



CIVILIAN COMPLAINT REVIEW BOARD

Tracy Catapano-Fox, Executive Director

What We Do

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.

Our Services and Goals

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.

How We Performed in Fiscal 2013

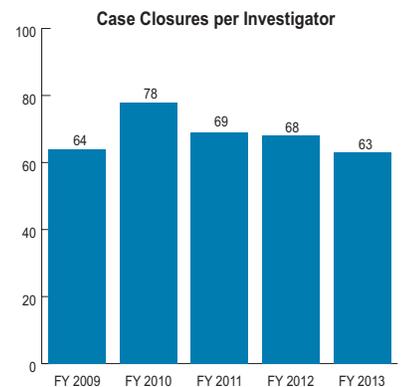
Service 1: Investigate, prosecute and resolve claims of police misconduct.

Goal 1a: Improve the quality and timeliness of investigations.

Starting in Fiscal 2013 CCRB implemented a new set of procedures and time-related benchmarks to improve the timeliness of case processing and achieve higher quality and consistency among its investigative teams. However, Hurricane Sandy severely affected these initiatives due to a three month-long displacement from regular office space and the inability to access computer records for more than 60 days. As a result of this disruption, CCRB has not met its goal to improve the quality and timeliness of investigations in Fiscal 2013.

The average number of days to complete all full investigations increased from 293 in Fiscal 2012 to 386 days in Fiscal 2013, 32 percent slower than the target of 280 days. Adjusting for the 60-day storm-related delay, the average completion time was 326 days in Fiscal 2013, or 16 percent above the target. The time to complete substantiated investigations also increased from an average of 384 days in Fiscal 2012 to 438 days in Fiscal 2013. CCRB saw a notable rise in the age of substantiated cases aged 15 months or older in Fiscal 2013, which increased 24 percentage points to 55 percent of all substantiated cases, compared to the target of 10 percent. During Fiscal 2013 the number of substantiated cases in which the statute of limitations expired increased to 10 percent. Here again, the effect of Sandy is substantial. Of the 28 substantiated cases that passed the statute of limitations, 23 expired during the storm-related disruption of normal operations.

After a full resumption of operations at CCRB's offices in February 2013, the agency continued to implement new procedures aimed at improving timeliness and intends to improve outcomes during Fiscal 2014. Two factors are noteworthy. First, although the average case closure per investigator decreased by 7 percent from 68 to 63 cases in Fiscal 2013, these declines in productivity do not adjust for the two months of limited activity during Sandy. When the two months of disrupted operations are removed, individual productivity increased 11 percent, from 5.6 to 6.3 cases per investigator per month. Second, the size of CCRB's open docket increased slightly, by less than 1 percent, from 2,793 in Fiscal 2012 to 2,809 cases in Fiscal 2013, decreasing from a high of 4,345 in November 2012 right after Hurricane Sandy. Despite the disruption, the average age of the open docket increased by only 2 percent, from 144 days in Fiscal 2012 to 147 days in Fiscal 2013.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Total civilian complaints against uniformed members of the New York City Police Department	7,661	6,954	6,259	5,724	5,455	*	*	Neutral	Down
Average age of open docket (days)	NA	NA	NA	NA	147	*	*	Down	NA
★ Average time to complete a full investigation (days)	343	327	282	293	386	280	280	Down	Neutral
★ Full investigations as a percentage of total cases closed (%)	31%	36%	30%	31%	32%	*	40%	Up	Neutral
Cases closed	7,148	8,269	6,149	5,637	5,514	*	*	Neutral	Down
★ Closed allegations with findings on the merits (%)	48%	55%	49%	46%	42%	*	55%	Up	Down
★ Average time to complete a substantiated investigation (days)	NA	NA	NA	384	438	*	310	Down	NA
★ Substantiated cases in which the statute of limitations expired (%)	NA	3%	0%	1%	10%	*	0%	Down	NA
★ Officers disciplined (excluding pending and filed cases) (%)	56%	74%	74%	83%	62%	*	*	Neutral	Up

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 1b: Increase the use of mediation to resolve complaints.

In Fiscal 2013 CCRB did not meet its goal to increase the use of mediation to resolve complaints. As a result of the agency's displacement after Hurricane Sandy, cases were not transferred to mediation for two months and many sessions scheduled before the hurricane could not be re-scheduled. Cases referred to mediation decreased from 576 in Fiscal 2012 to 468 in Fiscal 2013, or 19 percent. After adjusting for the two months without operations, the average number of cases referred declined from 48 to 47 per month. Similarly, the number of cases with mutual agreement to mediate decreased from 315 to 244, or 23 percent. After adjusting for Sandy, the number of cases with mutual agreement declined from 26 to 24 per month. Finally, the number of cases successfully mediated decreased from 112 to 61, or 46 percent. After adjusting for the storm, the average number of cases mediated declined from 9 to 6 per month. Civilians who participated in mediation sessions reported satisfaction with the process in 97 percent of completed mediations.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Cases with mutual agreement to mediate	182	250	417	315	244	*	*	Up	Up
Officers who accepted mediation (%)	NA	NA	NA	NA	79%	*	*	Up	NA
Civilians who accepted mediation (%)	NA	NA	NA	NA	57%	*	*	Up	NA
Cases successfully mediated	128	144	147	112	61	*	*	Up	Down
★ Average mediation case completion time (days)	158	174	179	181	284	150	150	Down	Up
★ Mediation satisfaction rate (%)	NA	NA	NA	NA	97%	*	94%	Up	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Agency Customer Service

CCRB's response to emails and letters was delayed due to a three month-long displacement from regular office space as a result of Hurricane Sandy.

Performance Statistics	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	100	96	98	93	79	93	93	Down
Letters responded to in 14 days (%)	100	NA	89	76	70	76	80	NA
Completed customer requests for interpretation	224	207	474	843	525	NA	NA	Up
CORE customer experience rating (0-100)	NA	74	81	69	81	69	81	NA

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$11.3	\$10.1	\$9.6	\$8.7	\$11.6	\$11.4	\$11.9	Neutral
Personnel	178	138	135	124	162	175	174	Down
Overtime paid (\$000)	\$232	\$146	\$157	\$168	\$3	\$0	\$0	Down

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

Noteworthy Changes, Additions or Deletions

- At the close of Fiscal 2013 Joan M. Thompson was succeeded by Tracy Catapano-Fox as executive director.

For additional agency performance statistics, please visit:

- Monthly statistics:
<http://www.nyc.gov/html/ccrb/html/news/news.shtml>

For more information on the agency, please visit: www.nyc.gov/ccrb.

