



# REPORT TO CALGARY POLICE COMMISSION



## Professional Standards 2022 Annual Report

### Date

2023-09-18

### Commission Role

- Information only       Approval

### Type of Meeting

- Full Commission meeting  
 Governance and Personnel (G&P) Sub-Committee  
 Finance and Audit (F&A) Sub-Committee  
 Complaint Oversight (COC) Sub-Committee  
 Anti-Racism Committee

### Purpose

Professional Standards is pleased to present its 2022 Annual Report for Commission awareness.

- Obligation under the *Police Act*  
 Update on progress  
 Other: (x)

### Background / Issue

The Professional Standards 2022 Annual Report was previously discussed with the Commission's Complaints Oversight Committee in Spring 2023. It is now being brought forward for presentation to the full Commission. For the first time, the Annual Report includes a section on compliments received for CPS officers, as well as more information and statistics about disciplinary penalties imposed by the Chief of Police, and by Presiding Officers following disciplinary hearings.

### Discussion / Analysis

The Annual Report contains an in-depth analysis of 2022 trends in police accountability. They are best summarized by highlighting the following:

- Notable decrease in the number of citizen contacts and complaints to the Professional Standards Section (PSS):
  - 14% decrease in citizen complaints to PSS in 2022 (n=285) compared to 2021 (n=331), now aligning more closely with the 5-year average.
  - 19% decrease in citizen contacts with PSS in 2022 (n=796) compared to 2021 (n=977), which is the lowest number since pre-2017. Citizen contacts may or may not progress into formal complaints.

- Notable gains in process efficiency, and use of clear and objective Body Worn Camera footage, benefiting citizens and CPS members through more timely complaint resolution:
  - A 20% decrease in the time it takes for PSS to close complaints, over the 5-year average.
  - A 25% increase in the number of files that were closed within 12 months compared to 2021, with more than half of all files now being closed within this timeline.
  - A 28% decrease in the average number of days it took to close files resolved by way of Alternative Dispute Resolution (ADR) when compared to the 5-year average.
- Themes from complaint outcomes:
  - The most common sustained allegation of officer misconduct in 2022 was Insubordination (non-compliance with a policy, rule or order), followed by Discreditable Conduct (conduct that reflects poorly on CPS).
  - The most common sustained penalty for minor misconduct was an Official Warning at 51%, followed by a financial penalty of forfeiture of pay accumulated through overtime at 32%
  - 87% of closed files were resolved through ADR, dismissed, withdrawn or not sustained. Only 13% of closed files resulted in discipline (with or without a hearing).

## Approval signatures

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**AUTHOR signature:**

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Katherine Murphy, Executive Director

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Date

Legal & Regulatory Services  
Division

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**CHIEF OF POLICE signature:**

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*Mark Neufeld, Chief of Police*

\_\_\_\_\_  
Date

*Office of the Chief*

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