

MOTION

The Fire Department (LAFD) employs the Complaint Tracking System (CTS) in its efforts to track and address internal misconduct complaints. Upon receipt of a complaint, an intake interview is conducted and the matter is investigated by the Professional Standards Division (PSD) within the LAFD. If misconduct is found, then the disciplinary process is initiated. The complaint system therefore serves as the basis for identification and substantiation of any misconduct allegations within the Department.

Despite its crucial importance, the CTS has consistently been identified as a vulnerability in addressing misconduct within the LAFD and a number of concerns have been raised in regard to the reliability of the CTS. The CTS is an antiquated system that has proven insufficient in tracking complaints and critically important timelines, resulting in impeded investigations lacking accurate and comprehensive data. Misconduct investigations should be impervious to obstructions or delays, regardless of the involvement of civilian or sworn employees.

An effective, thorough, and singular complaint system would substantially contribute to the identification of systemic issues within the LAFD and protect victims making any whistleblower or harassment complaints. Accordingly, the City must ensure that reported instances of alleged misconduct can be tracked and addressed as effectively as possible. The Police Department (LAPD) employs the Training Evaluation and Management System (TEAMS II) to track complaints, cases involving the Use of Force, and other potential liabilities. To ensure consistency and allow systemic issues to be addressed in a uniform manner, the LAFD should investigate the feasibility of adopting the TEAMS II system to replace the CTS.

I THEREFORE MOVE that the City Council instruct the Fire Department, with assistance of the Police Department, to report on the feasibility of replacing the Complaint Tracking System (CTS) with the Training Evaluation and Management System (TEAMS II) or a comparable system to track internal complaints and investigations of misconduct.

PRESENTED BY:



MONICA RODRIGUEZ
Councilwoman, 7th District

SECONDED BY:



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