

*Los Angeles County*

# **SHERIFF'S DEPARTMENT**

## **SOUTH PATROL DIVISION**

**SHERIFF ALEX VILLANUEVA**

*Capturing Data for the following time periods:*

*October 2019 – September 2020*

*October 2020 – September 2021*

*October 2021 – September 2022*





# **Watch Commander Service Comment Report**

## *Complaints – Personnel & Service*

**South Patrol Division**

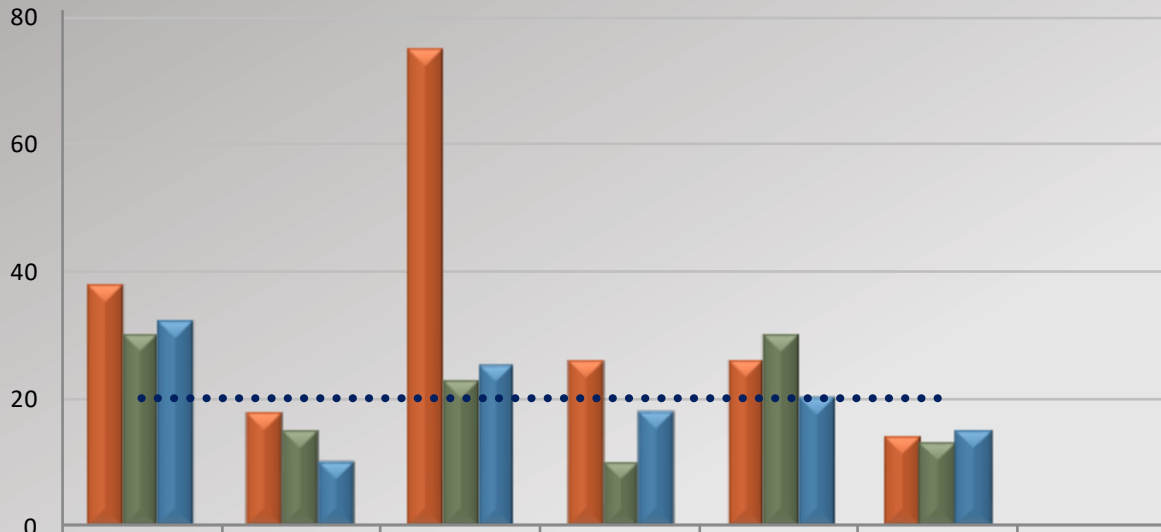


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

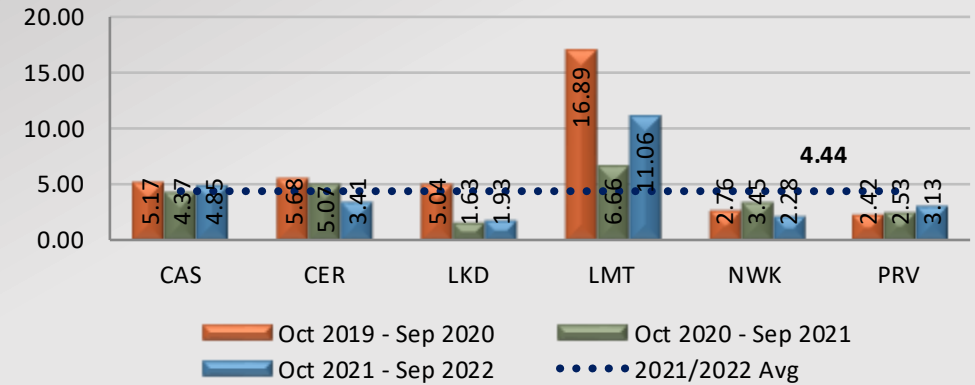
### South Patrol Division

**Station Total Complaint Forms  
Personnel & Service**

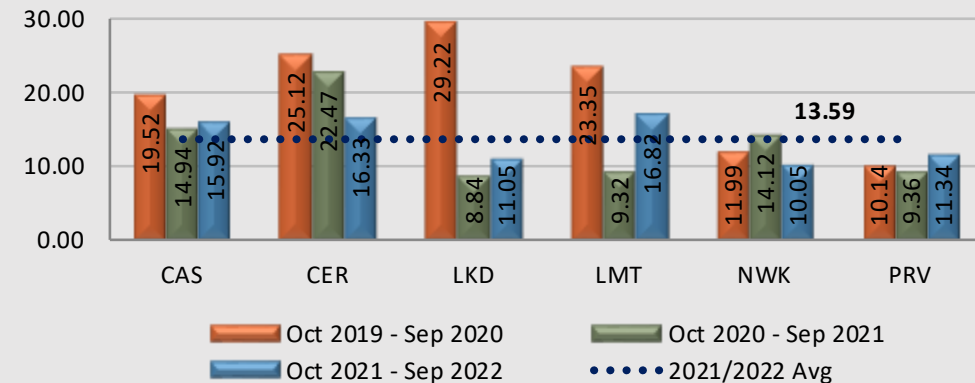


|                      | CAS   | CER     | LKD   | LMT    | NWK     | PRV    | Total  |
|----------------------|-------|---------|-------|--------|---------|--------|--------|
| Oct 2019 - Sep 2020  | 38    | 18      | 75    | 26     | 26      | 14     | 197    |
| Oct 2020 - Sep 2021  | 30    | 15      | 23    | 10     | 30      | 13     | 121    |
| Oct 2021 - Sep 2022  | 32    | 10      | 25    | 18     | 20      | 15     | 120    |
| % Chg 20/21 to 21/22 | 6.67% | -33.33% | 8.70% | 80.00% | -33.33% | 15.38% | -0.83% |
| 2021/2022 Avg        | 20.00 | 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**



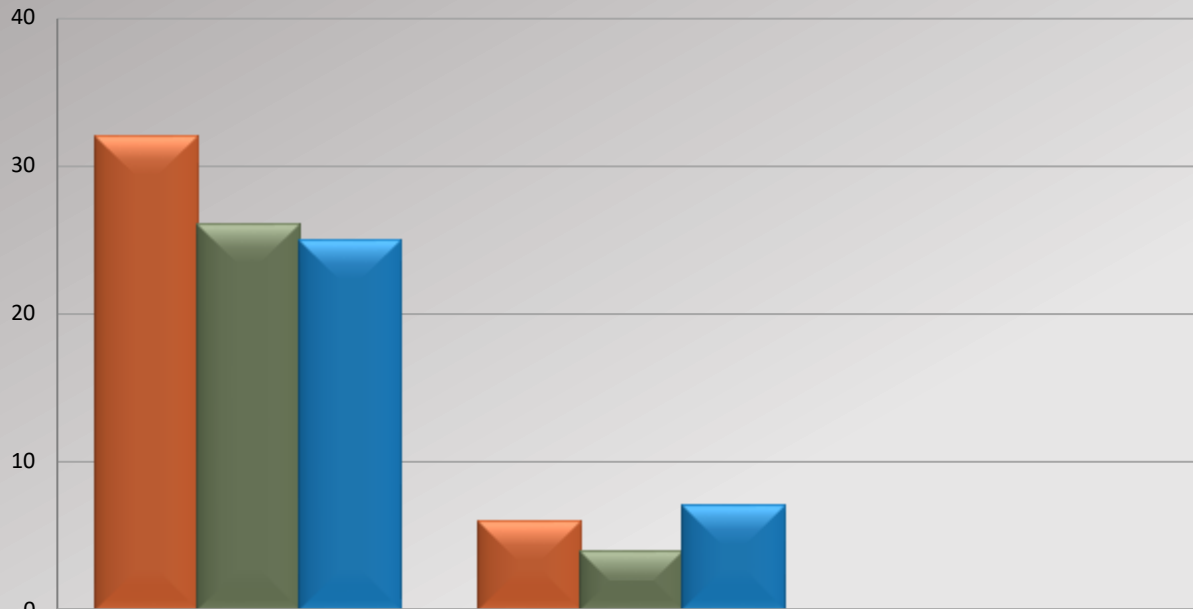


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

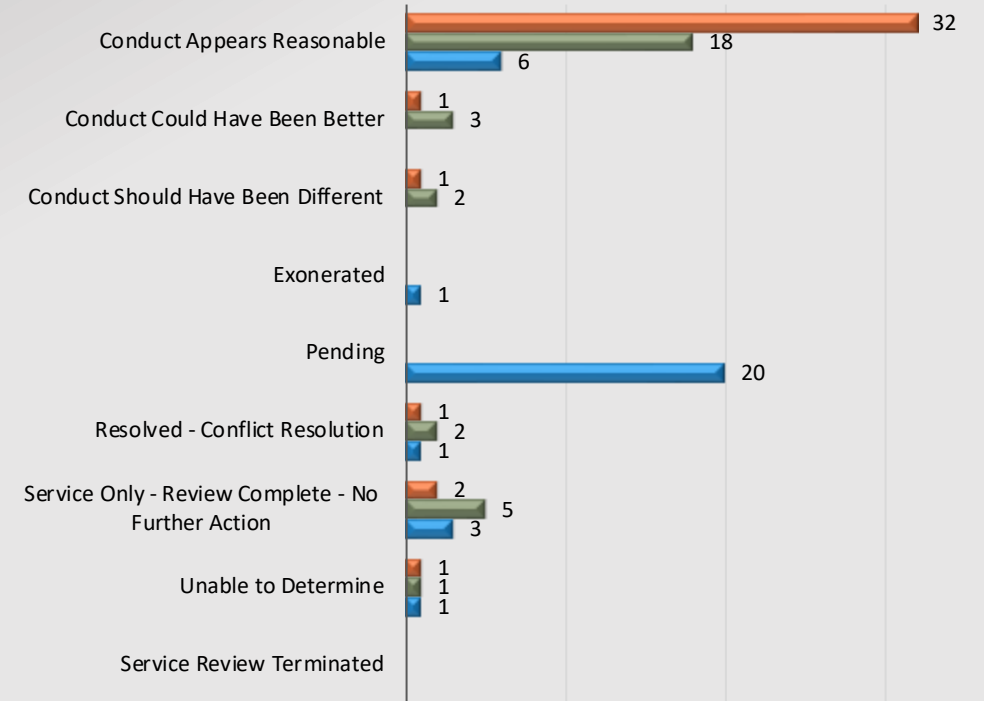
### Carson Station

WCSCR's



|                      | Personnel Complaints | Service Complaints | Total |
|----------------------|----------------------|--------------------|-------|
| Oct 2019 - Sep 2020  | 32                   | 6                  | 38    |
| Oct 2020 - Sep 2021  | 26                   | 4                  | 30    |
| Oct 2021 - Sep 2022  | 25                   | 7                  | 32    |
| % Chg 20/21 to 21/22 | -3.85%               | 75.00%             | 6.67% |

Dispositions



Oct 2019 - Sep 2020    Oct 2020 - Sep 2021    Oct 2021 - Sep 2022

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

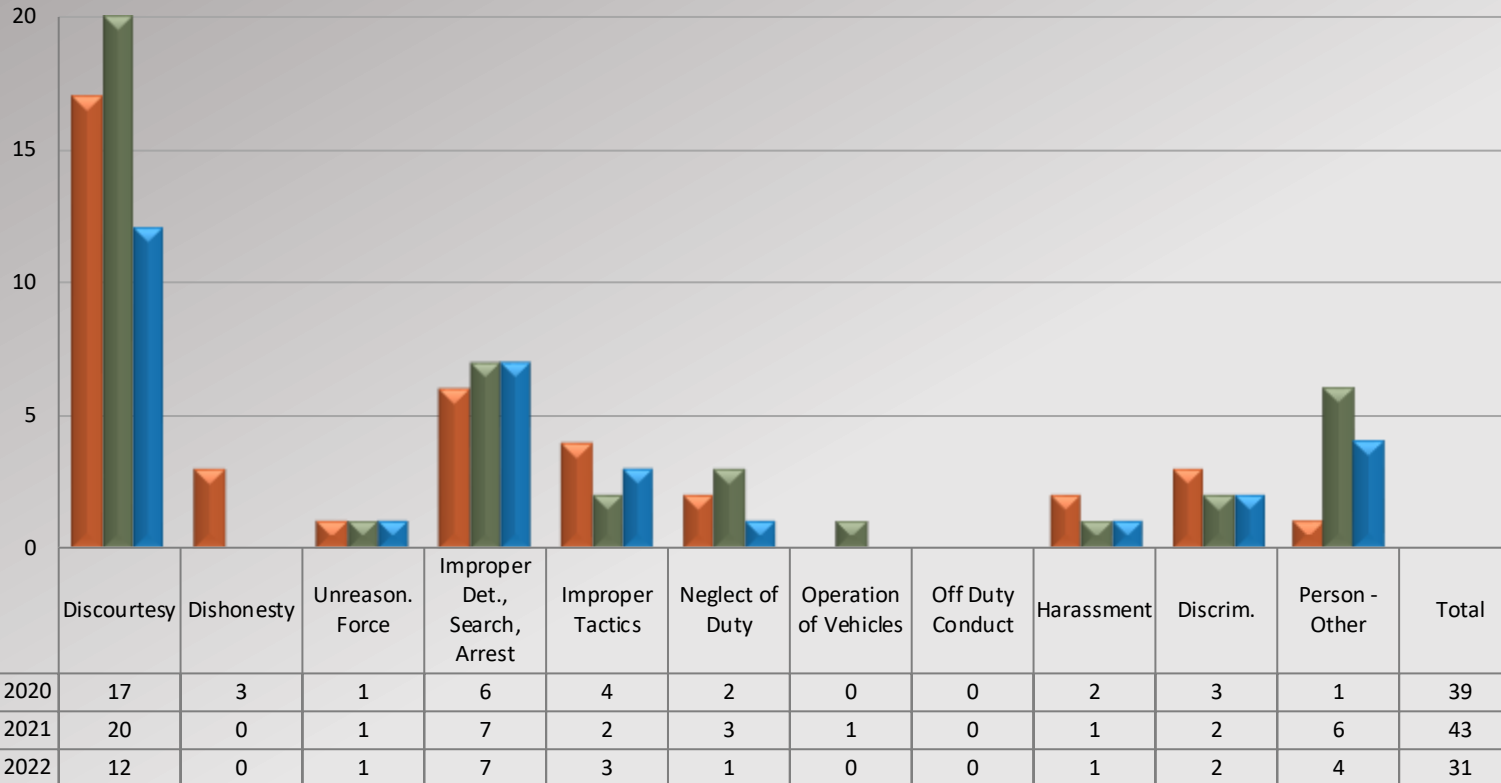


# Watch Commander Service Comment Report

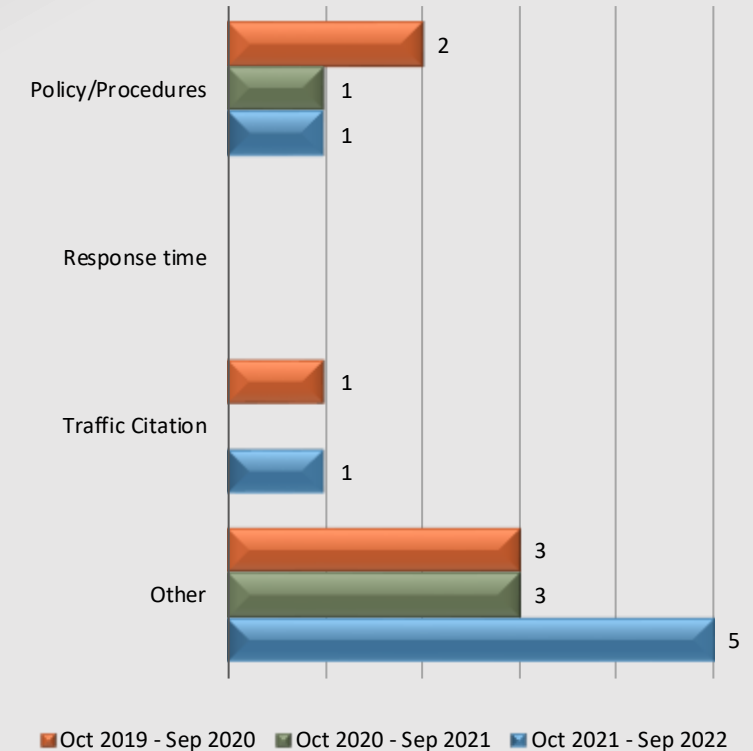
## Complaints – Personnel & Service

### 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 10/04/2022



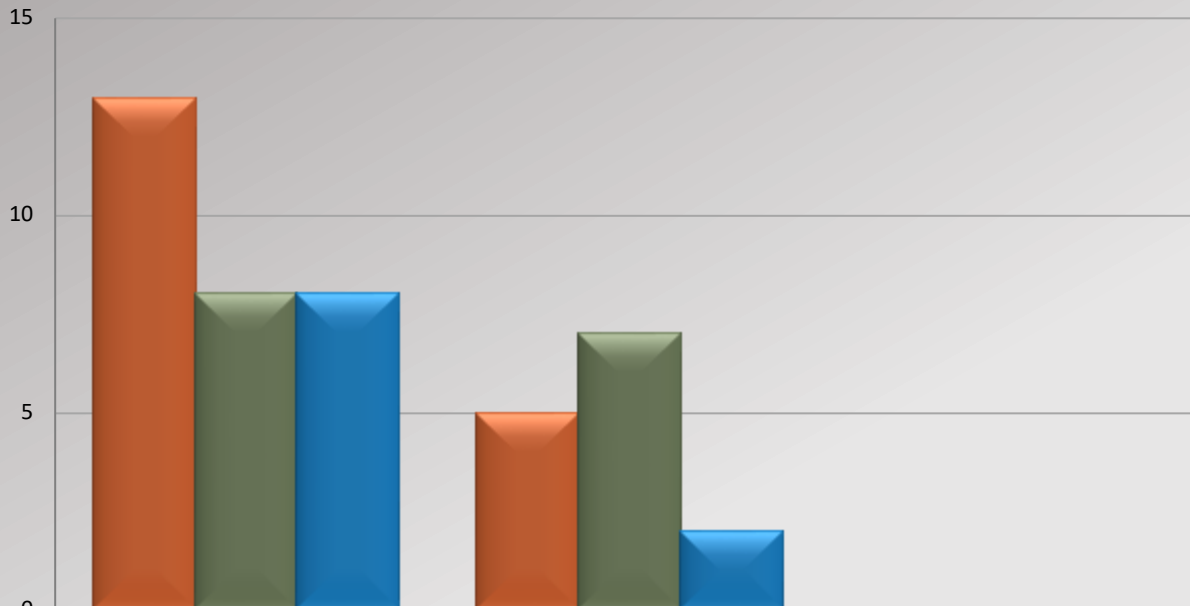


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

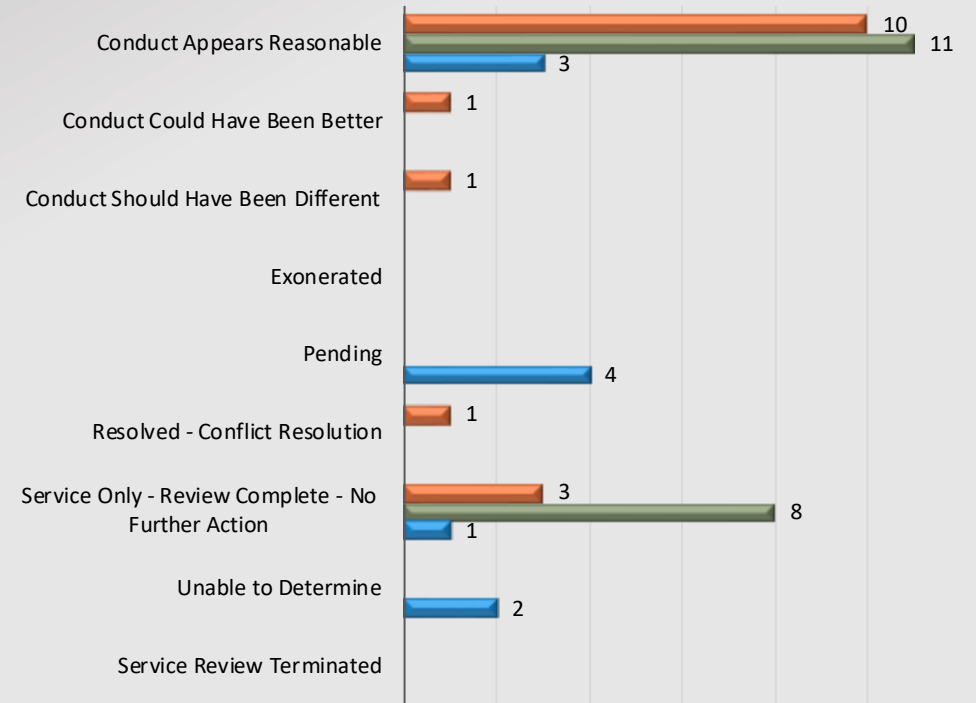
### Cerritos Station

WCSCR's



|                      | Personnel Complaints | Service Complaints | Total   |
|----------------------|----------------------|--------------------|---------|
| Oct 2019 - Sep 2020  | 13                   | 5                  | 18      |
| Oct 2020 - Sep 2021  | 8                    | 7                  | 15      |
| Oct 2021 - Sep 2022  | 8                    | 2                  | 10      |
| % Chg 20/21 to 21/22 | 0.00%                | -71.43%            | -33.33% |

Dispositions



Oct 2019 - Sep 2020    Oct 2020 - Sep 2021    Oct 2021 - Sep 2022

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

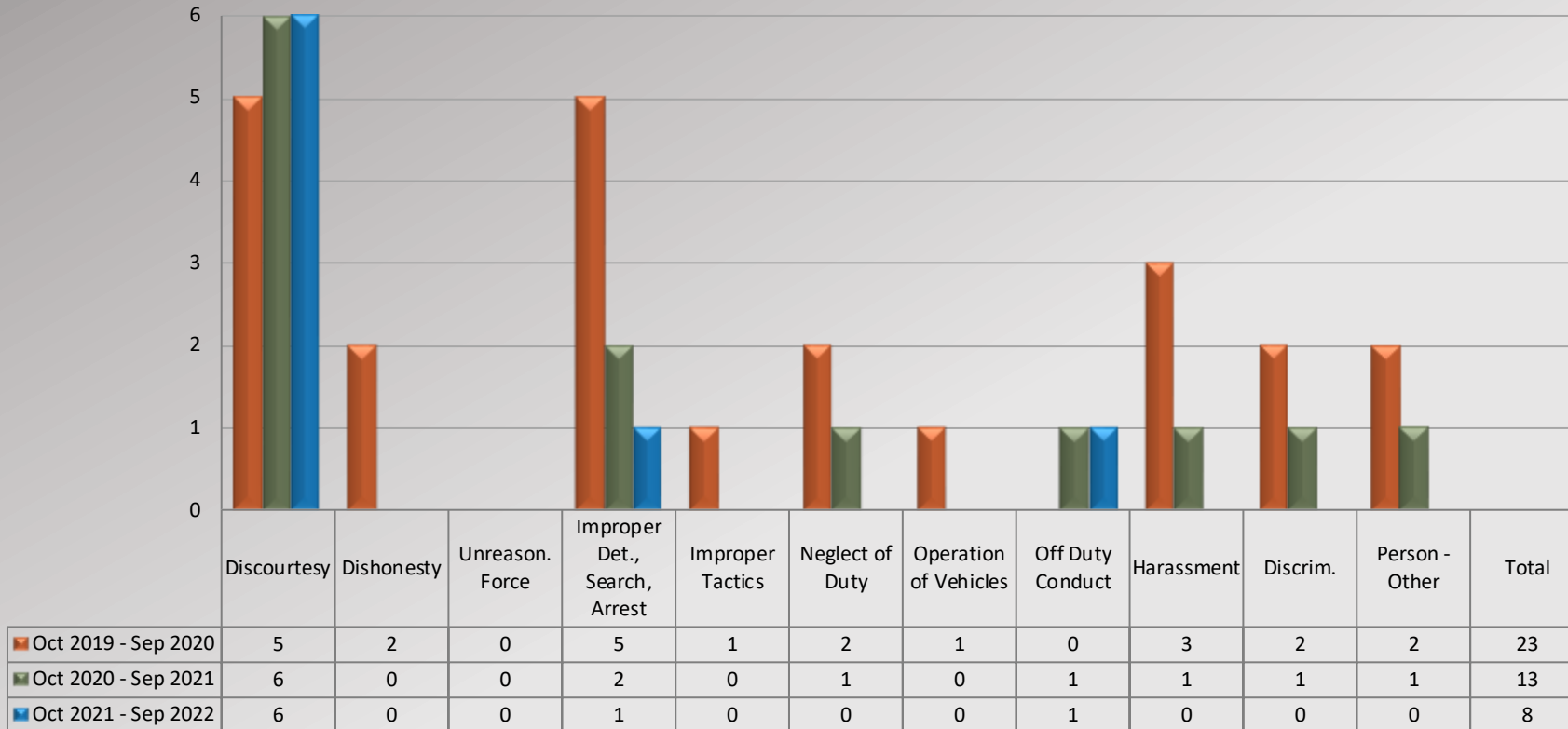


# Watch Commander Service Comment Report

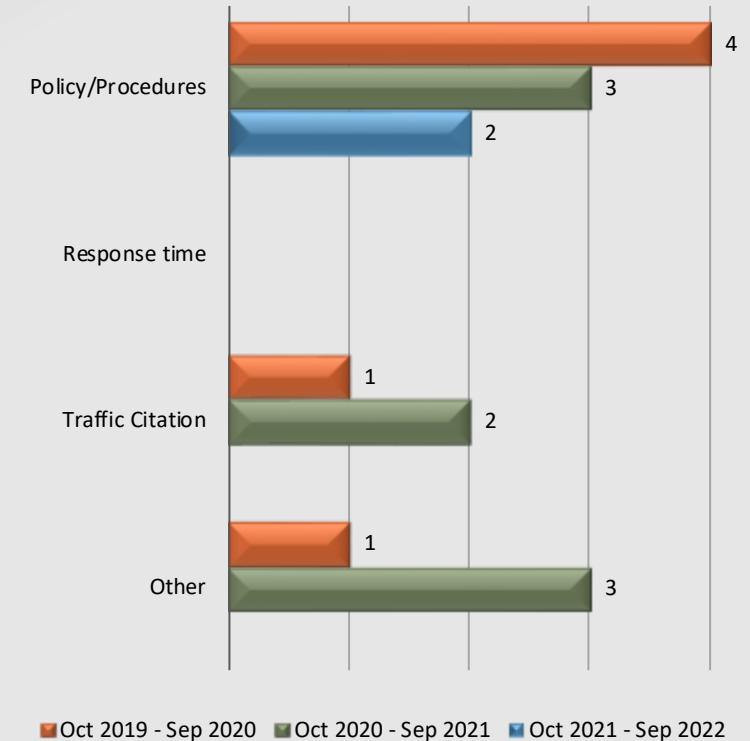
## Complaints – Personnel & Service

### 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 10/04/2022

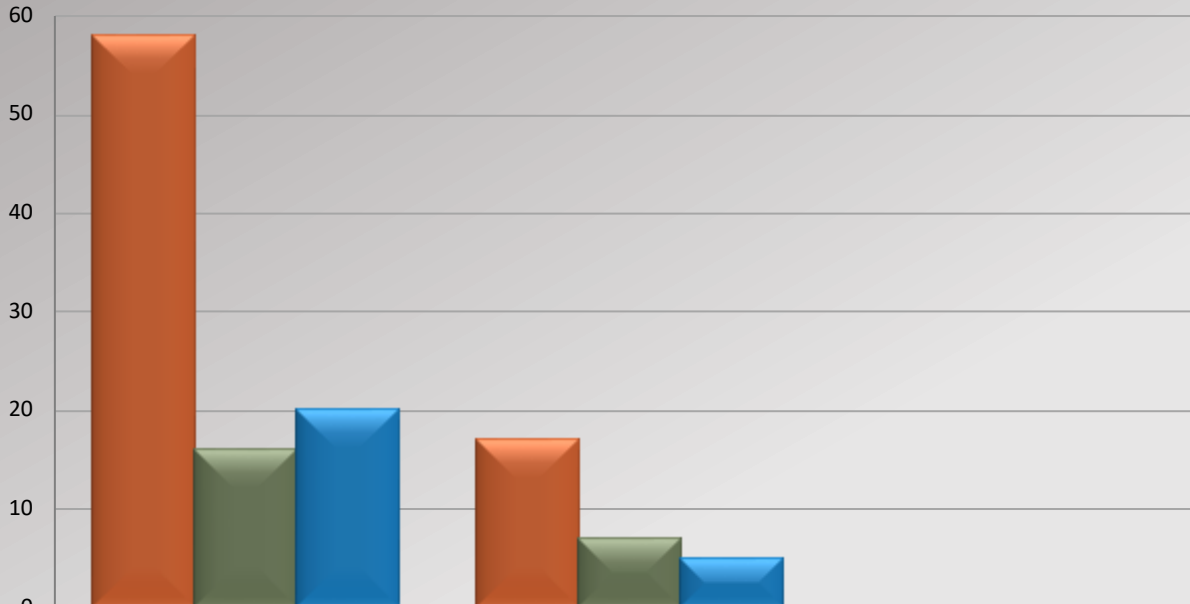


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

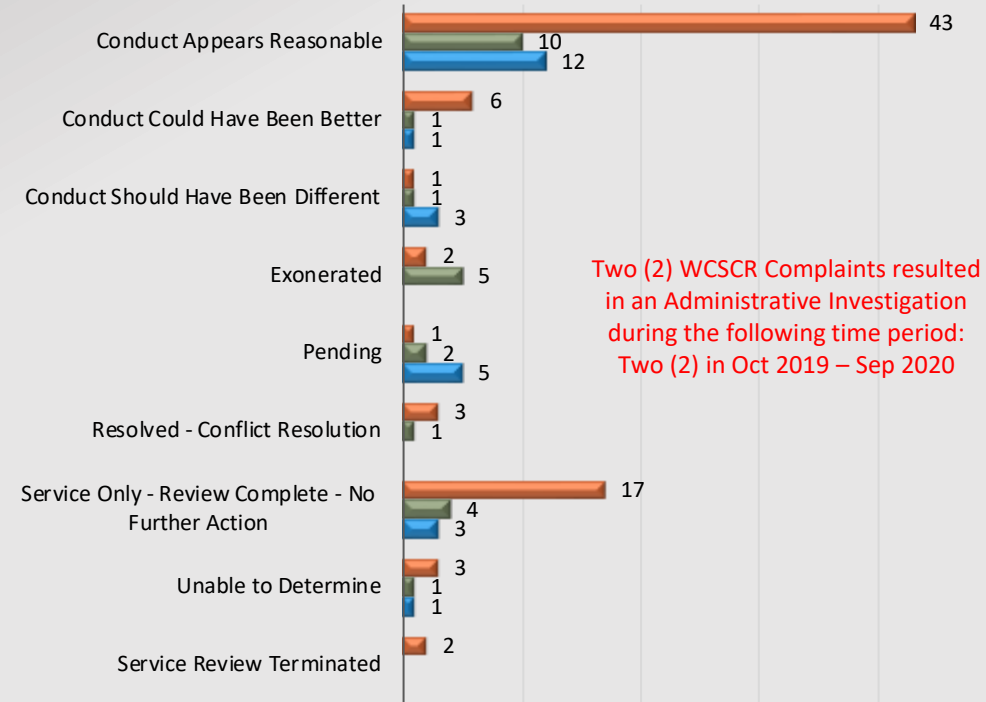
### Lakewood Station

WCSCR's



|                      | Personnel Complaints | Service Complaints | Total |
|----------------------|----------------------|--------------------|-------|
| Oct 2019 - Sep 2020  | 58                   | 17                 | 75    |
| Oct 2020 - Sep 2021  | 16                   | 7                  | 23    |
| Oct 2021 - Sep 2022  | 20                   | 5                  | 25    |
| % Chg 20/21 to 21/22 | 25.00%               | -28.57%            | 8.70% |

Dispositions



Two (2) WCSCR Complaints resulted in an Administrative Investigation during the following time period:  
Two (2) in Oct 2019 – Sep 2020

Oct 2019 - Sep 2020    Oct 2020 - Sep 2021    Oct 2021 - Sep 2022

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



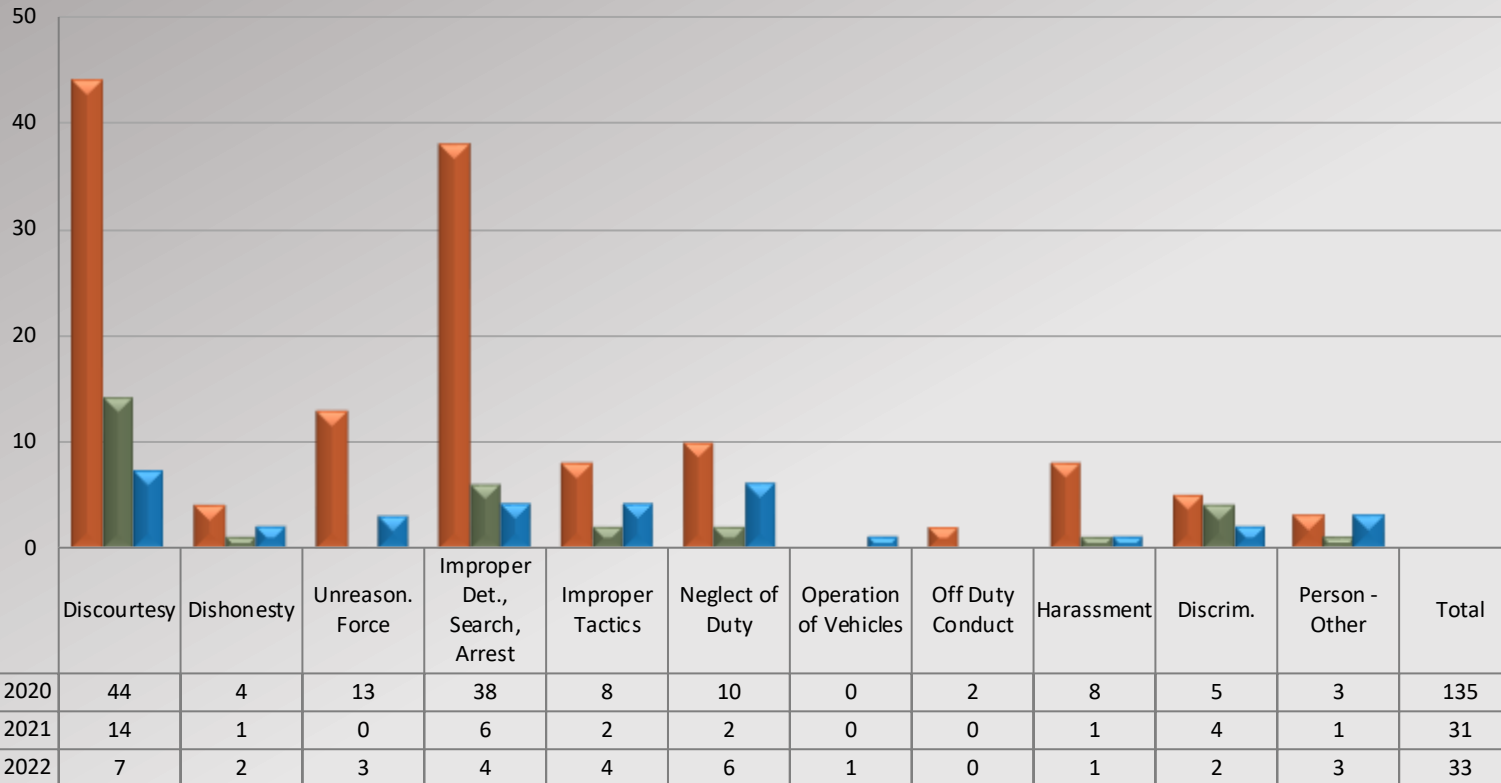


# Watch Commander Service Comment Report

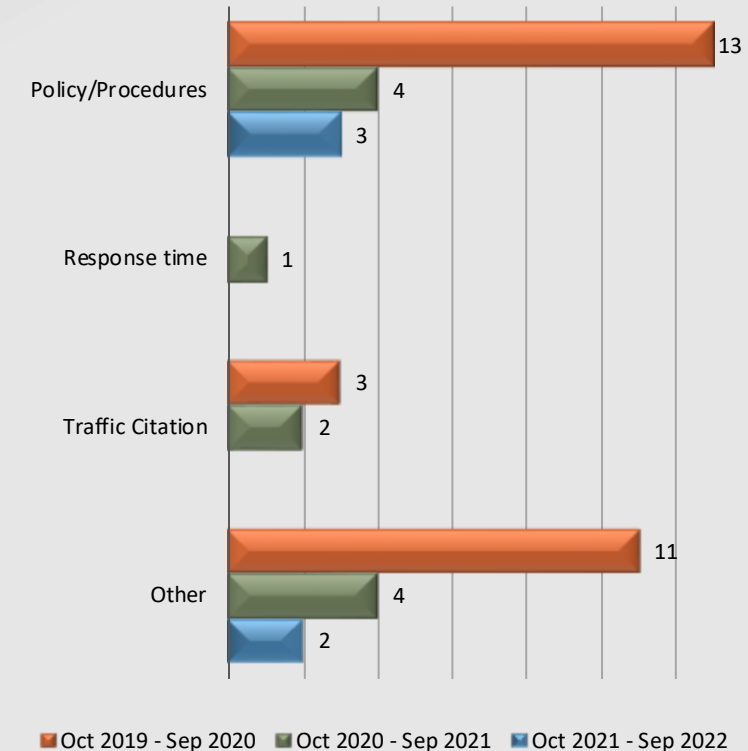
## Complaints – Personnel & Service

### 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 10/04/2022

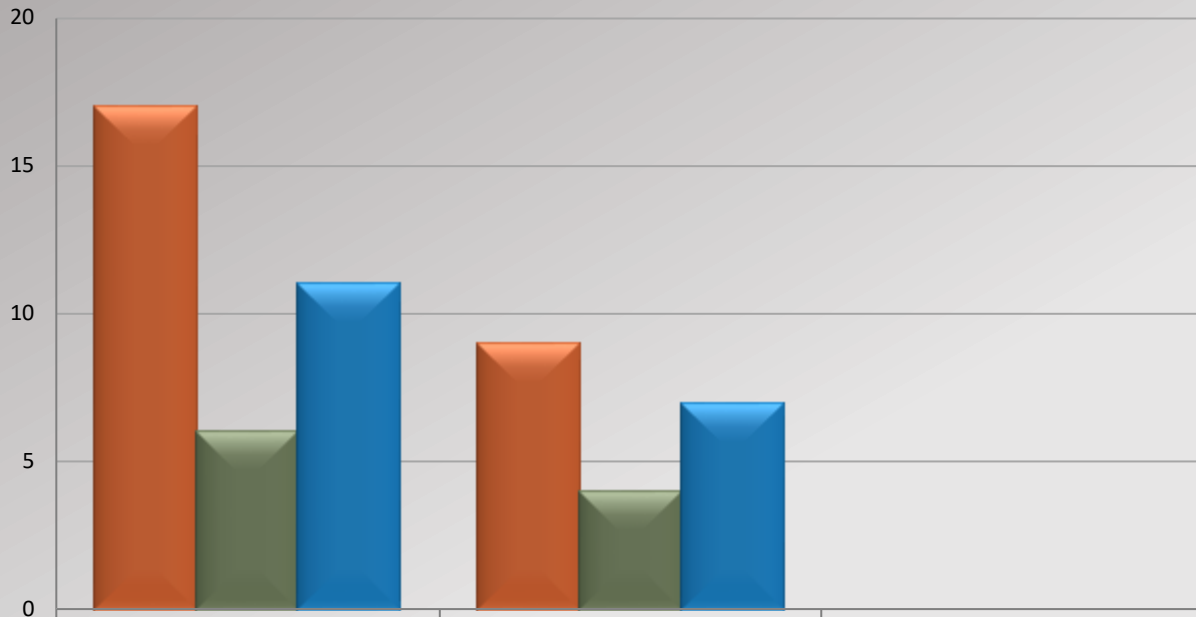


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

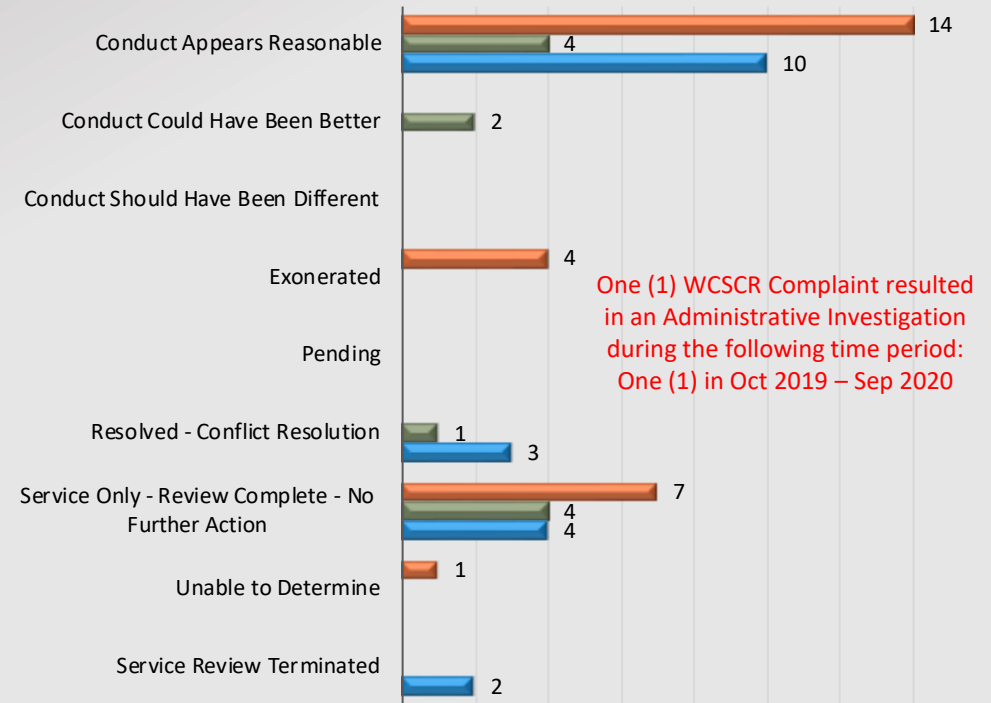
### Lomita Station

WCSR's



|                      | Personnel Complaints | Service Complaints | Total  |
|----------------------|----------------------|--------------------|--------|
| Oct 2019 - Sep 2020  | 17                   | 9                  | 26     |
| Oct 2020 - Sep 2021  | 6                    | 4                  | 10     |
| Oct 2021 - Sep 2022  | 11                   | 7                  | 18     |
| % Chg 20/21 to 21/22 | 83.33%               | 75.00%             | 80.00% |

Dispositions



One (1) WCSR Complaint resulted in an Administrative Investigation during the following time period: One (1) in Oct 2019 – Sep 2020

Oct 2019 - Sep 2020    Oct 2020 - Sep 2021    Oct 2021 - Sep 2022

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

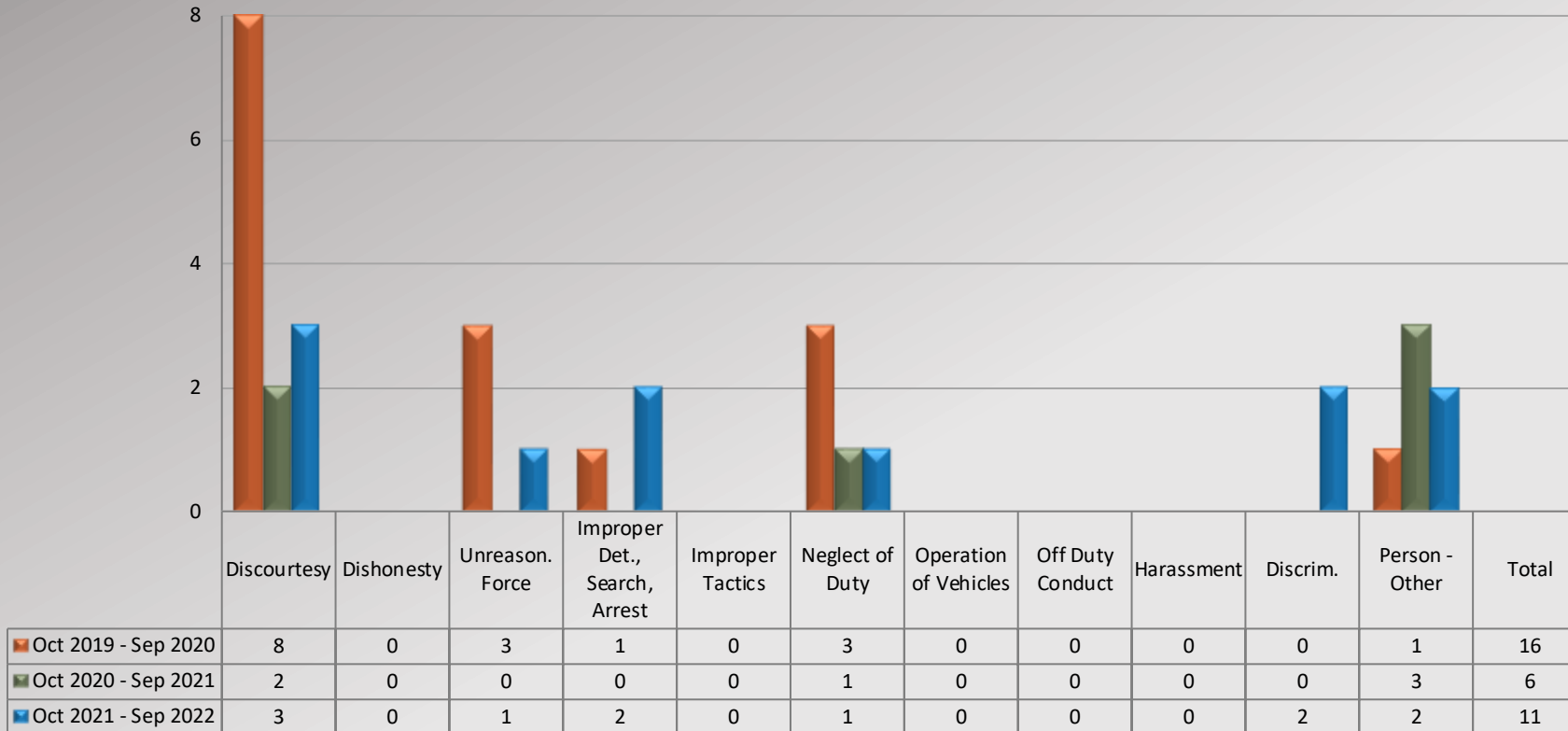


# Watch Commander Service Comment Report

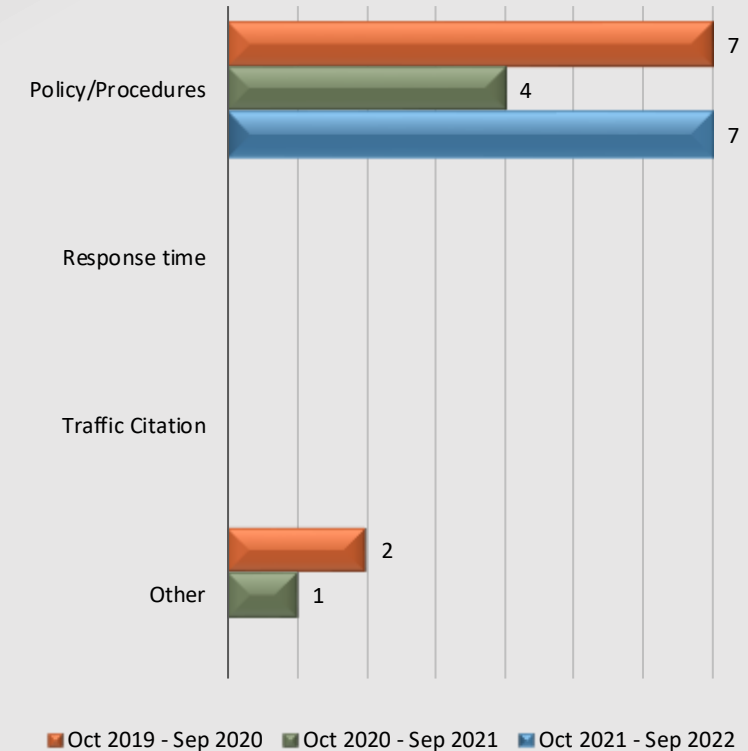
## Complaints – Personnel & Service

### Lomita Station

**Personnel Complaints By Category**



**Service Complaints By Category**

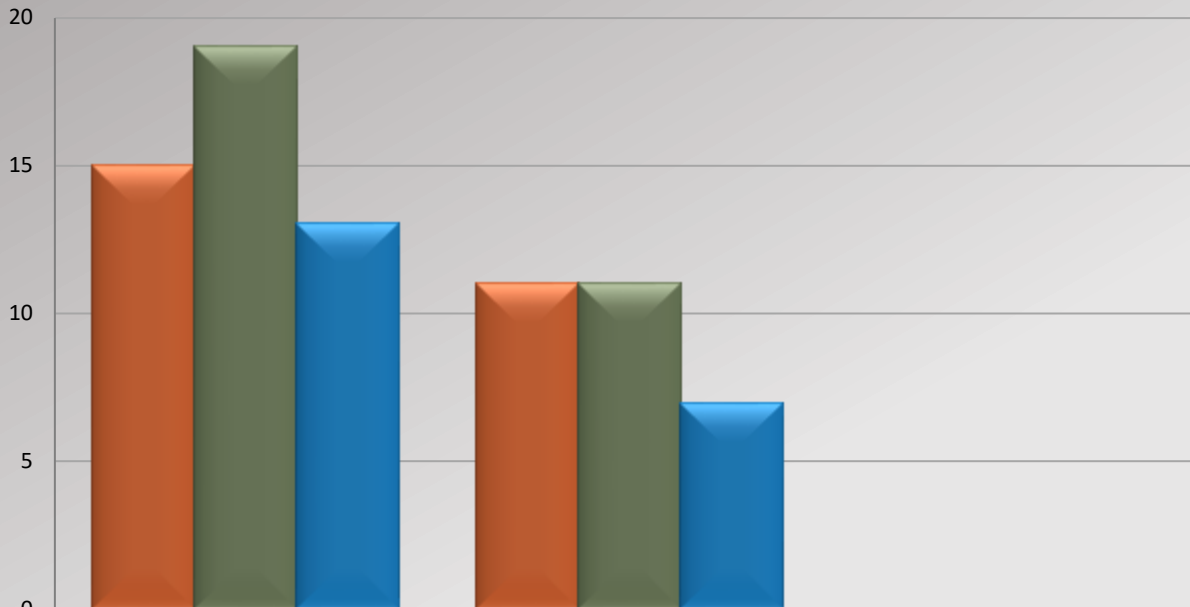


Total complaint forms may not match personnel or service complaints, as each complaint form may have more than one complaint category. Information provided by the respective unit and entered on 10/04/2022



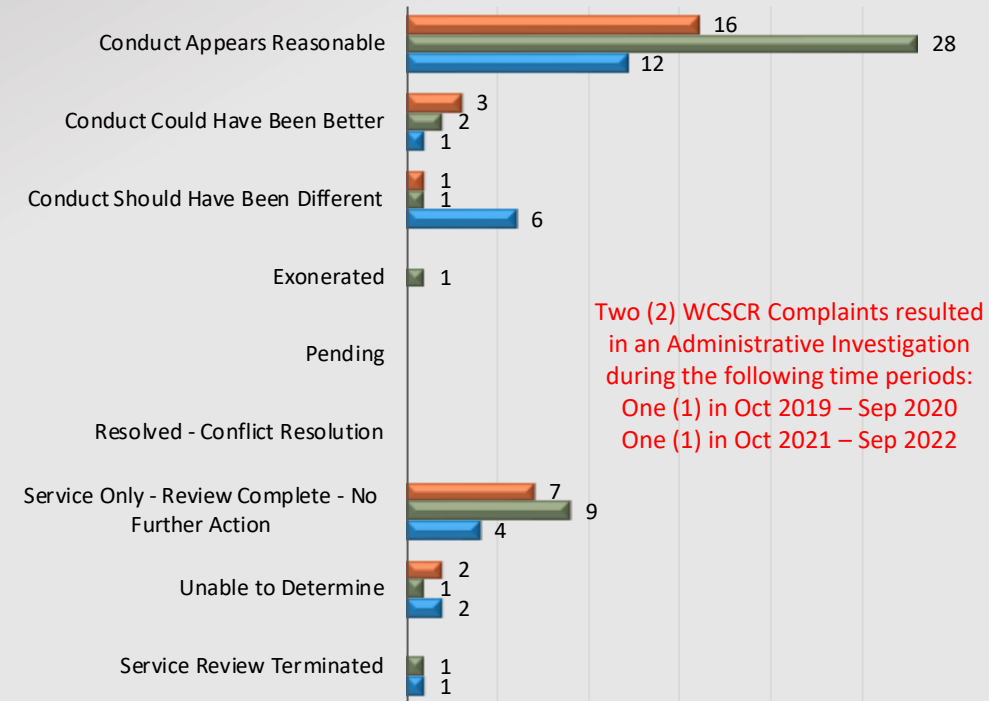
# Watch Commander Service Comment Report Complaints – Personnel & Service *Norwalk Station*

WCSCR's



|                      | Personnel Complaints | Service Complaints | Total   |
|----------------------|----------------------|--------------------|---------|
| Oct 2019 - Sep 2020  | 15                   | 11                 | 26      |
| Oct 2020 - Sep 2021  | 19                   | 11                 | 30      |
| Oct 2021 - Sep 2022  | 13                   | 7                  | 20      |
| % Chg 20/21 to 21/22 | -31.58%              | -36.36%            | -33.33% |

Dispositions



Two (2) WCSCR Complaints resulted in an Administrative Investigation during the following time periods:  
One (1) in Oct 2019 – Sep 2020  
One (1) in Oct 2021 – Sep 2022

Oct 2019 - Sep 2020    Oct 2020 - Sep 2021    Oct 2021 - Sep 2022

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

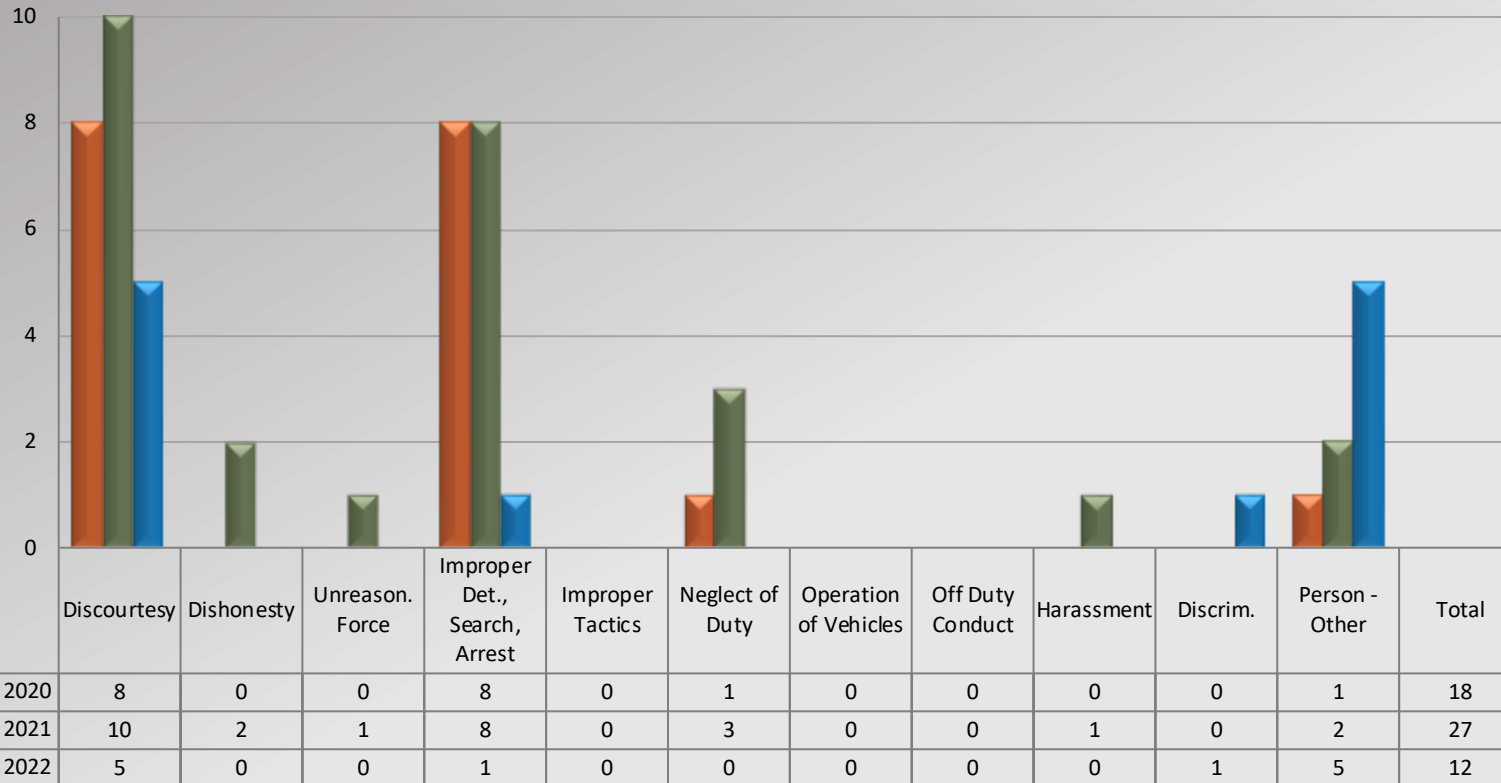


# Watch Commander Service Comment Report

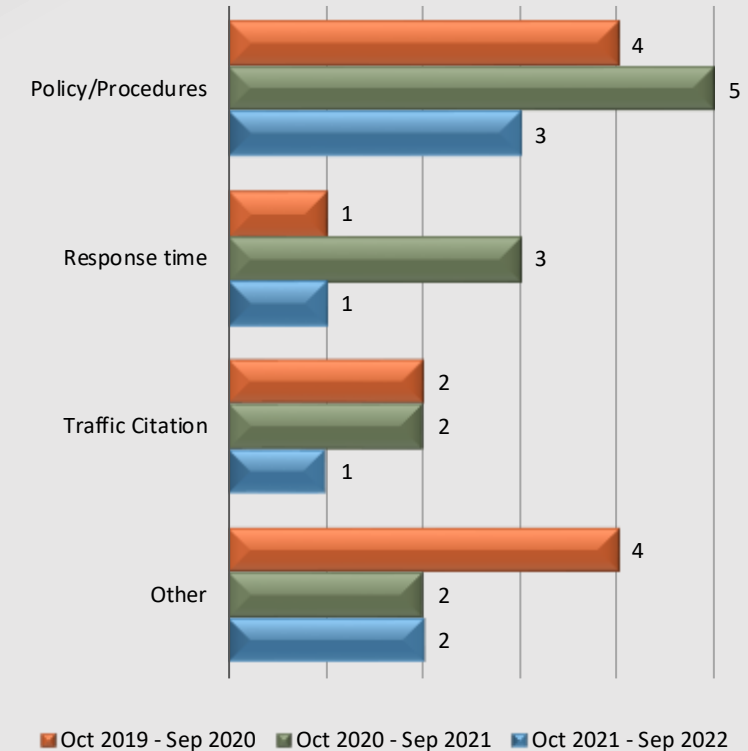
## Complaints – Personnel & Service

### 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 10/04/2022



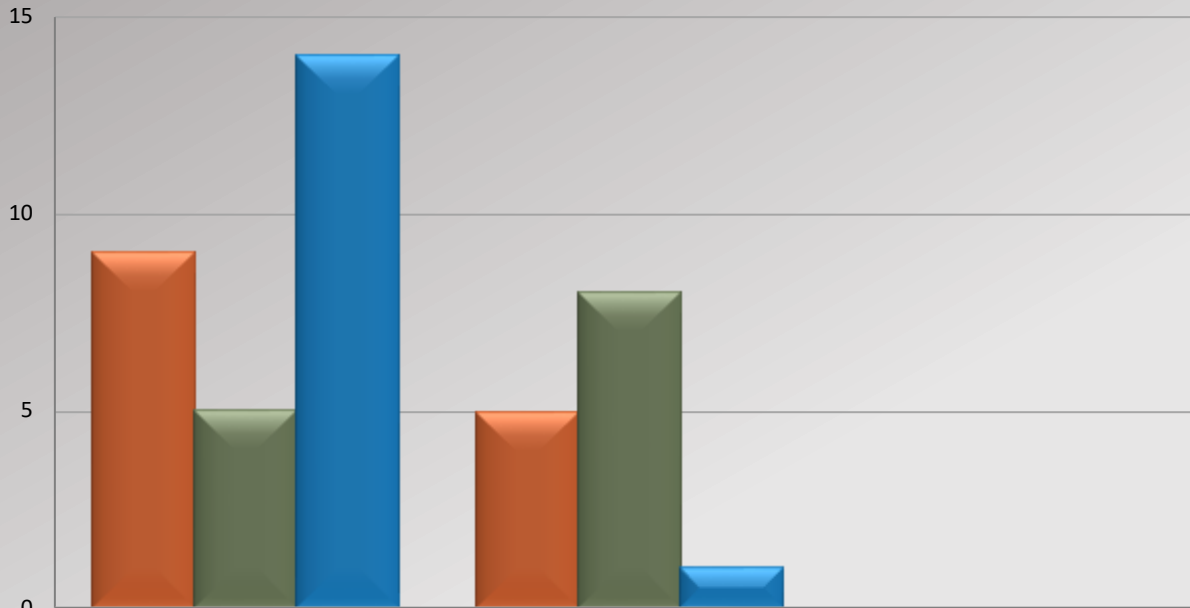


# Watch Commander Service Comment Report

## Complaints – Personnel & Service

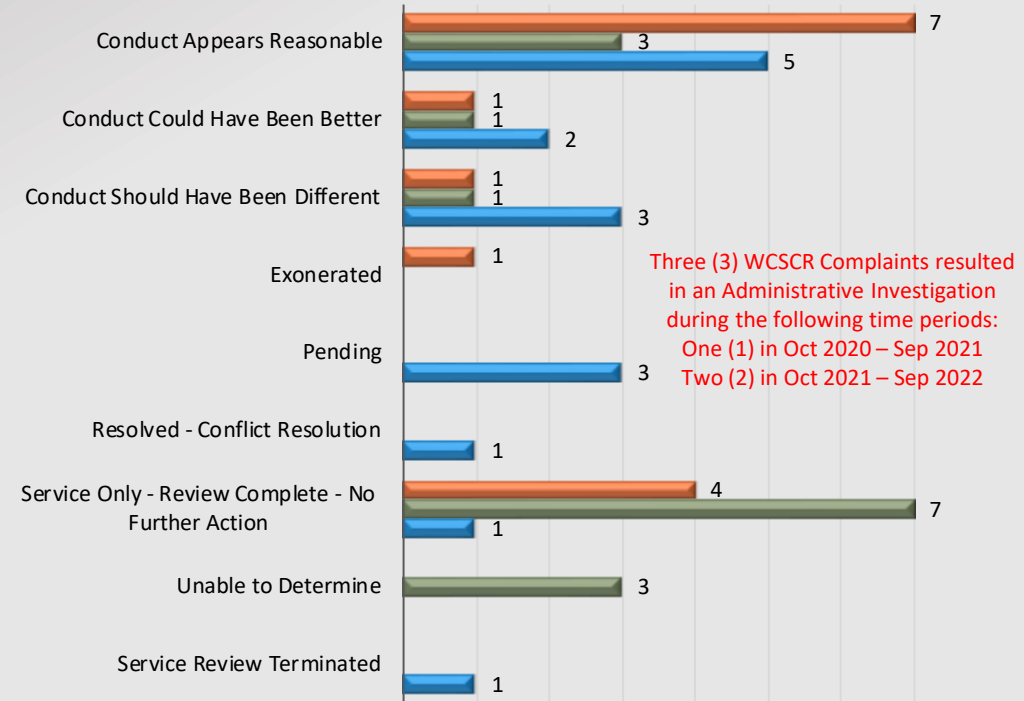
### Pico Rivera Station

WCSCR's



|                      | Personnel Complaints | Service Complaints | Total  |
|----------------------|----------------------|--------------------|--------|
| Oct 2019 - Sep 2020  | 9                    | 5                  | 14     |
| Oct 2020 - Sep 2021  | 5                    | 8                  | 13     |
| Oct 2021 - Sep 2022  | 14                   | 1                  | 15     |
| % Chg 20/21 to 21/22 | 180.00%              | -87.50%            | 15.38% |

Dispositions



Three (3) WCSCR Complaints resulted in an Administrative Investigation during the following time periods:  
 One (1) in Oct 2020 – Sep 2021  
 Two (2) in Oct 2021 – Sep 2022

Oct 2019 - Sep 2020    Oct 2020 - Sep 2021    Oct 2021 - Sep 2022

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

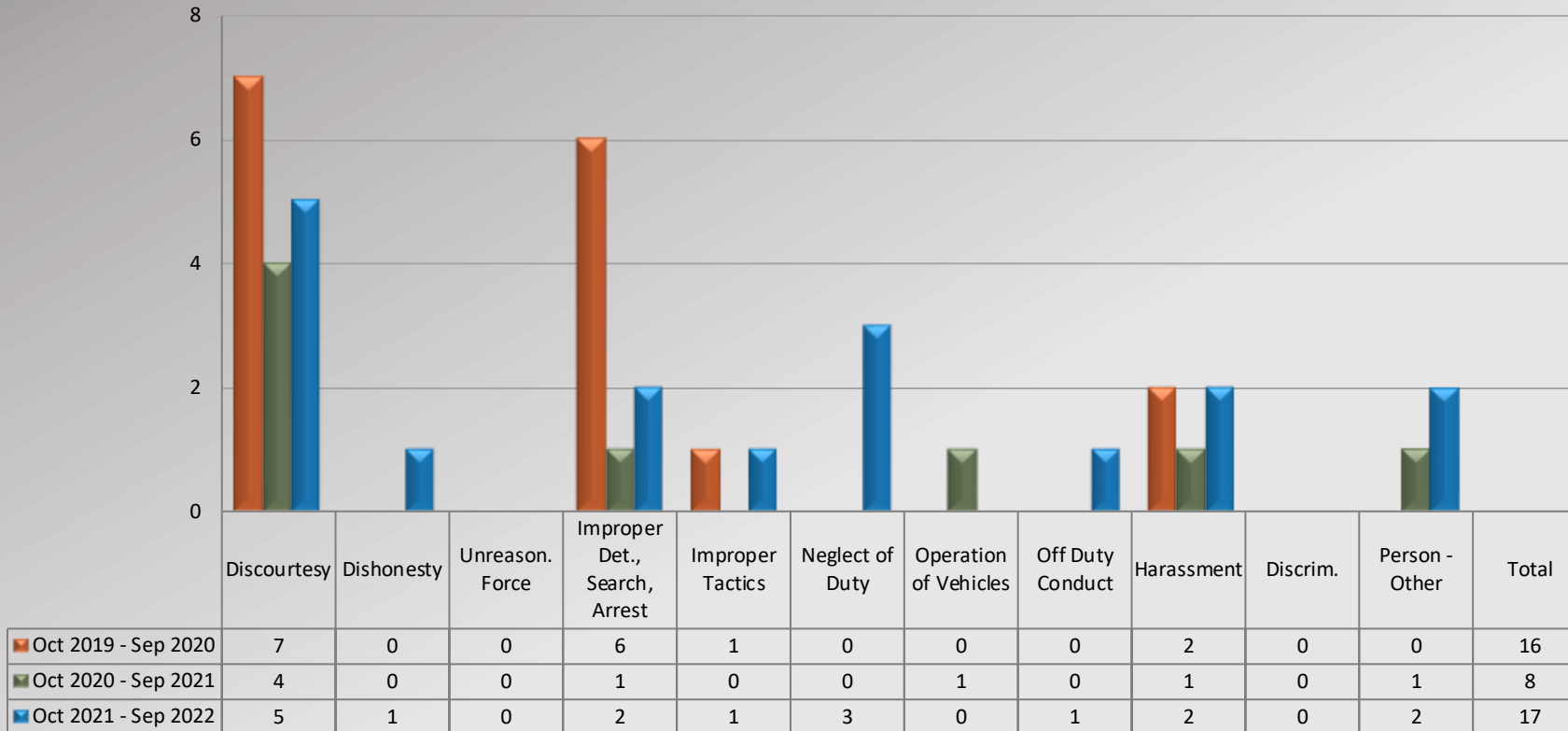


# Watch Commander Service Comment Report

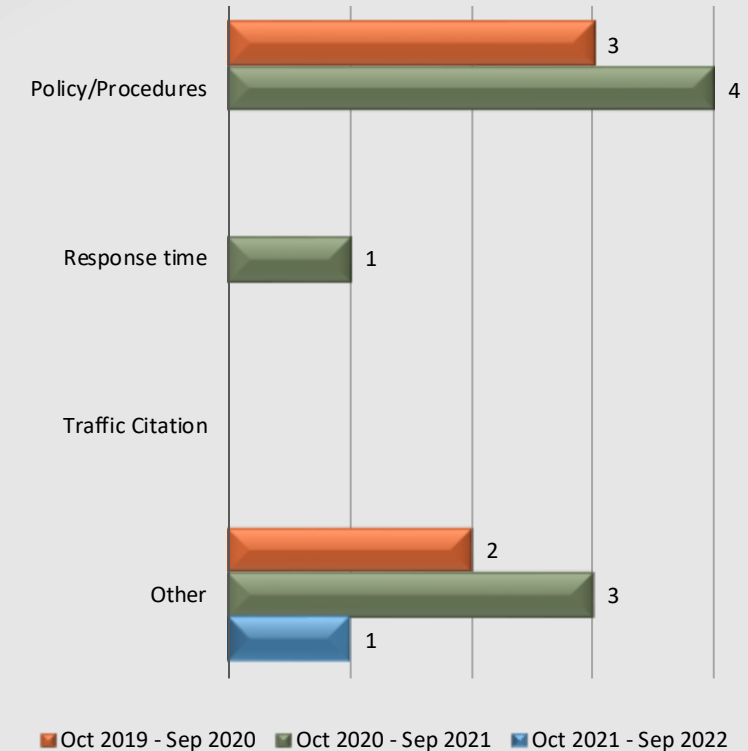
## Complaints – Personnel & Service

### 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 10/04/2022



# **Watch Commander Service Comment Report**

## *Public Commendations*

**South Patrol Division**

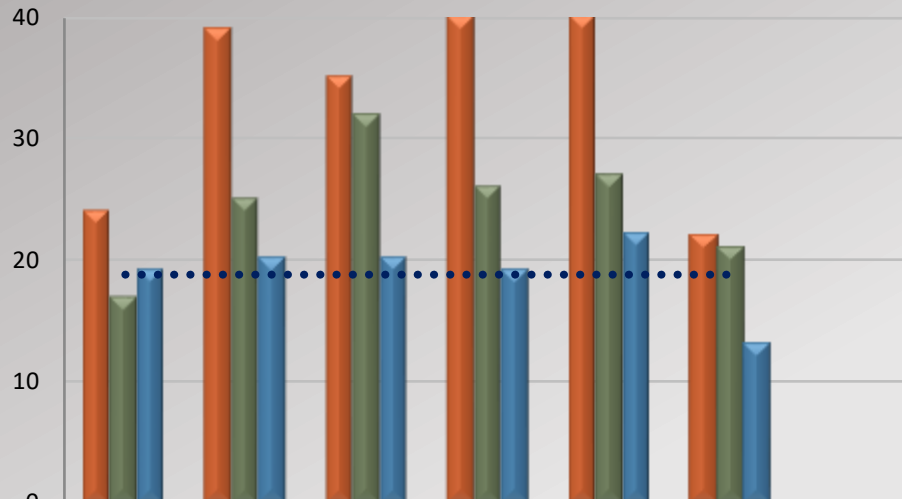


# Watch Commander Service Comment Report

## Public Commendations

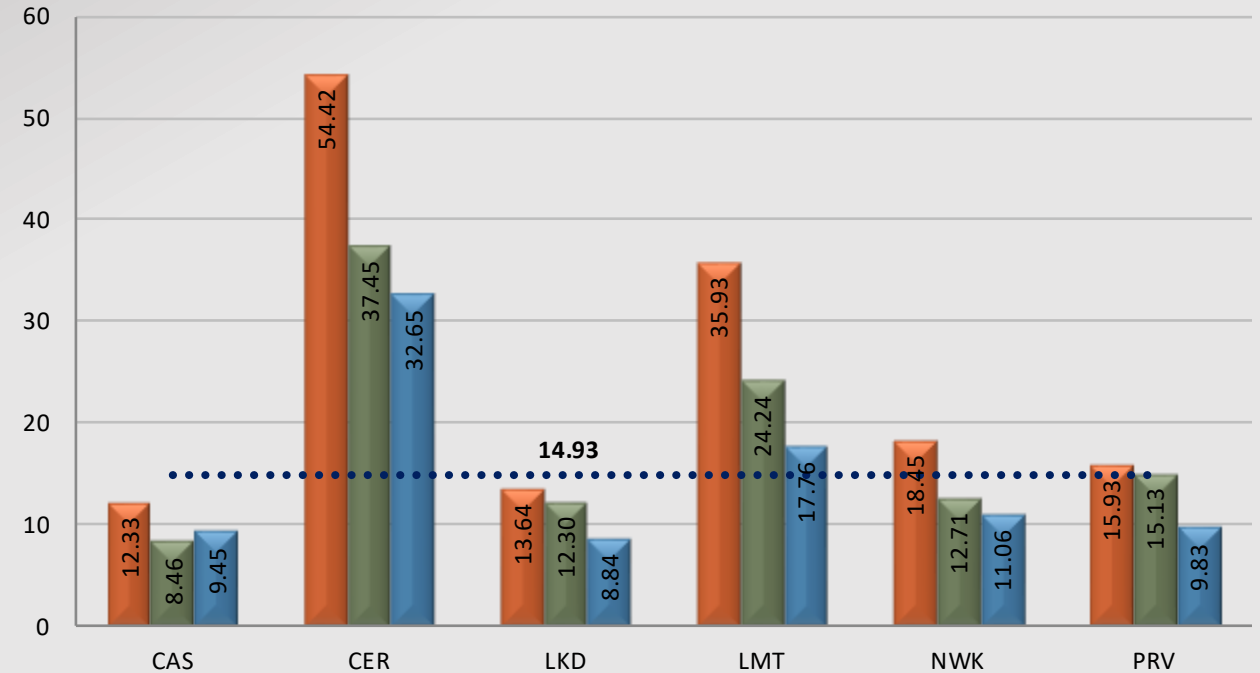
### South Patrol Division

Station Public Commendations



|                      | CAS    | CER     | LKD     | LMT     | NWK     | PRV     | Total   |
|----------------------|--------|---------|---------|---------|---------|---------|---------|
| Oct 2019 - Sep 2020  | 24     | 39      | 35      | 40      | 40      | 22      | 200     |
| Oct 2020 - Sep 2021  | 17     | 25      | 32      | 26      | 27      | 21      | 148     |
| Oct 2021 - Sep 2022  | 19     | 20      | 20      | 19      | 22      | 13      | 113     |
| % Chg 20/21 to 21/22 | 11.76% | -20.00% | -37.50% | -26.92% | -18.52% | -38.10% | -23.65% |
| 2021/2022 Avg        | 18.83  | 18.83   | 18.83   | 18.83   | 18.83   | 18.83   |         |

Station Public Commendations per 100 Assigned Personnel



Oct 2019 - Sep 2020    Oct 2020 - Sep 2021    Oct 2021 - Sep 2022    2021/2022 Avg

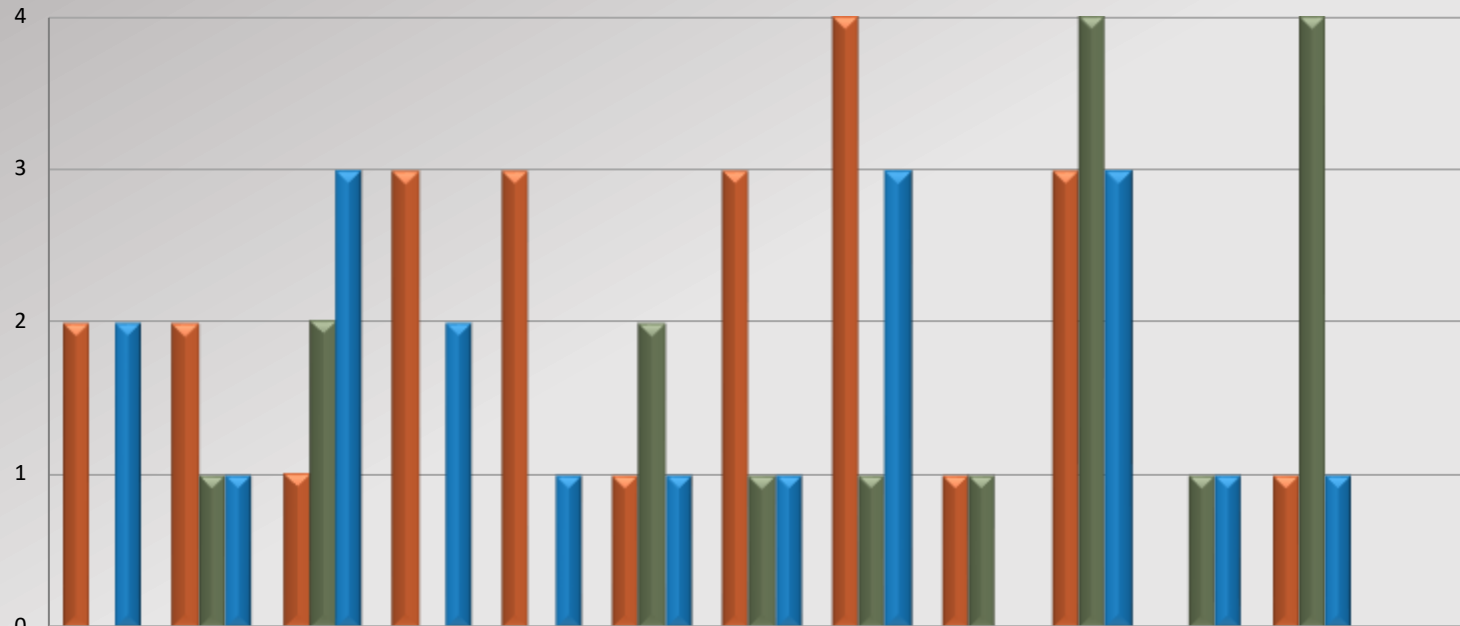


# Watch Commander Service Comment Report

## Public Commendations

### Carson Station

Total Public Commendations By Month



|                      | Oct     | Nov   | Dec    | Jan     | Feb     | Mar     | Apr   | May     | Jun      | Jul     | Aug   | Sep     | Total  |
|----------------------|---------|-------|--------|---------|---------|---------|-------|---------|----------|---------|-------|---------|--------|
| Oct 2019 - Sep 2020  | 2       | 2     | 1      | 3       | 3       | 1       | 3     | 4       | 1        | 3       | 0     | 1       | 24     |
| Oct 2020 - Sep 2021  | 0       | 1     | 2      | 0       | 0       | 2       | 1     | 1       | 1        | 4       | 1     | 4       | 17     |
| Oct 2021 - Sep 2022  | 2       | 1     | 3      | 2       | 1       | 1       | 1     | 3       | 0        | 3       | 1     | 1       | 19     |
| % Chg 20/21 to 21/22 | 200.00% | 0.00% | 50.00% | 200.00% | 100.00% | -50.00% | 0.00% | 200.00% | -100.00% | -25.00% | 0.00% | -75.00% | 11.76% |



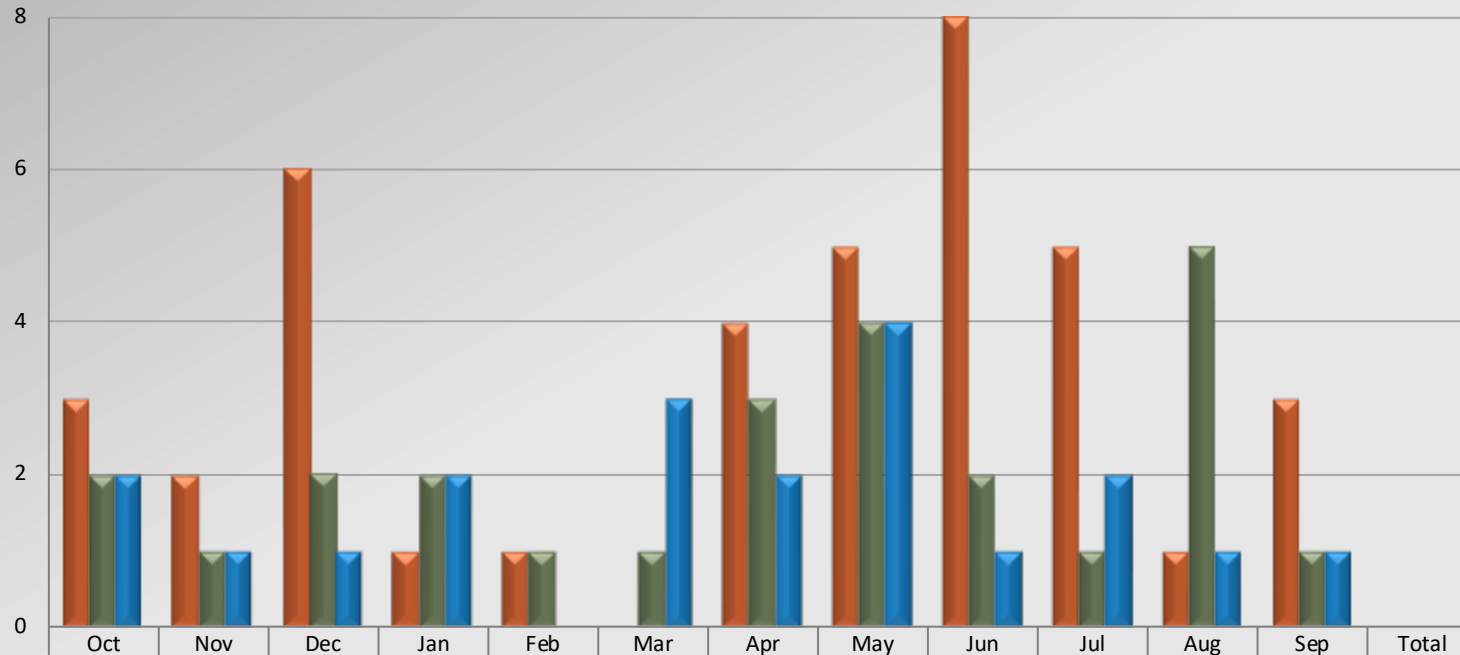


# Watch Commander Service Comment Report

## Public Commendations

### *Cerritos Station*

Total Public Commendations By Month



|                      |       |       |         |       |          |         |         |       |         |         |         |       |         |
|----------------------|-------|-------|---------|-------|----------|---------|---------|-------|---------|---------|---------|-------|---------|
| Oct 2019 - Sep 2020  | 3     | 2     | 6       | 1     | 1        | 0       | 4       | 5     | 8       | 5       | 1       | 3     | 39      |
| Oct 2020 - Sep 2021  | 2     | 1     | 2       | 2     | 1        | 1       | 3       | 4     | 2       | 1       | 5       | 1     | 25      |
| Oct 2021 - Sep 2022  | 2     | 1     | 1       | 2     | 0        | 3       | 2       | 4     | 1       | 2       | 1       | 1     | 20      |
| % Chg 20/21 to 21/22 | 0.00% | 0.00% | -50.00% | 0.00% | -100.00% | 200.00% | -33.33% | 0.00% | -50.00% | 100.00% | -80.00% | 0.00% | -20.00% |

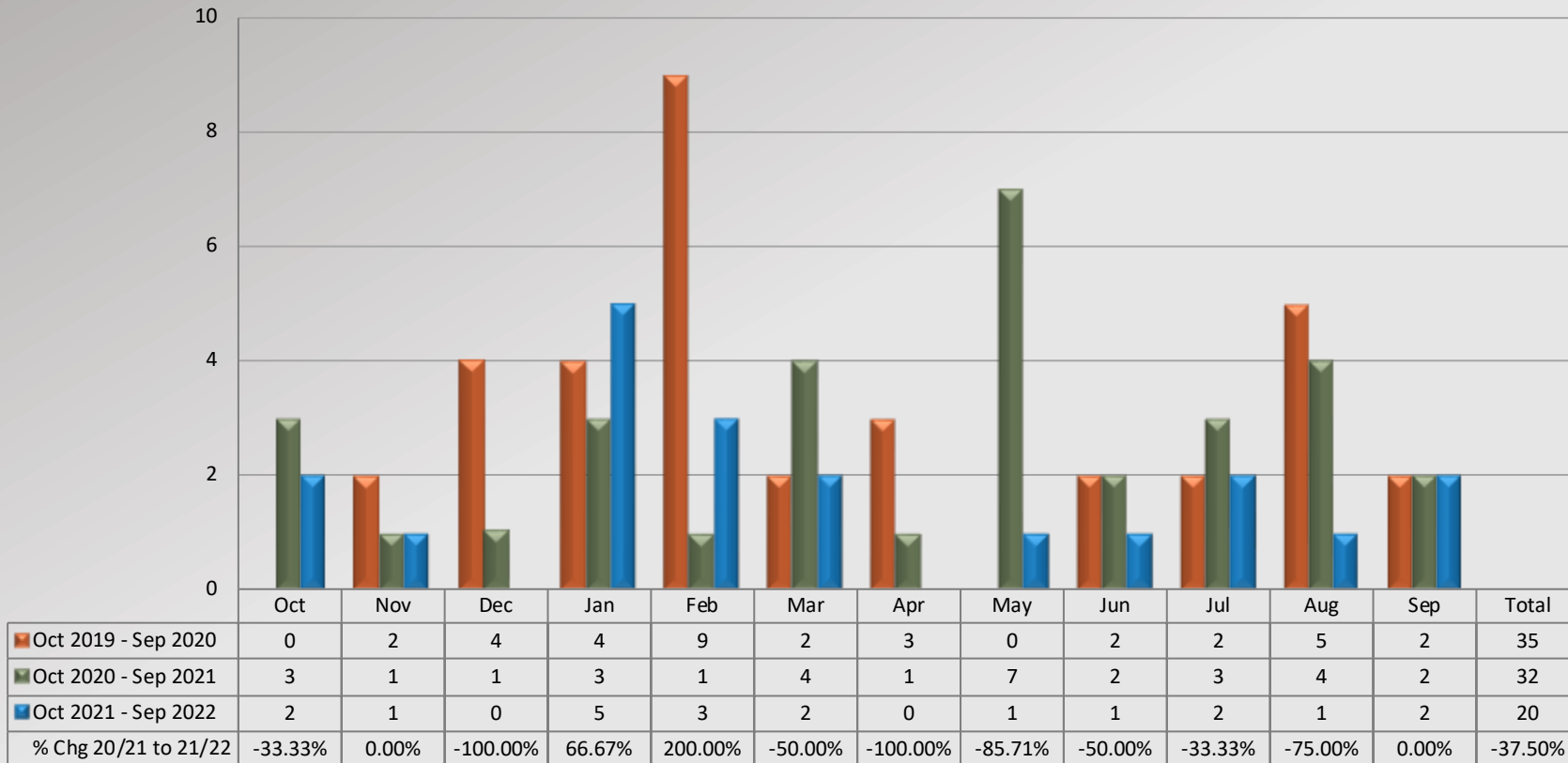


# Watch Commander Service Comment Report

## Public Commendations

### Lakewood Station

Total Public Commendations By Month



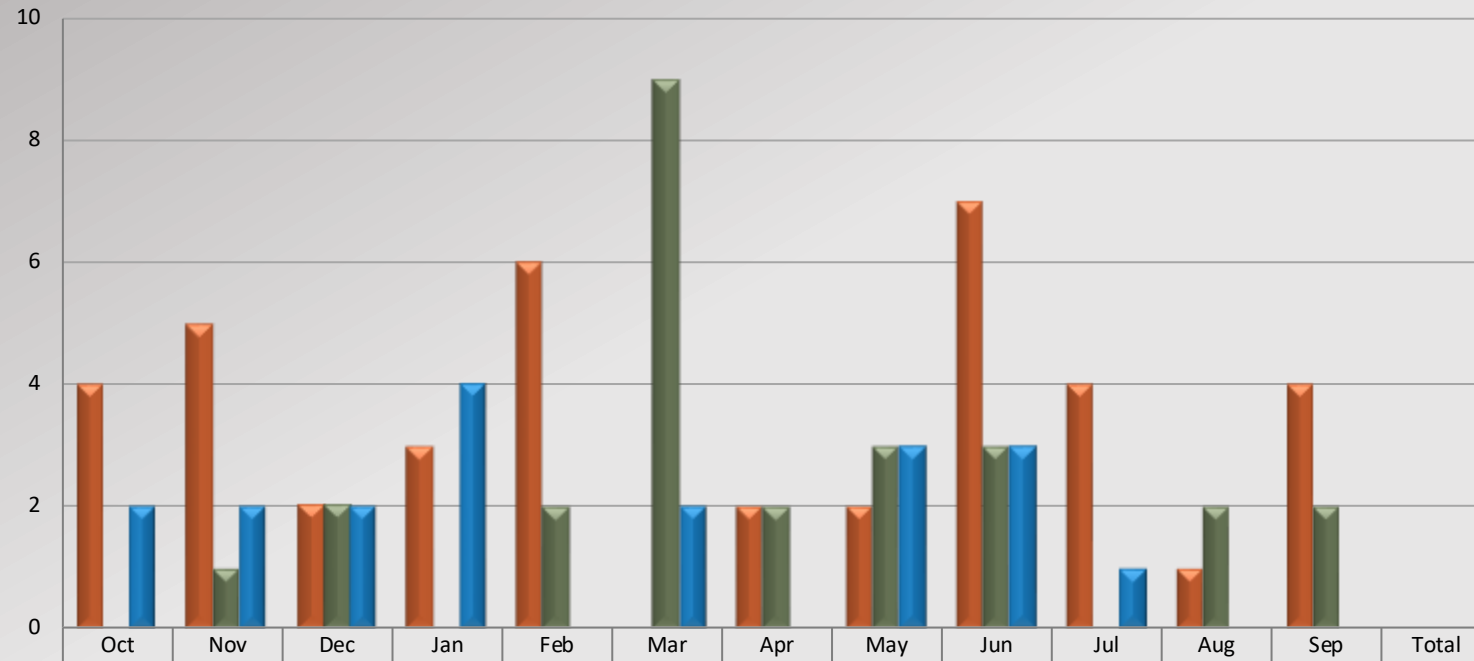


# Watch Commander Service Comment Report

## Public Commendations

### Lomita Station

Total Public Commendations By Month



|                      |         |         |       |         |          |         |          |       |       |         |          |          |         |
|----------------------|---------|---------|-------|---------|----------|---------|----------|-------|-------|---------|----------|----------|---------|
| Oct 2019 - Sep 2020  | 4       | 5       | 2     | 3       | 6        | 0       | 2        | 2     | 7     | 4       | 1        | 4        | 40      |
| Oct 2020 - Sep 2021  | 0       | 1       | 2     | 0       | 2        | 9       | 2        | 3     | 3     | 0       | 2        | 2        | 26      |
| Oct 2021 - Sep 2022  | 2       | 2       | 2     | 4       | 0        | 2       | 0        | 3     | 3     | 1       | 0        | 0        | 19      |
| % Chg 20/21 to 21/22 | 200.00% | 100.00% | 0.00% | 400.00% | -100.00% | -77.78% | -100.00% | 0.00% | 0.00% | 100.00% | -100.00% | -100.00% | -26.92% |

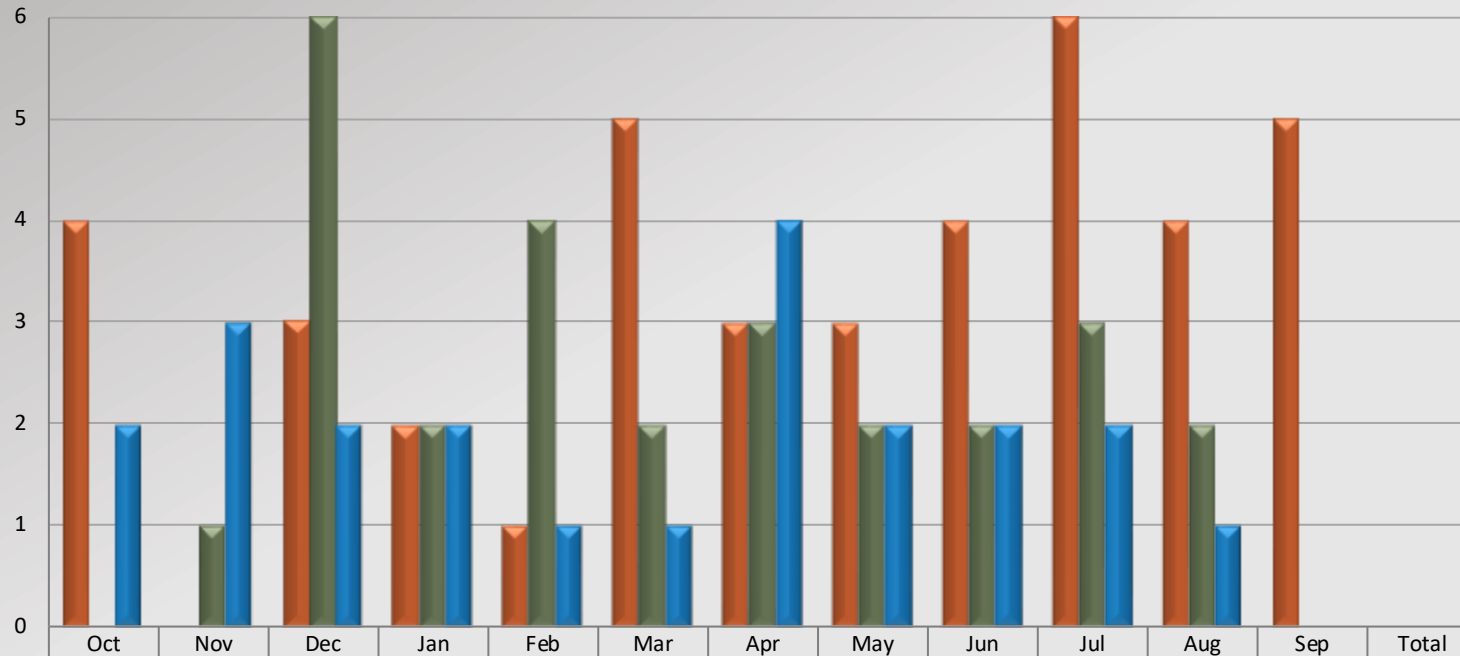


# Watch Commander Service Comment Report

## Public Commendations

### Norwalk Station

Total Public Commendations By Month



|                      |         |         |         |       |         |         |        |       |       |         |         |       |         |
|----------------------|---------|---------|---------|-------|---------|---------|--------|-------|-------|---------|---------|-------|---------|
| Oct 2019 - Sep 2020  | 4       | 0       | 3       | 2     | 1       | 5       | 3      | 3     | 4     | 6       | 4       | 5     | 40      |
| Oct 2020 - Sep 2021  | 0       | 1       | 6       | 2     | 4       | 2       | 3      | 2     | 2     | 3       | 2       | 0     | 27      |
| Oct 2021 - Sep 2022  | 2       | 3       | 2       | 2     | 1       | 1       | 4      | 2     | 2     | 2       | 1       | 0     | 22      |
| % Chg 20/21 to 21/22 | 200.00% | 200.00% | -66.67% | 0.00% | -75.00% | -50.00% | 33.33% | 0.00% | 0.00% | -33.33% | -50.00% | 0.00% | -18.52% |



# Watch Commander Service Comment Report

## Public Commendations

### *Pico Rivera Station*

**Total Public Commendations By Month**

