

# LOS ANGELES FIRE COMMISSION

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October 11, 2022

BOARD OF FIRE COMMISSIONERS  
FILE NO. BFC 22-101

TO: Board of Fire Commissioners

FROM: Independent Assessor

SUBJECT: 2021 ANNUAL REVIEW OF THE LOS ANGELES FIRE DEPARTMENT'S  
HANDLING OF COMPLAINTS OF MISCONDUCT

FINAL ACTION:  Approved  
 Denied

Approved w/Corrections  
 Received & Filed

Withdrawn  
 Other

## SUMMARY

The Office of the Independent Assessor (OIA) is presenting its 2021 Annual Review of the Los Angeles Fire Department's (LAFD or Department) Handling of Complaints of Misconduct. Included is a year-end review of complaints against LAFD employees, closed in the LAFD's Complaint Tracking System (CTS) in 2021, status of sustained cases, and information related to cases pending a hearing before a Board of Rights (BOR hearing).

Because the number of cases pending a BOR hearing has reached crisis level, the OIA specifically emphasized the related recommendation; that the Department must immediately and urgently address this crisis.

## RECOMMENDATIONS

That the Board:

1. Approve the OIA's 2021 Annual Review of the Los Angeles Fire Department's Handling of Complaints of Misconduct.
2. Adopt the OIA's recommendations.

## DISCUSSION

**More than 70 cases** are now pending a BOR hearing. A crisis that must be addressed effectively and with urgency. This number continues grow. The OIA has been discussing this issue for several years, yet it has not been addressed. There is an urgent need to solve this problem. In this report, the OIA highlighted the recommendation related to BOR hearings.

The OIA also reviewed and analyzed 648 cases closed in CTS in 2021. This reflected a 71% increase from 2019, the previous analysis conducted by the OIA.

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 the complaint adjudication. 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.

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

Respectfully submitted,



SUE STENGEL  
Independent Assessor  
Board of Fire Commissioners

Attachment

c: Kristin M. Crowley, Fire Chief

# **LOS ANGELES BOARD OF FIRE COMMISSIONERS**



## **2021 ANNUAL REVIEW OF THE LOS ANGELES FIRE DEPARTMENT'S HANDLING OF COMPLAINTS OF MISCONDUCT**



**OFFICE OF THE INDEPENDENT ASSESSOR  
SUE STENGEL  
Independent Assessor  
October 11, 2022**

## TABLE OF CONTENTS

<b>SECTIONS</b>	<b>PAGE</b>
I. INTRODUCTION	1
II. PURPOSE	1
III. OBJECTIVES	1
IV. SCOPE AND METHODOLOGY	2
V. PREVIOUS AUDITS	3
VI. SUMMARY OF FINDINGS	3
VII. DEFINITIONS	4
VIII. FINDINGS	6
IX. RECOMMENDATIONS	62
 <b>CHARTS</b>	
CHART A: No. of Cases Filed 2009 through 2021	6
CHART B: No. of Cases Closed 2017 through 2021	7
CHART C: Cases by Type/Category	8
CHART D: Origin of Complaints	16
CHART E: Origin of Complaint 2017 through 2021	17
CHART F: Subjects	18
CHART G: Comparison of Subjects 2017 through 2021	19
CHART H: Assigned for Investigation	21
CHART I: Assigned for Investigation 2017 through 2021	22
CHART J: Adjudications	24
CHART K: Adjudications 2017 through 2021	25
 <b>TABLES</b>	
TABLE 1: No. of Cases by Type/Category	8
TABLE 2: Sustained Cases	29

## **I. INTRODUCTION**

This 2021 annual review of the Los Angeles Fire Department's (LAFD or Department) complaints of misconduct includes information about complaints against LAFD employees closed in the Complaint Tracking System (CTS) in 2021. 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 identified trends and issues and made 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 legal interns Madeleine Hoye, Cole Falcone, Soleil Montemurro, and Muzi (Frank) Xu for all their work for this report. Finally, the OIA is appreciative of the advice and counsel we received from lawyers in the Office of the City Attorney.

## **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 2021.

## **III. OBJECTIVES**

- A. Determine the number of cases filed annually from 2009 through 2021.
- B. Determine the number of complaints closed in CTS in 2021 and compare it with the statistics from 2017, 2018, and 2019.
  1. Determine the number of closed complaints by category.
    - a. Determine the most frequent allegations.
      - i. Determine the number of cases related to members who failed to comply with the City's COVID vaccination mandate.
      - ii. Determine the number of cases related to protests of the City's COVID vaccination mandate and/or the vaccination process.
  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

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<sup>1</sup> Due to the workload of the OIA and the pending change in OIA personnel, a 2020 Annual Report was not produced.

Alternative Investigative Procedure (Alternative Process), or the process for investigating complaints against the Fire Chief.<sup>2</sup>

- a. Determine the average number of days from when a case was filed until it was assigned to an investigator.
  - b. Determine the average number of days from when a case is assigned to an investigator until the case is completed and closed.
  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 waiting for a hearing before a Board of Rights.

#### **IV. SCOPE AND METHODOLOGY**

##### **A. Cases Filed 2009 through 2021**

Chart A (Page 6) 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.<sup>3</sup> Beginning with 2013, the OIA ran reports in CTS and inspected each report to ensure all relevant cases were captured.

##### **B. Cases Closed in CTS in 2021**

Three separate queries were made of CTS to gather all cases closed in 2021. First, the OIA ran a report for cases closed in 2021, which yielded 660 cases.<sup>4</sup> Next, the OIA ran a separate report for cases closed in 2021 that were referred to the Alternative Process. Five 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.<sup>5</sup> Therefore, to find sensitive cases closed in 2021, a report was run for all sensitive cases filed from January 1, 2008 through December 31, 2021. Then the OIA determined which were closed in 2021. Three cases were identified.

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<sup>2</sup>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.

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

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

<sup>5</sup>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.

Six hundred and sixty-eight cases were identified as closed in CTS in 2021. Twenty were removed from the audit population. One case was removed from the population because it was first closed in a year other than 2021.<sup>6</sup> Nineteen cases were removed from the population because either they did not involve LAFD or they did not involve an LAFD member.

Therefore, for this report, the OIA considered 648 cases closed in CTS in 2021. 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. Cases Waiting to Be Heard by a Board of Rights (BOR hearings)**

In Section G.2., 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, as of September 1, 2022. 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 by the Fire Chief to a BOR hearing. This is another flaw in the current system. The OIA recommends the system be adjusted to facilitate a search for all cases pending a BOR hearing.

## **V. PREVIOUS AUDITS**

The OIA presented annual reviews for 2017, 2018, and 2019.<sup>7</sup> Additionally, the OIA conducted audits related to hearings before a BOR: *Audit of Los Angeles Fire Department Directed and Opted Boards of Rights 2009 through 2014*<sup>8</sup> and *Assessment of Los Angeles Fire Department Cases Pending a Member-Opted Board of Rights*.<sup>9</sup>

## **VI. SUMMARY OF FINDINGS**

**A. The number of cases waiting to be heard by a Board of rights has reached crisis level.** More than 70 cases are waiting for a hearing before a Board of Rights. This signals an inability of the Department to hold members accountable for misconduct

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<sup>6</sup>When the Department needs to access a case already closed in CTS, the case must be re-opened and then closed again. This case was originally completed in a year other than 2021, re-opened and closed again in 2021.

<sup>7</sup>BFC No. 21-011, BFC No. 19-128, and BFC No. 19-037.

<sup>8</sup>BFC No. 16-015.

<sup>9</sup>BFC No. 17-050.

and an unwillingness of members to accept responsibility for misconduct. The Department has done little to address this still-growing issue, does not appear to understand the severity of the problem, and lacks the sense of urgency needed to deal with it.

**B. There was a 71% increase in the number of cases closed from 2019 to 2021.**

Three hundred and eighty cases were closed in 2019 and 648 cases were closed in 2021. The increase may be attributed to cases related to the City's COVID vaccination mandate and the number of members who refused assign-hire, detail, and recall assignments.

**C. Refusing assign-hire, detail and recall assignments, and failing to follow the City's vaccination mandate, were the most frequent allegations.** In years past, Lost Equipment allegations were the most prevalent. In 2021, it was the third most frequent allegation. Courtesy and improper patient care/EMS protocol cases were also among the top five most frequent allegations.

**D. The Department was the complainant in a larger number of cases than in the past.** The OIA determined that the Department was the complainant in all cases where the allegation involved a refused assignment, violation of the City's COVID vaccination mandate, and lost equipment. Therefore, there was a significant increase in these cases in 2021.

**E. There was a reduction in civilian subjects.** There was a 33% decrease in civilian subjects from 2019. Unlike the one-year statute of limitations for sworn members, cases involving civilian subjects do not have a statute of limitations. The reduction in closed cases with civilian subjects may be attributed to prioritizing cases involving sworn subjects.

**F. Sustained allegations related to domestic violence and patient care rose substantially in 2021.** Only one case was sustained related to domestic violence in 2017, 2018, and 2019, combined. Seven were sustained in 2021. Three cases were sustained for misconduct related to patient care in 2017, 2018, and 2019. In 2021, 18 cases were sustained.

## **VII. DEFINITIONS**

### **A. “Department” as subject or complainant**

*Department as complainant:* The OIA identified the Department as the complainant in cases where the OIA believed the Department had an interest in initiating a complaint of misconduct, as compared to cases where one individual felt wronged by another. For

example, in the cases in which members allegedly failed to comply with the City's COVID vaccination mandate, or when a member allegedly refused an assign-hire, recall, or a detail assignment, the OIA determined that the Department was the complainant.

*Department as subject:* The OIA identified the Department as the subject in cases where the complainant made broad, non-specific claims. For example, the OIA identified the Department as the subject in a case where the complainant alleged discrimination in the promotional process.

#### **B. Assign-hire**

Assign Hiring is the Department's system for ensuring sworn staff vacancies are filled each day by mandating that certain members work overtime on any given shift. Members are informed at least nine days (sometimes up to one year) in advance of their assign-hire days.

#### **C. Detail**

A detail is a temporary transfer to an assignment other than a member's regular assignment. For example, a member assigned to fire station A may be transferred to fire station B for a particular shift to fill a vacancy.

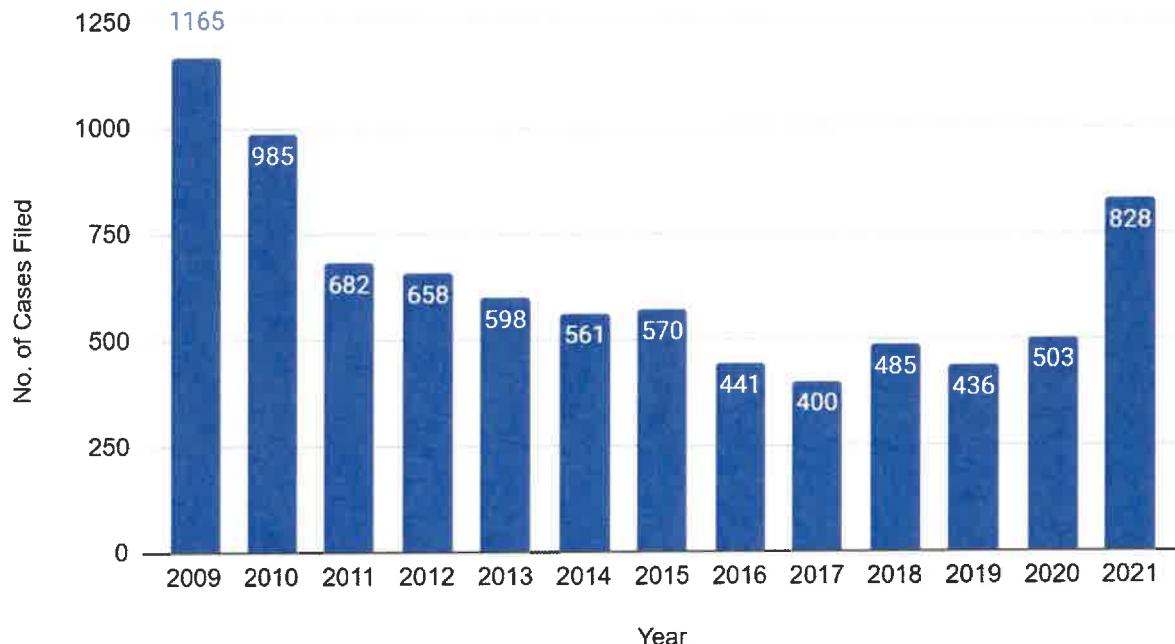
#### **D. Recall**

Members on duty may be required to stay beyond the end of their shift due to staffing needs.

## VIII. FINDINGS

### A. CASES FILED 2013 THROUGH 2021

CHART A: No. of Cases Filed 2009 through 2021



Eight hundred and twenty-eight complaints were filed in 2021; an almost 65% increase from 2020.<sup>10</sup> Beyond determining the number of cases filed, this report focuses on cases that were closed in 2021, therefore, an analysis of the increase in cases filed was not conducted. However, we present this information for the benefit of the BOFC.

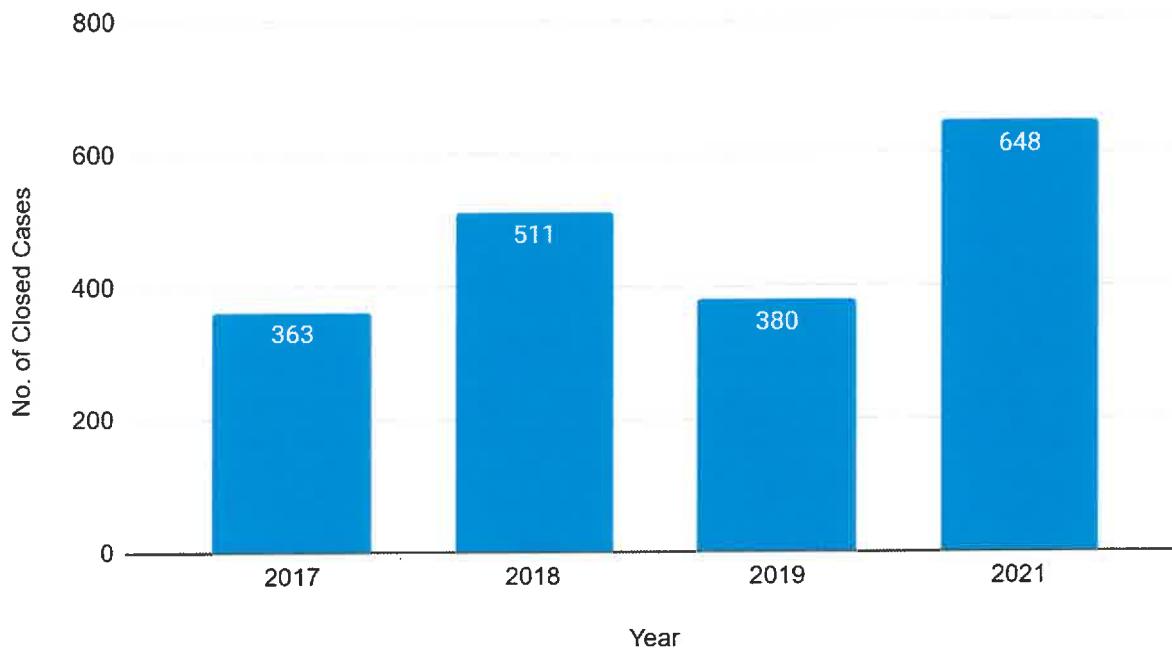
### B. Number of Cases Closed in CTS in 2021<sup>11</sup> and Cases Closed Compared to 2017, 2018, and 2019

Six hundred and forty-eight cases were closed in 2021.

<sup>10</sup> This report focuses on cases closed in 2021. There is no correlation between the number of cases filed and the number closed.

<sup>11</sup> Due to the workload of the OIA and the pending change in OIA personnel, a 2020 Annual Report was not produced.

CHART B: NO. OF CLOSED CASES 2017 THROUGH 2021



The increase (71%) in number of cases closed in 2021, as compared to previous years, may be attributed to 128 complaints against members alleged to have violated the City's COVID vaccination mandate, seven complaints protesting the COVID vaccination mandate, and 138 cases related to members refusing an assign-hire, detail or recall assignment due to illness or family emergency. These cases accounted for 266 of the 648 cases closed in 2021. In those cases, the Department did not conduct lengthy, in-depth investigations with witness interviews and written reports. The cases were addressed in less time than when more robust investigations are conducted. Without those 266 cases, the total number of cases closed in 2021 would have been 382.

Furthermore, 38 complaints were filed by and among members of one unit of the LAFD, who complained and cross complained about each other.

In 2018, the Department entered into a relationship with the USC Gould School of Law mediation clinic and Alternative Dispute Resolution (ADR) program to provide members a voluntary avenue for addressing conflicts between members and to facilitate larger conflict resolution sessions with members. The Department used people from the ADR program to facilitate a conflict resolution session with several members from that section (members could not be forced to attend, but most in that section did). It was determined that at least one additional session should occur, but never did. Using this program is a positive development, but follow-up is necessary. Further, acting with more urgency may better address the issues. In the meantime, some members were transferred to

other assignments and new supervisors in the section seem to have calmed some of the conflict.

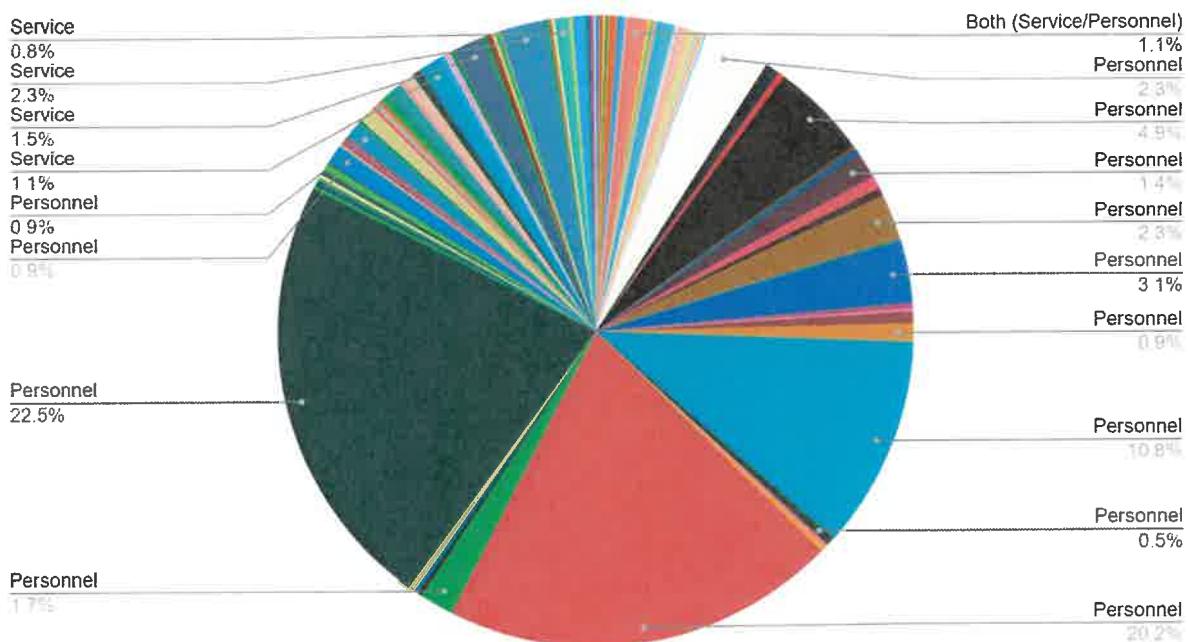
## **1. Complaints by type/Category**

Chart C shows the number of cases closed related to the type/category of allegation.

- Most Frequent Allegations

- 138 cases alleged members refused an assignment for recall, assign-hire or a detail (highlighted in green in Table 1) (21.3%).
  - 128 cases alleged a member failed to comply with the City's COVID vaccination mandate, or a complainant protested the mandate (highlighted in brown in Table 1) (19.75%).
  - 70 lost equipment cases (highlighted in blue in Table 1) (10.8%).
  - 51 complaints related to courtesy (highlighted in yellow in Table 1) (7.87%).
  - 36 cases related to improper patient care/EMS protocols (highlighted in red) (5.55%).

**CHART C: CASES BY TYPE/CATEGORY**



**TABLE 1: No. of Cases by Type/Category**

EMS: Driving Complaint	1
Abuse of Authority	1

Both (Service/Personnel) Driving Complaint <b>Improper Remark or Gesture (Non-EEO)</b> Citizen	1
Both (Service/Personnel) <b>EMS Protocols</b>	1
Both (Service/Personnel) Hospital Destination <b>Improper Remark or Gesture (Non-EEO)</b> Citizen	3
Both (Service/Personnel) <b>Improper Patient Care/Treatment</b> <b>Disrespectful/Insensitive/Negative Attitude</b>	1
Both (Service/Personnel) <b>Improper Patient Care/Treatment</b> <b>Improper Remark or Gesture (Non-EEO)</b>	2
Both (Service/Personnel) Neglect of Duty Citizen	7
Both (Service/Personnel) Neglect of Duty	1
Both (Service/Personnel) Other	1
Miscellaneous: Brush	1
N/A	6
Personnel	1
Personnel Abuse of Authority	4
Personnel Accidents - Traffic	2
Personnel Alcohol/Narcotics & Drug Use Harassment of Citizen	1
Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	2
Personnel Breach of Confidentiality	1

Personnel Citizen	1
Personnel Department Policy	15
Personnel Discredit upon the Dept	2
Personnel Dishonesty/Theft	2
Personnel Dishonesty/Theft Abuse of Authority	1
Personnel <b>Disrespectful/Insensitive/Negative Attitude</b>	1
Personnel Driving Complaint	1
Personnel Driving Complaint Citizen	2
Personnel Driving Complaint Damage of Citizen's property	1
Personnel Driving Complaint Safety	1
Personnel Driving/Parking Infractions	2
Personnel EEO Violations: Discrimination/ Harassment/Sexual	32
Personnel EEO Violations: Discrimination/ Harassment/Sexual Department Policy	1
Personnel EEO Violations: Discrimination/ Harassment/Sexual Discrimination/Harassment	1
Personnel <b>EMS Protocols</b> Citizen	1

Personnel Harassment of Citizen	9
Personnel Hazing	4
Personnel Improper Behavior	3
Personnel <b>Improper Remark or Gesture (Non-EEO)</b>	15
Personnel <b>Improper Remark or Gesture (Non-EEO)</b> Breach of Confidentiality	1
Personnel <b>Improper Remark or Gesture (Non-EEO)</b> Citizen	20
Personnel <b>Improper Remark or Gesture (Non-EEO)</b> Department Policy	2
Personnel <b>Improper Remark or Gesture (Non-EEO)</b> Discredit upon the Dept	1
Personnel <b>Improper Remark or Gesture (Non-EEO)</b> Disrespectful/Insensitive/Negative Attitude	4
Personnel Insubordination	6
Personnel <b>Lost Equipment</b>	70
Personnel Malicious Gossip	3
Personnel Misconduct Breach of Confidentiality	1
Personnel Misuse of Dept. Equip	2
Personnel <b>Neglect of Duty</b> (four cases were unrelated to recall/assign-hire or a detail)	131

Personnel Neglect of Duty assign-hire Refusal	11
Personnel Neglect of Duty Citizen	1
Personnel Neglect of Duty Delayed Response	1
Personnel Neglect of Duty Self-Dispatching	1
Personnel Off-Duty Misconduct	2
Personnel <b>Other</b> (18 cases were unrelated to the COVID vaccination mandate)	146
Personnel Other Department Policy Safety	1
Personnel Physical Misconduct (Abusive) Citizen	1
Personnel Physical Misconduct (Abusive) Unbecoming Conduct (Criminal) Citizen	1
Personnel Property Damage	1
Personnel Protected Health Information	1
Personnel Punctuality/Absenteeism	2
Personnel Safety	2
Personnel Safety Damage of Citizen's property	1

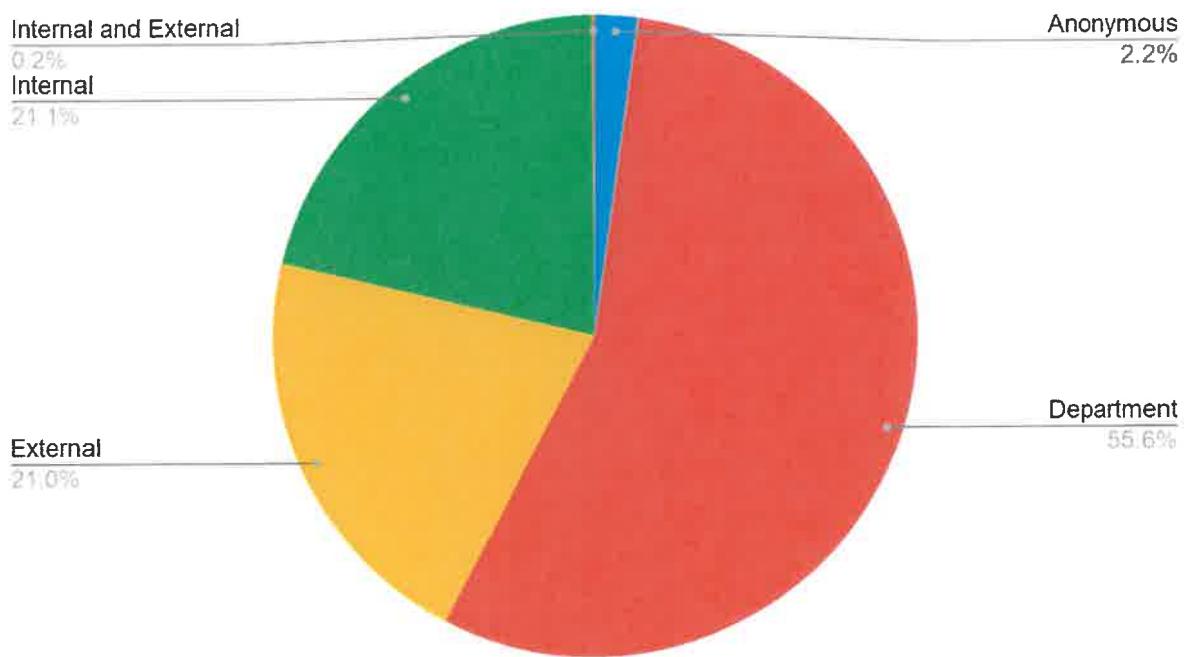
Personnel Safety Department Policy	6
Personnel Sexual Misconduct (Non-EEO)	1
Personnel Sexual Misconduct (Non-EEO) Citizen	1
Personnel Sexual misconduct (non-EEO) Off-Duty Misconduct	1
Personnel Sick Leave Abuse	1
Personnel Supervisory Misconduct (Non-EEO)	6
Personnel Unauthorized Force - Duty Connected	1
Personnel Unbecoming (Miscellaneous)	5
Personnel Unbecoming (Miscellaneous) Harassment of Citizen	1
Personnel Unbecoming (Miscellaneous) Misuse of Dept. Prestige	2
Personnel Unbecoming (Miscellaneous) Off-Duty Misconduct	1
Personnel Unbecoming Conduct (Criminal)	2
Personnel Unbecoming Conduct (Criminal) Off-Duty Misconduct	2
Personnel Violence - Workplace or Domestic	4

Personnel		
Violence - Workplace or Domestic		
Citizen	1	
Personnel		
Violence - Workplace or Domestic		
Off-Duty Misconduct	4	
Personnel		
Workers' Compensation Fraud	2	
Personnel Dishonesty/Theft	1	
Service		
Accidents - Traffic	7	
Service		
Damage of Citizen's property	2	
Service		
Documentation Issue	2	
Service		
Documentation Issue		
Citizen	1	
Service		
Driving Complaint		
Accidents - Traffic	1	
Service		
EMS Protocols	10	
Service		
EMS Protocols		
Delayed Response	1	
Service		
EMS Protocols		
Neglect of Duty	2	
Service		
Fire Station Noise	1	
Service		
Hospital Destination	1	
Service		
Hospital Destination		
Citizen	1	

Service		
Improper Patient Care/Treatment		
Citizen	15	
Service		
Improper Patient Care/Treatment		1
Citizen		
Service		
Improper Patient Care/Treatment		
Neglect of Duty	1	
Service		
Job Performance		1
Service		
Neglect of Duty		5
Service		
Neglect of Duty		
Citizen	1	
Service		
Other		4
Service		
Other Department Policy		
Citizen	1	
Service		
Patient Assessment		1
Service		
Protected Health Information		1
Unbecoming (Miscellaneous) Off-Duty Misconduct		1

## C. Origin of Complaints

CHART D: ORIGIN OF COMPLAINTS



Complainant	No. of Cases	Percentage
Anonymous	14	2.2%
Department	360	55.6%
External	136	21%
Internal	137	21.1%
Internal and External	1	0.2%

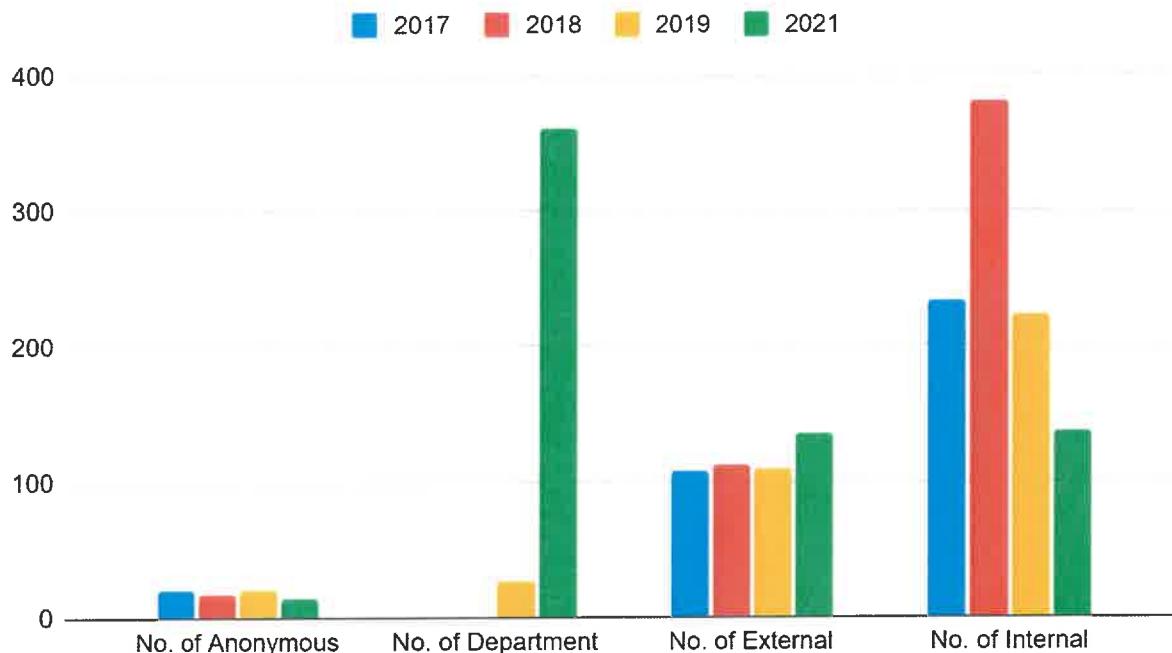
- **Origin of Complaints - Comparison of years 2017, 2018, 2019, and 2021**

The OIA provided Chart E to show the origin of complaints over a four-year period. However, this is not an exact comparison. The OIA designated the Department as a complainant for only two years (2019 and 2021). Furthermore, as mentioned above, the OIA has not provided statistics for 2020.

In 2021, there was a significant decrease in the number of internal complainants and a large increase in the number of Department complaints. This may be attributed to the cases related to the City's COVID vaccination mandate and the cases involving refusal of assign-hire, detail and recall assignments. All of these were designated as complaints made by the Department.

Also, there was a decrease in the number of anonymous complaints.

CHART E: ORIGIN OF COMPLAINT 2017 THROUGH 2021

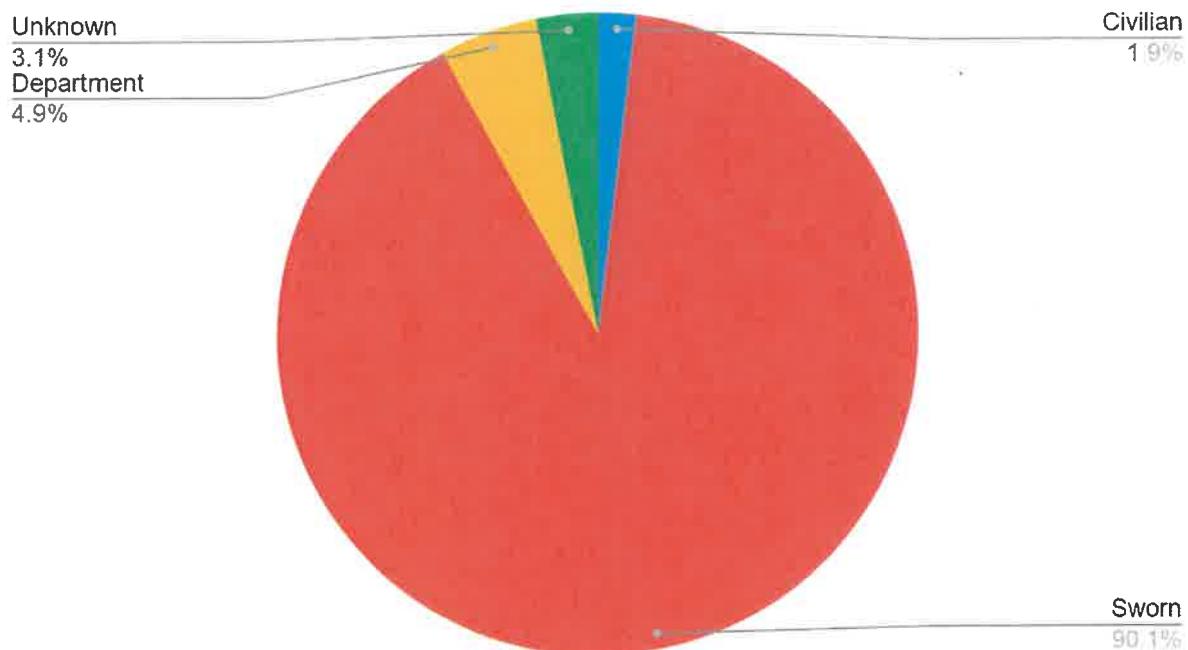


	<b>Anonymous</b>	<b>Department</b>	<b>External</b>	<b>Internal</b>
<b>2017</b>	21 (5.79%)	0	108 (29.75%)	234 (64.46%)
<b>2018</b>	17 (3.33%)	0	113 (22.11%)	381 (74.56%)
<b>2019</b>	21 (5.53)	27 (7.1%)	109 (28.68%)	223 (58.7%)
<b>2021</b>	14 (2.2%)	360 (55.6%)	136 (21%)	137 (21.1%)

#### D. Subjects

Sworn subjects remained the largest number. There was a reduction in the number of closed complaints involving civilian subjects.

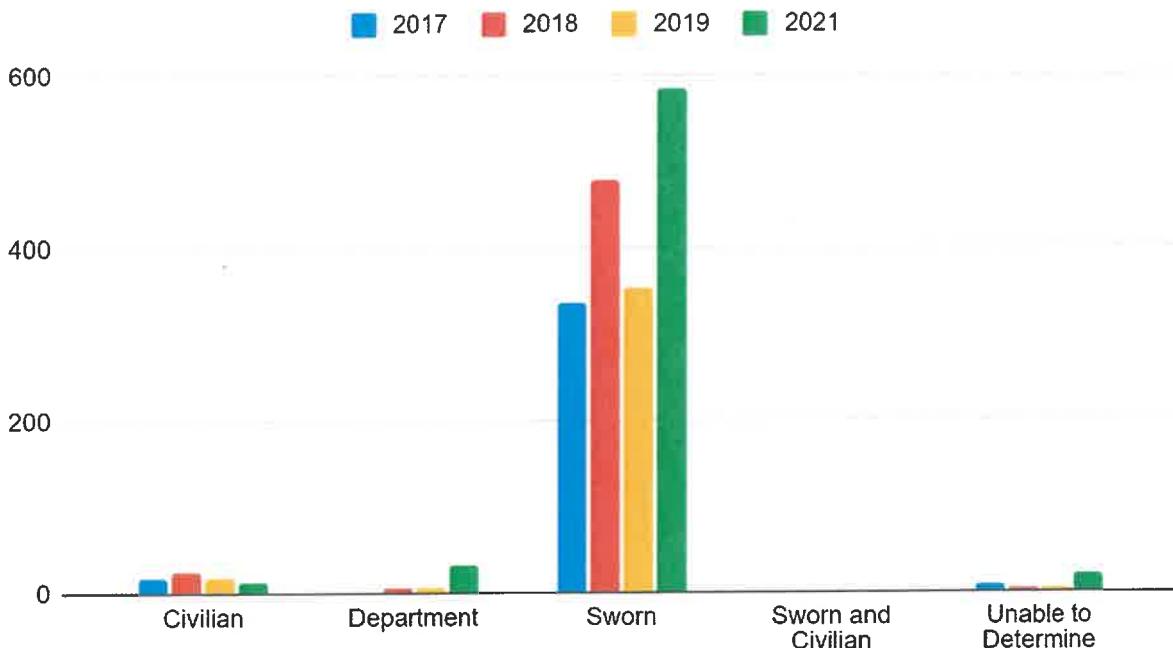
**CHART F: SUBJECTS**



<b>Subject</b>	<b>No. of Cases</b>	<b>Percentage</b>
Civilian	12	1.9%
Sworn	584	90.1%
Department	32	4.9%
Unknown	20	3.1%

- Comparison of subjects 2017 through 2021

CHART G: COMPARISON OF SUBJECTS 2017 THROUGH 2021



	2017	2018	2019	2021
<b>Civilian</b>	18	4.95%	24	4.70%
<b>Department</b>	0	0	5	0.98%
<b>Sworn</b>	336	92.31%	478	93.54%
<b>Sworn and Civilian</b>	1	0.27%	1	0.20%
<b>Unable to Determine</b>	8	2.20%	3	0.59%

Chart G provides some insight into the nature of the subjects in complaints over a four-year period. Once again, the OIA noted that the Department was not identified as the subject until 2019, and the information from 2020 is absent.

#### E. Assigned for Investigation

The OIA identified whether cases were investigated by PSD, the chain of command, or the alternative process. There were situations where a case was designated for investigation by the chain of command, but all of the substantive work on the case was conducted by PSD.

Additionally, there were cases investigated by PSD, but not designated as such by the Department. This results in the inability to quickly and accurately gather statistics from CTS.

In the past, the largest number of cases were lost equipment cases.<sup>12</sup> This year, there was still a large number (70), but vaccination mandate cases, and refusal of members to accept assign-hire, recall, and detail assignments eclipsed the lost equipment cases.

In 2019, the Department began a new process for handling complaints of lost equipment. Previously, the (mostly clerical) process was the responsibility of PSD. Generally, members reported the loss to the appropriate police department, provided a copy of the police report to the Department, then the relevant LAFD section/division was notified that a replacement could be provided.<sup>13</sup> At the end of 2019, the responsibility for collecting and processing information was transferred from PSD to the Risk Manager's Office. The authority for adjudicating the cases still resided with PSD, as designated and delegated by the Fire Chief. The OIA applauded the Department for this positive change. In this report, the investigative entity for lost equipment cases handled through this process was referred to as "Lost Equipment Process."

Due to changes in Department personnel, the Lost Equipment Process was discontinued in 2021 and the responsibility unfortunately reverted back to PSD.

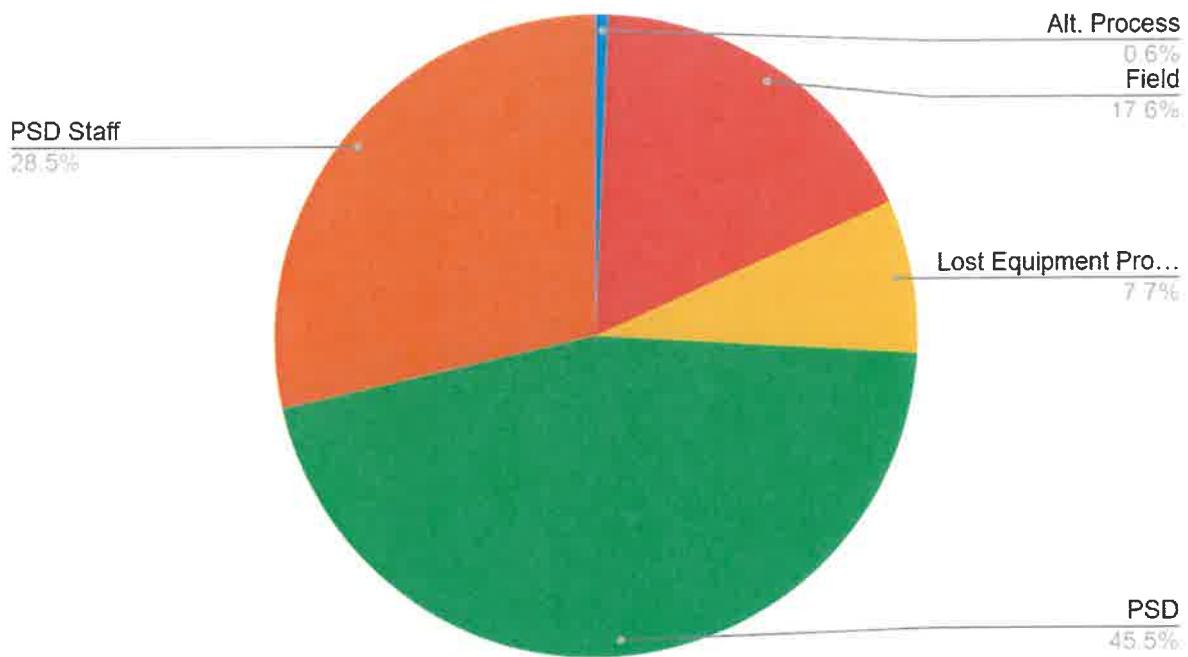
Cases designated by the OIA as "PSD Staff" were those that were not assigned for investigation but were addressed by PSD staff. Five of these cases involved some input from the Field, such as providing training to subjects.

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<sup>12</sup> See BFC No. 19-071, BFC No. 19-128, and BFC 21-011.

<sup>13</sup> 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.

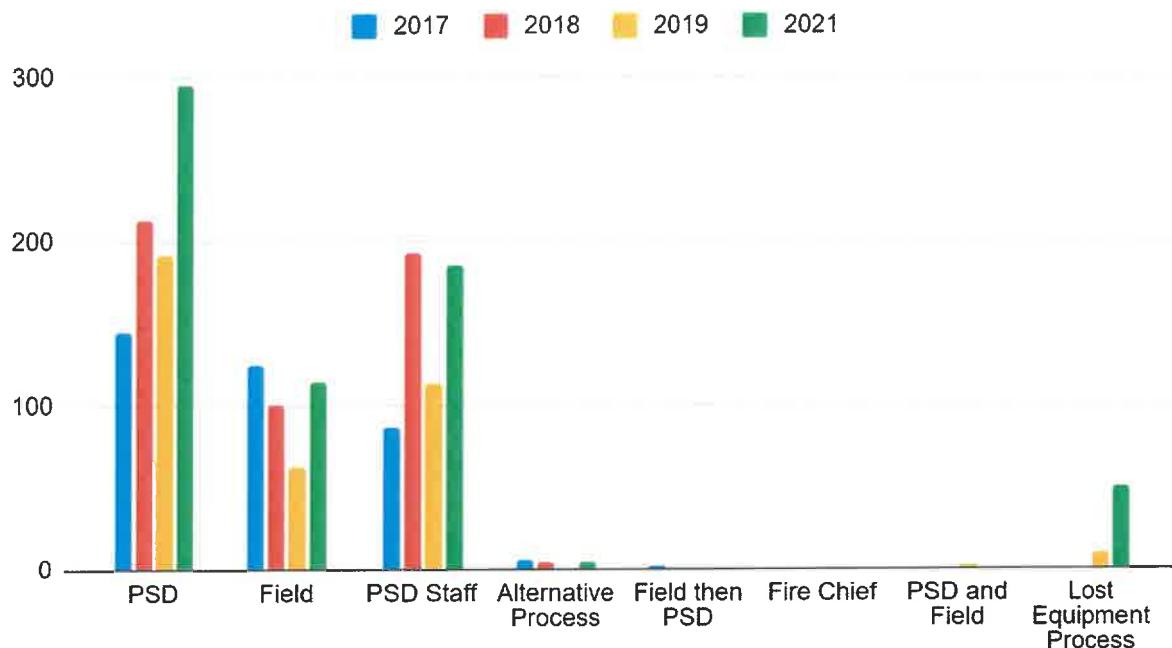
CHART H: ASSIGNED FOR INVESTIGATION



Assigned for Investigation	No. of Cases	Percentage
Alt. Process	4	0.60%
Field	114	17.60%
Lost Equipment Process	50	7.70%
PSD	295	45.5%
PSD Staff	185	28.5%

## 1. Cases Assigned for Investigation, Comparison 2017 through 2021

CHART I: ASSIGNED FOR INVESTIGATION 2017 THROUGH 2021



	2017	2018	2019	2021
<b>PSD</b>	145	39.94%	213	41.68%
<b>Field</b>	124	34.16%	101	19.77%
<b>PSD Staff</b>	87	23.97%	193	37.77%
<b>Alternative Process</b>	5	1.38%	4	0.78%
<b>Field then PSD</b>	2	0.55%	0	0
<b>Fire Chief</b>	0	0	1	0.26%
<b>PSD and Field</b>	0	0	2	0.52%
<b>Lost Equipment Process</b>	0	0	9	2.36%
			50	7.70%

## 2. Critical Time Frames

Complaint investigations (in which the subject is a sworn member) must be completed within one-year from the date the Department discovered the alleged misconduct, if

<sup>14</sup> The OIA did not include these in the 2021 Assessment. These cases were either determined to be PSD cases or Field cases, not both.

<sup>15</sup> Id.

discipline is to ensue.<sup>16</sup> The OIA assessed two time frames critical to the investigative process:

1. Number of days from the date the case was filed in CTS,<sup>17</sup> until the case was assigned to an investigator.
2. Number of days from the date the case was assigned to an investigator until the case was closed.

The Department assigned an investigator in 463 cases, leaving 185 cases that were not assigned to an investigator. These cases were handled by PSD staff.

- On average, a case was assigned to an investigator 25 days after it was filed.
- After being assigned, it was an average of 146 days until the investigation and adjudication were completed and the case was closed.<sup>18</sup>

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<sup>16</sup> Los Angeles City Charter Section 1060.

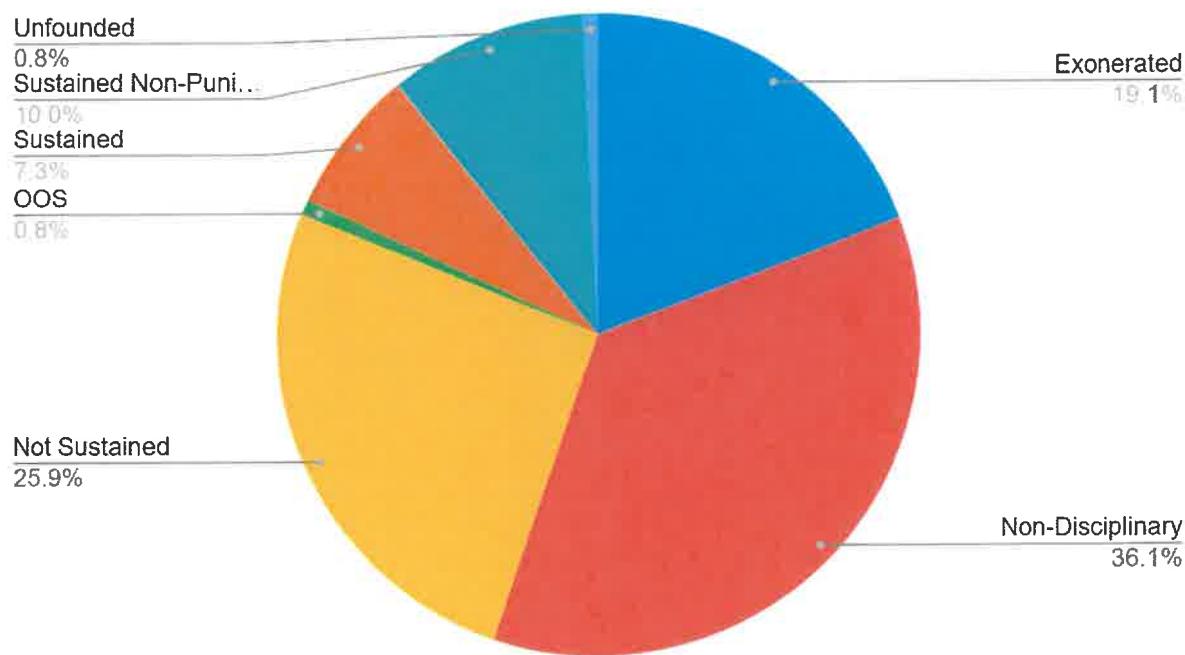
<sup>17</sup> The date a case is filed in CTS is not necessarily the date the Department or PSD was notified of alleged misconduct, but entry of a complaint into CTS begins the investigative process.

<sup>18</sup> This related to the closure of the case in CTS. If discipline was imposed, a DTS entry was created and the process continued. See Section G.2. for information about sustained cases.

## F. Adjudications

### 1. 2021 Adjudications

CHART J: ADJUDICATIONS



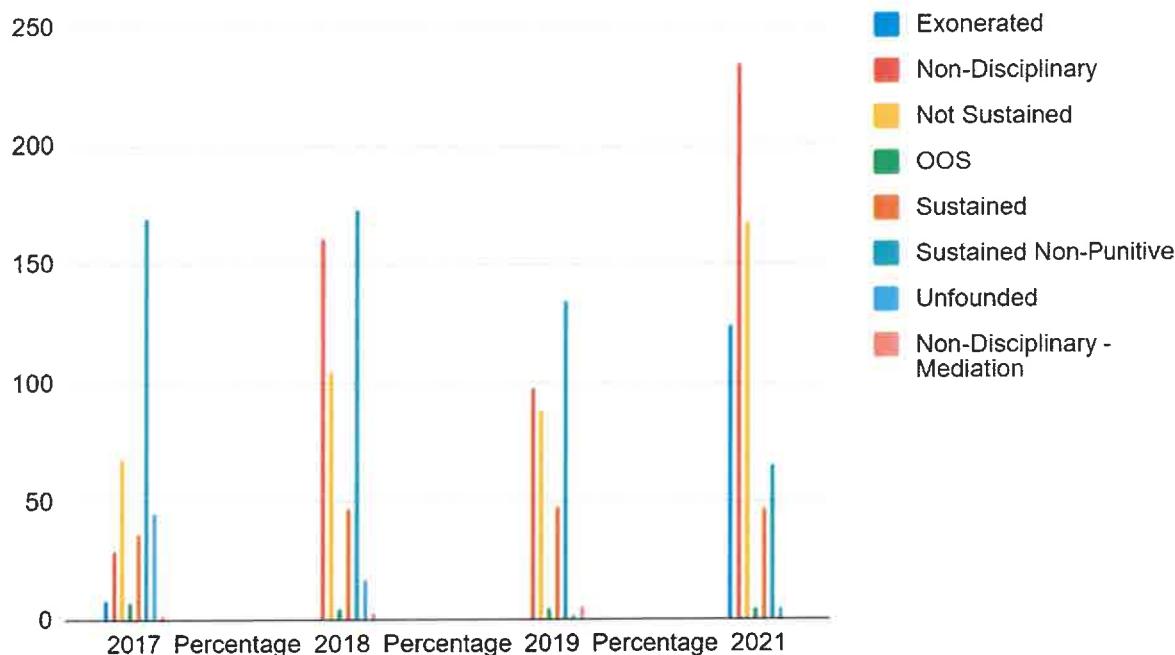
Adjudication	No. of Cases	Percentage
Exonerated	124	19.1%
Non-Disciplinary	234	36.1%
Not Sustained	168	25.9%
OOS	5	0.8%
Sustained	47	7.3%
Sustained Non-Punitive	65	10.0%
Unfounded	5	0.8%

### 2. Cases that were not or could not be completed within the statute of limitations

Although five cases were closed beyond the statute of limitations date, only two cases were because of actions (or inaction) by the Department. According to the Department's records, one of these cases would have resulted in discipline had it been completed within the statute of limitations. Of the remaining three cases, two were out of statute when they were reported to the Department. In the final case, the complainant retracted the complaint, but the Department did not close the case until after the SOL date had passed.

### 3. Adjudications 2017 through 2021

CHART K:ADJUDICATIONS 2017 THROUGH 2021



	2017	Percentage	2018	Percentage	2019	Percentage	2021	Percentage
<b>Exonerated</b>	8	2.20%	0	0	0	0	124	19.10%
<b>Non-Disciplinary</b>	29	7.97%	161	31.51%	98	25.80%	234	36.10%
<b>Not Sustained</b>	68	18.68%	105	20.55%	88	23.10%	168	25.90%
<b>OOS</b>	7	1.92%	5	0.98%	5	1.31%	5	0.80%
<b>Sustained</b>	36	9.89%	47	9.20%	48	12.60%	47	7.30%
<b>Sustained Non-Punitive</b>	169	46.43%	173	33.86%	134	35.17%	65	10%
<b>Unfounded</b>	45	12.36%	17	3.33%	2	0.52%	5	0.80%

<b>Non-Disciplinary - Mediation</b>	2	0.55%	3	0.59%	6	1.60%	0	0
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## G. SUSTAINED CASES

### 1. Statistics

- Allegations were sustained in 47 cases, involving 62 members. Overall, allegations were sustained 67 times.<sup>19</sup>
- Twenty-five members received a written Reprimand.
  - Eight members (32%) concurred (agreed) with the Reprimand.
  - Twelve members (48%) did not concur (disagreed) with the Reprimand
  - Five were served by certified mail and the subject never acknowledged receipt.
- Thirty-four members received suspension days.
- Two members retired before discipline was imposed.
- For one member, allegations were sustained in two cases, but discipline was given in only one.
- In one case, the member was directed to a hearing before a Board of Rights (BOR).
- Four members entered into settlement agreements.

#### a. Domestic Violence Allegations

In 2021, seven cases included sustained allegations (in which discipline was imposed<sup>20</sup>) related to domestic violence. This represented 15% of all sustained cases, and 11.3% of all members with sustained allegations.

- Two members served suspension days.
- Two members are waiting for a BOR hearing (one member was directed to a BOR and one chose a BOR hearing).
- Three members entered into a Settlement Agreement with the Department.
  - Two agreed to suspension days and education-based discipline.
  - One was given suspension days only.

Previous OIA reports showed sustained allegations related to domestic violence in only one case from 2017, 2018 and 2019.

#### b. Allegations related to Patient Care

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<sup>19</sup> Some cases involved more than one member, and some members had more than one case. See Table 2 for more information about each case.

<sup>20</sup> The Department also sustains cases for which it determines that discipline is not warranted; Sustained Non-Punitive.

In 18 cases (38 members) allegations were sustained related to patient care.<sup>21</sup> This represented 38.3% of all sustained cases, and 61.3% of members disciplined in 2021. Previous OIA reports showed no sustained cases related to patient care in 2017, one case in 2018, and two cases in 2019.

## 2. Boards of Rights

- Nineteen members requested a hearing before a BOR (56%).
- One person was directed to a BOR hearing.
- Twenty BOR hearings are pending from cases closed in 2021 (59%).

***The total number of pending BORs has reached crisis level.***

As of September 1, 2022, **more than 72 cases** were waiting for a hearing before a Board of Rights.<sup>22</sup> The Department has failed to update information for all open cases in the DTS system, therefore, neither the Department nor the OIA were readily able to determine if **another 40 cases** are pending a BOR hearing. The result is few people are being held accountable for misconduct; sending a message that discipline is rarely imposed. This potentially encourages members to commit misconduct, knowing there is an absence of accountability. Of the cases closed and sustained with discipline in 2021, almost 60% of cases are waiting for a BOR hearing.

The OIA has been writing about this issue since 2016 and, most recently, on February 15, 2022, made a presentation to the Fire Commission which included this issue. The OIA has made recommendations to address the enormous (and continually building) backlog. However, the Department has not resolved the problem. Now, in the 2022/2023 budget, the Department requested and received additional funding to hire more people to assist with BOR hearings.

Between 2016 and 2017, the Department settled or dismissed many cases and reduced the backlog to 15 cases. However, it quickly increased again when no changes were made to the process. The OIA recommended and the BOFC adopted the recommendation that the Fire Department should create a timeline for choosing the members of a BOR, however, this has never been done. Also, the Fire Commission

<sup>21</sup> The OIA considered the cases which involved improper medical care given to a patient. It did not include allegations related to hospital destinations, or violence directed toward patients.

<sup>22</sup> Sixteen cases are a result of the vaccination mandate.

agreed with the OIA's recommendation that the Department should follow the City Charter<sup>23</sup> and temporarily relieve members from duty (for the length of the proposed suspension) when they request a BOR. Members have a right to request a BOR, but the Department should be temporarily relieving those members from duty when that request is made, consistent with the Charter mandate. The process for implementation is subject to impact bargaining with the unions, and the Department reported that this began the week of October 3, 2022.

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<sup>23</sup> Los Angeles City Charter Section 1060(b)(2) states, "In the event the member files an application for a hearing before a Board of Rights as provided in this section, the suspension ***shall automatically become*** [emphasis added] a temporary relief from duty pending hearing and decision by the Board of Rights."

**TABLE 2: SUSTAINED CASES**

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement?	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup>	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
3	Member delayed sending resources to an incident, was untruthful to a caller when informing the caller that help was on the way when member had not dispatched resources, and delayed providing CPR instructions to a caller.	Reprimand	N/A	Reprimand	N/A	No grievance filed.	Reprimand placed in member's personnel file.	Concurred

<sup>24</sup> Case numbers refer to the numbers in Attachment A.

<sup>25</sup> A member may appeal the issuance of a Reprimand by filing a grievance with the Department.

<sup>26</sup> A member has the opportunity to indicate, on a written Reprimand, whether or not they concur with the Reprimand.

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
66	While on duty, member displayed conduct and comments that were inappropriate and unprofessional towards the security staff at a theater.	Reprimand	N/A	Reprimand	N/A	No grievance filed.	Reprimand placed in personnel file.  Did not concur
11	Member abused the Department's sick and family illness policy.	Reprimand	N/A	Reprimand	N/A	No grievance filed.	Reprimand placed in personnel file.  Did not concur
13	Member misrepresented that they had attended rehabilitation meetings required by a previous agreement.	Member resigned	N/A	Member resigned	N/A	N/A	

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
17	Member failed to show proper respect, courtesy, and obedience to an officer.	4-day suspension	BOR requested	BOR pending	N/A	N/A	N/A
30	Member failed to report for duty on time, as required.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Did not concur

				N/A
				N/A
35	Member committed an act of domestic violence, unlawfully drove while under the influence of alcohol, willfully drove a vehicle with a blood alcohol level of 0.19%, resisted by force and violence a police officer, willfully and unlawfully resisted, delayed, and obstructed a police officer discharging the duty of his office and employment, and willfully and unlawfully committed battery against a police officer engaged in the performance of his duty.	26-day suspension Requested a BOR hearing, then withdrew the request.	26-day suspension Yes	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved?	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>25</sup>
45	Member failed to show proper respect and courtesy to an LAFD officer.	Reprimand	N/A	Reprimand	N/A	Member grieved Reprimand, but did not take it to the next level. Placed in personnel file.	Did not concur	
51	Member committed an act of domestic violence.	18-day suspension	N/A	18-day suspension	Yes	N/A	N/A	
58	Member left their assignment and left the City to attend a meeting while on-duty and in uniform without authorization.			6-day suspension	No	6-day suspension	Yes	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup>	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
61	Member failed to properly and promptly communicate with their supervisors and a law enforcement investigative team, potentially undermining a criminal investigation.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Did not concur	
64	Member committed an act of domestic violence.	12-day suspension	BOR hearing requested	BOR pending	N/A	N/A	N/A	
67	Member engaged in off-duty conduct that led to their arrest for domestic violence.	Settlement Agreement with 10-day suspension.	No	Settlement Agreement with 10-day suspension.	Yes	N/A	N/A	

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
68	Member committed an act of domestic violence and failed to notify the Department when named as a suspect or principal in a written crime report or complaint filed with a law enforcement agency.	Directed BOR	Directed BOR	BOR Pending	N/A	N/A	N/A
81	Member engaged in conduct that led to their arrest for domestic violence.			Settlement Agreement: 10-day suspension. Serve 4 days, 6 days held in abeyance upon completion of the LIFE Course.	Yes	N/A	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
104	Member, while on duty, engaged in acts of a sexual nature with a member of the public, allowed a citizen to ride along on an engine without authorization, allowed a citizen to enter a fire station when this was prohibited due to COVID restrictions, and made an improper remark of a sexual nature to a citizen.	N/A	10-day suspension	N/A	10-day suspension	Yes	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup>	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
113	Member continuously treated a member of their command in a negative manner and differently from other members.		BOR requested	BOR pending	N/A	N/A	N/A	
137	Member conducted training outside the City, did not place their company "Not Available," did not ask permission from the property owner to train there, and caused a berm to collapse onto a bike path.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Concurred	

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup>	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
150	Member engaged in off-duty conduct that led to their detention by a law enforcement agency for allegations related to domestic battery.		Settlement Agreement: 8-day suspension. Serve 2 days. 6 days held in abeyance pending completion of LIFE Course and Anger Management Course.	No	Settlement Agreement: 8-day suspension. Serve 2 days. 6 days held in abeyance pending completion of LIFE Course and Anger Management Course.	No	N/A	N/A
157	Member was observed carrying a firearm without meeting the minimum requirements to do so.		Reprimand	N/A	Reprimand	N/A	Grievance filed and pending.	Did Not Concur

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
169	Member failed to provide immediate written notification to their supervisor that member was named as a suspect or principal in a written crime report or complaint related to a driving under the influence (drugs) arrest.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Reprimand mailed to member. Not signed by member.
172	While driving a Department vehicle, Member hit a parked car which was then pushed onto the sidewalk, striking a pedestrian who was injured.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Concurred

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved?	Final status of Reprimand?	Reprimand concurred with the Reprimand?
178	Member made an inappropriate comment, sexual in nature, directed toward a civilian.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Concurred	
182	Member failed to follow appropriate medical protocols, failed to properly document the electronic patient care report (ePCR), and left an ambulance unattended with the doors wide open at a hospital.		12-day suspension	BOR requested.	BOR pending	N/A	N/A	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
182	Member failed to follow appropriate medical protocols, failed to properly document the ePCR, and left an ambulance unattended with the doors wide open at a hospital.	8-day suspension  BOR request	BOR pending	N/A	N/A		
197	Original allegations were that the member kicked a patient in the head.	Member retired before charges were proffered and before discipline was imposed.	Member retired	N/A	N/A		

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand griever? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
198	Member violated Department policy when they sent, via an electronic device, an inflammatory and derogatory message that included a black middle finger emoji.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Did not concur
224	Member caused an accident while backing up an ambulance.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Concurred
228	Member failed to follow proper medical protocol.	6-day suspension	No	6-day suspension	Yes	N/A	N/A
228	Member failed to follow proper medical protocol.	4-day suspension	No	4-day suspension	Yes	N/A	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
237	Member failed to provide for appropriate clearance while driving an ambulance and failed to promptly report the accident to a supervisor.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Concurred
338	Member was untruthful about the inspection and documentation of Self-Contained Breathing Apparatus (SCBA).	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Concurred

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup>	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
5	Member failed to conduct a complete patient assessment, transport a patient and adhere to Department policy by failing to attach an advanced life support (ALS) resource to complete an Against Medical Advice (AMA) incident.	Reprimand	N/A	Reprimand	N/A	No grievance filed.	Reprimand placed in personnel file.	Concurred

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup>	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
5	Member failed to conduct a complete patient assessment, transport a patient and adhere to Department policy by failing to attach an ALS resource to complete an AMA.	Reprimand	N/A	Reprimand	N/A	No grievance filed.	Reprimand placed in personnel file.	Not signed - Reprimand mailed to member

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
14	Member failed to adhere to Department policies for transport or AMA with base contact for a patient and failed to make base contact and electronically send a 12-lead that included "injury, ischemia or infarct."	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Did Not Concur

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
14	Member failed to adhere to Department policy when not transporting or performing an AMA with base contact for a patient and failed to make base contact and failed to electronically send a 12-lead that included "injury, ischemia, or infarct" on an incident.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Did Not Concur

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
19	Member violated LAFD and Department of Health Services policies by not transporting the patient to the hospital, or by not having an ALS resource do an AMA when the patient refused transport.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Did Not Concur

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup>	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
19	Member violated LAFD and Department of Health Services policies by not transporting the patient to the hospital, or by not having an ALS resource do an <i>AMA</i> when the patient refused transport.	Reprimand	N/A	Reprimand	N/A	No grievance filed.	Reprimand placed in personnel file.	Not signed - Reprimand mailed to member

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement?	Did subject serve suspension days?	Reprimand grieved?	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
42	Member failed to follow appropriate medical protocol, failed to make base station contact for an AMA, and was discourteous toward a member of the public.		12-day suspension	BOR requested.	BOR pending	N/A	N/A	N/A
42	Member failed to follow appropriate medical protocol and failed to make base station contact for an AMA.			8-day suspension	BOR requested	BOR pending	N/A	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
43	Member failed to follow appropriate medical protocol, failed to perform an AMA on a patient, and entered false information into the ePCR on an incident.		14-Day suspension	BOR requested	BOR pending	N/A	N/A
43	Member failed to follow appropriate medical protocol and failed to perform an AMA on a patient.		10-day suspension	No	10-day suspension	Yes	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
44	Member failed to follow appropriate medical protocol and failed to perform a 12 lead electrocardiogram (ECG) on a patient.	10-day suspension	BOR requested	BOR pending	N/A	N/A	N/A	
44	Member failed to follow appropriate medical protocol and failed to perform a 12 lead ECG on a patient.	6-day suspension	BOR requested	BOR pending	N/A	N/A	N/A	
44	Member failed to follow appropriate medical protocol and failed to perform a 12 lead ECG on a patient.	12-day suspension	BOR requested	BOR pending	N/A	N/A		

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
48	Member failed to follow appropriate medical protocol.	Reprimand	N/A	Reprimand	N/A	Reprimand was grieved, but eventually put in personnel file.	Did Not Concur
48	Member failed to follow appropriate medical protocol and failed to perform a 12-lead ECG on a patient.		12-day suspension requested	BOR pending	N/A	N/A	N/A
48	Member failed to follow appropriate medical protocol.	Reprimand	N/A	Reprimand	N/A	No grievance filed. Reprimand placed in personnel file.	Did Not Concur

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup>	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
48	Member failed to follow appropriate medical protocols and failed to perform a 12-lead ECG on a patient.	10-day suspension	BOR requested	BOR pending	N/A	N/A	N/A	N/A
54	Member failed to make a patient assessment and failed to follow appropriate medical protocol.	10-day suspension	No	10-day suspension	Yes	N/A	N/A	N/A
54	Member failed to make a patient assessment and failed to follow appropriate medical protocol.	10-day suspension	No	10-day suspension	No	N/A	N/A	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
70	Member failed to make base contact for a formal AMA for a patient who refused transport to the hospital and inappropriately downgraded an incident to Basic Life Support (BLS).	10-day suspension  BOR requested	BOR pending  N/A	N/A	N/A		
70	Member failed to make base contact for a formal AMA for a patient who refused transport to the hospital and inappropriately downgraded an incident to BLS.	10-day suspension  BOR requested, then request rescinded.	Yes	N/A	N/A		

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Reprimand grieved? <sup>25</sup> Did the member concur with the Reprimand? <sup>26</sup>
72	Member failed to properly assess, treat and transport a patient, failed to follow appropriate medical protocols, and failed to properly document and timely submit an ePCR.			BOR requested	BOR pending	N/A	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup>	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
72	Member failed to properly assess, treat and transport a patient, failed to follow appropriate medical protocols, and failed to properly document and timely submit an ePCR.	8-day suspension	BOR requested	BOR pending	N/A	N/A	N/A	N/A
84	Member was discovered off-duty in a break room in a City building, engaging in sexual activity with another City employee.	Early settlement agreement: 8-day suspension.	5 days held in abeyance pending completion of LIFE course.	Yes	N/A	N/A	N/A	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
90	Member failed to follow appropriate medical protocol and failed to thoroughly document the ePCR.	12-day suspension	BOR requested	BOR pending	N/A	N/A	N/A
90	Member failed to follow appropriate medical protocols.	10-day suspension	BOR requested	BOR pending	N/A	N/A	N/A
129	Member failed to follow appropriate medical protocols, and falsely documented the ePCR.	16-day suspension	BOR requested, then request rescinded.	16-day suspension	Yes	N/A	N/A

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
129	Member failed to follow appropriate medical protocols, and did not thoroughly document the ePCR.		10-day suspension	BOR requested	BOR Pending	N/A	N/A
161	Member did not request an ALS resource to perform an assessment on a patient.		Reprimand	N/A	Reprimand	N/A	Not signed - Reprimand placed in personnel file.
161	Member did not request an ALS resource to perform an assessment on a patient.		Reprimand	N/A	Reprimand	N/A	Not signed - Reprimand placed in personnel file.

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement?	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup>	Final status of Reprimand?	Did the member concur with the Reprimand? <sup>26</sup>
186	Member failed to follow appropriate medical protocols and failed to thoroughly document the ePCR.		4-day suspension	No	4-day suspension	Yes	N/A	N/A
186	Member failed to follow appropriate medical protocols and failed to thoroughly document the ePCR.		4-day suspension	No	4-day suspension	Yes	N/A	N/A
200	Discipline in this case was given in Case No. 198		No DTS entry					

Case Number <sup>24</sup>	Charges (as written by the Department)	Original Discipline	Was a BOR requested or directed?	Final Discipline or Settlement Agreement	Did subject serve suspension days?	Reprimand grieved? <sup>25</sup> Final status of Reprimand?	Reprimand grieved? <sup>25</sup> Did the member concur with the Reprimand? <sup>26</sup>
227	Member failed to follow appropriate medical protocols.	4-day suspension	No	4-day suspension	Yes	N/A	N/A
227	Member failed to follow appropriate medical protocols.	4-day suspension	No	4-day suspension	Yes	N/A	N/A

## **IX. RECOMMENDATIONS**

The OIA has made numerous recommendations related to systems and policy. We incorporate all of those by reference in this report.<sup>27</sup>

However, the Department's most urgent and troubling challenge today is the crisis of the backlog of cases waiting for a hearing before a Board of Rights.

Therefore, we are focusing on a single recommendation in this report:

The Department must address the backlog of BOR hearings with urgency and effective and permanent measures. The OIA continues to recommend that the Department establish a time frame for selecting members of the BOR, and that the Department begin following Charter section 1060(b)(2) and temporarily relieve members from duty for the length of their suspension, when they request a hearing before a Board of Rights.

The Department must develop and present a comprehensive plan to the BOFC (including budget, staffing, timelines, etc.) for addressing this issue.

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<sup>27</sup> All of the OIA's previous reports can be found at <http://oialafd.lacity.org/>.

# **ATTACHMENT A**

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication Not Sustained/Out of Statute
1	Personnel Other	Member alleged they were harassed, intimidated, and the target of retaliation during the discipline process.	Internal	Sworn	Sustained Non-Punitive
2	Personnel Disrespectful/Insensitive/ Negative Attitude	Member allegedly referred to a female member (not in her presence) as "Big Butt."	Internal	Sworn	Sustained
3	Service EMS Protocols Neglect of Duty	Department 9-1-1 call-taker allegedly delayed instructions for CPR.	Internal	Sworn	Not Sustained
4	Personnel Violence - Workplace or Domestic	Member was arrested for domestic violence.	Department	Sworn	Sustained
5	Service Improper Patient Care/Treatment	Patient alleged he was mistreated (physically) and not transported to the hospital.	External	Sworn	Sustained
6	Personnel Alcohol/ Narcotics & Drug Use Harassment of Citizen	Allegedly, a member was under the influence while on duty at a theater, and inappropriately touched two women employees of the theater.	External	Sworn	Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
7	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Member, the subject of an internal investigation, alleged their personal property was seized and not returned. Member was offended, harassed and left uninformed.	Internal	Department	Non-Disciplinary
8	Personnel EEO Violations: Discrimination/ Harassment/Sexual	For the second time, a monkey statue was discovered on a supervisor's desk.	Internal	Unknown	Sustained Non-Punitive
9	Personnel Improper Remark or Gesture (Non-EEO) Citizen	A male member allegedly asked several female nurses at a hospital inappropriate (sexually harassing) personal questions.	External	Sworn	Sustained Non-Punitive
10	Personnel Malicious Gossip	Member alleged that a supervisor was spreading false rumors and statements about them.	Internal	Sworn	Sustained Non-Punitive
11	Personnel Neglect of Duty Assign Hire Refusal	Member allegedly refused two Scheduled Overtime Duty (SOD) assignments citing a family emergency.	Department	Sworn	Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department Unknown	Subject: Sworn, Civilian, Department, Unknown	Adjudication
12	Personnel Hazing	A supervisor alleged they were shunned by a member.	Internal	Sworn	Not Sustained
13	Personnel Unbecoming (Miscellaneous)	Member allegedly made false and misleading statements to a supervisor attempting to administer a drug and alcohol test to the member.	Internal	Sworn	Sustained
14	Service EMS Protocols	Member allegedly failed to follow medical protocols and the patient later went into cardiac arrest.	Internal	Sworn	Sustained
15	Personnel Neglect of Duty	Member allegedly failed to follow response protocols when they failed to respond to an incident.	Internal	Sworn	Not Sustained
16	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Members allegedly made unwelcome and childish remarks and gestures toward women of color on the Department after they reported their concern that another member had COVID symptoms.	Internal	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
17	Personnel Insubordination	Member allegedly refused to report to the office of a supervisor after being directed to do so three times, and hung up on the supervisor three times.	Internal	Sworn	Sustained
18	Personnel Supervisory Misconduct (Non-EEO)	Member alleged that a supervisor had a conflict at a three-whole score interview and failed to recuse themselves.	Internal	Sworn	Not Sustained
19	Both (Service/Personnel) Improper Patient Care/Treatment Improper Remark or Gesture (Non-EEO)	Complainant alleged that members yelled at a patient and provided improper medical care. The complainant claimed the patient was mistreated because they were Hispanic.	External	Sworn	Sustained
20	Personnel Dishonesty/Theft	Complainant alleged that a member was stealing equipment from the Department.	Anonymous	Sworn	Not Sustained
21	Personnel Off-Duty Misconduct	Member allegedly filed false claims with the State Board of Registered Nursing against a nurse.	External	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
22	Both (Service/Personnel) Neglect of Duty	Members allegedly failed to respond to an incident when requested by the incident commander.	Internal	Sworn	Not Sustained
23	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Complainant alleged that at the beginning of the COVID pandemic, a supervisor said, "the last thing we need is a bunch of hysterical girls making a big deal out of this situation," and another said "be careful not to say anything around [two members], if we don't want the girls to freak out." Both statements were made about male members.	Internal	Sworn	Sustained Non-Punitive
24	Personnel Improper Remark or Gesture (Non-EEO)	Complainant alleged that a supervisor was loud, disrespectful, and yelled when directing the member to a meeting with the supervisor.	Internal	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
25	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member alleged they were shunned and treated differently by a supervisor after returning from an injury.	Internal	Sworn	Not Sustained
26	Personnel/Improper Remark or Gesture (Non-EEO)Citizen	Patient alleged members were rude, did not want to transport her to the hospital, and did not believe she had a medical issue.	External	Sworn	Not Sustained
27	Both (Service/Personnel) Improper Patient Care/Treatment Improper Remark or Gesture (Non-EEO)	Members assessed a patient and allegedly refused to transport him to the hospital. Complainant secured his own transportation and underwent emergency surgery upon his arrival. Complainant believed he was treated poorly because of his national origin.	External	Sworn	Sustained Non-Punitive
28	Personnel Improper Remark or Gesture (Non-EEO)	Complainant alleged a member made an improper remark when speaking on the radio to a member from another fire department.	Internal	Sworn	Sustained Non-Punitive
29	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Complainant alleged they had been racially discriminated and retaliated against by supervisors.	Internal	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
30	Personnel Punctuality/Absenteeism	Member allegedly failed to report for duty on an assign hire day.	Department	Sworn	Sustained
31	Personnel Neglect of Duty	Members allegedly failed to respond to an incident.	Internal	Sworn	Sustained Non-Punitive
32	Service Improper Patient Care/Treatment	Complainant alleged that members failed to transport a patient to the hospital. The patient died soon after.	External	Sworn	Sustained Non-Punitive
33	Personnel Hazing	A member alleged they were hazed and that they were injured as a result of the hazing.	Internal	Sworn	Not Sustained
34	Personnel Neglect of Duty	Members allegedly failed to write a report after an incident, as required.	External	Sworn	Not Sustained
35	Personnel Alcohol/Narcotics & Drug Use Off-Duty Misconduct	A member was arrested for obstructing/resisting an officer, battery on a peace officer, domestic violence, and driving under the influence of alcohol.	Department	Sworn	Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
36	Personnel Sexual misconduct (non-EEO) Off-Duty Misconduct	Member is under investigation for allegedly molesting a child.	External	Sworn	Not Sustained
37	Personnel EEO Violations: Discrimination/ Harassment/Sexual Discrimination/ Harassment	Member alleged they were subjected to harassment and a hostile work environment.	Internal	Sworn	Non-Disciplinary (technically OOS)
38	Service Patient Assessment	Complainant alleged a member did not assess a patient.	Anonymous	Sworn	Sustained Non-Punitive
39	Personnel Neglect of Duty Self-Dispatching	Allegedly, members "self-dispatched" and did not notify a supervisor they were responding to an incident, as required.	Internal	Sworn	Not Sustained
40	Personnel Off-Duty Misconduct	Complainant alleged that a member made a threatening comment to the complainant in a Facebook post.	External	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
41	Personnel Improper Remark or Gesture (Non-EEO) Disrespectful/Insensitive/ Negative Attitude	Complainant alleged that a member attempted to push the patient out of a gurney, was extremely unprofessional, and used foul language.	Internal	Sworn	Not Sustained
42	Both (Service/Personnel) EMS Protocols	Complainant alleged improper medical care.	Internal	Sworn	Sustained
43	Service Improper Patient Care/Treatment	Complainant alleged improper medical care and the patient died soon after.	Internal	Sworn	Sustained
44	Service EMS Protocols	Complainant alleged improper medical treatment and documentation of the incident.	Internal	Sworn	Sustained
45	Personnel Department Policy	A member was unprofessional, disrespectful and insubordinate to a supervisor.	Internal	Sworn	Sustained
46	Personnel Unbecoming (Miscellaneous)	Member notified the Department that they were named in a restraining order.	Department	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
47	Personnel Improper Remark or Gesture (Non-EEO)	Member said they felt unwelcomed and harassed, and heard multiple times from multiple members that inappropriate comments were being said behind their back by members on their shift.	Internal	Sworn	Not Sustained
48	Service EMS Protocols	Complainant alleged that members refused to treat and transport a patient who died soon after.	External	Sworn	Sustained
49	Personnel Improper Remark or Gesture (Non-EEO) Disrespectful/ Insensitive/Negative Attitude	Complainant alleged that a supervisor was disrespectful toward them at the scene of an incident.	Internal	Sworn	Not Sustained
50	Personnel Neglect of Duty Assign Hire Refusal	Member allegedly failed to report for duty on an assign hire day.	Internal	Sworn	Sustained Non-Punitive
51	Personnel Unbecoming Conduct (Criminal) Off-Duty Misconduct	Member reported that they were detained by law enforcement and named as a subject in a police investigation.	Department	Sworn	Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
52	Personnel Neglect of Duty Delayed Response	Members allegedly failed to respond to an incident.	Internal	Sworn	Not Sustained
53	Personnel Insubordination	Complainant alleged that member was insubordinate.	Internal	Sworn	Sustained Non-Punitive
54	Service Improper Patient Care/Treatment	Complainant alleged members failed to treat and transport a patient.	External	Sworn	Sustained
55	PersonnelUnbecoming (Miscellaneous) Harassment of Citizen	Complainant alleged that her daughter is receiving disturbing private messages on Instagram from a member.	External	Sworn	Not Sustained
56	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Complainant alleged they were continually being harassed and subjected to retaliation by supervisors.	Internal	Sworn	Not Sustained

			External	Sworn	Not Sustained
57	Both (Service/Personnel) EMS Protocols Improper Remark or Gesture (Non-EEO) Citizen	Allegedly, a member brought a patient to a hospital without a mask. A nurse at a hospital asked the member to wait with a patient while the nurse retrieved a mask. The member moved the patient without waiting for the mask and made a discourteous comment to the nurse.			

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
58	Personnel Unbecoming (Miscellaneous) Misuse of Department. Prestige	Member allegedly attended a meeting outside the City while in uniform without authorization.	External	Sworn	Sustained
59	Personnel Department Policy	Complainant alleged that a member had COVID and continued to come to work.	Internal	Sworn	Sustained Non-Punitive
60	Personnel Malicious Gossip	Member complained about the social media post of another member.	Internal	Sworn	Non-Disciplinary
61	Personnel Insubordination	Member allegedly withheld information in a criminal investigation and was insubordinate.	Internal and External	Sworn	Sustained
62	Personnel Improper Behavior	Complainant alleged that a supervisor unfairly wanted to adjust their overtime, yelled at them over another matter, and threatened to have their work hours changed.	Internal	Civilian	Non-Disciplinary

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
63	Service Hospital Destination	Complainant, the daughter of a patient, alleged that members refused to transport the patient to a requested hospital and refused to speak with her on the phone prior to transporting the patient. The complainant stated that her mother was subjected to unnecessary pain induced by the hospital staff. The complainant felt that the Fire Department "did not care about the outcome of her mother's treatment".	External	Sworn	Sustained Non-Punitive
64	Personnel Violence - Workplace or Domestic Off-Duty Misconduct	Member was arrested for domestic violence.	Department	Sworn	Sustained
65	Personnel EEO Violations: Discrimination/ Harassment/Sexual Department Policy	Complainant alleged that a letter written by a member to a District Attorney may have violated Department policy.	Internal	Department	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
66	Personnel Unbecoming Conduct (Criminal)	A member notified the Department that criminal charges may be filed against the member.	Internal	Sworn	Not Sustained
67	Personnel Violence - Workplace or Domestic	Member was arrested for domestic violence.	Department	Sworn	Sustained
68	Personnel Unbecoming Conduct (Criminal) Off-Duty Misconduct	Member was arrested for domestic violence and assault with a deadly weapon.	Department	Sworn	Sustained
69	Personnel Improper Remark or Gesture (Non-EEO) Disrespectful/Insensitive/Negative Attitude	Complainant alleged that a member was rude to hospital staff.	External	Sworn	Not Sustained
70	Service EMS Protocols	Member allegedly violated medical protocols.	Internal	Sworn	Sustained
71	Service EMS Protocols Neglect of Duty	Members allegedly dropped off a patient at a location other than a hospital.	Internal	Unknown	Non-Disciplinary

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
72	ServiceImproper Patient Care/Treatment	Member allegedly violated medical protocols.	Internal	Sworn	Sustained
73	Personnel Harassment of Citizen	Complainant alleged that after she was treated and transported by members, a member tried to follow her on social media.	External	Sworn	Sustained Non-Punitive
74	Personnel Supervisory Misconduct (Non-EEO)	Subject, who was the complainant in a different case, alleged that this case was filed in retaliation for the complaint they initially filed.	Internal	Sworn	Not Sustained
75	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Complainants alleged that supervisors failed to maintain a harassment-free work environment and retaliated against complainants.	Internal	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
76	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member overheard a supervisor and another member allegedly making racist comments on a phone call. Reportedly they said things such as, "Candidates should try a different fire department, and it's too bad, we are not hiring Mexicans right now." And, "Oh, I guess the candidates have to be black faces and paint their face black to pass the interview."	Internal	Sworn	Sustained Non-Punitive
77	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A supervisor allegedly made inappropriate comments with sexual overtones to women working at COVID vaccination sites.	External	Sworn	Not Sustained
78	Personnel Hazing	A member alleged they were shunned by a supervisor.	Internal	Sworn	Not Sustained
79	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A newly promoted supervisor alleged they were subjected to a hostile work environment by a superior officer.		Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
80	Personnel Harassment of Citizen	A resident claimed they were being harassed by a fire inspector.	External	Sworn	Not Sustained
81	Personnel Violence - Workplace or Domestic Off-Duty Misconduct	Member was arrested for domestic violence.	Department	Sworn	Sustained
82	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Member alleged that supervisors were harassing and retaliating against them.	Internal	Sworn	Not Sustained
83	Personnel Insubordination	Supervisors alleged a member was insubordinate.	Internal	Sworn	Sustained Non-Punitive
84	Personnel Sexual Misconduct (Non-EEO)	Member was allegedly engaged in sexual activity in a breakroom with another City employee.	Internal	Sworn	Sustained
85	Personnel Lost Equipment	A firefighting helmet was lost.	Department	Sworn	Not Sustained
86	Service Improper Patient Care/Treatment Neglect of Duty	Member allegedly violated medical protocols.	Internal	Sworn	Sustained Non-Punitive

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
87	Personnel Improper Remark or Gesture (Non-EEO) Disrespectful/Insensitive/ Negative Attitude	Complainant alleged a member was unprofessional, disrespectful and insubordinate to a supervisor.	Internal	Sworn	Sustained Non-Punitive
88	Personnel Safety Department Policy	Member allegedly refused to wear a mask while working at a COVID testing site.	External	Sworn	Sustained Non-Punitive
89	Service EMS Protocols	Allegedly, base station contact was not made for a patient who required this for "Against Medical Advice (AMA)" claim.	Internal	Sworn	Not Sustained
90	Service Improper Patient Care/Treatment	Allegedly, base station contact was not made for a patient who required this for AMA.	Internal	Sworn	Sustained
91	Personnel Department Policy	Members at a fire station allegedly deposited a donation check into a station account that was intended for the fire foundation.	Internal	Sworn	Sustained Non-Punitive

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
92	Service Improper Patient Care/Treatment Citizen	Members took patient to the hospital, but allegedly never transferred him to the Emergency Room. They allegedly called the patient's spouse and told her to come and pick him up.	External	Sworn	Not Sustained
93	Service EMS Protocols	Member allegedly refused to transport a patient. The Department then responded to the same patient experiencing a behavioral crisis. The patient was transported.	Internal	Sworn	Sustained Non-Punitive
94	Personnel Improper Remark or Gesture (Non-EEO)	Member allegedly made inappropriate comments to nurses at a hospital.	External	Sworn	Sustained Non-Punitive
95	Personnel Other	Member allegedly violated the Fifth Amendment rights of a suspect after the member continued questioning the suspect after the suspect invoked his right to remain silent.	External	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
96	Personnel Improper Remark or Gesture (Non-EEO) Citizen	Complainant alleged that an inspector falsely claimed that a business was operating without notifying the inspector, that the inspector was combative and argumentative, and that the inspector refused to wear the required face shield.	External	Sworn	Not Sustained
97	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Complainant alleged racism when a fellow member did not return a greeting.	Internal	Sworn	Non-Disciplinary
98	Personnel Physical Misconduct (Abusive) Citizen	A patient alleged that a member punched him in the shoulder after being transported to the hospital.	External	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department Unknown	Subject: Sworn, Civilian, Department, Unknown	Adjudication
99	Service Improper Patient Care/Treatment	People from an outside agency administered Narcan to a patient. They alleged that when members arrived, they were incredibly disrespectful to the people from the outside agency, dragged the patient by his arm toward the apparatus for assessment, were very unprofessional, caused the patient further pain, and attempted to discourage the patient from going to the hospital	External	Sworn	Not Sustained
100	Personnel Improper Remark or Gesture (Non-EEO) Citizen	Patient alleged that a member was rude and disrespectful.	External	Sworn	Sustained Non-Punitive
101	Personnel Hazing	A member alleged they were shunned, ostracized and ignored by another member at the scene of an incident.	Internal	Sworn	Sustained Non-Punitive

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
102	Personnel Improper Remark or Gesture (Non-EEO) Citizen	Member was allegedly rude and disrespectful to a patient.	External	Sworn	Not Sustained
103	Personnel EEO Violations: Discrimination/ Harassment/Sexual Citizen	A member alleged they were passed over for promotion and that a supervisor made an inappropriate remark during the promotion process.	Internal	Sworn	Not Sustained
104	Personnel Sexual Misconduct (Non-EEO) Citizen	A member was allegedly sneaking an unauthorized person into the station and engaging in activities of a "sexual nature" with that person.	External	Sworn	Sustained
105	Service Job Performance	Complainant alleged that a member was not doing their job not responding to complainant's communications.	External	Civilian	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
106	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Complainant alleged that working with a particular supervisor was detrimental to their mental health. They were transferred.	Internal	Sworn	Sustained Non-Punitive
107	Personnel Supervisory Misconduct (Non-EEO)	Member alleged they were treated differently and suffered retaliation for getting a COVID test from an organization outside the Department, and for being vocal about safety issues.	Internal	Sworn	Not Sustained
108	Service Improper Patient Care/Treatment Citizen	A patient alleged that members tried to talk him out of going to the hospital and took him to a different hospital than patient requested.	External	Sworn	Not Sustained
109	Personnel Lost Equipment	Member lost a set of lockbox keys.	Department	Sworn	Sustained Non-Punitive
110	Personnel Sick Leave Abuse	Member allegedly claimed to be sick, but was then hired at another station.	Anonymous	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
111	Service Neglect of Duty	Members allegedly failed to respond to an incident.	Internal	Sworn	Not Sustained
112	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Member alleged a hostile work environment.	Internal	Sworn	Not Sustained
113	Personnel EEO Violations: Discrimination/ Harassment/Sexual	A member alleged a hostile work environment.	Internal	Sworn	Sustained
114	Personnel EEO Violations: Discrimination/ Harassment/Sexual	Member alleged that a supervisor attempted to bait them into a verbal altercation and is continuing to harass and bully them.	Internal	Sworn	Not Sustained
115	Personnel Supervisory Misconduct (Non-EEO)	Member alleged a supervisor singled them out, discriminated against them, embarrassed them, and belittled and humiliated the member in front of others.	Internal	Sworn	Not Sustained

Case Number	Complaint Type	Description	Complainant: Internal, External, Anonymous, Department	Subject: Sworn, Civilian, Department, Unknown	Adjudication
116	Personnel Department Policy	Member alleged a supervisor violated Coded Assign Hire and Recall procedures.	Internal	Sworn	Non-Disciplinary
117	Personnel Other	Member alleged a supervisor made false statements and reprimanded the member for something the member did not know about.	Internal	Sworn	Non-Disciplinary
118	Personnel Other	Member alleged a supervisor made false statements and reprimanded the member for something the member did not know about.	Internal	Sworn	Non-Disciplinary
119	Personnel Other	Member alleged they were reprimanded for violating a directive that was not a clear order.	Internal	Sworn	Non-Disciplinary
120	Personnel Other	Member alleged a supervisor made false statements and reprimanded the member for something the member did not know about.	Internal	Sworn	Non-Disciplinary