Civilian Complaint Review Board

Joan M. Thompson, Executive Director

Key Public Service Areas

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

Scope of Agency Operations

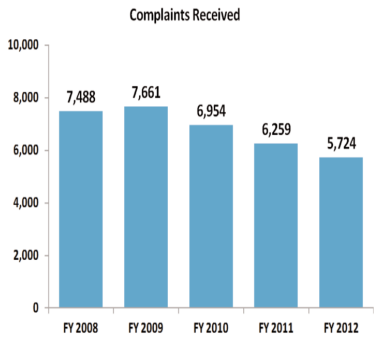
The Civilian Complaint Review Board (CCRB) is an independent, non-police agency with the authority to investigate allegations of police misconduct and to recommend action directly to the police commissioner. The Board strives to resolve complaints efficiently through investigation and its mediation program, 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.

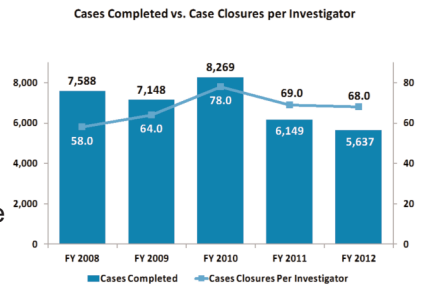
Performance Report

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



- In Fiscal 2012 the public filed 9 percent fewer complaints of police misconduct than in Fiscal 2011. The overall long term trend is also downward.

- The average case closure per investigator remained stable at 68 cases. However, the number of cases completed decreased by 8 percent, from 6,150 to 5,637, due to a reduced number of investigators.



- The size of CCRB's open docket decreased 4 percent to 2,793 cases in Fiscal 2012; however, the average age of the docket increased. The portion of open cases five months and older increased to 38 percent. In Fiscal 2013 CCRB is implementing a new set of procedures and time-related benchmarks to improve the timeliness of case processing and achieve consistency among the investigative teams.

- The average number of days to complete all full investigations increased 4 percent to 293 days, including a 14 percent increase in the time to complete substantiated investigations, which rose from an average of 337 days in Fiscal 2011 to 384 days in Fiscal 2012. There was a notable rise in the portion of substantiated cases aged 15 months or older in Fiscal 2012, which increased 17 percentage points to 31 percent of all substantiated cases. In Fiscal 2013 CCRB is establishing a new process to monitor and provide feedback on the time it takes its legal team to review substantiated complaints.

- During the reporting period findings on the merits decreased by 3 percentage points to 46 percent of closed allegations. In 64 percent of allegations of force, Board members made findings on the merits, compared to 44 percent of abuse of authority allegations and 24 percent of discourtesy allegations.

- In Fiscal 2012 the percent of total cases that were mediated and the average successful mediation completion time both remained stable.

	Actual					Target		5-Yr. Trend
Performance Statistics	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Total civilian complaints against uniformed members of the New York City Police Department (Preliminary)	7,488	7,661	6,954	6,259	5,724	*	*	Downward
★ *Average number of days to complete a full investigation*	306	343	327	282	293	280	280	Downward
Full investigations as a percentage of total cases closed (%)	34%	31%	36%	30%	31%	*	*	Neutral
★ *Closed allegations with findings on the merits (%)*	56%	48%	55%	49%	46%	*	*	Downward
★ *Case closures per investigator*	58	64	78	69	68	*	*	Upward
Age of docket (by date of report) (%) - 0-4 months	64%	64%	68%	70%	63%	70%	70%	Neutral
- 5-12 months	31%	29%	28%	27%	33%	26%	26%	Neutral
- 13 months or older	5%	7%	4%	3%	5%	4%	4%	Downward
Age of cases when substantiated (by date of incident) (%) - 0-5 months	8%	1%	3%	5%	2%	14%	14%	Downward
- 6-11 months	44%	36%	40%	50%	35%	48%	48%	Neutral
- 12-14 months	28%	26%	33%	30%	32%	28%	28%	Upward
- 15 months or older	20%	37%	24%	14%	31%	10%	10%	Neutral
★ *Officers disciplined (excluding pending and filed cases) (%)*	55%	56%	74%	74%	83%	*	*	Upward
Average successful mediation case completion time (days)	164	158	174	179	181	150	150	Upward
★ *Percent of cases mediated*	1.2%	1.8%	1.7%	2.4%	2.6%	*	*	Upward
Age of mediation docket (by date of referral to mediation) - 0-11 months	100%	100%	100%	100%	100%	100%	100%	Neutral
- 12 months or older	0%	0%	0%	0%	0%	0%	0%	Neutral

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

Agency Customer Service

Performance Statistics	Actual					Target		5-Yr.Trend
Customer Experience	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Percent of e-mails responded to in 14 days	NA	100	96	98	93	NA	93	NA
Percent of letters responded to in 14 days	NA	100	NA	89	76	NA	76	NA
Completed customer requests for interpretation	NA	224	207	474	843	NA	NA	NA
CORE customer experience rating (0-100)	NA	NA	74	81	69	NA	69	NA

Agency Resources

	Actual					Plan[1]		5-Yr.Trend
Resource Statistics	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures ($ millions)[2]	$11.1	$11.3	$10.1	$9.6	$9.0	$9.6	$12.0	Downward
Personnel	179	178	138	135	124	149	173	Downward
Overtime paid ($ millions)	$0.0	$0.2	$0.1	$0.2	$0.0	$0.0	$0.0	Downward

[1]Authorized Budget Level *"NA" - Not Available in this report*
[2]Expenditures include all funds.

Noteworthy Changes, Additions or Deletions

- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013 CCRB's service and goals are:

  Service 1: Investigate, prosecute and resolve claims of police misconduct.
  - Goal 1a: Improve the quality and timeliness of investigations.
  - Goal 1b: Increase the use of mediation to resolve complaints.

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