

Los Angeles County

SHERIFF'S DEPARTMENT

EAST PATROL DIVISION

SHERIFF ROBERT G. LUNA

Capturing Data for the following time periods:

October 2020 – September 2021

October 2021 – September 2022

October 2022 – September 2023





Watch Commander Service Comment Report

Complaints – Personnel & Service

East Patrol Division

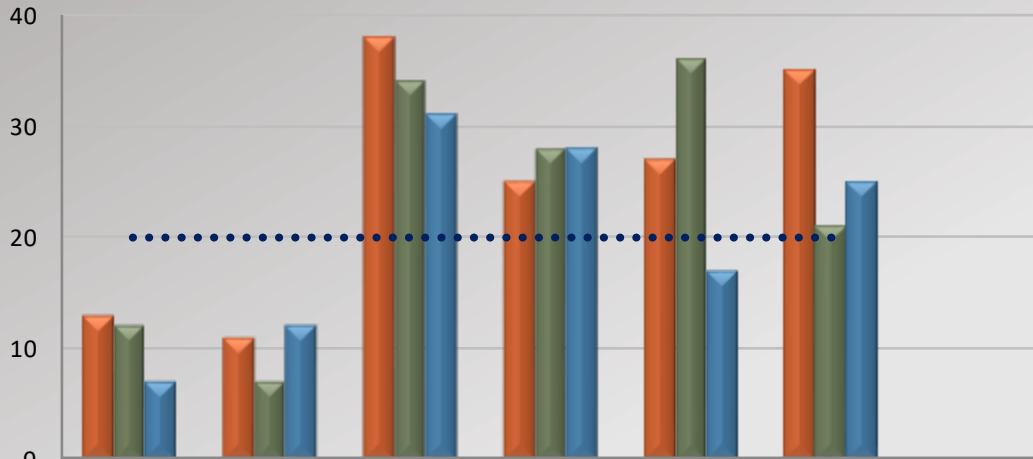


Watch Commander Service Comment Report

Complaints – Personnel & Service

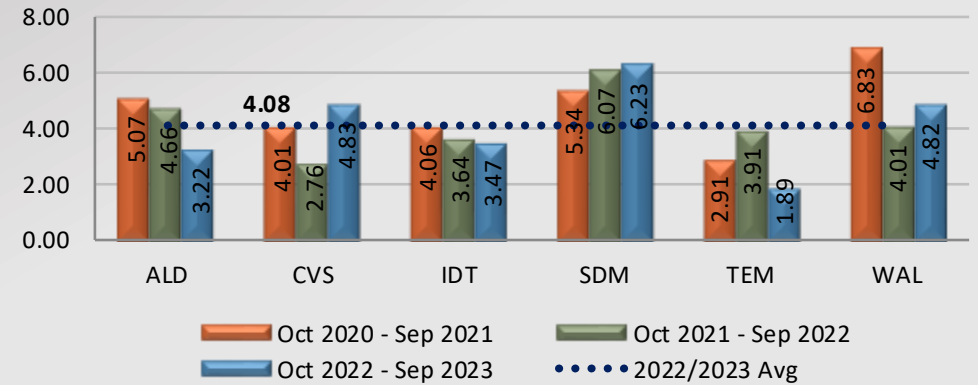
East Patrol Division

**Station Total Complaint Forms
Personnel & Service**

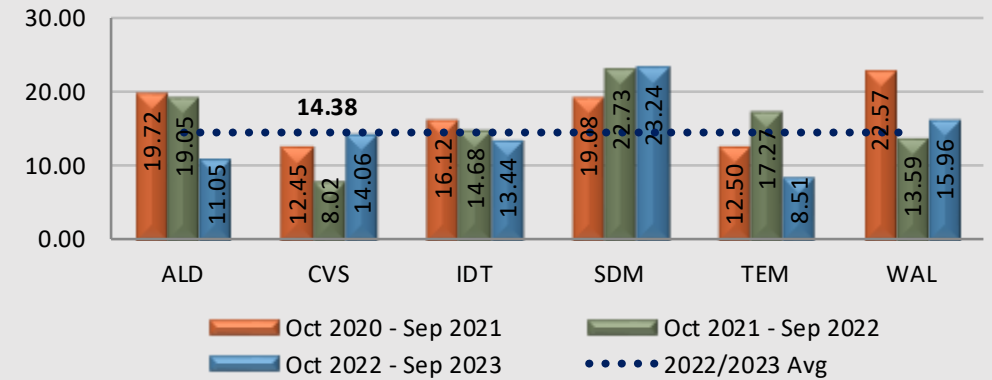


	ALD	CVS	IDT	SDM	TEM	WAL	Total
Oct 2020 - Sep 2021	13	11	38	25	27	35	149
Oct 2021 - Sep 2022	12	7	34	28	36	21	138
Oct 2022 - Sep 2023	7	12	31	28	17	25	120
% Chg 21/22 to 22/23	-41.67%	71.43%	-8.82%	0.00%	-52.78%	19.05%	-13.04%
2022/2023 Avg	20.00	20.00	20.00	20.00	20.00	20.00	

Total Complaint Forms per 10,000 Contacts



Total Complaint Forms per 100 Assigned Personnel



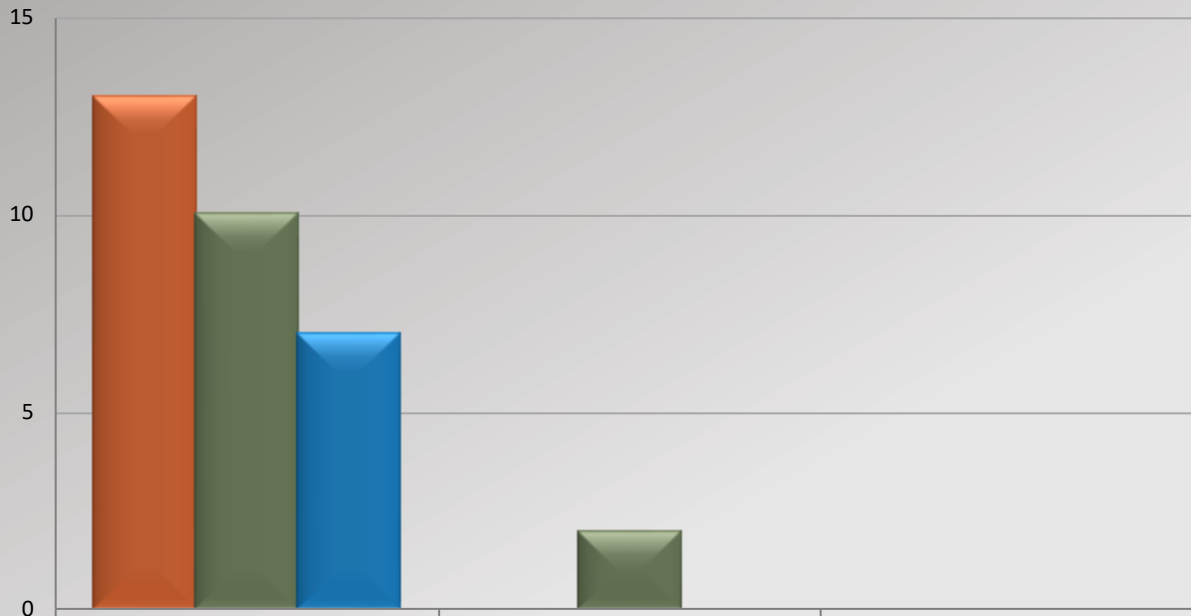


Watch Commander Service Comment Report

Complaints – Personnel & Service

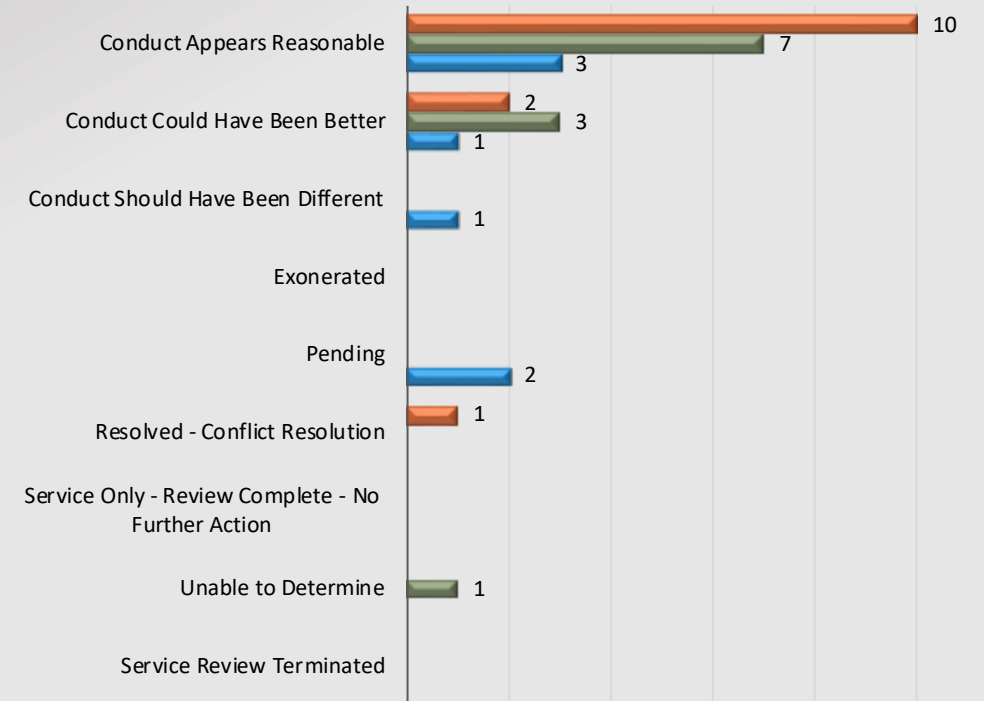
Altadena Station

WCSCR's



Oct 2020 - Sep 2021	13	0	13
Oct 2021 - Sep 2022	10	2	12
Oct 2022 - Sep 2023	7	0	7
% Chg 21/22 to 22/23	-30.00%	-100.00%	-41.67%

Dispositions



Oct 2020 - Sep 2021 Oct 2021 - Sep 2022 Oct 2022 - Sep 2023

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

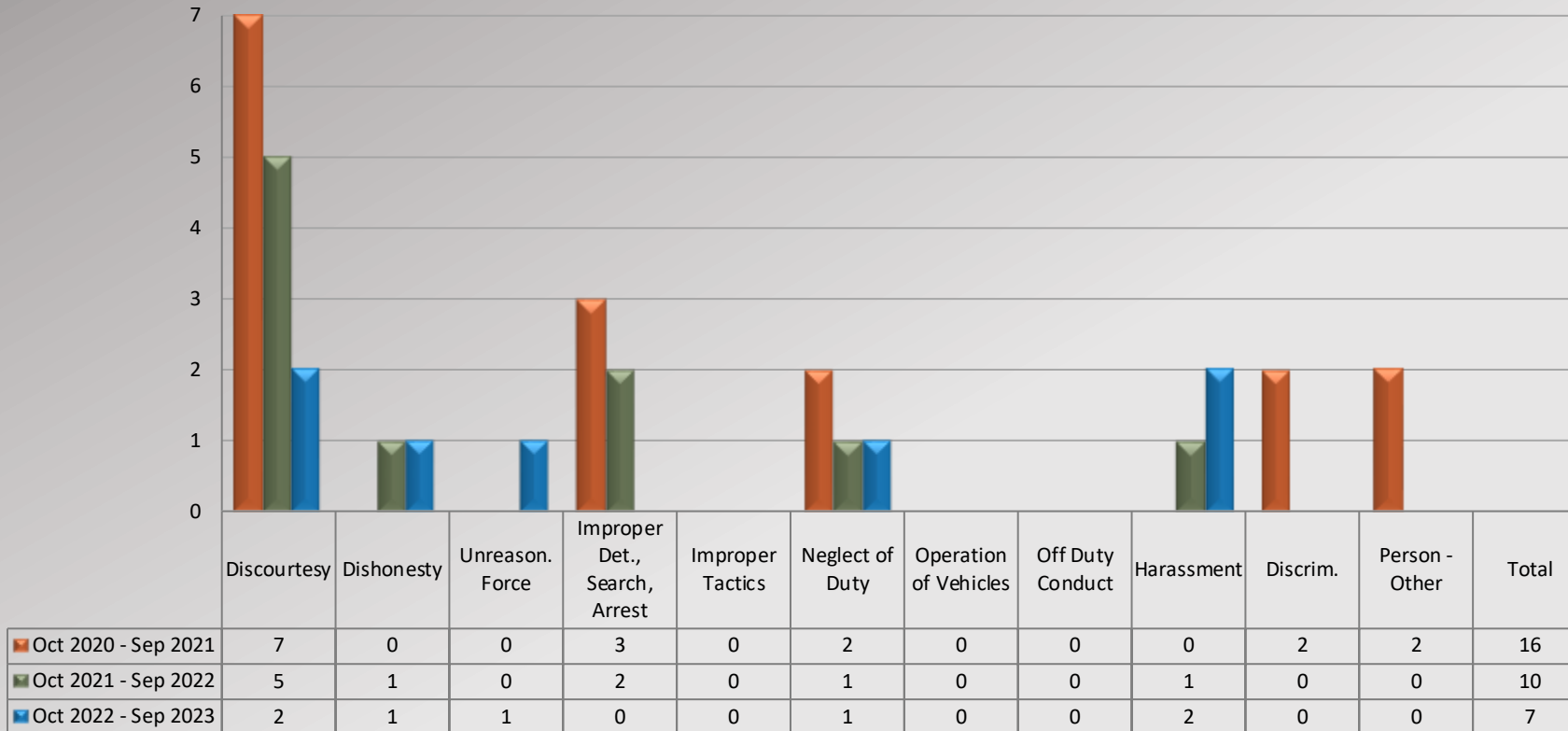


Watch Commander Service Comment Report

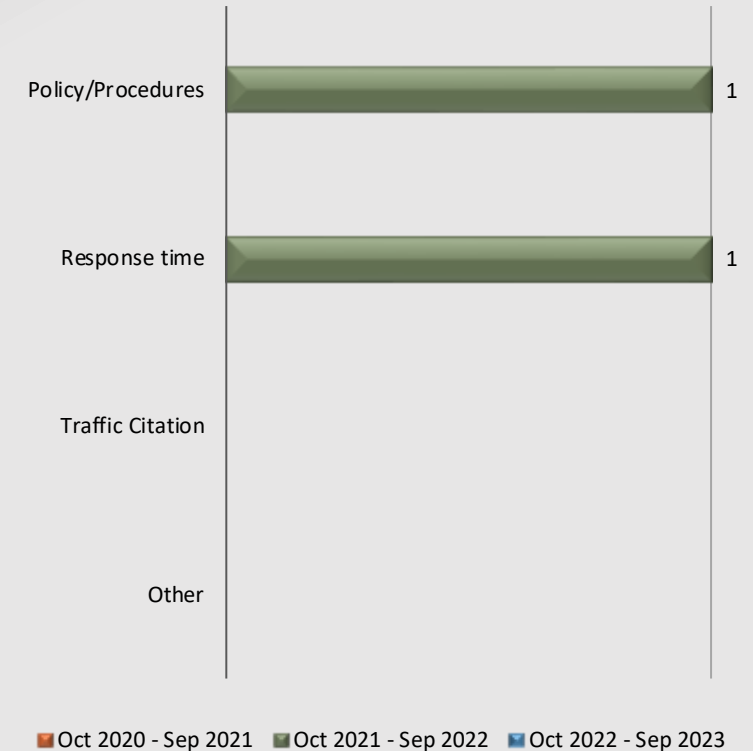
Complaints – Personnel & Service

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 10/24/2023

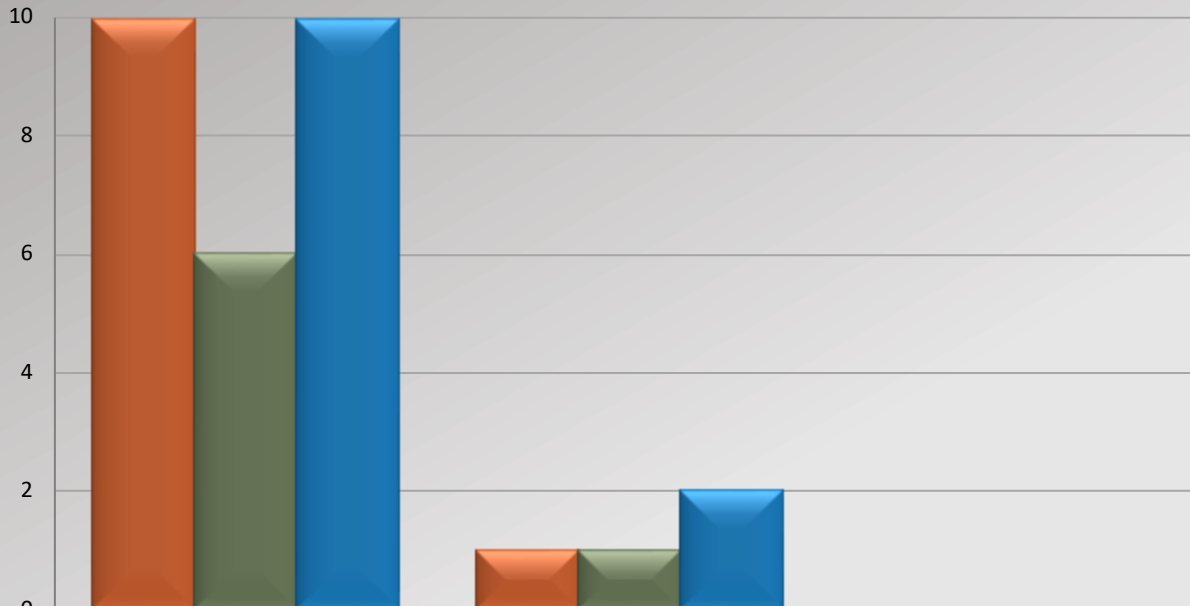


Watch Commander Service Comment Report

Complaints – Personnel & Service

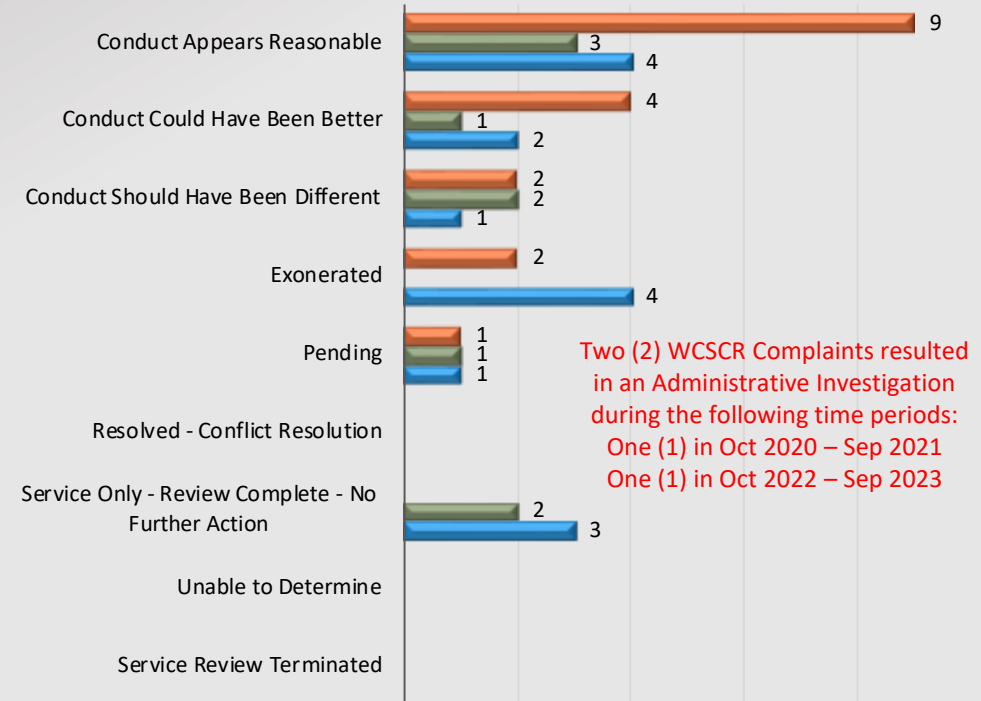
Crescenta Valley Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Oct 2020 - Sep 2021	10	1	11
Oct 2021 - Sep 2022	6	1	7
Oct 2022 - Sep 2023	10	2	12
% Chg 21/22 to 22/23	66.67%	100.00%	71.43%

Dispositions



Two (2) WCSCR Complaints resulted in an Administrative Investigation during the following time periods:
 One (1) in Oct 2020 – Sep 2021
 One (1) in Oct 2022 – Sep 2023

Oct 2020 - Sep 2021 Oct 2021 - Sep 2022 Oct 2022 - Sep 2023

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

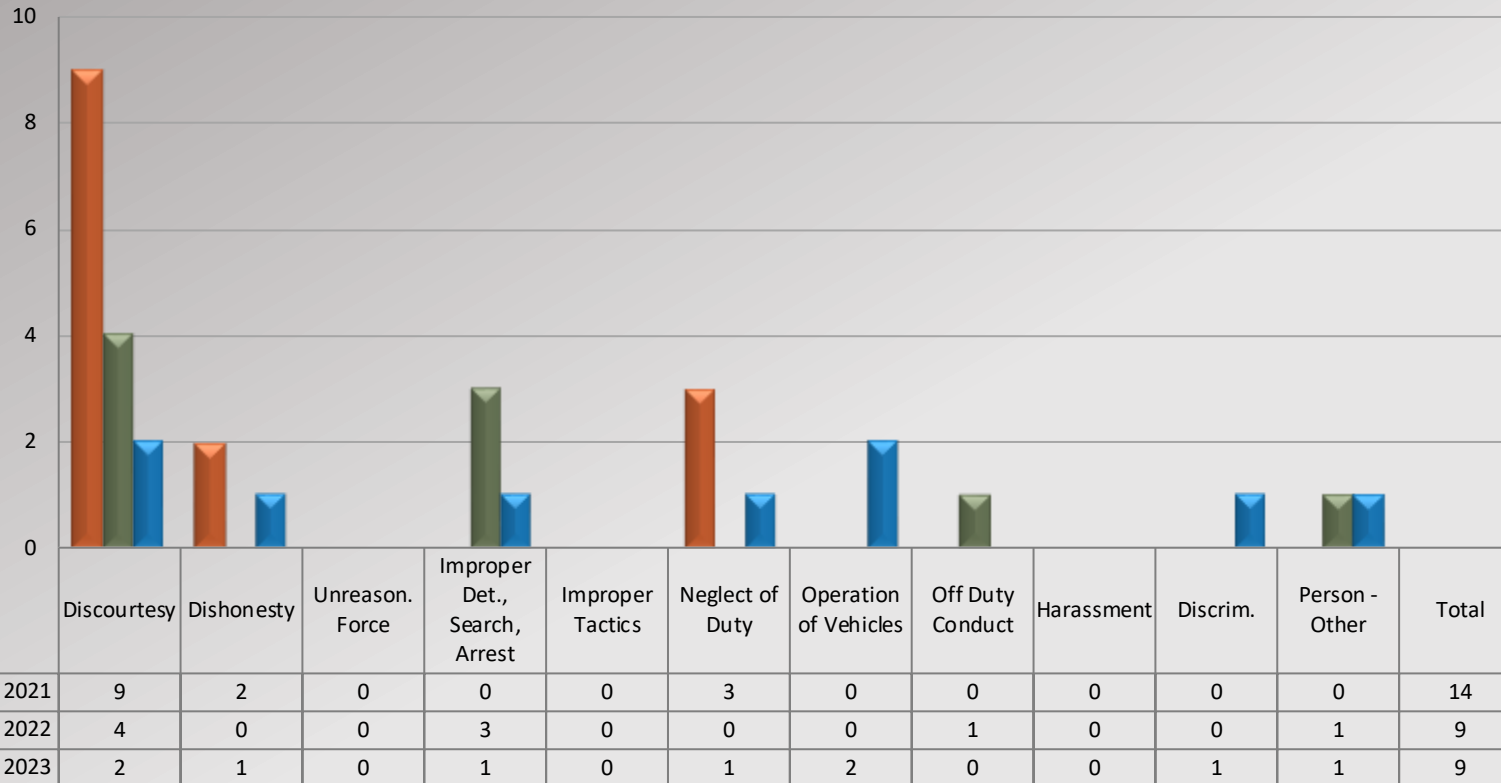


Watch Commander Service Comment Report

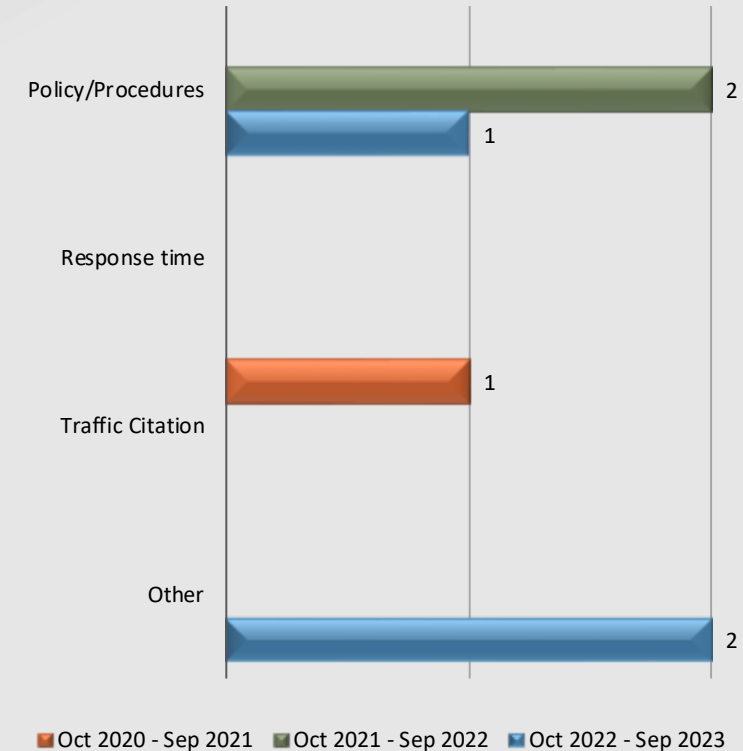
Complaints – Personnel & Service

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 10/24/2023

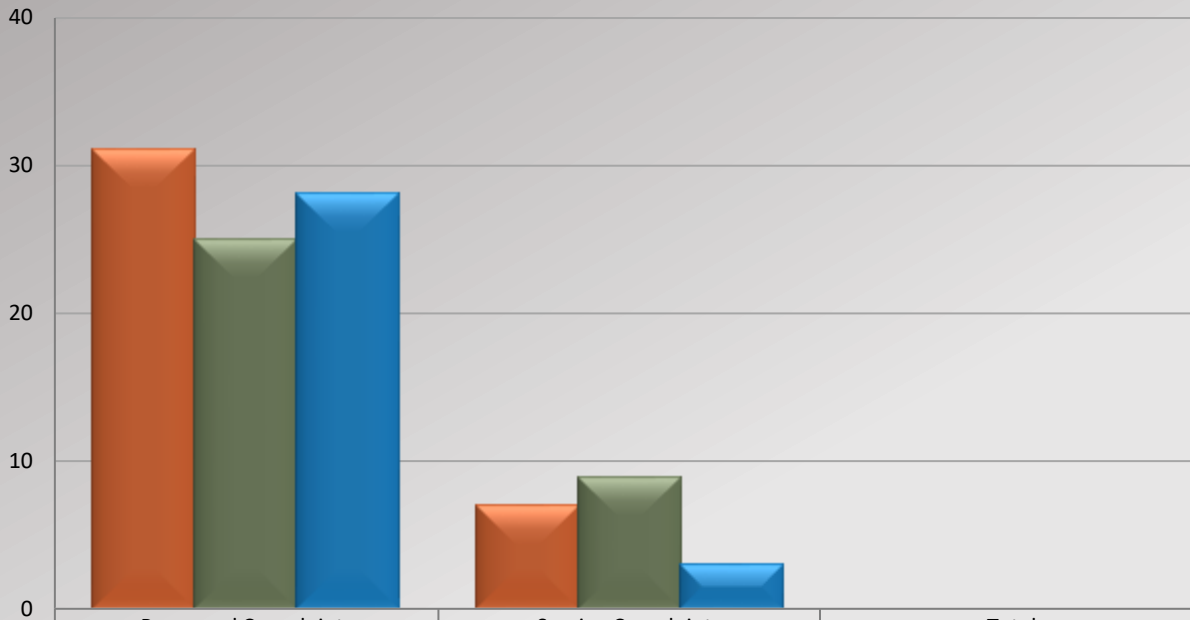


Watch Commander Service Comment Report

Complaints – Personnel & Service

Industry Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Oct 2020 - Sep 2021	31	7	38
Oct 2021 - Sep 2022	25	9	34
Oct 2022 - Sep 2023	28	3	31
% Chg 21/22 to 22/23	12.00%	-66.67%	-8.82%

Dispositions



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

Oct 2020 - Sep 2021 Oct 2021 - Sep 2022 Oct 2022 - Sep 2023

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

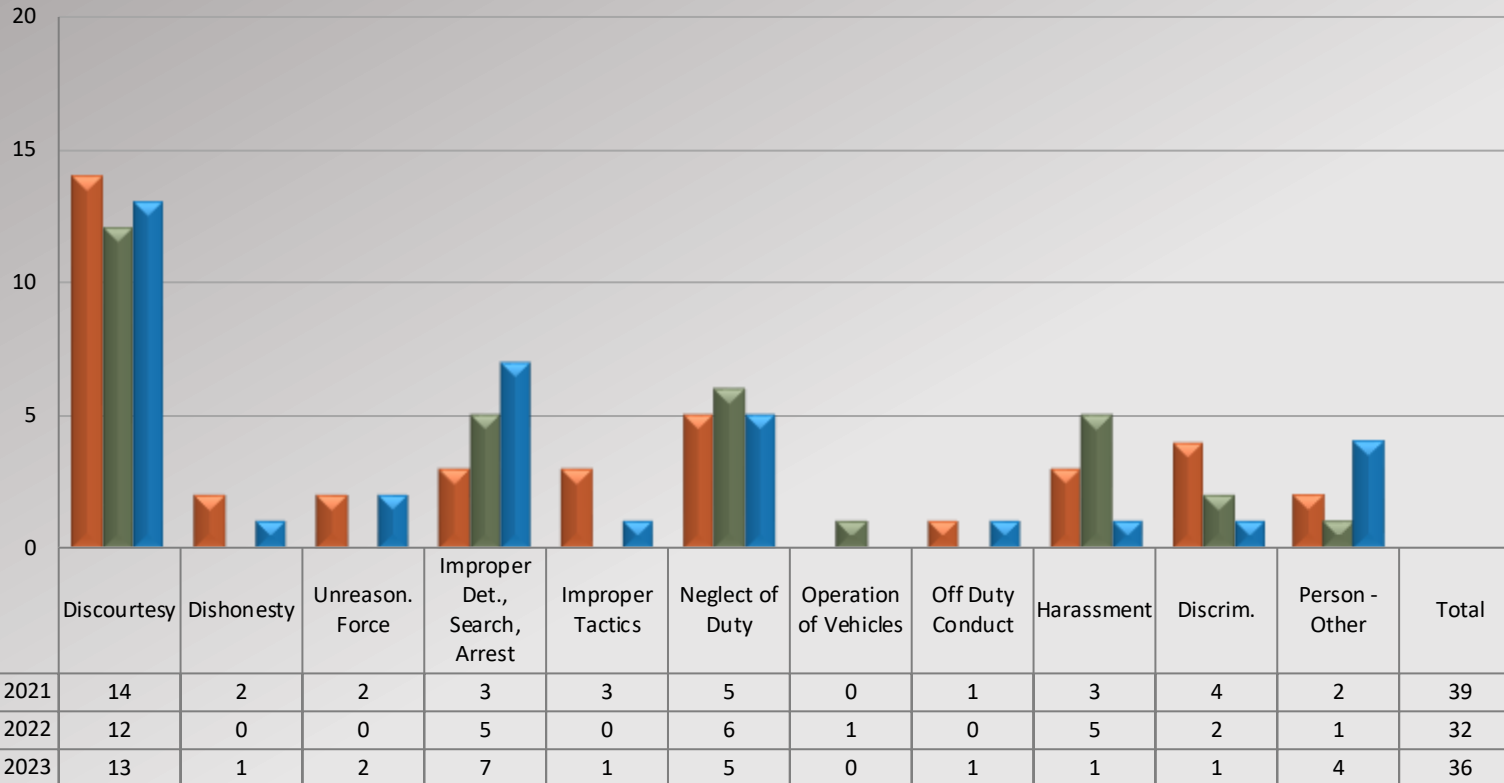


Watch Commander Service Comment Report

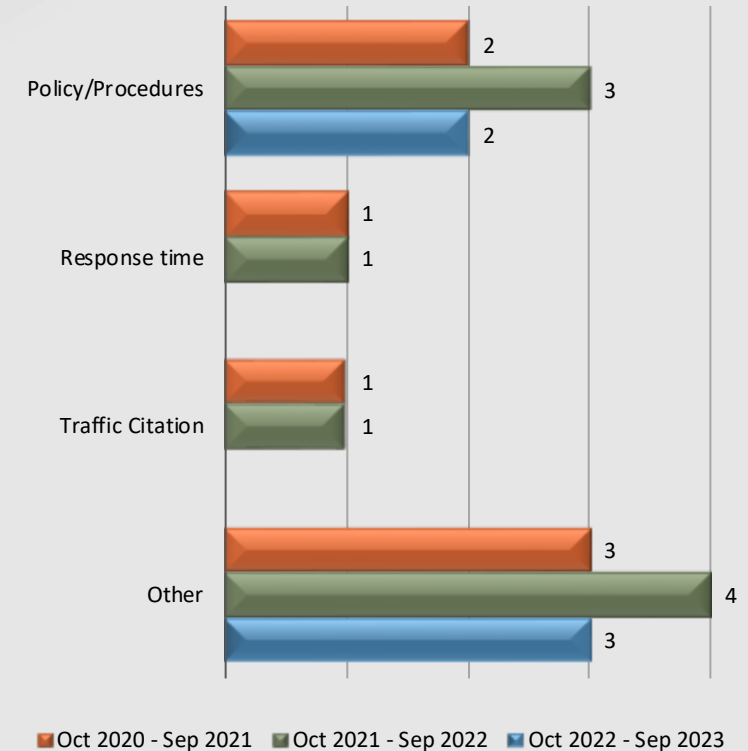
Complaints – Personnel & Service

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 10/24/2023

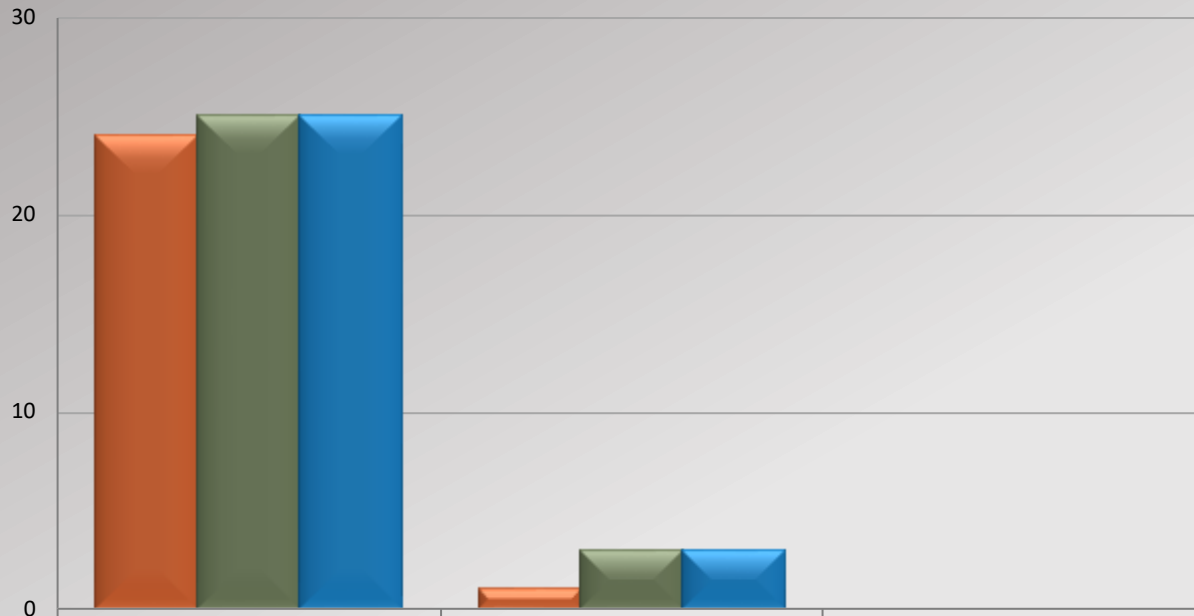


Watch Commander Service Comment Report

Complaints – Personnel & Service

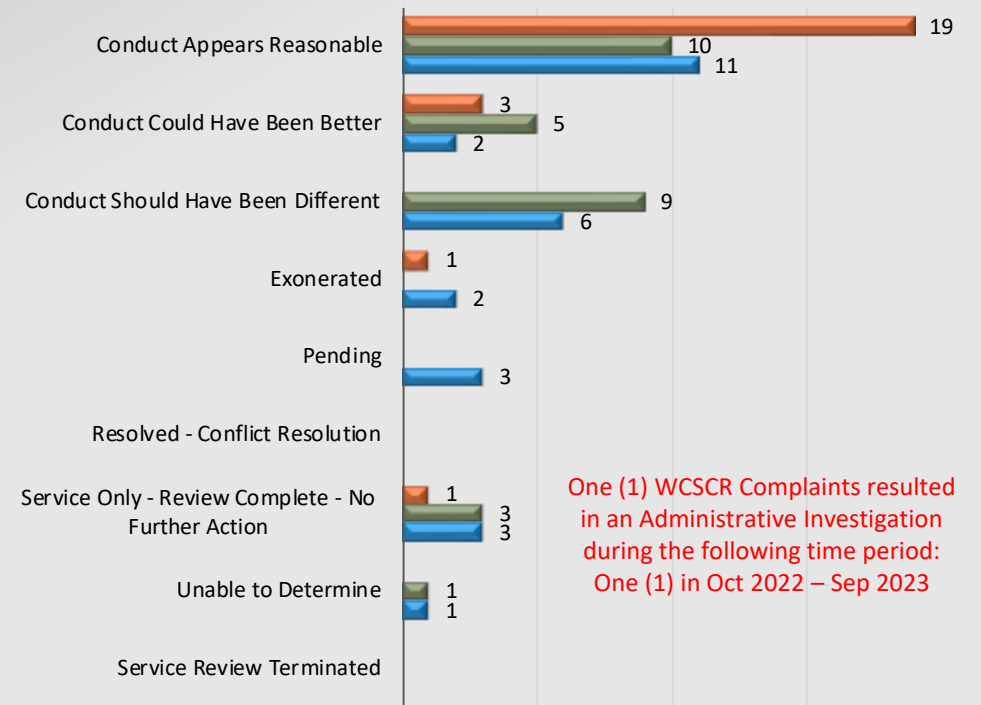
San Dimas Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Oct 2020 - Sep 2021	24	1	25
Oct 2021 - Sep 2022	25	3	28
Oct 2022 - Sep 2023	25	3	28
% Chg 21/22 to 22/23	0.00%	0.00%	0.00%

Dispositions



One (1) WCSCR Complaints resulted in an Administrative Investigation during the following time period:
One (1) in Oct 2022 – Sep 2023

Oct 2020 - Sep 2021 Oct 2021 - Sep 2022 Oct 2022 - Sep 2023

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

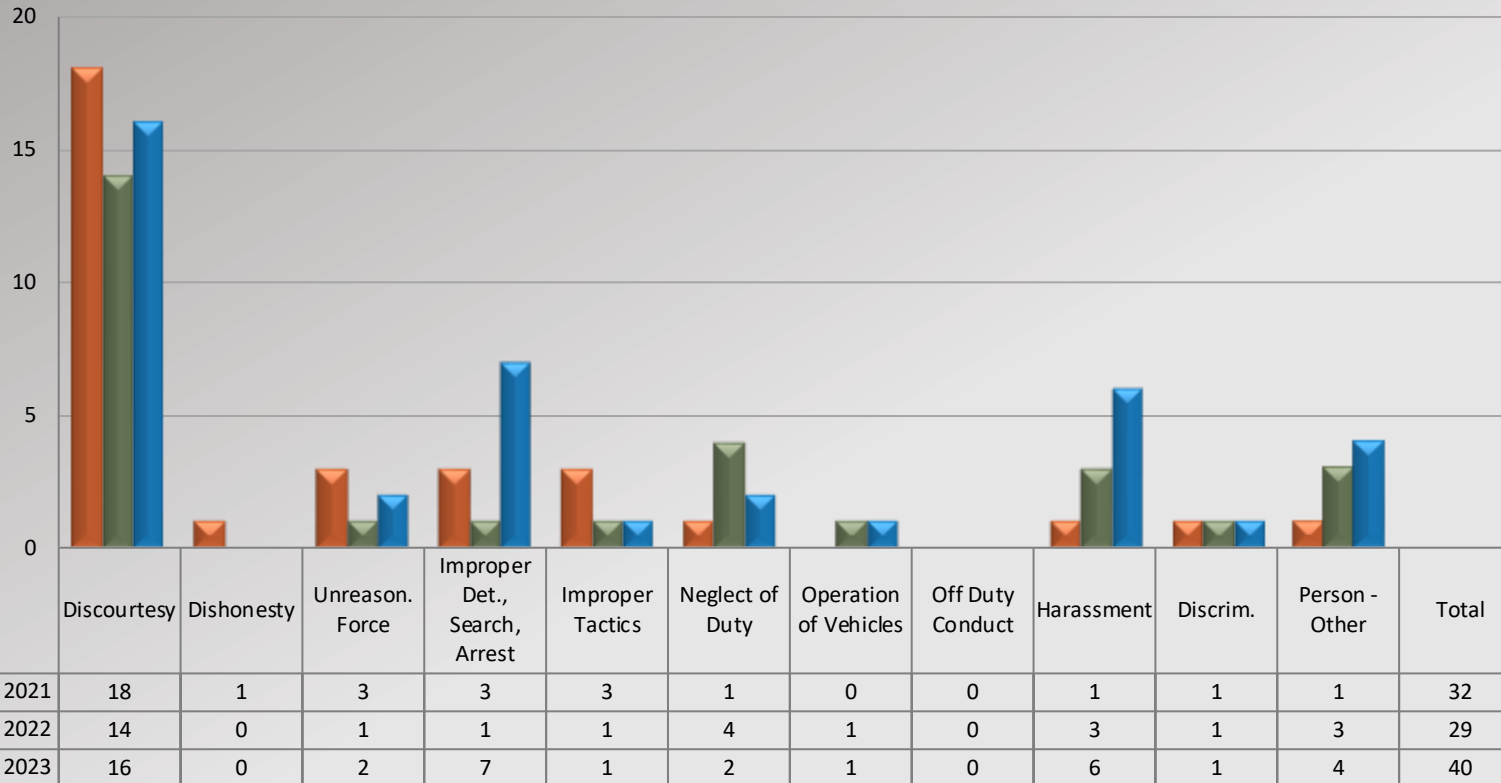


Watch Commander Service Comment Report

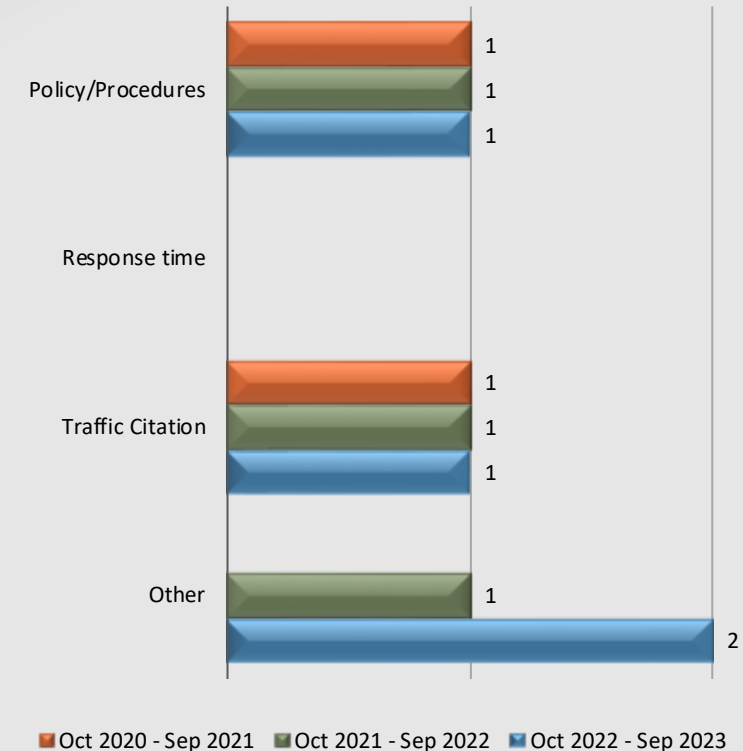
Complaints – Personnel & Service

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 10/24/2023

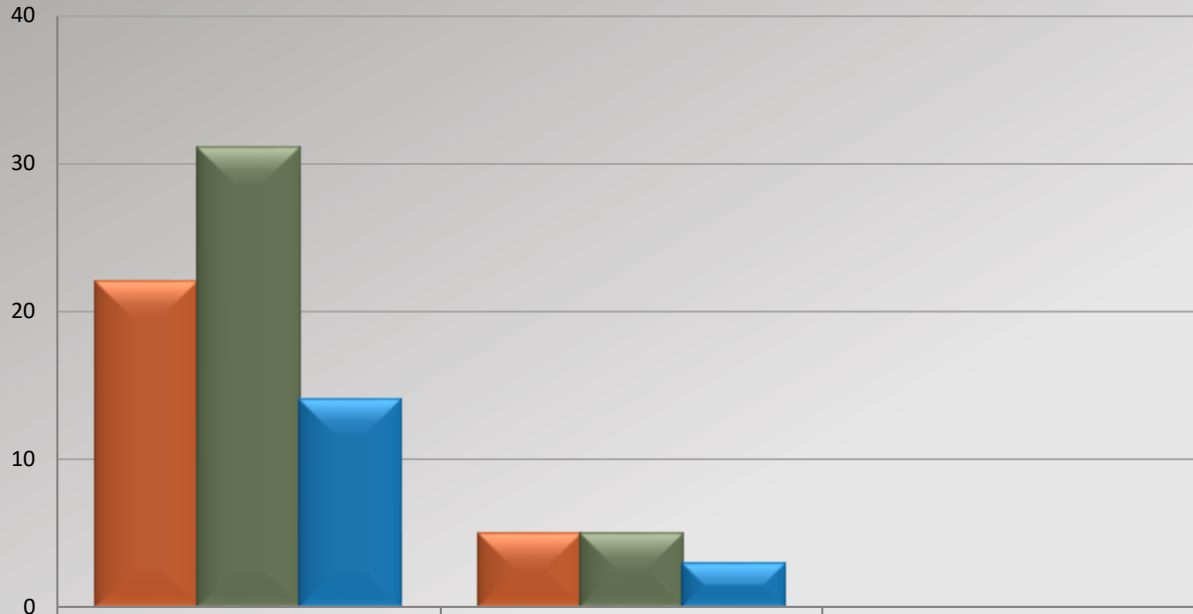


Watch Commander Service Comment Report

Complaints – Personnel & Service

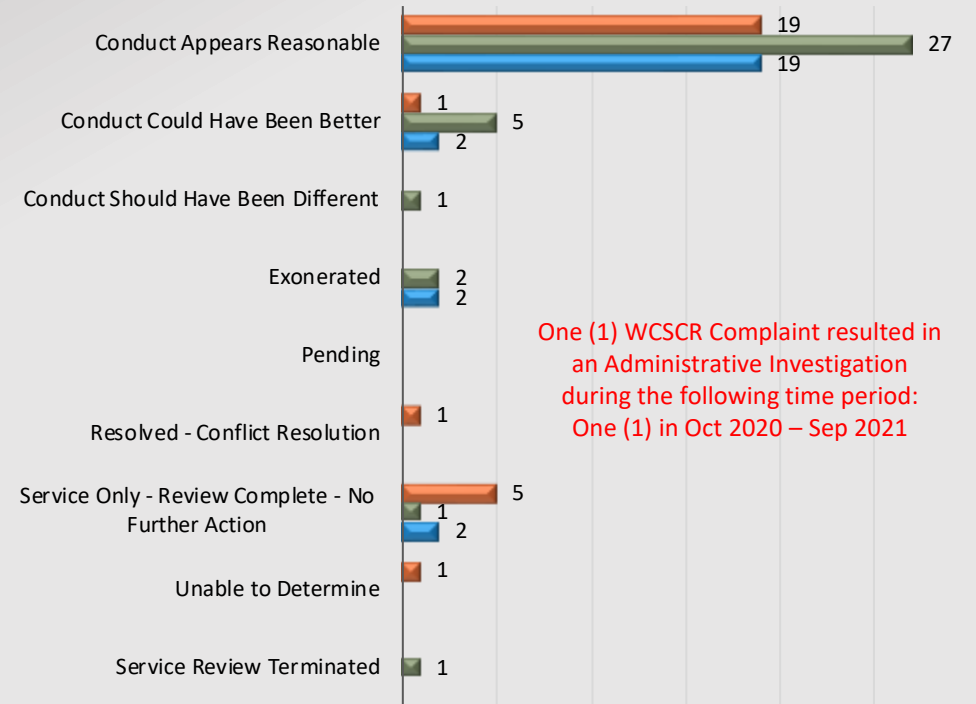
Temple Station

WCSER's



Oct 2020 - Sep 2021	22	5	27
Oct 2021 - Sep 2022	31	5	36
Oct 2022 - Sep 2023	14	3	17
% Chg 21/22 to 22/23	-54.84%	-40.00%	-52.78%

Dispositions



One (1) WCSER Complaint resulted in an Administrative Investigation during the following time period:
One (1) in Oct 2020 – Sep 2021

Oct 2020 - Sep 2021 Oct 2021 - Sep 2022 Oct 2022 - Sep 2023

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

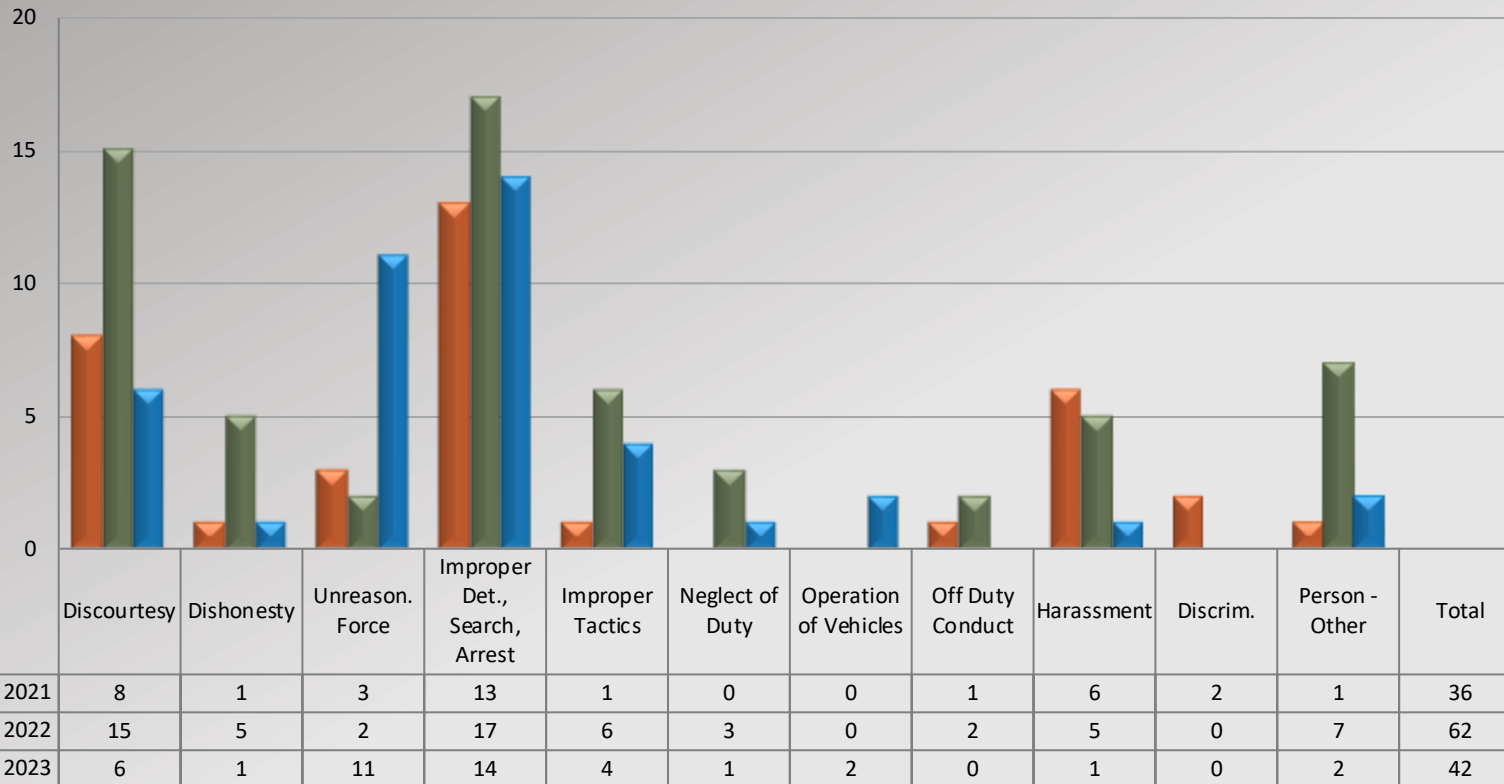


Watch Commander Service Comment Report

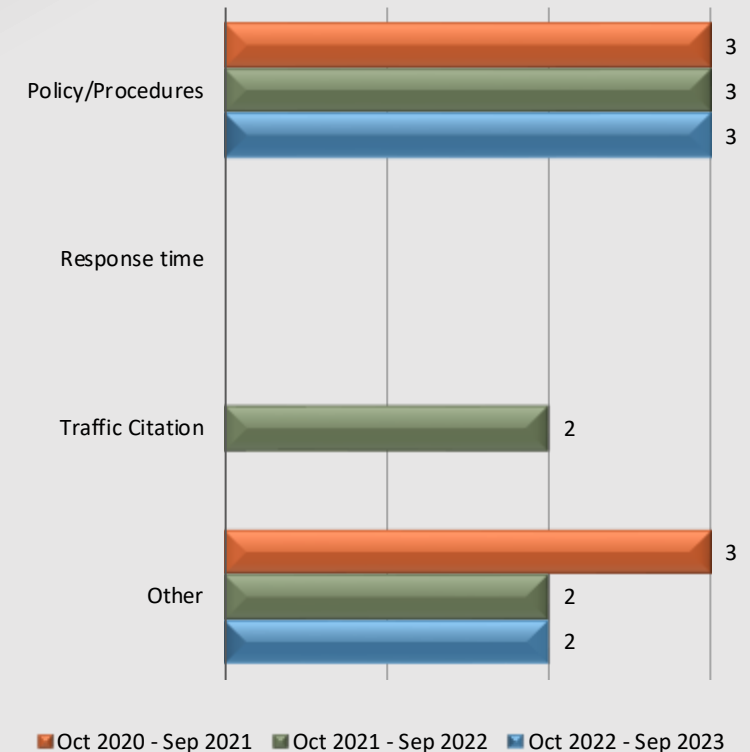
Complaints – Personnel & Service

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 10/24/2023

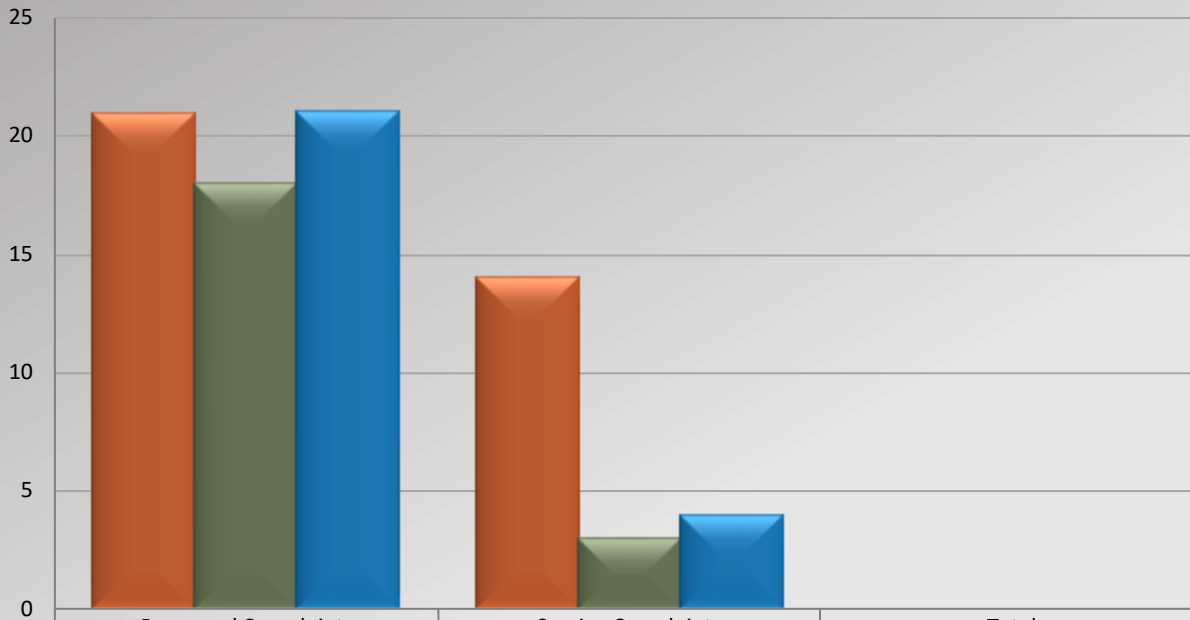


Watch Commander Service Comment Report

Complaints – Personnel & Service

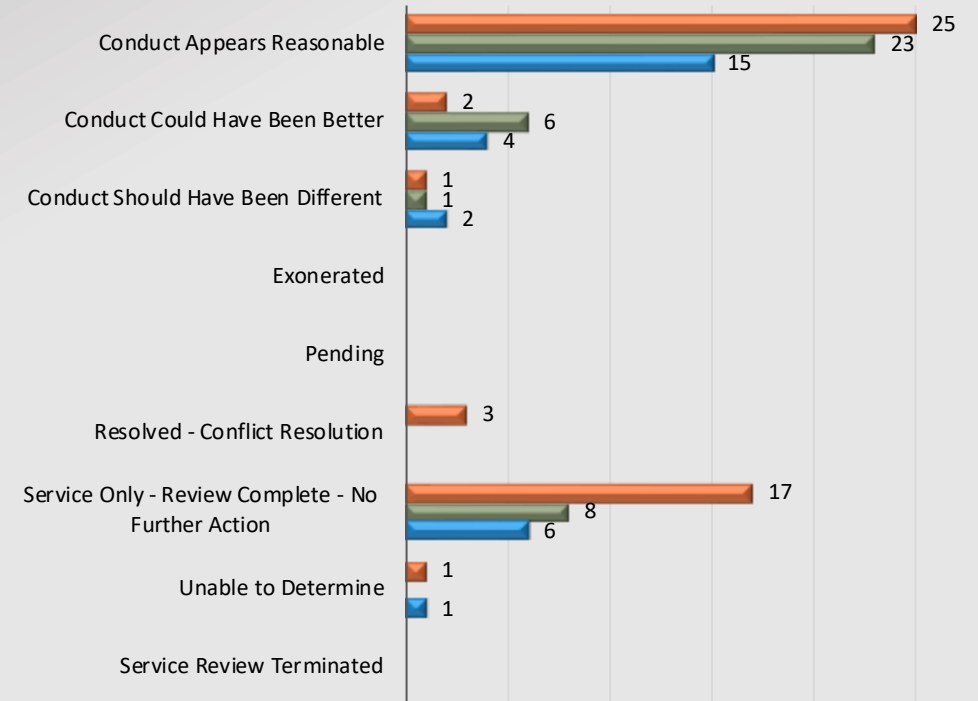
Walnut/Diamond Bar Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Oct 2020 - Sep 2021	21	14	35
Oct 2021 - Sep 2022	18	3	21
Oct 2022 - Sep 2023	21	4	25
% Chg 21/22 to 22/23	16.67%	33.33%	19.05%

Dispositions



Oct 2020 - Sep 2021 Oct 2021 - Sep 2022 Oct 2022 - Sep 2023

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

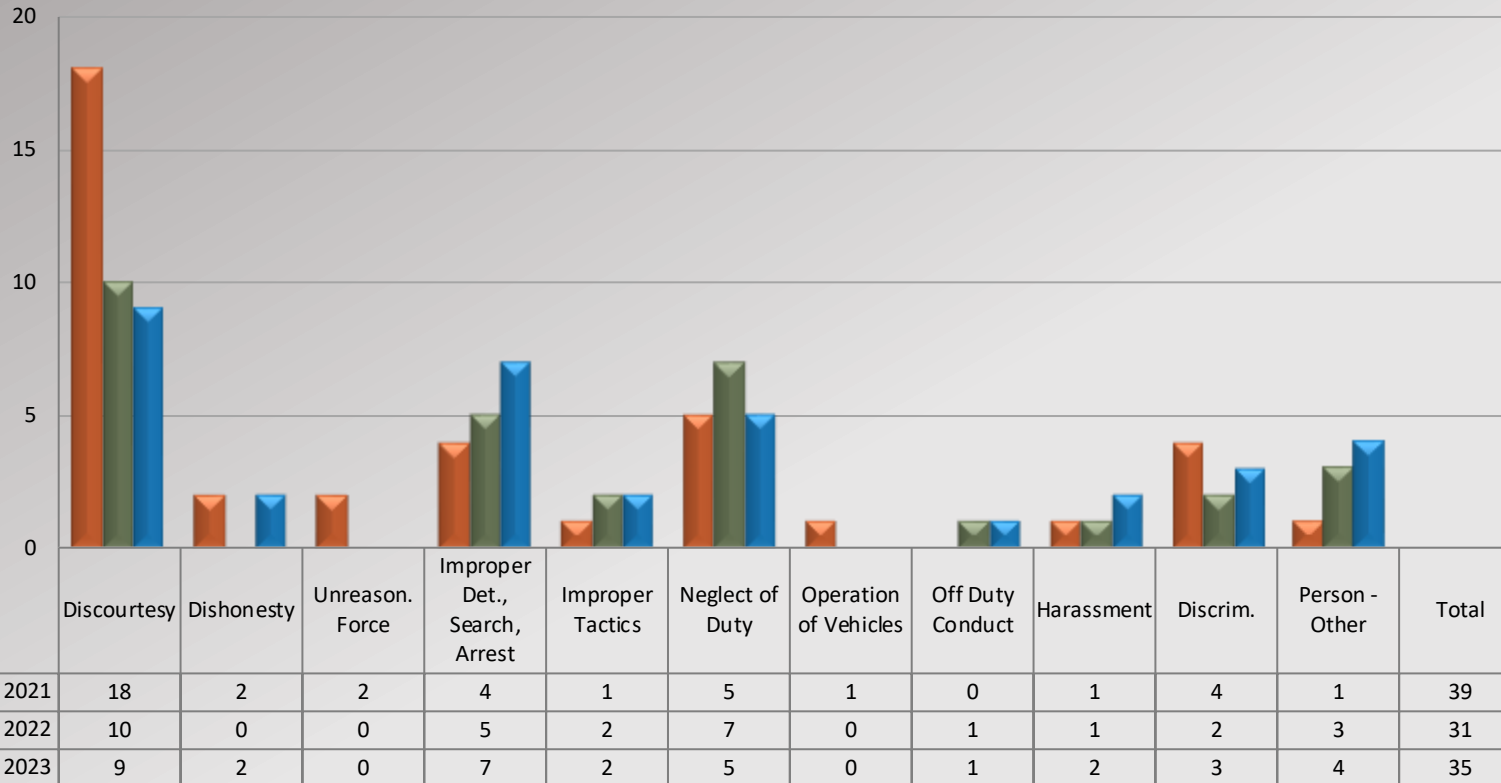


Watch Commander Service Comment Report

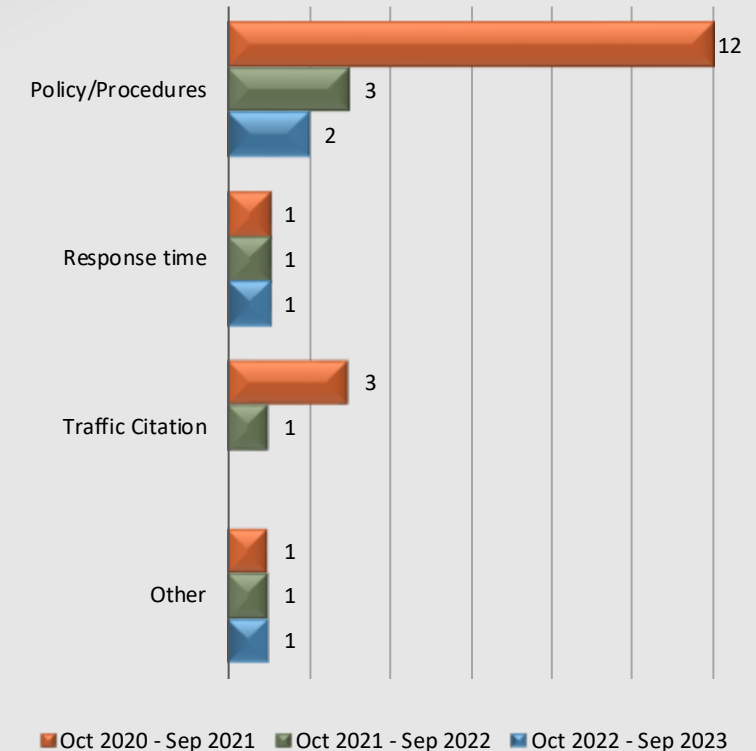
Complaints – Personnel & Service

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 10/24/2023



Watch Commander Service Comment Report

Public Commendations

East Patrol Division

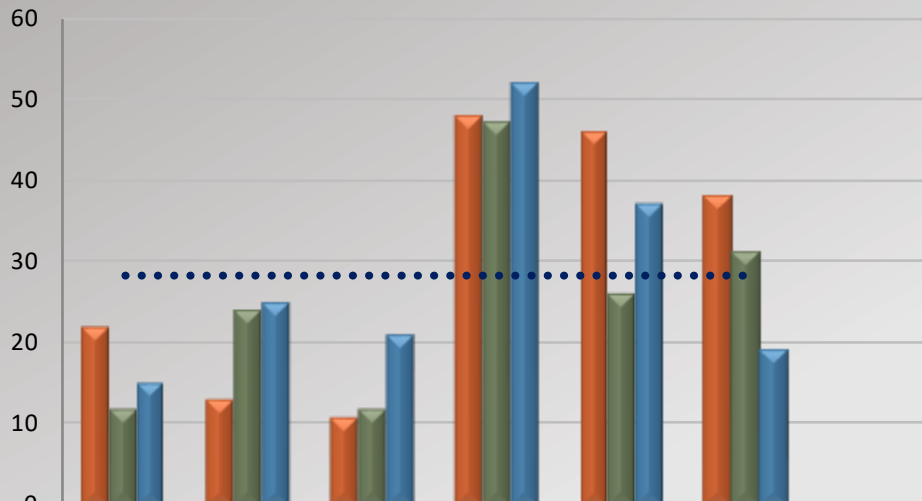


Watch Commander Service Comment Report

Public Commendations

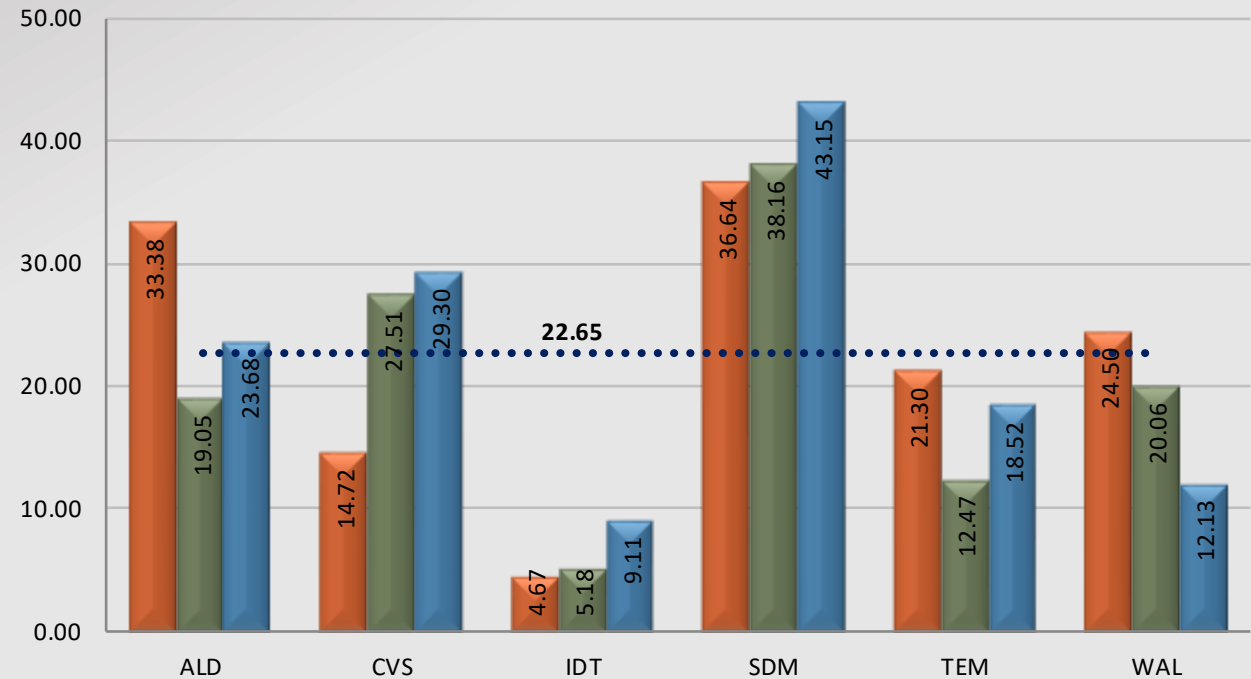
East Patrol Division

Station Public Commendations



Period	ALD	CVS	IDT	SDM	TEM	WAL	Total
Oct 2020 - Sep 2021	22	13	11	48	46	38	178
Oct 2021 - Sep 2022	12	24	12	47	26	31	152
Oct 2022 - Sep 2023	15	25	21	52	37	19	169
% Chg 21/22 to 22/23	25.00%	4.17%	75.00%	10.64%	42.31%	-38.71%	11.18%
2022/2023 Avg	28.17	28.17	28.17	28.17	28.17	28.17	

Station Public Commendations per 100 Assigned Personnel



Oct 2020 - Sep 2021 Oct 2021 - Sep 2022 Oct 2022 - Sep 2023 2022/2023 Avg

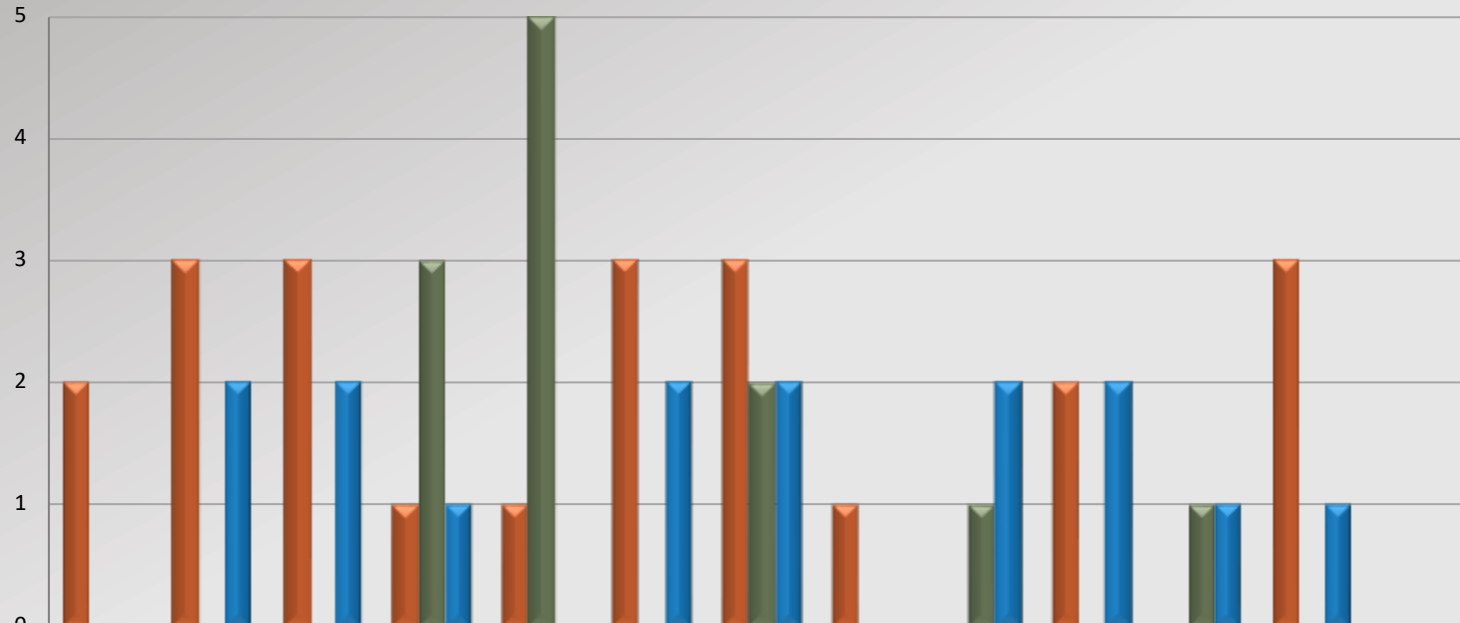


Watch Commander Service Comment Report

Public Commendations

Altadena Station

Total Public Commendations By Month



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
■ Oct 2020 - Sep 2021	2	3	3	1	1	3	3	1	0	2	0	3	22
■ Oct 2021 - Sep 2022	0	0	0	3	5	0	2	0	1	0	1	0	12
■ Oct 2022 - Sep 2023	0	2	2	1	0	2	2	0	2	2	1	1	15
% Chg 21/22 to 22/23	0.00%	200.00%	200.00%	-66.67%	-100.00%	200.00%	0.00%	0.00%	100.00%	200.00%	0.00%	100.00%	25.00%

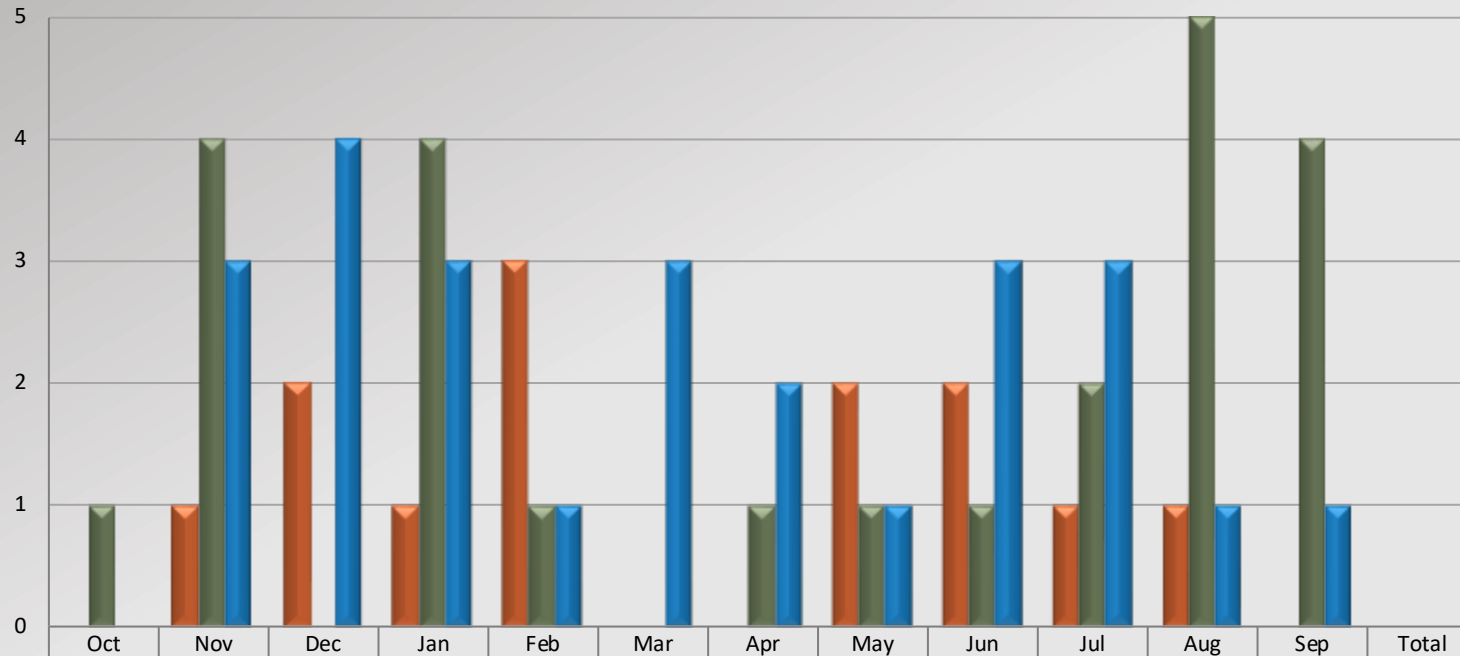


Watch Commander Service Comment Report

Public Commendations

Crescenta Valley Station

Total Public Commendations By Month



Oct 2020 - Sep 2021	0	1	2	1	3	0	0	2	2	1	1	0	13
Oct 2021 - Sep 2022	1	4	0	4	1	0	1	1	1	2	5	4	24
Oct 2022 - Sep 2023	0	3	4	3	1	3	2	1	3	3	1	1	25
% Chg 21/22 to 22/23	-100.00%	-25.00%	400.00%	-25.00%	0.00%	300.00%	100.00%	0.00%	200.00%	50.00%	-80.00%	-75.00%	4.17%

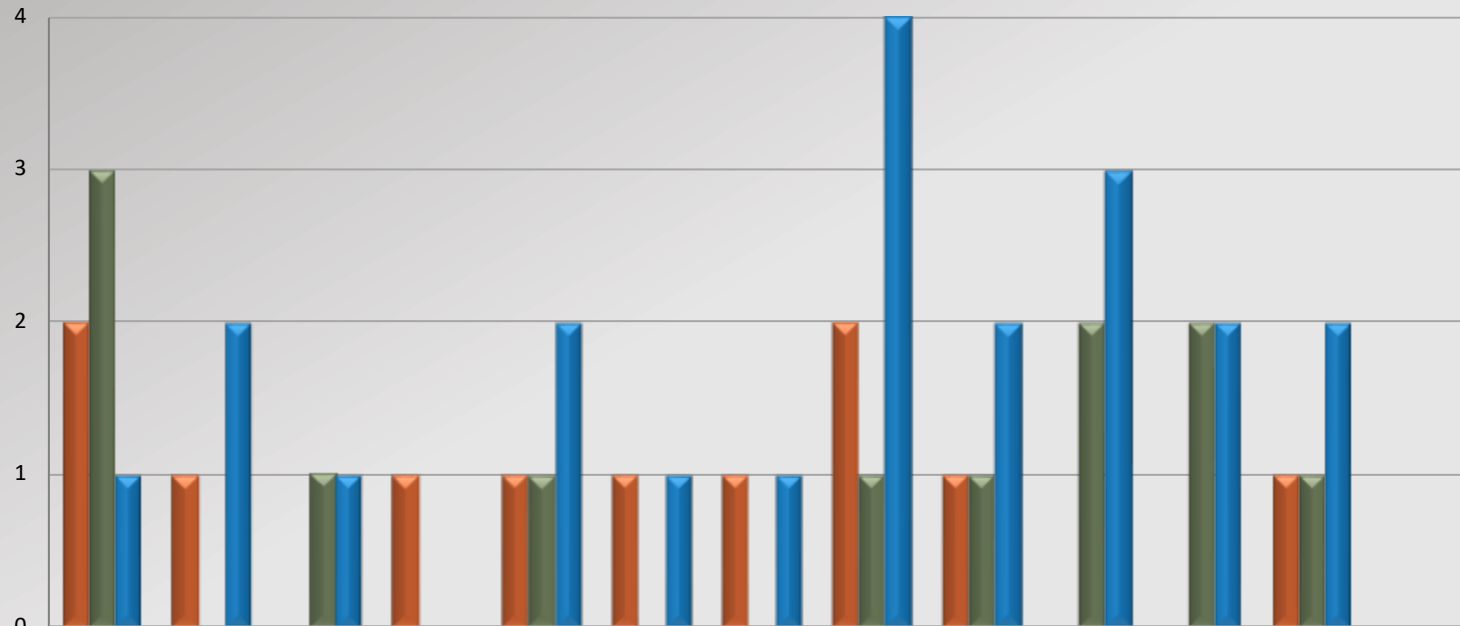


Watch Commander Service Comment Report

Public Commendations

Industry Station

Total Public Commendations By Month



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Oct 2020 - Sep 2021	2	1	0	1	1	1	1	2	1	0	0	1	11
Oct 2021 - Sep 2022	3	0	1	0	1	0	0	1	1	2	2	1	12
Oct 2022 - Sep 2023	1	2	1	0	2	1	1	4	2	3	2	2	21
% Chg 21/22 to 22/23	-66.67%	200.00%	0.00%	0.00%	100.00%	100.00%	100.00%	300.00%	100.00%	50.00%	0.00%	100.00%	75.00%

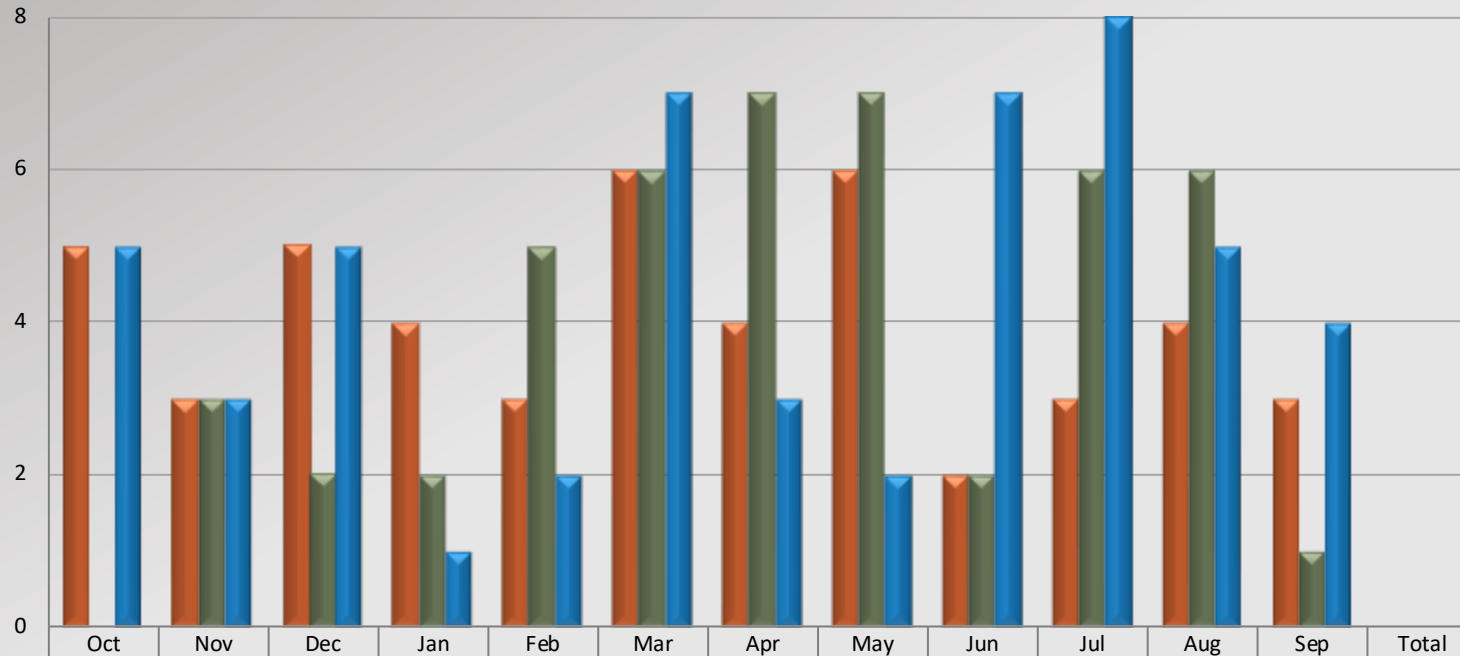


Watch Commander Service Comment Report

Public Commendations

San Dimas Station

Total Public Commendations By Month



Oct 2020 - Sep 2021	5	3	5	4	3	6	4	6	2	3	4	3	48
Oct 2021 - Sep 2022	0	3	2	2	5	6	7	7	2	6	6	1	47
Oct 2022 - Sep 2023	5	3	5	1	2	7	3	2	7	8	5	4	52
% Chg 21/22 to 22/23	500.00%	0.00%	150.00%	-50.00%	-60.00%	16.67%	-57.14%	-71.43%	250.00%	33.33%	-16.67%	300.00%	10.64%

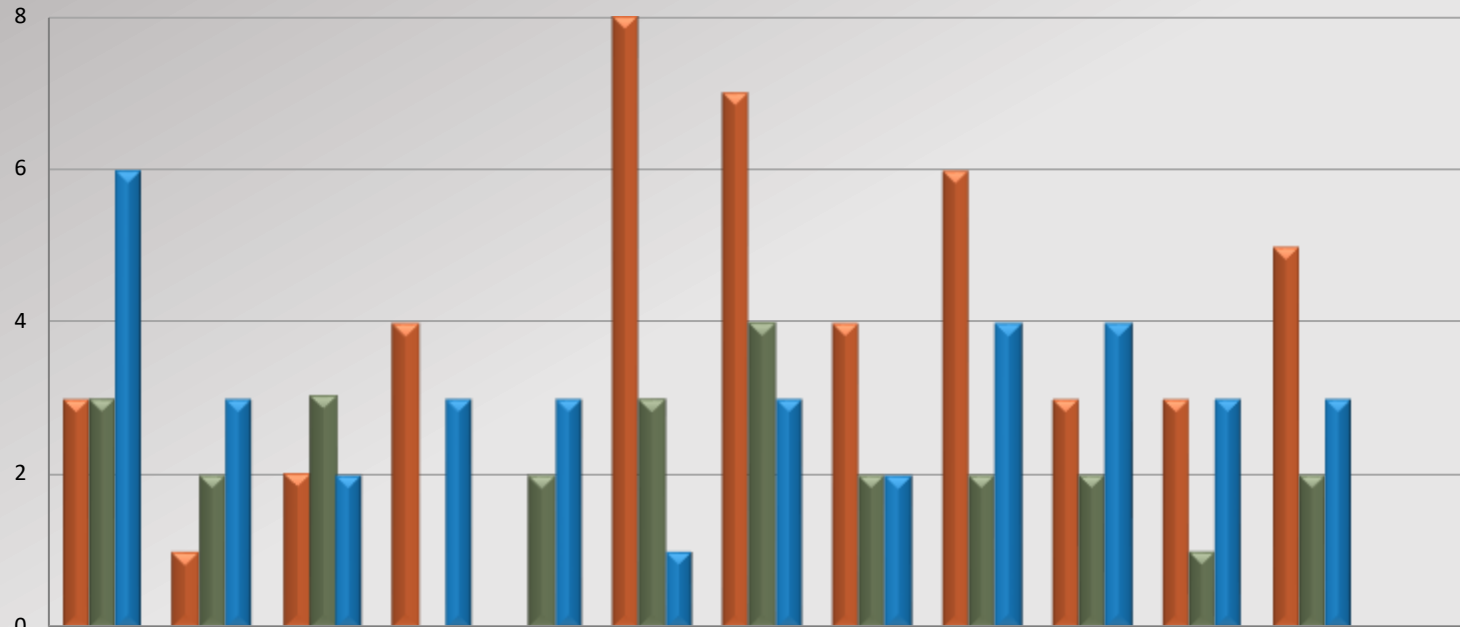


Watch Commander Service Comment Report

Public Commendations

Temple Station

Total Public Commendations By Month



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Oct 2020 - Sep 2021	3	1	2	4	0	8	7	4	6	3	3	5	46
Oct 2021 - Sep 2022	3	2	3	0	2	3	4	2	2	2	1	2	26
Oct 2022 - Sep 2023	6	3	2	3	3	1	3	2	4	4	3	3	37
% Chg 21/22 to 22/23	100.00%	50.00%	-33.33%	300.00%	50.00%	-66.67%	-25.00%	0.00%	100.00%	100.00%	200.00%	50.00%	42.31%

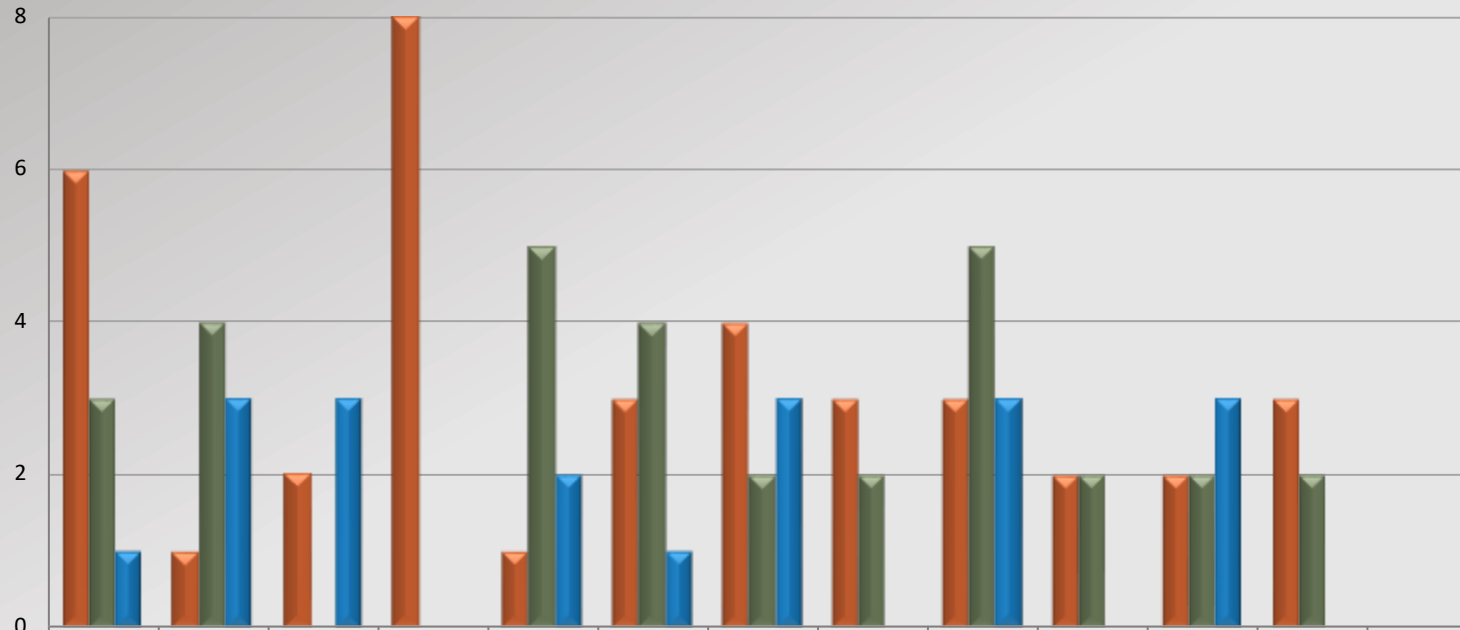


Watch Commander Service Comment Report

Public Commendations

Walnut/Diamond Bar Station

Total Public Commendations By Month



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Total
Oct 2020 - Sep 2021	6	1	2	8	1	3	4	3	3	2	2	3	38
Oct 2021 - Sep 2022	3	4	0	0	5	4	2	2	5	2	2	2	31
Oct 2022 - Sep 2023	1	3	3	0	2	1	3	0	3	0	3	0	19
% Chg 21/22 to 22/23	-66.67%	-25.00%	300.00%	0.00%	-60.00%	-75.00%	50.00%	-100.00%	-40.00%	-100.00%	50.00%	-100.00%	-38.71%