



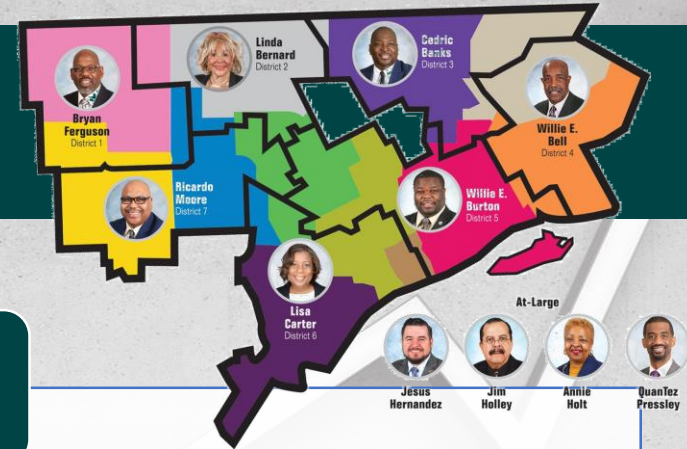
Board of Police Commissioners

Citizen Complaints Updates

April 6, 2023



Recent Improvements/Initiatives



Increased investigation capacity by reassigning 2 Sr. Investigators back to investigating cases full time rather than splitting their time performing administrative-type functions

Implemented a weekly spreadsheet for Supervisors to coach investigators/seniors to close cases timely

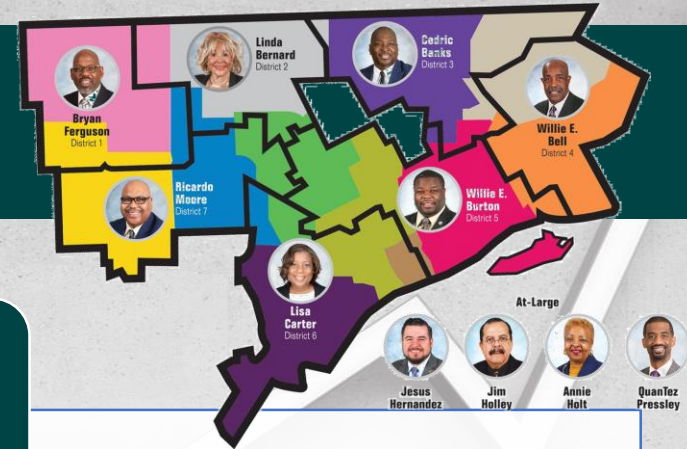
In addition to working on backlog cases, there is a focus on ensuring new cases get closed timely, and do not contribute to a greater backlog

Investigator new hire interviews are in progress

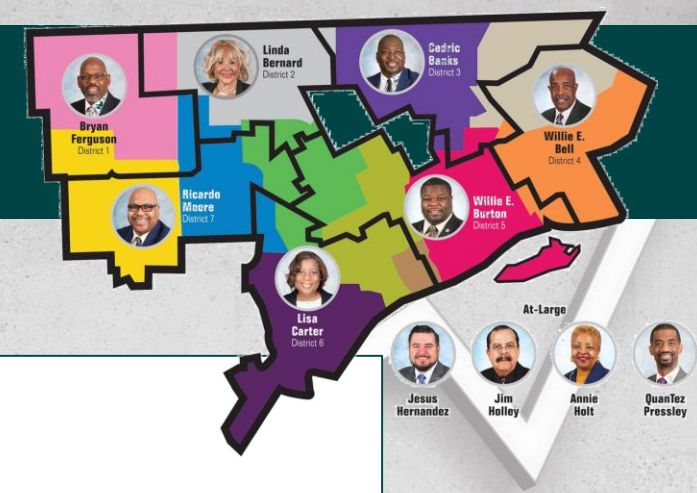
Definitions/Clarification of Process

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.

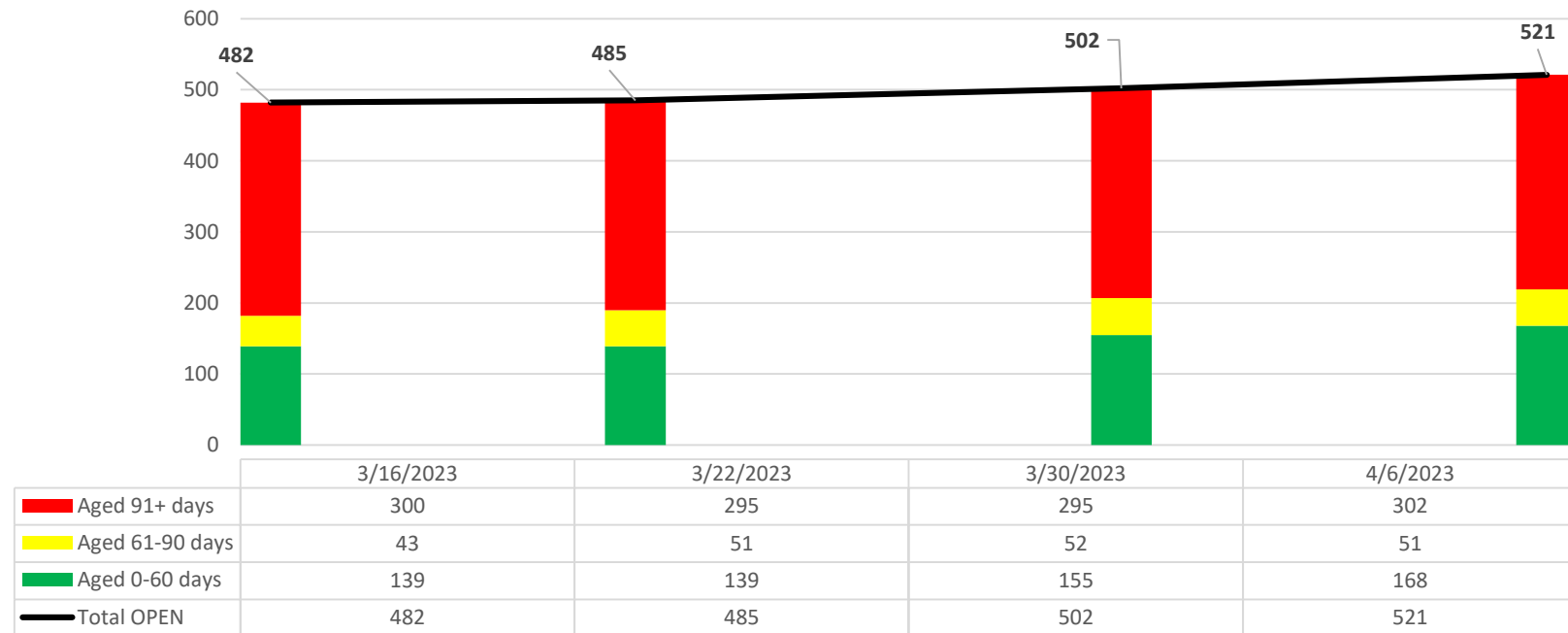
Commissioner CCR Reviews – AFTER a case is closed, it goes to a Commissioner for review and sign off. Cases that are sitting with Commissioners for review ARE NOT included in the OPEN CASES numbers. Sign off must happen within the above 45-day window.



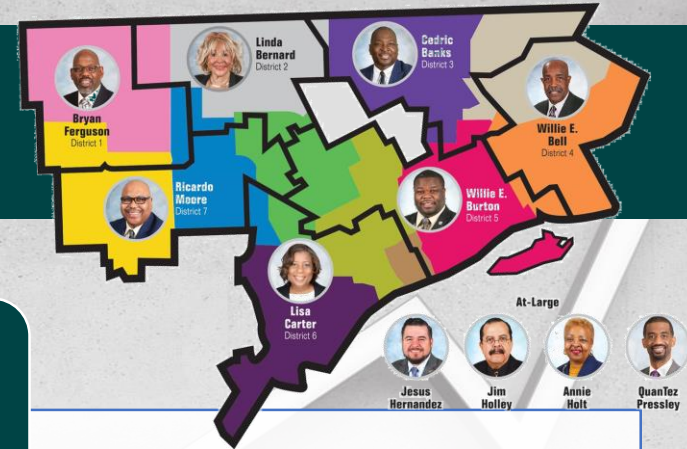
Total Open Cases by Age



Open Cases by Age



Commissioner CCR Reviews (as of 4/6/2023)



33 CLOSED CASES are with Commissioners for review/sign off

11 newly CLOSED CASES are being distributed to Commissioners after today's meeting

2023 Performance

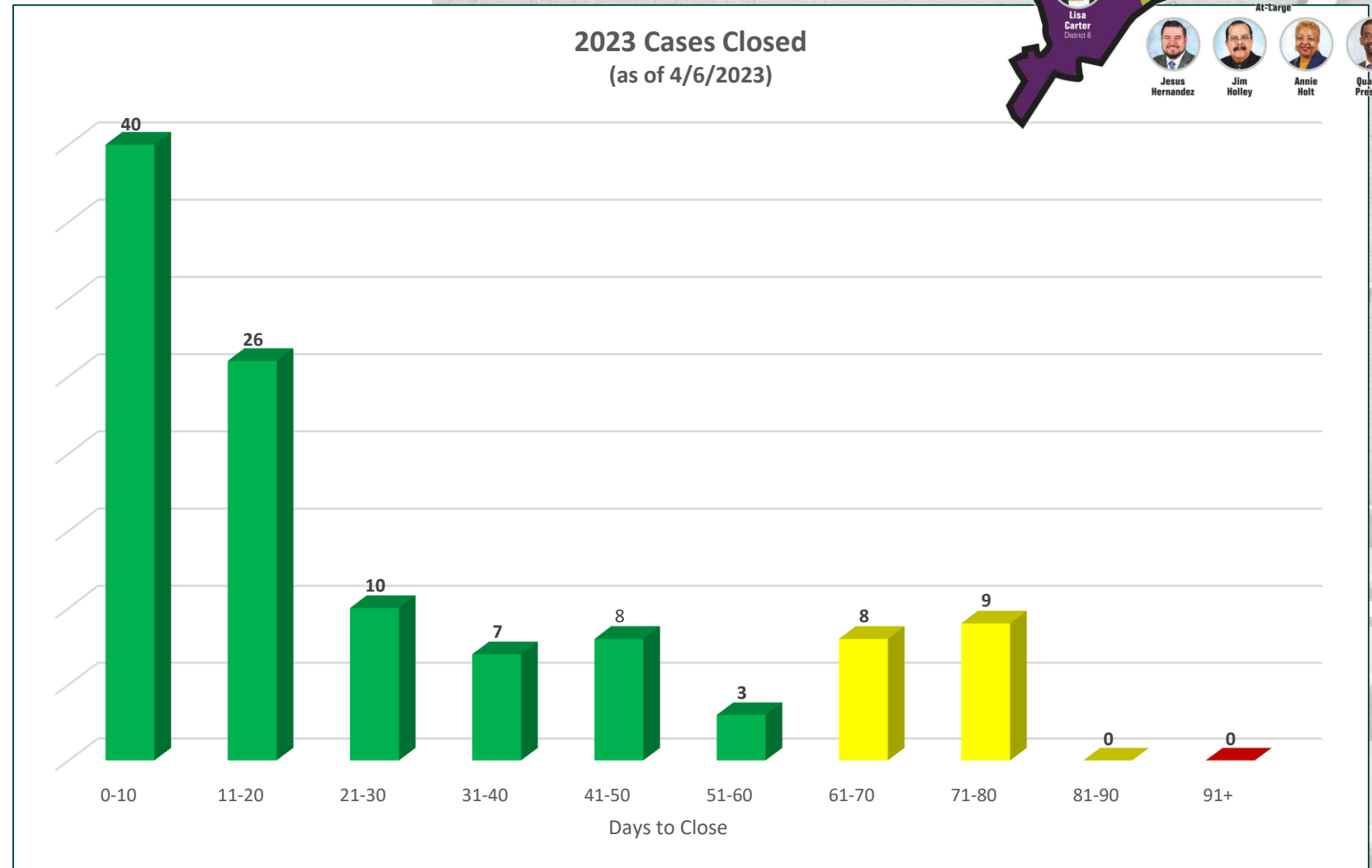
338 cases received in 2023 YTD

111 of the 2023 cases are closed

94 closed within 60 days

17 closed between 61-90 days

None closed over 90 days



2023 Performance

338 cases received in 2023 YTD

227 of the 2023 cases are still open

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

51 are approaching 90 days aged

2023 Cases Open
(as of 4/6/2023)

