

*Los Angeles County*

# **SHERIFF'S DEPARTMENT**

## **NORTH PATROL DIVISION RISK MANAGEMENT FORUM**

*September 24, 2020*

**SHERIFF ALEX VILLANUEVA**

*Capturing data for the following time periods:*

*August 2017 – July 2018*

*August 2018 – July 2019*

*August 2019 – July 2020*





# **Watch Commander Service Comment Report**

## ***Complaints – Personnel & Service***

**North Patrol Division**

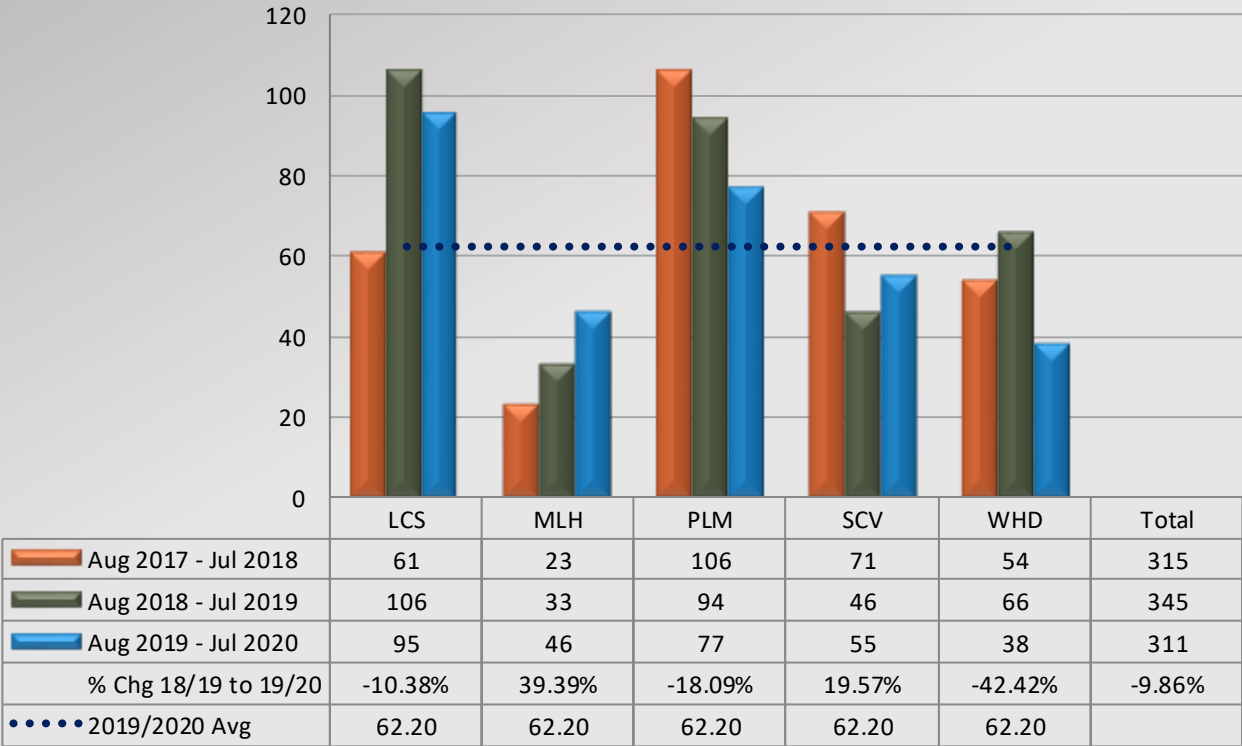


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

### *North Patrol Division*

Station Total Complaint Forms  
*Personnel & Service*



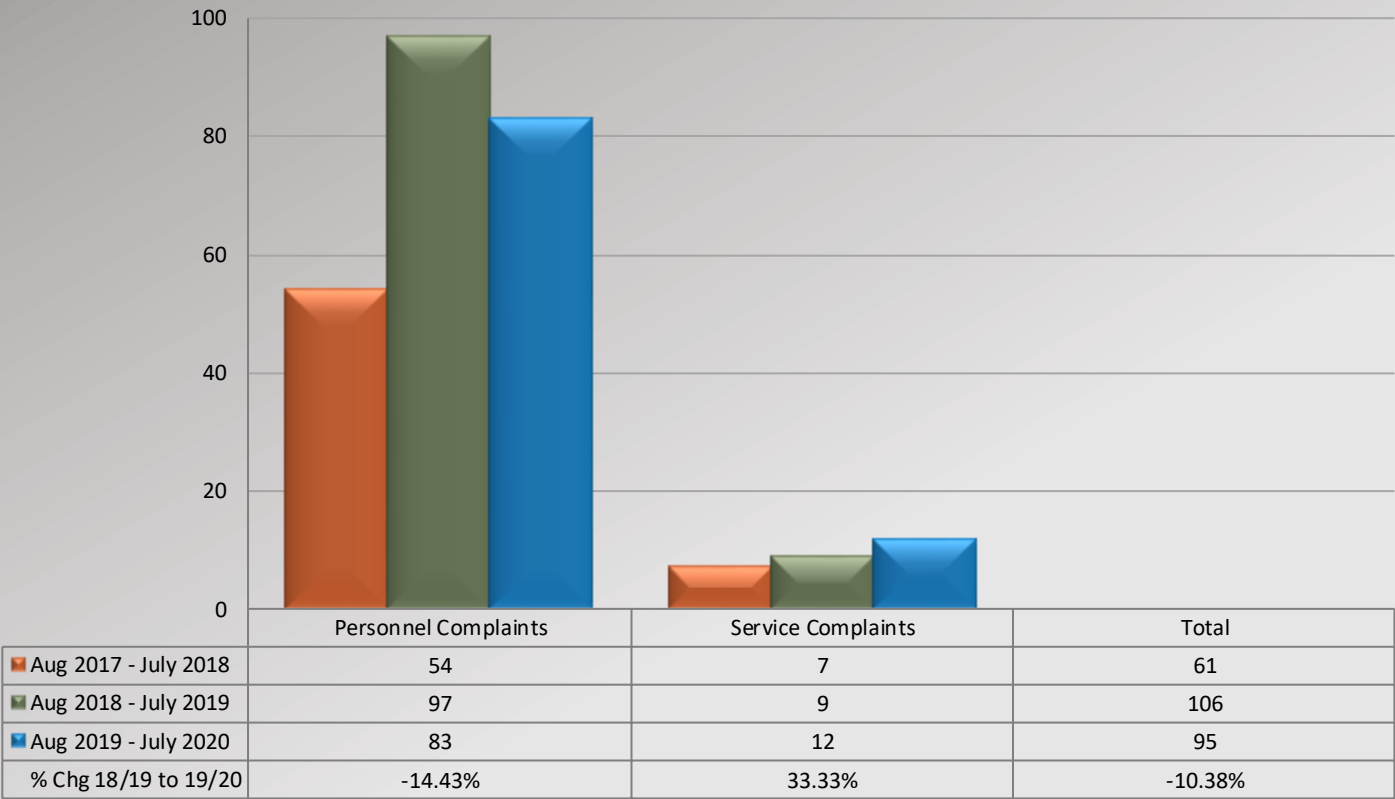


# Watch Commander Service Comment Report

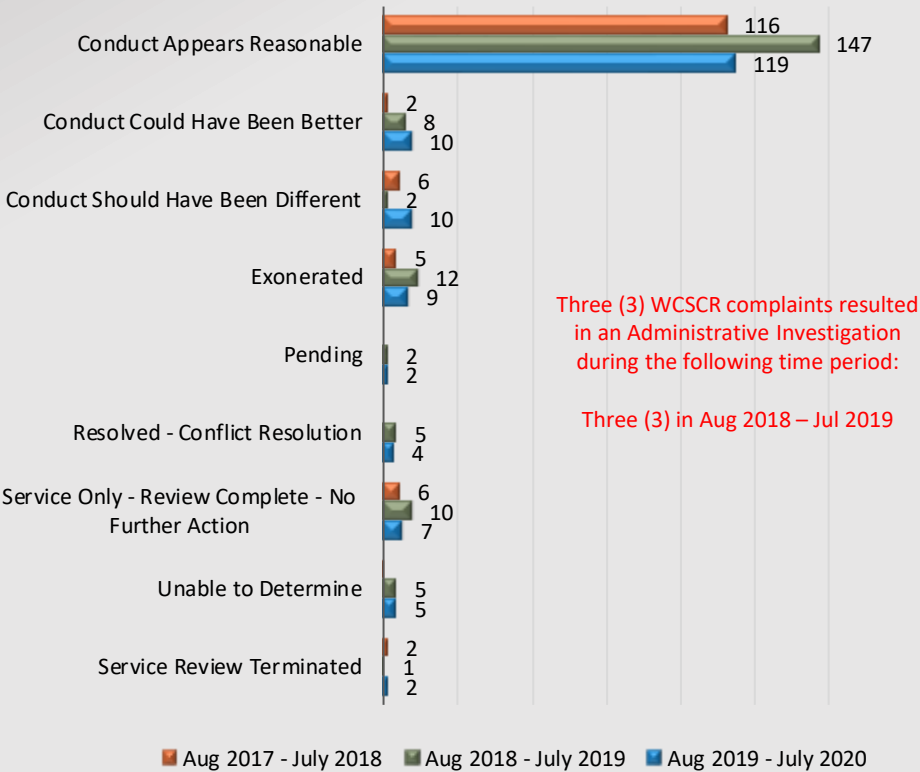
## Complaints – Personnel & Service

### Lancaster Station

WCSCR's



Dispositions



Three (3) WCSCR complaints resulted in an Administrative Investigation during the following time period:

Three (3) in Aug 2018 – Jul 2019

Aug 2017 - July 2018 Aug 2018 - July 2019 Aug 2019 - July 2020

Total number of dispositions may not match total number of complaints as each form may have more than one named personnel on it.

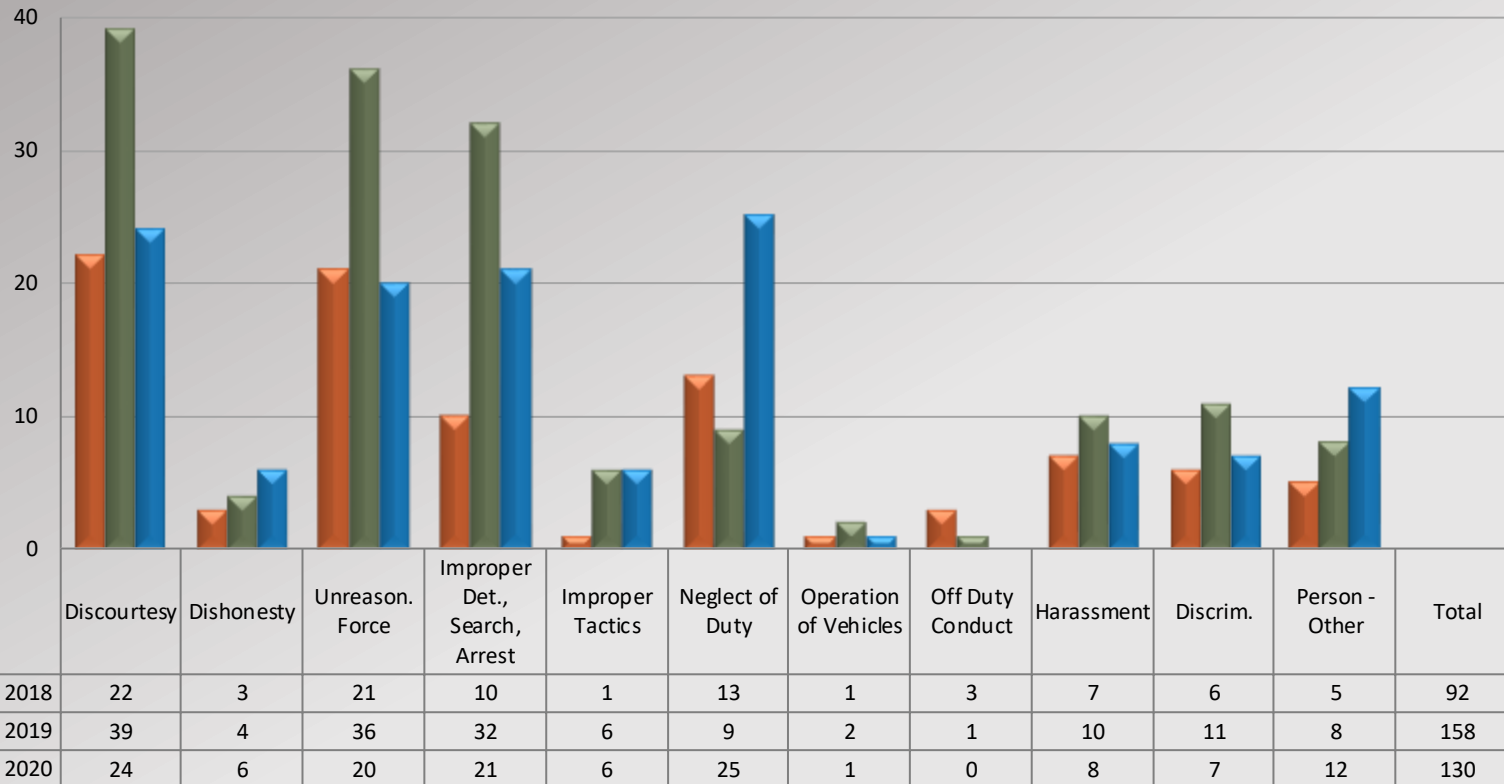


# Watch Commander Service Comment Report

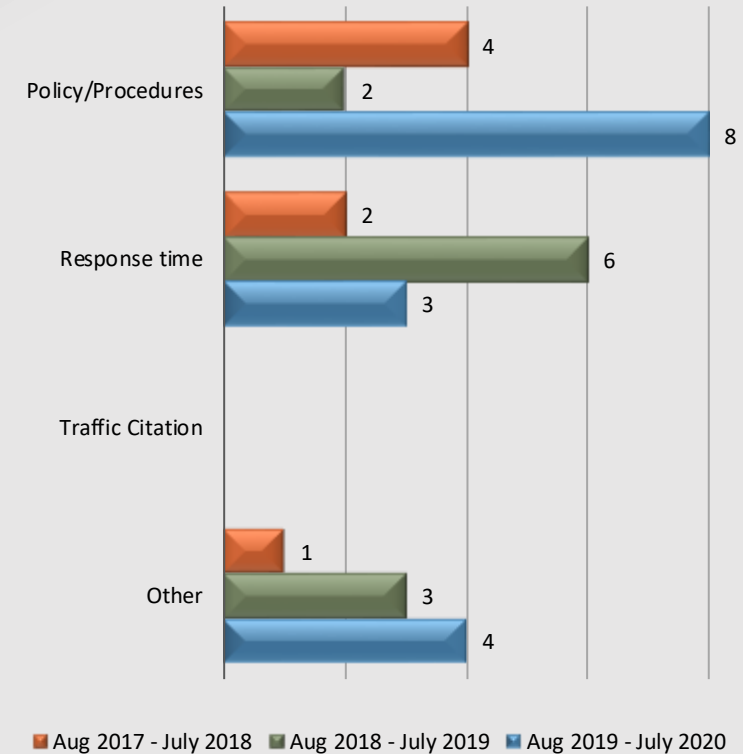
## Complaints – Personnel & Service

### Lancaster Station

Personnel Complaints By Category



Service Complaints By Category



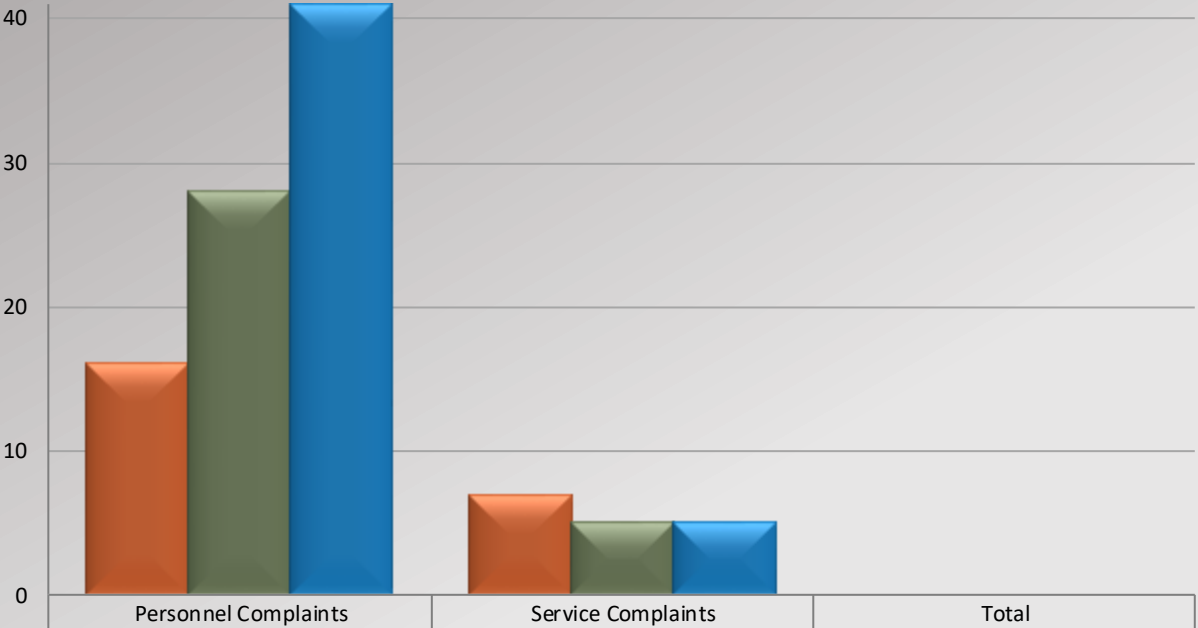


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

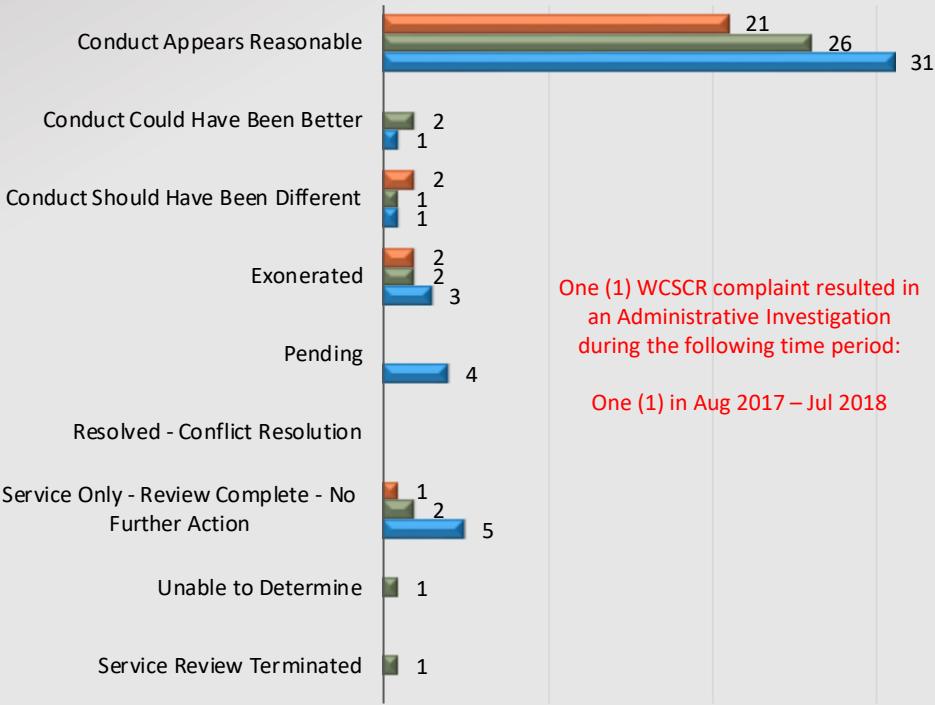
### Malibu / Lost Hills Station

WCSR's



Aug 2017 - July 2018	16	7	23
Aug 2018 - July 2019	28	5	33
Aug 2019 - July 2020	41	5	46
% Chg 18/19 to 19/20	46.43%	0.00%	39.39%

Dispositions



One (1) WCSR complaint resulted in an Administrative Investigation during the following time period:  
One (1) in Aug 2017 – Jul 2018

Aug 2017 - July 2018 Aug 2018 - July 2019 Aug 2019 - July 2020

Total number of dispositions may not match total number of complaints as each form may have more than one named personnel on it.

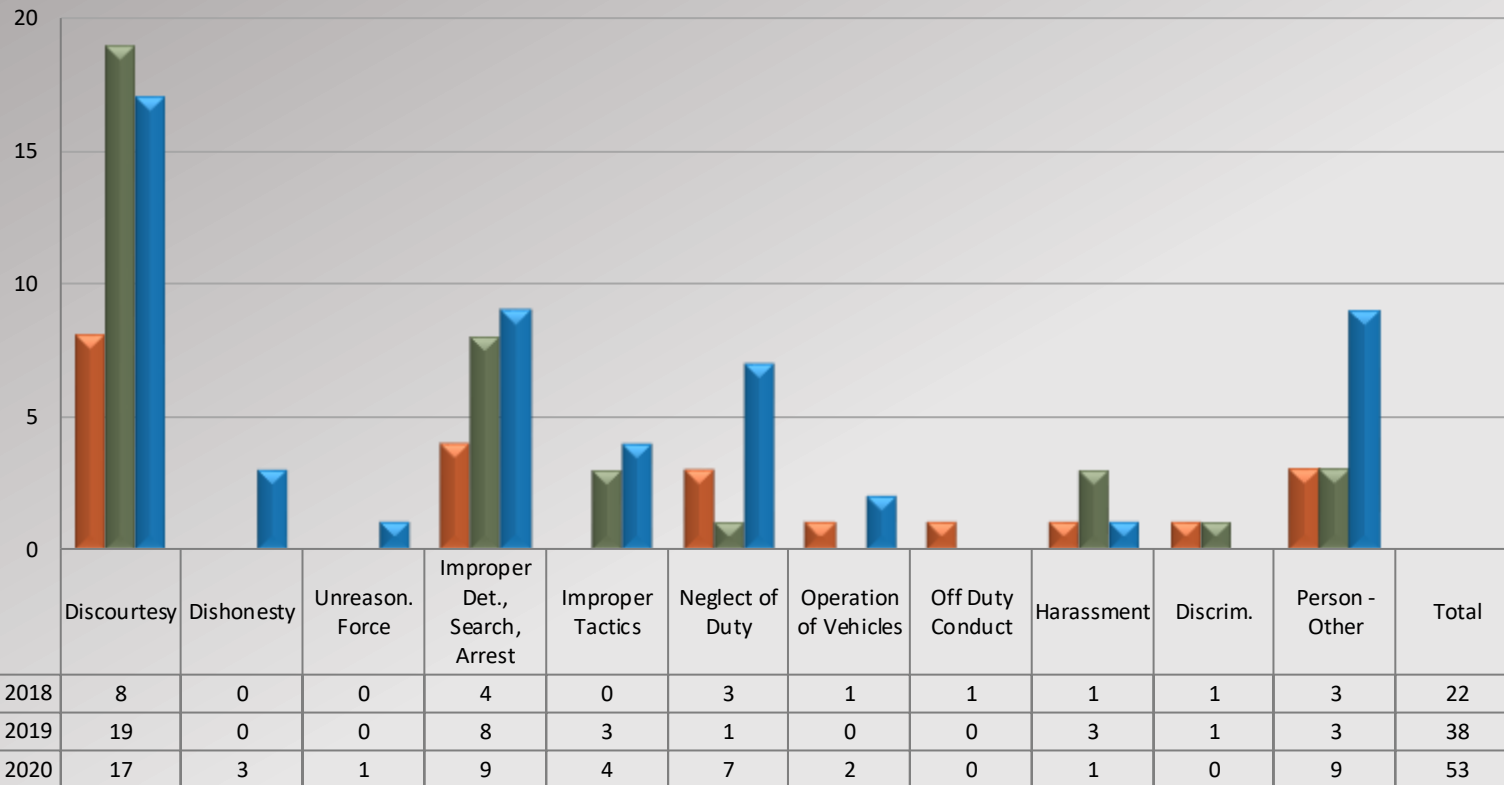


# Watch Commander Service Comment Report

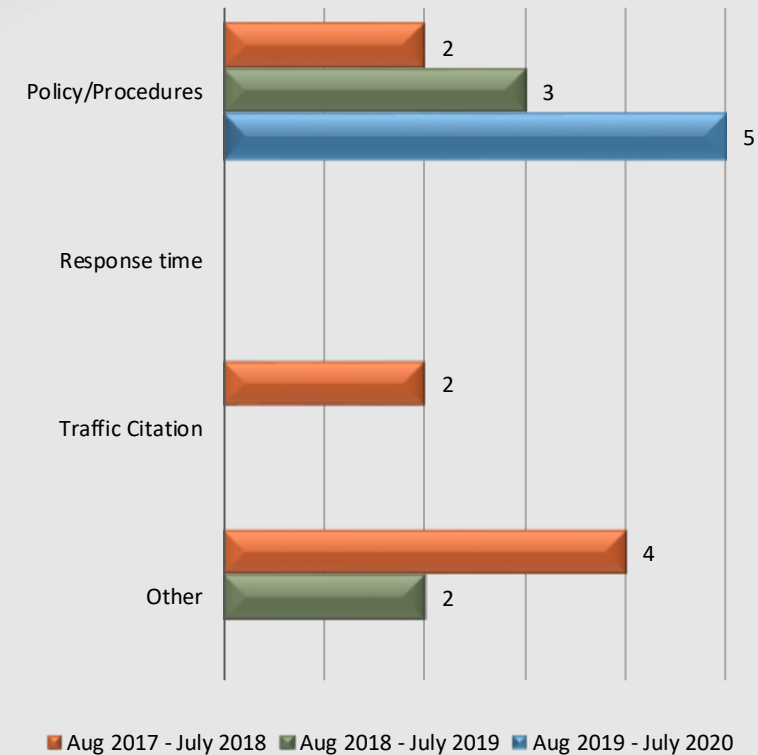
## Complaints – Personnel & Service

### *Malibu / Lost Hills Station*

**Personnel Complaints By Category**



**Service Complaints By Category**



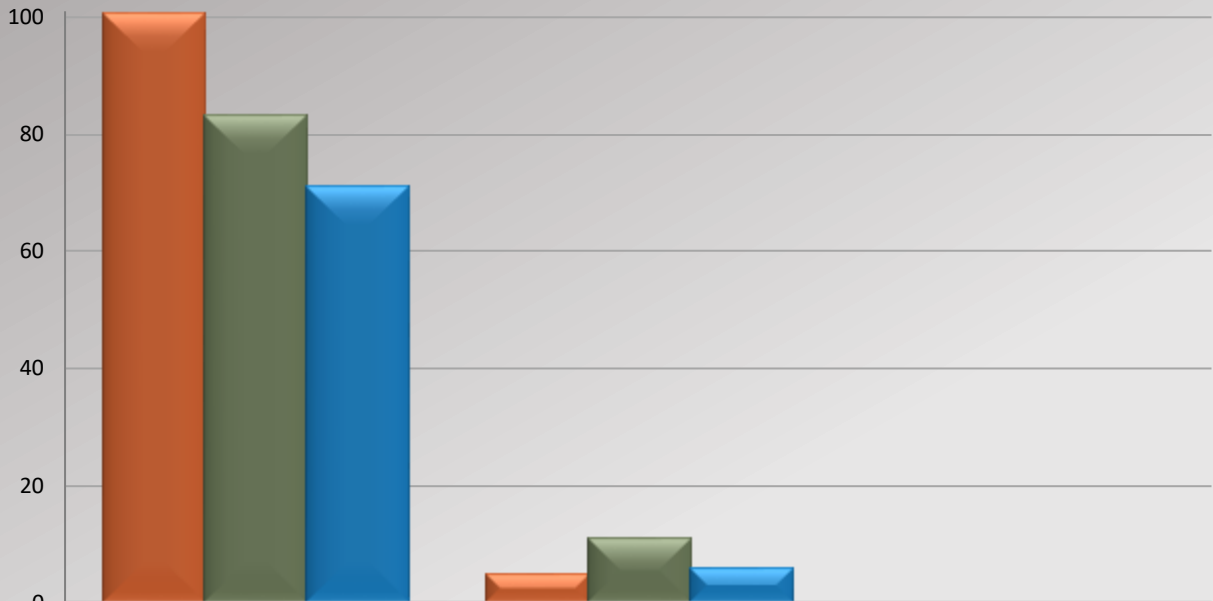


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

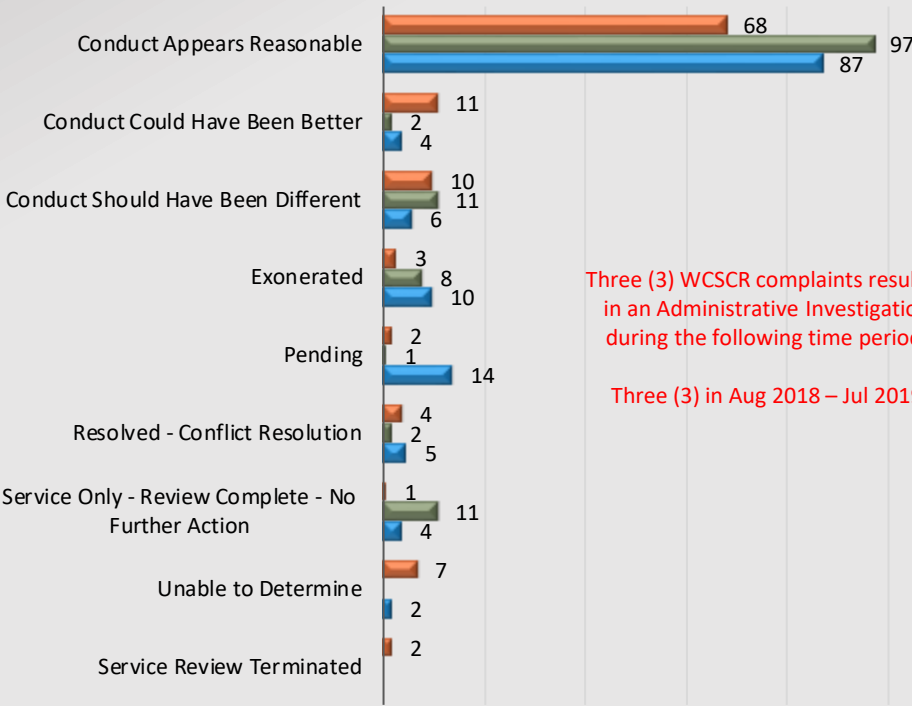
### Palmdale Station

WCSCR's



Aug 2017 - Jul 2018	101	5	106
Aug 2018 - Jul 2019	83	11	94
Aug 2019 - Jul 2020	71	6	77
% Chg 18/19 to 19/20	-14.46%	-45.45%	-18.09%

Dispositions



Three (3) WCSCR complaints resulted in an Administrative Investigation during the following time period:  
Three (3) in Aug 2018 – Jul 2019

Aug 2017 - Jul 2018 Aug 2018 - Jul 2019 Aug 2019 - Jul 2020  
Total number of dispositions may not match total number of complaints as each form may have more than one named personnel on it.

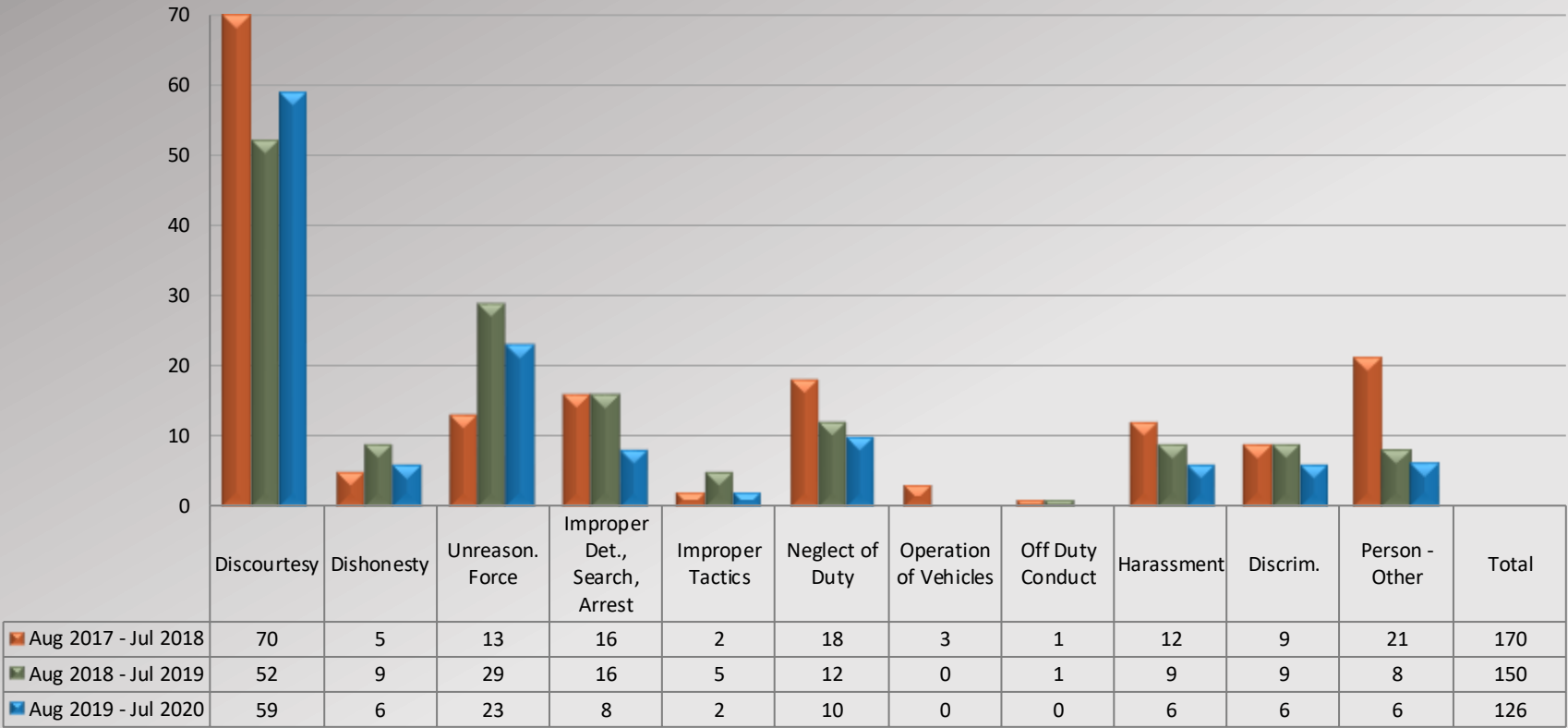


# Watch Commander Service Comment Report

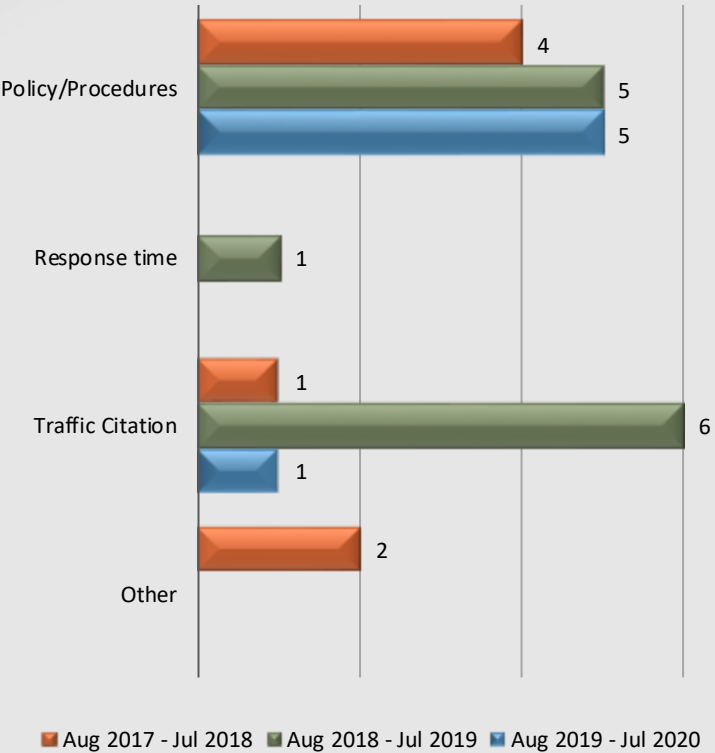
## Complaints – Personnel & Service

### Palmdale Station

Personnel Complaints By Category



Service Complaints By Category



Total complaint forms may not match personnel or service complaints, as each complaint form may have more than one complaint category.  
 Information provided by the respective unit and entered on 08/25/2020

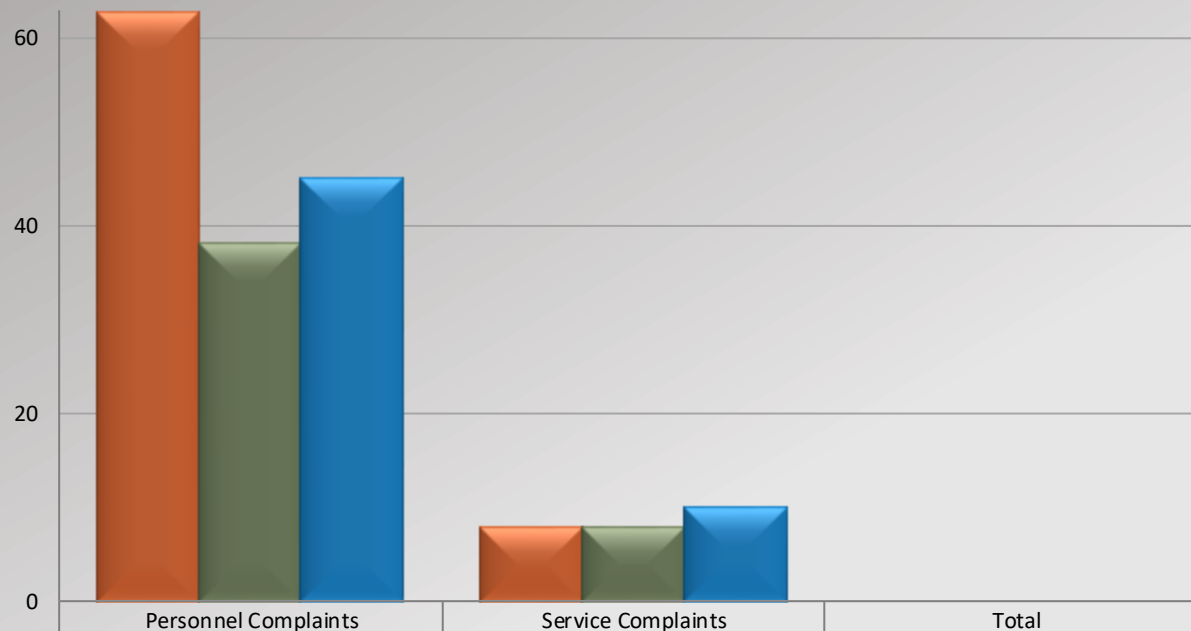


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

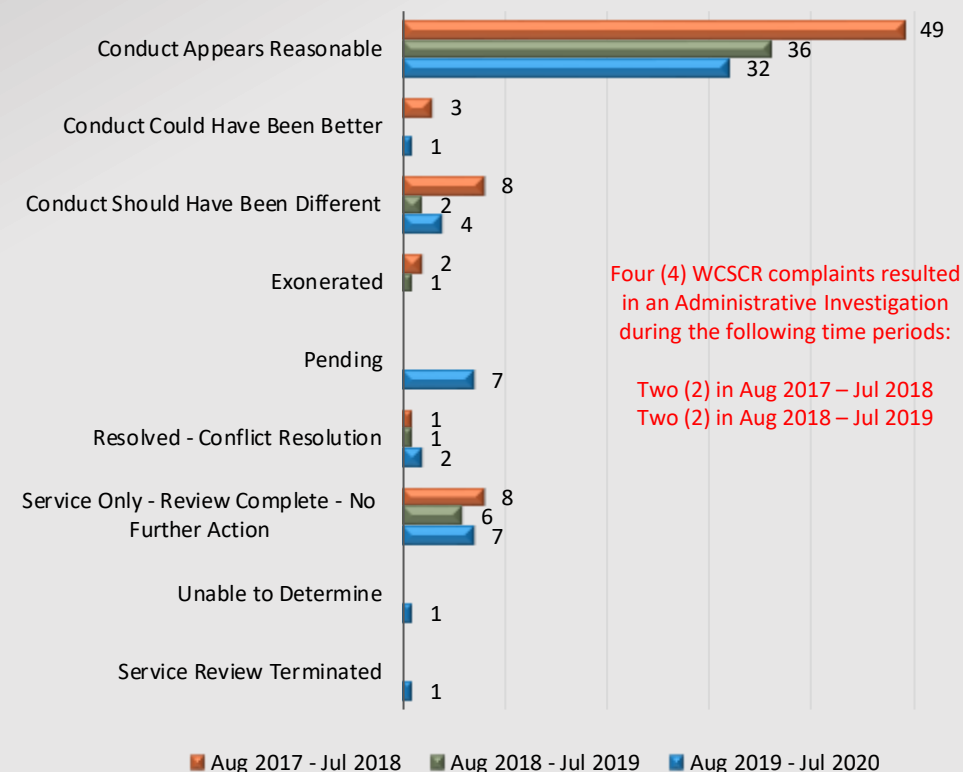
### *Santa Clarita Station*

WCSCR's



Aug 2017 - Jul 2018	63	8	71
Aug 2018 - Jul 2019	38	8	46
Aug 2019 - Jul 2020	45	10	55
% Chg 18/19 to 19/20	18.42%	25.00%	19.57%

Dispositions



Four (4) WCSCR complaints resulted in an Administrative Investigation during the following time periods:

Two (2) in Aug 2017 – Jul 2018  
Two (2) in Aug 2018 – Jul 2019

Aug 2017 - Jul 2018 Aug 2018 - Jul 2019 Aug 2019 - Jul 2020

Total number of dispositions may not match total number of complaints as each form may have more than one named personnel on it.

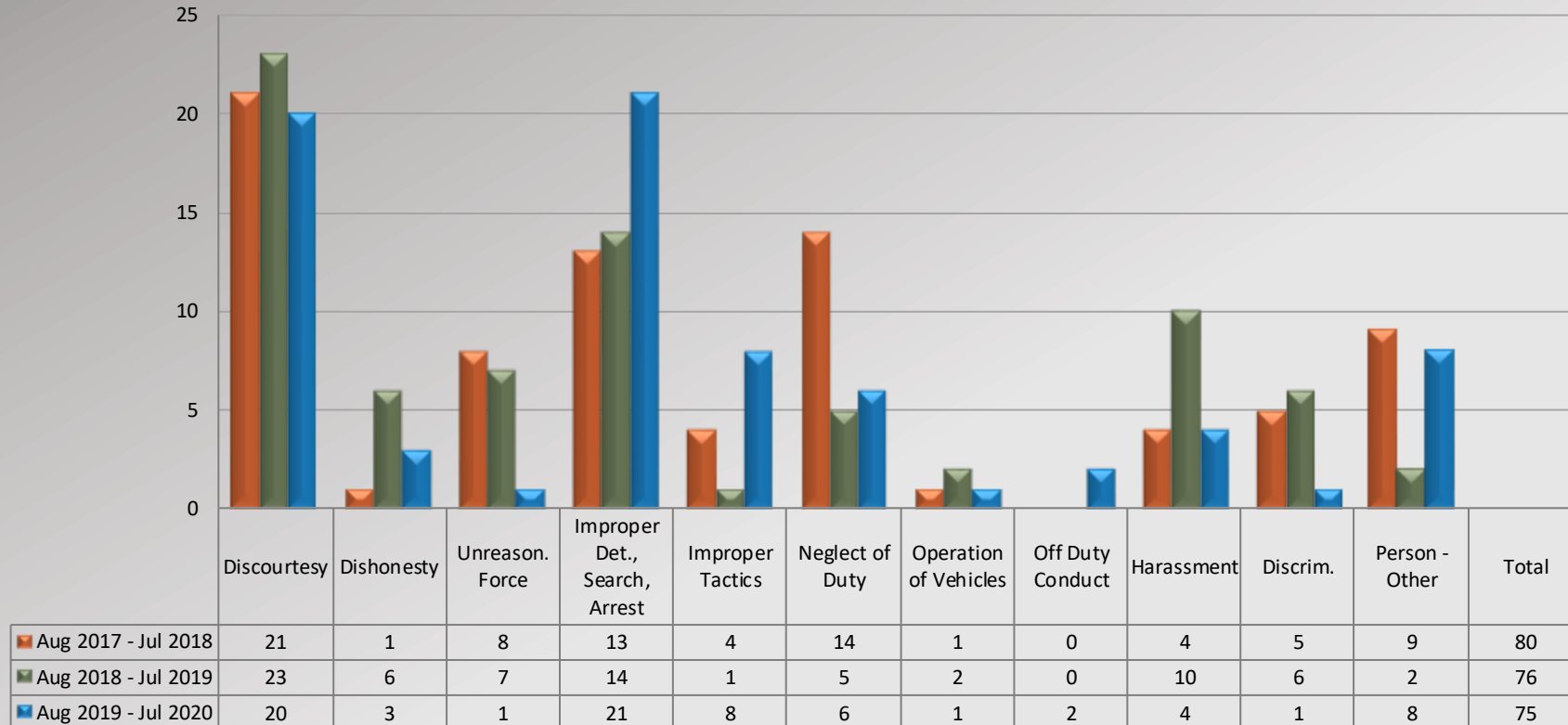


# Watch Commander Service Comment Report

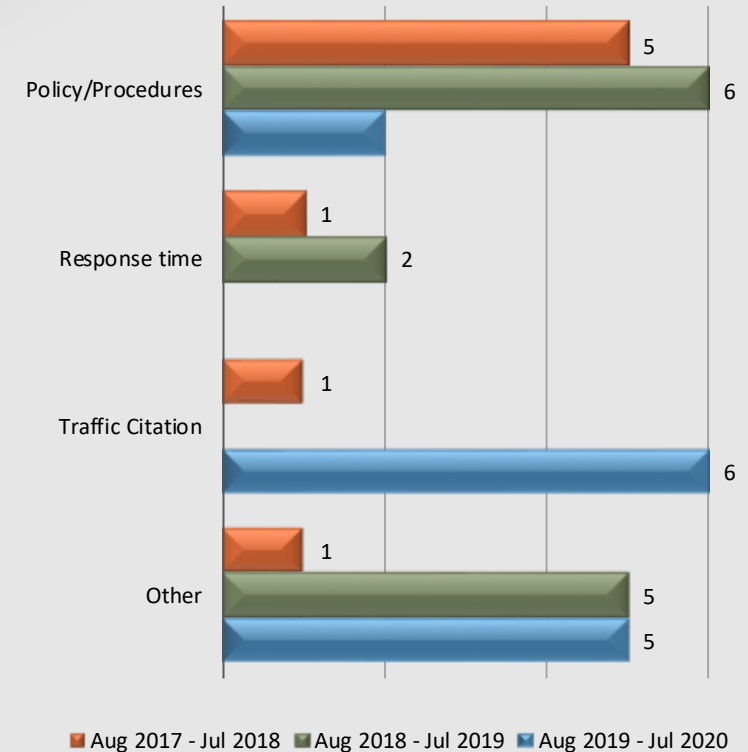
## Complaints – Personnel & Service

### *Santa Clarita Station*

**Personnel Complaints By Category**



**Service Complaints By Category**



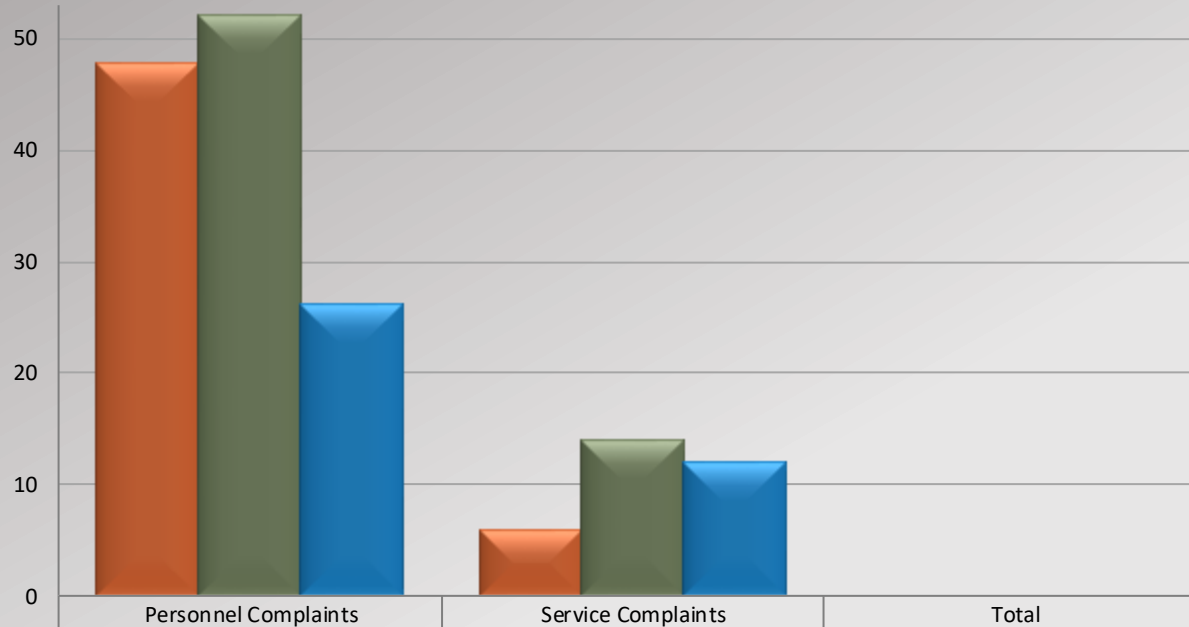


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

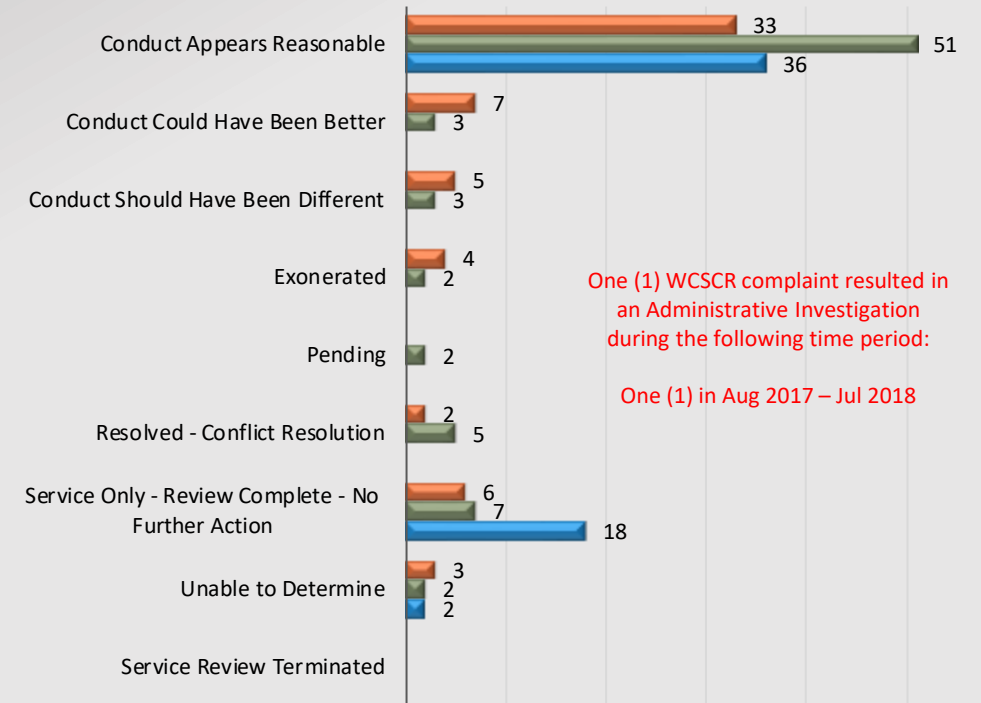
### West Hollywood Station

WCSCR's



Aug 2017 - Jul 2018	48	6	54
Aug 2018 - Jul 2019	52	14	66
Aug 2019 - Jul 2020	26	12	38
% Chg 18/19 to 19/20	-50.00%	-14.29%	-42.42%

Dispositions



One (1) WCSCR complaint resulted in an Administrative Investigation during the following time period:

One (1) in Aug 2017 – Jul 2018

Aug 2017 - Jul 2018 Aug 2018 - Jul 2019 Aug 2019 - Jul 2020

Total number of dispositions may not match total number of complaints as each form may have more than one named personnel on it.

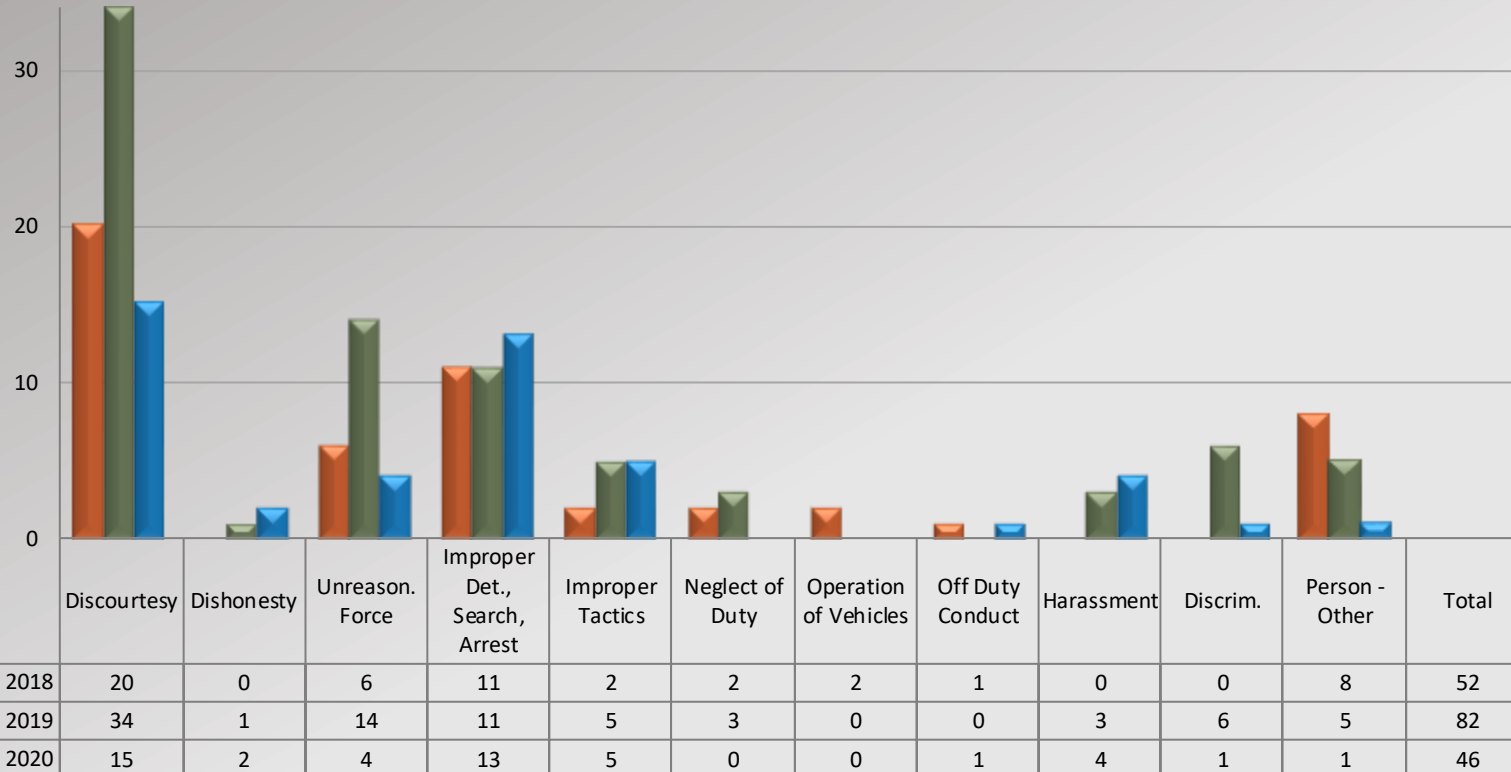


# Watch Commander Service Comment Report

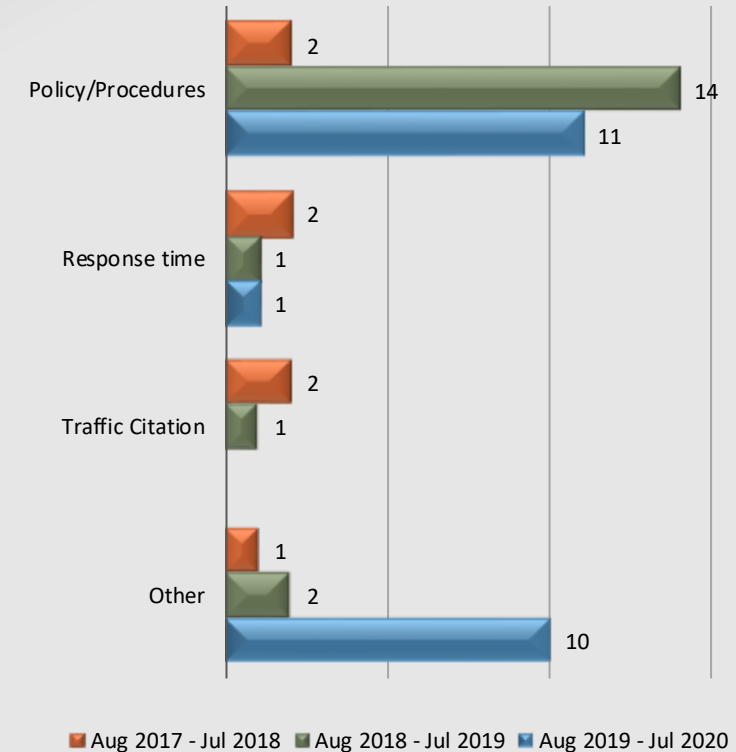
## Complaints – Personnel & Service

### West Hollywood Station

Personnel Complaints By Category



Service Complaints By Category





# **Watch Commander Service Comment Report**

## *Public Commendations*

**North Patrol Division**

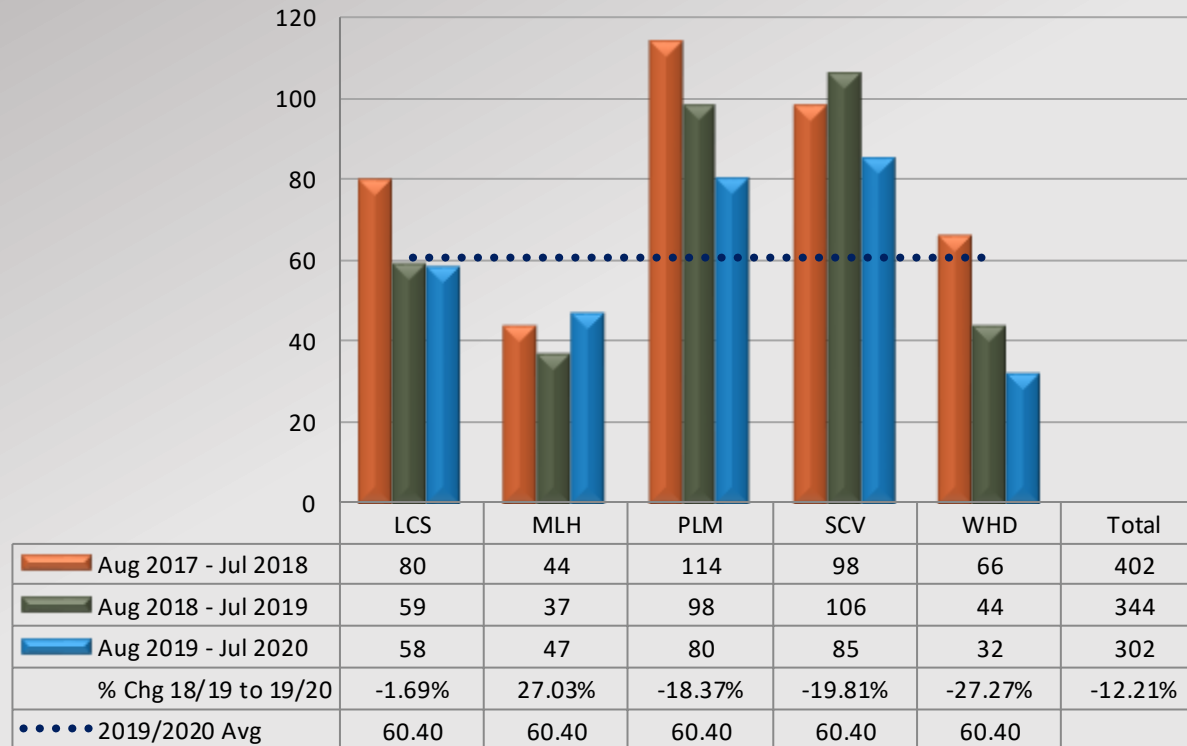


# Watch Commander Service Comment Report

## Public Commendations

### *North Patrol Division*

Station Public Commendations



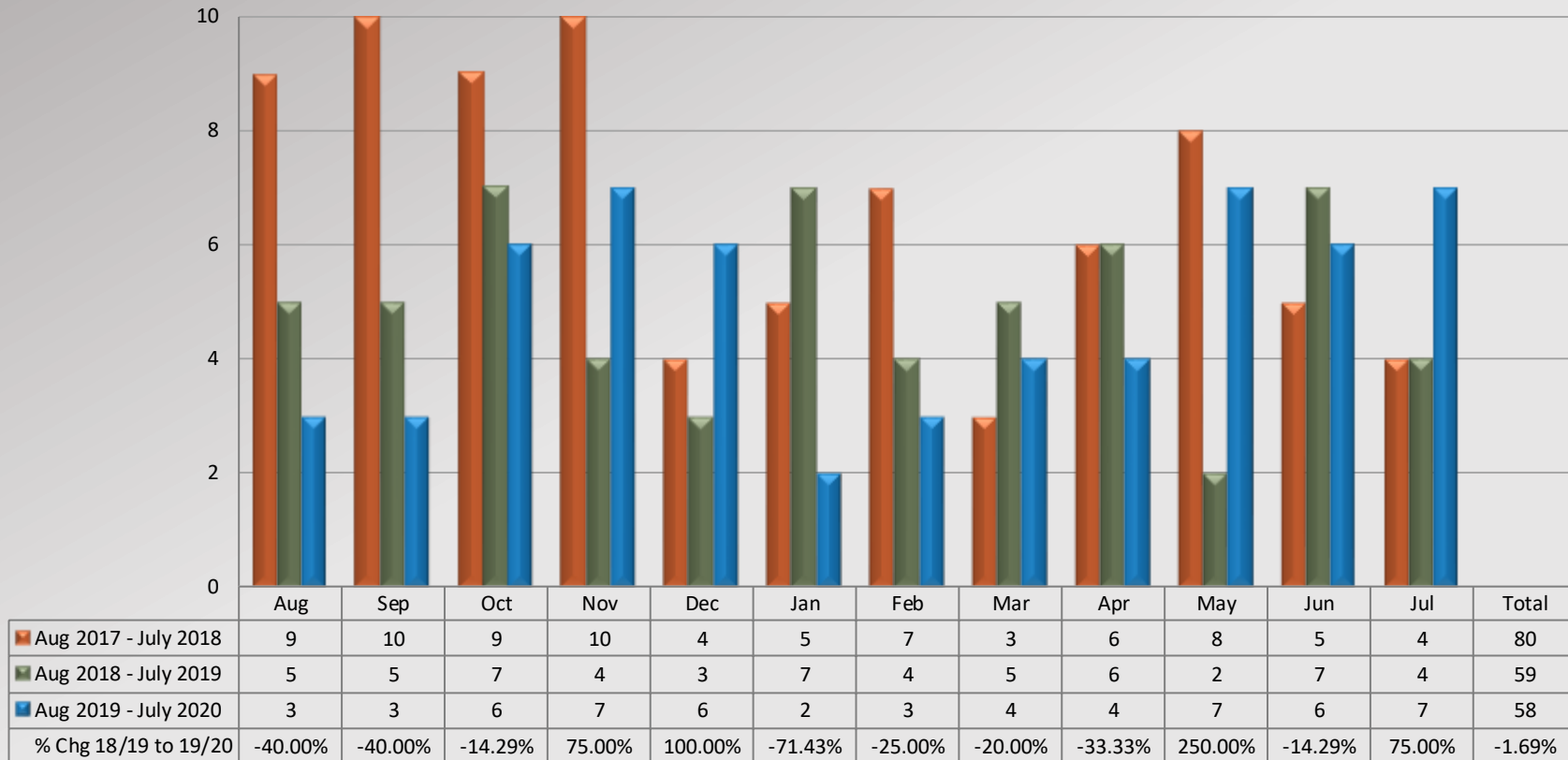


# Watch Commander Service Comment Report

## Public Commendations

### *Lancaster Station*

Total Public Commendations By Month



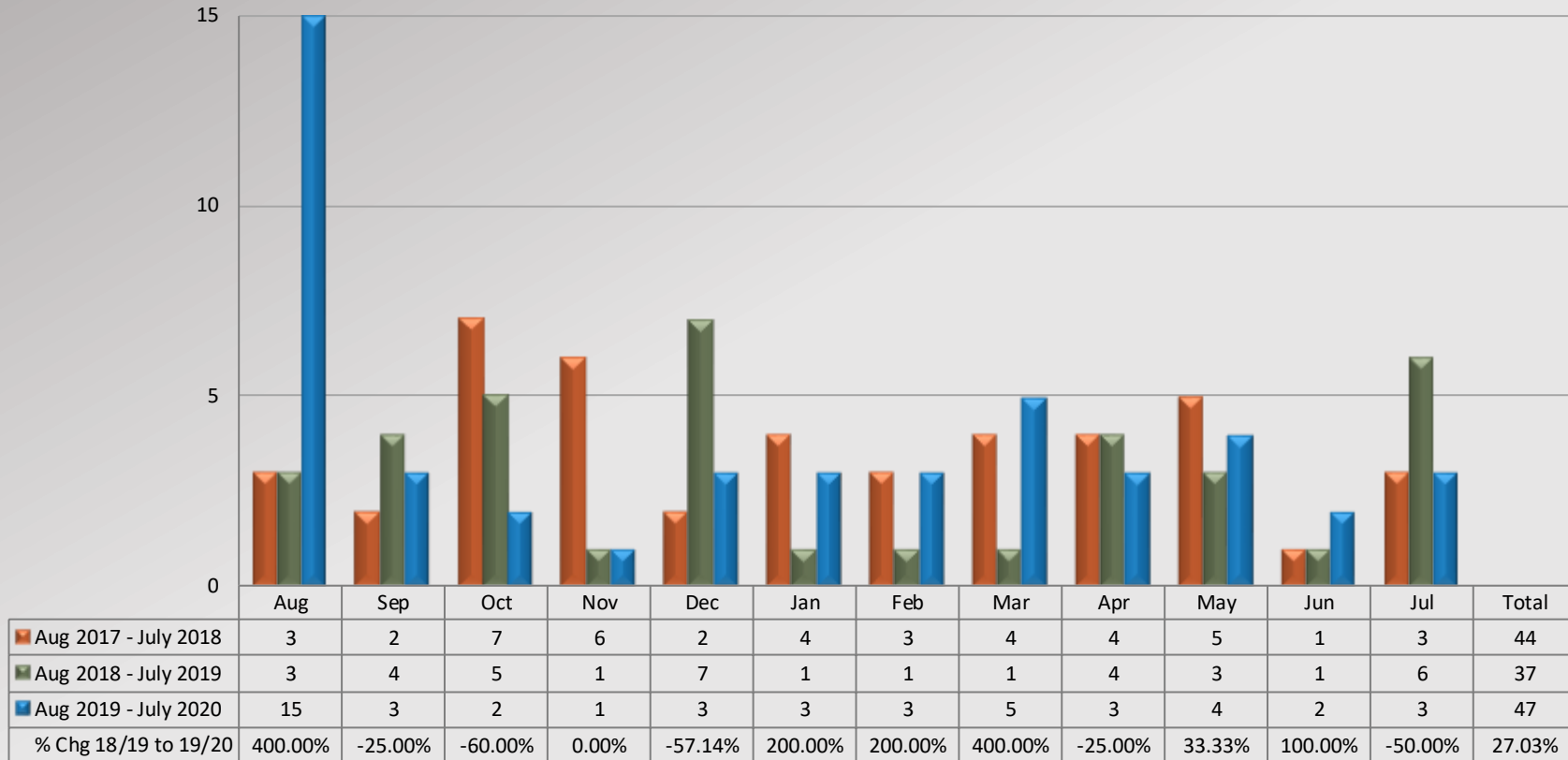


# Watch Commander Service Comment Report

## Public Commendations

### *Malibu / Lost Hills Station*

Total Public Commendations By Month



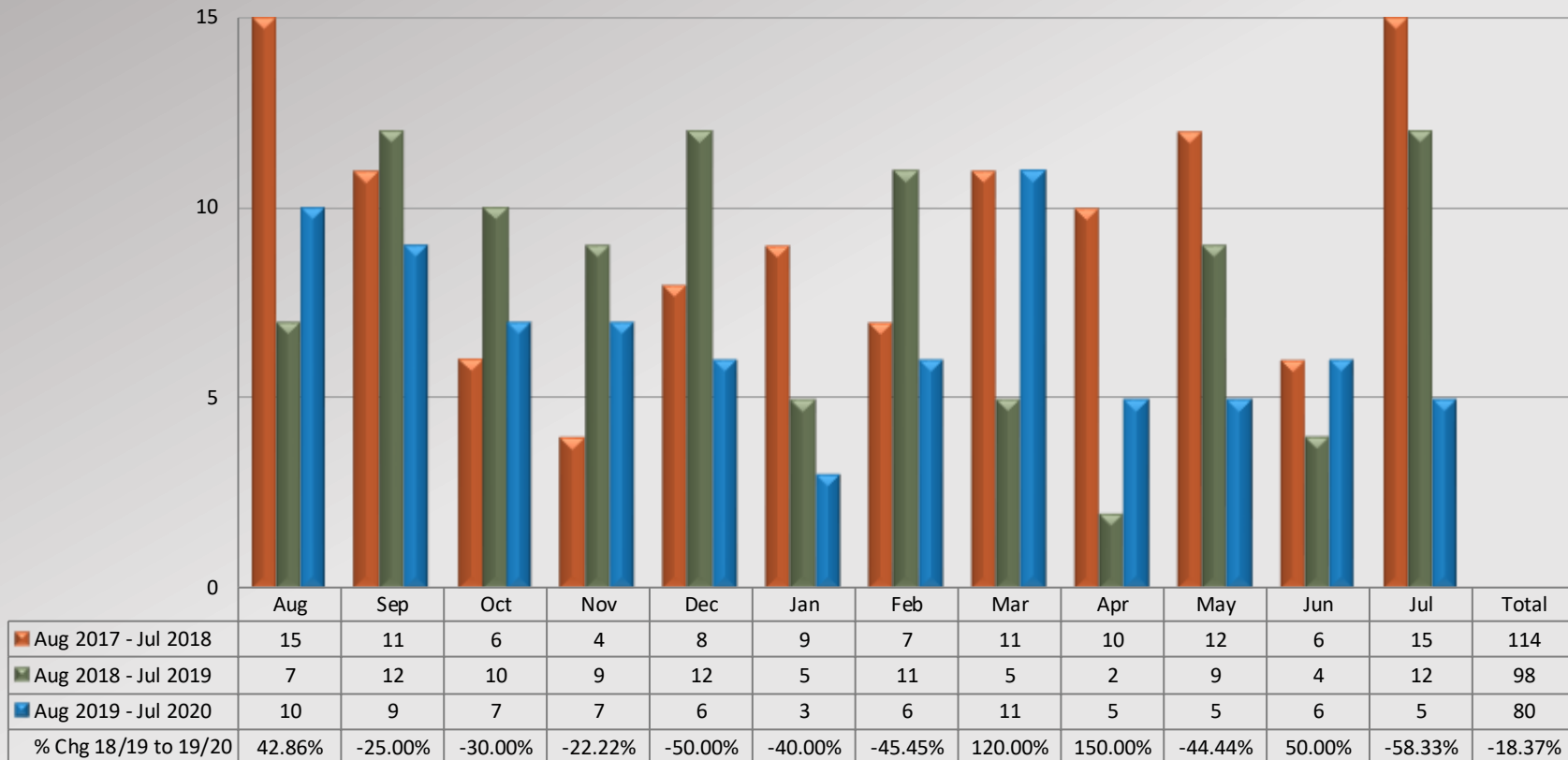


# Watch Commander Service Comment Report

## Public Commendations

### *Palmdale Station*

Total Public Commendations By Month



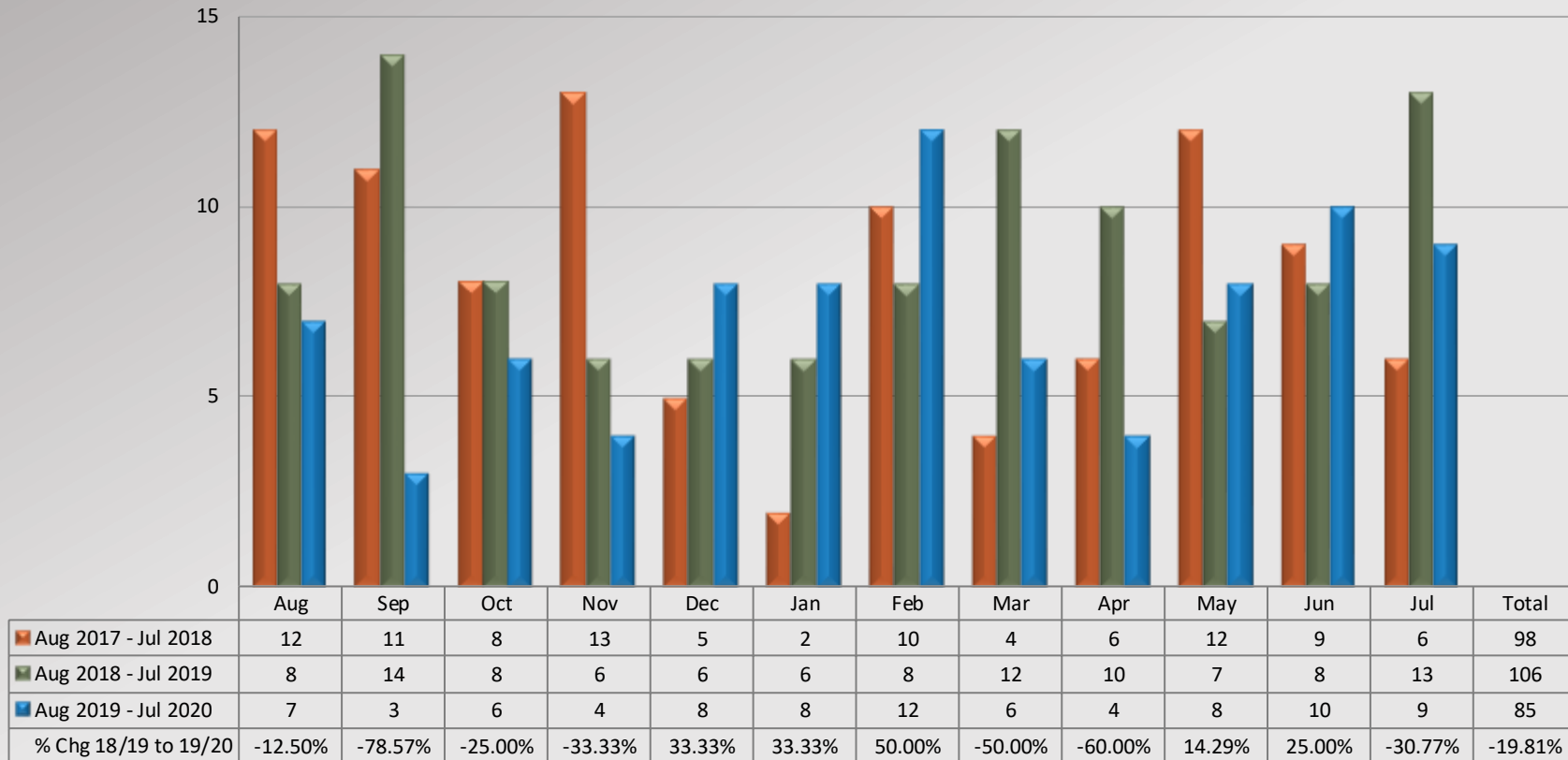


# Watch Commander Service Comment Report

## Public Commendations

### *Santa Clarita Station*

Total Public Commendations By Month





# Watch Commander Service Comment Report

## Public Commendations

### *West Hollywood Station*

Total Public Commendations By Month

