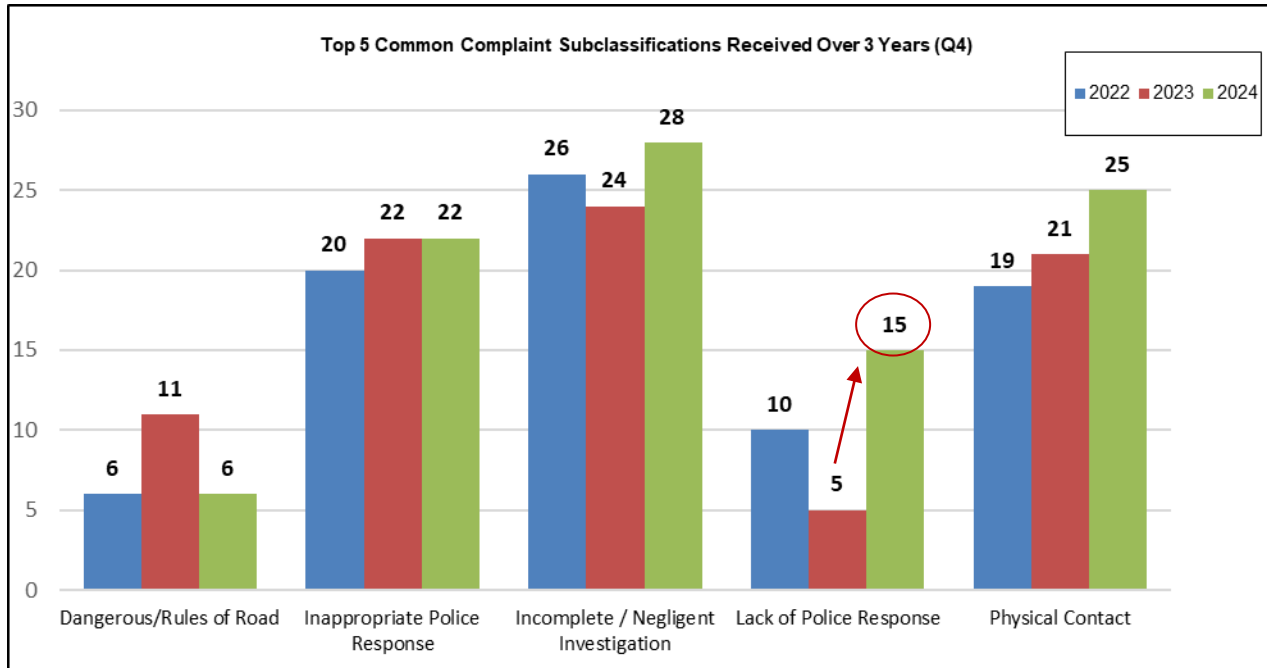


On the following page, **Figure 6** displays the five most common complaint ‘*subclassifications*’ of files received in Q4 over a three-year period. As aforementioned above, allegations associated to the main classification of “**Duties and/Services Provided**” increased in Q4 of 2024 compared to Q4 of 2023 by 61%. Sub-classifications for this form of complaint include: Air 1 Noise, Delayed Response Time, Dissatisfied with Ticket or Charge, Failure to Uphold Court Order, Innapropriate Police Response, Lack of Communication, Lack of Police Response, Policy Complaint, Refusal to Lay Charges, and Refusal to Take Report.

Most notably, when the main classification of “Duties and/Services Provided” was further divided into its subclassifications, there was a pronounced percentage increase of **+200%** (n=10) in allegations regarding “**Lack of Police Response**” in Q4 of 2024 compared to 2023. Refer to the fourth set of graph bars in **Figure 6**.<sup>3</sup>

<sup>3</sup> When using relatively small sample sizes for subclassifications, any slight increase or decrease in data *may* over or underexaggerate trend interpretation.

**Figure 6:** Top Five Common Complaint Trends - Subclassifications Over Three Years in Q4



## 5. LEGAL

**Table 3:** Disciplinary Hearings and Appeals in Q4

<b>DISCIPLINARY HEARINGS</b>	<b>Total (3)</b>	<b>File Number</b>
Directed	2	DH2020-1001 DH2024-0182
Concluded	1	DH2021-1073 (Withdrawn by Service)
<b>LERB</b>	<b>Total (8)</b>	<b>File Number</b>
Appeals Received	2	PSB2023-0587 PSB2023-0827
Decisions Rendered	6	PSB2021-0066 (Dismissed) PSB2021-0306 (Dismissed) PSB2022-1057 (Dismissed) PSB2023-0209 (Dismissed) PSB2023-0898 (Dismissed) PSB2023-0914 (Dismissed)
Appeals Withdrawn	0	N/A
<b>EPC APPEALS</b>	<b>Total (0)</b>	<b>File Number</b>
Appeals Received	0	N/A
Decisions Rendered	0	N/A
EPC Matters Ongoing	0	N/A

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**CONCLUDED DISCIPLINARY HEARINGS Q4**

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**No concluded Disciplinary Hearings in Q4**

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## PENDING DISCIPLINARY HEARINGS

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1. File Number: PSB2022-0920  
Date of Complaint: August 25, 2022  
Subject Officer: Sgt. A.B.
- Insubordination x 3
  - Discreditable Conduct x 3

On August 26, 2024, three counts of Insubordination and two counts of Discreditable Conduct were proven. On October 11, 2024, the subject officer advised he would be retaining the services of a new lawyer and would require an adjournment of his October 24, 2024, sentencing date. On December 5, 2024, the penalty hearing proceeded. We are currently waiting for the decision.

2. File Number: PSB2021-0113/PSB2021-0871  
Date of Complaint: July 22, 2021/August 02, 2021  
Subject Officer: Cst. A.B.
- Breach of Confidence x 1
  - Insubordination x 2
  - Discreditable Conduct x 1
- Presenting Officer: Mark Huyser-Wierenga, EPS  
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

First appearance is scheduled for January 21, 2025, via e-mail.

3. 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 February 5 to 7, 2025.

4. 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 resolution discussions ongoing.

5. 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 subject officer is to provide an expert report.

6. 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.

7. File Number: PSB2023-0715  
Date of Complaint: July 31, 2023  
Subject Officer: Cst. A.B.
- Discreditable Conduct x 2

New matter not yet scheduled.

8. File Number: PSB2019-0530  
Date of Complaint: August 21, 2019  
Subject Officer: Cst. A.B.
- Unlawful or Unnecessary Exercise of Authority x 1

New matter subject officer completing community service hours for resolution of matter.

9. File Number: PSB2023-0765  
Date of Complaint: August 10, 2023  
Subject Officer: Cst. A.B.
- Insubordination x 1

New matter not yet scheduled.

10. File Number: PSB2018-0911/PSB2023-0862  
Date of Complaint: August 9, 2018/September 12, 2023  
Subject Officer: Cst. A.B.
- Deceit x 2
  - Neglect of Duty x 1
  - Discreditable Conduct x 1

New matter not yet scheduled.

- 10.** File Number: PSB2019-0806  
Date of Complaint: September 03, 2019  
Subject Officers: Cst. A.B.
- Deceit x 1
  - Discreditable Conduct x 1
- Cst. C.D.
- Deceit x 1
  - Discreditable Conduct x 1

New matter not yet scheduled.

- 11.** File Number: PSB2020-1001  
Date of Complaint: October 15, 2020  
Subject Officer: Cst. A.B.
- Unlawful or Unnecessary Exercise of Authority x 2
  - Insubordination x 1
  - Discreditable Conduct x 1

New matter not yet scheduled.

- 12.** File Number: PSB2020-0707  
Date of Complaint: October 28, 2020  
Subject Officer: Cst. A.B.
- Insubordination x 2

New matter not yet scheduled.

- 13.** File Number: PSB2024-0182  
Date of Complaint: February 28, 2024  
Subject Officer: Cst. A.B.
- Discreditable Conduct x 1

New matter not yet scheduled.

- 14.** File Number: PSB2021-0654  
Date of Complaint: June 10, 2021  
Subject Officer: Cst. A.B.
- Insubordination x 1
  - Discreditable Conduct x 1

The member continues to remain on leave. As such the disciplinary hearing remains on hold pending the member's return to duty.

- 15.** File Number: PSB2021-0841/PSB2023-0035  
Date of Complaint: August 03, 2021/January 17, 2023  
Subject Officer: Cst. A.B.
- Insubordination x 3

The member continues to remain on leave. As such the disciplinary hearing remains on hold pending the member's return to duty.



**COMPLETED COMPLAINTS OF SERVICE Q4**  
(Section 44 *Police Act*)

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There was one (1) Complaints of Service under Section 44 of the *Police Act* that were resolved or concluded during the fourth quarter from October 01 to December 31<sup>st</sup>, 2024.

1. Concluded by the Chief  
File Number: PSB2019-1049  
Date of Complaint: November 26, 2019  
Investigator: Detective Maria Munson

Summary

On November 26, 2024, Professional Standards Branch received a written letter of complaint alleging that an EPS officer was not trained properly in use of force when the complainant received injuries that cause them to need medical attention after a take down. It was requested that review of the officers' training was one. It was determined that the officer received the same training as every EPS officer in takedowns and that the injuries were not caused to the complainant on purpose.

On November 20, 2024 the Chief concluded this file with no requirement for the EPS to create or amend current policy and procedures.

## COMPLIMENTS Q4

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During Q4 of 2024, twenty-two (18) letters of appreciation were officially entered by the Edmonton Police Service. Professional Standards Branch would like to present eight (8) letters.

**SUBJECT:** Great Public Relations

**MESSAGE:** I would like to extend a sincere commendation to a female officer (name and badge number unknown) for a remarkable act of kindness I observed. While driving, I noticed the officer had pulled someone over, but what stood out was her gesture of giving a beverage or similar item to a young child waiting at a bus stop between 66th Street and 61st Street on 137th Avenue around 5:15 PM. Followed by a high 5 and a very happy child. As a member of the Canadian Armed Forces, I fully appreciate the importance of maintaining a positive public image, and this moment exemplifies excellent public relations. Acts like this often go unnoticed, but they play a significant role in shaping the community's perception of law enforcement and first responders. I hope this message reaches the officer in question or serves as a broader acknowledgment to the members of the Edmonton Police Service, recognizing the positive actions and intentions that are observed and appreciated by the public. Sincerely an appreciative member of the community.

**SUBJECT:** Commendation Badge [Redacted]

**MESSAGE:** Good morning,

I wanted to pass along a commendation from the nursing staff at the Royal Alexandra Emergency department. On October 16 a patient was brought into the department by Officer [Redacted]. The staff were so impressed with how he went above and beyond! He assisted with building rapport and trust between the patient and the staff in the hospital as he had been able to create his own trusting relationship with the patient prior to arrival. The staff thought it was so caring and considerate that he took the patient to McDonalds on the way to the hospital. The situation that the patient was brought to us was quite sad as he had been neglected by his family and was on the autism spectrum, so the fact the officer was able to meet this patient on their level and be so kind was truly admirable. If you have any other questions, please let me know!

[Redacted]

[Redacted]

**SUBJECT:** Message of Gratitude

**MESSAGE:** Dear Const. [Redacted]

...for the privilege of witnessing your profound act of kindness showing respect to two members of our community and the resulting behaviours that proved that the respect was mutual. On Tuesday, October 15, 2024 at approximately 12:20 p.m. you attended the two individuals who were located at my apartment back entrance because of a concern for their well being. I am amazed at how quickly this matter got resolved due to your attention! Thank you for your outstanding service to our community.

Well Done!

Sincerely,  
[Redacted]

**SUBJECT:** Compliment

**MESSAGE:** I don't know how else or what/where is a better way to do this; Dear Chief McFee: I learn today you are retiring. I am sad for our city, but also excited for you to enjoy retirement after many years of hard work. You have done so much for our city and taught us what community is. I have been helped many times over the years by your officers with my mental health and for that I am grateful. I was always treated with dignity, respect, and kindness and that says something about their leader (you). I will forever remember when you came to say hi to me after I walked 5km at the EPS race with one of the officers who helped me after a suicide attempt. It meant so much to me that you took the time to say hi. I am walking more and more these days even tho I'm partially paralyzed and I plan on doing the race this year. You have developed some incredible officers. Wishing you all the best in your future endeavours! Enjoy! Sincerely,[Redacted]

**SUBJECT:** Compliment

**MESSAGE:** Just had an encounter with an officer on 38ave at around 9-9:30pm Nov 10 2024, I had recently purchased a higher horsepower car and learning manual, officer pulled me over to politely remind me to watch my speed, and to be safe on the road. Amazing interaction with a member of EPS, thank you for your service.  
[Redacted]

**SUBJECT:** Good work by Constable [Redacted]

**MESSAGE:** Hello,  
I would like to bring to your attention an act that an officer did while not on duty and went above and beyond. [Redacted] was shopping on his day off in our location and noticed that an individual went into the bathroom with unpaid merchandise and came out without the product. He stopped the thief and then called in the theft and waited for an on duty officer to arrive. This took almost an hour and a half out of his personal time to ensure that the right thing was done. I wanted to make you aware of the great service and that we are extremely grateful for his diligence.

Thanks,

[Redacted]

**SUBJECT:** Compliment

**MESSAGE:** I had the pleasure of meeting [Redacted] and [Redacted] today after they tracked down and retrieved my son's stolen iPhone today. I feel like they went above and beyond to help us out. They even dropped the phone off personally to our home. So grateful for hardworking, caring officers like cst. [Redacted] and cst [Redacted]. A sincere thank you to the Edmonton police service.

**SUBJECT:** Thank you

**MESSAGE:** Good Morning,

I wanted to say thank you to Officer [Redacted] and the rest of the team policing the playground zone in front of Youngstown School this morning.

Despite driving 163st almost daily, I was not paying attention and was traveling 13km/hr over the 30km/hr limit. I am happy to admit this as I did while pulled over because, while not intentionally speeding, being inattentive is not better!

I was disappointed to hear that he (and likely many EPS members) get a hard time during this type of scenario. I think people feel that intentionally speeding is worse than the far too common lackadaisical attitude behind the wheel. Sometimes we need a little kick in the butt to treat the responsibility of driving with the activity of mind and attention it needs. I have advocated for this type of EPS presence in a playground zone closer to my home. I really do appreciate the efforts to keep kids safe.

Also, I appreciate the professionalism of the interaction. I know it can be hard to hold the line and not come across as angry or indifferent. I felt that the officer genuinely cared about me and the community. I think this is definitely that standard that the city wants.

Stay warm. Stay Safe! Thank you for your Service!

[Redacted]

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# Edmonton Police Service Professional Standards Branch

## **Location**

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