

CIVILIAN COMPLAINT REVIEW BOARD

Richard Emery, 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. Since April 2015 scheduled interviews and walk-in intake have been provided every Friday from 3pm-7pm at Council Member Robert Cornegy's office in Brooklyn as part of CCRB's Community Partners Initiative (CPI). 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

- During the first four months of Fiscal 2016 the public filed 11 percent more complaints than in the same period of Fiscal 2015.
- During the reporting period the average age of the open docket decreased by 54 percent to 66 days.
- The average number of days to complete full investigations decreased by 33 percent during the reporting period, from 303 to 202 days. The average time to complete substantiated investigations decreased by 38 percent to 225 days.
- The proportion of substantiated cases in which the statute of limitations expired remained at one percent during the first four months of Fiscal 2016.
- During the reporting period the percentage of allegations with findings on the merits increased by one percentage point to 43 percent of fully investigated cases. The percentage of all cases that were fully investigated increased eight percentage points to 44 percent.
- In the first four months of Fiscal 2016, 242 cases were referred to mediation, 51 percent more than in the same period of Fiscal 2015. The number of cases with mutual agreement to mediate increased 17 percent to 121.
- During the reporting period the number of cases successfully mediated increased 13 percent to 71 cases, while the average time to mediate a case decreased 53 percent to 96 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	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Total civilian complaints against uniformed members of the New York City Police Department	5,455	5,573	4,165	*	*	1,502	1,670
Average age of open docket (days)	147	135	106	*	*	144	66
★Average time to complete a full investigation (days)	386	324	283	120	120	303	202
★Full investigations as a percentage of total cases closed (%)	32%	32%	39%	40%	40%	36%	44%
Cases closed	5,506	5,810	5,347	*	*	1,635	1,652
★Closed allegations with findings on the merits (%)	42%	39%	41%	55%	55%	42%	43%
★Average time to complete a substantiated investigation (days)	438	394	329	140	140	365	225
★Substantiated cases in which the statute of limitations expired (%)	10%	3%	1%	0%	0%	1%	1%
★Officers disciplined (excluding pending and filed cases) (%)	62%	60%	87%	*	*	75%	78%

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ shows desired direction

Goal 1b

Increase the use of mediation to resolve complaints.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Cases with mutual agreement to mediate	244	446	394	*	*	103	121
Officers who accepted mediation (%)	79%	83%	84%	*	*	88%	81%
Civilians who accepted mediation (%)	57%	51%	48%	*	*	52%	42%
Cases successfully mediated	61	179	183	*	*	63	71
★ Average mediation case completion time (days)	284	225	170	120	120	204	96
★ Mediation satisfaction rate (%)	97%	90%	90%	94%	94%	88%	91%

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕↑ shows desired direction

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Customer Experience							
Completed requests for interpretation	525	613	591	*	*	NA	NA
Letters responded to in 14 days (%)	70%	73%	84%	*	*	71%	79%
E-mails responded to in 14 days (%)	79%	94%	98%	*	*	95%	100%
CORE facility rating	81	100	98	*	*	NA	NA

"NA" - means Not Available in this report * No Target

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2015 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY13	FY14	FY15	FY16	FY16 ¹	FY17 ¹	FY15	FY16
Expenditures (\$000,000) ²	\$10.6	\$11.2	\$12.7	\$15.1	\$15.9	\$16.5	\$3.6	\$4.2
Personnel	162	157	146	189	194	194	161	160
Overtime paid (\$000)	\$418	\$320	\$387	\$0	\$0	\$0	\$103	\$93

¹January 2016 Financial Plan ²Expenditures include all funds "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Four-month Fiscal 2015 data for complaints was revised from 1,526 to 1,502 to reflect updated data.

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.