



HAMILTON POLICE SERVICE

TO SERVE AND PROTECT IN PARTNERSHIP WITH OUR COMMUNITIES

Hamilton Police Service



Professional Standards Branch Annual Report 2018

Supt Nancy Goodes-Ritchie

Presented: April 11, 2019



Professional Development Division

- Professional Standards
- SIU Liaison
- Risk Management
- Business Planning
- Policy Development
- Quality Assurance
- Training Branch



Professional Standards Branch

- Investigations from OIPRD
 - Includes conduct, policy and service complaints
- SIU Liaison
- Internal investigations (Chief's Complaints), including Workplace Violence / Harassment complaints



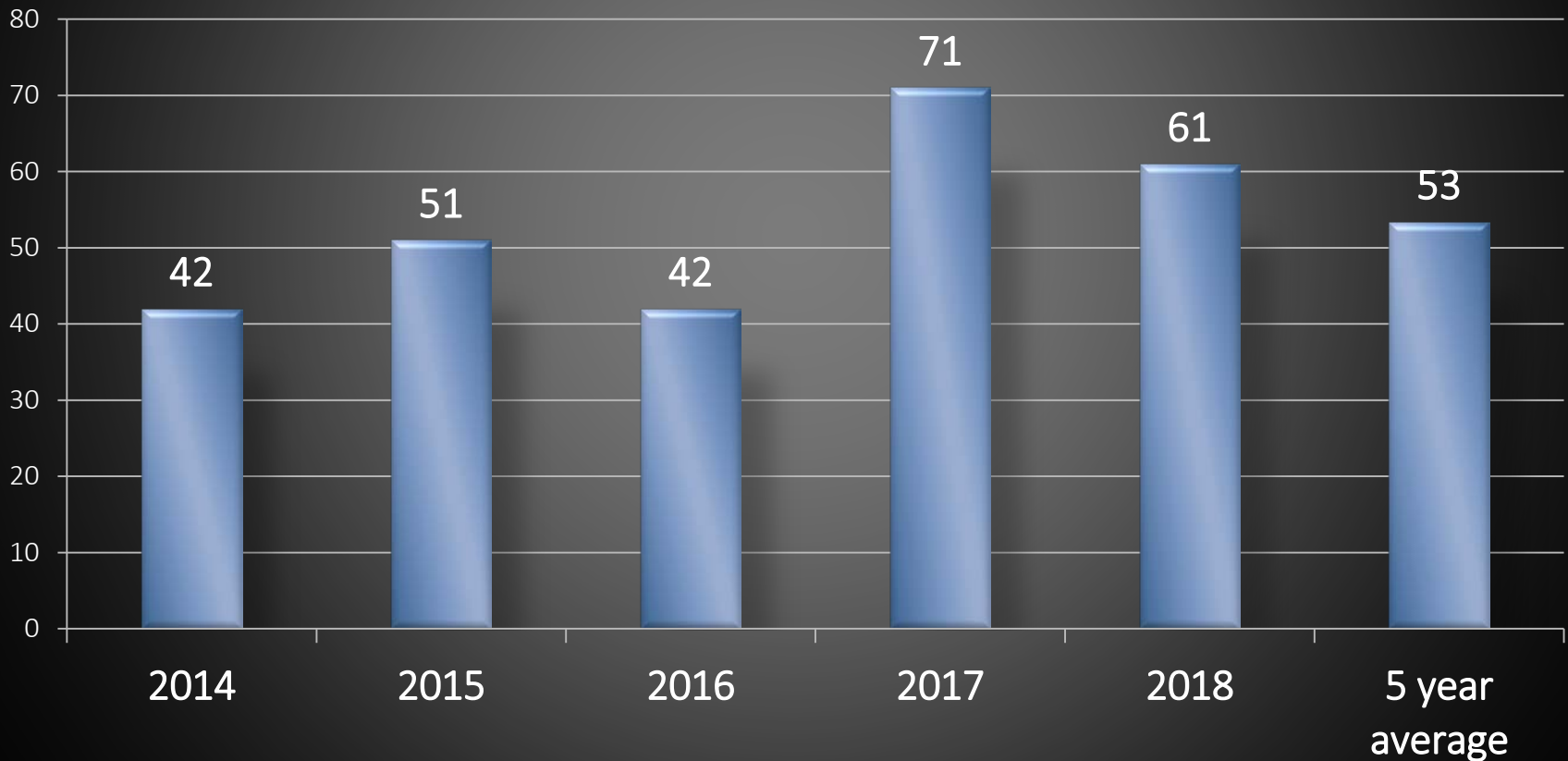
Public Complaints

- In 2018, answered 317,724 calls yet only 120 public complaints filed = 0.04%
- Of the 120 complaints, 61 were screened in for investigation
 - 48 Conduct complaints
 - 1 Service complaint
 - 2 Policy complaints
 - 10 Customer Service Resolutions



Complaint Averages

of Screened in Complaints





OIPRD Investigations

- 1 service complaint
- 2 policy complaints
- 48 conduct investigations
 - 9 complaints withdrawn
 - 18 Informal Resolutions
 - 16 complaints unsubstantiated
 - 4 remain open
 - 1 officer had substantiated discipline



Internal Investigations (Chief's Complaints)

Total of 182 investigations, which includes:

- Motor Vehicle Collisions (113)
- Red Light Camera violations (31)
- Missed Court (10)
- Workplace Harassment (6)
- Other Chief's Complaints (22)

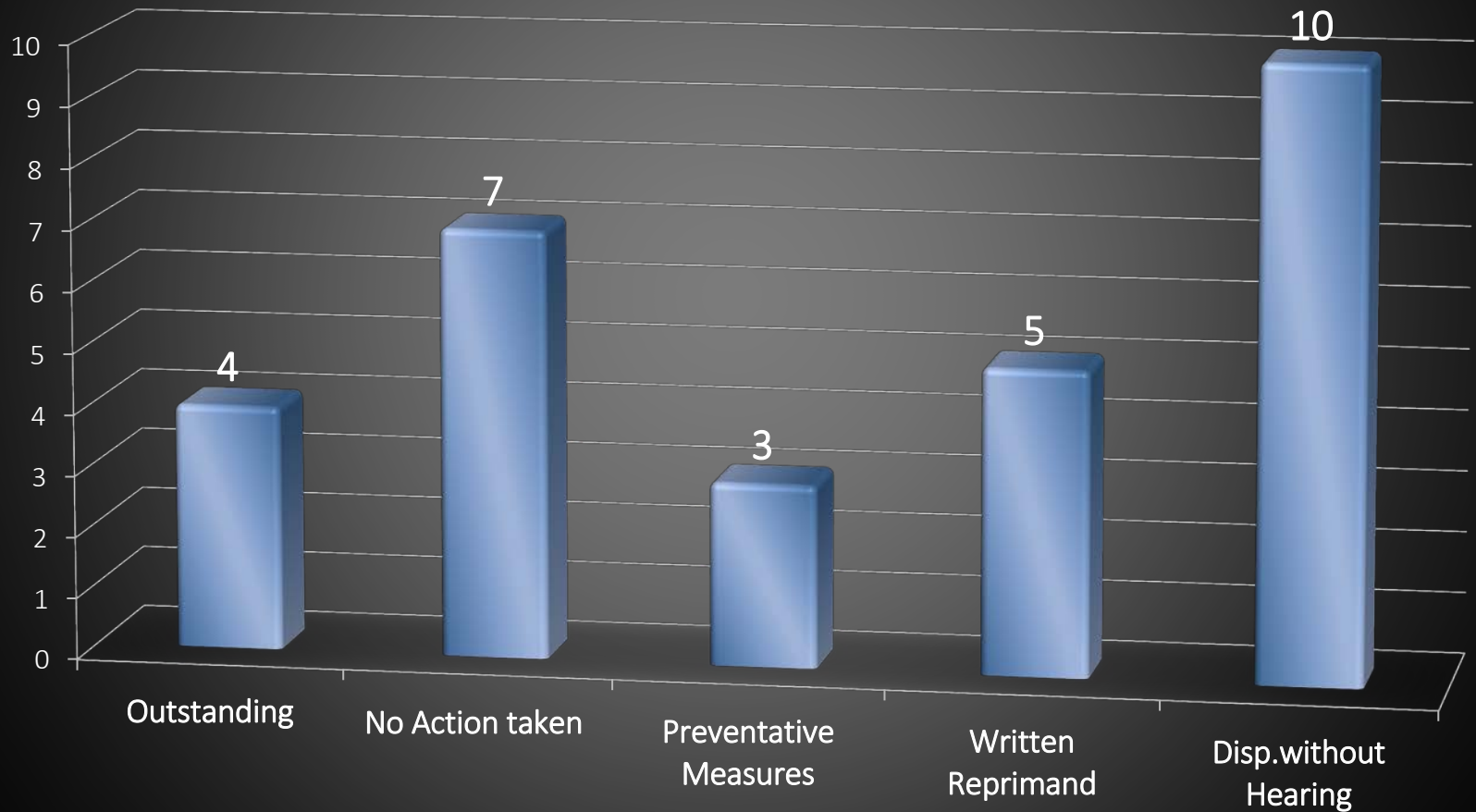


Other Chief's Complaints

- Total of 22 investigations involving 29 members
 - 18 Substantiated
 - 7 Unsubstantiated
 - 4 Outstanding

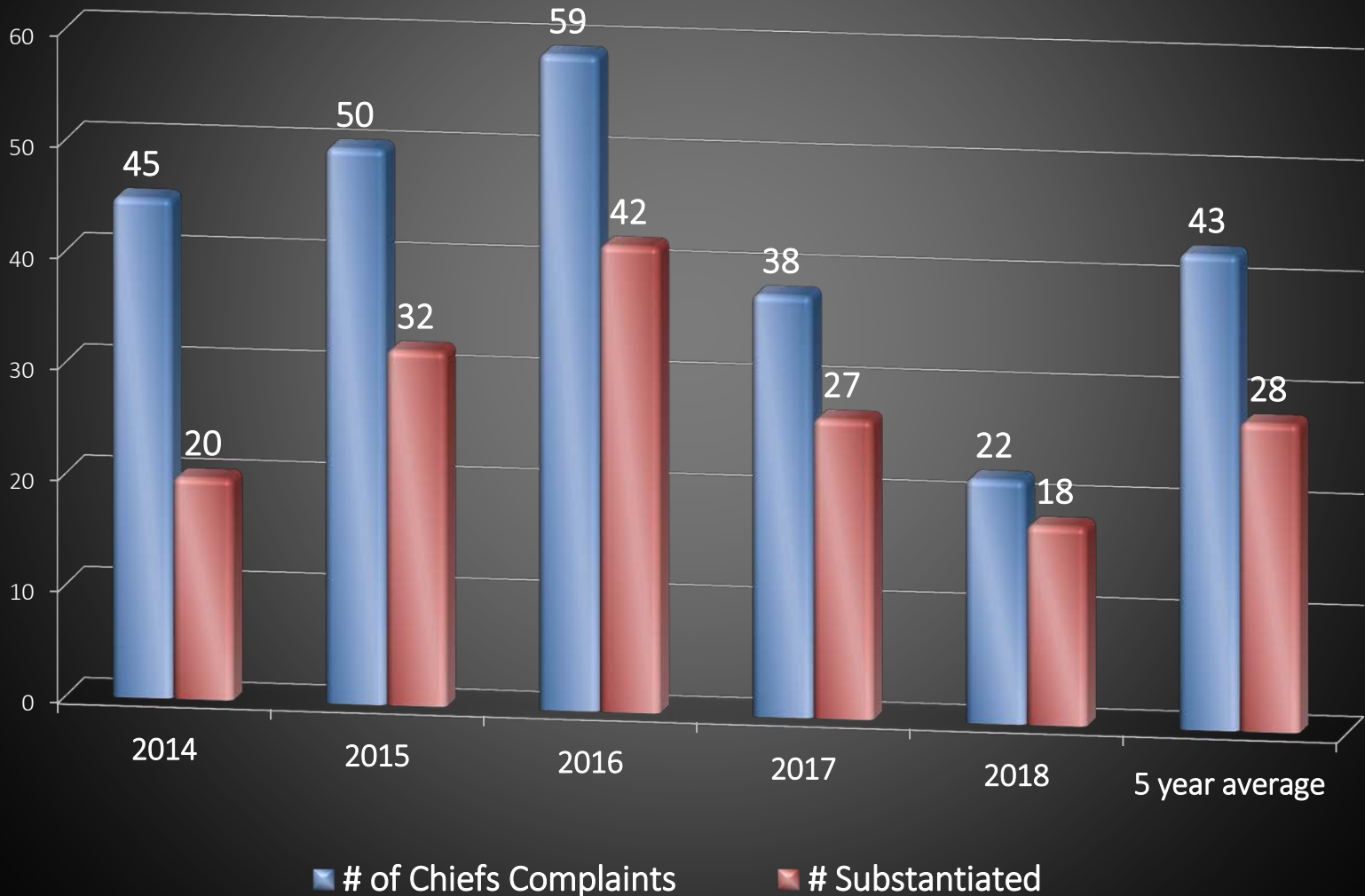


Chief's Complaints





Chief's Complaint Averages



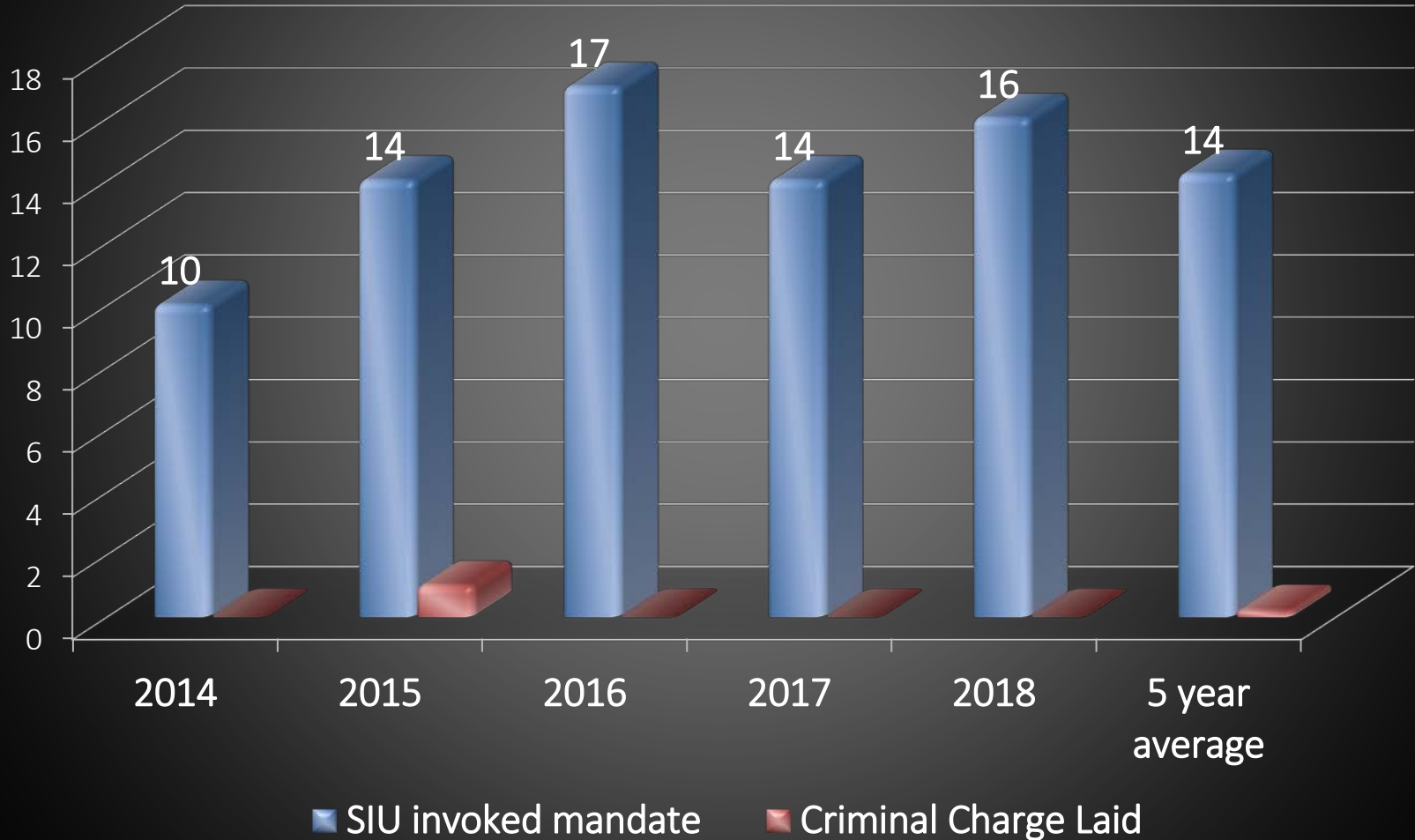


Special Investigations Unit (SIU)

- SIU was notified 22 times and mandate was invoked in 16 of the 22 notifications
 - 8 concluded by memo
 - 8 formal investigations
 - 1 concluded with no charges
 - 7 outstanding (at time of report)

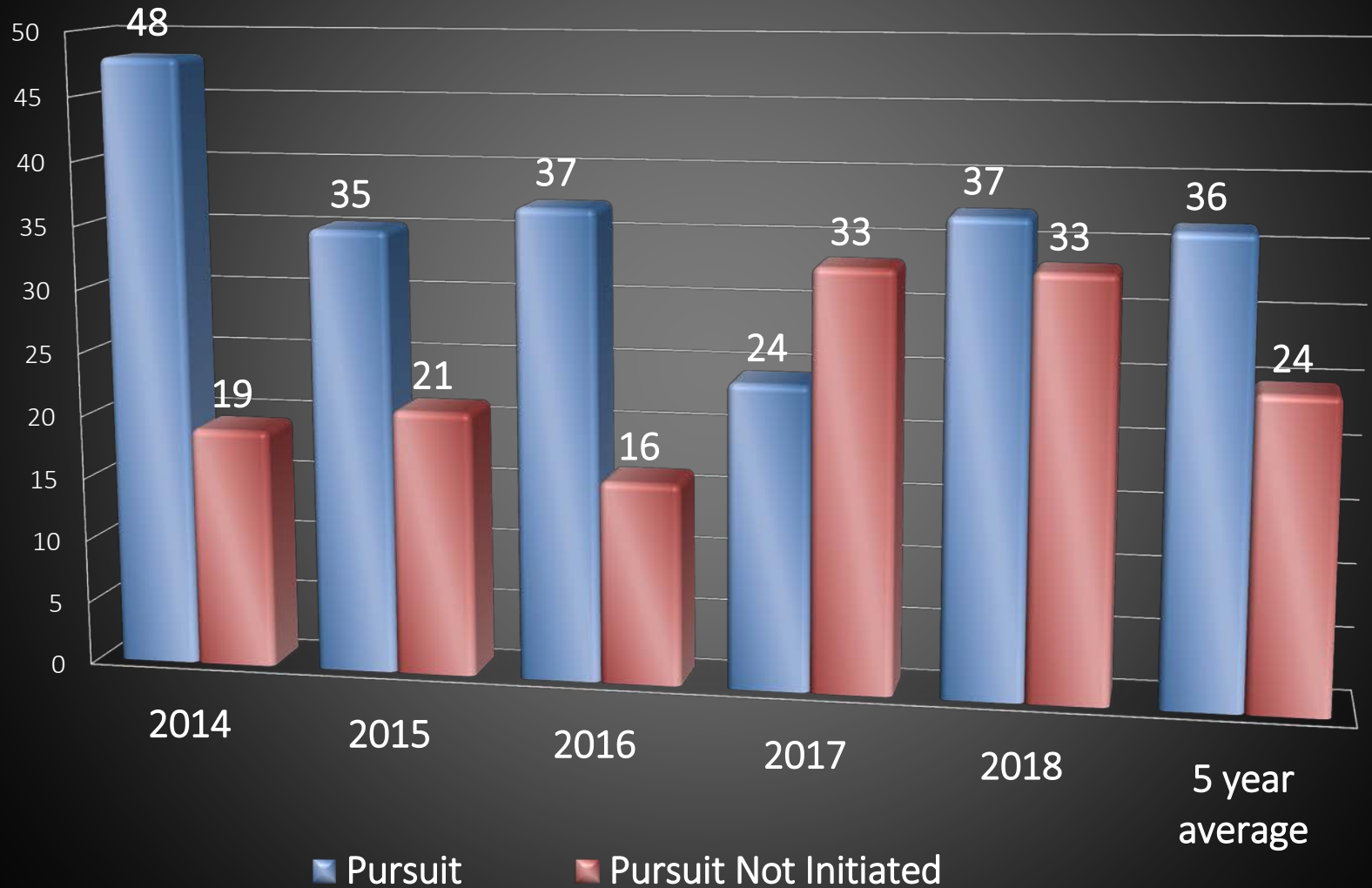


SIU Invoked Mandate





Fail to Stop Reports





Commendations, Awards and Letters

- HPS received 112 good news letters with compliments of quality service
- Issued 53 letters of recognition to public
- Awarded 16 members with Member of the Month
- Issued 139 commendations to members for exemplary service
- 6 members received the Chief's PRIDE Award



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Questions?