

Los Angeles County

SHERIFF'S DEPARTMENT

SOUTH 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

South Patrol Division

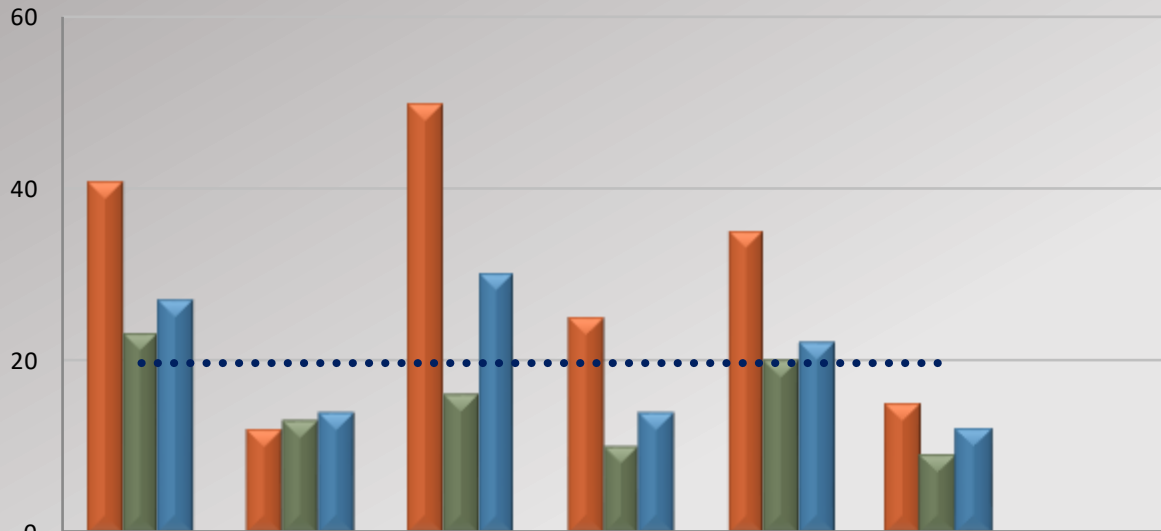


Watch Commander Service Comment Report

Complaints – Personnel & Service

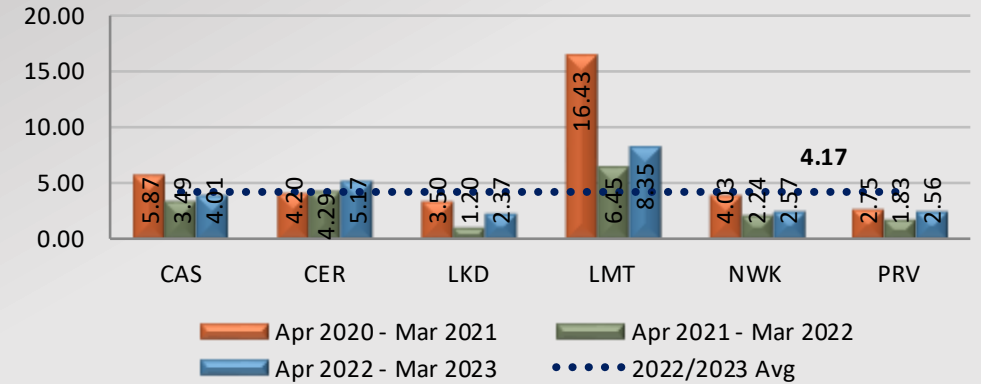
South Patrol Division

**Station Total Complaint Forms
Personnel & Service**

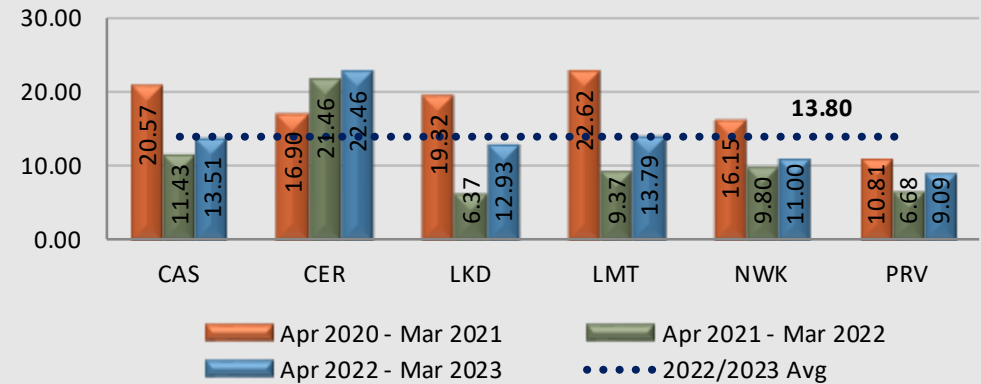


Apr 2020 - Mar 2021	41	12	50	25	35	15	178
Apr 2021 - Mar 2022	23	13	16	10	20	9	91
Apr 2022 - Mar 2023	27	14	30	14	22	12	119
% Chg 21/22 to 22/23	17.39%	7.69%	87.50%	40.00%	10.00%	33.33%	30.77%
2022/2023 Avg	19.83	19.83	19.83	19.83	19.83	19.83	

Total Complaint Forms per 10,000 Contacts



Total Complaint Forms per 100 Assigned Personnel



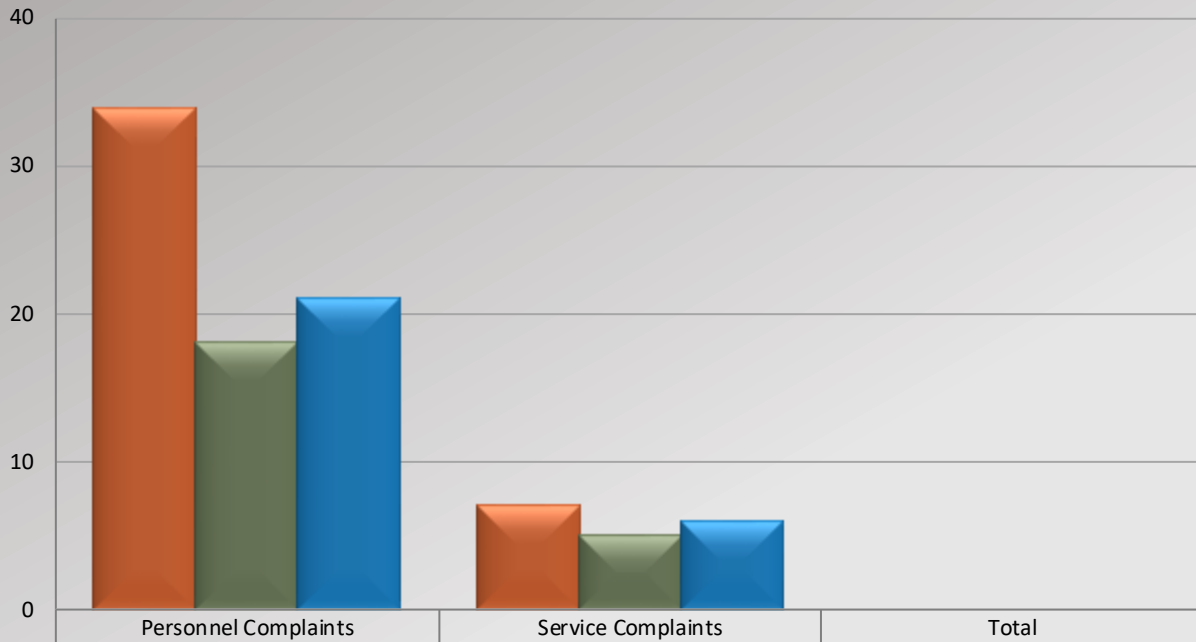


Watch Commander Service Comment Report

Complaints – Personnel & Service

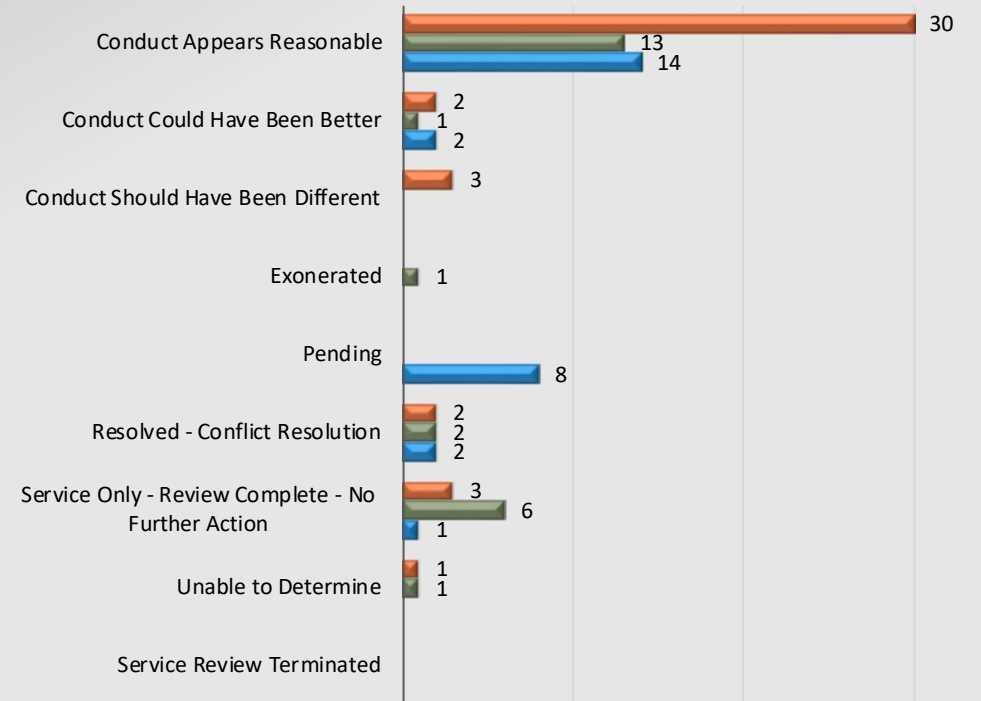
Carson Station

WCSCR's



Period	Personnel Complaints	Service Complaints	Total
Apr 2020 - Mar 2021	34	7	41
Apr 2021 - Mar 2022	18	5	23
Apr 2022 - Mar 2023	21	6	27
% Chg 21/22 to 22/23	16.67%	20.00%	17.39%

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.

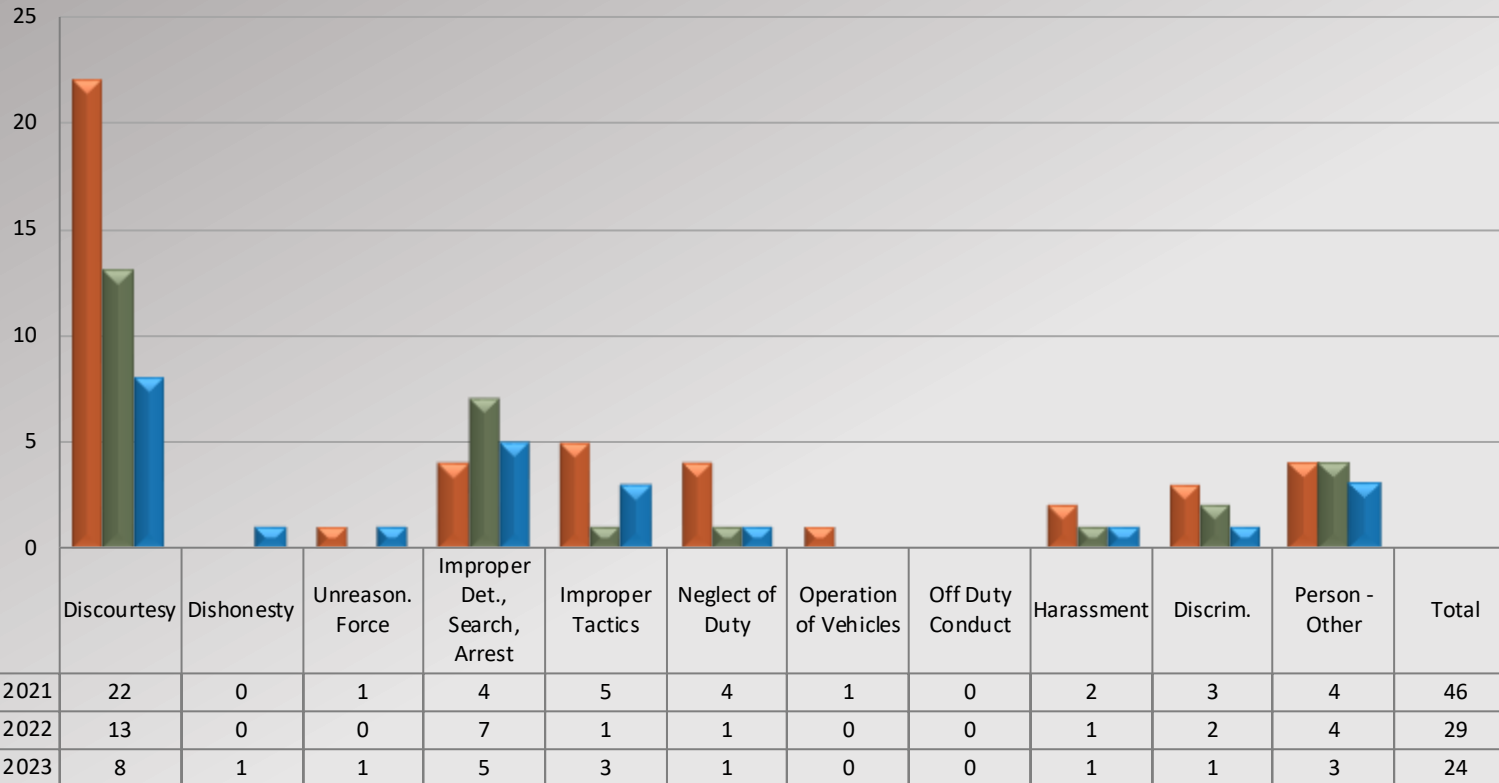


Watch Commander Service Comment Report

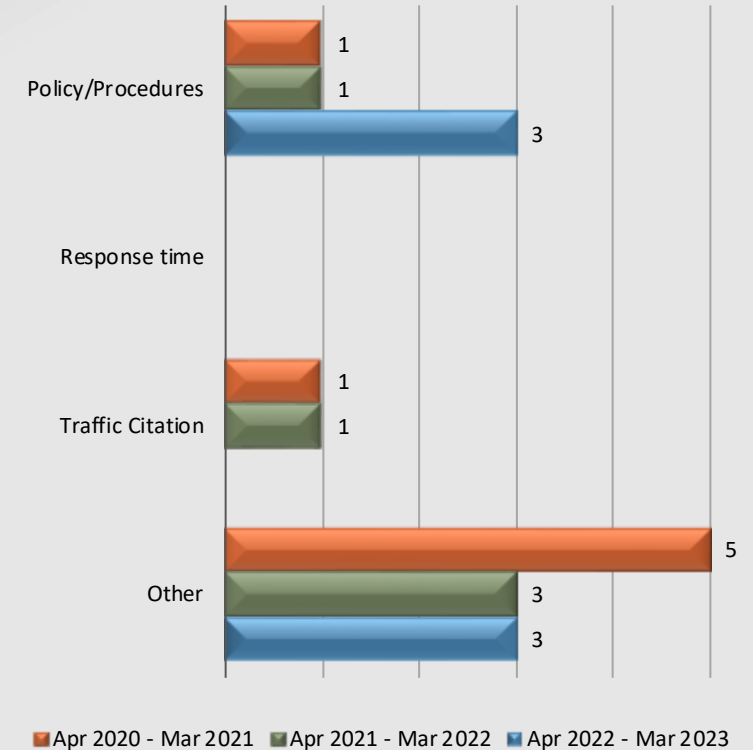
Complaints – Personnel & Service

Carson 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

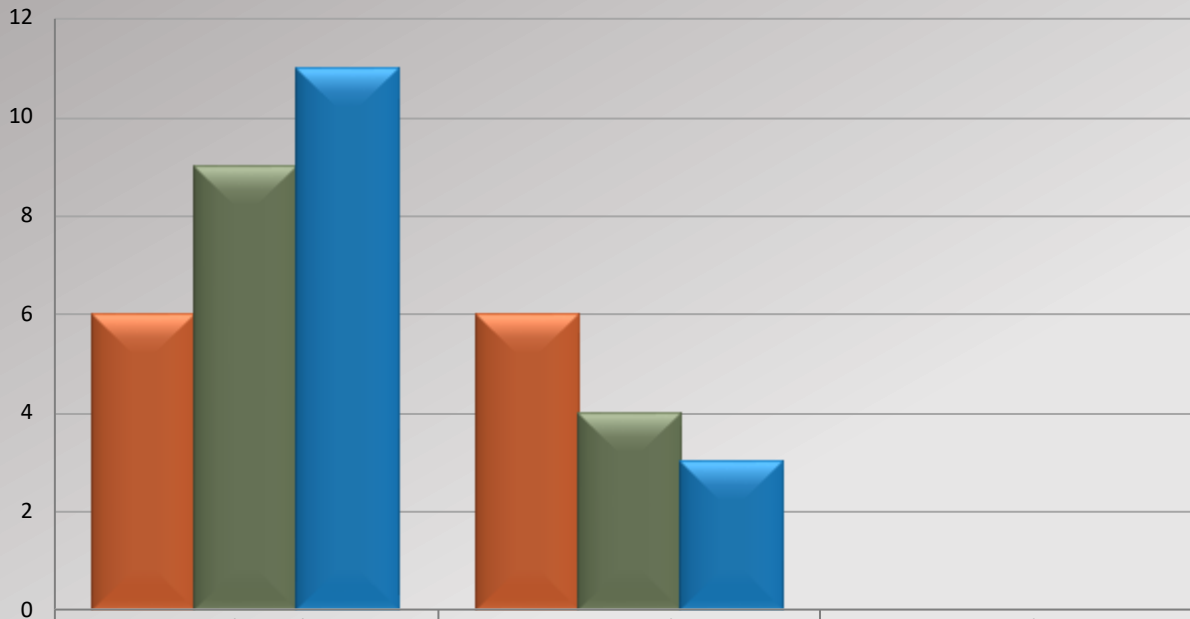


Watch Commander Service Comment Report

Complaints – Personnel & Service

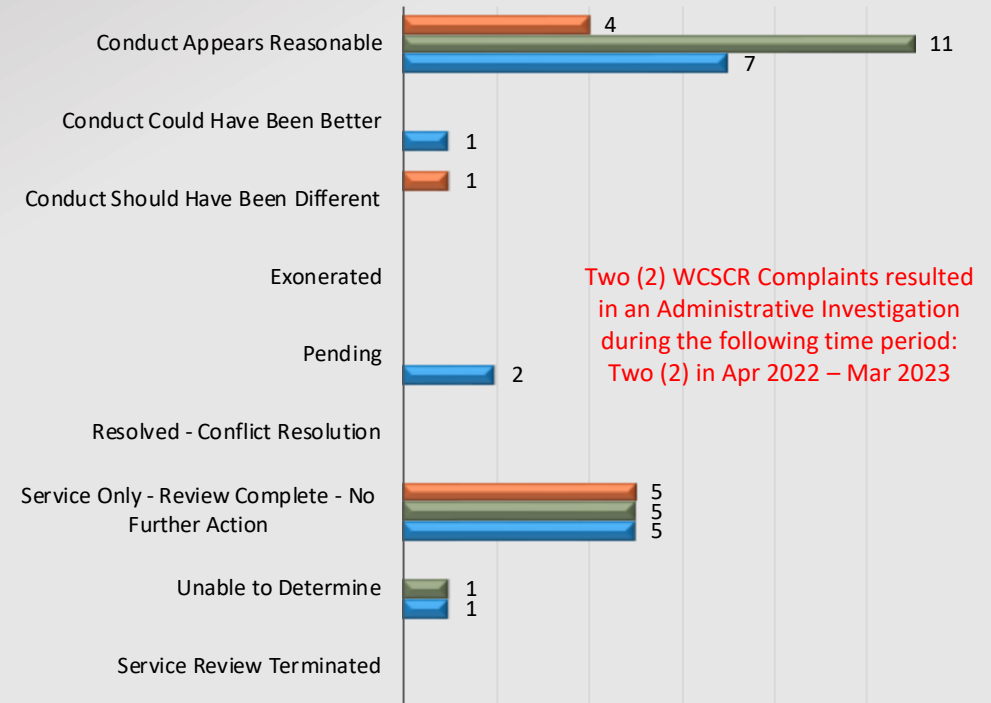
Cerritos Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Apr 2020 - Mar 2021	6	6	12
Apr 2021 - Mar 2022	9	4	13
Apr 2022 - Mar 2023	11	3	14
% Chg 21/22 to 22/23	22.22%	-25.00%	7.69%

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.

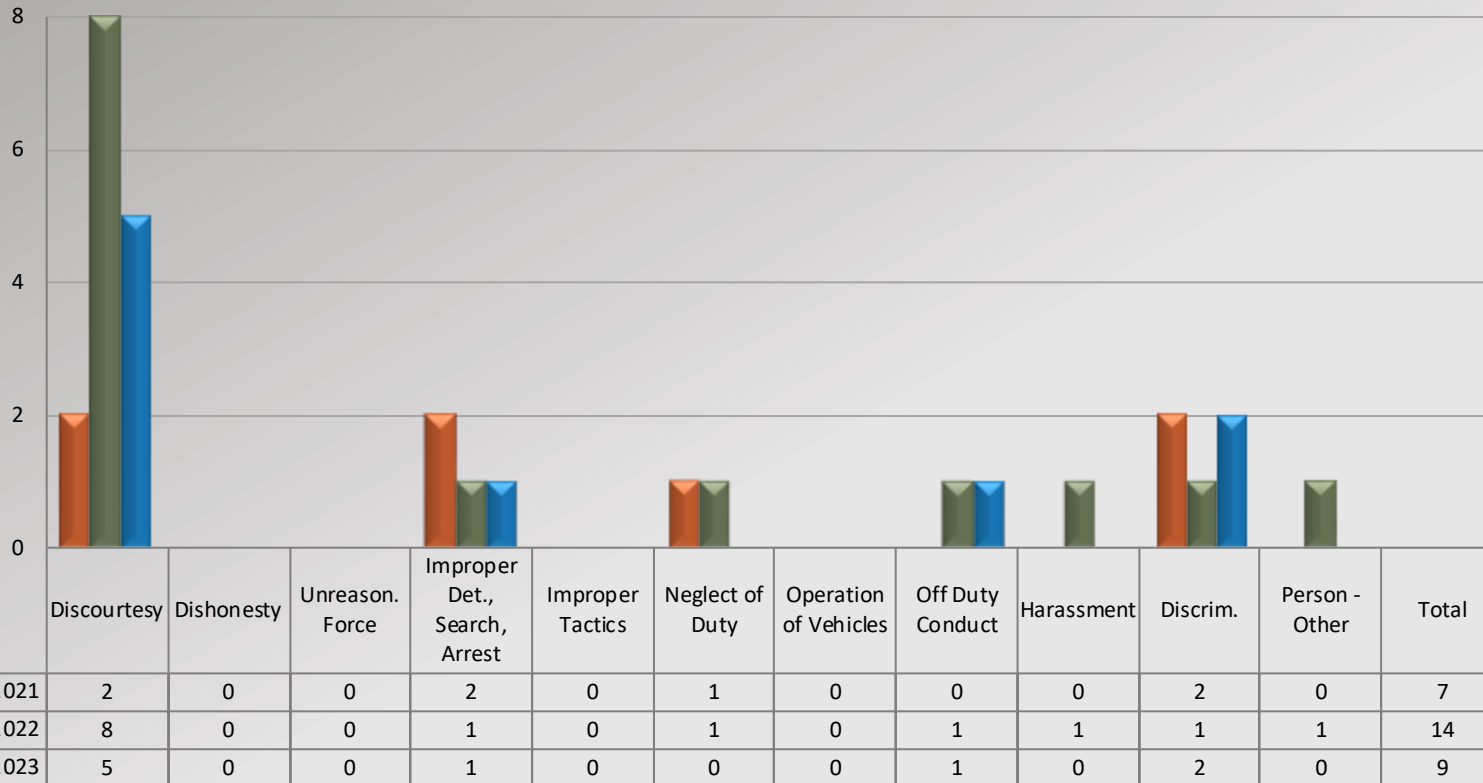


Watch Commander Service Comment Report

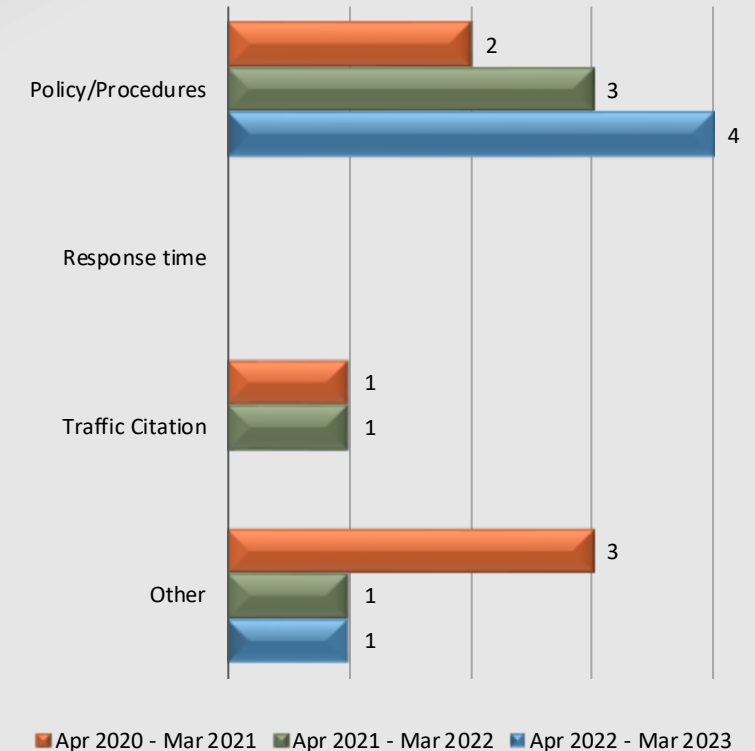
Complaints – Personnel & Service

Cerritos 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

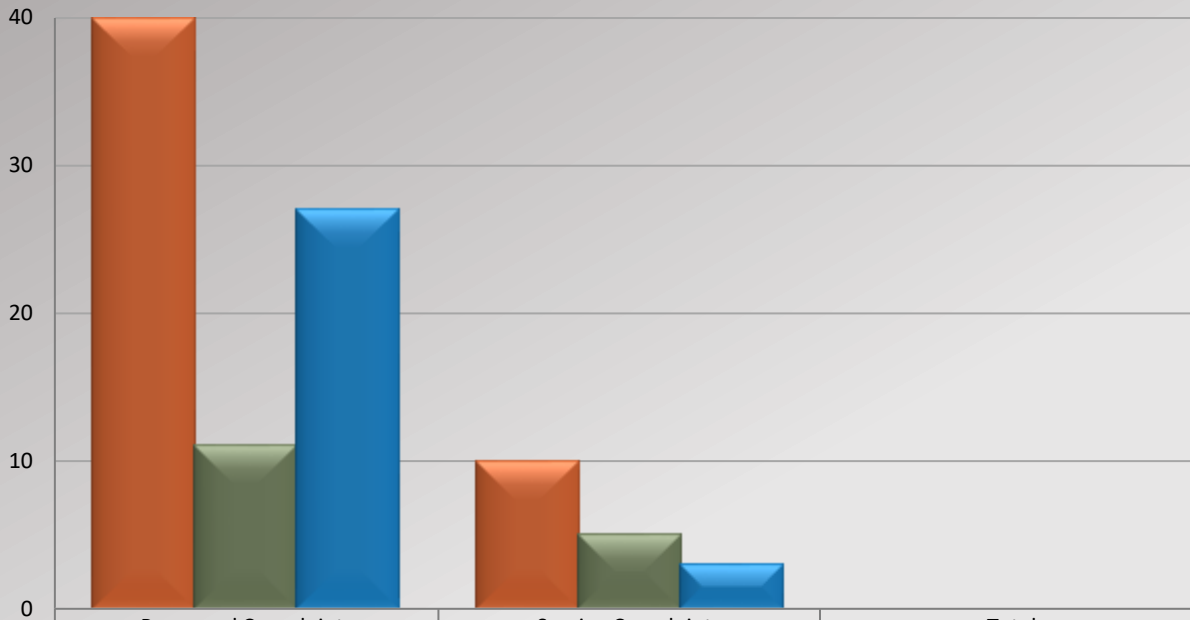


Watch Commander Service Comment Report

Complaints – Personnel & Service

Lakewood Station

WCSCR's



Apr 2020 - Mar 2021	40	10	50
Apr 2021 - Mar 2022	11	5	16
Apr 2022 - Mar 2023	27	3	30
% Chg 21/22 to 22/23	145.45%	-40.00%	87.50%

Dispositions



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

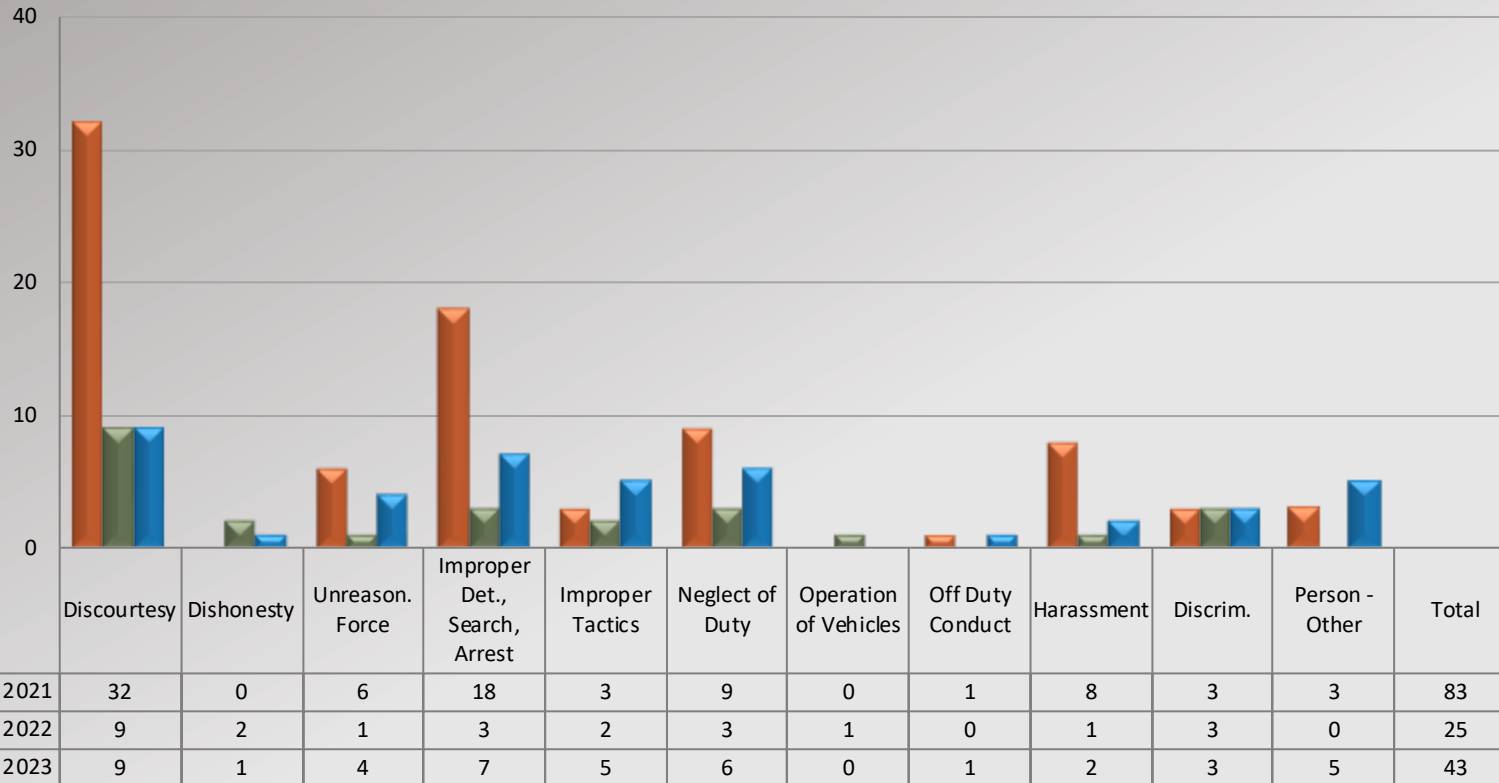


Watch Commander Service Comment Report

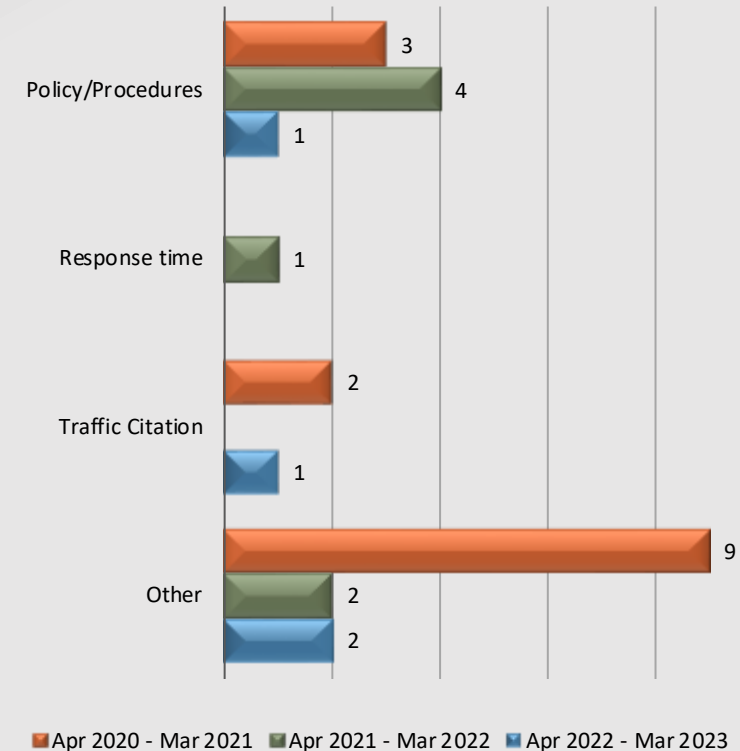
Complaints – Personnel & Service

Lakewood 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

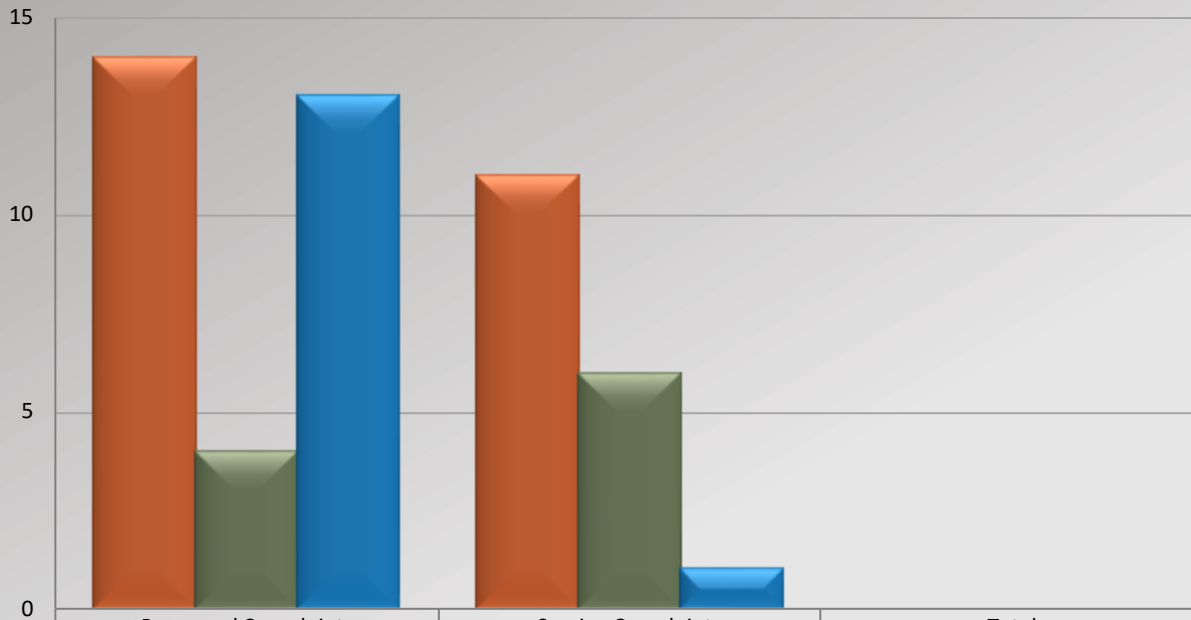


Watch Commander Service Comment Report

Complaints – Personnel & Service

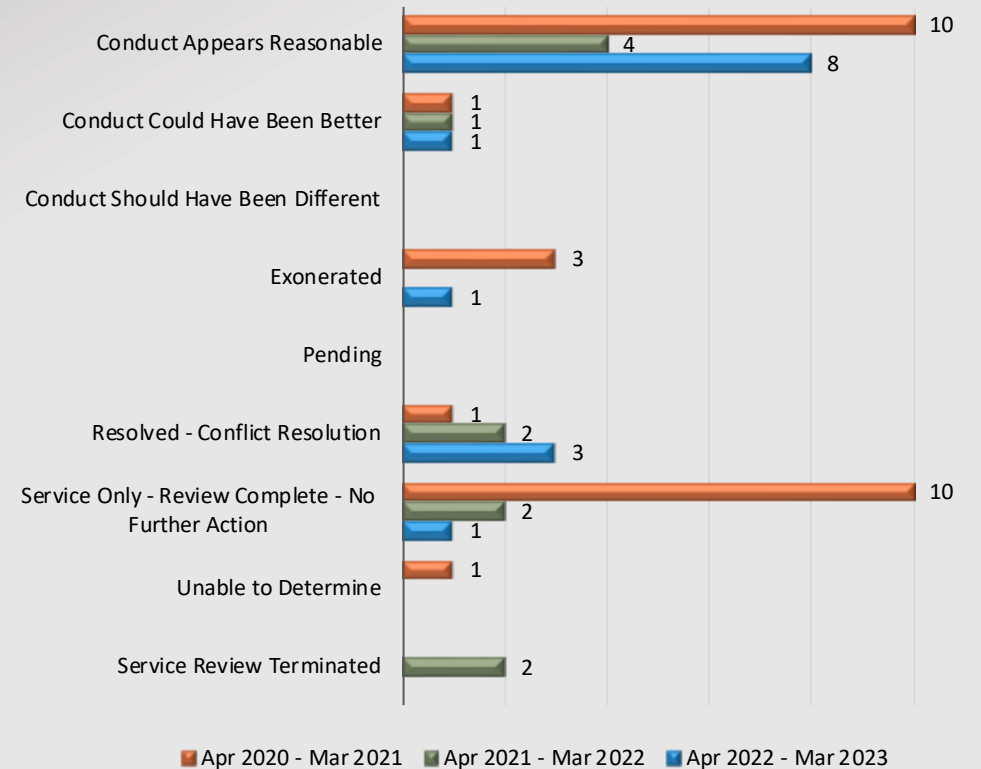
Lomita Station

WCSCR's



Apr 2020 - Mar 2021	14	11	25
Apr 2021 - Mar 2022	4	6	10
Apr 2022 - Mar 2023	13	1	14
% Chg 21/22 to 22/23	225.00%	-83.33%	40.00%

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.

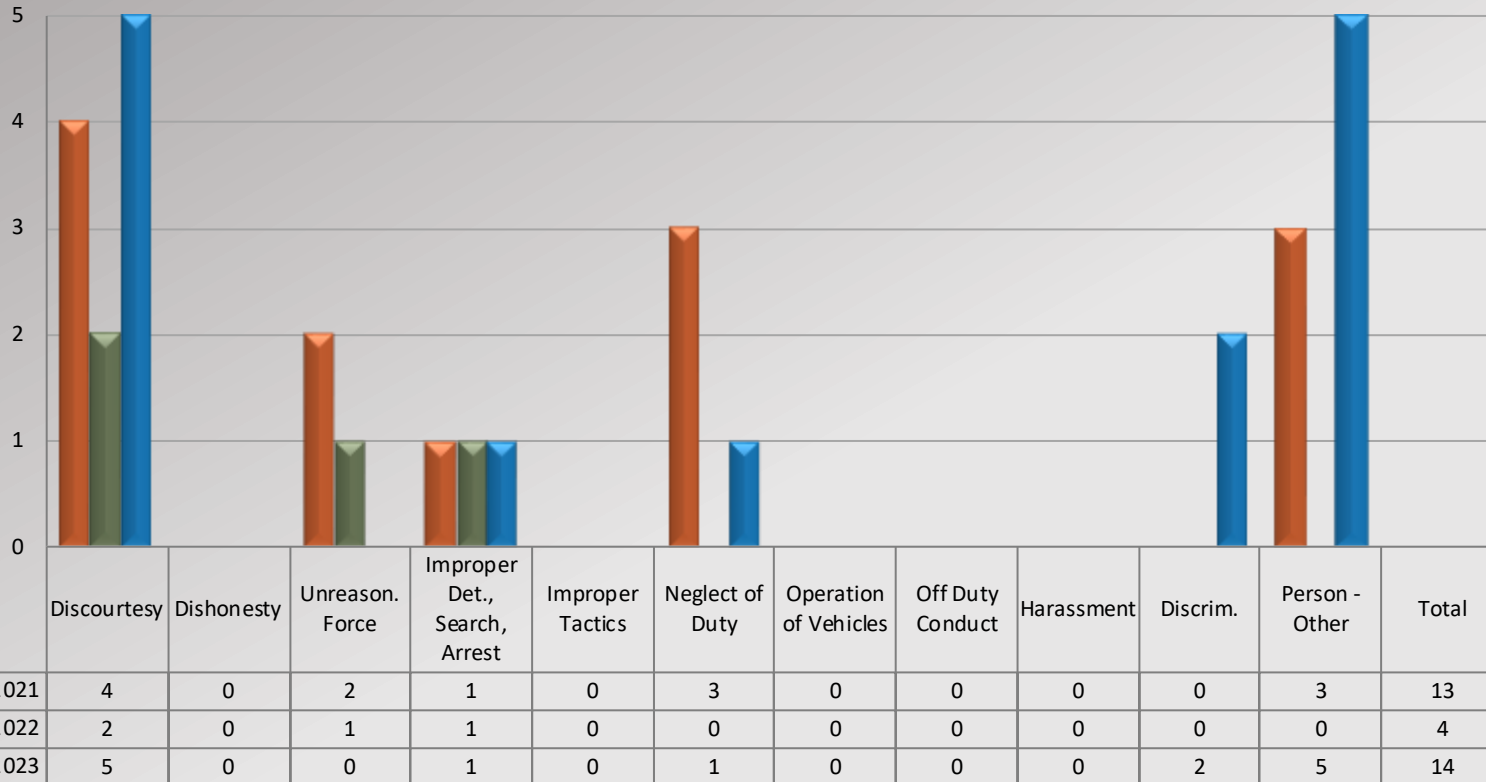


Watch Commander Service Comment Report

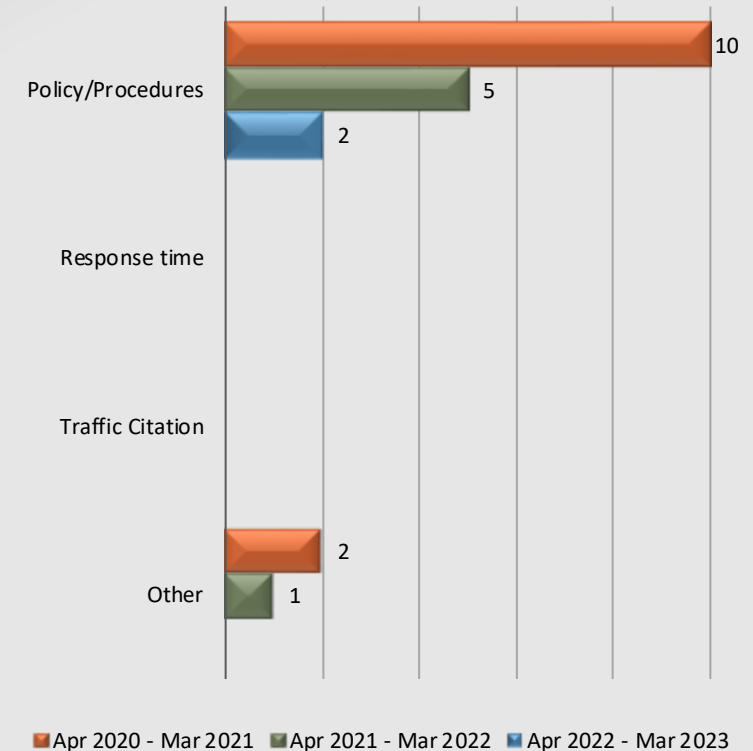
Complaints – Personnel & Service

Lomita 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

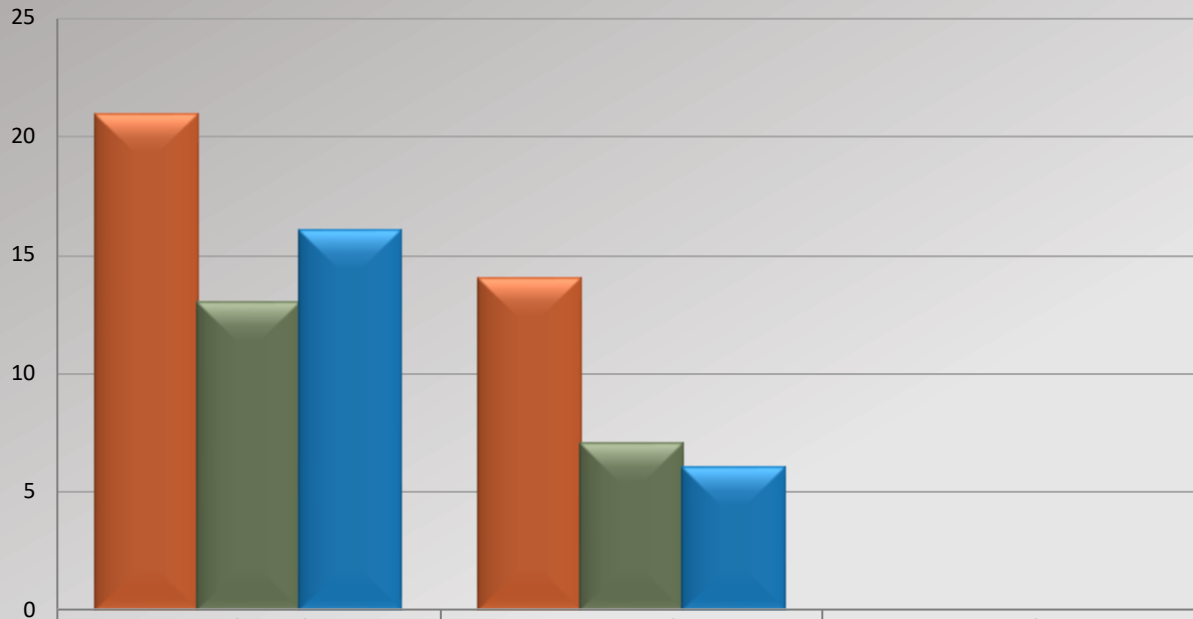


Watch Commander Service Comment Report

Complaints – Personnel & Service

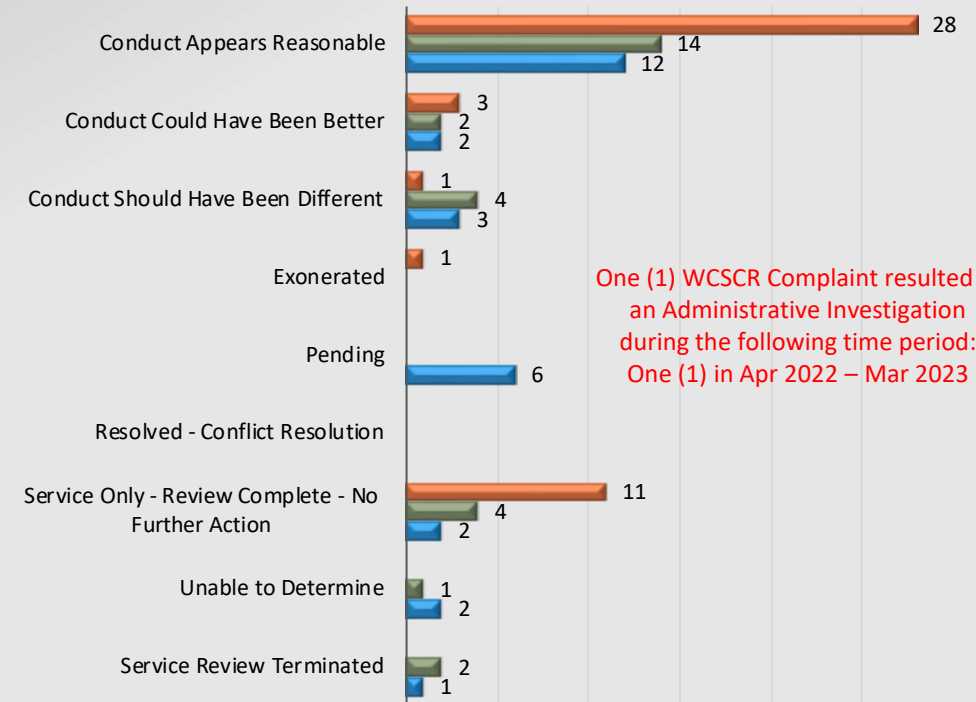
Norwalk Station

WCSER's



Apr 2020 - Mar 2021	21	14	35
Apr 2021 - Mar 2022	13	7	20
Apr 2022 - Mar 2023	16	6	22
% Chg 21/22 to 22/23	23.08%	-14.29%	10.00%

Dispositions



One (1) WCSER Complaint resulted in an Administrative Investigation during the following time period:
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.

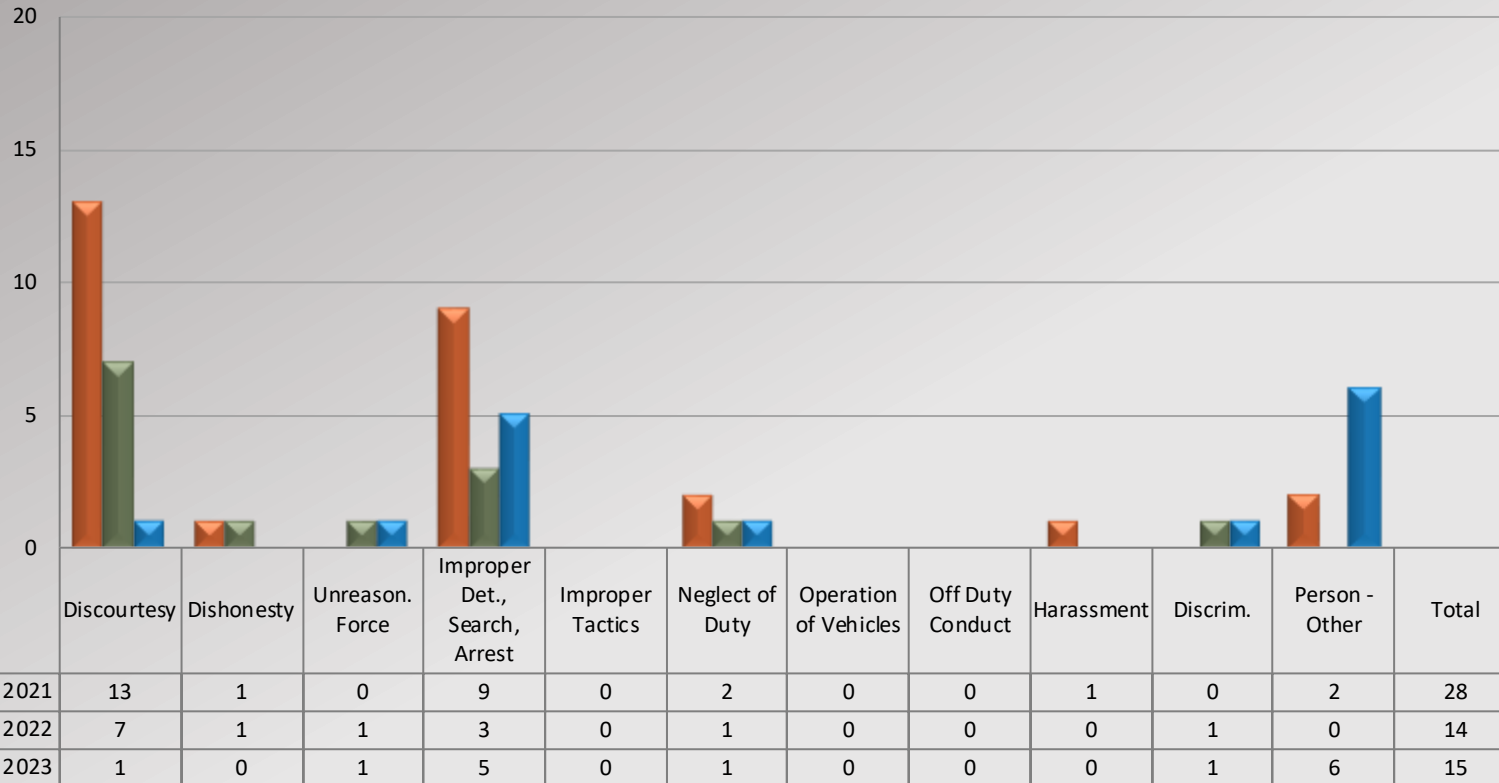


Watch Commander Service Comment Report

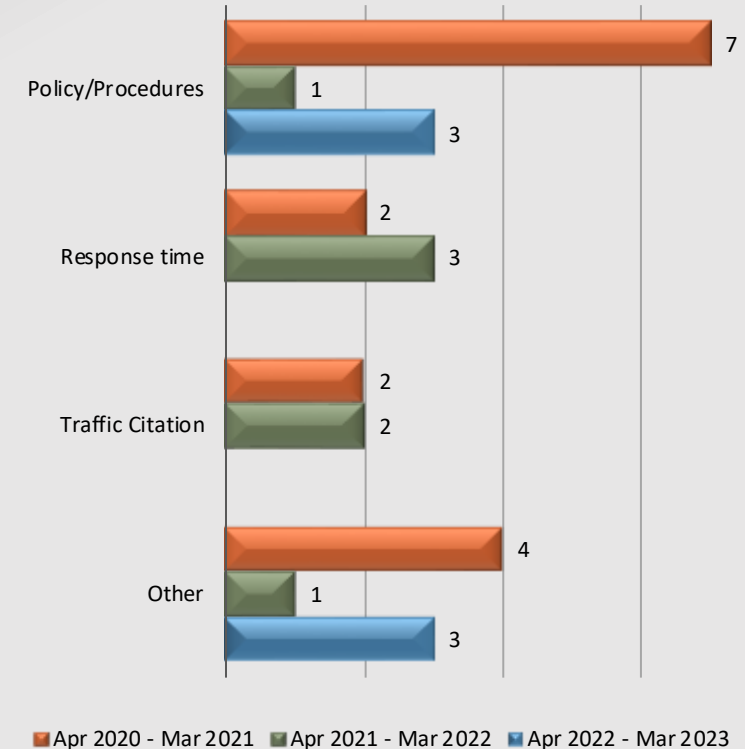
Complaints – Personnel & Service

Norwalk 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

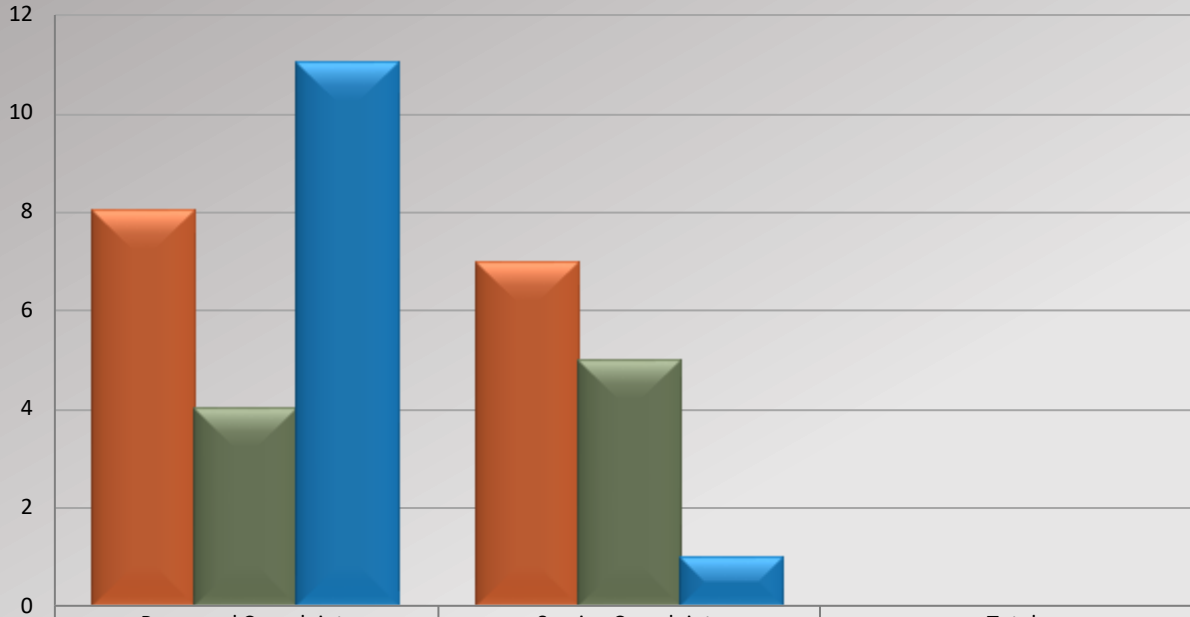


Watch Commander Service Comment Report

Complaints – Personnel & Service

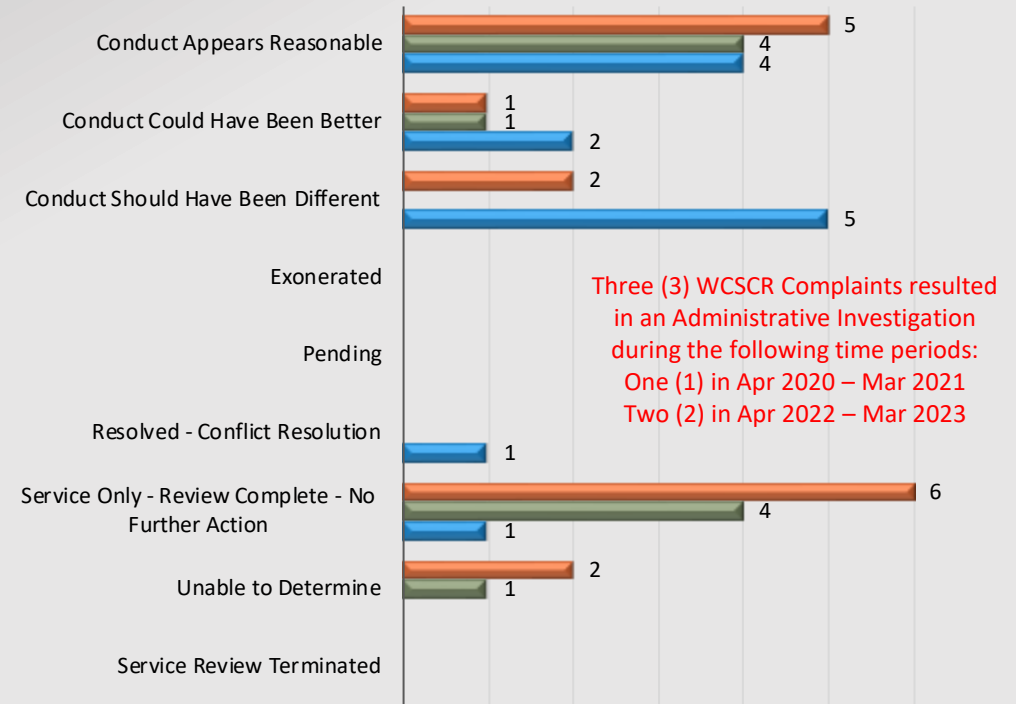
Pico Rivera Station

WCSCR's



	Personnel Complaints	Service Complaints	Total
Apr 2020 - Mar 2021	8	7	15
Apr 2021 - Mar 2022	4	5	9
Apr 2022 - Mar 2023	11	1	12
% Chg 21/22 to 22/23	175.00%	-80.00%	33.33%

Dispositions



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

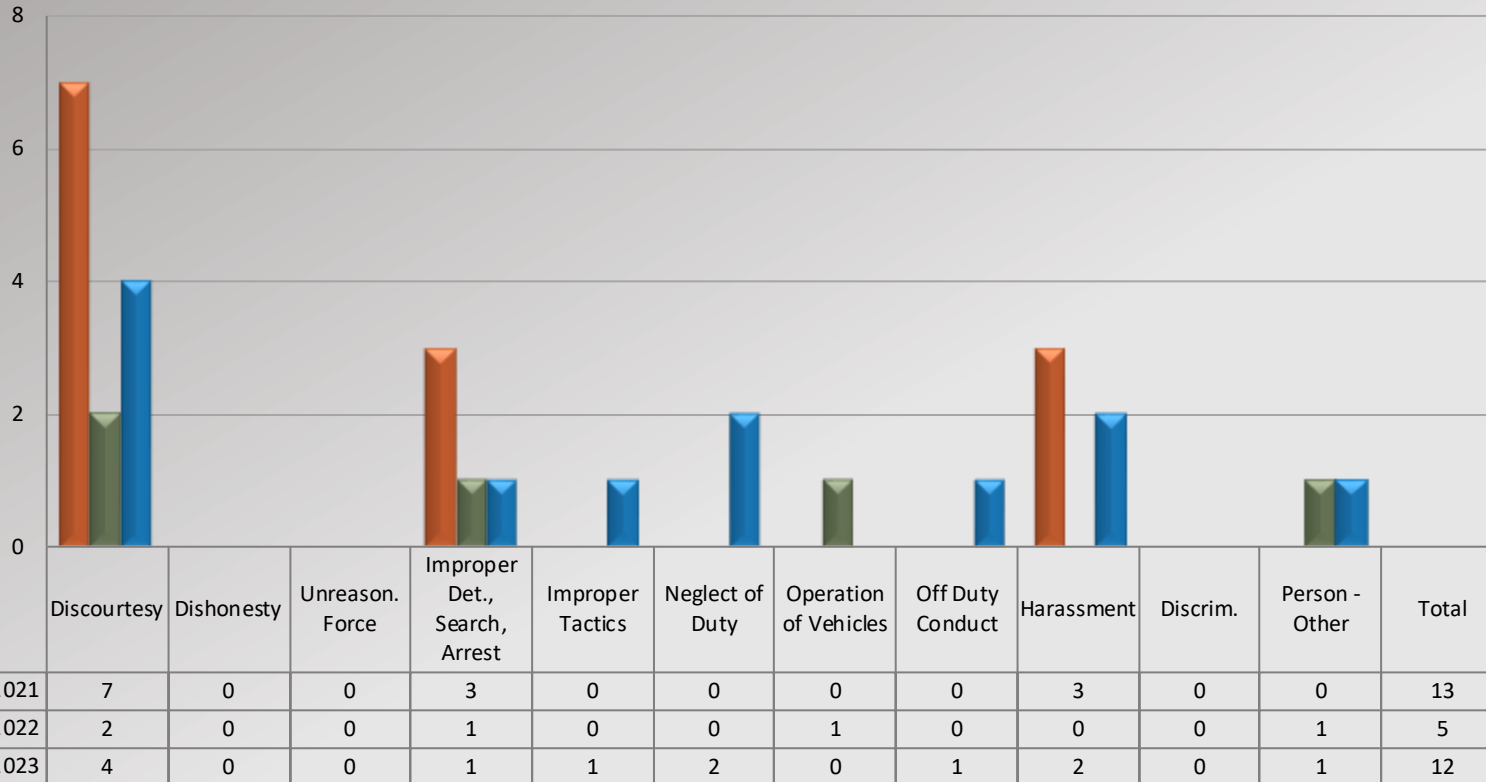


Watch Commander Service Comment Report

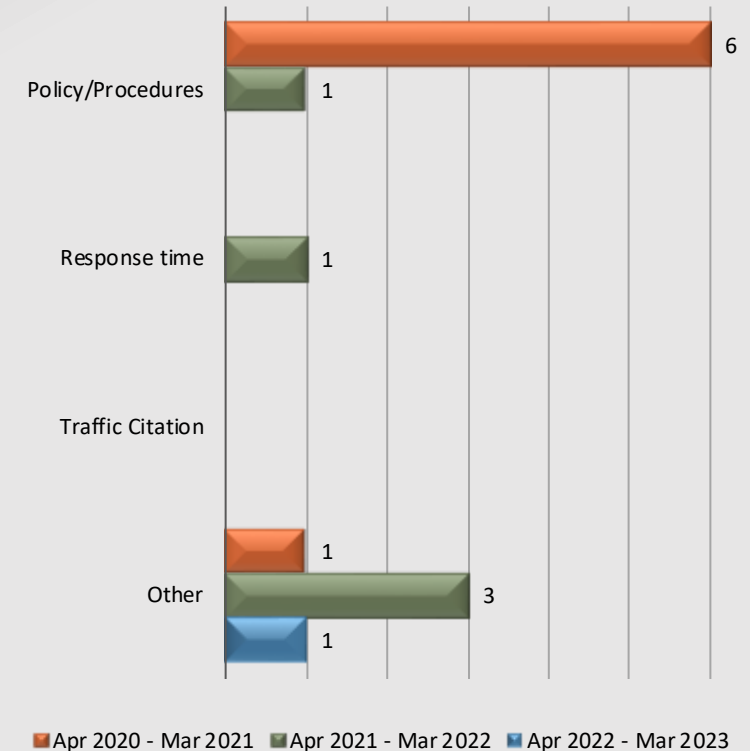
Complaints – Personnel & Service

Pico Rivera 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

South Patrol Division

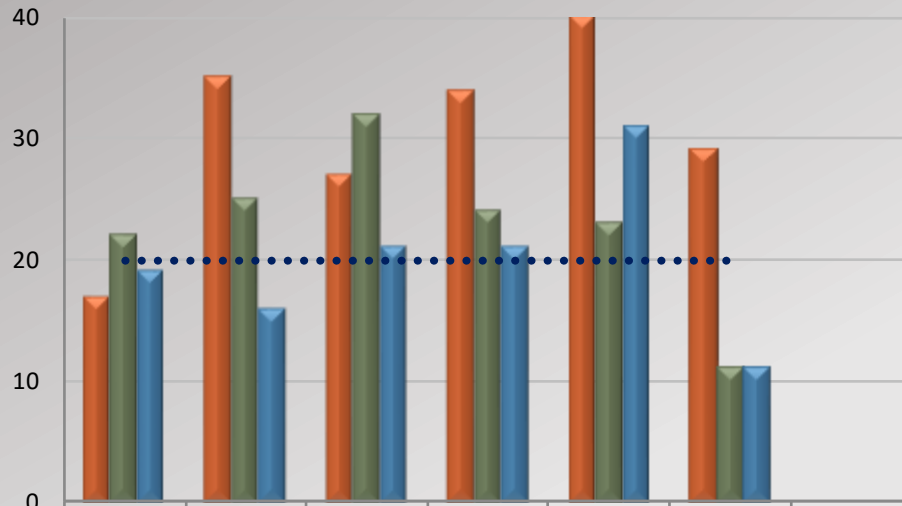


Watch Commander Service Comment Report

Public Commendations

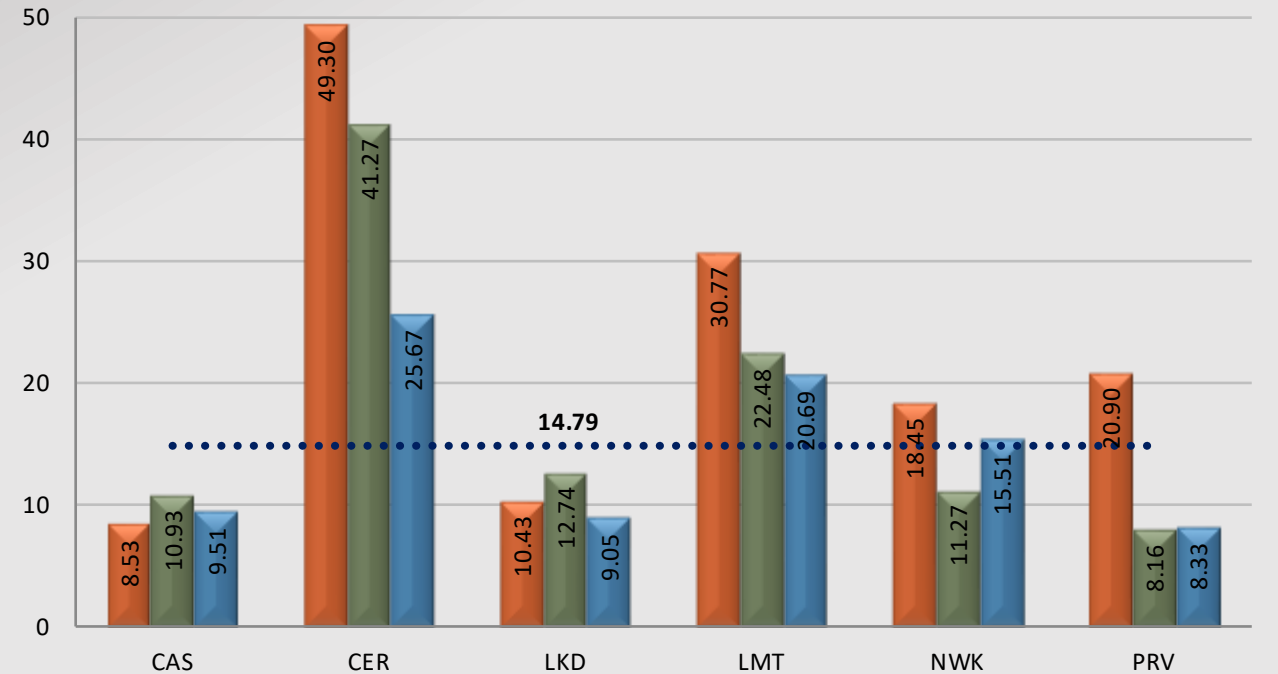
South Patrol Division

Station Public Commendations



	CAS	CER	LKD	LMT	NWK	PRV	Total
Apr 2020 - Mar 2021	17	35	27	34	40	29	182
Apr 2021 - Mar 2022	22	25	32	24	23	11	137
Apr 2022 - Mar 2023	19	16	21	21	31	11	119
% Chg 21/22 to 22/23	-13.64%	-36.00%	-34.38%	-12.50%	34.78%	0.00%	-13.14%
2022/2023 Avg	19.83	19.83	19.83	19.83	19.83	19.83	

Station Public Commendations per 100 Assigned Personnel



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

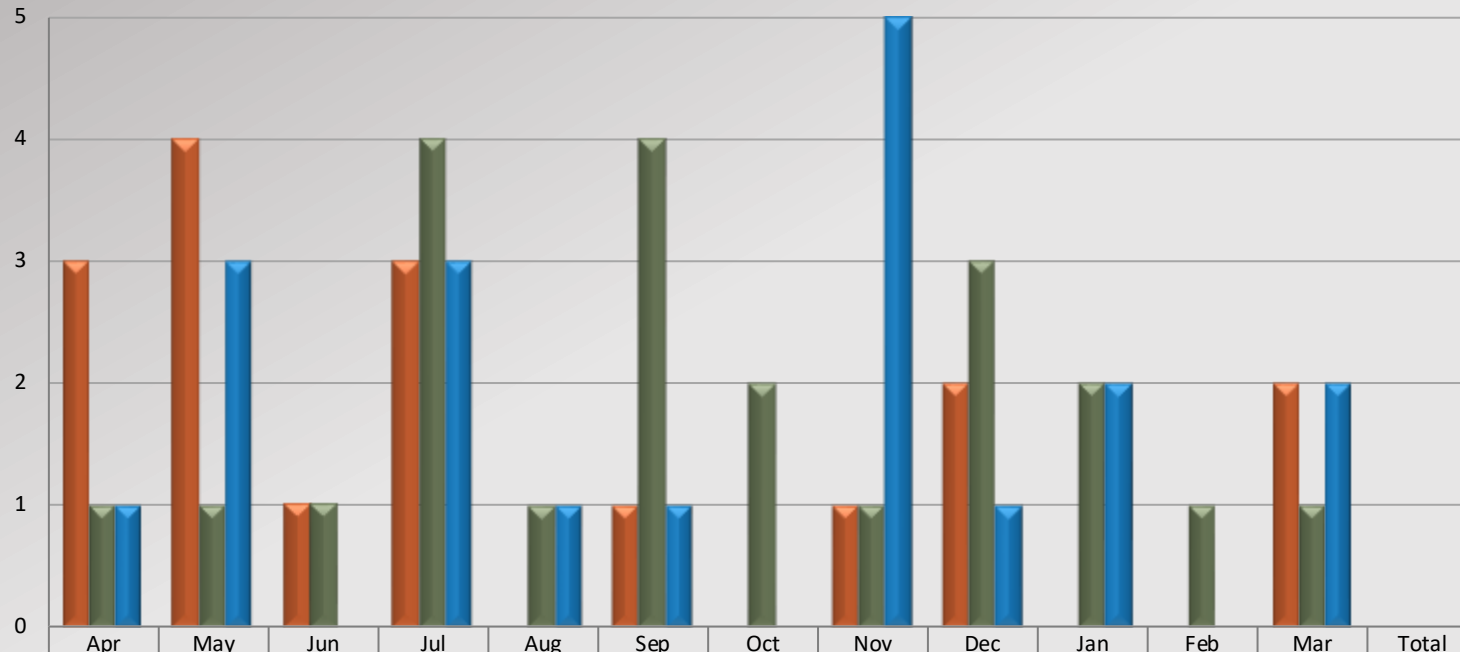


Watch Commander Service Comment Report

Public Commendations

Carson 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	1	3	0	1	0	1	2	0	0	2	17
Apr 2021 - Mar 2022	1	1	1	4	1	4	2	1	3	2	1	1	22
Apr 2022 - Mar 2023	1	3	0	3	1	1	0	5	1	2	0	2	19
% Chg 21/22 to 22/23	0.00%	200.00%	-100.00%	-25.00%	0.00%	-75.00%	-100.00%	400.00%	-66.67%	0.00%	-100.00%	100.00%	-13.64%

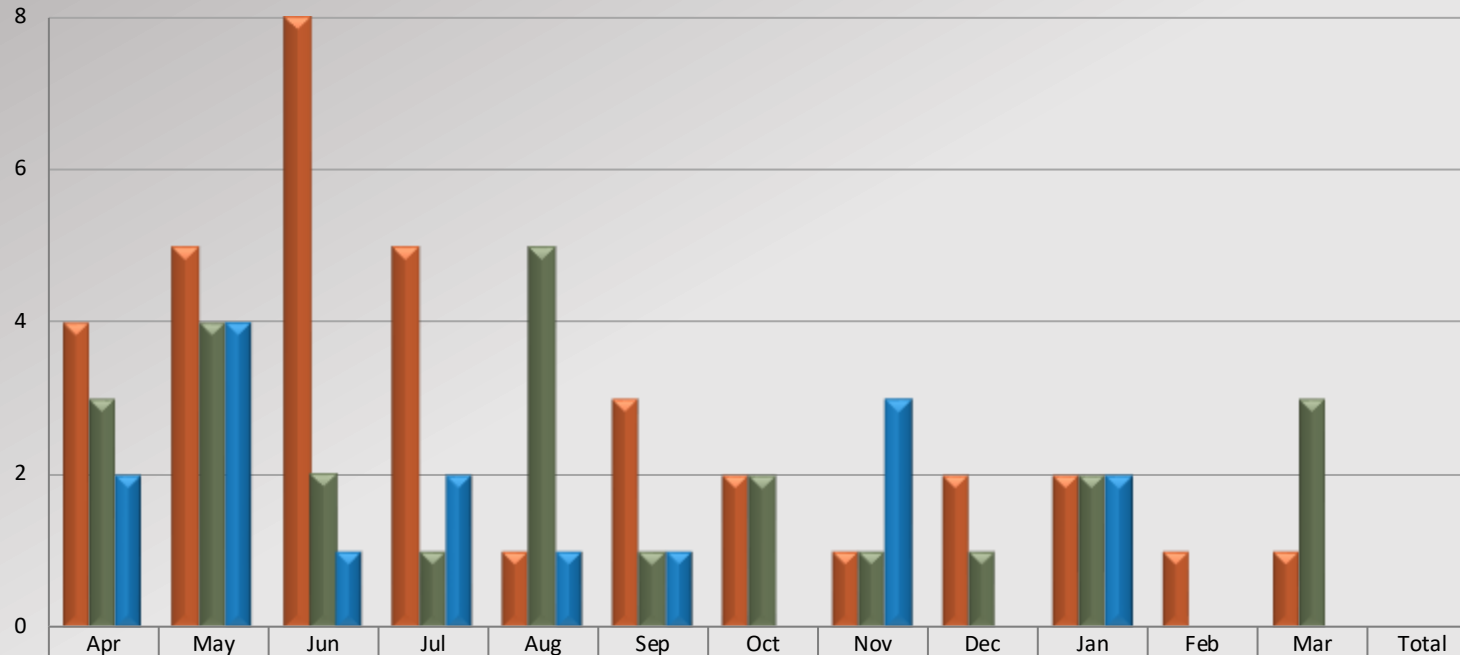


Watch Commander Service Comment Report

Public Commendations

Cerritos Station

Total Public Commendations By Month



Apr 2020 - Mar 2021	4	5	8	5	1	3	2	1	2	2	1	1	35
Apr 2021 - Mar 2022	3	4	2	1	5	1	2	1	1	2	0	3	25
Apr 2022 - Mar 2023	2	4	1	2	1	1	0	3	0	2	0	0	16
% Chg 21/22 to 22/23	-33.33%	0.00%	-50.00%	100.00%	-80.00%	0.00%	-100.00%	200.00%	-100.00%	0.00%	0.00%	-100.00%	-36.00%

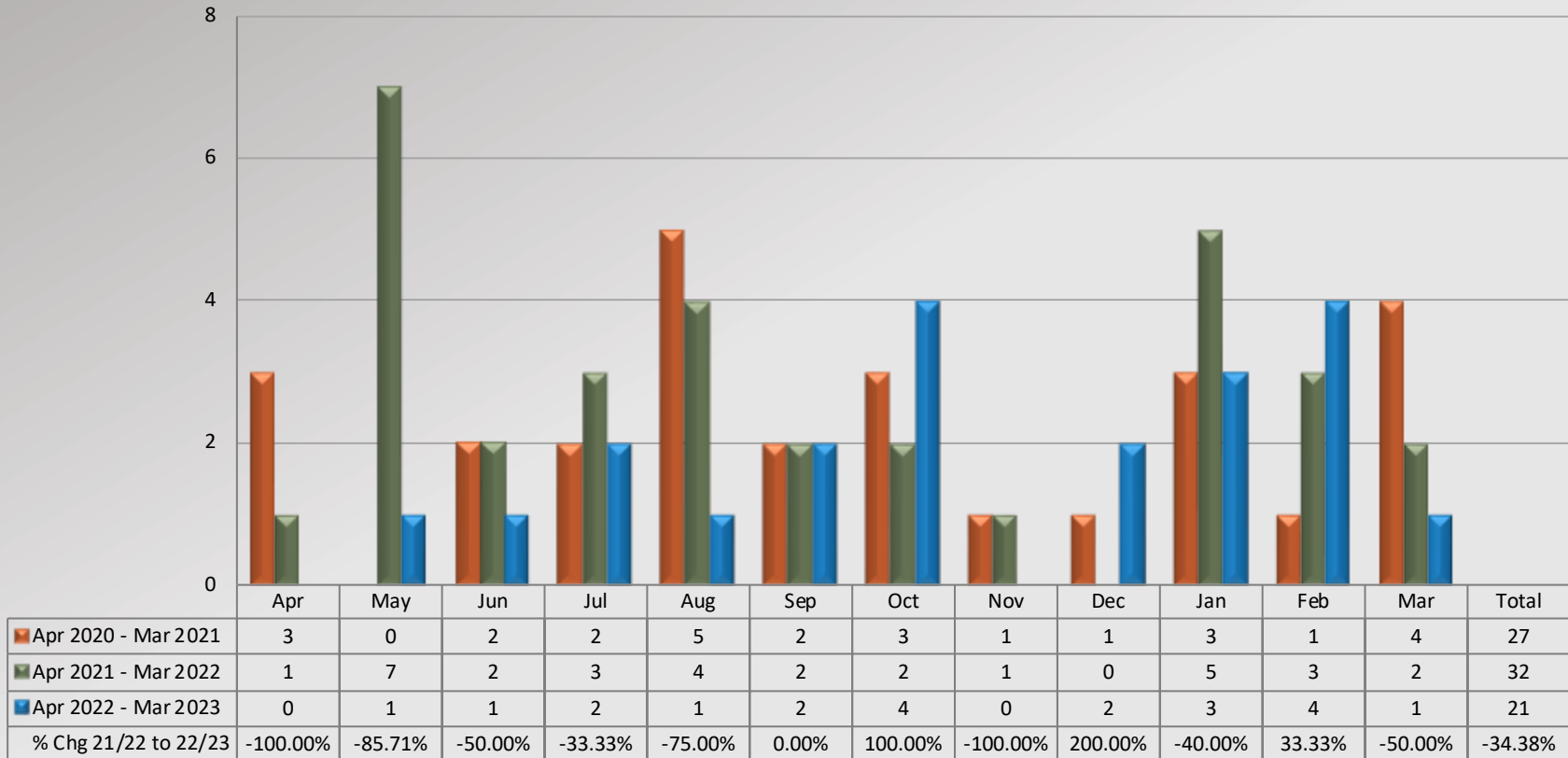


Watch Commander Service Comment Report

Public Commendations

Lakewood Station

Total Public Commendations By Month



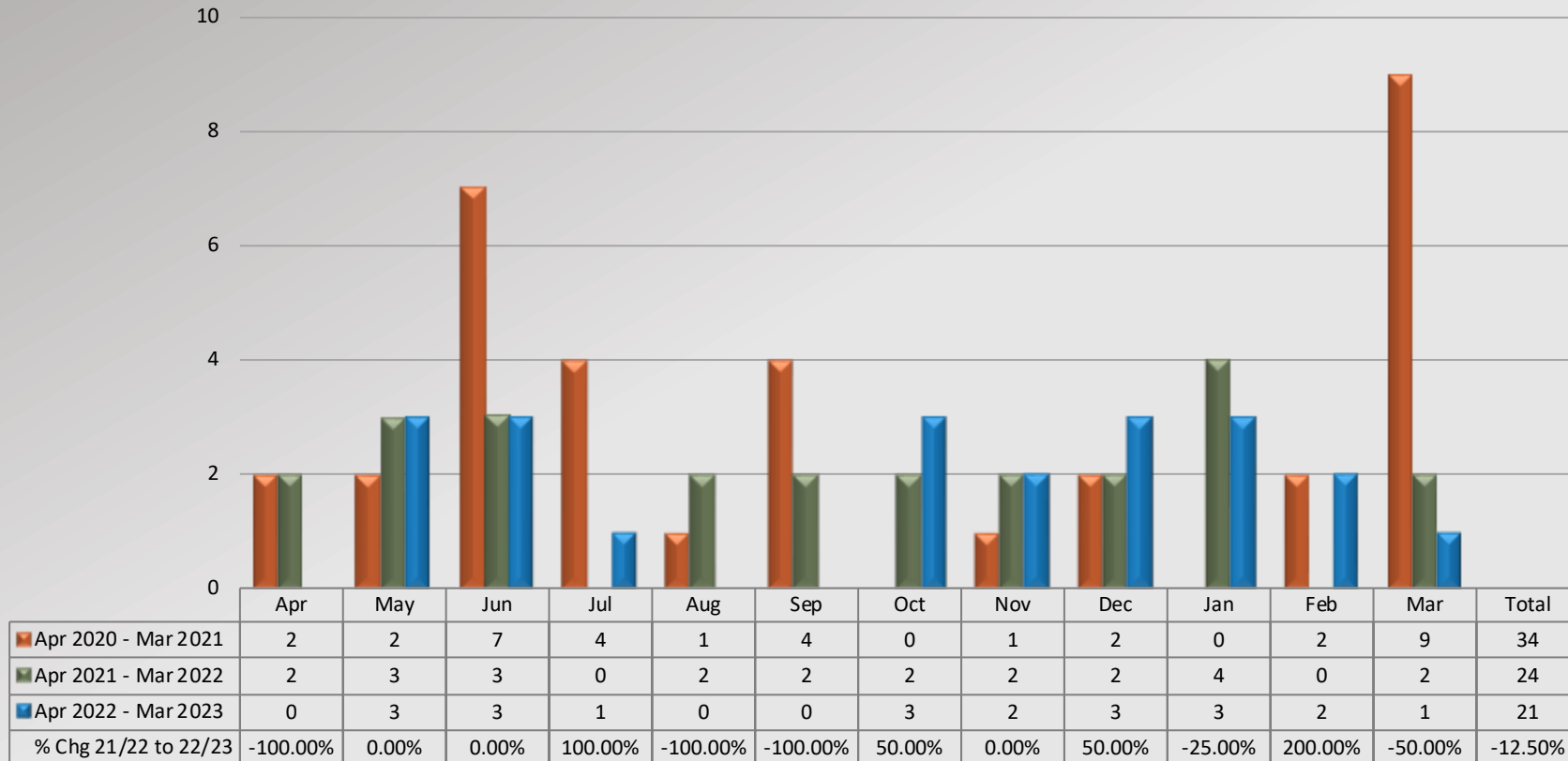


Watch Commander Service Comment Report

Public Commendations

Lomita Station

Total Public Commendations By Month



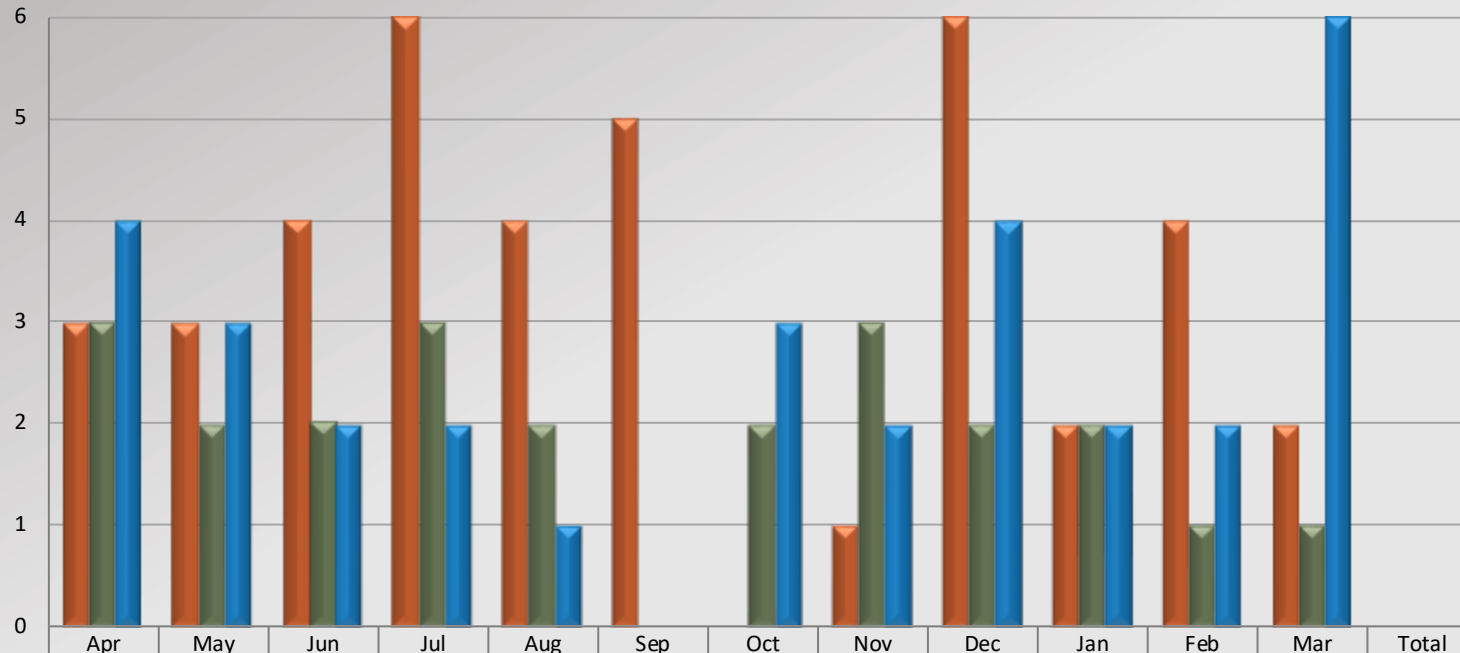


Watch Commander Service Comment Report

Public Commendations

Norwalk Station

Total Public Commendations By Month



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Apr 2020 - Mar 2021	3	3	4	6	4	5	0	1	6	2	4	2	40
Apr 2021 - Mar 2022	3	2	2	3	2	0	2	3	2	2	1	1	23
Apr 2022 - Mar 2023	4	3	2	2	1	0	3	2	4	2	2	6	31
% Chg 21/22 to 22/23	33.33%	50.00%	0.00%	-33.33%	-50.00%	0.00%	50.00%	-33.33%	100.00%	0.00%	100.00%	500.00%	34.78%

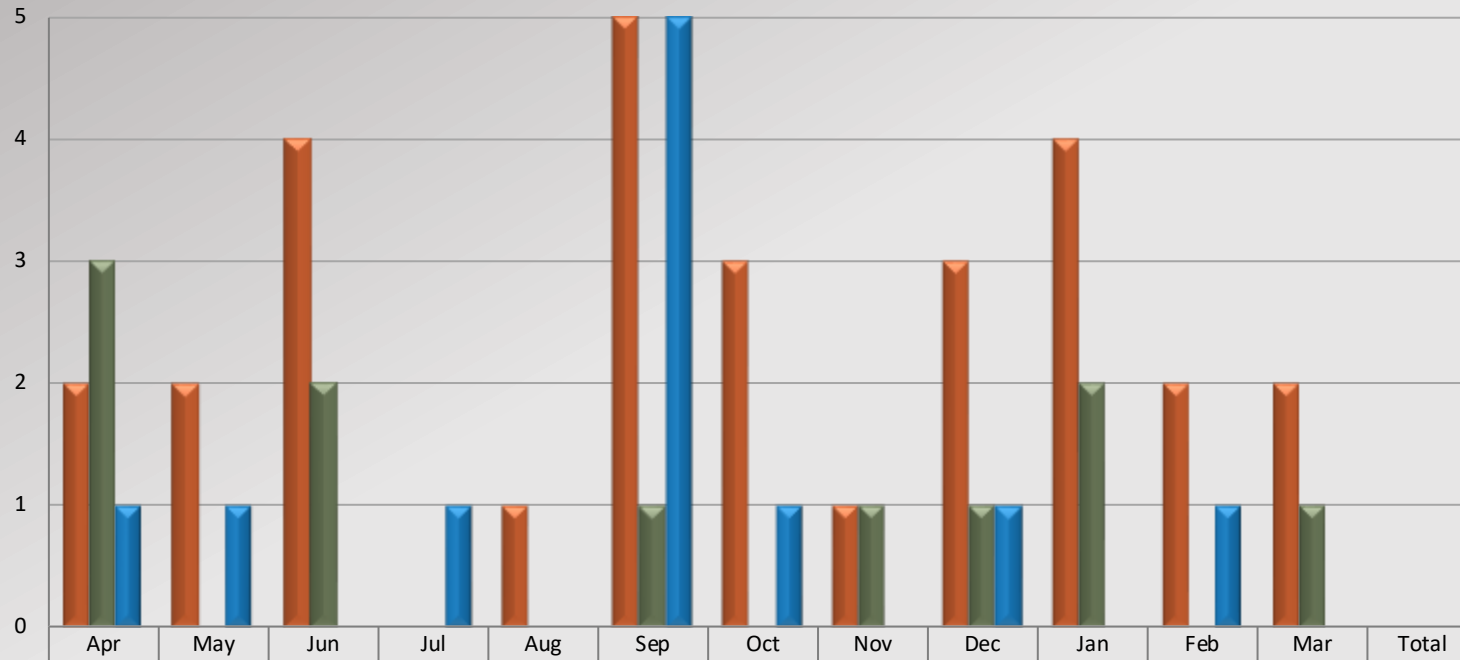


Watch Commander Service Comment Report

Public Commendations

Pico Rivera Station

Total Public Commendations By Month



Apr 2020 - Mar 2021	2	2	4	0	1	5	3	1	3	4	2	2	29
Apr 2021 - Mar 2022	3	0	2	0	0	1	0	1	1	2	0	1	11
Apr 2022 - Mar 2023	1	1	0	1	0	5	1	0	1	0	1	0	11
% Chg 21/22 to 22/23	-66.67%	100.00%	-100.00%	100.00%	0.00%	400.00%	100.00%	-100.00%	0.00%	-100.00%	100.00%	-100.00%	0.00%