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 Deputy Director

**TO:** All Center Personnel  
**FROM:** Allyson Burrell, Deputy Director  
**DATE:** February 24, 2026  
**SUBJECT:** 2025 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.

<b>Number of complaints processed/received by the Center</b>	<b>45</b>
Number of complaints determined to be not sustained	0
Number of complaints determined to be partially sustained	14
Number of complaints to be determined sustained	21
Number of complaints determined to be unfounded	2
Number of complaints determined to be exonerated	8

<b>Sustained/Partially Sustained broken down by determining factor</b>	<b>35</b>
Telecommunicator Error	28
Technology, Geography Issues	4
Other Factors (Staffing shortages)	3

<b>Sustained/Partially Sustained complaints by complainant type</b>	<b>35</b>
EMS	11
LE	1
Fire	4
Citizen/Other	19

All complaints are processed in accordance with Center Standard Operating Procedure 1.5: Organizational Integrity. When a complaint is attributed to either Telecommunicator performance or technology error, the Center employs several corrective measures to address the identified deficiencies. These measures may include, but are not limited to, additional or remedial training, technology adjustments or corrections, and the implementation of progressive discipline when appropriate.