



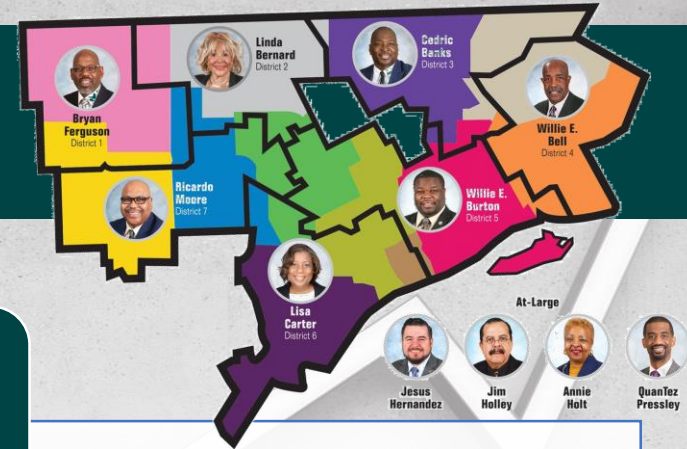
# Board of Police Commissioners

## Citizen Complaints Updates April 20, 2023

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# Recent Improvements/Initiatives

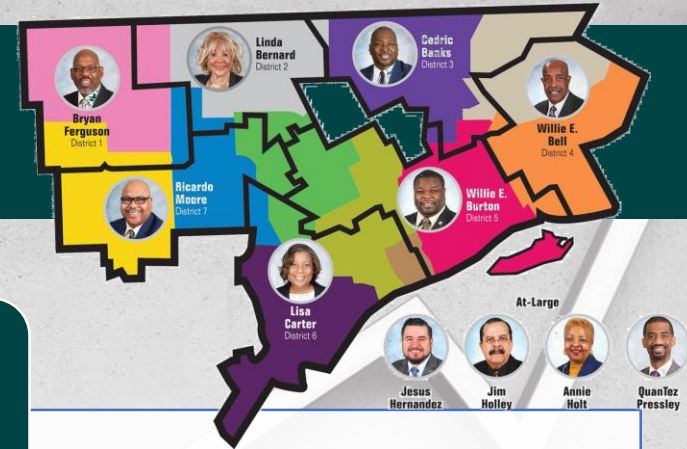


Supervisors are coaching investigators on inventory management strategies to drive more consistent production while maintaining thorough investigations.

5 new investigators are scheduled to start training on May 1<sup>st</sup>.

Some OCI Admin functions, including updates to the database, are running behind due to recent shifts in workloads and unexpected absences. 2 Administrative Team Admins are being cross trained starting 4/21 on OCI Admin functions to assist with the workload.

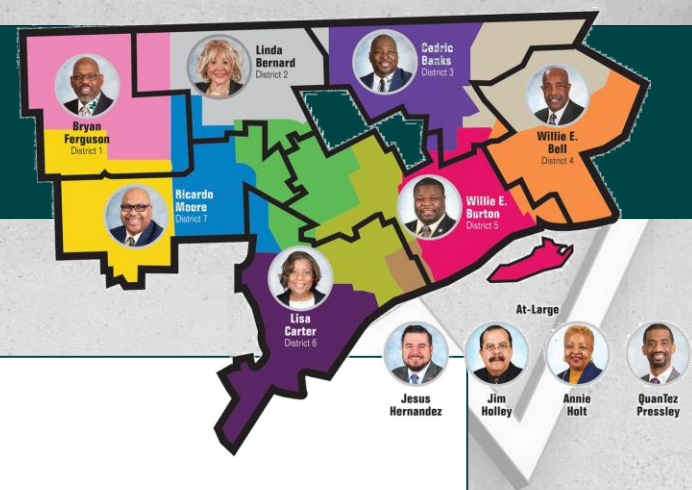
# Definitions/Clarification of Process



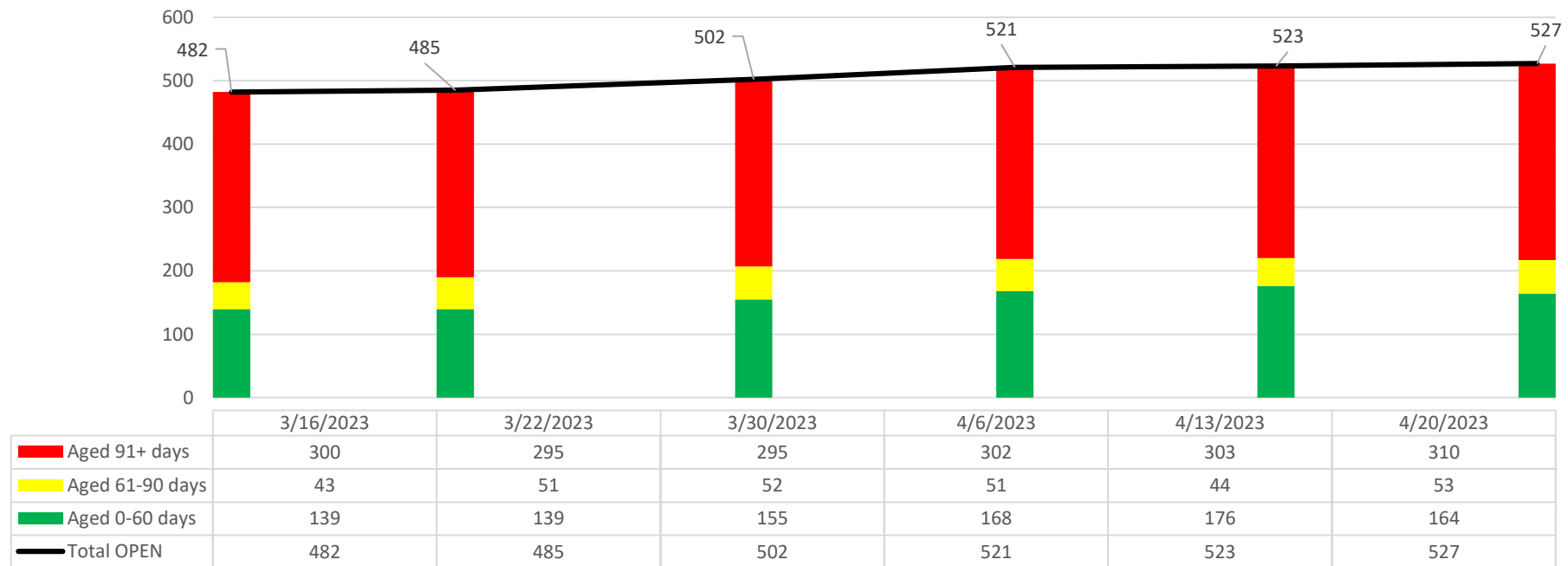
**CLOSED CASE** – A case is closed when the investigator has completed the investigation and written their report. Letters go out to the complainant within 45 days of the closure date.

**Commissioner CCR Reviews** – AFTER a case is closed, it goes to a Commissioner for review and sign off. Cases that are sitting with Commissioners for review ARE NOT included in the OPEN CASES numbers. Sign off must happen within the above 45-day window.

# Total Open Cases by Age

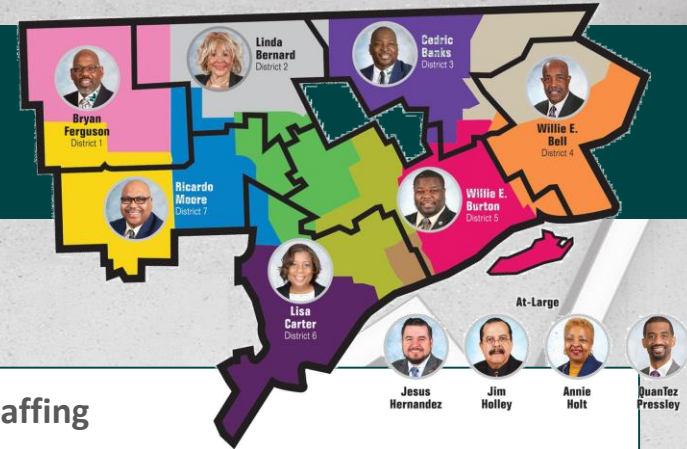


Open Cases by Age\*



\*Data reflects what is currently in the CCR Database, and **does not** reflect case statuses not yet updated in the database by the admins.

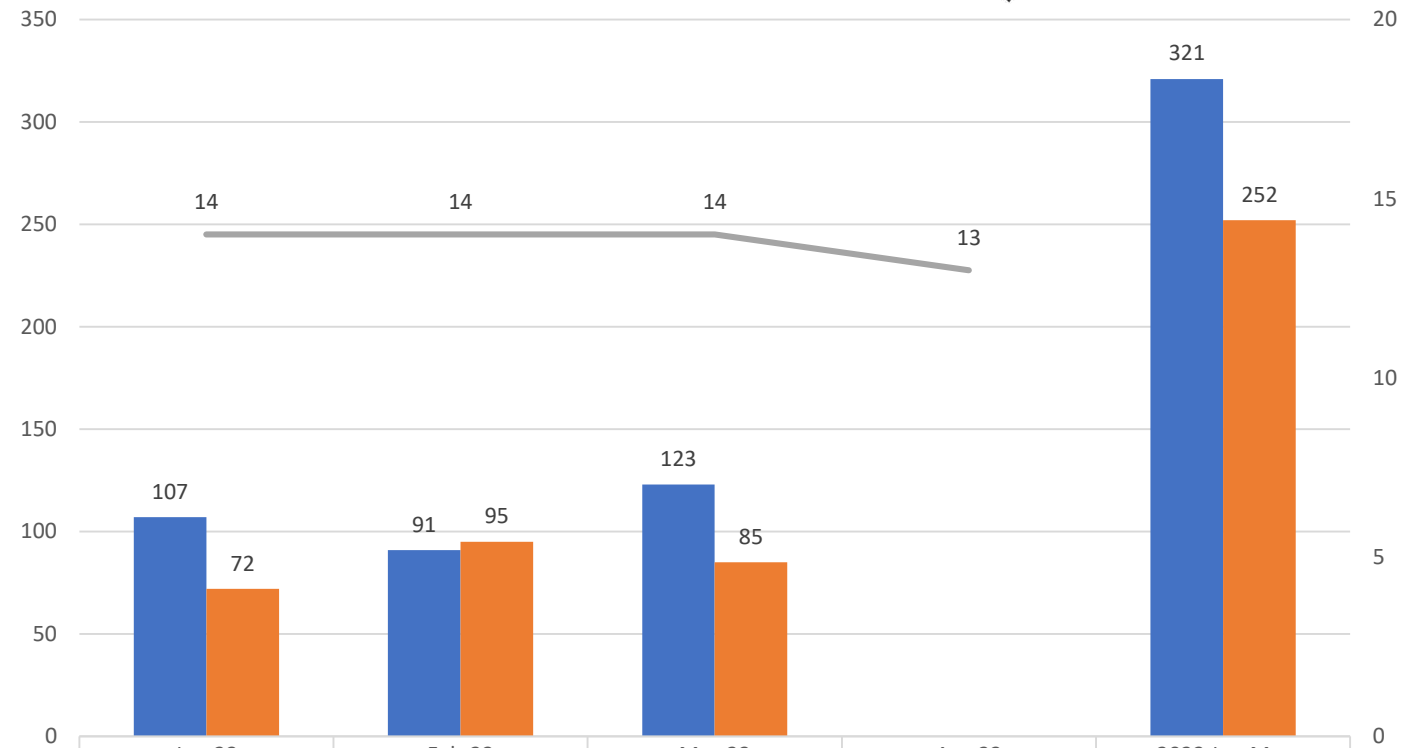
# 2023 Performance



To reduce overall inventory, we must start closing more cases than we receive each month

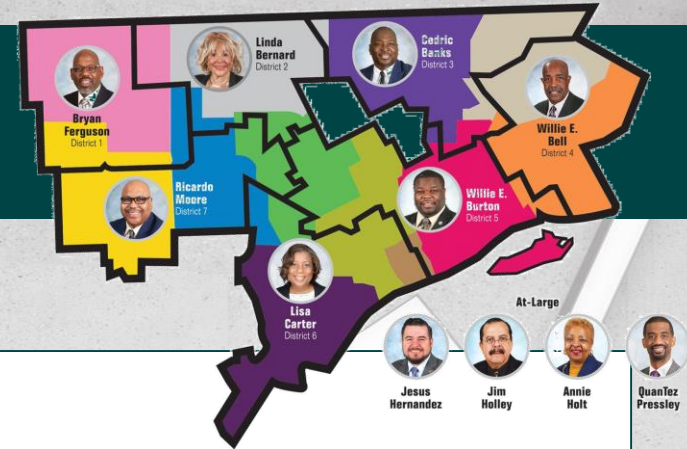
“Investigators On Staff” includes all Investigators and Senior Investigators, unless pulled to cover a supervisory role

2023 Reciepts vs Closures vs Staffing



Received	107	91	123		321
Closed	72	95	85		252
Investigators On Staff	14	14	14	13	

# 2023 Performance



377 cases received in 2023 YTD

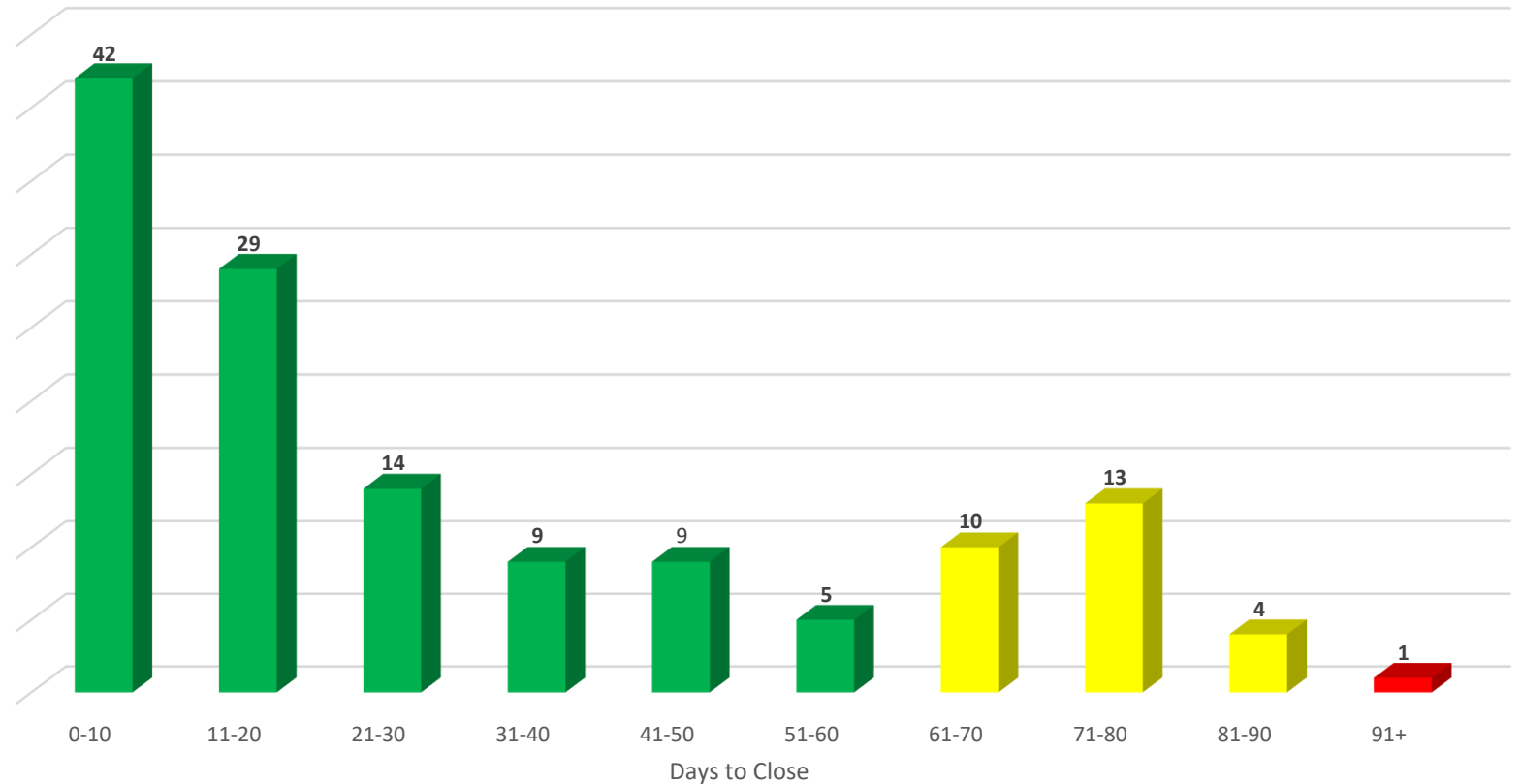
136 of the 2023 cases are closed

108 closed within 60 days

27 closed between 61-90 days

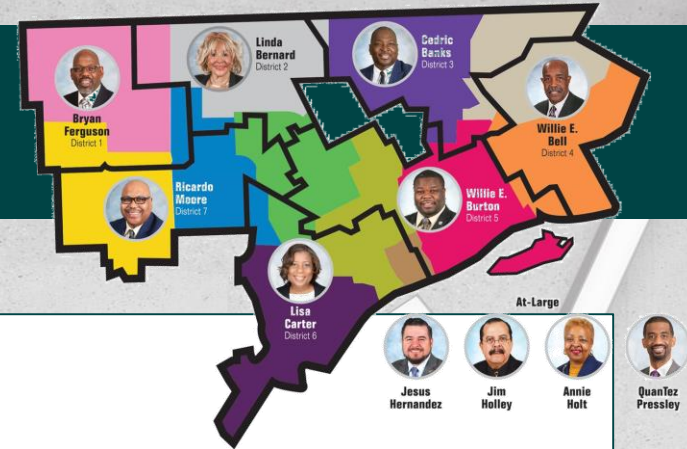
1 closed over 90 days

2023 Closed Cases\*  
(as of 4/20/2023)



\*Data reflects what is currently in the CCR Database, and **does not** reflect case statuses not yet updated in the database by the admins.

# 2023 Performance



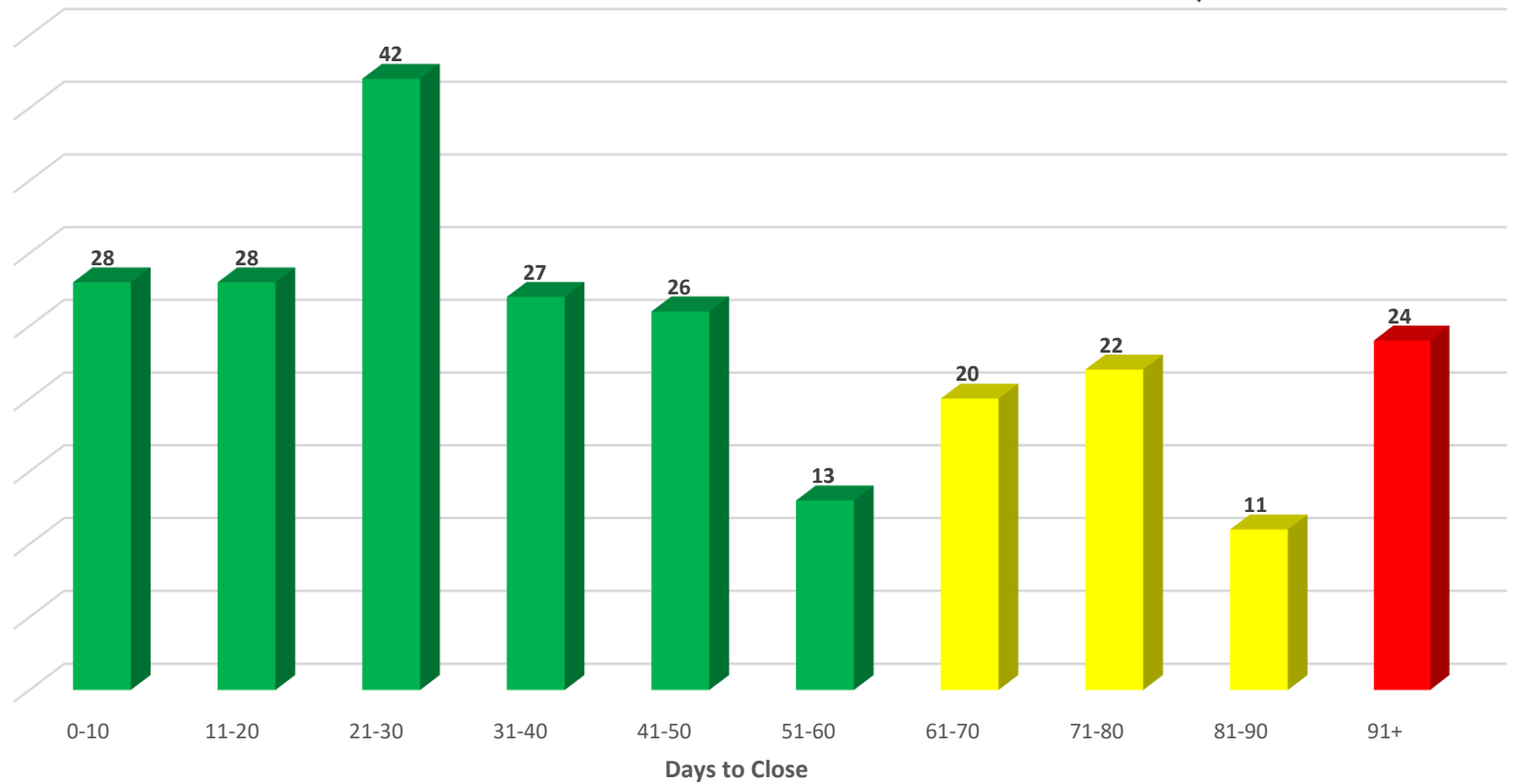
377 cases received in 2023 YTD

241 of the 2023 cases are still open

24 are aged over 90 days, and contributing to the backlog

53 are approaching 90 days aged

2023 Open Cases\*  
(as of 4/20/2023)



\*Data reflects what is currently in the CCR Database, and **does not** reflect case statuses not yet updated in the database by the admins.