

INTRADEPARTMENTAL CORRESPONDENCE

May 28, 2025
1.13

TO: The Honorable Board of Police Commissioners

FROM: Chief of Police

SUBJECT: 2024 ANNUAL SUMMARY OF COMPLAINTS

RECOMMENDED ACTION

It is recommended that the Board of Police Commissioners REVIEW and APPROVE the attached 2024 Summary of Complaints.

DISCUSSION

In order to promote transparency to the community, the Department publishes key complaint statistics for each year. The attached 2024 Annual Summary of Complaints presents the number and trend of complaints initiated each year, the source of complaints, and context for the number of involved employees.

The report also includes the number and type of complaint allegations, along with the frequency for each adjudication. Additionally, when applicable, the penalties for sustained complaints are included.

Lastly, the Summary of Complaints provides information on the results of the Board of Rights process, including the Board-determined penalty compared to that recommended by the Department.

For any questions, please contact Professional Standards Bureau, at (213) 996-2986.

Respectfully,

A handwritten signature in blue ink, appearing to read "JIM McDONNELL", with a large circular flourish to the left.

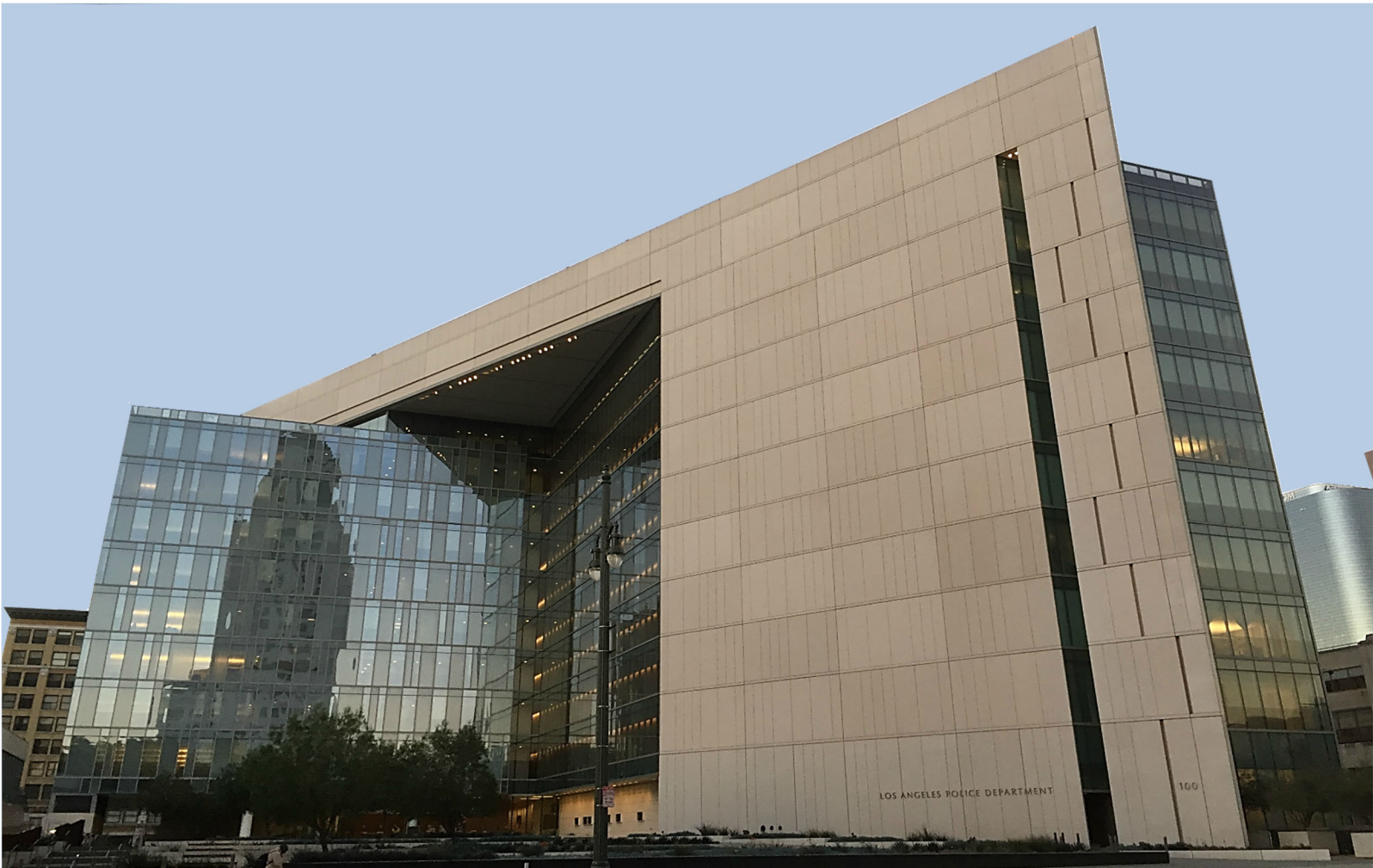
JIM McDONNELL
Chief of Police

for:

Attachment

2024

SUMMARY OF COMPLAINTS



**JIM McDONNELL
CHIEF OF POLICE**

**LOS ANGELES
POLICE DEPARTMENT**

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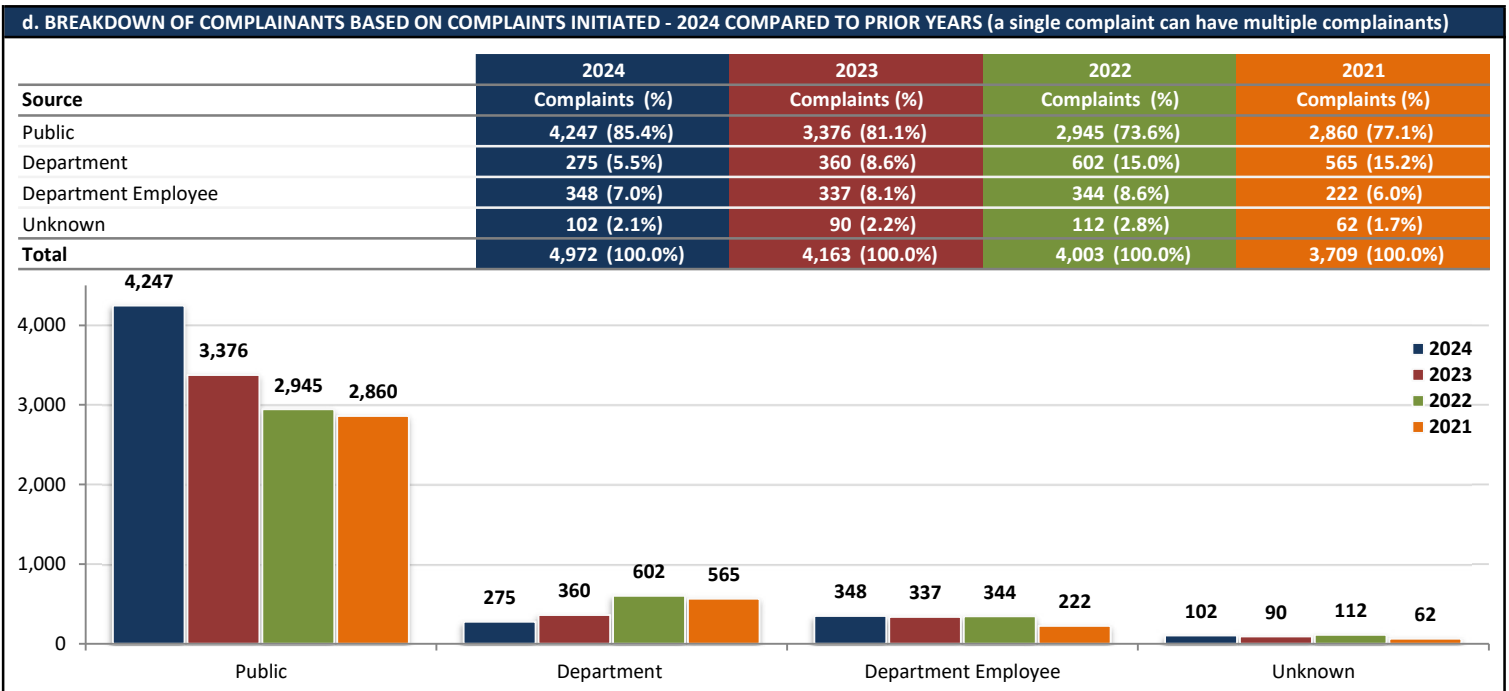
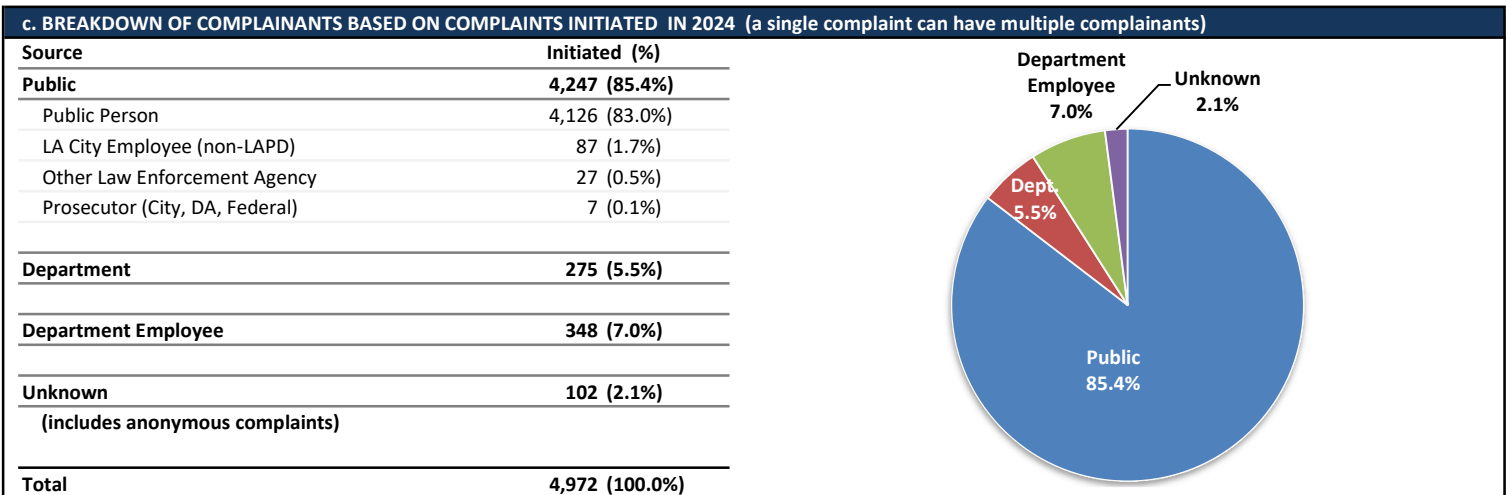
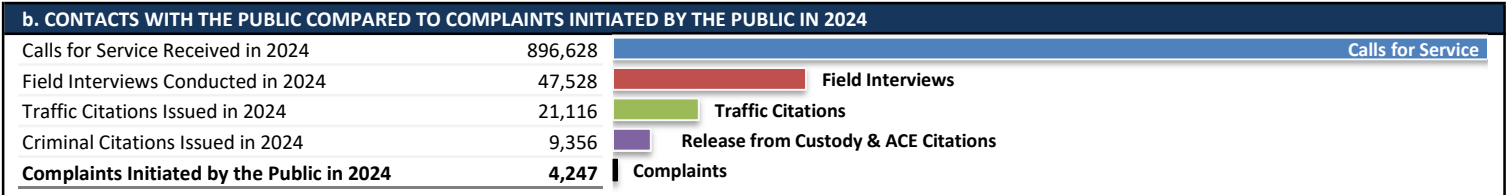
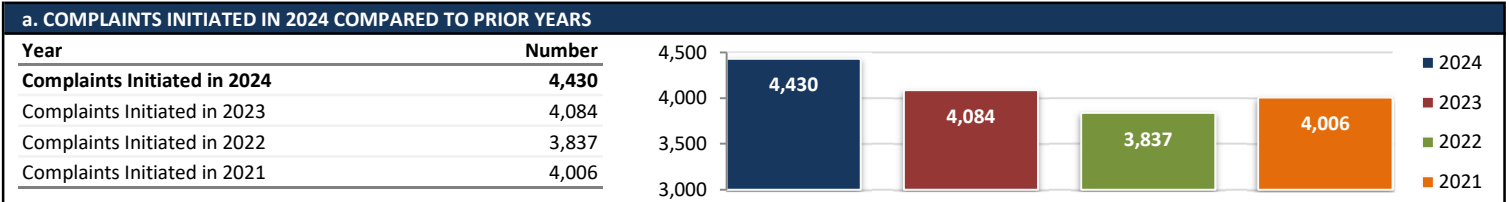
A listing of the adjudication of other allegations involving the demonstration of bias (such as an improper remark, detrimental workplace behavior, or discourtesy with a basis in a protected class).

SUMMARY OF COMPLAINTS INITIATED IN 2024

1

This summary of complaints includes information on the source of complaints, types of allegations received, the disposition of those allegations, and the resulting discipline.

The data on this page provides information about the number and source of complaints based on complaints initiated in 2024, and provides a comparison of complaints initiated in 2024 against prior years. The data on the remaining pages is based solely on closed complaints. For closed complaints, data such as final allegation type and complaint disposition are presented, along with comparisons against prior years. However, because complaints closed in one year may have been initiated in a prior year, the data does not necessarily depict any pattern or trends regarding employee conduct in any particular year.



SUMMARY OF COMPLAINTS CLOSED IN 2024

2

a. COMPLAINTS CLOSED IN 2024

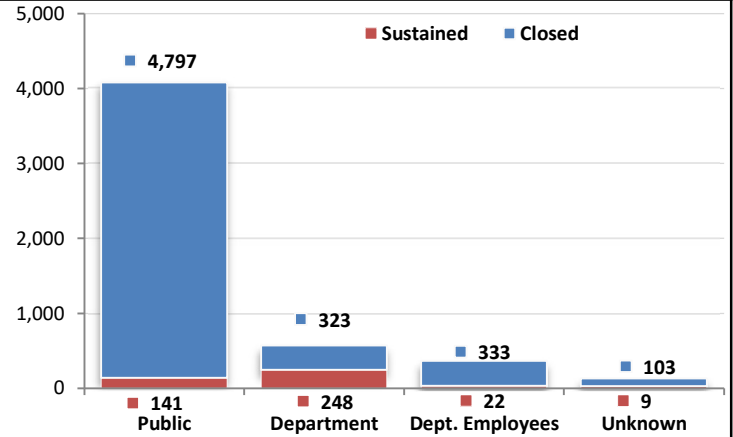
Total number of complaints closed in 2024 (complaints may have been initiated in prior years)

4,467

b. BREAKDOWN OF COMPLAINANTS BASED ON COMPLAINTS CLOSED IN 2024 AND RATE SUSTAINED (a single complaint can have multiple complainants)

Source	Closed	Sustained (Rate)
Public	3,942	141 (3.6%)
Public - Person Involved	3,320	109 (3.3%)
Public - Third Party	514	21 (4.1%)
LA City Employee (non-LAPD)	63	2 (3.2%)
Other Law Enforcement Agency	26	6 (23.1%)
Defense Attorney	11	0 (0.0%)
Prosecutor (City, DA, Federal)	8	3 (37.5%)
Judge	0	0 (0.0%)
Department	323	248 (76.8%)
Dept. Employees	333	22 (6.6%)
Sworn Employee	272	18 (6.6%)
Civilian Employee	61	4 (6.6%)
Unknown	103	9 (8.7%)
Total*	4,701	420 (8.9%)

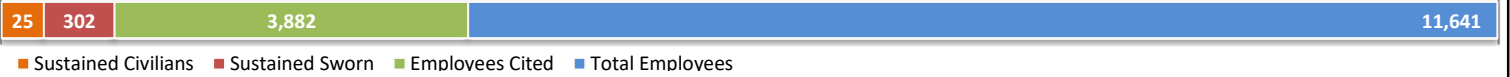
*Total exceeds number of complaints closed because one complaint may have multiple complainants.



c. EMPLOYEES CITED IN COMPLAINTS CLOSED IN 2024

Total all Department employees (as of 12/15/2024)	11,641 (100.0%)
Sworn Employees (as % of all employees)	8,797 (75.6%)
Civilian Employees (as % of all employees)	2,844 (24.4%)

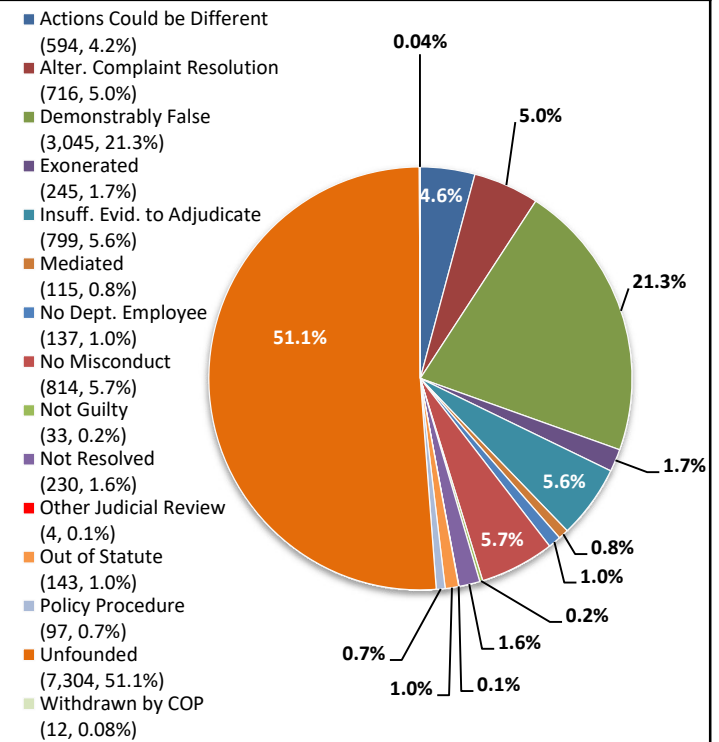
Employees cited in complaints (as % of all employees)	3,882 (33.3%)
Sworn with Sustained complaints (as % of all Sworn)	302 (3.4%)
Civilian with Sustained complaints (as % of all Civilians)	25 (0.9%)



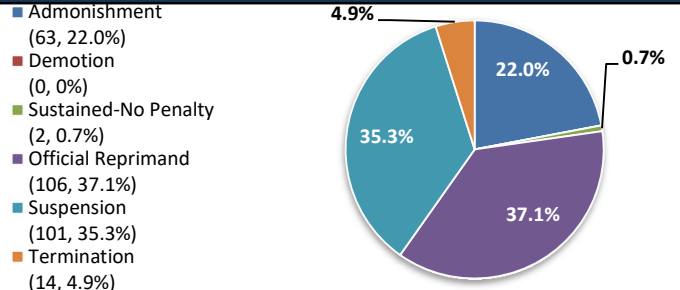
d. ALLEGATIONS MADE AND SUSTAINED FOR COMPLAINTS CLOSED IN 2024

Allegation Type	Made	Sustained (Rate)
Neglect of Duty	3,406	254 (7.5%)
Unbecoming Conduct	3,292	116 (3.5%)
Discourtesy - General	1,814	29 (1.6%)
Biased Policing	1,766	0 (0.0%)
Detention Violation	992	6 (0.6%)
Unauthorized Force	923	11 (1.2%)
Detrimental Workplace Behavior	576	20 (3.5%)
Search Violation	535	11 (2.1%)
Unauthorized Tactics	379	23 (6.1%)
Other Policy/Rule	297	18 (6.1%)
Improper Remark	160	17 (10.6%)
Sexual Misconduct	148	5 (3.4%)
False Statements	132	21 (15.9%)
Body-Worn/Digital In-Car Video Violation	91	42 (46.2%)
Discourtesy - Bias	78	1 (1.3%)
Domestic Incident/Altercation	70	17 (24.3%)
Undetermined	65	0 (0.0%)
Financial Dishonesty	55	21 (38.2%)
Unequal Treatment Violation - Workplace	55	0 (0.0%)
Failure to Appear/Failure to Qualify	36	18 (50.0%)
Vehicle Pursuit Violation	24	10 (41.7%)
Safety Belt Violation	22	3 (13.6%)
Driving While Impaired	21	19 (90.5%)
Misleading Statements	18	6 (33.3%)
Inequitable Conduct	15	0 (0.0%)
Insubordination	15	12 (80.0%)
Alcohol Related (Not DWI)	12	4 (33.3%)
Unwelcome Sexual Advance - Workplace	12	0 (0.0%)
Shooting Violation	10	7 (70.0%)
Driving/Traffic Collision	7	3 (42.9%)
Narcotics/Drugs	7	2 (28.6%)
Negligent Discharge	5	5 (100.0%)
Total	15,038	701 (4.7%)

e. DISPOSITION OF ALLEGATIONS NOT SUSTAINED



f. DISCIPLINE IMPOSED ON EMPLOYEES WITH SUSTAINED COMPLAINTS



Unable to Impose Penalty: 64 (employee separated from Department before penalty was imposed; e.g. resigned, previously terminated)

SUMMARY OF COMPLAINTS CLOSED IN 2024

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a. COMPLAINTS CLOSED AND EMPLOYEES CITED IN 2024 COMPARED TO PRIOR YEARS

	2024	2023	2022	2021
Total all Department employees	11,641	11,805	12,048	12,342
Sworn Employees (as % of all employees)	8,797 (75.6%)	8,992 (76.2%)	9,239 (76.7%)	9,518 (77.1%)
Civilian Employees (as % of all employees)	2,844 (24.4%)	2,813 (23.8%)	2,809 (23.3%)	2,824 (22.9%)
Employees cited in complaints*	3,882	3,818	3,536	3,447
Employees with sustained complaints*	327	461	458	412
Sworn Employee - Sustained (as % of all Sworn)	302 (3.4%)	411 (4.6%)	423 (4.6%)	376 (4.0%)
Civilian Employee - Sustained (as % of all Civilian)	25 (0.9%)	50 (1.8%)	35 (1.2%)	36 (1.3%)

*Employees are counted based on distinct serial numbers.



b. ALLEGATIONS CLOSED IN 2024 COMPARED TO PRIOR YEARS

		2024			2023			2022			2021		
		Made	Sustained	(Rate)	Made	Sustained	(Rate)	Made	Sustained	(Rate)	Made	Sustained	(Rate)
Allegations		15,038	701	(4.7%)	12,939	810	(6.3%)	12,173	849	(7.0%)	11,399	764	(6.7%)
Allegations Made	2024	701									15,038		
Allegations Made	2023				810						12,939		
Allegations Sustained	2022							849					
Allegations Sustained	2021										764		

c. DISPOSITION OF ALLEGATIONS NOT SUSTAINED IN 2024 COMPARED TO PRIOR YEARS

Disposition	2024	2023	2022	2021
Actions Could Be Different	594 (4.2%)	786 (6.5%)	928 (8.2%)	963 (9.1%)
Alternative Complaint Resolution	716 (5.0%)	337 (2.8%)	167 (1.5%)	125 (1.2%)
Demonstrably False	3,045 (21.3%)	2,785 (23.0%)	1,686 (14.9%)	1,088 (10.2%)
Exonerated	245 (1.7%)	275 (2.3%)	299 (2.6%)	232 (2.2%)
Insufficient Evidence to Adjudicate	799 (5.6%)	585 (4.8%)	744 (6.6%)	915 (8.6%)
Mediated	115 (0.8%)	45 (0.4%)	39 (0.3%)	128 (1.2%)
No Department Employee	137 (1.0%)	113 (0.9%)	136 (1.2%)	175 (1.6%)
No Misconduct	814 (5.7%)	688 (5.7%)	707 (6.2%)	687 (6.5%)
Not Guilty	33 (0.2%)	68 (0.6%)	35 (0.3%)	41 (0.4%)
Not Resolved	230 (1.6%)	237 (2.0%)	275 (2.4%)	177 (1.7%)
Not Sustained	0 (0.0%)	0 (0.00%)	0 (0.0%)	0 (0.0%)
Other Judicial Review	4 (0.0%)	2 (0.0%)	3 (0.03%)	5 (0.05%)
Out of Statute	143 (1.0%)	328 (2.7%)	78 (0.7%)	38 (0.4%)
Policy/Procedure	97 (0.7%)	61 (0.5%)	72 (0.6%)	50 (0.5%)
Unfounded	7,304 (51.1%)	5,789 (47.8%)	6,148 (54.3%)	5,997 (56.4%)
Withdrawn	12 (0.08%)	22 (0.2%)	4 (0.0%)	7 (0.1%)
Total	14,288 (100%)	12,121 (100%)	11,321 (100%)	10,628 (100%)

d. DISCIPLINE IMPOSED ON EMPLOYEES WITH SUSTAINED COMPLAINTS IN 2024 COMPARED TO PRIOR YEARS

Penalty	2024	2023	2022	2021
Admonishment	63 (22.0%)	78 (18.2%)	111 (25.7%)	122 (30.3%)
Demotion	0 (0.0%)	1 (0.2%)	0 (0.0%)	0 (0.0%)
Sustained-No Penalty	2 (0.7%)	13 (3.0%)	31 (7.2%)	24 (6.0%)
Official Reprimand*	106 (37.1%)	151 (35.3%)	127 (29.4%)	90 (22.4%)
Suspension	101 (35.3%)	167 (39.0%)	143 (33.1%)	157 (39.1%)
Termination	14 (4.9%)	18 (4.2%)	20 (4.6%)	9 (2.2%)
Total	286 (100%)	428 (100%)	432 (100%)	402 (100%)

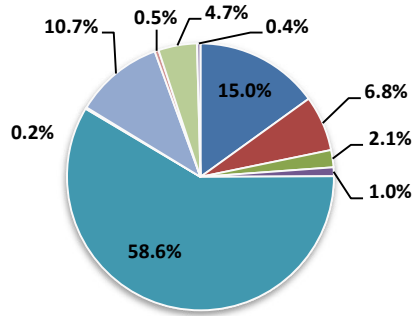
Unable to Impose Penalty	64	67	77	64
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SUMMARY OF COMPLAINTS CLOSED IN 2024

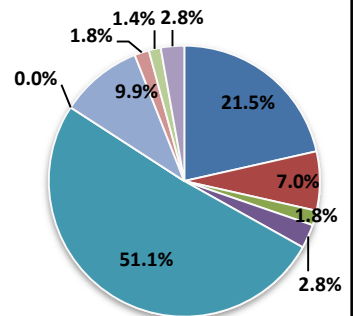
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a. DISTRIBUTION OF COMPLAINTS BY EMPLOYEE FUNCTION (based on complaints closed in 2024)

Function	Complaints
Administrative	608 (15%)
Case Carrying Investigator	273 (6.8%)
Communications	84 (2.1%)
Custody	42 (1.0%)
Patrol	2,367 (59%)
Reserve Police Officers	8 (0.2%)
Specialized Enforcement	434 (11%)
Technical Services/Maintenance	19 (0.5%)
Traffic	189 (4.7%)
Unknown/Unassigned	16 (0.4%)
Total*	4,040 (100%)



Sustained (%)
61 (21%)
20 (7.0%)
5 (1.8%)
8 (2.8%)
145 (51.1%)
0 (0.0%)
28 (9.9%)
5 (1.8%)
4 (1.4%)
8 (2.8%)
284 (100%)



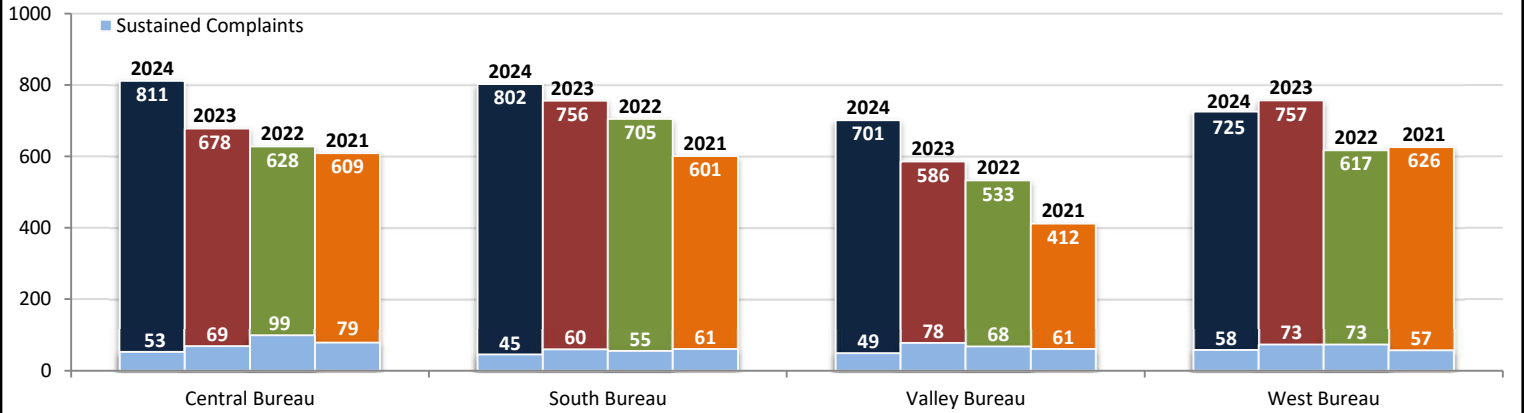
*Functional totals may not equal total closed complaint total due to missing employee function.

b. RATE OF SUSTAINED COMPLAINTS BY EMPLOYEE FUNCTION - 2024 COMPARED TO PRIOR YEARS

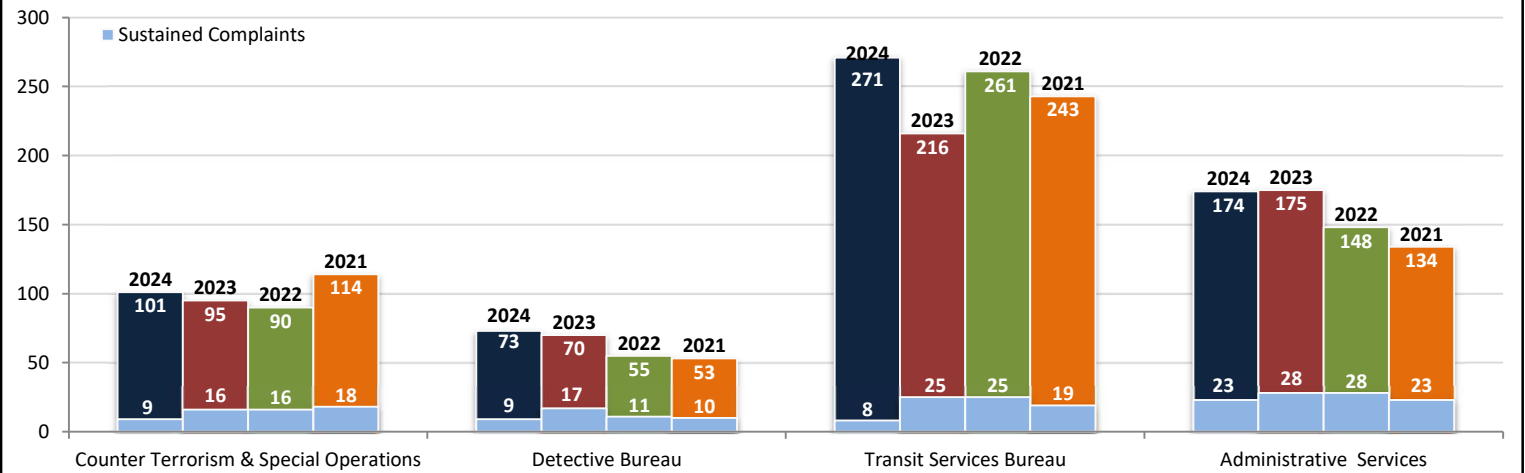
Function	2024		2023		2022		2021	
	Closed	Sustained (Rate)	Closed	Sustained (Rate)	Closed	Sustained (Rate)	Closed	Sustained (Rate)
Administrative	608	61 (10%)	637	77 (12%)	506	72 (14%)	508	81 (16%)
Case Carrying Investigator	273	20 (7%)	222	22 (10%)	232	29 (13%)	243	19 (8%)
Communications	84	5 (6%)	86	4 (5%)	83	7 (8%)	66	7 (11%)
Custody	42	8 (19%)	45	13 (29%)	23	9 (39%)	38	12 (32%)
Patrol	2,367	145 (6%)	2,170	230 (11%)	1,926	218 (11%)	1,718	201 (12%)
Reserve Police Officers	8	0 (0%)	5	1 (20%)	5	4 (80%)	9	0 (0%)
Specialized Enforcement	434	28 (6%)	349	28 (8%)	356	39 (11%)	350	28 (8%)
Technical Services/Maintenance	19	5 (26%)	14	7 (50%)	14	8 (57%)	6	2 (33%)
Traffic	189	4 (2%)	156	14 (9%)	198	14 (7%)	195	9 (5%)
Unknown/Unassigned	16	8 (50%)	135	6 (4%)	122	7 (6%)	110	8 (7%)
Total*	4,040	284 (7%)	3,819	402 (11%)	3,465	407 (11.7%)	3,243	367 (11.3%)

*Functional totals may not equal total closed complaint total due to missing employee function or contain employees with multiple functional types

c. COMPLAINTS CLOSED VS. COMPLAINTS SUSTAINED FOR GEOGRAPHIC BUREAUS - 2024 COMPARED TO PRIOR YEARS



d. COMPLAINTS CLOSED VS. COMPLAINTS SUSTAINED FOR SPECIALIZED BUREAUS - 2024 COMPARED TO PRIOR YEARS



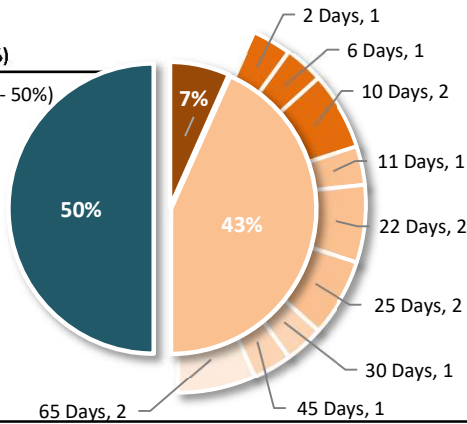
SUMMARY OF COMPLAINTS CLOSED IN 2024

5

a. DIRECTED BOARD OF RIGHTS: HOW BOARD OF RIGHTS PANELS DECIDED THE CASES OF 30 EMPLOYEES SENT TO HEARING BY THE CHIEF OF POLICE FOR TERMINATION

Panel vs Chief of Police (# of cases - %)

- Same as COP - Termination (15 - 50%)
- Not Guilty (2 - 7%)
- Lesser Penalty (13 - 43%)



Allegations in cases resulting in lesser or no penalties

Not Guilty Cases

Unbecoming Conduct
Misleading Statements
False Statements
Neglect of Duty

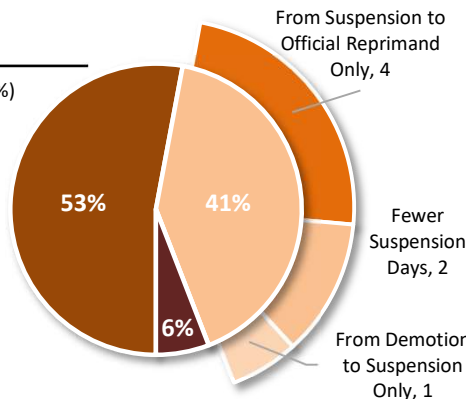
Lesser Penalty Cases

Alcohol Related
Body Worn/DICVS Violat.
Discourtesy
Domestic Altercation
Driving While Impaired
Financial Dishonesty
Neglect of Duty
Negligent Discharge
Other Policy/Rule
Sexual Misconduct
Unbecoming Conduct

b. OPTED BOARD OF RIGHTS: HOW BOARD PANELS DECIDED THE CASES OF 17 EMPLOYEES WHO OPTED TO APPEAL DISCIPLINE IMPOSED BY THE CHIEF OF POLICE

Panel vs Chief of Police (# of cases - %)

- Not Guilty/Out of Statute (9 - 53%)
- Lesser Penalty (7 - 41%)
- Same as COP (0)
- Higher Penalty (1 - 6%)



Allegations in Opted Board of Rights cases by Panel Decisions

Not Guilty/OOS

Detrimental Workplace Beh.
Discourtesy
Neglect of Duty
Shooting Violation
Unauthorized Force
Unauthorized Tactics
Unbecoming Conduct

Lesser Penalty

Domestic Altercation
Domestic Incident
Neglect of Duty
Shooting Violation
Unauthorized Tactics
Unbecoming Conduct

Higher: fr. 10 to 15 days

Shooting Violation
Unauthorized Force
Unauthorized Tactics

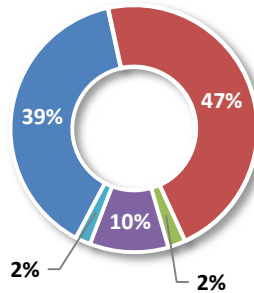
c. ADJUDICATION OF BIASED POLICING (BP) ALLEGATIONS

BP complaints closed: 858
BP allegations made: 1766

Disposition of BP Allegations

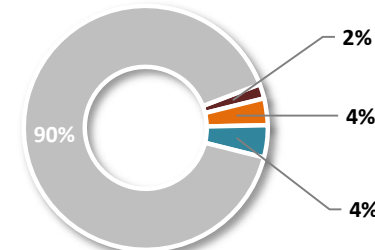
- Demonstrably False (39%)
- Unfounded (47%)
- Insuff. Evid. to Adjudicate (2%)
- ACR/Mediated (10%)
- Other (2%)

Other includes: Out of Statute,
No Dept. Employee, Not Resolved
No Misconduct, and Duplicate



ADJUDICATION OF NON-BIASED POLICING (BP) ALLEGATIONS IN BP COMPLAINTS

Disposition of the 2,022 Non-BP allegations also made in BP complaints



SUSTAINED ALLEGATIONS

BWV/DICV Violation
Detention Violation
Discourtesy
Neglect of Duty
Search Violation

d. DEMONSTRATION OF BIAS: ADJUDICATION OF NON-BIASED POLICING COMPLAINTS WITH ALLEGATIONS THAT EMPLOYEE ACTIONS DEMONSTRATED BIAS

Complaints alleging demonstration of bias: 135
Allegations that employee demonstrated bias: 263

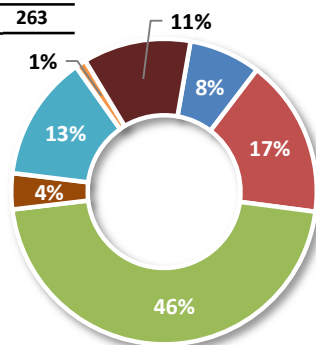
Disposition of allegations (# of allegations - %)

- Not Misconduct (20 - 8%)
- Demonstrably False (44 - 17%)
- Unfounded (121 - 46%)
- Mediated/ACR (10 - 4%)
- Not Sustained (35 - 13%)
- Actions Could be Different (ACBD) (3 - 1%)
- Sustained (30 - 11%)

*Four complaints contain all sustained allegations

Not Misconduct includes: No Misconduct and Exonerated

Not Sustained includes: Not Guilty, Not Resolved, Insufficient Evidence to Adjudicate, and Out of Statute



Discipline/Correction Actions taken in Demonstration of Bias complaints

Sustained Allegations

Detrimental Workplace Behavior
Improper Remark
Discourtesy Ethnic

Penalty Imposed

Retired prior to Directed BOR
Suspension (22 days)
Termination
Suspension (22 days)

Actions Could Be Diff. Allegations

Detrimental Workplace Behavior
Improper Remark

Corrective Action Taken

Counseled by Supervisor



LOS ANGELES POLICE DEPARTMENT
100 WEST 1ST STREET
LOS ANGELES, CA 90012