

CIVILIAN COMPLAINT REVIEW BOARD

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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, courtesy, the use of offensive language and untruthful statements 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 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. CCRB has provided greater access for individuals who cannot travel to Manhattan to meet with investigators and 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. CCRB is in the process of building a new Civilian Assistance Unit (CAU) to serve and support complainants, victims and witnesses with special needs, particularly victims of sexual misconduct. The CCRB Youth Advisory Council (YAC), a 19-member working committee made up of young leaders, ages 10–24, who are committed to criminal justice issues and improving police-community relations, launched in winter of 2018. The YAC meets quarterly and advises CCRB staff about their efforts to engage young New Yorkers to serve as ambassadors to their communities about CCRB and join team-building activities.

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.
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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 IN FISCAL 2022

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

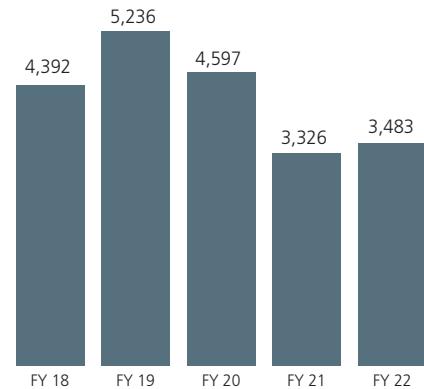
Goal 1a Improve the quality and timeliness of investigations.

Total civilian complaints against uniformed members of service increased over the course of Fiscal 2022, rising 5 percent to 3,483 from 3,326 in Fiscal 2021. Monthly complaints hit their lowest level in July 2021 and February 2022, each with 236 complaints, and reached a high in June 2022, with 394 complaints. The average time to complete a full investigation rose 56 percent, from 378 days to 591 days, largely as an after-effect of the City's COVID-19 precautions. CCRB and the New York City Police Department (NYPD) agreed to conduct virtual interviews but negotiations to conduct these interviews continued through Fiscal 2021, and the delay in beginning remote interviews created a backlog of cases that is still being addressed. The average time to complete a substantiated investigation also increased, rising 42 percent from 433 days to 614 days. As cases opened during the pandemic are closed the length of time to close investigations will naturally increase until the backlog is cleared, at which point investigative times to close may normalize. Case completion times have also been strongly affected by the number of cases that include body-worn camera footage. A single case may include multiple hours of footage from several officers on the scene. The average age of an investigator's open docket decreased 17 percent to 218 from 263 days, indicating that older cases from COVID-19 have been closing.

In Fiscal 2022 the percent of allegations closed on the merits (allegations fully investigated and closed as substantiated, exonerated or unfounded) decreased slightly to 55 percent from 57 percent. The Board renders findings on the merits when sufficient evidence has been gathered to allow a factual conclusion to be made. No findings on the merits are made when allegations are unsubstantiated, the subject officer is no longer a member of NYPD or the subject officer could not be identified.

The percent of cases closed as full investigations rose dramatically to 52 percent from 22 percent, an outlier also resulting from COVID-19 cases. Fully investigated cases have been on dockets for long stretches of time awaiting closure due to issues presented by COVID-19 and the City's temporary safety restrictions during the pandemic, creating an outlier as large numbers of fully investigated cases have closed over the last year.

Total Civilian Complaints



Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
● Total civilian complaints against uniformed members of the New York City Police Department	4,392	5,236	4,597	3,326	3,483	*	*	Down	*
Average age of open docket (days)	101	109	142	263	218	*	*	Up	Down
★ Average time to complete a full investigation (days)	190	249	290	378	591	120	120	Up	Down
★ Full investigations as a percentage of total cases closed (%)	32%	29%	34%	22%	52%	40%	40%	Up	Up
Cases closed	4,048	4,795	3,991	2,703	3,593	*	*	Down	*
★ Closed allegations with findings on the merits (%)	48%	51%	55%	57%	55%	55%	55%	Up	Up
★ Average time to complete a substantiated investigation (days)	208	269	326	433	614	140	140	Up	Down
★ Substantiated cases in which the statute of limitations expired (%)	0%	1%	0%	2%	1%	0%	0%	Up	Down
★ Officers disciplined (excluding pending and filed cases) (%)	73%	75%	82%	89%	51%	*	*	Down	*
- Cases closed by plea	33	16	7	4	7	*	*	Down	*
★ Critical Indicator	● Equity Indicator	"NA" Not Available		↔ Directional Target		* None			

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

In Fiscal 2022 the number of cases successfully mediated increased to 119 from 44 in Fiscal 2021. Mediations were only able to resume during the second half of Fiscal 2021.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Cases with mutual agreement to mediate	550	500	237	70	33	*	*	Down	Up
Officers who accepted mediation (%)	85%	78%	59%	75%	85%	*	*	Neutral	Up
Civilians who accepted mediation (%)	46%	43%	36%	49%	37%	*	*	Down	Up
Cases successfully mediated	233	202	126	44	119	*	*	Down	Up
★ Average mediation case completion time (days)	106	131	129	407	434	120	120	Up	Down
★ Mediation satisfaction rate (%)	95%	88%	83%	94%	98%	94%	94%	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available Directional Target * None									

Goal 1c Improve the quality and timeliness of prosecutions.

In Fiscal 2022, the number of Administrative Prosecution Unit (APU) cases closed increased by 200 percent, from 21 cases to 63, due to the adoption of the NYPD disciplinary matrix. The disciplinary matrix standardized penalties for allegations, leading to an increase in the number of cases going to the APU. The number of trials completed increased from 10 in Fiscal 2021 to 24 in Fiscal 2021, and the number of cases closed by plea increased from 4 in Fiscal 2021 to 7 in Fiscal 2022. The increase in case completions is partly due to the delay in beginning remote interviews.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Administrative prosecution cases closed	83	47	60	21	63	*	*	Down	*
- Cases closed by trial	43	19	39	10	24	*	*	Down	*
★ Critical Indicator ● Equity 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.

The number of outreach presentations increased in Fiscal 2022, rising 89 percent from Fiscal 2021. Outreach successfully transitioned to remote presentations, and CCRB gave 853 outreach presentations across Fiscal 2022, up from 452 in Fiscal 2021. Monthly Board meetings were held digitally during the pandemic but moved to a hybrid model during Fiscal 2022 to accommodate people who want to participate in-person or virtually.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Outreach presentations conducted	947	805	749	452	853	*	*	Down	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	731	576	660	256	299	*	*	Down	*
Letters responded to in 14 days (%)	79%	57%	53%	70%	73%	*	*	Neutral	Up
E-mails responded to in 14 days (%)	86%	100%	100%	69%	69%	*	*	Down	Up
CORE facility rating	94	NA	100	NA	98	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	
Expenditures (\$000,000) ³	\$16.4	\$18.5	\$19.7	\$20.9	\$22.2	\$24.1	\$23.5	Up
Personnel	182	178	203	191	217	265	265	Up
Overtime paid (\$000)	\$444	\$544	\$343	\$80	\$250	\$250	\$250	Down

¹Actual financial amounts for the 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 for details. ²Authorized Budget Level ³Expenditures include all funds "NA" - Not Available * None

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 FY21 ¹ (\$000,000)	Modified Budget FY22 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$16.4	\$17.1	All
002 - Other Than Personal Services	\$4.5	\$5.2	All
Agency Total	\$20.9	\$22.2	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. ² City of New York Adopted Budget for Fiscal 2022, as of June 2022. Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Previous statute of limitation (SOL) data as part of the 'Substantiated cases in which the statute of limitations expired (%)' indicator measured the number of cases reaching an 18-month SOL date, but the agency's statute of limitations was extended during the City's COVID-19 temporary safety restriction period. As a result, SOL data published here represents two different SOL lengths based on when cases were received.

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>
- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

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

