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SUBJECT: Mediation Program Analysis 2008-2011, Report to the Board

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In 2011, a year in which the total number of complaints received by the CCRB declined, the Mediation Program sustained, and in some cases increased, the significant accomplishments achieved in 2010. To put these numbers in context, the analysis includes statistics for the calendar years 2008, 2009 and 2010.

First:

- In 2011, the number of cases resolved by the Mediation Unit was approximately 16.3% of the total number of cases resolved by the CCRB (either through the mediation process or a full investigation). This “Mediation Resolution Rate” represents an approximately 33% increase over the Mediation Resolution Rate achieved in 2010 (which was 12.3%) and a more than 100% increase over the 2008 Mediation Resolution Rate (of approximately 8%).
- The total number of cases closed by the Mediation Unit in 2011 as a percentage of total CCRB closures rose by 121% over the four year period 2008 to 2011. In 2011, the Mediation Unit closed 376 cases, in 2010 that number was 341 cases, in 2009 Mediation Unit closures were 204 cases and, in 2008 it was 192 cases.
- In 2011, the number of cases processed by the Mediation Unit was 630; in 2010, the Mediation Unit processed 550 cases, in 2009, 342 cases and, in 2008, 386 cases. Accordingly, the Mediation Unit processed 63% more cases in 2011 than in 2008.
- The rate at which mediation was offered to Complainants has increased from 31% in 2008 to 59.5% in 2011.

Second:

- The Mediation Unit was able to achieve these increases due, in significant part, to the following program innovations:
 - implementing regular training sessions of the Investigative staff (directly contributing to the increase in the mediation offering rate cited above);
 - enlarging the pool of cases eligible for mediation by identifying additional categories of cases which should be eligible (e.g., vehicle stops and searches);

- determining and implementing appropriate monthly benchmarks regarding the number of cases Investigative Teams are required to refer to the Mediation Unit;
 - designing and implementing process efficiencies such as the revised Mediation Referral Report and Mediation Offering Presentation;
 - implementing more frequent contact by the Mediation Unit with Complainants (e.g., utilizing a monthly status update letter);
 - emphasizing the importance of the mediation process to the CCRB's mission and values (as exemplified by the revision of the CCRB's Mission and Values Statement and implementation of an Officer and Civilian Satisfaction Survey);
 - revising the information regarding mediation provided to the NYPD (in the form of a Frequently Asked Questions brochure); and
 - conducting numerous training and outreach sessions to raise awareness of the CCRB Mediation Program among members of the NYPD and civilians, including presentations made as part of the NYPD's Cultural Immersion Program.
- Despite the 63% increase in total cases processed from 2008 to 2011, the Mediation Unit was able to achieve these increases using the same number of staff (i.e., Director of Mediation, the Mediation Supervisor and two Mediation Coordinators).

Third, during the four year period from 2008 to 2011:

- The rate at which mediation was accepted by Complainants increased from 48% in 2008 to 53% in 2011;
- The MOS acceptance rate has increased from 68.1% in 2008 to 76.9% in 2011 (which was a decrease from an all-time high of 81.6% in 2010);
- The number of mediated cases increased from 80 in 2008 to 145 in 2011, an increase of 81% (however, the number of mediation sessions declined from 2010 to 2011 by 12 cases);
- The number of mediation attempted cases increased by 106% from 112 in 2008 to 231 in 2011, contributing to the overall increase in mediation case closures; and
- Although total cases processed by the Mediation Unit from 2008 to 2011 increased by 63%, the processing time for mediated cases and mediation attempted cases only increased by 7% and 17%, respectively (and for 2010 to 2011, with a 14.5% increase in total cases processed, the processing time for these cases only increased by 1.1%).