



CIVILIAN COMPLAINT REVIEW BOARD
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TO: Board Members

FROM: Marcos Soler, DED for Policy, & Denis McCormick, DED for Investigations

RE: The Effect of Hurricane Sandy on Complaint Activity

DATE: February 13, 2013

We have prepared charts that document the effect of Hurricane Sandy on our complaint activity. Since Sandy, complaint activity has decreased sharply. The number of CCRB complaints has decreased by 48% when compared to the trend for the first 10 months of 2012. Total intake has decreased by 62%.

The decrease is very drastic when looking at where complaints are filed. Complaints filed with the CCRB directly have decreased by 65%. The most significant decrease is with complaints filed by phone, which have decreased by 88%. Complaints filed by email have increased by 54%. In absolute numbers, we received a monthly average of 249 complaint by phone before Sandy, from January through October 2012, and we have received a monthly average of 29 complaints by phone after Sandy.

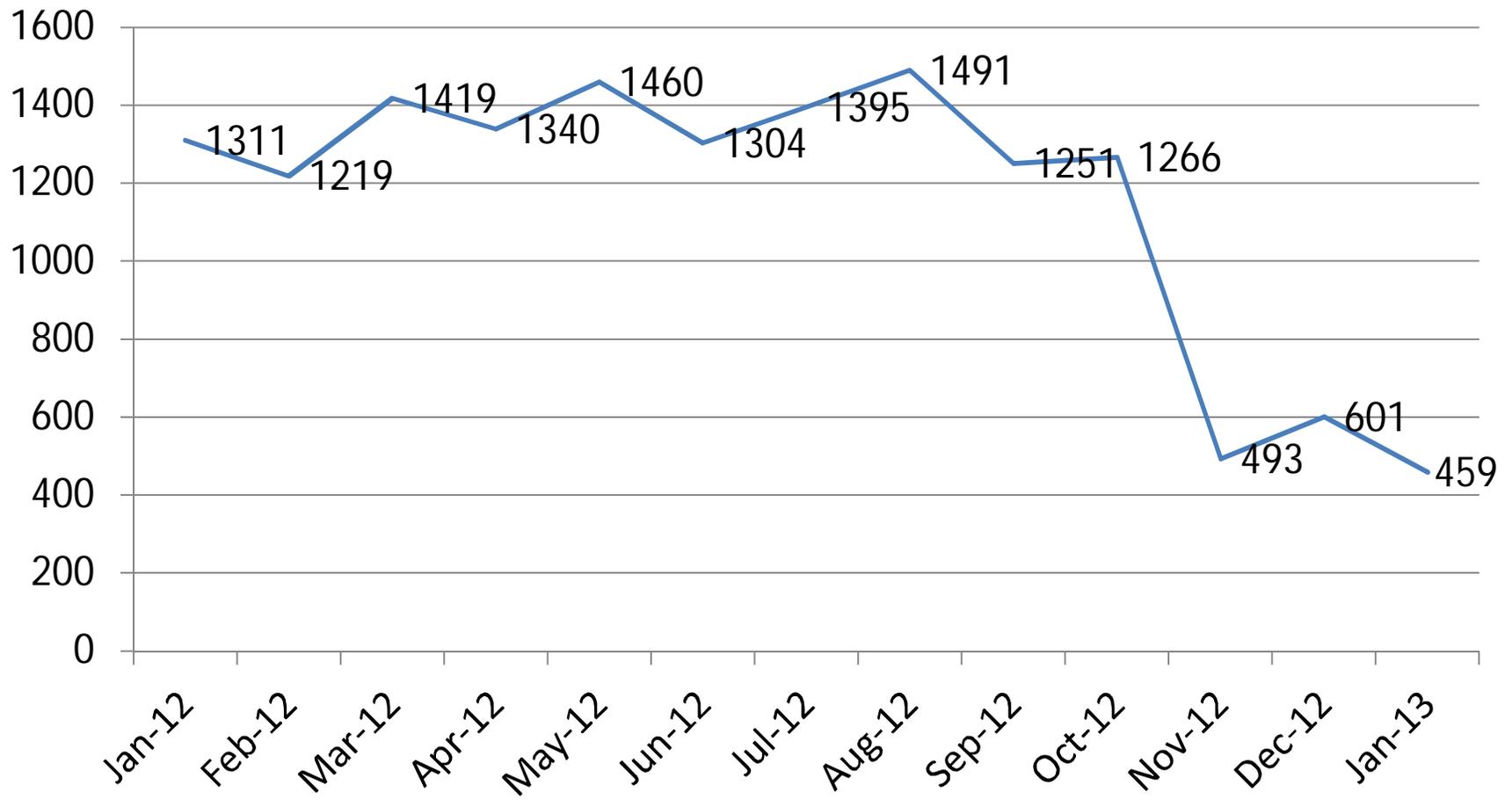
Although there has been a 15% decrease in the number of calls citizens made to 311 after Sandy, the ratio of 311 to complaints has changed significantly. Before Sandy, we received one CCRB complaint for every four calls to 311. After Sandy, we received one CCRB complaint for every 31 calls to 311.

Since November 7, instructions for how to file a complaint are posted on our website as well as the new phone number to call. The City's 311 service also provides this new number to callers. The number is 212-392-4170. The Deputy Executive Director for Operations is working towards restoring our 1-800 services.

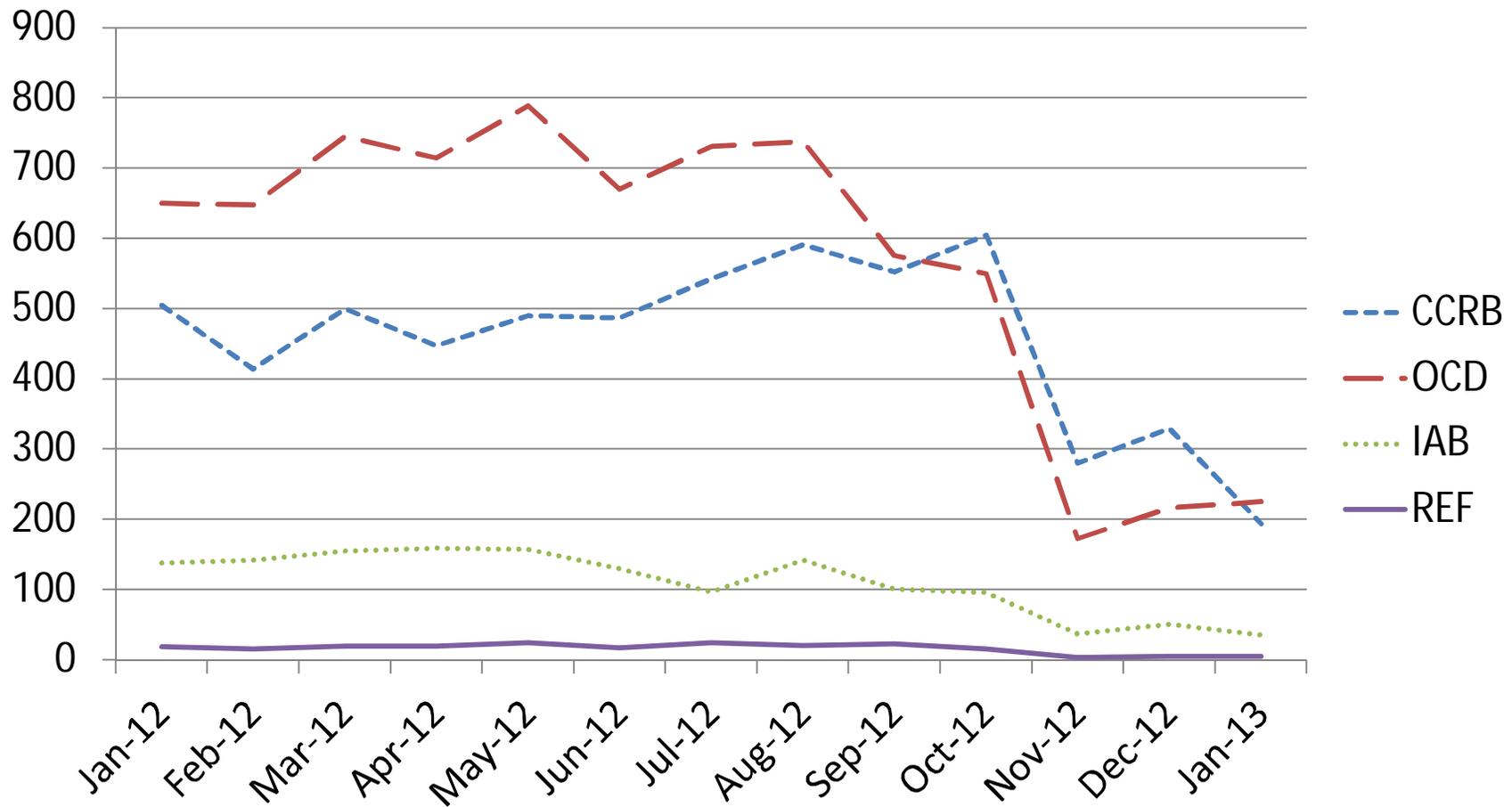
Impact of Hurricane Sandy on Complaint Activity

	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	BEFORE	AFTER	Change
CCRB	505	414	500	447	490	487	543	591	552	605	280	329	194	513	268	-48%
OCD	650	648	745	715	789	670	731	738	576	550	173	216	225	681	205	
IAB	138	142	155	159	157	130	97	142	101	96	37	51	35	132	41	
REF	18	15	19	19	24	17	24	20	22	15	3	5	5	19	4	
TOTAL INTAKE	1311	1219	1419	1340	1460	1304	1395	1491	1251	1266	493	601	459	1346	518	-62%
REFERRAL RATE	61%	66%	65%	67%	66%	63%	61%	60%	56%	52%	43%	45%	58%	62%	48%	
PLACE OF FILING																
	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13			
CCRB	325	273	330	296	305	289	320	347	325	338	98	103	126	315	109	-65%
NYPD	179	141	168	150	183	198	223	243	226	266	179	225	68	198	157	
OTHER	1	0	2	1	2	0	0	1	1	1	3	1	0	1	1	
CCRB	505	414	500	447	490	487	543	591	552	605	280	329	194	513	268	
NYPD FILING RATE	35%	34%	34%	34%	37%	41%	41%	41%	41%	44%	64%	68%	35%	39%	59%	
TYPE OF FILING CCRB																
IN_PERSON	13	14	13	11	7	14	20	14	10	10	1	2	2	13	2	-87%
BY_PHONE	247	214	264	230	249	232	245	278	251	276	22	36	30	249	29	-88%
BY_MAIL	4	6	8	5	6	4	5	9	7	7	7	5	3	6	5	-18%
BY EMAIL	61	39	45	50	43	39	50	46	57	45	68	60	91	48	73	54%
	325	273	330	296	305	289	320	347	325	338	98	103	126	315	109	
IN_PERSON	4%	5%	4%	4%	2%	5%	6%	4%	3%	3%	1%	2%	2%	4%	2%	
BY_PHONE	76%	78%	80%	78%	82%	80%	77%	80%	77%	82%	22%	35%	24%	79%	27%	
BY_MAIL	1%	2%	2%	2%	2%	1%	2%	3%	2%	2%	7%	5%	2%	2%	5%	
BY EMAIL	19%	14%	14%	17%	14%	13%	16%	13%	18%	13%	69%	58%	72%	15%	67%	
CCRB 311 CALLS	997	935	1078	1012	1193	1072	1139	1020	890	896	846	857	911	1023	871	-15%
CCRB to 311 RATIO	4	4	4	4	5	5	5	4	4	3	38	24	30	4	31	

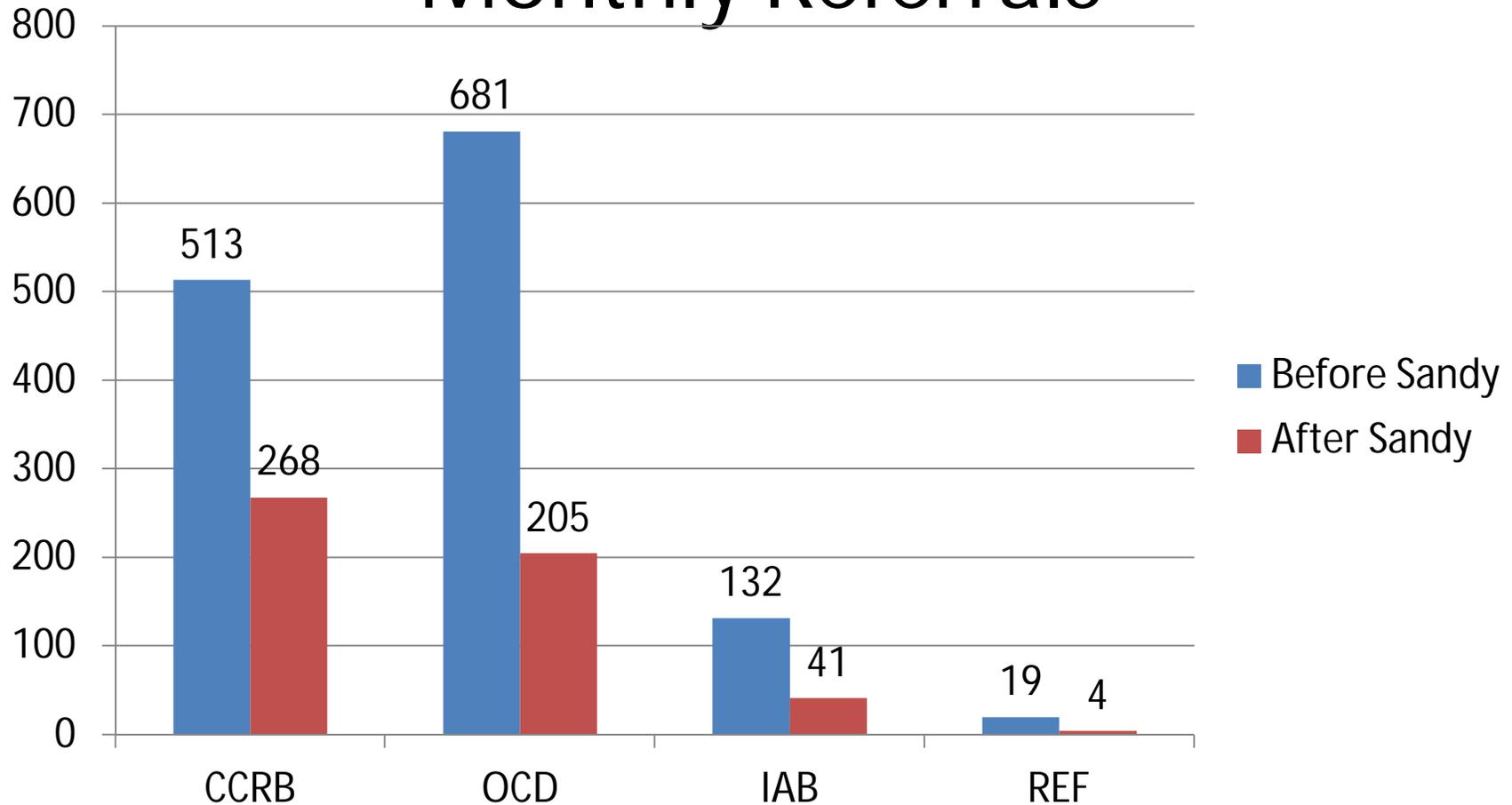
Total Intake



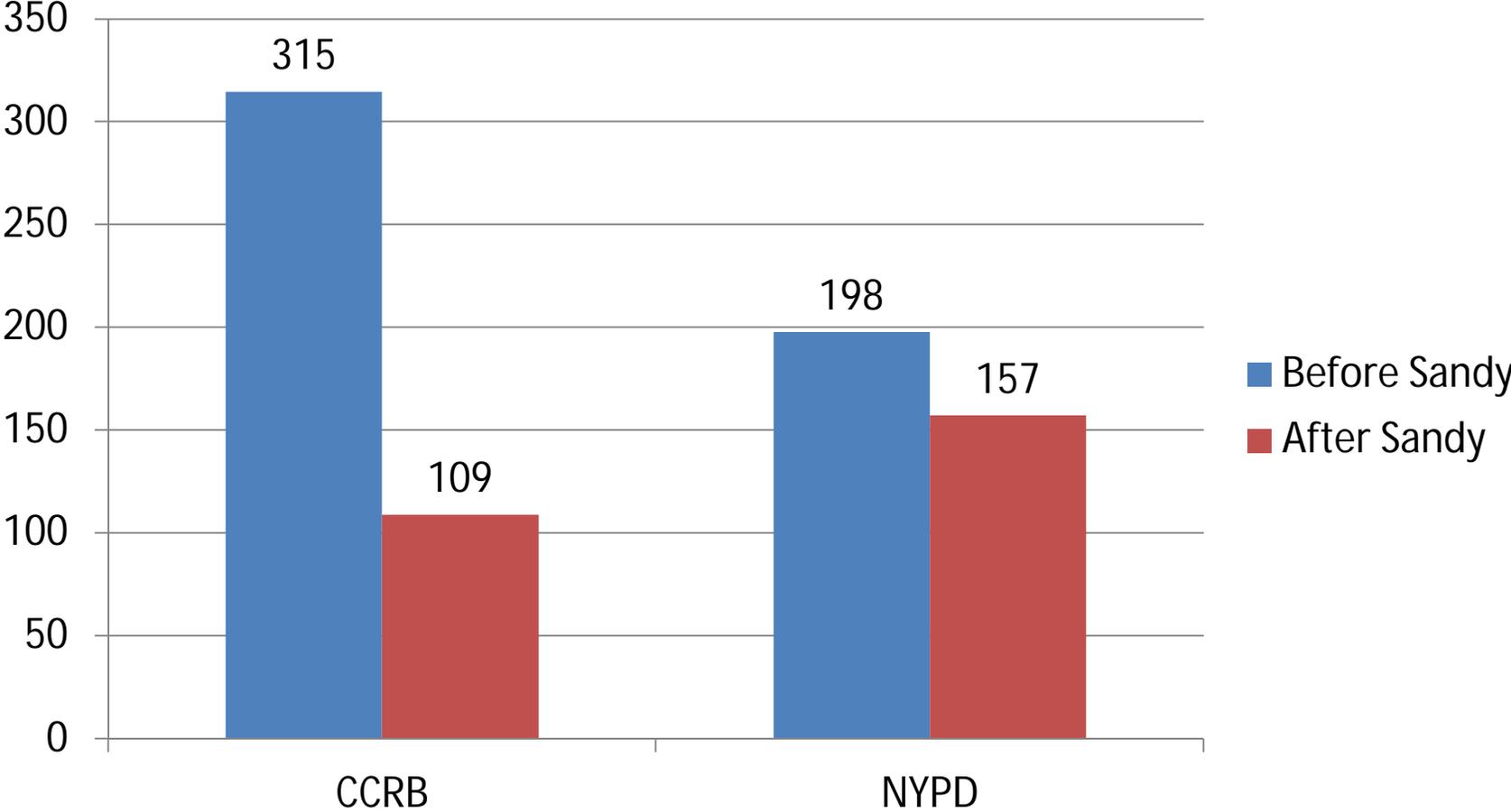
Complaints Received Within and Outside CCRB Jurisdiction



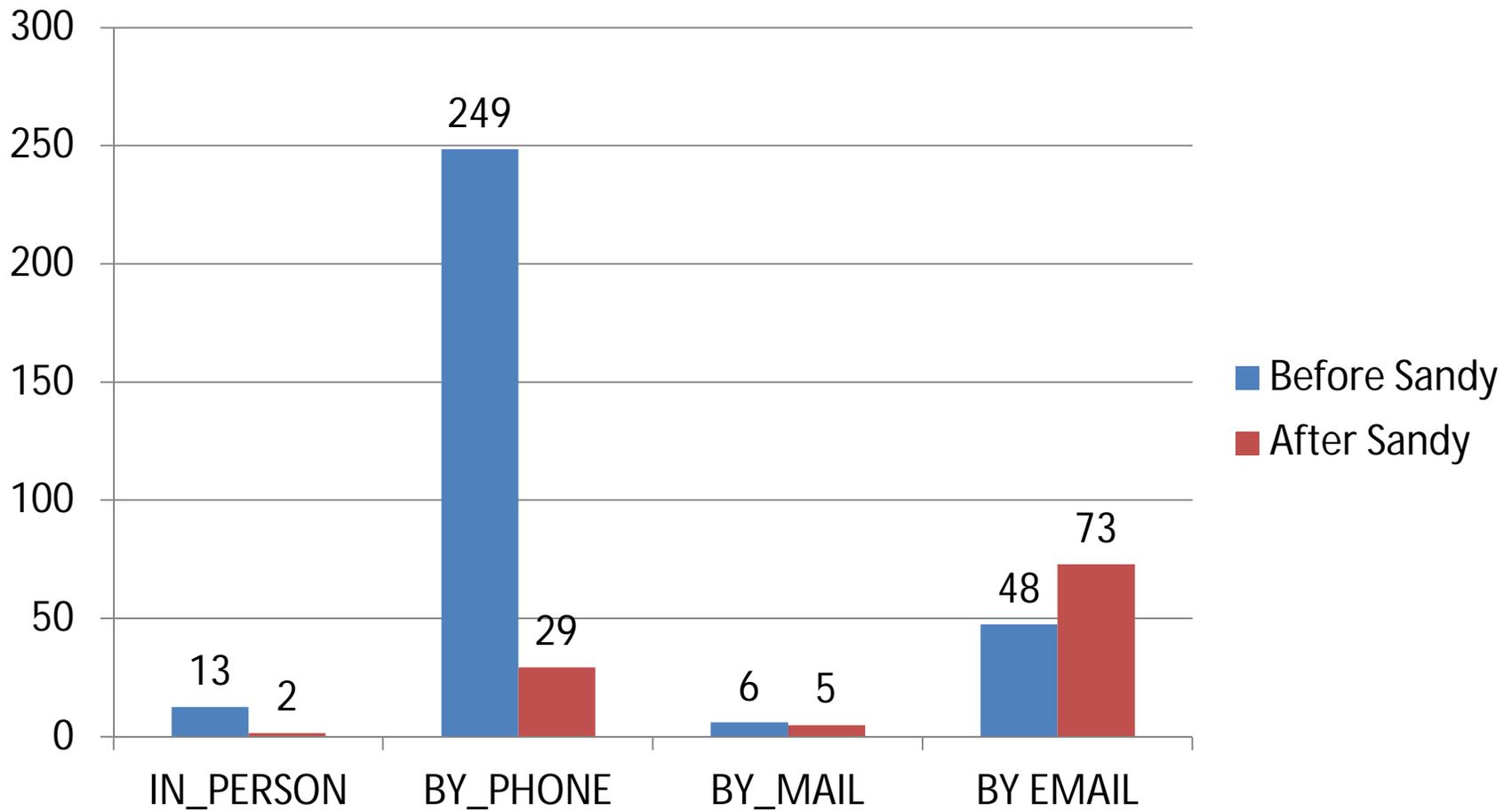
Average Monthly Intake: CCRB Complaints Compared to Average Monthly Referrals



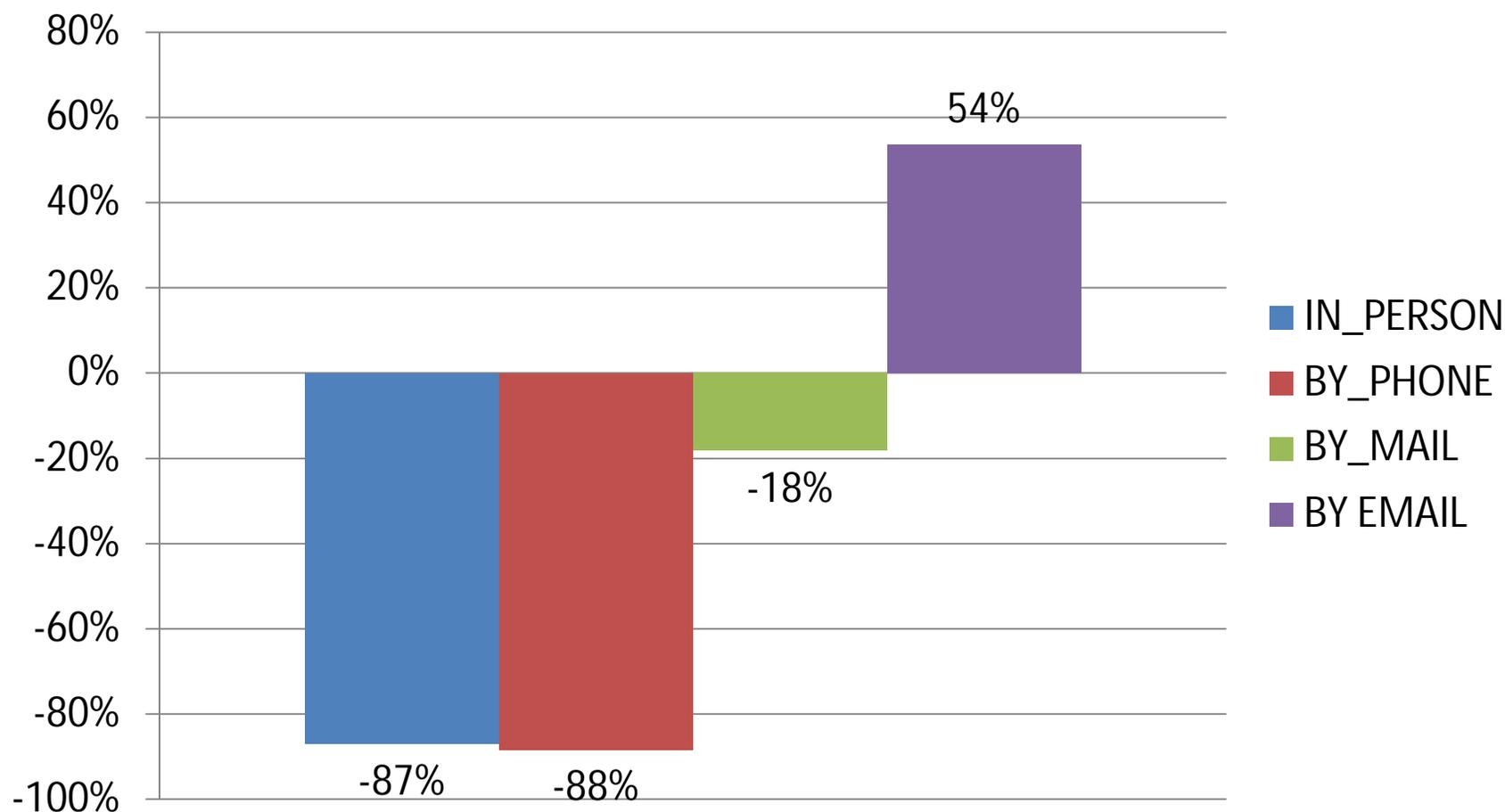
Average Monthly Intake by Place of Filing



CCRB Average Monthly Complaints by Type of Filing



Change in Monthly Average Complaints Received at CCRB, by Type, Before and After Sandy



Ratio of 311 Calls Resulting in CCRB Complaints

