

LOS ANGELES BOARD OF FIRE COMMISSIONERS



REVIEW OF LOS ANGELES FIRE DEPARTMENT COMPLAINTS CLOSED IN 2017



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I. INTRODUCTION

This report is a year-end review of the status of complaints against Los Angeles Fire Department (LAFD or Department) employees closed in 2017. The OIA gathered and analyzed information from LAFD's Complaint Tracking System (CTS) and Discipline Tracking System (DTS). The OIA identified trends and issues, and made related recommendations.

The findings in this report supported recommendations previously adopted by the Board of Fire Commissioners (BOFC). During the course of the drafting of this audit, the Department and OIA worked cooperatively to implement some of the recommendations and began to implement the remainder. The Department will concurrently present its work to the BOFC in BFC No. 19-031.

The OIA thanks the Department, in particular members in Professional Standards Division (PSD), for their cooperation and assistance. Additionally, the OIA is grateful for the valuable counsel provided by lawyers in the office of the City Attorney.

II. PURPOSE

The purpose of this report was to review how the Department handled complaints of misconduct that were closed in 2017 and the impact of prior OIA recommendations.

III. OBJECTIVES

- A. Determine the number of cases filed annually 2009 through 2017.
- B. Determine the number of complaints closed in CTS in 2017.
 1. Determine the number of complaints by category.
 2. Determine the number of complaints by Bureau or Division.
 3. Determine whether a complaint was filed by a Department employee, an external complainant, or an anonymous complainant.
 4. Determine the number of complaints assigned to be investigated by Professional Standards Division, Chain of Command (Field) or the Alternative Investigative Procedure (Alternative Process).¹
 5. Determine the number of complaints by adjudication.
 6. Determine whether the subject was a sworn or civilian employee.
 7. Determine the status of sustained cases, including the number of settlement agreements.
- C. Determine the number of cases awaiting a hearing before a Board of Rights.

¹ In BFC No. 17-082, heard by the BOFC August 1, 2017, the BOFC approved an additional investigative process for complaints filed against the Fire Chief. However, the policy was not relevant to any of the cases in this audit.

IV. SUMMARY OF FINDINGS/ISSUES

The OIA determined that 363 cases were closed in 2017. After reviewing each individual CTS entry, the OIA made the following findings and identified the following issues:

- A. The Department does not have a written policy for categorizing cases as “sensitive” in CTS.

The Department is drafting a policy for determining which cases will be designated as “sensitive” in CTS.

- B. The Department did not categorize all Equal Employment Opportunity (EEO) complaints as EEO complaints. Therefore, investigations were not coordinated by the EEO Coordinator, as required by Department policy. The OIA identified this issue in a previous audit.²

As of March 2018, the Department changed the procedure for categorizing EEO complaints. As of January 1, 2019, a written policy accompanied this change.

- C. Similar complaints were categorized differently and complaint categories were numerous. This made it difficult to determine the total number of certain types of complaints. The OIA previously recommended the Department address these same issues.³

Beginning January 1, 2019, the Department implemented new policies that are beginning to bring consistency to CTS.

- D. Members were not required to follow Department policies for reporting lost or stolen equipment because the Department determined there was a conflict between two related policies and that one of the policy’s requirements was not necessary.

The Department is making revisions to its policies.

- E. The Department has reduced the number of cases determined to be out of statute.
- F. Sustained, Non-Punitive was the most prevalent finding/adjudication (169 cases, 46.4%). A previous recommendation by the OIA and response by the Department⁴ related to cases adjudicated as Sustained Non-Punitive are no longer necessary in light of a 2015 policy governing cases in which training, counseling or corrective action is more appropriate than discipline.⁵
- G. 36 (9.9%) cases were sustained and the member was disciplined. All of the disciplined members were sworn. None were civilians.
- H. After reviewing all cases currently open in DTS, the OIA determined 12 were awaiting a Board of Rights hearing at the end of 2017. These cases were reported to the Department as far back as

² BFC No. 17-097, heard by the BOFC on September 5, 2017.

³ Id.

⁴ BFC No. 17-097 and BFC No. 18-022, Department’s response to the OIA’s report heard by the BOFC on March 20, 2018.

⁵ BFC No. 15-108, heard by the BOFC on November 3, 2015.

2011.⁶ In October 2016, the BOFC asked the Department to provide guidelines for completing Boards of Rights within a reasonable amount of time. The Department is working on drafting that guideline.

V. SCOPE AND METHODOLOGY

A. Cases Filed 2009 through 2017

Chart A (Page 5) shows the number of cases filed in CTS each year since 2009. The information from 2009 through 2012 was taken from a previous report written by the Department and presented to the BOFC on April 2, 2013.⁷ For years 2013 through 2017, the OIA ran reports in CTS and inspected each report to ensure all relevant cases were captured. Cases that were “Closed-Duplicate” or “Closed - Entry Error” were excluded.

B. Cases Closed in CTS in 2017

Three separate queries were made of the CTS system to gather all cases closed in 2017. First, the OIA ran a report for cases closed in 2017. This report yielded 361 cases. Next, the OIA ran a separate report for cases referred to the Alternative Process and closed in CTS in 2017.⁸ That report yielded three cases. A third report was run for cases marked “sensitive.” The CTS system does not allow a search for sensitive cases closed during a defined time period. Therefore, in order to calculate how many sensitive cases were closed in 2017, a report was run for all sensitive cases *filed* from January 1, 2009 through September 14, 2018. A total of 57 cases were found. Then a determination was made which of those were closed in 2017. Five of those cases were closed in 2017. The Department indicated to the OIA that, in the past, it did not have a written policy indicating which cases would be categorized as “sensitive.”⁹ The OIA recommended the Department draft an internal policy or procedure for determining which cases are categorized as “sensitive.” The Department is currently drafting that policy.

None of the reports included cases that were “closed-duplicate” or “closed-entry error.”

Six cases were removed from the population because they were determined to be duplicates, complaints that did not include active members of the LAFD, or was a case investigated by another City Department and reported to the Department only for information purposes.

Therefore, for this report, the OIA considered 363 cases closed in CTS in 2017.

The OIA inspected each individual CTS entry to determine how it applied to the relevant objectives. Except for case categories and adjudications, the OIA made an independent assessment for each objective. For example, in Case No. 235, a resident contacted a captain to make a complaint. In the CTS entry, the captain was designated as the complainant¹⁰ when in fact, the resident was the complaining party. In cases such as this, the OIA

⁶ As of March 5, 2019, a total of 17 cases were awaiting a Board of Rights.

⁷ BFC No. 13-047. Professional Standards Division Statistical Review 2012, heard by the BOFC April 2, 2013.

⁸ When CTS is queried for cases closed during a defined time period, the system excludes cases referred to the Alternate Process and cases marked “sensitive.” Reports for these cases have to be run separately.

⁹ The four cases marked sensitive that remained in the audit were case nos. 1, 2, 3 and 159. The fifth case was removed from the population because it was investigated by another City department.

¹⁰ The Department explained that when a captain in the field enters a complaint into CTS, the system auto-populates the captain as the complainant.

examined the information and concluded the resident was the complainant. The statistics presented in the report reflect this type of independent assessment.

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. Pending Boards of Rights

In Section VIII.C., the OIA presented information related to pending Boards of Rights. This information was ascertained by running a report in DTS of all open cases, inspecting each individual case and determining which cases were awaiting a Board of Rights hearing at the end of 2017.¹¹

VI. PREVIOUS AUDITS

On September 5, 2017, the OIA presented the BOFC with an Audit of Los Angeles Fire Department Cases Closed in the Complaint Tracking System During First Quarter 2017.¹² Those cases were incorporated into this audit to give a complete overview of all cases closed in 2017. However, none of the cases highlighted in this report were featured in the earlier audit.

Further, on January 16, 2018, the OIA presented the BOFC with a Review of LAFD Emergency Medical Service Complaint Investigations Closed First Quarter 2017.¹³ Those cases were also captured in the population for this report, but were not repeated in any of the trends or issues highlighted in this report.

Additionally, the OIA conducted previous audits related to pending Boards of Rights (see section VIII.C.). The Audit of Los Angeles Fire Department Directed and Opted Boards of Rights 2009 through 2014¹⁴ and the Assessment of Los Angeles Fire Department Cases Pending a Member-Opted Board of Rights.¹⁵

VII. BACKGROUND

The findings in this audit were gathered from entries made in CTS and DTS. System limitations and lack of uniformity among system entries made it difficult to obtain accurate information directly from the reporting functions in CTS alone. Furthermore, the reporting functions are limited and not all the statistics provided in this report were available through those functions. Therefore, for this audit, OIA staff inspected each individual CTS entry and manually created a spreadsheet with the information relevant to the objectives in this audit. Most of the statistics presented in this report were gathered from the spreadsheet.

The Department reported to the OIA that when it is required to gather statistics for its own analyses, Department personnel also manually gather the information, rather than use the reporting functions available in CTS. For both the Department and the OIA this is a time consuming and burdensome task. The current state of CTS requires the OIA and the Department to spend an unreasonable amount of time and resources amassing

¹¹ If a case was open at the end of 2017, but closed by the time the report was run, it was not captured in the DTS report. However, the information was accurate as to cases still open as of December 15, 2018.

¹² BFC No. 17-097.

¹³ BFC No. 17-140.

¹⁴ BFC No. 16-015, heard by the BOFC on February 16, 2016.

¹⁵ BFC No. 17-050, heard by the BOFC on April 18, 2017.

statistics and information that should be easily and quickly accessible through the report functions of a modernized and efficient database.

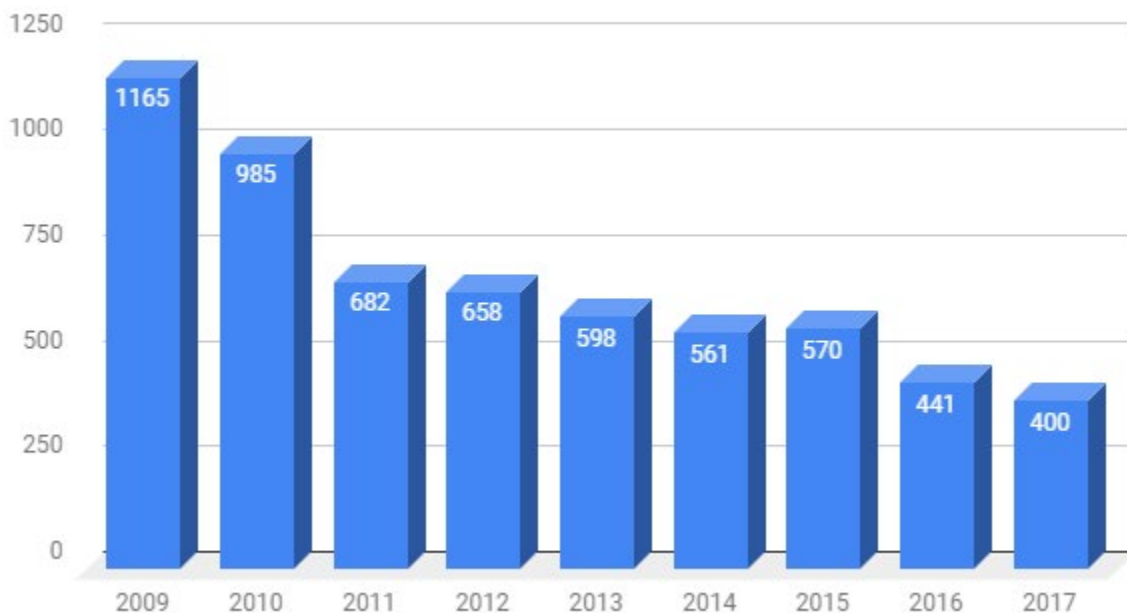
The OIA and Department have been working on ways to bring uniformity to the system. The BOFC adopted the OIA's previous recommendations which were intended to address these issues. The OIA made similar recommendations in this report. Although the Department has begun to adopt policies and procedures which are positively impacting the system, more needs to be done. The OIA applauds the Department for its work in this area and looks forward to working with the Department as it continues its efforts.

VIII. DISCUSSION

A. Objective 1 - Determine the number of cases filed annually, 2009 through 2017¹⁶

With the exception of a slight increase in 2015, the Department has experienced a steady decline in cases reported over the last nine years.

CHART A: CASES FILED ANNUALLY 2009 - 2017



B. Objective 2 - Determine the number of complaints closed in CTS in 2017

Previous audits did not consider the information gathered for Objective 2. Therefore, the OIA could not assess year to year trends related to the statistics. However, this information will now provide a benchmark for future year-end reviews.

¹⁶For a number of years, PSD presented the BOFC with an annual report of statistics, however the last time this was done was in 2012. The cases were presented in a manner that does not allow for comparisons with the information presented in this report since PSD included an amalgamation of both open and closed cases in those reports. This report considers only cases closed in CTS. Statistics for years 2013 through 2017 were gathered by the OIA. Also important to note here, the number of cases filed annually does not correlate to the number of cases closed each year.

363 cases closed in CTS in 2017 were considered for this audit.

- One case was filed in 2011.
- Two cases were filed in 2014.
- Four cases were filed in 2015.
- 146 cases were filed in 2016.
- 210 cases were filed in 2017.

1. Objective 2a - Determine the number of complaints by category.¹⁷

The OIA identified the following issues related to the categorization of complaints in CTS.

*a. Equal Employment Opportunity (EEO) complaints were not labeled as EEO*¹⁸

The Department places great emphasis on providing a workplace free from discrimination, harassment, retaliation and hazing, and has a separate policy manual for addressing the rules and responsibilities related to these and other EEO issues -- The Discrimination Prevention Policy Handbook (DPPH). The Department maintains a zero tolerance policy for these acts.¹⁹

The OIA determined that not all cases initially reported as claims of discrimination, harassment, retaliation or hazing were categorized as EEO-related.

At the end of 2017, CTS showed a total of five cases considered as EEO or hazing allegations (see Chart B on Pages 10-12, highlighted in green). In the following cases, the complainant made explicit allegations of misconduct based on gender, race, ethnicity or hazing, but the Department did not categorize them as EEO cases.

- Case No. 68: The complainant alleged s/he experienced discrimination because s/he is Hispanic.
- Case No. 89: A member was denied the use of a Department vehicle to go to an assignment for an overtime day and alleged discrimination based on race.
- Case No. 161: It was alleged that a member made accusations and negative remarks about African American members.

Hazing cases:

- Case No. 96: Member A and Member B worked on a rescue together for several months. Member A reported that Member B was rude to the public and has no integrity. Member B allegedly told Member A that Member A was not wanted at the fire station by the other members of the crew. Member B sent Member A a photo of Member B making a vulgar gesture. Member B sent Member A group text messages, which included other crew members attempting to belittle and defame Member A. Member A reported this as hazing.
- Case No. 138: Member A and Member B had a verbal altercation while off-duty and Member B threatened Member A. Subsequently, Member A reported that two other members at the station spoke to Member A about transferring out of the station and engaged in an alleged retaliatory act. The supervisor who entered the complaint into CTS, suggested this behavior may meet the Department's definition of hazing.

¹⁷ These statistics were taken directly from a report run in CTS. No corrections were made by the OIA.

¹⁸ The OIA reported on this same issue in the Audit of Los Angeles Fire Department Cases Closed in the Complaint Tracking System During First Quarter 2017 (BOFC No. 17-097), heard by the BOFC on September 5, 2017.

¹⁹ Policy Statement, DPPH.

- Case No. 167: A member allegedly sounded an air horn in a dormitory where a probationary firefighter was resting.
- Case No. 344: A member alleged s/he was the victim of potential bullying and hazing.

According to the DPPH, the EEO Coordinator should coordinate investigations into complaints of sexual harassment, discrimination, retaliation and hazing. The EEO Coordinator also provides guidance to all members, including Officers, Managers, and Supervisors, on potential incidents of harassment, discrimination, retaliation and hazing.²⁰ However, EEO complaints that were not categorized as EEO were not referred to the EEO Coordinator (according to the information in CTS). Therefore, it appears the investigations in these cases were not coordinated by the EEO Coordinator, as required by the policy.²¹

In April 30, 2018, Mayor Eric Garcetti issued Executive Directive No. 23 (ED) regarding harassment and discrimination. In it, the Mayor stated, “As a City, we must administer policies and practices that prevent harassment and discrimination, as well as support those who wish to report their experiences.” The Mayor also stated, “Victims of harassment and discrimination face considerable barriers to filing formal complaints due to fear of blame, disbelief or retaliation.”²² As of December 15, 2017, all General Managers and heads of City departments must report incidents of sexual harassment involving employees within 48 hours of the incident or of the department becoming aware of the incident to ensure that “all incidents, regardless of reporting method, are counted, recorded, and investigated appropriately.” The Manager of the City Personnel Department’s Equal Employment Opportunity Division told the OIA that departments are expected to recognize and report these cases in a manner consistent with the initial allegations.

An incident report form was created specifically for LAFD to report incidents of “potential sexual harassment” to the City Personnel Department. LAFD reported to the OIA that the office of the City Attorney is consulted on all cases that are referred to the Personnel Department pursuant to the Mayor’s ED.

The Department reported that PSD previously had a practice of waiting to categorize complaints as EEO-related until after the Department interviewed the complainant, even if the initial complaint contained explicit allegations of EEO violations (such as a complainant reporting she suffered discrimination based on her gender). In March of 2018, the practice was changed. Incoming EEO complaints are now categorized as EEO-related at the time the complaint is received. If, through the investigation, it is determined that a preponderance of the evidence does not support the EEO allegation(s), the case is adjudicated to reflect the state of the evidence (Unfounded, Not Sustained, etc.). The OIA believes the current practice is a more accurate way of capturing the number of EEO complaints reported to the Department and applauds the Department for changing the procedures. Pursuant to the recommendation of the OIA, the Department drafted a written procedure memorializing this process. The written procedure includes a requirement that the City Attorney’s office be consulted to determine whether an allegation of sexual harassment must be reported to the Personnel Department in accordance with the ED.

²⁰ DPPH Section III.C. Fire Department Internal Procedures.

²¹ Case No. 161 was appropriately referred to the Alternative Process for investigation. The Department (with the assistance of the Office of the City Attorney) will have to determine the role of the EEO coordinator for cases referred to the Alternative Process.

²² Mayor Eric Garcetti Executive Directive No. 23 issued April 30, 2018, Subject: Harassment and Discrimination.

b. Similar complaints categorized differently

Below are examples of cases in which allegations of rude and unprofessional behavior (a member was discourteous) were made, but cases were categorized differently. This made it difficult to determine the total number of “discourtesy” cases reported to the Department in a given time period. Chart B (Pages 10-12) shows 22 ways cases were categorized when the complainant alleged a member was discourteous (highlighted in yellow). Ultimately it was determined that this was the second largest number of complaints closed in 2017. The Department has now written and implemented (as of January 1, 2019) procedures for categorizing Discourtesy, Assign Hire, and Driving Under the Influence complaints that bring consistency and uniformity to CTS. These changes will be reported to the BOFC concurrently with this report in BFC No. 19-031. The OIA applauds the Department’s efforts in this regard.

- Case No. 22: The complainant alleged that a member was rude, condescending and very unprofessional to a patient's caregiver. It was also alleged that the patient was not transported to the requested hospital, resulting in a medical setback to the patient. This case was categorized as Disrespectful/Insensitive/Negative attitude.
- Case No. 95: The complainant alleged that between June 2002 and December 2005, a member was rude and unprofessional to a patient. This case was categorized as Inappropriate/Unprofessional Comments.
- Case No. 141: The complainant alleged members were rude and unprofessional. This was categorized as an Improper Remark or Gesture (non-EEO).
- Case No. 157: The complainant (employed by another City department) alleged a member was rude and unprofessional. This case was categorized as an Improper Remark or Gesture (non-EEO).
- Case No. 212: The complainant alleged that members were unprofessional, showed no empathy, no compassion and no sympathy for the patient. It was also alleged that the members were sarcastic with the patient and family. This case was categorized as Disrespectful/Insensitive/Negative attitude.

c. Policies for reporting lost (or stolen) equipment were not followed

Cases categorized as “Lost Equipment” represented the largest number of cases closed in 2017. Department policies and procedures differ depending on the type of equipment that was lost or stolen. A different procedure is required when the following items are lost or stolen: 1) Inventory items, 2) LAFD identification, and 3) LAFD badge, cap piece, insignia, nameplate, belt buckle and tie bar.²³

The OIA determined that 85 cases were closed in 2017 that were designated “Lost Equipment.” In 59 of those cases (69.4%), the member misplaced an LAFD identification card (or it was reported stolen). This represented the largest category of items lost or stolen. Eight lost or stolen²⁴ badges represented the next largest category of lost or stolen items.

The OIA examined a sample (32) of the 59 lost identification cases to determine if the Department policy was followed. The policy requires members to file a loss (police) report with the law enforcement agency where the loss occurred and forward an F-225 (interdepartmental memo) to Personnel Services Section requesting a

²³ A separate procedure exists for lost or stolen identification issued by the Los Angeles International Airport (Manual of Operations Section 3/7-90.00).

²⁴ One member’s badge was lost when the member’s house burned down in a wildfire.

replacement. The F-225 must include a copy of the loss report and a statement of the facts from the member's immediate chief officer.²⁵

From the information available in CTS, the OIA determined that the Department followed the policy in two of the 32 cases. The OIA determined that the Department was diligent in ensuring that a police report was filed in these cases and that the member provided the Department with a copy of the police report before the member could seek a replacement from Personnel Services Section. However, the F-225 with a statement from the member's immediate chief officer was not provided. The Department explained that members were no longer required to submit an F-225 for two reasons. First, a 2008 Letter of Agreement (LOA) between the Department and United Firefighters Los Angeles City²⁶ created a conflict with the policy in the Manual of Operations. The Manual of Operations requires the F-225 be completed by the member's immediate chief officer. However, according to the LOA, the investigating officer (the person responsible for collecting the information for the F-225) for an incident of lost equipment is the member's immediate supervisor. The Department explained that the supervisor for most members is not a chief officer, therefore the Department believed there was a conflict between the requirement in the LOA and the Manual of Operations. Second, the Department believed the F-225 was no longer necessary since the police report generally provided sufficient information related to the circumstances of the lost/stolen equipment. Due to the perceived conflict between policies, the OIA recommends the Department consult with the office of the City Attorney to resolve the issue.

Furthermore, the OIA discovered that in 17 Lost Equipment cases, the member did not report the loss for at least 30 days after it occurred. Current policy does not include the time period by which a member must report the loss/theft to the Department.

While researching this report, the OIA brought the information about lost equipment cases to the attention of the Department. The OIA has been informed that the Department is currently revising the policies. The OIA recommends the Department revise the current lost equipment policies to reflect the Department's priorities for these cases and include a timeframe for reporting the loss or theft.

d. Complaint categories were numerous

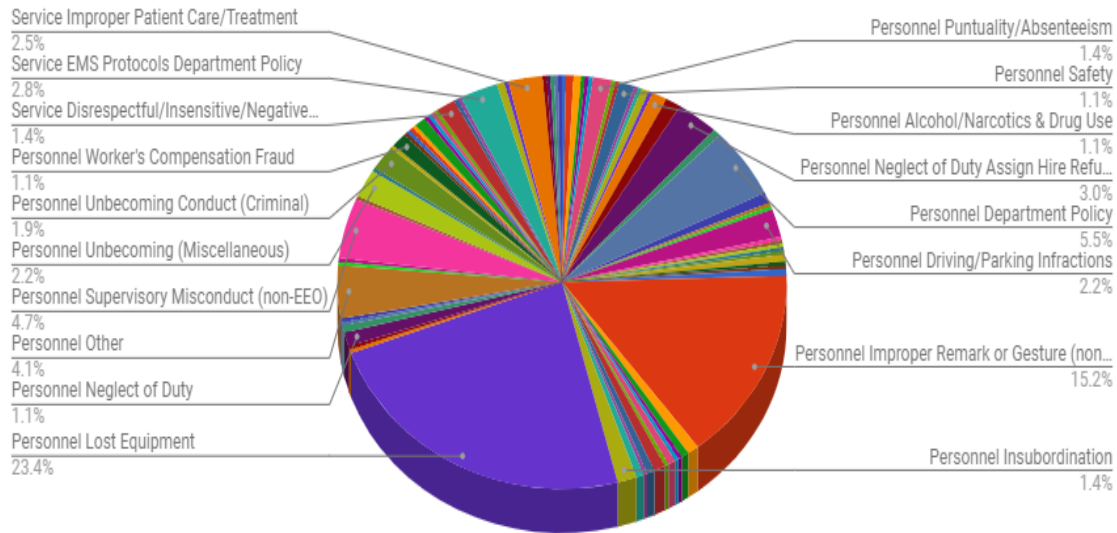
Chart B (Pages 10-12) shows the number of complaints by category. The Department used 83 different categories to label the 363 complaints of 2017. Previously, the BOFC adopted the OIA's recommendation that the Department reduce the number of categories in CTS and define the complaint categories (in writing) and train members responsible for entering this information into CTS to ensure accuracy and consistency.²⁷ As mentioned above, the Department recently began defining complaint categories for certain types of complaints. The OIA encourages the Department to continue this effort for additional complaint categories.

²⁵ Manual of Operations Section 8/3-88.50.

²⁶ Letter of Agreement Disciplinary Guidelines and Investigative Procedures, October 28, 2008.

²⁷ BFC No. 17-097.heard by the BOFC September 5, 2017.

CHART B: COMPLAINTS BY CATEGORY



Both (Service/Personnel) Disrespectful/Insensitive/Negative Attitude Improper Remark or Gesture (non-EEO)	1
Both (Service/Personnel) Hospital Destination Improper Remark or Gesture (non-EEO)	2
Both (Service/Personnel) Improper Patient Care/Treatment Improper Remark or Gesture (non-EEO)	2
Both (Service/Personnel) Disrespectful/Insensitive/Negative Attitude Neglect of Duty	1
Both (Service/Personnel) Physical Misconduct (Abusive) Improper Remark or Gesture (non-EEO)	1
Both (Service/Personnel) Punctuality/Absenteeism	1
Personnel Punctuality/Absenteeism	5
Both (Service/Personnel) Safety Department Policy	1
Service Safety Department Policy	1
Personnel Safety	4
Personnel Safety Misuse of Department Equipment	1
Improper Remark or Gesture (non-EEO)	1
Personnel	2
Personnel Alcohol/Controlled Substance Use Off Duty Misconduct	1
Personnel Alcohol/Narcotics & Drug Use	4
Personnel Assign Hire Refusal	4
Personnel Neglect of Duty Assign Hire Refusal	11
Personnel Damage of Citizen's Property	2
Personnel Department Policy	20
Personnel Dishonesty/Theft Falsification of Records	3
Both (Service/Personnel) Disrespectful/Insensitive/Negative Attitude	1
Personnel Documentation Issue Department Policy	1
Personnel Driving/Parking Infractions	3

Personnel Driving/Parking Infractions Department Policy	1
Personnel Driving/Parking Infractions Other	1
Personnel Failure to Notify MLS re: Work Status	1
Personnel Falsification of Records	1
Personnel Fire Station Noise	1
Personnel Harassment of Citizen	2
Personnel Hazing	1
Personnel Hazing Disrespectful/Insensitive/Negative Attitude	1
Personnel Improper Behavior Disrespectful/Insensitive/Negative Attitude	2
Personnel Improper Remark or Gesture (non-EEO)	55
Service Improper Remark or Gesture (non-EEO)	3
Service Improper Remark or Gesture (non-EEO) Disrespectful/Insensitive/Negative Attitude	2
Personnel Improper Remark or Gesture (non-EEO) Department Policy	1
Personnel Improper Remark or Gesture (non-EEO) Discredit Upon the Department	1
Personnel Improper Remark or Gesture (non-EEO) Harassment of Citizen	2
Personnel Improper Remark or Gesture (non-EEO) Inappropriate Computer/Email Use	1
Personnel Improper Remark or Gesture (non-EEO) Disrespectful/Insensitive/Negative Attitude	3
Personnel Improper Remark or Gesture (non-EEO) Other	2
Personnel Inappropriate Computer/Email Use	1
Personnel Inappropriate/Unprofessional Comments	2
Personnel Insubordination	5
Personnel Lost Equipment	85
Personnel Medication Related Dishonesty/Theft	1
Personnel Misuse of Department Equipment	1
Personnel Neglect of Duty	4
Personnel Neglect of Duty Department Policy	2
Personnel Neglect of Duty Missed Response	1
Personnel Off Duty Misconduct	1
Personnel Other	15
Personnel Other Department Policy Neglect of Duty Other	1
Personnel Out of District	1
Personnel Supervisory Misconduct (non-EEO)	17
Personnel Supervisory Misconduct (non-EEO)Falsification of Records	1
Personnel Unbecoming (Miscellaneous)	8
Personnel Unbecoming (Miscellaneous) Off Duty Misconduct	1
Personnel Unbecoming Conduct (Criminal)	7
Personnel Violence - Workplace or Domestic	1
Personnel Workers' Compensation Fraud	4
Personnel Accidents - Traffic	1
Personnel Dishonesty/Theft	1
Personnel Disrespectful/Insensitive/Negative Attitude	1
Personnel Driver License Violation	1
Personnel Driving/Parking Infractions	5

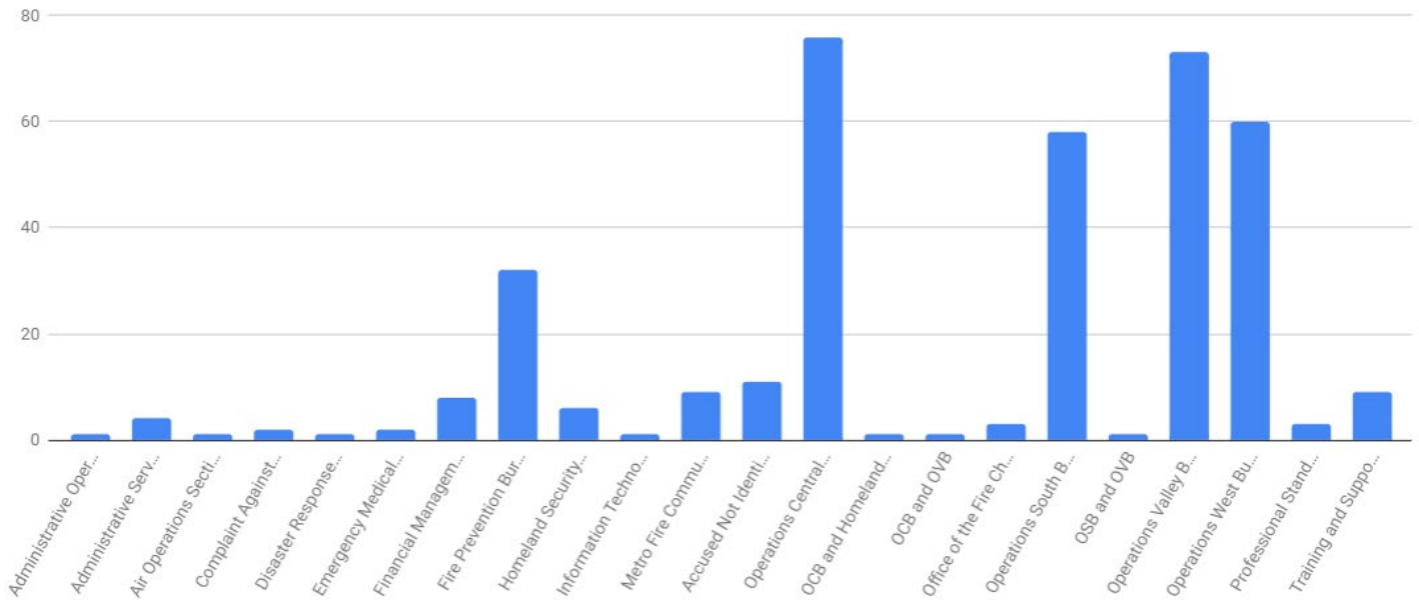
Personnel EEO Violations Discrimination/Harassment/Sexual	3
Personnel Failed to Appear in Court	1
Personnel Improper Behavior	1
Personnel Sexual Misconduct (Non-EEO)	1
Safety and Damage of Citizen's Property	1
Service Disrespectful/Insensitive/Negative Attitude	5
Service Disrespectful/Insensitive/Negative Attitude Improper Remark or Gesture (non-EEO)	1
Service Documentation Issue	1
Service EMS Protocols Department Policy	10
Service Hospital Destination	2
Service Harassment of Citizen	1
Service Improper Patient Care/Treatment	9
Service Improper Patient Care/Treatment Falsification of Records	1
Service Inappropriate/Unprofessional Comments	1
Service Patient Assessment	1
Service Patient Assessment Neglect of Duty	1
Service Medication Related	1

Most frequent allegations:

- Personnel: Lost Equipment 85 (23.4%)
- Personnel: Improper Remark or Gesture (non-EEO) 79 (21.8%)
- Personnel: Department Policy 20 (5.5%)
- Personnel Supervisory Misconduct (non-EEO) 17 (4.68%)
- Personnel: Other 15 (4.13%)
- Personnel Neglect of Duty: Assign Hire Refusal 15 (4.3%)
- Service EMS Protocols: Department Policy 10 (2.75%)

2. Objective 2b - Determine the number of complaints by Bureau or Division²⁸

CHART C: BUREAU OF SUBJECT



Administrative Operations	1
Administrative Services Bureau	4
Air Operations Section	1
Complaint Against Department	2
Disaster Response Section	1
Emergency Medical Services Bureau	2
Financial Management Division	8
Fire Prevention Bureau	32
Homeland Security Division	6
Information Technology Bureau	1
Metro Fire Communications Division	9
Accused Not Identified ²⁹	11
Operations Central Bureau (OCB)	76
OCB and Homeland Security	1
OCB and OVB	1
Office of the Fire Chief	3

²⁸ The location was determined by where the subject was working at the time of the incident. If the member was accused of misconduct while off duty, then the location of the member's regular assignment was used. For example, if a member was regularly assigned to Operations Valley Bureau, but was accused of making an improper remark or gesture to a patient while working overtime in Operations West Bureau, the statistics reflect OWB. However, if the same member was accused of misconduct while off duty, then the chart reflects OVB.

²⁹ The Department never identified the subject, such as in Case Nos. 149 and 164.

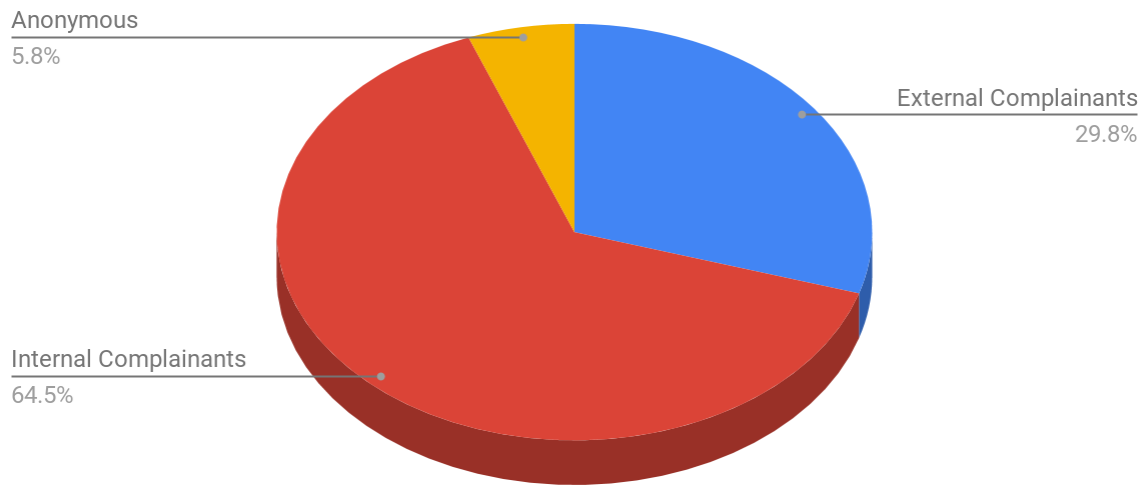
Operations South Bureau (OSB)	58
OSB and OVB	1
Operations Valley Bureau (OVB)	73
Operations West Bureau (OWB)	60
Professional Standards Division	3
Training and Support Bureau	9

The highest number of complaints (74%) were in the geographic bureaus. According to the Department, approximately 75% of all members were assigned to work in those bureaus.³⁰

Operations Central Bureau	76 (20.9%)
Operations South Bureau	58 (16%)
Operations Valley Bureau	73 (20.1%)
Operations West Bureau	60 (16.5%)

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

CHART D: ORIGIN OF COMPLAINT



External Complaints (108) Internal Complaints (234) Anonymous Complaints (21)

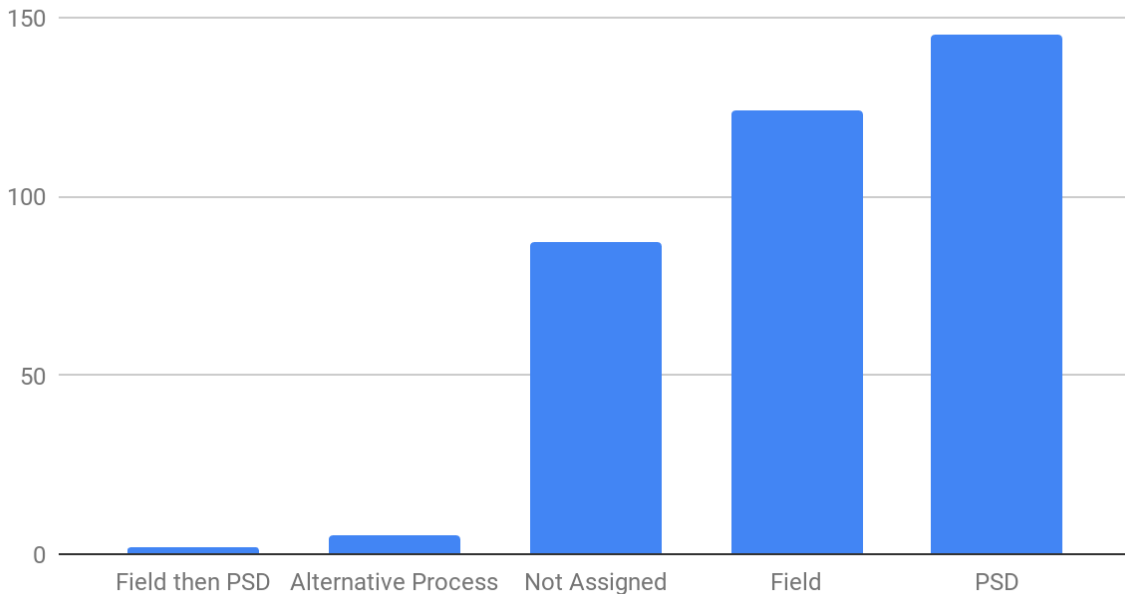
³⁰ As of January 9, 2019.

4. Objective 2d - Determine the number of complaints assigned to be investigated by Professional Standards Division, Chain of Command (Field) or the Alternative Investigative Procedure (Alternative Process).³¹

Professional Standards Division personnel determine whether a complaint is investigated by PSD, the chain of command (Field) or the Alternative Process. The 2008 Letter of Agreement between the Department and UFLAC indicated that cases related to performance, behavior, punctuality/absenteeism, driving/parking violations, and lost equipment “normally” will be investigated by the member’s immediate supervisor (Field). Complaints investigated by PSD are generally of a more serious nature, such as EEO-related allegations. The procedure for determining which cases are assigned to the Alternative Process was outlined in BFC No. 17-015, approved by the BOFC on February 7, 2017.³² The Alternative Process was created to avoid conflicts of interest with PSD personnel and to “maintain an unbiased, objective and transparent investigation.”³³ Cases were not assigned if a full investigation was not necessary to address the allegation(s). For example, lost equipment cases, cases addressed with training or counseling, traffic accidents filed in CTS for documentation purposes, assign hire cases, or cases sent to mediation, were not assigned for investigation.

After PSD determines the investigative path of a case, the case is referred to a designated individual responsible for assigning that case to an investigator. For example, each geographic bureau has a person responsible for assigning an investigator to each case that is referred to that bureau for investigation.

CHART E: ASSIGNED FOR INVESTIGATION

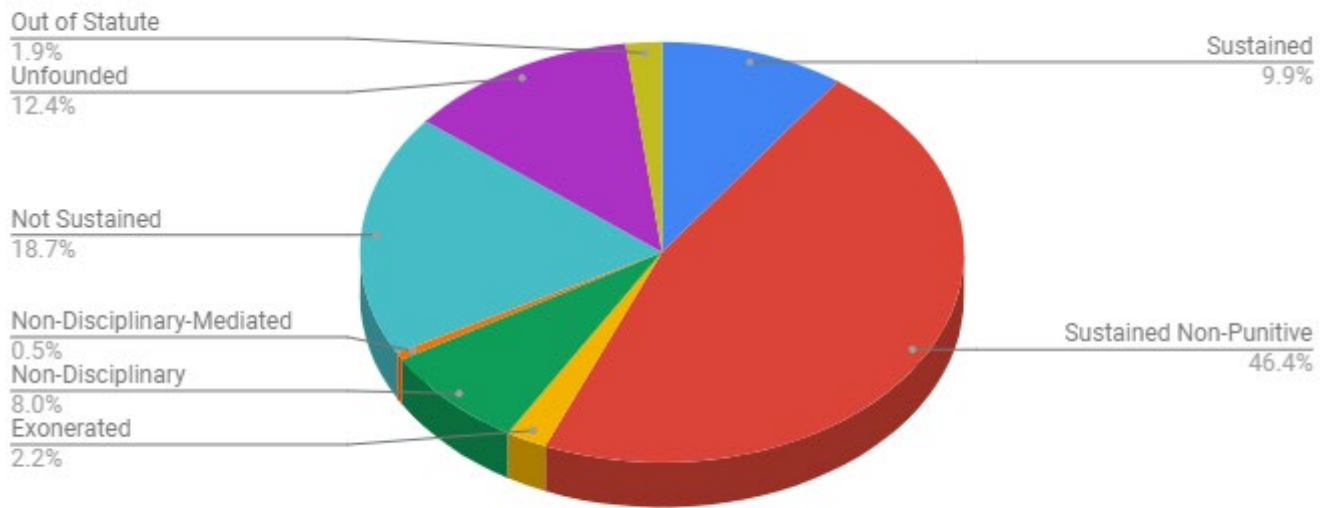


Field then PSD (2) Alternative Process³⁴ (5) Not Assigned (87) Field (124) PSD (145)

³¹ This information was gathered from the workflow and comment sections in CTS.
³² The scope of this audit did not include an assessment of whether cases were properly assigned for investigation nor why cases were not assigned for investigation.
³³ October 28, 2009 Memo from Commander, Internal Affairs Section to Commander, Professional Standards Division, entitled Alternative Investigative Procedure. The Department’s most recent Alternative Investigative Process is memorialized in BFC No. 17-015, heard by the BOFC on February 7, 2017.
³⁴ One of the cases referred to the Alternative Process was ultimately investigated by an outside agency. The referral to the outside agency was done through the Alternative Process.

5. Objective 2e - Determine the number of complaints by adjudication.^{35,36}

CHART F: COMPLAINTS BY ADJUDICATION



Sustained	36
Sustained Non-Punitive	169
Exonerated	8
Non-Disciplinary	29
Non-Disciplinary-Mediated	2
Not Sustained	68
Unfounded	45
Out of Statute	7

³⁵ The following are the Department's definitions for adjudications.

- **Sustained:** Allegations are supported by sufficient evidence to conclude they are true, and an appropriate Departmental action was/will be imposed.
- **Not Sustained:** Insufficient evidence to either prove or disprove the allegations.
- **Exonerated:** Investigation indicates that the incident occurred but was justified, lawful, and proper under the circumstances.
- **Non Disciplinary:** Investigation indicates that the incident relates to the following categories: Alternative Complaint Resolution/Complaint Withdrawn or Retracted/Demonstrably False/Filed with Another Agency/Member Not Involved/Not Misconduct/Policy or Procedure/Referred to Another Bureau, Department, and Agency.
- **Unfounded:** Investigation indicates that the allegations are false.
- **Sustained, Non-Punitive:** Investigation indicates that the incident occurred, however it did not result in discipline against the member.

³⁶ The numbers total 364 not 363 because one case had two subjects and the adjudication was different for each subject -- Sustained, Non-Punitive for one and Not Sustained for the other.

a. *The Department has reduced the number of out of statute cases*

Table 1 shows the seven complaints that were adjudicated by the Department as Out of Statute and closed in 2017:³⁷

TABLE 1 - OUT OF STATUTE CASES

Case No.	Year Case Filed	Assigned for investigation to PSD, Field, Alt. Process, Other	Assigned to Investigator?	Additional Information
1	2011	Alternative Process	Yes	
3	2014	Another City Agency	Unknown	
6	2015	Field	No	
7	2015	Field	No	
8	2016	PSD	Yes	PSD determined that this case was out of statute at the time it was filed.
19	2016	Field	No	
55	2016	PSD	Yes	This case was investigated and a report was submitted for adjudication in a timely manner; however, it was not adjudicated (Unfounded) until a day after the statute of limitations ran. ³⁸

In three cases, the Department did not assign an investigator. In three other cases, an investigator was assigned. One case was assigned to an outside agency for investigation and it is unknown what the investigative process entailed.

In 2016, the OIA reported on the Department's out of statute cases.³⁹ At that time, five percent of the Department's cases from a one-year period were determined to be out of statute. Here, only 1.9% of cases were reported as out of statute, representing a decrease of more than 50% in the number of cases that were out of statute. Furthermore, of the cases in this audit in which the statute of limitations expired in 2017, five (1.4%) were out of statute due to the Department's inaction. Although the OIA believes that all cases should be investigated and adjudicated within the statute of limitations, the statistics represent an improvement from the findings in the previous audit. PSD staff explained that PSD is ultimately responsible for ensuring that all PSD

³⁷ The OIA found at least two other cases that were out of statute but not adjudicated as such by the Department. Case No. 95 was adjudicated as Unfounded (it was determined to be out of statute at the time it was reported to the Department) and Case No. 240, adjudicated as Sustained and discussed below in Section VIII. B. 7. e. (Page 20).

³⁸ Although the OIA reached out to the Department for further explanation, the Department did not respond.

³⁹ BFC No. 16-049. Audit of Los Angeles Fire Department Out of Statute Cases, Office of the Independent Assessor, heard by the BOFC May 17, 2016.

and all Field cases are investigated within the one-year statute of limitations. However, once a case is designated for the Alternative Process, PSD no longer has responsibility for the case.⁴⁰ Therefore, of the seven cases that were out of statute, only five went out of statute due to the inaction of the Department and PSD was ultimately responsible for only four.

The OIA applauds the Department for the progress made regarding out of statute cases. The Department reported that its initiative of embedding a PSD liaison within the geographic bureaus (which began in 2017) to assist with Field investigations has helped reduce the number of cases that were not investigated within the one year statute of limitations.

b. Sustained, Non-Punitive was the most prevalent finding/adjudication

The OIA found 169 (46.4%) cases were adjudicated as Sustained, Non-Punitive, the largest number of adjudications.⁴¹ Sustained, Non-Punitive is defined by the Department as an investigation which indicated that the incident occurred, however, it did not result in discipline against a member. When a case is adjudicated Sustained, Non-Punitive, generally the subject receives a letter which states in part, “although the investigation found evidence beyond a preponderance that the allegation(s) did occur, the Department has determined that the imposition of punitive action is not warranted. Instead, the matter will be referred back to your chain of command for appropriate corrective action, which may include, but is not limited to counseling, training or action other than punitive action.” The letter continues, “[c]omplaints closed as Sustained, Non-Punitive cannot be used as a prior offense when determining future discipline. However, the Department can cite this finding in future investigations of similar conduct to show that you are on notice that the behavior is unacceptable and constitutes misconduct.”

In a previous audit (BFC No. 17-097),⁴² 25% of the cases were adjudicated as Sustained, Non-Punitive, the largest percentage of adjudications of cases in that audit.⁴³ At that time, the BOFC adopted the OIA’s recommendation that the Department create written guidelines for determining the types of cases for which Sustained, Non-Punitive is an appropriate adjudication. Subsequently, the Department reported to the BOFC on March 6, 2018, that the Department concurred with the OIA’s recommendation and was currently conducting research and developing written guidelines that will delineate which cases justify Sustained, Non-Punitive as an appropriate adjudication.⁴⁴

However, the Department recently reminded the OIA that the BOFC approved a procedure in 2015 for identifying and resolving non-disciplinary complaints at intake without investigation (BFC No. 15-108).⁴⁵ In that report, the Department identified and defined the types of cases for which “non-disciplinary measures such as counseling, training, or corrective action short of punitive action are appropriate remedies to correct the

⁴⁰ The case becomes the responsibility of the Deputy Chief to whom it is assigned (BFC No. 17-015).

⁴¹ 81 (47.92%) of the cases adjudicated Sustained, Non-Punitive were lost equipment cases.

⁴² Audit of Los Angeles Fire Department Cases Closed in the Complaint Tracking System During First Quarter 2017, Office of the Independent Assessor, heard by the BOFC September 5, 2017.

⁴³ None of those cases were Lost Equipment cases.

⁴⁴ BFC No. 18-022. Department Response to Independent Assessor Audit of Closed Cases First Quarter 2017, heard by the BOFC on March 6, 2018.

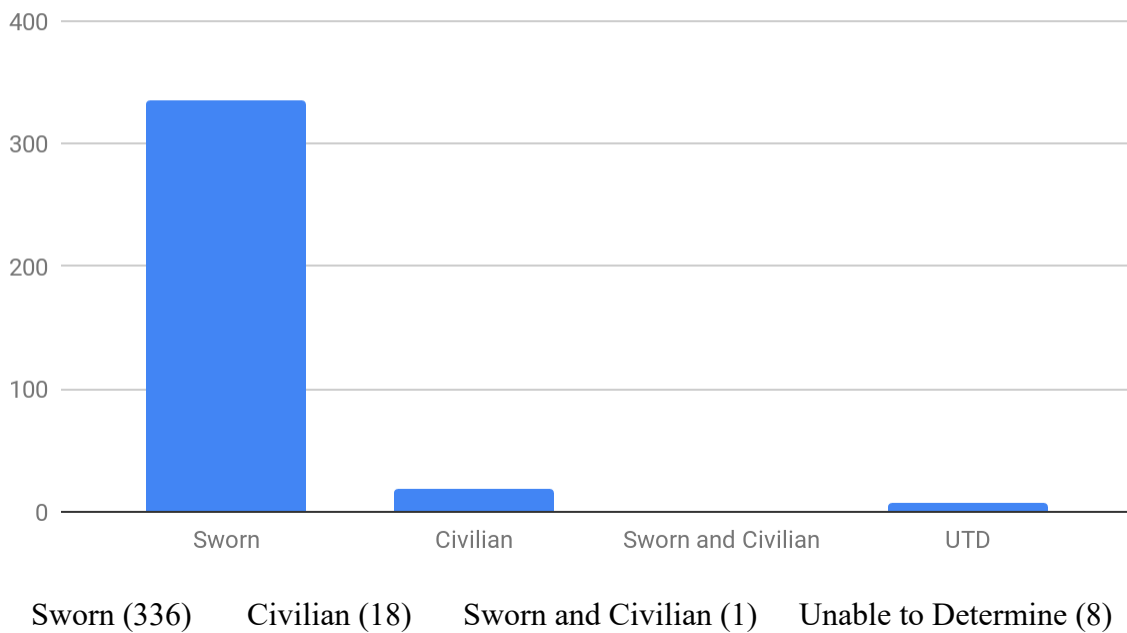
⁴⁵ BFC No. 15-108, Identifying and Resolving Non-Disciplinary Complaints At Intake Without Investigation, heard by the BOFC November 3, 2015.

alleged behavior without the need for an investigation and formal punishment.”⁴⁶ The report included a procedure for developing, approving, implementing, and documenting the counseling, training or corrective action.

The OIA believes that this process addresses the previously articulated issues and recommendations and that no further action is needed by the Department (except to follow the policy articulated in BFC No. 15-108) as it relates to the previous recommendation.

6. Objective 2f - Determine whether the accused member is a sworn or civilian employee.

CHART G: SUBJECT MEMBER - SWORN, CIVILIAN OR UNABLE TO DETERMINE



7. Objective 2g - Determine the status of sustained cases, including the number of settlement agreements.

Of the 363 cases closed in 2017, charges were sustained and discipline⁴⁷ was imposed in 36 cases (9.9%). In all of the sustained cases, the accused was a sworn member, none were civilian.

a. Directed Board of Rights

- In seven cases (19.44% of sustained cases), the member was directed to a Board of Rights (involving six members - one member had two cases).
 - Six cases were settled (involving five members - one member had two cases).
 - Of the six cases, two were settled after the Board of Rights had convened.

⁴⁶ Id.

⁴⁷ Discipline (punitive action) is defined in California Government Code Section 3251(c) (Firefighters Bill of Rights) as dismissal, demotion, suspension, reduction in salary, written reprimand, or transfer for purposes of punishment.

- The member with two cases ⁴⁸ eventually did not comply with the provisions of the settlement agreement and ultimately resigned.

- One member resigned.

b. Suspensions

- 12 members were given suspension days (involving 11 cases, 30.55% of sustained cases). One case involved two members.
 - Four members accepted the suspension days.
 - Seven members settled their case.
 - One member requested a Board of Rights, was found guilty of the charges by the Board of Rights, suspension days were imposed, and the member served the suspension days.

c. Reprimands

16 members were given a written reprimand. Only one member filed a grievance (appeal).⁴⁹ The grievance was denied and the reprimand was placed in the member's personnel file.⁵⁰

d. Resignation

One member resigned before being formally charged.

e. Out of Statute

In case no. 240, the Department found a preponderance of the evidence demonstrated that the allegations were true, and sustained charges against the member; that the member failed to report for duty on an assign hire day. However, the statute of limitations expired before a penalty could be imposed. The Department explained that approximately 18 months earlier, the member had a previous case in which similar charges were sustained. In the previous case, the member received a written reprimand. During the investigation of case no. 240, the Department determined that, due to the lack of a consistent policy, the member should not have received a reprimand in the first case. However, after consulting with the City Attorney's Office, the Department allowed the discipline to remain in place since the member agreed to and signed that reprimand.

While the Department was contemplating how to proceed with both cases, the Department did not act in case no. 240 within the one-year statute of limitations, and therefore could not impose discipline, even though the charges had been sustained.

f. Settlement Agreements

A settlement agreement was executed in a total of 13 cases (36.1% of sustained cases).

Table 2 shows the original and final disposition of the sustained cases.

⁴⁸ The member's settlement agreement involved a total of three cases. However, only two were closed in 2017 and were included in the population of cases for this audit. The third case was closed in 2015.

⁴⁹ A Letter of Agreement between UFLAC and the Department identifies the grievance process as the appeal procedure for a member who wishes to challenge or appeal a written reprimand.

⁵⁰ The Department reported to the OIA that all reprimands were placed in the respective member's personnel file.

TABLE 2 - 2017 SUSTAINED CASES⁵¹

Case No.	Charges ⁵²	Investigated By	Discipline	Settlement Agreement	Status
10	Involved in an altercation with spouse resulting in injuries to spouse’s face, arms, and hands.	PSD	Three-day suspension	Three-day suspension held in abeyance pending completion of: *Anger Awareness Management Course (four hours) *Relationship Management/Conflict resolution (four hours) *LIFE Course - Decision Making (eight hours)	Member completed two of three courses within the required one-year period. After obtaining an extension, the member completed the third course.
26	Driving under the influence, resulting in an accident causing a traumatic arm injury to a young passenger in the vehicle, driver’s license revoked, pleaded “No Contest” and was convicted of felony driving under the influence of alcohol and causing great bodily injury and was convicted of great bodily injury on a person.	PSD	Member directed to a Board of Rights.	N/A	Member resigned.
28	Arrested for operating a vehicle while under the influence; operated a vehicle while under the influence which contributed to a traffic accident where the member rear-ended a vehicle causing injuries to the other vehicle’s occupants; operated a vehicle disregarding the safety of other persons or	PSD	Member directed to a Board of Rights.	30 day suspension	Suspension days served.

⁵¹ All members against whom charges were sustained and discipline was imposed were sworn members. None were civilians.

⁵² In cases in which the member was directed to a BOR or received suspension days, the charges were listed as they appeared on the charging documents, unless otherwise stated. In cases in which the member received a Reprimand, the charges were listed as they appeared on the written reprimand.

	<p>property; after rear-ending another vehicle and causing injuries, left the scene and did not render care; demonstrated behavior and the member's arrest brought discredit to the Department; refused to submit to a Preliminary Alcohol Screening, and failed twice to submit to a chemical test to determine blood alcohol content, which resulted in the loss of the member's California driver's license; California driver's license revoked for one year, which is requirement for job position.</p>				
31	<p>Stole prescribed controlled substances from patients and discarded the empty pill bottles at a fire station, consumed patient prescribed controlled substances while on duty, stole Department morphine and syringes for own use, injected self with Department morphine using Department syringes while on duty failed to make truthful and accurate records by making a misleading entry on an ePCR for the incident where member stole Department excess Morphine while on duty, admitted to stealing prescribed controlled substances from patients and discarding empty pill bottles at fire station, admitted to consuming patient prescribed controlled substances while on duty, admitted to stealing Department morphine and syringes for own use, admitted to injecting self with Department Morphine using Department syringes while on duty.</p>	PSD	Member directed to a Board of Rights.	<p>Last Chance Agreement signed during Board of Rights hearing.</p> <p>180 day suspension.</p> <p>Maximum two year leave of absence. Signed resignation letter held in abeyance throughout the duration of member's employment with Department.</p> <p>Abstain from alcohol, use of marijuana, controlled substances without a prescription and in any manner other than as directed by prescribing, licensed physician, and over-the-counter medication in a manner other than as directed or recommended; on and off duty.</p>	Suspension days served. Completion of other requirements pending.

				<p>Attend and complete a minimum of 12 month approved Chemical Dependency Treatment Program and show proof of attendance.</p> <p>Must attend counseling for a minimum of once a month and provide proof of attendance.</p> <p>Must attend dependency recovery meeting program and show proof of attendance.</p> <p>Must be examined by a Department Addiction medicine Specialist once per year.</p> <p>Subject to unscheduled, unannounced drug and alcohol testing by Department on and off duty and while on leave of absence.</p> <p>Must notify Department immediately if a licensed medical professional lawfully prescribes a controlled substance for member and show proof of this.</p>	
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				<p>Provide Department with valid telephone number and email address.</p> <p>Notify Department 48 hours before leaving the State of California and notify Department of return date.</p> <p>Shall not return to duty unless has valid EMT certification from the County of Los Angeles.</p>	
32	<p>Acted in a disrespectful and unprofessional manner toward another firefighter.</p> <p>Acted in a disrespectful and unprofessional manner toward an officer when the member spoke in an elevated and argumentative tone</p>	PSD	Seven-day suspension	<p>Hold seven-day suspension in abeyance pending completion of:</p> <p>Four-day suspension and</p> <p>*LIFE Course - Decision Making (eight hours)</p> <p>*Anger Awareness Management Course (four hours)</p> <p>*Dealing with Difficult People (four hours)</p>	<p>4-day suspension served. Member completed LIFE Course and Anger Awareness Course. Member was granted an extension to complete Dealing with Difficult People Course and then completed the course.</p>
38	<p>Failed to request timekeeping accurately reflect hours worked until after notified of investigation, received payment for hours not actually worked, absent without leave on personal business, failed to be courteous and respectful in contact with employees of private business when denied entry into their facility, recorded false information into</p>	PSD	Member directed to a Board of Rights.	<p>120-day suspension</p> <p>*Anger Awareness Management Course (four hours)</p> <p>*LIFE Course - Decision Making (eight hours)</p>	<p>Suspension days served. Course completion pending.</p>

	a Department database regarding work activities (four separate charges), and failed to follow the directives of a Bureau commander by inaccurately documenting and recording work activities.				
39	Reported for duty while under the influence of drugs or over the counter medication that rendered member unable to competently or safely fulfill duties. ⁵³	PSD	Settlement Agreement executed before discipline proposed. Member directed to a Board of Rights in a second case. The two cases were combined.	Signed resignation letter held in abeyance throughout the duration of member's employment with Department. Abstain from use of controlled substances without a prescription and misuse of over the counter medications; on and off duty. Remain free from abuse of lawfully prescribed controlled substances, and illegal drugs. Attend and complete a minimum of 12 month approved Chemical Dependency Treatment Program and show proof of attendance. Throughout duration of employment, remain in contact with Employee Assistance Program	Member resigned. Member violated term(s) of Settlement agreement.

⁵³ The member in this case had an earlier case and is also the member in Case 88. Formal charges were not filed in this case because it was agreed the three cases would be included in one settlement agreement. Therefore, the charge here was the charge to which the member admitted in the settlement agreement.

				<p>counselor a minimum of once per month or at a frequency determined by the counselor.</p> <p>Must attend dependency recovery meeting program and show proof of attendance.</p> <p>Must be examined by a Department Addiction Medicine Specialist once per year.</p> <p>Subject to unscheduled, unannounced drug testing by the Department on and off duty.</p> <p>Must notify Department immediately if a licensed medical professional lawfully prescribes a controlled substance for member and show proof of this.</p> <p>Member agreed not to use marijuana at all in any form for the duration of employment with the Department.</p> <p>Provide Department with valid telephone number.</p>	
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42	Made improper remarks and directed profanity at a supervisor. ⁵⁴	Field	Reprimand	N/A	Reprimand placed in member's personnel file. ⁵⁵
49	Failed to follow procedures when the Department was placed on earthquake mode.	Field	Four-day suspension	N/A	Suspension days served.
50	Made improper remarks to family members on-scene of an incident.	PSD	Reprimand	N/A	Reprimand placed in member's personnel file.
71	Made improper remarks to members of the public, failed to inform supervisor of a confrontation with members of the public while on scene at an incident. ⁵⁶	PSD	Department proposed six-day suspension ⁵⁷	Hold six-day suspension in abeyance pending completion of: *Relationship Management-Conflict Resolution Course (four hours) *Dealing with Difficult People Course (four hours) *LIFE Course - Decision Making (eight hours)	Member completed the courses.
77	While off-duty, engaged in physical altercation with civilian, attempted to use prestige of position as a firefighter for personal gain.	PSD	Ten-day suspension	Hold Ten-day suspension in abeyance pending completion of: *Ethics Course (eight hours) *LIFE Course - Decision Making (eight hours)	Member completed the courses.

⁵⁴ In all cases in which the original discipline was a Reprimand, the charges were listed as they appeared on the Reprimand.

⁵⁵ In all cases in which the OIA indicated that the Reprimand was placed in the member's file, this information was based on a representation by the Department, not on independent verification by the OIA.

⁵⁶ There were no charging documents in this case. The charges were listed as they appeared in a memo entitled *Proposed Disciplinary Action* to the PSD Commander from the PSD Battalion Chief, dated May 23, 2017.

⁵⁷ The Department proposed a six-day suspension, before the member's Skelly hearing. The Department could not produce paperwork indicating that the member was served with final discipline after the Skelly hearing.

86	Displayed rude, discourteous, and disrespectful behavior during interaction with supervisor and did not inform or receive permission from a supervisor to place a rescue ambulance out of service.	PSD	Reprimand	N/A	Reprimand placed in member's personnel file.
87	Failed to provide a doctor's note as required by Department policy.	Field then PSD	Reprimand	N/A	Reprimand placed in member's personnel file.
88	Reported for an interview at PSD while under the influence of drugs or over the counter medications. ⁵⁸	PSD	Member was directed to a Board of Rights.	Case settled in conjunction with case no. 39 above.	Member resigned. Member violated term(s) of Settlement Agreement.
91	Member had inappropriate physical contact with a young woman when he hugged and kissed her on the cheek and/or neck area. ⁵⁹	PSD	Two-day suspension	Two-day suspension held in abeyance pending completion of: Cultural diversity Course (Tools for Tolerance - eight hour course)	Member completed the course.
92	Falsely represented that injury member incurred and/or exacerbated while off duty was caused solely by a work related activity while on duty, made misleading statements and/or omissions about how injured and/or exacerbated an injury to treatment provider, made misleading statements and/or omissions about how injured and/or exacerbated an injury to supervisor, made misleading statements and/or omissions about how injured and/or exacerbated an	PSD	Member was directed to a Board of Rights.	One-day suspension and LIFE Course - Decision Making (eight hours)	Member completed the course.

⁵⁸ The member in this case had an earlier case and is also the member in case no. 39. Formal charges were not filed in this case because it was agreed the three cases would be included in one settlement agreement. Therefore, the charge here was the charge to which the member admitted in the settlement agreement.

⁵⁹ The young woman was 16 years old.

	injury to Medical Liaison Unit, failed to obtain approval to travel from Medical Liaison Unit while off duty on Temporary Totally Disabled status (two counts), violated Department policy by engaging in an activity that had the potential for re-aggravating an injury or delaying recovery (two counts, failed to promptly report to a supervisor an injury that member claimed was sustained at work.				
93	Failed to comply with direct order from supervisor.	PSD	Reprimand	N/A	Member did not concur and filed a grievance. ⁶⁰ Department denied grievance. Reprimand placed in member's personnel file.
102	Failed to be courteous and respectful to a Department member when used a demeaning tone during a counseling session, and used profanity while counseling a Department member.	PSD	Two-day Suspension	Two-day suspension held in abeyance pending completion of LIFE Course - Decision Making (eight hours)	Completion pending.
110	While off-duty became involved in a physical altercation with two females that resulted in a citation for assault and battery, lied to supervisor about how sustained injuries, while under investigation for assault and battery by a law enforcement agency, attempted to use position as a Los	PSD	Member resigned before being formally charged.	N/A	Member resigned.

⁶⁰ Pursuant to a Letter of Agreement between United Firefighters Los Angeles and the City of Los Angeles (October 26, 2016), a Reprimand can be appealed through the grievance procedures articulated in Memorandum of Understanding No. 23.

	Angeles City Firefighter to influence the outcome of the police investigation. ⁶¹				
125	Member engaged in a physical altercation with another Department member.	PSD	Six-day suspension (both members)	N/A	One member requested a BOR, was found guilty, and received and served a six-day suspension. Second member served originally imposed six-day suspension.
130	Member failed to follow established practice for how overtime for special events was rotated.	PSD	Reprimand	N/A	Reprimand placed in member's personnel file.
133	Operated a vehicle while under the influence of alcohol with blood alcohol content of over .08%; violated rules and regulations requiring possession of valid California Driver's License required for assigned duties.	PSD	16-day suspension	N/A	Member served suspension days.
139	Made misleading statements regarding how damage to a Department vehicle and/or property occurred.	PSD	Reprimand	N/A	Reprimand placed in member's personnel file.
140	Improperly left assignment without authorization to retrieve mess [food].	Field	Documents in the case file implied that the Department proposed an eight-day suspension.	Eight-day suspension held in abeyance pending completion of: *Team Management Course (24 hours - three days)	Member completed the courses.

⁶¹ The charges were listed as they appeared in a memo entitled *Proposed Termination* from the PSD Battalion Chief to the Fire Chief, dated October 31, 2016.

			However, the Department could not produce documents confirming that the member was <i>served</i> with any penalty or proposed penalty related to this case.	*LIFE Course Decision Making (8 hours)	
156	On five different days, member failed to don personal protective equipment (helmet, gloves, SCBA, suspenders).	Not Assigned	Reprimand	N/A	Reprimand placed in member's personnel file.
203	Member failed to report to work and thus was absent without leave.	Field	Reprimand	N/A	Reprimand placed in member's personnel file.
240	Member was away without leave (AWOL) on a coded assign hire day.	Field	No penalty was imposed.	N/A	This case was sustained, however, the statute of limitations expired before charges and discipline were served on the member.
249	Failed to be respectful in [gender of Member] contact with a security officer performing security badge clearance at the Los Angeles International Airport.	PSD	Two-day suspension	Two-day suspension held in abeyance pending completion of: *LIFE Course - Decision Making (eight hours)	Completion pending.

281	Member displayed rude, discourteous, and disrespectful behavior during a brief interaction with [a city employee from another department]. The other city employee stated that while entering his office building through an employee only secure access door, he heard you call him an “asshole.” You stated that you did call him an inappropriate name, but you thought it was under your breath.	Field	Reprimand	N/A	Reprimand placed in member’s personnel file.
297	Member neglected to appropriately document the F-2 Journal and no appropriate documentation of relief was made.	Not Assigned	Reprimand	N/A	Reprimand placed in member’s personnel file.
326	Member disregarded RECALL Special Notice and left Recall assignment responsibility without securing approval.	PSD	Reprimand	N/A	Reprimand placed in member’s personnel file.
327	Member disregarded RECALL Special Notice and left Recall assignment responsibility without securing approval.	PSD	Reprimand	N/A	Reprimand placed in member’s personnel file.
328	Member disregarded RECALL Special Notice and left Recall assignment responsibility without securing approval.	PSD	Reprimand	N/A	Reprimand placed in member’s personnel file.
331	Member failed to report for work, thus absent without leave (AWOL)	PSD	Reprimand	N/A	Reprimand placed in member’s personnel file.
358	Member failed to report for work, thus absent without leave (AWOL)	Not Assigned	Reprimand	N/A	Reprimand placed in member’s personnel file.

C. Objective 3 - Determine the number of cases awaiting a hearing before a Board of Rights, at the end of 2017.

In 2016, the OIA reported that the Fire Chief was committed to addressing 56 cases which were awaiting a Board of Rights hearing as of June 30, 2015.⁶² In 50 of the 56 cases, the member opted for a BOR. In the remaining six, the member was directed to a BOR. By June 30, 2016, the Department had reduced the number of pending member-opted BORs to 18.^{63,64}

Of the cases that are currently open in the Discipline Tracking System, 12 cases (representing nine members) were awaiting a BOR hearing at the end of 2017.⁶⁵ Seven of the cases were open at the time of the OIA's previous audits. Of the cases that are still open:

- One case was filed in 2011 and the BOR was requested in 2012.
- One case was filed in 2012 and the BOR was requested in 2013.
- One case was filed in 2013 and the member was directed to a BOR in 2014.
- Five cases were filed in 2014. In one case the member requested a BOR in 2014. In three cases the member requested a BOR in 2015. In one case the member was directed to a BOR in 2015.
- Four cases were filed in 2015. In all four the member requested a BOR in 2016.

One case has been pending for seven years, another for six years, two for four years, and so on. On October 18, 2016, the Department presented its response to the OIA's audit of directed and opted BORs.⁶⁶ At that time, the BOFC asked the Department to propose a policy setting forth timelines in which the Department will complete cases awaiting a Board of Rights hearing.⁶⁷ The Department has not presented a policy proposal to the BOFC, but is developing that policy.

Table 3 shows the current status (as of March 5, 2019) of cases that were awaiting a Board of Rights at the end of 2017.

⁶² 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.

⁶³ BFC No. 17-050. Assessment of Final Dispositions of Los Angeles Fire Department Cases Pending a Member-Opted Board of Rights, heard by the BOFC on April 18, 2018.

⁶⁴ BFC No. 17-050 did not consider cases in which a member was directed to a BOR.

⁶⁵ Four additional cases were added to this number in 2018, bringing the current total to 17 cases awaiting a BOR, as of March 5, 2019. Of the 17 cases, one BOR is in progress.

⁶⁶ BFC No. 16-113.

⁶⁷ 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 is requested and the time the BOR convenes is too long.

TABLE 3 - CASES PENDING A BOARD OF RIGHTS HEARING AT THE END OF 2017⁶⁸

DATE CASE FILED IN CTS	DATE SUBJECT SERVED WITH DISCIPLINE	DATE OF BOR REQUEST	DATE SUBJECT SERVED WITH DIRECTED BOR	OTHER INFORMATION (REPORTED BY THE DEPARTMENT)
10/04/2011	03/16/2012 (16-day suspension)	3/16/2012		On April 27, 2015, the Department sent a letter inquiring about the member's interest in settlement. Member responded in the affirmative on May 3, 2015. The Department is now engaged in settlement discussions with the member.
2/14/2012	02/05/2013 (six-day suspension)	2/5/2013		On April 27, 2015, the Department sent a letter inquiring about the member's interest in settlement. The Member did not respond. BOR pending.
10/21/2013	10/09/2014		10/16/2014	Discussing retirement.
02/01/2014	11/10/2014	12/12/2014		On July 1, 2015, the Department sent a letter inquiring about the member's interest in settlement. Member responded in the affirmative on July 5, 2015. BOR pending.

⁶⁸ Only one of these cases was closed in 2017 and is included in Attachment A.

02/28/2014	02/19/2015 (11-day suspension)	2/23/2015		Settlement Agreement Pending
11/06/2014	10/30/2015 (15-day suspension)	11/2/2015		BOR pending
11/09/2014	10/16/2015 (six-day suspension)	10/13/2015		Department discussing possible settlement with member.
11/25/2014	6/9/2015 ⁶⁹		6/9/2015	Discussing retirement
01/14/2015	12/30/2015 (12-day suspension)	01/05/2016 ⁷⁰ (Request filed beyond five day requirement - request denied)		Department discussing possible settlement with member.
03/03/2015	01/26/2016 (six-day suspension)	1/28/2016		Department discussing possible settlement with member
07/07/2015	05/24/2016 (16-day suspension)	5/27/2016		BOR pending

⁶⁹ Department attempted service by certified mail, but the letter was returned.

⁷⁰ Member's request for a Board of Rights was not in the electronic file. The information was gathered from the Fire Chief's response to the request.

09/19/2015	09/13/2016 (two-day suspension)	9/14/2016		BOR pending
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IX. RECOMMENDATIONS

The OIA recommends that the BOFC adopt the following recommendations and require the Department to coordinate with the OIA and provide progress reports to the BOFC at regular intervals on the implementation of the adopted recommendations.

1. The OIA recommends the Department write an internal policy or procedure for categorizing cases as “sensitive.”
2. The OIA continues to recommend that the Department implement a new case management system (or upgrade the current system) and, in the meantime, continue to develop written procedures to bring uniformity and consistency to the system. The Department has drafted internal procedures related to three categories of complaints (Assign Hire, Driving Under the Influence, and Discourtesy) which were implemented as of January 1, 2019. The Department should draft additional procedures for other complaint categories.
3. The OIA recommends the Department write an internal procedure for categorizing EEO complaints, consistent with the Department’s current practice of categorizing these complaints at the time they are submitted (rather than waiting until the complainant is interviewed) and consistent with the allegations at the time the complaint is made. The protocol (or a different written protocol) should include the Department’s practice of consulting with the Office of the City Attorney regarding cases referred to the Personnel Department pursuant to Mayor Garcetti’s Executive Directive No. 23.
4. The OIA recommends 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. On October 18, 2016, the BOFC requested the Department draft and present a guideline outlining a reasonable time period by which all cases pending a BOR hearing are to be completed. The OIA recommends the Department create this guideline and present it to the BOFC for review and approval.

ATTACHMENT A

Case No.	Complaint Category	Complaint Summary	Adjudication
1	Personnel: Supervisory Misconduct (Non-EEO)	During a Skelly hearing in a different case, the Skelly officer allegedly made a comment about the accused member that was inappropriate in light of the Skelly officer's role in recommending discipline for the accused member.	Out of Statute
2	Supervisory Misconduct (Non-EEO)	The City Personnel Department asked that a member be removed from participating in the hiring process because someone in the member's family had applied to become an LAFD firefighter. The member was not removed until 11 months later.	Non Disciplinary
3	Personnel: EEO Violations: Discrimination/Harassment/Sexual	A high-ranking member allegedly made derogatory statements about the sexual orientation of another member.	Out of Statute
4	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged s/he was shunned by another member. The complainant also alleged that the subject member was unprofessional, discourteous and disrespectful and that this behavior had occurred on other occasions.	Sustained, Non-Punitive
5	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
6	Personnel: Neglect of Duty	The complainant called 9-1-1 for the patient. Responding members allegedly refused to transport the patient.	Out of Statute
7	Personnel: Falsification of Records	The complainant alleged she was billed for an ambulance ride which did not occur, that members falsified blood pressure readings, fabricated documents and improperly identified her as Hispanic.	Out of Statute
8	Personnel: Dishonesty/Theft	The complainant alleged a member committed plagiarism and copyright infringement in securing a federal grant.	Out of Statute
9	Personnel: Neglect of Duty: Department Policy	A member failed to attend (and therefore failed to pass) a firearms practical application/qualification exam.	Sustained, Non-Punitive
10	Personnel: Unbecoming Conduct (Criminal)	A member was arrested for robbery.	Sustained

11	Personnel: Supervisory Misconduct (Non-EEO): Falsification of Records	The complainant alleged a member falsified inspection documents.	Not Sustained
12	Personnel: Driving/Parking Infractions	The complainant alleged a Department vehicle was being driven recklessly. The complainant identified the license plate number, shop number and intersection where the incident occurred.	Not Sustained
13	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged s/he was being harassed and subjected to a hostile work environment.	Unfounded
14	Personnel: EEO Violations: Discrimination/Harassment/Sexual	A member alleged that his/her supervisors were creating a hostile work environment and were bullying members.	Not Sustained
15	Service: Patient Assessment: Neglect of Duty	The complaint alleged that responding members released a patient without making base contact. Later that day, 9-1-1 was called again for the same patient. The patient was in cardiac arrest and pronounced dead on scene.	Sustained, Non-Punitive
16	Personnel: Other	An allegation was made that photographs were taken of a probationary member and circulated among some Department members. Concern was that the nature of the photos would harm the probationer's reputation.	Not Sustained
17	Personnel: EEO Violations: Discrimination/Harassment/Sexual	A member reported that during a meeting his/her rights, along with rules and regulations, were violated. The complainant alleged discrimination, retaliation, harassment, intimidation, threats and a hostile work environment.	Unfounded
18	Personnel: Improper Remark or Gesture (Non-EEO)	A member was allegedly discourteous to the complainant.	Unfounded
19	Personnel: Driving/Parking Infractions	The complainant alleged he was cut off on the freeway by an LAFD van with the name of the unit written on it. The complainant also alleged the member took evasive action to avoid being identified.	Out of statute
20	Improper Remark or Gesture (Non-EEO)	An allegation of misconduct was made against an instructor. The instructor reported s/he was wrongly accused and	Exonerated

		alleged the reporting member acted unprofessionally.	
21	Personnel: Supervisory Misconduct (Non-EEO)	Member A was injured on duty. Command staff did not inquire into Member A's well-being. Member B complained about the way Member A was treated and was then allegedly threatened with removal from his/her position.	Unfounded
22	Service: Disrespectful/Insensitive/Negative Attitude	The complainant alleged that a member was rude, condescending and very unprofessional to a patient's caregiver. It was also alleged that the patient was not transported to the requested hospital, resulting in a medical setback to the patient.	Not Sustained
23	Personnel: Other	A member alleged a hostile work environment and workplace harassment related to recurring issues with another member.	Not Sustained
24	Personnel: Improper Remark or Gesture (Non-EEO)	Member A alleged that Member B made inappropriate comments to a minor when Member B suggested that sex education was the minor's favorite subject in school.	Sustained, Non-Punitive
25	Personnel: Supervisory Misconduct (Non-EEO)	A member alleged retaliation, harassment and intimidation because s/he was denied the opportunity to work an overtime shift.	Not Sustained
26	Personnel: Unbecoming Conduct (Criminal)	A member notified the Department that s/he was the subject of a police investigation. The nature of the investigation was not included with the notification.	Sustained
27	Personnel	A member reported that prescription medication was stolen from his/her property at the fire station and that this had occurred previously during that past two weeks.	Not Sustained
28	Personnel: Unbecoming Conduct (Criminal)	A member was arrested for DUI.	Sustained
29	Personnel: Unbecoming Conduct (Criminal)	A member was sentenced to approximately 30 days of electronic monitoring in lieu of 59 days in jail. It was alleged the member improperly used sick time while serving the sentence.	Unfounded

30	Personnel: Neglect of Duty: Assign Hire Refusal	A member allegedly took time off twice as "family emergency" while attending a preparation course for a promotional examination.	Non-Disciplinary
31	Personnel: Alcohol/Narcotics & Drug Use	Empty pill bottles were found at a fire station that did not belong to any members assigned there. Also, two used syringes were found hidden in plumbing access ways inside the fire station.	Sustained
32	Personnel: Improper Remark or Gesture (Non-EEO): Disrespectful/Insensitive/Negative Attitude	It was alleged that Member A grabbed a machine from Member B, then tried to start a physical altercation with Member B, winked and blew kisses at Member B. It was further alleged that Member A was unprofessional, disrespectful and antagonizing toward a fellow employee, and was disrespectful and insubordinate to an officer.	Sustained
33	Personnel: Other	A member alleged that his/her complaints have not been handled properly by an LAFD officer or PSD. The member also alleged racial discrimination, retaliation for reporting improper conduct, and assault.	Not Sustained
34	Service: Disrespectful/Insensitive/Negative Attitude	The complainant reported that members failed to provide medical treatment, made inappropriate comments, failed to help her out of the ambulance upon arriving at the hospital, and told her to push herself after providing her with a wheelchair.	Not Sustained
35	Both: Improper Care/Treatment: Improper Remark or Gesture (Non-EEO)	The complainant alleged members failed to transport a patient, acted insensitively, delayed care, and lacked professionalism.	Sustained, Non-Punitive
36	Personnel: Unbecoming (Miscellaneous)	A doctor alleged a member engaged in inappropriate physical conflict with the doctor at a hospital.	Unfounded
37	Personnel: Disrespectful/Insensitive/Negative Attitude	The complainant alleged members were condescending to the friend of a patient when responding to a call.	Not Sustained
38	Personnel: Dishonesty/Theft: Falsification of Records	The complainant alleged a member attempted to gain access to a retailer's employee store on Law Enforcement/Fire Service Day. When security officers questioned his/her eligibility to participate,	Sustained

		the member became rude, degrading, obnoxious, disruptive, and refused to leave.	
39	Personnel: Alcohol/Narcotics & Drug Use	A member displayed signs and symptoms of being impaired by either drugs and/or alcohol while on duty.	Sustained
40	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant reported that members refused to transport a patient and acted unprofessionally.	Unfounded
41	Personnel: Department Policy	A member complained that s/he cannot get a day off because no one will be a guarantor, however the Department hired a captain to work down as an engineer when a vacation vacancy was created.	Non-Disciplinary
42	Personnel: Improper Remark or Gesture (Non-EEO)	A subordinate allegedly said "fuck you" to an officer.	Sustained
43	Personnel: Neglect of Duty: Missed Response	Members allegedly failed to respond to an incident to which they were dispatched.	Sustained, Non-Punitive
44	Personnel: Improper Remark or Gesture (Non-EEO)	While driving, the complainant came upon an ambulance blocking lanes. The complainant knocked on the ambulance door and asked if the ambulance could be moved. A member allegedly told the complainant to back up and go the other way and allegedly slammed the ambulance door in the complainant's face. The complainant knocked again and a member reportedly rushed out and allegedly assaulted the complainant.	Sustained, Non-Punitive
45	Personnel: Dishonesty/Theft: Falsification of Records	The complainant alleged that a member may have conducted inspections that were neither thorough nor complete.	Unfounded
46	Service: Improper Remark or Gesture (Non-EEO): Disrespectful/Insensitive/Negative Attitude	A patient alleged members acted inappropriately and did not render proper care.	Not Sustained
47	Personnel: Department Policy	The complainant was concerned because he believed he was contacted by LAFD about official business through an email address that was not an official City account.	Non Disciplinary
48	Personnel: Department Policy	The complainant alleged a member set up an automatic reply email with a false and	Non Disciplinary

		misleading message that was received by members of the public.	
49	Personnel: Department Policy	It was alleged that following an earthquake, an officer failed to follow the earthquake mode procedures and later changed his/her story about his/her actions.	Sustained
50	Both: Disrespectful/Insensitive/Negative Attitude: Improper Remark or Gesture (Non-EEO)	The complainant alleged a member was rude to a patient's family member and did not render care to the patient.	Sustained
51	Personnel: Improper Remark or Gesture (Non-EEO): Other	The complainant alleged retaliation, harassment and intimidation.	Unfounded
52	Personnel: Supervisory Misconduct (Non-EEO)	The complainant alleged that members felt threatened by comments made by an officer at a meeting. The complainant also alleged retaliation.	Not Sustained
53	Personnel: Department Policy	It was alleged that a member was abusing overtime hours and that the supervisor allowed this to occur.	Unfounded
54	Both: Punctuality/Absenteeism	It was alleged a member abused family illness time.	Sustained, Non-Punitive
55	Personnel: Medication Related: Dishonesty/Theft	Members reported that an extra discarded bottle of narcotic was discovered in an ambulance during the transport of patient under the age of 18.	Out of Statute
56	Personnel: Supervisory Misconduct (Non-EEO)	The complainant alleged retaliation.	Not Sustained
57	Both: Disrespectful/Insensitive/Negative Attitude: Neglect of Duty	A patient alleged that members were unprofessional.	Unfounded
58	Personnel: Department Policy	The complainant alleged an officer created a hostile work environment, verbally threatened and confronted members, created unnecessarily risky situations and appeared to be under the influence of a controlled substance on duty.	Unfounded
59	Personnel: Improper Remark or Gesture (Non-EEO): Harassment of Citizen	A member of the public alleged that an officer made discriminatory remarks, pushed him and grasped his shirt, in an effort to get him/her to stop video recording the scene of an accident.	Unfounded
60	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-punitive

61	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged that while driving to the emergency room s/he encountered LAFD responding to a separate incident and blocking the road. The members told him/her not to try to drive around the fire apparatus and they would not allow the complainant to drive past the incident, delaying his/her medical treatment and causing his/her condition to worsen.	Sustained, Non-Punitive
62	Personnel: Neglect of Duty: Assign Hire Refusal	A member failed to report for duty on an assign hire day.	Unfounded
63	Service: Patient Assessment	The complainant alleged that members did not properly assess or give proper medical treatment to a patient.	Sustained, Non-Punitive
64	Personnel: Supervisory Misconduct (Non-EEO)	The complainant alleged that the Department was delayed in its response to a brush fire because of the actions of a supervisor.	Unfounded
65	Personnel: Unbecoming (Miscellaneous)	The complainant alleged that members were not properly certified/licensed for a particular assignment and should be transferred.	Unfounded
66	Personnel: Hazing: Disrespectful/Insensitive/Negative Attitude	A member was accused of hazing when s/he sent a picture via group text among other members showing homophobic images. It was also alleged that an officer delayed reporting the incident.	Sustained, Non-Punitive (Mediation)
67	Personnel: Improper Remark or Gesture (Non-EEO): Other	A recruit alleged s/he was treated improperly during a test and was hit by an instructor/member while drinking water.	Sustained, Non-Punitive
68	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged s/he experienced discrimination because s/he is Hispanic.	Not Sustained
69	Personnel: Improper Remark or Gesture (Non-EEO)	Officer A alleged that Officer B was rude and unprofessional during a conversation between the two of them, regarding Officer A's performance.	Sustained, Non-Punitive
70	Personnel: Other	A member allegedly used a Department computer for personal use, while off duty.	Not Sustained
71	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant was assisting an injured person. The complainant alleged that when LAFD arrived, a member was rude and disrespectful.	Sustained

72	Personnel: Other	A patient alleged that her medication was missing after she was transported to the hospital by LAFD.	Not Sustained
73	Personnel: Workers' Compensation Fraud	The complainant alleged an officer committed workers' compensation fraud.	Not Sustained
74	Service: Improper Patient Care/Treatment	The complainant alleged members failed to transport a patient, failed to adequately care for a patient and were rude to a patient's relative.	Not Sustained
75	Personnel: Improper Remark or Gesture (Non-EEO)	The complainants alleged a member was involved in a verbal confrontation with another member, was bullying other members and was undermining the authority of the officers at the station.	Not Sustained
76	Personnel: Other	Allegations of theft and the unauthorized purchase of pay-per-view movies led the crew to complain that a member had been dishonest.	Sustained, Non-Punitive
77	Personnel: Unbecoming Conduct (Criminal)	A member was arrested for felony battery.	Sustained
78	Personnel: Other	Member A was on medical leave when notified of a transfer. Upon returning to work, Member A reported to the new assignment, and alleged that there was no vacancy, no permanent work station, no assignment, and no supervisor. Complainant alleged this was retaliation for medical leave.	Not Sustained
79	Personnel: Unbecoming Conduct (Miscellaneous)	It was alleged that a member had sex at a fire station.	Not Sustained
80	Personnel: Workers' Compensation Fraud	The complainant alleged a member committed workers' compensation fraud.	Not Sustained
81	Personnel: Department Policy	The complainant alleged a member failed to follow proper reporting procedures after damaging Department property and other City property.	Sustained, Non-Punitive
82	Service: Documentation Issue	The complainant said that members did not properly stabilize a patient. When asked the reasons for the care given, members allegedly were not honest.	Sustained, Non-Punitive
83	Personnel: Hazing	The complainant alleged a probationary firefighter was hazed by an officer.	Not Sustained

84	Personnel: Improper Remark or Gesture (Non-EEO): Discredit Upon Department	The complainant alleged a member (using a pseudonym) posted inappropriate work-related content on social media.	Exonerated
85	Personnel: Department Policy	A member allegedly placed an apparatus NAV (Not Available) without permission.	Sustained, Non-Punitive
86	Personnel: Insubordination	Member A was working overtime on a rescue when his/her relief failed to report for duty. Member A was supposed to report for duty at his/her regular assignment following the overtime shift, but could not leave because relief had not been made. When Member A's relief did not report for duty, Member A placed the rescue NAV without permission. Furthermore, when the next shift began, Member A did not attend line-up. When an officer confronted Member A about the situation, Member A was disrespectful to the officer.	Sustained
87	Personnel: Neglect of Duty: Assign Hire Refusal	A member allegedly called in sick on an assign hire day and did not bring a doctor's note when asked to by an officer.	Sustained
88	Personnel: Alcohol/Narcotics & Drug Use	While on duty, a member displayed signs and symptoms of being under the influence of alcohol and/or drugs.	Sustained
89	Personnel: Department Policy	A member was denied the use of a Department vehicle to go to an assignment for an overtime day and alleged discrimination based on race.	Unfounded
90	Personnel: Off-Duty Misconduct	LAPD notified LAFD that a member who was off-duty and in civilian clothes was allegedly using his/her badge to access a building.	Unfounded
91	Personnel: Improper Remark or Gesture (Non-EEO)	While on-duty and responding to an incident, members approached a minor seeking a hug. While one member was hugging the minor, the minor alleged s/he felt lips on his/her neck. The minor shoved the member and called him/her a pervert. The member called the minor an inappropriate name in return.	Sustained
92	Personnel: Workers' Compensation Fraud	The complainant alleged a member committed workers' compensation fraud.	Sustained

93	Personnel: Insubordination	The complainant alleged a member was insubordinate because the member refused to sign or comply with a Performance Improvement Plan.	Sustained
94	Personnel: Department Policy	The complainant alleged a member was hired to respond to a fire outside the City, in violation of Department policy, preventing other members from being hired. Additionally, the member's response to the fire was delayed.	Not Sustained
95	Personnel: Inappropriate/Unprofessional Comments	The complainant alleged that between June 2002 and December 2005, a member was rude and unprofessional to a patient.	Unfounded
96	Personnel: Improper Remark or Gesture (Non-EEO)	Member A and Member B worked on a rescue together for several months. Member A reported that Member B was rude to the public and has no integrity. Member B allegedly told Member A that Member A was not wanted at the fire station by the other members of the crew. Member B sent Member A a photo of Member B making a vulgar gesture. Member B sent Member A group text messages, which included other crew members attempting to belittle and defame Member A. Member A reported this as hazing.	Sustained, Non-Punitive
97	Personnel: Department Policy	A member fell and was injured while practicing a firefighter survival technique.	Non Disciplinary
98	Service: Improper Patient Care/Treatment	The complainant alleged that members were abusive and that one pushed her. She also alleged the ambulance driver told her to "shut up."	Not Sustained
99	Service: Improper Patient Care/Treatment: Falsification of Records	The complainant alleged she was sick because her drink had been tampered with. When members responded, they falsely accused her of abusing marijuana and alcohol and reprimanded her for doing so. They falsely documented she had smoked a bong. They used unnecessary force while placing her in the ambulance.	Not Sustained

100	Service: Improper Patient Care/Treatment	The complainant alleged inappropriate care and racial discrimination. She also claimed there was no urgency in the members' response. Further, she said that when members arrived, her son was performing CPR and the members did not take over for four to five minutes. She believed the intubation performed by the members choked her husband to death.	Unfounded
101	Personnel: Safety	A patient was being transported to the hospital for flu-like symptoms. The patient was riding in the back of the ambulance on the bench, not on a gurney, and was not wearing a seatbelt. The patient alleged she was never offered the gurney. When the ambulance stopped suddenly, the patient fell and sustained injuries.	Sustained, Non-Punitive
102	Personnel: Supervisory Misconduct (Non-EEO)	Member A (Caucasian) and Member B (African-American Probationary firefighter) were making a presentation at a school. Member B posed for a photo with an African American teacher who had been in the same (historically Black) fraternity/sorority as Member B. In the photo, Member B and the teacher made signs with their hands signifying their fraternity/sorority membership. Member A accused Member B of violating the Department's social media policy because s/he was flashing gang signs in the photo that could later appear on social media and bring discredit to the LAFD. Member A also reported this same information to the supervisor. Subsequently, Member B alleged that the supervisor said the incident was unacceptable and if it happened again it would be considered creating a hostile work environment and that "paperwork would follow." Further, Member B alleged that the supervisor was unprofessional toward Member B with criticism, including criticizing Member B for the way the incident was handled, and for having a new	Sustained

		car because Member B could be fired and would have a car payment and no job. Further Member B alleged that the supervisor cursed at Member B.	
103	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged that a member was verbally aggressive towards him, shoved him, caused damage to his property, and made improper remarks.	Not Sustained
104	Personnel: Improper Remark or Gesture (Non-EEO)	Multiple complaints were filed against a member, who then complained that s/he was being harassed	Not Sustained
105	Personnel: Out of District	Members were on an apparatus, outside their district. The apparatus was placed out of service without permission.	Sustained, Non-Punitive
106	Service: Improper Patient Care/Treatment	Members allegedly failed to transport a patient.	Not Sustained
107	Personnel: Driver License Violation	A member's driver's license was suspended.	Sustained, Non-Punitive
108	Both: Improper Patient Care/Treatment: Improper Remark or Gesture (Non-EEO)	Complainant stated that paramedics were unprofessional, intentionally hurt her, and traumatized her.	Sustained, Non-Punitive
109	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged s/he was threatened and suffered retaliation for being a witness in a complaint investigation. The complainant also alleged PSD was leaking sensitive and confidential information.	Not Sustained
110	Personnel: Unbecoming Conduct (Criminal)	A probationary firefighter was cited by police for misdemeanor assault and battery.	Sustained
111	Personnel: Other	A patient reported that following transport, he was missing credit cards, gift cards, and cash from the night of the incident.	Unfounded
112	Both: Hospital Destination: Improper Remark or Gesture (Non-EEO)	A patient alleged that members refused to take him to the requested hospital. The patient also stated that the same thing occurred in 2013.	Exonerated
113	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged that while he was trying to direct traffic at the scene of an accident, an LAFD member shoved him out of the way.	Unfounded
114	Personnel: Dishonesty/Theft	While collecting house dues, a member noticed money missing from the mess fund.	Not Sustained

115	Personnel: Workers' Compensation Fraud	The complainant alleged a member committed workers' compensation fraud.	Not Sustained
116	Personnel: Neglect of Duty: Assign Hire Refusal	A member volunteered for an overtime day and then called in sick.	Not Sustained
117	Personnel: Unbecoming (Miscellaneous)	The complainant alleged he was walking in a crosswalk when an ambulance drove within 12 inches of him without lights or siren and did not stop to check on his well-being.	Sustained, Non-Punitive
118	Personnel: Supervisory Misconduct (Non-EEO)	A member alleged s/he was the target of retaliation, unfair labor practices and adverse working conditions when s/he was denied promotions. The member also reported that s/he suffered from undue pressure and stress which was having a detrimental effect on his/her physical, emotional and psychological health. Further, the member alleged that the Fire Department administration fostered illegal activities by conspiring to commit fraud.	Unfounded
119	Service: Disrespectful/Insensitive/Negative Attitude	The complainant called 9-1-1 for his wife. Two ambulances arrived. The complainant alleged he was discouraged from having the ambulances transport his wife to the hospital and was encouraged to transport her himself.	Sustained, Non-Punitive
120	Service: Medication Related	A vial of morphine was lost.	Sustained, Non-Punitive
121	Personnel: Improper Remark or Gesture (Non-EEO)	A member allegedly choked a patient.	Unfounded
122	Service: Improper Remark or Gesture (Non-EEO)	The complainant alleged that members were unprofessional.	Unfounded
123	Service: Harassment of Citizen	The complainant alleged that a member positioned an LAFD apparatus, as if using it as a weapon, blocking the complainant's path.	Not Sustained
124	Service: Disrespectful/Insensitive/Negative Attitude	The complainant stated a member who responded to a medical call had a bad attitude, was condescending, disdainful, and apathetic. The member also banged the stair chair hard against the wall when the stair chair was used to remove the patient from the location.	Sustained, Non-Punitive

125	Personnel: Violence - Workplace or Domestic	Two members were involved in a physical altercation with each other while on duty.	Sustained
126	Service: Inappropriate/Unprofessional Comments	The complainant (a medical facility employee) called 9-1-1 for an older female patient, complaining of right arm pain with 180/111 [high] blood pressure reading. The complainant alleged a member discouraged the patient from being transported to the hospital and encouraged the patient to see her personal doctor instead.	Sustained, Non-Punitive
127	Personnel: Improper Remark or Gesture (Non-EEO)	Complainant states that a member improperly entered his closed gate to inspect his property without notifying him, improperly ordered additional brush clearance, and improperly issued a notice of non-compliance after complainant complied with each order.	Sustained, Non-Punitive
128	Personnel: Improper Remark or Gesture (Non-EEO)	A patient alleged that a member swore at him and kicked the gurney, causing him pain where he had already been hurt.	Not Sustained
129	Personnel: Supervisory Misconduct (Non-EEO)	A member alleged disparate treatment, discrimination, and retaliation.	Not Sustained
130	Personnel: Supervisory Misconduct (Non-EEO)	An officer was accused of not following procedures for hiring/assigning members to work special events.	Sustained
131	Personnel: Lost Equipment	A Department radio was missing.	Sustained, Non-Punitive
132	Personnel: Failed to Appear in Court	A Deputy District Attorney called LAFD because a member failed to appear in court.	Sustained, Non-Punitive
133	Personnel: Unbecoming Conduct (Criminal)	A member was arrested for driving under the influence of alcohol.	Sustained
134	Personnel: Other	A patient complained that a member acted inappropriately when LAFD was dispatched to the patient, who claimed LAFD did not need to respond when the patient's relative called 9-1-1.	Non Disciplinary
135	Personnel: Lost Equipment	A member lost a Department radio.	Sustained, Non-Punitive
136	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant observed LAFD responding to a homeless person sleeping/lying on the sidewalk. The members pulled their apparatus within three feet of the man and honked the horn to get	Not Sustained

		him up. The complainant thought it was loud and unnecessary.	
137	Both: Hospital Destination: Improper Remark or Gesture (Non-EEO)	Complainant called 9-1-1 because her brother was unconscious. She alleged responding members told her and her mother to leave the room where they were treating her brother, then threw all the bedding on the floor. The complainant also alleged that members transported her brother without waiting for her to accompany them, even though they said they would wait. Further, her brother was not transported to the nearest hospital. The complainant also reported that, while being transported, her brother was strangled and hit very hard on the face, nose and head by a member. The complaint was filed 15 months after the incident.	Unfounded
138	Personnel: Improper Remark or Gesture (Non-EEO)	Member A and Member B had a verbal altercation while off-duty and Member B threatened Member A. Subsequently, Member A reported that two other members at the station spoke to Member A about transferring out of the station and engaged in an alleged retaliatory act. The supervisor who entered the complaint into CTS, suggested this behavior may meet the Department's definition of hazing.	Not Sustained
139	Personnel: Supervisory Misconduct (Non-EEO)	An officer allegedly fabricated the details of an incident when reporting damage to Department apparatus.	Sustained
140	Personnel: Supervisory Misconduct (Non-EEO)	An officer left his district without permission in a fire apparatus and was in a traffic accident. The officer's absence caused another apparatus to run without the required number of crew members.	Sustained
141	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged members were rude and unprofessional.	Unfounded
142	Personnel: Safety	A member was placed off-duty due to an injury sustained at a fire possibly because the member was not wearing his/her personal protective equipment.	Non Disciplinary

143	Personnel: Improper Remark or Gesture (Non-EEO)	Members A and B responded to a medical call. Complainant accused Member A of striking the patient's hand, knocking a phone out of his hand while yelling, "You don't need that, you don't need anything." Member A told the complainant that the patient had struck Member B and that the phone had to be knocked out of the patient's hand because the member believed the patient would throw it at them. Both members accused the complainant of being the enemy and defending the patient.	Unfounded
144	Both: Physical Misconduct (Abusive): Improper Remark or Gesture (Non-EEO)	The complainant alleged members were rude, and physically and sexually assaulted her.	Not Sustained
145	Personnel: Unbecoming Conduct (Criminal)	A member was arrested for domestic violence.	Not Sustained
146	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant called 9-1-1 regarding a homeless person sleeping in the driveway of a business. A member directed the complainant (more than once) to shake or lightly kick the person to determine if he was okay. The complainant did not want to do this and asked the Department to send an ambulance. The complainant felt the member acted inappropriately.	Sustained, Non-Punitive
147	Personnel: Other	An elderly disabled man complained that members parked an ambulance in front of a bus stop while eating at a fast food establishment, preventing people from accessing the bus.	Non-Disciplinary
148	Personnel: Improper Remark or Gesture (Non-EEO)	The father of an 11-year-old patient alleged that members gave the family the option of transporting the patient to the hospital in their private car instead of taking him by ambulance.	Not Sustained
149	Personnel: Other	The complainant reported that three engines raced through an intersection. The third engine was without a siren and almost hit him.	Non-Disciplinary
150	Personnel: Improper Remark or Gesture (Non-EEO)	A potentially derogatory cartoon was found on a wall depicting a before and after rendering of a member.	Sustained, Non-Punitive

151	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged an LAFD member threatened him and another person.	Unfounded
152	Personnel: Improper Remark or Gesture (Non-EEO)	Member A called to say s/he would be late to work. Member A was Member B's relief. When Member A arrived at work. Member B allegedly was verbally abusive and shouted an expletive at Member A.	Sustained, Non-Punitive
153	Personnel: Improper Remark or Gesture (Non-EEO)	A member allegedly violated the tobacco policy and called a female probationary firefighter a derogatory name. The complainant believed the member was creating a hostile work environment.	Sustained, Non-Punitive
154	Personnel: Improper Remark or Gesture (Non-EEO)	At the hospital, a patient became unruly while on the gurney, attempted to kick a member, and caused the gurney to flip backwards. A scuffle ensued with the member and the member held the patient in a headlock. Hospital security and LAPD responded. The situation de-escalated. Subsequently, the patient complained of pain and that the member made derogatory remarks about the patient being homeless.	Not Sustained
155	Personnel: Accidents - Traffic	A Department traffic accident hearing determined that a member's negligence resulted in a traffic collision.	Sustained, Non-Punitive
156	Personnel: Safety	A probationary firefighter failed to don proper personal protective equipment.	Sustained
157	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant (employed by another City department) alleged a member was rude and unprofessional.	Not Sustained
158	Personnel: Improper Remark or Gesture (Non-EEO)	A member felt threatened by another member's angry and demeaning comments.	Not Sustained
159	Personnel: Sexual Misconduct (Non-EEO)	A member alleged unwanted physical and sexual contact by another member.	Not Sustained
160	Personnel: Improper Remark or Gesture (Non-EEO)	A complaint was made about workplace interactions.	Non-Disciplinary
161	Personnel: Improper Remark or Gesture (Non-EEO)	It was alleged that a member made accusations and negative remarks about African American members.	Not Sustained
162	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant called 9-1-1 for an ailing homeless person. One of the members who responded was rude and told the complainant that she should not have called	Sustained, Non-Punitive

		9-1-1 because there was no medical emergency.	
163	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
164	Personnel: Driving/Parking Infractions	The complainant, while out running, was hit by the mirror of a car that was exiting a Department facility and appeared to be a Department vehicle. The driver did not stop and identify him/herself.	Not Sustained
165	Personnel: Failure to Notify MLS re: Work Status	It was alleged that a member provided incomplete and/or redacted medical records for a return to work evaluation and that the member may not have a valid driver's license.	Sustained, Non-Punitive
166	Personnel: Improper Remark or Gesture (Non-EEO): Department Policy	A member allegedly was rude, angry and uncooperative and did not provide records subject to disclosure pursuant to the California Public Records Act.	Not Sustained
167	Personnel: Improper Remark or Gesture (Non-EEO)	A member allegedly sounded an air horn in a dormitory where a probationary firefighter was resting.	Sustained, Non-Punitive
168	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
169	Personnel: Lost Equipment	A member lost an LAFD badge.	Sustained, Non-Punitive
170	Personnel: Other	A probationary firefighter who was off because of an injury on duty, failed to update the Department regarding his/her status.	Sustained, Non-Punitive
171	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
172	Personnel: Supervisory Misconduct (Non-EEO)	Officer A alleged that Officer B stared at Officer A in a hostile manner then made an aggressive gesture toward Officer A. Officer A claimed that Officer B did these things in retaliation for a complaint filed by Officer A against Officer B and in an attempt to get Officer A to engage in a verbal or physical altercation. Officer A also alleged that Officer B created a hostile work environment with false allegations and has attempted to intimidate other staff members.	Not Sustained

173	Personnel: Improper Remark or Gesture (Non-EEO)	A member complained that a supervisor was not giving a holiday rootie tootie following an inspection.	Non Disciplinary
174	Personnel: Improper Remark or Gesture (Non-EEO)	A member did not show respect for a supervisor.	Non Disciplinary
175	Personnel: Improper Remark or Gesture (Non-EEO)	A member did not show respect for a supervisor.	Non Disciplinary
176	Personnel: Improper Remark or Gesture (Non-EEO)	A supervisor alleged that a member threatened or retaliated against the supervisor for filing a previous complaint.	Non Disciplinary
177	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
178	Personnel: Lost Equipment	An LAFD identification card was stolen.	Sustained, Non-Punitive
179	Personnel: Punctuality/Absenteeism	A member was absent without leave.	Sustained, Non-Punitive
180	Personnel: Other	A recruit alleged that s/he experienced disparate treatment at the drill tower while practicing for a test, which placed the recruit at a disadvantage.	Unfounded
181	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
182	Both: Safety: Department Policy	A member allegedly failed to properly report damage to an aerial ladder and failed to take the apparatus out of service.	Sustained, Non-Punitive
183	Personnel: Neglect of Duty: Assign Hire Refusal	A member said s/he had a family emergency on an assign hire day.	Not Sustained
184	Personnel: Lost Equipment	A member lost Department keys.	Sustained, Non-Punitive
185	Service: Hospital Destination	The patient alleged he was taken to a hospital that did not have a cardiac catheterization laboratory which delayed his care, causing permanent damage to his heart.	Exonerated
186	Personnel: Neglect of Duty: Assign Hire Refusal	A member failed to report for duty on an assign hire day.	Sustained, Non-Punitive
187	Personnel: Neglect of Duty: Assign Hire Refusal	A member called in "NIOD illness" [Not Injured on Duty] on an assign hire day.	Not Sustained
188	Personnel: Improper Remark or Gesture (Non-EEO)	A doctor complained that a member questioned the doctor's clinical findings and the need for LAFD to respond to an incident.	Not Sustained

189	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged he called a fire station and asked for LAFD to respond to a smell of burning food. An officer refused to send a response and told the complainant to "shut the f**k up," The complainant complained to a different officer who was allegedly unprofessional.	Not Sustained
190	Personnel: Improper Remark or Gesture (Non-EEO)	A probationary firefighter felt s/he was being harassed and was in a hostile working environment.	Non Disciplinary
191	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
192	Personnel: Improper Remark or Gesture (Non-EEO)	A member allegedly was rude and unprofessional.	Sustained, Non-Punitive
193	Personnel: Improper Remark or Gesture (Non-EEO): Inappropriate Computer/Email Use	The City Attorney's Office sent an email to City employees seeking information about City employees or family members impacted by the immigration ban enacted by the federal government. The complainant, a lawyer in the City Attorney's Office, reported that a member responded to the email with an inappropriate, politically-based communication, which included a verbal attack on the employee who sent the initial email.	Not Sustained
194	Personnel: Driving/Parking Infractions	The complainant alleged a member was driving an LAFD vehicle recklessly.	Not Sustained
195	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged that members were rude and made improper remarks to a patient and divulged private medical information.	Sustained, Non-Punitive
196	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant (not an LAFD employee) notified PSD that a member told the complainant's supervisor about confidential and sensitive information related to the complainant's mental health.	Non-Disciplinary
197	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
198	Personnel: Other	The complainant is contesting her ambulance bill because she felt she was coerced into taking an LAFD ambulance.	Unfounded

199	Personnel: Lost Equipment	A member lost a work shirt and badge.	Sustained, Non-Punitive
200	Personnel: Other Department Policy: Neglect of Duty: Other	While members were on a call, the ambulance was stolen.	Not Sustained
201	Personnel: Improper Remark or Gesture (Non-EEO)	A hospital employee alleged a member made sexually-related comments to her and, on more than one occasion, stared at her.	Unfounded
202	Personnel: Neglect of Duty: Department Policy	A member allegedly used "FE" [family emergency] time improperly so s/he could leave before being relieved.	Not Sustained
203	Personnel: Neglect of Duty: Assign Hire Refusal	A member did not report for duty on an assign hire day.	Sustained
204	Personnel: Harassment of Citizen	The complainant alleged LAFD personnel engaged in strange or bizarre conduct towards him since 2013. The behavior included honking the horn in a mysterious pattern, yelling things out of the apparatus window at him, steering the apparatus towards him in the opposing lane, attempting to intimidate him with lights and siren, and talking about him under their breath when the complainant encountered the firefighters at a sandwich shop.	Unfounded
205	Personnel: Lost Equipment	A member's LAFD identification card was stolen.	Sustained, Non-Punitive
206	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
207	Personnel	A member was accused of sexual misconduct with family members under the age of 18.	Unfounded
208	Personnel: Other	A member complained that there were not enough beds for all members at a particular location and that more beds/dorm space was allocated to female members than was needed.	Non-disciplinary
209	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
210	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
211	Personnel: Misuse of Department Equipment	The complainant notified the Department of damage to a fire apparatus. It was unknown how the damage occurred.	Non-Disciplinary

212	Service: Disrespectful/Insensitive/Negative Attitude	The complainant alleged that members were unprofessional, showed no empathy, no compassion and no sympathy for the patient. It was also alleged that the members were sarcastic with the patient and family.	Sustained, Non-Punitive
213	Personnel: Safety: Misuse of Department Equipment	It was alleged that a member threw a chain saw down from a rooftop at other members.	Sustained, Non-Punitive
214	Personnel Improper Remark or Gesture (Non-EEO)	A supervisor alleged that a member engaged in a verbal "angered attack" of another supervisor.	Sustained, Non-Punitive
215	Personnel: Lost Equipment	A member's LAFD identification card was stolen.	Sustained, Non-Punitive
216	Personnel: Neglect of Duty: Assign Hire Refusal	A member did not report for duty on an assign hire day.	Sustained, Non-Punitive
217	Personnel: Lost Equipment	A LIFEPAK 1000 (automated external defibrillator) was missing from an engine.	Sustained, Non-Punitive
218	Service: Hospital Destination	A patient's wife alleged members took a patient to a hospital that could not treat the patient because it was out of the patient's insurance network, so the patient was transferred to another hospital. Additionally, the patient's wife alleged the members were rude and condescending.	Sustained, Non-Punitive
219	Personnel: Insubordination	A member removed a structure at a fire station that had been constructed by other members.	Sustained, Non-Punitive
220	Personnel: Supervisory Misconduct (Non-EEO)	It was alleged that an officer lied (by calling in sick/family emergency) to get out of working an overtime day at one station to be able to later work at a different station.	Not Sustained
221	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
222	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
223	Safety: Damage of Citizen's Property	A member allegedly failed to follow proper backing procedures, which resulted in damage to a civilian vehicle.	Unfounded
224	EMS Protocols: Department Policy	The complainant alleged a patient should have been connected to a cardiac monitor, but was not.	Sustained, Non-Punitive

225	Service: Safety: Department Policy	The complainant told an officer that his landlord had rendered the fire escape inaccessible. The officer said someone would check it. A few days later, the complainant called back. The complainant alleged the officer explained that the location was inspected and there was nothing wrong and hung up on the complainant.	Non-Disciplinary
226	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
227	Personnel: Department Policy	A member installed a structure at a fire station without obtaining permission.	Unfounded
228	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant alleged that members were rude to him.	Sustained, Non-Punitive
229	Personnel: Unbecoming (Miscellaneous)	The complainant read news a story that contained negative information about a member. The complainant told the Department that the information in the story was consistent with her experience, more than 10 years earlier, with that member.	Unfounded
230	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
231	Service: Improper Remark or Gesture (Non-EEO)	The father/conservator for a disabled child claimed a member failed to properly examine the child and took the child to the hospital without his permission.	Unfounded
232	Personnel: Improper Behavior: Disrespectful/Insensitive/Negative Attitude	A member alleged s/he felt threatened and degraded by another member.	Not Sustained
233	Personnel: Lost Equipment	A member was detailed and ordered to leave a fire station key, locker key, and Department identification card in an envelope which was placed in an officer's desk drawer. Upon the member's return to the station a couple months later, those items were missing.	Exonerated
234	Personnel: Lost Equipment	A member's LAFD identification card was stolen.	Sustained, Non-Punitive
235	Service: Improper Remark or Gesture (Non-EEO)	The complainant alleged that members on the engine directed the patient's family to wait for instructions from members on the rescue. However, members on the rescue	Unfounded

		drove away without speaking with the patient's family.	
236	Personnel: Lost Equipment	A member lost fire station and locker keys.	Sustained, Non-Punitive
237	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
238	Personnel: Alcohol/Controlled Substance Use: Off-Duty Misconduct	A member was arrested for driving under the influence of alcohol.	Sustained, Non-Punitive
239	Personnel: Improper Remark or Gesture (Non-EEO): Disrespectful/Insensitive/Negative Attitude	One member allegedly called another member a derogatory term.	Not Sustained
240	Personnel: Assign Hire Refusal	A member did not report for duty on an assign hire day.	Sustained
241	Personnel: Lost Equipment	A member's LAFD identification card was stolen.	Sustained, Non-Punitive
242	Personnel: Lost Equipment	A member lost an LAFD radio.	Sustained, Non-Punitive
243	Personnel: Improper Remark or Gesture (Non-EEO)	A member allegedly threatened to "egg" the house of another member.	Sustained, Non-Punitive
244	Personnel: Improper Remark or Gesture (Non-EEO): Disrespectful/Insensitive/Negative Attitude	The complainant alleged that a member was rude and aggressive during an emergency response.	Sustained, Non-Punitive
245	Personnel: Lost Equipment	A member lost an LAFD cap piece.	Sustained, Non-Punitive
246	Service: Improper Patient Care/Treatment	Members dropped a patient while loading her into an ambulance.	Sustained, Non-Punitive
247	Personnel: Improper Behavior: Disrespectful/Insensitive/Negative Attitude	A member alleged that another member was yelling, being confrontational and engaged in unprofessional behavior.	Not Sustained
248	Personnel: Improper Remark or Gesture (Non-EEO): Disrespectful/Insensitive/Negative Attitude	The complainant alleged that a process server was denied access to a member on two occasions. The complainant contacted the Department twice and spoke with two different members (an officer and a civilian). Both were rude and unprofessional.	Sustained, Non-Punitive for one member, Not Sustained for the other
249	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant, who was conducting security procedures, alleged that a member grabbed her by the wrist and lifted her up as	Sustained

		she was inspecting the member's identification.	
250	Personnel: Lost Equipment	A member lost a Drager 5 gas meter.	Sustained, Non-Punitive
251	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
252	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
253	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
254	Personnel: Fire Station Noise	The complainant alleged the driver of a truck honks the horn excessively when leaving the fire station.	Exonerated
255	Personnel: Disrespectful/Insensitive/Negative Attitude	The complainant alleged a member was disrespectful.	Not Sustained
256	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
257	Personnel: Lost Equipment	An officer reported that the station and locker keys were missing.	Sustained, Non-Punitive
258	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
259	Personnel: Department Policy	After being dispatched to an incident, a probationary member left his/her turnout coat and helmet at the station.	Sustained, Non-Punitive
260	Personnel: Unbecoming (Miscellaneous)	The complainant alleged that LAFD members were illegally dumping building materials.	Not Sustained
261	Personnel: Unbecoming (Miscellaneous)	Two members had a dispute related to an off-duty business partnership. The dispute was affecting the work environment. One member requested that supervisors intervene to smooth relations in the workplace.	Non Disciplinary
262	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
263	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
264	Personnel: Lost Equipment	An LAFD radio was missing.	Sustained, Non-Punitive
265	Personnel: Lost Equipment	A member lost his LAFD badge.	Sustained, Non-Punitive

266	Personnel: Driving/Parking Infractions	The complainant alleged an engine was illegally parked in the red zone while members were eating at a nearby restaurant.	Sustained, Non-Punitive
267	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
268	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
269	Personnel: Lost Equipment	A member's LAFD badge, boots, belt buckle, belt and four sets of uniforms were stolen.	Sustained, Non-Punitive
270	Personnel: Improper Remark or Gesture (Non-EEO): Harassment of Citizen	The complainant alleged the Department has been harassing her with fake bills for inspections.	Exonerated
271	Service: EMS Protocols: Department Policy	A patient was not connected to a cardiac monitor and there was no saline lock.	Sustained, Non-Punitive
272	Personnel: Punctuality/Absenteeism	A member reported late for duty.	Sustained, Non-Punitive
273	Personnel: Lost Equipment	A brush equipment belt and fire shelter were lost.	Sustained, Non-Punitive
274	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
275	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
276	Personnel: Department Policy	A member was counseled about wearing proper personal protective equipment and uniform.	Sustained, Non-Punitive
277	Personnel: Unbecoming (Miscellaneous)	A member allegedly committed workers' compensation fraud.	Not Sustained
278	Service: EMS Protocols: Department Policy	A patient was not connected to a cardiac monitor.	Sustained, Non-Punitive
279	Personnel: Department Policy	A member was not wearing appropriate personal protective equipment.	Sustained, Non-Punitive
280	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
281	Personnel: Improper Remark or Gesture (Non-EEO)	The complainant, a City employee in a different department, was entering a City building through a secured door, which required a key card for entry. The complainant saw a member about to enter the same door, but, for security reasons, the complainant did not allow the member to pass through without using the member's own key card. The member was angry	Sustained

		when the complainant did not hold the door open and later called the complainant a derogatory name.	
282	Personnel: Damage of Citizen's Property	The complainant alleged a member cut off the lock to her storage unit to conduct an inspection.	Unfounded
283	Personnel: Improper Remark or Gesture (Non-EEO)	A member complained that a fire station had a "shrine" to President Trump in an area that could be seen by the public and that this could be offensive to a Muslim member or members of the public.	Unfounded
284	Personnel: Neglect of Duty: Assign Hire Refusal	A member called in "FE" [family emergency] on an assign hire day.	Non Disciplinary
285	Service: EMS Protocols: Department Policy	The complainant alleged members did not follow protocol because a patient was not connected to a cardiac monitor upon arrival at the emergency room.	Sustained, Non-Punitive
286	Personnel: Neglect of Duty: Assign Hire Refusal	A member did not report for duty on an assign hire day. When contacted by the Department, the member said s/he had a family emergency and could not report to work.	Non Disciplinary
287	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
288	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
289	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
290	Personnel: Lost Equipment	A member lost work keys.	Sustained, Non-Punitive
291	Service: EMS Protocols: Department Policy	A patient was not connected to a cardiac monitor upon arrival at the emergency room.	Sustained, Non-Punitive
292	Service: EMS Protocols: Department Policy	The complainant alleged members did not follow protocol because a patient was not connected to a cardiac monitor upon arrival at the emergency room.	Sustained, Non-Punitive
293	Service: EMS Protocols: Department Policy	A patient was not connected to a cardiac monitor upon arrival at the emergency room.	Sustained, Non-Punitive
294	Service: EMS Protocols: Department Policy	The complainant alleged members did not follow protocol because a patient was not	Sustained, Non-Punitive

		connected to a cardiac monitor upon arrival at the emergency room.	
295	Personnel: Lost Equipment	A member's LAFD badge and identification card were stolen.	Sustained, Non-Punitive
296	Personnel: Punctuality/Absenteeism	A member did not report for duty nor call the Department before 8:00a.m. The member called at 9:28a.m. indicating s/he had a family emergency and would not be coming to work.	Sustained, Non-Punitive
297	Personnel: Documentation Issue: Department Policy	A member allegedly failed to make rescue ambulance journal entries for 46 incidents, including 26 transports.	Sustained
298	Personnel: Punctuality/Absenteeism	A member forgot to report for duty for a trade day and came in late.	Sustained, Non-Punitive
299	Personnel: Lost Equipment	A member lost LAFD body armor.	Unfounded
300	Personnel: Lost Equipment	A member lost an LAFD helmet.	Sustained, Non-Punitive
301	Personnel: Lost Equipment	A Member lost an LAFD badge.	Sustained, Non-Punitive
302	Service: EMS Protocols: Department Policy	The complainant alleged members did not follow protocol because a patient was not connected to a cardiac monitor upon arrival at the emergency room.	Sustained, Non-Punitive
303	Personnel: Insubordination	While a member was being detailed from one fire station to another s/he went home "FE" [family emergency].	Non Disciplinary
304	Service: EMS Protocols: Department Policy	The complainant alleged members did not follow protocol because, when members called a hospital they did not mention that the patient was on a ventilator. Further, the patient was not connected to a cardiac monitor upon arrival at the hospital.	Sustained, Non-Punitive
305	Personnel: Damage of Citizen's Property	A gurney was removed from an ambulance but not secured The gurney rolled into a parked car, causing damage to the vehicle.	Sustained, Non-Punitive
306	Personnel: Driving/Parking Infractions	The complainant alleged an ambulance did not yield to a person in a crosswalk.	Sustained, Non-Punitive
307	Personnel: Unbecoming (Miscellaneous): Off-Duty Misconduct	A member failed to appear in civil court. A bench warrant was issued and held.	Unfounded
308	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive

309	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
310	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
311	Personnel: Improper Remark or Gesture (Non-EEO)	Upon being detailed to a different station, Member A and Member B both went home for family illnesses and did not report to the second station. Later that day, an officer went to their station with a job posting for a private company, allegedly suggesting that if members were unhappy working for LAFD, they could work elsewhere. Member A filed a complaint, asserting that s/he felt that the supervisor's actions were offensive and bordered on harassment.	Sustained, Non-Punitive
312	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
313	Personnel: Punctuality/Absenteeism	A member did not report for duty on an assign hire day.	Sustained, Non-Punitive
314	Personnel: Lost Equipment	A member lost an LAFD identification card.	Unfounded
315	Personnel: Driving/Parking Infractions	The complainant alleged a member driving an ambulance cut him off at an intersection when he had the right of way and that the siren was blaring at him.	Not Sustained
316	Personnel: Harassment of Citizen	The complainant alleged that LAFD members were illegally surveilling him.	Unfounded
317	Personnel: Punctuality/Absenteeism: Department Policy	Upon being detailed to a paramedic ambulance, a member indicated that s/he had a family illness to attend to, but waited four hours to be relieved by a replacement.	Non Disciplinary
318	Personnel: Department Policy	A member was not wearing his/her personal protective equipment in the proper manner and had a bad attitude.	Sustained, Non-Punitive
319	Personnel: Lost Equipment	An LAFD radio was stolen.	Sustained, Non-Punitive
320	Personnel: Insubordination: Disrespectful/Insensitive/Negative Attitude	A member did not get FIT [Self-Contained Breathing Apparatus face piece] tested when instructed by his/her supervisor.	Sustained, Non-Punitive
321	Personnel: Supervisory Misconduct (Non-EEO)	A recruit alleged that an officer filmed him/her while on duty without consent.	Sustained, Non-Punitive
322	Personnel: Driving/Parking Infractions	The complainant alleged a member was driving an ambulance in an unsafe manner.	Not Sustained

323	Personnel: Improper Behavior	Member A alleged that Member B treated Member A differently than other members and that Member A felt "somewhat" bullied and threatened by comments made by Member B.	Non Disciplinary (Mediation)
324	Personnel: Lost Equipment	A member lost an LAFD cell phone.	Sustained, Non-Punitive
325	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
326	Personnel: Neglect of Duty	A member did not stay at work when a Department-wide recall was issued due to a large fire.	Sustained
327	Personnel: Neglect of Duty	A member did not stay at work when a Department-wide recall was issued due to a large fire.	Sustained
328	Personnel: Neglect of Duty	A member did not stay at work when a Department-wide recall was issued due to a large fire.	Sustained
329	Personnel: Department Policy	A member did not stay at work when a Department-wide recall was issued due to a large fire.	Sustained, Non-Punitive
330	Personnel: Lost Equipment	An LAFD gas card and parking pass were lost.	Sustained, Non-Punitive
331	Personnel: Assign Hire Refusal	A member did not report for duty on an assign hire day.	Sustained
332	Personnel: Assign Hire Refusal	A member did not report for duty on an assign hire day.	Sustained, Non-Punitive
333	Personnel: Lost Equipment	A member's LAFD identification card was stolen.	Sustained, Non-Punitive
334	Service: Improper Remark or Gesture (Non-EEO)	The complainant alleged that members had poor attitudes. They asked questions and offered information that was personal, private and not necessary for the care of the patient.	Sustained, Non-Punitive
335	Personnel: Department Policy	It was alleged that a member called in sick when s/he was not sick.	Non Disciplinary
336	Service: Improper Patient Care/Treatment	A patient allegedly did not receive proper medical treatment.	Exonerated
337	Personnel: Lost Equipment	An LAFD radio was lost.	Non Disciplinary
338	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
339	Personnel: Driving/Parking Infractions	The driver of an ambulance collided with a private vehicle.	Sustained, Non-Punitive

340	Personnel: Lost Equipment	A member's LAFD identification card was missing and possibly stolen.	Sustained, Non-Punitive
341	Personnel: Lost Equipment	A member's LAFD identification card and keys were stolen.	Sustained, Non-Punitive
342	Personnel: Department Policy	A member was off duty because of an injury. S/he left the general area of his/her residence without permission.	Sustained, Non-Punitive
343	Personnel: Driving/Parking Infractions	A member was driving an LAFD vehicle, alone, in the high occupancy vehicle lane.	Sustained, Non-Punitive
344	Personnel: Supervisory Misconduct (Non-EEO)	A member alleged s/he was the victim of potential bullying and hazing.	Non Disciplinary
345	Service: Improper Patient Care/Treatment	A patient's hand was caught in the gurney.	Sustained, Non-Punitive
346	Personnel: Inappropriate Computer/ Email Use	A member was watching non-work-related videos on his/her work computer and sleeping on the job.	Non Disciplinary
347	Personnel: Lost Equipment	A member's LAFD badge and uniforms were stolen.	Sustained, Non-Punitive
348	Personnel: Safety	A member indicated that a helicopter was prepared for a flight, however the member did not complete pre-flight responsibilities resulting in the inability of the helicopter to liftoff.	Sustained, Non-Punitive
349	Service: Improper Patient Care/Treatment	A patient tipped a gurney and fell to the floor.	Sustained, Non-Punitive
350	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
351	Service: Improper Patient Care/Treatment	A gurney safety strap was caught in the legs of a gurney. The legs did not engage and the gurney fell with a patient on it.	Sustained, Non-Punitive
352	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
353	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
354	Personnel: Lost Equipment	A member's LAFD identification card was stolen.	Sustained, Non-Punitive
355	Personnel: Lost Equipment	An LAFD dry suit was stolen.	Sustained, Non-Punitive
356	Personnel: Lost Equipment	A member lost an LAFD identification card and house dues.	Sustained, Non-Punitive
357	Personnel: Lost Equipment	A member's LAFD identification card was stolen.	Sustained, Non-Punitive

358	Personnel: Assign Hire Refusal	A member did not report for duty on an assign hire day.	Sustained
359	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive
360	Personnel: Lost Equipment	A member's LAFD identification card was lost or stolen.	Sustained, Non-Punitive
361	Personnel: Lost Equipment	A member lost an LAFD identification card and two badges when the member's house burned down in a fire.	Sustained, Non-Punitive
362	Personnel: Lost Equipment	A member's LAFD identification card was stolen.	Sustained, Non-Punitive
363	Personnel: Lost Equipment	A member lost an LAFD identification card.	Sustained, Non-Punitive