

# CIVILIAN COMPLAINT REVIEW BOARD

Richard Emery, Chair



## WHAT WE DO

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

## FOCUS ON EQUITY

CCRB is promoting equity and quality in its delivery of services through a number of initiatives. First, CCRB sends investigators into communities throughout the five boroughs during the evening to conduct interviews with complainants. This relieves complainants of the burden of traveling to the agency's lower Manhattan office during school and business hours. Second, CCRB's ComplaintStat program makes the intake process easier, more convenient and investigations faster, fairer and more transparent to complainants and police officers. As part of this program, the 311 app for mobile devices has been expanded to handle complaints about police misconduct. CCRB's website has been updated to enable complainants to check the status of their complaints online. CCRB's outreach unit continues to make hundreds of presentations to New Yorkers from all backgrounds, including immigrants, the lesbian, gay, bisexual and transgender community and teenagers living in public housing.

## OUR SERVICES AND GOALS

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### **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 2015 the public filed 24 percent fewer complaints than in the same period of Fiscal 2014.
- In line with the 24 percent decrease in complaints, the Board closed 24 percent fewer cases during the reporting period, a decrease from 2,143 to 1,639 closures. The number of case closures per investigator decreased less substantially, from 21 to 19 cases.
- During the reporting period the average age of the open docket increased by 8 percent from 133 to 144 days due to an increase in the percentage of cases aged 5-12 months. However, the proportion of cases 13 months or older decreased from 7 percent to 4 percent. The size of CCRB's open docket decreased by 6 percent, from 2,678 at the end of October 2013 to 2,513 cases at the end of October 2013.
- The average number of days to complete full investigations decreased by 12 percent during the reporting period, from 343 to 303 days. The average time to complete substantiated investigations decreased by 11 percent, from 410 to 365 days. As a result of a large decrease in substantiated cases aged 15 months or older, the proportion of substantiated cases in which the statute of limitations expired decreased from 5 percent to 1 percent during the first four months of Fiscal 2015.
- During the reporting period the percentage of allegations with findings on the merits increased by 8 percentage points to 42 percent of fully investigated cases. The percentage of total cases that were fully investigated increased 10 percentage points to 37 percent.
- The Board is currently implementing a new investigative process that will expedite the handling of cases. In November the Board began a comprehensive re-structuring process: investigative teams will be broken into smaller units, or pods, for greater and more direct supervisory accountability. The Board is also instituting mandatory monthly accountability meetings.
- In the first four months of Fiscal 2015 the Board referred 161 cases to mediation, three more than in the same period of Fiscal 2014. Acceptance rates have increased for both civilians and officers. However, the number of cases with mutual agreement to mediate declined from 204 to 103, a decrease of 50 percent, and the number of cases successfully mediated decreased from 75 to 63. This is due to a significant decrease in the number of cases referred to mediation at the end of Fiscal 2014.
- During the reporting period the average time to mediate a case decreased from 267 to 204 days.

## 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Total civilian complaints against uniformed members of the New York City Police Department	5,724	5,455	5,573	*	*	2,003	1,526
Average age of open docket (days)	NA	147	135	*	*	133	144
★Average time to complete a full investigation (days)	293	386	324	280	200	343	303
★Full investigations as a percentage of total cases closed (%)	31%	32%	32%	40%	40%	27%	37%
Cases closed	5,637	5,506	5,810	*	*	2,143	1,639
★Closed allegations with findings on the merits (%)	46%	42%	39%	55%	55%	34%	42%
★Average time to complete a substantiated investigation (days)	384	438	394	300	220	410	365
★Substantiated cases in which the statute of limitations expired (%)	1%	10%	3%	0%	0%	5%	1%
★Officers disciplined (excluding pending and filed cases) (%)	83%	62%	60%	*	*	51%	75%

★ 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Cases with mutual agreement to mediate	315	244	446	*	*	204	103
Officers who accepted mediation (%)	NA	79%	83%	*	*	83%	88%
Civilians who accepted mediation (%)	NA	57%	51%	*	*	50%	53%
Cases successfully mediated	112	61	179	*	*	75	63
★ Average mediation case completion time (days)	181	284	225	150	120	267	204
★ Mediation satisfaction rate (%)	NA	97%	90%	94%	94%	94%	88%

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

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Completed requests for interpretation	843	525	613	*	*	NA	NA
Letters responded to in 14 days (%)	76%	70%	73%	*	*	78%	82%
E-mails responded to in 14 days (%)	93%	79%	94%	*	*	97%	95%
CORE facility rating	69	81	100	*	*	NA	NA

## AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 <sup>1</sup>	FY16 <sup>1</sup>	FY14	FY15
Expenditures (\$000,000) <sup>2</sup>	\$8.7	\$10.6	\$11.2	\$12.8	\$13.6	\$14.5	\$3.4	\$3.6
Personnel	124	162	157	176	187	187	153	161
Overtime paid (\$000)	\$168	\$418	\$320	\$0	\$0	\$0	\$64	\$103

<sup>1</sup>February 2015 Financial Plan      <sup>2</sup>Expenditures include all funds.      "NA" - Not Available in this report

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

## ADDITIONAL RESOURCES

For additional information go to:

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

For more information on the agency, please visit: [www.nyc.gov/ccrb](http://www.nyc.gov/ccrb).

