



CALGARY
POLICE
SERVICE

PROFESSIONAL
STANDARDS SECTION
ANNUAL REPORT

2024

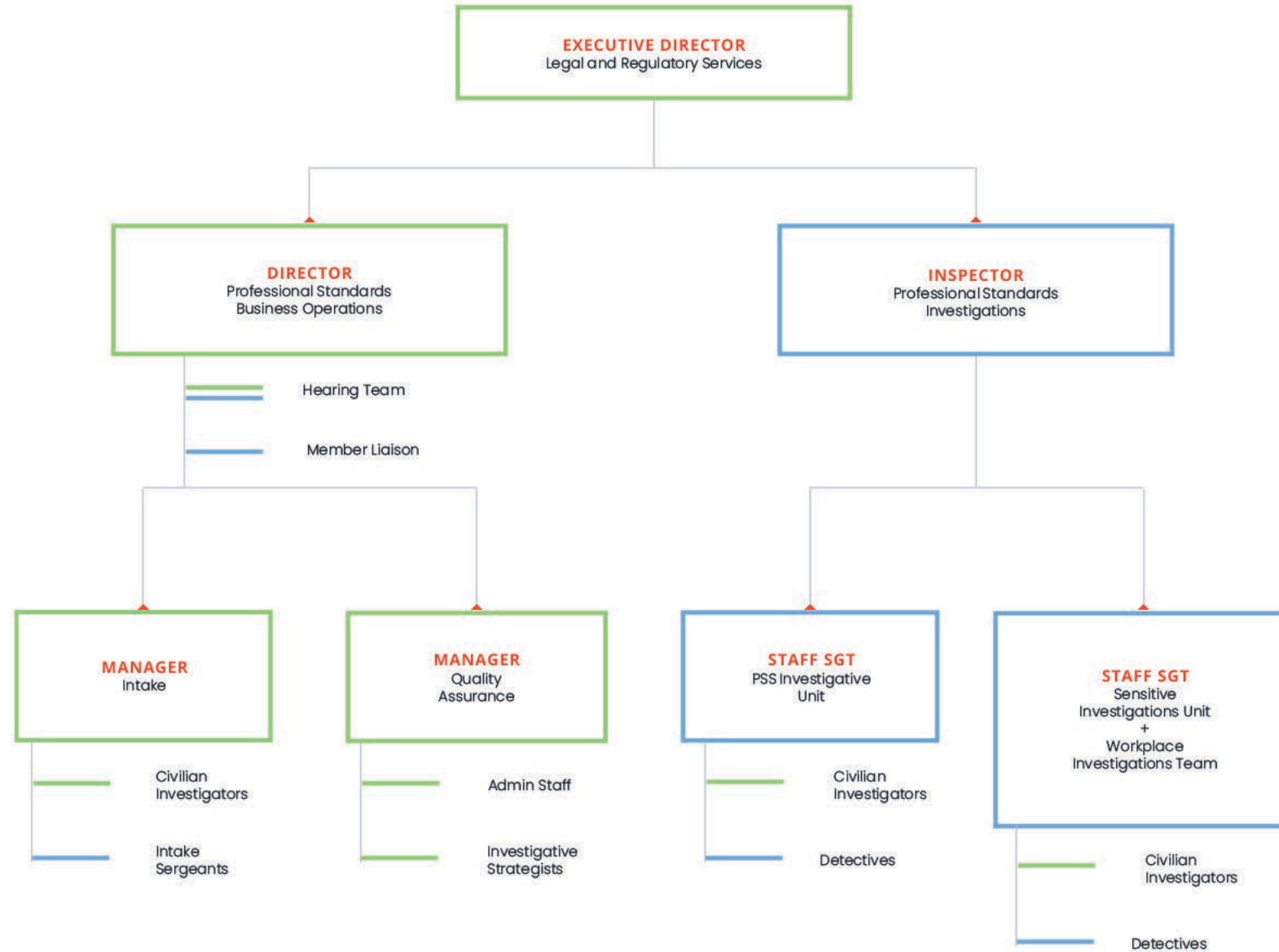




PROFESSIONAL STANDARDS SECTION

Addresses public and internal concerns and complaints about the conduct of police officers, the policies of the CPS or the service provided by the CPS, in alignment with the Police Act and Police Service Regulations.

PROFESSIONAL STANDARDS SECTION ORGANIZATIONAL CHART



Legend

CIVILIAN

SWORN

KEY STATISTICAL HIGHLIGHTS

THERE WERE

561,115

CALLS FOR SERVICE IN 2024

THESE INTERACTIONS WITH CALGARIANS GENERATED

1,146

PSS PUBLIC CONTACTS

(a member of the public contacts PSS with a concern)

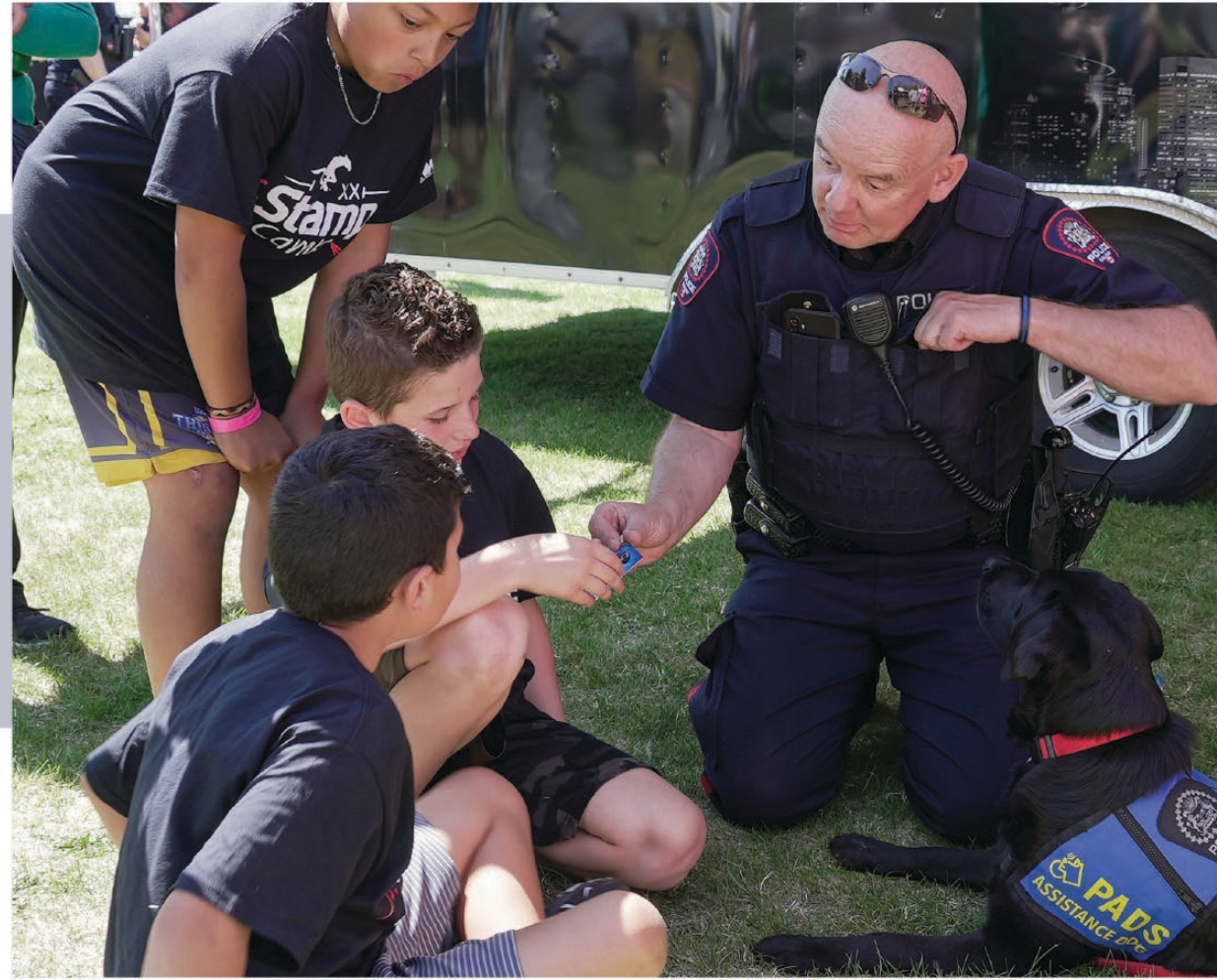
272

OF WHICH WERE FORMAL COMPLAINTS

THAT MEANS

0.05%

OF ALL CALLS FOR SERVICE GAVE RISE TO A FORMAL COMPLAINT TO PSS



2024 PROCESS IMPROVEMENTS



Standardized Questions



Specialized Training:



Race/Gender Data
Collection

- Harassment, bias, unfair policing investigations



Translations

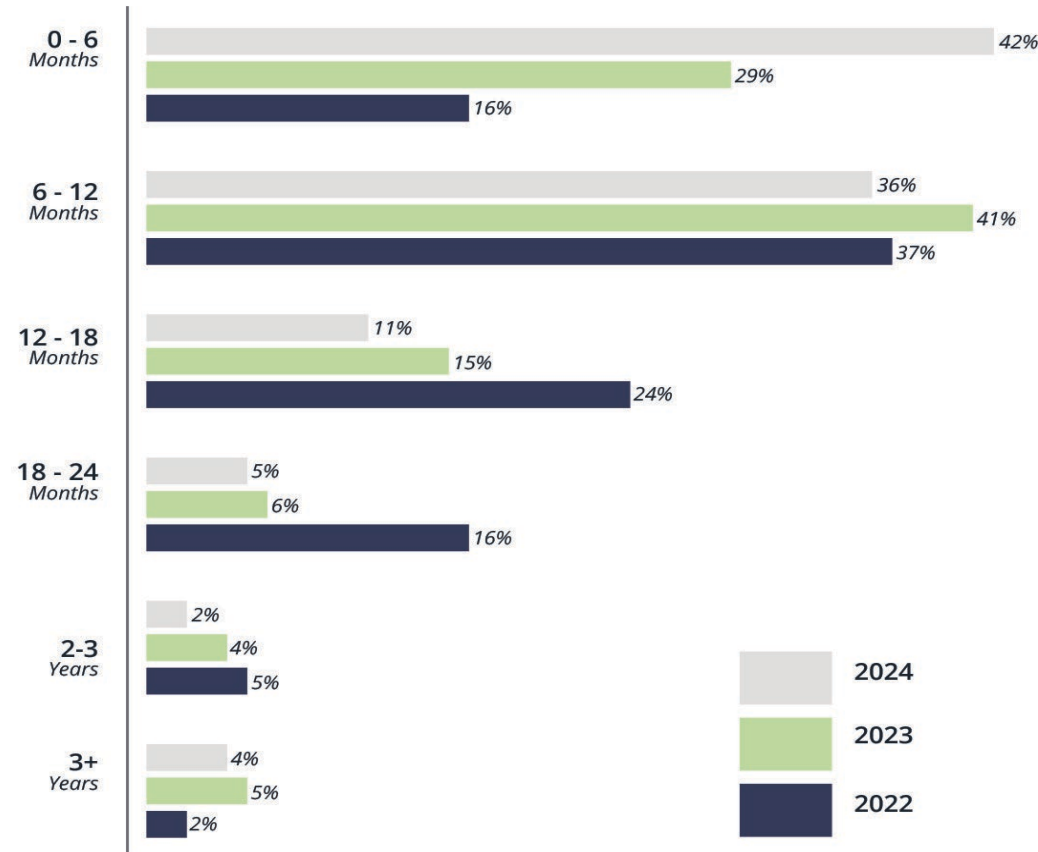
- Cultural competency, inclusivity, racial equity integration



Community Engagement

JOURNEY MAPPING INITIATIVE

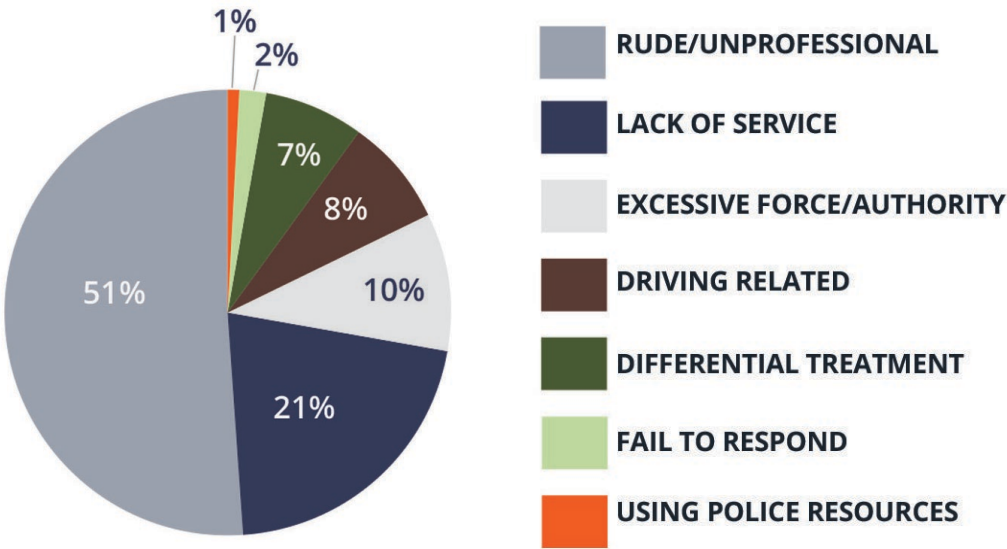
Timeline to Close Investigated Files 2022 to 2024



- Increased efficiency in file closure timelines
- Internal video: McNeil Officer designation
- EIPro for team monitoring
- PSS secondment program
- Workplace Investigations Team (WIT)

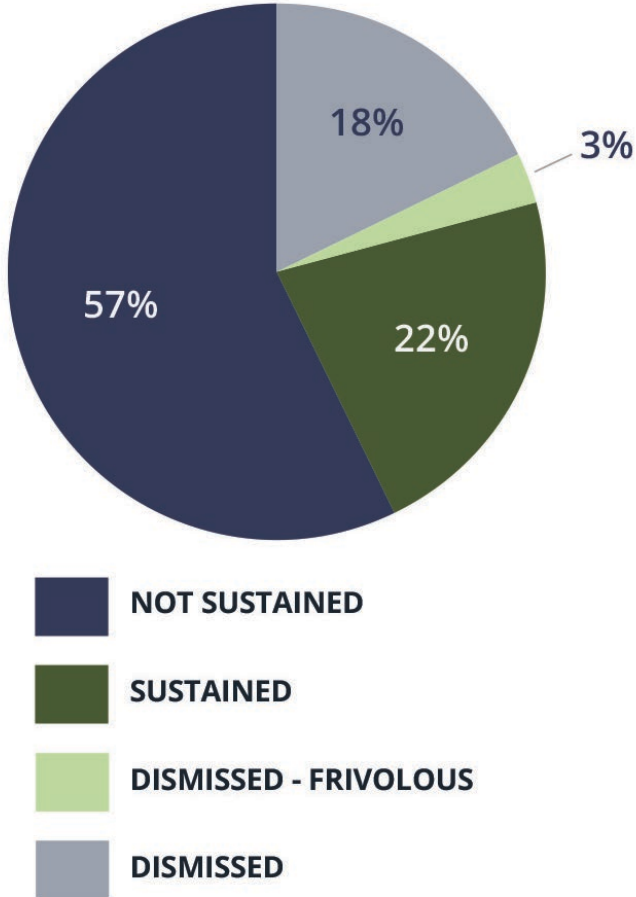
EXTERNAL & INTERNAL COMPLAINTS

	2020	2021	2022	2023	2024	5 YR AVG
CITIZEN CONTACTS	888	977	796	879	874 ↓	883
EXTERNAL COMPLAINTS	298	331	285	252	272 ↑	288
INTERNAL COMPLAINTS	106	43	46	46	31 ↓	54

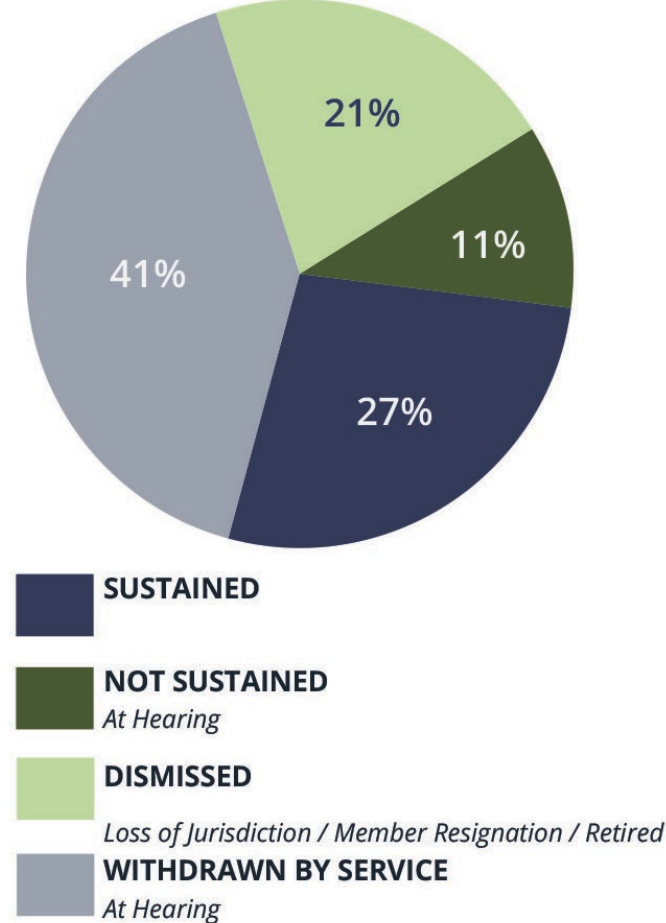


COMPLAINT OUTCOME TRENDS

2024 Allegation Findings - No Hearing



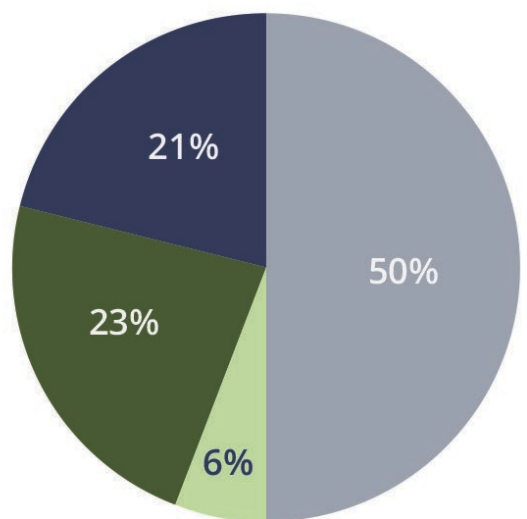
2024 Dispositions of Allegations from Hearing



COMPLAINT OUTCOME TRENDS

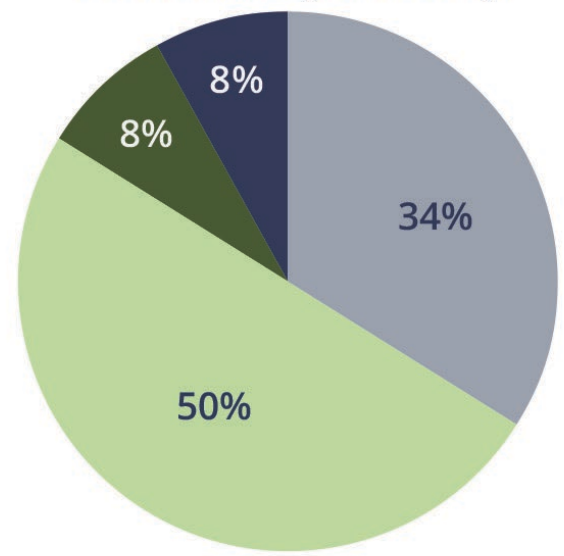
MOST COMMON PENALTIES

2024 Penalties - No Hearing



- OFFICIAL WARNING (1-3 YEARS)
- FORFEITURE OF OVERTIME HOURS
- REPRIMAND (1-3 YEARS)
- SUSPENSION WITHOUT PAY

2024 Penalties from Hearing



- SUSPENSION WITHOUT PAY
- REPRIMAND (5 YEAR)
- FORFEITURE OF OVERTIME HOURS
- REDUCTION IN RANK

LOOKING FORWARD: POLICE REVIEW COMMISSION



- Improving police accountability and public confidence
- Reform policing practices
- Strengthen ties to community
- Investigate all Police Act complaints against Alberta municipal police officers
- Oversight of ASIRT

**PROFESSIONAL
PATIENT**

DIGNITY

CALM

RESPECTFUL

FRIENDLY



QUESTIONS?
