

**Calgary Police Service
Professional Standards Section**

ANNUAL STATISTICAL REPORT

2017



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Table of Contents

CPS AND CALGARY	1
PSS FILES OPENED IN 2017.....	1
Newly Opened Files, 2012-2017.....	1
2017 PSS Files by Category	2
PSS File Rates, 2012-2017.....	3
Statutory Files Opened, 2012-2017.....	3
INTERNAL AND EXTERNAL COMPLAINTS	4
PSS Internal and External Complaints Received, 2012-2017	4
DISPOSITION OF FILES	5
File Disposition – Internal and External Complaints, 2012-2017	5
2017 Disposition of Internal and External Complaint Files	5
File Disposition - Citizen Contacts, 2012-2017	6
2017 File Disposition - Citizen Contacts	6
AGING OF PSS FILES	7
Formally Investigated Complaint Files (2012-2017) - File Age and Count By Year Closed.....	7
PSS Complaint Files Carried Forward per Year, 2012-2017.....	8
Aging of PSS Complaint Files	8
DISCIPLINE	9
Complaints Ordered to a Professional Conduct Hearing, 2007-2017	9
2017 Allegations and Discipline – Professional Conduct Hearings	9
2017 Allegations and Discipline - Minor Contraventions	9
2017 Disciplinary Actions	10
COMPLIMENTS	10
Compliments Received, 2012-2017.....	10
GLOSSARY OF TERMS	11

CPS AND CALGARY

The CPS 2017		The City of Calgary 2017	
Sworn Members: (actual strength)	2,161.50	City Population (2017 civic census):	1,246,337
Civilian Employees: (actual strength)	733.5	Sworn Members per 1,000 pop.:	1.73
Total Employees:	2,895.00		

PSS FILES OPENED IN 2017

The CPS Professional Standards Section opened 1219 files between January 1 and December 31, 2017. This count represents a return to volumes seen in 2015 and is almost at par with the five-year average for received files.

In addition to these newly opened files, 377 open files were carried forward into 2017 from previous years.

NEWLY OPENED FILES, 2012-2017

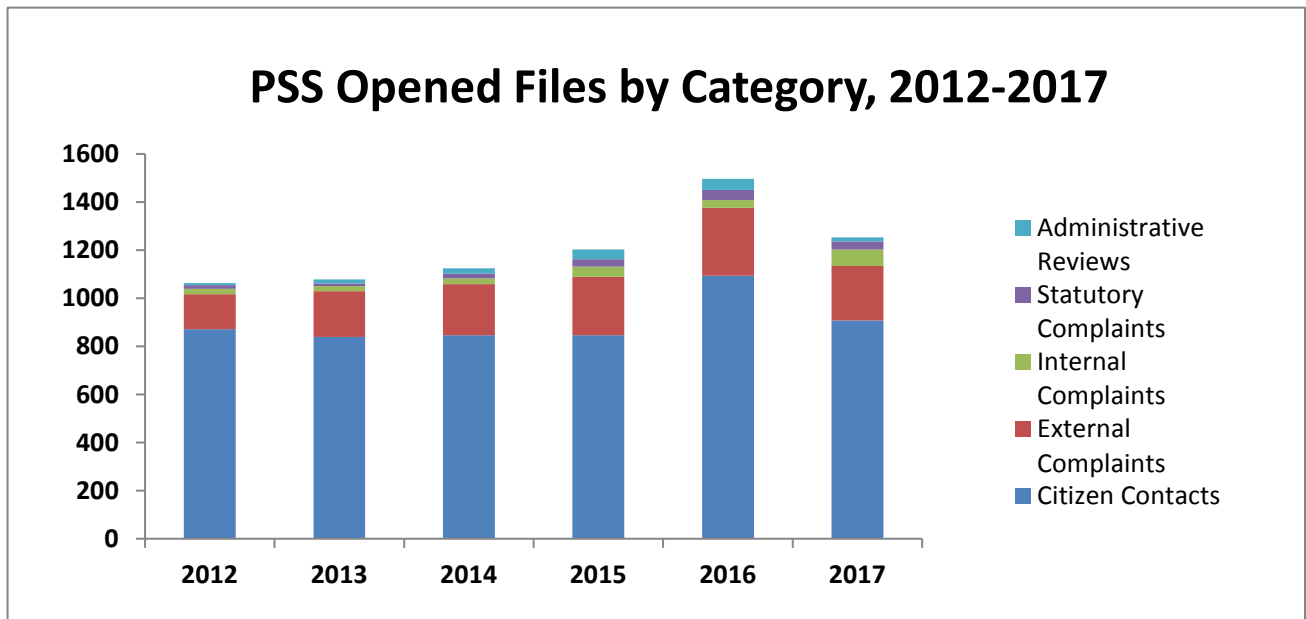
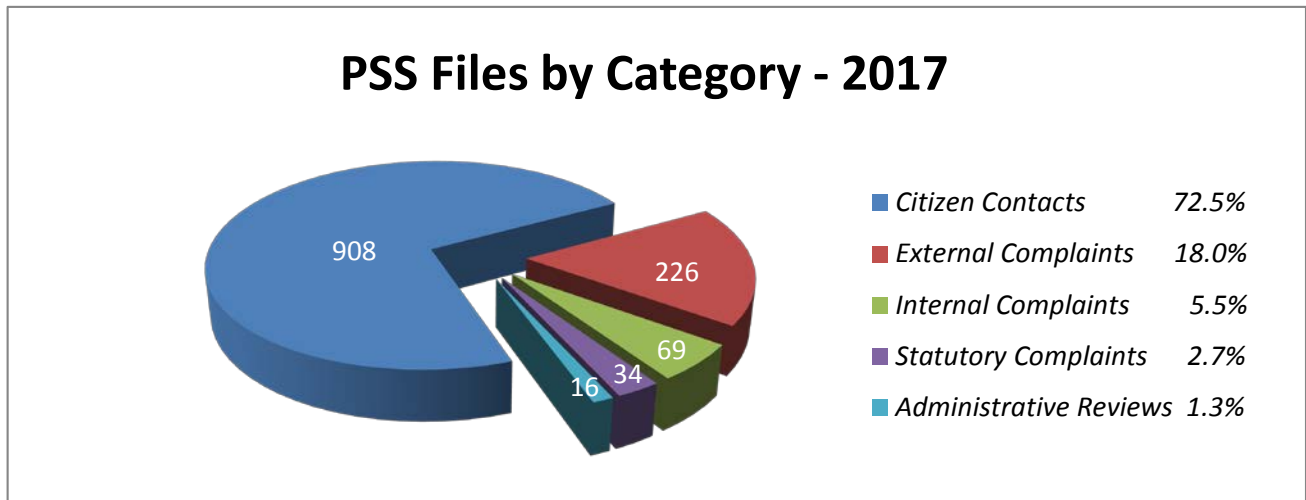
	2012	2013	2014	2015	2016	2017	2017 vs		2012 - 2017
							5yr avg	5yr avg	
Citizen Contacts	872	839	846	846	1094	908	899	1.0%	
External Complaints	145	190	213	244	282	226	215	5.2%	
Internal Complaints	23	21	23	41	33	69	28	144.7%	
Statutory Complaints*	15	12	20	32	41	34	24	41.7%	
Administrative Reviews	8	16	23	40	46	16	27	-39.8%	
TOTAL	1048	1066	1105	1171	1455	1219	1169	4.3%	

*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 a sharp uptick in 2016, the volume of received citizen contacts and external complaints in 2017 returned to an average level. The administrative review file count fell to a low last seen in 2013; the volume was 41% lower than average and 65% lower than in 2016. An increase in internal complaints, however, balances out the decrease in administrative reviews.



2017 PSS FILES BY CATEGORY



After a year of increased volumes of newly open files, 2017 file counts returned to average levels.

The portion of citizen complaints in total open files in a given year has been slowly decreasing over the last few years, from 83.2% (2012) to 72.5% (2017). The portion of external complaints grew slightly between 2012 (13.8%) and 2015 (20.8%), then decreased to 19.4% in 2016 and 18.0% in 2017.

The categories of internal complaints, statutory complaints and administrative reviews all average approximately 2% of total volume of newly opened files over the five years 2012-2016. In 2017, internal complaints recorded a new high which also represented a proportion increase to 5.5% of total files. Administrative reviews, on the contrary, decreased to approximately 1.3% of all new files. Statutory complaints portion fluctuated slightly but over the past three years has been at 2.7% of total file volume.



PSS FILE RATES, 2012-2017

	2012	2013	2014	2015	2016	2017	2017 vs		2012 - 2017
							5yr avg	5yr avg	
CPS Sworn Officer Population	2023	2058	2153	2129	2166	2162	2106	2.7%	
Dispatched CFS	244,496	251,849	259,554	276,033	274,295	282,276	261,245	8.1%	
Public Interactions*	419,650	411,702	429,118	428,092	433,354	447,392	424,383	5.4%	
PSS Files Opened	1048	1066	1105	1171	1455	1219	1169	4.3%	
<i>per 100 Officer pop.</i>	51.8	51.8	51.3	55.0	67.2	56.4	55.4	1.7%	
<i>per 10,000 Dispatched CFS</i>	42.9	42.3	42.6	42.4	53.0	43.2	44.6	-3.3%	
<i>per 10,000 Public Interactions</i>	25.0	25.9	25.8	27.4	33.6	27.2	27.5	-1.0%	
PSS Complaints (Internal/External) Opened	168	211	236	285	315	295	243	21.4%	
<i>per 100 Officer pop.</i>	8.3	10.3	11.0	13.4	14.5	13.6	11.5	18.8%	
<i>per 10,000 Dispatched CFS</i>	6.9	8.4	9.1	10.3	11.5	10.5	9.2	13.2%	
<i>per 10,000 Public Interactions</i>	4.0	5.1	5.5	6.7	7.3	6.6	5.7	15.5%	

*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 2017 sits at 27.2 files per 10,000 public interactions (or 0.272%), very much at par with the five-year average of 27.5 and also a return to the ratio of 27.4 seen in 2015. This ratio translates into approximately one PSS file opened for every 367 public interactions. This is a decrease from 2016 where approximately one in every 298 public interactions resulted in a file opened.

The ratio of PSS complaints received to public interactions in 2017 is at 6.6 files per 10,000 public interactions, slightly higher than five year average but comparable with 2015 values. This ratio translates to approximately one PSS complaint received for every 1517 public interactions. For comparison purposes, this ratio has improved from 2016 (one in 1376) but is not as favourable as the five year average of one in 1746 (or 5.7 per 10,000 public interactions).

The PSS complaint file count prorated to sworn population shows a ratio of 13.6 complaints per 100 officers; or one complaint for approximately every seven officers. This ratio is a decrease from 2016 (14.5) and a return to 2015 ratio level; but is still above the five-year average of 11.5.

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, a pronounced crime increase and certain other environmental factors.

STATUTORY FILES OPENED, 2012-2017

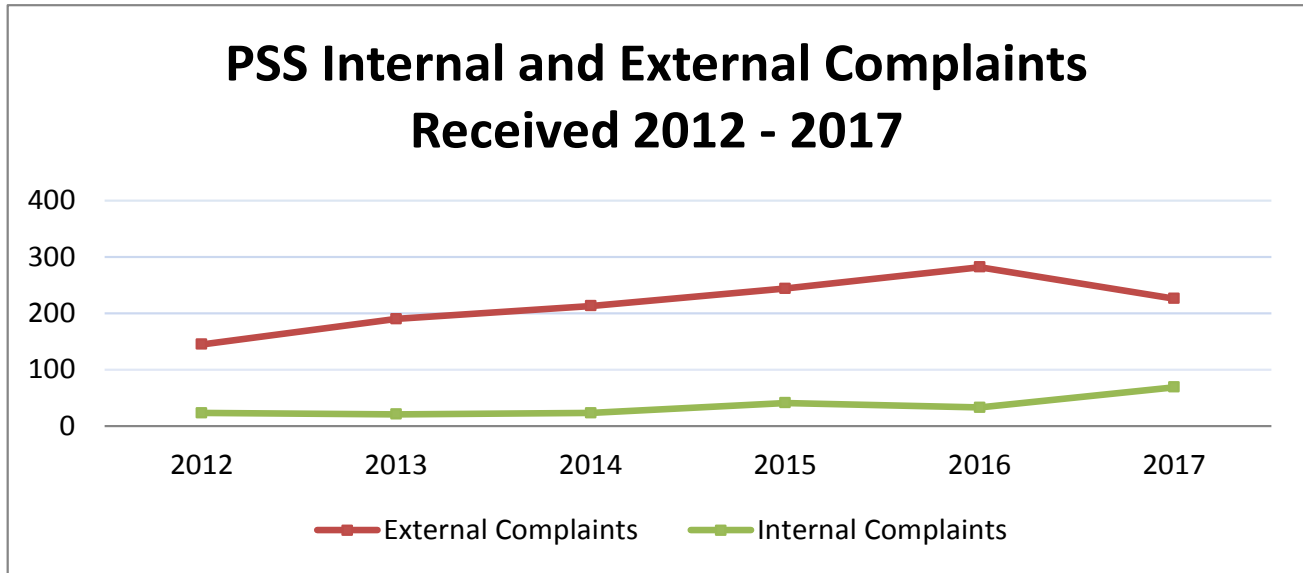
	2012	2013	2014	2015	2016	2017	2017 vs		2012 - 2017
							5yr avg	5yr avg	
Investigated by PSS - Initiated Internally	4	1	1	5	2	14	3	438.5%	
Investigated by PSS - Initiated Externally	5	2	7	6	6	10	5	92.3%	
Investigated by a CPS Specialty Unit	2	0	9	8	8	4	5	-25.9%	
Investigated by an Outside Agency	5	9	9	13	25	6	12	-50.8%	
TOTAL	16	12	26	32	41	34	25	33.9%	

The total count of 34 statutory files opened in 2017 saw a return to 2015 volume, and was 17% lower than in 2016 but still 36% higher than the five-year average. The majority of this count, or 70%, were investigated by PSS; 10 were initiated externally (as a citizen contact or external complaint) and 14 were initiated internally within CPS (as an internal complaint or an administrative review). Further 12% (4 files) were investigated by CPS specialty units (e.g. Domestic Conflict Unit, Anti-Corruption Unit). 18% of 2017 statutory files were investigated by an agency external to CPS, with RCMP and ASIRT investigating 3 statutory complaint files each.



INTERNAL & EXTERNAL COMPLAINTS

PSS INTERNAL AND EXTERNAL COMPLAINTS RECEIVED, 2012-2017



By Complaint Type:	2012	2013	2014	2015	2016	2017	2017 vs		2012 - 2017
							5yr avg	5yr avg	
External Complaints	145	190	213	244	282	226	215	5.2%	
<i>Formally Investigated</i>	61	79	95	63	79	65	75	-13.8%	
<i>Managed Informally</i>	84	111	118	181	203	161	139	15.5%	
Internal Complaints	23	21	23	41	33	69	28	144.7%	
<i>Formally Investigated</i>	23	18	23	41	33	66	28	139.1%	
<i>Managed Informally</i>	0	3	0	0	0	3	1	400.0%	
TOTAL	168	211	236	285	315	295	243	21.4%	

The 295 internal and external complaints opened in 2017 represent a decrease of 6.3% from 2016, but are still 52 files (or 12.4%) more than the five-year average of 243.

Opened external complaint counts in 2017 reached 226, only 11 files (or 5.2%) higher than the five-year average of 215. This return to pre-2015 levels also breaks the trend of gradual year-over-year growth shown between 2012 and 2016.

Internal complaint files opened in 2017, on the other hand, show a sharp uptick from 33 in 2016 to 69. This count is a new high for the last decade, and also well over the five-year average of 28.

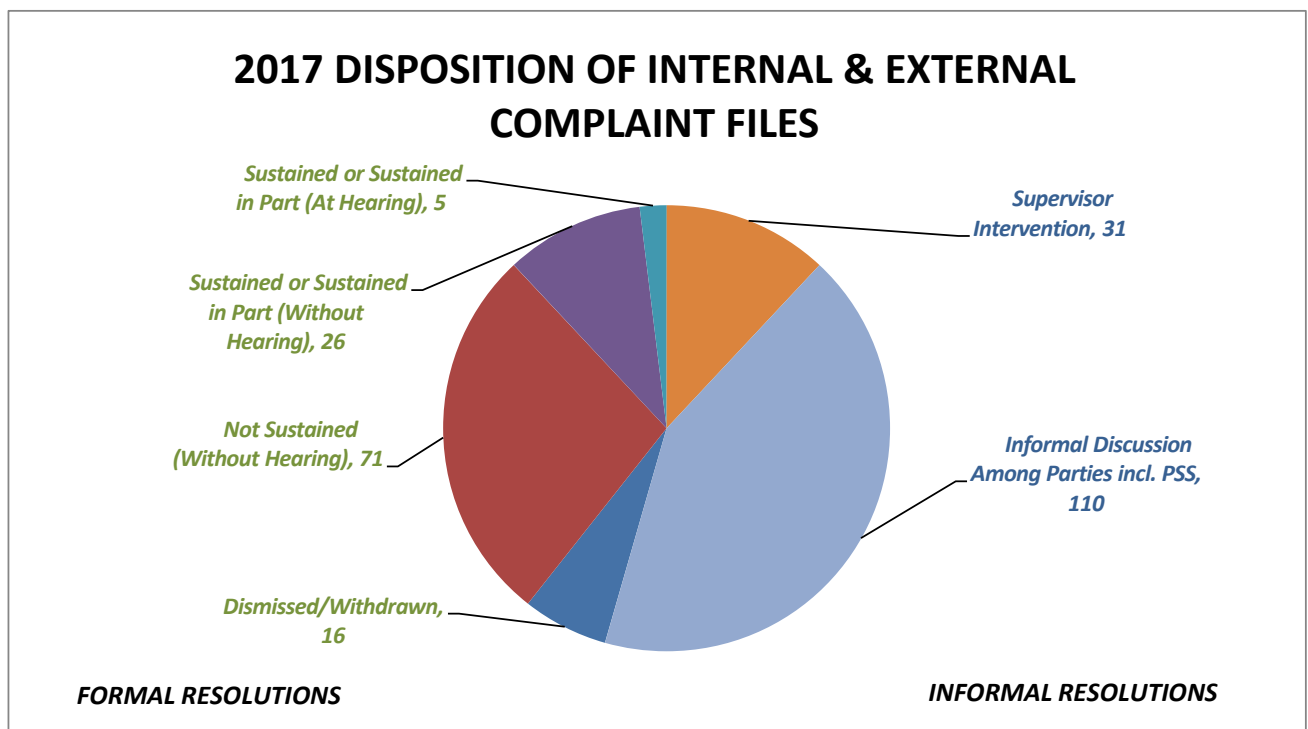


DISPOSITION OF FILES

FILE DISPOSITION - INTERNAL AND EXTERNAL COMPLAINTS, 2012-2017

	EXTERNAL COMPLAINTS							INTERNAL COMPLAINTS						
	2012	2013	2014	2015	2016	2017	2012-2017	2012	2013	2014	2015	2016	2017	2012-2017
Dismissed-Outside of 1year Investigative Jurisdiction s. 43(11)	7	11	9	8	8	4								
Dismissed-Frivolous/Vexatious/Bad Faith s. 43(7)	1	3	12		4	1								
Dismissed-Loss of Jurisdiction Member Resigned/Retired		2	1	5	4				1	2	4	3	4	
TOTAL DISMISSED - AS A PORTION OF GRAND TOTAL	5%	10%	11%	6%	5%	2%		5%	17%	17%	8%	14%		
Withdrawn by Service - At Hearing					4			15	10	6	2	6	3	
Withdrawn by Service - Without Hearing														
Withdrawn by Complainant		28	11	10	13	13	4							
TOTAL WITHDRAWN - AS A PORTION OF GRAND TOTAL	17%	7%	5%	7%	4%	2%		79%	45%	50%	9%	17%	10%	
Not Sustained-At Hearing			3		2	1							1	
Not Sustained-Without Hearing		16	31	28	26	55	68						3	3
TOTAL NOT SUSTAINED - AS A PORTION OF GRAND TOTAL	10%	21%	14%	12%	17%	30%							11%	10%
Sustained-At Hearing					2	1				1		7		3
Sustained-Without Hearing		2				2	2		3	6	3	3	10	11
Sustained in Part-At Hearing		2				2	2				3	9		
Sustained in Part-Without Hearing		8	5	3		12	8		1	3	1	4	2	5
TOTAL SUSTAINED - AS A PORTION OF GRAND TOTAL	7%	3%	2%	1%	5%	5%		21%	45%	33%	74%	58%	66%	
Resolved Informally-Informal Discussion Among Parties, incl. PSS	46	64	78	120	175	110								
Resolved Informally-Supervisor Intervention	51	32	54	49	47	31			1			2		
Resolved Informally-Professional Mediation			1	2	1									
TOTAL RESOLVED INFORMALLY - AS A PORTION OF GRAND TOTAL	60%	60%	68%	74%	69%	61%		5%				6%	0%	
Other		2												
TOTAL OTHER - AS A PORTION OF GRAND TOTAL	1%													
GRAND TOTAL	163	163	197	230	324	230		19	22	12	23	36	29	

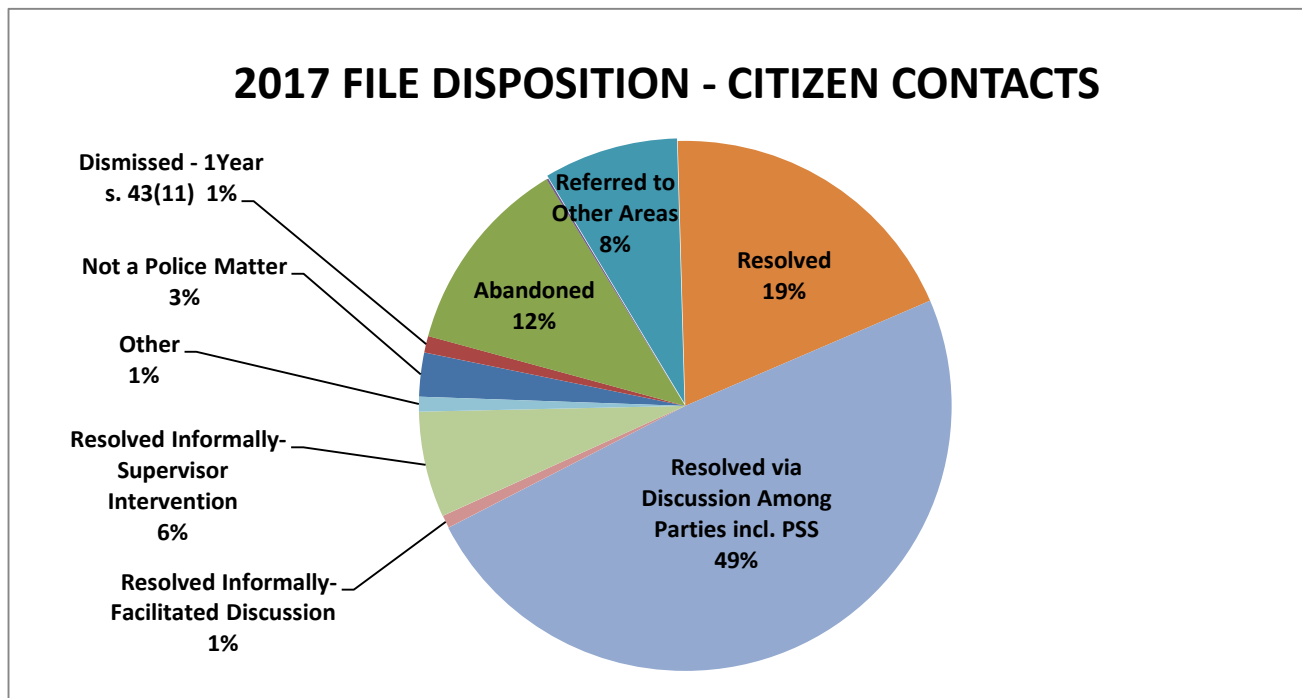
The count of external complaint files reaching a disposition in 2017 returned to volume seen in 2015 and is 6.8% higher than five-year average. The count of internal complaint files reaching a disposition decreased by 19.45 when compared to 2016 but is 29.5% higher than five-year average.



FILE DISPOSITION - CITIZEN CONTACTS, 2012-2017

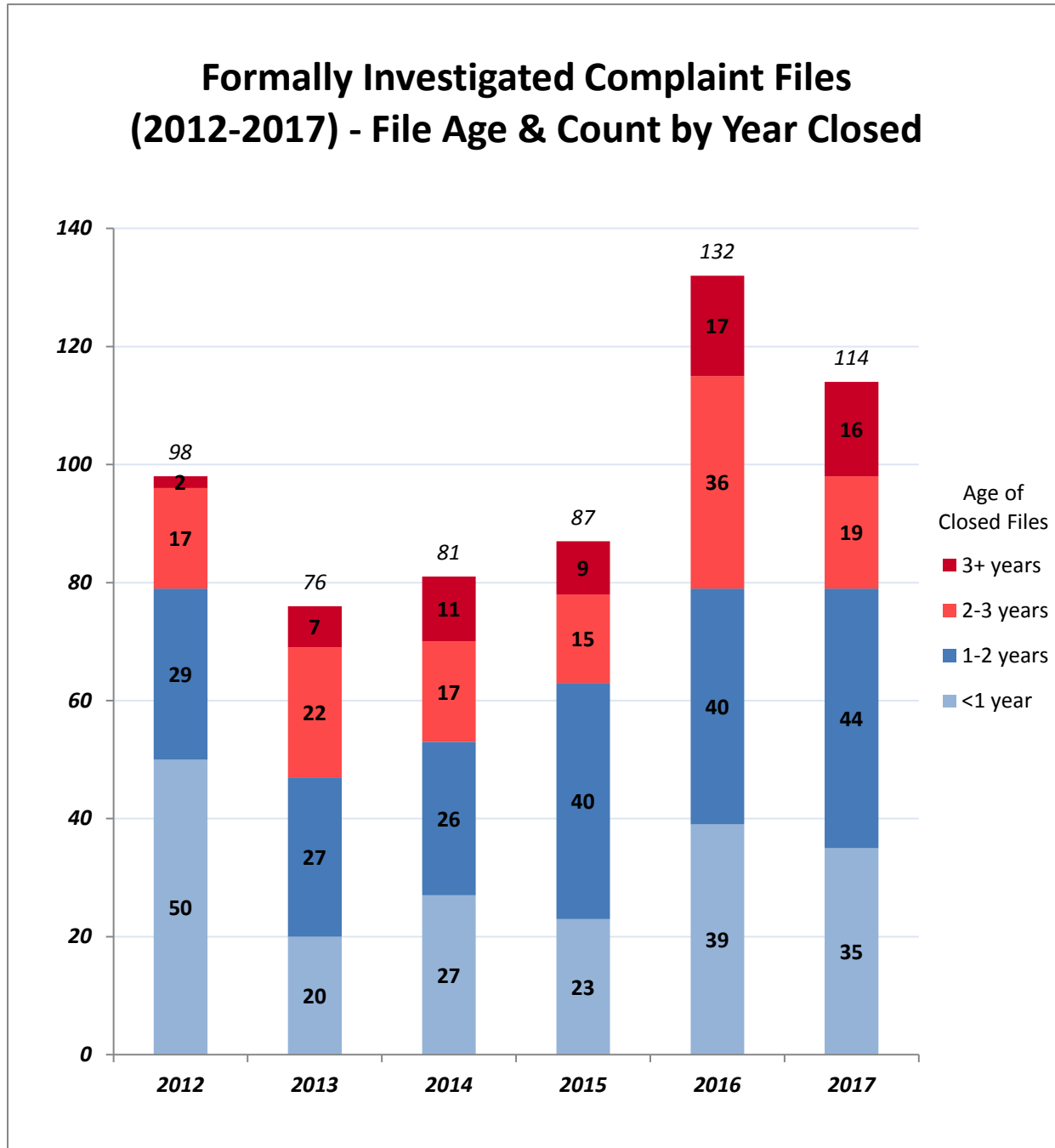
	2012	2013	2014	2015	2016	2017	2012-2017
Not a Police Matter	20	26	29	37	44	24	
Dismissed-Outside of 1year Investigative Jurisdiction s. 43(11)	7	8	4	5	12	9	
Abandoned by Complainant	156	179	109	127	160	108	
Withdrawn by Complainant	4	1	2	1		1	
TOTAL DISMISSED/NOT PURSUED - AS A PORTION OF GRAND TOTAL	23%	27%	16%	20%	20%	16%	
Resolved Informally-Informal Discussion among parties incl. PSS	478	439	402	402	520	438	
Resolved Informally-Facilitated Discussion						7	
Resolved Informally-Supervisor Intervention	60	48	98	85	81	58	
Resolved Informally-Public Complaint Director	1		1				
TOTAL RESOLVED INFORMALLY - AS A PORTION OF GRAND TOTAL	67%	61%	54%	56%	55%	56%	
Resolved	60	79	215	141	193	170	
TOTAL RESOLVED - AS A PORTION OF GRAND TOTAL	7%	10%	23%	16%	18%	19%	
Referred to Other Areas	19	15	67	70	90	73	
TOTAL REFERRED - AS A PORTION OF GRAND TOTAL	2%	2%	7%	8%	8%	8%	
Other	1					8	
TOTAL OTHER - AS A PORTION OF GRAND TOTAL	0.1%					1%	
GRAND TOTAL	806	795	927	868	1100	896	

The count of citizen contact files reaching a disposition in 2017 returned to 2015 counts increased 28.0% in 2016 when compared to 2015 and is sitting right at five-year average.



AGING OF PSS FILES

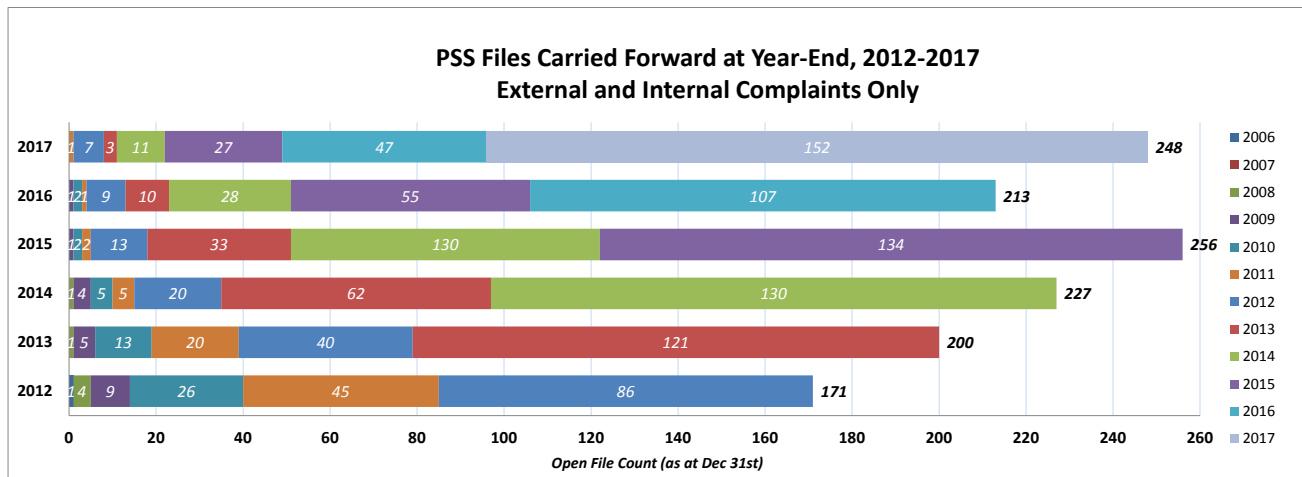
FORMALLY INVESTIGATED COMPLAINT FILES (2012-2017) – CLOSED FILE AGE



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 2017, and a significant portion of those were files older than 2 years. This is a tangible accomplishment of efforts to manage the backlog of active files received by PSS between 2014 and 2016.

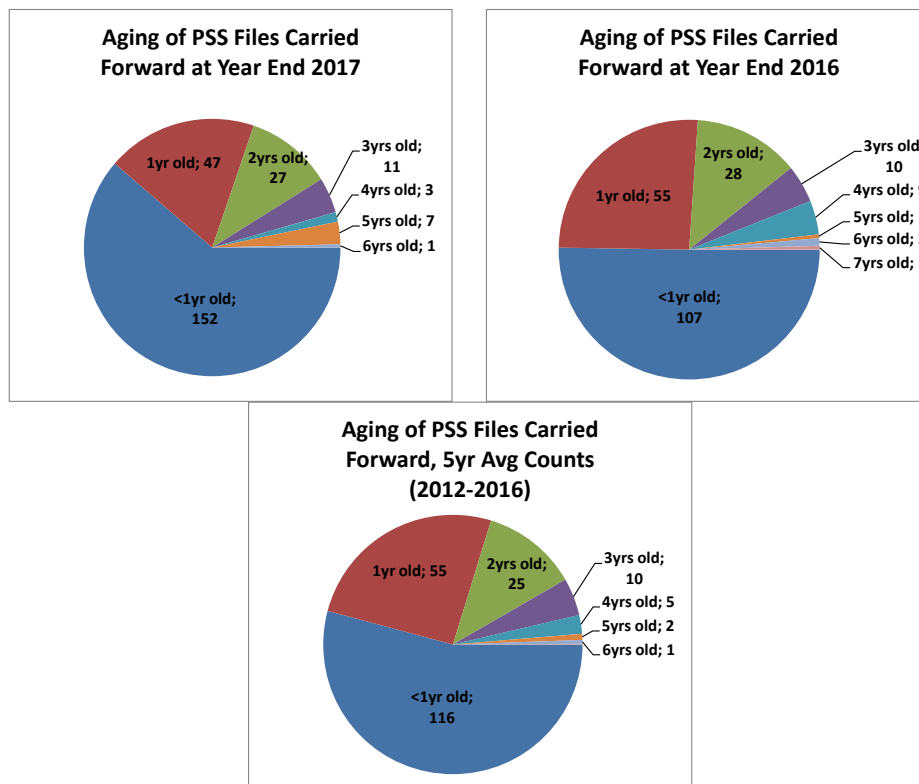


PSS COMPLAINT FILES CARRIED FORWARD PER YEAR, 2012-2017



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 one year significantly decreased in 2017 compared to 2016, despite the elevated number of newly received files being carried forward. This is a successful result of efforts to close several historical complaint files in 2016 and 2017.

AGING OF PSS EXTERNAL & INTERNAL COMPLAINT FILES



These charts illustrate the age proportions of open complaint files at the end of the period indicated.



DISCIPLINE

COMPLAINTS ORDERED TO A PROFESSIONAL CONDUCT HEARING, 2008-2017

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	5yr avg '12-'16	2017 vs 5yr avg
External Complaints	3	6	0	1	7	0	3	4	3	3	3	-11.8%
Internal Complaints	3	4	3	0	2	1	10	6	3	6	4	36.4%
Total Ordered	6	10	3	1	9	1	13	10	6	9	8	15.4%

Complaints ordered to a professional conduct hearing were at average level in 2017, with only one file more than the five-year average of eight. Counts of disciplinary hearing complaints fluctuate year over year.

2017 ALLEGATIONS AND DISCIPLINE – PROFESSIONAL CONDUCT HEARINGS

Allegation	Total Count of Allegations	Penalties Applied
<i>Discreditable Conduct</i>	1	<i>Suspension Without Pay (80hrs max)</i>
<i>Insubordination</i>	5	<i>Reduction of Seniority Within Rank</i> <i>Suspension Without Pay (80hrs max)</i> <i>Forfeiture of OT Hours (40hrs max)</i>
<i>Neglect of Duty</i>	6	<i>Reduction of Seniority Within Rank</i> <i>Forfeiture of OT Hours (40hrs max)</i>
<i>Unlawful/Unnecessary Exercise of Authority</i>	1	<i>Suspension Without Pay (80hrs max)</i>
TOTAL - SUSTAINED ALLEGATIONS (HEARING)	13	

2017 ALLEGATIONS AND DISCIPLINE - MINOR CONTRAVENTIONS

Allegation	Allegations	Penalties Applied
<i>Discreditable Conduct</i>	8	<i>Forfeiture of OT hours (40hrs max)</i> <i>Official Warning</i>
<i>Inappropriate Use of Force</i>	1	<i>Official Warning</i>
<i>Insubordination</i>	20	<i>Forfeiture of OT hours (40hrs max)</i> <i>Official Warning</i> <i>Reprimand (3yrs)</i> <i>Suspension Without Pay (80hrs max)</i>
<i>Neglect of Duty</i>	11	<i>Forfeiture of OT hours (40hrs max)</i> <i>Official Warning</i> <i>Other Action Considered Appropriate</i> <i>Reprimand</i>
<i>Unlawful/Unnecessary Exercise of Authority</i>	4	<i>Dismissal of Matter</i> <i>Official Warning</i> <i>Other Action Considered Appropriate</i>
TOTAL - SUSTAINED ALLEGATIONS (WITHOUT HEARING)	44	



2017 DISCIPLINARY ACTIONS

Sustained - Adjudicated With a Hearing		Sustained - Adjudicated Without a Hearing	
Forfeiture of 12hrs OT	2	Dismissal of Matter	1
Forfeiture of 20hrs OT	1	Forfeiture of 12hrs OT	1
Forfeiture of 24hrs OT	1	Forfeiture of 20hrs OT	2
Forfeiture of 48hrs OT	1	Forfeiture of 24hrs OT	2
Reduction of Seniority W/in Rank (1 st to 2 nd Class)	1	Forfeiture of 3hrs OT	1
Suspension From Duty Without Pay (70hrs)	1	Forfeiture of 40hrs OT	2
Suspension From Duty Without Pay (80hrs)	2	Forfeiture of 80hrs OT	1
		Official Warning (1yr)	4
		Official Warning (2yrs)	3
		Official Warning (3yrs)	4
		Other Action Considered Appropriate	2
		Reprimand (3yrs)	3
		Suspension From Duty Without Pay (80hrs)	1
TOTAL	9	TOTAL	27



Five sustained files in 2017 were adjudicated with a disciplinary hearing. The total count of involved officers was 5 and the total count of sustained allegations was 13. Disciplinary measures adjudicated included three suspensions from duty, five counts of forfeiture of OT hours and one reduction of seniority within rank.

Twenty-six sustained files were adjudicated without a hearing in 2017. These files involved a total of 27 officers and 44 sustained allegations. Official warning was the prevalent discipline adjudicated in 2017 (11 count, or 40.7% of all disciplinary actions), followed by forfeiture of overtime hours (9 count; or 33.3%).

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, 2012-2017

	2012	2013	2014	2015	2016	2017	5yr avg	
Compliments Received	302	325	413	358	375	359	355	
Officers Complimented	561	700	666	651	621	581	630	

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 2017, PSS received a total of 359 compliments. 27 of those were addressed to CPS as an organization and the remaining 332 compliments were received for 536 named and 45 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.*

