

*Los Angeles County*

# **SHERIFF'S DEPARTMENT**

## **COURT SERVICES DIVISION**

**SHERIFF ALEX VILLANUEVA**

Capturing Data for the following time periods:

January 2019 – December 2019

January 2020 – December 2020

January 2021 – December 2021





# **Watch Commander Service Comment Report**

## *Complaints – Personnel & Service*

**Court Services Division**

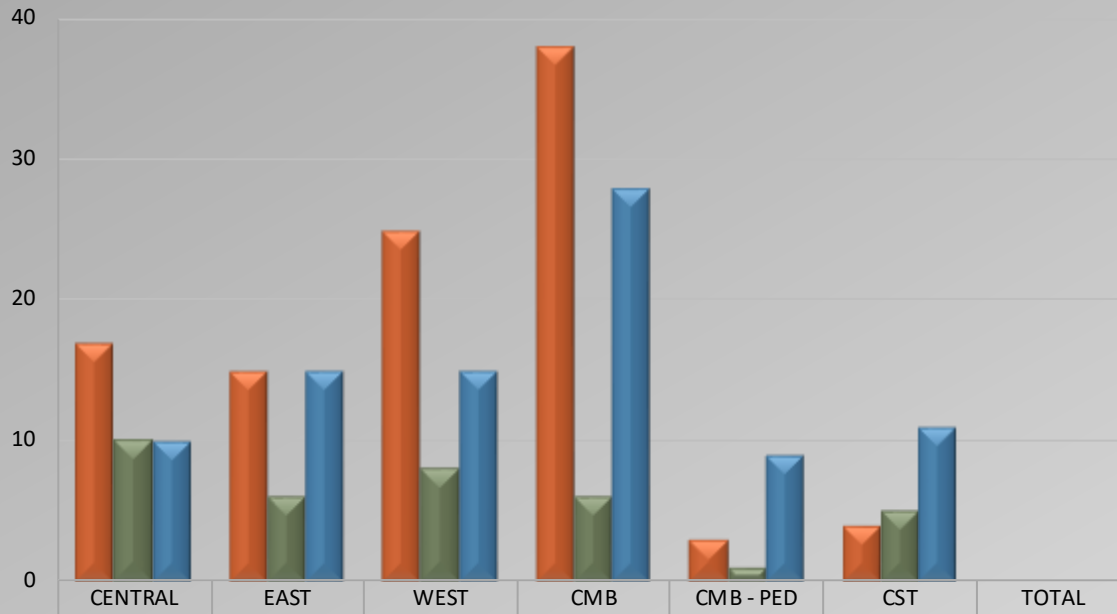


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

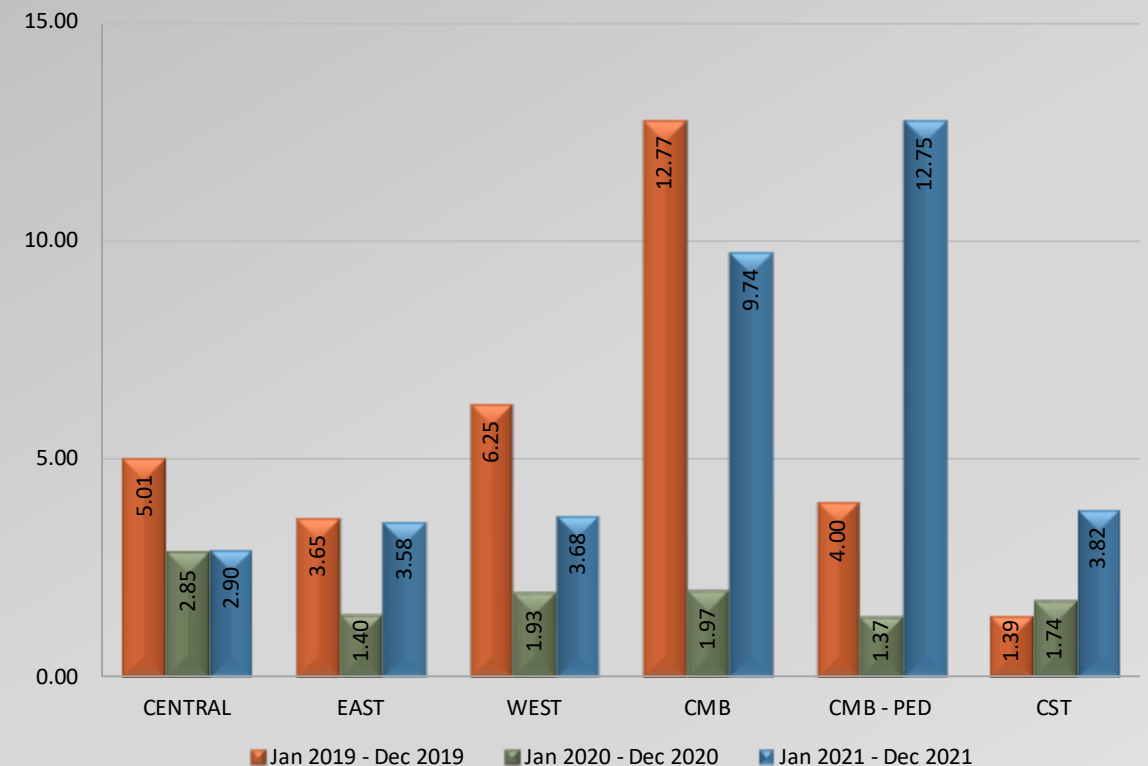
### *Court Services Division*

**Division Total**



	CENTRAL	EAST	WEST	CMB	CMB - PED	CST	TOTAL
% Chg 2020 to 2021	0.00%	150.00%	87.50%	366.67%	800.00%	120.00%	144.44%

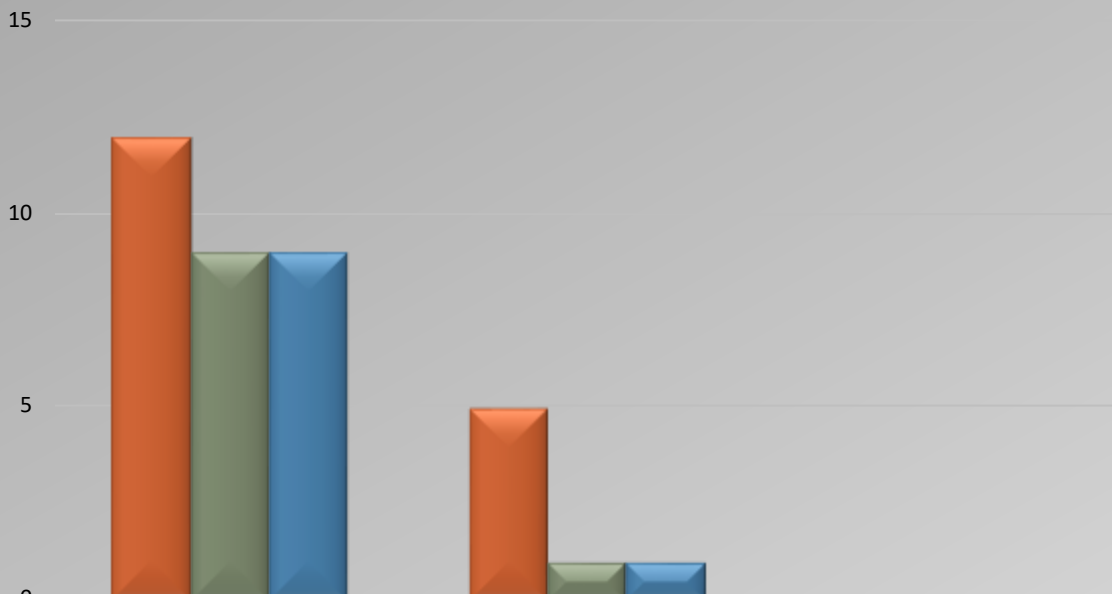
**Total Complaint Forms per 100 Assigned Personnel**





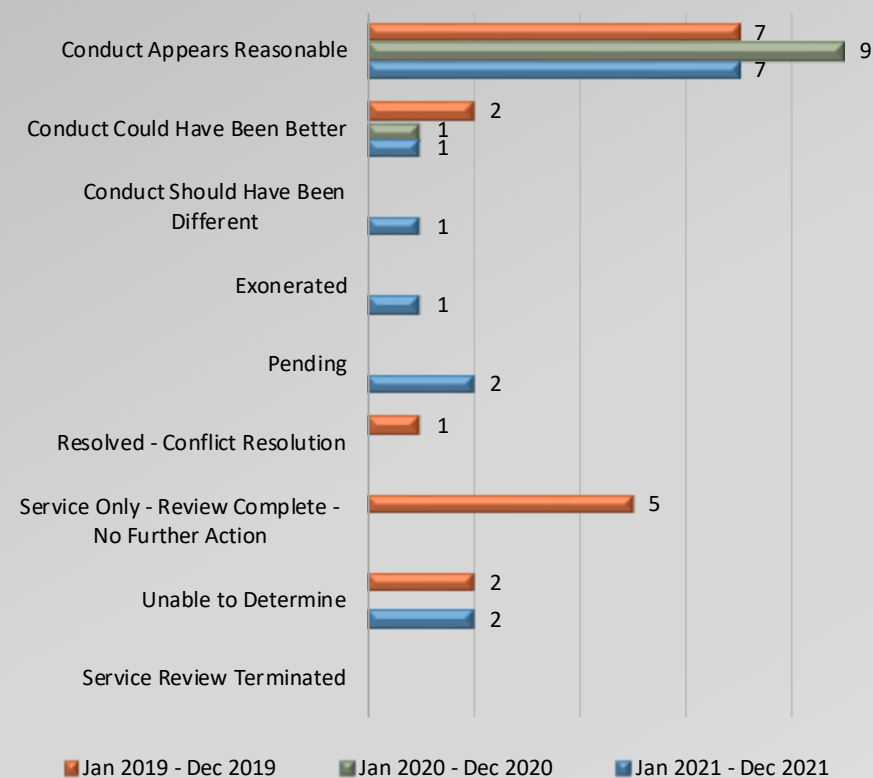
# Watch Commander Service Comment Report Complaints – Personnel & Service *Central Bureau*

WCSCR's



	Personnel Complaints	Service Complaints	Total
Jan 2019 - Dec 2019	12	5	17
Jan 2020 - Dec 2020	9	1	10
Jan 2021 - Dec 2021	9	1	10
% Chg 2020 to 2021	0.00%	0.00%	0.00%

Dispositions

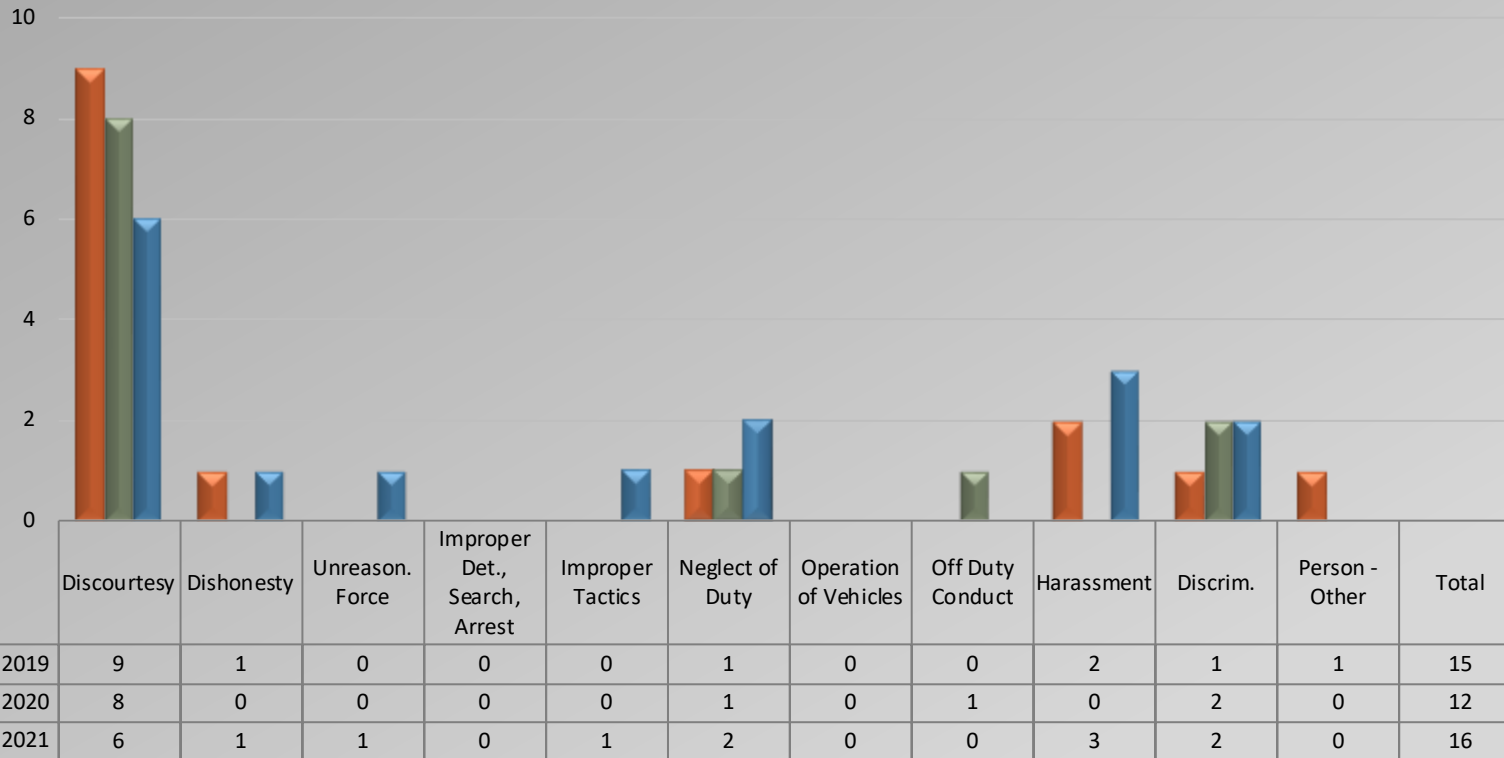


Total number of dispositions may not match total number of complaints as each complaint form may have more than one named personnel on it.

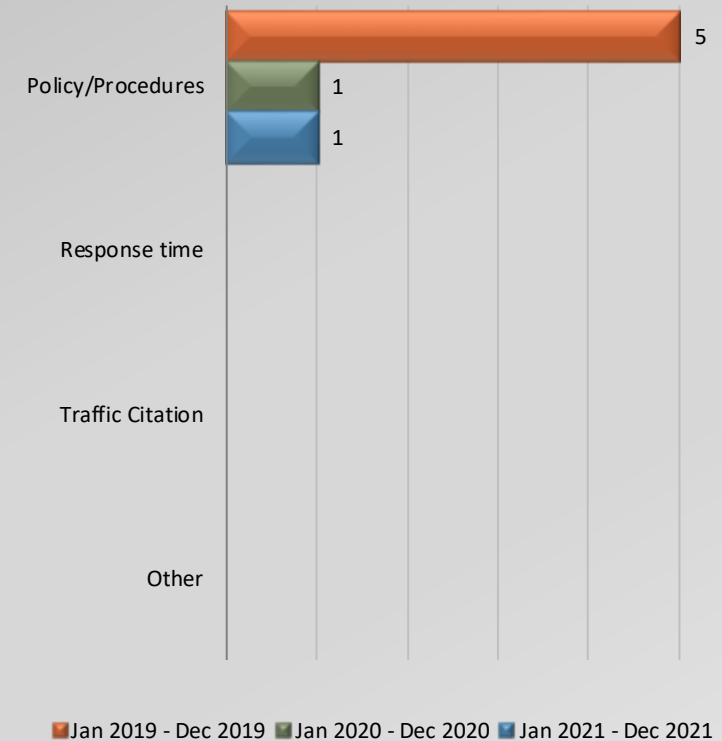


# Watch Commander Service Comment Report Complaints – Personnel & Service *Central Bureau*

**Personnel Complaints By Category**



**Service Complaints By Category**

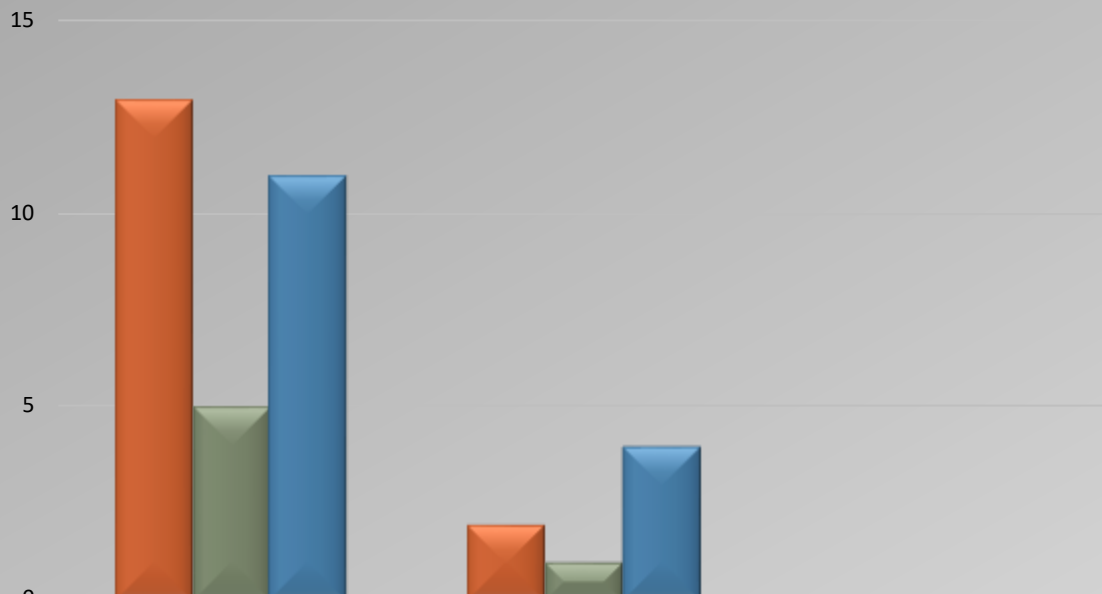


Total complaint forms may not match personnel or service complaints, as each complaint form may have more than one complaint category.  
Data provided by each bureau's office as of 01/24/2022



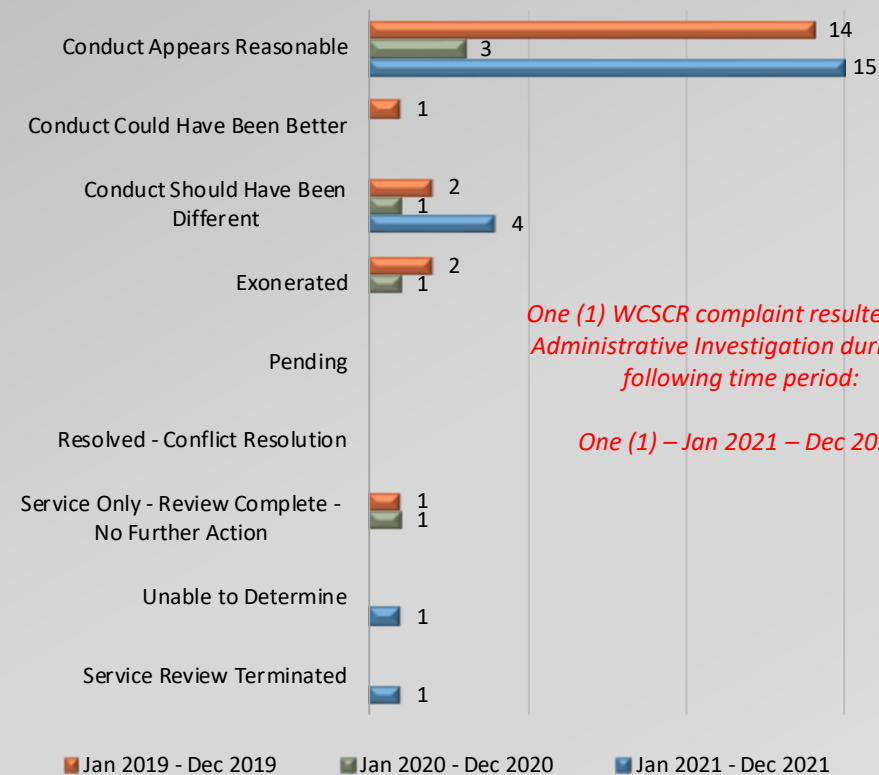
# Watch Commander Service Comment Report Complaints – Personnel & Service East Bureau

WCSCR's



	Personnel Complaints	Service Complaints	Total
Jan 2019 - Dec 2019	13	2	15
Jan 2020 - Dec 2020	5	1	6
Jan 2021 - Dec 2021	11	4	15
% Chg 2020 to 2021	120.00%	300.00%	150.00%

Dispositions



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

*One (1) – Jan 2021 – Dec 2021*

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

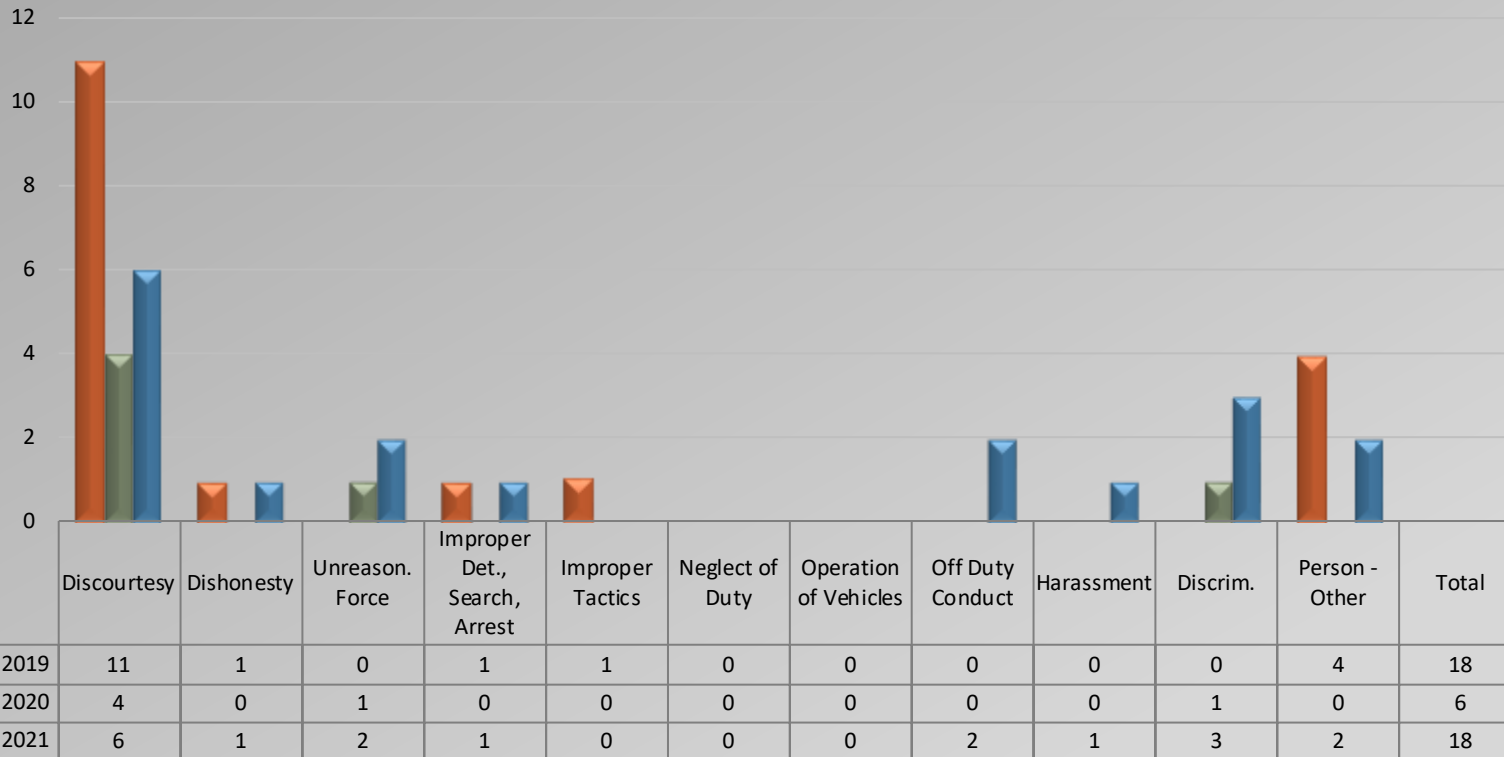


# Watch Commander Service Comment Report

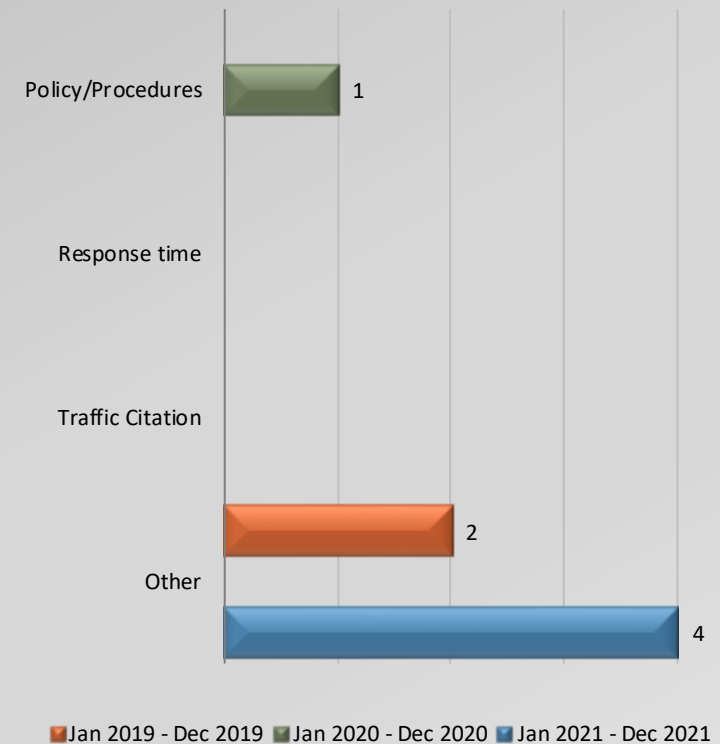
## Complaints – Personnel & Service

### East Bureau

**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.  
 Data provided by each bureau's office as of 01/24/2022

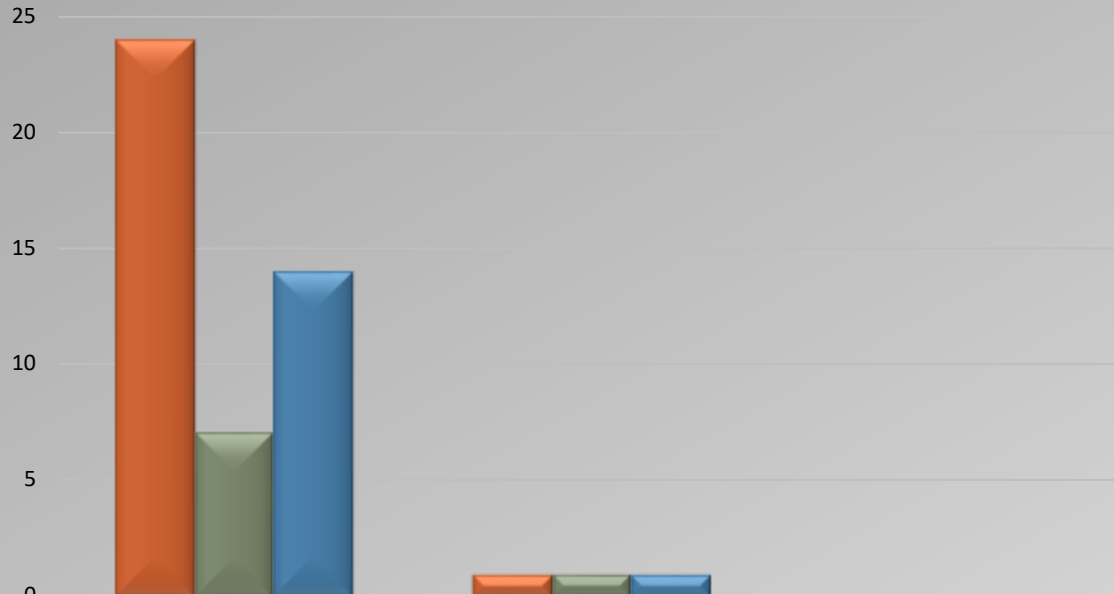


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

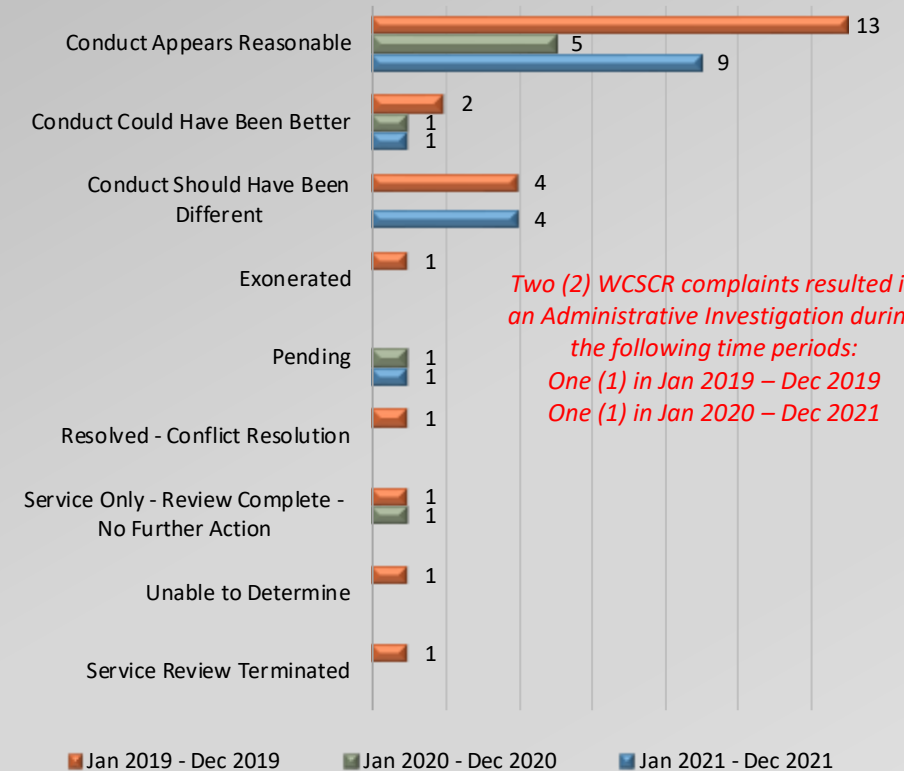
### West Bureau

WCSCR's



	Personnel Complaints	Service Complaints	Total
Jan 2019 - Dec 2019	24	1	25
Jan 2020 - Dec 2020	7	1	8
Jan 2021 - Dec 2021	14	1	15
% Chg 2020 to 2021	100.00%	0.00%	87.50%

Dispositions



*Two (2) WCSCR complaints resulted in an Administrative Investigation during the following time periods:  
One (1) in Jan 2019 – Dec 2019  
One (1) in Jan 2020 – Dec 2021*

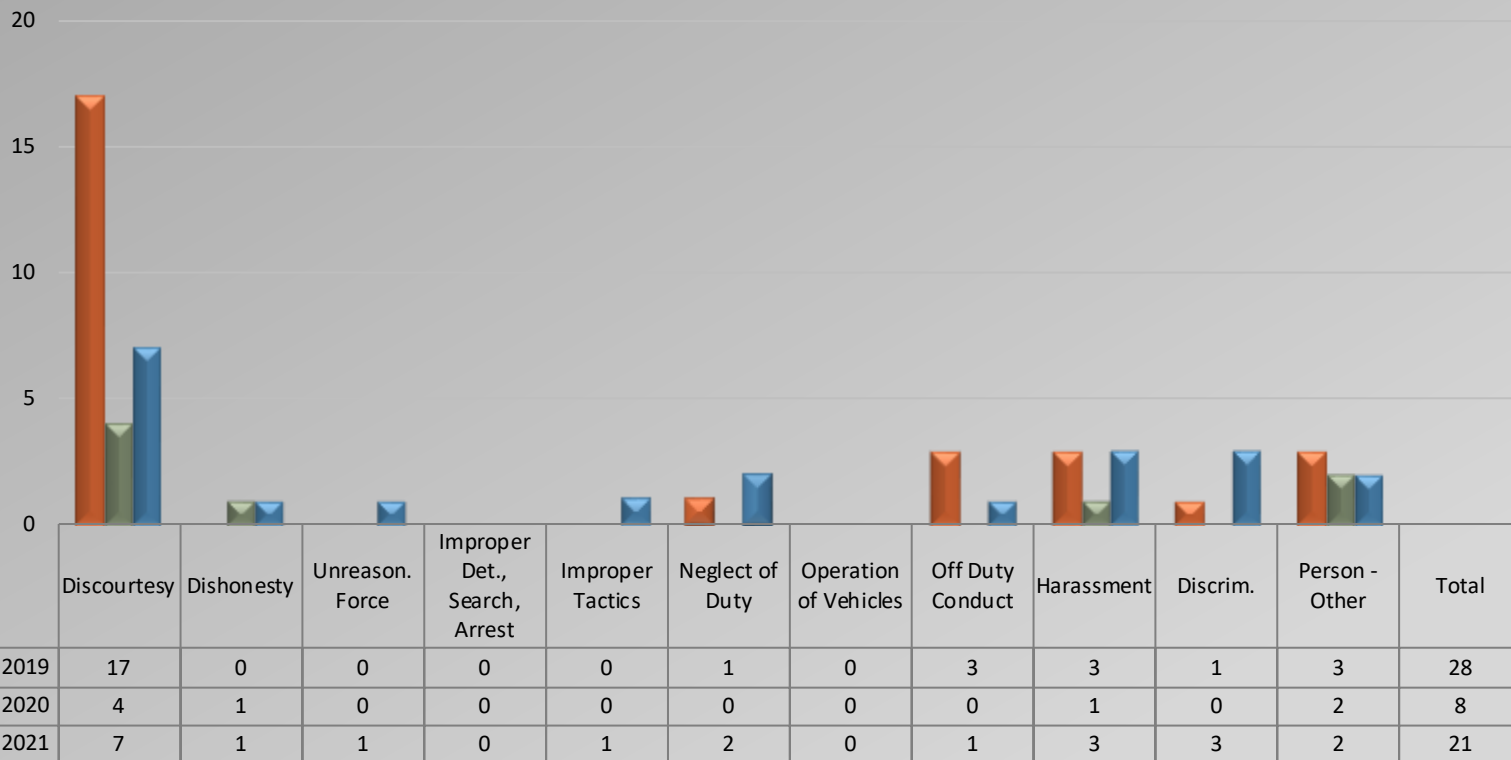
*Total number of dispositions may not match total number of complaints as each complaint form may have more than one named personnel on it.*



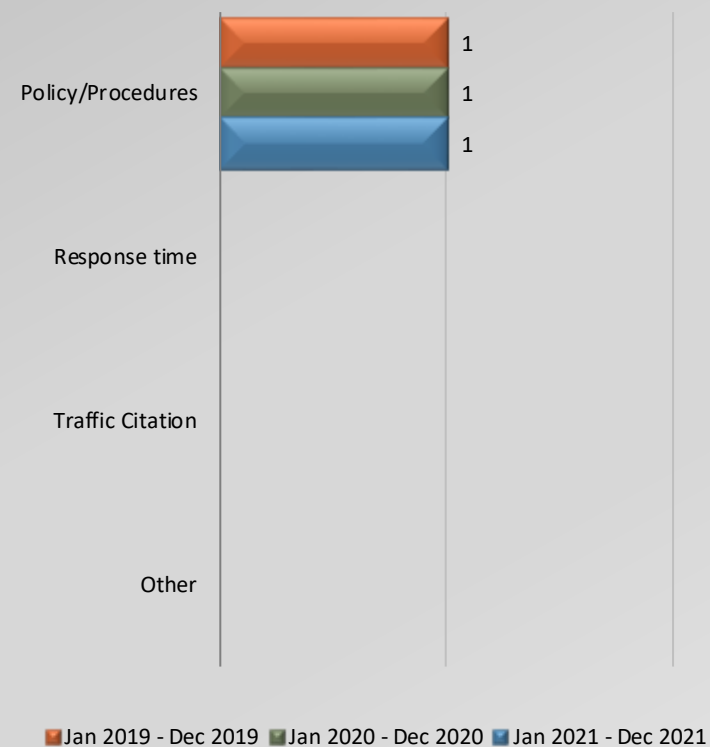


# Watch Commander Service Comment Report Complaints – Personnel & Service *West Bureau*

**Personnel Complaints By Category**



**Service Complaints By Category**

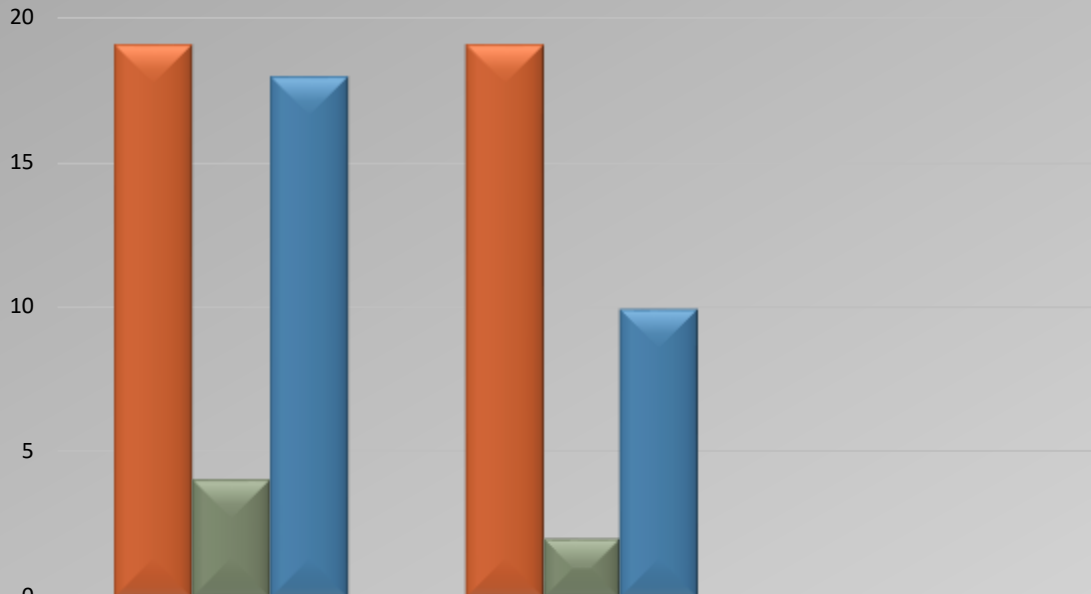


Total complaint forms may not match personnel or service complaints, as each complaint form may have more than one complaint category.  
Data provided by each bureau's office as of 01/24/2022



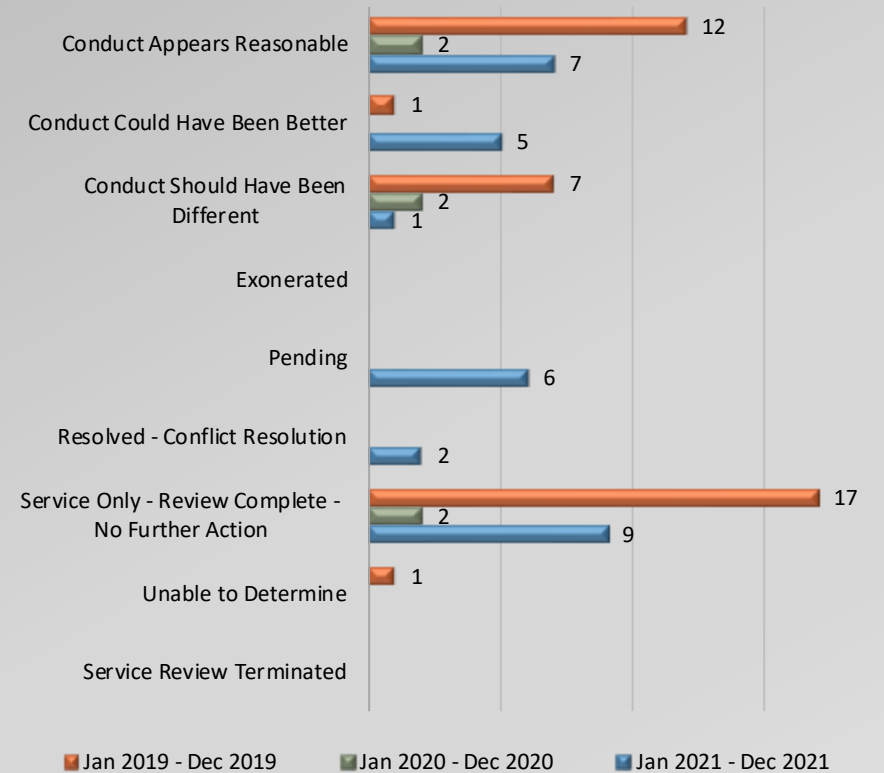
# Watch Commander Service Comment Report Complaints – Personnel & Service *Civil Management Bureau*

WCSCR's



	Personnel Complaints	Service Complaints	Total
Jan 2019 - Dec 2019	19	19	38
Jan 2020 - Dec 2020	4	2	6
Jan 2021 - Dec 2021	18	10	28
% Chg 2020 to 2021	350.00%	400.00%	366.67%

Dispositions



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

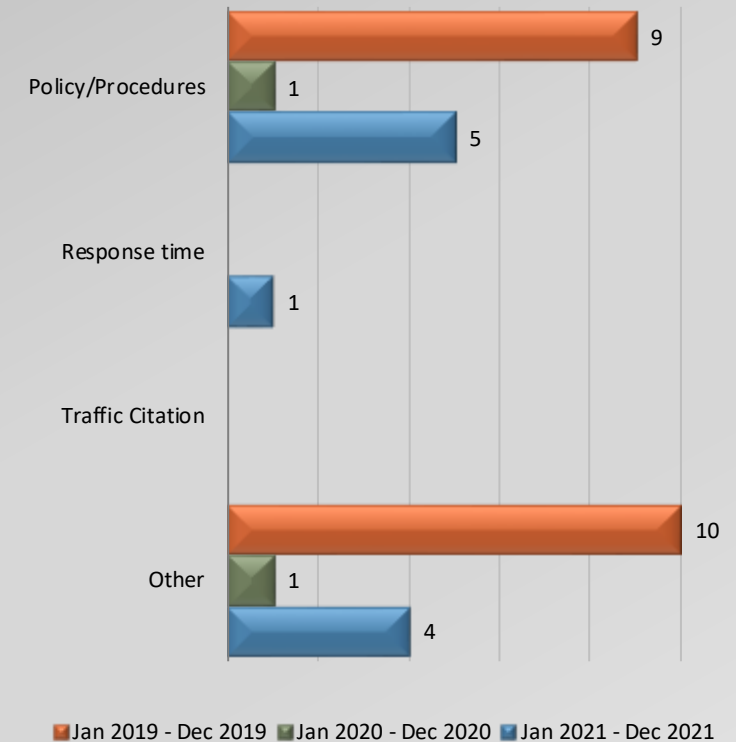


# Watch Commander Service Comment Report Complaints – Personnel & Service *Civil Management Bureau*

**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.  
Data provided by each bureau's office as of 01/24/2022

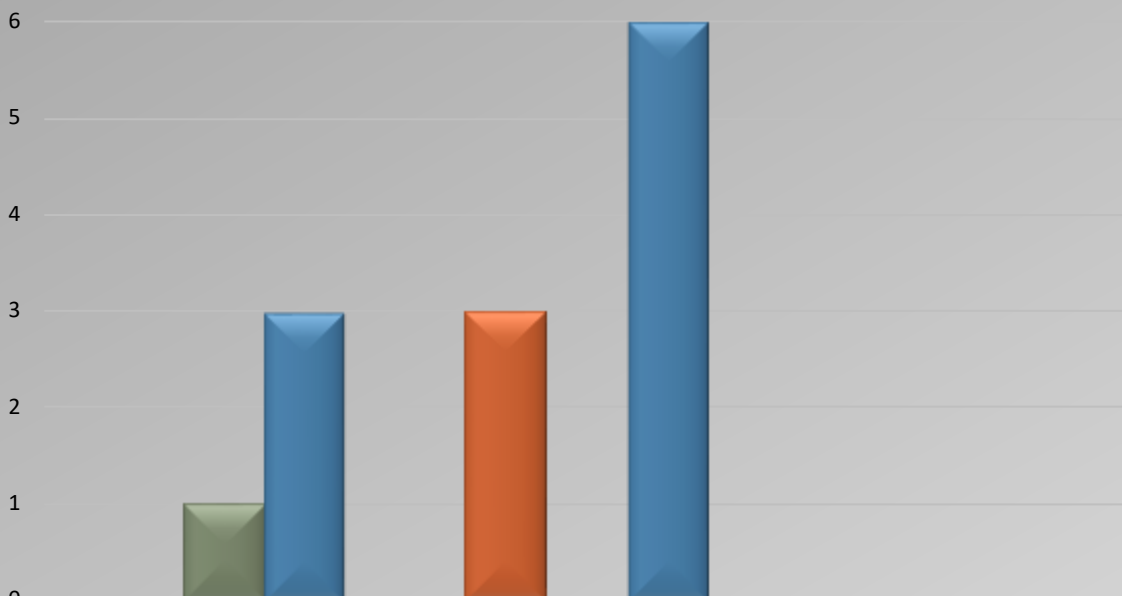


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

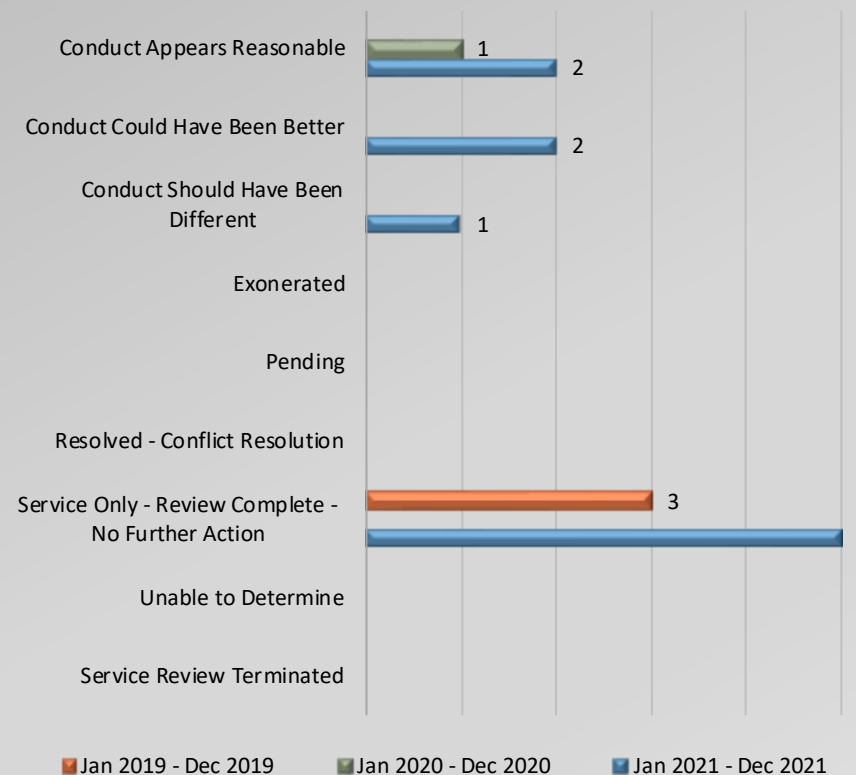
### Civil Management Bureau – Parking Enforcement Detail

WCSCR's



	Personnel Complaints	Service Complaints	Total
Jan 2019 - Dec 2019	0	3	3
Jan 2020 - Dec 2020	1	0	1
Jan 2021 - Dec 2021	3	6	9
% Chg 2020 to 2021	200.00%	600.00%	800.00%

Dispositions



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

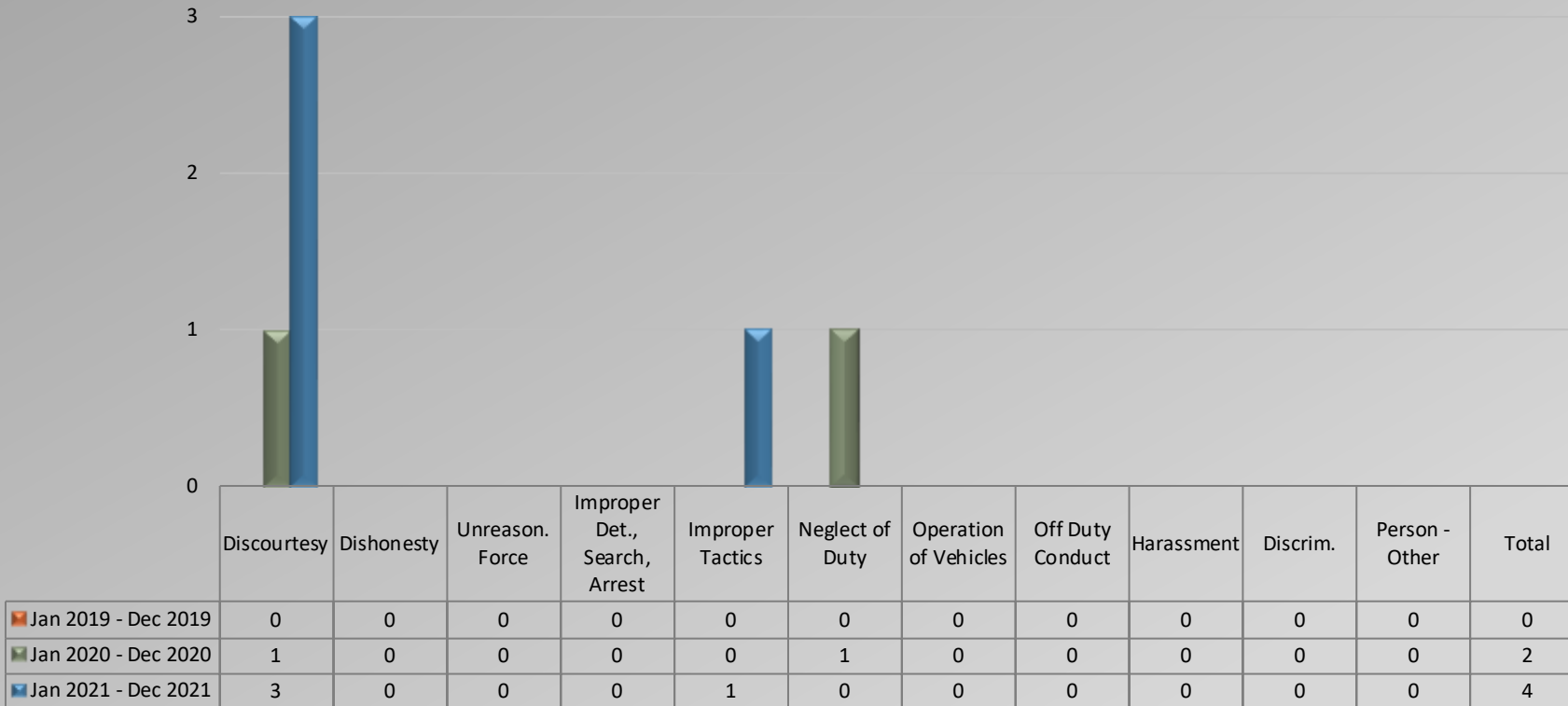


# Watch Commander Service Comment Report

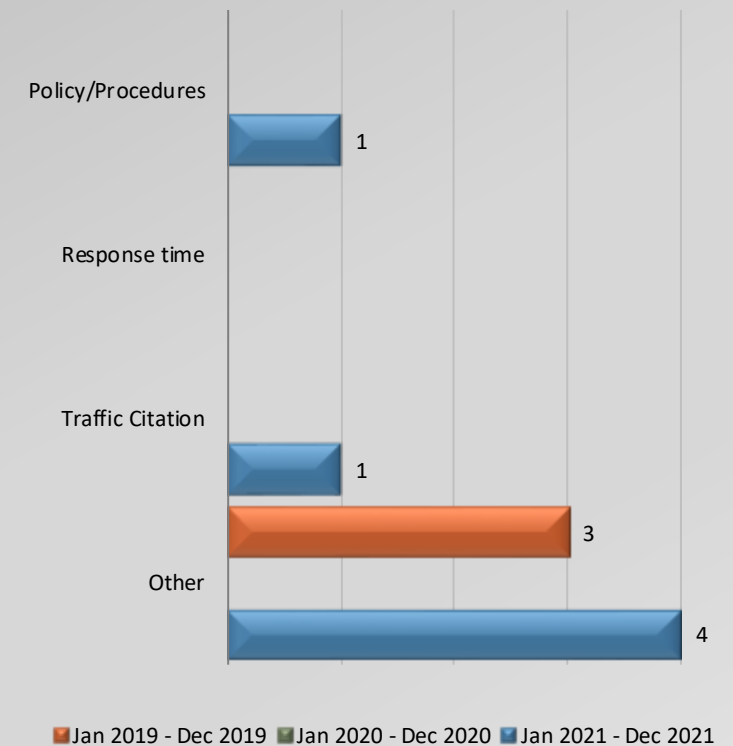
## Complaints – Personnel & Service

### *Civil Management Bureau - Parking Enforcement Detail*

**Personnel Complaints By Category**



**Service Complaints By Category**

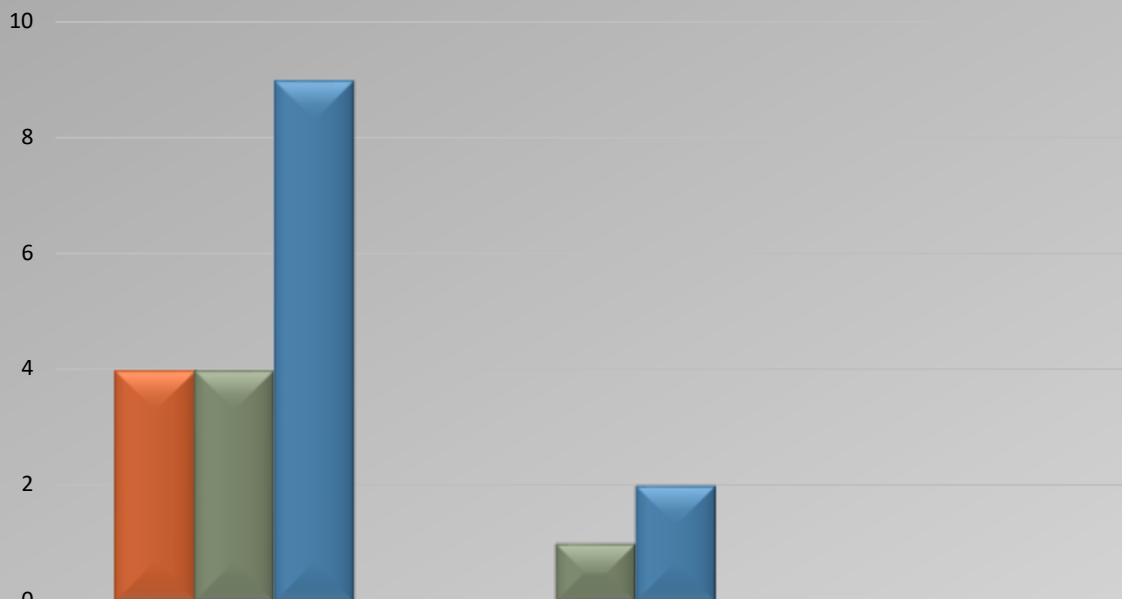


Total complaint forms may not match personnel or service complaints, as each complaint form may have more than one complaint category.  
 Data provided by each bureau's office as of 01/24/2022



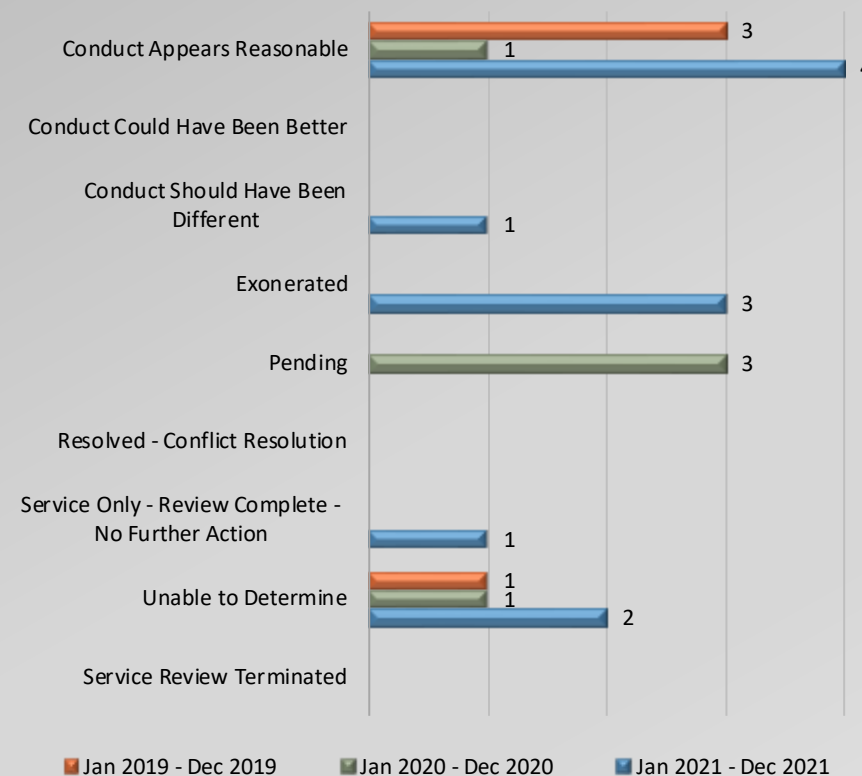
# Watch Commander Service Comment Report Complaints – Personnel & Service *Transportation Bureau*

WCSCR's



	Personnel Complaints	Service Complaints	Total
Jan 2019 - Dec 2019	4	0	4
Jan 2020 - Dec 2020	4	1	5
Jan 2021 - Dec 2021	9	2	11
% Chg 2020 to 2021	125.00%	100.00%	120.00%

Dispositions

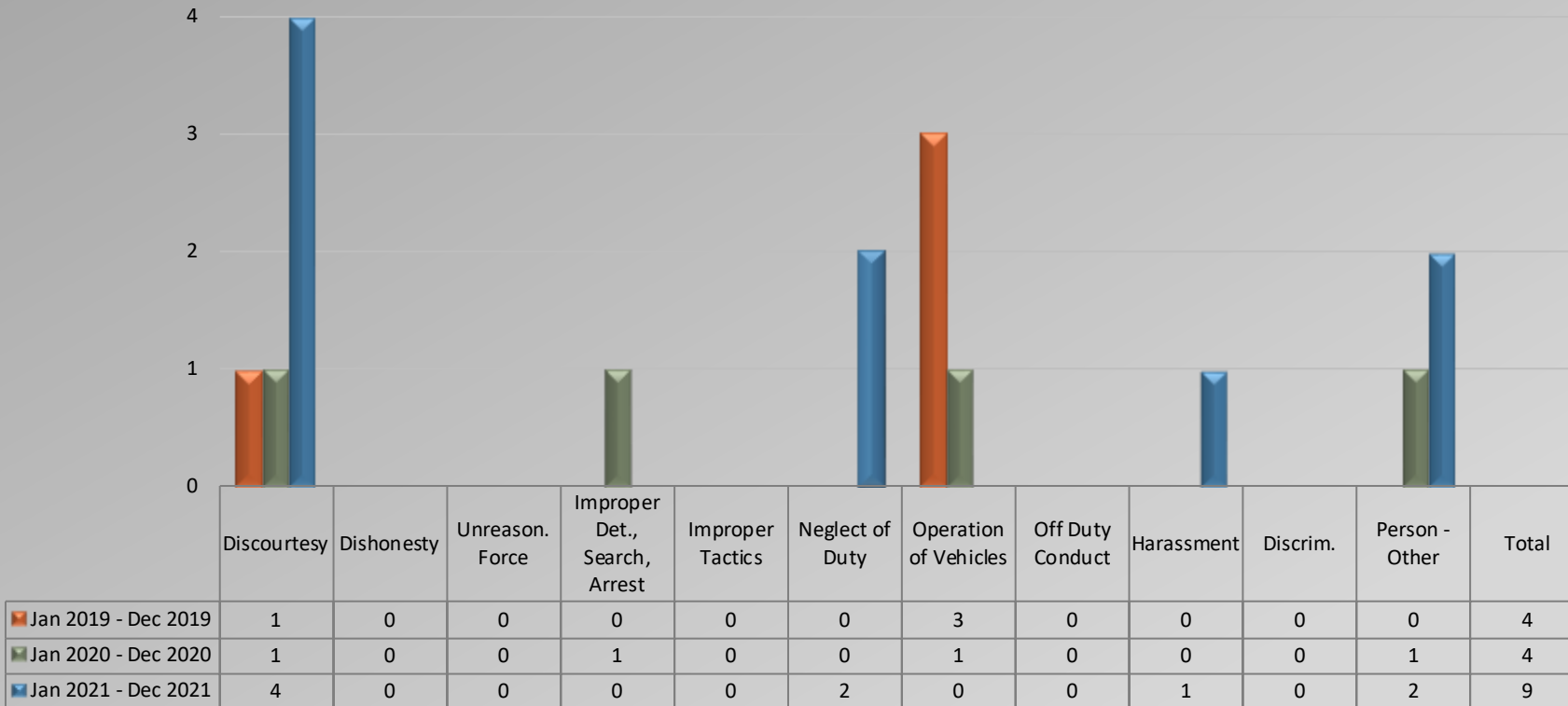


Total number of dispositions may not match total number of complaints as each complaint form may have more than one named personnel on it.

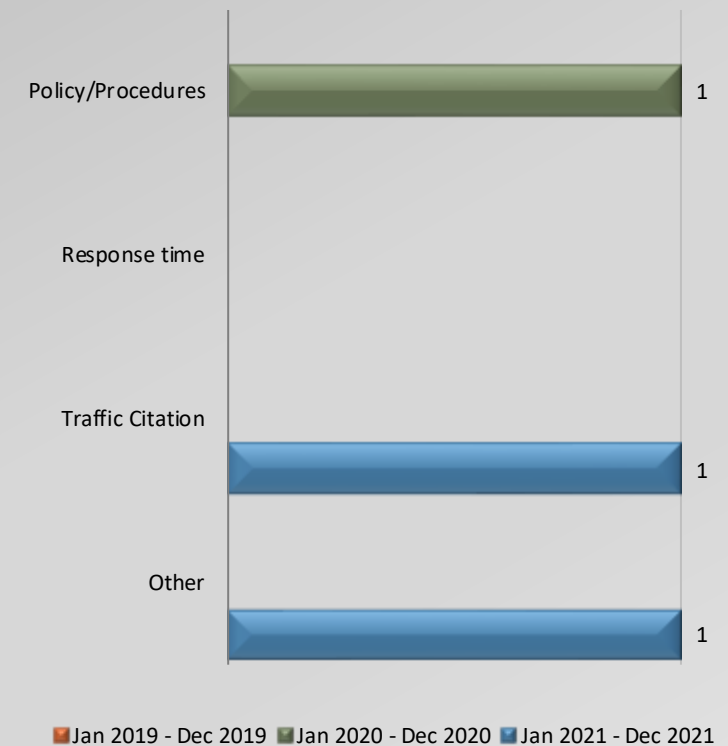


# Watch Commander Service Comment Report Complaints – Personnel & Service *Transportation Bureau*

**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.  
Data provided by each bureau's office as of 01/24/2022



# **Watch Commander Service Comment Report**

## *Public Commendations*

**Court Services Division**



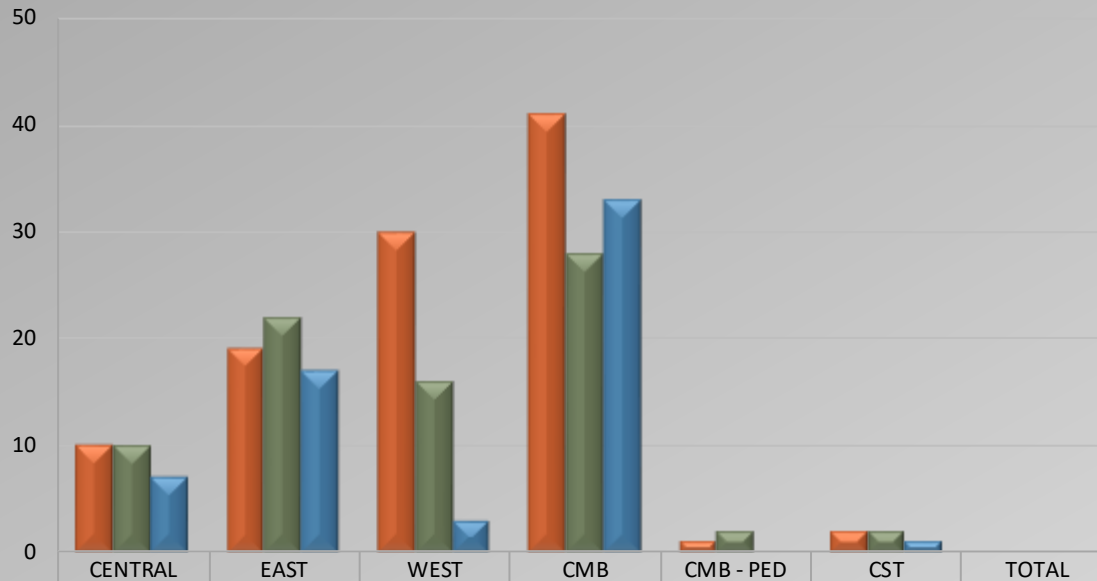


# Watch Commander Service Comment Report

## Public Commendations

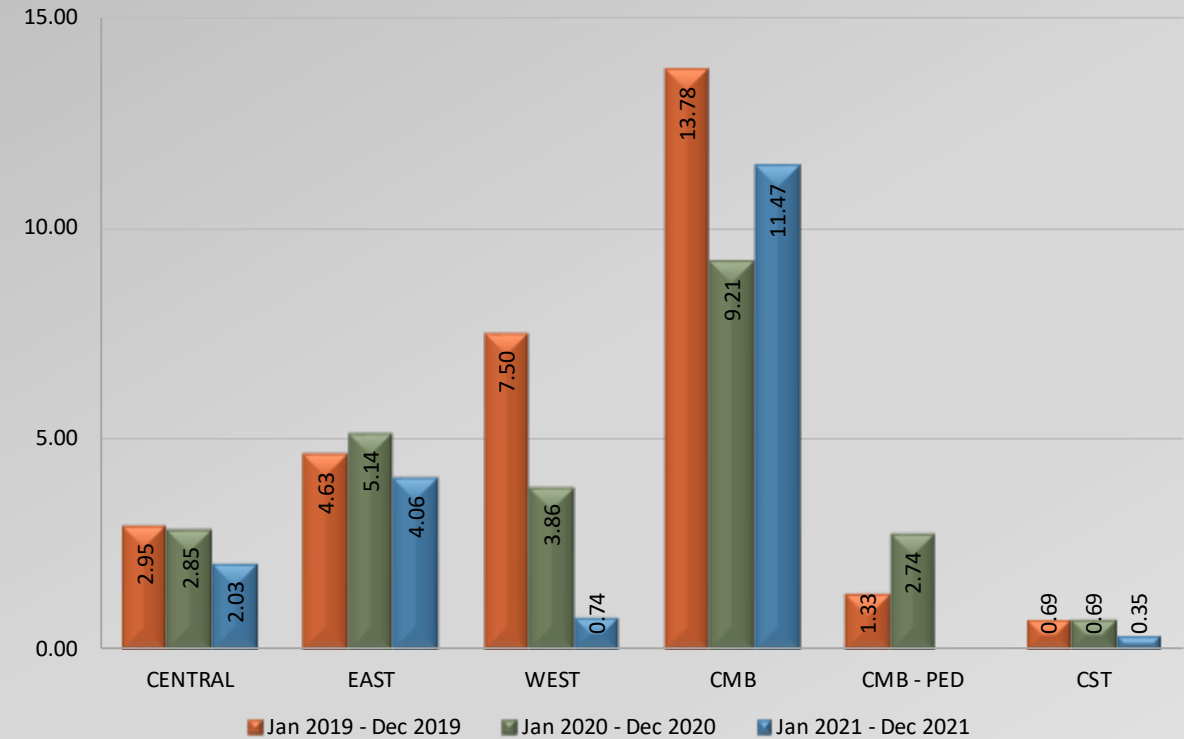
### *Court Services Division*

**Division Total**



% Chg 2020 to 2021	-30.00%	-22.73%	-81.25%	17.86%	-100.00%	-50.00%	-23.75%
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**Total Public Commendations per 100 Assigned Personnel**





# Watch Commander Service Comment Report Public Commendations *Central Bureau*

Total Public Commendations By Month



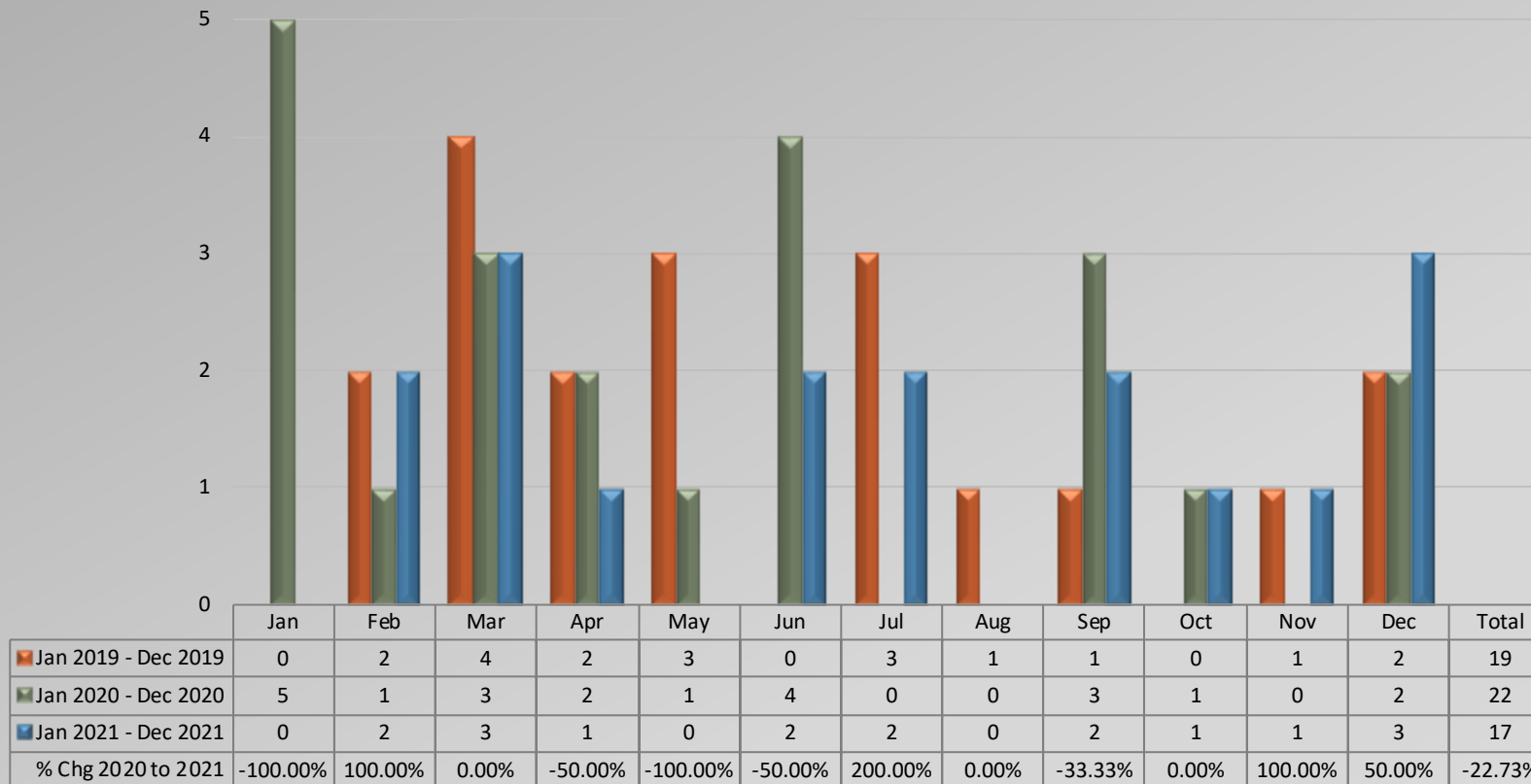


# Watch Commander Service Comment Report

## Public Commendations

### East Bureau

Total Public Commendations By Month



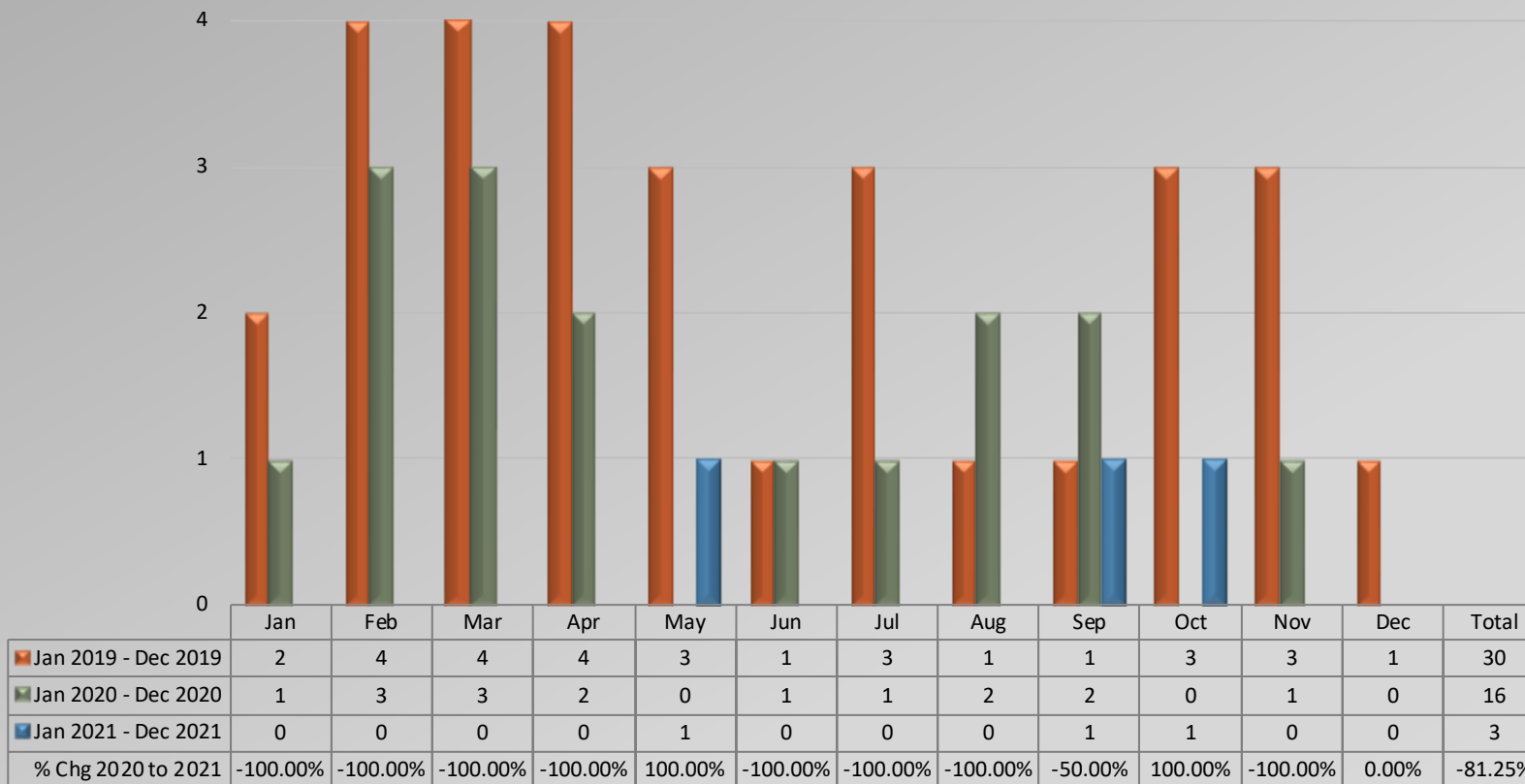


# Watch Commander Service Comment Report

## Public Commendations

### West Bureau

Total Public Commendations By Month



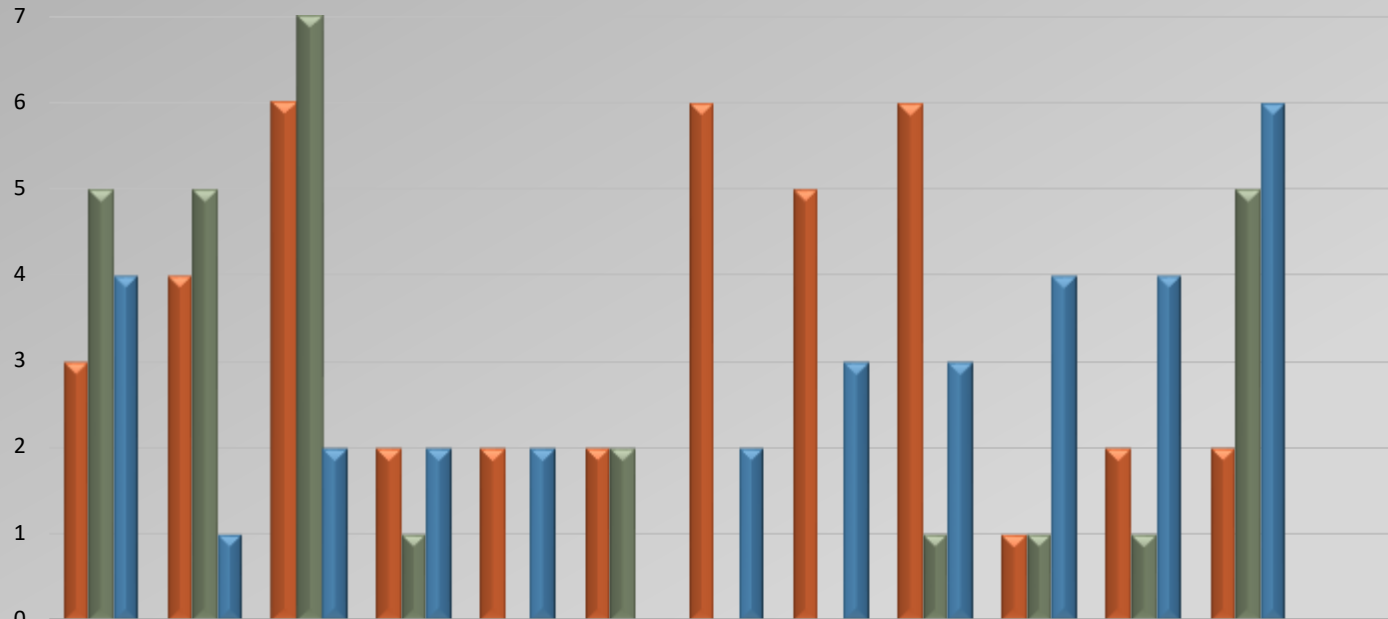


# Watch Commander Service Comment Report

## Public Commendations

### Civil Management Bureau

Total Public Commendations By Month



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Jan 2019 - Dec 2019	3	4	6	2	2	2	6	5	6	1	2	2	41
Jan 2020 - Dec 2020	5	5	7	1	0	2	0	0	1	1	1	5	28
Jan 2021 - Dec 2021	4	1	2	2	2	0	2	3	3	4	4	6	33
% Chg 2020 to 2021	-20.00%	-80.00%	-71.43%	100.00%	200.00%	-100.00%	200.00%	300.00%	200.00%	300.00%	300.00%	20.00%	17.86%

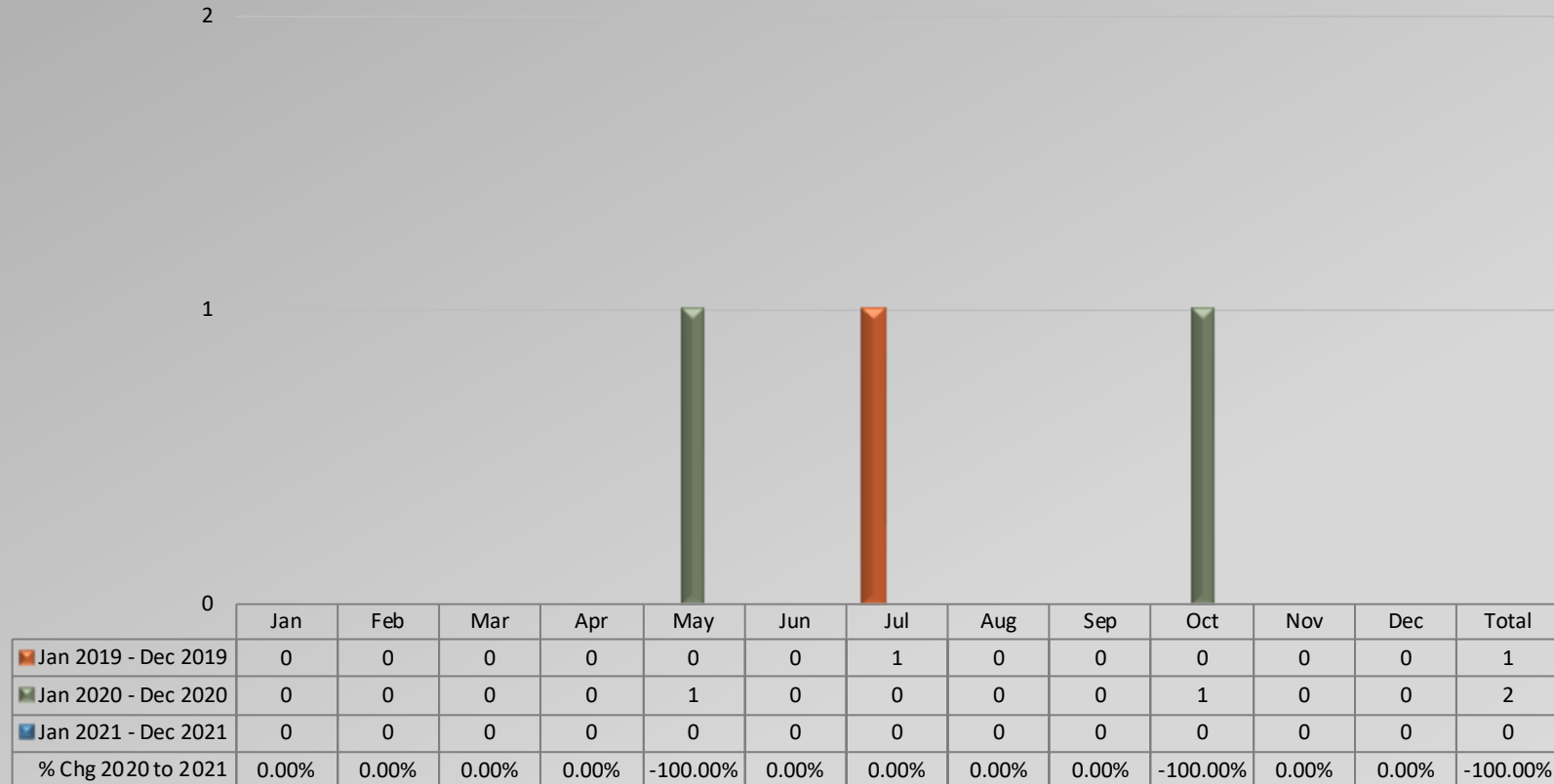


# Watch Commander Service Comment Report

## Public Commendations

### *Civil Management Bureau – Parking Enforcement Detail*

Total Public Commendations By Month





# Watch Commander Service Comment Report

## Public Commendations

### Transportation Bureau

Total Public Commendations By Month

