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Allyson E. Burrell, ENP, RPL
Deputy Director

TO: All Center Personnel
All Member Public Safety Heads/CEOs

FROM: Allyson Burrell, Deputy Director

DATE: July 8, 2022

SUBJECT: 2021 Annual Statistical Summary of Complaints

In accordance with CALEA standard 1.4.11, an annual statistical summary was conducted based upon the findings of internal investigations. Below is the summary of complaints made against the Center and the results of the complaints.

Number of complaints processed/received by the Center	67
Number of complaints determined to be not sustained	9
Number of complaints determined to be partially sustained	8
Number of complaints to be determined sustained	46
Number of complaints determined to be unfounded	4
Other	0

Sustained/Partially Sustained broken down by determining factor	54
Telecommunicator Error	43
Other Factors (Technology, Geography)	6
Telecommunicator Error & Other Factors	5

Sustained/Partially Sustained complaints by complainant type	54
EMS	21
LE	8
Fire	6
Citizen/Other	19

All complaints are processed in accordance with Center Standard Operating Procedure 1.5 Organizational Integrity. The Center utilizes many aspects to correct the deficiencies when a complaint is caused by Telecommunicator or technology error. Some of these corrections include, but are not limited to, additional/remedial training, corrections to technology, and progressive discipline when necessary.

Please contact me if you have any further questions or concerns.