

*Los Angeles County*

# **SHERIFF'S DEPARTMENT**

## **EAST PATROL DIVISION**

**SHERIFF ROBERT G. LUNA**

*Capturing Data for the following time periods:*

*April 2020 – March 2021*

*April 2021 – March 2022*

*April 2022 – March 2023*





# **Watch Commander Service Comment Report**

## *Complaints – Personnel & Service*

**East Patrol Division**

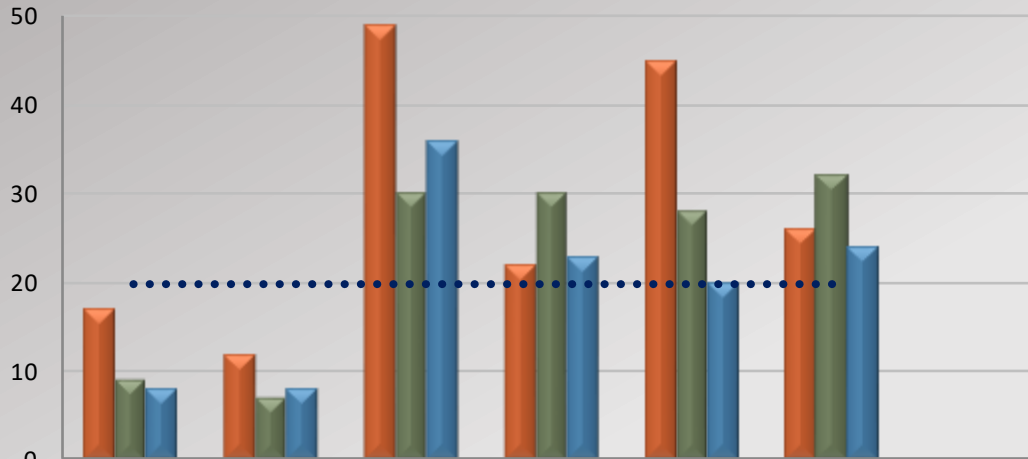


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

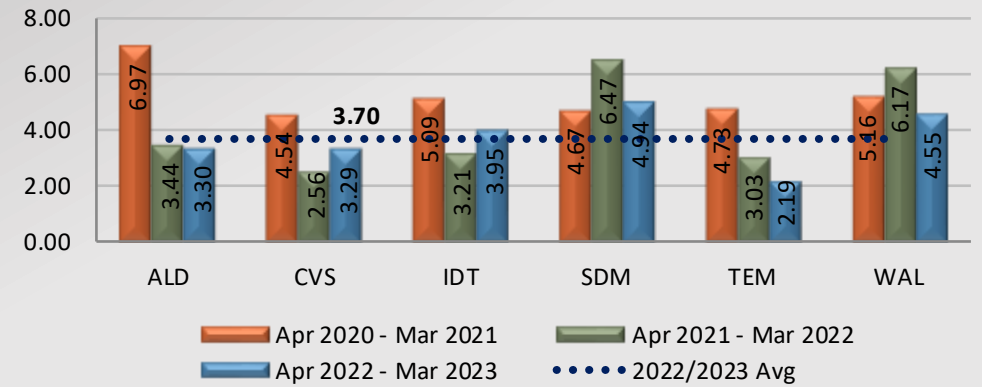
### East Patrol Division

**Station Total Complaint Forms  
Personnel & Service**

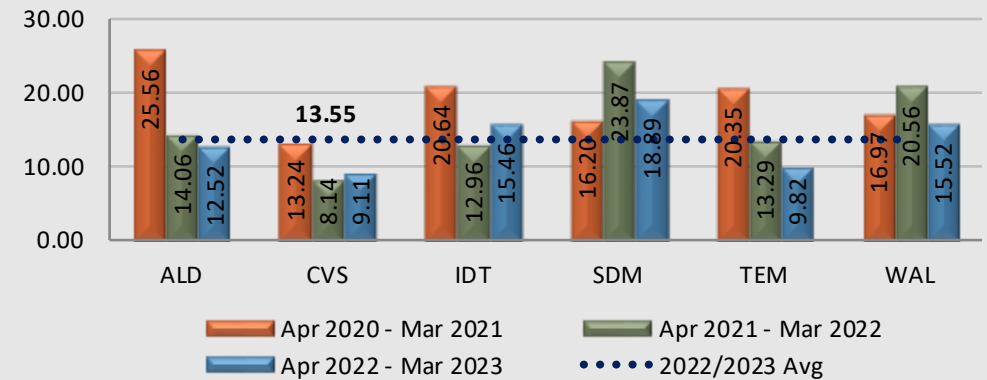


	ALD	CVS	IDT	SDM	TEM	WAL	Total
Apr 2020 - Mar 2021	17	12	49	22	45	26	171
Apr 2021 - Mar 2022	9	7	30	30	28	32	136
Apr 2022 - Mar 2023	8	8	36	23	20	24	119
% Chg 21/22 to 22/23	-11.11%	14.29%	20.00%	-23.33%	-28.57%	-25.00%	-12.50%
2022/2023 Avg	19.83	19.83	19.83	19.83	19.83	19.83	

**Total Complaint Forms per 10,000 Contacts**



**Total Complaint Forms per 100 Assigned Personnel**



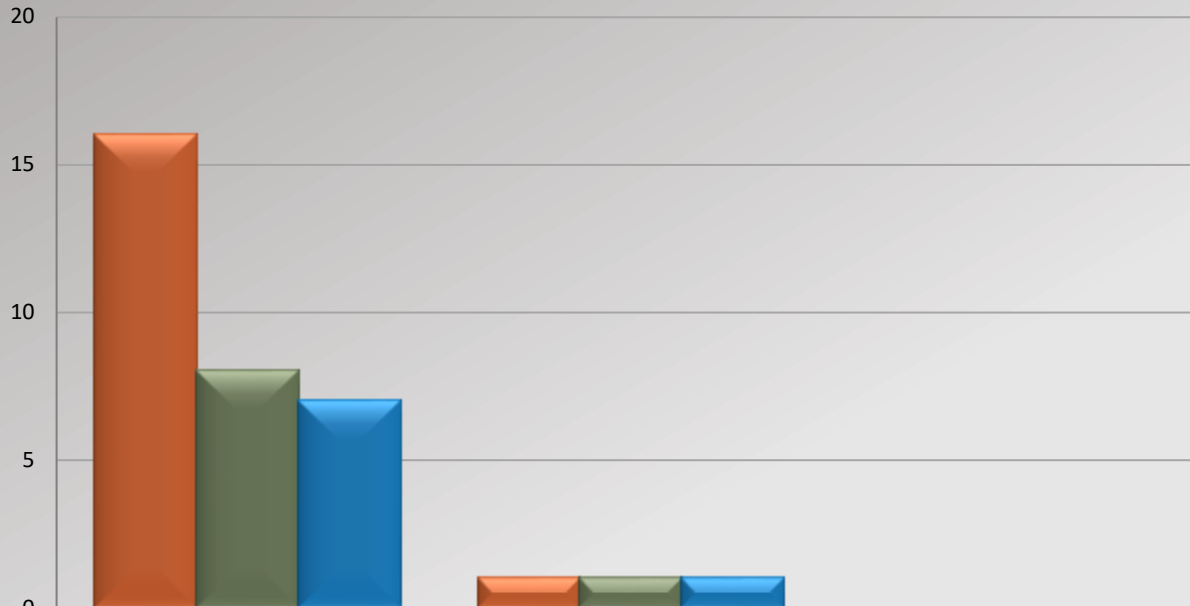


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

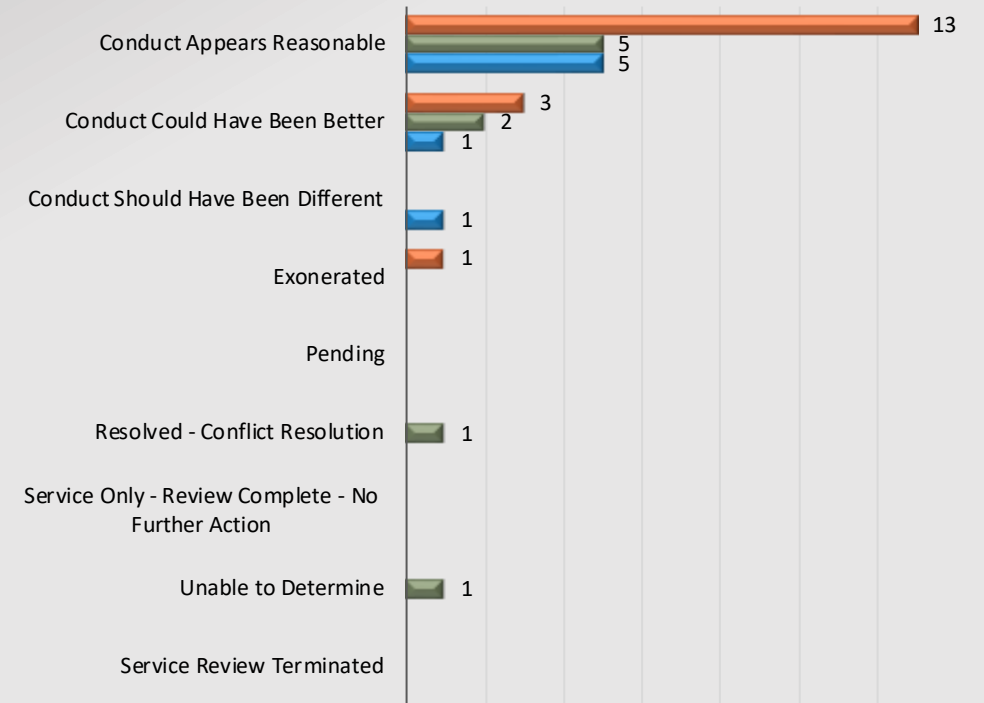
### Altadena Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Apr 2020 - Mar 2021	16	1	17
Apr 2021 - Mar 2022	8	1	9
Apr 2022 - Mar 2023	7	1	8
% Chg 21/22 to 22/23	-12.50%	0.00%	-11.11%

Dispositions



Apr 2020 - Mar 2021 Apr 2021 - Mar 2022 Apr 2022 - Mar 2023

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

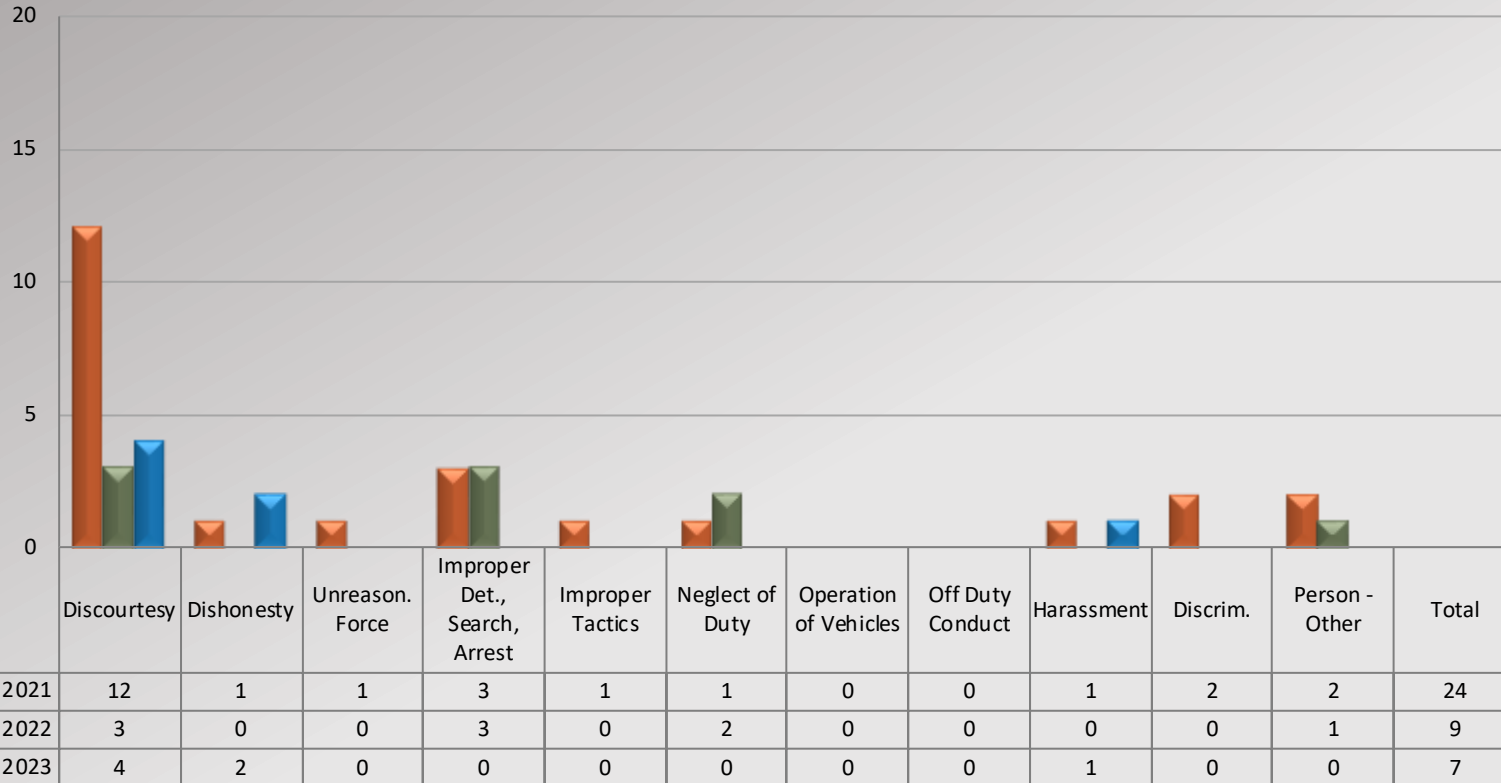


# Watch Commander Service Comment Report

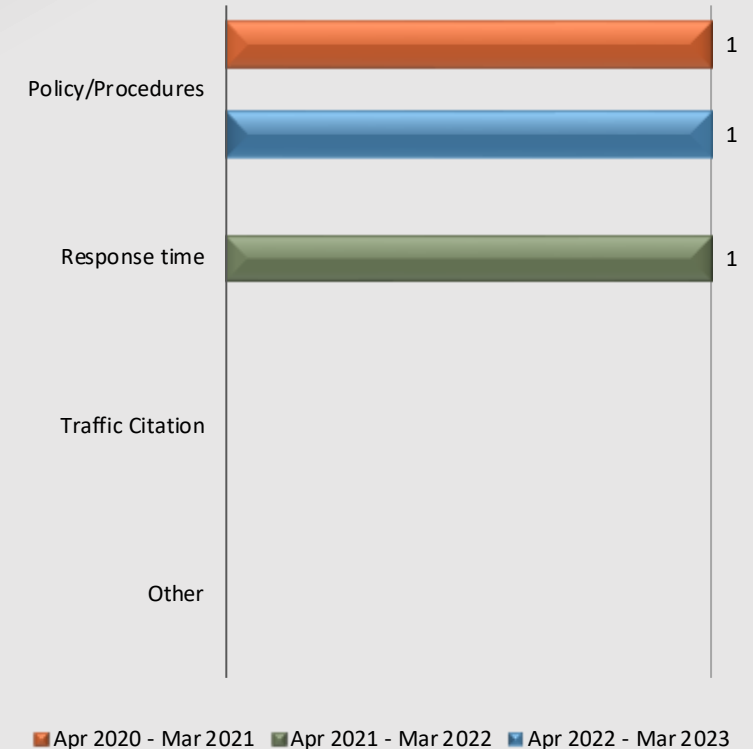
## Complaints – Personnel & Service

### Altadena 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 04/24/2023

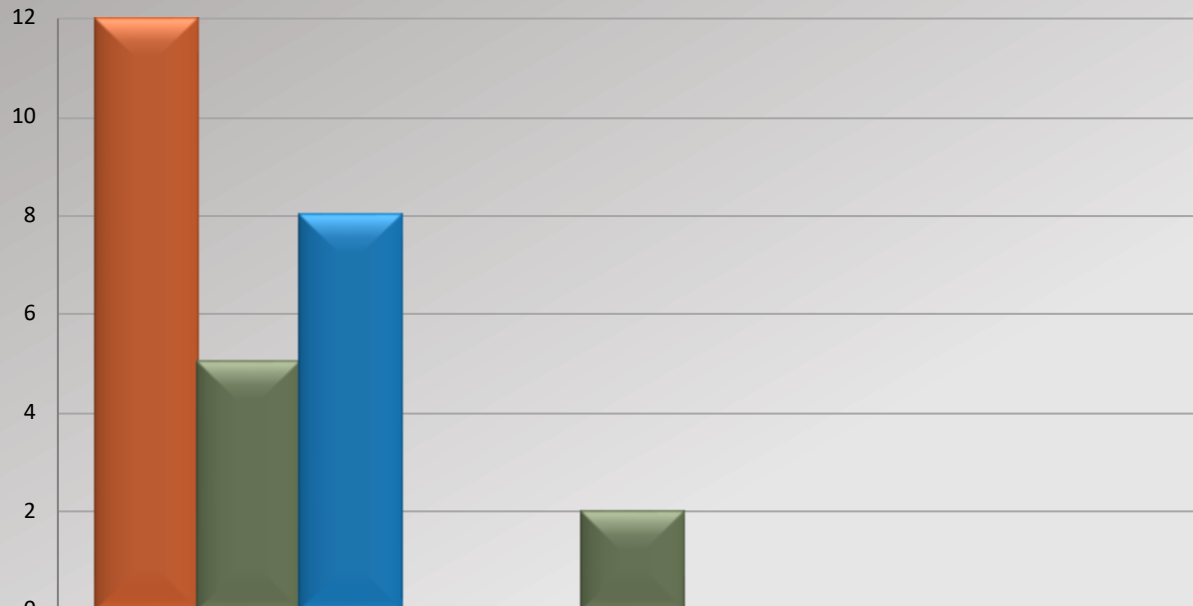


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

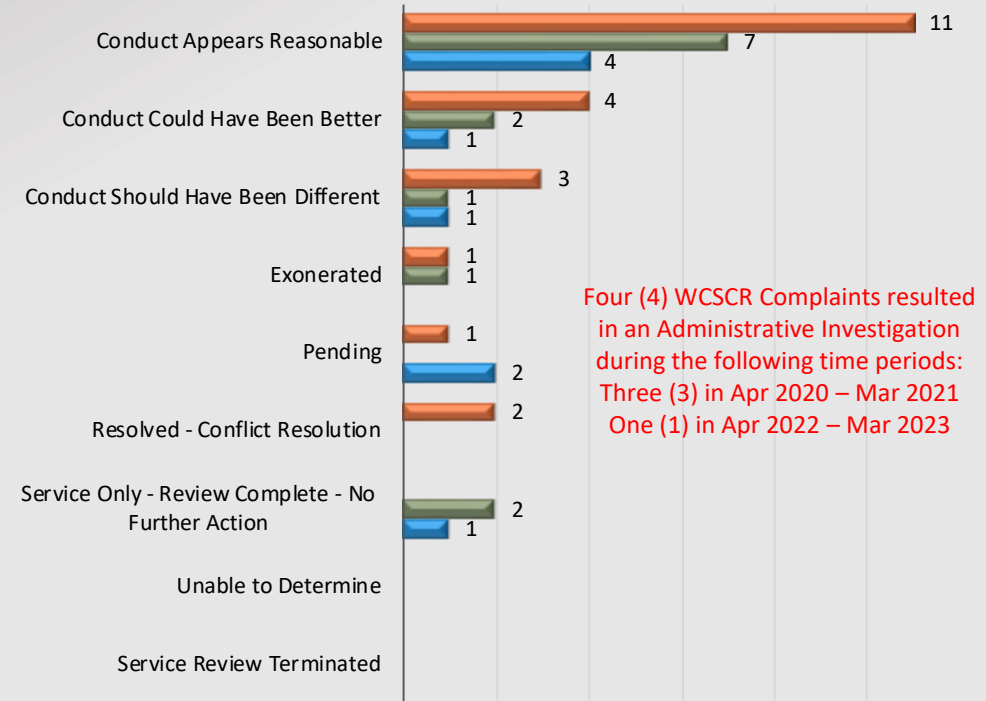
### Crescenta Valley Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Apr 2020 - Mar 2021	12	0	12
Apr 2021 - Mar 2022	5	2	7
Apr 2022 - Mar 2023	8	0	8
% Chg 21/22 to 22/23	60.00%	-100.00%	14.29%

Dispositions



Four (4) WCSCR Complaints resulted in an Administrative Investigation during the following time periods:  
 Three (3) in Apr 2020 – Mar 2021  
 One (1) in Apr 2022 – Mar 2023

Apr 2020 - Mar 2021    Apr 2021 - Mar 2022    Apr 2022 - Mar 2023

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

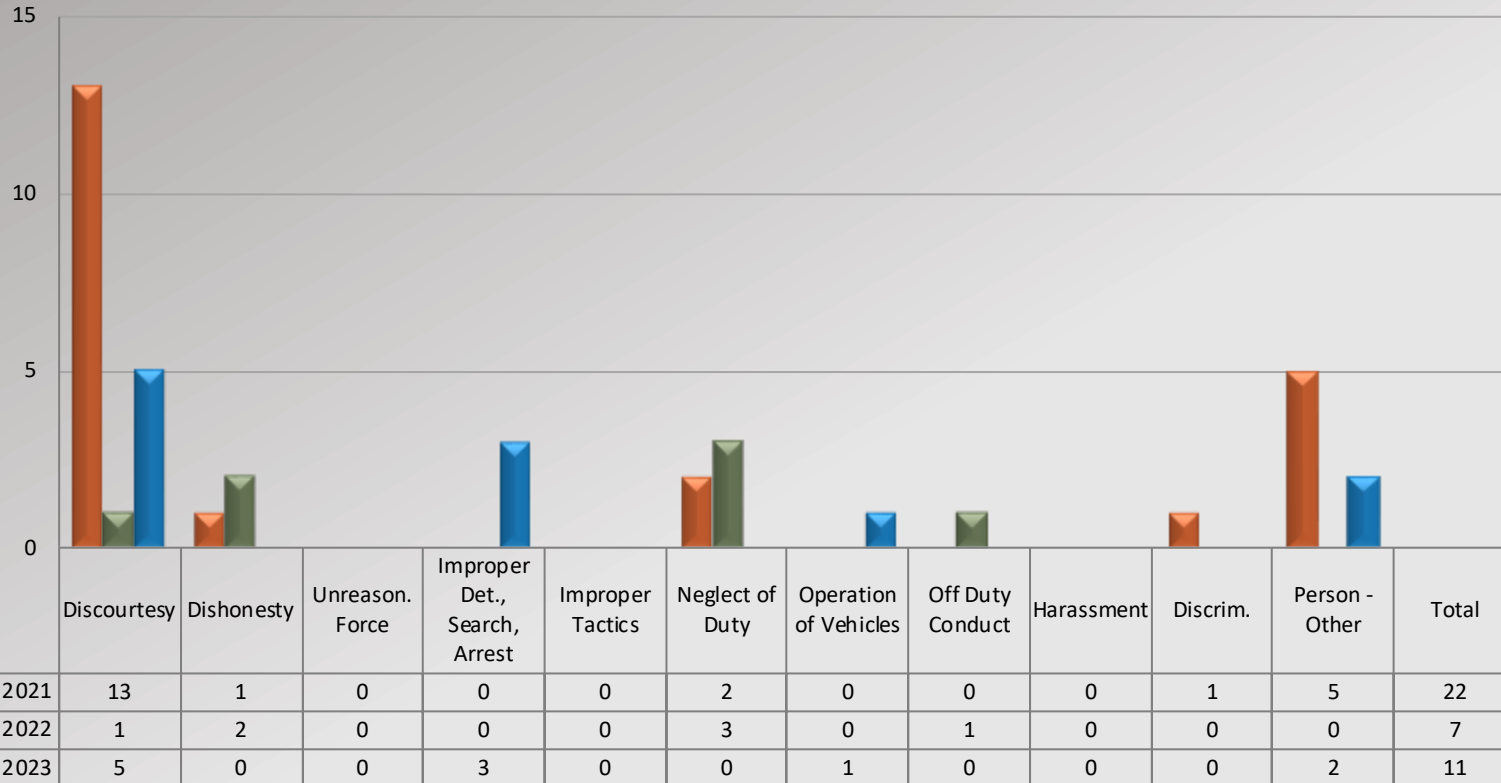


# Watch Commander Service Comment Report

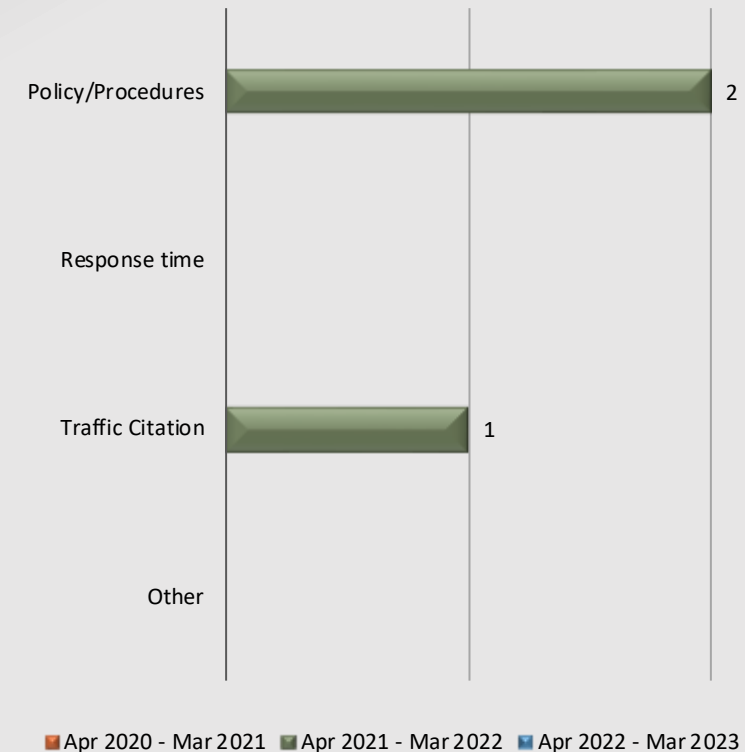
## Complaints – Personnel & Service

### Crescenta Valley 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 04/24/2023

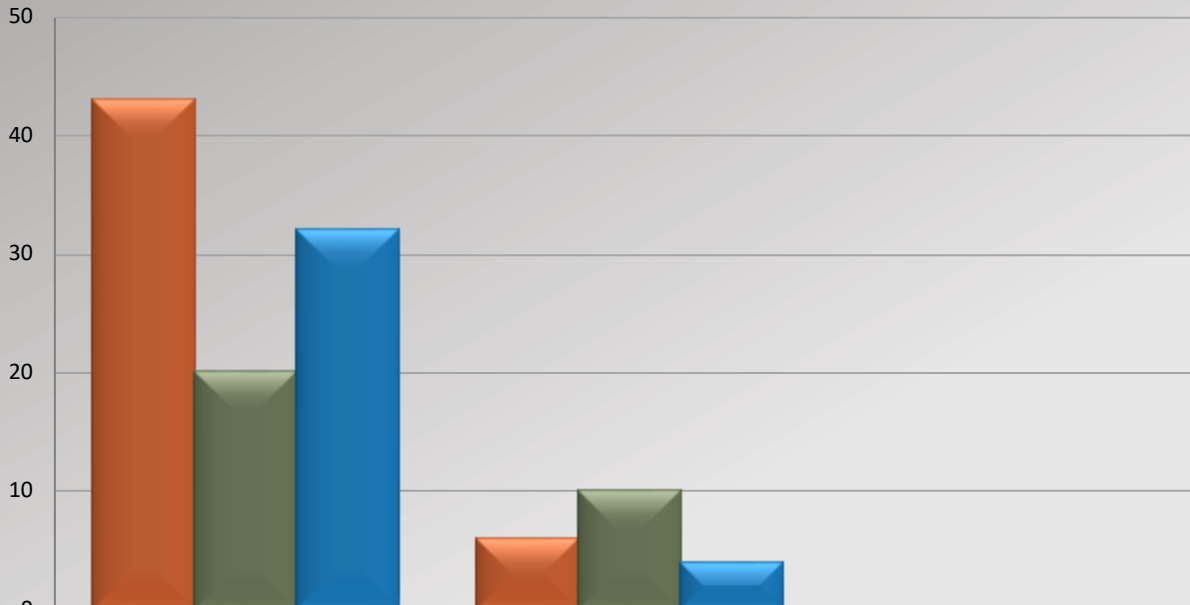


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

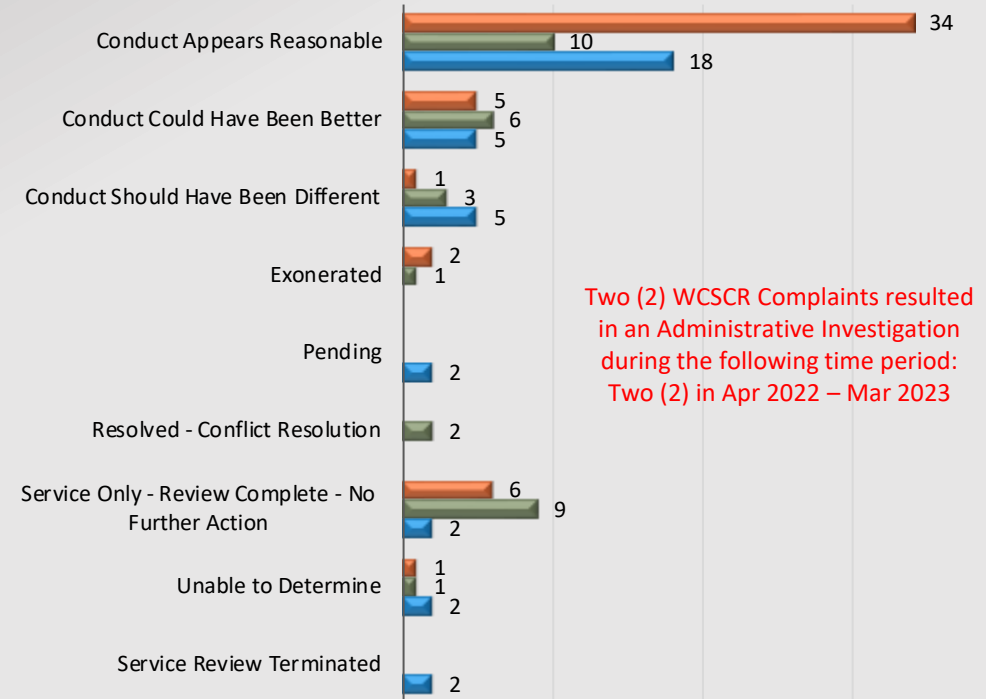
### Industry Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Apr 2020 - Mar 2021	43	6	49
Apr 2021 - Mar 2022	20	10	30
Apr 2022 - Mar 2023	32	4	36
% Chg 21/22 to 22/23	60.00%	-60.00%	20.00%

Dispositions



Two (2) WCSCR Complaints resulted in an Administrative Investigation during the following time period:  
Two (2) in Apr 2022 – Mar 2023

Apr 2020 - Mar 2021    Apr 2021 - Mar 2022    Apr 2022 - Mar 2023

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



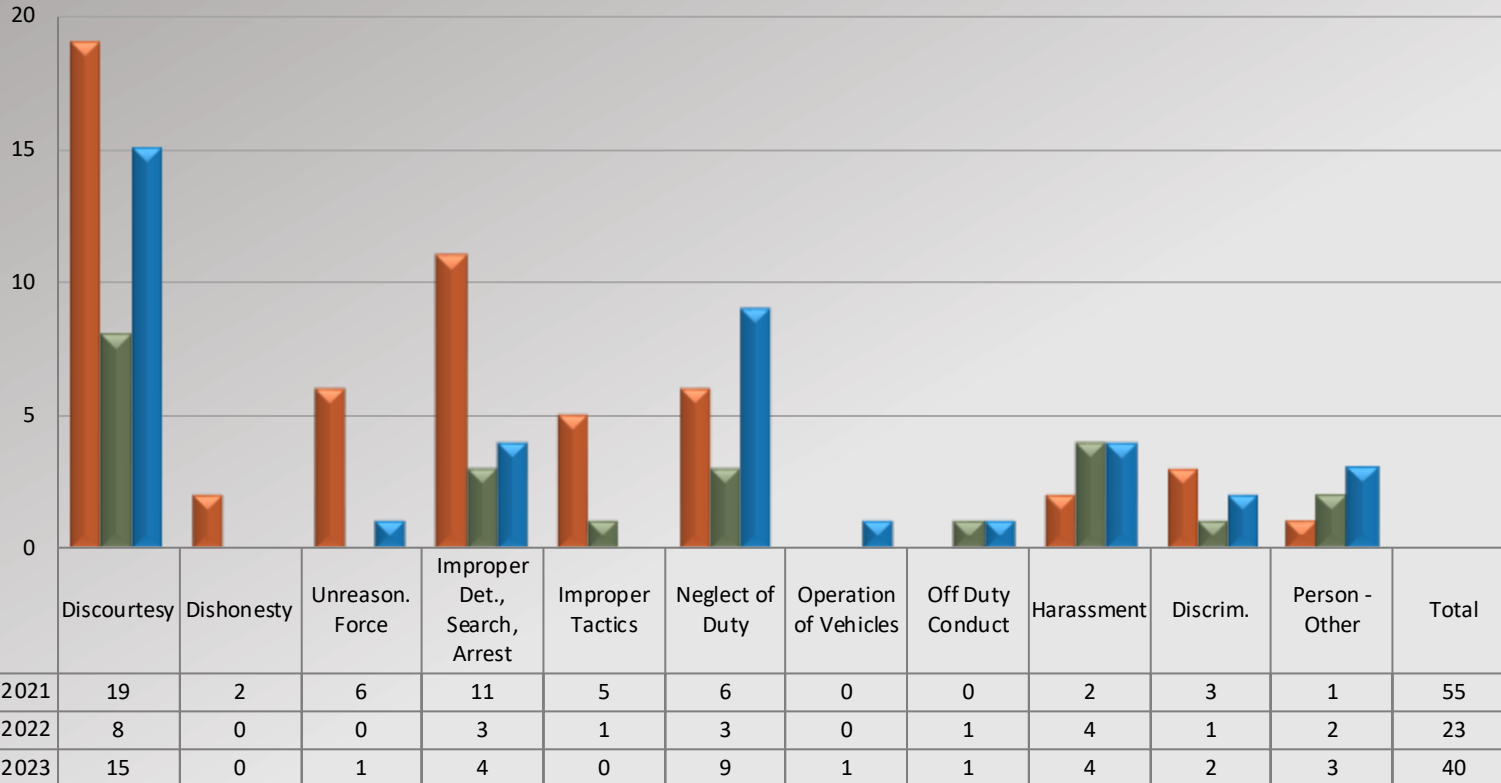


# Watch Commander Service Comment Report

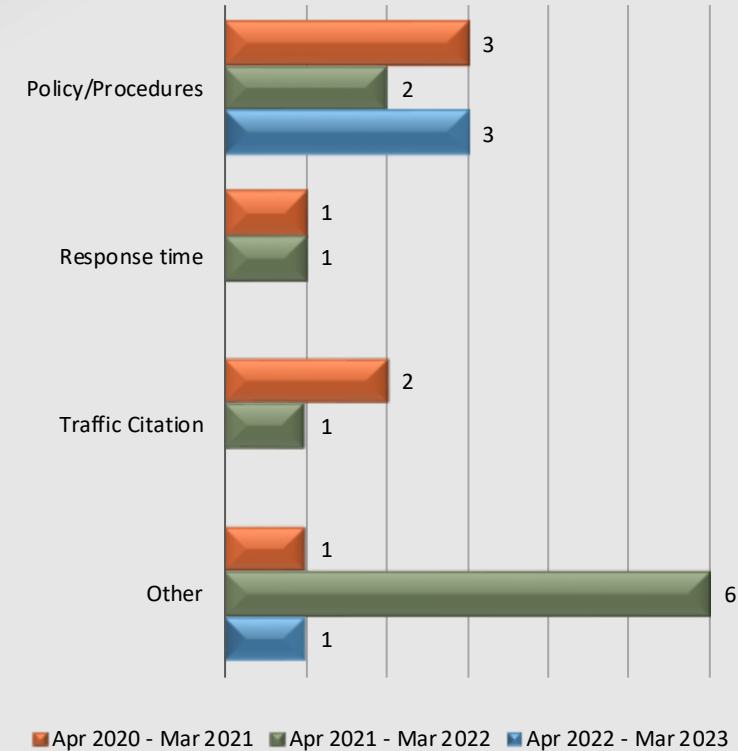
## Complaints – Personnel & Service

### Industry 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 04/24/2023

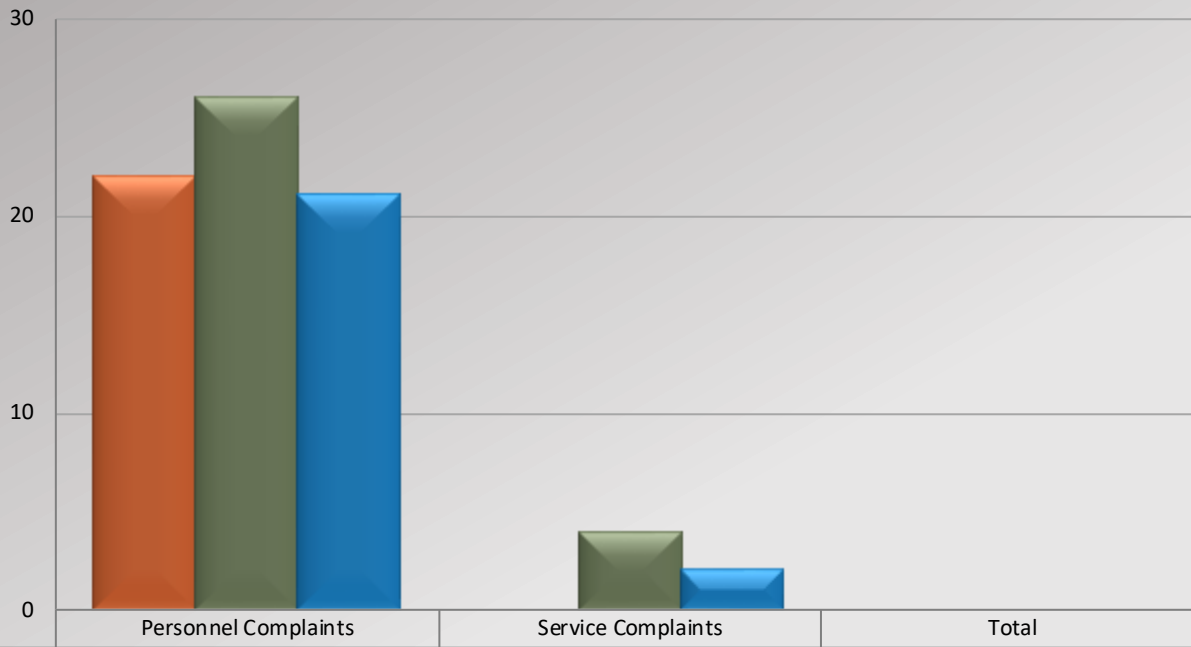


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

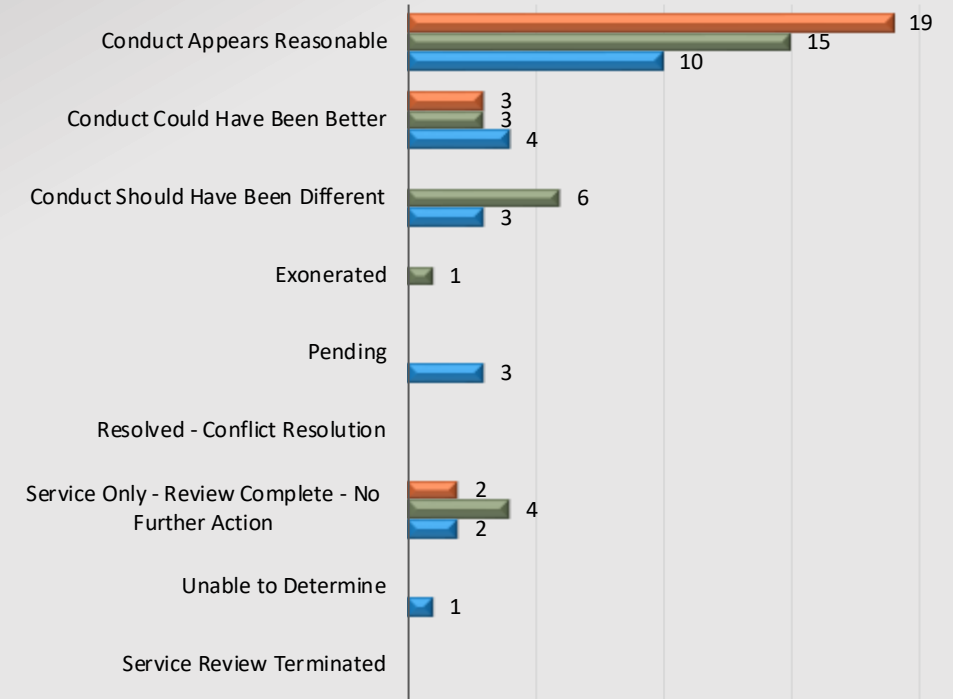
### San Dimas Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Apr 2020 - Mar 2021	22	0	22
Apr 2021 - Mar 2022	26	4	30
Apr 2022 - Mar 2023	21	2	23
% Chg 21/22 to 22/23	-19.23%	-50.00%	-23.33%

Dispositions



Apr 2020 - Mar 2021 Apr 2021 - Mar 2022 Apr 2022 - Mar 2023

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

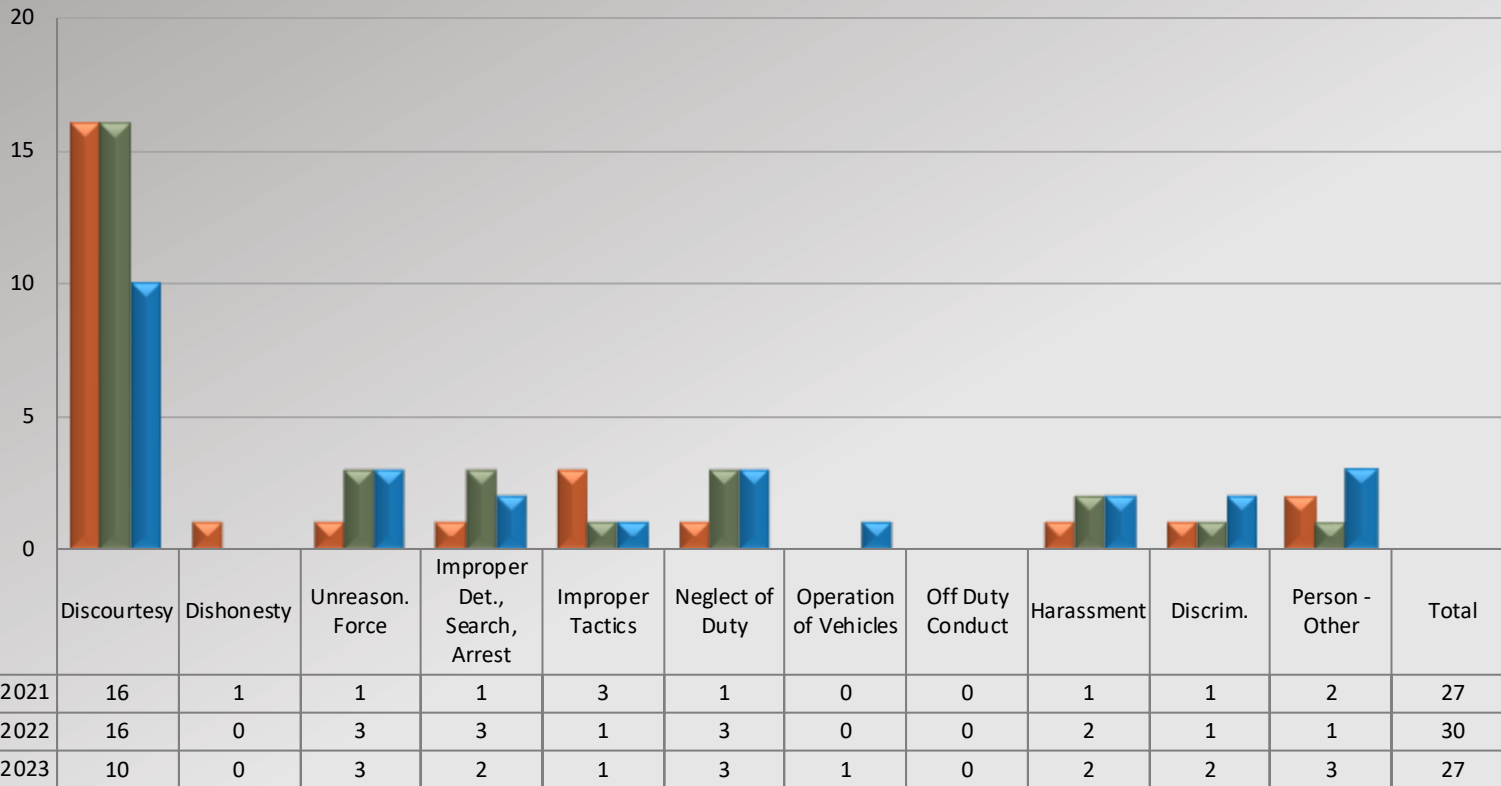


# Watch Commander Service Comment Report

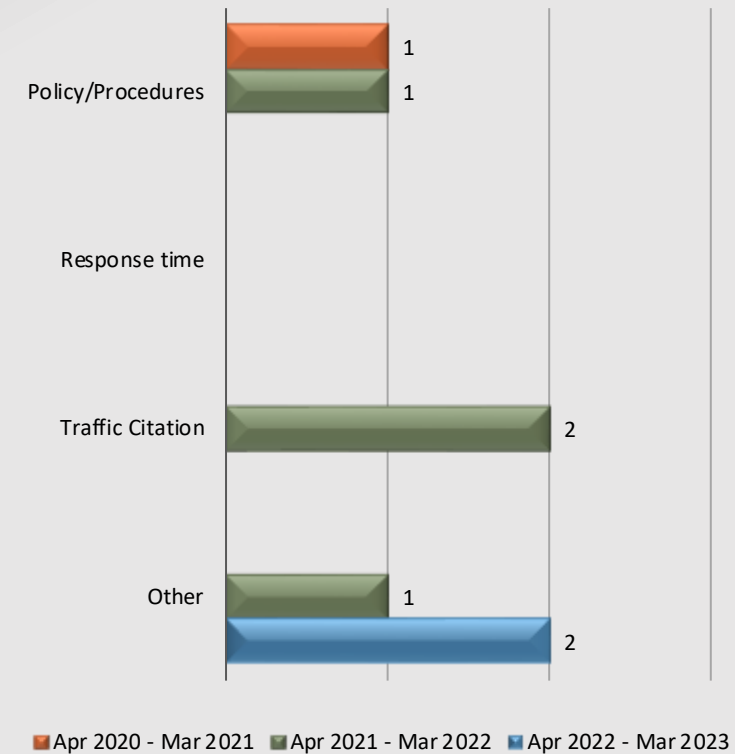
## Complaints – Personnel & Service

### San Dimas 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 04/24/2023

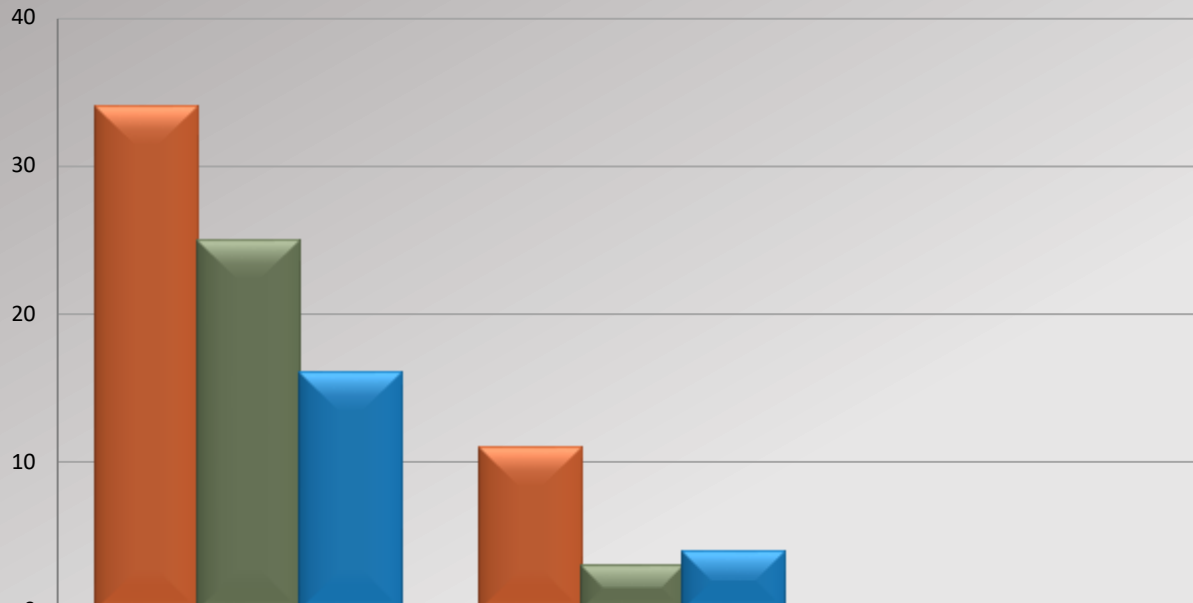


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

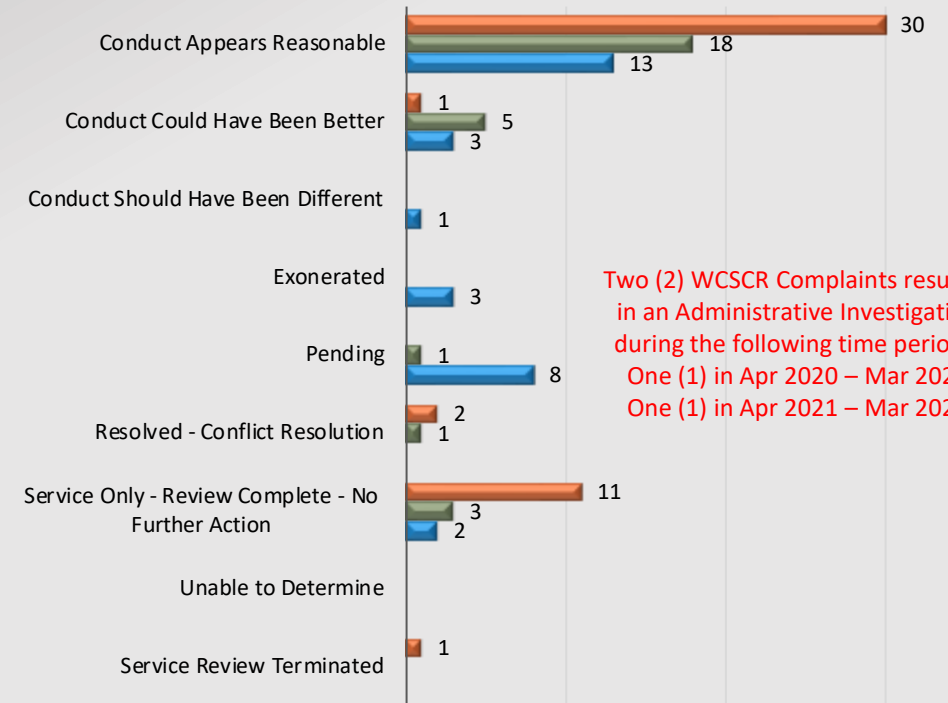
### Temple Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Apr 2020 - Mar 2021	34	11	45
Apr 2021 - Mar 2022	25	3	28
Apr 2022 - Mar 2023	16	4	20
% Chg 21/22 to 22/23	-36.00%	33.33%	-28.57%

Dispositions



Two (2) WCSCR Complaints resulted in an Administrative Investigation during the following time periods:  
 One (1) in Apr 2020 – Mar 2021  
 One (1) in Apr 2021 – Mar 2022

Apr 2020 - Mar 2021    Apr 2021 - Mar 2022    Apr 2022 - Mar 2023

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

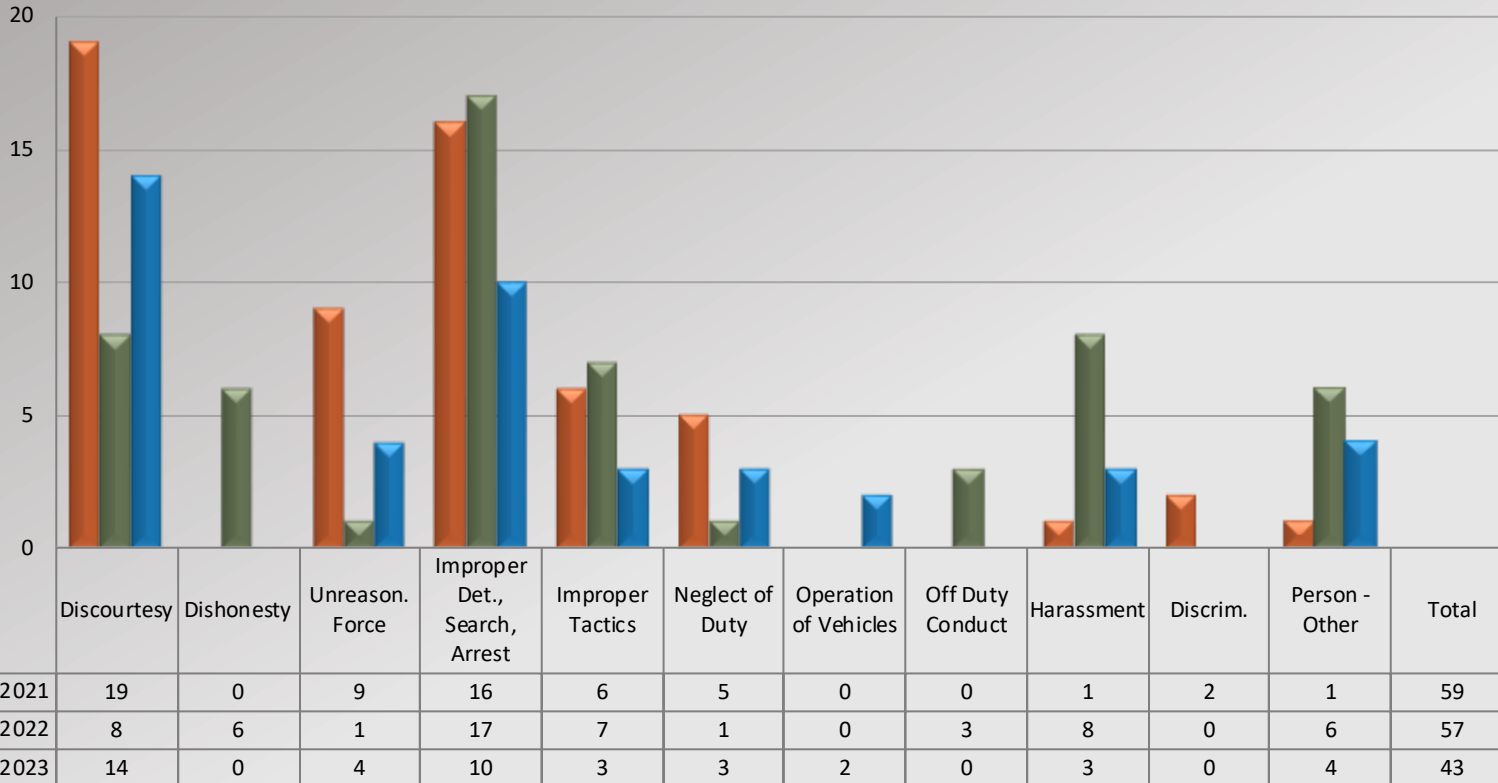


# Watch Commander Service Comment Report

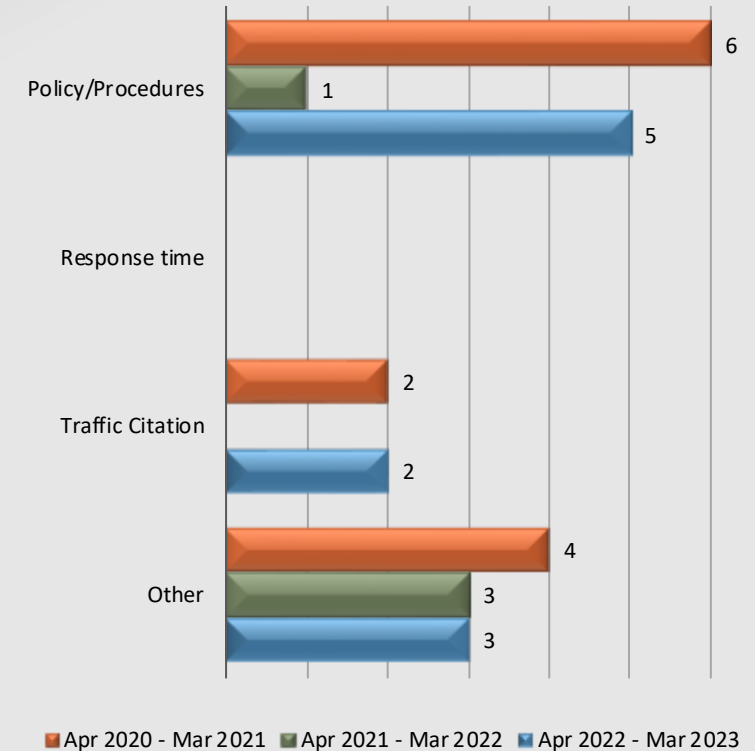
## Complaints – Personnel & Service

### Temple 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 04/24/2023

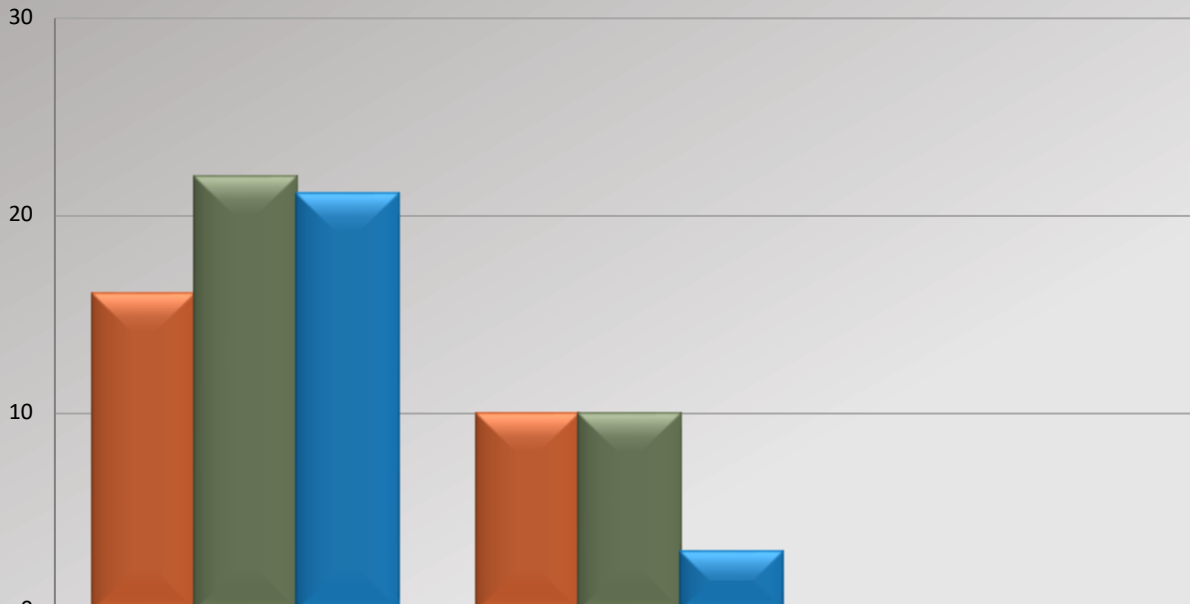


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

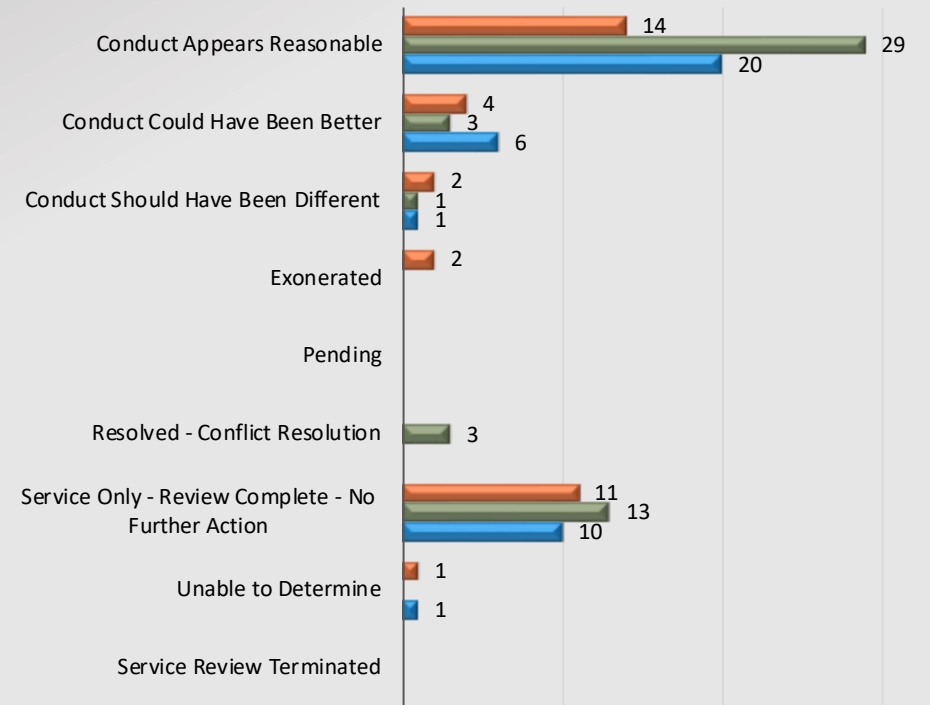
### Walnut/Diamond Bar Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Apr 2020 - Mar 2021	16	10	26
Apr 2021 - Mar 2022	22	10	32
Apr 2022 - Mar 2023	21	3	24
% Chg 21/22 to 22/23	-4.55%	-70.00%	-25.00%

Dispositions



Apr 2020 - Mar 2021    Apr 2021 - Mar 2022    Apr 2022 - Mar 2023

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

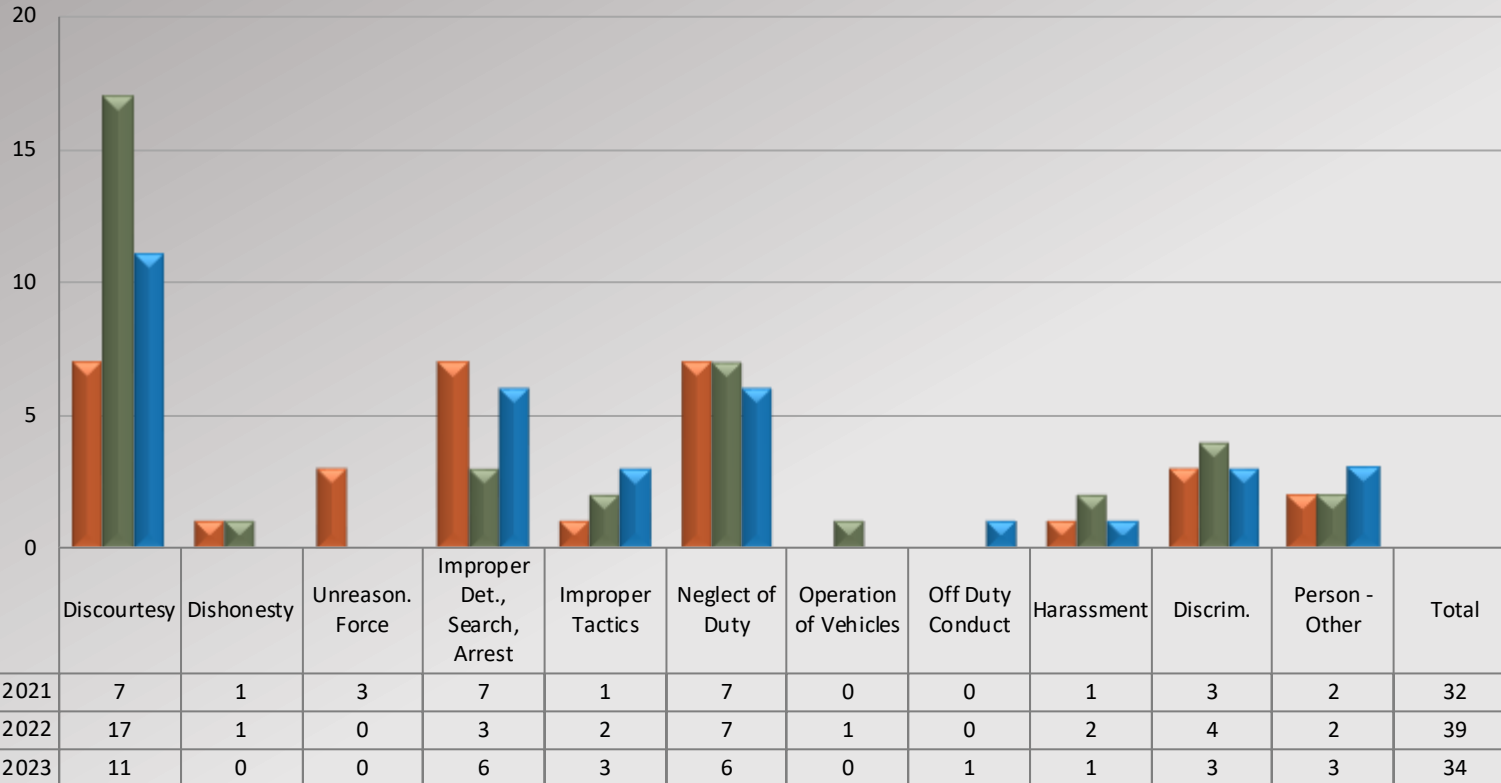


# Watch Commander Service Comment Report

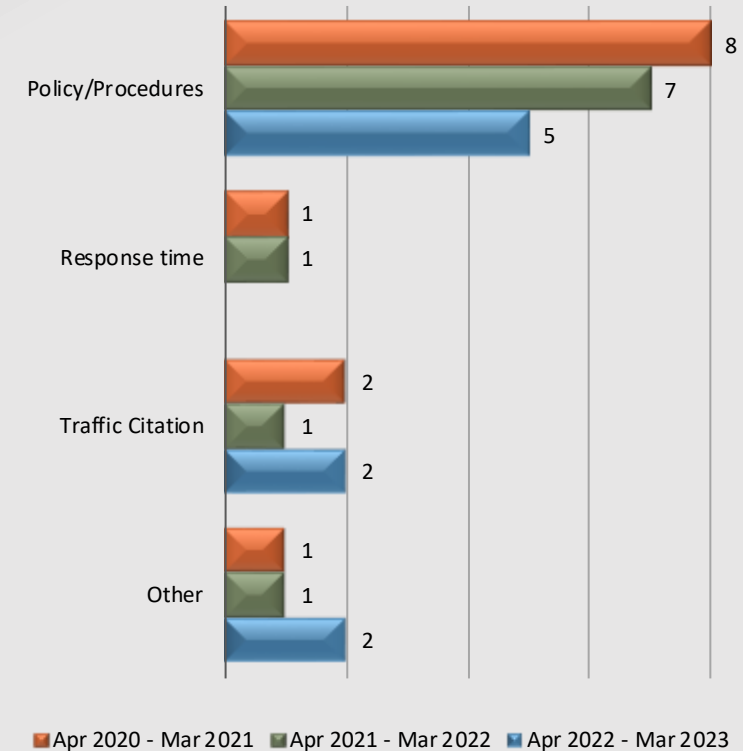
## Complaints – Personnel & Service

### Walnut/Diamond Bar 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 04/24/2023



# **Watch Commander Service Comment Report**

## *Public Commendations*

**East Patrol Division**



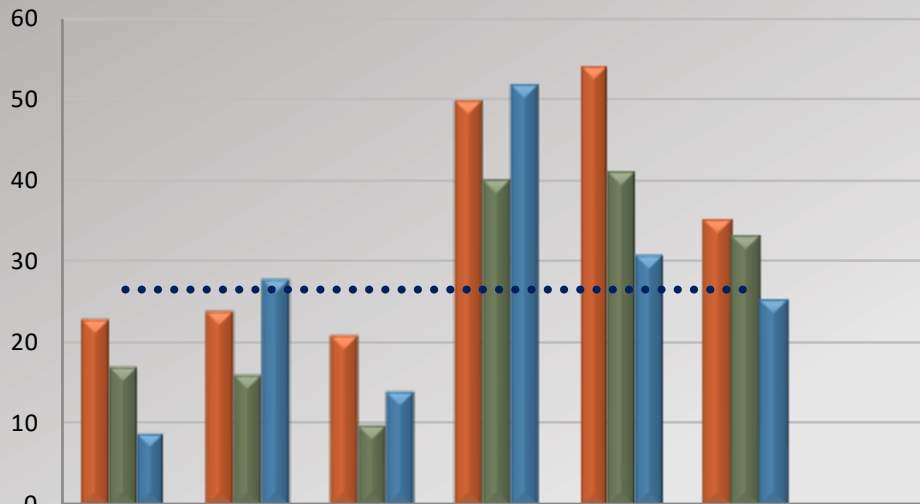


# Watch Commander Service Comment Report

## Public Commendations

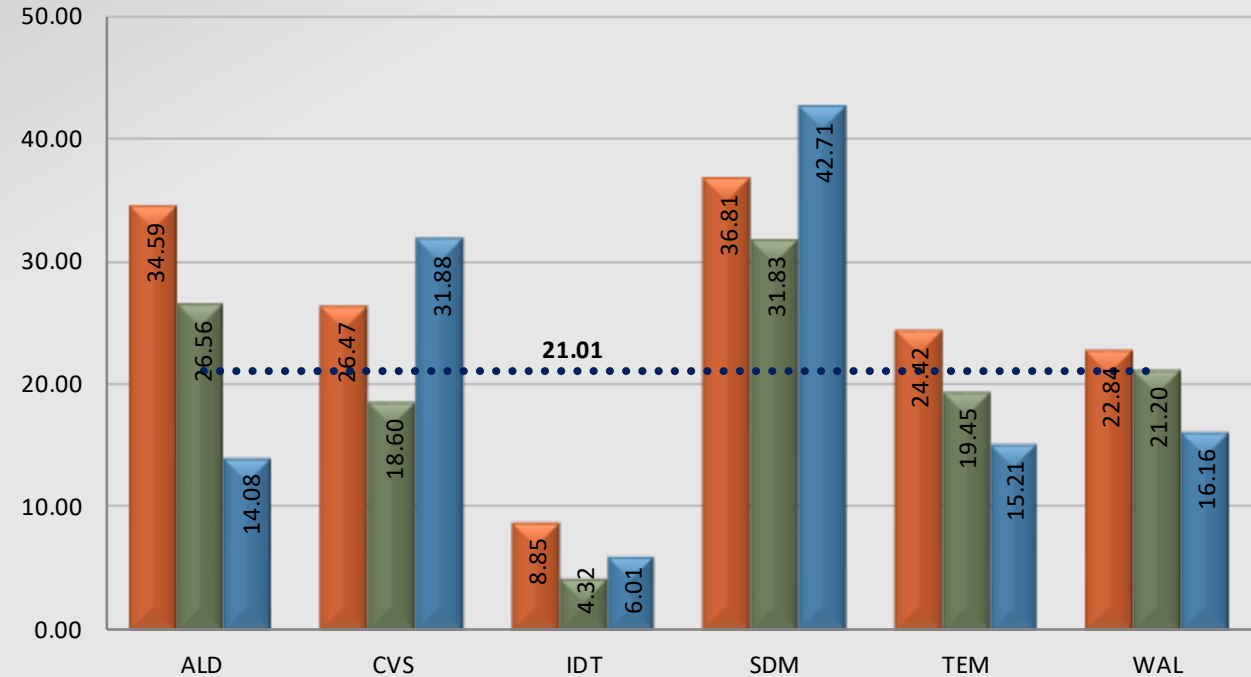
### East Patrol Division

Station Public Commendations



	ALD	CVS	IDT	SDM	TEM	WAL	Total
Apr 2020 - Mar 2021	23	24	21	50	54	35	207
Apr 2021 - Mar 2022	17	16	10	40	41	33	157
Apr 2022 - Mar 2023	9	28	14	52	31	25	159
% Chg 21/22 to 22/23	-47.06%	75.00%	40.00%	30.00%	-24.39%	-24.24%	1.27%
2022/2023 Avg	26.50	26.50	26.50	26.50	26.50	26.50	

Station Public Commendations per 100 Assigned Personnel



Apr 2020 - Mar 2021    Apr 2021 - Mar 2022    Apr 2022 - Mar 2023    2022/2023 Avg

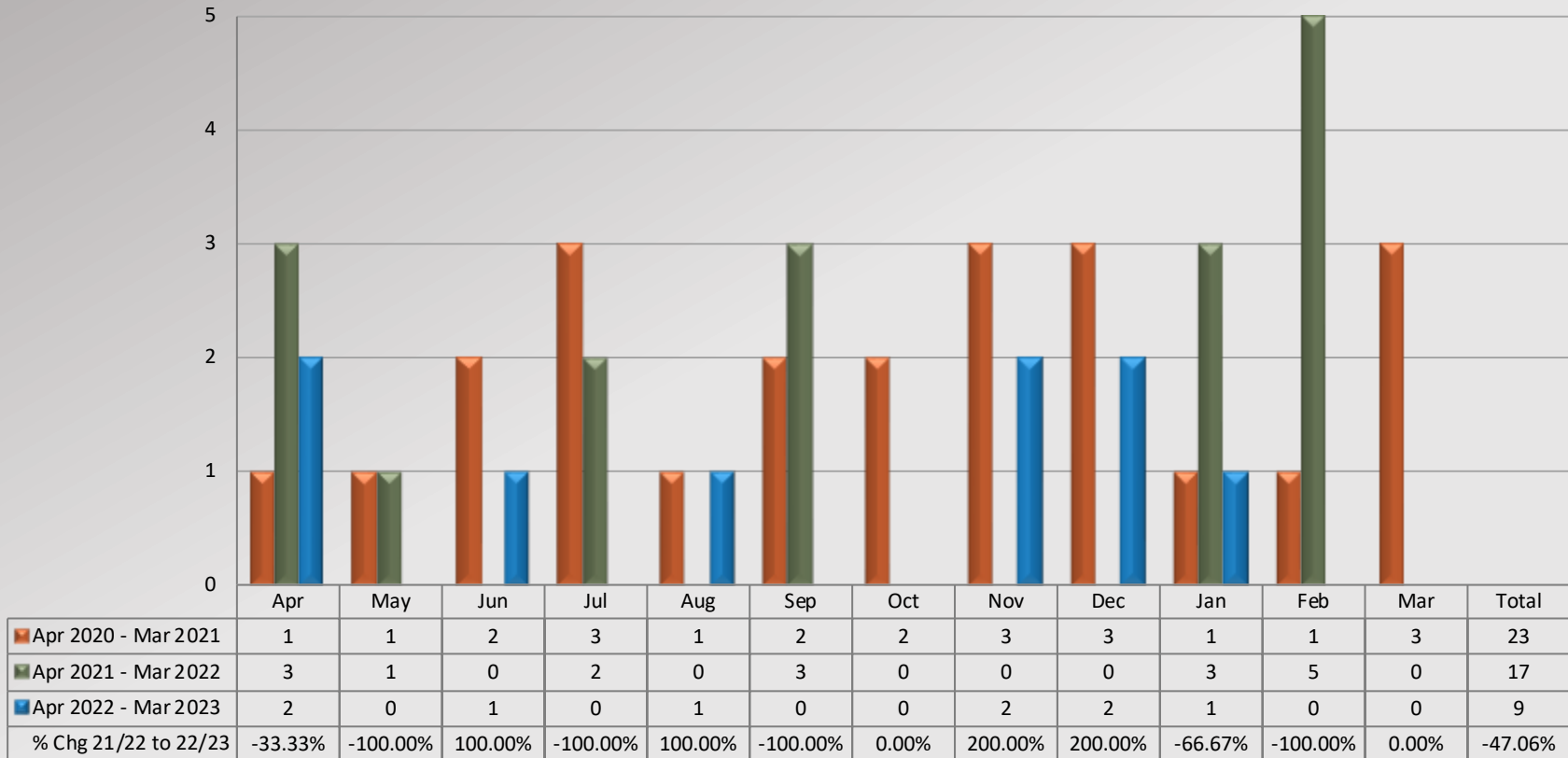


# Watch Commander Service Comment Report

## Public Commendations

### Altadena Station

Total Public Commendations By Month



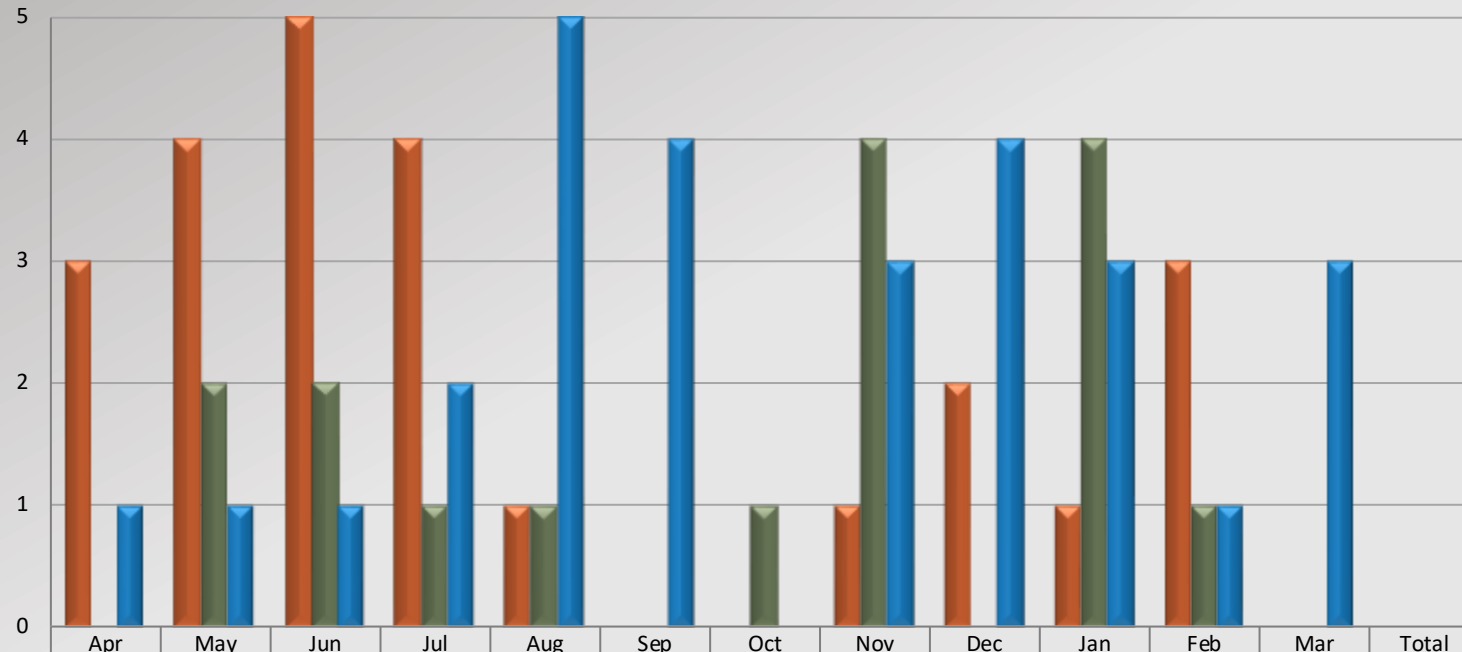


# Watch Commander Service Comment Report

## Public Commendations

### *Crescenta Valley Station*

Total Public Commendations By Month



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Apr 2020 - Mar 2021	3	4	5	4	1	0	0	1	2	1	3	0	24
Apr 2021 - Mar 2022	0	2	2	1	1	0	1	4	0	4	1	0	16
Apr 2022 - Mar 2023	1	1	1	2	5	4	0	3	4	3	1	3	28
% Chg 21/22 to 22/23	100.00%	-50.00%	-50.00%	100.00%	400.00%	400.00%	-100.00%	-25.00%	400.00%	-25.00%	0.00%	300.00%	75.00%

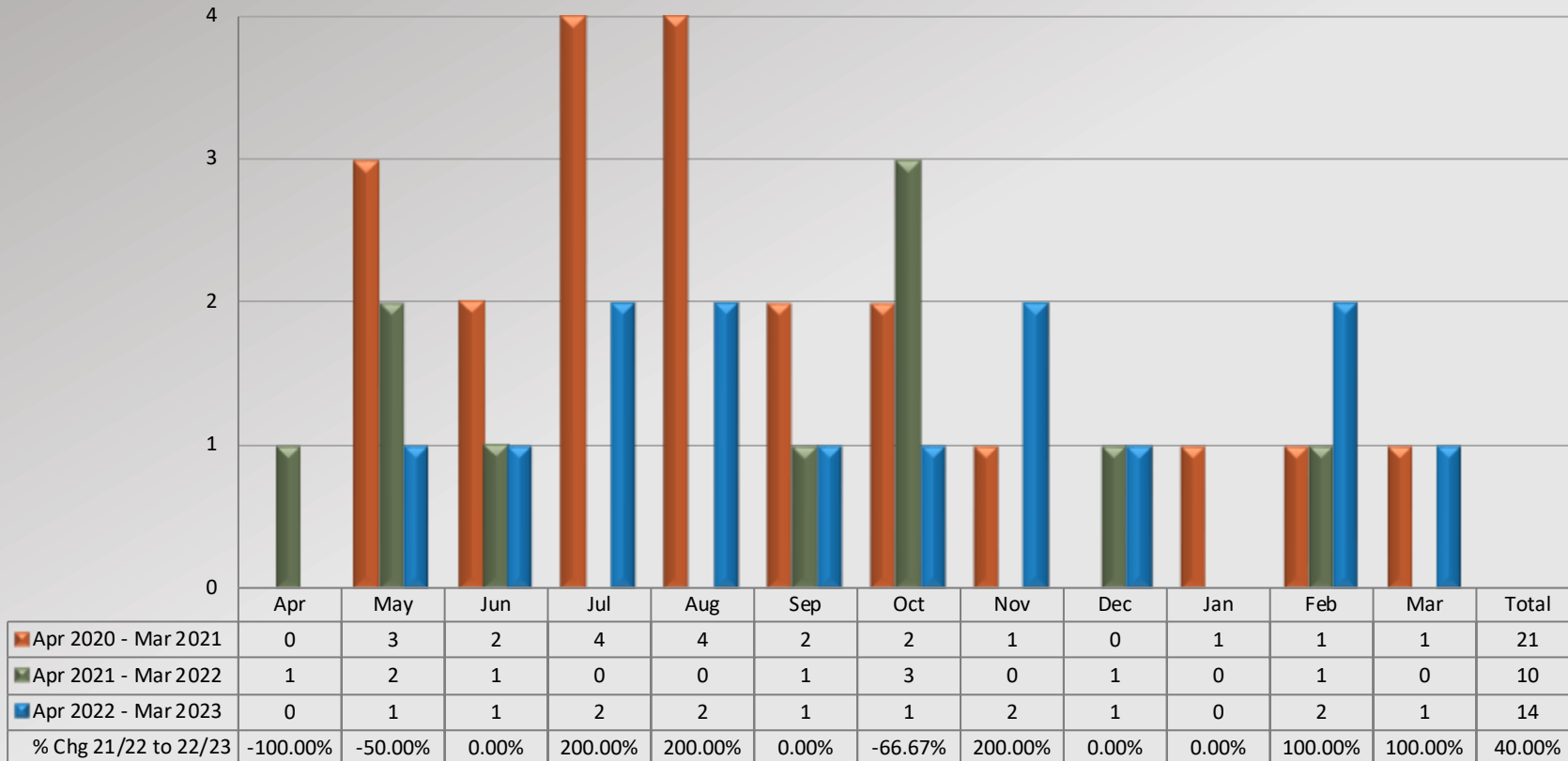


# Watch Commander Service Comment Report

## Public Commendations

### *Industry Station*

Total Public Commendations By Month



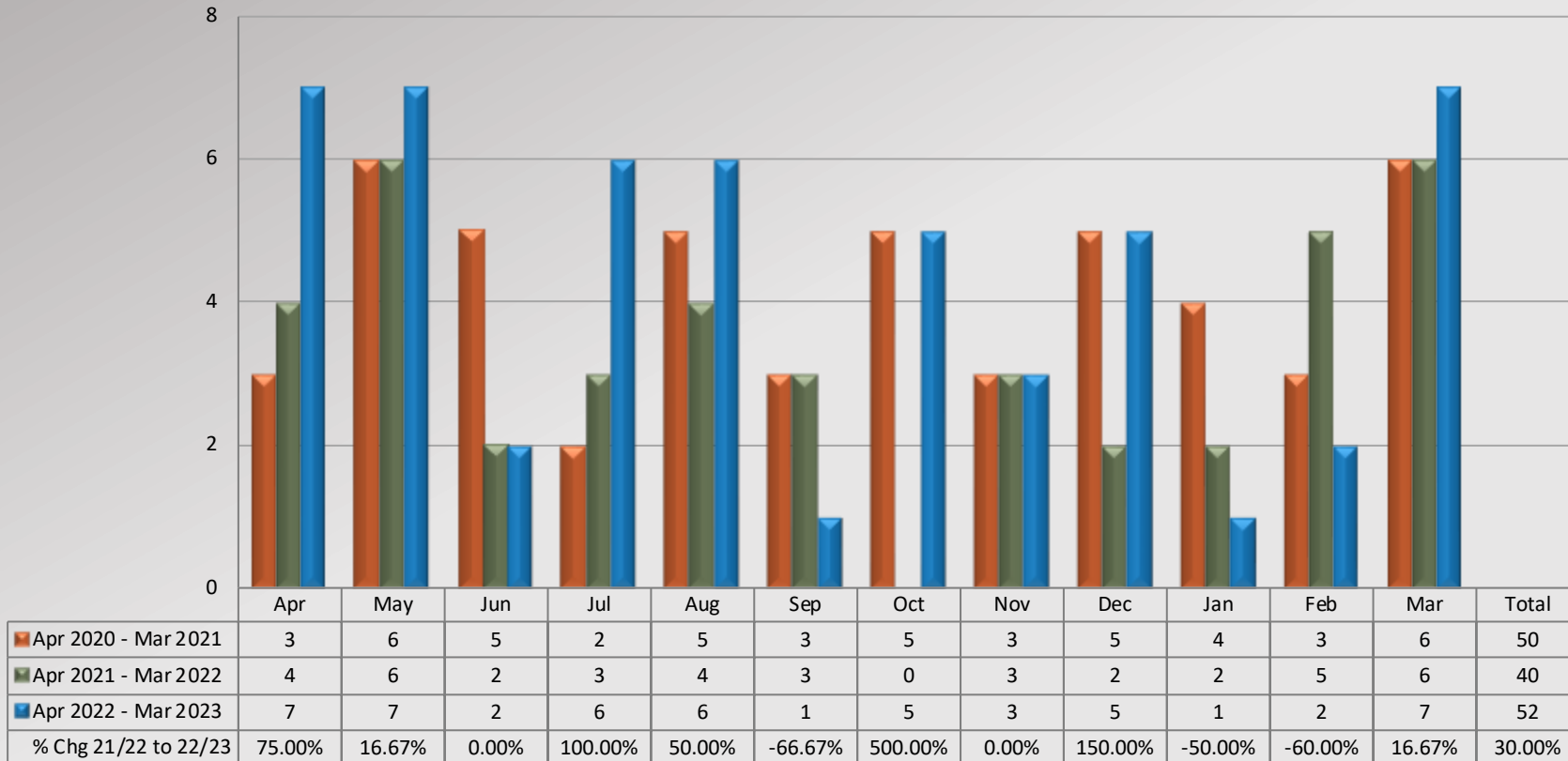


# Watch Commander Service Comment Report

## Public Commendations

### *San Dimas Station*

**Total Public Commendations By Month**



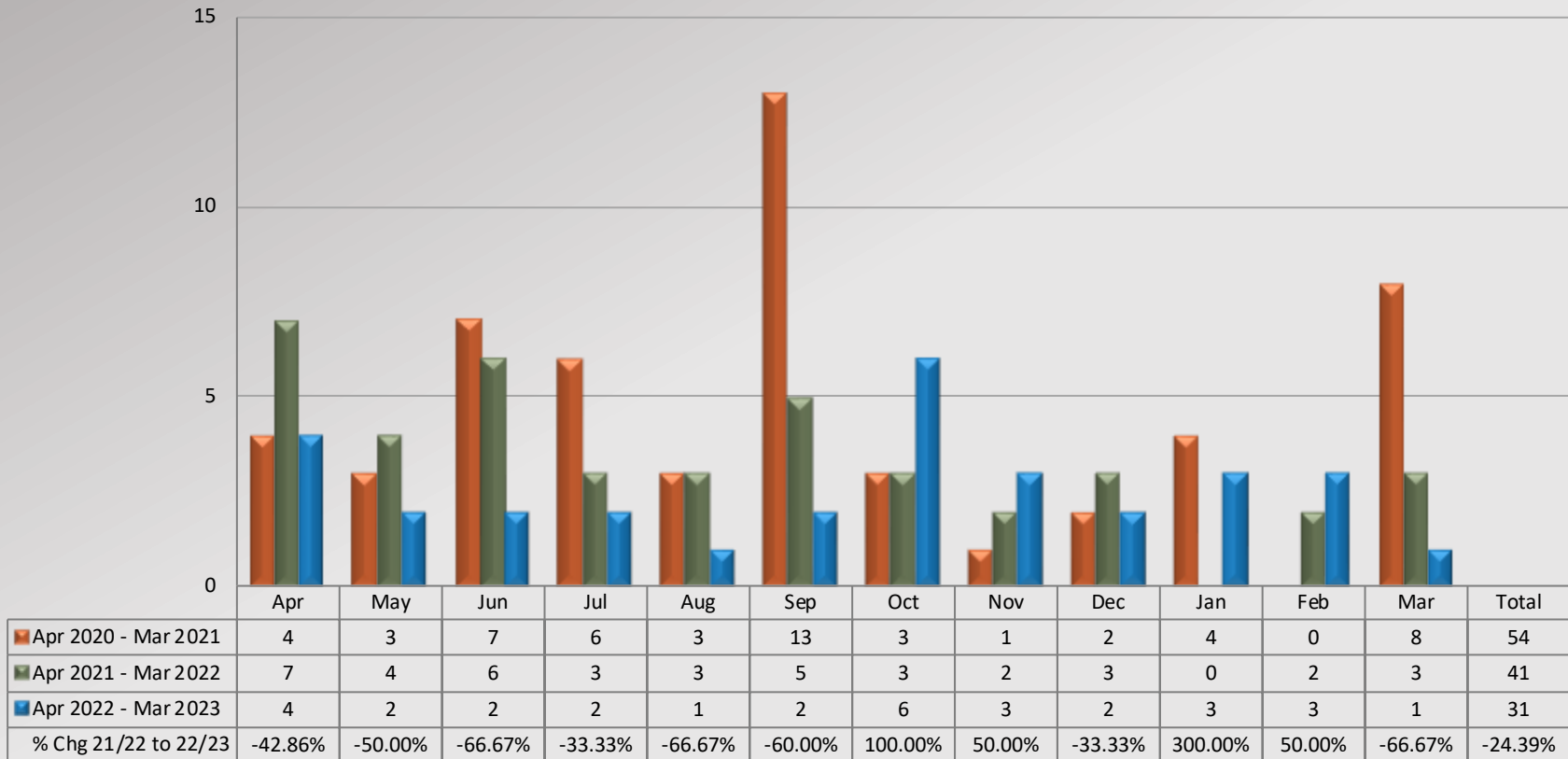


# Watch Commander Service Comment Report

## Public Commendations

### Temple Station

Total Public Commendations By Month



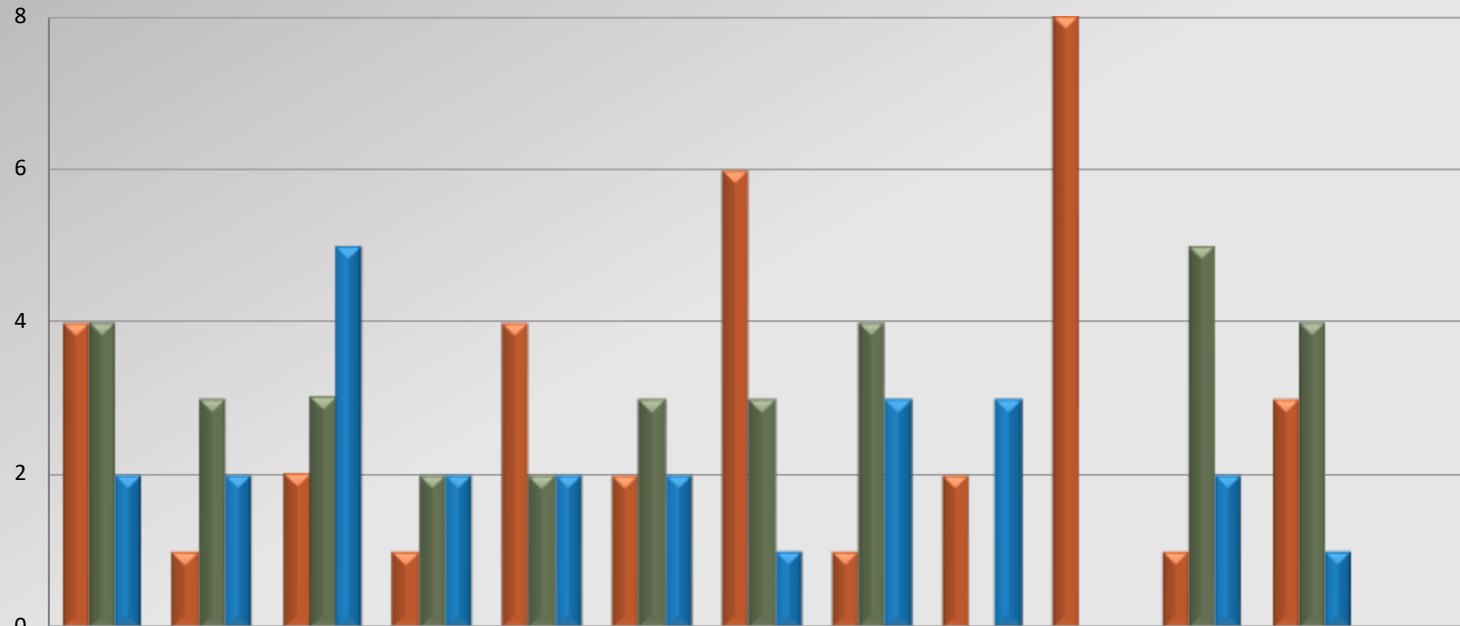


# Watch Commander Service Comment Report

## Public Commendations

### Walnut/Diamond Bar Station

Total Public Commendations By Month



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Apr 2020 - Mar 2021	4	1	2	1	4	2	6	1	2	8	1	3	35
Apr 2021 - Mar 2022	4	3	3	2	2	3	3	4	0	0	5	4	33
Apr 2022 - Mar 2023	2	2	5	2	2	2	1	3	3	0	2	1	25
% Chg 21/22 to 22/23	-50.00%	-33.33%	66.67%	0.00%	0.00%	-33.33%	-66.67%	-25.00%	300.00%	0.00%	-60.00%	-75.00%	-24.24%