



CIVILIAN COMPLAINT REVIEW BOARD

Joan M. Thompson, Executive Director

Key Public Service Area

- ✓ Investigate and resolve claims of police misconduct in a timely and efficient manner.

Scope of Agency Operations

The Civilian Complaint Review Board (CCRB) is an independent, non-police agency with the authority to investigate allegations of police misconduct and to recommend action directly to the Police Commissioner. The Board strives to resolve complaints efficiently through investigation and its mediation program and reports on its activities and achievements twice a year.

Critical Objectives

- Improve the quality, thoroughness and timeliness of case investigations.
- Increase the percentage of cases that are mediated while decreasing the mediation completion time.

Preliminary Performance Highlights

- During the first four months of Fiscal 2012 the public filed 14 percent fewer complaints of police misconduct than during the same period of Fiscal 2011.
- CCRB completed full investigations, on average, seven days faster during the reporting period. The number of full investigations as a percentage of total cases closed increased 4 percentage points.
- Approximately 97 percent of CCRB's open docket was aged 12 months or less during the first four months of Fiscal 2012. The percentage of cases in the open docket at 13 months or older decreased slightly. As cases were closed faster and the docket was managed more effectively, CCRB reduced its open docket by 9 percent.
- CCRB closed approximately 60 percent of substantiated investigations in less than a year, 4 percentage points faster than during the same period last year. Substantiated cases closed at 12 to 14 months decreased by 6 percentage points; however, substantiated cases closed at 15 months or older increased by almost 3 percentage points.
- CCRB closed 4 percent more cases, from 1,969 cases closed in the first four months of Fiscal 2011 to 2,041 closures during the same period of Fiscal 2012, but the average case closure per investigator decreased from 23 to 21.
- Closed allegations with findings on the merits decreased 1 percentage point. Although the percentage of allegations with unidentified officers decreased from 12 to 9 percent of all allegations, the percentage of allegations closed as unsubstantiated increased 4 percentage points.
- During the reporting period the number of cases mediated as a percentage of total closed cases decreased to 1.6 percent. The average completion time for mediated cases increased 2 percent, or three days.



Performance Report

✓ Investigate and resolve claims of police misconduct in a timely and efficient manner.

| Performance Statistics | Actual | | | Target | | 4-Month | 4-Month |
|---|--------|-------|-------|--------|------|---------|---------|
| | FY09 | FY10 | FY11 | FY12 | FY13 | Actual | Actual |
| <i>Total civilian complaints against uniformed members of the New York City Police Department (Preliminary)</i> | 7,661 | 6,954 | 6,259 | * | * | 2,284 | 1,972 |
| ★ <i>Average number of days to complete a full investigation</i> | 343 | 327 | 282 | 280 | 280 | 281 | 274 |
| <i>Full investigations as a percentage of total cases closed (%)</i> | 31% | 36% | 30% | * | * | 33% | 37% |
| ★ <i>Closed allegations with findings on the merits (%)</i> | 48% | 55% | 49% | * | * | 49% | 48% |
| ★ <i>Case closures per investigator</i> | 64 | 78 | 69 | * | * | 23 | 21 |
| <i>Age of docket (by date of report) (%) - 0-4 months</i> | 64% | 68% | 70% | 70% | 70% | 68% | 65% |
| - 5-12 months | 29% | 28% | 27% | 26% | 26% | 28% | 32% |
| - 13 months or older | 7% | 4% | 3% | 4% | 4% | 4% | 3% |
| <i>Age of cases when substantiated (by date of incident) (%) - 0-5 months</i> | 1% | 3% | 5% | 14% | 14% | 8% | 4% |
| - 5-12 months | 36% | 40% | 50% | 48% | 48% | 48% | 56% |
| - 12-14 months | 26% | 33% | 30% | 28% | 28% | 30% | 24% |
| - 15 months or older | 37% | 24% | 14% | 10% | 10% | 14% | 17% |
| ★ <i>Officers disciplined (excluding pending and filed cases) (%)</i> | 56% | 74% | 74% | * | * | 76% | 86% |
| <i>Average successful mediation case completion time (days)</i> | 158 | 174 | 179 | 150 | 150 | 178 | 181 |
| ★ <i>Percent of cases mediated</i> | 1.8% | 1.7% | 2.4% | * | * | 2.4% | 1.6% |
| <i>Age of mediation docket (by date of referral to mediation) - 0-11 months</i> | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| - 12 months or older | 0% | 0% | 0% | 0% | 0% | 0% | 0% |

★ Critical Indicator "NA" - means Not Available in this report

Agency Customer Service

The Civilian Compliant Review Board provides service to its customers through its walk-in facilities, website and correspondence.

| Indicator | CCRB | Citywide | CCRB | Citywide | CCRB | Citywide |
|---|--------------|--------------|--------------|--------------|-----------------------------|-----------------------------|
| | Jul-Oct FY11 | Jul-Oct FY11 | Jul-Oct FY12 | Jul-Oct FY12 | Change Jul-Oct FY11 to FY12 | Change Jul-Oct FY11 to FY12 |
| <i>Average response time for email correspondence (days)</i> | 5 | 5 | 5 | 8 | 0% | 60% |
| <i>Average response time for letters/mail correspondence (days)</i> | 6 | 11 | 10 | 9 | 67% | -18% |
| <i>Number of 311 inquiries (to MMR agencies)</i> | 5,240 | 2,467,532 | 4,166 | 2,245,344 | -20% | -9% |

311 Customer Service Center Inquiries

| | Total | % of CCRB | Rank in # of | Total | % of CCRB | Rank in # of |
|-------------------------------------|---------|--------------|--------------|---------|--------------|--------------|
| | Jul-Oct | Inquiries in | Calls in | Jul-Oct | Inquiries in | Calls in |
| | FY11 | Jul-Oct | Jul-Oct | FY12 | Jul-Oct | Jul-Oct |
| | | FY11 | FY11 | | FY12 | FY12 |
| <i>Top CCRB-related Inquiries</i> | | | | | | |
| <i>Police Officer Misconduct</i> | 5,101 | 97% | 1 | 4,058 | 97% | 1 |
| <i>Civilian Complaint Mediation</i> | 139 | 3% | 2 | 108 | 3% | 2 |



Agency Resources

| Agency Resources | A c t u a l | | | September | Updated | | 4-Month | 4-Month |
|---|-------------|--------|-------|------------------|-------------------|-------------------|----------------|----------------|
| | FY09 | FY10 | FY11 | 2011 MMR FY12 | FY12 ¹ | FY13 ¹ | Actual FY11 | Actual FY12 |
| <i>Expenditures (\$ millions)²</i> | \$11.3 | \$10.1 | \$9.6 | \$9.6 | \$9.3 | \$9.8 | \$3.7 | \$2.5 |
| <i>Personnel</i> | 178 | 138 | 135 | 149 | 151 | 155 | 145 | 124 |
| <i>Overtime paid (\$000)</i> | \$232 | \$146 | \$157 | * | * | * | \$25 | \$24 |

¹ January 2012 Financial Plan **"NA"** - Not Available in this report

² Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

Noteworthy Changes, Additions or Deletions

None

For more information please visit the website at: www.nyc.gov/ccrb

