Bi-Annual 2026 REPORT TO THE EDMONTON POLICE COMMISSION Q1-Q2

The following report is submitted for:

- ☒ Approval
- ☐ Ratification
- ☐ Information

PROFESSIONAL STANDARDS BRANCH
September 17, 2026 - EPC MEETING

Approved by:

Warren Driechel
Chief of Police

Jack Meikle
Inspector

TO: Warren Driechel
Chief of Police

FROM: Inspector Jack Meikle
Professional Standards Branch

RE: Bi-Annual Report 2026

This report has been prepared for the Edmonton Police Commission meeting on September 17, 2026.

During the first half of 2026 (Jan-Jun), the Professional Standards Branch *received* 261 new files:

- 224 Public complaints
- 35 Internal complaints
- 1 EPS Matter
- 1 Citizen Contact

During the first half of 2026 (Jan-Jun), the Professional Standards branch *concluded* 286 files:

- 167 Public complaints
- 53 Internal complaints
- 1 EPS Matter
- 65 Citizen Contacts

The Edmonton Police Service dispatched 101,598 calls for service (Jan-Jun) and received/recorded 69 compliments in the first half (Jan-Jun) of 2026.

Inspector Jack Meikle
Professional Standards Branch

cc: Ben Henderson/Chair
Edmonton Police Commission

Professional Standards Branch
Q1-Q2 2026
Edmonton Police Service

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Professional Standards Branch

Bi-Annual Statistical Report (Q1-Q2 2026)

Prepared for the Edmonton Police Commission
Reporting Period: January 1 to June 30, 2026

Executive Summary

The first six months of 2026 marked the first full reporting period under Alberta's new police oversight framework, which came into effect on December 1, 2025, with the establishment of the Police Review Commission (PRC).

During Q1-Q2 2026, **261 complaints and conduct-related matters** were brought to the attention of Professional Standards Branch (PSB). In the same reporting period, **269 investigations and complaint files** were **concluded**. At the end of the reporting period, The PRC and PSB maintained an active combined workload of **392 open files**.

The most **common complaint themes** involved:

- Use of Force
- Discreditable Conduct
- Neglect of Duty
- Unlawful or Unnecessary Use of Authority
- Inadequate Investigations
- Professionalism

Key Takeaways:

1. The new PRC oversight model is now fully operational, significantly changing complaint intake, triage, and investigative responsibilities.
2. Complaint volumes remain substantial, with 261 matters received by the PRC and PSB in the first six months of 2026.
3. Use of Force remains the leading trend across serious, criminal, and peace officer investigations.
4. Conduct-related complaints most commonly involve discreditable conduct, neglect of duty, and misuse of authority.
5. PSB concluded more files than it received, demonstrating continued progress on file management and historical inventory reduction.
6. While 392 files remain open, they consist of a blend of complaints received prior to, and after the implementation of the PRC on December 1, 2025. PSB retains investigative ownership on 229 files, while the PRC has 163 open EPS-related files. The number of open PSB files are trending down, while the number of PRC files are trending up.

Understanding Complaint Categories

The Police Review Commission (PRC) commenced in Alberta on December 01, 2025. As an independent civilian body responsible for investigating complaints regarding the conduct of police officers, it is committed to conducting fair and impartial investigations that ensure accountability, while enhancing public confidence in policing across Alberta[1]. The **PRC categorizes complaints into five (x5) main levels**, defined below. Alongside the five main levels produced by the PRC, an additional '**Other**' group was generated by **Professional Standards Branch** (PSB) to reflect complaints received that did not fit into any of the other listed 'level' categories provided.

Level	Types	Authority
Level 1	Death, serious injury, and serious / sensitive cases for all Alberta police services, peace officers, and Legislative Assembly Security Service.	PRC (ASIRT)
Level 2	Allegations of criminal / statutory offences that don't meet the criteria for Level 1, involving all police services in Alberta.	PRC (ASIRT)
Level 3	Breaches of the Police Conduct and Oversight Regulation (PCOR) - applicable to First Nation and municipal police services.	PRC (Case Management, resolution, and Investigation (CMRI)
Level 4	Performance related concerns. Complaints are referred to an officer's employer for resolution through internal processes.	Originating Police Agency
Level 5	Policy or services of a police service. Complaints are referred to the affected Police Agency for review and resolution.	Originating Police Agency
Other	'Other' includes complaints yet to be assessed / levelled by the PRC; statutory complaints against peace officers; internally generated complaints not referred to the PRC; ECOMB/911 dispatch complaints that involve EPS civilian employees.	PRC and EPS

[1] Refer to Police Review Commission for more information.

Complaints Received (Q1-Q2):

Total Complaints

PSB received **261 complaint-related matters** during the first half of 2026:

Complaint Source	Complaints Received
Public Complaints Received through PRC	225
Internal Complaints Received through EPS	36
Total	**261**

Internal Complaints

Of the **36** internally generated complaints:

- **17** were referred to the PRC
- **9** were classified as Level 4 performance matters
- **10** were categorized as "Other"[2]

Complaint Distribution

Complaint Category	Complaints Received
Level 1	10
Level 2	10
Level 3	52
Level 4	44
Level 5	5
Other	140
Total	**261**

Key Observation:

More than half of all matters (**140 files**) fell within the "Other" category. These files largely represent complaints awaiting PRC assessment, peace officer complaints, dispatch-related complaints, and administrative tracking matters, rather than substantiated conduct investigations.

[2] 'Other' includes complaints yet to be assessed / levelled by the PRC; statutory complaints against peace officers; internally generated complaints not referred to the PRC; ECOMB/911 dispatch complaints that involve EPS civilian employees.

Emerging Complaint Trends:

Level 1 and Level 2 Matters

A total of **20 serious or criminal** allegation files were received (**Level 1** x10; **Level 2** x10).

Primary Trend:

- Use of Force Allegations

Level 3 Conduct Complaints

A total of **52 conduct-related** complaints were received.

Most Common Allegations:

- Discreditable Conduct
- Neglect of Duty
- Unlawful or Unnecessary Use of Authority

Level 4 Performance Complaints

A total of **44 performance-related** complaints were received.

Most Common Concerns:

- Inadequate Investigations
- Officer Manner and Tone
- Inappropriate Police Conduct

Level 5 Policy and Service-Related Complaints

A total of **5 policy and service-related** complaints were received.

Serious and Sensitive Investigations Unit

EPS Officer Involved Investigations

- **5** out-of-scope PRC files for review
- **2** remained under investigation at the end of Q2
- **3** were completed during the reporting period

Common Themes:

- Canine Engagements
- Use of Force incidents

Peace Officer Involved Investigations

PSB received **7** complaints involving **Peace Officers**:

Agency	Received Files
City of Edmonton Community Peace Officers	1
Edmonton Transit Peace Officers	3
Alberta Health Services Peace Officers	3

Primary Trend:

- Use of Force Allegations

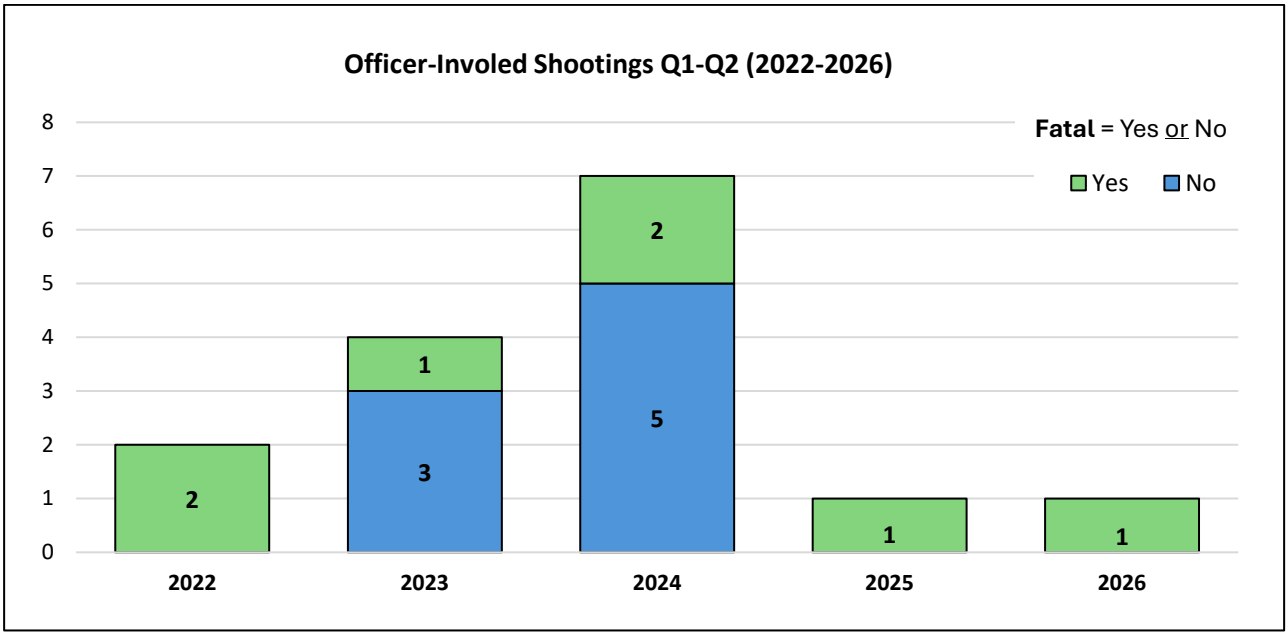
ASIRT Matters

PSB tracked **20 PRC - ASIRT** investigations during Q1-Q2:

- **10** Level 1 investigations (9 Still Under Investigation, 1 Completed with No Charges Laid)
- **10** Level 2 investigations (9 Still Under Investigation, 1 Completed with No Charges Laid)

One ASIRT investigation involved a fatal officer-involved shooting (refer to the graph on the following page).

Five-Year Officer-Involved Shooting Trend (Q1-Q2)



Concluded Files

During the reporting period, **PSB** and the **PRC** concluded **269 files**, exceeding the number received.

Breakdown of Concluded Files by Type:

Category	Total	Concluded by PSB	Concluded by PRC
External/Public Complaints	225	130	95
Peace Officer Complaints	1	1	0
Internal Complaints	43	42	1
Total	**269**	**173** (64%)	**96** (36%)

Of the **269** complaint files **concluded** in Q1-Q2 of 2026:

- **59%** (159; 148 External & 11 Internal) were received in **2025**
- **29%** (78; 51 External; 1 External Peace Officer & 26 Internal) were received in **2026**
- **12%** (32; 16 External & 16 Internal) were received in **previous years**:
  - **2019** = 1 External; 0 Internal
  - **2021** = 2 External; 3 Internal
  - **2022** = 0 External; 2 Internal
  - **2023** = 3 External; 1 Internal
  - **2024** = 10 External; 10 Internal

Dispositions of All Files Concluded/Resolved in Q1-Q2

Resolved by the Chief / PRC CEO	**133 (49%)**
43.2 Review Only	3
Abandoned - Citizen Contact	5
Abandoned - PRC	1
Dismissed - 1 Year s.43(1) & 43(3)(b)	1
Dismissed - 1 Year s.43(11)	3
Dismissed - Frivolous/Vexatious/Bad Faith s.43(7)/(8)	5
Dismissed - PRC	40
Dismissed - PRC - Does Not Meet Threshold	3
Dismissed - PRC - Non-Participation	4
Not Charged* [3]	4
Not Sustained - No Hearing	34
Resolved (Citizen Contact)	1
Sustained in Part - No Hearing	4
Sustained - At Hearing	3
Sustained - No Hearing	6
Withdrawn by Service - No Hearing	16
Resolved via Alternative Dispute Resolution (ADR)	**18 (7%)**
Abandoned (Citizen Contact)	3
Informal Resolution	3
Informal Resolution - Facilitated Discussion	1
Informal Resolution - Professional Mediation	5

[3] 1 Peace Officer Investigation & 3 ASIRT decisions rendered.

Referred (Citizen Contact)* [4]	2
Resolved - PRC - ADR	4
Resolved Via Other Resolutions	**89 (33%)**
Not a Police Matter (Citizen Contact)	1
Referred (Citizen Contact)	22
Referred POJ (PRC) / Shadow* [5]	23
Resolved Informally with PSB Investigators	5
Resolved Informally with Supervisor Intervention	17
Tracking Only (EPS Matter)* [6]	4
Tracking Only (PRC Shadow)* [7]	4
Withdrawn by Complainant	13
Level 4 Resolutions Only	**27 (10%)**
Dismissed – PRC	1
Letter of Expectation	1
Supervisor Coaching / Mentoring	13
Supervisor for Info Only	8
Tracking Only (EPS Matter)	3
Verbal or Written Counselling	1
Level 5 Resolutions Only	**2 (1%)**
Dismissed - 43(6)	1
Referred POJ (PRC)	1
Grand Total	**269 (100%)**

[4] The complaint is referred to address their complaint or inquiry elsewhere (e.g. traffic violations) or PSB is waiting for the CO to obtain medical records, additional documentation etc.

[5] The PRC has referred the complaint back to the Place of Jurisdiction (e.g. if it is a complaint about a civilian employee within ECOMB the PRC does not have jurisdiction over civilian ECOM employees). As such, they refer the CO back to make the complaint to the place of jurisdiction.

[6] Internal EPS matters tracked for info only (e.g. lost or stolen EPS property).

[7] A file status that mirrors the PRC complaint to maintain organizational awareness, monitor complaint status, statistical trends, and complaint investigation outcomes.

Current PRC - PSB Open Investigations

As of June 30, 2026, **PSB and the PRC** collectively had **392 open investigations**.

Open File Ownership:

PSB	PRC
229 (58%)	**163** (42%)

Open PRC and PSB Complaints by Level Category and Ownership:

'External' Complaints = 300				'Internal' Complaints = 92		
Level	**PSB**	**PRC**		**Level**	**PSB**	**PRC**
1	0	1[8]		**1**	0	9
2	0	8		**2**	0	5
3	0	43		**3**	0	4
4	31	0		**4**	2	0
5	6	0		**5**	0	0
Other	11	92		**Other**	4	1
N/A[9]	108	0		**N/A**	67	0
Total	**156**	**144**		**Total**	**73**	**19**

[8] There is one external ASIRT / PRC file open from 2025.
[9] The N/A category represents files attributed to complaints made *prior* to the onset of the PRC on December 01, 2025.

For reference:

- **Active** is when an investigation is still 'actively' under investigation by an investigator or ready for review (e.g. intake, clarification, collection, subject officer interviews, report, investigative review, executive review etc.)

- **Suspended** is when an investigation is not currently being advanced (e.g., review stages of the investigation, review from the PRC, disciplinary hearings, criminal investigation, court proceedings, awaiting further information from complainant(s) etc.).

- **Forwarded** is when an investigation is ongoing but not under the control of PSB (e.g., supervisory reviews, obtaining legal opinions, investigation by other areas within the EPS, ASIRT, PRC etc.).

Status of All Open Investigations (End of Q2):

Year Received	Active	Forwarded	Suspended	Grand Total
2017	0	0	1	1
2018	0	0	2	2
2019	1*[10]	0	2	3
2020	0	0	3	3
2021	0	0	6	6
2022	4	0	3	7
2023	10	3	10	23
2024	22	4	8	34
2025	65	13	45	123
2026	33	13	144	190
Total	**135**	**33**	**224**	**392**

[10] The 'active' 2019 file pertains to an ASIRT investigation wherein no charges were laid in 2025. ASIRT returned the file to PSB for a PSR investigation, and it has been assigned to SSIU for follow-up and is still under investigation.

Legal and Appeal Activity (Q1-Q2)

Disciplinary Hearings (DH):

- **7** matters were directed to disciplinary hearing
- **3** disciplinary hearings were concluded

Status	File Number(s)	Allegations / Outcome
Directed	DH2018-0363	40 Allegations
Directed	DH2023-1194	5 Allegations
Directed	DH2023-1076	4 Allegations
Directed	DH2023-0691	3 Allegations
Directed	DH2022-0760	2 Allegations
Directed	DH2025-0567	2 Allegations
Directed	DH2025-0270	7 Allegations
Concluded	DH2021-0113 & DH2021-0871	**Sustained; Dismissal/Termination**. Insubordination (x2), Breach of Confidence (x1), Discreditable Conduct (x1). Two separate matters involving one member.
Concluded	DH2024-0175	**Sustained; Reprimand**. Discreditable Conduct (x2)

Law Enforcement Review Board (LERB)

Appeals related to PRC matters are identified in parentheses (PRC):

- **18** appeals were received
- **5** appeal decisions were rendered
- **4** appeals were dismissed as Frivolous and Vexatious
- **0** appeals were withdrawn

Category	File Number(s)	Outcome
Appeals Received	PSB2020-0585a	Pending
Appeals Received	PSB2020-1215	Pending
Appeals Received	PSB2022-1048a	Pending

Appeals Received	PSB2024-0158	Pending
Appeals Received	PSB2024-0883	Pending
Appeals Received	PSB2024-0902	Pending
Appeals Received	PSB2025-0082	Pending
Appeals Received	PSB2025-0310	Pending
Appeals Received	PSB2025-0520	Pending
Appeals Received	PSB2025-0938	Pending
Appeals Received	PSB2025-0947	Pending
Appeals Received	PSB2025-0995	Pending
Appeals Received	PSB2025-1121 (PRC)	Pending
Appeals Received	PSB2026-0001 (PRC)	Pending
Appeals Received	PSB2026-0021 (PRC)	Pending
Appeals Received	PSB2026-0041 (PRC)	Pending
Appeals Received	PSB2026-0184 (PRC)	Pending
Appeals Received	PSB2026-0240 (PRC)	Pending
Decisions Rendered	PSB2021-1370	Loss of Jurisdiction (Member Resigned/Retired)
Decisions Rendered	PSB2023-0087	Dismissed as Frivolous and Vexatious
Decisions Rendered	PSB2024-0490	Dismissed as Frivolous and Vexatious
Decisions Rendered	PSB2024-0660	Dismissed as Frivolous and Vexatious
Decisions Rendered	PSB2024-0902	Dismissed as Frivolous and Vexatious
Appeals Withdrawn	N/A	N/A

Appeals to the Edmonton Police Commission (EPC)

- **0** new appeals were received
- **1** appeal decision was rendered
- **0** ongoing EPC matters

Category	Count	File Number(s)	Outcome
Appeals Received	0	N/A	N/A
Decisions Rendered	1	PCA2022-1090	Sustained in Part
EPC Matters Ongoing	0	N/A	N/A

CONCLUDED DISCIPLINARY HEARINGS Q1-Q2 2026

1.

File Number: PSB2021-0113/PSB2021-0871
Date of Complaint: July 22, 2021/August 02, 2021
Subject Officer: Det. Dan BEHIELS

- 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.)

On January 27, 2026, the member was dismissed from the Edmonton Police Service by way of written penalty decision.

2.

File Number: PSB2025-0207
Date of Complaint: March 19, 2025
Subject Officer: Sgt. Matthew WILLIAMSON

- Insubordination x 1
- Discreditable Conduct x 4

On April 07, 2026, the member retired from the Edmonton Police Service resulting in a loss of jurisdiction.

3.

File Number: PSB2021-0654
Date of Complaint: June 10, 2021
Subject Officer: Cst. Martin JOHNSTON

- Insubordination x 1
- Discreditable Conduct x 1

This matter was reconsidered & disposed under s. 19(1)(a)(ii) Official Warning on May 20, 2026.

4.

File Number: PSB2024-0175
Date of Complaint: February 25, 2024
Subject Officer: Cst. A.B

- Discreditable Conduct x 3

Presenting Officer: Mark Huyser-Wierenga, EPS
Presiding Officer: F. Kamins, Chief Supt (Rtd.)

On June 05, 2026, one count of Discreditable Conduct was found proven, and the member was issued a reprimand, the other two counts of Discreditable Conduct were withdrawn.

PENDING DISCIPLINARY HEARINGS

1. 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.)

E-mail update must be provided to the Presiding Officer by September 29, 2026.

2. File Number: PSB2021-1387/PSB2020-0113/PSB2023-0289
Date of Complaint: December 20, 2021/February 07, 2020/March 16, 2023
Subject Officer: Cst. A.B.
- Neglect of Duty x 1
- Deceit x 1

Resolution discussions are still ongoing.

3. 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

Resolution discussions are still ongoing.

4. 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

Resolution discussions are still ongoing.

5. File Number: PSB2018-0911/PSB2023-0862/PSB2018-0363

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

The final file was directed to a Disciplinary Hearing on January 08, 2026. The disciplinary hearing disclosure is being prepared, and a first appearance date will be scheduled soon.

6. File Number: PSB2020-0707
Date of Complaint: October 28, 2020
Subject Officer: Cst. A.B.

- Insubordination x 2

Resolution discussions are still ongoing.

7. File Number: PSB2024-0182
Date of Complaint: February 28, 2024
Subject Officer: Cst. A.B.

- Discreditable Conduct x 1

The disciplinary hearing disclosure is being prepared, and a first appearance date will be scheduled soon.

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

- Insubordination x 3

HR is pursuing a s.37(2) application regarding this member who has been deemed unfit for duty. The application remains outstanding.

9. File Number: PSB2025-0201
Date of Complaint: March 10, 2025
Subject Officer: Cst. A.B.

- Discreditable Conduct x 2

Resolution discussions are still ongoing.

10. File Number: PSB2024-0113
Date of Complaint: January 22, 2024
Subject Officer: Cst. A.B.
- Unlawful or Unnecessary Exercise of Authority x 2
- Neglect of Duty

Resolution discussions are still ongoing.

11. File Number: PSB2020-1128
Date of Complaint: November 12, 2020
Subject Officer: Det. A.B.
- Deceit x 1
- Discreditable Conduct x 1
- Insubordination x 1

Cst. C.D.
- Discreditable Conduct x 1
- Insubordination x 1

On March 28, 2026, Cst. A.B. retired from the Edmonton Police Service resulting in a loss of jurisdiction. Cst. C.D. is currently off work. This file is being held in abeyance until the member returns.

12. File Number: PSB2024-0426
Date of Complaint: September 04, 2024
Subject Officer: Sgt. A.B.
- Unlawful or Unnecessary Exercise of Authority x 1
- Neglect of Duty x 1

Resolution discussions are still ongoing.

13. File Number: PSB2023-1194
Date of Complaint: May 14, 2024
Subject Officer: Cst. A.B.
- Insubordination x 2
- Breach of Confidence x 1
- Discreditable Conduct x 1
- Corrupt Practice x 1

New matter not yet scheduled.

14. File Number: PSB2023-0691
Date of Complaint: July 23, 2024
Subject Officer: Cst. A.B.

- Insubordination x 3

New matter not yet scheduled.

15. File Number: PSB2022-0760
Date of Complaint: July 20, 2022
Subject Officer: Cst. A.B.

- Discreditable Conduct x 1
- Breach of Confidence x 1

New matter not yet scheduled.

16. File Number: PSB2025-0567
Date of Complaint: June 30, 2025
Subject Officer: Cst. A.B.

- Discreditable Conduct x 1
- Improper Use of Firearm x 1

New matter not yet scheduled.

17. File Number: PSB2025-0270
Date of Complaint: April 04, 2025
Subject Officer: Cst. A.B.

- Discreditable Conduct x 3
- Insubordination x 1
- Deceit x 3

New matter not yet scheduled.

COMPLETED COMPLAINTS OF SERVICE/ LEVEL 5 Q1-Q2
Section 44 of *Police Act*

There were two (2) Complaint of Service/ Level 5 Section 44 of the *Police Act* that were resolved or concluded from January 1st to June 30th, 2026.

1. Concluded by the Chief
File Number: PSB2025-0247
Date of Complaint: March 28, 2025
Investigator: Investigative Manager Mike Morgan

Summary
On March 28, 2025, a complaint was submitted regarding the complainant being handcuffed after an attempted suicide, which the complainant alleged re-opened slash wounds on his wrist that had stopped bleeding before police arrival. During the investigation it was determined that officers followed policy and procedure when handcuffing the complainant. Police were lawfully present under the common-law duty to protect life, which authorizes warrantless entry and intervention during emergency welfare or suicide calls. Upon locating the injured subject, they exercised their authority under Alberta's Mental Health Act, which permits apprehension and the use of reasonable measures to prevent harm to the individual or others during a mental-health crisis.
Officers did not know where the weapon was located when entering, Policy and case law allows officers to handcuff individuals under lawful arrest or detention when officer safety is a concern which applied in this situation. Once officers determined the complainant was low risk, the handcuffs were removed voluntarily and quickly after the initial application.
On March 30, 2026, the Chief concluded this file with no recommendation to review or change the procedures for Conducting an Arrest or Investigative and Psychological Detention.

2. Dismissed by the Chief
Level 5
File Number: PSB2025-0247
PRC File: APRC0001031
Date of Complaint: December 4, 2025
Investigator: Sergeant Elizabeth Lecerf

Summary
On December 18, 2025, Police Review Commission (PRC) received a complaint related to Edmonton Police Service (EPS) planning on licensing mass surveillance technology from the United States, which the complainant refers to as an adversarial police state that has called for the annexation of Canada. The complainant believes this technology is flawed and proven to have issues with bias and questionability legal issues due to privacy concerns. He further believes that this technology is unethical, a breach of trust in the police service and will significantly reduce public trust. This complaint was transferred to EPS by the PRC as a Level 5 on December 16, 2025.

After several attempts to contact the complainant with no success, the Chief dismissed the complaint pursuant to Section 43(6) of the *Police Act* due to non-participation in the investigation by the complainant, on March 11, 2026.

COMPLIMENTS Q1-Q2 2026

During first half of 2026, sixty-nine (69) letters of appreciation were officially entered by the Edmonton Police Service. Professional Standards Branch would like to present fifteen (15) letters.

SUBJECT: Compliment
MESSAGE: In late December I had the opportunity to witness firsthand the diligence and professionalism of the EPS Traffic Safety department.
Cst. [Redacted] provided an expansive orientation into the challenges and opportunities for improving traffic safety in our city. I saw first hand how Cst. [Redacted] upheld the spirit and letter of the law while being fair. The team has a very challenging role in a growing city with a complex roadway environment.
On multiple calls, I saw him conduct himself professionally and with great patience and calm. Speaking personally, his commitment to equity and fairness were clearly present in his work. His drive not only to create a safe roadway environment for everyone, but also to ensure that the most vulnerable were protected (for example, such as ensuring adaptive parking spaces are properly utilized exemplified a sense of justice that would resonate in all our hearts.
My experience significantly improved my confidence in the traffic safety operations of the city and the work of the service.

SUBJECT: Compliments to EPS
MESSAGE: Good Day,
I would like to reach out to say thank you to EPS following a recent situation -and a bit of an odd one at that.
On Dec 21 my two children and I flew to the Czech Republic. My husband is military and has been deployed since Aug. His deployment leave fell over Christmas so we decided to take our first big family trip and flew to meet him Europe for what was meant to be two weeks of family time.
Both of our daughter's birthdays fell over this period with one hitting the big 13, so it was going to be an extra special trip.
We were scheduled to fly home Jan 3 via Amsterdam. My husband had driven from his deployment to meet us and was due back. Unfortunately, the storm of the decade hit Amsterdam leaving us for limbo for a week. My kids and I spent longer than anticipated in Prague, flights being booked, cancelled, rescheduled, showing up to the airport on more than one occasion only to be told there was no flight. It was a long week and not quite as planned.
I was stressed. Alone in a foreign country with two kids. Trying to get a hold of airlines, my employer, the kids' school, their coaches, their tutors, our family. It was utter chaos.
A friend had kept our pets and also borrowed my car while we were away. She had been by to take in mail several times and even spent a few nights at our house. On Jan 5th she came by to pick up more pet food.
Imagine my surprise when she called me Jan 9th and told me to check my cameras because EPS was at my house! I had admittedly turned off the notifications for the doorbell camera. With all the snow, it was going off constantly. I thought I had activated the notifications for the indoor cameras, thinking if they went off if know there was an issue. In the chaos of that week I had not admittedly opened the app to check and wasn't

expecting anyone in my house so didn't think it strange I had no notifications from the cameras.

We have an electronic door lock/deadbolt. It turns out when my friend had come by days earlier she had closed the door and thought the deadbolt engaged. I think it mostly did but not quite so after she walked away and went home, it unlocked itself. In the days that followed our door blew open.
From what I've been told the construction crew and/or property manager at our condo town houses noted this. They probably noted it didn't move in days. There was snow piled in my assigned parking stall and my car was gone. There was a delivery notice for a parcel that was old and still there. Our normally yappy dog was nowhere to be heard.
So our property manager called EPS for a wellness check.
The officers seemed to do some great detective work from watching the video. They correctly concluded I had two kids, though they incorrectly concluded one child was names RJ. Probably based on the white board note that said 'wash RJs blankets'. Close. RJ is the rabbit. He's like having a saucy toddler.
They would not have been able to reach my husband nor myself as we both were connected to European Sims and our Telus numbers would have been unanswered. They were, from what I'm told, able to make contact with my kids' school and obtain emergency contact info for someone. That someone happened to be the person who had my pets and my car.
I also learned just this morning upon returning to work that they also contacted my employer. They may have thought it was my husband's chain of command. In an odd twist I work as a civilian for the military and my husband and I work in the same area so have the same manager. So they are both aware my husband is deployed and were aware the kids and I had gone to meet him AND that we got stuck for an extra week.
I would like to thank EPS for taking the time to look into this -to make sure my family was okay and my home as well in our absence. They attended our Hermitage are home the afternoon of 9- Jan-2026. There are two officers, a male and female, who attended our home, however I was only able to see the female officers badge number in any of the videos (badge [Redacted]).
I'd like to apologize for the chaos this caused, something so silly as a malfunctioning deadbolt. I'm also sorry I forgot to dump the milk from the fridge and it was very expired when the officer checked. Again though, thank you to these officers and EPS for checking and making sure it wasn't anything more serious, and that I wasn't coming home to a ransacked house. I very much appreciate their diligence but again, I am very sorry for so much chaos all over a door that blew open while we were just stuck in a European snowstorm. I admittedly did have a bit of a laugh because after a week being stuck it was a bit of a "how much more ridiculous can this week get" moment.
Please thank these two officers for me. We are all home, the rabbit and dog included (and I've dumped the milk!)
Thank you EPS for all that you do. It is greatly appreciated.

[Redacted]

SUBJECT: Event on December 29th
MESSAGE: Good afternoon,
This afternoon while driving downtown I witnessed a situation that I want to reach out about. While driving down 97th Street, an elderly person was crossing at 107 Ave. Due to the snow we have had lately, their Walker was stuck in the snow and they were

having a difficult time. I don't know if they fell or we're about to fall, but the lights had changed and the person was still in the intersection.
On the far side of the intersection was EPS vehicle [Redacted]. When they realized what was happening, they put on their lights and slowly entered the intersection to stop traffic and potentially a catastrophic situation. One of the officers got out of his vehicle and assisted the person across the street safely. Such a small act, but a wonderful reminder that our officers do stuff everyday that doesn't go in a report or show up on social media. I want him to know he is seen and appreciated, and these small acts make a difference.

Thank you

[Redacted]

SUBJECT: [Redacted]
MESSAGE: Good afternoon,
I had an interaction with an EPS Officer today while driving too quickly into work. [Redacted] was very professional and respectful during our interaction and even complimented me on some aspects of my driving other than the speed for which I received the appropriate level of ticket.
Ticket [Redacted] was well deserved by myself and Officer [Redacted] only had me detained very briefly to receive it. I feel he represented all of the EPS core values, did his job very professionally and efficiently, was fair, and as pleasant as anyone could be standing on the Whitemud. A genuine interest in public safety and desire for me to slow down was very evident.
I hope you all have a great rest of your week.

[Redacted]

SUBJECT: Compliment and thank you
MESSAGE: Hello,
I attended the Resource Fair held at the Edmonton Whitemud Library this past Friday morning. I originally went expecting to learn about resources for seniors related to future care, health services, housing, personal aids, and similar supports. I did not expect to spend time at a table focused on fraud, but I was very glad that it was there.
The information and handouts were excellent, and I spent quite a bit of time speaking with one of the officers about fraud and crime in general. It was a very informative conversation. At the same time, it was a bit overwhelming to hear about the many different types of scams and the statistics surrounding crime today. There is certainly a lot for people to be aware of, and it can feel stressful realizing how careful we all need to be.
During our conversation, I spoke with a member of the force who introduced himself as [Redacted], and who identified as working in the Tech Department with EPS. We discussed several issues including catalytic converter theft, vehicle theft, and other types of criminal activity that often target seniors and the public more broadly.
As our conversation was on vehicles, I mentioned that my husband and I are currently shopping for a new vehicle and are also exploring the possibility of installing solar panels. [Redacted] shared that he drives an electric vehicle and seemed interested in the topic. If possible, could you kindly pass along my contact information and let him know he is welcome to reach out to me if he would like further information about solar panels. My husband and I have attended a number of webinars and have done quite a

bit of research on both solar systems and electric vehicles. My husband in particular has learned a great deal and is very good at explaining the details, so it might save him some legwork if he is considering it. We truly feel it is a direction worth looking into.
In closing, thank you again for having a table at this fair and for the effort your team makes to help the public stay informed and cautious. Many seniors did not grow up with the technology that plays such a large role in today's scams and crimes, so learning how to navigate it safely is an ongoing process (and challenge) for many of us.
Thank you again for the valuable information you shared.

[Redacted]

SUBJECT: Compliment Officer [Redacted]
MESSAGE: Good Morning
I hope this message finds you well.
I am writing to formally recognize Officer [Redacted] for her outstanding work and professionalism. Officer [Redacted] has assisted me on five separate cases, and in each instance, her investigative skills have been truly exceptional. Her attention to detail, dedication, and persistence have consistently led to successful outcomes, including arrests and charges in every case she has handled for us.
Beyond her professional capabilities, Officer [Redacted] is incredibly respectful, approachable, and down to earth. She conducts herself with a high level of integrity and makes collaboration smooth and effective. It has been a pleasure working with her, and her efforts have made a significant impact on our safety.
I believe her work deserves recognition, and I wanted to personally express my appreciation for her contributions. She is an outstanding Officer of your Department.

Thank you for your time, and for the continued support your officers provide to our community.

[Redacted]
Asset Protection Partner, South Edmonton Common
Sephora Canada

SUBJECT: New submission from Compliment Form
MESSAGE: Thank so much to the 2 officers at Mayfield Common A&W March 23 around 12:45 PM. I was parked in the disability parking spot and had my head down placing my online order on my. All of a sudden I heard a loud voice saying something about "car" I looked up and around to my passenger window to see an officer with the thumbs up sign. I quickly realized the voice was from the cruiser loud speaker getting my attention and the thumbs up officer was checking on my welfare as my head was down. I returned with the thumbs up sign abd they drove away. What a kind thoughtful gesture. Please pass on Thank you to the 2 officers and everyone else in your department who are appreciated so much.

Regards
[Redacted]

SUBJECT: Compliment
MESSAGE: Good afternoon,
Just a quick thanks to acknowledge the City of Edmonton police officers and leaders. I can really only imagine how difficult this job is and your work to keep our city safe is appreciated. Interactions I have had with officers have been excellent. I am also thankful for the school resource officer at Harry Ainlay high school. We need programs like this to help with community engagement and relationships with youth.

Chief Warren Driechel thank you also for your recent attendance to the international conference. I stand behind your commitment and efforts to collaborate, and to select the type of learning and professional development you see fit considering this is your area or expertise and responsibility. I also respect that you believed in your decision and you stood strongly by it when faced with some criticism. These are the type of actions that really demonstrate professionalism, integrity, democracy, and bravery.

Kind regards,
[Redacted]

SUBJECT: Letter – Chief Driechel
MESSAGE: I am writing to express my sincere appreciation for the outstanding response provided by the Edmonton Police Service during the weapons call at St. Joseph High School, placed by a nearby resident, on the afternoon of Friday, April 17, 2026, a few minutes prior to dismissal. Through quick work by the responding officers, it was determined that the students and staff were not in immediate danger, and dismissal happened with a sizeable presence of officers in the vicinity.
The professionalism, care and sense of community demonstrated by every officer and unit involved reflected the highest standards of policing in our city. The officer's willingness to remain on site for more than three and a half hours following dismissal, to identify those involved and further ensure the safety of our students and staff was truly commendable.
Their calm, steady presence brought reassurance to our school community during a stressful and uncertain situation. I would also like to highlight the exceptional leadership shown by our School resource Officer, Cst [Redacted], whose guidance and coordination throughout the incident was extraordinary.
The conduct of your members, marked by diligence, compassion and unwavering dedication, speaks volumes about the values of the Edmonton Police Service. Their actions not only resolved the serious situation but also strengthened the trust and confidence our school community places in EPS.

Please extend my gratitude to all officers and units who responded that afternoon. Their service made a meaningful difference and we are deeply appreciative.

Sincerely,
[Redacted]

SUBJECT: Thank you to the Officer who assisted me
MESSAGE: Hi,
I just wanted to extend my sincere thanks to the officer who helped me today, May 19, 2026, at around 3:00 PM on the Anthony Henday.

I had a flat tire and was extremely shaken up. He stopped traffic, helped me get safely to the side of the road, and changed my tire for me, as I had no idea what I was doing. It was a very scary situation, and I truly don't know what I would have done if he hadn't stopped to help.
Unfortunately, I didn't get his badge number or name, but I really hope this message reaches him so he knows how much his kindness and help were appreciated.
If there is anything else I can do to pass along my gratitude, please let me know.

Thank you again,

[Redacted]

SUBJECT: Great to see police!
MESSAGE: Good day,
Today (Thursday May 21 around noon) while driving on the Henday eastbound approaching the Whitemud Dr turnoff Eastbound, I noticed traffic slowing. I was so pleased to see the police with the commercial truck inspection team! I have no issues with the minor traffic delay. These efforts make our roadways/highways safer ensuring the rules are followed and addressing a real problem. Thank you and keep up the good work!
Also, of equal importance in road safety, I would be very much in favour of reinstating photo radar. I see speed as an ongoing issue on our city streets and Alberta highways. In fact, driving behaviour is becoming increasingly dangerous and reckless.

Many thanks for the good service by our police officers,

[Redacted]

SUBJECT: Compliment
MESSAGE: Dear Dispatch Supervisor and Team,
I am writing to express my deepest gratitude for the assistance I received from your 9-1-1 team. On May 25 at approximately l18:42 LT, I contacted emergency services regarding unreturned kid(my son [Redacted]) at [Redacted] Edmonton. Eventually he was found within no time and no harm. He was returning from a school trip.
The dispatcher who handled my call and the responding team acted with incredible professionalism, compassion, and urgency. Their swift work truly made a difficult situation manageable and ensured that help arrived when I needed it most.
Please pass along my sincere thanks to the dispatcher and all EPS crew and officers involved. Their dedication does not go unnoticed, and I am so grateful to have such a competent team serving our community.

Regards,
[Redacted]

SUBJECT: Thank you
MESSAGE: To Edmonton Police service,

Thank you so much for the work you do. We appreciate the additional effort, patrols and presence in high traffic areas.

We have noted more police and social workers with the removal of camps around the river valley and specifically McKinnon ravine. Between 2020- 2024, there were numerous camps and unhoused people setting up temporary shelters in the ravines. So much so that it felt unsafe even in the day time. This spring, May 2026, we have been able to walk in the ravine and encountered no encampments thus far. Of course, there have been some unhoused/unwell people in the river valley, but they have not been residing in the ravine. Generally, our perception is it seems safer

Thank you too for increasing patrols and presence on the LRTs particularly around the stations and thoroughfares. We anticipate Meadowlark mall LRT will be a location that will require more presence when the line is 100% complete.

We appreciate all the work you do and support the EPS. Please be encouraged to keep up the good work.

Best wishes,

[Redacted]

SUBJECT: Kudos to beats team
MESSAGE: I recently met with the Vive Italia folks in Little Italy. The businesses mentioned how grateful they are for their new Beats team. They noted that the individual officers were keen and accessible - much appreciated by the local community.
I'm hoping that you'd be able to pass along this gratitude to the team - along with my own! - for the great work they're doing in the neighbourhood.

Thanks and all the best,
[Redacted]

SUBJECT: Compliment
MESSAGE: As a resident of Gault Boulevard I want to thank EPS for their involvement with the noise and activity on my street. Your presence has made a significant improvement from last year. Our street is much quieter and nicer to live on now.

Thank you

Edmonton Police Service
Professional Standards Branch

Fax: 780-421-2287