



CIVILIAN COMPLAINT REVIEW BOARD

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

- During the first four months of Fiscal 2014 the public filed 13 percent fewer complaints than in the same period of Fiscal 2013.
- The Board closed 17 percent more cases during the reporting period, an increase from 1,812 to 2,111 closures. However, the average number of case closures per investigator decreased from 25 to 21 cases.
- The size of CCRB's open docket decreased by 18 percent, from 3,278 at the end of October 2012 to 2,678 cases at the end of October 2013. The average age of the open docket decreased by eight percent to 133 days. Sixty-six percent of open cases were less than five months old.
- The average time to complete full investigations decreased by two percent during the reporting period, from 349 to 343 days. The average time to complete substantiated investigations remained stable. There was a slight decrease in the age of substantiated cases one year and older.
- The percentage of substantiated cases in which the statute of limitations expired remained unchanged at five percent. In response, the Board has instituted mandatory time-triggered reviews. CCRB also implemented a new intake process intended to expedite the handling of cases.
- The percentage of allegations with findings on the merits decreased by seven percentage points to 34 percent of fully investigated cases. The percentage of allegations that the Board closed as unsubstantiated and officer unidentified continued to increase, as the percentage of allegations closed as exonerated and unfounded decreased.
- The percentage of cases that were fully investigated decreased by six percentage points to 27 percent. Full investigations decreased as a result of an increase in the percentage of cases closed as complaint withdrawn, complainant unavailable or uncooperative. In response, CCRB created an intake unit to promptly schedule interviews with complainants.
- In the first four months of Fiscal 2014 the Board increased the use of mediation to resolve complaints. Mediation closures as a percentage of all case closures increased from seven percent to nine percent. However, the average time to mediate a case increased by 23 percent to 267 days due to a backlog of open cases resulting from a three-month long displacement from regular office space and the inability to access computer records for more than 60 days after Hurricane Sandy. CCRB has worked to reduce the backlog, from 352 open cases in March 2013 when mediations resumed, to 226 open cases at the end of the reporting period in October 2013.

Service 1: Investigate, prosecute and resolve claims of police misconduct.
Goal 1a: Improve the quality and timeliness of investigations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Total civilian complaints against uniformed members of the New York City Police Department	6,259	5,724	5,455	*	*	2,310	2,007
Average age of open docket (days)	NA	NA	147	*	*	144	133
★ Average time to complete a full investigation (days)	282	293	386	280	280	349	343
★ Full investigations as a percentage of total cases closed (%)	30%	31%	32%	40%	40%	33%	27%
Cases closed	6,149	5,637	5,514	*	*	1,812	2,111
★ Closed allegations with findings on the merits (%)	49%	46%	42%	55%	55%	41%	34%
★ Average time to complete a substantiated investigation (days)	NA	384	438	310	300	409	410
★ Substantiated cases in which the statute of limitations expired (%)	0%	1%	10%	0%	0%	5%	5%
★ Officers disciplined (excluding pending and filed cases) (%)	74%	83%	62%	*	*	66%	51%

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Cases with mutual agreement to mediate	417	315	244	*	*	134	204
Officers who accepted mediation (%)	NA	NA	79%	*	*	75%	83%
Civilians who accepted mediation (%)	NA	NA	57%	*	*	53%	50%
Cases successfully mediated	147	112	61	*	*	27	75
★ Average mediation case completion time (days)	179	181	284	150	150	217	267
★ Mediation satisfaction rate (%)	NA	NA	97%	94%	95%	96%	94%

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

Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	89%	76%	70%	*	*	71%	78%
E-mails responded to in 14 days (%)	98%	93%	79%	*	*	92%	97%

Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 ¹	FY15 ¹	FY13	FY14
Expenditures (\$000,000) ²	\$9.6	\$8.7	\$10.6	\$11.9	\$11.9	\$12.2	\$3.0	\$3.4
Personnel	135	124	162	174	173	173	144	153
Overtime paid (\$000)	\$157	\$168	\$418	\$0	\$0	\$0	\$117	\$64

¹February 2014 Financial Plan ²Expenditures include all funds. "NA" - Not Available in this report

Noteworthy Changes, Additions or Deletions

None.

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.

