

*Los Angeles County*

# **SHERIFF'S DEPARTMENT**

## **NORTH PATROL DIVISION**

**SHERIFF ROBERT G. LUNA**

*Capturing data for the following time periods:*

*August 2020 – July 2021*

*August 2021 – July 2022*

*August 2022 – July 2023*





# **Watch Commander Service Comment Report**

## *Complaints – Personnel & Service*

**North Patrol Division**

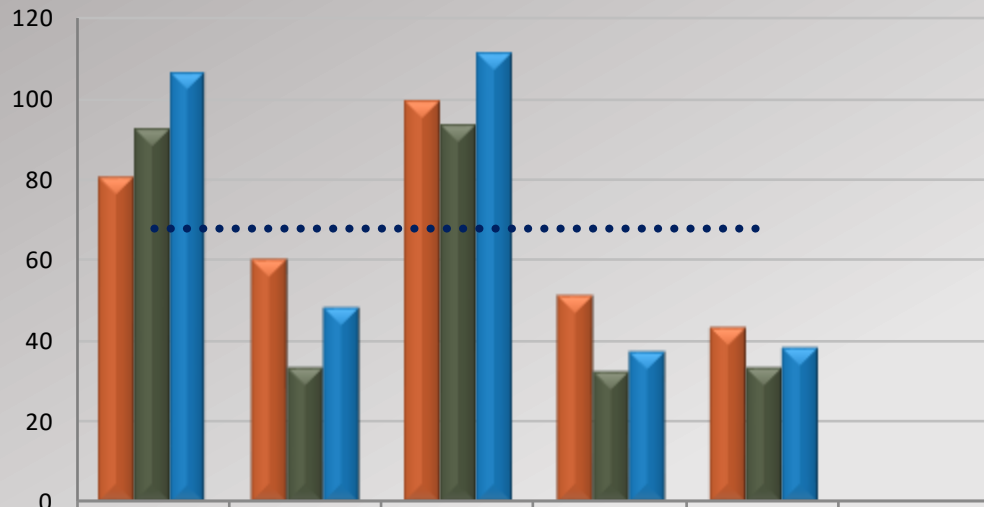


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

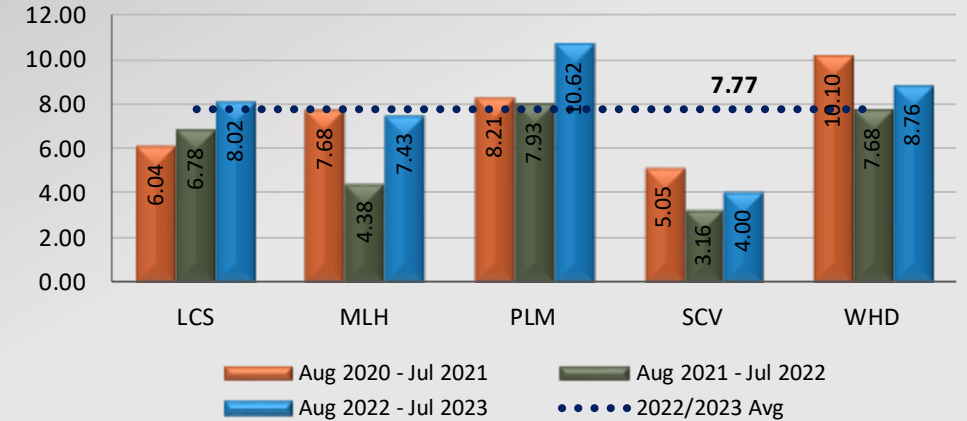
### North Patrol Division

**Station Total Complaint Forms**  
*Personnel & Service*

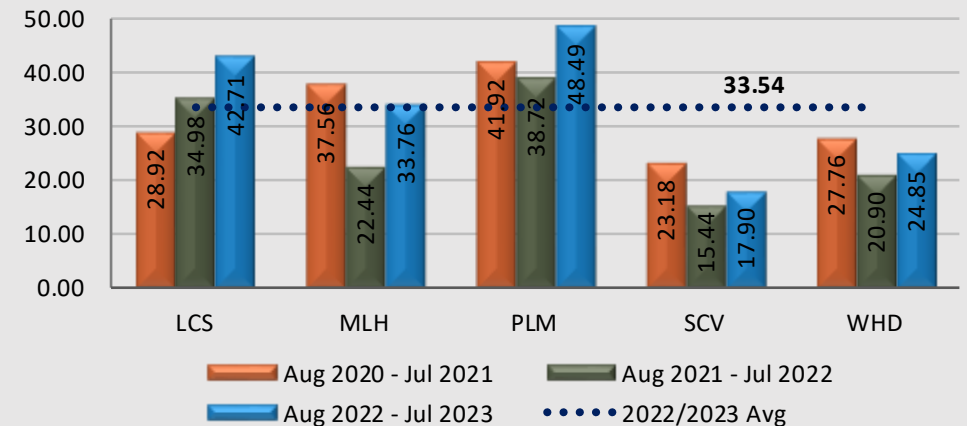


	LCS	MLH	PLM	SCV	WHD	Total
Aug 2020 - Jul 2021	80	60	99	51	43	333
Aug 2021 - Jul 2022	92	33	93	32	33	283
Aug 2022 - Jul 2023	106	48	111	37	38	340
% Chg 21/22 to 22/23	15.22%	45.45%	19.35%	15.63%	15.15%	20.14%
2022/2023 Avg	68.00	68.00	68.00	68.00	68.00	

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



**Total Complaint Forms per 100 Assigned Personnel**



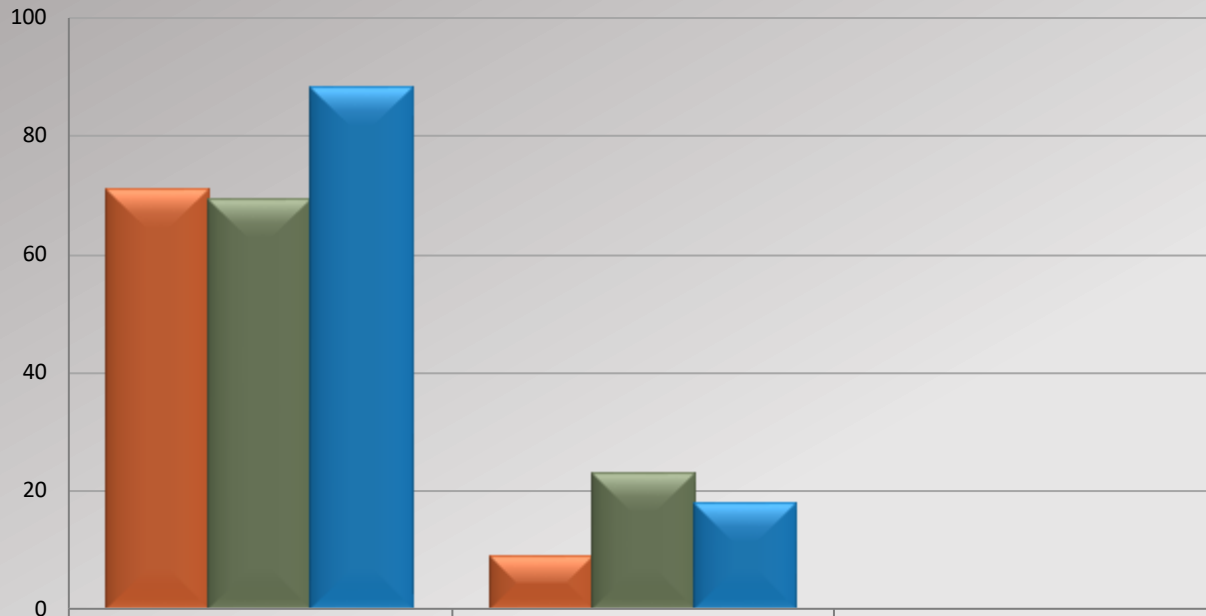


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

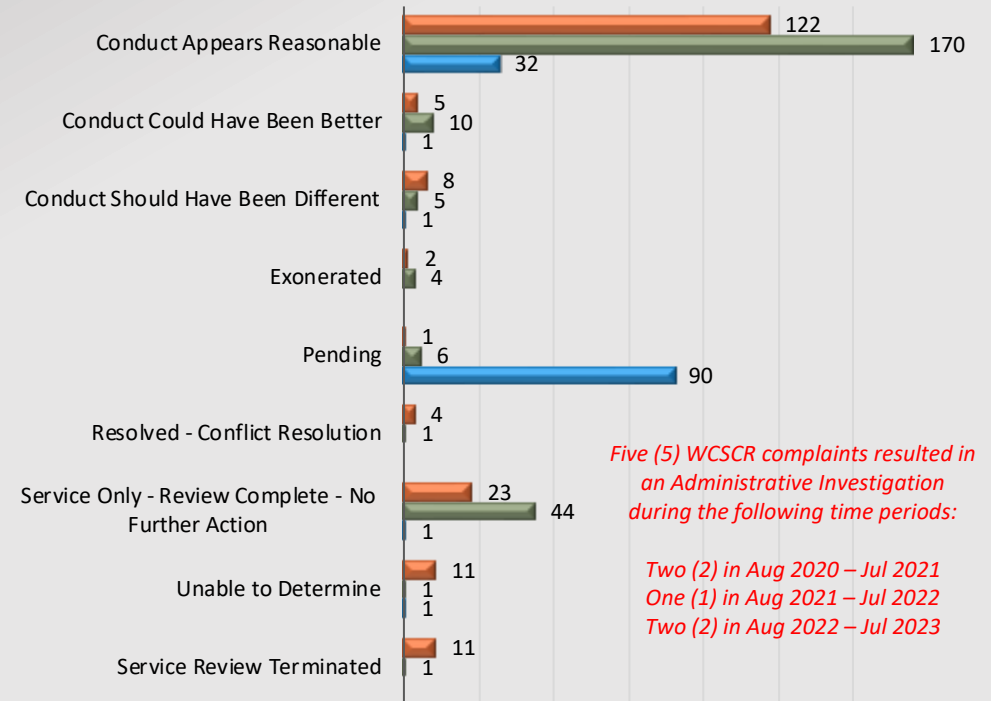
### Lancaster Station

#### WCSCR's



Aug 2020 - Jul 2021	71	9	80
Aug 2021 - Jul 2022	69	23	92
Aug 2022 - Jul 2023	88	18	106
% Chg 21/22 to 22/23	27.54%	-21.74%	15.22%

#### Dispositions



*Five (5) WCSCR complaints resulted in an Administrative Investigation during the following time periods:*

*Two (2) in Aug 2020 – Jul 2021  
One (1) in Aug 2021 – Jul 2022  
Two (2) in Aug 2022 – Jul 2023*

Aug 2020 - Jul 2021   Aug 2021 - Jul 2022   Aug 2022 - Jul 2023

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

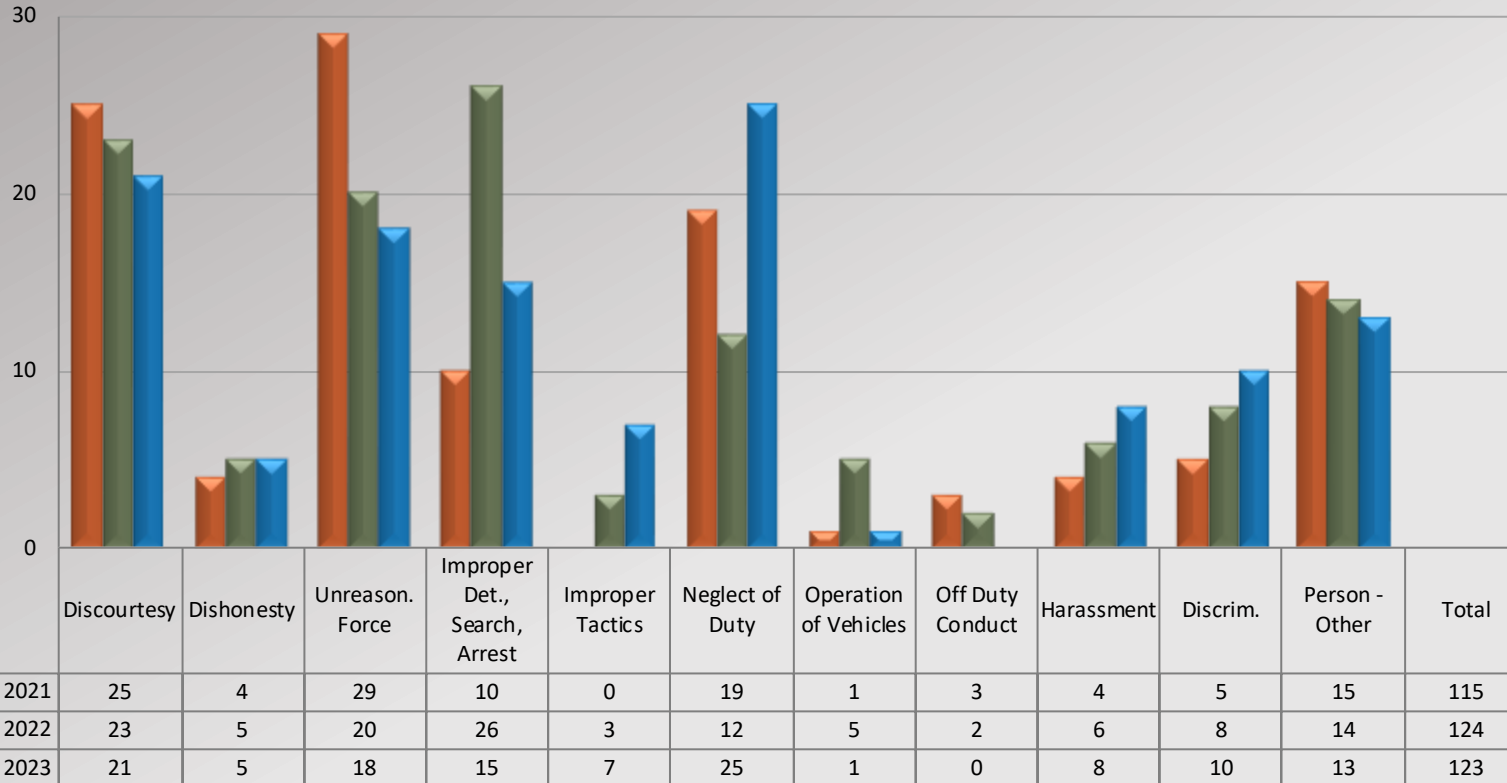


# Watch Commander Service Comment Report

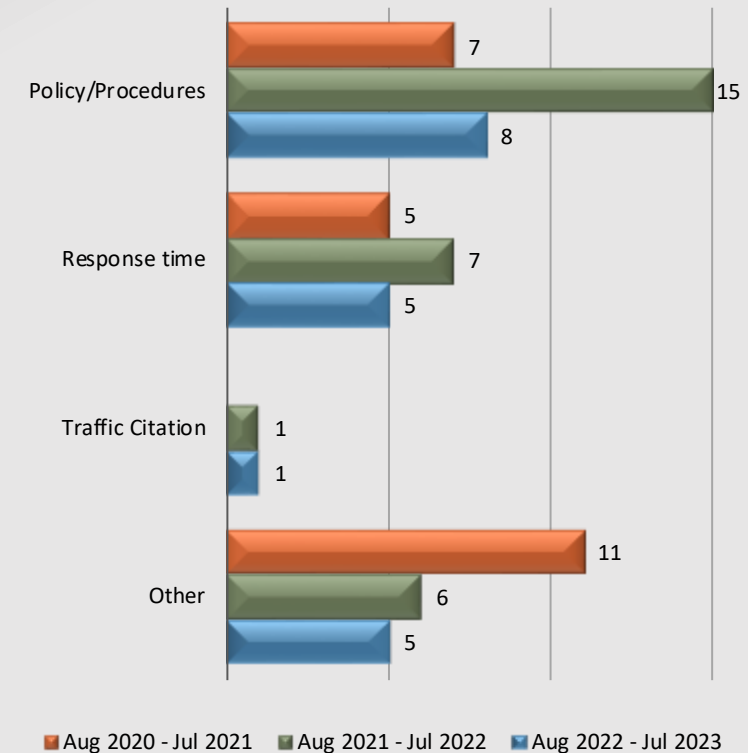
## Complaints – Personnel & Service

### Lancaster 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 09/06/2023

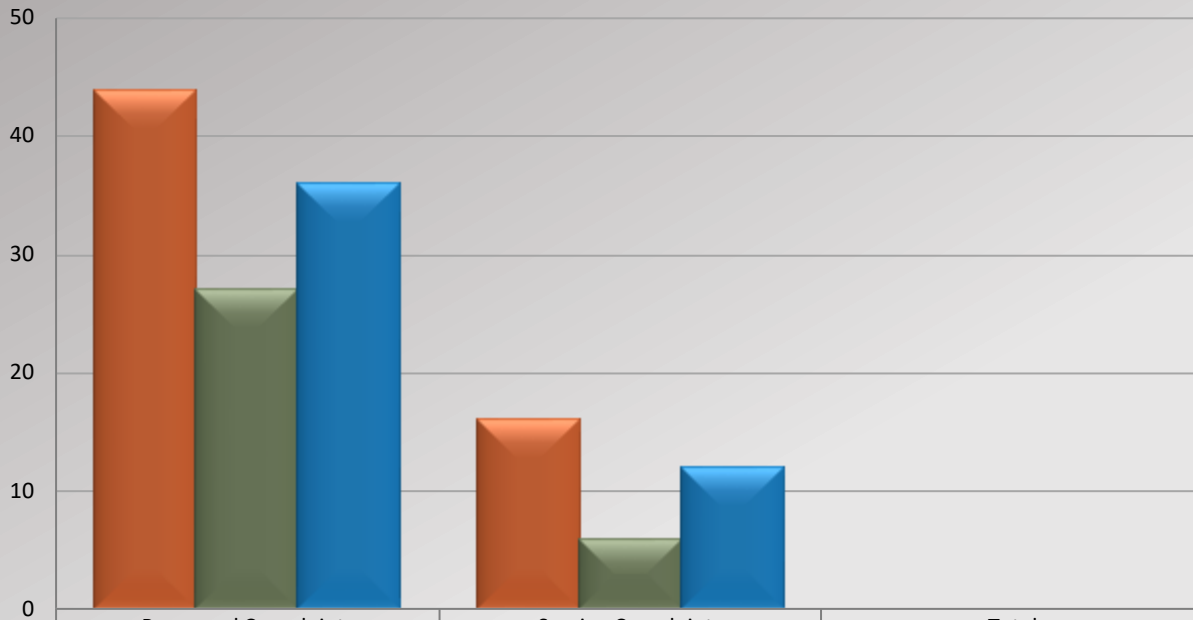


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

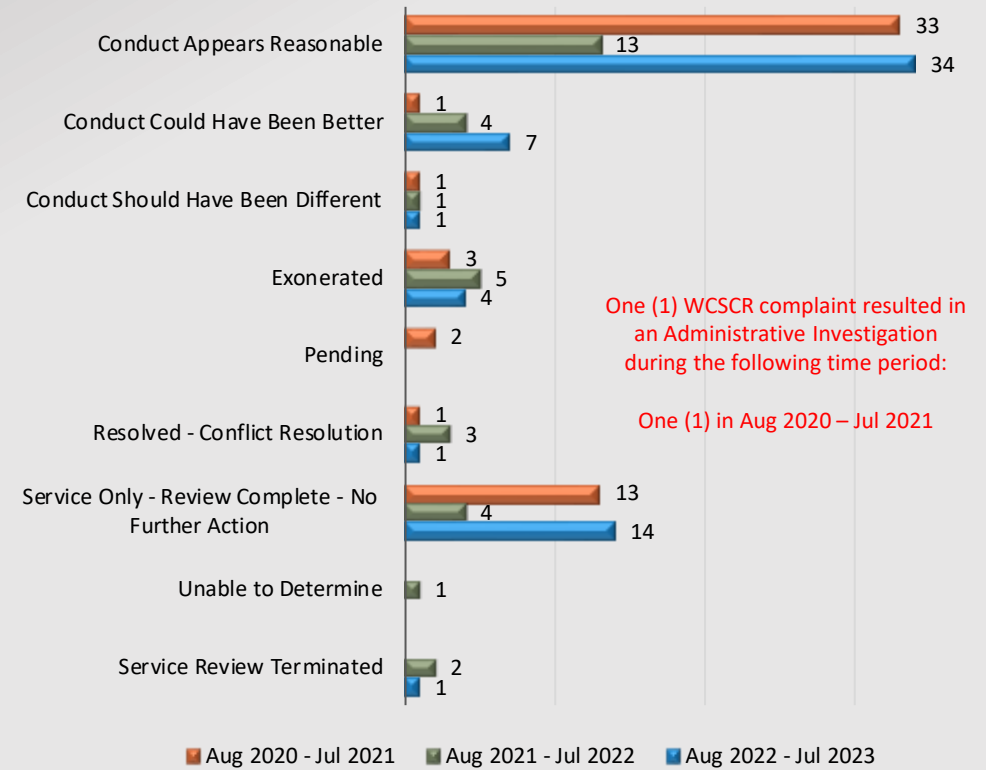
### Malibu / Lost Hills Station

WCSCR's



Aug 2020 - Jul 2021	44	16	60
Aug 2021 - Jul 2022	27	6	33
Aug 2022 - Jul 2023	36	12	48
% Chg 21/22 to 22/23	33.33%	100.00%	45.45%

Dispositions



Aug 2020 - Jul 2021   Aug 2021 - Jul 2022   Aug 2022 - Jul 2023

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

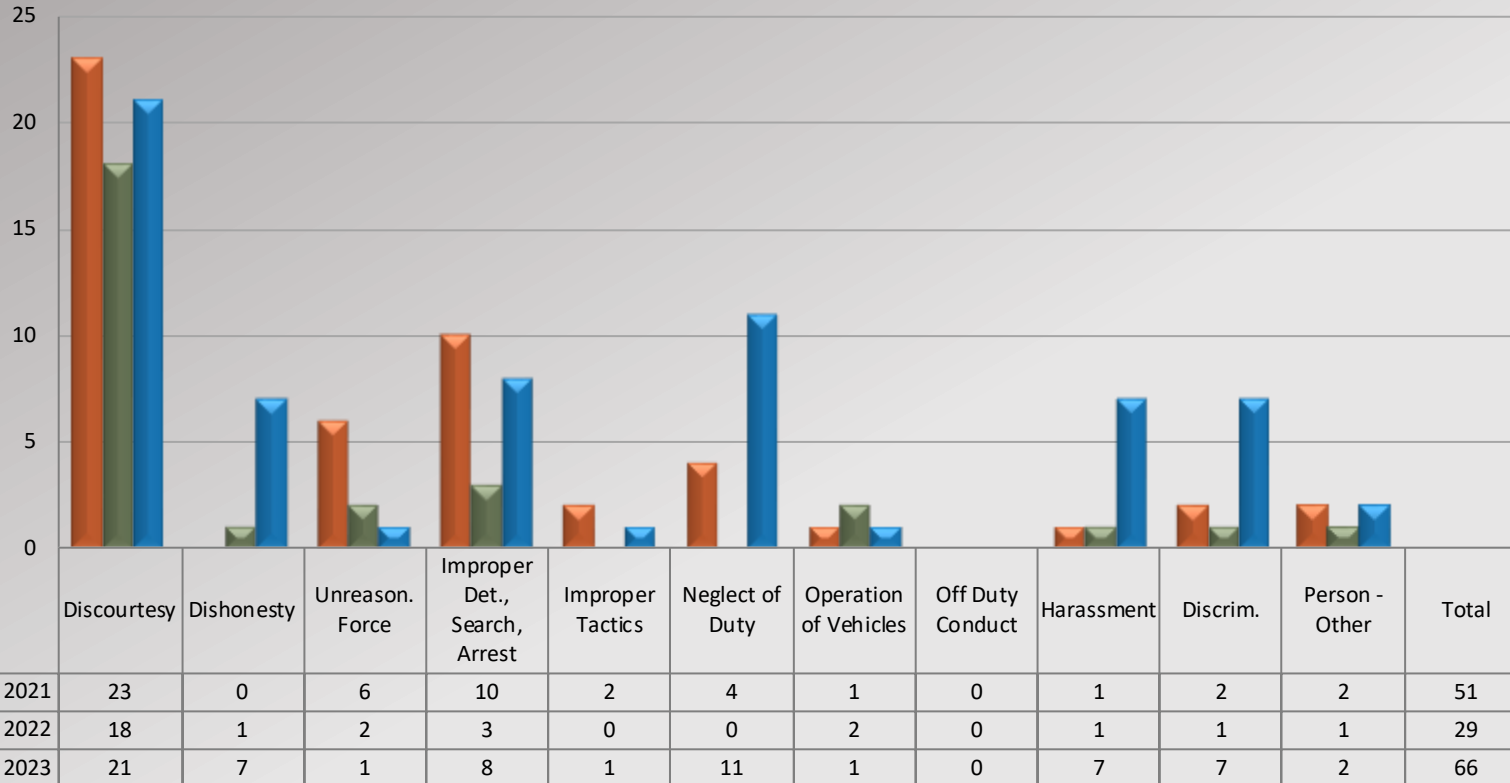


# Watch Commander Service Comment Report

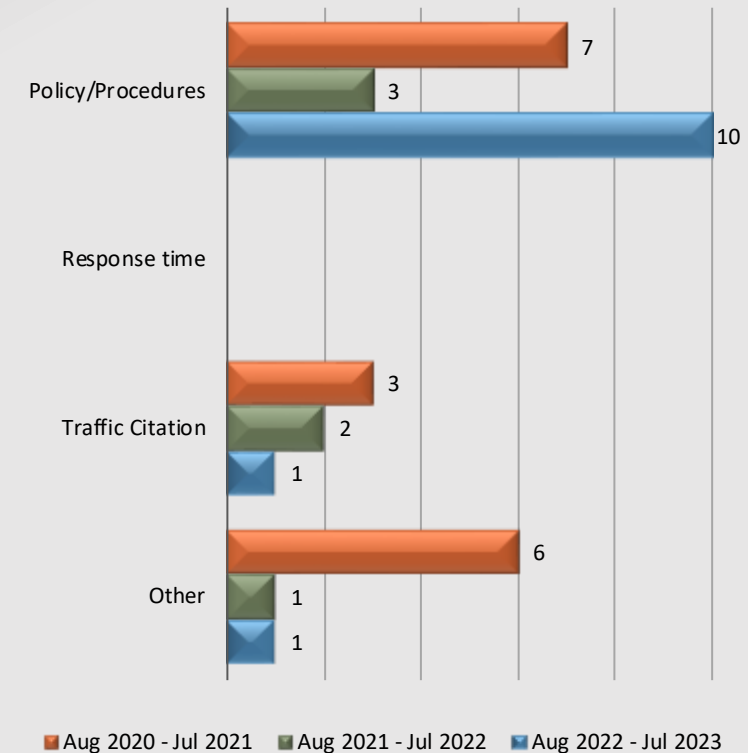
## Complaints – Personnel & Service

### Malibu / Lost Hills 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 09/06/2023

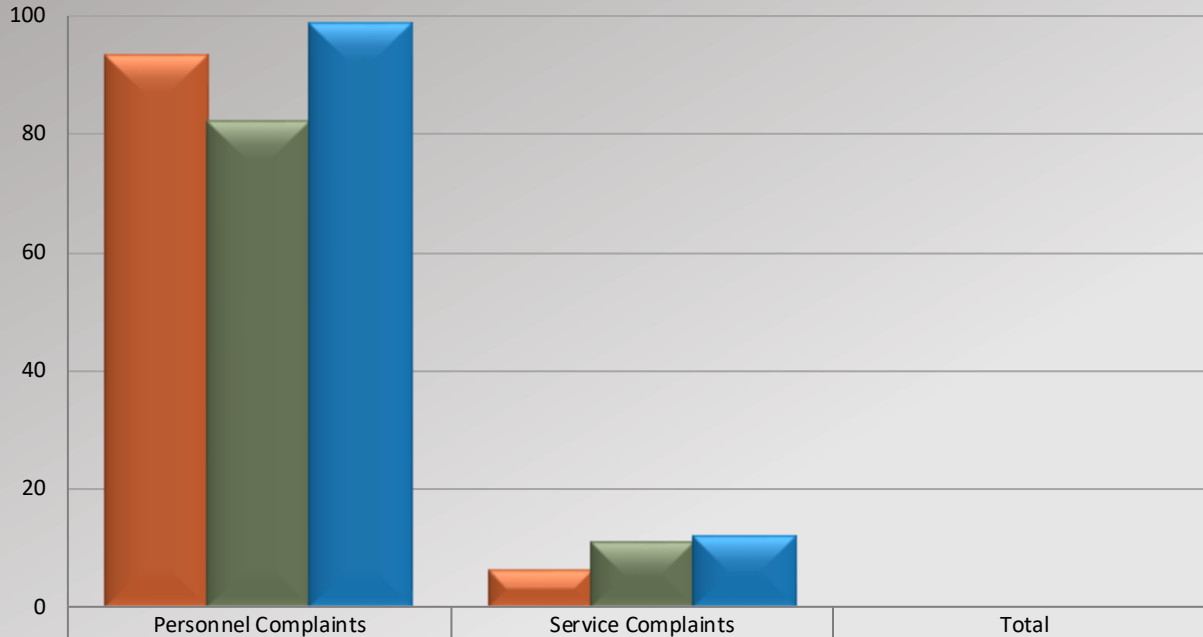


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

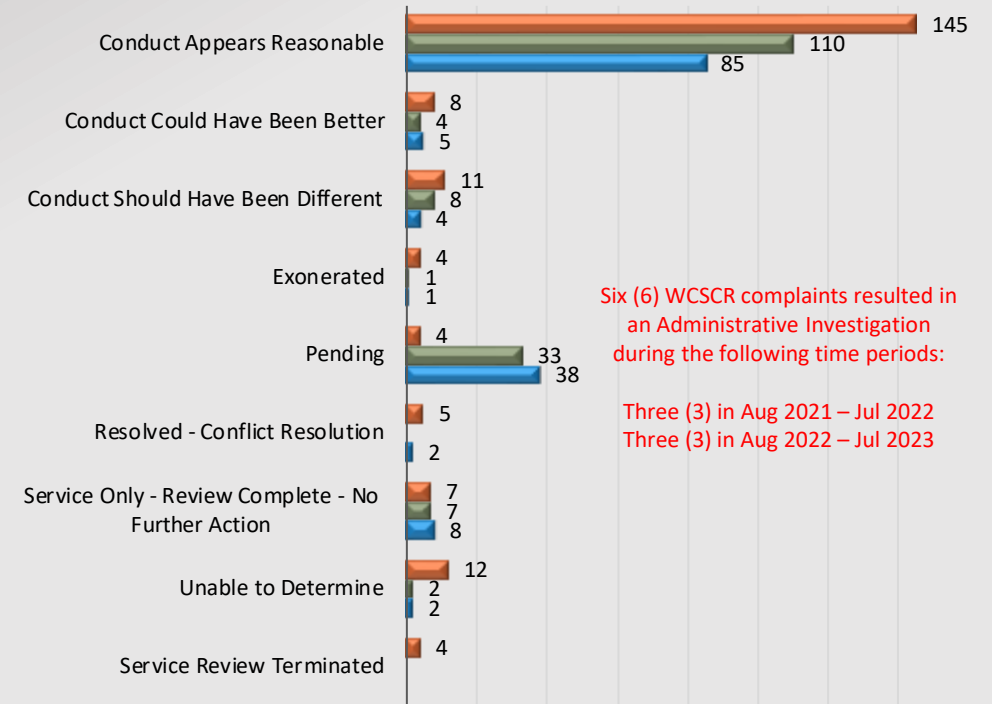
### Palmdale Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Aug 2020 - Jul 2021	93	6	99
Aug 2021 - Jul 2022	82	11	93
Aug 2022 - Jul 2023	99	12	111
% Chg 21/22 to 22/23	20.73%	9.09%	19.35%

Dispositions



Six (6) WCSCR complaints resulted in an Administrative Investigation during the following time periods:

Three (3) in Aug 2021 – Jul 2022  
Three (3) in Aug 2022 – Jul 2023

Aug 2020 - Jul 2021 Aug 2021 - Jul 2022 Aug 2022 - Jul 2023

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



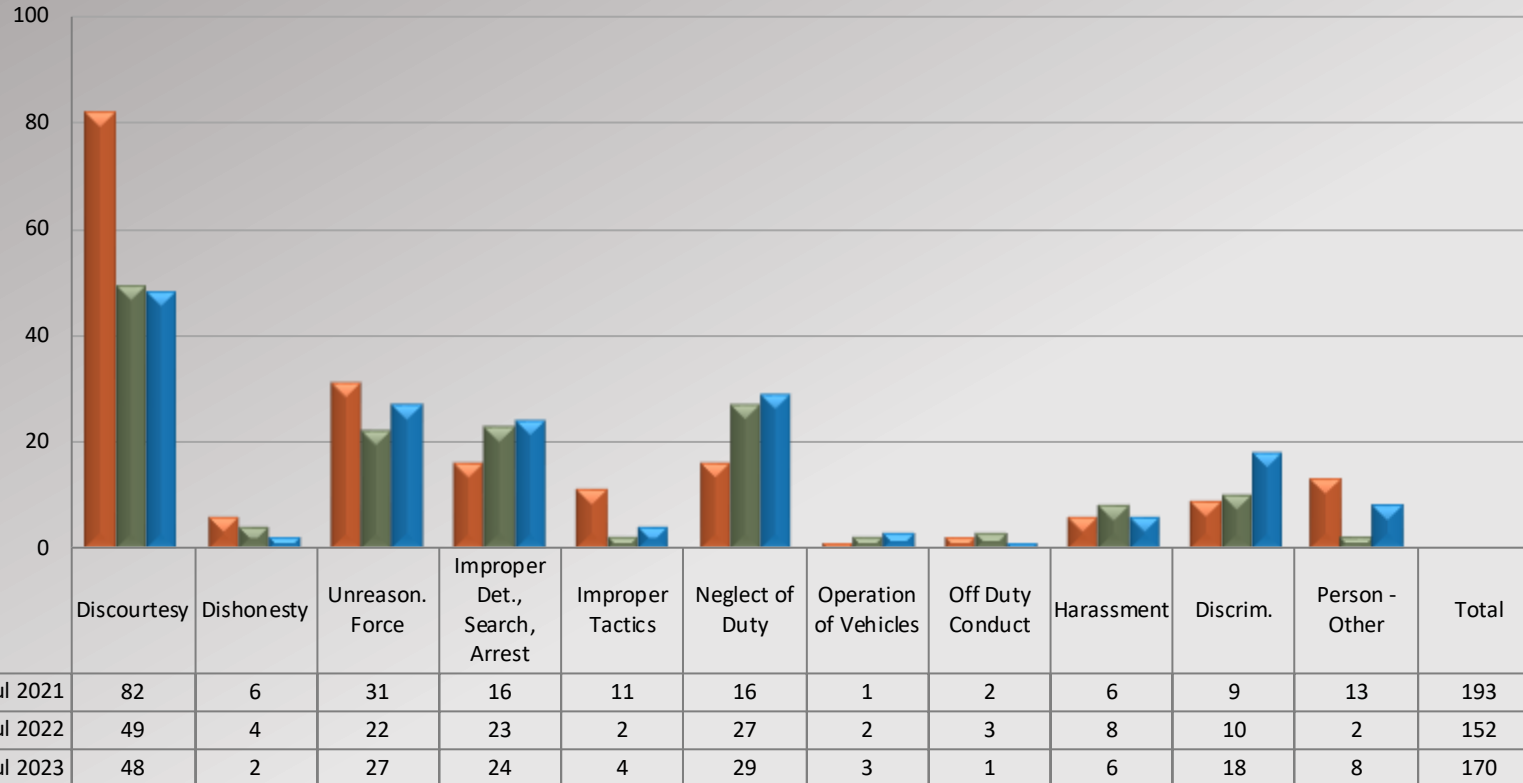


# Watch Commander Service Comment Report

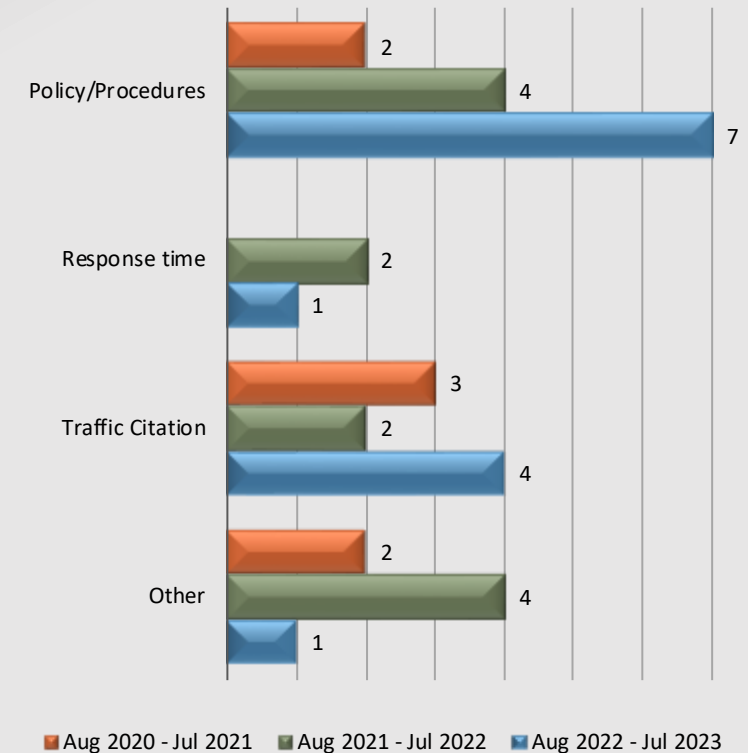
## Complaints – Personnel & Service

### 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 09/06/2023

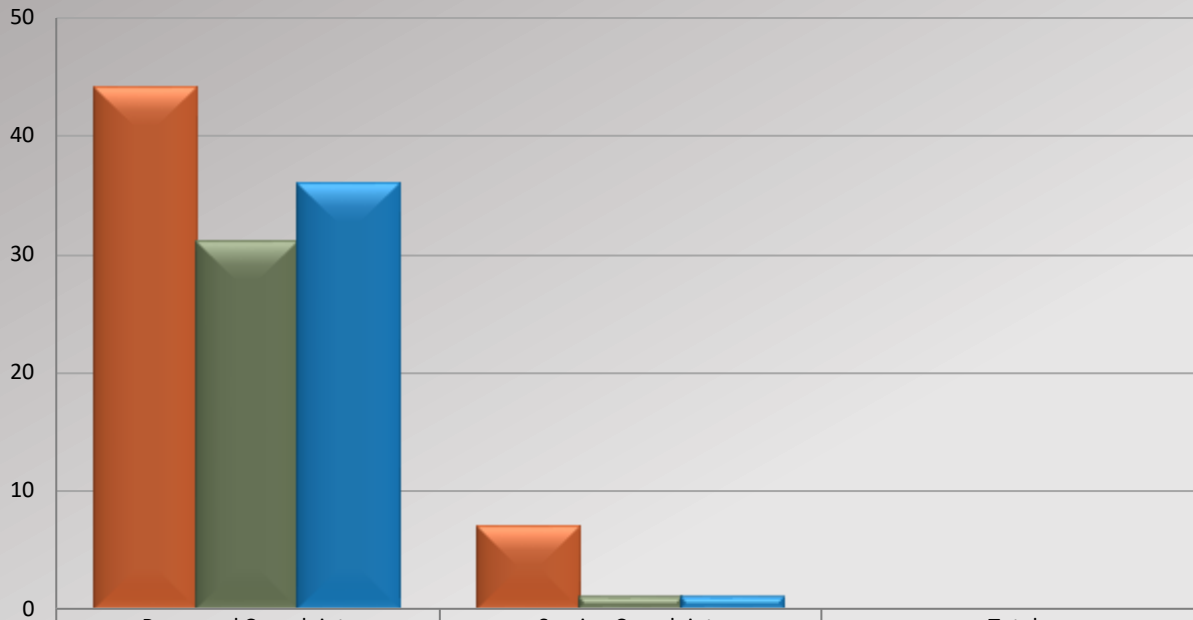


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

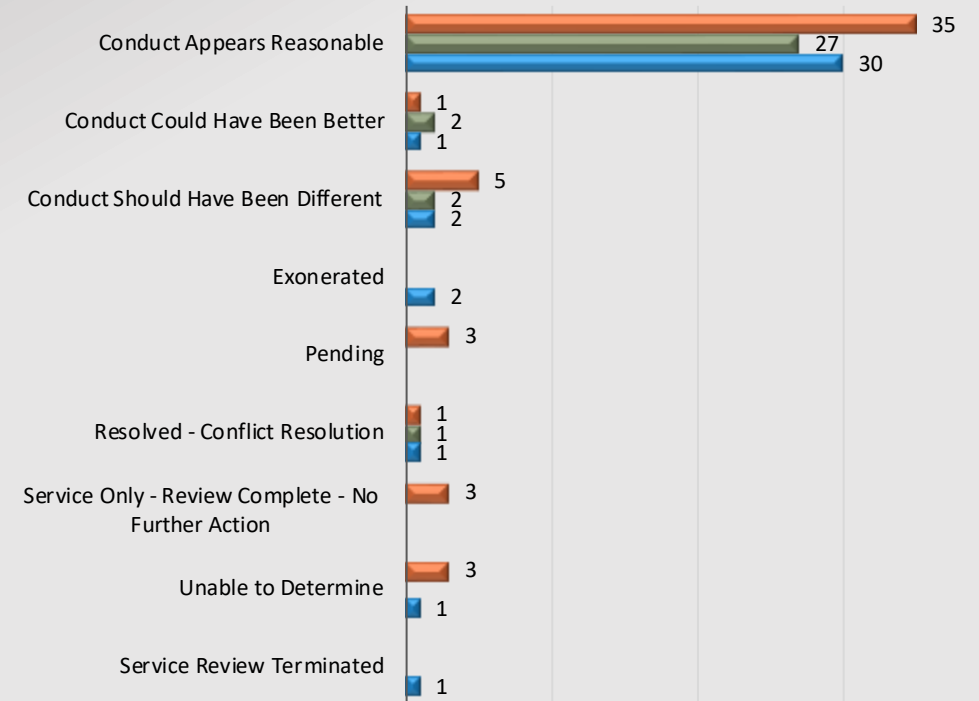
### Santa Clarita Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Aug 2020 - Jul 2021	44	7	51
Aug 2021 - Jul 2022	31	1	32
Aug 2022 - Jul 2023	36	1	37
% Chg 21/22 to 22/23	16.13%	0.00%	15.63%

Dispositions



Aug 2020 - Jul 2021 Aug 2021 - Jul 2022 Aug 2022 - Jul 2023

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

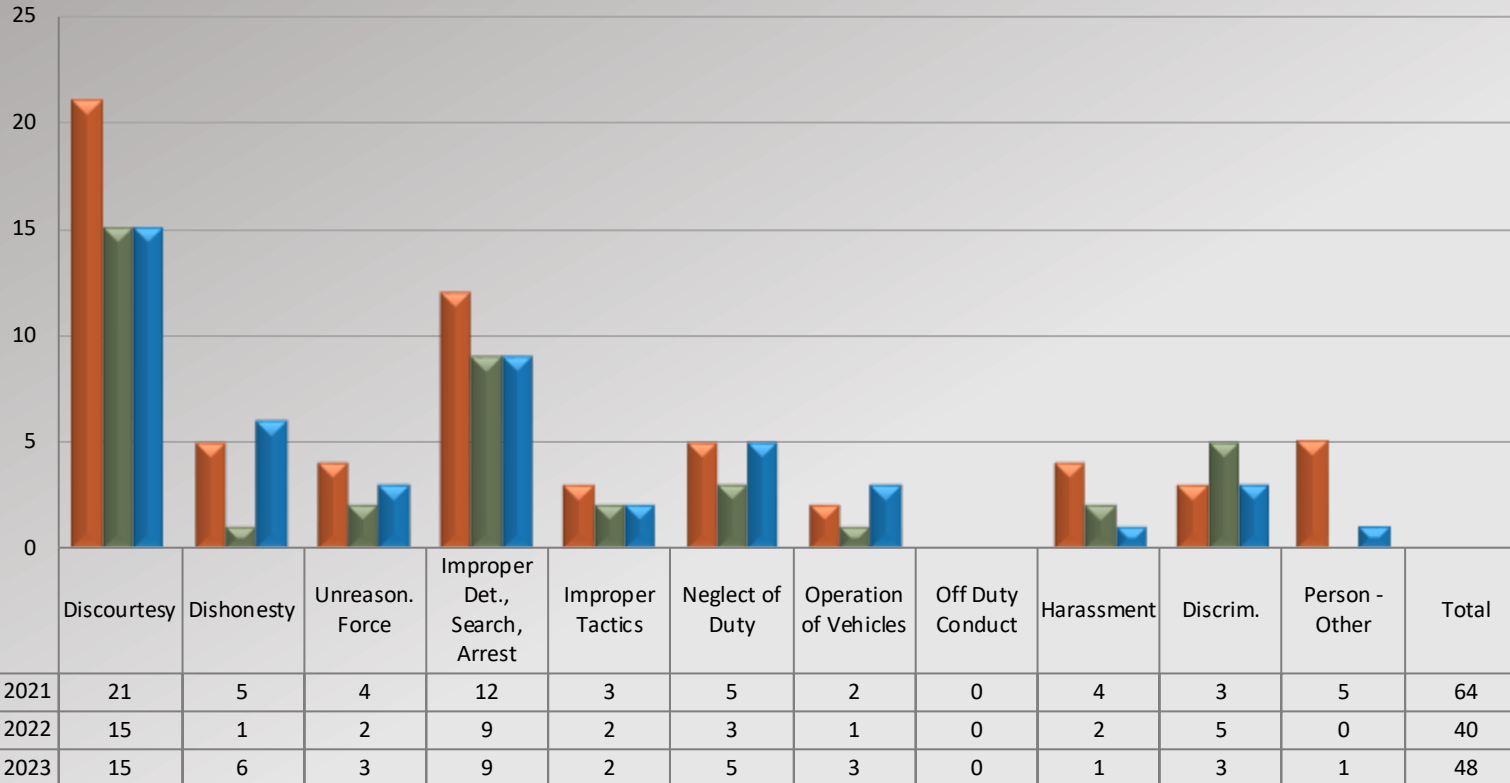


# Watch Commander Service Comment Report

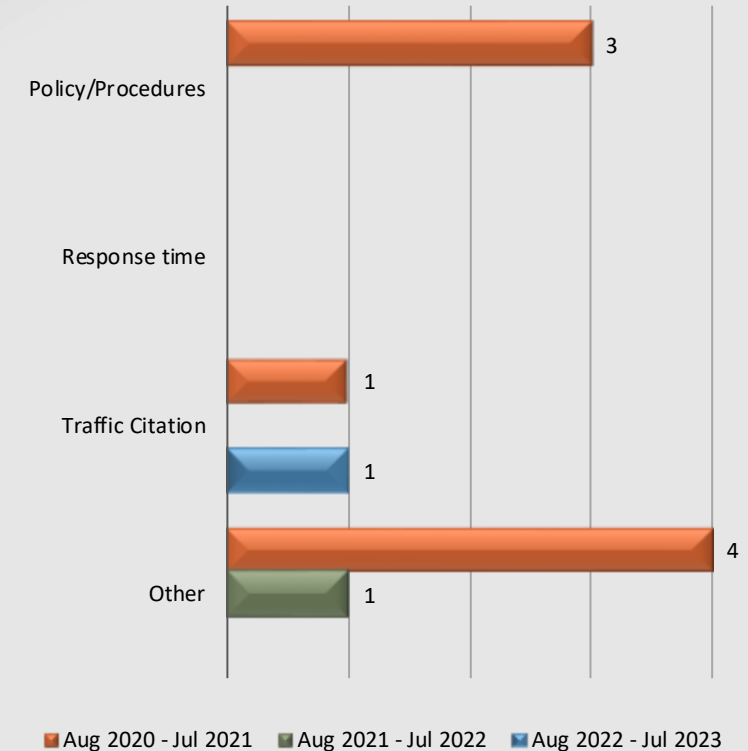
## Complaints – Personnel & Service

### *Santa Clarita 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 09/06/2023

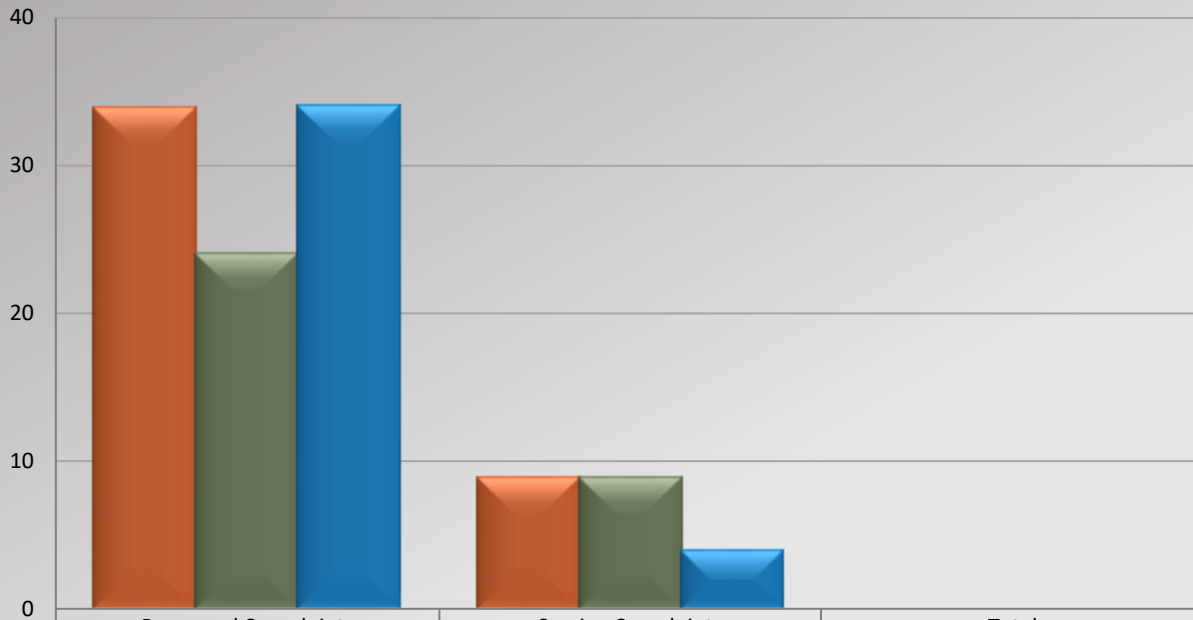


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

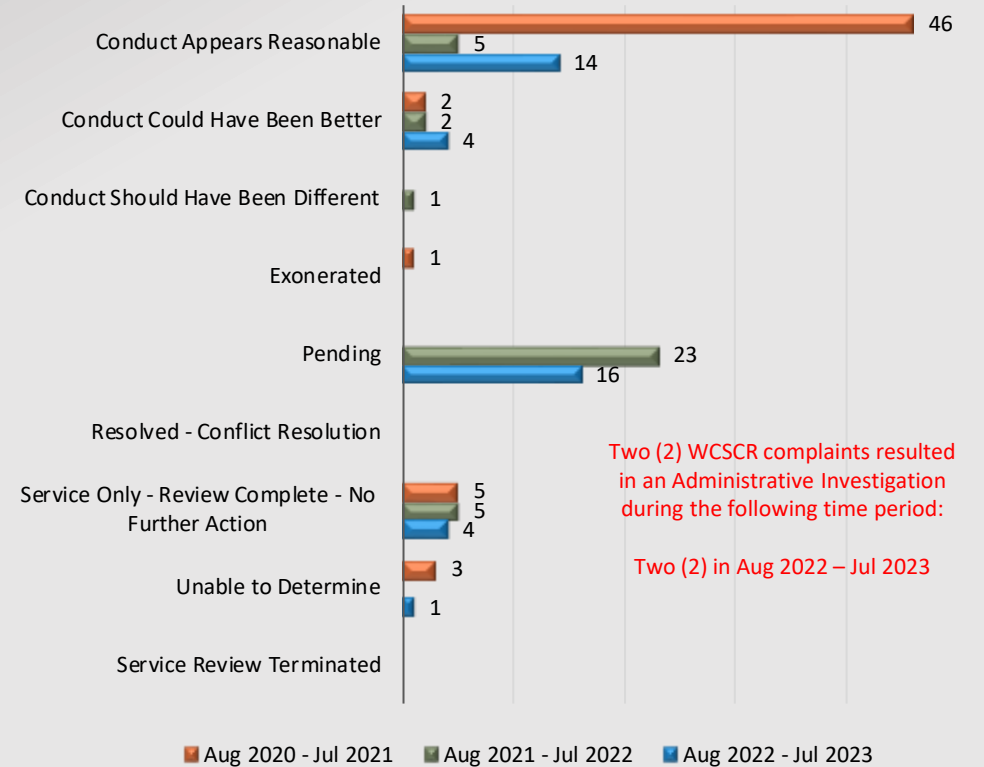
### West Hollywood Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Aug 2020 - Jul 2021	34	9	43
Aug 2021 - Jul 2022	24	9	33
Aug 2022 - Jul 2023	34	4	38
% Chg 21/22 to 22/23	41.67%	-55.56%	15.15%

Dispositions



Two (2) WCSCR complaints resulted in an Administrative Investigation during the following time period:

Two (2) in Aug 2022 – Jul 2023

Aug 2020 - Jul 2021 Aug 2021 - Jul 2022 Aug 2022 - Jul 2023

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

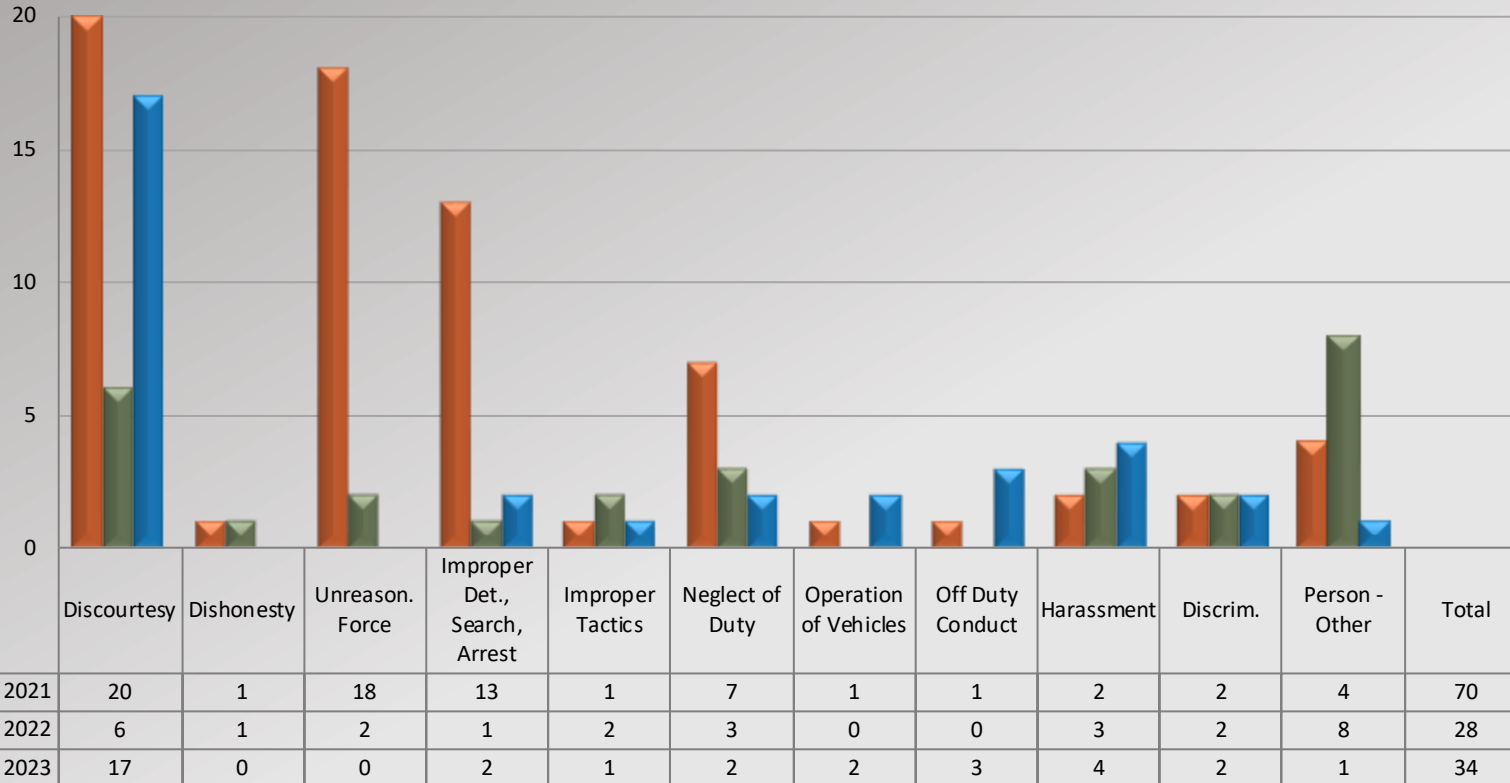


# Watch Commander Service Comment Report

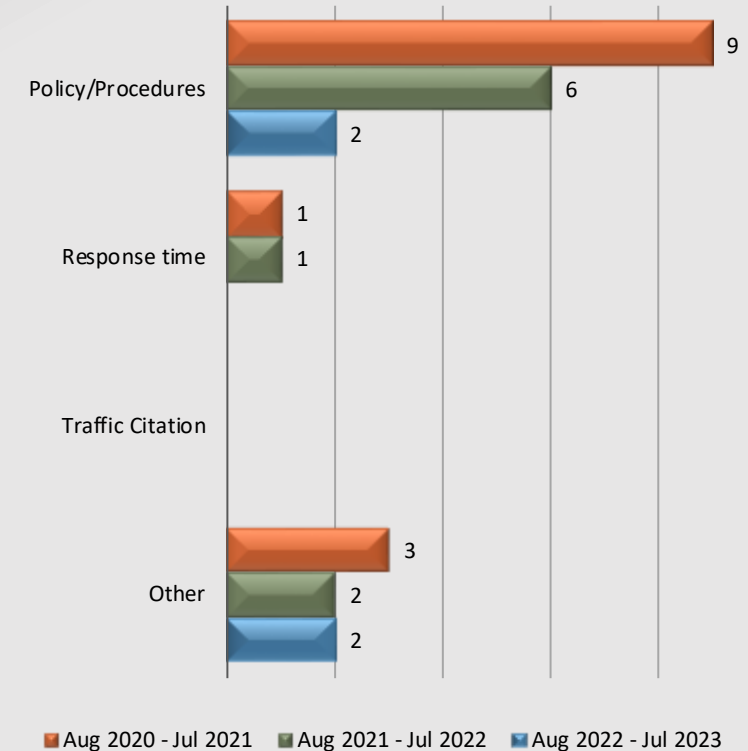
## Complaints – Personnel & Service

### West Hollywood 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 09/06/2023



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

**North Patrol Division**

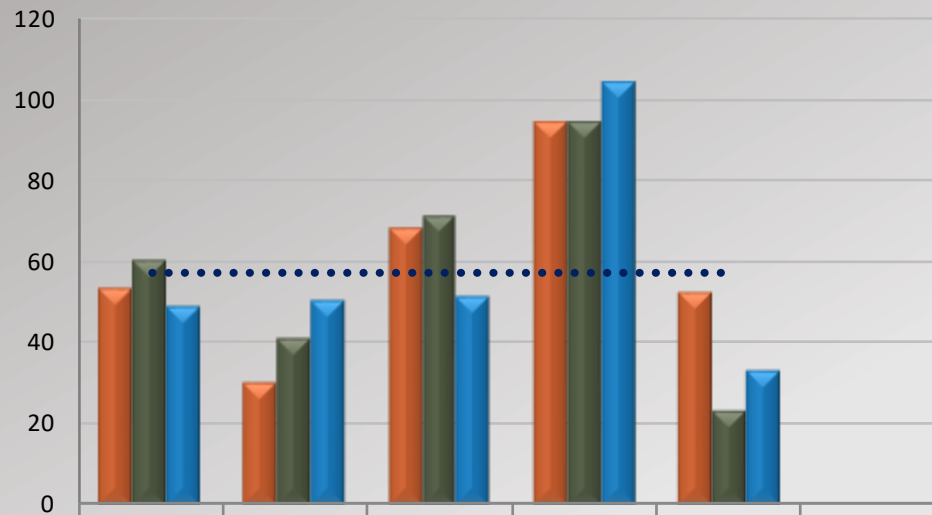


# Watch Commander Service Comment Report

## Public Commendations

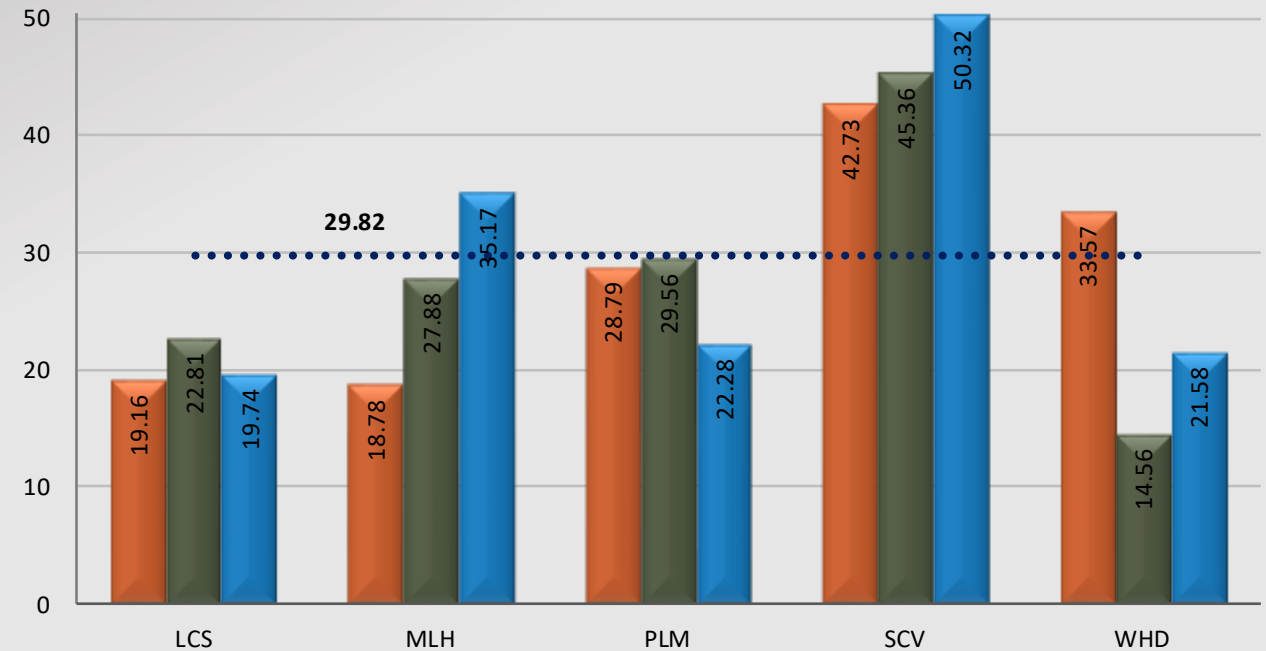
### North Patrol Division

Station Public Commendations



	LCS	MLH	PLM	SCV	WHD	Total
Aug 2020 - Jul 2021	53	30	68	94	52	297
Aug 2021 - Jul 2022	60	41	71	94	23	289
Aug 2022 - Jul 2023	49	50	51	104	33	287
% Chg 21/22 to 22/23	-18.33%	21.95%	-28.17%	10.64%	43.48%	-0.69%
2022/2023 Avg	57.40	57.40	57.40	57.40	57.40	

Station Public Commendations per 100 Assigned Personnel



■ Aug 2020 - Jul 2021    
 ■ Aug 2021 - Jul 2022    
 ■ Aug 2022 - Jul 2023    
 ..... 2022/2023 Avg

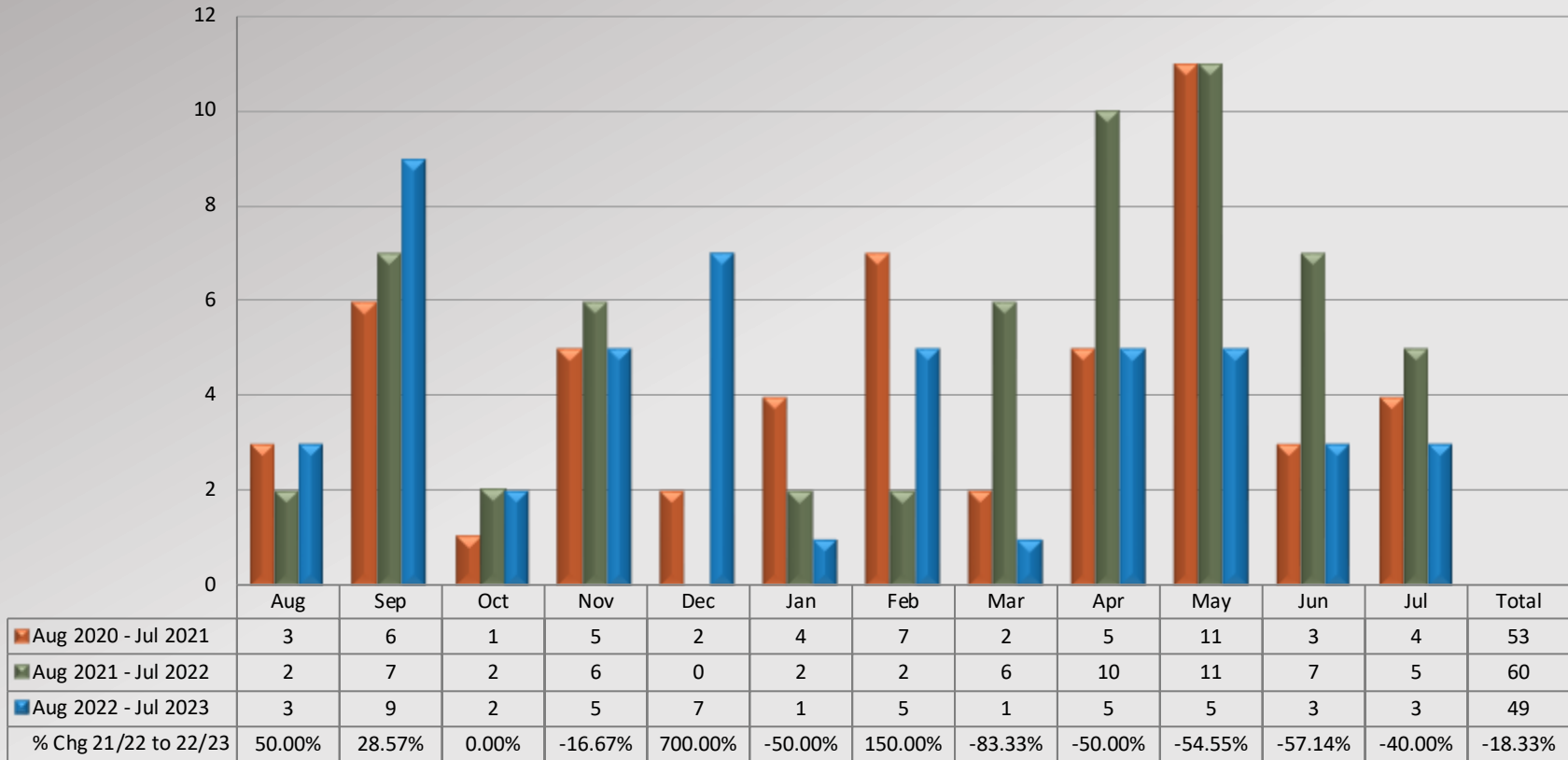


# Watch Commander Service Comment Report

## Public Commendations

### Lancaster Station

Total Public Commendations By Month





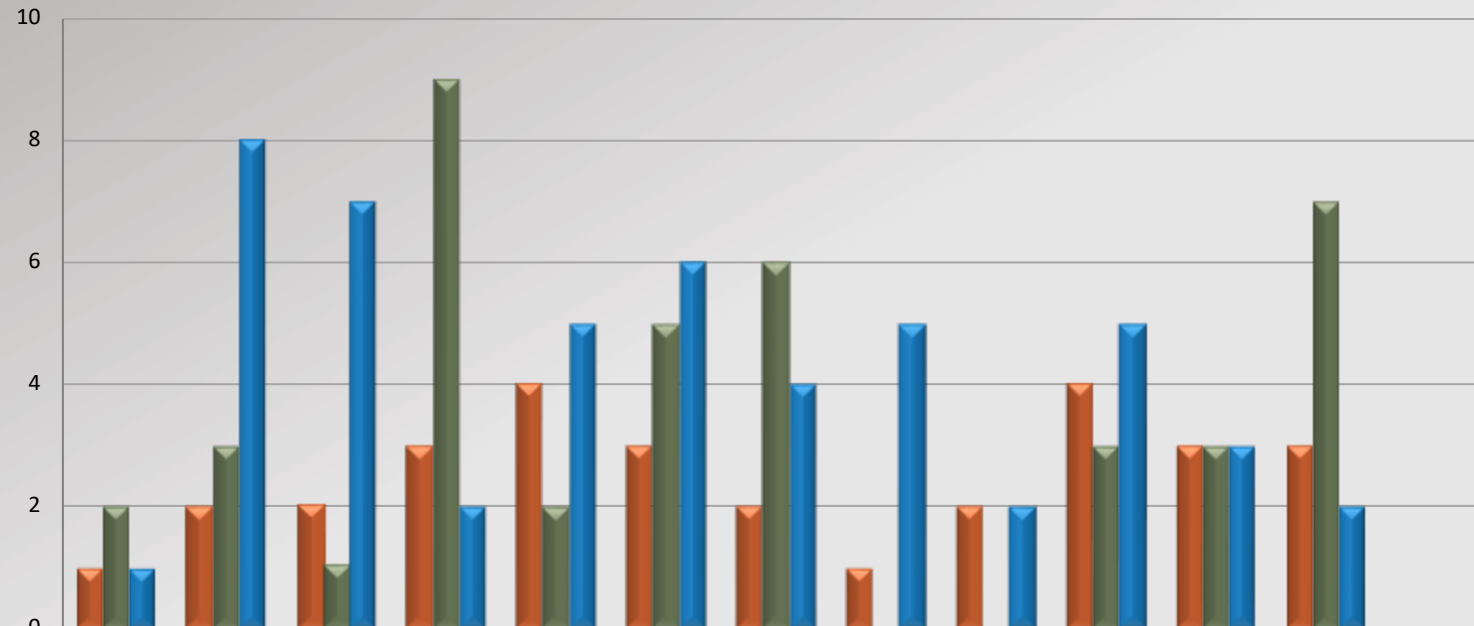


# Watch Commander Service Comment Report

## Public Commendations

### Malibu / Lost Hills Station

Total Public Commendations By Month



	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Aug 2020 - Jul 2021	1	2	2	3	4	3	2	1	2	4	3	3	30
Aug 2021 - Jul 2022	2	3	1	9	2	5	6	0	0	3	3	7	41
Aug 2022 - Jul 2023	1	8	7	2	5	6	4	5	2	5	3	2	50
% Chg 21/22 to 22/23	-50.00%	166.67%	600.00%	-77.78%	150.00%	20.00%	-33.33%	500.00%	200.00%	66.67%	0.00%	-71.43%	21.95%

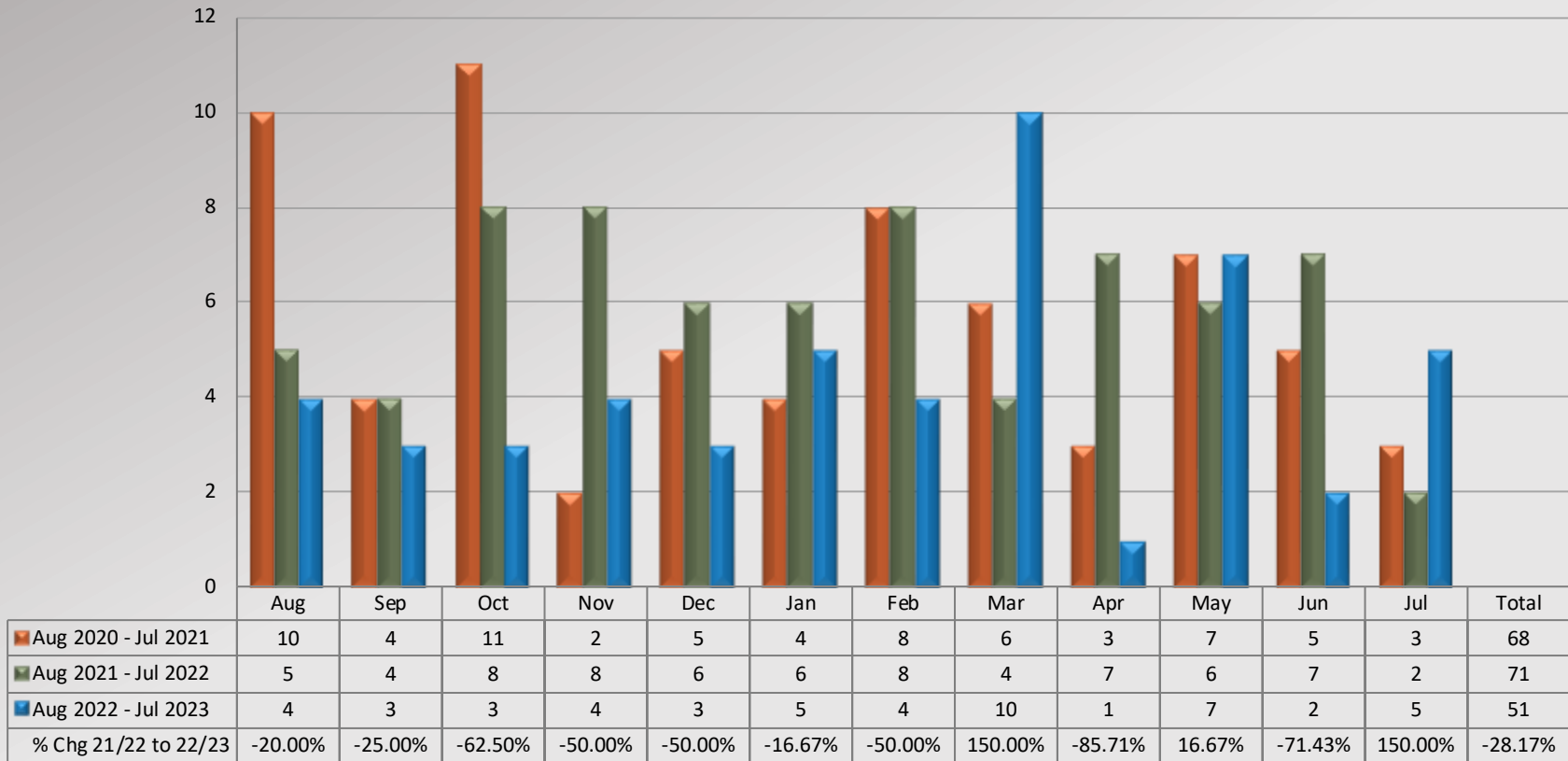


# Watch Commander Service Comment Report

## Public Commendations

### Palmdale Station

Total Public Commendations By Month



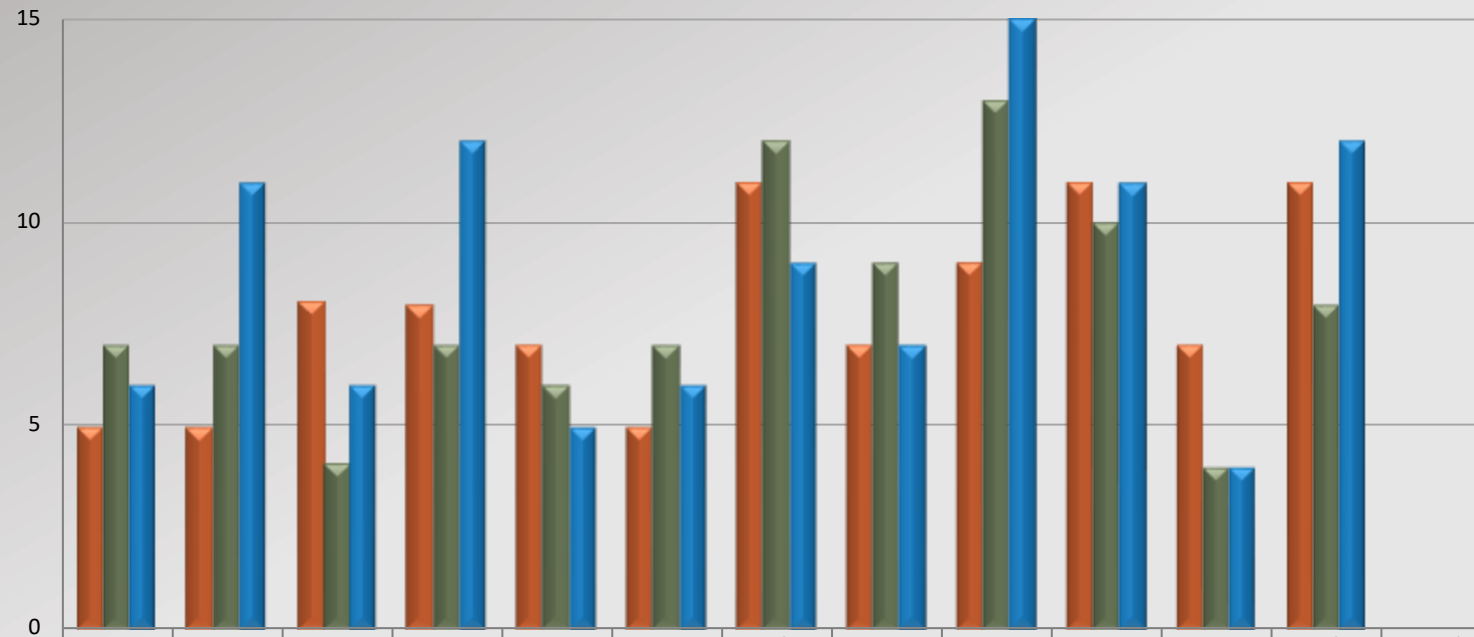


# Watch Commander Service Comment Report

## Public Commendations

### *Santa Clarita Station*

**Total Public Commendations By Month**



	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Aug 2020 - Jul 2021	5	5	8	8	7	5	11	7	9	11	7	11	94
Aug 2021 - Jul 2022	7	7	4	7	6	7	12	9	13	10	4	8	94
Aug 2022 - Jul 2023	6	11	6	12	5	6	9	7	15	11	4	12	104
% Chg 21/22 to 22/23	-14.29%	57.14%	50.00%	71.43%	-16.67%	-14.29%	-25.00%	-22.22%	15.38%	10.00%	0.00%	50.00%	10.64%

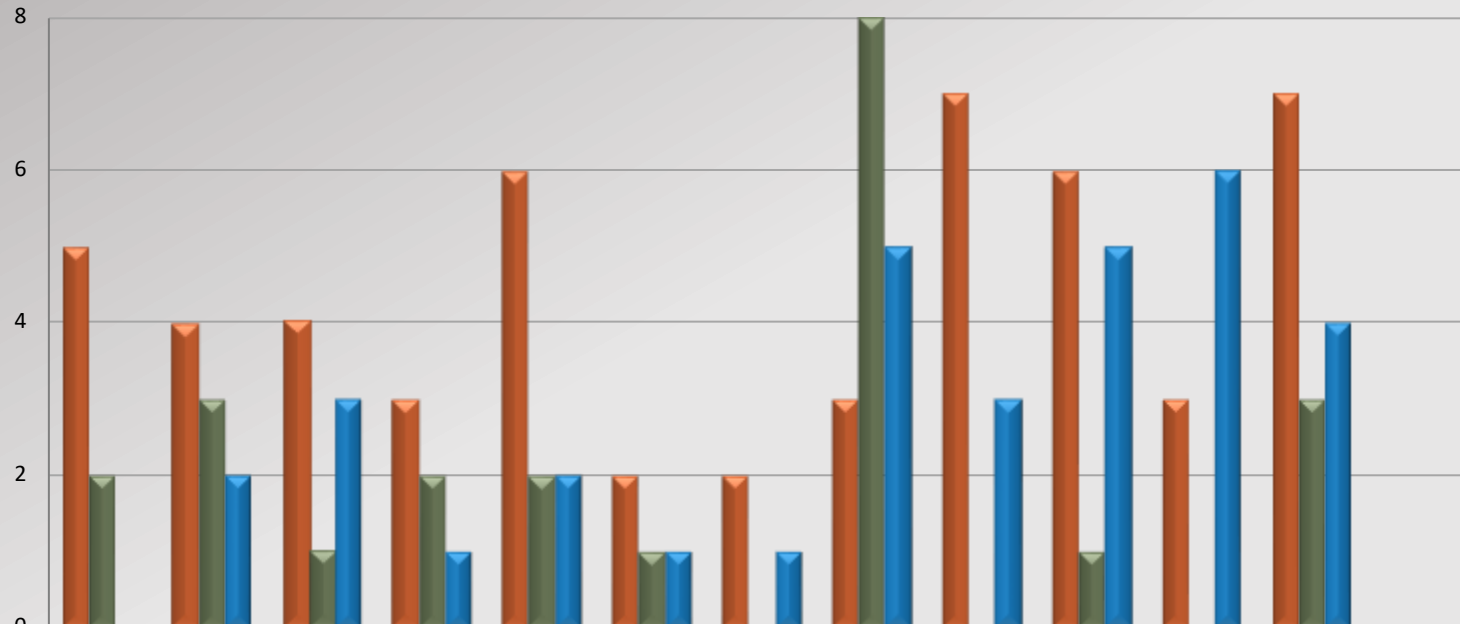


# Watch Commander Service Comment Report

## Public Commendations

### *West Hollywood Station*

**Total Public Commendations By Month**



	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Aug 2020 - Jul 2021	5	4	4	3	6	2	2	3	7	6	3	7	52
Aug 2021 - Jul 2022	2	3	1	2	2	1	0	8	0	1	0	3	23
Aug 2022 - Jul 2023	0	2	3	1	2	1	1	5	3	5	6	4	33
% Chg 21/22 to 22/23	-100.00%	-33.33%	200.00%	-50.00%	0.00%	0.00%	100.00%	-37.50%	300.00%	400.00%	600.00%	33.33%	43.48%