




# HAMILTON POLICE SERVICE INFORMATION REPORT

|                                   |   |
|-----------------------------------|---|
| <b>TO:</b>                        | Chair and Members<br>Hamilton Police Service Board                                |
| <b>BOARD MEETING DATE:</b>        | May 29, 2025  |
| <b>SUBJECT:</b>                   | 2024 Year End Report – Professional Standards Branch                              |
| <b>REPORT NUMBER:</b>             | 25-026  |
| <b>PRESENTATION:</b>              | Yes   |
| <b>OUTSTANDING BUSINESS ITEM:</b> | No  |
| <b>SUBMITTED BY:</b>              | Frank Bergen, Chief of Police   |
| <b>SIGNATURE:</b>                 |  |

## EXECUTIVE SUMMARY

The Community Safety and Policing Act, 2019 O. Reg. 399/23 s. 12(1)(b) requires the submission of an annual report for the Board relating to public complaints. The attached Professional Standards Branch 2024 Annual Report is attached in compliance with the Regulation.

## INFORMATION

The Professional Standards Branch 2024 Annual Report provides an overview of all public complaints, Service complaints and internal investigations including workplace harassment, SIU investigations and their outcomes for 2024. Further, the report also includes areas of risk such as police involved motor vehicle collisions and officer involved pursuits.

Training, commendations for officers, citizen awards and letters of appreciation are also outlined in this Report.

## APPENDICES ATTACHED

Appendix A – Professional Standards Branch 2024 Annual Report

FB/W. Mason

- c. Paul Hamilton, Deputy Chief – Support  
Will Mason, Superintendent – Professional Development Division

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**Vision:** To be a trusted partner in delivering public safety.

**Mission:** To serve and protect in partnership with our communities.

**Our Values:** Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork



2024

# Professional Standards Branch Annual Report

Prepared: May 2025



Professional Development Division

**HAMILTON  
POLICE SERVICE**  
Together. Stronger. Safer.

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## Preface

This report is prepared in accordance with Ontario Regulation 3/99 of the *Police Services Act*, and also in accordance with Ontario regulation 399/23 of the *Community Safety and Policing Act*, 2019. It is a comparative statistical analysis of all complaints received and investigated in 2024.

The data contained in this report was finalized January 22, 2025.

## Executive Summary

The total number of public complaints received overall from the OIPRD / LECA was relatively unchanged from 2023 to 2024. The number of complaints proceeding under either act dropped slightly from 61 in 2023 to 53 in 2024. Internal Chief's Complaint conduct investigations increased from 16 in 2023 to 20 in 2024. Additionally, the HPS investigated one external agency OIPRD complaint in 2024.

In 2024, the Hamilton Police Service had 203,627 interactions with the public. There were 149<sup>1</sup> public complaints made to the OIPRD / LECA in total, representing 0.07% of public contacts. The 149 public complaints can be categorized as follows:

| <b>Conduct Complaints</b>                    |                   |                                 |                                  |                   |
|--|-------------------|---------------------------------|----------------------------------|-------------------|
|  | <b>TOTAL 2023</b> | <b>Jan 1-Mar 31, 2024 (PSA)</b> | <b>Apr 1-Dec 31, 2024 (CSPA)</b> | <b>TOTAL 2024</b> |
| <b>TOTAL (Proceeding &amp; Screened Out)</b> | 150               | 67                              | 82                               | 149               |
| <b>Proceeding</b>                            | 61                | 18                              | 35                               | 53                |
| <b>Screened Out</b>                          | 89                | 49                              | 47                               | 96                |
| <b>Policy Complaints</b>                     | 0                 | 2                               | 0                                | 2                 |
| <b>Service Complaints</b>                    | 19                | 1                               | 1                                | 2                 |
| <b>External Investigations</b>               | 1                 | 0                               | 0                                | 0                 |
| <b>Early Resolutions</b>                     | 6                 | 3                               | 3                                | 6                 |

The most common allegation of misconduct is Discreditable Conduct, followed by Neglect of Duty. Allegations of Excessive Force remained the same from 2023 to 2024.

| <b>Conduct Complaints</b>    |                   |                                 |                                  |                   |
|------------------------------|-------------------|---------------------------------|----------------------------------|-------------------|
|                              | <b>TOTAL 2023</b> | <b>Jan 1-Mar 31, 2024 (PSA)</b> | <b>Apr 1-Dec 31, 2024 (CSPA)</b> | <b>TOTAL 2024</b> |
| <b>Discreditable Conduct</b> | 27                | 7                               | 14                               | 21                |
| <b>Neglect of Duty</b>       | 21                | 6                               | 14                               | 20                |
| <b>Excessive Force</b>       | 9                 | 3                               | 6                                | 9                 |
| <b>Unlawful Arrest</b>       | 3                 | 2                               | 0                                | 2                 |

Out of the 53 conduct investigations, two resulted in findings of misconduct. Among the three service complaints, one did not proceed, one was deemed unsubstantiated and one remains outstanding via the Inspectorate of Policing. In 2024, complainants requested a review of their investigation four times and the OIPRD upheld the HPS decision in all cases.

In 2024 there were 171 Internal complaints, not including Chief’s Internal Complaints, this is down 35% from 264 incidents in 2023. Damage to Clothing/Equipment (under PSA) was the most frequent form of misconduct with 117 allegations followed by Discreditable Conduct (under PSA) with 48 allegations. Damage to Clothing/Equipment includes police service collisions. There were nine complaints and/or allegations of workplace harassment in 2024. Of the allegations three were unsubstantiated, and three remain outstanding. Excluding MC, MVC, ASE, and RLC violations, (9 of 29) or 31% of the remaining 29 chief’s complaints (workplace harassment, and internal complaints) have resulted in substantiated misconduct, 6 were unsubstantiated and 14 are still ongoing at the time of this report. The following categories relate to internal complaints:

***Internal Complaints***

|  | <b>TOTAL 2023</b> | <b>Jan 1-Mar 31,<br/>2024<br/>(PSA)</b> | <b>Apr 1-Dec 31,<br/>2024<br/>(CSPA)</b> | <b>TOTAL 2024</b> |
|--|-------------------|---|--|-------------------|
| <b>Red Light Camera (RLC)</b>            | 52                | 3                                       | 25                                       | 28                |
| <b>Motor Vehicle Collisions (MVC)</b>    | 100               | 29                                      | 89                                       | 118               |
| <b>Missed Court (MC)</b>                 | 23                | 2                                       | 3  | 5                 |
| <b>Automatic Speed Enforcement (ASE)</b> | 89                | 14                                      | 6  | 20                |

In 2024, SIU was notified 19 times, and they invoked their mandate each time to investigate. Of the 19 notifications, three were concluded by memo following a preliminary inquiry, while 13 proceeded as formal investigations. All investigations concluded with no reasonable grounds to believe that the subject officers committed a criminal offence. There are still three outstanding SIU investigations that have not yet concluded from 2024. The subsequent provincially mandated Section 11 (and 81) investigations conducted by PSB for the 13 concluded investigations, determined that all HPS policies and procedures were followed, and no further action was required. There were no SIU’s which ended in criminal charges of the concluded investigations.

In 2024, 72 Fail to Stop reports were submitted, marking an 89% increase from the previous year with 34 more reports. Fail to Stop reports are filed when an individual fails to pull over after being signaled or directed by an officer. Pursuits were initiated in 48 of these incidents, representing 67% of the total Fail to Stop reports, while officers chose not to engage in a pursuit in 24 cases. Of the total reports, 38 involved Criminal Code violations and 34 were for Highway Traffic Act violations. There were six MVC’s related to officer-initiated pursuits in 2024, compared to one in 2023.

# Public Complaints

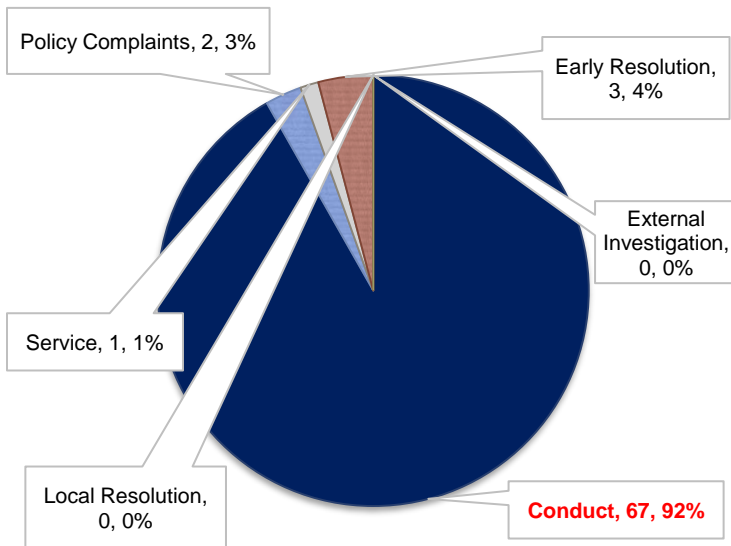
In 2024, the Hamilton Police Service recorded 203,627 public interactions. A total of 149 complaints were submitted to either the OIPRD or LECA regarding the Hamilton Police Service, accounting for 0.07% of all interactions. The OIPRD / LECA performs an independent review of each complaint and determines which will proceed to investigation.

The 149 public complaints can be categorized as follows:

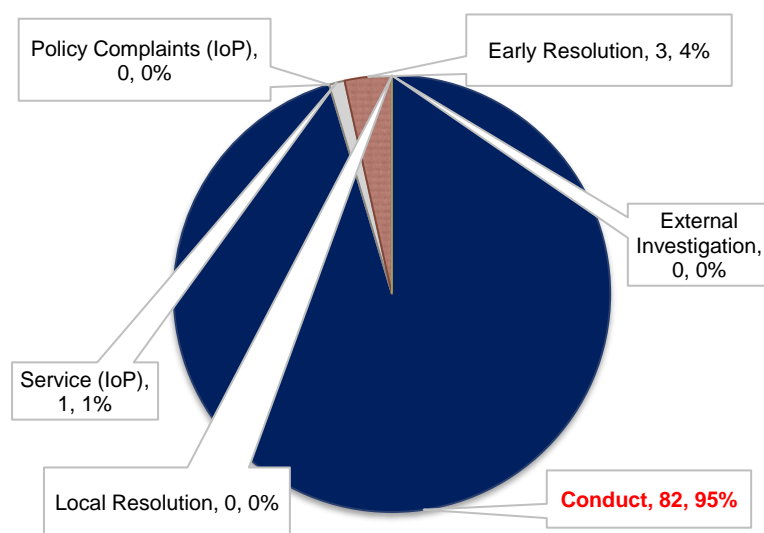
| <b>Public Complaints</b>                                |   | <b>Jan 1-Mar 31, 2024 (PSA)</b>                        | <b>Apr 1-Dec 31, 2024 (CSPA)</b>                      | <b>TOTAL 2024</b>            |
|---|---|--|---|------------------------------|
|   | <b>TOTAL 2023</b>   |  |   |                              |
|   | 150<br>(with 61 screened in for investigation by OIPRD)           | 67<br>(with 18 screened in for investigation by OIPRD) | 82<br>(with 35 screened in for investigation by LECA) | 149<br>(with 53 screened in) |
| <b>Conduct Complaints (proceeding and screened out)</b> |   |  |   |                              |
| <b>Policy Complaints</b>                                | 0   | 2  | 0   | 2                            |
| <b>Service Complaints</b>                               | 19  | 1  | 1   | 2                            |
| <b>External Investigation</b>                           | 1   | 0  | 0   | 0                            |
| <b>Early resolution</b>                                 | 6   | 3  | 3   | 6                            |
| <b>Local resolution</b>                                 | 2<br>(not counted in total as resolved prior to formal complaint) | 0  | 0   | 0                            |

It should be noted that an Early Resolution is a confidential process for less serious complaints that provides an opportunity to voluntarily resolve complaints before they are formally screened by the OIPRD / LECA. Local Resolution is a process where complaints are made directly to the HPS and a resolution is agreed upon by the involved parties.

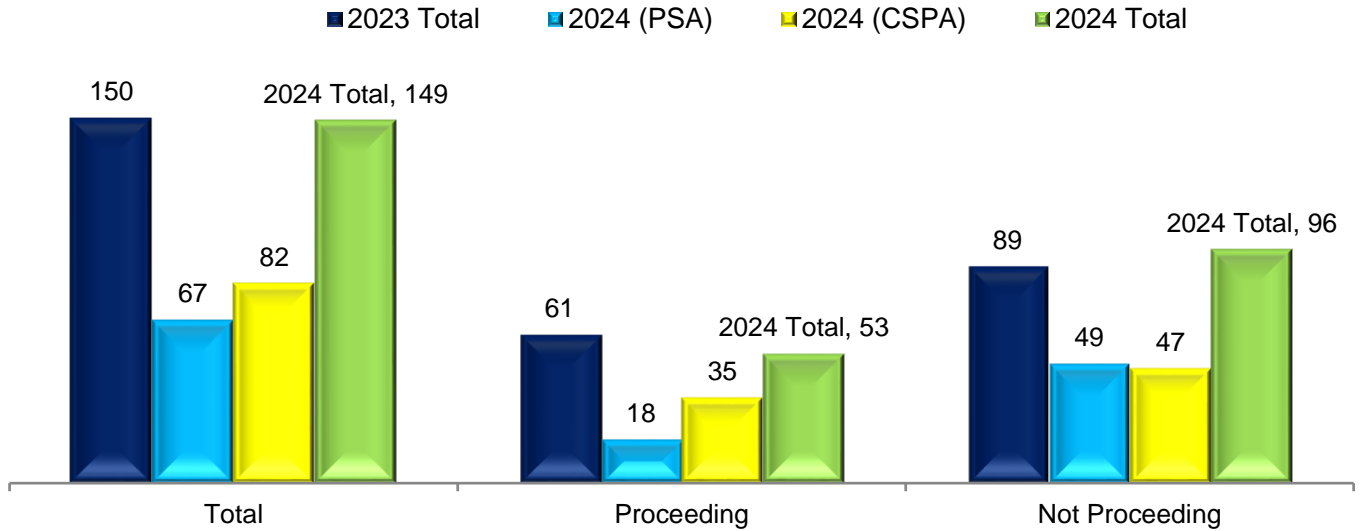
**PSA - Pre Apr 1, 2024**



**CSPA - Post Apr 1, 2024**

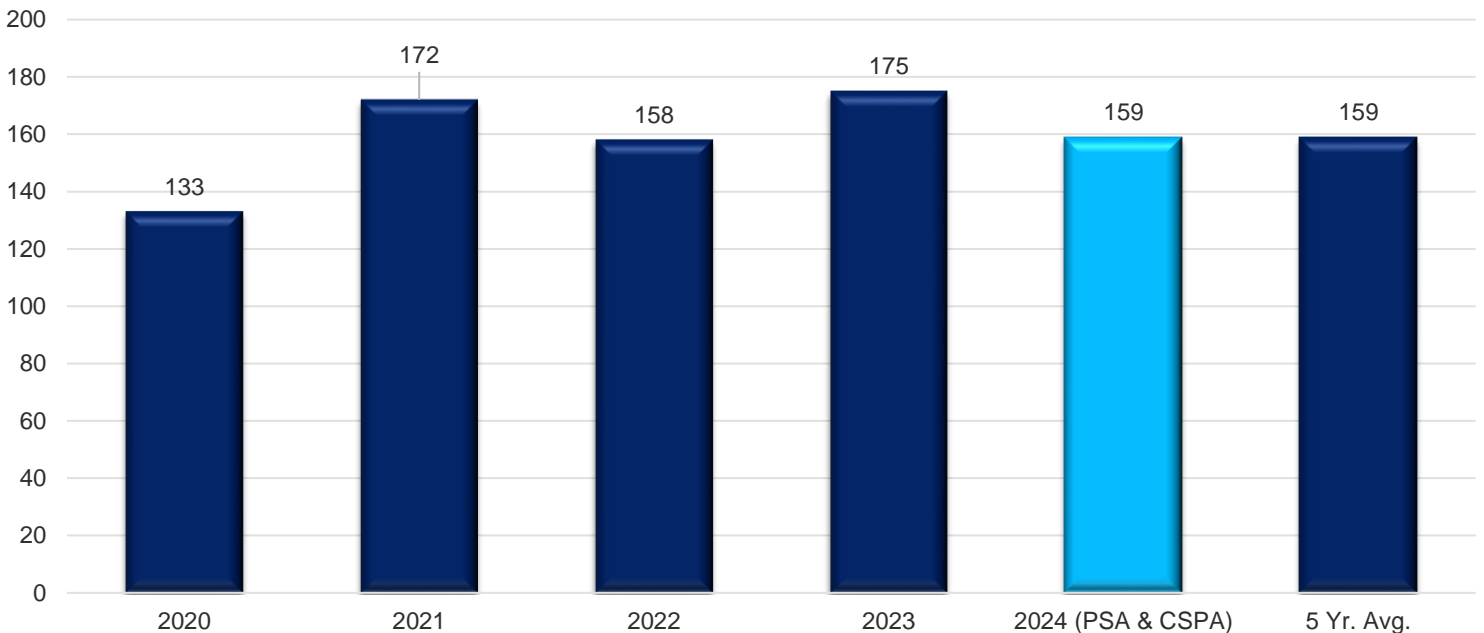


## Conduct Complaints



The OIPRD screened in 18 of the 67 conduct complaints in 2024, while LECA screened in 35 of 82 conduct complaints, for a total of 53 of 149 complaints screened in, representing 35% of the total public complaints (the same percentage as 2023). This screening process is conducted independently of the Hamilton Police Service. The average number of total public complaints (*inclusive of Conduct, Service, Policy and Early Resolution*) between 2020 and 2024 was 159, a decrease from 175 in 2023 to 159 in 2024. Out of the 203,627 public interactions, the 53 complaints that proceeded to investigation represent 0.026% of all interactions.

## Public Complaints - TOTALS (*Conduct, Policy, Service & Early Resolution*)



## Conduct Complaints

When a member of the public raises a concern about a police officer's behavior and files a complaint, the OIPRD or now LECA classifies it as a conduct complaint. Of the 149 conduct complaints received, the OIPRD and as of April 1, 2024, LECA independently determined that 96 did not require investigation, based on the following legislated criteria:

- the complaint is better dealt with under another law or act
- the complaint is frivolous – trivial or lacks an air of reality
- the complaint is not in the public interest
- the complaint is made over six months after the incident.

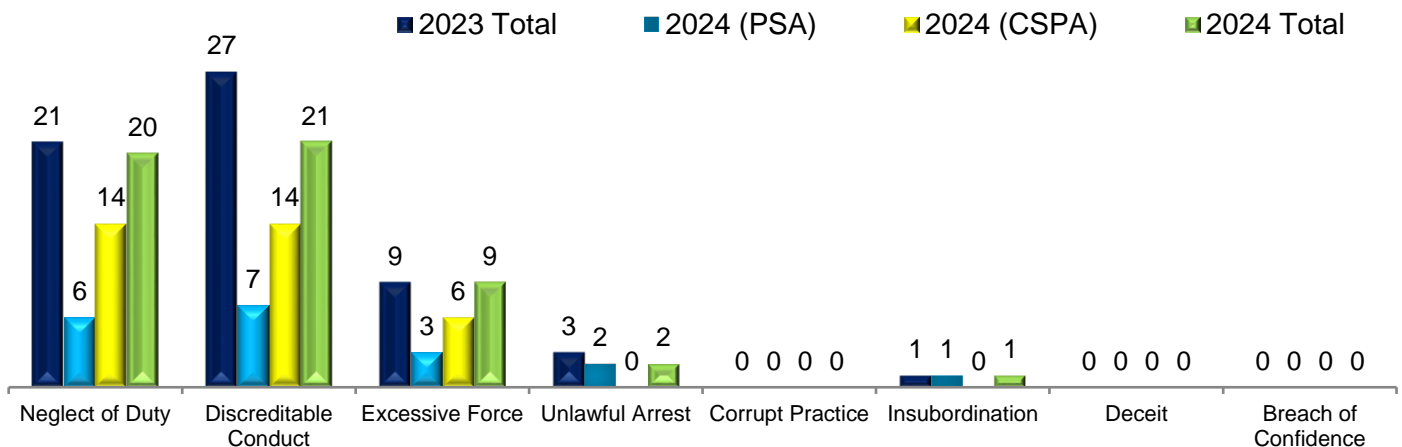
A comparison of 2024 conduct complaint data with that of 2023 shows an overall 14.8% decrease in complaint submissions. Additionally, the number of screened in conduct complaints decreased by 13% compared to 2023.

### Allegations of Misconduct

Neglect of Duty allegations remained relatively unchanged from 2023 to 2024, as did Excessive Force allegations. Discreditable Conduct (or Conduct Undermining Public Trust under the CSPA) and Neglect of Duty were the most common types of complaints in 2024, accounting for nearly all allegations. Complaints regarding Excessive Force ranked as the third most frequent type.

### Conduct Complaints Proceeding by Allegation

\* For 2024 only TWO Allegations were *Substantiated* - 1 Neglect (CSPA), 1 Insubordination (PSA) \*

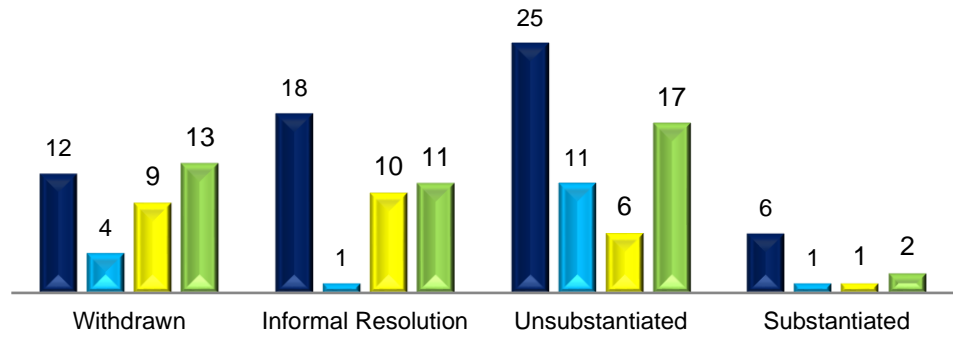


### Disposition of Conduct Complaints

Of the 53 officer conduct investigations, 13 complainants voluntarily withdrew their complaints after receiving additional information. With the remaining complaints, 11 were resolved through informal resolution, and investigators found 17 officer misconduct allegations to be unsubstantiated. Two of the original 53 conduct complaints resulted in a finding of misconduct, with penalties imposed in accordance with the *Hamilton Police Service Discipline Policy*. As of March 3rd, 2025, ten investigations remain open. The two misconduct findings represent 0.0009% of the total 203,627 public interactions.

### Disposition of Investigated Conduct Complaints

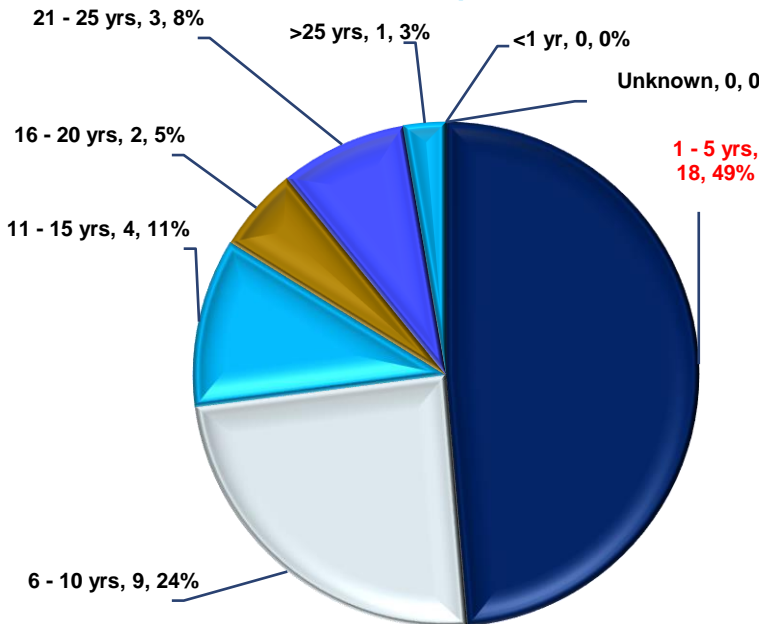
■ 2023 Total ■ 2024 (PSA) ■ 2024 (CSPA) ■ 2024 Total



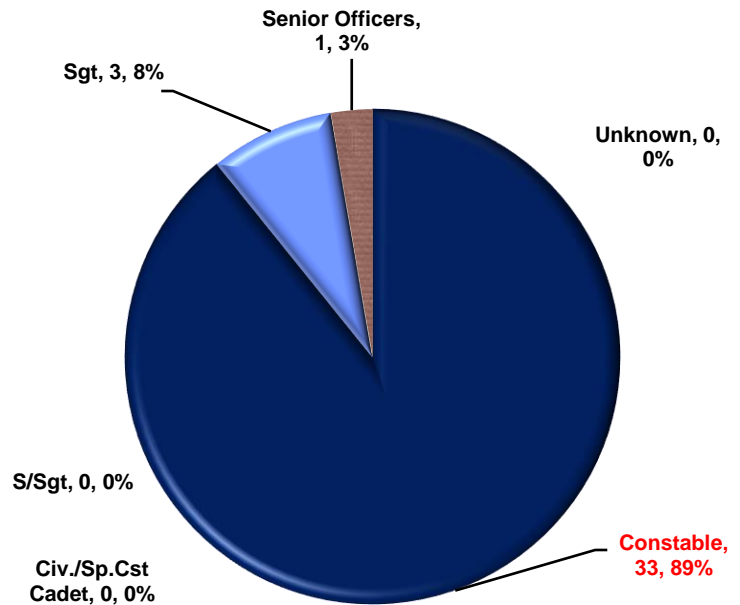
### Demographics of Conduct Complaints

Most conduct complaints involve officers with one to five years of experience, typically uniformed police officers who have the most frequent contact with the public. In terms of rank, the majority of public complaints are made against Constables, as they have the highest level of interaction with the public and represent the largest portion of the police service. The charts below demonstrate the breakdown both under the PSA and the CSPA.

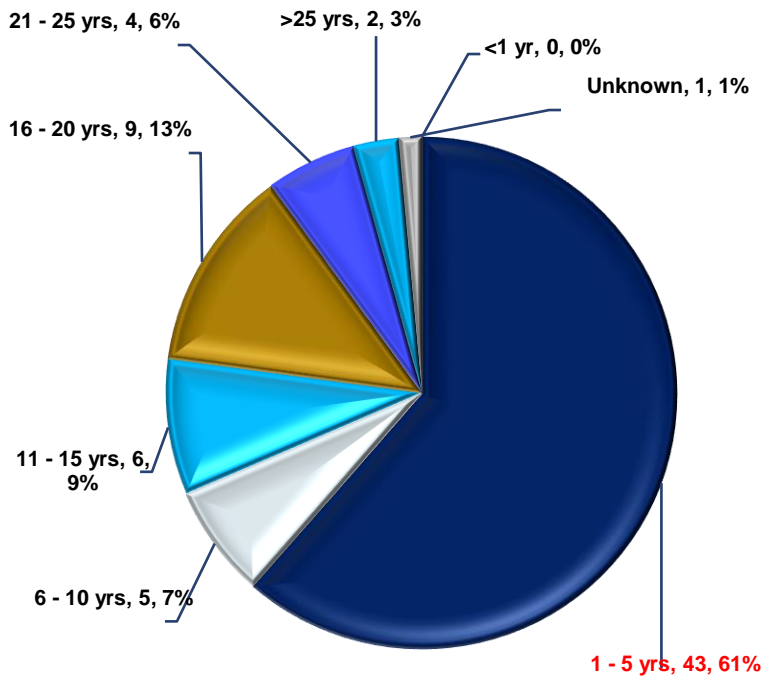
**Years of Service of Subject Officer**  
PSA - Pre-April 1st



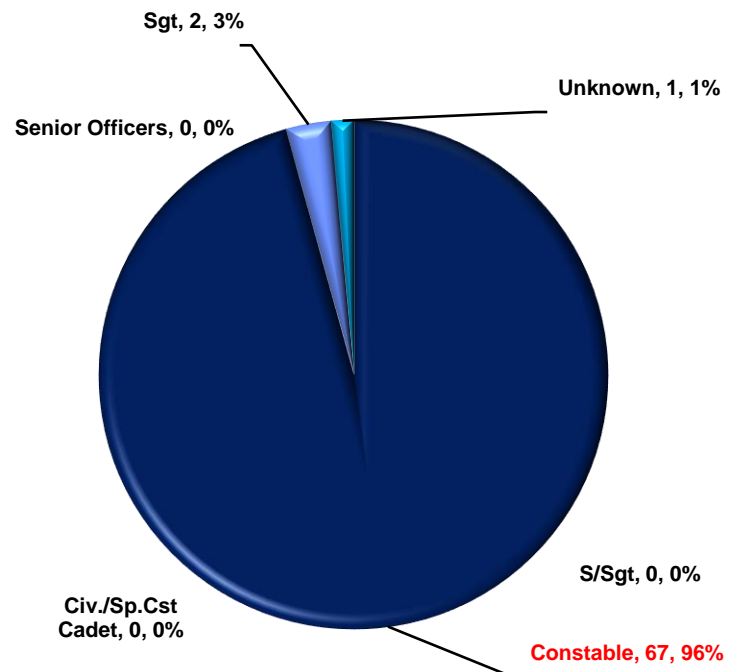
**Rank of Subject Officer**  
PSA - Pre-April 1st



**Years of Service of Subject Officer**  
CSPA - Post April 1st



**Rank of Subject Officer**  
CPSA - Post April 1st



### Service Complaints / Policy Complaints

Service complaints pertain to specific policies and/or procedures of the Hamilton Police Service. In 2024, three service complaints were filed against HPS. Of these, one was unsubstantiated by the OIPRD, one was deemed not proceeding by LECA, but sent to the Inspectorate of Policing (IoP) for review (with no follow up thus far) and one remains as an outstanding investigation by the IoP.

### Public Complaint Reviews

In the event that a complainant is not satisfied with the outcome of a complaint investigation, they may request a review by the OIPRD now LECA. Complainants have 30 days from the day they are notified of the results of the investigation to make this request. Once the OIPRD now LECA has received the file from the police, they will conduct a full independent assessment of the investigation and determine if the conclusion is appropriate.

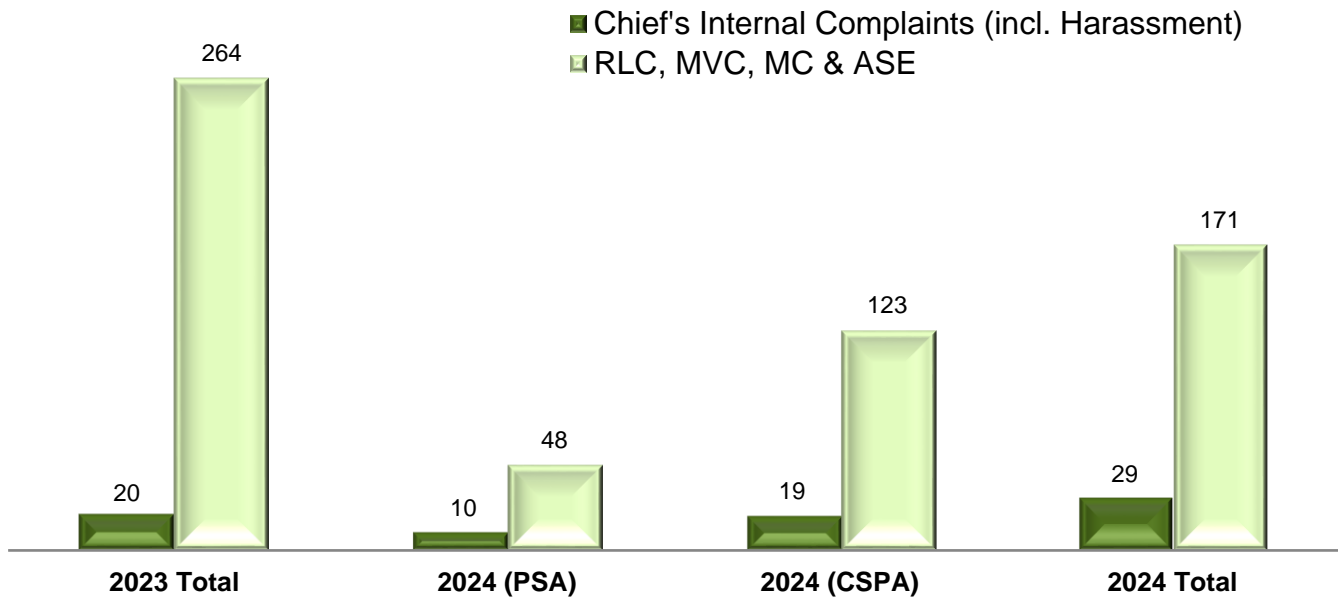
In 2024, the Hamilton Police Service received four requests from complainants for an OIPRD/LECA review. In all instances HPS conclusions were upheld by the OIPRD/LECA. At this time there are no outstanding Request for Reviews.

## Internal Complaints

Pursuant to the Police Services Act, now the Community Safety and Policing Act, the Chief may conduct an investigation in relation to the conduct of a police officer employed by the Service. These internal complaints are typically initiated by an HPS supervisor. The findings of the investigation are provided to the Chief in a written report and, where required, discipline is implemented pursuant to the *Hamilton Police Service Discipline Policy*.

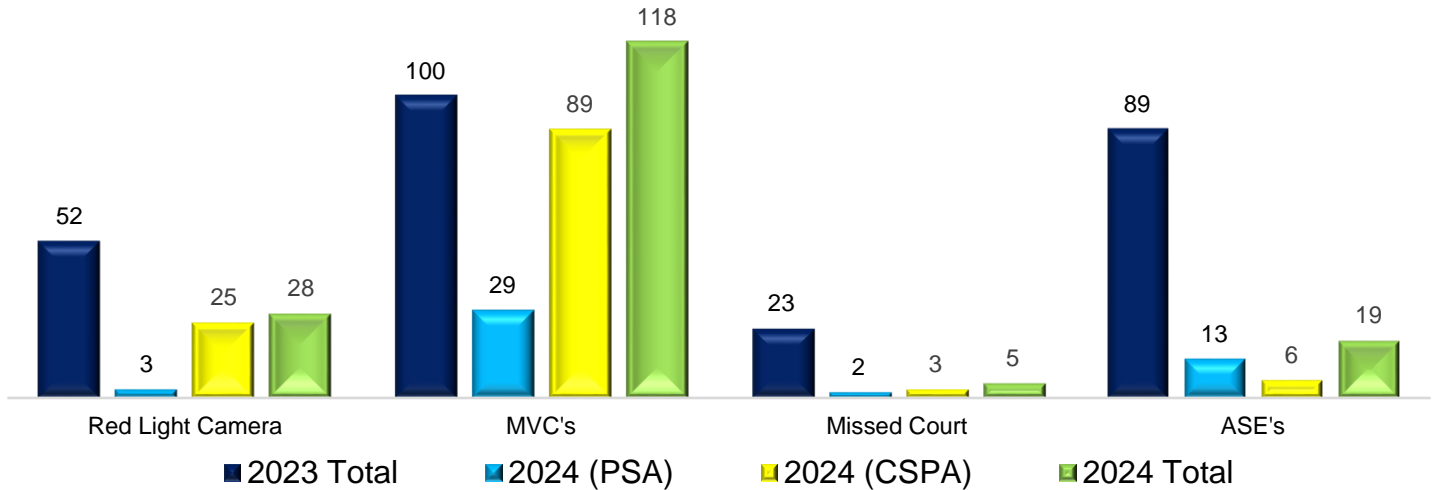
Simple violations such as RLC, MVCs, MC and ASE are investigated by divisional commanders. More complex member conduct investigations are investigated by the Professional Standards Branch. These are referred to as a Chief's Internal Complaints.

**Number of Annual Internal Complaints (by TYPE)**



A total of 200 internal complaints were filed in 2024, marking a 30% decrease compared to 2023, the decrease is entirely in RLC, MVCs, MC and ASE violations. In 2020, the City of Hamilton introduced ASE cameras, which account for 20 of the internal complaints, a sharp decrease from 89 in 2023. Additionally, there were 28 RLC incidents and 118 MVC incidents. Specifically, RLC and MC incidents saw significant decreases from 2023. Of the MVCs, 59 were determined to be the officer's fault, while the remaining 59 were deemed non-preventable.

## Types of Internals



### Allegations of Misconduct

The internal complaints filed in 2024 resulted in 209 specific allegations of misconduct. The number of allegations exceeds the number of complaints because a single complaint can involve multiple HPS members and/or multiple allegations against each member. Among the various classifications of alleged misconduct, Damage to Clothing/Equipment was the most common, accounting for 117 allegations. This category is broad, encompassing all police service collisions, from minor to major incidents, and in some cases, multiple allegations stem from a single complaint.

### Workplace Harassment Investigations

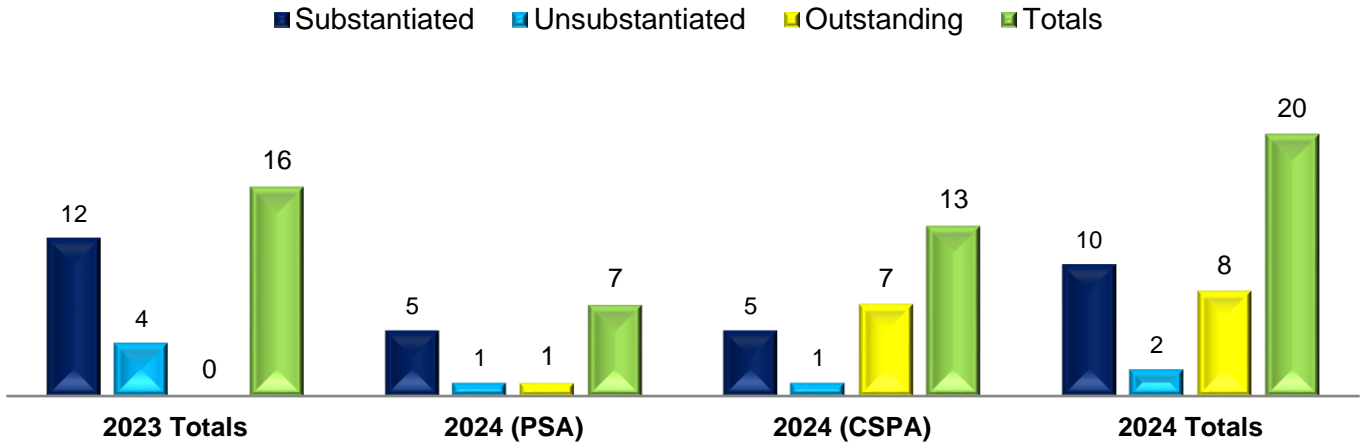
As of December 31, 2024, the Hamilton Police Service had 899 sworn members and 362 civilian members and remains committed to fostering a respectful work environment where all individuals are treated with dignity, can contribute fully, and have equal opportunities. Harassment or discrimination is not tolerated, and all complaints of this nature are thoroughly investigated in a timely manner.

In 2024, there were nine complaints and/or allegations of workplace harassment. Of the allegations three were unsubstantiated, three were resolved informally to the agreement of all parties and three remain outstanding at the time of this report. There were four harassment complaints reported in 2023.

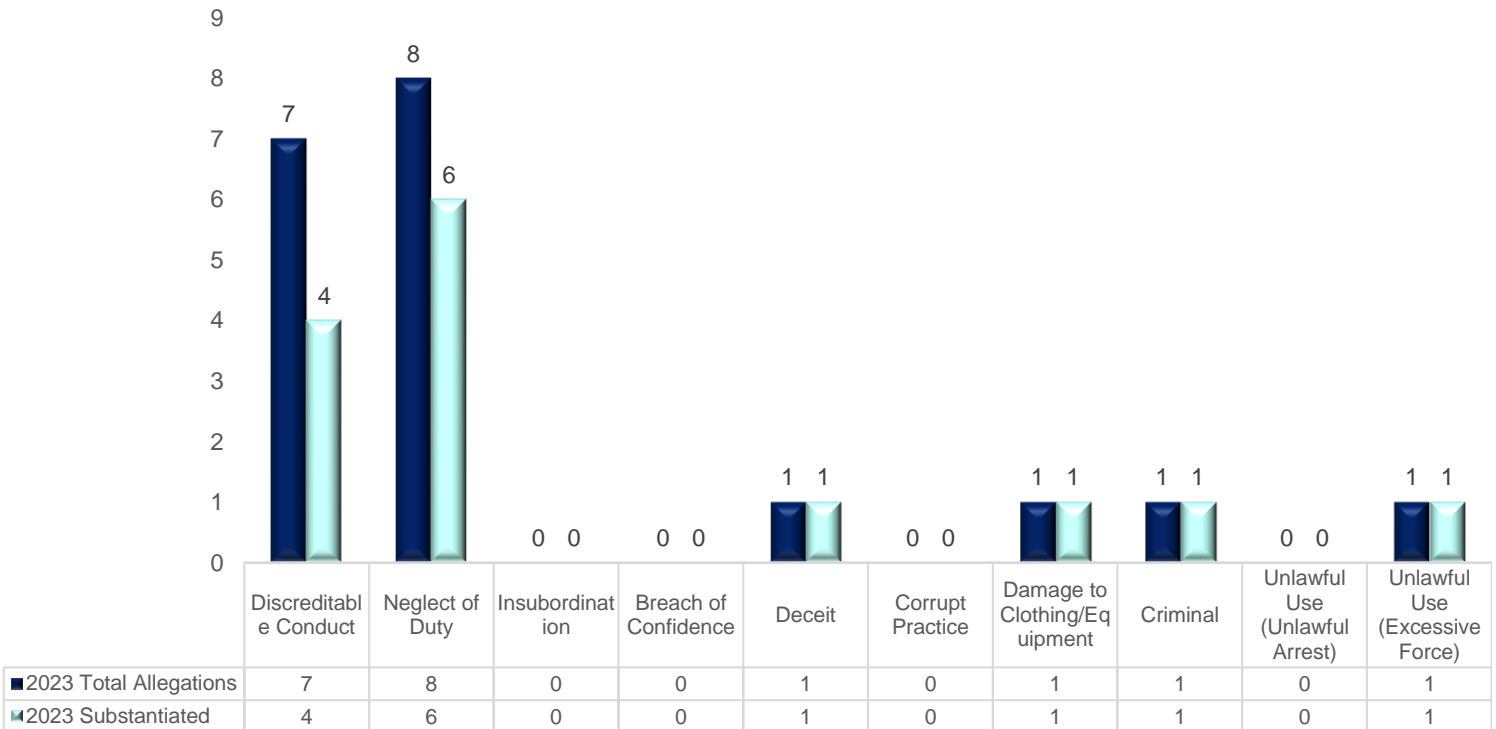
## Chief's Internal Complaints

Of the 20 internal complaint investigations, 29 separate allegations of misconduct were identified (exclusive of Harassment Allegations, ASE, MC, MVC, and RLC) in 2024. Of the 29 allegations, 10 or 34% of the misconduct case allegations were substantiated. This is a decrease from 2023 where 14 of the 19 investigation allegations, or 74% were substantiated.

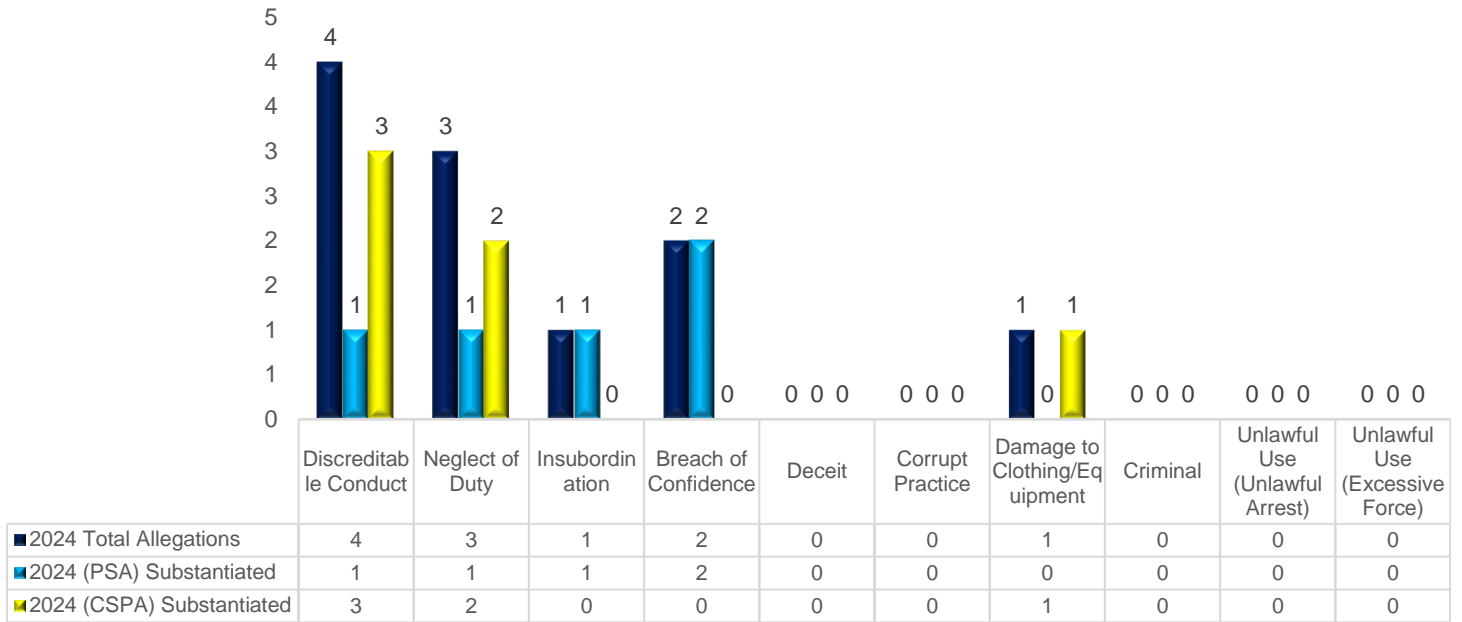
### Conclusions of Chief's Internal Complaints



### Chief's Internal Complaints - Allegations - 2023



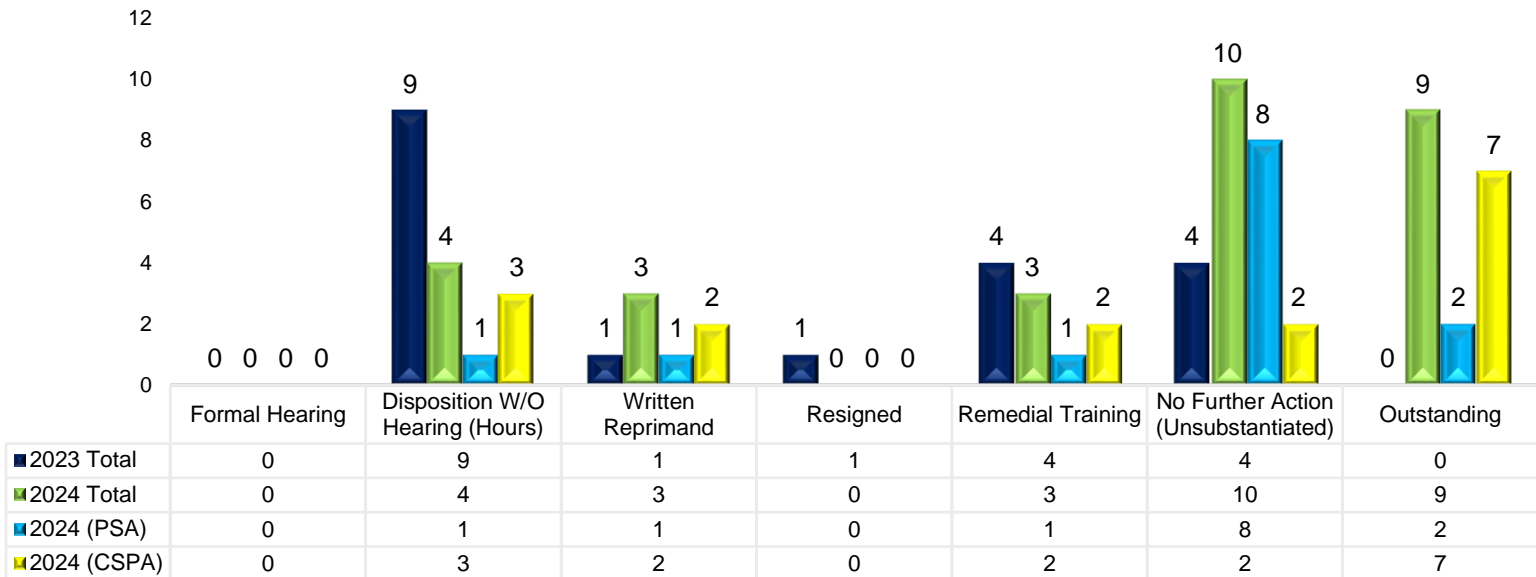
### Chief's Internal Complaints - Allegations - 2024 (PSA & CSPA)



### Disposition of Internal Complaints

In the 20 internal investigations (exclusive of Harassment, ASE, MC, MVC, and RLC), 28 members were identified as subjects. Of those, 10 investigations were substantiated, resulting in corrective discipline for 7 members. Four members received Discipline without a Hearing, three received a Written Reprimand, and there were no formal Police Services Act Hearings. Ten were unsubstantiated and nine investigations are outstanding.

### 2023 & 2024 Penalty Dispositions



## Demographics of Internal Complaints

Members with between 1-5 years of service accounted for most internal investigations, while members between 16 to 20 years of service represented the next highest. These two categories represent half of the members with allegations of misconduct.

### **Chief's Complaints - Officer Rank**

|                                     | <b>TOTAL 2023</b> | <b>Jan 1-Mar 31,<br/>2024<br/>(PSA)</b> | <b>Apr 1-Dec 31,<br/>2024<br/>(CSPA)</b> | <b>TOTAL 2024</b> |
|-------------------------------------|-------------------|---|--|-------------------|
| Constable (incl. Det. Cst.)         | 13                | 10                                      | 13                                       | 23                |
| Sergeant                            | 5                 | 4                                       | 0  | 4                 |
| Staff Sergeant                      | 0                 | 0                                       | 0  | 0                 |
| Inspector                           | 0                 | 0                                       | 0  | 0                 |
| Superintendent                      | 0                 | 0                                       | 0  | 0                 |
| Deputy                              | 0                 | 0                                       | 0  | 0                 |
| Chief                               | 0                 | 0                                       | 0  | 0                 |
| Civilian (incl. Cadet/Special Cst.) | 1                 | 1                                       | 1  | 2                 |
| Other/Unknown/Multiple              | 0                 | 0                                       | 1  | 1                 |

### **Chief's Complaints - Officer Years of Service**

|                                | <b>TOTAL 2023</b> | <b>Jan 1-Mar 31,<br/>2024<br/>(PSA)</b> | <b>Apr 1-Dec 31,<br/>2024<br/>(CSPA)</b> | <b>TOTAL 2024</b> |
|--------------------------------|-------------------|---|--|-------------------|
| <1 Year                        | 0                 | 0                                       | 0  | 0                 |
| 1-5 Years                      | 6                 | 3                                       | 3  | 6                 |
| 6-10 Years                     | 3                 | 3                                       | 5  | 8                 |
| 11-15 Years                    | 3                 | 3                                       | 2  | 5                 |
| 16-20 Years                    | 4                 | 2                                       | 2  | 4                 |
| 21-25 Years                    | 2                 | 3                                       | 2  | 5                 |
| >25 Years                      | 1                 | 1                                       | 0  | 1                 |
| Unknown/No Officers Identified | 0                 | 0                                       | 1  | 1                 |

## Suspect Apprehension Pursuits

A suspect apprehension pursuit occurs when a police officer attempts to direct the driver of a motor vehicle to stop, when the driver refuses to obey the officer and the officer pursues in a motor vehicle for the purpose of stopping the fleeing motor vehicle or identifying the fleeing motor vehicle or an individual in the fleeing motor vehicle.

### Fail to Stop Report

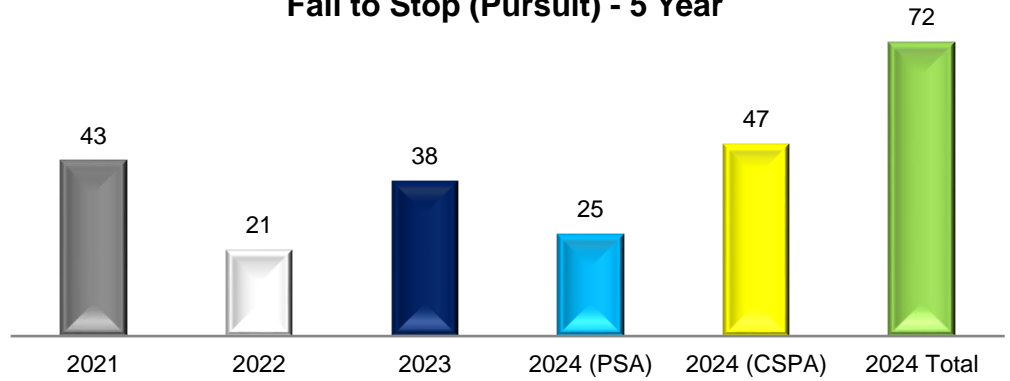
HPS officers are required to complete a Fail to Stop report whenever they attempt to stop a vehicle and the vehicle refuses to comply, regardless of whether a pursuit is initiated.

In 2024, a total of 72 Fail to Stop reports were submitted, an increase from the previous year. Pursuits were initiated in 48 of these 72 incidents.

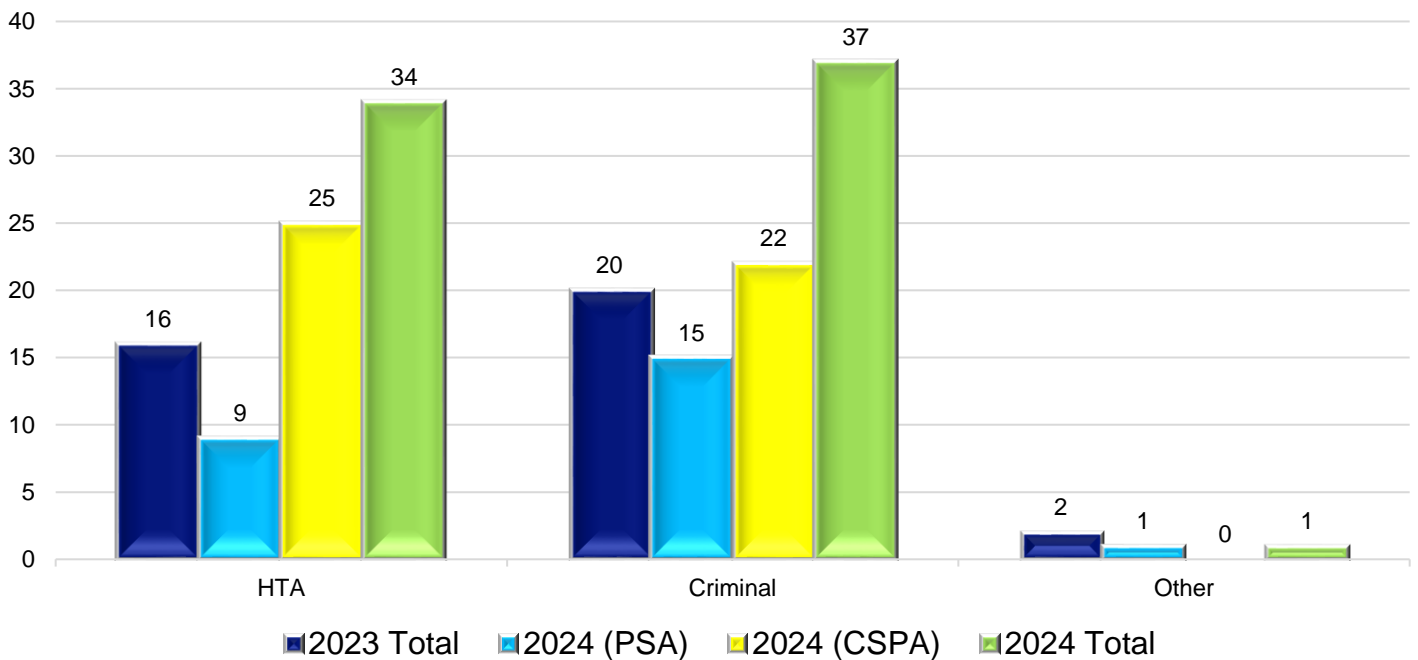
Of the 48 pursuits initiated, twenty were terminated within 1 km, twenty-two were terminated within 1-2 km, five ended within 2-5 km, none were terminated between 5-10 km, and none exceeded 10 km.

Among the 72 Fail to Stop reports, 37 were related to Criminal Code violations, while 34 involved Highway Traffic Act violations.

**Fail to Stop (Pursuit) - 5 Year**



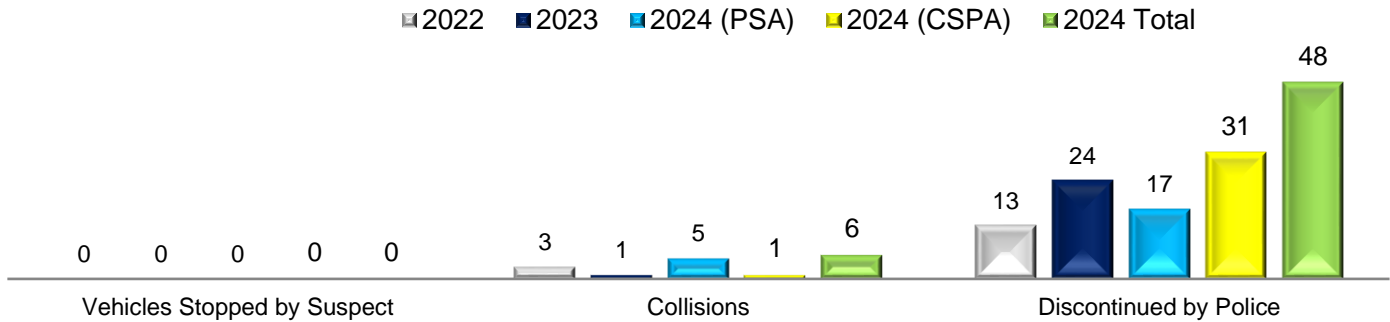
**Pursuit Type**



## Outcomes from Fail to Stop Reports Received (*Pursuit Initiated Only*)

In 2024, 100% of pursuits were discontinued by officers. In 2023, 96% of pursuits were discontinued by officers, or 24 of the 25 pursuits initiated.

### Vehicle Pursuit Outcomes



## Special Investigations Unit Incidents

Hamilton Police Service notified the SIU on 19 occasions in 2024. The SIU invoked its mandate in all of the incidents.

### Formal Investigations

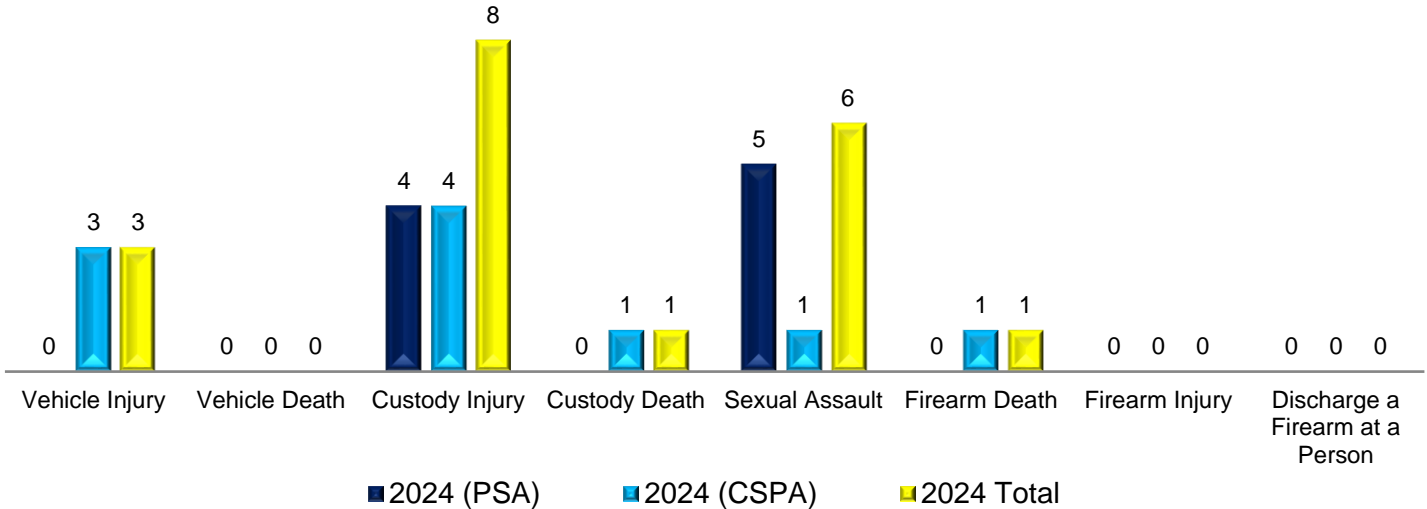
Of the 19 SIU investigations, three were concluded by memo after the SIU completed a preliminary inquiry and 16 were formal investigations. Out of the 16 investigations, 13 have been concluded and 3 remain outstanding. In the 13 completed incidents, the SIU concluded that reasonable grounds did not exist to believe that the Subject Officer committed a criminal offence.

In 2023, there were 15 notifications to the SIU and the SIU invoked their mandate 14 times.

### *SIU – Invoked Investigations*

|                            | TOTAL 2023 | Jan 1-Mar 31, 2024 (PSA) | Apr 1-Dec 31, 2024 (CSPA) | TOTAL 2024 |
|----------------------------|------------|--------------------------|---------------------------|------------|
| <b>Section 11/81</b>       | 11         | 7                        | 6                         | 13         |
| <b>Concluded by Memo</b>   | 3          | 2                        | 1                         | 3          |
| <b>Concluded by Charge</b> | 0          | 0                        | 0                         | 0          |
| <b>Outstanding</b>         | 0          | 0                        | 3                         | 3          |
| <b>Not Invoked</b>         | 1          | 0                        | 0                         | 0          |

## SIU Classification Types - 2024



Police custody-related injury is the most frequently classified incident involving the SIU. Police Custody Injury and Police Custody Death do not specifically mean being physically controlled or being in a custody area of the Hamilton Police Service.

Out of the 19 incidents where the SIU invoked their mandate in 2024, eight were classified as a Custody Injury, six were classified as sexual assault (the majority of which were allegations of sexual assault during in custody searches), one was a Firearm Death, one was a Custody Death and three were Vehicle Injuries.

## Section 11 Investigations

In 2024 11 Section 11 (PSA) / Section 81 (CSPA) reviews were completed by the Professional Standards Branch in relation to the 13 investigations concluded by the SIU in 2024. The 13 reviews have concluded that all HPS policy and procedures were adhered to and no further action was required on the part of the subject officers or the HPS. There are three outstanding investigations for 2024.

# Suspensions

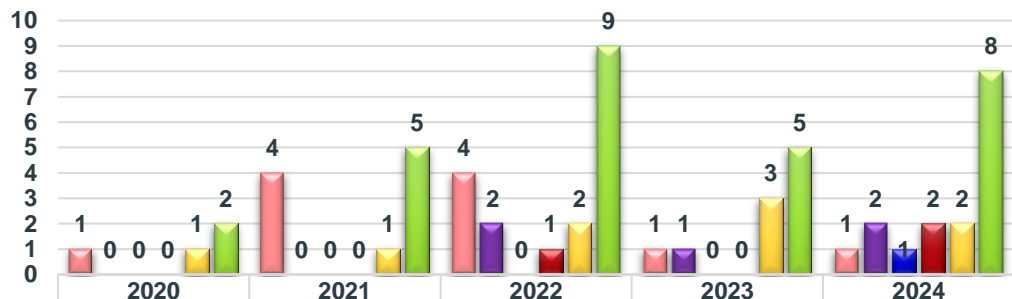
Under the Police Services Act of Ontario (PSA) if a police officer was suspected of, or charged with an offence under a law of Canada, or of a province of territory or was suspected of misconduct as defined in s. 80 of the PSA, the Chief could suspend the officer with pay. If the suspended officer (or any officer) were convicted of an offence and sentenced to a term of imprisonment, the Chief would then have the power to suspend the officer without pay.

Under the CSPA the chief of police may suspend a police officer who is a member of the chief’s police service, other than a deputy chief of police, without pay in the following circumstances:

1. The police officer is convicted of an offence and sentenced to a term of imprisonment, even if the conviction or sentence is under appeal.
2. The police officer is in custody or is subject to conditions of judicial interim release, or conditions imposed under section 499 of the *Criminal Code* (Canada), that substantially interfere with the officer’s ability to perform the duties of a police officer.
3. The police officer is charged with a serious offence, as defined in the regulations, under a law of Canada and,
  - i. the alleged offence was not committed in relation to the performance of the officer’s duties,
  - ii. the chief of police,
    - A. has commenced proceedings to seek termination of the police officer’s employment in relation to the events that led to the charges, or
    - B. has given notice to the police officer that the chief intends to commence such proceedings but is prevented from doing so by section 208,
  - iii. the likely outcome of the proceedings would be, if the events leading to the charges were proven, that the officer’s employment would be terminated or the officer would resign in accordance with an order under paragraph 2 of subsection 202 (9), and
  - iv. a failure to suspend the officer without pay would bring discredit to the reputation of the police service.

The below chart outlines suspensions in the Hamilton Police Service over the previous five years. Currently there are two members suspended with pay.

**Suspensions 2020-2024**



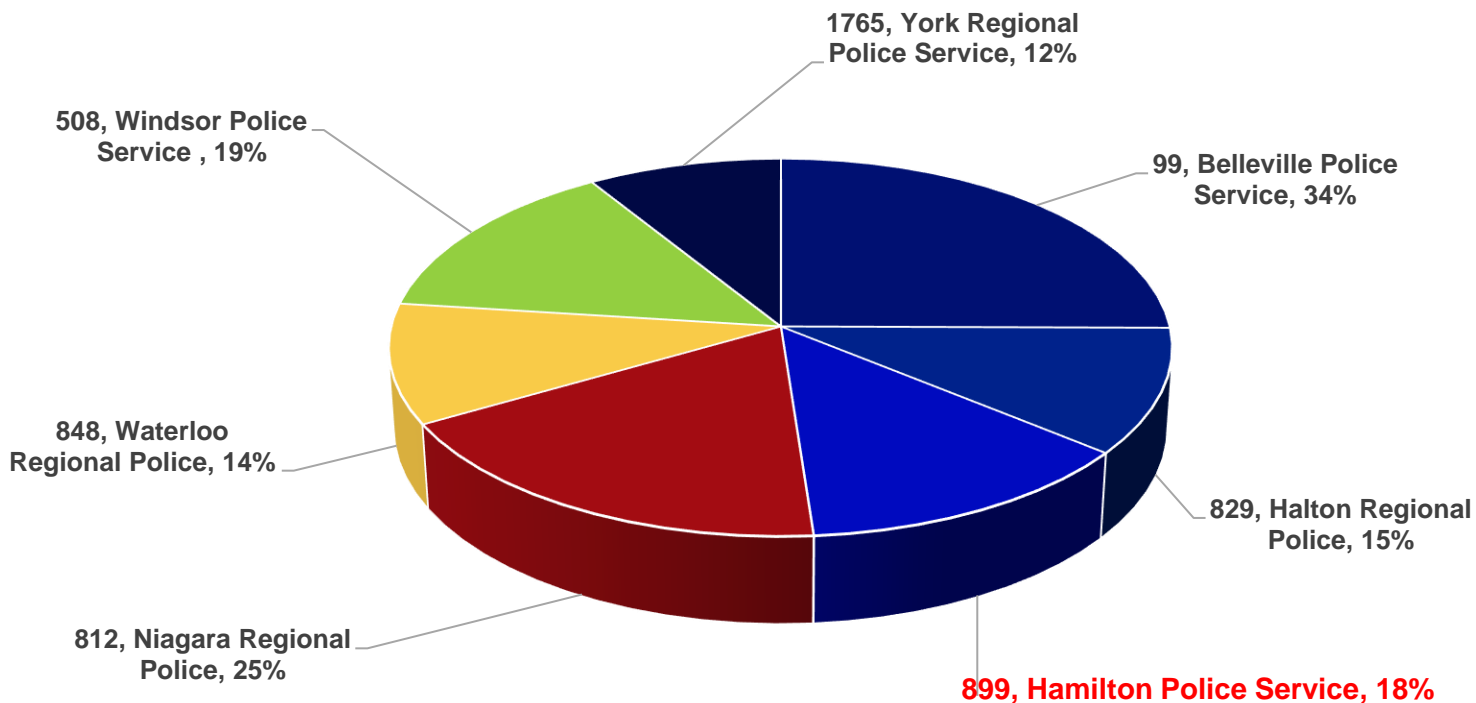
|                            | 2020 | 2021 | 2022 | 2023 | 2024 |
|----------------------------|------|------|------|------|------|
| Initial Suspension         | 1    | 4    | 4    | 1    | 1    |
| Resigned                   | 0    | 0    | 2    | 1    | 2    |
| Retired                    | 0    | 0    | 0    | 0    | 1    |
| Back to Work (Active)      | 0    | 0    | 1    | 0    | 2    |
| Still Suspended/Carry Over | 1    | 1    | 2    | 3    | 2    |
| Total Suspensions Per Year | 2    | 5    | 9    | 5    | 8    |



## Service Comparator

The Hamilton Police Service's number of complaints versus number of officers sits at 18%. The Professional Standards Branch contacted other services to determine their number of complaints versus number of officers for comparison. Some services had not compiled their own annual reports for 2024 at the time of the request and were unable to share their numbers.

**% of Complaints to Sworn officers**



## Commendations and Citizen Awards and Letters

The Hamilton Police Service received 63 Good News letters in 2024. In addition to this recognition by members of the public, the Hamilton Police Service also recognized members of the Service and members of our communities in 2024 through various acknowledgements including:

- Issuance of 35 letters of recognition to members of the public.
- Awarded 27 members with the Member of the Month Award.
- Issuance of 215 commendations to members for exemplary service.

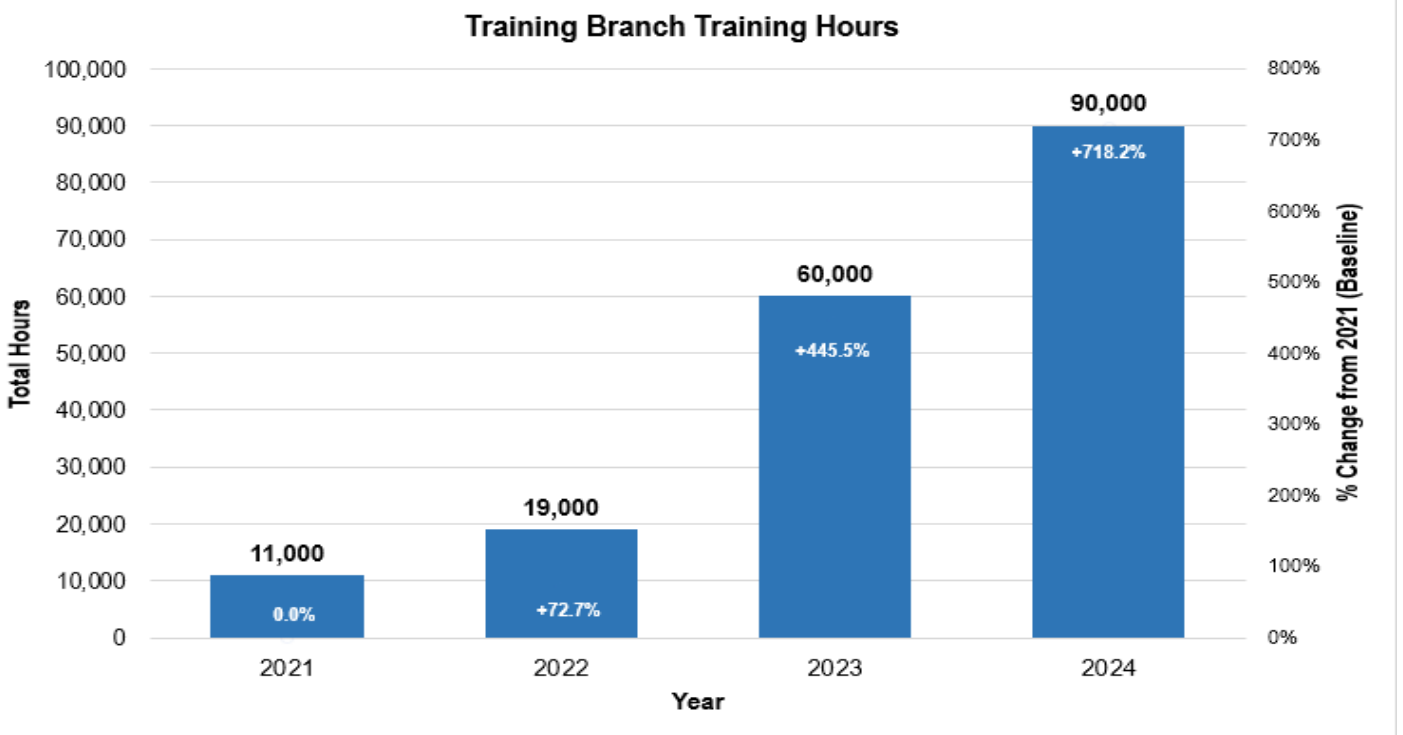
## Training & Training Initiatives

In 2024, the Hamilton Police Service (HPS) Training Branch facilitated over 90,000 hours of training to sworn and civilian members of the service. This included Community Safety and Policing Act (CSPA, 2019) Ministry-required training, Leadership training, Hate Crime and Bias Investigations, Equity, Diversity and Inclusion (EDI), Legal Training, and other courses designed to keep our members informed and prepared to address issues within the Hamilton community.

### 2024 Training Statistics

In 2024, members completed over 90, 000 hours of Training Branch facilitated training, including:

- Ministry-required certifications
- Leadership development
- Hate Crime and Bias Investigations
- Equity, Diversity and Inclusion
- Bias and Racial Profiling
- Legal Training



**2024 training hours (+90,000) represents a 50% increase from 2023 (60,000) and a 718% increase from 2021 (11,000 training hours), reflecting our multi-year approach and commitment to enhancing member professional and interpersonal skill development.** Additionally, in preparation for the CSPA requirements which came into effect on April 1, 2024, additional instructor and member training was facilitated

The comprehensive training programs for both sworn officers and civilian staff were managed across three key sectors:

#### Academic Programs

- Legal and Investigative Training
- Leadership Development
- Advanced Investigative Courses

### **Practical Skills Development**

- Use of Force training
- De-escalation Techniques

### **Core Training Programs**

- Annual Block Training for all personnel (Sworn, Civilian, Special Constable/Cadet/Auxiliary)
- Bi-Annual Performance Leadership Training (PLT) for supervisors
- New Hire Training (Recruits/Special Constable/Cadet/Auxiliary)
- Advanced Investigative Courses (including CSPA mandated courses)
- Specialized Professional Development (Guest speakers, specialized training)

## Appendix “A” HPS Training Courses

The following represent an overview of the training facilitated by the HPS Training Branch

| COURSE  | TOTAL HOURS | # OF TIME RUN | Total # OF MEMBERS PARTICIPATED |
|---|-------------|---------------|---------------------------------|
| <b>Annual Block Training</b>  | <b>40</b>   |               |                                 |
| <b>Sworn Constables: Estimated Breakdown</b>  |             |               |                                 |
| - Equity, Diversity and Inclusion (EDI)   | 2           | 26            | 727                             |
| - Legal (Charter, Case Law, Search & Seizure)   | 1.5         | 26            | 727                             |
| - Use of Force Scenarios  | 2.5         | 26            | 727                             |
| - Active Bystandership for Law Enforcement (ABLE) Training  | 2           | 26            | 727                             |
| - Resiliency Training   | 0.25        | 26            | 727                             |
| - Preventing Officer-involved Collisions  | 3           | 26            | 727                             |
| - Suspect Apprehension Pursuits Basic Refresher   | 2           | 26            | 727                             |
| - Breaching Techniques: How to Use Halligan Tools and Battering Rams- <b>new</b>  | 0.25        | 26            | 727                             |
| - ASP Flexi-Cuff (Tri-Fold) Restraints- <b>new</b>  | 0.25        | 26            | 727                             |
| - Firearm Maintenance, Manipulation and Malfunctions (Use of Force)   | 0.5         | 26            | 727                             |
| - Training on Hate Crimes & Bias Incidents for Frontline Police Officers in Canada                                      | 2           | 26            | 727                             |
| - Leadership (Leading self, members, community-Bias, Racial Profiling, Organizational Culture, Type Coach- <b>new</b> ) | 4.5         | 26            | 727                             |
| - Use of Force Reports  | 0.5         | 26            | 727                             |
| - <b>Firearms Qualification</b>   | <b>0.5</b>  | 26            | 727                             |
| - CPR   | 2.5         | 26            | 727                             |
| - Tactical First Aid  | 0.5         | 26            | 727                             |
| - Public Police Interactions Training Aid   | 2           | 26            | 727                             |
| - Articulation  | 2           | 26            | 727                             |
| - Lead Awareness  | 0.25        | 26            | 727                             |
| - Conducted Energy Weapon (CEW)   | 4           | 26            | 727                             |
| - Immediate Rapid Deployment (IRD)  | 4           | 26            | 727                             |
| - Defensive Tactics   | 2           | 26            | 727                             |
| - De-Escalation   | 1           | 26            | 727                             |
| <b>SpCst/Cadet Block Training:</b>  | <b>16</b>   |               |                                 |
| <b>Estimated Breakdown</b>  |             |               |                                 |
| - CPR   | 4           | 12            | 142                             |
| - A.B.L.E- <b>new</b>   | 5           | 12            | 142                             |
| o De-Escalation   |             |               |                                 |
| o Equity, Diversity, Inclusion  |             |               |                                 |
| o Harassment  |             |               |                                 |
| o Team Building   |             |               |                                 |
| o Self-Awareness  |             |               |                                 |
| - Tactical First Aid  | 0.5         | 12            | 142                             |

|   |     |    |     |
|---|-----|----|-----|
| - Restraint Chair Training  | 1.5 | 12 | 142 |
| - Defense Tactics/UOF   | 2.5 | 12 | 142 |
| - Legal (Charter, Authorities, Designations)                                    | 2.5 | 12 | 142 |
| <b>Civilian Block Training-new</b>  | 8   | 15 | 269 |
| • Type Coach and CPR  |     |    |     |
| <b>Non-Block Training</b>   |     |    |     |
| <b>Supervisor Professional Leadership Training (PLT) (both Spring and Fall)</b> |     |    |     |
| - Sgt. Professional Leadership Training-new bi-annual                           | 10  | 4  | 220 |
| - S/Sgt. Professional Leadership Training-new bi-annual                         | 10  | 2  | 41  |
| - Civilian Professional Leadership Training-new                                 | 8   | 3  | 60  |
| <b>HPS Facilitated OPC Course Training</b>                                      |     |    |     |
| - Crisis Intervention Training  | 40  | 3  | 69  |
| - Criminal Investigative Training (CSPA)  | 80  | 1  | 24  |
| - Scenes of Crime Officer (SOCO) (CSPA)   | 80  | 1  | 11  |
| - Facilitating & Assessing Police Learning (CSPA)                               | 80  | 1  | 9   |
| - Ontario Major Case Management (CSPA)  | 72  | 1  | 23  |
| - Search Warrant (CSPA)   | 40  | 2  | 50  |
| <b>Sworn Recruits/New Hires Training</b>  |     |    |     |
| - Crisis Intervention Training  | 40  | 3  | 47  |
| - Pre-OPC - 4 weeks (online)-new  | 160 | 3  | 47  |
| - Post-OPC – 7 weeks  | 280 | 3  | 47  |
| ○ Includes: Stress Inoculation and Carbine                                      |     |    |     |
| <b>SpCst New Hire Training</b>  |     |    |     |
| - New Hire Training – 5 weeks-enhanced (CSPA)                                   | 200 | 2  | 32  |
| <b>Cadet New Hire Training</b>  |     |    |     |
| - New Hire Training – 3 weeks-enhanced  | 120 | 2  | 28  |
| <b>Auxiliary Training</b>   |     |    |     |
| - <b>New Hire-Use of Force</b>  | 40  | 1  | 4   |
| - Use of Force/Requal Training  | 4   | 4  | 7   |
| <b>Training Branch Instructor Training</b>                                      |     |    |     |
| - Colt Armourer   | 40  | 2  | 4   |
| - Criminal Investigative Techniques Trainer                                     | 110 | 1  | 1   |
| - Training Staff PLT-new  | 8   | 1  | 14  |
| - Glock Armourer  | 8   | 1  | 12  |
| - Use of Force Trainer  | 120 | 2  | 3   |
| - Master CEW Trainer-   | 40  | 1  | 2   |
| - Ontario Association of Chiefs of Police (OACP) Re-Integration Trainer-new     | 40  | 5  | 5   |
| - ASP Instructor (Flexi Cuff)-new   | 27  | 1  | 1   |
| - ASP Instructor (Flexi Cuff)-new   | 35  | 1  | 1   |
| - Combative Instructor-new  | 32  | 1  | 4   |
| - TypeCoach Trainer-new   |     |    |     |

| <b>Other Professional Development Training</b> |    |    |     |
|--|----|----|-----|
| - Workplace Harassment & Discrimination        | 1  | 1  | 691 |
| - Investigative Phased Interviewing (CSPA)     | 80 | 1  | 16  |
| - Intimate Partner Violence Refresher          | 10 | 2  | 3   |
| - Intimate Partner Violence                    | 20 | 1  | 30  |
| - Incident Command 200 (CSPA)                  | 40 | 2  | 35  |
| - Incident Command 300 (CSPA)                  | 40 | 2  | 22  |
| - Frontline Supervisor (CSPA)                  | 40 | 1  | 28  |
| - Bike Training (IPMBA)                        | 40 | 1  | 16  |
| - Coach Officer (CSPA)                         | 40 | 1  | 24  |
| - Coach Officer SpCst                          | 16 | 1  | 9   |
| - Carbine New User-(CSPA)-new                  | 40 | 9  | 8   |
| - Carbine Requal-(CSPA)new                     | 4  | 19 | 186 |
| - Sex Assault (CSPA)                           | 80 | 1  | 10  |
| - Joe Roberts Guest Lecture                    | 5  | 1  | 102 |
| - Jones Rd Incident Debrief                    | 2  | 9  | 259 |

## HPS Internal Training Courses-not facilitated by the Training Branch

### *HPS Internal Training*

|                              |   |
|------------------------------|---|
| Crisis Intervention Training | Scribe  |
| Communications Annual Block  | Squad Presentations                           |
| Public Order Training        | Intelligence Training                         |
| Radar/Lidar Training         | Victim Service Volunteers (New Hire & Annual) |
| D.I.S.K Training (3 Session) | Auxiliary Training                            |

## Externally delivered Training Courses-application and registration managed by the Training Branch

### *Canadian Police College (CPC) Courses*

|  |  |
|--|--|
| Crisis Negotiator                              | Using the Internet as an Intelligence Tool         |
| Computer Forensic Examiner (SPAC)              | Strategic Policing through Action and Character    |
| Critical Incident Commanders Course            | Network Investigative Techniques                   |
| Cybercrime Investigators Course                | Specialized Vehicle Theft Investigative Techniques |
| Digital Technologies for Investigators         | Network Investigative Techniques                   |
| Major Crime Investigative Techniques           | Interception of Private Communications – Part 6    |
| Mobile Device Acquisition Analysis             | Strategic Intelligence Analysis                    |
| Organized Crime                                | Technical Court Expert Testimony                   |
| Tactical Police Explosive Technicians          | Tactical Intelligence Analysis                     |
| Police Explosive Technicians                   | Technical Court Expert Testimony                   |
| Police Explosive Technicians Validation Course |  |

### *OPC Courses*

|  |   |
|--|---|
| Advanced Friction Ridge Analysis                             | Disaster Victim Identification Workshop       |
| Basic Bloodstain Pattern Recognition                         | Ontario Major Case Management                 |
| Basic Constable Training                                     | Ontario Major Case Management Trainer         |
| CEW Master Trainer Recertification                           | Records & CPIC Advanced                       |
| Chemical Treatment & Fluorescent Techniques                  | Scenes of Crime Officer                       |
| Communications Centre Supervisor                             | Scenes of Crime Officer Trainer               |
| Close Protection Officer                                     | Search Warrant                                |
| Crisis Negotiator Basic                                      | Search Warrant Trainer                        |
| Death Investigation  | Sexual Assault Investigation                  |
| DNA Data Bank, Warrant and Consent Sample Collection         | Synthetic Drug Operations                     |
| Drug Investigation   | Synthetic Drug Operations Recertification     |
| Facilitating and Assessing Police Learning                   | Site Safety Supervisor                        |
| Forensic Cold Weather Collection & Recovery of Human Remains | Use of Force Trainer                          |
| Forensic Collection and Recovery of Human Remains            | Public Order Section Leader                   |
| Forensic Identification Officer                              | Managing Investigations Using Power Case      |
| Fraud Investigation  | Public Order Commander                        |
| Gang Investigators   | Hate Crime Investigation                      |
| Homicide Investigation                                       | Police Vehicle Operations Facilitator         |
| Human Trafficking  | Basic Crisis Negotiator - Tactical            |
| Incident Command 200   | Firearm Analyst                               |
| Incident Command 300   | Investigative Interviewing Techniques Trainer |
| Incident Command 400   | Facilitating and Assessing Police Learning    |
| Incident Command Instructor                                  |   |
| Forensic Shooting Scene Examination                          | Investigating Offences Against Children       |
| PowerCase for the Command Triangle                           |   |

# Canadian Police Knowledge Network (CPKN) E-learning courses managed by the Training Branch

## CPKN Courses

HPS Training Branch utilized CPKN to deliver e-learning modules. Members have access to over 253 courses. The following online courses were deemed mandatory as part of annual BLOCK training;

1. Training on Hate Crime and Bias Incidents Investigations for Front Line
2. Lead Awareness
3. Firearm Maintenance, Manipulation and Malfunctions (Use of Force)
4. Breaching Techniques: How to Use Halligan Tools and Battering Rams
5. Suspect Apprehension Pursuits (SAP)
6. Preventing Officer Involved Collisions
7. Asp-Flexi Cuff Training

Any course that is uploaded to CPKN by HPS and utilized by other services generates CPKN credits that can be used towards training and further course design for HPS. The following courses are generating credits from the National Portal;

1. Lead Awareness
2. Firearm Maintenance, Manipulation and Malfunctions (Use of Force)

In 2024, Trainers designed and developed HPS on-line courses to be uploaded onto the HPS CPKN portal;

1. Jones Road Debrief
2. Breaching Techniques: How to Use Halligan Tools and Battering Rams

In 2024, members of HPS enrolled in over 260 online courses above and beyond the 7 courses listed as mandatory for BLOCK training. The top courses completed are;

**(Note:** Some of these courses were deemed to be mandatory outside of BLOCK to be completed throughout the year)

1. Hybrid and Electric Vehicle Safety for Police
2. Modernize Use of Force Reports
3. Death Notifications
4. Ethical Decision Making
5. Human Trafficking
6. Epilepsy and Seizure Response Training for Police Officers
7. Drug Stigma Awareness for Law Enforcement
8. Basic Impaired Driving Detection Techniques
9. The Ontario Public – Police Interactions Training
10. WHMIS 2015 – City of Hamilton
11. Workplace Violence and Harassment and Discrimination
12. Occupational Health and Safety
13. Cyber Security
14. Digital Evidence Management
15. Automatic Licence Plate Recognition
16. Call it Out
17. Collision reporting – CROMS
18. Directing traffic
19. Safety Officer Training
20. Water Safety for First Responders

## Appendix “C”

### Definitions & Sources

The statistical information included in the 2024 Professional Standards Branch Annual Report was compiled with data obtained from the following sources:

#### Statistical Sources

- Professional Standards Branch database
- Internal Affairs Professional Standards Records Management System (IAPro)
- Chief’s Office
- Special Investigations Unit Liaison
- 2023 Professional Standards Branch Annual Report
- 2023 Hamilton Police Service Annual Report
- Hamilton Police Service - Crime Information Analysis Unit

#### Professional Development Division (PDD)

A division of the Hamilton Police Service responsible for Professional Standards and Training. When required, the branches of PDD work together to examine and assess organizational needs and devise action plans to further enhance work performance. In 2024, PDD was managed by Superintendent Will Mason.

#### Professional Standards Branch (PSB)

PSB is responsible for investigating and facilitating the resolution of both internal (Chief) and external (public) complaints in an impartial and professional manner, pursuant to the *Police Services Act (PSA)*, and the *Community Safety and Policing Act 2019 (CSPA)*. PSB acts as the liaison for the investigation of public complaints referred by the Office of Independent Police Review Director (OIPRD), and as of April 1, 2024 the Law Enforcement Complaints Agency (LECA), and the Inspector General of Policing (IoP). Additionally, this branch of PDD investigates employee complaints, Workplace Violence and Harassment and conducts Special Investigations Unit (SIU) Section 11 and Section 13 reviews, and as of April 1, 2024 reviews undersection 8(5) O. Regulation 90/24 of the CSPA. PSB is staffed by three Sergeants and one Staff Sergeant. The Superintendent currently handles McNeil<sup>2</sup> disclosure files and assesses Police Service Motor Vehicle Collisions (MVC), member Red Light Camera (RLC) infractions, member Missed Court (MC) attendances, and Automatic Speed Enforcement camera (ASE) infractions.

#### Office of Independent Police Review Director (OIPRD)

The OIPRD receives, manages and oversees all complaints about police in Ontario. They are an independent civilian oversight agency that accepts complaints about the conduct of police officers and/or the policies and services of a police service. In addition to processing and investigating public complaints, the OIPRD administers the Ontario public complaints system.

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<sup>2</sup> McNeil disclosure files refer to mandatory disclosures of misconduct and/or criminal charge/conviction which must be made to the Courts.

## Law Enforcement Complaints Agency (LECA)

On April 1, 2024, OIPRD became the Law Enforcement Complaints Agency (LECA) under the Community Safety and Policing Act, 2019. Under the CSPA LECA will only accept complaints about the conduct of police officers. Under the CSPA all conduct of police officers that involves a member of the public who could file a complaint, must be reported to LECA by the police service, even if the member of the public has not filed a complaint with LECA.

## Inspector General of Policing (IoP)

On April 1, 2024 the Inspector general of Policing (IoP) became the designated oversight and investigative agency for complaints about the policies and services of police services.

## Special Investigations Unit (SIU)

The SIU is a civilian law enforcement agency that has jurisdiction over municipal, regional and provincial police officers, as well as Special Constables employed by the Niagara Parks Commission and peace officers with the legislative Protective Service. The Unit's investigative jurisdiction is limited to those incidents involving officials where there is a serious injury, death, allegation of sexual assault or discharge of a firearm by an official at a person.

The legislative framework for the SIU is set out in the *Special Investigations Unit Act, 2019*.

# Professional Development Division

# Police Service Board Annual Report



Supt. Will Mason  
May 2025

**HAMILTON  
POLICE SERVICE**  
Together. Stronger. Safer.

# Professional Standards Branch

- Investigations from OIPRD (Jan 1-Mar 31, 2024) LECA (Apr 1-Dec 31, 2024) and Inspectorate of Policing (IoP) for Service Complaints after April 1, 2024
  - Includes Conduct, Policy and Service complaints
- SIU Liaison
- Internal investigations
  - (Chief's Complaints), including Workplace Violence / Harassment complaints

# PUBLIC INTERACTIONS / COMPLAINTS

less than 1 percent of public interactions

**149** Public Complaints

**0.07%**

**203,627** Public Interactions in 2024

**2**

Public Complaints resulting in findings of misconduct

**0.026%** of public interactions

**0.0009%** of public interactions

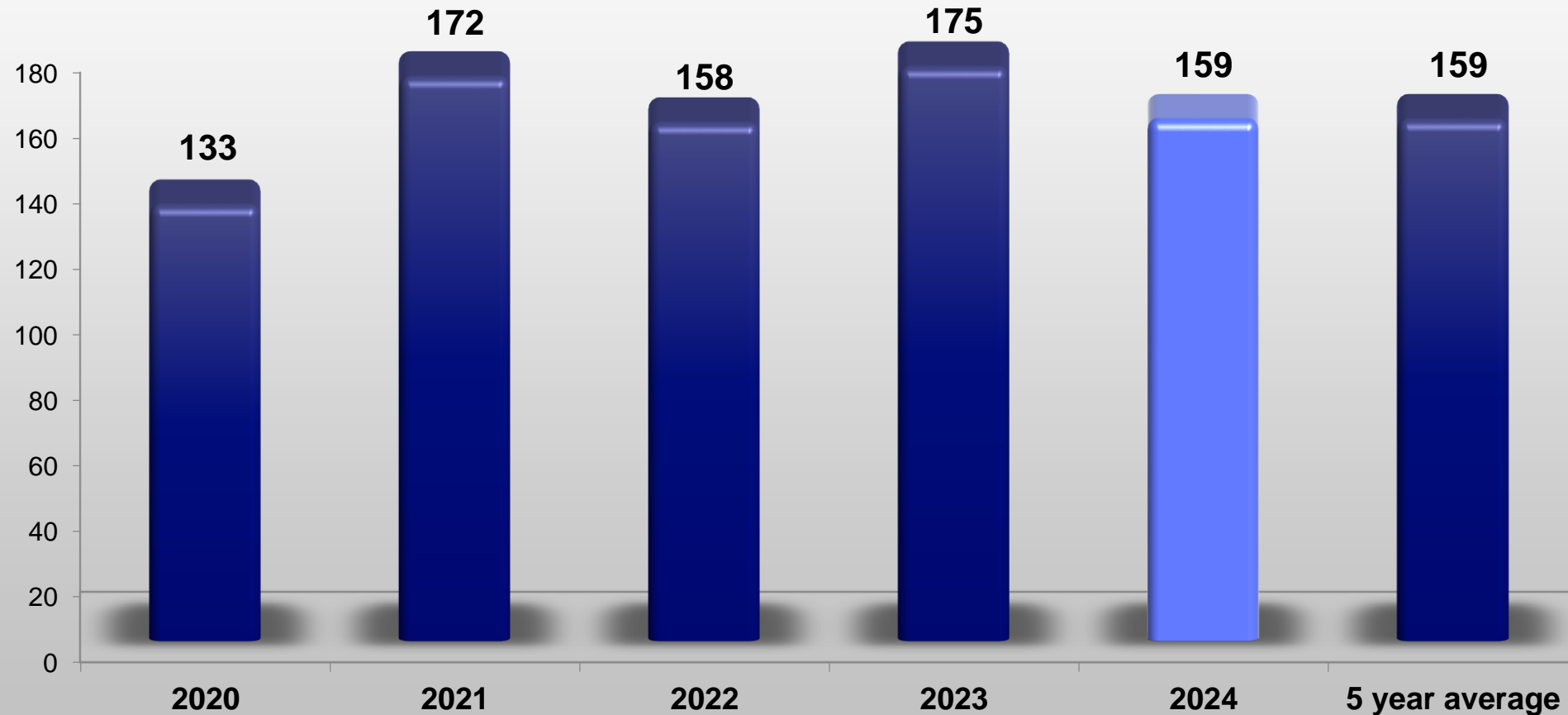
**53**

Public Complaints proceeding to investigation



# Complaint Averages

# of Total Public Complaints (Including Service/Policy Complaints)

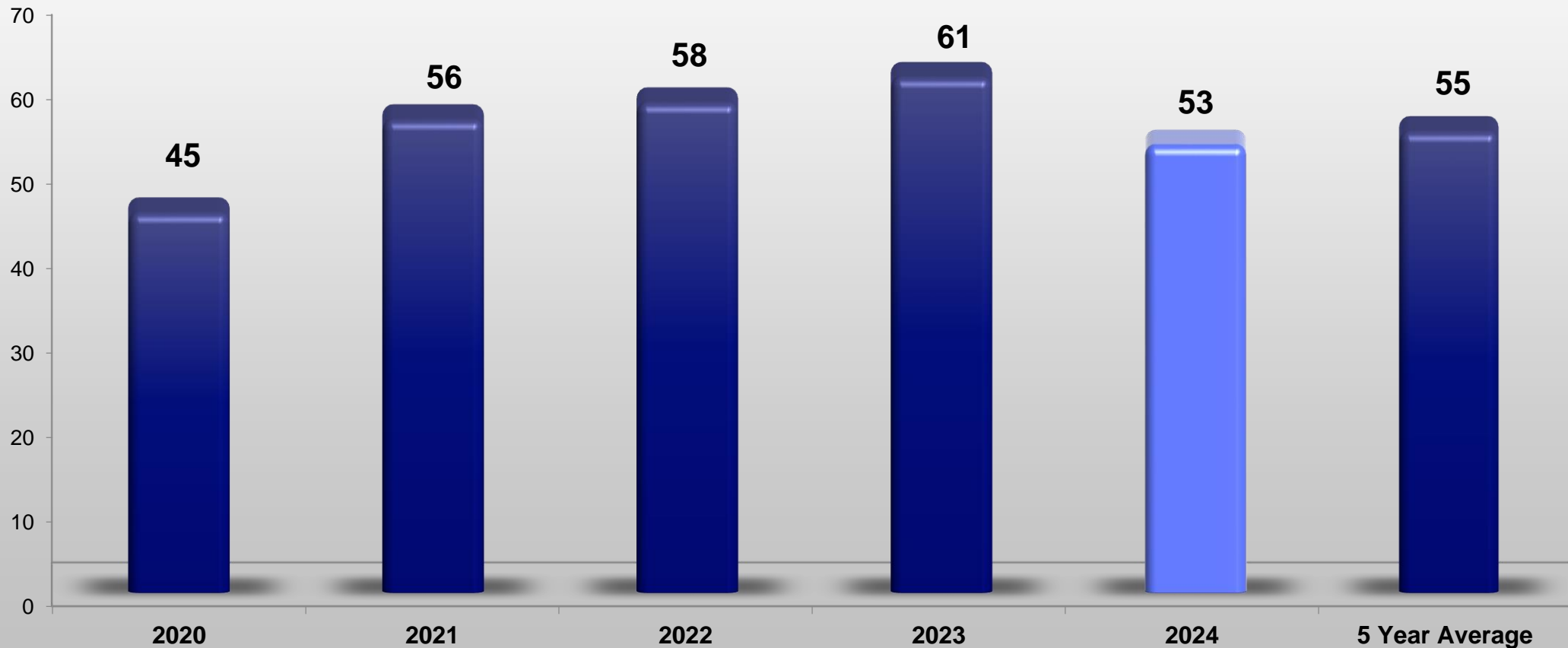


\* Cumulative of all possible complaints for the year (Service, Policy, Conduct, Early Resolutions)



# Complaint Averages

# of Complaints Screened In For Investigation



# OIPRD / LECA / IoP Investigations

- 2 Total Service Complaints (1 PSA, 1 CSPA (IoP investigation))
- 53 Conduct Investigations (18 PSA, 35 CSPA):
  - ✓ 13 complaints Withdrawn (4 PSA, 9 CSPA)
  - ✓ 11 Informal Resolutions (1 PSA, 10 CSPA)
  - ✓ 17 complaints Unsubstantiated (11 PSA, 6 CSPA)
  - ✓ 10 remain open (2 PSA, 8 CSPA)
  - ✓ 2 Officers had Substantiated discipline (1 PSA, 1 CSPA)

# Internal Investigations (Chief's Complaints)

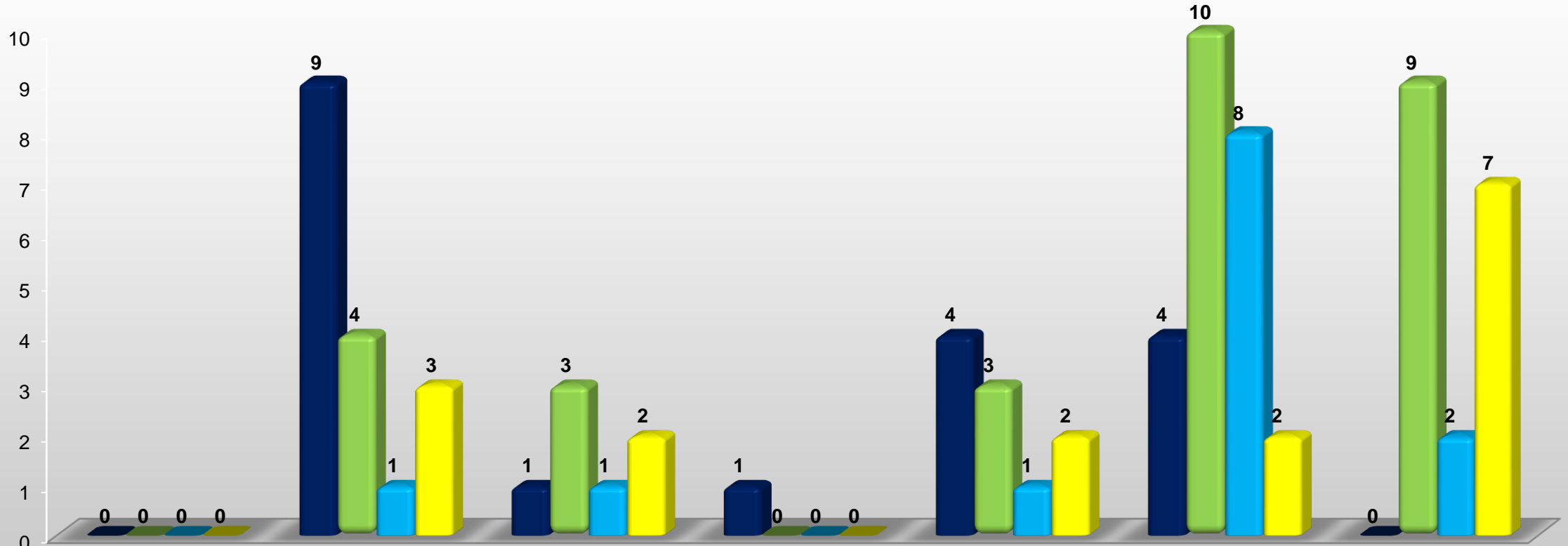
Total of 200 investigations, which includes:

|                               |            |                   |
|-------------------------------|------------|-------------------|
| • Motor Vehicle Collisions    | <b>118</b> | (29 PSA, 89 CSPA) |
| • Red Light Camera violations | <b>28</b>  | (3 PSA, 25 CSPA)  |
| • Missed Court                | <b>5</b>   | (2 PSA, 3 CSPA)   |
| • Automatic Speed Enforcement | <b>20</b>  | (14 PSA, 6 CSPA)  |
| • Workplace Harassment        | <b>9</b>   | (3 PSA, 6 CSPA)   |
| • Other Chief's Complaints    | <b>20</b>  | (7 PSA, 13 CSPA)  |

# Other Chief's Complaints

- Total of 20 investigations involving **28** members
  - 10 Substantiated (5 PSA, 5 CSPA)
  - 2 Unsubstantiated (1 PSA, 1 CSPA)
  - 8 Ongoing (1 PSA, 7 CSPA)

# Chief's Complaints - Penalty Dispositions

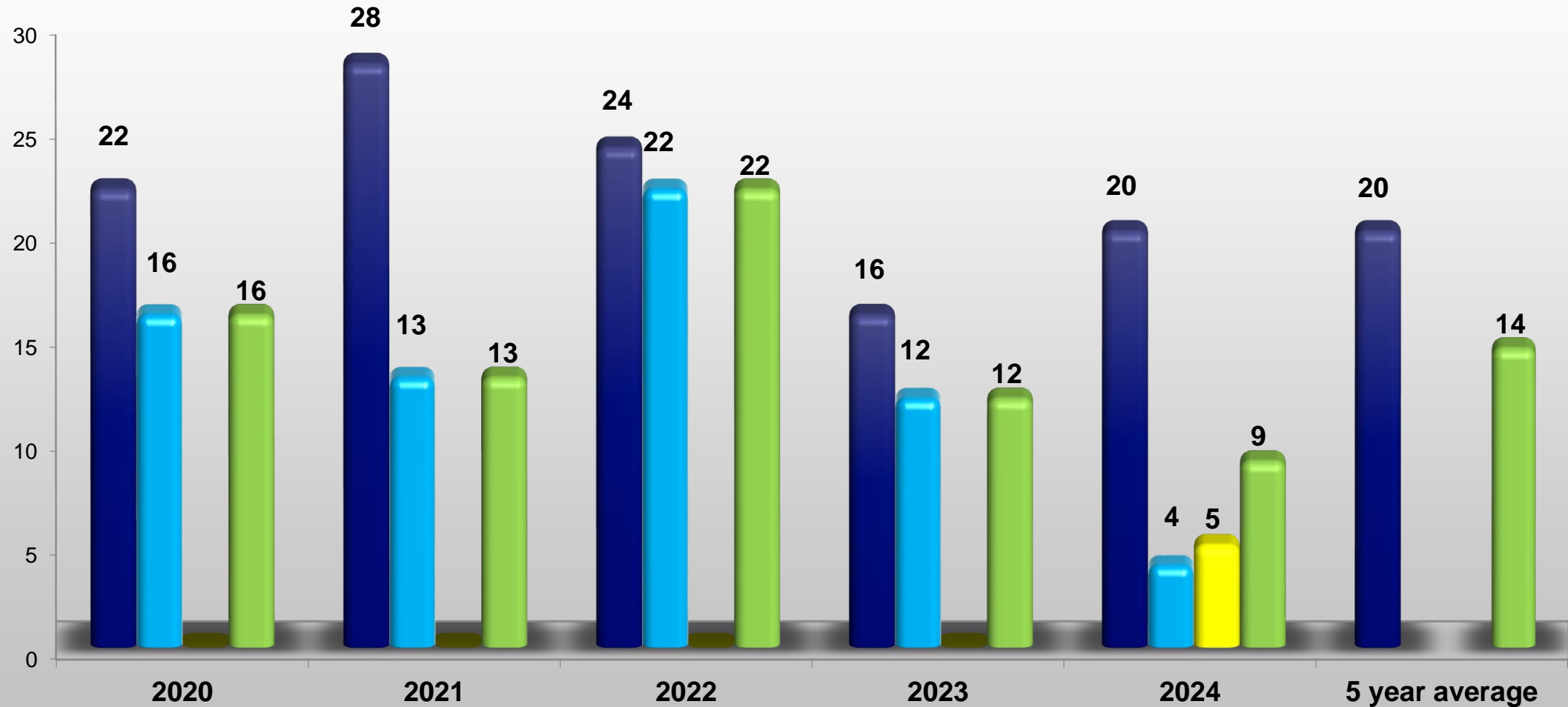


|               |   |   |   |   |   |    |   |
|---------------|---|---|---|---|---|----|---|
| ■ 2023 Total  | 0 | 9 | 1 | 1 | 4 | 4  | 0 |
| ■ 2024 Total  | 0 | 4 | 3 | 0 | 3 | 10 | 9 |
| ■ 2024 (PSA)  | 0 | 1 | 1 | 0 | 1 | 8  | 2 |
| ■ 2024 (CSPA) | 0 | 3 | 2 | 0 | 2 | 2  | 7 |

| Disposition                         | 2023 Total | 2024 Total | 2024 (PSA) | 2024 (CSPA) |
|-------------------------------------|------------|------------|------------|-------------|
| Formal Hearing                      | 0          | 0          | 0          | 0           |
| Disposition W/O Hearing (Hours)     | 9          | 4          | 1          | 3           |
| Written Reprimand                   | 1          | 3          | 1          | 2           |
| Resigned                            | 1          | 0          | 0          | 0           |
| Remedial Training                   | 4          | 3          | 1          | 2           |
| No Further Action (Unsubstantiated) | 4          | 10         | 8          | 2           |
| Outstanding                         | 0          | 9          | 2          | 7           |



# Chief's Complaint Averages



■ # of Chiefs Complaints   ■ 2024 Substantiated - PSA   ■ 2024 Substantiated - CSPA   ■ 2024 Substantiated Total

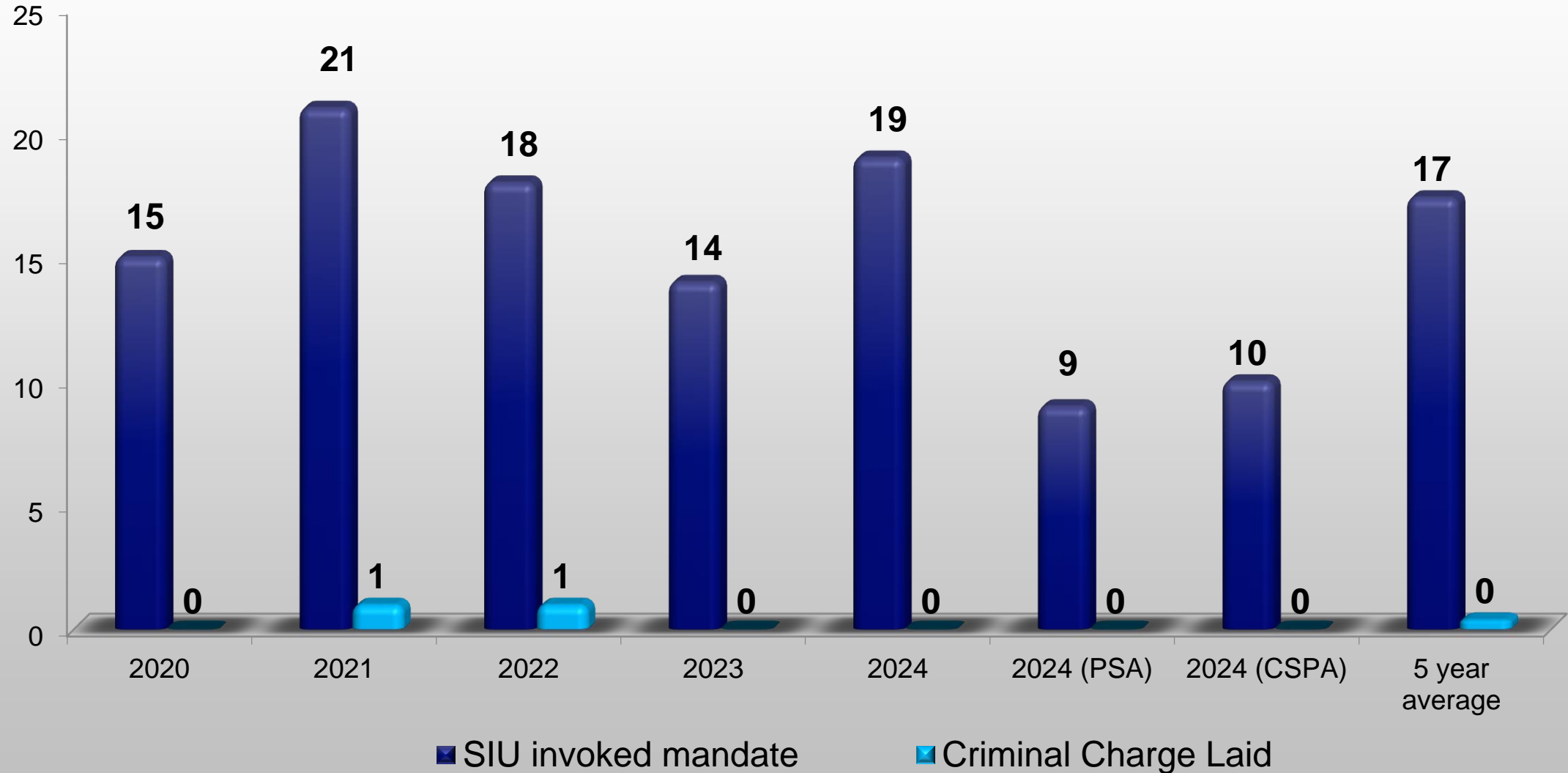


# Special Investigations Unit (SIU)

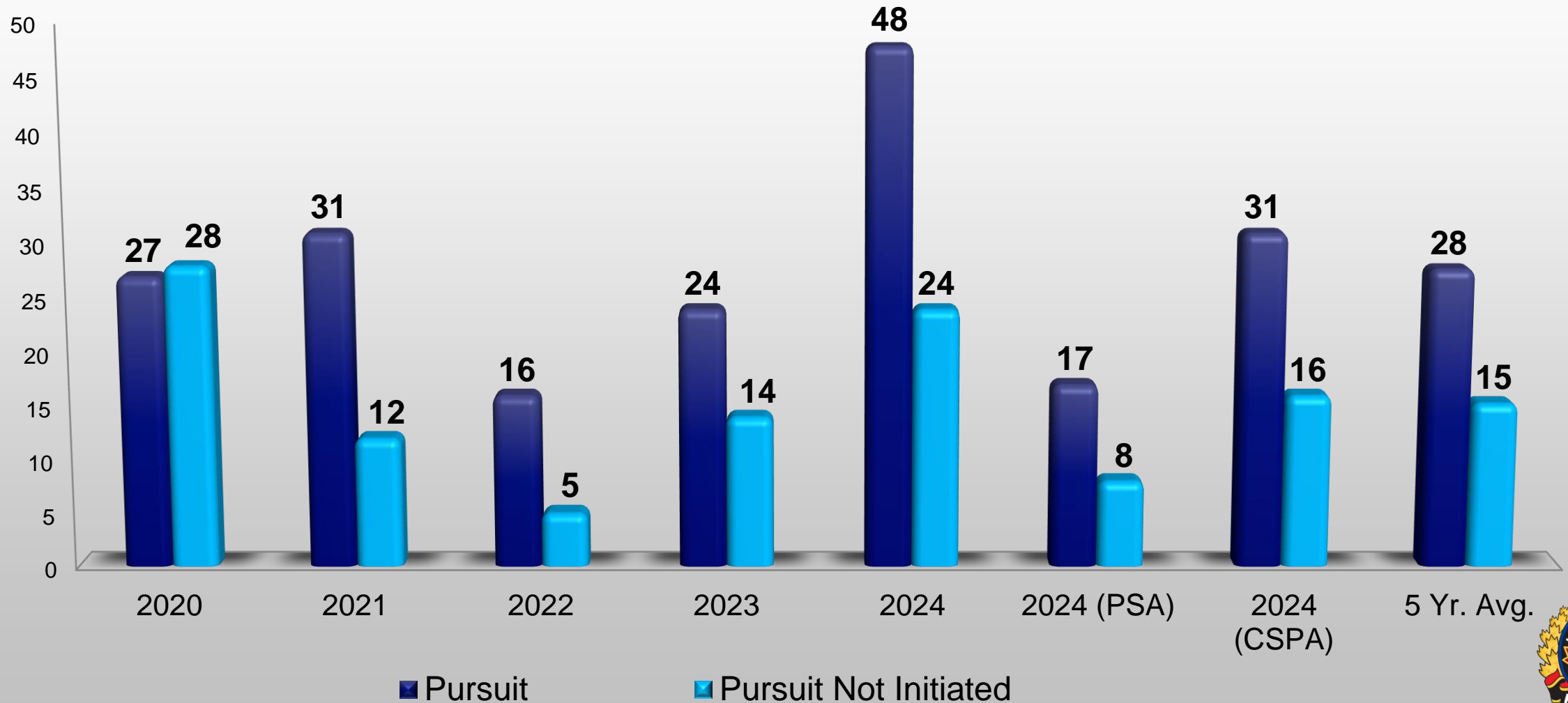
SIU was notified 19 times and mandate was invoked in each instance.

- 3 concluded by memo
- 16 formal investigations:
  - ✓ 13 concluded
  - ✓ 3 outstanding
  - ✓ None concluded by charge

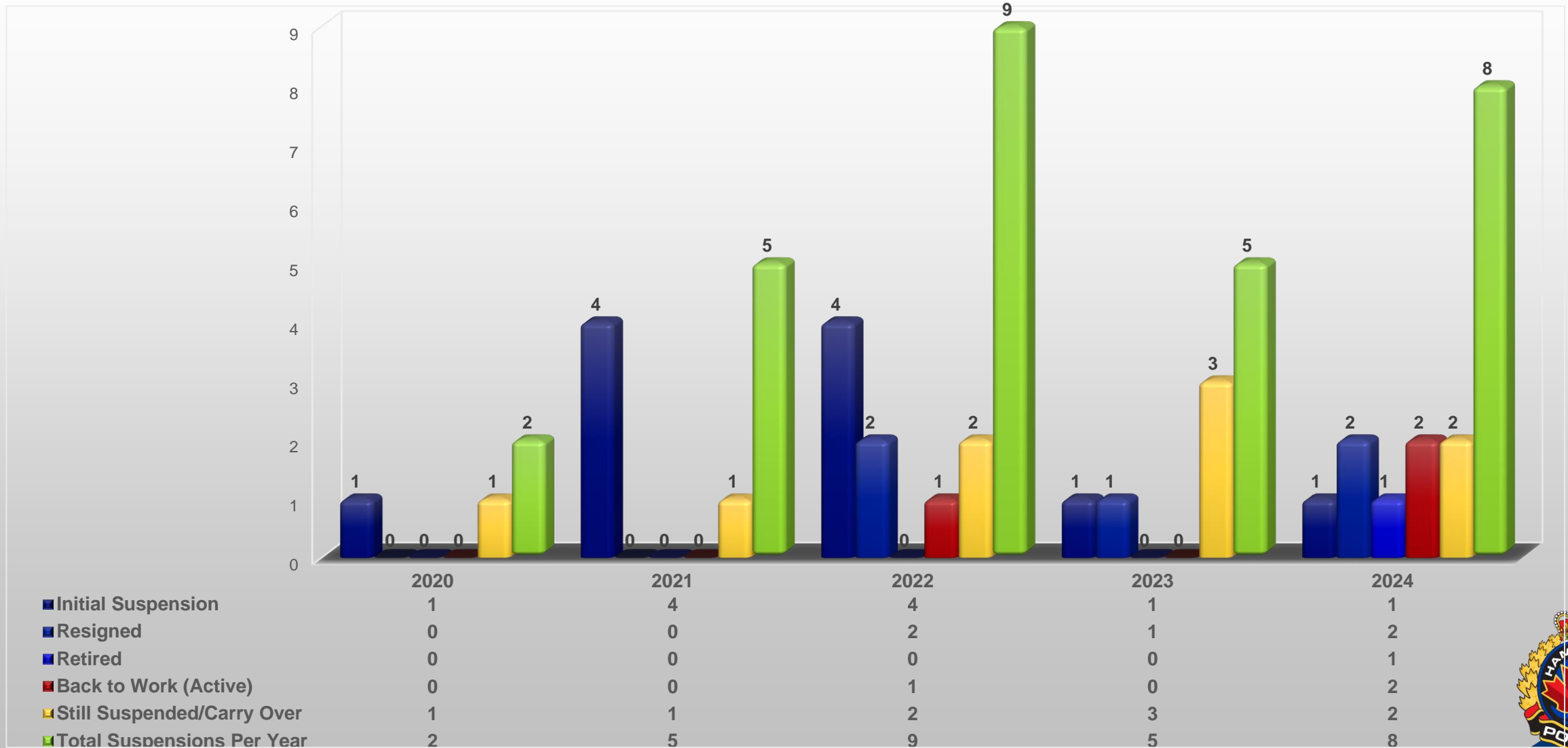
# SIU Invoked Mandate



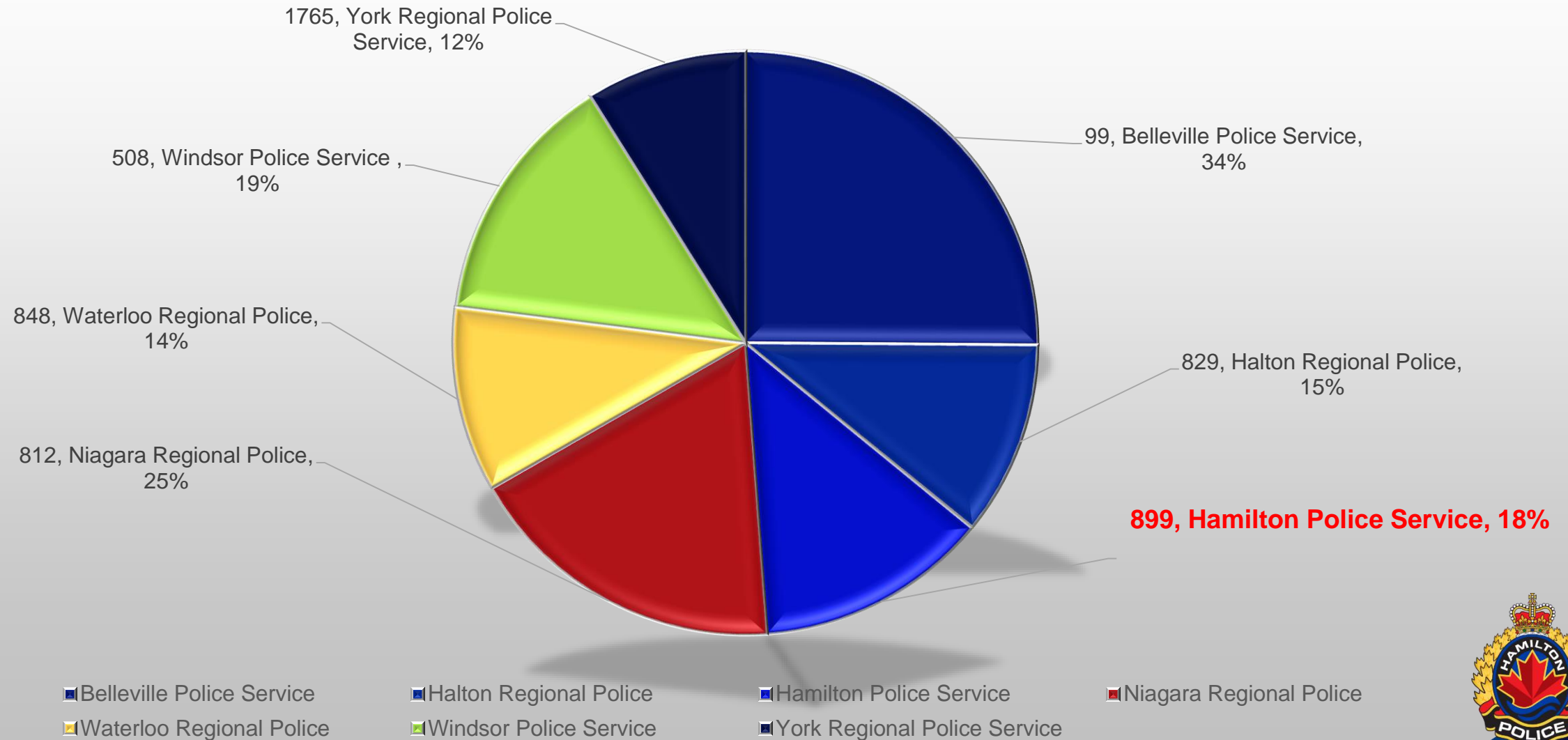
# Fail to Stop Reports



# Suspensions – 2020-2024

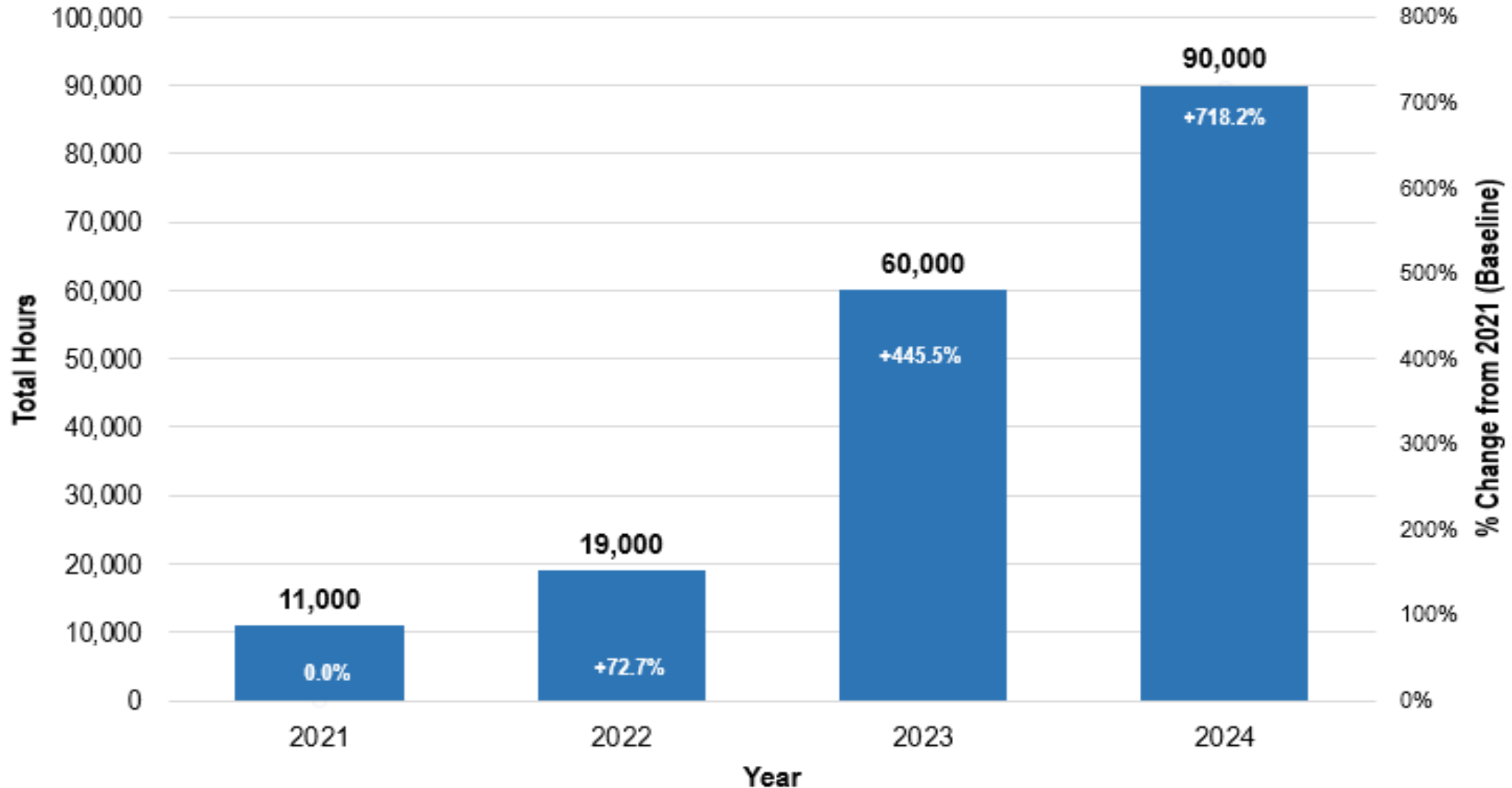


# Service Comparator (# Complaints to Officers)



# 2024 Training Highlights

Training Branch Training Hours



**Thank You,  
Questions?**