

# 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 (CPI) that began in April 2014 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, see information about [administrative trials](#), 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

### **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 IN FISCAL 2016

## SERVICE 1 Investigate, prosecute and resolve claims of police misconduct.

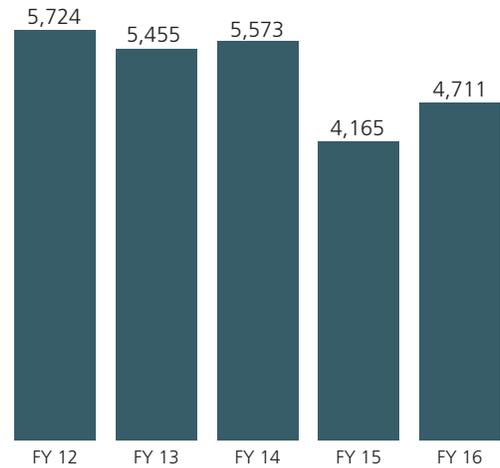
### Goal 1a Improve the quality and timeliness of investigations.

In Fiscal 2016 the public filed 13 percent more complaints compared to Fiscal 2015. During the same period the average age of the open docket decreased 42 percent.

In Fiscal 2016 CCRB successfully improved the quality and timeliness of its investigations. The average number of days to complete a full investigation fell 43 percent to 162 days in Fiscal 2016. Similarly, the average number of days to complete a substantiated investigation, typically the most complex investigations, fell 46 percent to 178 days. At the same time, the percentage of allegations with findings on the merits (allegations fully investigated and closed as substantiated, exonerated or unfounded) increased five percentage points compared to Fiscal 2015.

The decrease in the average time to complete full investigations is due, in part, to CCRB's successful efforts to reduce the time elapsed between the receipt of a complaint and the initial interviews of civilians and officers. In Fiscal 2016 the time between incident report and first civilian interview in full investigations decreased 32 percent, from 28 days in Fiscal 2015 to 19 days in Fiscal 2016. The time between incident report and first police officer interview decreased 43 percent, from 285 days in Fiscal 2015 to 162 days in Fiscal 2016.

**Total Civilian Complaints**



| Performance Indicators   | Actual |       |       |       |       | Target |      | Desired Direction | 5yr Trend |
|--|--------|-------|-------|-------|-------|--------|------|-------------------|-----------|
|  | FY12   | FY13  | FY14  | FY15  | FY16  | FY16   | FY17 |                   |           |
| Total civilian complaints against uniformed members of the New York City Police Department | 5,724  | 5,455 | 5,573 | 4,165 | 4,711 | *      | *    | Neutral           | Down      |
| Average age of open docket (days)  | NA     | 147   | 135   | 106   | 62    | *      | *    | Down              | NA        |
| ★Average time to complete a full investigation (days)                                      | 293    | 386   | 324   | 283   | 162   | 120    | 120  | Down              | Down      |
| ★Full investigations as a percentage of total cases closed (%)                             | 31%    | 32%   | 32%   | 39%   | 38%   | 40%    | 40%  | Up                | Up        |
| Cases closed   | 5,637  | 5,506 | 5,810 | 5,347 | 4,970 | *      | *    | Neutral           | Down      |
| ★Closed allegations with findings on the merits (%)  | 46%    | 42%   | 39%   | 41%   | 46%   | 55%    | 55%  | Up                | Neutral   |
| ★Average time to complete a substantiated investigation (days)                             | 384    | 438   | 394   | 329   | 178   | 140    | 140  | Down              | Down      |
| ★Substantiated cases in which the statute of limitations expired (%)                       | 1%     | 10%   | 3%    | 1%    | 0%    | 0%     | 0%   | Down              | Down      |
| ★Officers disciplined (excluding pending and filed cases) (%)                              | 83%    | 62%   | 60%   | 87%   | 82%   | *      | *    | Neutral           | Up        |

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

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

In Fiscal 2016 CCRB increased its use of mediation to resolve complaints. Cases with mutual agreement to mediate increased 13 percent compared to Fiscal 2015. At the same time, cases successfully mediated increased 21 percent. In Fiscal 2015, three percent, or 183 out of 5,555, of the total cases closed were successfully mediated, compared to four percent, or 222 out of 4,970, of total case closures in Fiscal 2016. This increase is, in part, the result of CCRB's ongoing efforts to increase the percentage of cases in which mediation is offered. In Fiscal 2016 the percentage of closed cases in which mediation was offered rose seven percentage points to 39 percent. At the same time, CCRB decreased the average number of days to complete a mediation case by 45 percent to 93 days.

| Performance Indicators                         | Actual |      |      |      |      | Target |      | Desired Direction | 5yr Trend |
|--|--------|------|------|------|------|--------|------|-------------------|-----------|
|  | FY12   | FY13 | FY14 | FY15 | FY16 | FY16   | FY17 |                   |           |
| Cases with mutual agreement to mediate         | 315    | 244  | 446  | 394  | 444  | *      | *    | Up                | Up        |
| Officers who accepted mediation (%)            | NA     | 79%  | 83%  | 84%  | 87%  | *      | *    | Up                | NA        |
| Civilians who accepted mediation (%)           | NA     | 57%  | 51%  | 48%  | 45%  | *      | *    | Up                | NA        |
| Cases successfully mediated                    | 112    | 61   | 179  | 183  | 222  | *      | *    | Up                | Up        |
| ★Average mediation case completion time (days) | 181    | 284  | 225  | 170  | 93   | 120    | 120  | Down              | Down      |
| ★Mediation satisfaction rate (%)               | NA     | 97%  | 90%  | 90%  | 88%  | 94%    | 94%  | Up                | NA        |

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

## AGENCY CUSTOMER SERVICE

| Performance Indicators                | Actual |      |      |      |      | Target |      | Desired Direction | 5yr Trend |
|---------------------------------------|--------|------|------|------|------|--------|------|-------------------|-----------|
|                                       | FY12   | FY13 | FY14 | FY15 | FY16 | FY16   | FY17 |                   |           |
| Customer Experience                   |        |      |      |      |      |        |      |                   |           |
| Completed requests for interpretation | 843    | 525  | 613  | 591  | 695  | *      | *    | Neutral           | Down      |
| Letters responded to in 14 days (%)   | 76%    | 70%  | 73%  | 84%  | 88%  | *      | *    | Up                | Up        |
| E-mails responded to in 14 days (%)   | 93%    | 79%  | 94%  | 98%  | 100% | *      | *    | Up                | Up        |
| CORE facility rating                  | 69     | 81   | 100  | 98   | 100  | *      | *    | Up                | Up        |

## AGENCY RESOURCES

| Resource Indicators                   | Actual <sup>1</sup> |        |        |        |        | Plan <sup>2</sup> |        | 5yr Trend |
|---------------------------------------|---------------------|--------|--------|--------|--------|-------------------|--------|-----------|
|                                       | FY12                | FY13   | FY14   | FY15   | FY16   | FY16              | FY17   |           |
| Expenditures (\$000,000) <sup>3</sup> | \$8.7               | \$10.6 | \$11.2 | \$12.7 | \$15.9 | \$15.9            | \$16.3 | Up        |
| Personnel                             | 124                 | 162    | 157    | 146    | 164    | 194               | 194    | Up        |
| Overtime paid (\$000)                 | \$168               | \$418  | \$320  | \$387  | \$416  | \$0               | \$0    | Up        |

<sup>1</sup>Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at [nyc.gov/mmr](http://nyc.gov/mmr) for details. <sup>2</sup>Authorized Budget Level <sup>3</sup>Expenditures include all funds  
"NA" - Not Available in this report

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Maya Wiley succeeded Richard Emery as Chair in July 2016, after the close of the Fiscal 2016 reporting period.

## ADDITIONAL RESOURCES

For additional information go to:

- Monthly statistics:  
<http://www.nyc.gov/html/ccrb/html/news/statistics.shtml>
- File complaints online:  
<https://www.nyc.gov/html/ccrb/html/complaint/online.shtml>
- Status of complaints:  
<http://www1.nyc.gov/apps/ccrb-status-lookup>
- Administrative trials:  
<http://www.nyc.gov/html/ccrb/html/police/police.shtml>
- Maps of complaints in each precinct:  
<http://www.nyc.gov/html/ccrb/html/news/complaint-maps.shtml>

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