



# CIVILIAN COMPLAINT REVIEW BOARD

Maya Wiley, Chair

## WHAT WE DO

The Civilian Complaint Review Board (CCRB) is an independent agency empowered to receive, investigate, prosecute, mediate, hear, make findings and recommend action on complaints alleging the use of excessive or unnecessary force, abuse of authority, discourtesy or the use of offensive language by New York City police officers. The Board's investigative staff, composed entirely of civilian employees, conducts investigations in an impartial fashion. The Board forwards its findings to the Police Commissioner.

## FOCUS ON EQUITY

CCRB focuses on equitable service delivery by resolving civilian complaints impartially and speedily, conducting outreach to the diverse communities of the City, and examining policies and systemic practices that lead to misconduct complaints. Toward that end, CCRB works to increase the percentage of complaints where findings on the merits are reached, to reduce the length of time it takes to complete investigations and, when officers are found to have committed misconduct, to recommend an effective level of discipline. CCRB continues to extend its outreach to underserved communities. CCRB has provided greater access for individuals who cannot travel to Manhattan to meet with investigators. The Board now conducts monthly evening public meetings across the City. As part of the CCRB's Community Partners Initiative that began in April 2015 and expanded in 2016, scheduled interviews and walk-in intake have been provided monthly at the offices of Council Speaker Melissa Mark-Viverito and Councilmembers Vanessa Gibson, Donovan Richards, Deborah Rose, Carlos Menchaca and Robert Cornegy. In addition, CCRB's investigative team regularly conducts field interviews throughout the five boroughs, as well as on Rikers Island. In September 2015 CCRB's Outreach Team significantly expanded, allowing CCRB to have a more constant presence in every borough to conduct workshops with community groups, tenant organizations and young people. CCRB's website, which contains materials in eight languages, allows civilians to [file complaints](#), track the [status](#) of their complaints and view up-to-date [maps](#) with the number of misconduct complaints filed in each police precinct. CCRB's Policy Team continues to focus on reviewing complaints to identify patterns and make recommendations on improving police-community relations.

## 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.
- Goal 1c Improve the quality and timeliness of prosecutions.

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### **SERVICE 2 Inform and educate the public about the agency.**

- Goal 2a Increase outreach and education of City residents.

## HOW WE PERFORMED

- During the first four months of Fiscal 2017 the public filed 20 percent fewer complaints than in the same period of Fiscal 2016.
- During the reporting period the average number of days to complete full investigations decreased 31 percent to 140 days. The average time to complete substantiated investigations decreased 30 percent to 157 days.
- During the first four months of Fiscal 2017 the proportion of substantiated cases in which the statute of limitations expired remained unchanged at one percent.
- During the reporting period the percentage of allegations with findings on the merits increased by one percentage point to 44 percent of fully investigated cases. The percentage of all cases that were fully investigated decreased 10 percentage points to 34 percent.
- During the reporting period the number of cases successfully mediated decreased 15 percent to 60 cases, while the average time to mediate a case increased two percent to 96 days.
- During the reporting period CCRB's administrative prosecution unit closed a total of 68 cases, including 43 trials and 23 pleas.
- During the reporting period CCRB's outreach team conducted 277 presentations to inform and educate the public about CCRB.

## 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	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Total civilian complaints against uniformed members of the New York City Police Department	5,573	4,165	4,711	*	*	1,670	1,334
Average age of open docket (days)	135	106	74	*	*	82	81
★Average time to complete a full investigation (days)	324	283	162	120	120	202	140
★Full investigations as a percentage of total cases closed (%)	32%	39%	38%	40%	40%	44%	34%
Cases closed	5,810	5,347	4,970	*	*	1,652	1,377
★Closed allegations with findings on the merits (%)	39%	41%	46%	55%	55%	43%	44%
★Average time to complete a substantiated investigation (days)	394	329	178	140	140	225	157
★Substantiated cases in which the statute of limitations expired (%)	3%	1%	0%	0%	0%	1%	1%
★Officers disciplined (excluding pending and filed cases) (%)	60%	87%	82%	*	*	78%	84%

★ 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	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Cases with mutual agreement to mediate	446	394	444	*	*	121	101
Officers who accepted mediation (%)	83%	84%	87%	*	*	81%	87%
Civilians who accepted mediation (%)	51%	48%	45%	*	*	42%	44%
Cases successfully mediated	179	183	222	*	*	71	60
★Average mediation case completion time (days)	225	170	93	120	120	96	98
★Mediation satisfaction rate (%)	90%	90%	88%	94%	94%	91%	88%

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

## Goal 1c Improve the quality and timeliness of prosecutions.

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Administrative prosecution cases closed	NA	200	210	*	*	67	68
- Cases closed by trial	NA	89	137	*	*	50	43
- Cases closed by plea	NA	57	60	*	*	12	23

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

## SERVICE 2 Inform and educate the public about the agency.

### Goal 2a Increase outreach and education of City residents.

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Outreach presentations conducted	NA	328	732	*	*	74	277

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

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY14	FY15	FY16	FY17	FY18	FY16	FY17
Customer Experience							
Completed requests for interpretation	613	591	695	*	*	NA	NA
Letters responded to in 14 days (%)	73%	84%	88%	*	*	79%	78%
E-mails responded to in 14 days (%)	94%	98%	100%	*	*	100%	100%
CORE facility rating	100	98	100	*	*	NA	NA

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2016 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY14	FY15	FY16	FY17	FY17 <sup>1</sup>	FY18 <sup>1</sup>	FY16	FY17
Expenditures (\$000,000) <sup>2</sup>	\$11.2	\$12.7	\$14.1	\$16.3	\$16.2	\$16.5	\$4.2	\$4.9
Personnel	157	146	164	194	193	192	160	169
Overtime paid (\$000)	\$320	\$387	\$360	\$0	\$0	\$0	\$93	\$98
<sup>1</sup> January 2017 Financial Plan <sup>2</sup> Expenditures include all funds      "NA" - Not Available in this report								

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- CCRB added Goal 1c and the following indicators to measure this goal: 'Administrative prosecution cases closed,' '- Cases closed by trial,' and '- Cases closed by plea.'
- CCRB added Goal 2a and the following indicator to measure this goal: 'Outreach presentations conducted.'

## ADDITIONAL RESOURCES

For additional information go to:

- File a complaint: <https://www1.nyc.gov/site/ccrb/complaints/file-online.page>
- Check complaint status: <https://www1.nyc.gov/site/ccrb/complaints/check-complaint-status.page>
- Map complaint activity: <https://www1.nyc.gov/site/ccrb/policy/complaint-activity-map.page>
- Monthly reports: <http://www1.nyc.gov/site/ccrb/policy/monthly-statistical-reports.page>
- Annual and biannual reports: <https://www1.nyc.gov/site/ccrb/policy/annual-bi-annual-reports.page>
- Issue-based reports: <https://www1.nyc.gov/site/ccrb/policy/issue-based-reports.page>
- Data transparency initiative: <http://www1.nyc.gov/site/ccrb/policy/data-transparency-initiative.page>

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