

JANUARY 19, 2021

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January 11, 2021

BOARD OF FIRE COMMISSIONERS
FILE NO. 21-011

TO: Board of Fire Commissioners
FROM: Independent Assessor
SUBJECT: 2019 ANNUAL REVIEW OF THE LOS ANGELES FIRE DEPARTMENT'S
HANDLING OF COMPLAINTS OF MISCONDUCT

FINAL ACTION:	<input type="checkbox"/> Approved <input type="checkbox"/> Denied	<input type="checkbox"/> Approved w/Corrections <input type="checkbox"/> Received & Filed	<input type="checkbox"/> Withdrawn <input type="checkbox"/> Other
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SUMMARY

The Office of the Independent Assessor (OIA) is presenting its 2019 Annual Review of the Los Angeles Fire Department's (LAFD or Department) Handling of Complaints of Misconduct. Included is a year-end review of the status of complaints against LAFD employees filed and closed in the LAFD's Complaint Tracking System (CTS) in 2019, and information related to the status of cases pending a hearing before a Board of Rights (BOR hearing). The OIA gathered and analyzed information from CTS and the Department's Discipline Tracking System (DTS). In this report, the OIA identifies trends and issues and makes related recommendations.

RECOMMENDATIONS

That the Board:

1. Approve the OIA's 2019 Annual Review of the Los Angeles Fire Department's Handling of Complaints of Misconduct.
2. Adopt the OIA's recommendations.

DISCUSSION

380 cases were reviewed for this report. The OIA presented information related to these cases, such as the type of complaint, whether the subject was a sworn or civilian member, the Department section assigned to investigate the complaint, and how complaints were adjudicated. The OIA also discussed cases that were not or could not be completed within the statute of limitations. For cases in which charges were sustained, the OIA presented the original discipline and the current status of the case, including whether a settlement agreement was executed. Further, the OIA determined the number and

nature of cases awaiting a BOR hearing. Finally, the OIA identified issues and made recommendations.

Throughout this review, the OIA and the Department worked collaboratively to address the issues and recommendations.

I am available to provide any additional information the Commission may require.

Respectfully submitted,



SUE STENGEL
Independent Assessor
Board of Fire Commissioners

Attachment

c: Ralph Terrazas, Fire Chief

**LOS ANGELES
BOARD OF FIRE COMMISSIONERS**



**2019 ANNUAL REVIEW OF THE
LOS ANGELES FIRE DEPARTMENT'S
HANDLING OF
COMPLAINTS OF MISCONDUCT**



OFFICE OF THE INDEPENDENT ASSESSOR
SUE STENGEL
Independent Assessor
December 6, 2020

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I. INTRODUCTION

This is the Office of the Independent Assessor's annual review of the Los Angeles Fire Department's (LAFD or Department) complaints of misconduct. Included is information about complaints against LAFD employees closed in the Complaint Tracking System (CTS) in 2019, and cases pending a hearing before a Board of Rights (BOR hearing). The Office of the Independent Assessor (OIA) gathered and analyzed information from the Complaint Tracking System and the Discipline Tracking System (DTS). In this report, the OIA identifies trends and issues and makes related recommendations.

The OIA is grateful for the assistance and cooperation provided by the Department, especially members in the Professional Standards Division (PSD). The OIA would also like to thank the lawyers in the Office of the City Attorney, and interns Ashley Folia and Andrew Gause for their help.

II. PURPOSE

The purpose of this report is to present the Board of Fire Commissioners (BOFC), the Department, and the public an overview of statistics and trends related to how the Department handled complaints of misconduct closed in 2019 and cases awaiting a BOR hearing.

III. OBJECTIVES

- A. Determine the number of cases filed annually from 2009 through 2019.
- B. Determine the number of complaints closed in CTS in 2019 and compare those with the statistics from 2017 and 2018.
 - 1. Determine the number of closed complaints by category.
 - a. Determine the most frequent allegations.
 - b. Determine whether the Department followed new policies for categorizing complaints.
 - 2. Determine whether a complaint was filed by a Department employee, an external complainant, or an anonymous complainant.
 - 3. Determine the number of complaints assigned to be investigated by Professional Standards Division (PSD), Chain of Command (Field), the Alternative Investigative Procedure (Alternative Process), or the process for investigating complaints against the Fire Chief.¹
 - 4. Determine the number of complaints by adjudication.
 - 5. Determine the status of sustained cases, including the number of settlement agreements.
 - 6. Determine the number of cases that were not completed or could not be completed within the statute of limitations.
- C. Determine the number of cases awaiting a hearing before a Board of Rights.

¹ In BFC No. 17-082, heard by the BOFC on August 1, 2017, the BOFC approved a separate investigative process for complaints filed against the Fire Chief.

IV. SUMMARY OF FINDINGS

- A. **New Cases Filed:** There was a 10% reduction from 2018 in the number of new cases filed in CTS.
- B. **Most Frequent Allegations:** For the third year in a row, Lost Equipment and Discourtesy complaints were the most prevalent among the closed complaints. However, there was a 27% reduction in the percentage of Discourtesy cases from 2018.
- C. **Compliance with New Policies:** In 2019, the Department enacted new policies for categorizing complaints involving Assign Hire, Driving Under the Influence (DUI), Discourtesy, and Equal Employment Opportunity (EEO) allegations, and for identifying “sensitive” cases. The Department complied with these new policies in all but one case.
- D. **Mediation:** The number of cases that were mediated doubled from 2018.
- E. **Investigation Assignments:** The percentage of cases assigned to PSD for investigation rose for the third year in a row. Half of the cases closed in 2019 were assigned to PSD.
- F. **Statute of Limitations:** Three cases were referred to PSD after the statute of limitations had run. Another case was filed two months before the statute ran, and a fifth case was filed in a timely manner, but was not completed before the statute of limitations expired.
- G. **Subjects:** The percentage of sworn and civilian members who were the subjects of complaints remained steady for three years. The overwhelming majority of subjects were sworn members.²
- H. **Boards of Rights:** The number of cases awaiting a BOR hearing rose for the third year in a row: 12 at the end of 2017, 18 at the end of 2018, 19 at the end of 2019. Cases have been pending a hearing for as long as eight years.

V. SCOPE AND METHODOLOGY

A. Cases Filed 2009 through 2019

Chart A (Page 4) shows the number of cases filed in CTS each year since 2009. The information from 2009 through 2012 was gathered from a report written by the Department and presented to the BOFC on April 2, 2013.³ For years 2013 through 2019, the OIA ran reports in CTS and inspected each report to ensure all relevant cases were captured.

B. Cases Closed in CTS in 2019

Three separate queries were made of CTS to gather all cases closed in 2019. First, the OIA ran a report for cases closed in 2019, which yielded 387 cases.⁴ Next, the OIA ran a separate report for cases closed in 2019 that were referred to the Alternative Process. Two cases were identified. Third, the OIA ran a report for cases marked “sensitive.” CTS does not allow for a search of sensitive cases closed during a defined time period.⁵ Therefore, to find sensitive cases closed in 2019, a report was run for all sensitive cases filed from January 1, 2008, through December 31, 2019. Then the OIA determined which were closed in 2019. Two cases were identified.

Because searches in CTS for “sensitive” cases cannot be narrowed by dates, the OIA recommends the Department modify the CTS program to allow for refined and defined searches

² Sworn members make up 90% of the Department.

³ BFC No. 13-047. Professional Standards Division Statistical Review 2012, heard by the BOFC on April 2, 2013.

⁴ All cases identified as “Closed - Duplicate” or “Closed - Entry Error” were eliminated.

⁵ The OIA identified this shortcoming in other reports; BFC No. 19-037, heard by the BOFC on March 19, 2019, and BFC No. 19-128, heard by the BOFC on November 19, 2019.

of cases marked “sensitive,” including the ability to search for open or closed cases during defined time periods.

Three hundred ninety-one cases were identified as closed in CTS in 2019. Eleven were removed from the audit population. Nine cases were removed from the population because they did not involve LAFD or an LAFD member.⁶ Two other cases were removed from the population because they were first closed in a year other than 2019.⁷

Therefore, for this report, the OIA considered 380 cases closed in CTS in 2019. The OIA inspected each individual CTS entry to determine how it applied to the relevant objectives.

Attachment A provides a summary of each original complaint and the final adjudication. The case numbers in this report refer to the numbers in Attachment A.

C. Hearings Pending Before a Board of Rights

In Section VII Objective C, the OIA presented information related to BOR hearings. This information was ascertained by running a report of all open cases in DTS, inspecting each individual case, and determining which cases were awaiting a BOR hearing at the end of 2019, and as of July 27, 2020. During this process, the OIA identified another challenge with the system. Specifically, DTS cannot be searched for cases awaiting a BOR hearing requested by the member. The system does allow for a search of cases wherein the member was directed to a BOR hearing. This is another efficiency the system lacks. The OIA recommends the system be adjusted to facilitate a search for all cases pending a BOR hearing.

VI. PREVIOUS AUDITS

The OIA presented annual reviews for 2017 and 2018.⁸ Additionally, the OIA conducted audits related to BOR hearings: *Audit of Los Angeles Fire Department Directed and Opted Boards of Rights 2009 through 2014*⁹ and *Assessment of Los Angeles Fire Department Cases Pending a Member-Opted Board of Rights*.¹⁰

⁶ Although the OIA removed these cases from the population, the Department responded that time and resources are still required to determine that these cases do not involve Department members.

⁷ When the Department needs to access a case already closed in CTS, the case must be re-opened and then closed again. These cases were originally completed in a year other than 2019, re-opened and closed again in 2019.

⁸ BFC No. 19-037 and BFC No. 19-128.

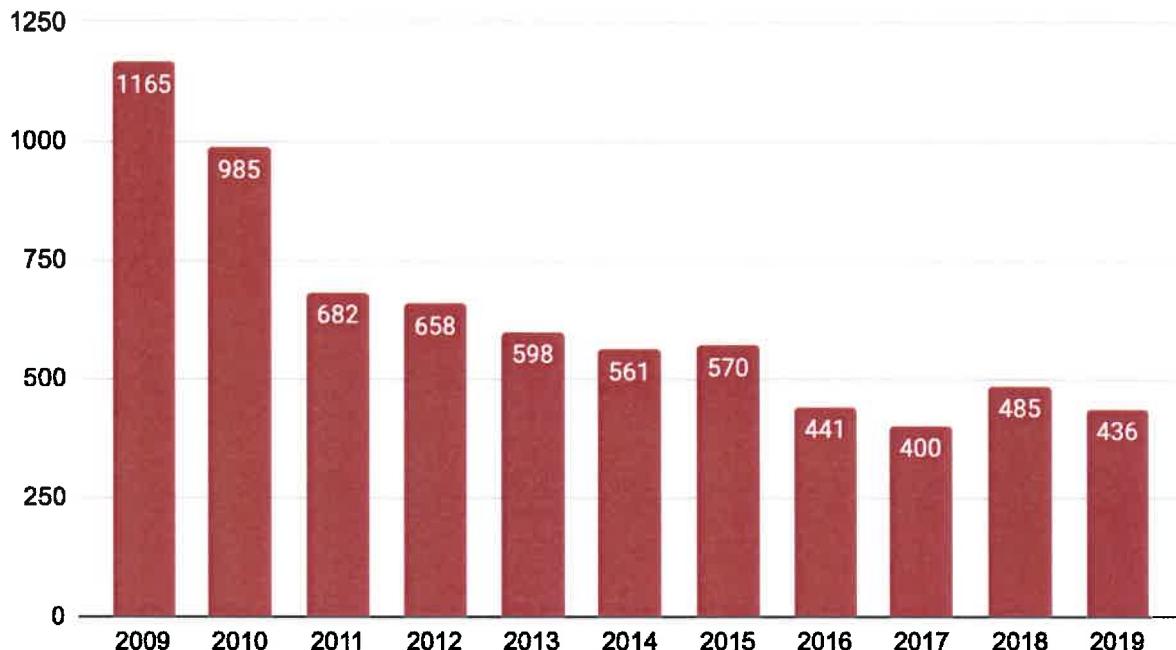
⁹ BFC No. 16-015, heard by the BOFC on February 16, 2016.

¹⁰ BFC No. 17-050, heard by the BOFC on April 18, 2017.

VII. DISCUSSION

Objective A - Determine the number of cases filed annually from 2009 through 2019.

CHART A: COMPLAINTS FILED 2009 - 2019

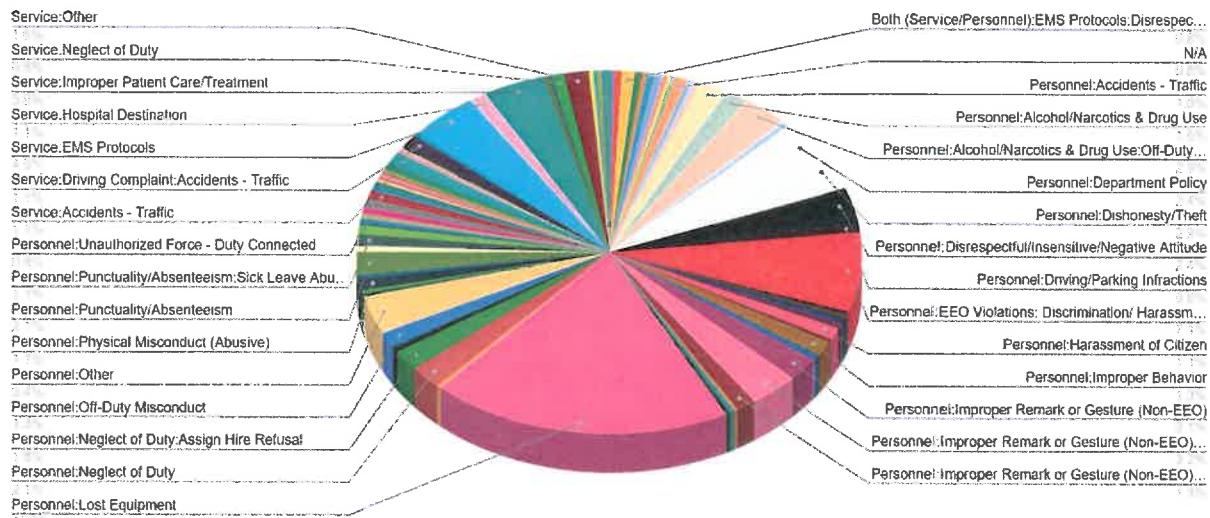


Four hundred thirty-six cases were filed in 2019; a 10% decrease from the 485 cases filed in 2018. The OIA's 2018 review referenced the EMS Bureau pilot program, during which all issues of concern involving patient care and treatment were entered into CTS. Eighty-nine of the cases filed in 2018 were part of the pilot program. The OIA reported that the pilot program was discontinued because it was duplicating Department efforts and not capturing new data.¹¹ A few remaining cases filed as part of the pilot program were closed in 2019 and were included in this report, but the discontinuation of this program may account for the decrease in cases filed in 2019.

¹¹ Although the pilot program did not achieve the desired results, the OIA continues to recommend that the Department pursue avenues of accountability to maintain/improve the high quality of care provided to patients and to develop policies and procedures for EMS Bureau to uniformly and centrally track issues and concerns related to emergency medical care and treatment of patients that have not previously been captured (see BFC No. 19-128).

Objective B.1. - Determine the number of complaints by category.

CHART B: COMPLAINTS BY CATEGORY



Both (Service/Personnel): Brush	1
Both (Service/Personnel): EMS Protocols	2
Both (Service/Personnel): EMS Protocols: Disrespectful/Insensitive/Negative Attitude	3
Both (Service/Personnel): EMS Protocols: Improper Remark or Gesture (Non-EEO): Citizen	2
Both (Service/Personnel): Hospital Destination: Disrespectful/Insensitive/Negative Attitude	1
Both (Service/Personnel): Improper Patient Care/Treatment: Disrespectful/Insensitive/Negative Attitude	2
Both (Service/Personnel): Improper Patient Care/Treatment: Improper Remark or Gesture (Non-EEO): Citizen	2
Both (Service/Personnel): Improper Remark or Gesture (Non-EEO): Citizen	1
Both (Service/Personnel): Patient Assessment: Improper Remark or Gesture (Non-EEO): Citizen	1
Lost Equipment	1
N/A	3
Other	1
Personnel	1
Personnel: Abuse of Authority	1
Personnel: Accidents – Traffic	7
Personnel: Alcohol/Narcotics & Drug Use	6
Personnel: Alcohol/Narcotics & Drug Use: Off-Duty Misconduct	11
Personnel: Assign Hire Refusal	2
Personnel: Attendance/Tardiness: Falsification of Records	1
Personnel: Damage of Citizen's property	2
Personnel: Department Policy	9
Personnel: Dishonesty/Theft	11
Personnel: Dishonesty/Theft: Discrimination	1

Personnel: Dishonesty/Theft: Other	1
Personnel: Dishonesty/Theft: Workers' Compensation Fraud	1
Personnel: Disrespectful/Insensitive/Negative Attitude	9
Personnel: Driver License Violation	2
Personnel: Driving/Parking Infractions	3
Personnel: EEO Violations: Discrimination/ Harassment/Sexual	27
Personnel: EEO Violations: Discrimination/ Harassment/Sexual: Malicious Gossip	1
Personnel: EMS Protocols	1
Personnel: EMS Protocols: Improper Remark or Gesture (Non-EEO): Disrespectful/Insensitive/Negative Attitude	1
Personnel: Failure to Notify MLS re: Work Status	1
Personnel: Finances	2
Personnel: Harassment of Citizen	4
Personnel: Hazing	1
Personnel: Improper Behavior	5
Personnel: Improper Behavior: Abuse of Authority	1
Personnel: Improper Behavior: Citizen	1
Personnel: Improper Remark or Gesture (Non-EEO)	8
Personnel: Improper Remark or Gesture (Non-EEO): Citizen	12
Personnel: Improper Remark or Gesture (Non-EEO): Disrespectful/Insensitive/Negative Attitude	5
Personnel: Inappropriate Computer/Email Use	1
Personnel: Inappropriate/Unprofessional Comments	1
Personnel: Insubordination	1
Personnel: Lost Equipment	73
Personnel: Medication Related	1
Personnel: Neglect of Duty	8
Personnel: Neglect of Duty: Assign Hire Refusal	7
Personnel: Neglect of Duty: Disrespectful/Insensitive/Negative Attitude	1
Personnel: Neglect of Duty: Missed Response	1
Personnel: Off-Duty Misconduct	5
Personnel: Other	13
Personnel: Other Department Policy	1
Personnel: Personal Business while on duty	1
Personnel: Physical Misconduct (Abusive)	4
Personnel: Physical Misconduct (Sexually Related) Sexual Misconduct (Non-EEO)	1
Personnel: Punctuality/Absenteeism	8
Personnel: Punctuality/Absenteeism: Assign Hire Refusal	2
Personnel: Punctuality/Absenteeism: Sick Leave Abuse	4
Personnel: Safety	3
Personnel: Self-Dispatching	1

Personnel: Sexual Harassment	1
Personnel: Sexual Misconduct (Non-EEO)	2
Personnel: Sick Leave Abuse	2
Personnel: Supervisory Misconduct (Non-EEO)	3
Personnel: Unauthorized Force - Duty Connected	3
Personnel: Unbecoming (Miscellaneous)	2
Personnel: Unbecoming (Miscellaneous): Damage of Citizen's property	1
Personnel: Unbecoming (Miscellaneous): Disrespectful/Insensitive/Negative Attitude	1
Personnel: Unbecoming (Miscellaneous): Off-Duty Misconduct	1
Personnel: Unbecoming Conduct (Criminal): Off-Duty Misconduct	1
Personnel: Violence - Workplace or Domestic	1
Personnel: Violence - Workplace or Domestic: Off-Duty Misconduct	1
Personnel: Workers' Compensation Fraud	2
Service: Accidents – Traffic	4
Service: Delayed Response	1
Service: Department Policy	1
Service: Driving Complaint	1
Service: Driving Complaint: Accidents – Traffic	4
Service: Driving/Parking Infractions	1
Service: MS Protocols	17
Service: Hospital Destination	4
Service: Improper Patient Care/Treatment	15
Service: Improper Patient Care/Treatment: Neglect of Duty	1
Service: Improper Remark or Gesture (Non-EEO): Disrespectful/Insensitive/Negative Attitude	1
Service: Neglect of Duty	3
Service: Other	6
Service: Other Department Policy	1
Service: Property Damage: Damage of Citizen's property	1
Service: Punctuality/Absenteeism	1
Service: Safety	1
Service: Unauthorized Force - Duty Connected	1

Objective B.1.a. - Determine the most frequent allegations (see Table 1).

For the third year in a row, the OIA found that Lost Equipment and Discourtesy cases were the most prevalent, representing more than 30% of all cases closed in 2019. Previously, the OIA recommended (and the BOFC adopted the recommendation) that the LAFD develop strategies for reducing incidents that lead to these complaints.¹² The Department has not yet presented this strategy to the BOFC.

¹² BFC NO. 19-128, heard by the BOFC on November 19, 2019.

Lost Equipment Complaints

At the BOFC meeting on November 19, 2019, the Department reported, “In addition to making modifications to the existing policy and procedures to reflect new guidelines and alignment with FBOR [Firefighters Bill of Rights],¹³ the Department intends to elicit feedback from department stakeholders and the OIA in order to be fully responsive to this recommendation.”¹⁴ However, the Department has not modified existing policies.

Discourtesy Complaints

The Department experienced a 27% decrease in the percentage of Discourtesy complaints from 2018, and a 38% decrease from 2017. The OIA commends the Department on the reduction and encourages the Department to attempt to determine the reasons for this improvement.

Discourtesy complaints, however, were again the largest number of complaints received by the Department (other than Lost Equipment) and outnumber other types of complaints almost two to one. On August 29, 2019, the Fire Chief addressed all members through a portal (the Department’s intranet) message entitled *Accountability on EMS Incidents*. In it he stated, “It is my expectation that our members treat every patient with the same level of compassion, care and respect that we would want for our own family members.” Additionally, the Fire Chief said, “When faced with making a decision regarding the level or manner of patient care...always choose the path that is in the best interests of the patient. By doing so, you are meeting my expectation, the Department’s patient care policy, and preventing complaint investigations that could lead to disciplinary action.” The OIA applauds the Fire Chief for this important communication that could be considered a component of a larger strategy to reduce the number of courtesy complaints.

The data from 2019 demonstrated that approximately 23% of Discourtesy complaints originated from internal conflicts. The Department presented the BOFC (in November of 2019) with information about using mediation programs as a way to reduce the number of incidents leading to allegations of Discourtesy. The OIA fully supports the mediation program and hopes it will continue to expand. From 2018 to 2019, the number of cases mediated doubled from three to six. The Department’s goal is to continue to increase the number of cases mediated and believes the program will eventually serve as a successful deterrent for behavior that results in these complaints. The OIA agrees with this goal, but believes the Department should implement additional strategies to further reduce courtesy complaints in the short term.

¹³ California Government Code Section 3250-3262; laws related to the rights of firefighters under investigation for alleged misconduct.

¹⁴ BFC No. 19-131.

TABLE 1 - MOST FREQUENT ALLEGATIONS

Allegation	2017	Percentage	2018	Percentage	2019	Percentage
Lost Equipment	85	23.40%	98	19.17%	74	19.47%
Discourtesy	79	21.80%	94	18.39%	51	13.42%
EEO	3	0.83%	5	0.98%	28	7.40%
EMS Protocols	10	2.75%	83	16.24%	26	6.84%
Improper Patient Care	12	3.30%	30	5.90%	20	5.26%
Alcohol/Narcotics & Drug Use	5	1.40%	9	1.76%	17	4.47%
Accidents: Traffic	1	0.27%	5	0.98%	15	3.94%
Theft	5	1.40%	10	1.95%	14	3.68%
Personnel: Other	15	4.13%	13	2.54%	13	3.42%
Punctuality/Absenteeism (unrelated to assign hire)	6	1.65%	18	3.52%	13	3.42%

Objective B.1.b. - Determine whether the Department followed the 2019 policies for categorizing complaints.

The BOFC adopted the OIA's recommendation that the Department define categories used to categorize complaints in CTS and reduce the number of categories.¹⁵ In response, in January of 2019, the Department implemented three new policies; one for categorizing complaints related to Discourtesy, Assign Hire, and Driving Under the Influence (DUI) allegations; a second policy for Equal Employment Opportunity (EEO) allegations; and a third for determining which complaints will be designated "sensitive."¹⁶

The number of EEO cases increased from five in 2018 to 28 in 2019, a 655% change. This may be because the Department implemented the new policy for categorizing EEO complaints. Beginning in 2019, complaints that explicitly reference discrimination, retaliation, harassment or hazing are designated as EEO when filed. Additionally, if at any point during the investigation a witness makes allegations or facts are discovered that are related to discrimination, retaliation, harassment or hazing, the case is identified as such.¹⁷ Previously, EEO cases were not categorized as EEO at intake; rather, the Department waited to categorize them as EEO until evidence of an EEO violation was presented during the investigation. The

¹⁵ BFC No. 17-097, heard by the BOFC on September 5, 2017. The BOFC adopted the OIA's subsequent similar recommendations in BFC No. 19-037, heard by the BOFC on March 19, 2019, and BFC No. 19-128, heard by the BOFC on November 19, 2019.

¹⁶ Approximately 38% of the cases in this audit's population were filed in 2018 before the new policies were implemented.

¹⁷ Not all EEO cases closed in 2019 were subject to the new policy. Some were filed in CTS before the policy was implemented in January 2019.

OIA agreed with the policy change and applauds the Department for recognizing the need to do so.

The OIA found:

1. All Assign Hire cases filed in 2019 were categorized appropriately and were in compliance with the policy (nine cases).
2. All DUI cases were categorized appropriately and were in compliance with the policy, whether filed in 2019 or 2018 (10 cases).
3. Ten EEO cases were filed in 2019. All but one were categorized appropriately. The remaining case was categorized as EEO. However, the Department failed to mark the case as an EEO investigation. This is also required in the policy for EEO cases. Marking a case as an EEO investigation ensures the Department's EEO Coordinator is notified of the case.
4. The categorization of Courtesy cases was more complicated. All Courtesy cases filed in 2019 were categorized consistently. However, the Department deviated from the current policy in cases with an additional allegation of Improper Patient Care/Treatment (related to an EMS response), but was done uniformly. Therefore, the OIA recommends that this method of categorizing these cases be added to the policy.
5. The two cases designated as "sensitive" were done so in accordance with the policy. The policy states that a case may be categorized as sensitive if the "complaint alleges criminal activity or may lead to a criminal investigation." Both cases alleged criminal activity (sexual assault).

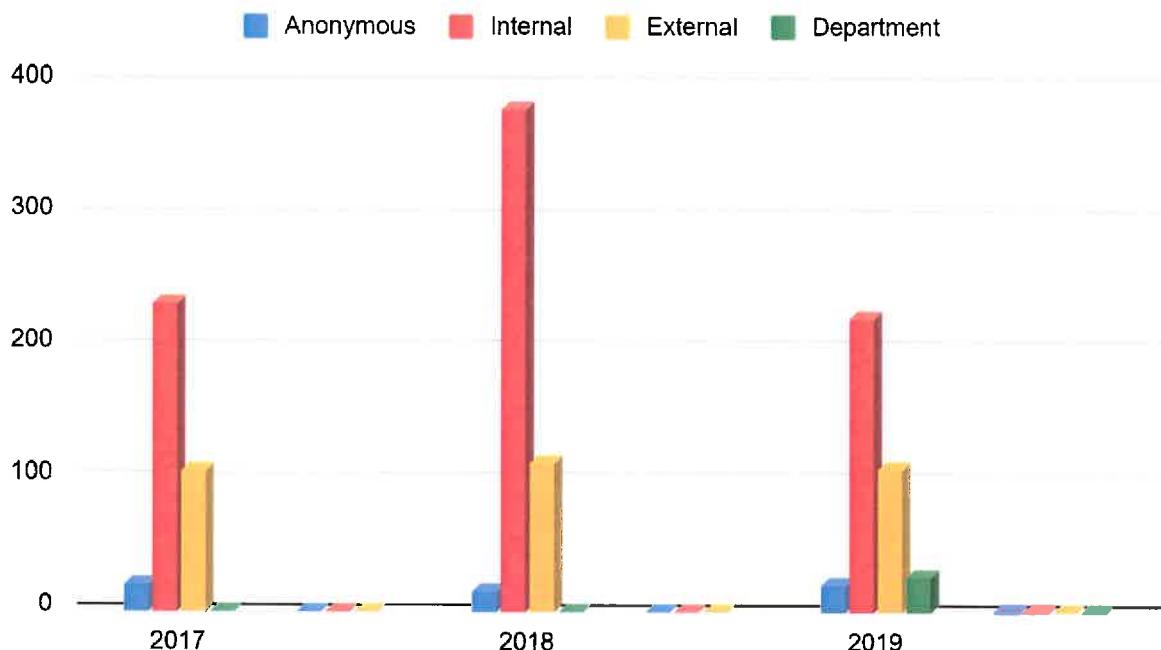
The OIA applauds the Department for its efforts. Improvement was apparent. Courtesy cases closed in 2018 were categorized in six different ways. Courtesy cases closed in 2019 were categorized in four ways.¹⁸ The OIA continues to recommend the Department further define and reduce complaint categories.

Objective B.2. - Determine whether a complaint was filed by a Department employee, an external complainant, or an anonymous complainant.

The percentage of anonymous and external complainants has fluctuated only slightly year over year. However, complaints filed by LAFD employees fluctuated the most over the past three years; increasing 15.7% from 2017 to 2018, then decreasing 21% between 2018 and 2019. This may be attributable to the discontinued EMS pilot program. Further, for this report, the OIA identified the Department as the complainant in cases wherein the OIA believed the Department had an interest in initiating a complaint of misconduct, in contrast to cases in which an individual had a complaint against another individual because they felt wronged. For example, in DUI and traffic accident cases, the OIA determined that the Department was the complainant regardless of who entered (or, caused to be entered) the information into CTS.

¹⁸ Two categories dealt with the EMS Protocols and Improper Patient Care/Treatment coding. It appears this can be easily addressed by policy changes to further reduce the number of categories.

CHART C: ORIGIN OF COMPLAINT 2017 - 2019



	2017		2018		2019	
Anonymous	21	5.79%	17	3.33%	21	5.53%
Internal	234	64.46%	381	74.56%	223	58.70%
External	108	29.75%	113	22.11%	109	28.68%
Department	0		0		27	7.10%

Objective B.3. - Determine the number of complaints assigned to be investigated by Professional Standards Division (PSD), Chain of Command (Field), the Alternative Investigative Procedure (Alternative Process), or the process for investigating complaints against the Fire Chief.¹⁹

OIA analyses since 2017 showed an increase in the percentage of cases referred to PSD for investigation. The percentage of cases handled by PSD rose 4% from 2017 to 2018, and 21% from 2018 to 2019. There was a 26.5% increase from 2017 to 2019. Similarly, the percentage of cases assigned to the Field for investigation decreased 42% from 2017 to 2018, 16.6% from 2018 to 2019, and 51.73% from 2017 to 2019.

¹⁹ The October 28, 2008 Letter of Agreement between LAFD and United Firefighters Los Angeles City (UFLAC) outlined the path for investigation of cases. PSD investigates off-duty misconduct, criminal, EEO and extremely serious allegations. A member's chain of command investigates allegations related to performance, behavior, punctuality/absenteeism, driving/parking violations and lost equipment allegations. Chart E reflects information extracted from CTS related to the investigative assignment of a case (PSD, Field, Alternative Process).

In 2017, the BOFC approved a policy for investigating complaints against the Fire Chief. One case closed in 2019 was referred to that process.

For the third year in a row, the largest number of cases closed in CTS were Lost Equipment cases.²⁰ Each year (2017 through 2019), approximately 20% of closed complaints related to lost equipment. In 2019, the Department began a new process for handling complaints related to lost equipment. Previously, the (mostly clerical) process was the responsibility of PSD. Generally, members report the loss to the appropriate police department, provide a copy of the police report to the Department, then the relevant LAFD section/division is notified that a replacement can be provided.²¹ At the end of 2019, the responsibility for collecting and processing information was transferred from PSD to the Risk Manager's Office (Lost Equipment Process). The authority for adjudicating the cases still lies with PSD, as designated and delegated by the Fire Chief. The OIA applauds the Department for this positive change.

However, the current process does not align with the Department's written policies. The OIA raised this issue in a previous audit and on March 19, 2019, the BOFC adopted the OIA's recommendation to revise the current policies and procedures for reporting lost or stolen equipment to reflect the Department's priorities and current practices, and include a timeframe for reporting the loss or theft.²² The OIA also recommended that the revisions to the policy be submitted to the BOFC for review and approval. Although the Department has been working on this, it has not been completed.

Finally, the OIA identified 113 cases that were not assigned an investigative path (PSD, Field, Alternate Process, etc.), nor was an investigator assigned to these cases. The Department reported that these cases did not merit a full investigation to address the allegation(s). However, PSD staff completed work on these cases. Therefore, the OIA designated these cases "PSD Staff."²³

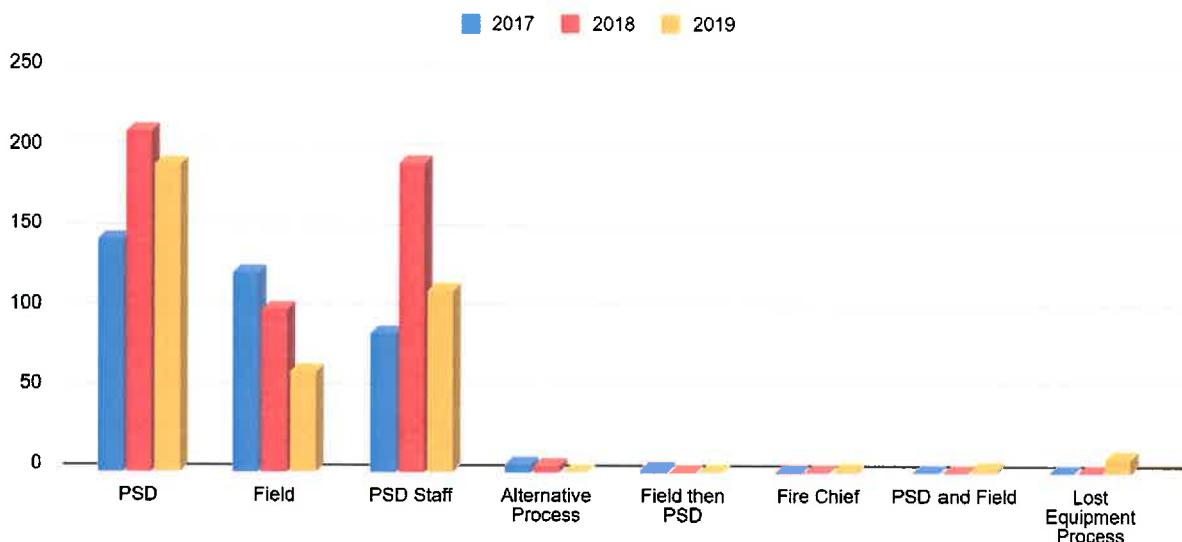
²⁰ See also BFC No. 19-071 and BFC No. 19-128.

²¹ This practice is not consistent with the Department's current written policies. For this reason, the OIA has recommended, more than once, that policies should be amended to reflect current practices.

²² BFC No. 19-037, heard by the BOFC on March 19, 2019.

²³ In previous audits, the OIA designated these cases "Not Assigned."

CHART D: ASSIGNED FOR INVESTIGATION



	2017	2018	2019
PSD	145	39.94%	213
Field	124	34.16%	101
PSD Staff	87	23.97%	193
Alternative Process	5	1.38%	4
Field then PSD	2	0.55%	0
Fire Chief	0	0	1
PSD and Field	0	0	2
Lost Equipment Process	0	0	9

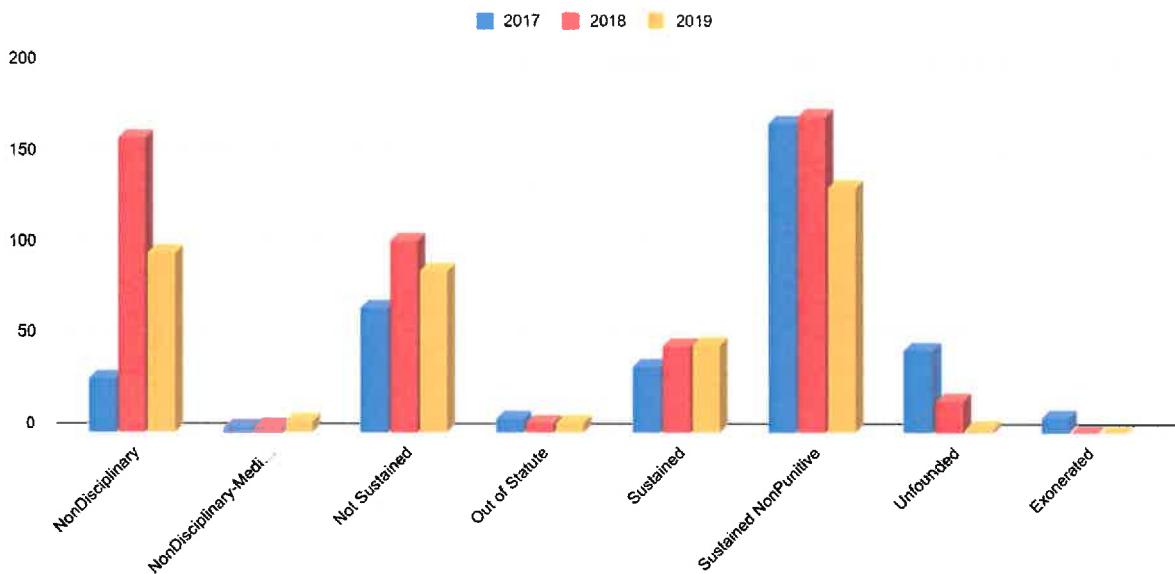
Objective B.4. - Determine the number of complaints by adjudication.²⁴

In 2019, the Department doubled the number of cases mediated. Although six is a small number, the OIA applauds the Department for its efforts and continues to encourage the use of mediation as a way to resolve complaints.

²⁴ One case involved two members; each member's case was adjudicated differently. One member's case was adjudicated Sustained, Non-Punitive, while the other member's case was mediated. The first member's case was not mediated because the member chose not to participate in mediation.

Nearly 48% of complaints were adjudicated as Sustained or Sustained Non-Punitive, meaning the Department found that there was a preponderance of the evidence demonstrating that the allegations were true.

CHART E : ADJUDICATIONS



	2017	2018	2019	
Non-Disciplinary	29	7.97%	161	31.51%
Non-Disciplinary-Mediation	2	0.55%	3	0.59%
Not Sustained	68	18.68%	105	20.55%
Out of Statute	7	1.92%	5	0.98%
Sustained	36	9.89%	47	9.20%
Sustained, Non-Punitive	169	46.43%	173	33.86%
Unfounded	45	12.36%	17	3.33%
Exonerated	8	2.20%	0	0.00%

Objective B.5. - Determine the status of sustained cases, including the number of settlement agreements.²⁵

Forty-nine members had one or more sustained cases.²⁶

- Twenty-three members received an official reprimand.

²⁵ In past annual reviews, the OIA included information about cases that were resolved through a settlement agreement. However, the OIA is preparing a separate report related to settlement agreements, therefore that information is not included in this report.

²⁶ Two members each had two sustained cases.

- Seventeen members received suspension days.²⁷
- Five members' employment was terminated.
- Three members were directed to a BOR hearing.
- One member retired before the Department imposed discipline.
- Of these forty-nine cases, five were ultimately resolved with a settlement agreement.

Increase in subjects who were non-tenured members

Five (10.2%) subjects were not tenured members. Four were new members on probation (8.1%), and one was a recruit in the drill tower (academy) (2%). This is an increase from the number of non-tenured subjects in 2017 and 2018. In 2018, one subject (2.13%) was a probationary member (of the 47 sustained cases). Similarly, in 2017, one subject (2.8%) was a probationary member (of 36 sustained cases).

Members driving under the influence of alcohol

Nine members (18.4% of sustained cases) drove under the influence of alcohol. All were disciplined.²⁸ The OIA's annual review from 2017 (BFC No. 19-037) determined that three members drove under the influence of alcohol (8.33%), and the OIA's annual review from 2018 (BFC No. 19-128) identified seven members (almost 15%) who drove under the influence of alcohol.

On April 19, 2018, the Fire Chief posted a message on the Portal (the Department's intranet) addressing the "upward trend of off-duty members being cited for driving under the influence of alcohol." On March 5, 2019, the Fire Chief posted another notice on the Portal, citing studies related to substance abuse in firefighters and discussing the signs of substance abuse. Later, in December 2019, before the winter holidays, the Fire Chief distributed a third message which addressed excessive alcohol consumption and driving under the influence of alcohol. The message also indicated that United Firefighters Los Angeles City (UFLAC) would reimburse members up to \$50.00 for costs incurred when using a ride sharing app. The OIA commends the Fire Chief and the Department for recognizing this need and communicating with members about these issues.

The OIA recommends the Department create (or utilize an existing) alcohol and substance use disorder training program which specifically addresses the unique stresses and circumstances of members of the fire service. The training can be assigned as part of Education-Based Discipline in settlement agreements and/or during in-service training early in and throughout a member's career.²⁹ The OIA commends the Department for already exploring options. For example, LASD offers a course, and the Fire Chief recently announced the creation of the UFLAC Center for Health and Wellness (the first of its kind in the state of California solely for firefighters), where drug addiction and alcoholism services are offered.

²⁷ This was the original discipline. If the case ended with a settlement agreement, this may have changed.

²⁸ See Table 2 for the status of discipline in DUI cases.

²⁹ This course should be provided in addition to (not as a substitute for) necessary, individualized therapy.

TABLE 2 – SUSTAINED CASES

RANK	Charges (as written in charging documents)	Original Discipline	Terms of the Settlement Agreement (if relevant)	Current Status of the Case
FF II Probation	Member made untruthful and misleading statements to supervisors.	Termination on probation		Resignation in lieu of termination.
FF III	Member failed to report to work on an assign hire day.	Reprimand		Reprimand placed in member's personnel file.
FF III	Member failed to comply with a supervisor's directive.	Reprimand		Reprimand placed in member's personnel file.
FF III	Member restrained a 12-year-old female patient using a rescue ambulance towel covering her eyes, nose and mouth while on the gurney.	Four-day suspension		Member served suspension days.
FF III	Member engaged in a physical altercation with a member of the public while off-duty.	Six-day suspension		Member requested a BOR hearing.
FF I Recruit	Recruit failed to meet the minimum standards of the LAFD for the position of Firefighter I - Honesty, Integrity, and personal ethics.	Termination		Recruit's employment was terminated.
FF III	Member failed to provide proper patient care, provided incorrect information to Department investigators, behaved in an unprofessional manner towards members of the public while on-duty during an incident.	14-day suspension		Member requested a BOR hearing.
FF III	Member acted in an uncivil and unprofessional manner when s/he scolded, yelled, and directed profanity towards a firefighter on multiple occasions.	Reprimand		Reprimand placed in member's personnel file.

RANK	Charges (as written in charging documents)	Original Discipline	Terms of the Settlement Agreement (if relevant)	Current Status of the Case
Captain I	Member failed to follow the F-591 when hiring a last-minute Scheduled Overtime Duty (SOD) position.	Reprimand		Reprimand placed in member's personnel file.
FF III	Member made inappropriate sexually harassing/sexually charged comments to a nurse on three occasions.	14-day suspension		Member served suspension days.
FF III	Member violated Department rules and policies when falsely reported to a supervisor, rude behavior by another member towards a patient.	Eight-day suspension		Member requested a BOR hearing.
Engineer	Member made an improper remark to a fellow Department member saying: "the only reason you are receiving that phone call from [a battalion chief] is because of the color of your skin" and "they're not calling any white guys".	Reprimand		Reprimand placed in member's personnel file.
FF III	Member tested positive for having methamphetamines present in system while on duty.	Member directed to a Board of Rights		BOR hearing convened and continued.
FF II Probation	Member reported for duty while under the influence of illegal drugs, prescribed medications and/or over the counter medications, and as such was unable to competently and/or safely fulfill the duties of the assignment.	Termination on probation		Member's employment was terminated.
FF II Probation	Member made untruthful and misleading statements on pre-employment questionnaire.	Termination on probation		Member resigned in lieu of termination.

RANK	Charges (as written in charging documents)	Original Discipline	Terms of the Settlement Agreement (if relevant)	Current Status of the Case
FF III/PM	Member used inappropriate physical force to wipe mucus from a civilian's nose	Reprimand		Reprimand placed in member's personnel file.
Engineer	Member failed to report for work and was absent without leave [on an assign hire day].	Reprimand		Reprimand placed in member's personnel file.
FF III/PM	Member failed to report for work and was absent without leave [on an assign hire day].	Reprimand		Reprimand placed in member's personnel file.
FF III	Member acted in an uncivil and unprofessional manner when s/he deliberately directed profanity towards other members on multiple occasions.	Reprimand		Reprimand placed in member's personnel file.
Captain I	Member, while on duty, forwarded and shared with others, a video taken of members during a training operation which created a disruptive work environment and impaired the good order of the Department; and sent an inappropriate picture and text message in a group text with members.	Four-day suspension		Member requested a BOR hearing.
Captain I	Member operated a vehicle while under the influence of alcohol with a BAC of over 0.08%. Member failed to maintain a valid Class B driver's license.	16-day suspension		Member served suspension days.
FF III	Member operated a vehicle while under the influence of alcohol with a blood alcohol level over .08%. Member failed to maintain a valid California driver's license. Member provided an LAFD identification to law enforcement officers instead of a driver's	20-day suspension		Member served suspension days.

RANK	Charges (as written in charging documents)	Original Discipline	Terms of the Settlement Agreement (if relevant)	Current Status of the Case
	license as requested by the officer, and was uncooperative during the investigation and refused to submit to a breathalyzer and blood test until a search warrant was executed.			
FF III	Member operated a vehicle while under the influence of alcohol with a BAC of over 0.08%. Member failed to maintain a valid Class B driver's license.	16-day suspension	Member requested a BOR hearing.	
Inspector I	Member was insubordinate when failed to follow direct orders and went beyond scope of employment and authority potentially jeopardizing a criminal investigation.	Reprimand	Member filed a grievance. Grievance was denied. Reprimand placed in member's personnel file.	
Engineer	Member made an inappropriate comment to another member.	Member retired before case was completed.	Member retired before case was completed.	
FF III	Member operated a vehicle while under the influence of alcohol with a BAC of over 0.08%. Member failed to maintain a valid Class B driver's license. Member used the prestige of the Department for personal gain by identifying as an LAFD member in order to receive preferential treatment.	18-day suspension	Member requested a BOR hearing and subsequently retired.	
FF III	Member operated a vehicle while under the influence of alcohol with a BAC of over 0.08%. Member was involved in a traffic collision while under the influence of alcohol, causing damage to the property of a city.	Member directed to a BOR hearing.	BOR hearing pending.	

RANK	Charges (as written in charging documents)	Original Discipline	Terms of the Settlement Agreement (if relevant)	Current Status of the Case
Apparatus Operator	Member operated a vehicle while under the influence of alcohol with a BAC of over 0.08%. Member failed to maintain a valid driver's license.	16-day suspension		Member served suspension days.
FF III/PM	Member used inappropriate language toward other members on a group text. Member used inappropriate language toward another member.	Reprimand		Reprimand placed in member's personnel file.
FF III	Member failed to submit an ePCR, entered inaccurate and incorrect information in ePCR, and cancelled law enforcement when law enforcement was required to investigate the incident.	Reprimand		Reprimand placed in member's personnel file.
FF III	Member operated a vehicle while under the influence of alcohol with a BAC of over 0.08%. Member failed to maintain a valid driver's license. Member, while operating a vehicle under the influence of alcohol, caused a traffic collision.	18-day suspension		Member served suspension days.
FF III/PM	Member failed to properly document an ePCR. Member's conduct and interaction was rude toward a patient.	Reprimand		Reprimand placed in member's personnel file.
FF III	Member failed to respond to an incident when requested by a supervisor, failed to complete a journal entry, and failed to notify other personnel of the incident.	Reprimand		Reprimand placed in member's personnel file.
FF III	Member, while off-duty and wearing a Department-issued uniform, exercised poor	12-day suspension	One-day suspension. 11 suspension days	Member served suspension day. Course completion pending.

RANK	Charges (as written in charging documents)	Original Discipline	Terms of the Settlement Agreement (if relevant)	Current Status of the Case
	judgment by participating in a suggestive dance and kissing an unknown female.		Held in abeyance pending completion of LIFE course.	
FF III	Member was arrested for driving under the influence of alcohol. Member failed to maintain a valid Class B driver's license.	16-day suspension	Eight suspension days. 16-suspension days held in abeyance pending completion of LIFE course and Ethical Decision making.	Member served suspension days. Course completion pending.
FF II Probation	Recruit was detained and arrested for driving under the influence of alcohol and driving with a blood alcohol level of .08% or greater and brought discredit to the Department when arrested for driving under the influence.	Termination on probation		Resignation in lieu of termination
FF III	Member, while off-duty, ignited illegal fireworks. Member, while being cited by law enforcement officers, provided a fictitious name and address and signed citation illegally.	10-day suspension	Two-day suspension. Eight-day suspension held in abeyance pending completion of LIFE course.	Member served suspension days. Course completion pending.
FF III/PM	Member posted on social media that s/he was looking for a guarantor. When member	Reprimand		Reprimand placed in member's personnel file.

RANK	Charges (as written in charging documents)	Original Discipline	Terms of the Settlement Agreement (if relevant)	Current Status of the Case
FF III/PM	was unable to find a guarantor, member called in sick when member was not sick.	12-day suspension	Four-day suspension. Eight-day suspension held in abeyance pending completion of LIFE course.	Member served suspension days. Course completion pending.
Civilian	Member, while off-duty, ignited illegal fireworks or was in control of the premises where the fireworks were ignited. Member was untruthful to law enforcement officers. Member was discourteous, disrespectful and used un-civil words towards the officers.	An LAFD vehicle was parked in a red zone blocking a fire hydrant.	Notice to Correct Deficiencies	Notice to Correct Deficiencies
FF III/PM	Member conducted personal business in another city, while on-duty.	Reprimand		Reprimand placed in member's personnel file.
Captain I	Member left recall assignment responsibility without securing approval from Administrative Battalion Commander.	Reprimand		Reprimand placed in member's personnel file.
FF III/PM	Member failed to transport a Kaiser Health Plan member to a Kaiser hospital.	Reprimand		Reprimand placed in member's personnel file.
Captain I	Member violated Department policy when accepted valuable gifts/gift cards and/or appliance(s) for fire station from local residents without Departmental approval.	Reprimand		Reprimand placed in member's personnel file.
Apparatus Operator	Member tested positive for marijuana.	Member directed to a BOR hearing.	30-day suspension and Last Chance Agreement.	Member served suspension days.

RANK	Charges (as written in charging documents)	Original Discipline	Terms of the Settlement Agreement (if relevant)	Current Status of the Case
FF III/PM	Member failed to provide proper patient care, entered inaccurate and incorrect information into the ePCR for an incident.	Eight-day suspension		Member served suspension days.
FF III/PM	Member failed to transport a Kaiser Health Plan member to a Kaiser hospital.	Reprimand		Member filed a grievance but subsequently abandoned it. Reprimand placed in member's personnel file.
FF III/PM	Member failed to transport a Kaiser Health Plan member to a Kaiser hospital.	Reprimand		Reprimand placed in member's personnel file.
FF III/PM	Member inappropriately used the Network Staffing System to transfer two members to other assignments.	Reprimand		Reprimand placed in member's personnel file.

Objective B.6. - Determine the number of cases that were not completed or could not be completed within the statute of limitations.

For the Department to impose discipline, charges must be filed within *one year of the time the act (or omission) was discovered*, but *no more than two years from the incident date* (emphases added).³⁰ When an investigation supports, by a preponderance of the evidence, that a member violated policy or law, charges may be brought and discipline proposed.³¹ If the investigative/disciplinary process is not completed within the one-year and two-year statutes of limitations (statute), discipline cannot be imposed, notwithstanding a preponderance of the evidence that the member committed misconduct. Therefore, the Department must be diligent in determining the date of discovery, and investigating and adjudicating cases in a timely manner.

LAFD's complaint investigation process begins when cases are brought to the attention of PSD and/or entered into CTS. The date a case is referred to PSD or entered into CTS may not be the date the statute begins to run. The date of discovery may be earlier than the time a case was referred to PSD. PSD implemented (in 2019) a policy for ensuring statute dates are correctly calculated in cases within its purview. However, if cases are not referred to PSD or entered in CTS within the statute, discipline (if warranted) is time-barred.

Even when the Department determines a case does not warrant discipline (after an investigation), there is value in completing and closing the case within one-year. Allegations of misconduct can be disruptive to the complainant, accused member, and the organization. Some may be unsettling to the public. The Department endeavors to thoroughly investigate and resolve all complaints within the statute of limitations.

Furthermore, expiration of the statute does not prohibit the Department from taking other, non-disciplinary, action related to the matter. Expiration of the statute does not preclude a thorough investigation of allegations of misconduct. The Department reported several reasons a case may be investigated even if the statute of limitations has run. Examples include determining if misconduct occurred and addressing it without discipline, such as with training or counseling; discovering new allegations that are within statute, and identifying policy gaps that warrant change. The OIA agrees with this position and believes there is merit to investigating cases, even if they are out of statute.

For varying reasons, the cases below were not completed within the statute and were closed in 2019.

External Complaint

Case No. 222 was brought to the attention of the Department by an external complainant three years after the incident, well beyond the statute of limitations. The Department noted that this case would have been adjudicated Sustained, Non-Punitive if it had been filed in a timely manner.³² If the Department had determined discipline was warranted, it would have been time-

³⁰ Los Angeles City Charter Section 1060.

³¹ Los Angeles City Charter Section 1060(k).

³² A note in CTS explained that the case was adjudicated Non-Disciplinary because it was out of statute when it was received.

barred. Regardless, the involved members were referred to the EMS Bureau for relevant training.

Internal Complaints

In **Case No. 155**, two supervisors knew of the incident when it occurred, but neither filed a complaint at the time (one supervisor was the complainant in the incident). Instead, the supervisor/complainant filed the complaint almost two years after the incident occurred -- well beyond the statute of limitations, and well beyond the time the Department could have imposed discipline, if an investigation had proven it warranted.

Case No. 156 was filed two months before the statute of limitations ran. It was filed at the same time as **Case No. 155** and involved the same member, supervisor/complainant, and second supervisor. In this case, the Department determined there was no misconduct in the underlying incident. Although the failure to file in a timely manner was not detrimental to this case, filing the complaint promptly was a job duty/responsibility of both supervisors. The Department reported that supervisors receive training related to reporting cases in a timely manner, and should be held accountable for failing to do so. According to the DTS files, only one supervisor was counseled on this issue, but not the other.

Case No. 2 was filed in a timely manner on the date of the incident, June 20, 2017, and was assigned to the Field for investigation. The case was not completed and closed until January 7, 2019; more than one and half years after the incident occurred, and more than six months after the statute expired. Although the Department determined that no policy or procedure was violated, and therefore the delay did not impact discipline, all cases should be completed within the statute of limitations.

Case No. 289 was filed by a supervisor after the statute date expired. The case originated from a traffic accident. According to notes in CTS, an accident investigation hearing was held (in accordance with Department policy) and a high-level supervisor recommended the member be disciplined (receive a reprimand). However, by the time the case was filed in CTS, discipline was time-barred and the reprimand could not be imposed.

Department Bulletin 10-12: Traffic Accident Investigation Procedure - Uniform Members (July 29, 2010) (DB 10-12), articulates procedures for handling traffic accidents involving sworn members. This may include conducting an accident hearing. According to DB 10-12, the need to conduct an accident hearing will be recommended when disciplinary action is possible.³³ If a hearing is held, the hearing officer makes a formal finding; either No Further Action, or the case is referred to PSD for review.³⁴

Like any other complaint investigation, if a preponderance of the evidence shows misconduct occurred and warrants discipline in a traffic accident case, charges must be filed within the one-

³³ An accident hearing will be recommended when the incident involved a “clear violation of Department policy, obvious neglect, at fault accidents causing extensive damage, injury or liability to the City should fall into the hearing category.”

³⁴ According to DB 10-12, accidents are defined in four categories (I-IV). Accidents defined as category II, III, or IV must be referred to PSD.

year and two-year statutes of limitations. However, DB 10-12 does not account for these time limitations. Deadlines for conducting hearings and/or referring cases to PSD are not included.³⁵ **Case No. 289** was not referred to PSD until after the statute had expired, precluding the recommended discipline.³⁶

Operations South Bureau (OSB) recognized the need for better tracking of traffic accidents and prompt traffic accident hearings. After initial accident reports are submitted to OSB, a determination is made whether a hearing is warranted. If a hearing is needed, the battalion is notified by OSB and required to conduct the hearing within 30 days of OSB's notification to the battalion. Once the hearing is held, the battalion has 14 days to send the results back to OSB and, if warranted, enter the case into CTS. The OIA was also informed that Operations Central Bureau (OCB) endeavors to complete traffic accident cases within time frames set for each individual case. The OIA applauds OSB and OCB for their efforts. The Department can use their processes as a model for amending the current policy.

The Department reported that it is in the midst of overhauling the traffic accident investigation and hearing process to make it mostly electronic/digital. All related policies will be updated to reflect the new process once it is completed, likely more than a year from now. The OIA recommends that the new process incorporate timelines (dating from the time of the traffic accident) for completing the accident hearing and submitting the case to PSD or entering it in CTS, ensuring enough time to complete the case within the statute. Since new systems may not be in place for quite some time, the OIA recommends the Department implement an interim procedure for ensuring that traffic accident cases referred to PSD and/or entered in CTS, are forwarded in a timely manner.

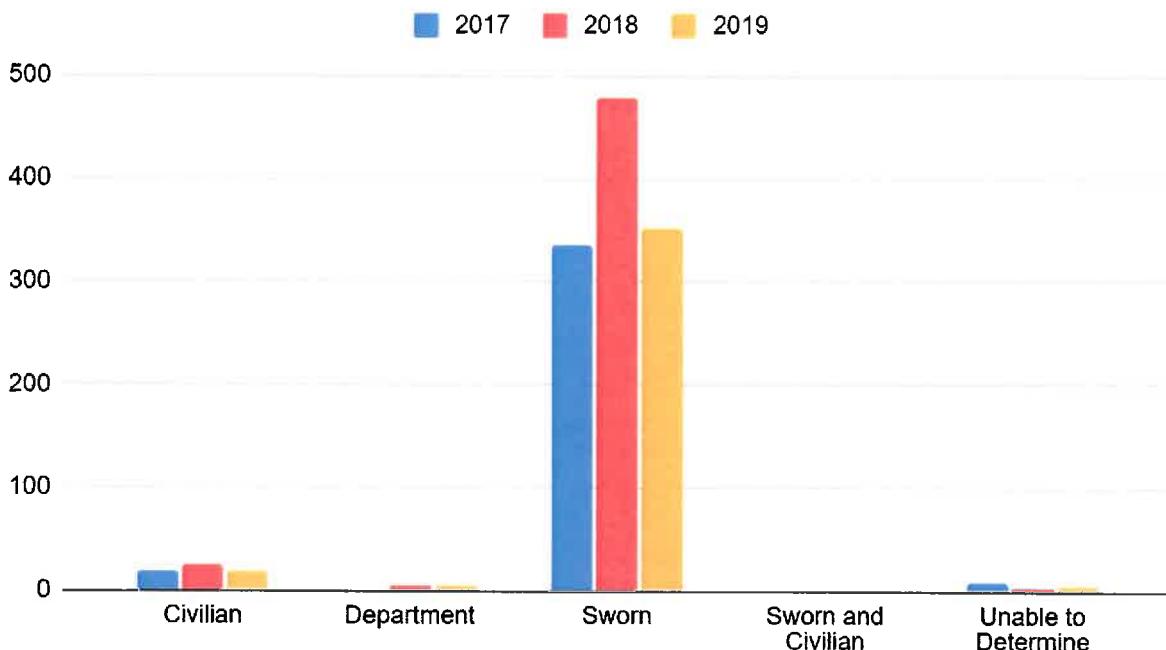
Finally, when the Department investigates and adjudicates out of statute cases, CTS does not allow the case to be designated by the adjudication *and* its out of statute status. The case can only be identified by one or the other, causing inconsistencies and the inability to accurately track these cases. The OIA recommends the CTS system be modified to allow for a case to be designated by the adjudication and the out of statute status.

³⁵ The initial accident report must be completed and forwarded to the Emergency Operations Bureau within 14 days.

³⁶ Since this report was drafted, the OIA identified additional cases that were filed in CTS in 2020 beyond the statute of limitations, further evidencing a need for change.

Objective B.7. - Determine whether the subject was a sworn or civilian member.
 Percentages have remained relatively consistent for the past three years.

CHART F: SUBJECT - SWORN, CIVILIAN, DEPARTMENT, UNABLE TO DETERMINE



	2017		2018		2019	
Civilian	18	4.95%	24	4.70%	18	4.70%
Department	0		5	0.98%	5	1.31%
Sworn	336	92.31%	478	93.54%	353	92.17%
Sworn and Civilian	1	0.27%	1	0.20%	0	0.00%
Unable to Determine	8	2.20%	3	0.59%	4	1.04%

Objective C - Determine the number of cases awaiting a hearing before a Board of Rights at the end of 2019.

At the end of 2017, 12 cases were awaiting a BOR hearing and at the end of 2018, 18 cases were awaiting a BOR hearing. By the end of 2019, 19 cases were awaiting a BOR hearing. As of July 27, 2020, 19 cases were awaiting a BOR hearing.³⁷ In an additional case, the BOR hearing was convened in 2019 and subsequently continued. The hearing was scheduled to resume in April 2020, but because of COVID 19, it was further delayed, bringing the total number of BOR hearings, waiting to be convened or completed, to 20. In four cases currently awaiting a BOR hearing, the Fire chief *directed* the member to the hearing. In sixteen cases, the

³⁷ Table 3 is correct as of July 27, 2020. By the time this report is heard by the BOFC, the landscape will have changed; some members will have accepted the discipline, some cases will have settled, and new cases will have been added.

member *opted* for a BOR hearing. The BOR hearing that was continued was a *directed* BOR hearing.

Cases have been pending for varying lengths of time.

- One case has been awaiting a hearing for eight years.
- One case has been awaiting a hearing for seven years.
- One case has been awaiting a hearing for almost six years.
- Two cases have been awaiting a hearing for almost five years.
- Two have been awaiting a hearing for more than four years.
- Twelve cases have been awaiting a hearing for two years or less.
- One case has already been convened and continued.

In 2016, the OIA reported (in an audit of directed and opted BOR hearings) that 56 cases were awaiting a BOR hearing, and that the Fire Chief was committed to addressing those cases.³⁸ Between 2016 and 2017, the Department reduced the number of cases awaiting a hearing.

However, since then, the number of cases has increased. On October 18, 2016, the Department presented its response to the OIA's audit of directed and opted BORs.³⁹ At that time, the BOFC asked the Department to propose a policy for timelines in which the Department will complete cases awaiting a hearing before a BOR.⁴⁰

In March 2019, the OIA reiterated this recommendation and it was again adopted by the BOFC.⁴¹ At that time, the Department represented to the BOFC that a policy was being developed to establish a reasonable guideline for convening a hearing.⁴²

On November 5, 2019, in a different report, the OIA again presented the same recommendation to the BOFC and it was again adopted.⁴³ In its response, the Department told the BOFC it was developing a policy.⁴⁴ However, a policy has not yet been presented to the BOFC. The OIA continues to recommend that a policy be written.

Table 3 shows information about cases awaiting a BOR hearing.⁴⁵

³⁸ BFC No.16-015. Audit of Los Angeles Fire Department Directed and Opted Boards of Rights 2009-2014, heard by the BOFC on February 16, 2016.

³⁹ BFC No. 16-113, heard by the BOFC on October 18, 2016.

⁴⁰ During the BOFC's discussion of BFC No. 16-113, on October 18, 2016, the Commission Vice President stated that five years between the time a BOR hearing is requested and the time the hearing convenes is too long.

⁴¹ Review of Los Angeles Fire Department Complaints Closed in 2017. BFC No. 19-037, heard by the BOFC on March 19, 2019.

⁴² Department Response to Independent Assessor Audit of Closed Cases Year-End Review 2017. BFC No. 19-031, heard by the BOFC on March 19, 2019.

⁴³ 2018 Review of LAFD's Handling of Complaints of Misconduct, heard by the BOFC November 5, 2019.

⁴⁴ BFC No. 19-131, heard by the BOFC November 5, 2019.

⁴⁵ As of July 27, 2020.

TABLE 3: CASES AWAITING A BOR HEARING

Charges	DATE DISCIPLINE SERVED (Number of suspension days)	DATE OF MEMBER'S BOR REQUEST	DATE MEMBER SERVED WITH DIRECTED BOR	OTHER INFORMATION
Member caused a traffic accident, rear-ended a civilian's vehicle.	03/16/2012 (16 days)	3/16/2012		April 27, 2015, Department sent a letter offering settlement. Member interested in discussing settlement.
Member dared a member to lock another member out of the station for a reward of dinner. Shopped for and purchased lobster dinner as a reward. Received and ate lobster dinner with other member as reward while the rest of crew ate chicken.	02/05/2013 (Six days)	2/5/2013		April 27, 2015, Department sent a letter offering settlement. The DTS file does not contain a response from the member.
Member made an inappropriate remark, on four separate occasions, using acronym "BFZ" for "Black Free Zone" or Brother Free Zone."	12/10/2014 (10 days)	12/12/2014		July 1, 2015, Department sent a letter offering settlement. Member interested in discussing settlement.
Member was insubordinate, disrespectful and unprofessional toward a supervisor during an EMS incident.	10/30/2015 (15 days)	11/2/2015		
Member failed to notify supervisor that member was leaving quarters.	10/16/2015 (Six days)	10/13/2015		

Charges	DATE DISCIPLINE SERVED (Number of suspension days)	DATE OF MEMBER'S BOR REQUEST	DATE MEMBER SERVED WITH DIRECTED BOR	OTHER INFORMATION
While working on an ambulance, member failed to notify supervisors that member was leaving quarters. Member placed ambulance out of service without approval. Member failed to secure proper relief. Member failed to follow direction of supervisor to attend training.	12/30/2015 (12 days)	01/05/2016		
Member made inappropriate comment to another member while on scene of an incident.	01/26/2016 (Six days)	1/29/2016		
Member was abrupt and abrasive toward other members. Member was unprofessional toward other members, using inappropriate language.	09/13/2016 (Two days)	9/14/2016		
Member operated a vehicle with a blood alcohol level of .08% or above. Member failed to maintain a Class B Driver's License.		DIRECTED	12/19/2018	
Member drove a vehicle with a blood alcohol level of .08% or above. Member was involved in a traffic accident while under the influence of alcohol causing damage to City property.		DIRECTED	02/06/2019	

Charges	DATE DISCIPLINE SERVED (Number of suspension days)	DATE OF MEMBER'S BOR REQUEST	DATE MEMBER SERVED WITH DIRECTED BOR	OTHER INFORMATION
Falsey reported rude behavior of another member toward a patient.	08/23/2019 (eight days)	08/23/2019		
Member tested positive for Methamphetamine in his/her system while on-duty.		DIRECTED	11/20/2019	BOR hearing convened and continued.
Member engaged in inappropriate conduct and made inappropriate statements to another member. Member failed to conduct him/herself in a manner that fostered a work environment free from hostile, offensive, threatening, and/or intimidating conduct towards another member. Member failed to foster a discrimination free workplace environment as a result of inappropriate conduct and statements toward another member.		DIRECTED	03/23/2020	
Member failed to provide proper patient care. Member provided incorrect information regarding an incident. Member acted in an unprofessional manner toward members of the public.		12/19/2019 (14 days)	12/19/2019	
Member forwarded to other members and shared with other members, a video taken of a Department training operation which created a disruptive work environment and impaired the good order of the	11/20/2019 (four days)	11/20/2019		

Charges	DATE DISCIPLINE SERVED (Number of suspension days)	DATE OF MEMBER'S BOR REQUEST	DATE MEMBER SERVED WITH DIRECTED BOR	OTHER INFORMATION
Department. Member sent an inappropriate picture and text message in a group text with other members.				
Member operated a vehicle with a blood alcohol level of .08% or above. Member failed to maintain a Class B Driver's License.	03/27/2019 (16 days)	03/27/2019		
Member engaged in a physical altercation with a member of the public while off-duty.	01/02/2020 (six days)	01/06/2020		
Member failed in supervisory duties when member did not properly report allegations of discriminatory actions or conduct by another member.	03/19/2020 (20 days)	03/21/2020		
Member restrained a patient's head by using a rescue ambulance towel covering the patient's eyes, nose and mouth while on the gurney. Member struck a patient in the face and head area.	03/18/2020 (12 days)	03/19/2020		
Insubordination	05/13/2020 (20 days)	05/14/2020		

VIII. RECOMMENDATIONS

1. The OIA continues to recommend the CTS and DTS systems be upgraded or replaced. In the meantime, the OIA recommends the Department make the following modifications: (1) Configure CTS to allow for refined searches of cases marked “sensitive,” including the ability to search for open or closed cases during defined time periods, (2) Configure the DTS program to facilitate a search for *all* cases pending a BOR hearing; and (3) Configure the CTS system to designate cases by the adjudication and the out of statute status.
2. The OIA continues to recommend that the Department pursue avenues of accountability to maintain/improve the high quality of care provided to patients and to develop policies and procedures for EMS Bureau to uniformly and centrally track issues and concerns related to emergency medical care and treatment of patients that have not previously been captured.
3. The OIA continues to recommend that the Department develop strategies for reducing the loss of equipment and incidents that lead to allegations of courtesy.
4. The OIA continues to recommend that the Department revise the current policies and procedures for reporting lost or stolen equipment to reflect the Department’s priorities and include a timeframe for reporting the loss or theft. The revisions should be submitted to the BOFC for review and approval.
5. The OIA continues to recommend that the Department further define and reduce the number of complaint categories to bring uniformity and consistency to the CTS process. This should include addressing Courtesy complaints that include an allegation of Improper Patient Care/Treatment.
6. While the Department endeavors to update and computerize its traffic accident investigation and hearing process, the OIA recommends, the Department implement an interim procedure for ensuring that traffic accident cases are referred to PSD and/or entered in CTS in a timely manner.
7. The OIA recommends the Department utilize an existing program or create a new alcohol and substance use disorder training which specifically addresses the unique stresses and circumstances of members of the fire service. The training can be assigned as part of Education-Based Discipline in settlement agreements and/or during in-service training early in and throughout a member’s career.
8. The BOFC has thrice requested, and the OIA continues to recommend, that the Department develop a guideline for convening BOR hearings within a specific time frame.

ATTACHMENT A

Case No.	Complaint Type	Summary	Adjudication
1	Personnel Improper Remark or Gesture (Non-EEO)	A member alleged that another member behaved in a disrespectful and intimidating manner.	Sustained Non-Punitive
2	Both (Service/Personnel) EMS Protocols	A supervisor failed to respond to an incident.	Out of Statute
3	Personnel Department Policy	It is alleged that a member brought discredit to the Department when s/he posted a photo on social media of him/herself at a political event wearing an LAFD work shirt and carrying a sign with derogatory remarks about the Department. The photo on social media had a caption that indicated that s/he may have been subjected to discriminatory behavior by other members of the Department and did not report it.	Not Sustained
4	Service Improper Remark or Gesture (Non-EEO) Disrespectful/Insensitive/Negative Attitude	Complainant alleged that members did not act with urgency or professionalism when responding to his minor grandson's medical emergency. Complainant also alleged that members became confrontational, encircled him, and pushed him twice.	Non-Disciplinary
5	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	Supervisor was arrested for driving under the influence of alcohol.	Sustained
6	Service Improper Patient Care/Treatment	Complainant called 911 for chest pain. Members responded and allegedly told the complainant that his heart looked fine and that he could drive himself to the hospital. Based on the advice of the members, complainant chose not to go to the hospital immediately, but went later in the day. At that time, complainant was diagnosed with a heart attack. Complainant stated that he now suffers from irreversible damage to his heart.	Not Sustained
7	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	Member was arrested for driving under the influence of alcohol.	Sustained
8	Personnel Improper Behavior	Supervisor A directed a subordinate to take inappropriate actions. When the subordinate asked Supervisor B for clarification, Supervisor A sent a text message in a threatening tone to Supervisor B.	Sustained Non-Punitive
9	Personnel Improper Remark or Gesture (Non-EEO)	A probationary firefighter alleged discrimination based on his/her race.	Sustained

Case No.	Complaint Type	Summary	Adjudication
10	Personnel Improper Remark or Gesture (Non-EEO) Disrespectful/Insensitive/Negative Attitude	A probationary firefighter alleged s/he did not feel safe at a particular fire station and was subjected to a hostile work environment and retaliation.	Sustained
11	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member alleged s/he was experiencing race and gender discrimination, and that another member was spreading rumors, making inappropriate comments, and tarnishing his/her reputation and character.	Not Sustained
12	Personnel Dishonesty/Theft	It was alleged that three supervisors solicited, accepted, and used donations to a fire station in violation of Department policy.	Sustained
13	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	Member was arrested for driving under the influence of alcohol and was involved in a solo vehicle traffic accident.	Sustained
14	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	Complainant alleged that a member drove drunk when taking the complainant home from a bar. Complainant also alleged that the member said s/he was hired by the Department despite a criminal conviction from another state.	Not Sustained
15	Personnel Supervisory Misconduct (Non-EEO)	Member stated that s/he was punished without due process and experienced retaliation.	Not Sustained
16	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member alleged discriminatory treatment from his/her crew after telling the crew s/he was going to respond to a media inquiry about previous harassing/discriminatory conduct the member had reported (that had not yet been resolved).	Not Sustained
17	Personnel Improper Remark or Gesture (Non-EEO) Disrespectful/Insensitive/Negative Attitude	LAPD officers alleged a supervisor was rude and had a bad attitude at the scene of an incident.	Sustained Non-Punitive
18	Personnel Lost Equipment	A member misplaced his/her face piece. It was later found inside another member's spare turnouts.	Non-Disciplinary
19	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	Member was arrested for driving under the influence of alcohol.	Sustained
20	Personnel Insubordination	It was alleged a member disobeyed a direct order, potentially jeopardizing a criminal investigation.	Sustained

Case No.	Complaint Type	Summary	Adjudication
21	Personnel Dishonesty/Theft	Member made untruthful and misleading statements to supervisors.	Sustained
22	Personnel EEO Violations: Discrimination/ Harassment/Sexual	It was alleged a supervisor inappropriately referred to another member as "queer."	Not Sustained
23	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member felt his/her career would be jeopardized after another member embarrassed, disgusted, and threatened him/her when the member declined to participate in a Department video.	Non-Disciplinary-Mediation
24	Personnel Violence - Workplace or Domestic Off-Duty Misconduct	It was alleged that a member injured a 16-year-old girl when attempting to take a phone from her hand.	Not Sustained
25	Service Improper Patient Care/Treatment	It was alleged that members did not render proper care to a patient who later died after being transported to the hospital.	Non-Disciplinary
26	Personnel Dishonesty/Theft	It was alleged that the member was defrauding the City.	Not Sustained
27	Service EMS Protocols	It was alleged that members did not render proper care to a patient who died.	Sustained Non-Punitive
28	Personnel Workers' Compensation Fraud	It was alleged that a member committed worker's compensation fraud.	Non-Disciplinary
29	Personnel Disrespectful/Insensitive/Negative Attitude	It was alleged that a member was hostile, disruptive, and insubordinate.	Non-Disciplinary-Mediation
30	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member alleged that a supervisor talked negatively and made disparaging comments to other members about the member; that the supervisor subjected the member to working conditions not previously required by other members; that the supervisor behaved unprofessionally in an attempt to harass the member; that the supervisor intentionally adjusted and altered timekeeping to avoid doing a timekeeping correction form; the supervisor would not allow the member to work on a regular day off; the supervisor was confrontational when discussing some Department business; the supervisor denied the complainant's professional requests without reason; and that the supervisor is retaliating against the member to encourage the member to leave the assignment.	Non-Disciplinary-Mediation

Case No.	Complaint Type	Summary	Adjudication
31	Personnel Sick Leave Abuse	Member made untruthful and misleading statements to supervisors.	Sustained
32	Personnel Other	A member alleged that another member needed help and intervention related to mental health and concerns about excessive alcohol consumption (off-duty).	Non-Disciplinary
33	Service EMS Protocols	Members responded to a patient who told members he did not want help. Members cleared the scene and documented "no patient found." Approximately one hour later members were sent back to the same patient who was deceased.	Sustained Non-Punitive
34	Personnel Department Policy	A supervisor allegedly displayed unprofessional conduct and/or a fit of anger and allegedly threw objects around the kitchen while other members were present.	Sustained Non-Punitive
35	Personnel Harassment of Citizen	Complainant met with a member twice after connecting with the member on a dating website. After telling the member she no longer wanted to get together, the member repeatedly called and texted her. She is concerned the member may come to her home.	Not Sustained
36	Personnel Improper Remark or Gesture (Non-EEO) Disrespectful/Insensitive/Negative Attitude	It was alleged that members were rude and unprofessional at the scene of an incident, including hanging up on the patient's representative while on the phone with her.	Not Sustained
37	Personnel	It was alleged that a supervisor arrived at the home of the complainant unannounced. The supervisor rang the doorbell 20 times, tried to force open the front door, yelled the complainant's name, and banged on her bedroom window.	Not Sustained
38	Service Improper Patient Care/Treatment	Complainant alleged he was dropped by members during transport to the hospital.	Not Sustained
39	Personnel Attendance/Tardiness Falsification of Records	It was alleged that the member arrives late and leaves early, and is engaging in fraudulent timekeeping.	Non-Disciplinary
40	Service Improper Patient Care/Treatment	Complainant alleged that while members were placing her husband (patient) on the gurney, members failed to support him and he fell to the floor and broke his leg. Members did not notify the hospital of the patient's broken leg. Hospital personnel did not discover the broken leg until two days later.	Not Sustained

Case No.	Complaint Type	Summary	Adjudication
41	Personnel Assign Hire Refusal	At that time, the patient had emergency surgery to repair the break and ultimately the leg had to be amputated.	Not Sustained
42	Personnel Workers' Compensation Fraud	A probationary firefighter failed to report for duty on an assign hire day.	Not Sustained
43	Personnel Other	A member was accused of worker's compensation fraud.	Not Sustained
44	Personnel Improper Remark or Gesture (Non-EEO)	It was alleged that a member inappropriately used delegated captain's authority to make hiring/scheduling changes in the Network Staffing System.	Sustained Non-Punitive
45	Service EMS Protocols	It was alleged a member made unprofessional and inappropriate remarks to other members.	Sustained
46	Personnel EEO Violations: Discrimination/ Harassment/Sexual	It was alleged that members did not provide appropriate patient care.	Not Sustained
47	Personnel Other	A member alleged retaliation.	Not Sustained
48	Both (Service/Personnel) EMS Protocols Disrespectful/Insensitive/Negative Attitude	A supervisor did not get approval to conduct a drill in a building owned by the City of Los Angeles. The drill resulted in extensive damage to the building.	Sustained Non-Punitive
49	Personnel EEO Violations: Discrimination/ Harassment/Sexual	It was alleged that members did not provide appropriate treatment to a patient and failed to transport the patient to the hospital. The patient took an Uber to the hospital and spent four days there with pancreatitis.	Sustained Non-Punitive
50	Personnel EEO Violations: Discrimination/ Harassment/Sexual	It was alleged that a member was creating a hostile work environment for a probationary member.	Sustained
51	Both (Service/Personnel) Brush	It was alleged that a probationary member was being harassed, bullied, and subjected to a hostile work environment.	Not Sustained
		The complainant alleged that the Fire Department is engaging in fraud, conspiracy, collusion, and extortion for sending brush clearance bills for the past 15 years.	Not Sustained

Case No.	Complaint Type	Summary	Adjudication
52	Personnel Off-Duty Misconduct	Member was detained by law enforcement officers for the possession of illegal fireworks. Member also provided a fictitious name to the officers.	Sustained
53	Service EMS Protocols	LEVEL II EMS (part of the EMS pilot program).	Non-Disciplinary
54	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member alleged harassment, retaliation, and a hostile work environment against a supervisor.	Not Sustained
55	Both (Service/Personnel) EMS Protocols Disrespectful/Insensitive/Negative Attitude	It was alleged that members were unprofessional when they arrived (to a patient who was having seizures) without a gurney, used profanity when the patient accidentally kicked one member, and took too long to decide how to get the patient into a car. Further, it was alleged that a member made inappropriate comments after becoming angry and agitated.	Sustained Non-Punitive
56	Personnel Off-Duty Misconduct	A member was detained by law enforcement officers for the possession of illegal fireworks. The member provided a fictitious name to the officers.	Sustained
57	Personnel Unauthorized Force - Duty Connected	Members were involved in a physical altercation with a person experiencing homelessness.	Sustained Non-Punitive
58	Personnel Sexual Misconduct (Non-EEO)	While on an outing with members, the complainant alleged he was sexually assaulted by members in a public bathroom.	Not Sustained
59	Personnel Disrespectful/Insensitive/Negative Attitude	A member was rude, dismissive, and unprofessional.	Sustained Non-Punitive
60	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A probationary firefighter alleged harassment and excessive drilling.	Not Sustained
61	Personnel Physical Misconduct (Sexually Related) Sexual Misconduct (Non-EEO)	Complainant alleged she was sexually assaulted by a member in the back of an ambulance while being transported to the hospital.	Not Sustained
62	Both (Service/Personnel) EMS Protocols Disrespectful/Insensitive/Negative Attitude	Complainant alleged that members were rude and were aware that she had lost consciousness but made her walk to the gurney. She believed she was treated this way because she was overweight or because she was Black.	Not Sustained
63	Personnel Neglect of Duty	A member failed to respond to an incident, failed to complete a journal entry, and failed to notify Department personnel of the incident.	Sustained

Case No.	Complaint Type	Summary	Adjudication
64	Personnel Other	Member A alleged that Member B is a danger to him/herself and others, that s/he was given special treatment in the drill tower, and that supervisors are reluctant to counsel Member B because the chain of command will not be supportive.	Not Sustained
65	Personnel Unbecoming (Miscellaneous)	The former wife of a member alleged that the member is filing frivolous complaints against her new husband (a law enforcement officer). A member left an assignment after being told the member was going to be detailed (sent) to a different fire station.	Not Sustained Sustained Non-Punitive
66	Personnel Punctuality/Absenteeism		Sustained Non-Punitive
67	Personnel Improper Behavior	It was alleged that a member made unprofessional comments.	Sustained Non-Punitive
68	Personnel Disrespectful/Insensitive/Negative Attitude	Complainant reported that he is severely disabled and has medical conditions. He alleged that members acted with arrogance and disrespect toward him, did not buckle him into the ambulance, made suggestive faces at him, and required the complainant check himself into the emergency room.	Not Sustained
69	Service EMS Protocols	Complainant (wife of a patient) reported that members did not transport her husband to the hospital—they pulled her husband out of the back of an ambulance and told her she could take him to a private clinic.	Sustained Non-Punitive
70	Personnel Dishonesty/Theft	A probationary member failed to disclose a medical condition on his job application that would have disqualified him from being hired by the Department.	Sustained
71	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member alleged a supervisor is retaliating and hindering the member's promotional advancement, that the supervisor subjects the member to shunning, routinely calls the member to the front office, taking away time from eating and rest, and yells at the member. The member also claimed the supervisor is defaming, harassing, discriminating, and retaliating against the member because of the member's age and race.	Not Sustained
72	Service EMS Protocols	LEVEL II EMS Patient should have been transported to a trauma center.	Non-Disciplinary
73	Service EMS Protocols	LEVEL II EMS - Hospital personnel reported that members did not document the ALS assessments that were performed and the results of those assessments.	Non-Disciplinary

Case No.	Complaint Type	Summary	Adjudication
74	Service EMS Protocols	LEVEL II EMS - Members improperly intubated patient and failed to obtain a capnography reading [monitoring of the concentration or partial pressure of carbon dioxide in the respiratory gases].	Non-Disciplinary
75	Personnel EMS Protocols Improper Remark or Gesture (Non-EEO) Disrespectful/Insensitive/Negative Attitude	A supervisor alleged that a member was negligent when failing to follow proper medical protocols, made an improper remark/gesture directed at a supervisor, negligently failed to complete a required EMS or Fire Report, and was insubordinate.	Sustained
76	Service Improper Patient Care/Treatment	Members did not transport a patient to the hospital.	Non-Disciplinary-Mediation and Sustained Non-Punitive
77	Personnel Disrespectful/Insensitive/Negative Attitude	Complainant called 911 and alleged a member was rude during the call.	Sustained Non-Punitive
78	Service EMS Protocols	While members were transporting a patient to the hospital, the patient asked to leave the ambulance because the member told the patient that the ambulance ride would be expensive and that the patient will be fine and should go home. Members allowed the patient to leave the ambulance and then left the scene.	Sustained
79	Both (Service/Personnel) EMS Protocols	Two separate incidents were reported in this complaint. First, a patient who complained of dizziness was walked to the ambulance by the member [instead of put on a gurney]. After transporting the patient to the hospital, the member was unavailable to provide information to the nurse in the emergency room. Second, the member insisted a different patient, complaining of abdominal pain, walk to the ambulance, and, upon arrival at the hospital, the member had the patient walk to the emergency room [rather than placing her on a gurney].	Sustained Non-Punitive
80	Personnel Other	Members allowed a man with mental illness to don firefighter turnouts and pose as a firefighter.	Sustained Non-Punitive
81	Service Improper Patient Care/Treatment	A supervisor failed to ensure proper care was given to a patient.	Non-Disciplinary
82	Both (Service/Personnel) Improper Patient Care/Treatment Improper Remark or Gesture (Non-EEO) Citizen	It was alleged that, while treating the patient, members injured the patient's arm.	Not Sustained

Case No.	Complaint Type	Summary	Adjudication
83	Personnel Hazing	A member's turnout coat was "vandalized" when it was spray-painted with an inappropriate word.	Not Sustained
84	Personnel EEO Violations: Discrimination/ Harassment/Sexual	An inappropriate drawing was on the wall of a shower at a fire station.	Non-Disciplinary
85	Service Improper Patient Care/Treatment Neglect of Duty	Members did not properly treat or transport a patient and allowed someone other than the patient to sign the document acknowledging the patient's refusal to be transported. Members left the scene. The patient later went into cardiac arrest.	Sustained Non-Punitive
86	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	Member was arrested for driving under the influence of alcohol.	Sustained
87	Personnel Neglect of Duty Disrespectful/Insensitive/Negative Attitude	Complainant alleged a supervisor "had some attitude" and hung up on her.	Sustained Non-Punitive
88	Personnel Alcohol/Narcotics & Drug Use	A probationary member appeared to be under the influence while on duty.	Sustained
89	Personnel Unauthorized Force - Duty Connected	Complainant alleged he was physically assaulted when members responded to his call for medical assistance.	Not Sustained
90	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member complained that a supervisor was engaging in harassment, character assassination, and questioning the member's work ethic. The member also reported that the member's chain of command was deliberately ostracizing the member, engaging in false, misleading malicious gossip, and discrediting the member's integrity and reputation.	Not Sustained
91	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	Member was arrested for driving under the influence of alcohol.	Sustained
92	Personnel Improper Remark or Gesture (Non-EEO) Disrespectful/Insensitive/Negative Attitude	A member failed to wear proper PPE at an incident. When the supervisor counseled the member, the member yelled and cussed at the supervisor.	Sustained Non-Punitive
93	Personnel Disrespectful/Insensitive/Negative Attitude	Complainant alleged that members responded to a fire alarm activation. One member was rude and hostile and threatened to cite the building owner.	Not Sustained

Case No.	Complaint Type	Summary	Adjudication
94	Personnel Dishonesty/Theft	It was alleged that a recruit was dishonest on his/her Department job application.	Sustained
95	Personnel Improper Remark or Gesture (Non-EEO) Disrespectful/Insensitive/Negative Attitude	Member A reported reaching for a computer mouse when Member B slapped Member A's hand and pulled Member A's hand off the mouse. Later, Member B allegedly stated, "Believe me, if I'd hit you, you'd know it."	Not Sustained
96	Personnel Physical Misconduct (Abusive)	A member was aggressive and unprofessional when s/he used an unacceptable amount of force to pinch a patient's nose.	Sustained
97	Service Other	Complainant alleged that a supervisor incorrectly placed the complainant's business/building on fire watch at great cost and inconvenience to the business.	Non-Disciplinary
98	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	Member was arrested for driving under the influence of alcohol.	Sustained
99	Personnel Unbecoming (Miscellaneous) Off-Duty Misconduct	Complaint reported that a member owns the property next door to her (but does not live there). There are very loud parties held on the member's property every weekend and the member does not cut the trees, which are touching the roof of the complainant's house. The member has threatened the complainant when she tried to address the situation.	Non-Disciplinary
100	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member alleged retaliation by a supervisor.	Not Sustained
101	Personnel Inappropriate Computer/Email Use	Member A alleged that Member B completed a false transfer request in the name of Member A.	Sustained

Case No.	Complaint Type	Summary	Adjudication
102	Service Improper Patient Care/Treatment	Complainant reported that members did not provide proper medical treatment to her mother/patient. On the recommendation of the members, she declined to be transported. Later, complainant spoke with a doctor who recommended they call 911 again. The patient was transported and required immediate surgery.	Sustained Non-Punitive
103	Personnel Abuse of Authority	It was alleged that a supervisor engaged in inappropriate timekeeping.	Not Sustained
104	Personnel Dishonesty/Theft	It was alleged that members stole money from a patient's wallet at the scene of a medical incident.	Not Sustained
105	Personnel Unbecoming (Miscellaneous) Disrespectful/Insensitive/Negative Attitude	On Halloween, a supervisor had a replica of a human being hanging from a noose from a tree. A neighbor asked that it be taken down, but the member refused.	Not Sustained
106	Personnel Off-Duty Misconduct	Complainant, the neighbor of a member, alleged that the member poisoned the complainant's dog.	Not Sustained
107	Personnel Disrespectful/Insensitive/Negative Attitude	Members A and B had an argument during which Member A "flicked off" the hat of Member B.	Sustained Non-Punitive
108	Personnel Assign Hire Refusal	A member failed to report for duty on an assign hire day.	Sustained Non-Punitive
109	Personnel Neglect of Duty	It was alleged a member refused an order to respond to an incident and placed a Department resource out of service without authorization.	Sustained Non-Punitive
110	Personnel Disrespectful/Insensitive/Negative Attitude	Complainant alleged members were rude because they refused to transport his brother/patient to their hospital of choice and refused to allow the patient's mother to ride inside the ambulance with her son.	Non-Disciplinary
111	Personnel Disrespectful/Insensitive/Negative Attitude	Complainant alleged a 911 call taker was rude, obnoxious, abrasive, abrupt, and unprofessional.	Not Sustained
112	Personnel Neglect of Duty	A supervisor left his/her assignment when a limited recall and augmented staffing were in effect.	Sustained
113	Personnel Neglect of Duty	A member made early relief without permission and left his/her assignment during a recall.	Non-Disciplinary

Case No.	Complaint Type	Summary	Adjudication
114	Personnel Accidents - Traffic	The complainant was leaving a parking structure when a member hit the car leaving two huge dents. Also, a fire hydrant was erupting and traffic cones had not been placed around the incident.	Not Sustained
115	Personnel Neglect of Duty	A member left his/her assignment during a recall without proper relief. The member later returned.	Sustained Non-Punitive
116	Personnel Inappropriate/Unprofessional Comments	Complainant alleged members were unprofessional, did not show compassion for a patient, kicked/controlled the patient with his/her foot, and did not secure the patient to the gurney.	Not Sustained
117	Personnel Improper Remark or Gesture (Non-EEO) Citizen	Complainant alleged members tried to dissuade her from going to the hospital and made rude and inappropriate remarks. The complainant claimed the members were racist.	Sustained Non-Punitive
118	Personnel Disrespectful/Insensitive/Negative Attitude	It was alleged that members were unprofessional and displayed rude behavior.	Sustained Non-Punitive
119	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member accused a supervisor of harassment and retaliation.	Not Sustained
120	Both (Service/Personnel) Hospital Destination Disrespectful/Insensitive/Negative Attitude	Complainant alleged a member failed to transport her to the requested hospital, ignored her condition, and was arrogant.	Sustained
121	Personnel Dishonesty/Theft Discrimination	Complainant alleged a supervisor is leaving work early and not working a complete shift each day.	Not Sustained
122	Personnel Lost Equipment	Two helmets were lost.	Sustained Non-Punitive
123	Personnel Other	It was alleged a supervisor intimidated witnesses.	Not Sustained
124	Service Improper Patient Care/Treatment	A faulty wheel mechanism caused a gurney, and the patient who was on it, to fall to the ground.	Sustained Non-Punitive
125	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A supervisor circulated an embarrassing video of a probationary firefighter. The probationary member felt betrayed and trapped working for the supervisor. The probationary member was afraid to file a complaint for fear	Sustained

Case No.	Complaint Type	Summary	Adjudication
		of getting a bad reputation. The member also alleged the supervisor sent inappropriate text messages and made inappropriate comments to other firefighters.	
126	Personnel Physical Misconduct (Abusive)	A patient alleged she was assaulted while on a gurney outside a hospital emergency room when a member "snapped her neck."	Not Sustained
127	Personnel EEO Violations: Discrimination/ Harassment/Sexual Malicious Gossip	Member alleged other members made disparaging remarks about the member after the member won a court case. Member indicated that the situation could lead to injury or death.	Not Sustained
128	Both (Service/Personnel) Improper Patient Care/Treatment Disrespectful/Insensitive/Negative Attitude	It was alleged a patient was denied proper medical treatment because of the color of her skin.	Non-Disciplinary
129	Service Other	Complainant reported that a large dead fir tree fell down and landed on power lines. Complainant alleged that members did not secure the area, as pedestrians were walking over and under live wires. Additionally, while waiting for DWP, one member tried to cut the wires without concern for the dry tree and neighboring hillside, while the other three just watched.	Non-Disciplinary
130	Personnel Other	Used Master Streams Appliances—mid block hydrant—in a residential neighborhood on Saturday and Sunday mornings. [Complaint closed before allegations were fully formulated].	Non-Disciplinary
131	Personnel Other	A member alleged a supervisor did not hire the member for a SOD day.	Non-Disciplinary
132	Personnel Other	Members were involved in a dispute at a fire station which culminated in one member asking the other to "step outside."	Non-Disciplinary
133	Personnel EEO Violations: Discrimination/ Harassment/Sexual	It was alleged a supervisor at the drill tower was biased, made inappropriate comments, and was not objectively grading recruits.	Not Sustained
134	Personnel Neglect of Duty Assign Hire Refusal	Member failed to report for duty on an assign hire day.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
135	Personnel Accidents - Traffic	A member drove an ambulance into a parking structure without sufficient clearance between the roof of the apparatus and the roof of the structure, causing damage to the ambulance. The member failed to report the incident.	Sustained Non-Punitive
136	Personnel Driver License Violation	Member failed to obtain a Class B driver's license, as required for employment with the Department.	Non-Disciplinary
137	Personnel Neglect of Duty	When detailed to another fire station for a shift, a member left the assignment for a family emergency.	Non-Disciplinary
138	Service Improper Patient Care/Treatment	Members responded to a patient. One member accused the patient of "faking it." Members also refused to help the patient onto the gurney, requiring her to crawl to the gurney and get on herself. The patient's mother asked the members why they were treating the patient like a dog and a member told the patient's mother to stop telling them how to do their job. The patient would not allow the members to transport her to the hospital because of the way they treated her. The patient's mother took her to the hospital.	Non-Disciplinary-Mediation
139	Both (Service/Personnel) Improper Remark or Gesture (Non-EEO) Citizen	Complainant reported that he missed his bus because members parked apparatus in the bus loading zone. When the complainant approached the members about this, they were unprofessional and had an attitude that they did not care about his situation.	Not Sustained
140	Personnel Harassment of Citizen	Complainant accused a supervisor of stalking her.	Sustained Non-Punitive
141	Both (Service/Personnel) Improper Patient Care/Treatment Disrespectful/Insensitive/Negative Attitude	Complainant alleged he did not receive proper medical care and that one member was a "complete jerk." The complainant also alleged that when he called to obtain a report of the incident, he was told that one did not exist.	Non-Disciplinary
142	Personnel Dishonesty/Theft	Complainant states that he was wrongfully accused, arrested, and jailed for 1.5 years due to LAFD members' perjury.	Non-Disciplinary
143	Personnel Dishonesty/Theft	Complainant alleged a member withheld/swapped out evidence and intentionally filed a false and misleading criminal report in order to frame the complainant.	Unfounded
144	Personnel Dishonesty/Theft	It was alleged a member stole property from a fire station.	Not Sustained
145	N/A	A supervisor alleged that the Fire Chief violated the supervisor's due process rights, breached the supervisor's privacy, appeared to have engaged	Not Sustained

Case No.	Complaint Type	Summary	Adjudication
146	Personnel Department Policy	in a quid-pro-quo with a community member, and committed other public integrity violations. A supervisor failed to do personnel evaluations.	Sustained Non-Punitive
147	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Four incidents were reported. First, Member A documented Member B as a guarantor (for a day off) even though Member B did not agree to be a guarantor. Second, after a disagreement over the guarantor incident, Member A screamed and yelled at Member B and made inappropriate comments. Third, Member A falsely accused Member B of being rude to a patient. Fourth, Member B reported that Member A flooded a car's gas pedal causing tires to screech and drove at a high speed at a very close distance (<2 feet) to Member B's vehicle in the parking lot.	Sustained
148	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Member A testified in a case involving Member B. Subsequently, Member B filed a complaint against Member A. Member A claimed this was retaliation by Member B.	Not Sustained
149	Personnel Punctuality/Absenteeism Sick Leave Abuse	A member was allegedly taking excessive sick and family emergency time off.	Non-Disciplinary
150	Personnel Finances	Complainant alleged services were rendered to a member who failed to pay for the services.	Non-Disciplinary
151	Personnel Dishonesty/Theft Other	Members report that personal property at the fire station was vandalized and that other incidents of vandalism has occurred over several years.	Not Sustained
152	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Member alleged s/he was constructively forced to transfer from one assignment to another because of harassment by all three station supervisors. Member also alleged that members were storing personal property at the fire station, and that trading privileges were denied.	Not Sustained
153	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Member A claimed s/he was shunned and suffered from discrimination. Member A reported that Member B puts the personal safety of Member A at risk for failing to wear proper PPE.	Not Sustained
154	N/A	LEVEL II EMS COMPLAINT (No further information was provided related to this complaint).	Non-Disciplinary

Case No.	Complaint Type	Summary	Adjudication
155	Personnel Improper Remark or Gesture (Non-EEO)	A member grabbed an ePCR from one member and shoved it into the hands of another member, and was rude and disrespectful to members.	Out of Statute
156	Personnel Safety	A member engaged in an unsafe practice at a fire.	Out of Statute
157	Personnel Lost Equipment	A member lost an LAFD identification card.	Sustained Non-Punitive
158	Personnel Unbecoming Conduct (Criminal) Off-Duty Misconduct	A member was arrested for battery.	Sustained
159	Personnel Sexual Harassment	A Fire Department volunteer accused another volunteer of sexual harassment.	Non-Disciplinary
160	Personnel Improper Remark or Gesture (Non-EEO) Citizen	A patient posted a video on the internet expressing dissatisfaction with the service provided by the LAFD, and threatened to sue.	Not Sustained
161	Service Department Policy	A member alleged a supervisor did not follow proper overtime hiring procedures.	Sustained Non-Punitive
162	Personnel Improper Remark or Gesture (Non-EEO) Citizen	A nurse at a hospital complained that a member was rude and unprofessional when the member failed to give a report of a patient's condition and shouted at the nurse.	Not Sustained
163	Personnel Damage of Citizen's property	Complainant alleged members broke the lock on a gate to a private business, left the gate unlocked over a weekend, and did not notify the owner.	Non-Disciplinary
164	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
165	Personnel Harassment of Citizen	It was alleged a member was harassing a member of the public by sending suggestive photos of the member.	Not Sustained
166	Service EMS Protocols	Members responded to a still alarm (patient came to fire station seeking assistance) of an auto-pedestrian incident. It was later discovered that members did not provide any documentation of their patient contact, no journal or EPCR entry. The patient later contacted members and noted that she had sustained significant injuries as a result of her accident.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
167	Personnel Improper Behavior Citizen	Complainant, a member of the public, alleged a member was rude and unprofessional.	Non-Disciplinary
168	Personnel Improper Remark or Gesture (Non-EEO) Citizen	Complainant attempted to drive around a fire apparatus that was parked on and blocking the freeway. Members moved the engine to prevent the complainant from driving around them. When the complainant attempted to drive past the members, members yelled and cursed at him.	Sustained Non-Punitive
169	Personnel Dishonesty/Theft	A member complained about theft and misappropriation of funds at the fire station.	Not Sustained
170	Personnel Punctuality/Absenteeism Assign Hire Refusal	A member reported late for duty on an assign hire day.	Non-Disciplinary
171	Personnel Sexual Misconduct (Non-EEO)	It was alleged a member was sexually harassing and touching, inappropriately, nurses at a hospital.	Sustained
172	Service Hospital Destination	Complainant reported that because members did not ask her for her cell phone number, she was not told which hospital her husband had been transported to. She sat in the wrong hospital waiting room for more than an hour before learning where her husband was.	Non-Disciplinary
173	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
174	Service EMS Protocols	Members responded to a patient who was not transported. Different members responded 40 minutes later and the patient died.	Sustained Non-Punitive
175	Personnel Off-Duty Misconduct	Complainant alleged he was threatened by a member.	Non-Disciplinary
176	Both (Service/Personnel) Patient Assessment Improper Remark or Gesture (Non-EEO) Citizen	Complainant reported that members did not properly assess the patient's mental state and that members were going to allow the patient to refuse transport to the hospital, even though the patient did not have the mental capacity to make that decision.	Non-Disciplinary
177	Personnel Lost Equipment	An LAFD badge was lost.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
178	Personnel Department Policy	A supervisor was taking photographs during an emergency operation, impeding Department operations.	Sustained Non-Punitive
179	Personnel Punctuality/Absenteeism	It was alleged a member was taking excessive time off.	Non-Disciplinary
180	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member reported witnessing race-based discrimination on the Department and provided three examples.	Not Sustained
181	Personnel Physical Misconduct (Abusive)	A patient claimed she was physically assaulted by members while being transported to the hospital.	Not Sustained
182	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member complained that other members were not meeting the expectations of the Fire Chief regarding behavior on the job.	Not Sustained
183	Personnel Accidents - Traffic	A member did not follow procedures for reporting a traffic accident in a Department vehicle.	Sustained Non-Punitive
184	Service Hospital Destination	Members transported a Kaiser Permanente member/patient to a Kaiser Permanente hospital. Upon arrival at the hospital, a member asked the hospital how long the wait was in the emergency room. The member then took the patient to a different hospital, in violation of EMS policies.	Sustained
185	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
186	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
187	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
188	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
189	Service Improper Patient Care/Treatment	Members responded to an EMS call and did not transport the patient. The following day, members responded to the same patient who had died.	Sustained
190	Service Neglect of Duty	A supervisor failed to respond to an incident.	Not Sustained

Case No.	Complaint Type	Summary	Adjudication
191	Personnel Driving/Parking Infractions	Complainant reported a member talking on a cell phone while driving.	Not Sustained
192	Personnel Alcohol/Narcotics & Drug Use	A member appeared to be under the influence while on duty.	Not Sustained
193	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
194	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
195	Personnel Other	A member complained that another member's girlfriend has been visiting their workplace and making it difficult to get work done.	Unfounded
196	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
197	N/A	Complainant alleged she received BLS treatment, but was billed for ALS services.	Non-Disciplinary
198	Personnel Improper Remark or Gesture (Non-EEO) Citizen	Complainant reported that after calling 911, the engine crew that responded was rude, had poor bedside manner, and appeared to have a lack of empathy for people with disabilities.	Not Sustained
199	Both (Service/Personnel) EMS Protocols Improper Remark or Gesture (Non-EEO) Citizen	Complainant, a nurse, called 9-1-1 for her grandmother. She reported that members who responded acted like they did not want to be bothered and did not want to transport. Further, the complainant indicated that members would not tell her where they were taking her grandmother.	Not Sustained
200	Service Unauthorized Force - Duty Connected	Complainant indicated that a member improperly and inappropriately restrained a 12-year-old patient.	Sustained
201	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
202	Personnel Improper Remark or Gesture (Non-EEO)	A member made inappropriate comments and did not engage with a patient during an EMS response. This caused discord among the members who responded.	Non-Disciplinary
203	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Member A hit Member B with a ladder. Member B felt this was retaliation for a previous incident. Member B reported feeling unsafe at the assignment.	Sustained

Case No.	Complaint Type	Summary	Adjudication
204	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
205	Service Hospital Destination	A patient complained that she was not taken to her preferred hospital. After waiting at the hospital to which members transported her, her husband took her to the hospital to which she initially wanted to go.	Non-Disciplinary
206	Personnel Department Policy	Complainant reported that a supervisor did not follow proper procedures for overtime hires.	Sustained
207	Personnel Driving/Parking Infractions	A probationary member stopped for lunch and inappropriately parked an LAFD vehicle in between disabled and vacant parking spaces.	Sustained Non-Punitive
208	Personnel Safety	While working at a structure fire, a supervisor failed to don proper PPE.	Non-Disciplinary
209	Personnel Punctuality/Absenteeism Assign Hire Refusal	A member failed to report for duty on an assign hire day.	Non-Disciplinary
210	Personnel Improper Remark or Gesture (Non-EEO) Citizen	A patient reported that members were rude to her on scene, un-willing to help her, and would not take her to the hospital she requested.	Not Sustained
211	Personnel Punctuality/Absenteeism	A member was hired to work an overtime day. When the member was told to go to a different location for the shift, the member said there was a family emergency and left. Later that day, the same member worked overtime at a different station.	Non-Disciplinary
212	Personnel Finances	Complainant alleged services were rendered to a member who failed to pay for the services.	Non-Disciplinary
213	Personnel Improper Remark or Gesture (Non-EEO)	A supervisor was rude and cursed at a higher-level supervisor.	Not Sustained
214	Personnel Dishonesty/Theft Workers' Compensation Fraud	It was alleged a member committed worker's compensation fraud.	Non-Disciplinary
215	Personnel Neglect of Duty Assign Hire Refusal	A member failed to report for duty on an assign hire day.	Not Sustained

Case No.	Complaint Type	Summary	Adjudication
216	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
217	Personnel Driver License Violation	A member failed to obtain a Class B driver's license as required for employment with the Department.	Sustained Non-Punitive
218	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
219	Personnel Punctuality/Absenteeism	A member allegedly did not report for an overtime assignment, instead calling in for a family emergency. Later that day, the member was hired at a different assignment.	Sustained Non-Punitive
220	Personnel Unbecoming (Miscellaneous)	A member participated in a parade off-duty in uniform and was seen on a video posted on the internet, kissing and dancing suggestively with a woman.	Sustained
221	Service Improper Patient Care/Treatment	The complainant made allegations related to two separate incidents. First, the complainant fell while carrying his two-year-old son. Members responded. The complainant reported that neither he nor his son were properly assessed, missing a 2 1/2-inch laceration to the son's head. Members actively discouraged transporting them to the hospital. Because of the son's age, he should have been transported to the hospital. Complainant was asked to sign the ePCR, but was not told why. During a second incident, the complainant's father-in-law fell out of bed. Responding members did not properly assess the patient and discouraged him from going to the hospital.	Sustained Non-Punitive
222	Service Hospital Destination	Complainant alleged that because her four-year-old daughter was not transported to Kaiser Permanente, she and her daughter sustained pain and suffering. They received poor care and suffered distress.	Non-Disciplinary
223	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	While off duty and intoxicated, a member confronted a retired member, became hostile, and made derogatory remarks.	Non-Disciplinary
224	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member allegedly made inappropriate, sexually related, remarks while at the fire station.	Non-Disciplinary

Case No.	Complaint Type	Summary	Adjudication
225	Personnel Lost Equipment	An LAFD radio was lost.	Sustained Non-Punitive
226	Personnel Other	There was a dispute at a fire station about hanging a picture of the President on the wall. Also, someone drew a mustache on it.	Non-Disciplinary
227	Service Improper Patient Care/Treatment	Complainant alleged a patient was harassed and mistreated, and that members who responded were racist.	Not Sustained
228	Personnel Other Department Policy	Complainant claimed a patient's purse, money and identification were missing after being transported to the hospital by members.	Non-Disciplinary
229	Personnel Supervisory Misconduct (Non-EEO)	Complainant alleged a supervisor discouraged members from speaking to a union representative in violation of their rights.	Non-Disciplinary
230	Service Neglect of Duty	Enroute to a cardiac arrest patient, members saw a fire and asked to be attached to the fire instead of the cardiac arrest. Dispatchers directed members to the cardiac arrest however the members never responded to that incident, choosing to remain at the fire.	Non-Disciplinary
231	Personnel Alcohol/Narcotics & Drug Use	It was alleged that a member was under the influence of drugs and/or alcohol on duty.	Sustained
232	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
233	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
234	Service EMS Protocols	Patient claims that he was transported against his will and wants his ambulance fees waived.	Non-Disciplinary
235	Personnel Alcohol/Narcotics & Drug Use	It was alleged that a member was under the influence of drugs and/or alcohol on duty.	Not Sustained
236	Personnel Lost Equipment	An LAFD identification card was destroyed by a member's family member.	Sustained Non-Punitive
237	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
238	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
239	Personnel Improper Behavior	A member yelled at a supervisor and refused to go to the supervisor's office when asked to do so.	Non-Disciplinary
240	Personnel Lost Equipment	An LAFD radio was lost.	Sustained Non-Punitive
241	Personnel Damage of Citizen's property	Complainant reported that an engine ran over her bicycle while enroute to an incident.	Non-Disciplinary
242	Both (Service/Personnel) EMS Protocols Improper Remark or Gesture (Non-EEO) Citizen	A patient reported that a member was loud and rude and made the patient walk to the ambulance.	Not Sustained
243	Personnel Lost Equipment	An LAFD badge was lost.	Non-Disciplinary
244	Personnel Self-Dispatching	A supervisor self-dispatched an apparatus to an incident.	Sustained Non-Punitive
245	Personnel Lost Equipment	A member's brush gear was stolen.	Sustained Non-Punitive
246	Personnel Department Policy	Members are violating uniform policies.	Non-Disciplinary
247	Personnel Sick Leave Abuse	A member called in sick when s/he was not sick.	Sustained
248	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	A member was arrested for driving under the influence of alcohol.	Sustained
249	Personnel Lost Equipment	An LAFD work shirt and badge were lost.	Sustained Non-Punitive
250	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
251	Personnel Physical Misconduct (Abusive)	A patient claimed members attacked him, grabbed him, used excessive force, stepped on his left ankle with a boot, choked him, strapped him down, and roughed him up.	Not Sustained

Case No.	Complaint Type	Summary	Adjudication
252	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
253	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
254	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
255	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
256	Personnel Accidents - Traffic	A member was driving an ambulance, responding to an incident, and was involved in a traffic accident.	Non-Disciplinary
257	Service Other Department Policy	<p>Complainant reported that she called 911 to report a body in the alley behind her house. She said the dispatcher asked her to go out and shake the body to see if the person required medical attention because the Department did not want to send valuable resources if they were not needed.</p> <p>Complainant felt this was wrong and would compromise her safety. The dispatcher then asked her to go out and yell at the person, which she did. She reported this to the dispatcher who abruptly hung up.</p>	Not Sustained
258	Service EMS Protocols	<p>Patient reported that she requested to be transported to Hollywood Presbyterian Hospital, but members took her to St. Vincent Medical Center. While there, she was transferred to Hollywood Presbyterian because she required a higher level of care.</p>	Sustained Non-Punitive
259	Personnel Personal Business while on duty	Complainant reported that members were seen on duty in a fire department apparatus at movie auditions for firefighters.	Sustained
260	Service Other	Member alleges the Department has not paid what is due to the member.	Non-Disciplinary
261	Personnel Medication Related	Members discovered a missing bottle of Fentanyl. It was later determined that it had fallen and broke on the ground during an incident.	Sustained Non-Punitive
262	Personnel EMS Protocols	A patient alleged that she was taken to the hospital in the back of an engine (rather than an ambulance). She became violent and combative because she refused help and did not want to be transported.	Non-Disciplinary

Case No.	Complaint Type	Summary	Adjudication
263	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
264	Personnel Neglect of Duty Missed Response	Members failed to respond to an incident.	Not Sustained
265	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
266	Service Delayed Response	Complainant reported that members did not respond quickly enough.	Non-Disciplinary
267	Personnel Safety	A member failed to don proper PPE.	Sustained Non-Punitive
268	Personnel Improper Remark or Gesture (Non-EEO) Citizen	Complainant alleged that a member sent an inappropriate sexual text message about the complainant to a mutual friend.	Sustained Non-Punitive
269	Service Improper Patient Care/Treatment	Complainant, a senior citizen, called 911 for assistance because her husband fell and he could not get up and she could not lift him (she is 5'1" and he is 6'3"). Members allegedly told her never to call them again. As a result, she injured herself attempting to lift her husband.	Not Sustained
270	Personnel Punctuality/Absenteeism	A member failed to report for duty.	Sustained Non-Punitive
271	Personnel Failure to Notify MLS re: Work Status	A member who was off IOD (injured on duty) has not made contact with the fire station where the member is assigned.	Sustained Non-Punitive
272	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
273	Service EMS Protocols	Members did not properly document an ePCR.	Sustained Non-Punitive
274	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
275	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
276	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
277	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
278	Personnel Neglect of Duty	A member offered to work overtime. When the supervisor told the member s/he was being detailed to another station, the member said s/he had a family emergency and left work.	Non-Disciplinary
279	Personnel Neglect of Duty Assign Hire Refusal	A member failed to report for duty on an assign hire day.	Sustained
280	Personnel Accidents - Traffic	While returning from an incident, a member was involved in a traffic accident.	Sustained Non-Punitive
281	Personnel Accidents - Traffic	While returning from an incident, a member was involved in a traffic accident.	Sustained Non-Punitive
282	Personnel Lost Equipment	An LAFD badge and work shirt were lost.	Sustained Non-Punitive
283	Personnel Neglect of Duty Assign Hire Refusal	A member failed to report for duty on an assign hire day.	Sustained Non-Punitive
284	Service Other	The daughter of a patient complained that her mother's medical emergency was incorrectly coded, resulting in an inappropriate ambulance bill.	Non-Disciplinary
285	Service EMS Protocols	Complainant reported that he called 911 for a stranger. The dispatcher asked him to perform CPR. The complainant hesitated, asked again, and was told to perform CPR on the stranger. The complainant performed mouth-to-mouth resuscitation. Members responded to the scene and told the complainant that people are not supposed to give mouth-to-mouth to strangers. The complainant is concerned he may have contracted a disease.	Sustained Non-Punitive
286	Personnel Lost Equipment	A member's turnout jacket, brush jacket, helmet, and badge were stolen.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
287	Service Driving Complaint Accidents - Traffic	While transporting a patient to the hospital, the member driving the ambulance misjudged the distance between the ambulance and a school bus and hit the mirror of the bus damaging the bus and the ambulance.	Non-Disciplinary
288	Service Accidents - Traffic	While driving an ambulance a member rear-ended a private vehicle.	Sustained Non-Punitive
289	Service Accidents - Traffic	A member failed to follow proper backing procedures and hit the apparatus bay doors. The passenger member did not get off the rig to assist the driver.	Out of Statute
290	Both (Service/Personnel)	A patient complained that members dropped him as they were putting him on the gurney, causing injuries. Further, the complainant reported that members were rude and unprofessional.	Not Sustained
291	Improper Patient Care/Treatment	A supervisor ordered a subordinate supervisor to remove a defaced picture of President Trump because members complained another member was imposing views on others. Members also felt the picture was hung to bother, bully, and show disrespect to members, and was a show of retaliation toward other members.	Non-Disciplinary
292	Improper Remark or Gesture (Non-EEO) Citizen	An LAFD radio was lost.	Non-Disciplinary
293	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Complainant, Member A, alleged that Member B told the owner of a cafe that Mexicans were to blame for his father's job loss. When a supervisor was told about the incident, the supervisor allegedly spoke with the cafe owner but did not report the incident in CTS. Member A believed the supervisor had an obligation to enter the incident into CTS. Member A reported this to demonstrate racism and bullying are out of control on the LAFD.	Non-Disciplinary
294	Personnel Lost Equipment	Complainant reported that a member, who the complainant believes lives in his neighborhood, parked an LAFD vehicle in a red zone and "right up to a stop sign."	Sustained Non-Punitive
295	Personnel Lost Equipment	A supervisor reported that the process to replace a member's stolen LAFD identification card had stalled and the member had not received a replacement.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
296	Personnel Improper Remark or Gesture (Non-EEO)	A conversation between a supervisor and another member was captured on an open microphone. The supervisor was overheard using the "F" word to describe another supervisor on the Department.	Sustained Non-Punitive
297	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	A member was arrested for driving under the influence of alcohol.	Sustained
298	Service Driving/Parking Infractions	As a member was backing an ambulance into the station, the apparatus bay door malfunctioned and began to close, hitting the ambulance. The door was damaged.	Non-Disciplinary
299	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
300	Personnel Punctuality/Absenteeism Sick Leave Abuse	Member A indicated that s/he had a family emergency (FE) and was not coming into work. Member A was told s/he did not have available FE time. Complainant reported that Member A then indicated s/he was out of town and could not report for duty.	Non-Disciplinary
301	Service Safety	A probationary firefighter was injured while engaging in an activity at the drill tower. A supervisor alleged that the member did not receive proper instruction or training, and that the injury resulted from a lack of skill, an unsafe position, and unsafe equipment.	Non-Disciplinary
302	Personnel Neglect of Duty Assign Hire Refusal	A member failed to report for duty on an assign hire day.	Sustained
303	Personnel Lost Equipment	An LAFD identification card was lost.	Non-Disciplinary
304	Personnel Punctuality/Absenteeism Sick Leave Abuse	A probationary member reported a family emergency and was told s/he did not have any FE time available. The member did not report for duty.	Non-Disciplinary
305	Personnel Lost Equipment	An LAFD radio was lost.	Non-Disciplinary
306	Personnel Punctuality/Absenteeism Sick Leave Abuse	A probationary member reported a family emergency and was told s/he did not have any FE time available. The member did not report for duty.	Non-Disciplinary

Case No.	Complaint Type	Summary	Adjudication
307	Personnel Lost Equipment	An LAFD radio was lost.	Sustained Non-Punitive
308	Personnel Improper Remark or Gesture (Non-EEO) Citizen	Complainant reported that a supervisor was dismissive of his complaint and rude. The complainant also alleged that on another occasion, the supervisor discouraged a patient from being transported to the hospital. The patient had to insist on being transported.	Not Sustained
309	Personnel Improper Behavior Abuse of Authority	Complainant reported that an LAFD vehicle was parked in a red zone blocking a fire hydrant.	Sustained
310	Service EMS Protocols	Complainant reported that members transported her to the hospital against her will and without her full consent, even though she was unconscious when members responded. Complainant indicated that she wears a medical bracelet that expressly states that she should not be taken to the hospital unless she is seriously injured, which she was not. The bracelet also has an emergency contact number, which members did not call. Complainant also alleged that members did not render proper medical care.	Non-Disciplinary-Mediation
311	Service Driving Complaint Accidents - Traffic	While driving a Department vehicle, member was involved in a non-injury traffic accident with another vehicle.	Sustained Non-Punitive
312	Personnel Other	A member was assigned to ride an engine in the nozzle position. The member told the supervisor that the member had been hurt a few days earlier lifting a patient and was still feeling some pain, and preferred to work in the hydrant position. When the supervisor asked the member if it was necessary to seek medical treatment, the member declined, so the supervisor directed the member to work the nozzle position.	Non-Disciplinary
313	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
314	Personnel Punctuality/Absenteeism	It was reported that a member did not show up for early relief, although the member did report for duty before the beginning of the shift.	Non-Disciplinary
315	Personnel Improper Behavior	Member A was late to work and told the supervisor it was because Member B had to alter his/her route to work because Member B was following	Non-Disciplinary

Case No.	Complaint Type	Summary	Adjudication
316	Personnel Unauthorized Force - Duty Connected	Member A. Member A reported that Member B had assaulted and tried to assault Member A in the past, and engaged in sexual harassment.	Non-Disciplinary
317	Personnel Neglect of Duty Assign Hire Refusal	The complainant alleged that members verbally and physically assaulted him.	Sustained
318	Personnel Neglect of Duty Assign Hire Refusal	A member failed to report for duty on an assign hire day and was not truthful about the circumstances.	Sustained
319	Personnel Lost Equipment	A member failed to report for duty on an assign hire day.	Sustained
320	Personnel Improper Remark or Gesture (Non-EEO) Citizen	A fire shelter was missing from a fire engine.	Non-Disciplinary
321	Personnel Improper Behavior	Complainant alleged a supervisor came face-to-face with him, screaming.	Not Sustained
322	Personnel Alcohol/Narcotics & Drug Use	A member was rude and unprofessional on several occasions to the public and to other members. Further, member reported for duty late and left early on a number of occasions. Member also used profanity toward other members and the public.	Non-Disciplinary
323	Personnel Department Policy	A member was under the influence of drugs and/or alcohol while on duty.	Sustained
324	Service Driving Complaint Accidents - Traffic	A member allegedly falsified timekeeping.	Not Sustained
325	Personnel Lost Equipment	A member's negligent driving resulted in a traffic accident with a private vehicle.	Sustained Non-Punitive
326	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
			Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
327	Service EMS Protocols	Complainant alleged members did not complete the ePCR accurately.	Non-Disciplinary
328	Personnel Lost Equipment	A face piece was lost.	Sustained Non-Punitive
329	Personnel Other	The front passenger window of a Department vehicle was broken and the member's personal items were stolen.	Non-Disciplinary
330	Personnel Supervisory Misconduct (Non-EEO)	A member was allowed to leave early without relief and was paid for the time s/he was not working. A similarly situated member was not paid for the time s/he did not work.	Non-Disciplinary
331	Service Property Damage Damage of Citizen's property	A member failed to properly secure an unattended gurney which rolled into a car and caused damage.	Non-Disciplinary
332	Service Neglect of Duty	A member failed to properly clean an apparatus and tools, and to maintain tools in proper order. Member also failed to complete required documentation.	Sustained Non-Punitive
333	Service Accidents - Traffic Accidents - Traffic	Member was involved in a preventable traffic accident.	Sustained Non-Punitive
334	Service Punctuality/Absenteeism	A member reported late for duty.	Sustained Non-Punitive
335	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive
336	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member alleged rights were violated relating to a grievance that was filed, and that the member suffered retaliation for filing the grievance.	Non-Disciplinary
337	Personnel Lost Equipment	An LAFD work shirt and badge were stolen.	Sustained Non-Punitive
338	Personnel Lost Equipment	An LAFD badge was stolen.	Sustained Non-Punitive
339	Personnel Department Policy	A member did not follow proper procedures when injured on duty.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
340	Service Driving Complaint	Complainant reported that he was hit by an ambulance while riding his bicycle and was injured.	Not Sustained
341	Personnel Improper Remark or Gesture (Non-EEO) Citizen	Complainant called 911 for a person who had passed out in the middle of the street. Complainant alleged members arrived on scene 45 minutes after he called 911, members told the complainant to leave the scene even though the complainant was translating for the patient who did not speak English well, members did not completely understand the patient's medical situation because they would not allow the complainant to translate, and that members lacked compassion.	Not Sustained
342	Personnel Unbecoming (Miscellaneous) Damage of Citizen's property	Complainant alleged a member kicked his car when he attempted to drive past a traffic accident.	Sustained Non-Punitive
343	Service Improper Patient Care/Treatment	A patient's finger was caught in a gurney while being loaded into the back of an ambulance.	Sustained Non-Punitive
344	Personnel Improper Remark or Gesture (Non-EEO) Citizen	Complainant, a bystander attempting to assist a patient, alleged a member told him to "get out of the way, we will handle this or have you arrested."	Non-Disciplinary
345	Personnel Alcohol/Narcotics & Drug Use	Complainant overheard alleged LAFD member in a cannabis dispensary requesting instructions on purchasing marijuana and information to successfully avoid a positive drug test.	Non-Disciplinary
346	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
347	Personnel Lost Equipment	An ePCR was lost.	Sustained Non-Punitive
348	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
349	Personnel Off-Duty Misconduct	Complainant alleged a member stole her emotional support dog.	Non-Disciplinary
350	Service Accidents - Traffic	A member was involved in a traffic accident in a Department vehicle.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
351	Personnel Lost Equipment	An LAFD badge was lost.	Sustained Non-Punitive
352	Personnel Lost Equipment	An LAFD badge was lost.	Sustained Non-Punitive
353	Service Other	Complainant alleged he asked the Department for a patient care record, but the Department was unable to locate it.	Non-Disciplinary
354	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
355	Personnel Improper Remark or Gesture (Non-EEO)	A supervisor called Member A and Member B to the office. Member A reported that Member B was rude to a patient. Later, Member B confronted Member A in the parking lot, asking Member A why Member A threw Member B under the bus and "ratted him out."	Non-Disciplinary
356	Personnel Dishonesty/Theft	Complainant alleged unethical activities and billing practices by members.	Non-Disciplinary
357	Service Improper Patient Care/Treatment	Members responded to a patient who tripped and fell on the sidewalk. Members advised that the patient looked "okay" and did not require stitches. Patient subsequently drove away and struck a parked car. The same members arrived and transported the patient to the hospital, where she was diagnosed with a concussion. Complainant believed the patient suffered the concussion when she fell and that members were negligent in not taking her to the hospital the first time.	Not Sustained
358	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
359	Personnel Punctuality/Absenteeism	A member failed to report for duty.	Non-Disciplinary
360	Personnel Neglect of Duty	A member left his/her assignment during a recall.	Sustained Non-Punitive
361	Personnel Lost Equipment	An LAFD identification card was stolen.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
362	Service Driving Complaint Accidents - Traffic	Member violated the Department backing policy, causing damage to the apparatus and fire station apparatus bay door.	Sustained Non-Punitive
363	Service Other	Complainant reported that he was taken to the hospital when he did not need to go. Members should have told him how expensive it would be to transport him.	Not Sustained
364	Personnel Punctuality/Absenteeism	Member failed to report for duty on an overtime day.	Non-Disciplinary
365	Personnel Violence - Workplace or Domestic	An anonymous complainant reported that a member expressed hostility toward the Department and specific individuals had access to firearms and had thoughts of seeking revenge. The complainant requested that the Department intervene to prevent serious injury.	Non-Disciplinary
366	Personnel Lost Equipment	Member reported that helmet, structure boots, turnout coat, turnout pants, structure gloves, brush shirt, brush jacket, brush pants, brush gloves, brush helmet, badge, and badge shirt were stolen.	Non-Disciplinary
367	Personnel Lost Equipment	An LAFD identification/key card were lost.	Sustained Non-Punitive
368	Personnel Lost Equipment	An LAFD identification card, badge, and uniform shirt were lost.	Sustained Non-Punitive
369	Personnel Harassment of Citizen	Complainant alleged an LAFD member broke into her home and changed the locks.	Not Sustained
370	Personnel Department Policy	Upon returning to work after sick time, member failed to provide the member's supervisor with a doctor's note, as requested.	Non-Disciplinary
371	Personnel Lost Equipment	An LAFD identification card was lost.	Sustained Non-Punitive
372	Personnel Lost Equipment	An LAFD badge was lost.	Sustained Non-Punitive
373	Personnel Lost Equipment	An LAFD badge and work shirt were lost.	Sustained Non-Punitive
374	Personnel Lost Equipment	An LAFD badge was lost.	Sustained Non-Punitive

Case No.	Complaint Type	Summary	Adjudication
375	Personnel Lost Equipment	An LAFD badge and uniform belt buckle were stolen.	Non-Disciplinary
376	Personnel Accidents - Traffic	A member was in a traffic accident while transporting a patient to the hospital.	Non-Disciplinary
377	Personnel Lost Equipment	An LAFD badge and work shirt were lost.	Sustained Non-Punitive
378	Lost Equipment	A high-rise pigtail [a piece of equipment used to connect hose lines to pipes in high-rise buildings] was lost from a Department fire engine.	Non-Disciplinary
379	Personnel Lost Equipment	An LAFD mobile hotspot was lost.	Non-Disciplinary
380	Other	Complainant sent an email stating "as of today, LAFD professional standard office got shut down due to my investigation via Hollywood detective [name]."	Non-Disciplinary