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TRACY CATAPANO-FOX, ESQ.  
EXECUTIVE DIRECTOR

To: Board Members  
From: Tracy Catapano-Fox, Executive Director  
Re: Complaint Activity

The Executive Committee of the Board asked me to address the current increase in complaint activity and its relation to our complaint activity before and after Hurricane Sandy. To address that question, the staff and I have prepared a series of charts that are part of your monthly packet.

Chart 1 shows monthly complaint activity before and after Hurricane Sandy. From January 2012 to October 2012, the CCRB received an average of 514 complaints per month. During the four months the agency was not fully operational because of Hurricane Sandy, from November 2012 to February 2013, the CCRB received an average of 263 complaints per month. After Hurricane Sandy, the monthly complaint rate from March 2013 to March 2014 was 482 complaints per month. On average, this is a decrease of 32 complaints per month, or 6%. In 2014, the monthly average is 444, which is 8% lower than the aggregate monthly average after Hurricane Sandy.

Overall intake – complaints within our jurisdiction as well as those we refer out – shows a greater decrease of 328 filings per month, from 1,356 filings before Hurricane Sandy to 1028 filing after Hurricane Sandy, or a 24% decrease.

We have looked at factors that could explain the decrease in activity.

By looking at the location of filing, CCRB or NYPD, the average monthly number of complaints filed with the Police Department within CCRB jurisdiction has increased by 20% from 200 complaints per month before Hurricane Sandy to 239 complaints per month after Sandy. In 2014, the number of monthly complaints filed with the Police Department is, on average, 181 complaints per month. Chart 2 shows that the trend for the last twelve months is downward.

Of the cases filed with the CCRB directly, we see no change in the average number of complaints filed online through our website. Our website is a tool that members of the public are using more frequently to file complaints. In the last two years, more than 4,000 people have filed complaints online. However, only 30% of those filings were complaints within our jurisdiction.

Chart 3 shows monthly online complaint activity before and after Hurricane Sandy. From January 2012 to October 2012, the CCRB received 46 online complaints per month. During the four months the agency was not fully operational, from November 2012 to February 2013, the online monthly average increased to 66 complaints per month. After Hurricane Sandy, the monthly online complaint rate from March 2013 to March 2014 was 44 complaints per month. On average, this is a decrease of 2 complaints per month, or 4%. In 2014, the monthly average of online complaints is 45 complaints per month, which is consistent with activity before and after Hurricane Sandy.

Of the cases filed with the CCRB directly, we see a change in the average number of complaints filed by phone. We distinguish between complaints filed by phone with our intake investigators and complaints filed by phone via a voice message with our automated voice messaging system.

Chart 4 shows monthly phone complaint activity before and after Hurricane Sandy. From January 2012 to October 2012, investigators took 140 phone complaints per month. After Hurricane Sandy, the monthly phone complaint rate from March 2013 to March 2014 was 125 complaints per month. On average, this is a decrease of 15 complaints per month, or 11%. In 2014, the monthly average is 142 phone complaints per month, which is a significant increase when compared to the monthly activity before and after Hurricane Sandy.

Chart 4 also shows monthly complaint activity on our voice messaging system before and after Hurricane Sandy. From January 2012 to October 2012, the voice messaging system received 107 complaints per month. After Hurricane Sandy, the monthly complaint rate for that category from March 2013 to March 2014 was 53 complaints per month. On average, this is a decrease of 54 complaints per month, or 50%. Year-to-date 2014, the monthly average has been 60 voice message originated complaints per month.

Chart 5 shows monthly stop and frisk complaint activity before and after Hurricane Sandy. From January 2012 to September 2012, the CCRB received 137 complaints per month. The CCRB received an average of 89 stop and frisk complaints per month from October 2012 to March 2013. After Hurricane Sandy, the monthly complaint rate from April 2013 to March 2014 decreased by 113 stop and frisk complaints per month. On average, this is a decrease of 24 stop and frisk complaints per month, or 18%.

Year-to-date 2014, the CCRB has received an average of 101 stop and frisk complaints per month. Stop and frisk complaints are 23% of all complaints filed. The number of stop-and-frisk encounters has continued to decline in 2014. While exact numbers for this year are not yet available, the year-to-date rate is on track to be lower than the 12,495 stops in the last quarter of 2013. By comparison, in 2011, the Department conducted 686,000 stops.

Chart 6 puts our complaint activity before and after Hurricane Sandy into a long term historical perspective. From 1993 to 2013, the average annual complaint activity was 5,775 complaints within our jurisdiction. Based on the current annualized rate, we are forecasting to receive 5,332 complaints in 2014. This is a decrease of 7%. This is consistent with the decrease of activity that we have seen since the peak of complaint activity from 2006 to 2009 when we received over 7,500 complaints per year. The trend has been downward since 2009.

If we were to adjust for the impact of Hurricane Sandy on our complaint activity by replacing these affected months with complaint activity similar to the years prior, in 2012 and 2013 the CCRB would have had a complaint activity of over 6,000 complaints. This would have been consistent with the complaint activity levels experienced in 2010 and 2011. From that perspective, the current year-to-date increase that we report in our monthly report of 29% is artificially high. As our analysis suggests, the overall complaint trend is downward and we expect an increasingly similar pattern the year-to-date figures of 2012 and 2013 in the coming months.

**Chart 1: Monthly Complaint Activity Before and After Hurricane Sandy**

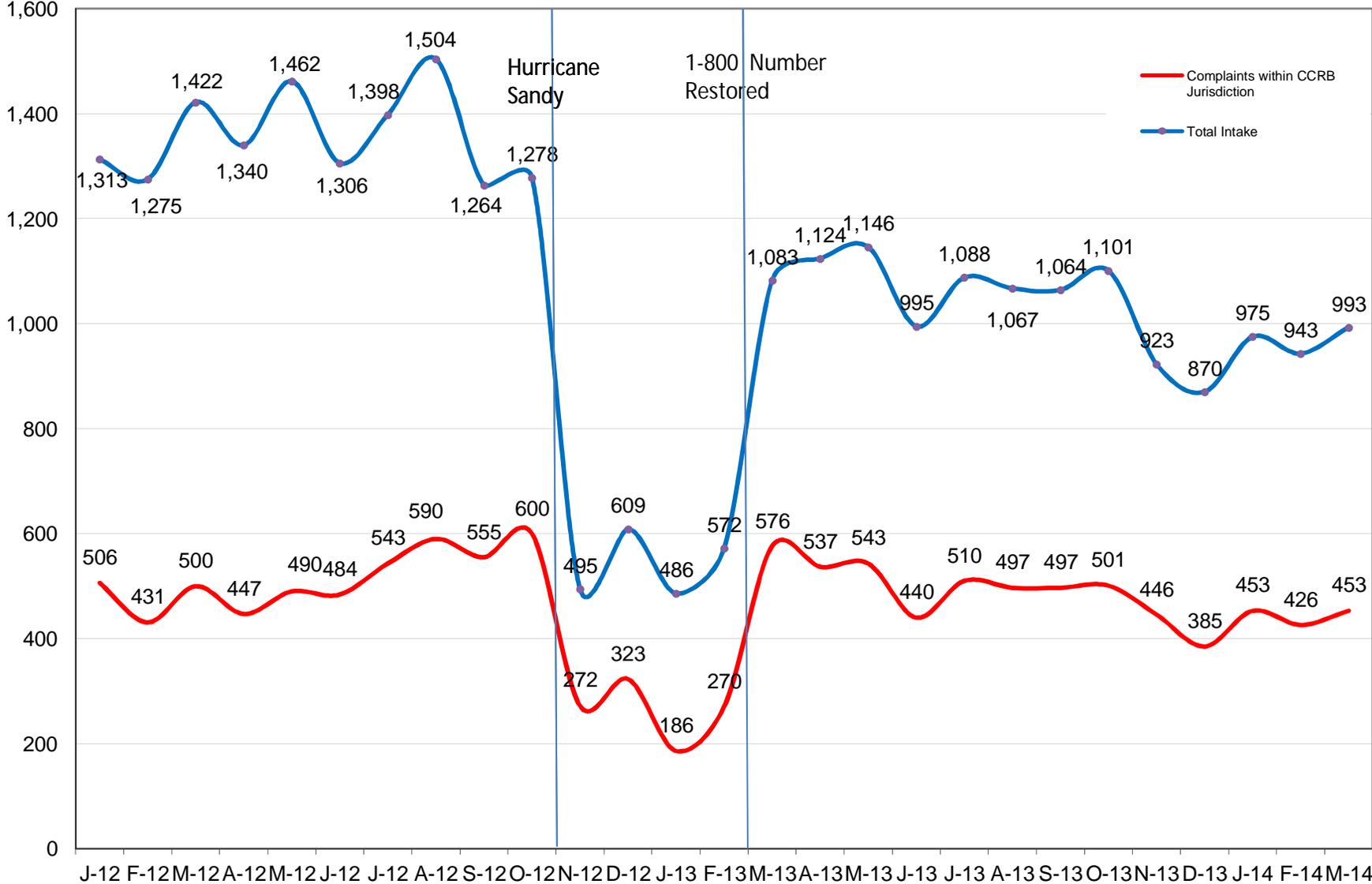
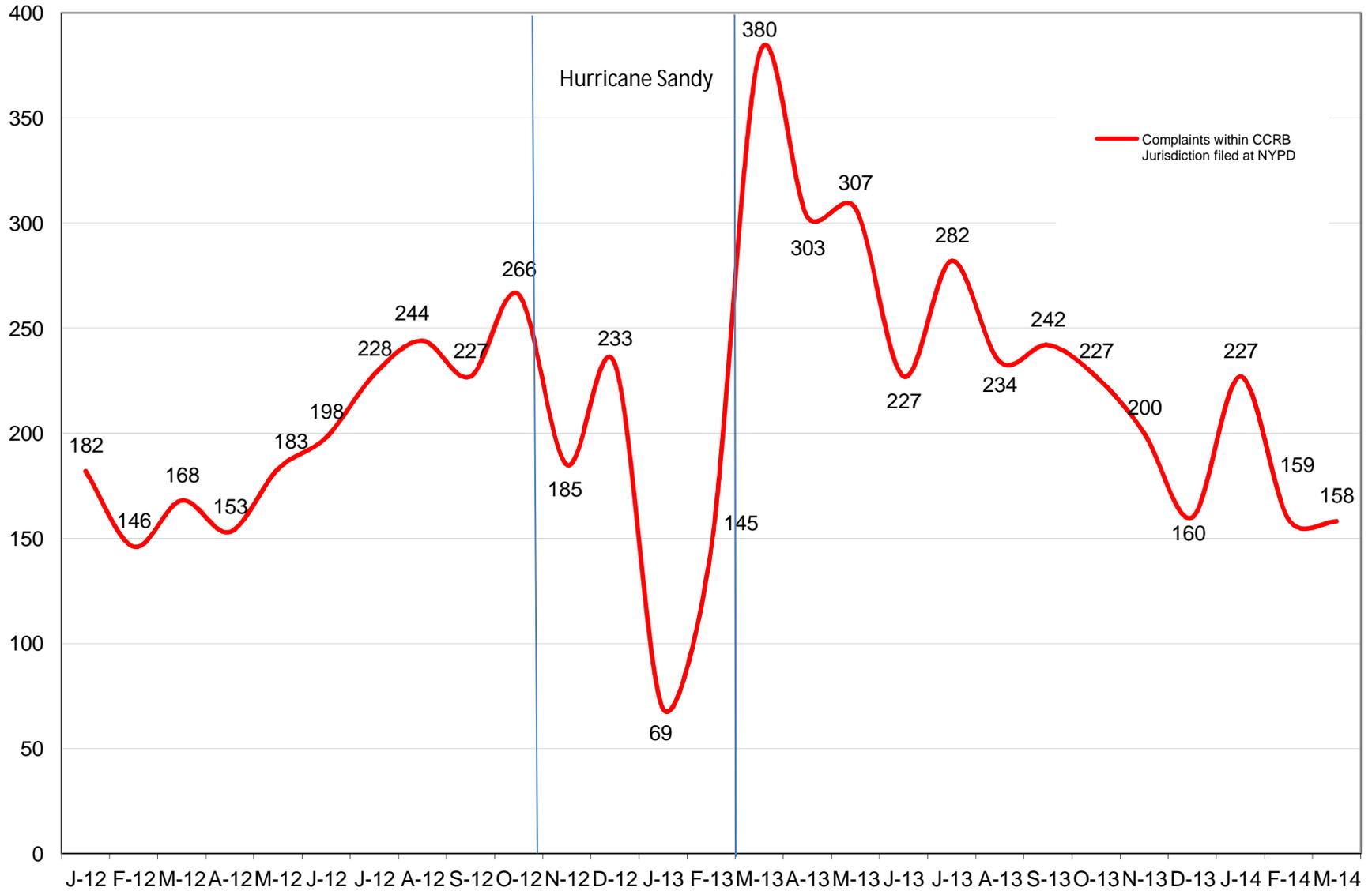
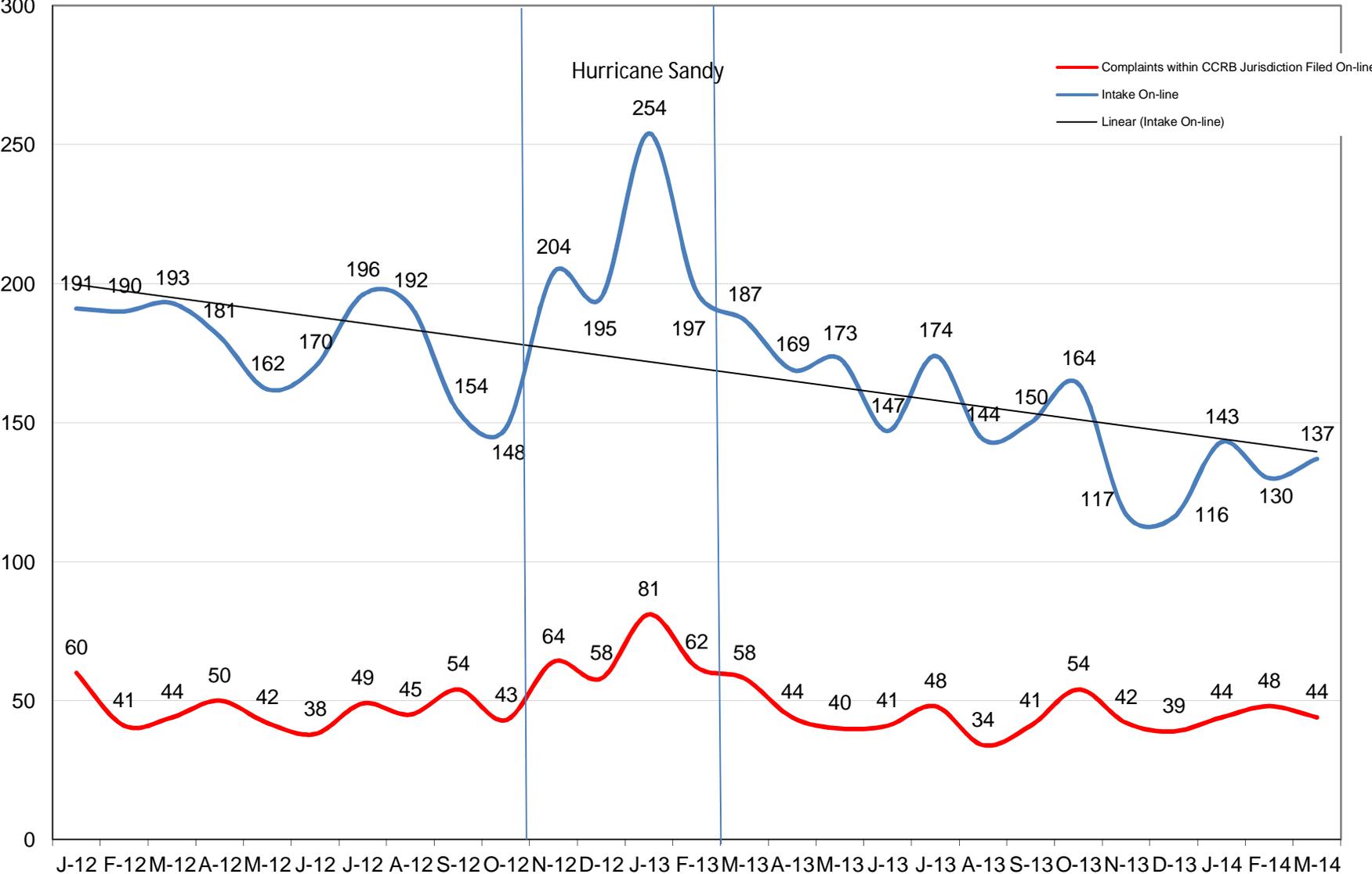


Chart 2: CCRB Complaints Filed at NYPD Before and After Hurricane Sandy



**CCRB 3: Complaints Filed On-line through CCRB Website before and after Hurricane Sandy**



**Chart 4: Complaint Filings by Phone Before and After Sandy**

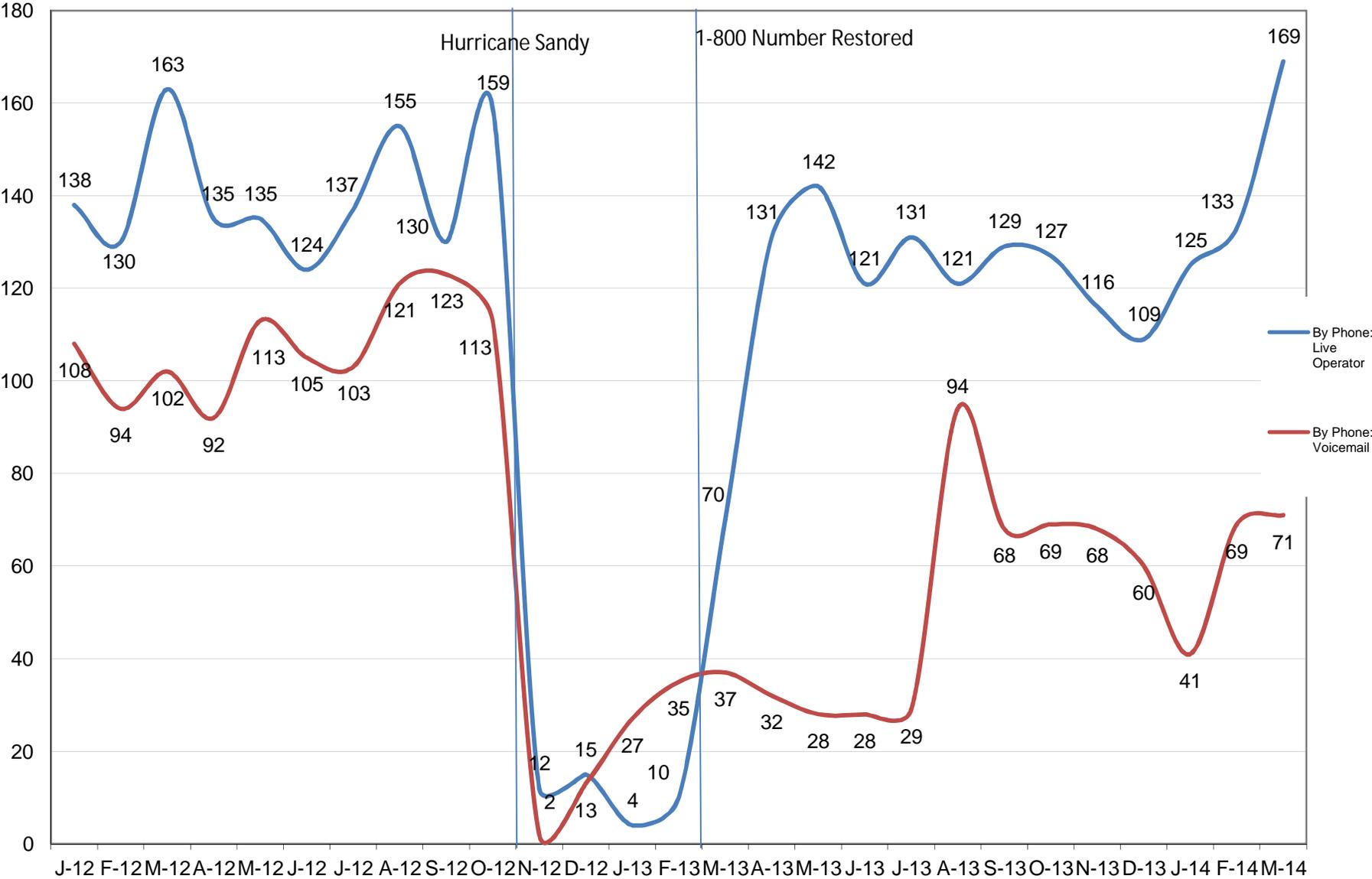


Chart 5: Stop and Frisk Complaint Activity

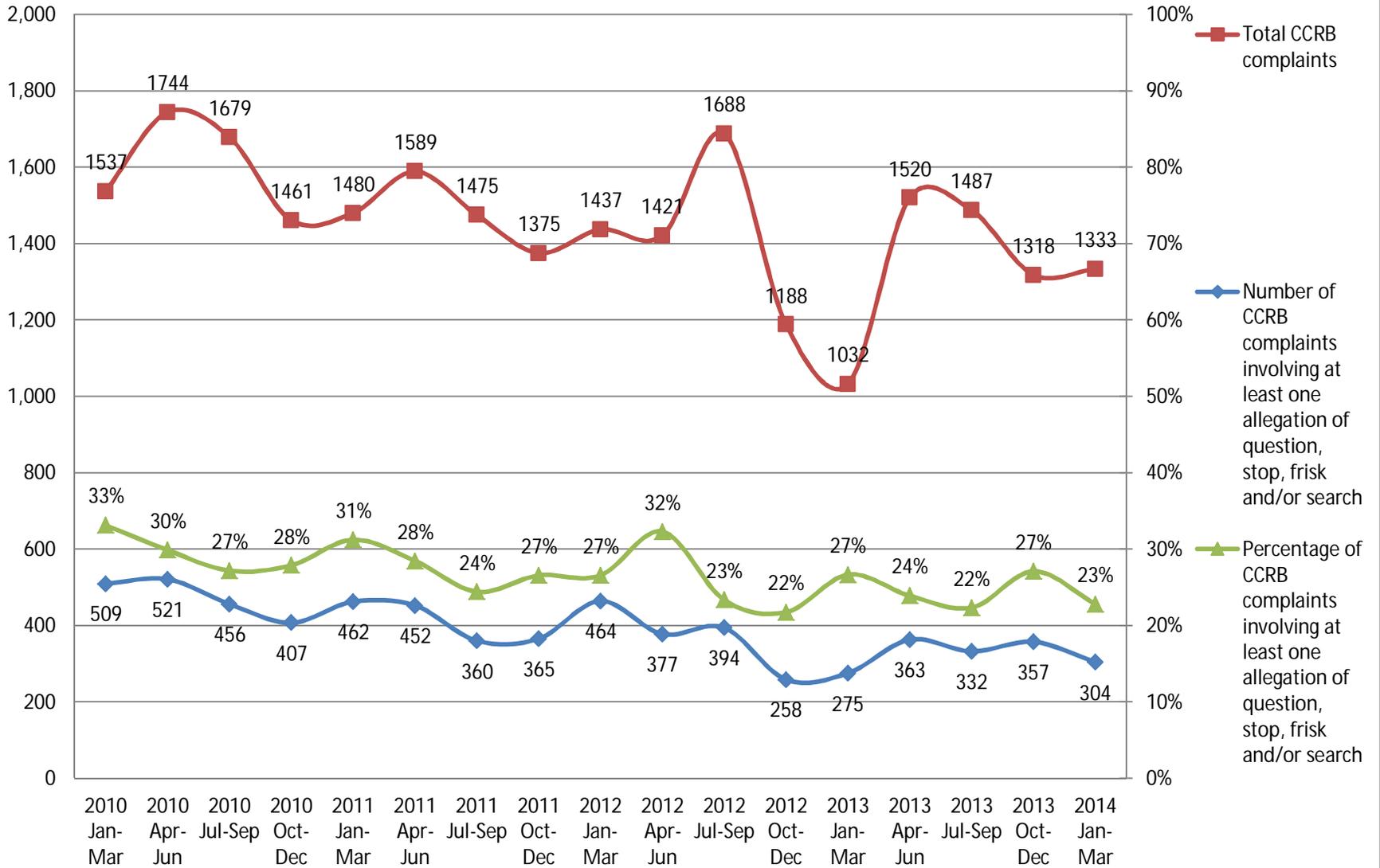


Chart 6: Historical Complaint Activity

