

## COMPLAINT TRACKER

| Internal/External         | Description of Events   | Validity of Complaint   |
|---------------------------|---|---|
| Internal                  | Employee failed to document information on a call.  | Founded   |
| External - LPD            | Officer alleges suspect in DV call was tipped off prior to officers arrival by a 911 employee.  | Unfounded   |
| Internal                  | Employee allegation against supervisor submitted to HR.   | Partially Founded   |
| External - Mayor's Office | Medical call dispatched to incorrect location. Caller gave wrong address and hung up.   | Unfounded against E911.   |
| External                  | Complainant became frustrated with questions about the description of the suspicious person. Call Taker showed frustration and hung up. | Founded   |
| External                  | Mildly argumentative with subject requesting an officer for a construction noise complaint  | Unfounded =Was not argumentative - just needed to put a call for service in |
| External                  | Felt dismissed when report a billboard's msg as suspicious.   | Unfounded   |
| Internal                  | Failed to relay information from 911 caller at the time the call was transferred to a Fire position.                                    | Founded   |
| External - Commissioner   | Complained about how long it took 911 to answer. No issue with call back attempt or how the call was handled.                           | Unfounded   |
| External                  | 3rd Party caller reporting vandalism to property frustrated by call taker questions.  | Unfounded   |
| Internal                  | Improper handling of call.  | Founded   |
| External                  | No call entered for dispatch concerning a mentally ill neighbor harassing the complainant.  | Founded   |
| External                  | Call taker response was cold and shocked the caller.  | Unfounded   |
| Internal                  | Call taker failed to enter a call for service involving a missing juvenile with a pickup order  | Founded   |
| External                  | Call was entered as a suicidal call, but the complainant alleged he never made suicidal statements.                                     | Unfounded   |
| Internal                  | Failed to complete 2018 Training Course   | Founded   |
| External                  | Failed to relay information concerning injury collision to Fire dispatcher.   | Founded   |
| External                  | Harrassing statements about another employee  | Founded   |
| External                  | Confidential information on Facebook post   | Founded   |
| External                  | Hanging up on the caller when frustrated.   | Founded   |
| External                  | Claim natural gas run was coded incorrectly   | Unfounded against E911. E911 handled correctly                              |
| External                  | Hanging up on the caller while he was still talking.  | Founded   |
| External                  | No call for service entered.  | Unfounded   |
| Internal                  | No call for service entered.  | Founded   |
| Internal                  | Wrong address entered causing a delay of service  | Founded   |

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|                   |  |           |
|-------------------|--|-----------|
| Internal          | Sleeping on the job  | Founded   |
| External          | Mishandling 911 call   | Unfounded |
| External          | Information operator advised valid warrant for wrong subject.              | Founded   |
| Internal          | Refusing service for animal locked inside running vehicle.                 | Founded   |
| Internal          | Suicidal call mishandled   | Founded   |
| Internal          | Call incorrectly prioritized   | Founded   |
| Internal          | Suicidal calls and 911 call mishandled                                     | Founded   |
| Internal          | Call for service disregarded   | Founded   |
| Internal          | Failure to complete assigned course.                                       | Unfounded |
| Internal/External | Criminal trespass call mishandled  | Founded   |
| Internal          | Priority call held when units were available                               | Founded   |
| External          | Courtesy Call to Fire facility not given                                   | Founded   |
| External          | Employee demeanor  | Founded   |
| External          | Improper verification of stolen weapon                                     | Founded   |
| External          | Call taker unable to determine call location                               | Founded   |
| Internal          | Call taker did not determine call location, then copied incorrect address. | Founded   |
| Internal          | Delay of priority call dispatch  | Founded   |
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| External          | Information Operator failed to confirm stolen record on vehicle            | Founded   |
| Internal          | Improper conduct towards fellow employee.                                  | Unfounded |
| External          | Courtesy   | Founded   |
| Internal          | Long ring time range   | Founded   |
| Internal          | Critical incident mishandled   | Founded   |
|                   | <b>Total Complaints = 46</b>   |           |
|                   | <b>Founded = 35</b>  |           |
|                   | <b>Unfounded = 11</b>  |           |