

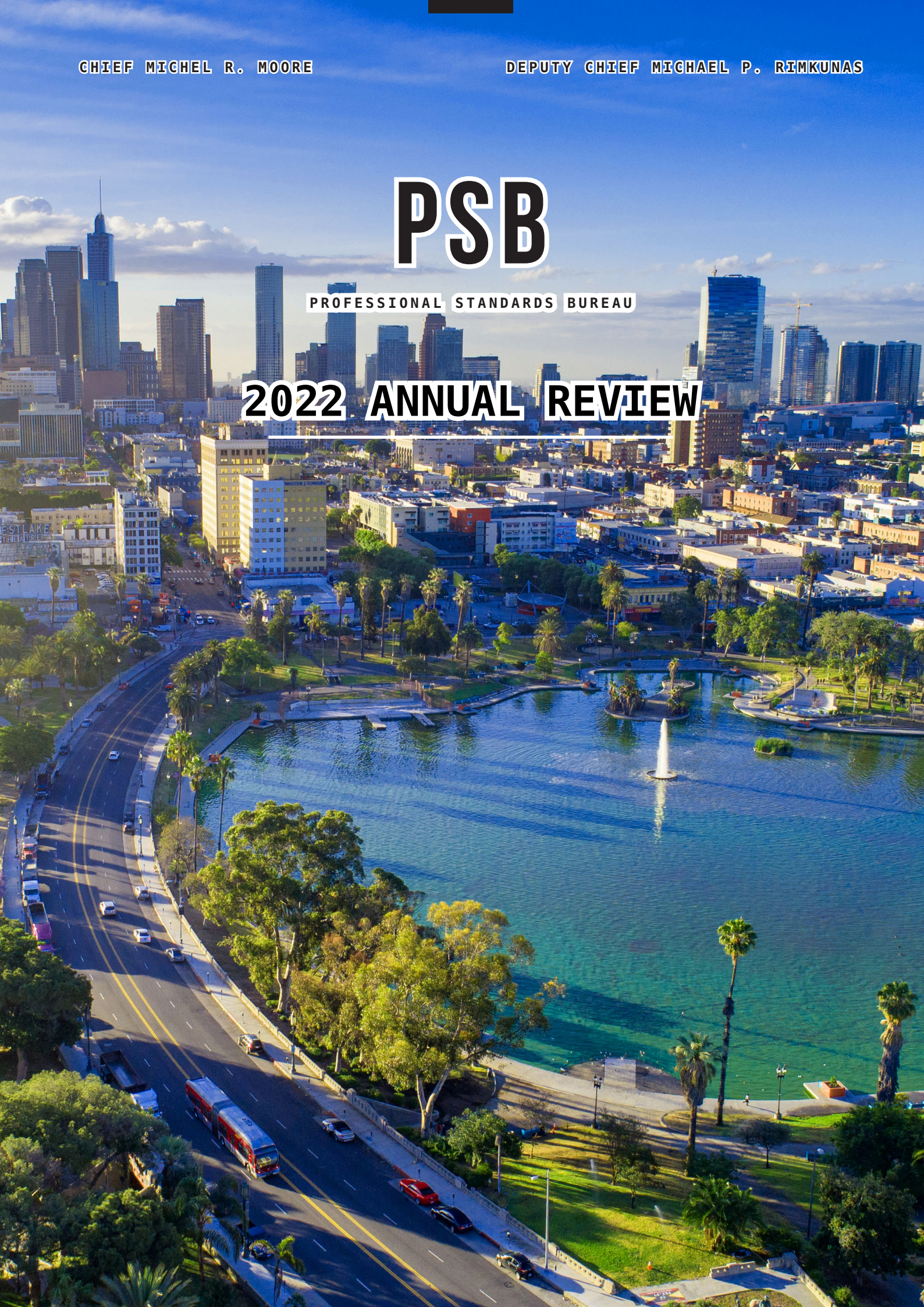
CHIEF MICHEL R. MOORE

DEPUTY CHIEF MICHAEL P. RIMKUNAS

PSB

PROFESSIONAL STANDARDS BUREAU

2022 ANNUAL REVIEW



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INTRODUCTION



WHAT YOU WILL FIND IN THIS ANNUAL REVIEW

The Professional Standards Bureau 2022 Annual Review contains an explanation of the complaint process, important statistics about the quantity and source of complaints, and demographics of officers and complainants.

In keeping with the transparency offered in the last two Annual Reviews, this edition provides greater detail on areas of community concern—including allegations concerning a **DEMONSTRATION OF BIAS**.

Also provided is information on the Department's use of progressive discipline and a detailed accounting of all other-than-sustained adjudications.

Lastly, a summary on the Board of Rights disciplinary process is included, along with complete statistics on all Boards of Rights presented in 2022. To assist readers with context of board compositions, a chart also specifies if the Board was opted or directed and whether it was comprised of all-civilian hearing examiners or a traditional panel (two sworn command staff and one civilian examiner).

THE COMPLAINT PROCESS

An overview of the lifecycle of a complaint from initiation to adjudication



The disciplinary process begins with a complaint. Any member of the public or a Department employee may make a complaint alleging misconduct against any Los Angeles Police Department (LAPD or Department) employee.

The complaint may be made by virtually any method including in person at an Area station, by telephone, by letter, or electronically. Complainants can identify themselves or remain anonymous throughout the investigation.

Department supervisors are required to initiate a personnel complaint investigation whenever they are notified of, or become aware of, potential misconduct by any Department employee. Failure to do so can result in discipline against the supervisor.

A nonsupervisory employee is required to report potential misconduct to a supervisor or Professional Standards Bureau (PSB). A complaint can allege any type of misconduct from a discourteous remark to the commission of a crime.

The Department may initiate a complaint investigation against an employee for violations of Department policy and procedure such as failing to qualify with a service firearm, failing to appear in court to testify, employing inappropriate tactics in

a use of force, and unprofessional behavior toward another Department employee.

Once the complaint is accepted, the supervisor receiving the complaint initiates a preliminary investigation, attempts to resolve the matter to the satisfaction of the complainant, and documents the complaint on a Complaint Form, Form 01.28.00.

Even if the complaint is resolved to the complainant's satisfaction, the complaint is still recorded, investigated, and classified as depicted on the following page. The supervisor forwards the documentation of the complaint and preliminary investigation to the watch commander or officer-in-charge of the unit for review.

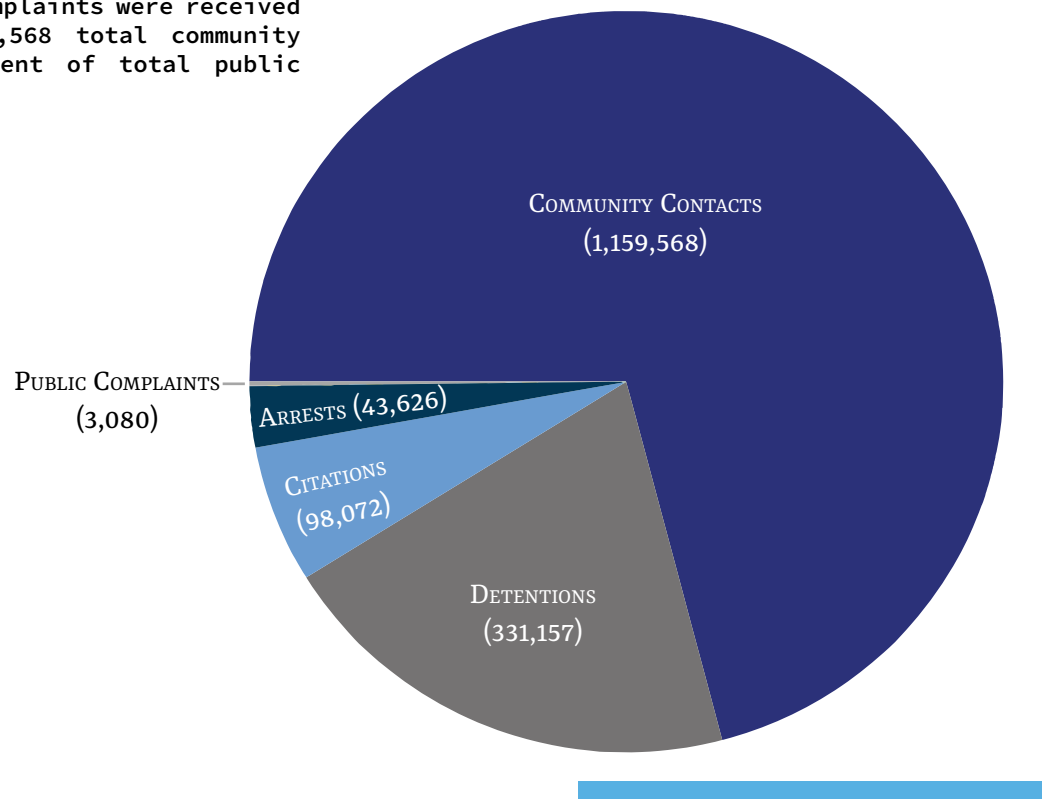
Once a complaint has been entered into the Department's Complaint Management System (CMS), the case is assigned for investigation to either the employee's chain of command (a supervisor within the division or bureau where the employee is assigned) or by investigators in PSB's Internal Affairs Division (IAD).

Regardless of the investigating entity, the investigators conduct interviews of the complainant, any relevant witnesses, and the accused employees.

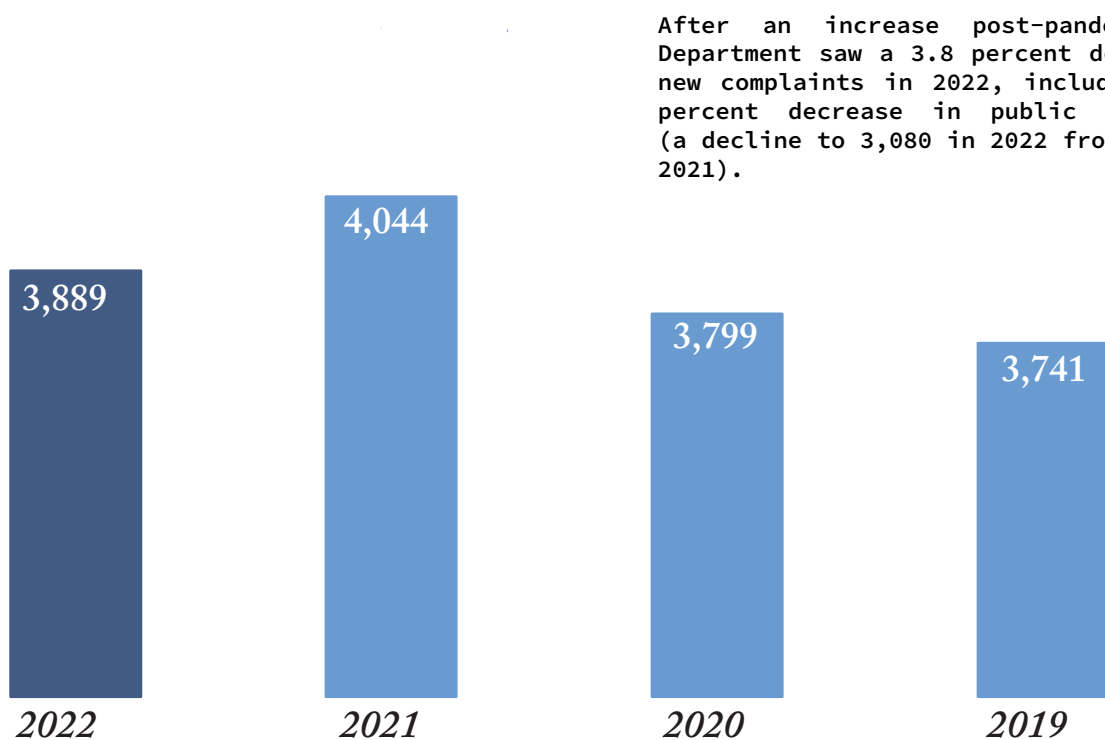
COMMUNITY INTERACTIONS VS. PUBLIC COMPLAINTS

The vast majority of community interactions—including those resulting in a detention, traffic citation, or arrest—do not result in a public complaint.

Just 3,080 public complaints were received in 2022 from 1,159,568 total community contacts (0.26 percent of total public contacts).



TOTAL COMPLAINTS GENERATED BY YEAR



After an increase post-pandemic, the Department saw a 3.8 percent decrease in new complaints in 2022, including a 1.5 percent decrease in public complaints (a decline to 3,080 in 2022 from 3,127 in 2021).

12,152 ALLEGATIONS CLOSED IN 2022

NEGLECT OF DUTY: 3,031

UNBECOMING CONDUCT: 2,631

DISCOURTESY: 1,538

BIASED POLICING: 1,213

DETENTION &
SEARCH VIOLATION: 1,039

UNAUTHORIZED
FORCE/TACTICS: 1,001

ALL OTHER ALLEGATIONS: 1,699

EMPLOYEES INVOLVED IN COMPLAINTS IN 2022



9,243 TOTAL
SWORN EMPLOYEES



2,645 TOTAL
CIVILIAN EMPLOYEES



3,416 SWORN ACCUSED
IN A COMPLAINT



207 CIVILIANS ACCUSED
IN A COMPLAINT



435 SWORN WITH
SUSTAINED ALLEGATIONS



37 CIVILIANS WITH
SUSTAINED ALLEGATIONS

ACCUSED EMPLOYEE'S WORK FUNCTION: SUSTAINED COMPLAINTS

	<u>2022</u>	<u>2021</u>	<u>2020</u>
PATROL	278	202	166
ADMINISTRATIVE	71	81	61
SPECIALIZED ENFORCEMENT	48	28	23
CASE-CARRYING INVESTIGATOR	28	19	20
TRAFFIC	15	9	12
CUSTODY	11	12	12
COMMUNICATIONS	6	7	8
TECHNICAL / MAINTENANCE	7	2	6
RESERVE OFFICER	2	0	1
UNKNOWN	6	14	5
TOTAL	472	374	314

Investigators also search for and collect any available physical evidence and will document the complaint history of the employee to assist the adjudicator in identifying any patterns of prior misconduct.

After an investigation is complete, the accused officer's commanding officer must review the investigation and determine whether the allegations are supported by a preponderance of the evidence.

If the commanding officer finds that an allegation should be sustained based on the evidence, he or she must then recommend an appropriate penalty or nondisciplinary disposition. The commanding officer summarizes the investigation and provides his or her recommended findings to the bureau chief and Professional Standards Bureau.

The bureau chief may recommend findings different than those recommended by the commanding officer.

When a Disciplinary complaint is sustained, the potential penalties are as follows:

For sworn personnel:

- No penalty;
- Admonishment;
- Official reprimand;
- Suspension and/or Demotion;
- Board of Rights for removal;
- Suspension and demotion; or,
- Termination on probation.

For civilian personnel:

- No penalty;
- Admonishment;
- Official reprimand;
- Suspension;
- Discharge; or,
- Termination on probation.

The Chief of Police can impose suspension days up to 22 days. A Board of Rights can impose suspension days greater than 22 days—up to 65 Days—and remove an officer from employment.

DID YOU KNOW?

The Department provides complaint forms in over a dozen languages to better serve all community members.

Investigations by Chain of Command and Internal Affairs Division

Every complaint goes through multiple levels of review as it passes through the stages of the complaint process. The Complaint Classification Section (CCS), Professional Standards Bureau, conducts the first review after the complaint is generated. Personnel from CCS are responsible for reading the summary of initial investigation done at complaint intake, conducting supplemental preliminary investigation—if necessary—and then assigning the complaint to the involved employee's Chain-of-Command (COC) or Internal Affairs Division (IAD) for investigation.

Complaints tasked for COC investigations are subject to the same standards as those assigned to IAD. While investigators assigned to IAD have the opportunity to receive specific and additional training related to complaint investigations, all supervisors must ensure the content of their investigations meets the rigorous level expected of Department work.

IAD Investigated in 2022: 1,499
COC Investigated in 2022: 2,442*

*Some complaints may be counted twice due a reassignment.

Disciplinary Philosophy

PROGRESSIVE DISCIPLINE



WHAT IS PROGRESSIVE DISCIPLINE?

Progressive Discipline is a concept of using escalating actions to correct employee behavior. In other words, a first offense merits a punishment that is less severe than a secondary offense. The starting point, however, depends on the seriousness of the transgression and the likelihood of achieving the desired behavior modification.

PROGRESSIVE DISCIPLINE IN ADJUDICATIONS

For allegations of misconduct that are Sustained, Progressive Discipline is incorporated through the penalty recommendation contained in the Letter of Transmittal.

When recommending any given penalty, commanding officers are guided by the Department's Penalty Guide—a document providing ranges of punishment for specific allegations.

The Department's Penalty Guide explicitly incorporates the principle of Progressive Discipline by providing distinct ranges based on patterns of behavior; that is, a first offense has a lower range than a second offense.

A complaint may also contain allegations concerning behavior that is not ideal but is also not definitively misconduct. In this instance, a commanding officer may recommend classifying the complaint as Non-Disciplinary with an adjudication of *Actions Could Have Been Different*.

An *Actions Could Have Been Different* adjudication affords the commanding officer the ability to provide corrective action directly within their command, including:

- Counseling;
- Training;
- Employee Comment Sheet (Comment Card), Form 01.77.00;
- Notice to Correct Deficiencies, (City) Form General 78; or,
- Referral (e.g., to Behavioral Sciences Section or the Ombuds Office).

In 2022, *Actions Could Have Been Different* continued to be used for first-time violations when allegations were framed for failing to wear a face covering—reflecting a training-led effort.

NON-SUSTAINED ADJUDICATIONS

ADJUDICATIONS OF ALLEGATIONS - OTHER THAN SUSTAINED

NON-SUSTAINED ALLEGATION ADJUDICATION	2022	2021	2020	2019
A. ACTIONS COULD HAVE BEEN DIFFERENT	924	958	527	684
B. ALTERNATIVE COMPLAINT RESOLUTION (ACR)	167	125	154	122
C. DEMONSTRABLY FALSE	1,685	1,089	1,143	1,402
D. EXONERATED	299	232	249	349
E. INSUFFICIENT EVIDENCE TO ADJUDICATE	738	910	493	561
F. MEDIATED	39	128	97	69
G. NO DEPARTMENT EMPLOYEE	135	175	163	189
H. NO MISCONDUCT	707	688	692	590
I. NOT GUILTY	36	41	24	22
J. NOT RESOLVED	270	176	153	252
K. OUT OF STATUTE	76	39	7	44
L. POLICY OR PROCEDURE	72	49	41	46
M. UNFOUNDED	6,142	5,993	4,760	4,453
TOTAL	11,290	10,603	8,503	8,783

DEMONSTRATIONS OF BIAS

The Los Angeles Police Department remains committed to ensuring it provides the highest-quality service that is delivered in a bias-free manner. Respect for People is a fundamental core value of the Los Angeles Police Department.

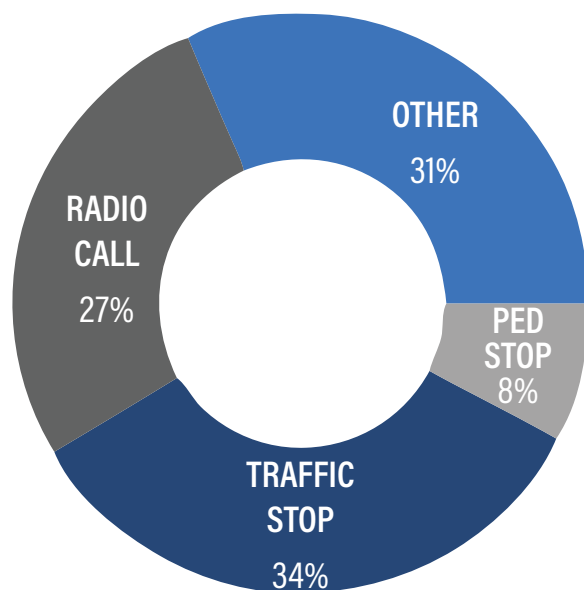
The Department recognizes that not only do community contacts with law enforcement shape perceptions of the police over generations, but the level of transparency provided for their critical concerns directly impacts the community's trust in their police.

To better reflect the Department's unwavering commitment to prohibiting bias in any form, the Department now provides reporting data on Demonstrations of Bias – a superset containing not only Biased Policing allegations, but any complaint allegation that indicated or demonstrated biased conduct, such as Discourtesy – Gendered Remark.

For 2022, there were six complaints sustained, involving five employees, that had underlying conduct indicating a bias based on a protected class. A summary of those complaints is as follows:

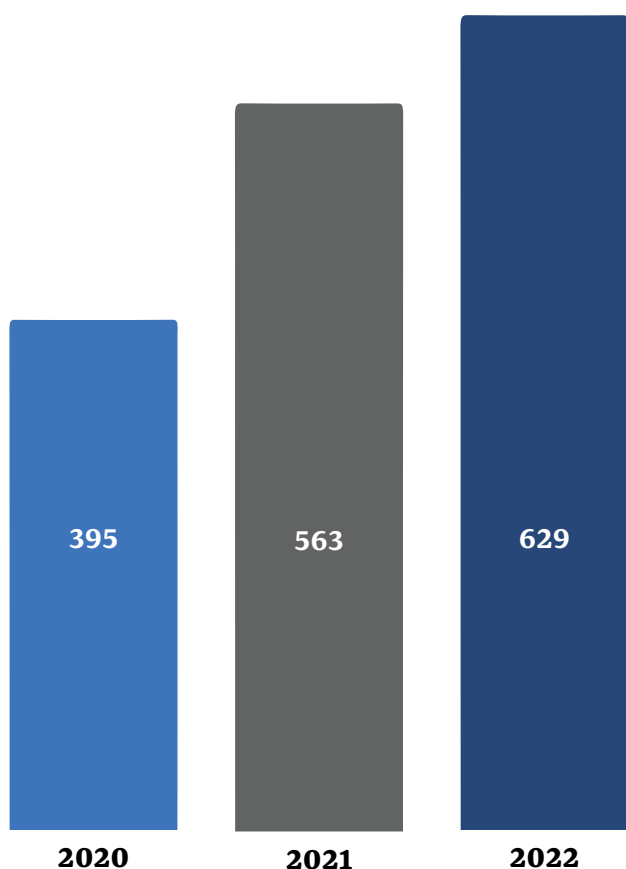
- Two complaints, involving one employee, related to off-duty social media postings of memes that a person could reasonably believe to indicate bias based on ethnicity. The Department was unable to impose a penalty, as the employee terminated their employment while the complaint investigation was underway.
- Complaint involved an off-duty social media comment on a meme that a reasonable person could attribute to bias on ethnicity. The employee, whose job does not entail public contact, was given an Official Reprimand.
- Complaint involved an anonymous social media posting of a meme that contained a gender bias. The Department sustained the allegation but was unable to impose a penalty, as the employee responsible was not able to be identified.
- Complaint involved an officer making discourteous statements to an arrestee on the basis of the arrestee's sexual orientation. The Department was unable to impose a penalty because the employee terminated their employment while the complaint investigation was underway.
- Complaint involved an off-duty employee who used an ethnic remark while being arrested for intoxication. The Department imposed a five-day suspension.

TYPE OF INCIDENT GENERATING
BIASED POLICING COMPLAINTS
(MOST FREQUENT DEMONSTRATION OF BIAS ALLEGATION)



Note: "Other" encompasses incidents without officer response, including complaints about dispatch or online crime reporting.

NUMBER OF CLOSED COMPLAINTS WITH A
BIASED POLICING ALLEGATION BY YEAR



Increase in Biased Policing Complaints: A Statewide Trend

The Department has observed a steady increase in the number of Biased Policing complaints from 2016 to 2022.

At the same time, available data from the State of California shows similar increases—nearly quadrupling Statewide complaints of bias during the same period.

Although the trends are universal, the Department has recommitted to addressing the community's concerns—and building further trust.

Additionally, the Department closed 629 Biased Policing complaints, encompassing 1,233 allegations of Biased Policing.

Complaint mediation involves the community member and employee accused of misconduct meeting at a neutral location where they engage in a confidential conversation facilitated by third party mediators from the Los Angeles City Attorney's Office, Dispute Resolution Program (LACA, DRP).

The mediators are specially trained volunteers who receive Dispute Resolution Program Act (DRPA) certification training from the LACA, DRP. The role of the mediators is to ensure each party is respected, heard and has the opportunity to safely participate in a good-faith conversation.

Complaint mediations prove to be successful in providing an option for both community members and Department employees to share perspectives and learn from one another. Since its inception, mediation has fostered communication and provided opportunities to engage in new ways.

Post mediation surveys continue to show the majority of participants have a greater understanding of the other party as a result of the mediation session. Every mediation session has the potential to expand trust-building equity with the community through respect, neutrality, and voice.

During 2022, Professional Standards Bureau facilitated 32 mediations. Additionally, 31 allegations were resolved through Alternative Complaint Resolution, which, while similar to a mediation, is an additional option for the community member that allows an immediate resolution to their concern.

DEMOGRAPHICS OF COMPLAINANTS

DEMOGRAPHICS OF COMPLAINANTS: RACE

	BIASED POLICING	ALL COMPLAINTS
ASIAN	1.6%	2.8%
BLACK	59.9%	45.8%
HISPANIC	17.1%	28.7%
WHITE	7.8%	19.1%
OTHER	2.3%	3.6%
UNKNOWN	11.3%	---

DEMOGRAPHICS OF COMPLAINANTS: GENDER

	BIASED POLICING	ALL COMPLAINTS
MALE	64.2%	65.2%
FEMALE	28%	34.8%
UNKNOWN	7.8%	---

Note: “Unknown” demographics are incalculable for “All Complaints” because of the inclusion of Department-initiated complaints (non-public complaints).

DISPOSITION OF BIASED POLICING ALLEGATIONS FROM COMPLAINTS CLOSED

BIASED POLICING COMPLAINTS CLOSED IN 2022	COMPLAINTS	ALLEGATIONS
Total	629	1233
DISPOSITION OF ALLEGATIONS		
Alternative Complaint Resolution	-	31 (2.5%)
Demonstrably False	-	339 (27.5%)
Insufficient Evidence to Adjudicate	-	43 (3.5%)
Mediated	-	28 (2.3%)
Other - Not Sustained	-	5 (0.4%)
Unfounded	-	787 (63.8%)
Sustained	-	0 (0%)

DEMOGRAPHICS OF ACCUSED EMPLOYEES

EMPLOYEES ACCUSED IN BIASED POLICING COMPLAINT

	MALE	FEMALE
ASIAN	109 9.2%	9 0.8%
BLACK	78 6.5%	21 1.8%
HISPANIC	520 43.7%	95 8.0%
WHITE	310 26.1%	32 2.7%
OTHER	10 0.8%	5 0.4%

EMPLOYEES WITH ANY SUSTAINED COMPLAINT

	MALE	FEMALE
ASIAN	29 6.2%	2 0.4%
BLACK	41 8.8%	15 3.2%
HISPANIC	213 45.8%	41 8.8%
WHITE	103 22.2%	17 3.7%
OTHER	4 0.9%	0 0%

DEMOGRAPHICS OF THE DEPARTMENT

DEMOGRAPHICS OF DEPARTMENT
(ADJUSTED NUMBERS AS OF 12/31/2022)

	MALE	FEMALE
ASIAN	1,082 9.1%	321 2.7%
BLACK	808 6.8%	571 4.8%
HISPANIC	4,399 37%	1,724 14.5%
WHITE	2,294 19.3%	630 5.3%
OTHER	36 0.3%	24 0.2%

BOARD OF RIGHTS

The Board of Rights (BOR/Board) is an administrative tribunal tasked with evaluating all the evidence available for alleged misconduct and reaching an equitable decision during a BOR hearing.

Cases are heard by a BOR only after the LAPD conducts its own internal investigation and the Chief of Police (COP) determines that an officer has committed misconduct warranting serious disciplinary action.

The Board consists of three members, all selected through a screendown process. A Department Advocate is assigned to present the LAPD's case to the board members.

The accused officer is represented by counsel (an attorney) or another representative of their choice.

A **TRADITIONAL** board is one consisting of one civilian member and two sworn command staff members. A **CIVILIAN** board has all three positions filled by civilians.

Officers may choose a traditional or civilian board.

The Board ultimately decides whether the accused officer is guilty of each charge referred by the Department and, depending on these findings, may recommend disciplinary action such as demotion ("Demo"), unpaid suspension, or removal (termination) from employment.

There are two types of hearings conducted under the BOR process: **DIRECTED** and **OPTED**.

In a **DIRECTED** hearing, the COP has referred the accused officer to the BOR with a recommendation that the individual be removed (terminated) from employment.

If the Board determines the accused officer is guilty of one or more counts, they then recommend to either uphold the removal or impose a lesser penalty.

2022 BOARD OF RIGHTS HEARING RESULTS - OPTED (22 TOTAL) SORTED BY CHRONOLOGICAL COMPLETION

CF YEAR	ALLEGATION(S)	TYPE	PANEL	CHIEF'S REC.	FINAL DECISION
2019	Discourtesy	Opted	Civilian	10 Days	Not Guilty
2020	Neglect of Duty	Opted	Civilian	5 Days + Demo	10 Days
2018	Neglect of Duty	Opted	Civilian	15 Days	5 Days
2020	Sexual Misconduct	Opted	Civilian	2 Days	Reprimand
2019	Neglect of Duty	Opted	Civilian	5 Days	2 Days
2020	Discourtesy	Opted	Civilian	2 Days	Reprimand
2020	Insubordination, Improper Remark	Opted	Civilian	2 Days	Not Guilty
2020	Neglect of Duty	Opted	Civilian	2 Days	Reprimand
2020	Unbecoming Conduct	Opted	Civilian	2 Days	Out of Statute
2020	Detrimental Workplace Behavior	Opted	Civilian	10 Days	Reprimand
2020	Unauthorized Force	Opted	Civilian	7 Days	Not Guilty
2020	Unauthorized Tactics	Opted	Civilian	2 Days	Reprimand
2020	Discourtesy	Opted	Civilian	15 Days	3 Days
2014	Neglect of Duty	Opted	Traditional	5 Days	Not Guilty
2020	Unbecoming Conduct	Opted	Civilian	5 Days	Not Guilty
2020	Search Violation	Opted	Civilian	5 Days	Reprimand
2021	Neglect of Duty	Opted	Civilian	10 Days	Not Guilty
2020	Neglect of Duty, Unbecoming Conduct	Opted	Civilian	3 Days	Not Guilty
2018	Neglect of Duty, False Statements	Opted	Civilian	15 Days	Not Guilty
2021	Neglect of Duty	Opted	Civilian	22 Days	Not Guilty
2019	Neglect of Duty, Unbecoming Conduct, Other Policy/Rule	Opted	Civilian	10 Days + Demo	10 Days + Demo
2021	Driving While Impaired, Narcotics/Drugs	Opted	Civilian	22 Days	Not Guilty

In an OPTED hearing, the accused officer has been served by the COP with a demotion or a suspension of up to 22-days, after which the officer exercises the option to dispute the matter in front of a BOR.

If the Board determines the accused officer is guilty of one or more counts, they then recommend a penalty that can be less than, the same, or greater than the penalty recommended by the COP.

At the conclusion of either BOR, the Board's decision is delivered to the COP who shall either uphold the penalty arrived at by the Board or impose a lesser penalty.

The COP cannot, however, impose a greater penalty than the one arrived at by the BOR.

2022 BOARD OF RIGHTS HEARING RESULTS – DIRECTED (36 TOTAL) SORTED BY CHRONOLOGICAL COMPLETION

CF YEAR	ALLEGATION(S)	TYPE	PANEL	CHIEF'S REC.	FINAL DECISION
2019	Unbecoming Conduct	Directed	Civilian	BOR	Removal
2019	Unbecoming Conduct, Other Policy/Rule	Directed	Civilian	BOR	Removal
2021	Unbecoming Conduct	Directed	Civilian	BOR	Not Guilty
2021	Unauthorized Force	Directed	Civilian	BOR	Removal
2021	Other Policy/Rule	Directed	Civilian	BOR	Removal
2021	Other Policy/Rule	Directed	Civilian	BOR	Removal
2021	Other Policy/Rule	Directed	Civilian	BOR	Removal
2020	Insubordination, Unbecoming Conduct	Directed	Civilian	BOR	Reprimand
2018	Neglect of Duty, Misleading Statements	Directed	Civilian	BOR	30 Days
2020	Unauthorized Force, Neglect of Duty, BWV/DICVS Violation, Discourtesy, Unbecoming Conduct	Directed	Civilian	BOR	65 Days
2018	Improper Remark, Neglect of Duty	Directed	Civilian	BOR	7 Days
2020	Neglect of Duty, False Statements	Directed	Civilian	BOR	45 Days
2020	Unbecoming Conduct, Neglect of Duty	Directed	Civilian	BOR	Removal
2020	Financial Dishonesty	Directed	Civilian	BOR	Removal
2019	Narcotics/Drugs, Unbecoming Conduct	Directed	Civilian	BOR	Removal
2021	Other Policy/Rule	Directed	Civilian	BOR	Removal
2021	Other Policy/Rule	Directed	Civilian	BOR	Removal
2020	Domestic Altercation, Unbecoming Conduct	Directed	Civilian	BOR	50 Days
2021	Neglect of Duty, Insubordination	Directed	Civilian	BOR	Removal
2020	Domestic Incident/Altercation, Unbecoming Conduct	Directed	Civilian	BOR	22 Days
2021	Other Policy/Rule	Directed	Civilian	BOR	Removal
2020	Unbecoming Conduct, False Statements	Directed	Civilian	BOR	Removal
2021	Other Policy/Rule	Directed	Civilian	BOR	Removal
2018	Unbecoming Conduct, Neglect of Duty, Misleading Statements	Directed	Civilian	BOR	Removal
2020	BWV/DICVS Violation, Unbecoming Conduct, Domestic Altercation	Directed	Civilian	BOR	65 Days
2021	Unbecoming Conduct	Directed	Civilian	BOR	25 Days
2019	Driving While Impaired, Other Policy/Rule, Negligent Discharge, Neglect of Duty	Directed	Civilian	BOR	5 Days
2021	Unwelcome Sexual Advance	Directed	Civilian	BOR + Demo	Reprimand
2022	Other Policy/Rule	Directed	Civilian	BOR	Not Guilty
2021	Domestic Incident, Insubordination	Directed	Civilian	BOR	22 Days
2019	Alcohol Related	Directed	Civilian	BOR	2 Days
2021	Unwelcome Sexual Advance, Detrimental Workplace Behavior, Improper Remark	Directed	Civilian	BOR	Removal
2020	Unbecoming Conduct, Other Policy/Rule, Misleading Statements	Directed	Civilian	BOR	Removal
2022	Other Policy/Rule	Directed	Civilian	BOR	Not Guilty
2018	Unbecoming Conduct	Directed	Civilian	BOR	10 Days
2020	Misleading Statements	Directed	Civilian	BOR	Not Guilty

FREQUENCY OF BOARD OF RIGHTS

Board of Rights hearings, as a process for handling more serious misconduct, remain relatively infrequent as a percentage of police activity (public contacts and enforcement engagement).

The following tables depict the frequency of public-initiated complaints, Department-initiated complaints, and the frequency with which both are sustained.

Additionally, the tables show the percentage of a completed BOR from each source—along with the frequency a BOR results from a public contact.

BOARD OF RIGHTS FREQUENCY FROM DEPARTMENT-INITIATED COMPLAINTS

	2022	2021	2020	3-YEAR AVG.
NON-PUBLIC COMPLAINTS (E.G., DEPARTMENT OR EMPLOYEES)	809	877	754	<u>813.33</u>
SUSTAINED DEPARTMENT COMPLAINTS (CLOSED)	269	260	238	<u>255.67</u>
COMPLETED BORs FROM DEPARTMENT COMPLAINTS	29	19	12	<u>20</u>

PERCENT OF DEPARTMENT COMPLAINTS SUSTAINED	33.25%	29.65%	31.56%	<u>31.43%</u>
PERCENT OF BORs FROM SUSTAINED DEPT. COMPLAINTS	10.78%	7.31%	5.04%	<u>7.82%</u>
PERCENT OF BORs FROM DEPARTMENT COMPLAINTS	3.58%	2.17%	1.59%	<u>2.46%</u>

FREQUENCY OF BOARD OF RIGHTS - CONTINUED

BOARD OF RIGHTS FREQUENCY FROM PUBLIC CONTACTS AND PUBLIC-INITIATED COMPLAINTS

	2022	2021	2020	3-YEAR AVG.
PUBLIC CONTACTS	1,159,568	1,324,535	1,443,077	<u>1,309,060</u>
PUBLIC COMPLAINTS INITIATED	3,080	3,167	3,045	<u>3,097.33</u>
SUSTAINED PUBLIC COMPLAINTS (CLOSED)	163	138	105	<u>135.33</u>
COMPLETED BORs FROM PUBLIC COMPLAINTS	7	7	6	<u>6.67</u>

PUBLIC COMPLAINTS AS PERCENT OF CONTACTS	0.27%	0.24%	0.21%	<u>0.24%</u>
PERCENT OF PUBLIC COMPLAINTS SUSTAINED	5.29%	4.36%	3.45%	<u>4.37%</u>

PERCENT OF BORs FROM SUSTAINED PUBLIC COMPLAINTS	4.3%	5.1%	5.7%	<u>4.9%</u>
PERCENT OF BORs FROM PUBLIC COMPLAINTS	0.2%	0.2%	0.2%	<u>0.2%</u>

2022 PSB ANNUAL REVIEW

MICHAEL P. RIMKUNAS, Deputy Chief
Commanding Officer
Professional Standards Bureau

RAFAEL RAMIREZ, Commander
Assistant Commanding Officer
Professional Standards Bureau