

CIVILIAN COMPLAINT REVIEW BOARD

Frederick Davie, 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 efficiently, conducting outreach to the diverse communities of the City and examining the 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 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 and has provided greater access for individuals who cannot travel to Manhattan to meet with investigators. CCRB's investigative team regularly conducts field interviews throughout the five boroughs, as well as on Rikers Island. The Board also conducts evening public meetings across the City. CCRB's website, which contains materials in eight languages, allows the public 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.

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

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 2020 the public filed three percent fewer complaints than in the same period in Fiscal 2019. This is a slight adjustment downward after several periods of dramatically increasing complaint numbers.
- During the reporting period, the percentage of all closed cases that were fully investigated increased by more than six percent. The percentage of all allegations closed with findings on the merits (fully investigated allegations closed as substantiated, exonerated or unfounded) likewise increased more than six percent.
- The average time to complete a full investigation increased by 11 percent over the same period, which can be attributed to both the longer time it takes to close allegations on the merits and delays associated with obtaining body-worn camera footage. Relatedly, the average age of CCRB's open docket increased to 119 days compared to 98 in the prior reporting period. CCRB has signed a Memorandum of Understanding with the Police Department that, once implemented, should accelerate the processing of body-worn camera footage and expedite investigations.
- During the reporting period, the share of officers who accepted mediation decreased 25 percentage points, resulting in 15 fewer cases being referred to mediation. As such, the number of cases successfully mediated similarly decreased by 17.7 percent.
- During the reporting period CCRB's, administrative prosecution unit (APU) closed a total of 8 cases. An additional 14 APU trials closed in the month following the Fiscal 2020 PMMR reporting period, and will be reflected in the full Fiscal 2020 data.

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	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Total civilian complaints against uniformed members of the New York City Police Department	4,215	4,392	5,236	*	*	1,724	1,669
Average age of open docket (days)	80	101	109	*	*	98	119
★ Average time to complete a full investigation (days)	153	190	249	120	120	234	261
★ Full investigations as a percentage of total cases closed (%)	34%	32%	29%	40%	40%	33%	39%
Cases closed	4,031	4,048	4,795	*	*	1,479	1,321
★ Closed allegations with findings on the merits (%)	43%	48%	51%	55%	55%	48%	54%
★ Average time to complete a substantiated investigation (days)	168	208	269	140	140	255	292
★ Substantiated cases in which the statute of limitations expired (%)	0%	0%	4%	0%	0%	3%	0%
★ Officers disciplined (excluding pending and filed cases) (%)	78%	73%	75%	*	*	75%	78%
★ Critical Indicator	"NA" Not Available	↑↓ Directional Target		* None			

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Cases with mutual agreement to mediate	373	550	500	*	*	171	156
Officers who accepted mediation (%)	96%	85%	78%	*	*	89%	64%
Civilians who accepted mediation (%)	45%	46%	43%	*	*	46%	45%
Cases successfully mediated	187	233	202	*	*	79	65
★ Average mediation case completion time (days)	99	106	131	120	120	127	119
★ Mediation satisfaction rate (%)	88%	95%	88%	94%	94%	88%	82%
★ Critical Indicator	"NA" Not Available	↑↓ Directional Target		* None			

Goal 1c Improve the quality and timeliness of prosecutions.

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Administrative prosecution cases closed	163	83	47	*	*	18	8
– Cases closed by trial	87	43	19	*	*	6	3
– Cases closed by plea	63	33	16	*	*	7	3
★ Critical Indicator	“NA” Not Available		↕ Directional Target	* None			

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	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Outreach presentations conducted	694	947	805	*	*	340	226
★ Critical Indicator	“NA” Not Available		↕ Directional Target	* None			

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY17	FY18	FY19	FY20	FY21	FY19	FY20
Customer Experience							
Completed requests for interpretation	744	731	576	*	*	NA	NA
Letters responded to in 14 days (%)	80%	79%	57%	*	*	54%	56%
E-mails responded to in 14 days (%)	100%	86%	100%	*	*	100%	100%
CORE facility rating	98	94	NA	*	*	NA	NA
★ Critical Indicator	“NA” Not Available		↕ Directional Target	* None			

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2019 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY17	FY18	FY19	FY20	FY20 ¹	FY21 ¹	FY19	FY20
Expenditures (\$000,000) ²	\$15.2	\$16.4	\$18.5	\$19.3	\$19.6	\$20.4	\$6.1	\$6.1
Personnel	173	182	178	219	218	236	176	191
Overtime paid (\$000)	\$330	\$444	\$544	\$0	\$229	\$0	\$179	\$142
¹ January 2020 Financial Plan ² Expenditures include all funds “NA” - Not Available								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency’s goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the ‘Applicable MMR Goals’ column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY19 ¹ (\$000,000)	January 2020 Financial Plan FY20 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$14.9	\$15.1	All
002 - Other Than Personal Services	\$3.6	\$4.5	All
Agency Total	\$18.5	\$19.6	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter. “NA” Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The definitions for 'Average time to complete a full investigation (days)' and 'Average time to complete a substantiated investigation (days)' were reworded to clarify that both measure the average time elapsed from the start of the investigation to the date the Board renders a final decision for both full and substantiated investigations. The underlying methodology for calculating case length is unchanged.

ADDITIONAL RESOURCES

For additional information go to:

- Monthly statistics:
<http://www1.nyc.gov/site/ccrb/policy/monthly-statistical-reports.page>
- File complaints online:
<https://www1.nyc.gov/site/ccrb/complaints/file-online.page>
- Status of complaints:
<http://www1.nyc.gov/apps/ccrb-status-lookup>
- Administrative trials:
<https://www1.nyc.gov/site/ccrb/prosecution/apu-trials.page>
- Maps of complaints in each precinct:
<http://www1.nyc.gov/site/ccrb/policy/complaint-activity-map.page>

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