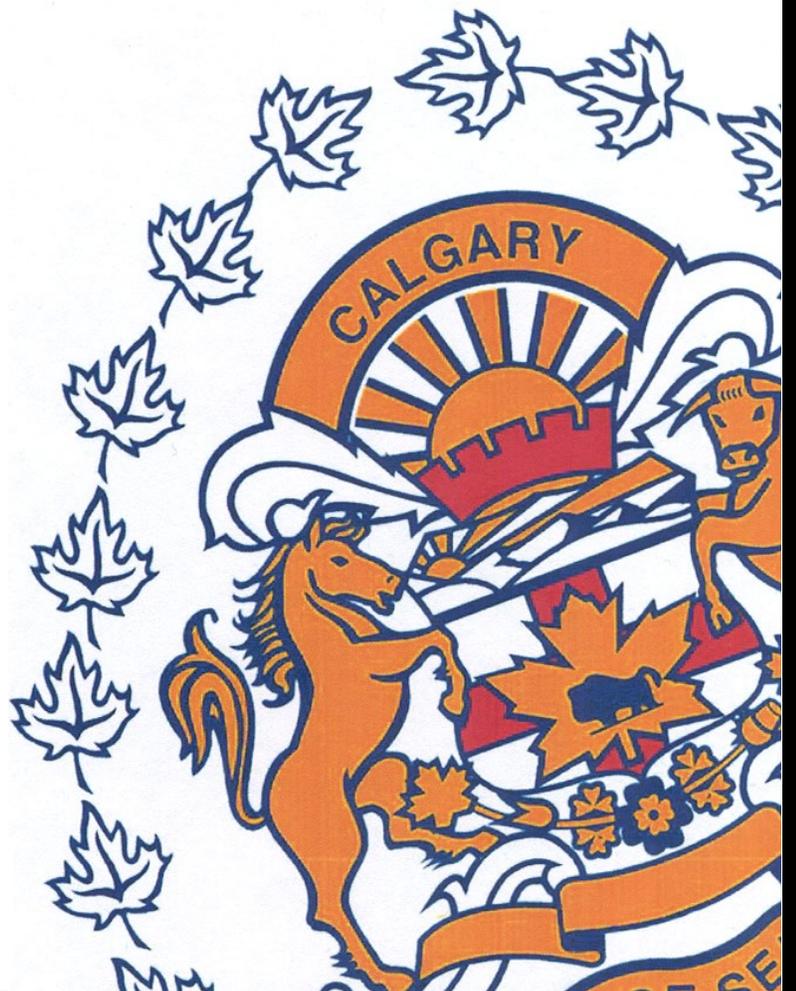


**Calgary Police Service
Professional Standards Section**

**ANNUAL
STATISTICAL
REPORT**

2018



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CPS AND CALGARY

The CPS 2018		The City of Calgary 2018	
Sworn Members: (actual strength)	2,160.5	City Population (2018 civic census):	1,267,344
Civilian Employees: (actual strength)	763.5	Sworn Members per 1,000 pop.:	1.70
Total Employees:	2,924.0		

PSS FILES OPENED IN 2018

The CPS Professional Standards Section opened 1258 files between January 1 and December 31, 2018. This count represents a negligible increase of 3% (or 39 files) over volumes seen in 2017 and is 5% higher than the five-year average for received files.

In addition to these newly opened files, 384 open files were carried forward into 2018 from previous years.

NEWLY OPENED FILES, 2013-2018

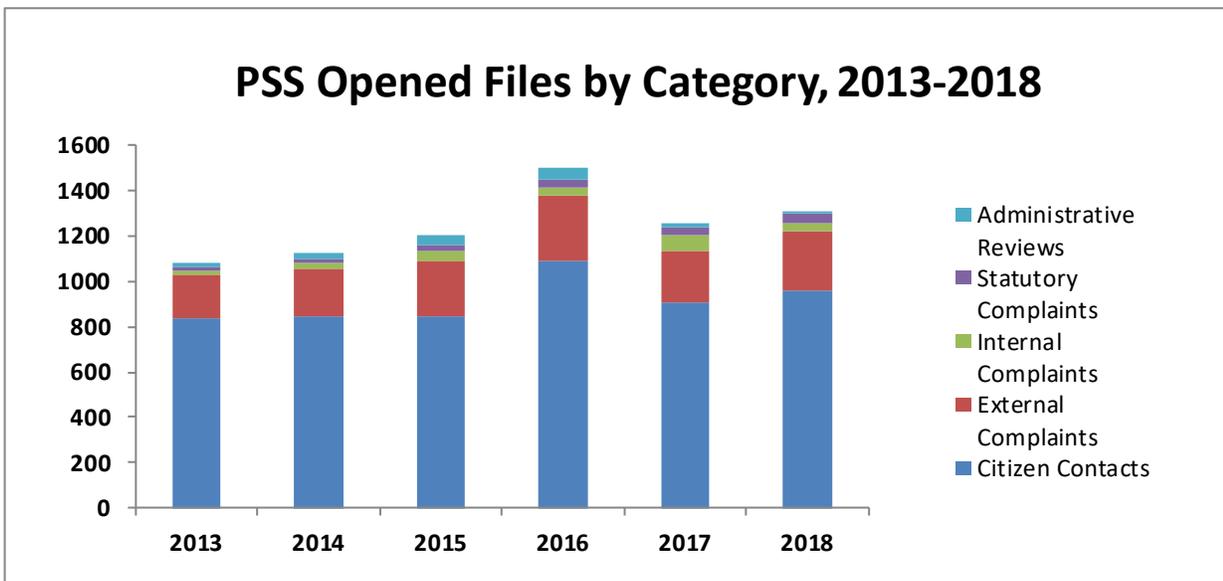
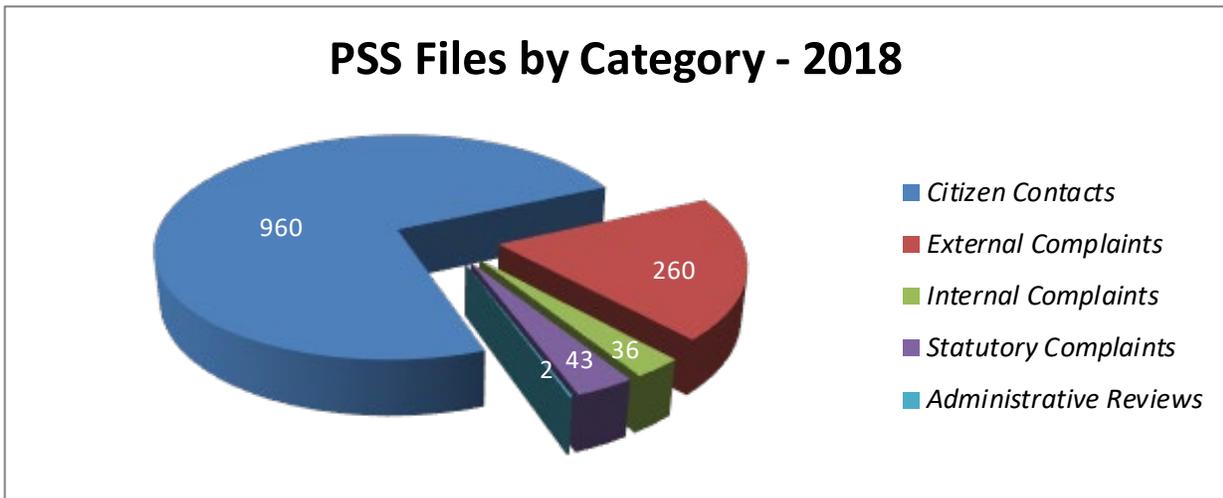
	2013	2014	2015	2016	2017	2018	2018 vs		2013 - 2018
							5yr avg	5yr avg	
Citizen Contacts	839	846	846	1094	908	960	916	4.9%	
External Complaints	190	213	244	282	226	260	231	12.6%	
Internal Complaints	21	23	41	33	69	36	37	-3.7%	
Statutory Complaints*	12	20	32	41	34	43	28	54.7%	
Administrative Reviews	16	23	40	46	16	2	28	-92.9%	
TOTAL	1066	1105	1171	1455	1219	1258	1203	4.6%	

*Statutory complaints are files that include one or more allegations of a breach of statute. This complaint type starts either externally or internally. Their counts are not included in the newly opened files total to avoid double-counting files.

The volume of received citizen contacts and external complaints in 2018 saw increases over volumes seen in 2017 (52 files or 6% and 34 files or 15%, respectively). The number of administrative reviews reached a low in 2018 with only 2 files opening; as a direct result of an LERB recommendation to discontinue the practice of these reviews. Internal complaints, after an uptick in 2017, returned to counts at par with the five-year average. Statutory complaints have been increasing over the past several years and 2018 registered 43 files.



2018 PSS FILES BY CATEGORY



2018 newly open file volume continued the general trend of slow annual growth, that was only interrupted by the spike of files opened in 2016.

The proportion of citizen contacts in 2018 of 76.3% is in line with previous years as is the proportion of formal (external and internal) complaints (23.5%). The administrative reviews portion represent an all-time low of only 0.2%. due to the LERB recommendation referenced earlier.



PSS FILE RATES, 2013-2018

	2013	2014	2015	2016	2017	2018	2018 vs		2013 - 2018
							5yr avg	5yr avg	
CPS Sworn Officer Population	2058	2153	2129	2166	2162	2161	2134	1.3%	
Dispatched CFS	251,849	259,554	276,033	274,295	282,276	280,524	268,801	4.4%	
Public Interactions*	411,702	429,118	428,092	433,354	447,392	459,779	429,932	6.9%	
PSS Files Opened	1066	1105	1171	1455	1219	1258	1203	4.6%	
per 100 Officer pop.	51.8	51.3	55.0	67.2	56.4	58.2	56.3	3.3%	
per 10,000 Dispatched CFS	42.3	42.6	42.4	53.0	43.2	44.8	44.7	0.3%	
per 10,000 Public Interactions	25.9	25.8	27.4	33.6	27.2	27.4	28.0	-2.2%	
PSS Complaints (Internal/External) Opened	211	236	285	315	295	296	268	10.3%	
per 100 Officer pop.	10.3	11.0	13.4	14.5	13.6	13.7	12.6	9.1%	
per 10,000 Dispatched CFS	8.4	9.1	10.3	11.5	10.5	10.6	9.9	6.1%	
per 10,000 Public Interactions	5.1	5.5	6.7	7.3	6.6	6.4	6.2	3.4%	

*Public interactions are calculated as a combination of public-generated (dispatched and walk-in) and officer-generated calls for service (on-view and traffic stops). This count serves to illustrate the volume of face-to-face interactions between members of CPS and the public.

The ratio of PSS files opened to public interactions in 2018 sits at 27.4 files per 10,000 public interactions (or 0.274%), on par with the five-year average. This ratio translates into approximately one PSS file opened for every 365 public interactions.

The ratio of PSS complaints received to public interactions in 2018 translates to approximately one PSS complaint received for every 1553 public interactions and shows a 3.4% increase from the five-year average.

The PSS complaint file count prorated to sworn population shows a ratio of 13.7 complaints per 100 officers; or one complaint for approximately every seven officers, slightly above the five-year average of 12.6.

When looking at the number of PSS files opened, the 3.3% increase recorded in 2018 over the five-year average can be explained by the increase in individual officer workload as the number of officers has remained stagnant since 2014. In other words, the number of PSS files opened has increased at roughly the same rate as dispatched calls for service and lower than the increase in overall public interactions.

While the increase in PSS files opened is at or slightly below increases in workload, the proportion of these files that become a complaint is increasing. This is demonstrated by the number of PSS complaints increasing at a faster rate than dispatched CFS (+6.1%) and public interactions (+3.4%).

Several factors are at play when looking at the increase in complaints over the last several years, including increased public scrutiny, a simplification of the complaint submission process, increased demand for CPS services and environmental factors leading to increases in reported crime.

STATUTORY FILES OPENED, 2013-2018

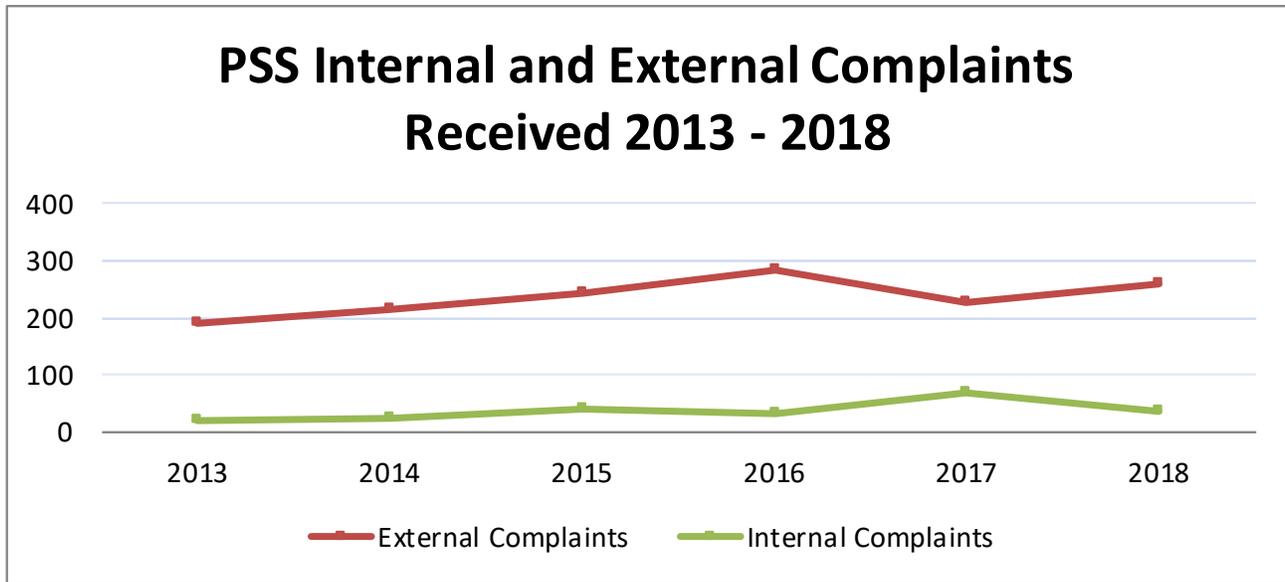
	2013	2014	2015	2016	2017	2018	2018 vs		2013 - 2018
							5yr avg	5yr avg	
Investigated by PSS - Initiated Internally	1	1	5	2	14	9	5	95.7%	
Investigated by PSS - Initiated Externally	2	7	6	6	10	8	6	29.0%	
Investigated by a CPS Specialty Unit	0	9	8	8	4	4	6	-31.0%	
Investigated by an Outside Agency	9	9	13	25	6	22	12	77.4%	
TOTAL	12	26	32	41	34	43	29	48.3%	

51% of the total 2018 statutory file count (22 files) were investigated by an outside agency, 18 of those by ASIRT. The remaining 49% were investigated by PSS (17 files) and by CPS specialty units (4 files). Of the files investigated by PSS, 8 were initiated externally and 9 were initiated internally within CPS.



INTERNAL & EXTERNAL COMPLAINTS RECEIVED

PSS INTERNAL AND EXTERNAL COMPLAINTS RECEIVED, 2013-2018



By Complaint Type:	2013	2014	2015	2016	2017	2018	2018 vs		2013 - 2018
							5yr avg	5yr avg	
Received External Complaints	190	213	244	282	226	260	231	12.6%	
<i>Formally Investigated</i>	79	95	63	79	65	75	76	-1.6%	
<i>Managed Informally</i>	111	118	181	203	161	185	155	19.5%	
Received Internal Complaints	21	23	41	33	69	36	37	-3.7%	
<i>Formally Investigated</i>	18	23	41	33	66	35	36	-3.3%	
<i>Managed Informally</i>	3	0	0	0	3	1	1	-16.7%	
TOTAL	211	236	285	315	295	296	268	10.3%	
By Method of Resolving:									
<i>Formally Investigated</i>	97	118	104	112	131	110	112	-2.1%	
<i>Managed Informally</i>	114	118	181	203	164	186	156	19.2%	
TOTAL	211	236	285	315	295	296	268	10.3%	

The increase in PSS complaints received since 2013 has been driven by increases in received external complaints, demonstrated by the 12.6% increase from the five-year average recorded in 2018. Internal complaints received have remained more stable. The increase in external complaints received has resulted in a significant increase in the number of external complaints managed informally, while the number of received complaints requiring a formal investigation has remained stable throughout the period.

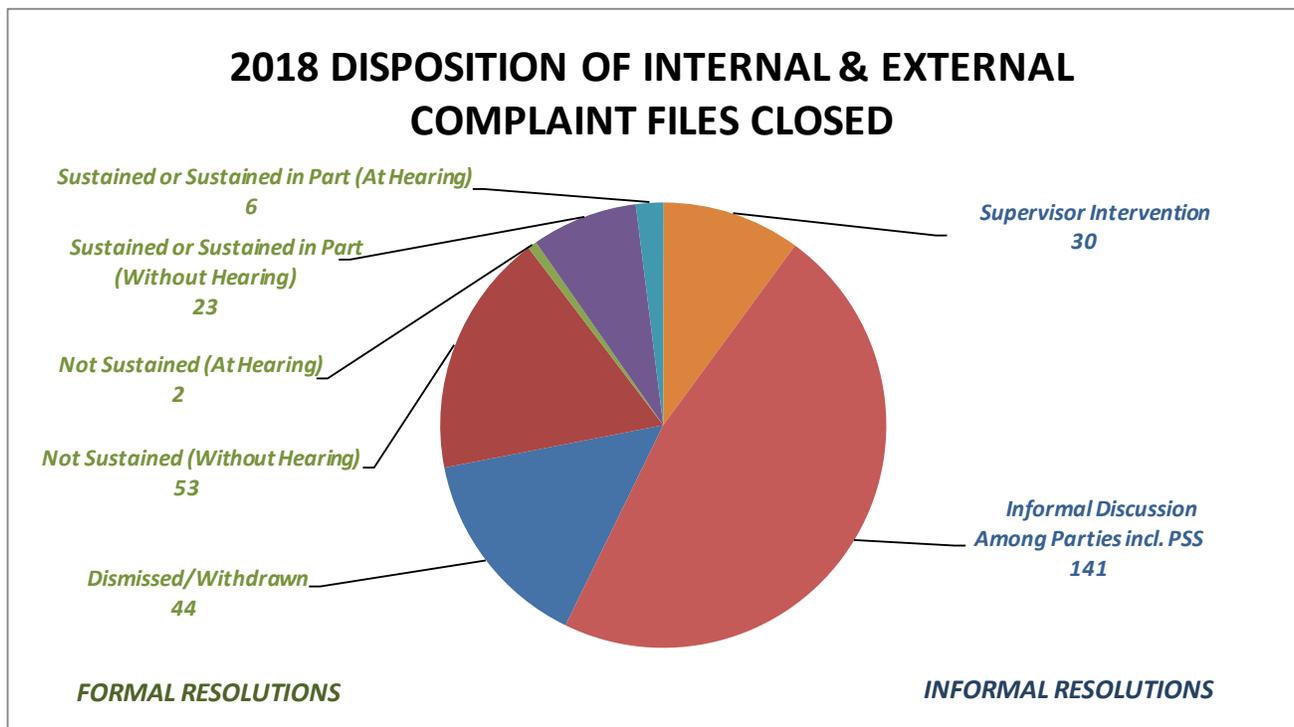


DISPOSITION OF FILES CLOSED

FILE DISPOSITION - INTERNAL AND EXTERNAL COMPLAINTS CLOSED, 2013-2018*

	EXTERNAL COMPLAINTS							INTERNAL COMPLAINTS						
	2013	2014	2015	2016	2017	2018	2013-2018	2013	2014	2015	2016	2017	2018	2013-2018
Dismissed-Outside of 1-Year Investigative Jurisdiction s. 43(11)	11	9	8	8	4	10								
Dismissed-At Hearing-Loss of Jurisdiction								1		1	1			
Dismissed-Extension Not Granted				2	1									
Dismissed-Frivolous/Vexatious/Bad Faith s. 43(7)	3	12		4	1									
Dismissed-Loss of Jurisdiction Member Resigned/Retired	2	1	3	3		2		1	2	3	2	4	5	
Dismissed-No Hearing-No Reasonable Prospect				2		1						1	6	
TOTAL DISMISSED - AS A PORTION OF GRAND TOTAL	10%	11%	6%	6%	2%	5%		9%	17%	17%	11%	13%	25%	
Withdrawn by Complainant	11	9	13	13	4	5								
Withdrawn by Service-At Hearing													1	
Withdrawn by Service-Without Hearing								10	6	2	6	3	14	
TOTAL WITHDRAWN - AS A PORTION OF GRAND TOTAL	0%	0%	0%	0%	0%	0%		45%	50%	9%	16%	10%	34%	
Not Sustained-At Hearing	3		1	1		2						1		
Not Sustained-Without Hearing	29	27	26	52	68	52						2	3	1
TOTAL NOT SUSTAINED - AS A PORTION OF GRAND TOTAL	20%	14%	12%	16%	30%	21%						8%	10%	2%
Sustained in Part-At Hearing					1	2	1				3			
Sustained in Part-Without Hearing	5	4	4	14	9	10		4		4	9	5	5	
Sustained-At Hearing				2	1						7	2	3	5
Sustained-Without Hearing				3	1	1		5	4	3	11	12	7	
TOTAL SUSTAINED - AS A PORTION OF GRAND TOTAL	0%	0%	1%	1%	0%	0%		23%	33%	43%	35%	50%	27%	
Resolved Informally- Informal Discussion Among Parties, incl. PSS	65	77	124	175	111	141								
Resolved Informally-Supervisor Intervention	31	55	49	47	28	30		1				2		
Resolved Informally-Professional Mediation	1	2	1											
TOTAL RESOLVED INFORMALLY - AS A PORTION OF GRAND TOTAL	60%	68%	75%	68%	61%	67%		5%			5%	0%	0%	
GRAND TOTAL	161	196	233	325	228	255		22	12	23	37	30	44	

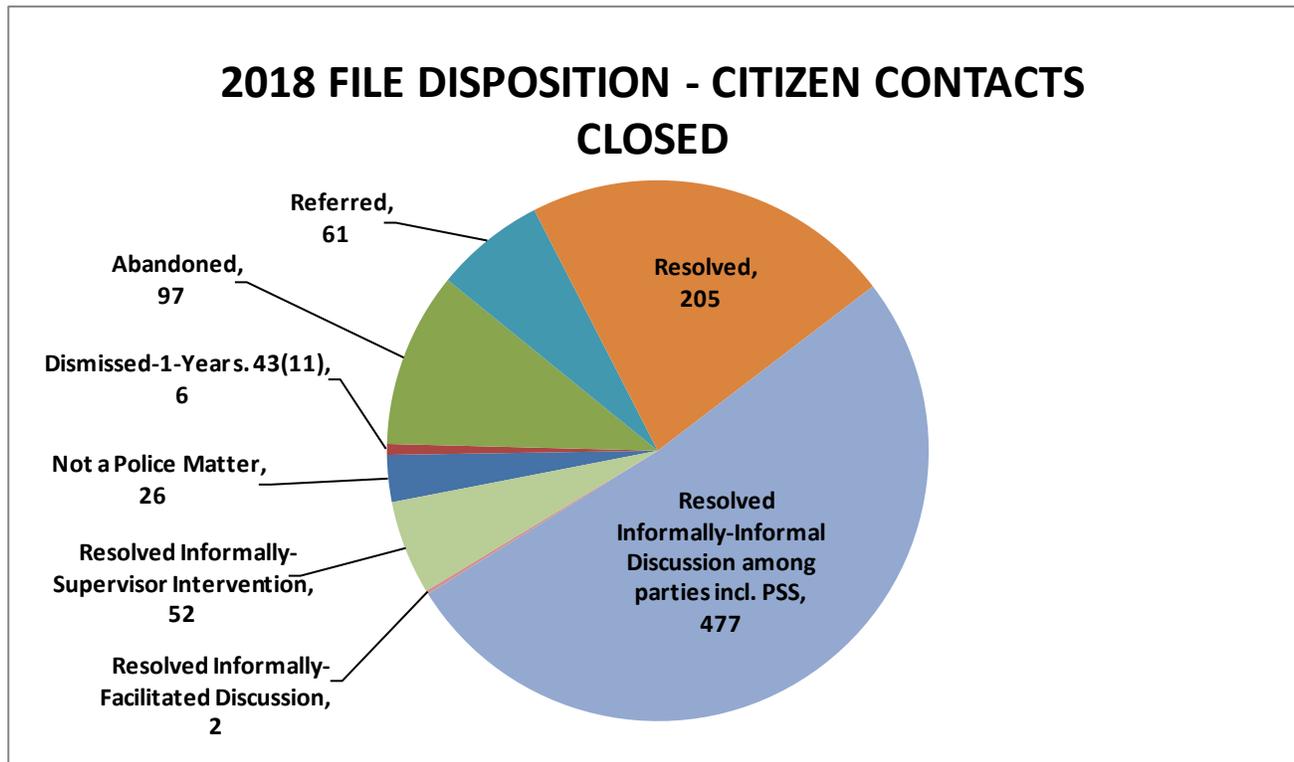
The count of external complaint files reaching a disposition in 2018 was 12% higher than in 2017 and also 11% higher than the five-year average. The count of internal complaint files reaching a disposition in 2018 increased by 47% when compared to 2017 and was also 76% higher than five-year average.



FILE DISPOSITION - CITIZEN CONTACTS CLOSED, 2013-2018*

	2013	2014	2015	2016	2017	2018	2013-2018
Not a Police Matter	26	29	37	44	25	26	
Dismissed-Outside of 1Year Investigative Jurisdiction s. 43(11)	8	4	5	12	8	6	
Abandoned by Complainant	179	109	127	160	108	97	
TOTAL DISMISSED/NOT PURSUED - AS A PORTION OF GRAND TOTAL	27%	15%	19%	20%	16%	14%	
Resolved Informally-Informal Discussion Among Parties incl. PSS	440	404	403	520	442	477	
Resolved Informally-Facilitated Discussion					9	2	
Resolved Informally-Supervisor Intervention	48	98	85	81	59	52	
Resolved Informally-Public Complaint Director		1					
TOTAL RESOLVED INFORMALLY - AS A PORTION OF GRAND TOTAL	61%	54%	56%	55%	57%	57%	
Resolved	79	215	141	193	172	205	
TOTAL RESOLVED - AS A PORTION OF GRAND TOTAL	10%	23%	16%	18%	19%	22%	
Referred to Other Areas	15	67	70	90	73	61	
TOTAL REFERRED - AS A PORTION OF GRAND TOTAL	2%	7%	8%	8%	8%	7%	
GRAND TOTAL	795	927	868	1100	896	926	

The count of citizen contact files reaching a disposition in 2018 increased slightly from 2017 and is sitting right at the five-year average.

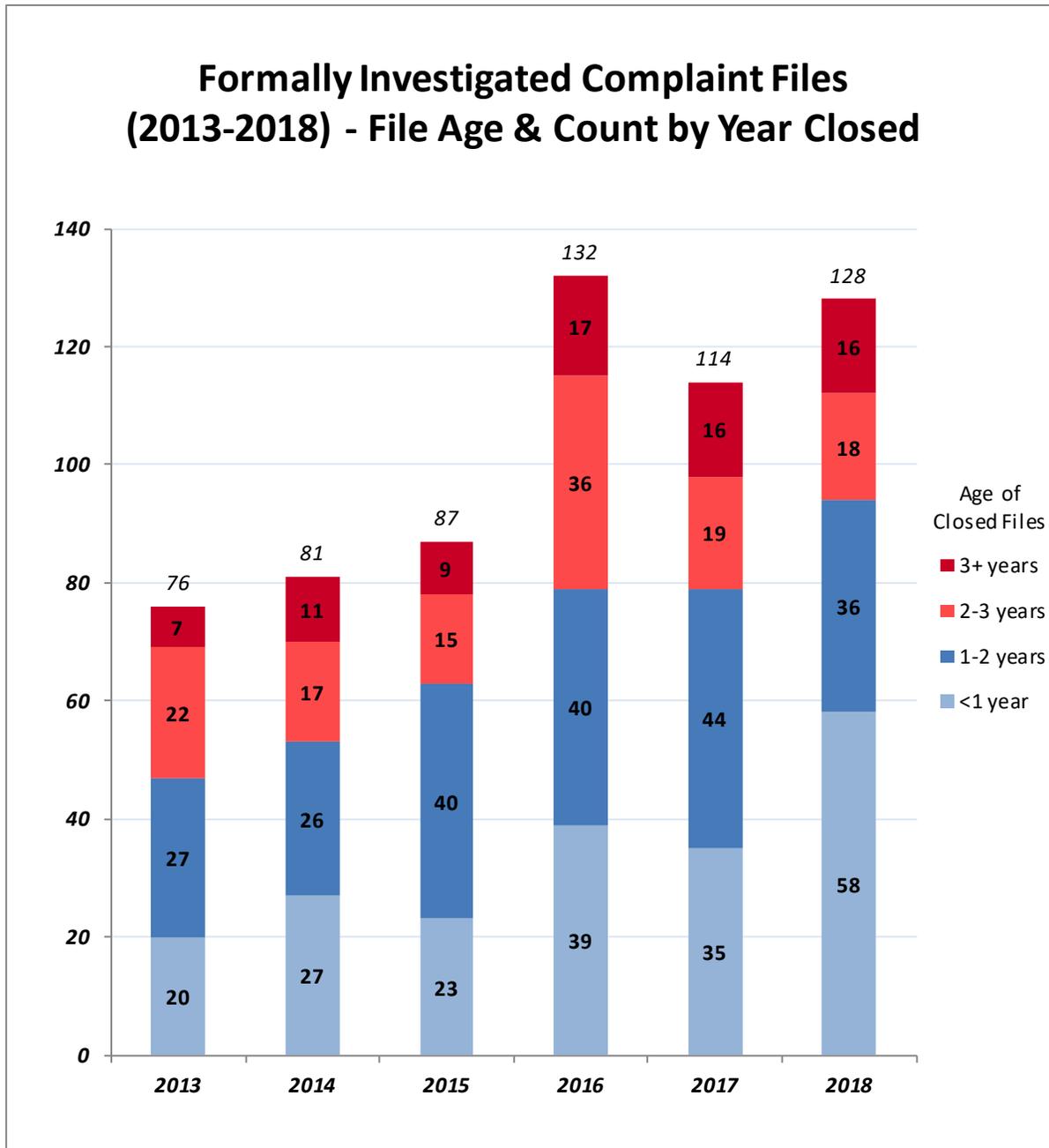


*An error in file disposition classification was discovered in early 2019 and corrected. As a direct result of the correction, certain types of dispositions were re-classified. The counts presented in this report are deemed correct and may not correspond with previously reported counts.



AGING OF PSS FILES

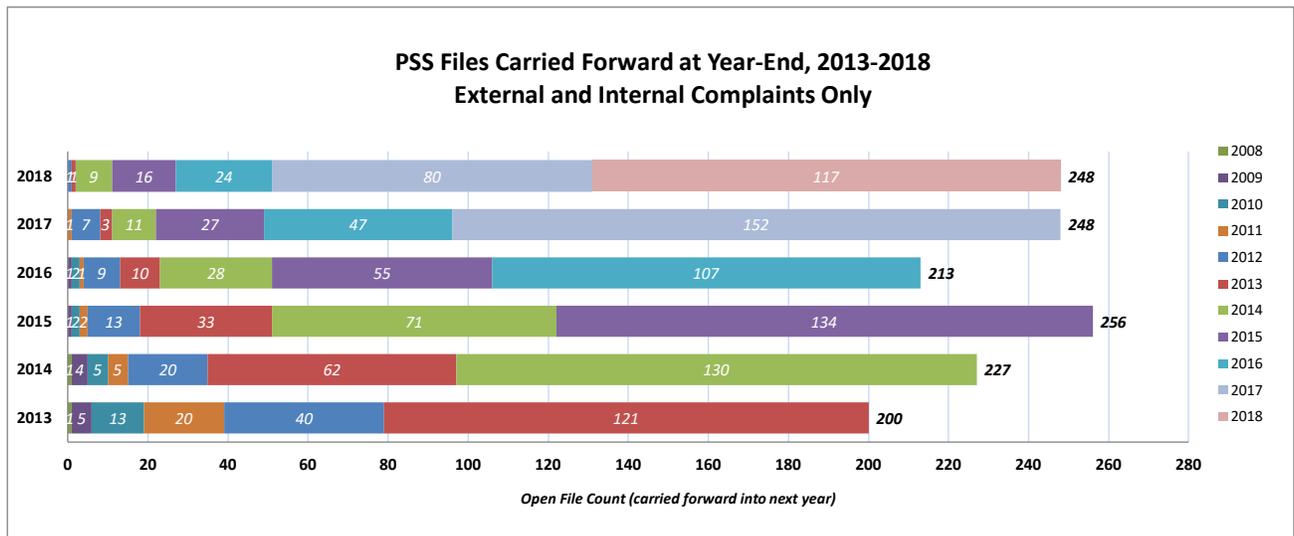
FORMALLY INVESTIGATED COMPLAINT FILES (2013-2018) – AGE OF CLOSED FILES



The chart above illustrates annual counts of completed, formally investigated complaint files grouped by length of the individual investigations (file “age”). A large volume of files was concluded in 2018, and a significant portion of those were files older than 2 years (34 files or 27% of all closed files). This is the third year demonstrating efforts to reduce the backlog of active files received by PSS between 2014 and 2016.

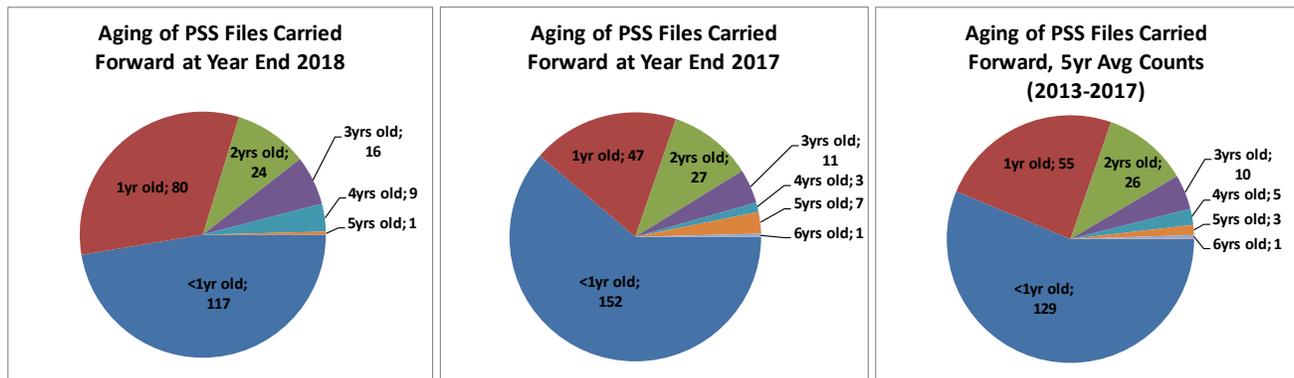


PSS COMPLAINT FILES CARRIED FORWARD PER YEAR, 2013-2018



PSS complaint files investigated in any year include newly received files, as well as open files carried over from previous periods. The chart above illustrates counts of external and internal complaint files carried forward at the end of each year, by year received. The proportion of files older than two years has shrunk to approx. 20% for the past two years as a successful result of efforts to close several historical complaint files.

AGING OF PSS EXTERNAL & INTERNAL COMPLAINT FILES



These charts illustrate the age proportions of open complaint files at the end of the period indicated. Compared to 2017, files carried forward at the end of 2018 show a smaller proportion of files less than one year old (47%) and a higher proportion of one-year old files (32%), however, the portion of files older than two years remains practically unchanged (21%). This speaks to the fact PSS is conscious of file aging and is demonstrating efforts to complete older files in the shortest length of time possible.



DISCIPLINE

COMPLAINTS ORDERED TO A PROFESSIONAL CONDUCT HEARING, 2009-2018

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	5yr avg '13-'17	2018 vs 5yr avg
External Complaints	6	0	1	7	0	3	4	3	3	1	3	-61.5%
Internal Complaints	4	3	0	2	1	10	6	3	6	5	5	0.0%
Total Ordered	10	3	1	9	1	13	10	6	9	6	8	-23.1%

Complaints ordered to a professional conduct hearing reached below-average level in 2018, with three files less than the previous year and two files less than the five-year average. Disciplinary hearing complaint counts tend to fluctuate year over year.

2018 ALLEGATIONS AND DISCIPLINE – PROFESSIONAL CONDUCT HEARINGS

Allegation	Total Count of Allegations	Penalties Applied
<i>Discreditable Conduct</i>	8	<i>Forfeiture of OT Hours (40hrs max) Reduction in Rank Reduction of Seniority Within Rank</i>
<i>Insubordination</i>	3	<i>Forfeiture of OT Hours (40hrs max) Reduction of Seniority Within Rank Suspension Without Pay (80hrs max)</i>
<i>Neglect of Duty</i>	2	<i>Forfeiture of OT Hours (40hrs max) Reduction of Seniority Within Rank</i>
<i>Consumption of Liquor/Drug on Duty</i>	1	<i>Forfeiture of OT Hours (40hrs max)</i>
TOTAL - SUSTAINED ALLEGATIONS (HEARING)	14	

Five files sustained in 2018 were adjudicated with a disciplinary hearing. These involved 5 involved officers, and 14 sustained allegations. Disciplinary measures adjudicated included forfeiture of OT hours, suspension from duty without pay, reduction in rank and reduction of seniority within rank.



2018 ALLEGATIONS AND DISCIPLINE - MINOR CONTRAVENTIONS

Allegation	Total Count of Allegations	Penalties Applied
Consumption of Liquor/Drug on Duty	1	Forfeiture of OT Hours (40hrs max)
Discreditable Conduct	14	Agreed Reprimand Forfeiture of OT hours (40hrs max) Official Warning Other Action Considered Appropriate Suspension Without Pay (80hrs max)
Insubordination	9	Agreed Reprimand Forfeiture of OT hours (40hrs max) Official Warning Suspension Without Pay (80hrs max)
Neglect of Duty	9	Other Action Considered Appropriate Agreed Reprimand Official Warning Suspension Without Pay (80hrs max)
Unlawful/Unnecessary Exercise of Authority	3	Other Action Considered Appropriate Official Warning Suspension Without Pay (80hrs max)
TOTAL - SUSTAINED ALLEGATIONS (WITHOUT HEARING)	36	

Twenty-two sustained files were adjudicated without a hearing in 2018 (sustained or sustained in part). These files involved a total of 24 officers and 36 sustained allegations. The prevalent discipline adjudicated was official warning (30% of all disciplinary actions), followed by other action considered appropriate (e.g. counseling, remedial training, relocation within Service), forfeiture of overtime hours and suspension from duty without pay.

2018 DISCIPLINARY ACTIONS

Sustained - Adjudicated With a Hearing		Sustained - Adjudicated Without a Hearing	
Forfeiture of 24hrs OT	1	Forfeiture of 24hrs OT	3
Forfeiture of 40hrs OT	3	Forfeiture of 40hrs OT	3
Reduction in Rank (Sergeant to Constable)	1	Official Warning (1yr)	4
Reduction of Seniority Within Rank (1st to 2nd Class)	1	Official Warning (2yrs)	2
Suspension From Duty Without Pay (80hrs)	1	Official Warning (3yrs)	2
		Other Action Considered Appropriate	6
		Reprimand (1yr)	2
		Suspension From Duty Without Pay (80hrs)	3
TOTAL	7	TOTAL	25

Disciplinary actions are counted per officer per allegation, and some are applied globally per file. Disciplinary action counts therefore aren't the same as counts of files, allegations or officers involved.



COMPLIMENTS

COMPLIMENTS RECEIVED, 2013-2018

	2013	2014	2015	2016	2017	2018	5yr avg	2013 - 2018
Compliments Received	325	413	358	375	359	337	366	
Officers Complimented	700	666	651	621	581	553	644	

CPS members, both sworn and civilian, receive compliments and positive feedback from the public on a regular basis. Most are shared with PSS - those counts are reported above. In 2018, PSS received a total of 337 compliments. 25 of those were addressed to CPS as an organization and 312 compliments were received for 486 named and more than 42 unknown officers.



GLOSSARY OF TERMS

ADMINISTRATIVE REVIEW

Refers to the examination of specific incident types to ensure all CPS policy and procedures have been followed; to determine if existing policy is adequate or to determine if any potential misconduct occurred as outlined in the Police Service Regulation.

CITIZEN CONTACT (formerly Citizen Concern)

A citizen contact is an initial contact that may be either verbal or written, from a member of the public to the police service or police commission. A citizen contact may take the form of a concern consisting of an actual allegation under the Police Service Regulation or an offense under the Parliament of Canada or Legislature of Alberta. A citizen contact may also consist of a matter that is purely inquiry- or assistance-based. A citizen contact may become a complaint or a statutory complaint.

COMPLAINT – EXTERNAL (formerly Public Complaint)

A “complaint” as defined in Section 42.1 and as per Part 5 of the Police Act is a complaint as to the conduct of a member that may contravene the regulations governing the discipline or performance of duty of police officers; a complaint includes a complaint under Section 43 of the Act, related to the actions of a police officer; or, Section 44 of the Act, related to the policies of and services provided by a police service. A complaint may take the form of a written complaint, an e-mail complaint, an on-line complaint submitted on the website of a police service or police commission. A complaint may be lodged by a complainant as described in Section 42.1.

COMPLAINT – INTERNAL (formerly Service Investigation)

A “complaint” as defined in Section 43.6 (where the Chief of Police initiates a complaint with respect to a police officer) and as per Part 5 of the Police Act is a complaint as to the conduct of a member that may contravene the regulations governing the discipline or performance of duty of police officers.

FRIVOLOUS COMPLAINT

A frivolous complaint is one having the simple absence of an air of reality to a position, or the simple lack of any threshold basis on which to put forward an argument and further connotes an argument, which does not have a realistic prospect of success.

VEXATIOUS/BAD FAITH COMPLAINT

A vexatious complaint is one or a series of unsubstantiated complaints from the same person, all of which share a common theme, and/or one where issues raised are rolled forward into subsequent complaints about officers investigating the original complaint. A bad faith complaint is one that is made dishonestly or for an improper purpose, such as the harassment or oppression of others for the purposes other than the assertion of legitimate rights.

PROFESSIONAL CONDUCT HEARING

Where the chief of police is of the opinion that the actions of a police officer constitute a contravention of the regulations governing the discipline or the performance of duty of police officers, the chief, or a police officer designated by the chief, shall conduct a hearing into the matter as it relates to the contravention.

STATUTORY COMPLAINT (formerly Criminal Complaint)

A statutory complaint is a criminal complaint consisting of any act by a police officer that may constitute an offense under the Criminal Code or Controlled Drugs and Substances Act; and/or a complaint consisting of any act by a police officer that may contravene an Act of the Legislature of Alberta. A statutory complaint may be generated by way of a citizen contact or a Police Act/Police Service Regulation complaint by a complainant or by a police service.

*This report was created by CPS Centralized Analytical Unit using amended statistical methodology.
As the reporting process evolves, updates and amendments will be incorporated into future reports.*

