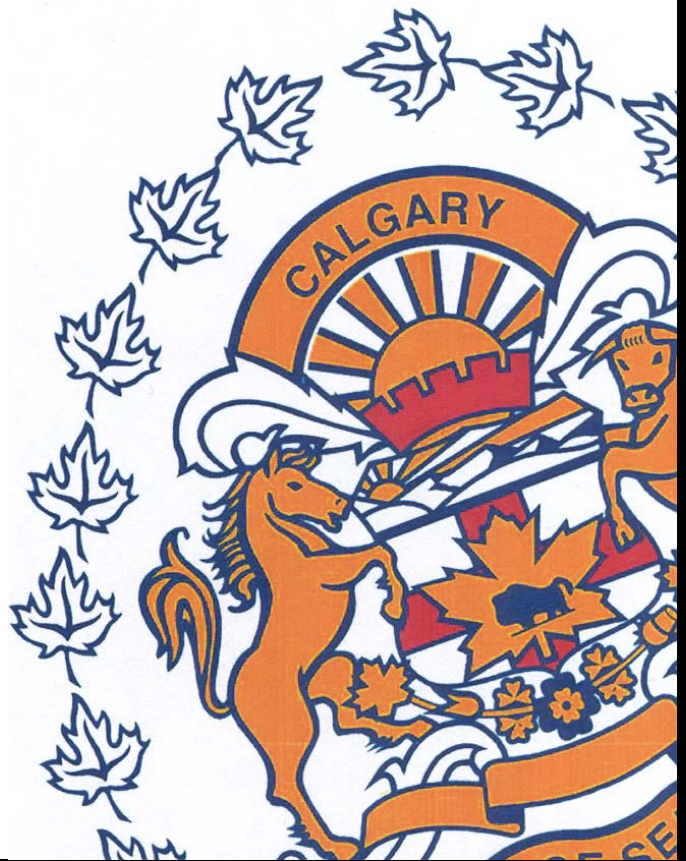


**Calgary Police Service
Professional Standards Section**

**ANNUAL
STATISTICAL
REPORT**

2016



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CPS AND CALGARY

The CPS 2016		The City of Calgary 2016	
Civilian Employees:	995.0	City Population (2016 civic census):	1,235,171
Sworn Members:	2165.5	Sworn Members per 1,000 pop.:	1.75
Total Employees:	3160.5		

PSS FILES OPENED IN 2016

The Calgary Police Service (CPS) Professional Standards Section (PSS) opened 1455 files between January 1 and December 31, 2016. In addition to that, a number of open files were carried forward into 2016 from previous years. The number of files opened in 2016 represents an increase from both 2015 and from the five-year average.

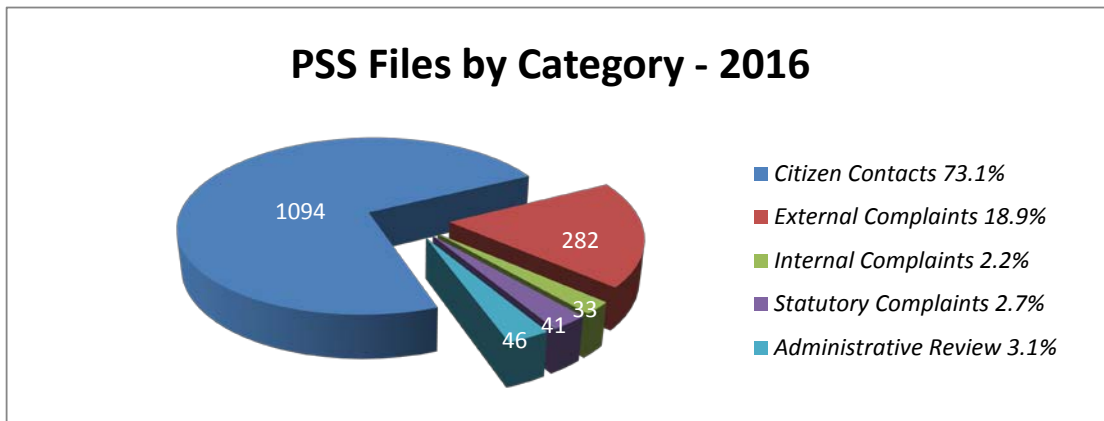
NEWLY OPENED FILES, 2011-2016

	2011	2012	2013	2014	2015	2016	2016 vs 5yr avg	2016 vs 5yr avg	2011 - 2016
Citizen Contact	948	872	839	846	846	1094	870	25.7%	
External Complaints	162	145	190	213	244	282	191	47.8%	
Internal Complaints	24	23	21	23	41	33	26	25.0%	
Statutory Complaints	25	15	12	20	32	41	21	97.1%	
Administrative Review	10	8	16	23	40	46	19	137.1%	
TOTAL	1144	1048	1066	1105	1171	1455	1107	31.5%	

*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.

After several years of fairly steady numbers, citizen contacts experienced an uptick in 2016. External complaints and administrative review files have grown gradually in the last few years. Internal complaints and statutory complaints fluctuated considerably year-over-year, and have shown growth in recent years.

2016 PSS FILES BY CATEGORY



PSS FILE RATES, 2011-2016

	2011	2012	2013	2014	2015	2016	2016 vs		2011 - 2016
							5yr avg	5yr avg	
Dispatched CFS	239,458	244,499	251,854	259,558	276,074	274,312			
Public Interactions	427,009	423,087	413,408	430,397	429,655	434,388			
PSS Files Opened	1144	1048	1066	1105	1171	1455	1107	31.5%	
<i>PSS Files Opened per 10,000 Dispatched CFS</i>	<i>47.8</i>	<i>42.9</i>	<i>42.3</i>	<i>42.6</i>	<i>42.4</i>	<i>53.0</i>	<i>43.6</i>	<i>21.7%</i>	
<i>PSS Files Opened per 10,000 Public Interactions</i>	<i>26.8</i>	<i>24.8</i>	<i>25.8</i>	<i>25.7</i>	<i>27.3</i>	<i>33.5</i>	<i>26.1</i>	<i>28.6%</i>	
PSS Complaints (Internal/External) Opened	186	168	211	236	285	315	217	45.0%	
<i>PSS Complaints per 10,000 Dispatched CFS</i>	<i>7.8</i>	<i>6.9</i>	<i>8.4</i>	<i>9.1</i>	<i>10.3</i>	<i>11.5</i>	<i>8.5</i>	<i>35.3%</i>	
<i>PSS Complaints per 10,000 Public Interactions</i>	<i>4.4</i>	<i>4.0</i>	<i>5.1</i>	<i>5.5</i>	<i>6.6</i>	<i>7.3</i>	<i>5.1</i>	<i>41.9%</i>	

When comparing PSS files opened and PSS complaints to public interactions (a combination of public-generated (dispatched and walk-in) and officer-generated calls for service), the ratio was at 7.3 complaints per 10,000 public interactions, which represents one complaint per every 1,379 public interactions; or approximately only 0.07% of public interactions resulting in a complaint.

The number of complaints received by PSS in 2016 was up 45.0% from average. However, the number of dispatched calls for service in 2016 represents a 7.9% increase in workload when compared to five-year average. As the majority of complaints received by PSS originate from dispatched calls for service, taking into account the higher-than-average workload, complaints more accurately increased by 35.3%.

	2011	2012	2013	2014	2015	2016	2016 vs		2011 - 2016
							5yr avg	5yr avg	
CPS Sworn Officer Population	1984	2023	2058	2153	2129	2166			
PSS Files Opened	1144	1048	1066	1105	1171	1455	1107	31.5%	
<i>PSS Files Opened per 100 Officer Pop.</i>	<i>57.7</i>	<i>51.8</i>	<i>51.8</i>	<i>51.3</i>	<i>55.0</i>	<i>67.2</i>	<i>53.5</i>	<i>25.5%</i>	
PSS Complaints (Internal/External) Opened	186	168	211	236	285	315	217	45.0%	
<i>PSS Complaints per 100 Officer Pop.</i>	<i>9.4</i>	<i>8.3</i>	<i>10.3</i>	<i>11.0</i>	<i>13.4</i>	<i>14.5</i>	<i>10.5</i>	<i>39.1%</i>	

PSS complaint files prorated to sworn population fluctuated somewhat in time and in 2016 show a ratio of 14.5 complaints per 100 officers; or one complaint for approximately every seven officers. When taking into account the change in sworn officer population over the past six years, the increase in complaints from average is 39.1%.

Several factors are at play when looking at the increase in complaints over the last few years, including increased public scrutiny, efforts to simplify the complaint submission process, increased demand for CPS services, crime increase and several environmental factors. When taking into account factors CPS is able to quantify such as increased workload and changes in sworn officer population, the increase in complaints may be more accurately reflected as a 30-35%.

STATUTORY FILES OPENED, 2011-2016

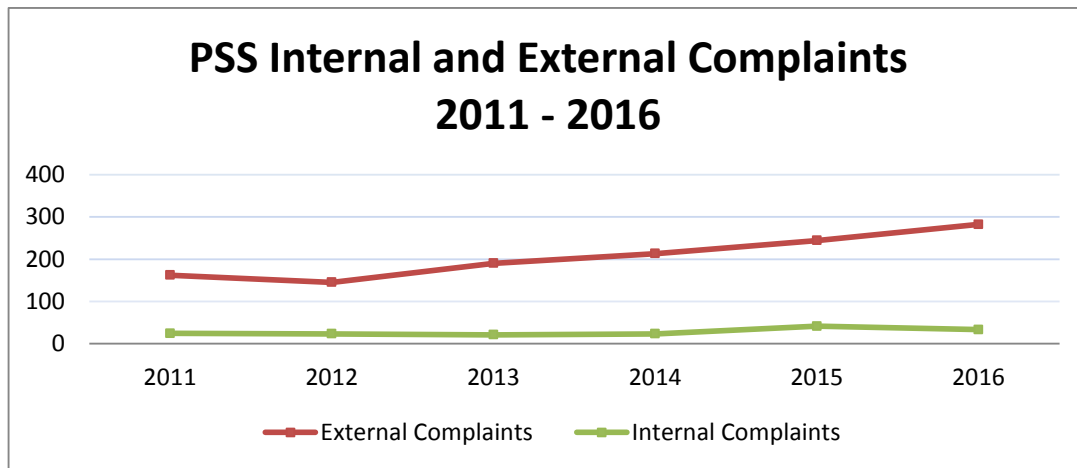
	2011	2012	2013	2014	2015	2016	2016 vs		2011 - 2016
							5yr avg	5yr avg	
Investigated by PSS - Initiated Internally	6	4	1	1	5	2	3	-41.2%	
Investigated by PSS - Initiated Externally	15	5	2	7	6	6	7	-14.3%	
Investigated by a CPS Specialty Unit	0	2	0	9	8	8	4	110.5%	
Investigated by an Outside Agency	4	5	9	9	13	25	8	212.5%	
TOTAL	25	16	12	26	32	41	22	84.7%	

Statutory files opened in 2016 reached a total count of 41. The majority of this count, or 61.0%, were investigated by an agency external to CPS (RCMP investigated 5 and ASIRT investigated 20 individual files). Further 8 files, or 19.5%, were investigated by CPS specialty units (e.g. Domestic Conflict Unit). 8 files were investigated by PSS. Of those, six initiated externally (via either citizen contact or external complaint) and 2 initiated internally within CPS (as either internal complaint or an administrative review).



INTERNAL & EXTERNAL COMPLAINTS

PSS INTERNAL AND EXTERNAL COMPLAINTS, 2011-2016



PSS INTERNAL AND EXTERNAL COMPLAINTS OPENED, 2011-2016

By Complaint Type:	2011	2012	2013	2014	2015	2016	2016 vs		2011 - 2016
							5yr avg	5yr avg	
External Complaints	162	145	190	213	244	282	191	47.8%	
<i>Formally Investigated</i>	83	61	79	95	63	79	76	3.7%	
<i>Managed Informally</i>	79	84	111	118	181	203	115	77.1%	
Internal Complaints	24	23	21	23	41	33	26	25.0%	
<i>Formally Investigated</i>	23	23	18	23	41	33	26	28.9%	
<i>Managed Informally</i>	1	0	3	0	0	0	1	-100.0%	
TOTAL	186	168	211	236	285	315	217	45.0%	
By Method of Resolving:									
<i>Formally Investigated</i>	106	84	97	118	104	112	102	10.0%	
<i>Managed Informally</i>	80	84	114	118	181	203	115	75.9%	
TOTAL	186	168	211	236	285	315	217	45.0%	

Internal complaint counts remained stable between 2011 and 2014; then increased in 2015 from an annual count of 23 to 41, or by 78.3%. They decreased to 33 in 2016, however did not return to pre-2015 levels. External complaints have shown a generally steady trend of slight growth year-over-year since 2012.

This trend may be in part attributed to new processes aimed at simplifying complaint submittal by the public, including introducing an email process in early 2011 and an online form in June of 2015.

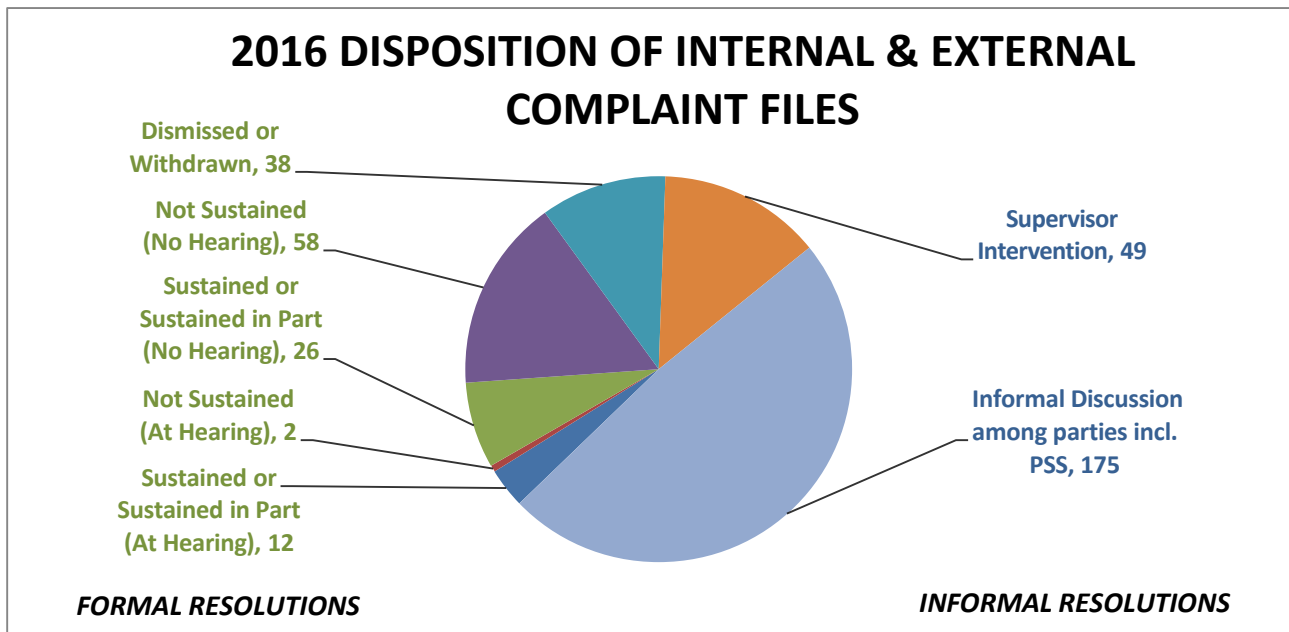


DISPOSITION OF FILES

FILE DISPOSITION - INTERNAL AND EXTERNAL COMPLAINTS, 2011-2016

	EXTERNAL COMPLAINTS							INTERNAL COMPLAINTS						
	2011	2012	2013	2014	2015	2016	2011-2016	2011	2012	2013	2014	2015	2016	2011-2016
Dismissed-Outside of 1year Investigative Jurisdiction s. 43(11)	6	7	11	9	8	8								
Dismissed-Frivolous/Vexatious/Bad Faith s. 43(7)		1	3	12		4								
Dismissed-Loss of Jurisdiction Member Resigned/Retired			2	1	5	4				1	2	4	3	
TOTAL DISMISSED - AS A PORTION OF GRAND TOTAL	4%	5%	10%	11%	6%	5%				5%	17%	17%	8%	
Withdrawn by Service - At Hearing														
Withdrawn by Service - No Hearing					4			8	15	10	6	2	6	
Withdrawn by complainant	23	28	11	10	13	13								
TOTAL WITHDRAWN - AS A PORTION OF GRAND TOTAL	14%	17%	7%	5%	7%	4%		67%	79%	45%	50%	9%	17%	
Not Sustained-At Hearing			3		2	1								1
Not Sustained-No Hearing	35	16	31	28	26	55								3
TOTAL NOT SUSTAINED - AS A PORTION OF GRAND TOTAL	21%	10%	21%	14%	12%	17%								11%
Sustained-At Hearing					2	1				1		7		
Sustained-No Hearing	1	2				2		2	3	6	3	3	10	
Sustained in Part-At Hearing		2				2						3	9	
Sustained in Part-No Hearing	14	8	5	3		12		2	1	3	1	4	2	
TOTAL SUSTAINED - AS A PORTION OF GRAND TOTAL	9%	7%	3%	2%	1%	5%		33%	21%	45%	33%	74%	58%	
Resolved Informally- Informal Discussion among parties, incl. PSS	50	46	64	78	120	175								
Resolved Informally-Supervisor Intervention	26	51	32	54	49	47				1			2	
Resolved Informally-Professional Mediation	6		1	2	1									
TOTAL RESOLVED INFORMALLY - AS A PORTION OF GRAND TOTAL	49%	60%	60%	68%	74%	69%				5%			6%	
Other	8	2												
TOTAL OTHER - AS A PORTION OF GRAND TOTAL	5%	1%												
GRAND TOTAL	169	163	163	197	230	324		12	19	22	12	23	36	

The count of external complaint files reaching a disposition increased by 40.9% in 2016 when compared to 2015 and by 75.7% when compared to five-year average. The count of internal complaint files reaching a disposition increased 56.5% in 2016 when compared to 2015 and 104.5% when compared to five-year average. These increased efficiencies were achieved in part thanks to a change in processes put in place in late 2015, when a new file review process was initiated.



DISPOSITION OF FORMAL COMPLAINTS, 2011-2016

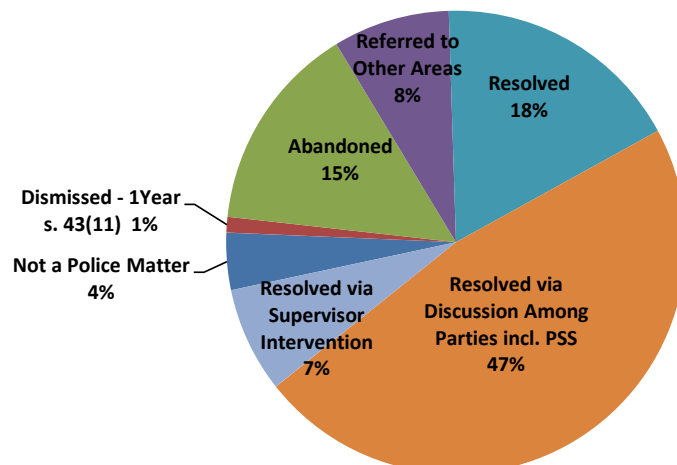
	EXTERNAL COMPLAINTS							INTERNAL COMPLAINTS						
	2011	2012	2013	2014	2015	2016	2011-2016	2011	2012	2013	2014	2015	2016	2011-2016
Adjudicated at Hearing - Sustained		2			2	3				1		10	9	
Adjudicated at Hearing - Not Sustained			3		2	1							1	
<i>TOTAL ADJUDICATED AT HEARING</i>	0	2	3	0	4	4		0	0	1	0	10	10	
Adjudicated Without a Hearing - Sustained	15	10	5	3		14		4	4	9	4	7	12	
Adjudicated Without a Hearing - Not Sustained	35	16	31	28	26	55							3	
<i>TOTAL ADJUDICATED WITHOUT A HEARING</i>	50	26	36	31	26	69		4	4	9	4	7	15	

FILE DISPOSITION - CITIZEN CONTACTS, 2011-2016

	2011	2012	2013	2014	2015	2016	2011-2016
Not a Police Matter	12	20	26	29	37	44	
Dismissed-Outside of 1year Investigative Jurisdiction s. 43(11)	2	7	8	4	5	12	
Abandoned by Complainant	217	156	179	109	127	160	
Withdrawn by Complainant	1	4	1	2	1		
<i>TOTAL DISMISSED/NOT PURSUED - AS A PORTION OF GRAND TOTAL</i>	26%	23%	27%	16%	20%	20%	
Resolved Informally-Informal Discussion among parties incl. PSS	542	478	439	402	402	520	
Resolved Informally-Facilitated Discussion							
Resolved Informally-Supervisor Intervention	91	60	48	98	85	81	
Resolved Informally-Public Complaint Director		1		1			
<i>TOTAL RESOLVED INFORMALLY - AS A PORTION OF GRAND TOTAL</i>	70%	67%	61%	54%	56%	55%	
Resolved		60	79	215	141	193	
<i>TOTAL RESOLVED - AS A PORTION OF GRAND TOTAL</i>		7%	10%	23%	16%	18%	
Referred to Other Areas	20	19	15	67	70	90	
<i>TOTAL REFERRED - AS A PORTION OF GRAND TOTAL</i>	2%	2%	2%	7%	8%	8%	
Other	16	1					
<i>TOTAL OTHER - AS A PORTION OF GRAND TOTAL</i>	2%	0.1%					
GRAND TOTAL	901	806	795	927	868	1100	

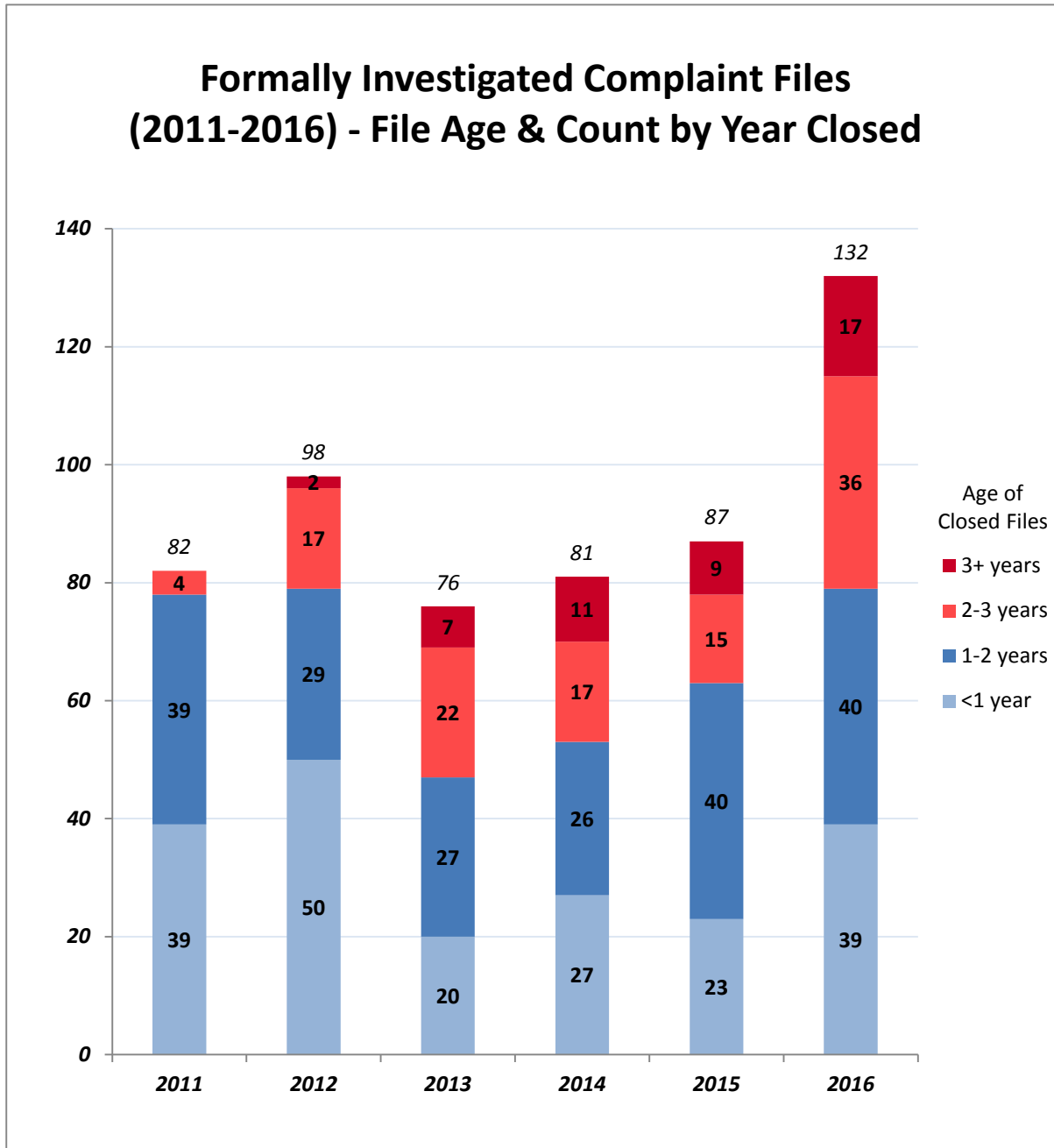
The count of citizen contact files reaching a disposition increased 28.0% in 2016 when compared to 2015 and 26.7% when compared to five-year average.

2016 FILE DISPOSITION - CITIZEN CONTACTS



AGING OF PSS FILES

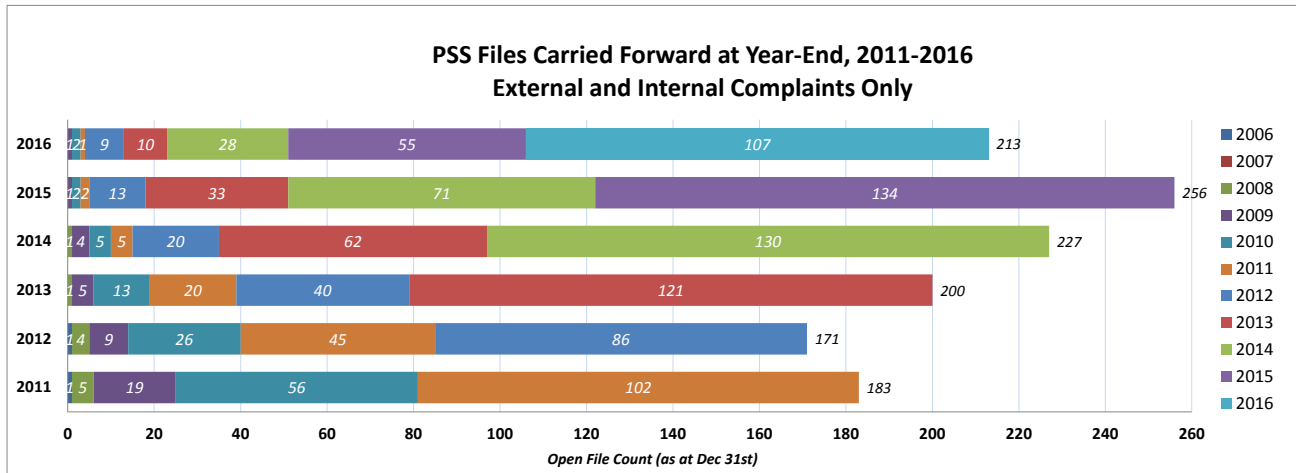
FORMALLY INVESTIGATED COMPLAINT FILES (2011-2016) – FILE AGE AND COUNT BY YEAR CLOSED



The chart above illustrates the annual counts of completed formally investigated complaint files grouped by length of the individual investigations (file “age”). A significantly larger volume of files were concluded in 2016, and the total count of 132 represents an all-time high of files closed. This increased volume of 2016 is the result of efforts over the year to reduce the average time required to close a file and to manage a backlog of files from previous years where the average completion time increased between 2013 and 2015.



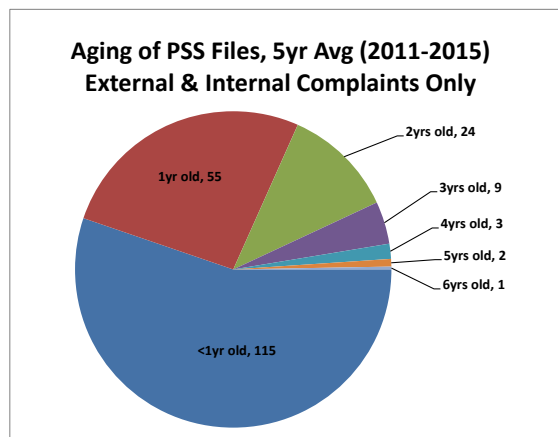
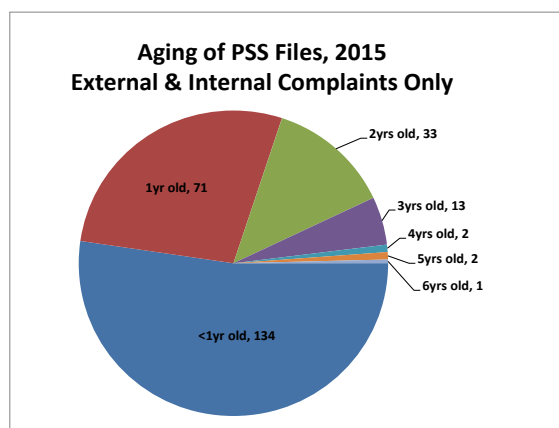
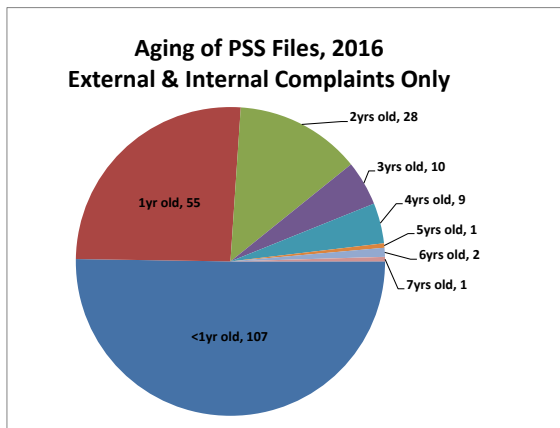
PSS COMPLAINT FILES CARRIED FORWARD PER YEAR, 2011-2016



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, grouped by year received. It is anticipated the proportion of files older than one year will decrease in 2017 given the successful efforts to close several historical complaint files in 2016.

The charts below illustrate the age proportions of open external and internal complaint files at the end of the period indicated.

AGING OF PSS COMPLAINT FILES



DISCIPLINE

COMPLAINTS ORDERED TO A PROFESSIONAL CONDUCT HEARING, 2007-2016

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2016 vs 5yr avg	2016 vs 5yr avg
External Complaints	2	3	5	0	1	6	0	3	4	2	3	-28.6%
Internal Complaints	11	3	4	3	0	2	1	10	6	3	4	-21.1%
Total Ordered	13	6	9	3	1	8	1	13	10	5	7	-24.2%

Complaints ordered to a professional conduct hearing were at a lower-than-average level in 2016, with two files fewer than the five-year average of 7. Compared to 2015, in 2016 these complaint files count declined by 50%; or a count of five files.

2016 ALLEGATIONS AND DISCIPLINE - DISCIPLINARY HEARINGS

Allegation	Total Count of Allegations	Penalties Applied
<i>Deceit</i>	1	<i>Reprimand</i>
<i>Discreditable Conduct</i>	1	<i>Reduction in Seniority</i>
<i>Insubordination</i>	4	<i>Forfeiture of OT hours (24hrs avg)</i> <i>Reduction in Seniority</i> <i>Reprimand</i>
<i>Use of Firearm</i>	1	<i>Reduction in Seniority</i>
TOTAL - SUSTAINED ALLEGATIONS (HEARING)	7	

2016 ALLEGATIONS AND DISCIPLINE - MINOR CONTRAVENTIONS

Allegation	Total Count of Allegations	Penalties Applied
<i>Deceit</i>	1	<i>Suspension Without Pay (40hrs)</i>
<i>Discreditable Conduct</i>	12	<i>Forfeiture of OT Hours (20hrs avg)</i> <i>Official Warning</i> <i>Reprimand</i>
<i>Failure to Provide Adequate Service or Deficient Policy</i>	2	<i>No Penalty against Service</i>
<i>Insubordination</i>	14	<i>Forfeiture of OT Hours (21hrs avg)</i> <i>Official Warning</i> <i>Reprimand</i>
<i>Inappropriate Use of Force</i>	3	<i>Official Warning</i>
<i>Neglect of Duty</i>	21	<i>Forfeiture of OT Hours (40hrs avg)</i> <i>Official Warning</i> <i>Other Appropriate Action</i>
<i>Unlawful/Unnecessary Exercise of Authority</i>	13	<i>Official Warning</i> <i>Remedial Training s. 17(3)</i>
<i>Use of Firearm</i>	2	<i>Forfeiture of OT Hours (40hrs avg)</i> <i>Official Warning</i>
TOTAL - SUSTAINED ALLEGATIONS (WITHOUT HEARING)	68	



2016 DISCIPLINE FINDINGS

Sustained - Adjudicated Without a Hearing

Forfeiture of 20hrs OT (2yrs)	2
Forfeiture of 20hrs OT (3yrs)	1
Forfeiture of 24hrs OT (3yrs)	1
Forfeiture of 40hrs OT (3yrs)	2
Reprimand (3yrs)	2
Suspension From Duty Without Pay (40hrs)	1
Directed Remedial Training s 17(3)	1
Dismissal of Matter	8
No Penalty Against Service	1
Official Warning (1yr)	13
Official Warning (2yrs)	2
Official Warning (3yrs)	8
Other Action Considered Appropriate	2

TOTAL **44**

Sustained - Adjudicated With a Hearing

Forfeiture of 24hrs OT	2
Reduction of Seniority Within Rank	1
Reprimand (5yrs)	2

TOTAL **5**



Thirty-four sustained files were adjudicated without a hearing in 2016. These files involved a total of 41 officers and 68 sustained allegations; one file was based on allegations against CPS in general, not a particular officer(s). One-year warning was the prevalent discipline adjudicated in 2016 (13 count, or 29.5%), followed by a three-year warning (8 count; or 18.2%).

Five sustained files in 2016 were adjudicated with a hearing. The total count of officers involved was 5 and the total count of sustained allegations was 7. Disciplinary measures adjudicated here included two five-year reprimands, two counts of forfeiture of 24 hours overtime and one reduction of seniority within rank.

Discipline findings 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, 2011-2016

	2011	2012	2013	2014	2015	2016	5yr avg	
Number of Compliments Received	322	297	325	412	358	375	343	
Number of Officers Complimented	616	561	700	666	651	621	639	

CPS members, both sworn and civilian, receive compliments and positive comments from the public on a regular basis. Most are shared with PSS - those counts are reported above. More recently, compliments also started coming in via social media. In 2016 alone, CPS received approximately 200 additional compliments and positive comments via Twitter and Facebook in addition to ones received in more traditional ways.

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.

