




# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Service Board
<b>BOARD MEETING DATE:</b>	September 26, 2024
<b>SUBJECT:</b>	2023 Year End Report – Professional Standards Branch
<b>REPORT NUMBER:</b>	24-074
<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 2023 Annual Report is attached in compliance with the Regulation.

### INFORMATION

The Professional Standards Branch 2023 Annual Report provides an overview of all public complaints, Service complaints and internal investigations including workplace harassment, SIU investigations and their outcomes for 2023. 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 AND SCHEDULES ATTACHED

Appendix A – Professional Standards Branch 2023 Annual Report

FB/W. Mason

cc: Paul Hamilton, Deputy Chief – Support  
Will Mason, Superintendent – Professional Development Division

2023

# Professional Standards Branch Annual Report

Prepared: September 2024



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*. It is a comparative statistical analysis of all complaints received and investigated in 2023.

The statistical information included in the 2023 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
- 2022 Professional Standards Branch Annual Report
- 2023 Hamilton Police Service Annual Report
- Hamilton Police Service - Crime Information Analysis Unit

## Definitions

### 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 2023, 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*. PSB acts as the liaison for the investigation of public complaints referred by the Office of Independent Police Review Director (OIPRD). Additionally, this branch of PDD investigates employee complaints, Workplace Violence and Harassment and conducts Special Investigations Unit (SIU) Section 11 reviews. PSB is staffed by three Sergeants and one Staff Sergeant. The Superintendent currently handles the McNeil<sup>1</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)<sup>2</sup>

The OIPRD receives, manages and oversees all complaints about police in Ontario. They are a 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.

<sup>1</sup>McNeil disclosure files refer to mandatory disclosures of misconduct and/or criminal charge/conviction which must be made to the Courts.

<sup>2</sup>On April 1, 2024, OIPRD became the Law Enforcement Complaints Agency (LECA) under the new Community Safety and Policing Act, 2019. This will be reflected in the 2024 Professional Standards Branch Annual Report.

## 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*.

## Section 11 Investigations

The Chief is legislated under Section 11 (s.11) of Ontario Regulation 267/10 to cause an administrative investigation to be conducted into any incident of which the SIU is notified. The investigation reviews the conduct of the involved police officer(s), as well as the policies and/or services provided by the Hamilton Police Service.

## Executive Summary

The total number of public complaints received from the OIPRD in 2023 saw a slight increase compared to 2022, while the number of complaints screened out by the OIPRD in 2023 rose by 2 per cent from the previous year. Internal conduct investigations decreased by 8 per cent, from 24 in 2022 to 16 in 2023. Additionally, the HPS investigated one external agency OIPRD complaint in 2023.

In 2023, the Hamilton Police Service had 219,943 interactions with the public. There were 175<sup>1</sup> public complaints made to the OIPRD in total, representing 0.08 per cent of public contacts. The 175 public complaints can be categorized as follows:

Public Complaints	
Conduct Complaints (proceeding and screened out)	150, with 61 screened in for investigation by OIPRD
Policy Complaints	0
Service Complaints	19
External Investigation	1
Early resolution	6

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<sup>1</sup> The HPS Annual report noted this number at 156 as of April 30, 2024. Complainants have six months to file a complaint resulting in some complaints not being received until after the annual report date.

The most common allegation of misconduct is Discreditable Conduct, followed by Neglect of Duty. Allegations of Excessive Force decreased over the previous year.

<b>Conduct Complaints</b>	
Discreditable Conduct	26
Neglect of Duty	21
Excessive Force	9
Unlawful Arrest	3

Out of the 61 conduct investigations, six resulted in findings of misconduct. Among the 19 service complaints, one did not proceed, seven were withdrawn, and nine were deemed unsubstantiated. In 2023, complainants requested a review of their investigation nine times and the OIPRD upheld the HPS decision in six of the nine cases. Three cases remain under review.

In 2023, a total of 284 internal complaints were filed, marking a 35 per cent increase compared to 2022. The following categories relate to internal complaints:

<b>Internal Complaints</b>	
Red Light Camera (RLC)	12
Motor Vehicle Collisions (MVC)	9
Missed Court (MC)	23
Automatic Speed Enforcement (ASE)	89

Of the 284 total internal complaints received there were 294 specific allegations of misconduct. Discreditable Conduct was the most frequent form of misconduct followed by Damage to Clothing/Equipment. Damage to Clothing/Equipment includes police service collisions. There were four complaints and/or allegations of workplace harassment in 2023. Of the allegations two were unsubstantiated, one was substantiated and one was withdrawn. Excluding MC, MVC, ASE, and RLC violations, (12 of 16) or 60 per cent of the remaining 20 chief's complaints (workplace harassment, and internal complaints) have resulted in substantiated misconduct, none of the investigations is ongoing.

In 2023, SIU was notified 15 times, and they invoked their mandate to investigate 14 of those incidents. Of the 15 notifications, three were concluded by memo following a preliminary inquiry, while 11 proceeded as formal investigations. All 11 investigations concluded with no reasonable grounds to believe that the subject officers committed a criminal offence. One outstanding SIU case from 2022 was concluded in 2023 with a criminal charge. The subsequent provincially mandated Section 11 investigations conducted by PSB for the 11 concluded

investigations, determined that all HPS policies and procedures were followed, and no further action was required.

In 2023, 38 Fail to Stop reports were submitted, marking an 81 per cent increase from the previous year with 17 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 24 of these incidents, representing 50 per cent of the total Fail to Stop reports, while officers chose not to engage in a pursuit in 14 cases. Of the total reports, 20 involved Criminal Code violations and 16 were for Highway Traffic Act violations. There were two MVCs resulting from officer-initiated pursuits in 2023, compared to one in 2022. No pursuit-related injuries were reported.

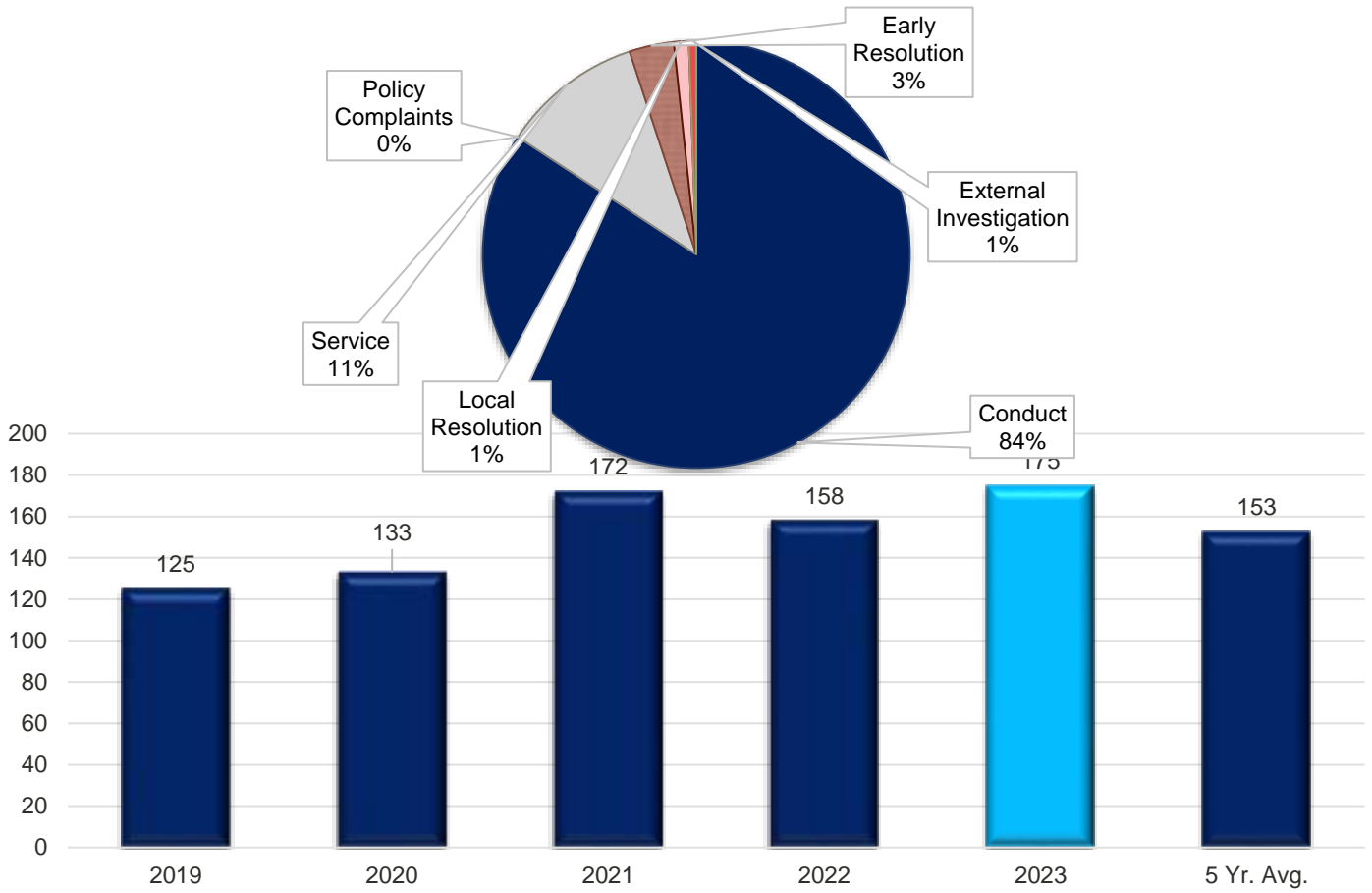
## Public Complaints

In 2023, the Hamilton Police Service recorded 219,943 public interactions. A total of 175 complaints were submitted to the OIPRD regarding the Hamilton Police Service, accounting for 0.08 per cent of all interactions. The OIPRD independently reviews each complaint and determines which ones will proceed to investigation.

The 175 public complaints can be categorized as follows:

Public Complaints	
Conduct Complaints (proceeding and screened out)	150, with 61 screened in for investigation by OIPRD
Policy Complaints	0
Service Complaints	19
External Investigation	1
Early resolution	6
Local resolution	2 (not counted in total as resolved prior to formal complaint)

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 under the *Police Services Act*.<sup>i</sup> Local Resolution is a process where complaints are made directly to the HPS and a resolution is agreed upon by the involved parties.





The OIPRD screened in 61 of the 175 complaints in 2023, representing 35 per cent of the total public complaints. This screening process is conducted independently of the Hamilton Police Service. The 61 screened-in complaints include conduct complaints, early resolutions, and service complaints. The average number of public complaints between 2019 and 2023 was 153, an increase from 158 in 2022 to 175 in 2023. Out of the 219,943 public interactions, the 61 complaints that proceeded to investigation represent 0.027 per cent of all interactions.

## Conduct Complaints

When a member of the public raises a concern about a police officer's behavior and files a complaint, the OIPRD classifies it as a conduct complaint. Of the 150 conduct complaints received, the OIPRD independently determined that 89 did not require investigation, based on the following legislated criteria:

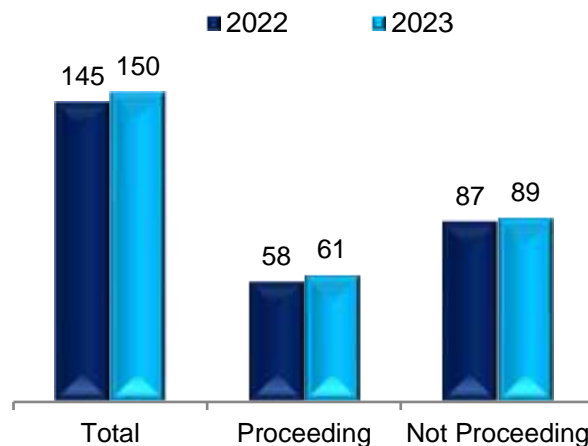
- the complaint is better dealt with under another law or act
- the complaint is frivolous – trivial or lacks an air of reality
- the complaint is not in the public interest
- the complaint is made over six months after the incident.

A comparison of 2023 conduct complaint data with that of 2022 shows a 3 per cent increase in complaint submissions to the OIPRD. Additionally, the number of screened in conduct complaints rose by 5 per cent compared to 2022.

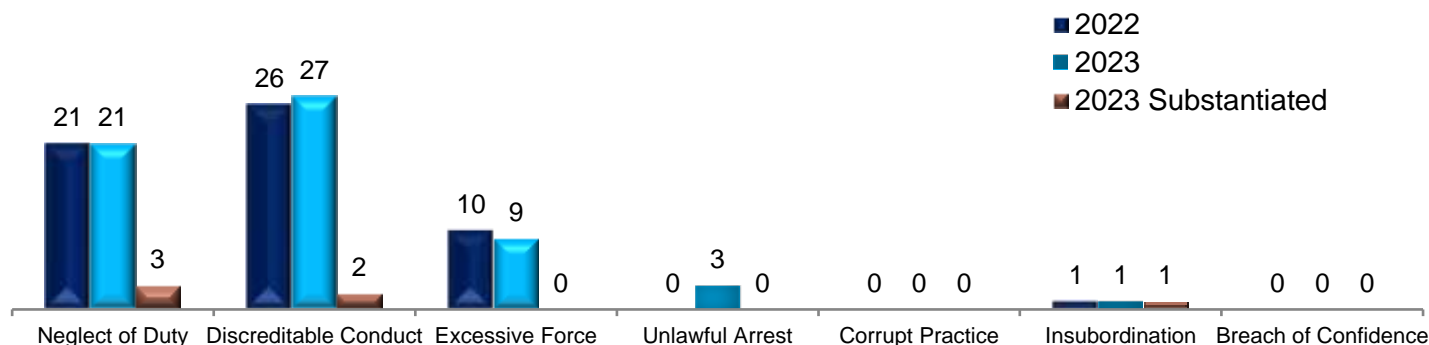
### Allegations of Misconduct

Neglect of Duty allegations remained unchanged from 2022 to 2023, while Excessive Force allegations decreased by one, resulting in a 10 per cent drop, with a total of nine cases. Discreditable Conduct and Neglect of Duty were the most common types of complaints in 2023, accounting for nearly 79 per cent of all allegations. Complaints regarding Excessive Force ranked as the third most frequent type.

**Conduct Complaints**



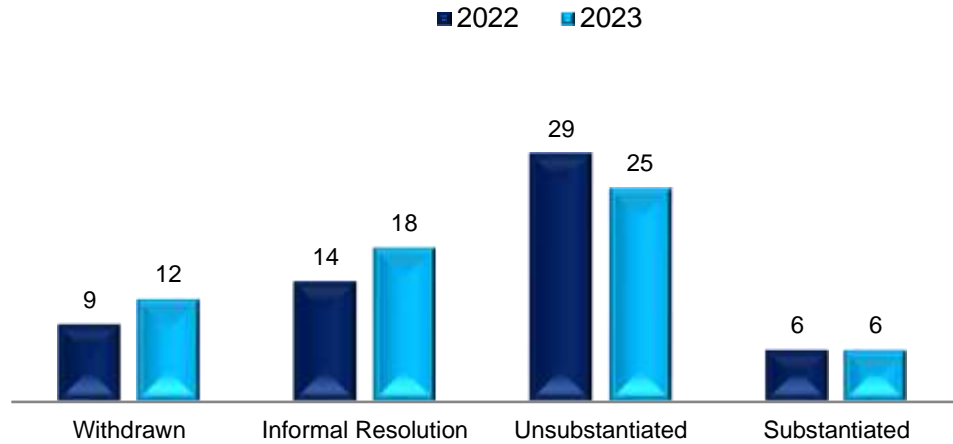
**Conduct Complaints Proceeding by Allegation**



### Disposition of Conduct Complaints

Of the 61 officer conduct investigations, 12 complainants voluntarily withdrew their complaints after receiving additional information. With the remaining complaints, 18 were resolved through informal resolution, and investigators found 25 officer misconduct allegations to be unsubstantiated. Six of the original 61 conduct complaints resulted in a finding of misconduct, with penalties imposed in accordance with the *Hamilton Police Service Discipline Policy*. As of September 9, 2024, three investigations remain open. The six misconduct findings represent 0.0027 per cent of the total 219,443 public interactions.

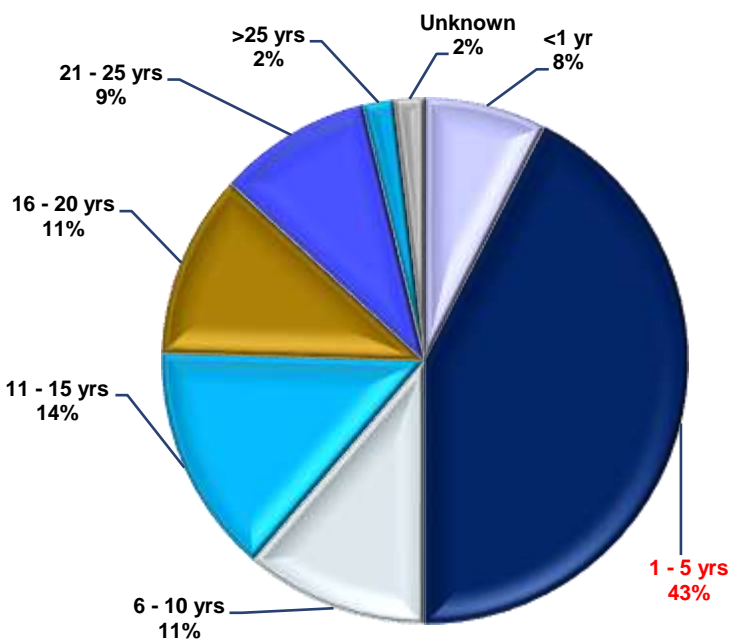
### Disposition of Investigated Conduct Complaints



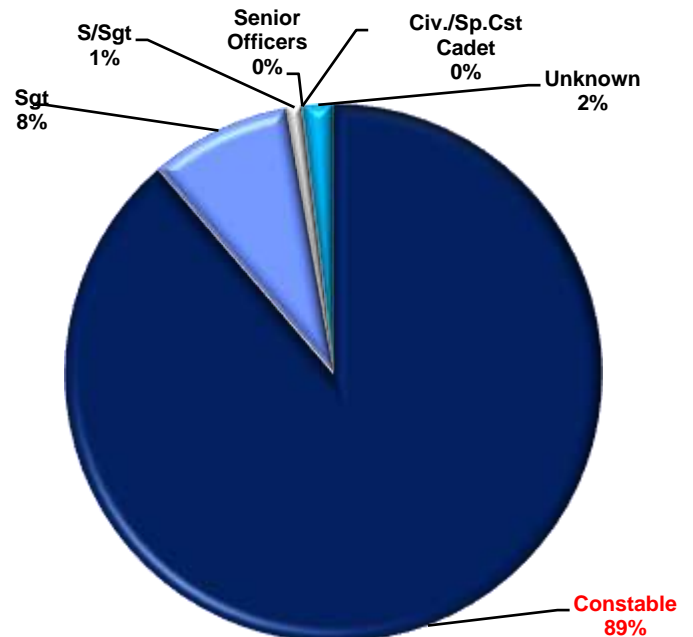
### Demographics of Conduct Complaints

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.

Years of Service of Subject Officer



Rank of Subject Officer



## Service Complaints / Policy Complaints

Service complaints pertain to specific policies and/or procedures of the Hamilton Police Service. In 2023, 19 service complaints were filed against HPS. Of these, one was deemed by the OIPRD not to be in the public interest or involved a complainant who was not directly affected by the alleged conduct. Seven complaints were withdrawn by the complainant, one was resolved through Informal Resolution, and nine were found to be unsubstantiated.

## 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. Complainants have 30 days from the day they are notified of the results of the investigation to make this request. Once the OIPRD 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 2023, the Hamilton Police Service received nine requests from complainants for an OIPRD review. In six instances HPS conclusions were upheld by the OIPRD, three are still under review.

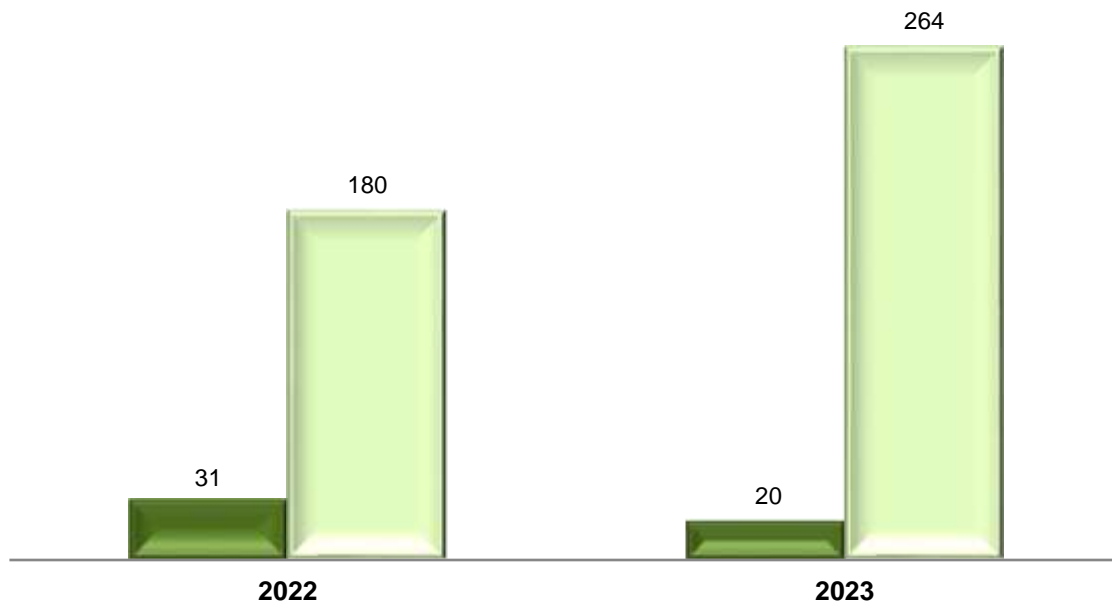
## Internal Complaints

Pursuant to the *Police Services 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*.

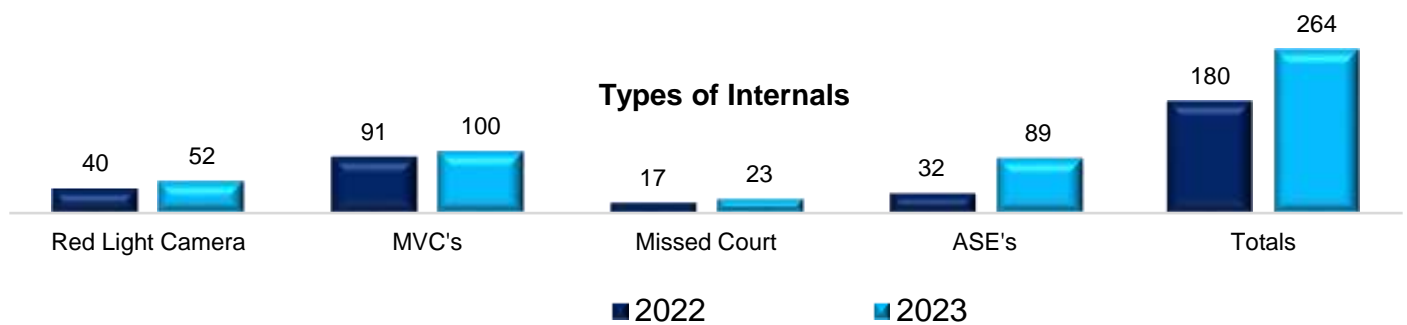
Simple violations such as RLC, MVCs, MC and ASE are investigated by divisional commanders. More complex member conduct investigations are investigated by the Professional Standards Branch. These are referred to as a Chief's Internal Complaints.

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

■ Chief's Internal Complaints (incl. Harassment)    ■ RLC, MVC, MC & ASE



A total of 284 internal complaints were filed in 2023, marking a 35 per cent increase compared to 2022. In 2020, the City of Hamilton introduced ASE cameras, which account for 89 of the 211 internal complaints. Additionally, there were 52 RLC incidents and 100 MVC incidents. Specifically, RLC and MVCs increased from the previous year, along with MC incidents. Of the MVCs, 51 were determined to be the officer's fault, while the remaining 49 were deemed non-preventable.



## Allegations of Misconduct

The internal complaints filed in 2023 resulted in 294 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 108 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

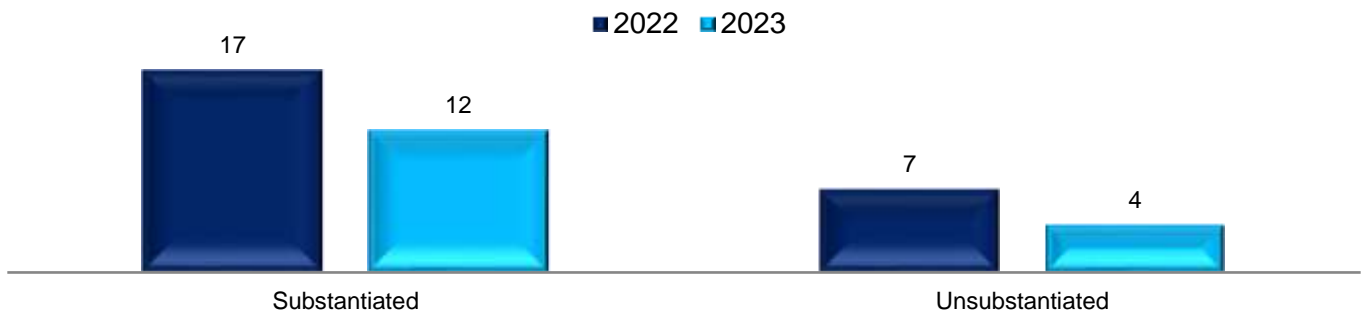
As of December 31, 2023, the Hamilton Police Service had 881 sworn members and 349 civilian members and remains committed to fostering a respectful work environment where all individuals are treated with dignity, can contribute fully, and have equal opportunities. Harassment or discrimination is not tolerated, and all complaints of this nature are thoroughly investigated in a timely manner.

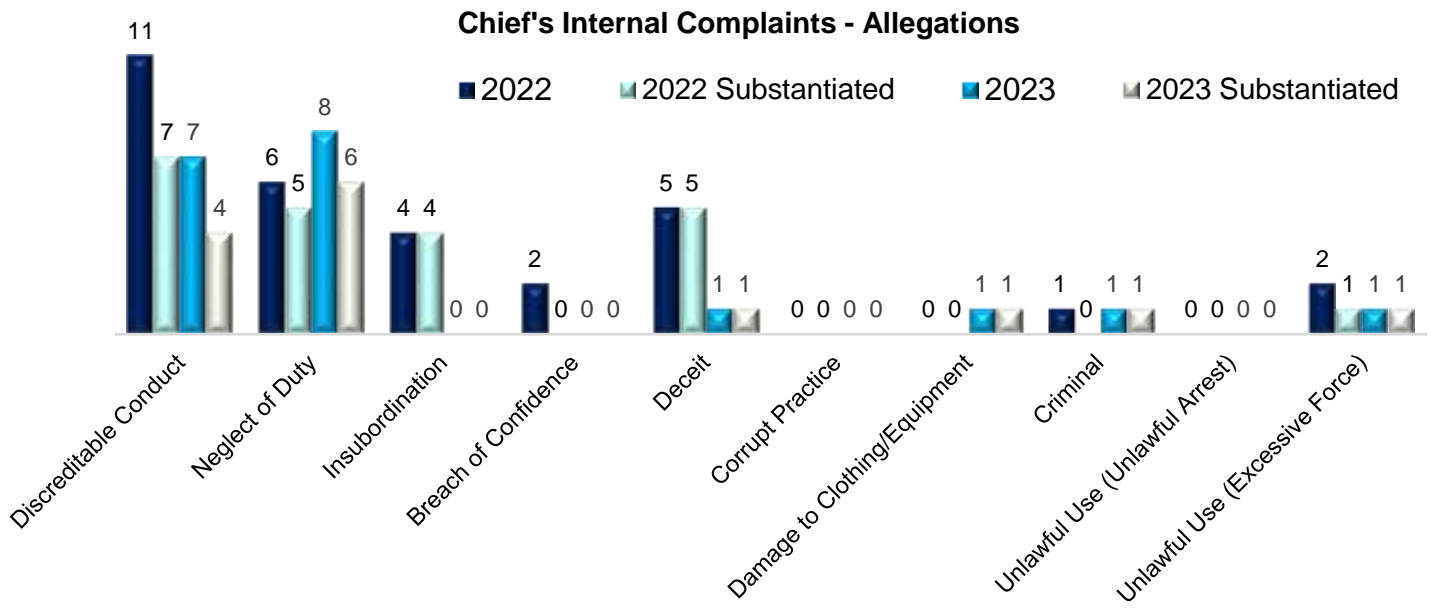
In 2023, there were four complaints and/or allegations of workplace harassment. Of the allegations, one was substantiated, two were unsubstantiated and one investigation was withdrawn by both parties. There were seven harassment complaints reported in 2022.

## Chief's Internal Complaints

Of the 16 internal complaint investigations, 19 separate allegations of misconduct were identified (exclusive of Harassment Allegations, ASE, MC, MVC, and RLC) in 2023. Of the 19 allegations, 12 or 63 per cent of the misconduct cases were substantiated. This is a decrease from 2022 where 17 of the 24 investigations, or 70 per cent were substantiated.

**Conclusions of Chief's Internal Complaints**

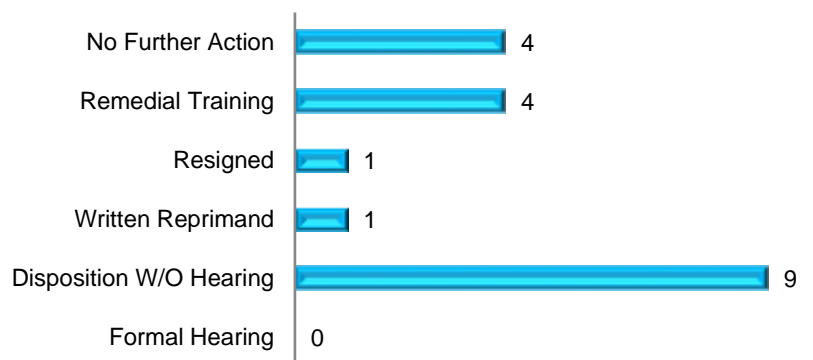




### Disposition of Internal Complaints

In the 16 internal investigations conducted in 2023, 19 members were identified as subjects. Of those, 14 investigations were substantiated, resulting in corrective discipline for 13 members. Nine members received Discipline without a Hearing, one received a Written Reprimand, and there were no formal Police Services Act Hearings. Additionally, one member resigned, four received Remedial Training, and no further action was taken for four members.

### 2023 Penalty Dispositions

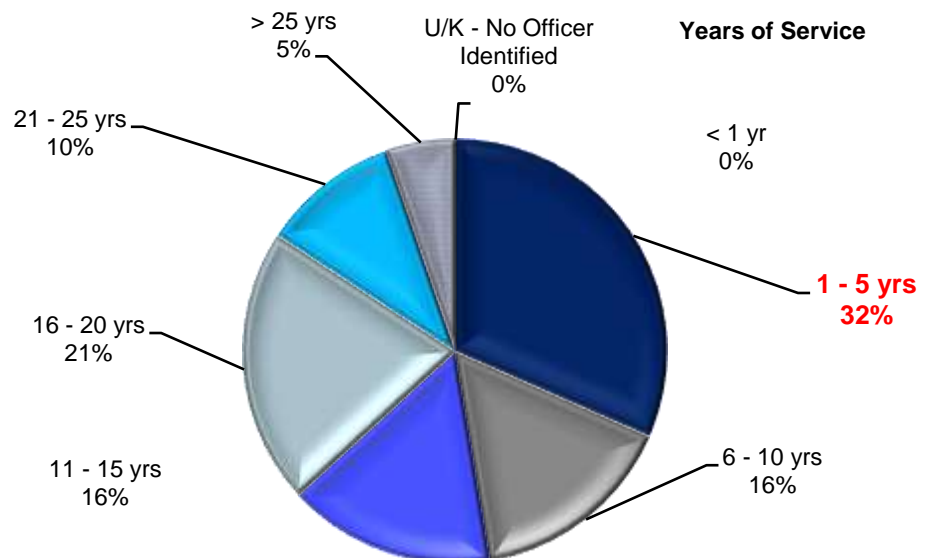


### Demographics of Internal Complaints

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.

### 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



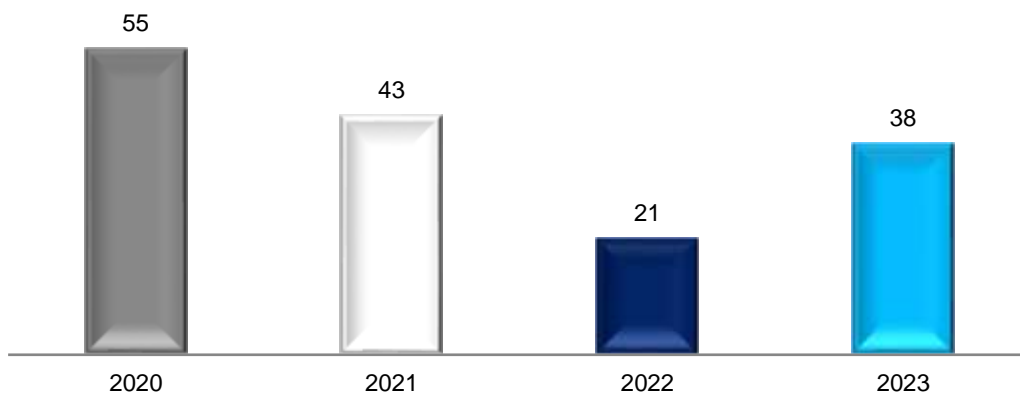
pursues in a motor vehicle for the purpose of stopping the fleeing motor vehicle or identifying the fleeing motor vehicle or an individual in the fleeing motor vehicle.

### 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.

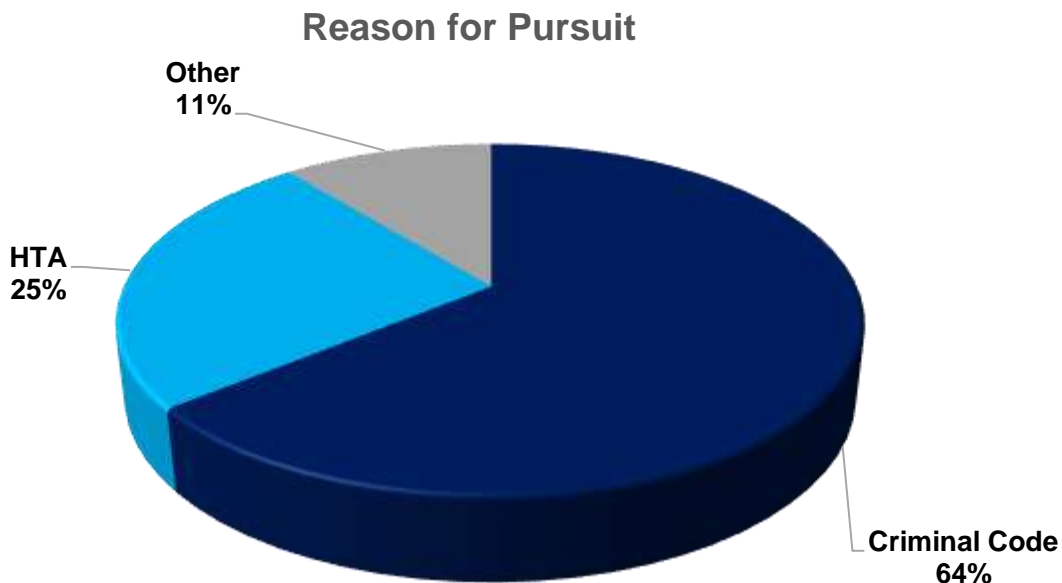
In 2023, a total of 38 Fail to Stop reports were submitted, an increase from the previous year.

Pursuits were initiated in 24 of these 38 incidents.

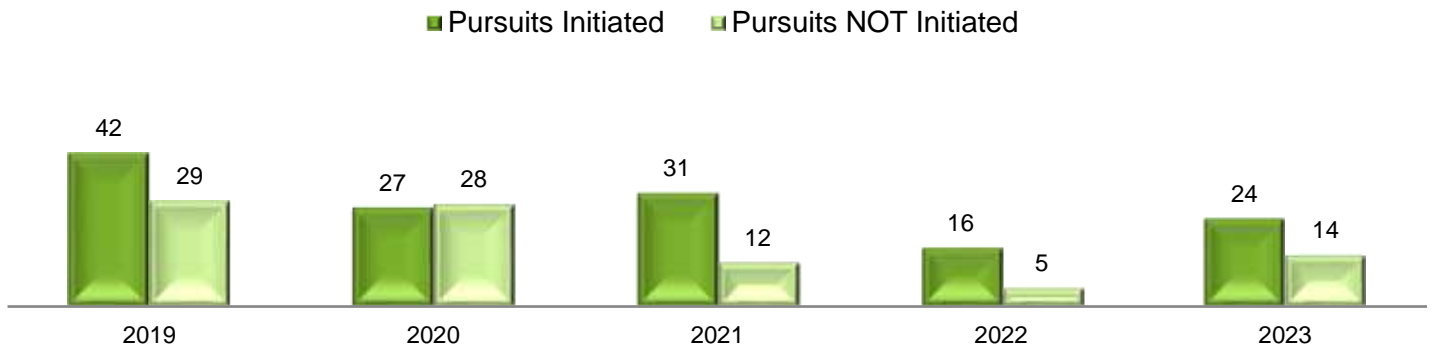


Of the 24 pursuits initiated, 11 were terminated within 1 km, seven were terminated within 1-2 km, five ended within 2-5 km, one was terminated between 5-10 km, and none exceeded 10 km.

Among the 38 Fail to Stop reports, 20 were related to Criminal Code violations, while 16 involved Highway Traffic Act violations.



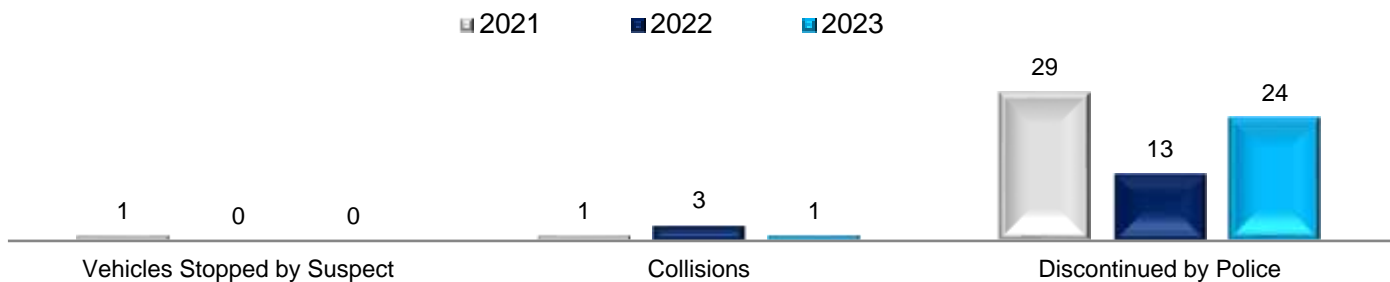
## Outcome from Fail to Stop Reports Received



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

In 2023, 96 per cent of pursuits were discontinued by officers, or 24 of the 25 pursuits initiated. In 2022, pursuits were discontinued in 13 of the 16 pursuits or 81 per cent of the time.

### Vehicle Pursuit Outcomes



## Special Investigations Unit Incidents

Hamilton Police Service notified the SIU on 15<sup>2</sup> occasions in 2023. The SIU invoked its mandate in 14 of the 15 incidents.

### Formal Investigations

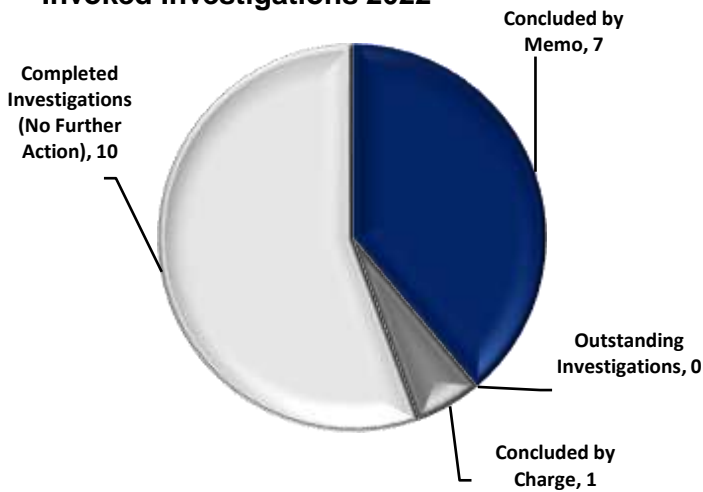
Of the 14 SIU investigations, three were concluded by memo after the SIU completed a preliminary inquiry and 11 were formal investigations. Out of the 11 investigations, all have been concluded. In those incidents, the SIU concluded that reasonable grounds did not exist to believe that the Subject Officer committed a criminal offence.

In 2023, there were 15 notifications to the SIU, down from 21 in 2022. The SIU invoked their mandate 14 times in 2023.

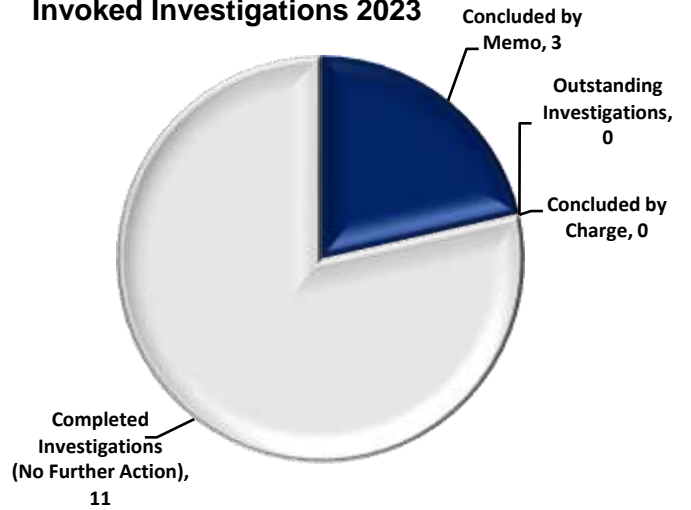
<sup>2</sup> The HPS annual report indicated that there were 16 notifications in 2023, subsequent to that report one notification was changed to non-jurisdictional after further review, removing it from the total notifications.



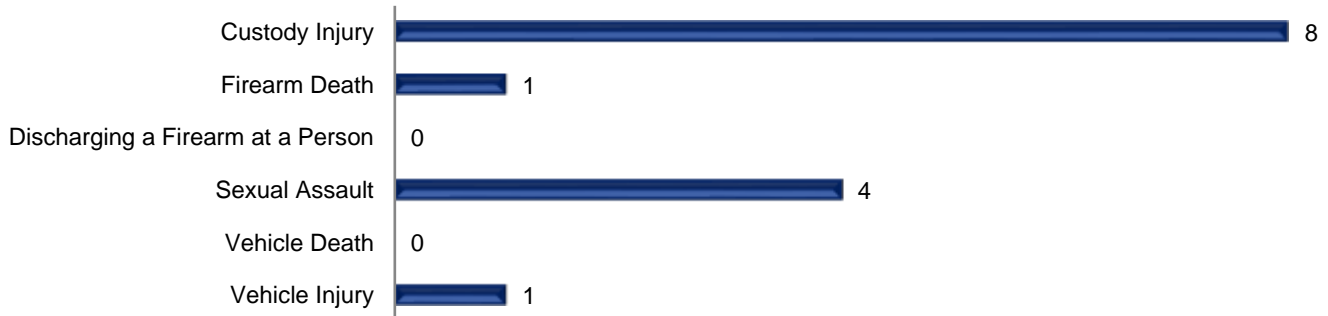
### Invoked Investigations 2022



### Invoked Investigations 2023



### SIU



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 14 incidents where the SIU invoked their mandate in 2023, eight were classified as a Custody Injury, one was a Firearm Death, four were Sexual Assault, one was a Custody Death and one was a Vehicle Injury.

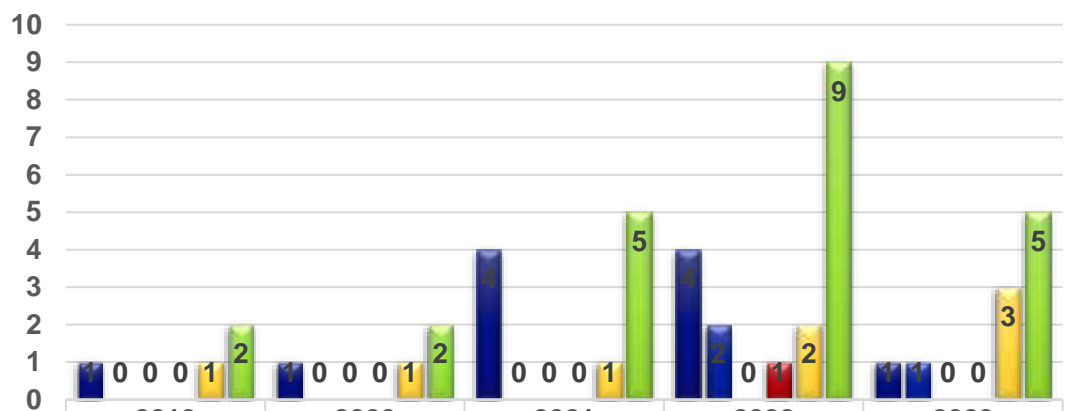
### Section 11 Investigations

In 2023 11 Section 11 investigations were completed by the Professional Standards Branch in relation to the 14 investigations concluded by the SIU in 2023. The 11 Section 11 Investigations 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 no outstanding investigations for 2023. A Section 11 Investigation is not required when an officer is criminally charged by the SIU.

## 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 or 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. The below chart outlines suspensions in the Hamilton Police Service over the previous five years.

### Suspensions 2019-2023

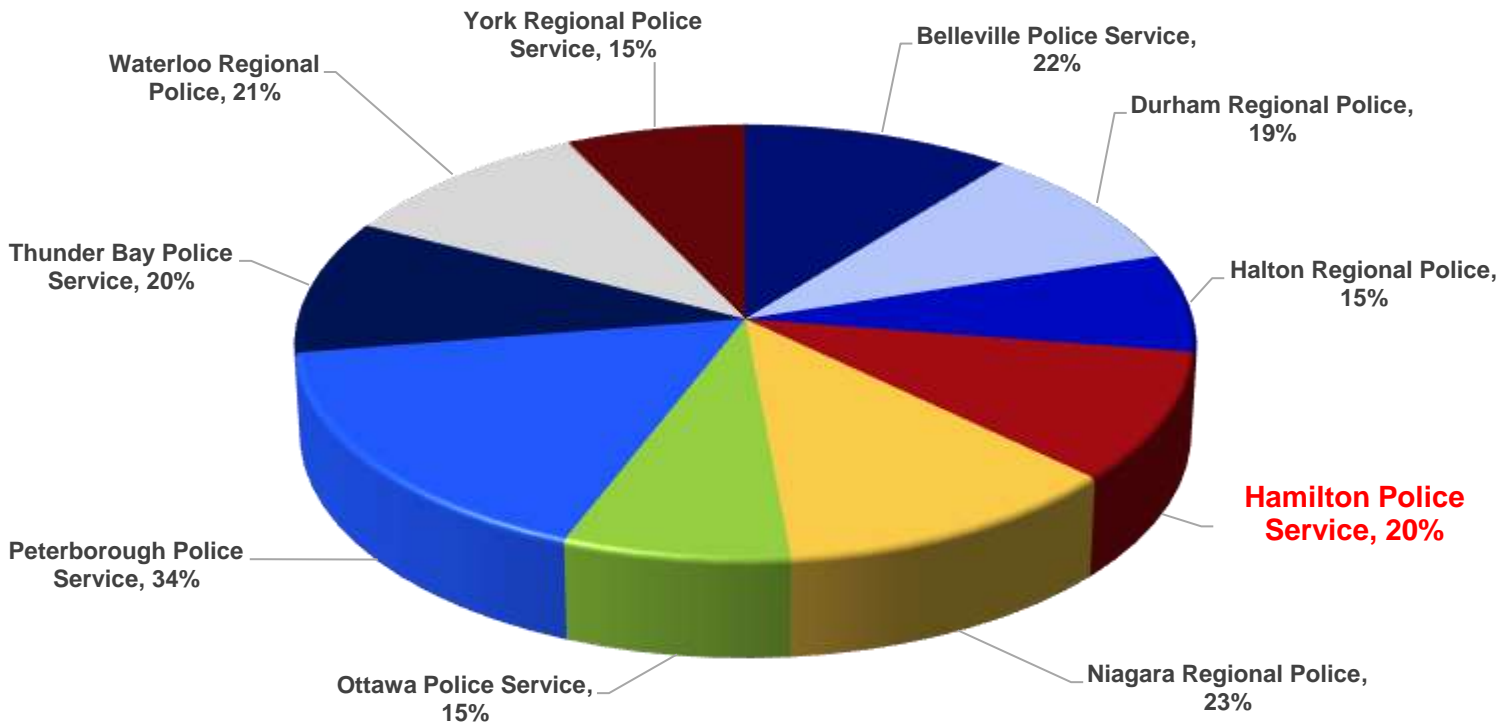


	2019	2020	2021	2022	2023
■ Initial Suspension	1	1	4	4	1
■ Resigned	0	0	0	2	1
■ Retired	0	0	0	0	0
■ Back to Work (Active)	0	0	0	1	0
■ Still Suspended/Carry Over	1	1	1	2	3
■ Total Suspensions Per Year	2	2	5	9	5

## Service Comparator

The Hamilton Police Service’s number of complaints versus number of officers sits at 20 per cent. 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 2023 at the time of the request and were unable to share their numbers.

## Comparator - % of Complaints to Sworn officers by Service



## Commendations and Citizen Awards and Letters

The Hamilton Police Service received 72 Good News letters in 2023. 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 2023 through various acknowledgements including:

- Issuance of 30 letters of recognition to members of the public.
- Awarded 43 members with the Member of the Month Award.
- Issuance of 177 commendations to members for exemplary service.

## Training & Training Initiatives

In 2023 Members (Sworn & Civilian) participated in over 60,000 hours of training in a wide variety of topics such as Diversity and Inclusion, Discrimination, Privilege and Racism, Respect in the Workplace and other courses which help keep our members current with issues in the Hamilton community.

These courses below represent training on topics delivered to members by the Hamilton Police Service Training Branch in 2023. Appendix A provides a further listing of all internal and external courses offered to HPS members throughout 2023.

COURSE	TOTAL HOURS	# OF TIME RUN	# OF MEMBERS PARTICIPATED
<b>Annual Sworn Block Training: Estimated Breakdown</b>	<b>40</b>		
- Equity, Diversity, Inclusion (EDI)	1	31	674
- Legal (Charter, Case Law, Search & Seizure)	2.5	31	674
- Use of Force Scenarios	2	31	674
- A.B.L.E. Training	2	31	674
- Human Trafficking Training	1.5	31	674
- Resiliency Training	2	31	674
- Death Notification	0.75	31	674
- Drug Stigma Awareness	0.5	31	674
- Ethical Decision Making	1	31	674
- Basic Impaired Driving Detection Techniques	2	31	674
- Epilepsy & Seizure Response Training	0.75	31	674
- Leadership	3	31	674
- Use of Force Reports	0.25	31	674
- Firearms Maintenance	0.5	31	674
- CPR	4	31	674
- Tactical First Aid	0.5	31	674
- Public Police Interactions Training Aid	2	31	674
- Articulation	2	31	674
- Lead Awareness	0.25	31	674
- Conducted Energy Weapon	4	31	674
- Immediate Rapid Deployment (IRD)	4	31	674
- Defensive Tactics	2	31	674
- 2S&LGBTQUIA+	0.5	31	674
- De-Escalation	1	31	674
<b>Annual SpCst/Cadet Block Training: Estimated Breakdown</b>	<b>16</b>		
- CPR	4	12	142
- A.B.L.E.	5	12	142
o Escalation			
o Equity, Diversity, Inclusion (EDI)			
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>Professional Leadership Training</b>			
- Sgt. Professional Leadership Training	10	4	295
- S/Sgt. Professional Leadership Training	10	4	295
<b>OPC Training</b>			
- Crisis Intervention Training	40	16	223
- Criminal Investigative Training	80	16	223
- Scenes of Crime Officer (SOCO)	80	16	223
- Scenes of Crime Officer (SOCO) Refresher	12	16	223
- Facilitating & Assessing Police Learning	80	16	223
- Investigating Offences Against Children	40	16	223
- Sexual Assault Investigation	80	16	223
- Ontario Major Case Management	72	16	223
- Scribe Course	40	16	223
- Search Warrant	40	16	223
<b>Sworn Recruits/New Hires Training</b>			
- Crisis Intervention Training	40	3	47
- Pre-OPC - 1 week	40	3	47
- Post-OPC – 7 weeks	280	3	47
o Includes: Stress Inoculation			
<b>SpCst New Hire Training</b>			
- New Hire Training – 5 weeks	200	2	18
<b>Cadet New Hire Training</b>			
- New Hire Training – 3 weeks	120	2	13
<b>Training Branch Instructor Training</b>			
- Equity, Diversity, Inclusion (EDI)	32	2	1
- Bike Instructor	40	2	2
- Use of Force Training	120	2	2
- Leadership	40	2	4
- Cultural Literacy	40	2	1
<b>Other Training</b>			
- Workplace Harassment & Discrimination	1	1	691
- Harassment in the Workplace (Sgts & S/Sgts)	4	1	30
- Investigative Phased Interviewing	80	2	23
- Intimate Partner Violence Refresher	10	2	3
- Intimate Partner Violence	20	1	30
- Incident Command 200	40	1	25
- Frontline Supervisor	40	1	28
- Bike Training (IPMBA)	40	1	16
- Coach Officer	40	1	29
- Carbine New User	40	4	32
- Trauma Informed Interviewing	4	1	50

## Appendix “A”

Below is an overview of our annual training courses:

### ***HPS Internal Training***

Pre-OPC - Recruit Training	Sex Assault
Post OPC - Recruit Training	Search Warrant
Sworn Use of Force Training	Conducted Energy Weapon (CEW) Training
New Hire Special Constable Training	Scribe
Use Of Force Special Constable Training	Major Case Management
New Hire Cadet Training	Scenes of Crime Officer
Use Of Force Cadet Training	Facilitating & Assessing Police Learning
New Hire McMaster Special Constable Training	Victim Services
Use Of Force McMaster Special Constable Training	Investigative Interviewing Techniques
New Hire Auxiliary Training	Investigating Offences Against Children
Use Of Force Auxiliary Training	
Dynamic Entry	
Crisis Intervention Training	
Intimate Partner Violence	
Frontline Supervisor	
Coach Officer Training	
Public Order Training	
Carbine New User Training	
Carbine Requalification	
Radar/Lidar Training	
D.I.S.K Training (3 Session)	

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

Crisis Negotiator
Computer Forensic Examiner
Critical Incident Commanders Course
Cybercrime Investigators Course
Digital Technologies for Investigators
Major Crime Investigative Techniques
Mobile Device Acquisition Analysis
Organized Crime
Tactical Police Explosive Technicians
Tactical Intelligence Analysis
Police Explosive Technicians Validation Course
Technical Court Expert Testimony
Senior Police Administration (SPAC)
Using the Internet as an Intelligence Tool

## OPC Courses

Advanced Friction Ridge Analysis  
Basic Bloodstain Pattern Recognition  
Basic Constable Training  
CEW Master Trainer Recertification  
Chemical Treatment & Fluorescent Techniques  
Communications Centre Supervisor  
Criminal Investigators Training  
Crisis Negotiator Basic  
Death Investigation  
DNA Data Bank, Warrant and Consent Sample Collection  
Drug Investigation  
Facilitating and Assessing Police Learning  
Forensic Cold Weather Collection  
& Recovery of Human Remains  
Forensic Collection and Recovery of Human Remains  
Forensic Identification Officer  
Fraud Investigation  
Gang Investigators  
Homicide Investigation  
Human Trafficking  
Incident Command 200  
Incident Command 300  
Incident Command 400  
Incident Command Instructor  
Investigating Offences Against Children  
Investigative Interviewing Techniques Trainer  
Disaster Victim Identification Workshop  
Ontario Major Case Management  
Ontario Major Case Management Trainer  
Records & CPIC Advanced  
Scenes of Crime Officer  
Scenes of Crime Officer Trainer  
Search Warrant  
Search Warrant Trainer  
Sexual Assault Investigation  
Synthetic Drug Operations  
Synthetic Drug Operations Recertification  
Site Safety Supervisor  
Use of Force Trainer



## **CPKN E-Learning**

2SLGBTQ+  
Active Shooter  
Anti-Racism for Workplaces  
Active Shooter/Armed Intruder Awareness  
Assessing & Interpreting Dog Behaviours  
Authority to Search  
Autism Spectrum Disorder  
Back to Basics: Residential Tenancy Act Disputes  
Basic Impaired Driving Detection Techniques  
Bill C-46: Drug Impaired Driving Investigations  
Basic Investigation Skills  
Basic Online Investigations  
Bill C-75  
Collection of Identifying Information (COII) Training  
Counterfeit Education Module for Police Studies  
Crisis Intervention & De-escalation  
Critical Incident Response Refresher  
CROMS: Collision Reporting & Occurrence Management System  
Cyber Security Awareness: Phishing  
Electricity: The Invisible Killer  
eWarrant Training  
How to Prepare for an Interview  
Incident Command and Operational Planning  
Jones Road Debrief  
Kirpan Accommodation  
Lead Awareness  
MedicAlert Connect Protect: Frontline Officer Training  
Missing Persons Act: Overview  
Mobile for Public Safety  
Modernized Use of Force Report  
NARCAN Training  
NICHE Training  
OHRC: Call it Out!  
Safe Speed Enforcement Tactical Considerations  
Safety Officer Training  
Strategic Plan 2023-2026  
The Ontario Public – Police Interactions Training Aid  
WHMIS 2015 (City of Hamilton)  
Workplace Violence, Harassment & Discrimination  
AODA: Accessibility for Ontarians with Disabilities Act  
AXON Training

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**Professional Development Division**

**Police Services Board  
Annual Report**



**Supt. Will Mason  
September 2024**

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

# Professional Development Division

- Professional Standards
- SIU Liaison
- 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 INTERACTIONS / COMPLAINTS

less than 1 percent of public interactions

**175** Public Complaints

**0.08%**

**219,943** Public Interactions in 2023

**6**

Public Complaints resulting in findings of misconduct

**0.027%** of public interactions

**0.0027%** of public interactions

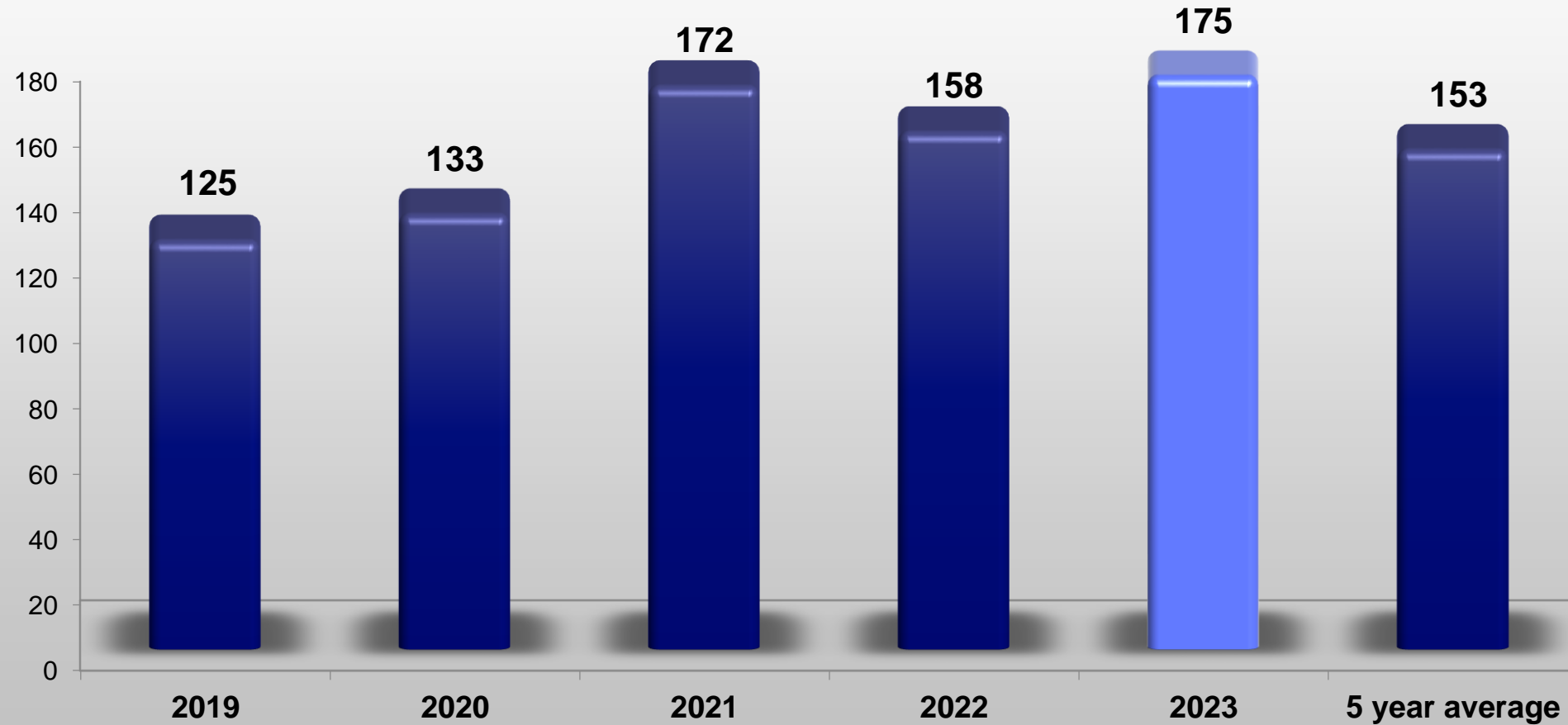
**61**

Public Complaints proceeding to investigation



# Complaint Averages

# of Total Public Complaints

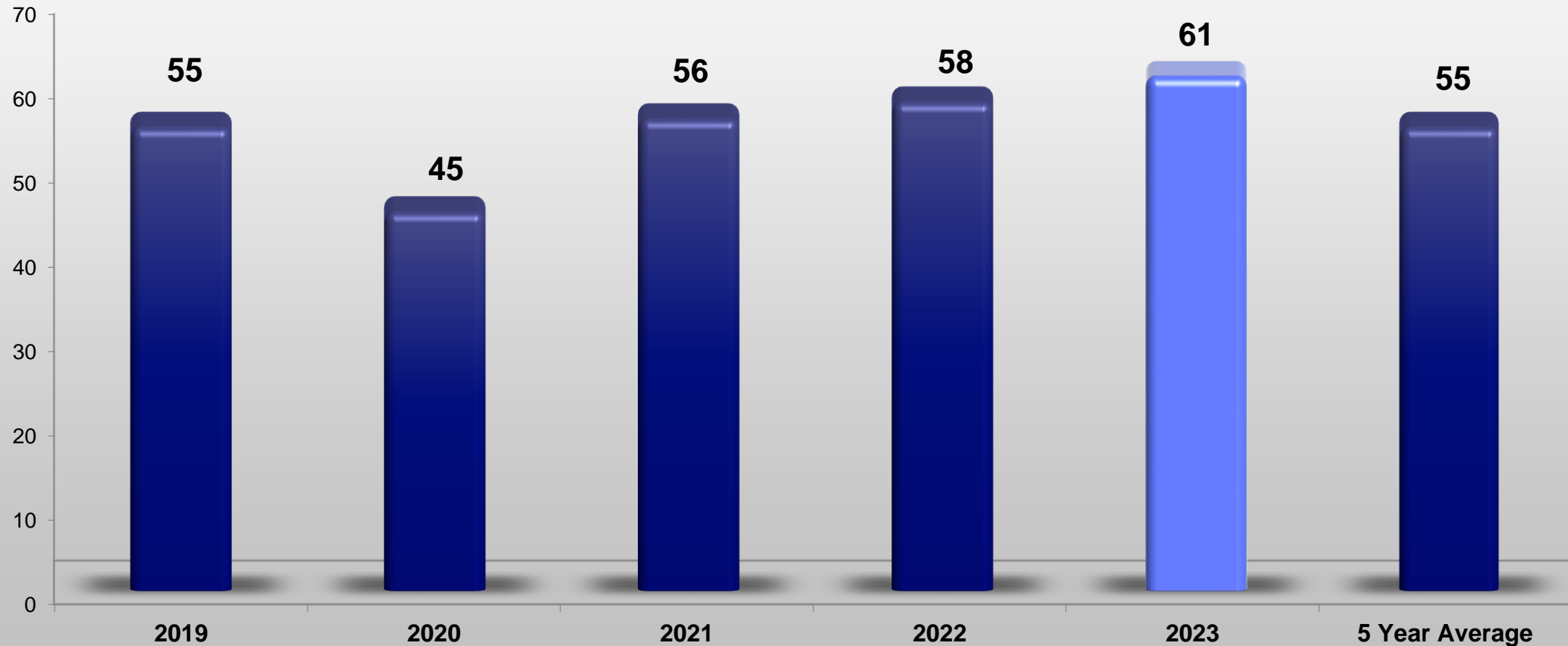


\* Cumulative of all possible complaints for the year (Service, Policy, Conduct, Customer Service Resolutions)



# Complaint Averages

# of Complaints Screened In For Investigation



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# OIPRD Investigations

- 19 Service Complaints
- 61 Conduct Investigations:
  - ✓ 12 complaints withdrawn
  - ✓ 18 Informal Resolutions
  - ✓ 25 complaints unsubstantiated
  - ✓ 0 remain open
  - ✓ 6 Officer had substantiated discipline



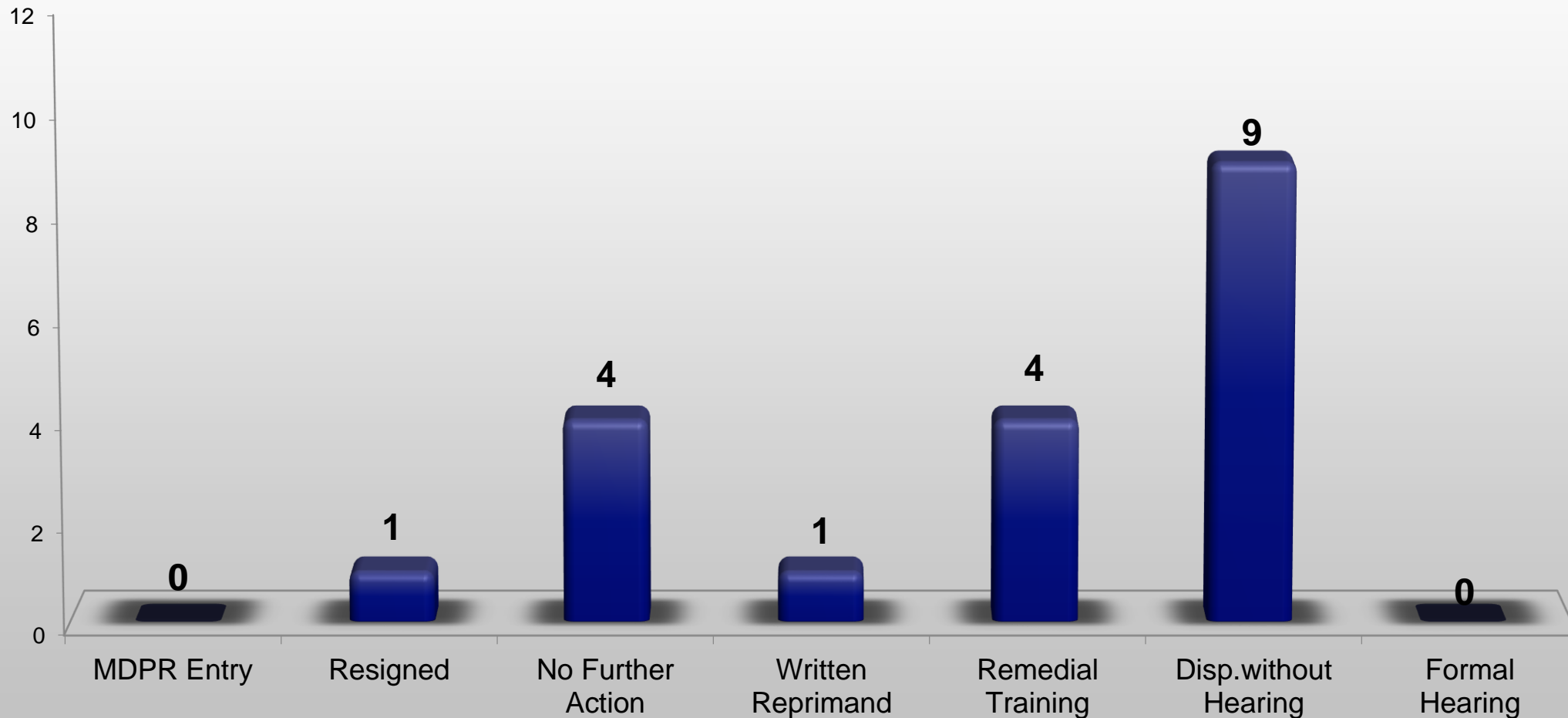
# Internal Investigations (Chief's Complaints)

Total of 284 investigations, which includes:

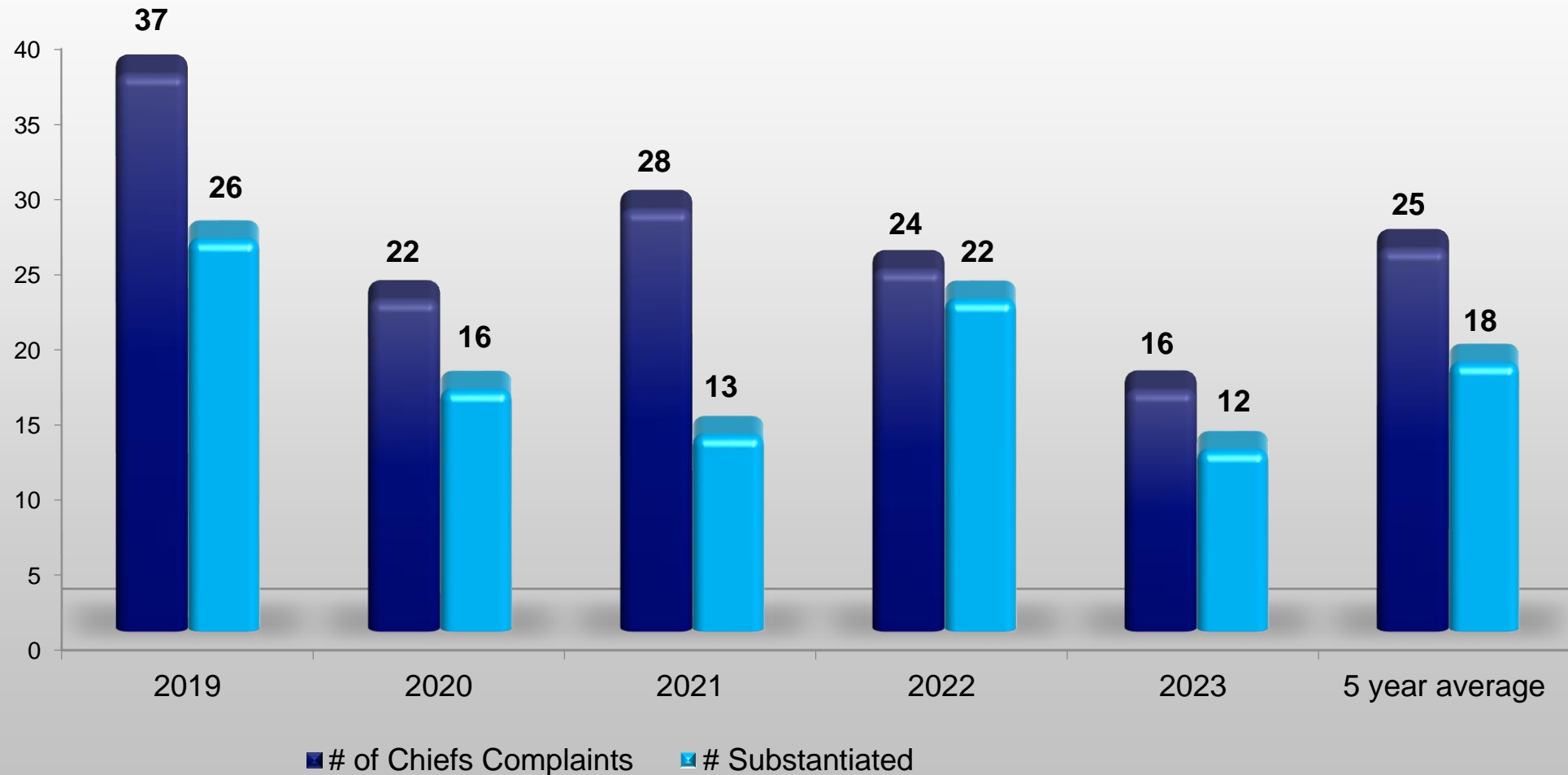
# Other Chief's Complaints

- Total of 16 investigations involving **19** members
  - 12 Substantiated
  - 4 Unsubstantiated

# Chief's Complaints - Penalty Dispositions



# Chief's Complaint Averages

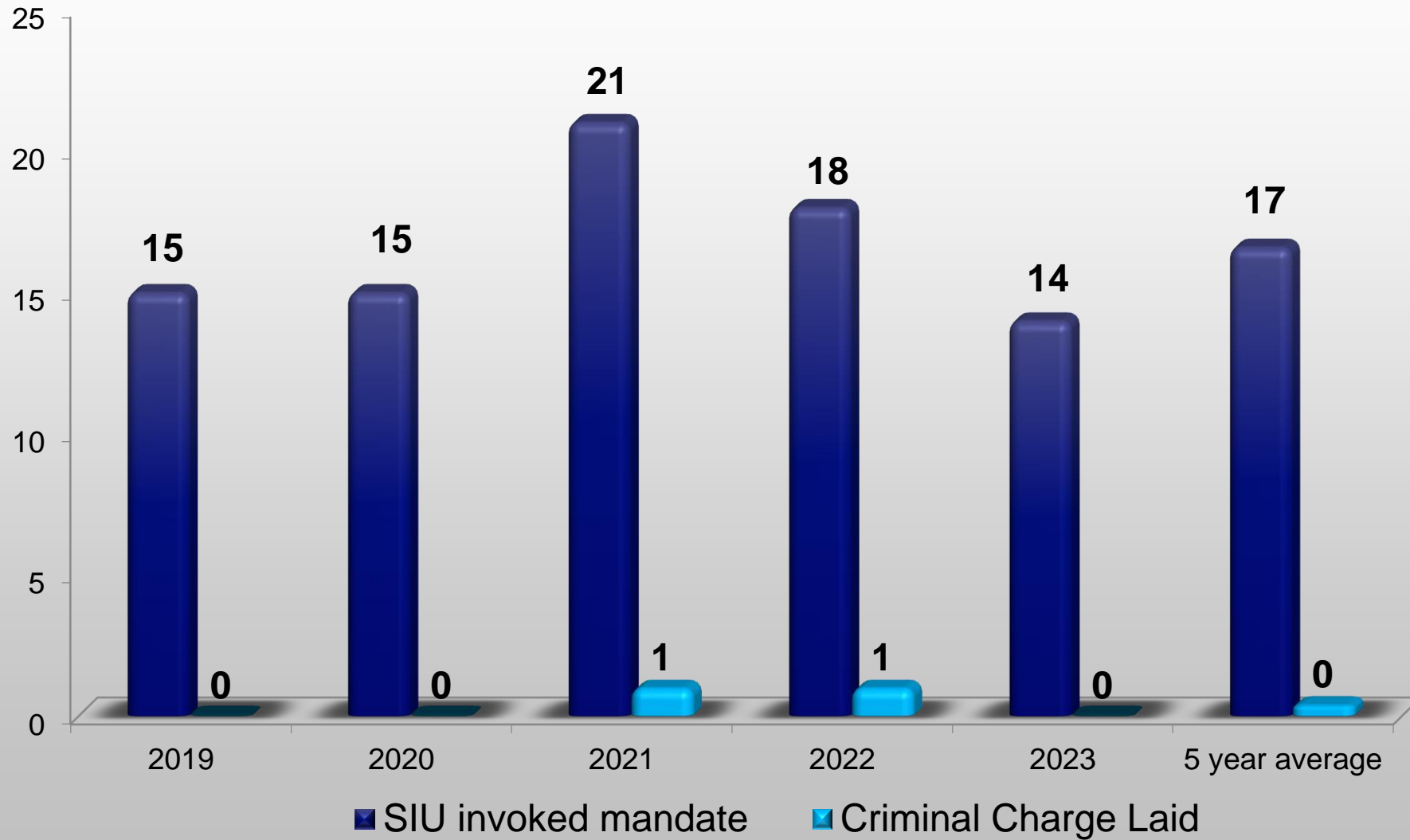


# Special Investigations Unit (SIU)

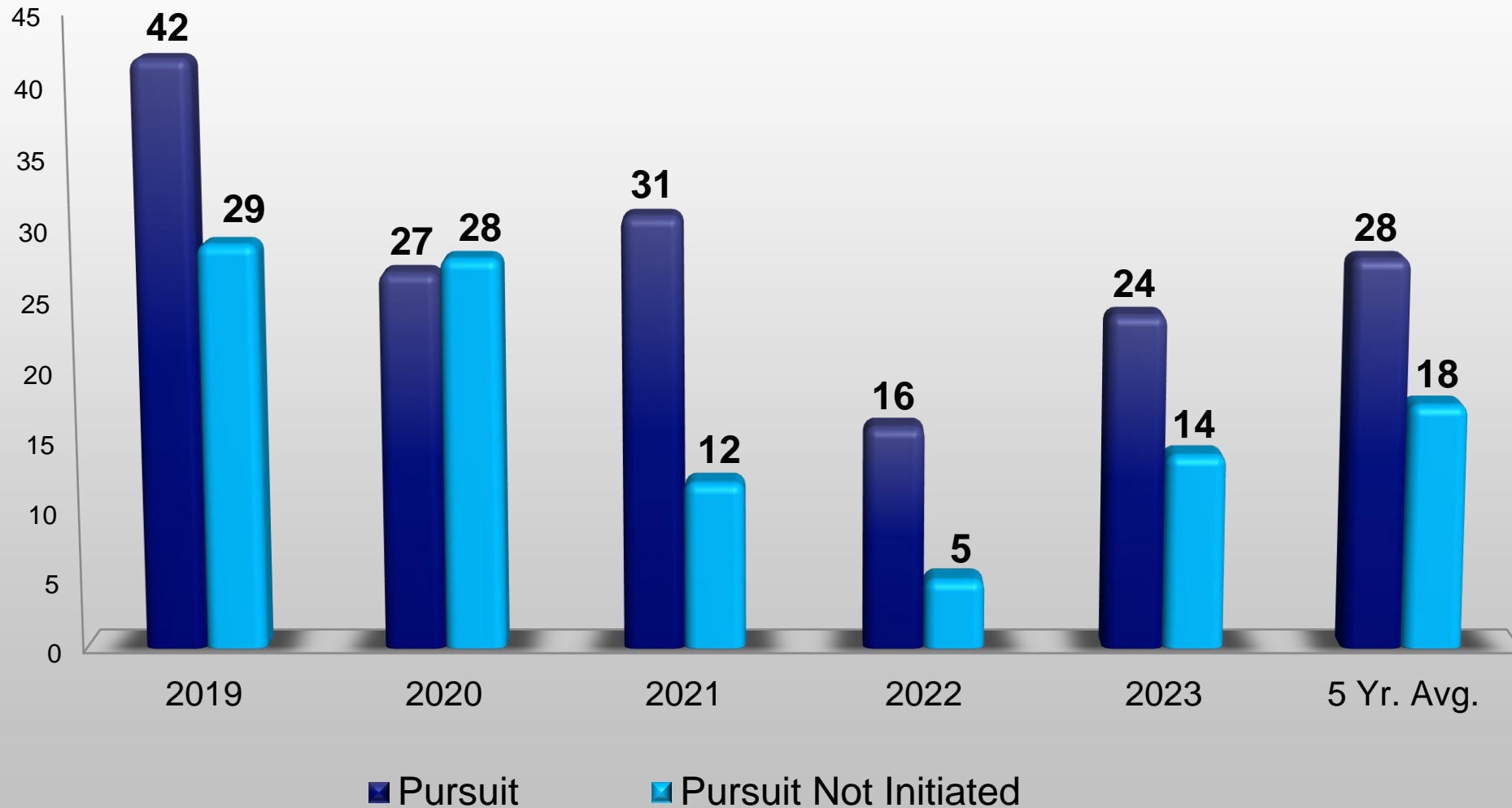
SIU was notified 15 times and mandate was invoked in 14 of the 15 notifications

- 3 concluded by memo
- 11 formal investigations:
  - ✓ 11 concluded
  - ✓ None concluded by charge

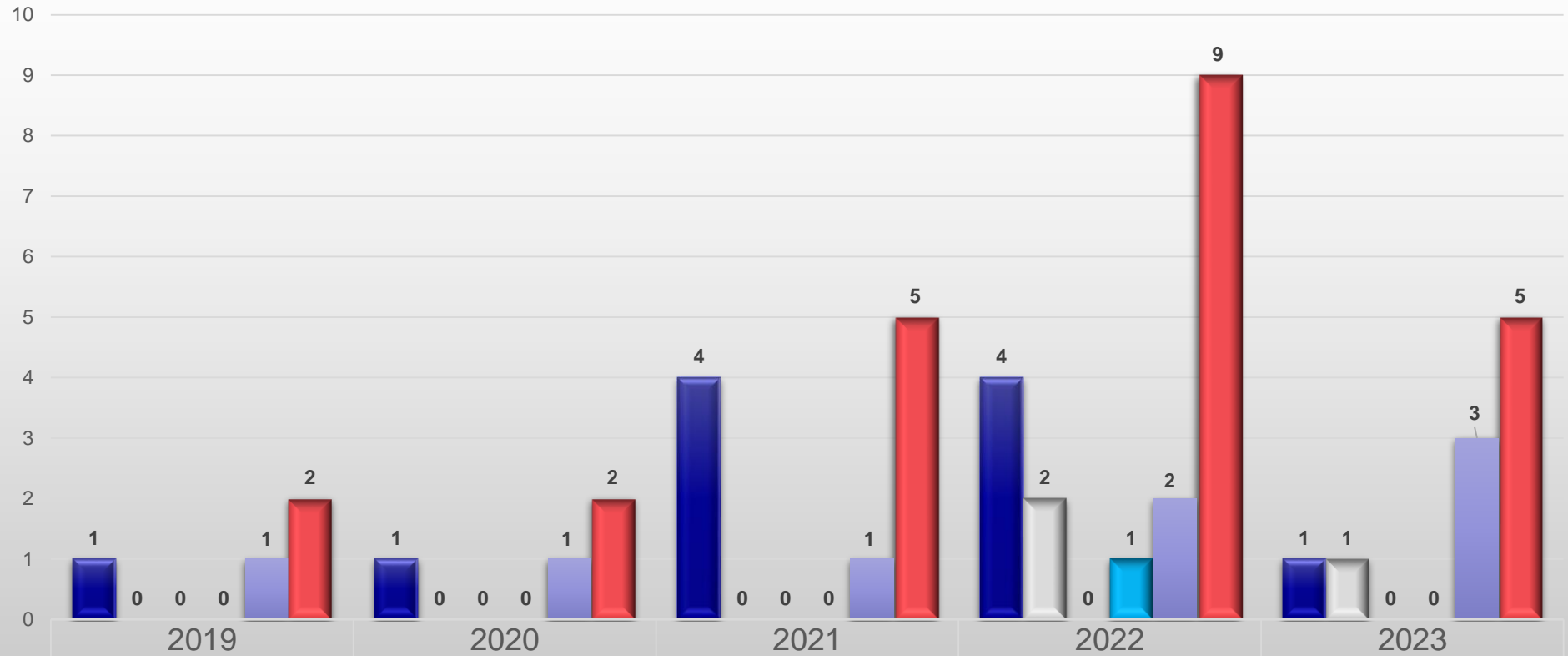
# SIU Invoked Mandate



# Fail to Stop Reports



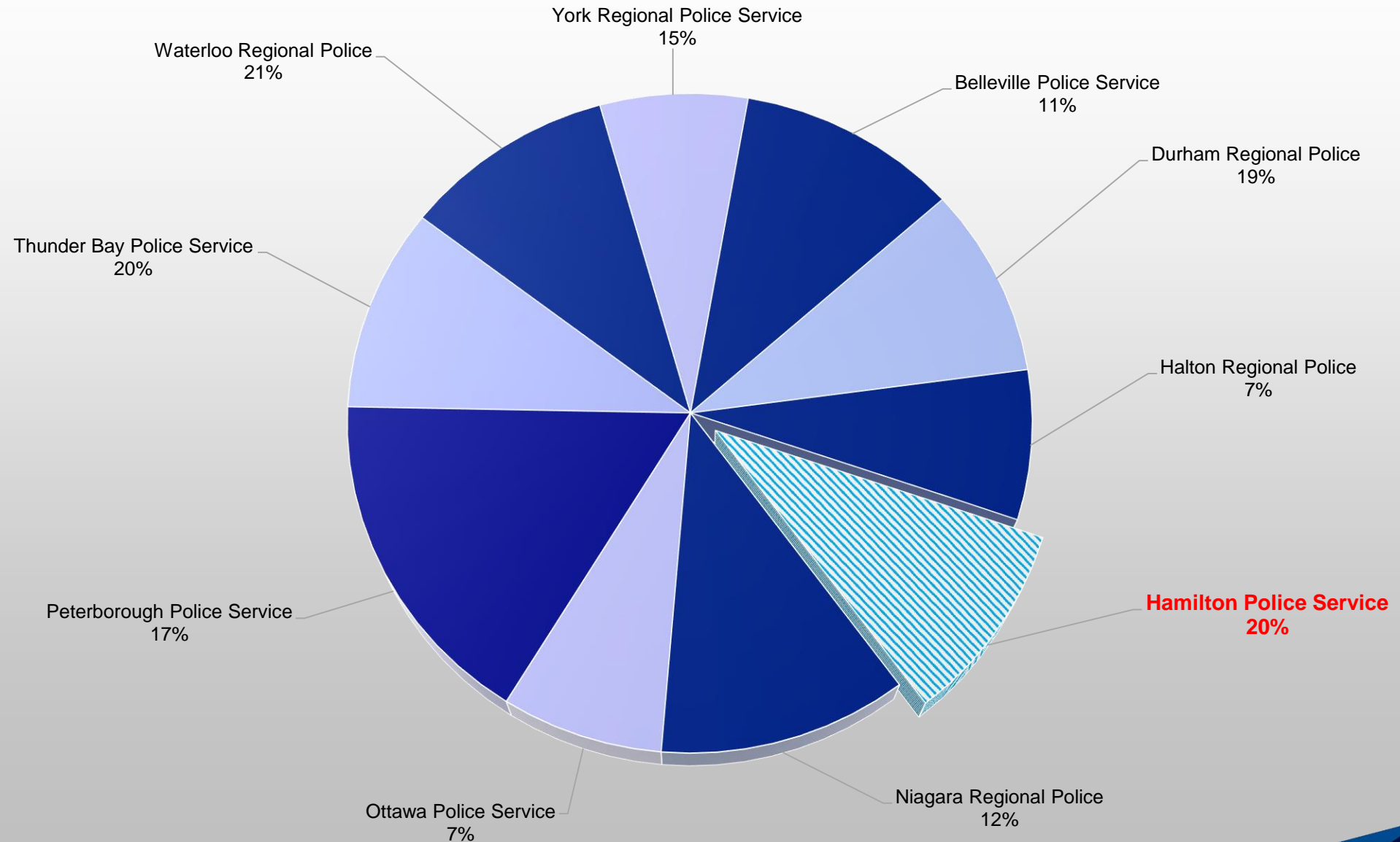
# Suspensions – 2019-2023



■ Initial Suspension	1	1	4	4	1
▣ Resigned	0	0	0	2	1
■ Retired	0	0	0	0	0
■ Back to Work (Active)	0	0	0	1	0
■ Still Suspended/Carry Over	1	1	1	2	3
■ Total Suspensions Per Year	2	2	5	9	5



# Service Comparator (# Complaints to Officers)



# 2023 Training Highlights

Over 60,000 hours of training for Members (Sworn & Civilian)

- Topics include:
  - Diversity and Inclusion
  - Discrimination and Racism
  - Respect in the Workplace
  - Active Bystander for Law Enforcement
- Additional courses available for skill enhancement in various areas

Note: A detailed list of all courses can be found in “Appendix A” of the full report.



**Thank You,  
Questions?**