



**Bi-Annual 2025 REPORT TO THE  
EDMONTON POLICE COMMISSION**



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The following report is submitted for:

- Approval
- Ratification
- Information

**PROFESSIONAL STANDARDS BANCH  
March 19, 2026 - EPC MEETING**

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Approved by:

A handwritten signature in black ink, appearing to be 'W. Driechel', written over a horizontal line.

**Warren Driechel  
Chief of Police**

A handwritten signature in blue ink, appearing to be 'M. Flaman', written over a horizontal line.

**Mitchell Flaman  
Inspector**



March 19, 2025

TO: Warren Driechel  
Chief of Police

FROM: Inspector Mitchell Flaman  
Professional Standards Branch

RE: Bi-Annual Report 2025

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This report has been prepared for the Edmonton Police Commission meeting on March 19, 2026.

During the last half of 2025 (Jul-Nov), the Professional Standards Branch *received* 539 new files:

- 35 Public complaints as defined by Part 5 of the *Police Act*
- 18 Internal complaints as defined by Part 5 of the *Police Act*
- 18 EPS Matters
- 468 Citizen Contacts

During the last half of 2025 (Jul-Dec), the Professional Standards branch *concluded* 567 files:

- 38 Public complaints as defined by Part 5 of the *Police Act*
- 09 Internal complaints as defined by Part 5 of the *Police Act*
- 19 EPS Matters
- 501 Citizen Contacts

The Edmonton Police Service dispatched 89,205 calls for service (Jul-Nov) and received/recorded 57 compliments in the second half (Jul-Dec) of 2025.

A handwritten signature in blue ink that reads 'MFLAMAN'.

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Inspector Mitchell Flaman  
Professional Standards Branch

cc: Ben Henderson/Chair  
Edmonton Police Commission



**Professional Standards Branch  
Q3 – Q4 2025  
Edmonton Police Service**

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**2025 BI-ANNUAL STATISTICAL  
SUMMARY Q3-Q4**

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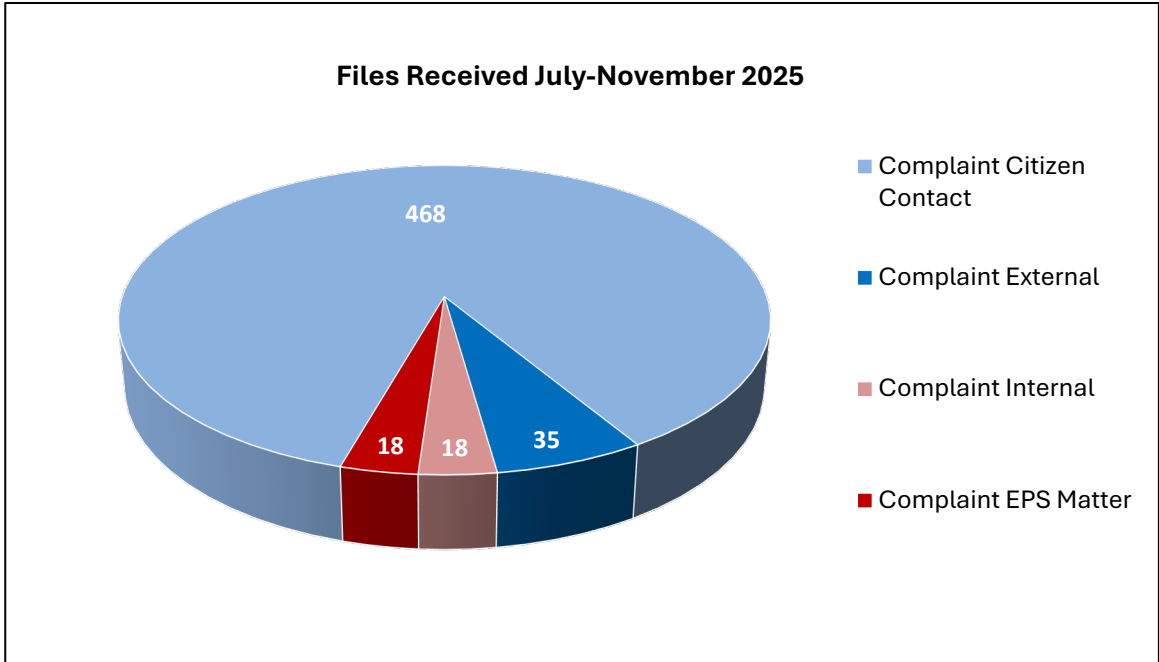
**2025 Professional Standards Branch Bi-Annual Update**

**1. RECEIVED FILES**

The Police Review Commission (**PRC**) commenced in Alberta on 2025Dec01. It is an independent civilian body responsible for investigating complaints regarding the conduct of police officers and is committed to conducting fair and impartial investigations that ensure accountability, while enhancing public confidence in policing across Alberta<sup>1</sup>. Accordingly, data from December 2025 is limited in this report and often omitted when comparing year-to-date (YTD) totals. The following pie chart, **Figure 1**, demonstrates the number and type of files received between July and November of 2025 only.

Shades of blue in the pie represent complaints and concerns made by members of the public, and the red shades represent internal complaints and concerns initiated by the Chief of Police. *Lighter shades* of colors indicate files that are being handled *outside* of the *Police Act*, and the *darker shades* indicate files that met the threshold of the *Police Act* for further investigation. As displayed in **Figure 1** below, within the second half of 2025 (Jul-Nov), the Professional Standards Branch (PSB) received **503 public** complaints and **36 internal** complaints for a total of **n=539**.

**Figure 1:** Files Received Jul-Nov 2025



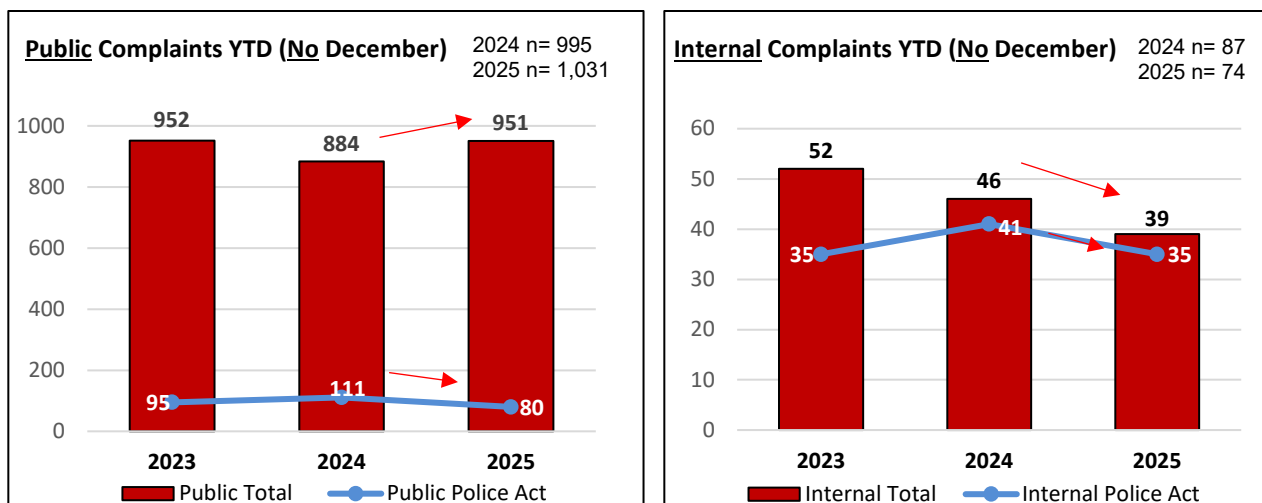
<sup>1</sup> Refer to [Police Review Commission](#) for more information.

The two **Figures** below display **YTD** trends **service wide** for **public and internal** complaints to PSB from the years **2023-2025** (December months not included YTD). The **thick red** bars on the graph represent the cumulative number of complaints made to PSB, and the **thin blue** lines represent the total number of complaints which met the criteria of the Police Act (PA) and proceeded for formal investigation.

Public Complaints: The number of *public complaints* in 2025 YTD **increased** by **+8%** (n=67); however, the number of police complaints that met the *Police Act* **decreased** by **-28%** (n=31). Refer to the **Figure** below on the left.

Internal Complaints: The number of *internal complaints* in 2025 YTD **decreased** by **-15%** (n=7) and the number of internal complaints that met the *Police Act* also **decreased** by **-15%** (n=6). Refer to the **Figure** below on the right.

**Figure 2:** 2023-2025 Public and Internal Complaints YTD Service Wide (No Decembers)



## 2. CURRENT WORKLOAD

As of December 31st, 2025, PSB retained **311 open** investigations. There were an additional **78 Statutory Complaints** associated with *open PSB files* and therefore considered duplicate files for tracking purposes only. The 311 open investigations can be further subdivided into the following incident/complaint types:

- 89 Citizen Contacts
- 119 Complaints External
- 88 Complaints Internal
- 15 EPS Matters

**Table 1** below provides the number of *open files* that, as of December 31<sup>st</sup>, 2025, were listed as “Active”, “Suspended”, or “Forwarded”. For reference, 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:** Current Status of All Open Investigations<sup>2</sup>

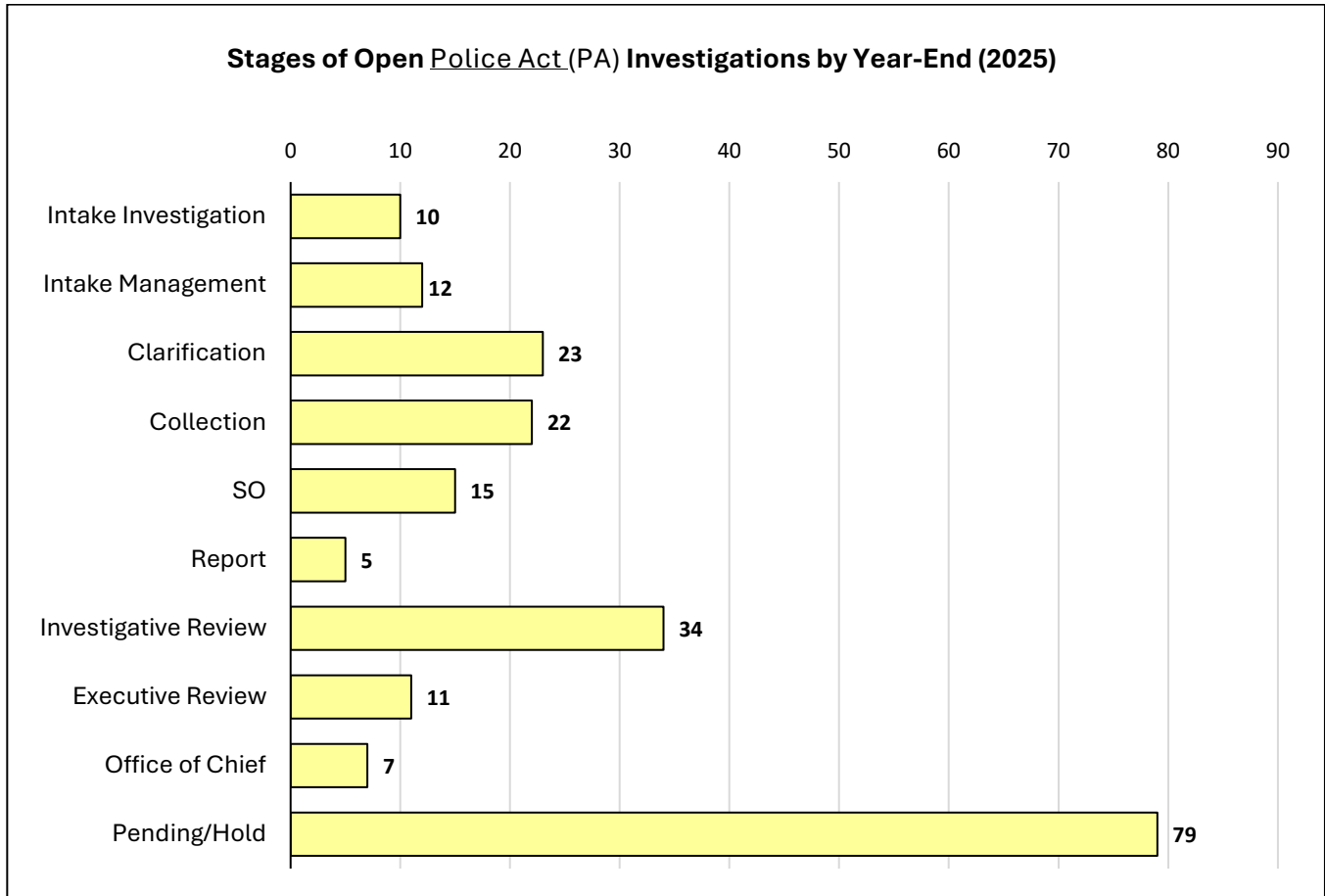
<b>Year</b>	<b>Active</b>	<b>Forwarded</b>	<b>Suspended</b>	<b>Total</b>
2017	0	0	1	<b>1</b>
2018	0	0	2	<b>2</b>
2019	2	0	2	<b>4</b>
2020	0	0	3	<b>3</b>
2021	2	0	10	<b>12</b>
2022	6	1	3	<b>10</b>
2023	20	2	6	<b>28</b>
2024	41	10	6	<b>57</b>
2025	131	12	51	<b>194</b>
<b>Total</b>	<b>202</b>	<b>25</b>	<b>84</b>	<b>311</b>

On the following page, **Figure 3** displays the **investigative stages** for all open formal complaints as of **2025Dec31** which met the threshold of the *PA* (i.e., Internal and External Complaints). The various investigative stages are listed as follows:

- 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 (SO) - 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>2</sup> Table 1 does not include Statutory Complaints as they are considered 'duplicates' to the open PSB files.

**Figure 3:** Stages of Open *Police Act* (PA) Investigations Only by Year-End (2025)



### 3. CONCLUDED FILES

As aforementioned, PSB **received 539** files between Jul-Nov 2025. Between July-Dec 2025<sup>3</sup>, PSB **concluded 567** files. Of the files concluded, **88%** (n=501) were classified as **Citizen Contact / Concerns** complaints, wherein the requirements of the *PA* for a formal investigation were *not* met, and the files were subsequently concluded. Of note, **91%** (n=517) of the concluded files in Q3-Q4 were *also* received in 2025. Additionally, of the files concluded in Q3-Q4, **nine** (n=9) were concluded through an **Alternative Dispute Resolution** (ADR) process. **Table 2** on the following page is a semi-annual YTD file comparison between received and concluded files in PSB over a three-year period.

<sup>3</sup> 'Received' files included data from July-November, whereas 'Concluded' files included data from July-December 2025.

**Table 2:** Semi-Annual File Comparison of Received and Concluded Files Over Three Years YTD  
 (Decembers Included for ‘Concluded’ Files Only)<sup>4 5</sup>

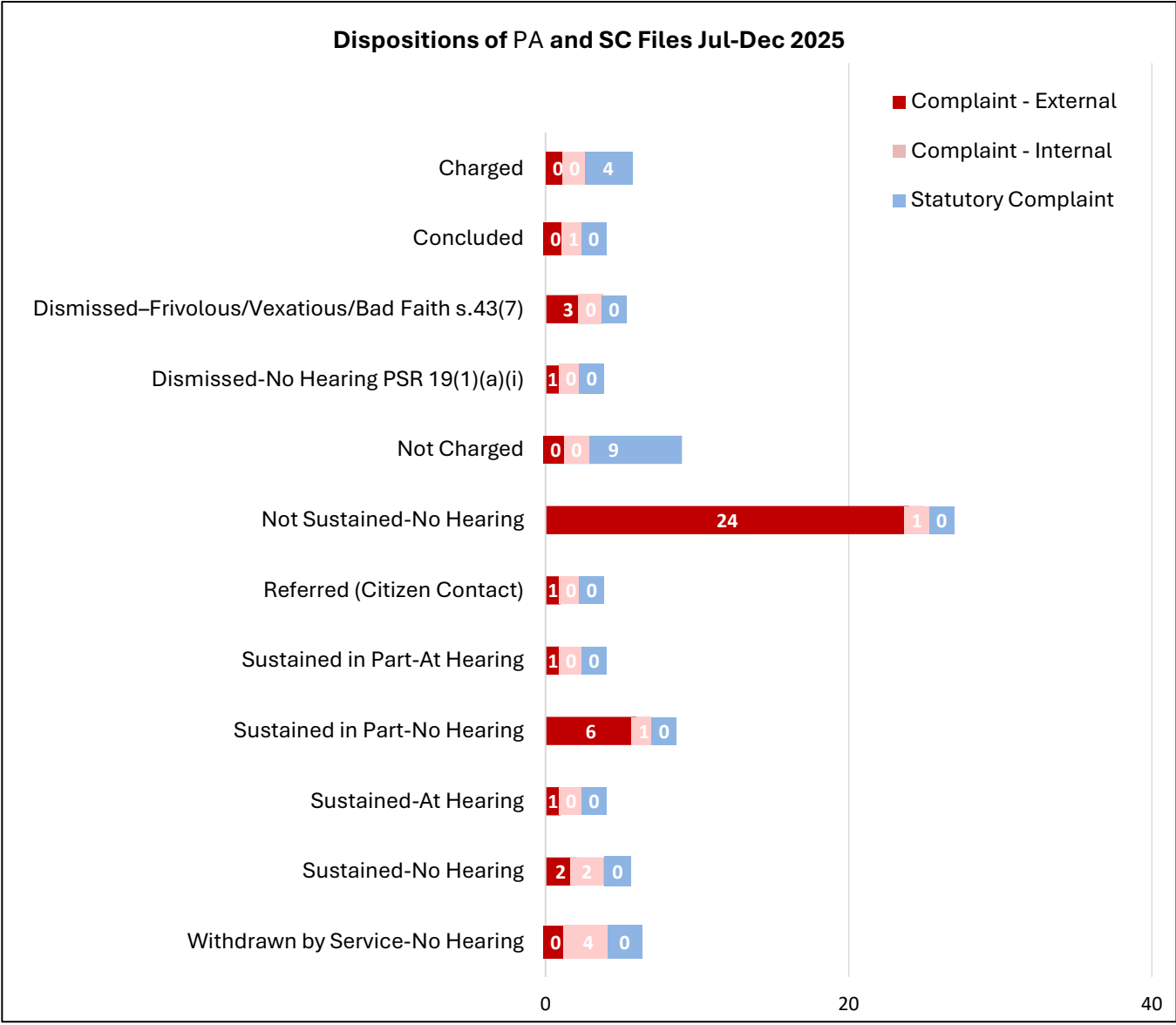
	2023		2024		2025	
	Q3-Q4	YTD	Q3-Q4	YTD	Q3-Q4	YTD
<b>Received Files</b>						
<b>Public Complaints/Concerns</b>	<b>461</b>	<b>1,047</b>	<b>446</b>	<b>995</b>	<b>503</b>	<b>1,031</b>
<i>Police Act</i> Complaint	51	95	47	111	35	80
Citizen Contact	410	952	399	884	468	951
<b>Internal Matters</b>	<b>44</b>	<b>87</b>	<b>39</b>	<b>87</b>	<b>36</b>	<b>74</b>
<i>Police Act</i> Complaint	27	52	19	46	18	39
EPS Matters	17	35	20	41	18	35
<b>*Total Received</b>	<b>505</b>	<b>1,134</b>	<b>485</b>	<b>1,082</b>	<b>539</b>	<b>1,105</b>
<b>Concluded Files</b>						
<b>Public Complaints/Concerns</b>	<b>513</b>	<b>1,164</b>	<b>535</b>	<b>1,042</b>	<b>539</b>	<b>1,070</b>
<i>Police Act</i> Complaint	54	169	42	93	38	107
Citizen Contact	459	995	493	950	501	963
<b>Internal Matters</b>	<b>45</b>	<b>99</b>	<b>56</b>	<b>104</b>	<b>28</b>	<b>77</b>
<i>Police Act</i> Complaint	23	59	31	63	9	37
EPS Matters	22	40	25	41	19	40
<b>*Total Concluded</b>	<b>558</b>	<b>1,263</b>	<b>591</b>	<b>1,147</b>	<b>567</b>	<b>1,147</b>

On the following page, **Figure 4** displays the Q3-Q4 dispositions of **Police Act (PA)** and **Statutory Complaint (SC)** files. By December 31<sup>st</sup>, 2025, a total of **48** files that had met the *Police Act* threshold were concluded and an additional **13** Statutory Complaint files (from any received year) were concluded as well (**total=61**). Within the data on **Figure 4**, you will note that criminal charges were laid against **four** (n=4) separate EPS sworn members. Two members were charged during off-duty domestic-related events. Three of the four members are currently on leave (one without pay). All criminal matters are still before the courts.

<sup>4</sup> Table 2 *does not* include Statutory Complaint files. Of note, the ‘concluded files’ include complaints received from previous years. Unlike the received files in 2025 that includes data until November, the concluded files include the month of December.

<sup>5</sup> Information and data on received and concluded files can be reclassified and backdated/changed as the file changes. As such, the Q1-Q2 report and the Q3-Q4 reports as *separate* entities may not add up the way that Table 2 does. The data in Table 2 is the most accurate reflection of 2023-2025.

**Figure 4:** Review of Dispositions of *Police Act* and Statutory Complaint Files (Jul-Dec 2025)

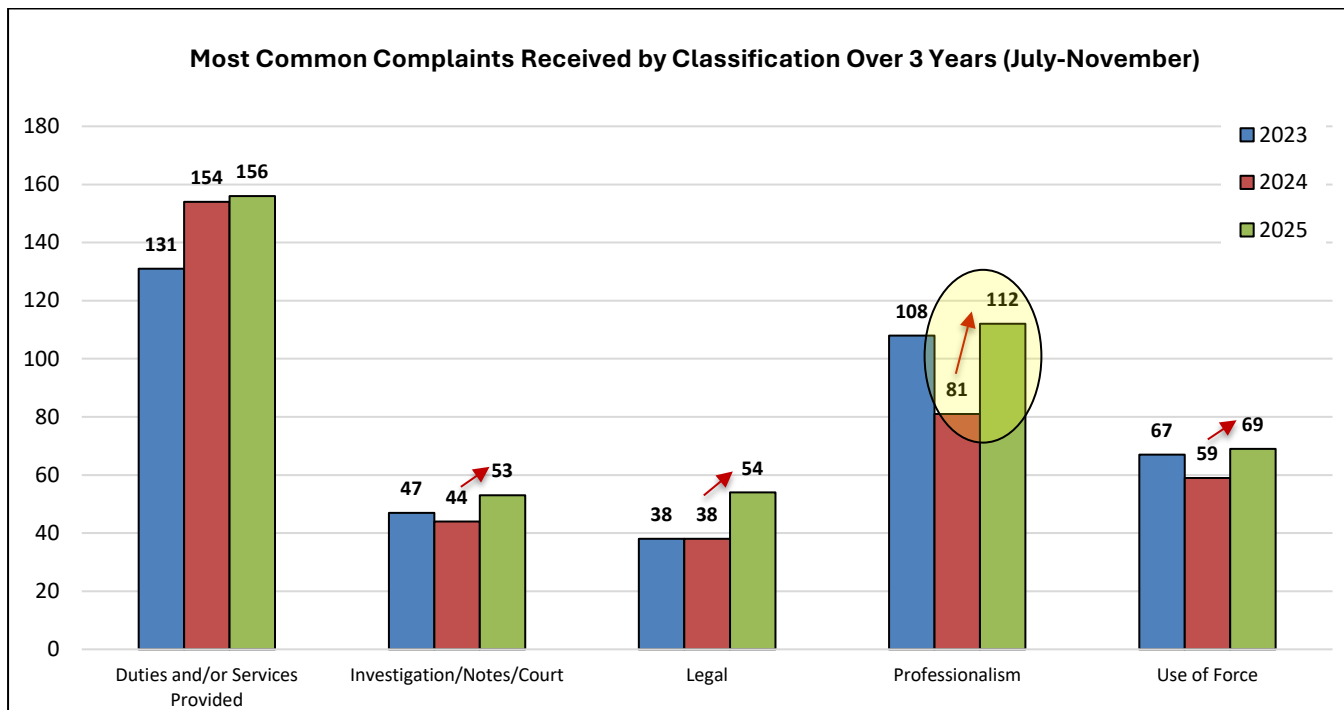


#### 4. COMMON TRENDS

**Figure 5** displays the **five (x5) most common complaint ‘classifications’** of files received (Q3-Q4) over a three-year period (December months not included). An analysis of the data over three years has shown a relatively consistent trend of complaints made with respect to ‘Duties and/or Services Provided’; however, complaints related to ‘Investigation and Notes’ (+21%; n=9), ‘Legal’ (+42%; n=16), ‘Professionalism’ (+38%; n=31), and ‘Use of Force’ (+17%; n=10) all **increased** in Q3-Q4 of 2025 compared to 2024 YTD.

One complaint classification that held another marked percentage *increase* compared to 2024 Q3-Q4 was complaints made against members within the category ‘Legal’. Legal complaints made against patrol often include challenges over the *Charter of Rights*, arrest powers, entries, searches, seizures, missing property etc. Within that classification, there was an **increase** of **+42%** (n=16) complaints made in the last half of 2025 (‘Legal’ was also inflated in Q1-Q2 of 2025 compared to 2024 YTD by +52%; n=22). Interestingly; however, although the main category of ‘Legal’ was elevated, when further analyzed into subclassifications, there were *no further* notable patterns in complaint types. Refer to **Figure 5** for Q3-Q4 service wide trends over three years and to **Figure 6** for the most common subclassifications, which provides a greater visual analysis into the exact nature of the complaint.

**Figure 5:** Most Common Complaint Trends - Classifications Over Three Years (Jul-Nov)<sup>8</sup>

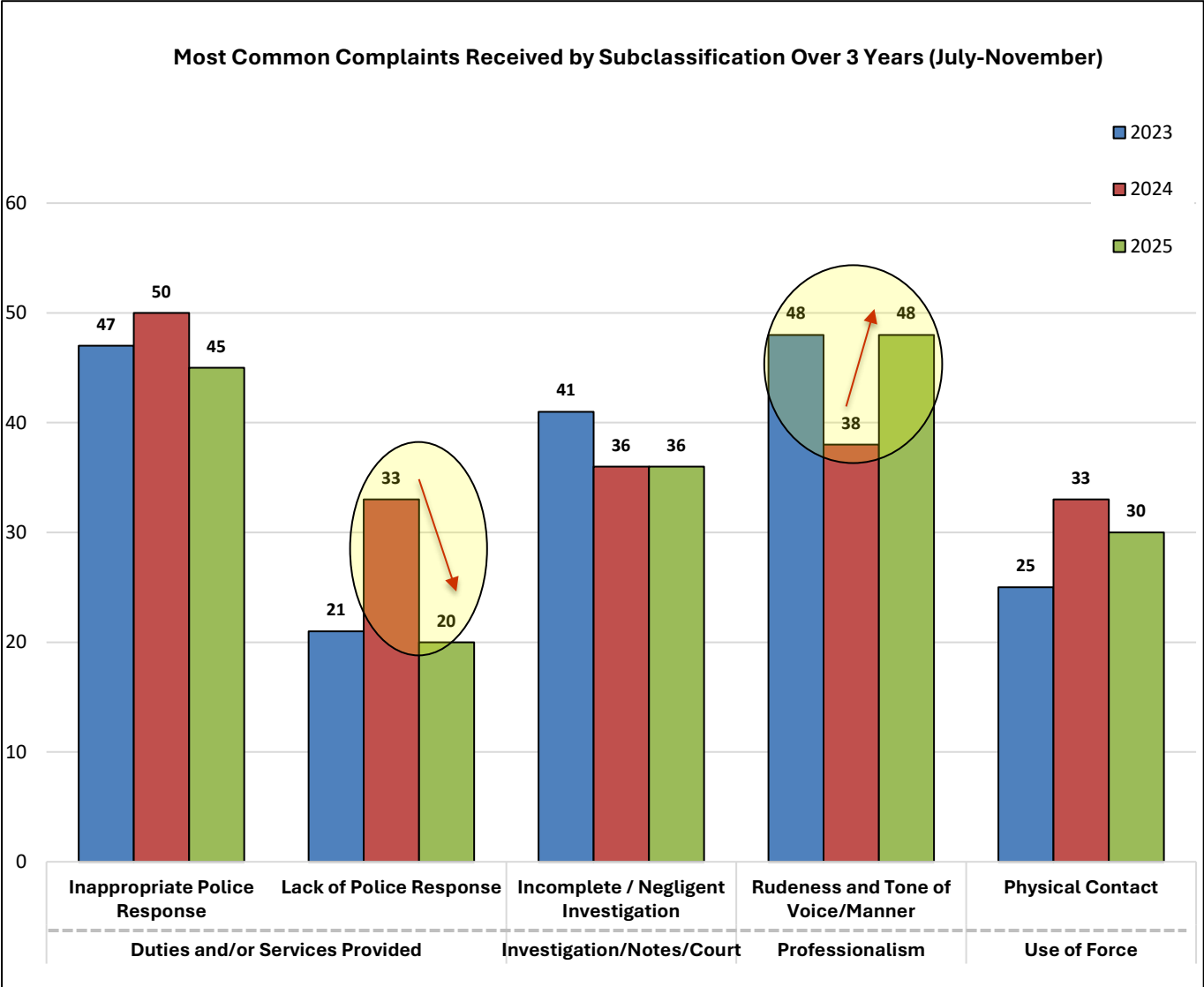


<sup>8</sup> When using relatively small sample sizes for subclassifications, any slight increase or decrease in data *may* over or underexaggerate trend interpretation. The data is comparing 2023-2025 for the months of July-Nov only.

On the following page, **Figure 6** displays the **five (x5)** most common complaint ‘subclassifications’ of files received in Q3-Q4 (December months not included) over a three-year period. As aforementioned, allegations associated to the main classification of ‘Duties and/or Services Provided’ have remained relatively stable over the past several years.

- Subclassifications for ‘**Duties and/or Services**’ forms of complaint include Air 1 Noise, Delayed Response Time, Dissatisfied with Ticket or Charge, Failure to Uphold Court Order, *Inappropriate Police Response*, Lack of Communication, *Lack of Police Response*, Policy Complaint, Refusal to Lay Charges, and Refusal to Take Report.
- Subclassifications for ‘**Investigation/Notes/Court**’ forms of complaint include Biased Investigation, Deficient Court Testimony/Perjury, Failed to Attend Court, Inaccurate Information or Reporting, *Incomplete/Negligent Investigation*, Insufficient Reporting, and Negligent Search.
- Subclassifications for ‘**Professionalism**’ forms of complaint include Bias in Opinions Expressed, Deceit, Disruption of Residence, Fail to Give Badge Number, Harassment, Intimidation, Lack of Empathy, Laughing/Joking/Mocking, Littering, *Rudeness*, Sexual Inference/Comments, Swearing, *Tone of Voice/General Manner*, Use of Position for Favor/Advantage, and Use of Threats/Threatening language.
- Subclassifications for ‘**Use of Force**’ forms of complaint include Arwen, Baton, Canine, CED, Crime Flight Causing Injury/Death, Firearm, Flash Bang, Handcuffing, OC Spray, *Physical Contact*, and Sexual Assault.
  - When the main classification of ‘**Duties and/or Services Provided**’ was further divided into its subclassifications, there was a percentage decrease of **-10%** (n=5) in allegations regarding ‘*Inappropriate Police Response*’ from 2024-2025 (Q3-Q4). There was also a noted decrease of **-40%** (n=13) in complaints made regarding ‘*Lack of Police Response*’ from 2024-2025 (Q3-Q4). Refer to the first and second set of graphs in **Figure 6**.
  - When the main classification of ‘**Investigation/Notes/Court**’ was further divided into its subclassifications, there was **no change** in complaints made regarding ‘*Incomplete/Negligent Investigation*’ from 2024-2025 (Q3-Q4). Refer to the third set of graphs in **Figure 6**.
  - When the main classification of ‘**Professionalism**’ was further divided into its subclassifications, there was a percentage increase of **+26%** (n=10) for complaints made regarding ‘*Rudeness and Tone of Voice/Manner*’ from 2024-2025 (Q3-Q4). Refer to the fourth set of graphs in **Figure 6**.
  - When the main classification of ‘**Use of Force**’ was further divided into its subclassifications, there was a decrease of **-9%** (n=3) for complaints made regarding ‘*Physical Force*’ from 2024-2025 (Q3-Q4). Refer to the fifth set of graphs in **Figure 6**.

**Figure 6:** Most Common Complaint Trends - Subclassifications Over Three Years (Jul-Nov)<sup>9</sup>



<sup>9</sup> When using relatively small sample sizes for subclassifications, any slight increase or decrease in data may over or underexaggerate trend interpretation.

## 5. LEGAL

**Table 3:** Review of Disciplinary Hearings and Appeals in Q3-Q4 (Jul-Dec<sup>10</sup>) 2025

<b>DISCIPLINARY HEARINGS</b>	<b>Total (x6)</b>	<b>File Number</b>
Directed <sup>11</sup>	4	
		PSB2020-1128
		PSB2024-0113
		PSB2025-0207
		PSB2024-0426
Concluded	2	
		DH2023-0765 – Sustained
		DH2024-0687 – Sustained
<b>LERB</b>	<b>Total (x11)</b>	<b>File Number</b>
Appeals Received	5	
		PSB2023-0416 / LRB2023-25
		PSB2024-0890 / LRB2025-16
		PSB2025-0409 / LRB2025-22
		PSB2024-0873 / LRB2025-23
		PSB2024-0883 / LRB2025-25
Decisions Rendered	6	
		PSB2018-0712 / LRB2018-0712 – Loss of Jurisdiction
		PSB2015-0180 /LRB2023-02 – Dismissed
		PSB2023-0099 / LRB2024-11 – Abandoned
		PSB2023-0944 / LRB2024-25 - Dismissed
		PSB2024-0047 / LRB2025-08 – Dismissed
		PSB2023-1132 / LRB2025-11 - Dismissed
Appeals Withdrawn	0	
<b>EPC APPEALS</b>	<b>Total (x2)</b>	<b>File Number</b>
Appeals Received	1	PSB2024-0660 / LRB2025-19
Decisions Rendered	0	0
EPC Matters Ongoing	1	PSB2022-1090 / PCA2022-1090

<sup>10</sup> Legal decisions in Q3-Q4 of 2025 included the month of December.

<sup>11</sup> **Note:** Two files (n=2) in Q4 did not conclude under the normal process; thus, were both removed from the data under “DH-Directed Hearings”. The *first matter* was reassessed and completed under Section 19 following the turnover of criminal charges. The *second matter* was closed by the EPC due to a relief from duty without pay decision; as such, the matter will go through the usual PSR process.

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**CONCLUDED DISCIPLINARY HEARINGS Q3 - Q4 2025**

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1. File Number: PSB2023-0765  
Date of Complaint: August 10, 2023  
Subject Officer: Reg. No. 4060 Cst. Shawn Vervoorst
  - Insubordination x 1

On September 11, 2025, Cst. Vervoorst plead guilty to one count of Insubordination and received a reprimand in consideration of two completed harassment courses and the equivalent of a 40hr donation made to the Sexual Assault Centre of Edmonton

2. File Number: PSB2024-0687  
Date of Complaint: July 24, 2024  
Subject Officer: Reg No. 3371 Cst Harmandeep RANGI
  - Unlawful or Unnecessary Exercise of Authority

On September 11, 2025 Cst. Rangi plead guilty to one count of UUEA and received a reprimand in consideration of 40hrs of completed volunteer work, most of which was completed at the Food Bank.

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## PENDING DISCIPLINARY HEARINGS

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1. 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.)

Written decision on penalty to be issued January 2026.

2. 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 March 31, 2026.

3. 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

New matter resolution discussions ongoing.

4. 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.

5. 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 resolution discussions ongoing.

7. 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

New matter not yet scheduled. The third investigation has been directed to a disciplinary hearing.

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

New matter not yet scheduled. ASIRT investigation provided their decision and have concluded that there will be no charges. The disciplinary hearing may now proceed.

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

New matter not yet scheduled.

10. 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.

- 11.** 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.

- 12.** File Number: PSB2024-0175  
Date of Complaint: February 25, 2024  
Subject Officer: Cst. A.B.
  - Discreditable Conduct x 3

New matter not yet scheduled.

- 13.** File Number: PSB2025-0201  
Date of Complaint: March 10, 2025  
Subject Officer: Cst. A.B.
  - Discreditable Conduct x 2

New matter not yet scheduled.

- 14.** File Number: PSB2024-0687  
Date of Complaint: July 24, 2024  
Subject Officer: Cst. A.B.
  - Unlawful or Unnecessary Exercise of Authority x 1

New matter not yet scheduled.

- 15.** 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

New matter not yet scheduled.

- 16.** 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

New matter not yet scheduled.

- 17.** File Number: PSB2025-0207  
Date of Complaint: March 19, 2025  
Subject Officer: Sgt. A.B.
- Insubordination x 1
  - Discreditable Conduct x 4

New matter not yet scheduled.

- 18.** 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

New matter not yet scheduled.

**COMPLETED COMPLAINTS OF SERVICE Q3-Q4**  
(Section 44 *Police Act*)

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There was one (1) Complaint of Service under Section 44 of the *Police Act* that was resolved or concluded from July 1<sup>st</sup> to December 31<sup>st</sup>, 2025.

1. Concluded by the Chief  
File Number: PSB2022-1090  
Date of Complaint: March 24, 2022  
Investigator: Intake Manager Shane Perka

Summary

On March 24, 2022, a complaint was submitted when a reporter's media accreditation was revoked. The complaint argued that the policy was created hastily, lacked transparency, provided no clear process for granting or revoking accreditation and did not identify decision makers.

On July 11, 2025, the Interim Chief concluded this file recommending the policy or practice that allows the removal of accreditation should include a process by which to appeal the decision and/or outline a procedure through which accreditation could be reinstated. Policy is being developed and established by Corporate Communications.

## COMPLIMENTS Q3-Q4 2025

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During second half of 2025, fifty-seven (57) letters of appreciation were officially entered by the Edmonton Police Service. Professional Standards Branch would like to present nine (9) letters.

**SUBJECT:** Compliment

**MESSAGE:** It is my hope that this submission will in some way be conveyed to all members of the EPS. I sincerely want to express my gratitude and profound thanks to the EPS for coming to the aid of a person who had suffered a significant fall while exiting Commonwealth Stadium after the August 2/25 Edmonton Elks game. On that day I hastily approached two officers located on concourse level and informed them that a woman with a complex medical history had suffered a severe fall (striking her head on the concrete in the process) and was in need of immediate attention. Your officers listened carefully, synthesized the information rapidly and responded immediately with a strong sense of calmness, confidence and compassion. It was absolutely inspiring to witness your officers perform in such a manner! There is NOTHING easy about police work yet your officers in that moment made it look effortless. Those officers brilliantly demonstrated that they are intelligent, respectful, highly trained professionals who genuinely care and want to help people. Thank you to each and every person employed by the EPS...the service you provide to the citizens of our city is exemplary.

**SUBJECT:** Cst [Redacted]

**MESSAGE:** I attended the SouthEast Edmonton Divisional Station on September 4, 2025 to submit a traffic complaint (Occurrence No. [Redacted]) and was greeted by Cst. [Redacted] (Reg# [Redacted]).

His professionalism, integrity, and passion for public safety shone through as he explained the complaint process and follow up that would occur with the distracted driver that I reported.

He followed up with me promptly after applying appropriate enforcement to the driver. I was treated with respect and know that Cst. [Redacted] appreciated that I brought the complaint forward in an effort to promote public safety.

Cst. [Redacted] personifies EPS values and I appreciate the effort he made to manage my complaint with professionalism and a view in engaging the distracted driver to prevent future occurrences of unsafe driving by this person.

Please pass on my sincere appreciation to Cst. [Redacted].

Thank you,

[Redacted]

**SUBJECT:** Thank Cst. [Redacted] #[Redacted]

**MESSAGE:** I am writing to express my sincere appreciation for the exemplary work of Constable [redacted], Badge #[Redacted] and her co-worker, on September 23, 2025.

Her dedication and compassion went above and beyond the call of duty when she assisted my 85-year-old father in getting home safely.

My father, who had a language barrier and no essential identification or address information, was a challenging case. Cst. [Redacted] demonstrated remarkable

professionalism and creative problem-solving skills. Using only the limited information on his ARC card, she patiently pieced together clues, analyzing routes and visiting various locations. Despite the communication challenges, she used gestures and innovative techniques to ensure my father's well-being. Her attentiveness to my father's health and her patient, reassuring demeanor during a stressful situation were truly commendable. She not only found our home but also took the time to respectfully offer advice on how to avoid similar situations in the future. Cst. [Redacted] is a credit to the police service, and her actions reflect the highest standards of community care and support. Please extend our deepest gratitude to her for her exceptional service.

Sincerely,  
[Redacted]

**SUBJECT:** Citadel

**MESSAGE:** Good morning.

My husband and I have been taking the Valley Line downtown to attend Saturday night performances at the Citadel for a couple of years now. Unfortunately, there have been a number of occasions when we have felt uncomfortable when confronted by the unpredictable behaviour of individuals passing through the station while we waited for the train to return home.

This weekend, September 27, we attended a performance at the Citadel, and when we headed out to the station, we were very pleased to see three officers engaging with people around the tracks. They chatted with individuals who were obviously homeless, asking how they were doing and encouraging them to head over to the Hope Mission for the night. I was in awe of both their compassion and professionalism.

Whoever those three officers were, they were amazing. I felt so safe and I'm sure all the people they interacted with felt heard and cared for.

Thank you ever so much for being there this weekend. Hope to see you again soon!

Regards,  
[Redacted]

**SUBJECT:** Memorial Ride

**MESSAGE:** Cst. [Redacted] #[Redacted] and his partner

Just wanted to thank these two officers who showed up during a memorial ride today, not only to help provide a safe trip to the destination, but to stick around and bring a little humor to an event that was held for the passing of a fellow rider. I don't often see officers with this type of compassion, and service, willing to go the extra mile to bring some joy and have a positive impact. It was truly appreciated!

Thank you!

**SUBJECT:** Compliments to one of your Officers

**MESSAGE:** Hello,

Early last evening (Oct. 21st) we left our home at [Redacted] Avenue and apparently did not close the garage door. One of your officers was in the neighbourhood around 8:15 and noticed the door was open and came to our door to tell us but of course we were not home. However, she called and left a message on both our home phone and our daughter's phone. Our daughter alerted us and I returned home to close the door. Thank you very much; that was greatly appreciated.

Kind regards,  
[Redacted]  
[Redacted]

**SUBJECT:** Commendation for Officer [Redacted] – Outstanding Service and Professionalism

**MESSAGE:** To whom it may concern,  
I would like to extend my sincere appreciation and commendation for one of your members, Badge #[Redacted], for his exemplary performance during a challenging call on Friday, October 24, at approximately 0900 hours.

As a PCP with Edmonton Metro EMS, I had the opportunity to work alongside this member during what was a very difficult and emotionally taxing incident. Officer #[Redacted] demonstrated exceptional professionalism, composure, and compassion throughout. He provided outstanding care to our patient under arduous circumstances, ensured the appropriate resources were contacted promptly, and conducted his investigation with grace and dignity.

His efforts went above and beyond the expectations of his role — not only for the patient, but also in his collaboration and support of EMS on scene. I would like to formally recognize his outstanding service and extend my gratitude on behalf of our EMS team.

I would also like to acknowledge his partner, whose badge number I unfortunately did not obtain. Both members displayed remarkable teamwork, empathy, and professionalism. Their conduct on scene truly exemplified the high standard of service expected from the Edmonton Police Service. In addition, I would like to recognize their willingness to learn from EMS regarding our scope of practice/protocols, while also educating our crew members on theirs.

Please extend my thanks and appreciation to both officers for their efforts and assistance. I hope they are both doing well following such a difficult call.

Respectfully,  
[Redacted]  
Primary Care Paramedic  
Edmonton Zone EMS

**SUBJECT:** Compliment

**MESSAGE:** Good evening,

I would like to share feedback regarding my positive experiences with Constable [Redacted] at the West end division.

I have engaged with Constable [Redacted] a handful of times now regarding a case file that I have been dealing with for several months. Constable [Redacted] has been extremely communicative with me, following up and being very responsive despite being incredibly busy I'm sure. He has also been incredibly patient with me as I learn and navigate the justice system; explaining policies and procedures and guiding me in the right direction as needed.

It has been a very messy and stressful situation and I have appreciated Constable [Redacted] patience and understanding with me and the case. His professionalism and communication cannot be overstated.

Sincerely,  
[Redacted]

**SUBJECT:** Commendation – Constable [Redacted]

**MESSAGE:** Dear Edmonton Police Commission,

I am writing to express my sincere gratitude to Constable [Redacted], who has been instrumental in assisting my patient since her apprehension on a Form 10. I am impressed that Constable [Redacted] was able to recognize that my patient was acting under the influence of mental illness, and used judgement in deciding not to press charges. As well, Constable [Redacted] managed to locate my patient's car, which was unsecured and contained important possessions which are key to discharge planning, not to mention the practical aspects of securing transportation and possessions.

Several members of our team have also expressed appreciation for Constable [Redacted] actions in keeping our patient informed.

I commend Constable [Redacted] for his professionalism and assistance for my patient. Officers such as Constable [Redacted] restore my faith in the Edmonton Police Service. Sincerely,  
Dr. [Redacted]

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# Edmonton Police Service Professional Standards Branch

## **Location**

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