



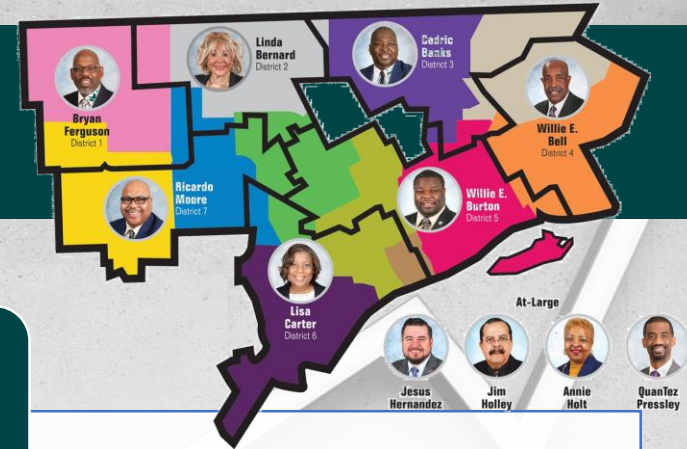
# Board of Police Commissioners

## Citizen Complaints Updates April 13, 2023

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# Recent Improvements/Initiatives

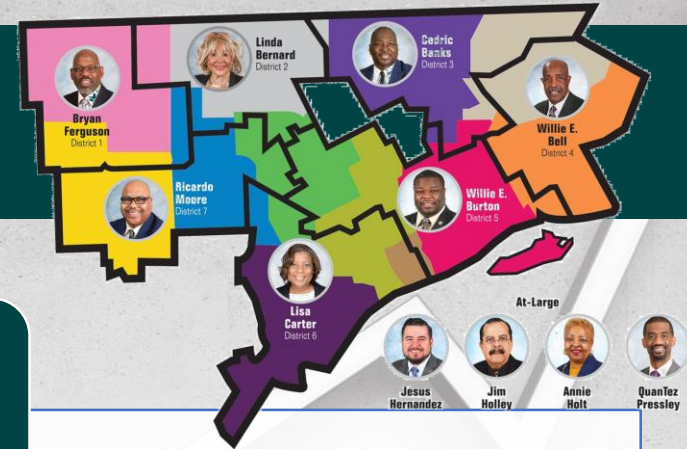


**CONTINUE:** Weekly spreadsheet for Supervisors to coach investigators/seniors to close cases timely

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 complete

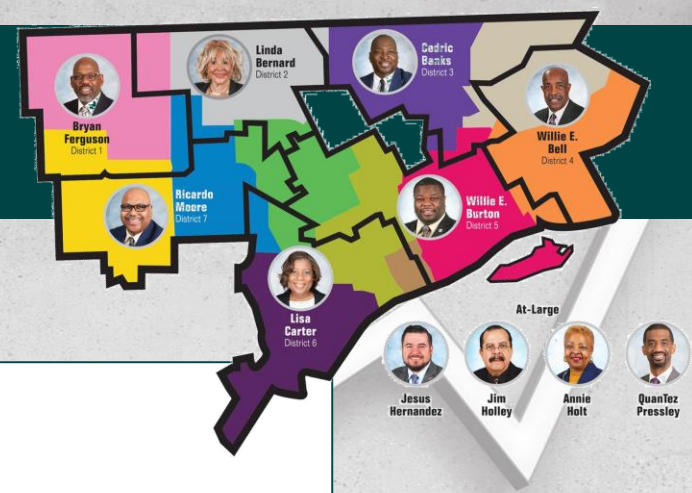
# Definitions/Clarification of Process



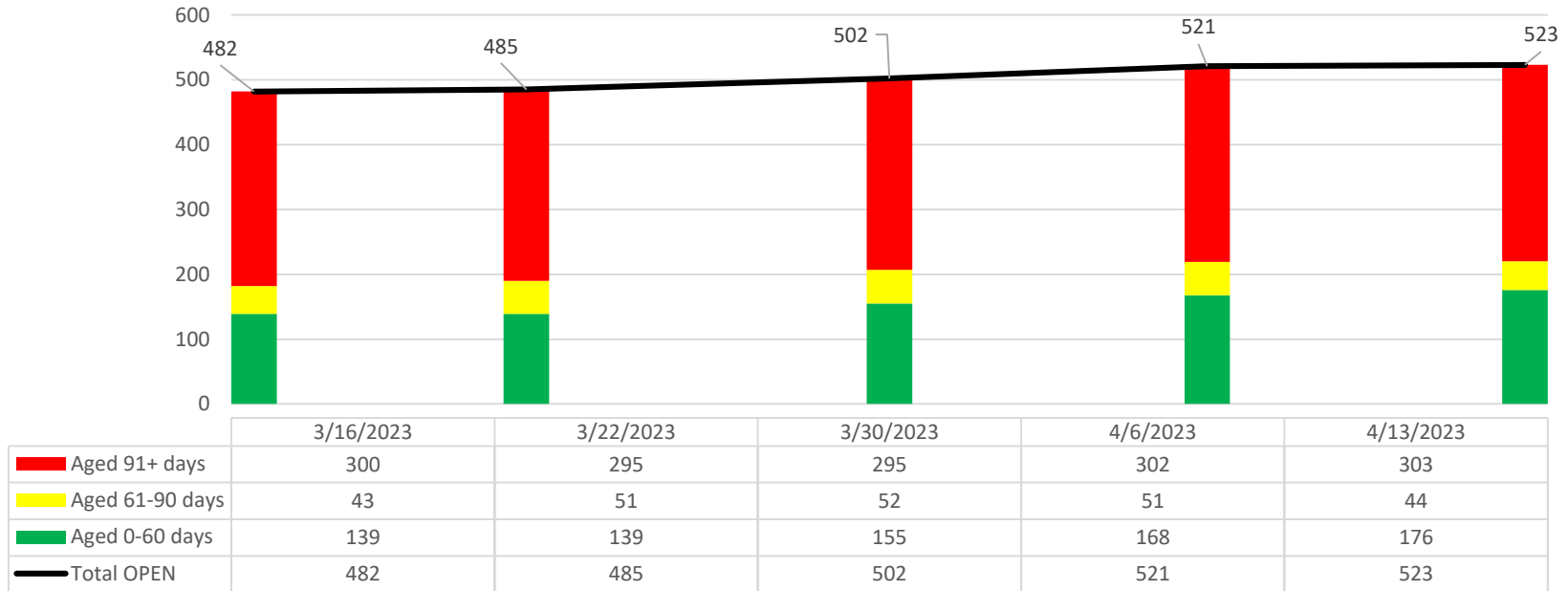
**CLOSED CASE** – A case is closed when the investigator has completed the investigation and written their report. Letters go out to the complainant within 45 days of the closure date.

**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.

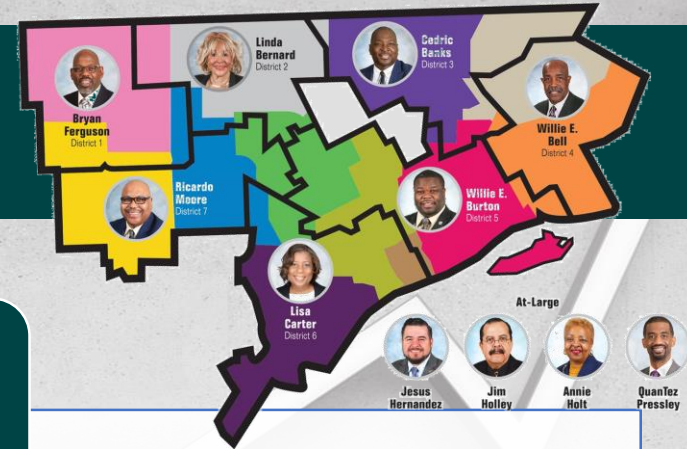
# Total Open Cases by Age



Open Cases by Age



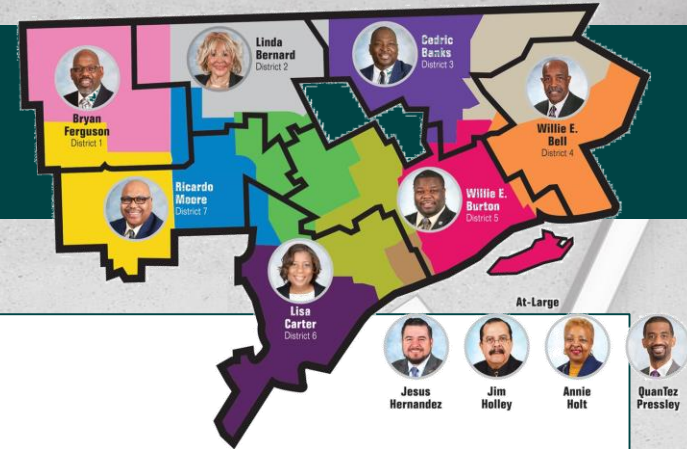
# Commissioner CCR Reviews (as of 4/6/2023)



14 CLOSED CASES are with Commissioners for review/sign off

~25 newly CLOSED CASES are being distributed to Commissioners after today's meeting

# 2023 Performance



377 cases received in 2023 YTD

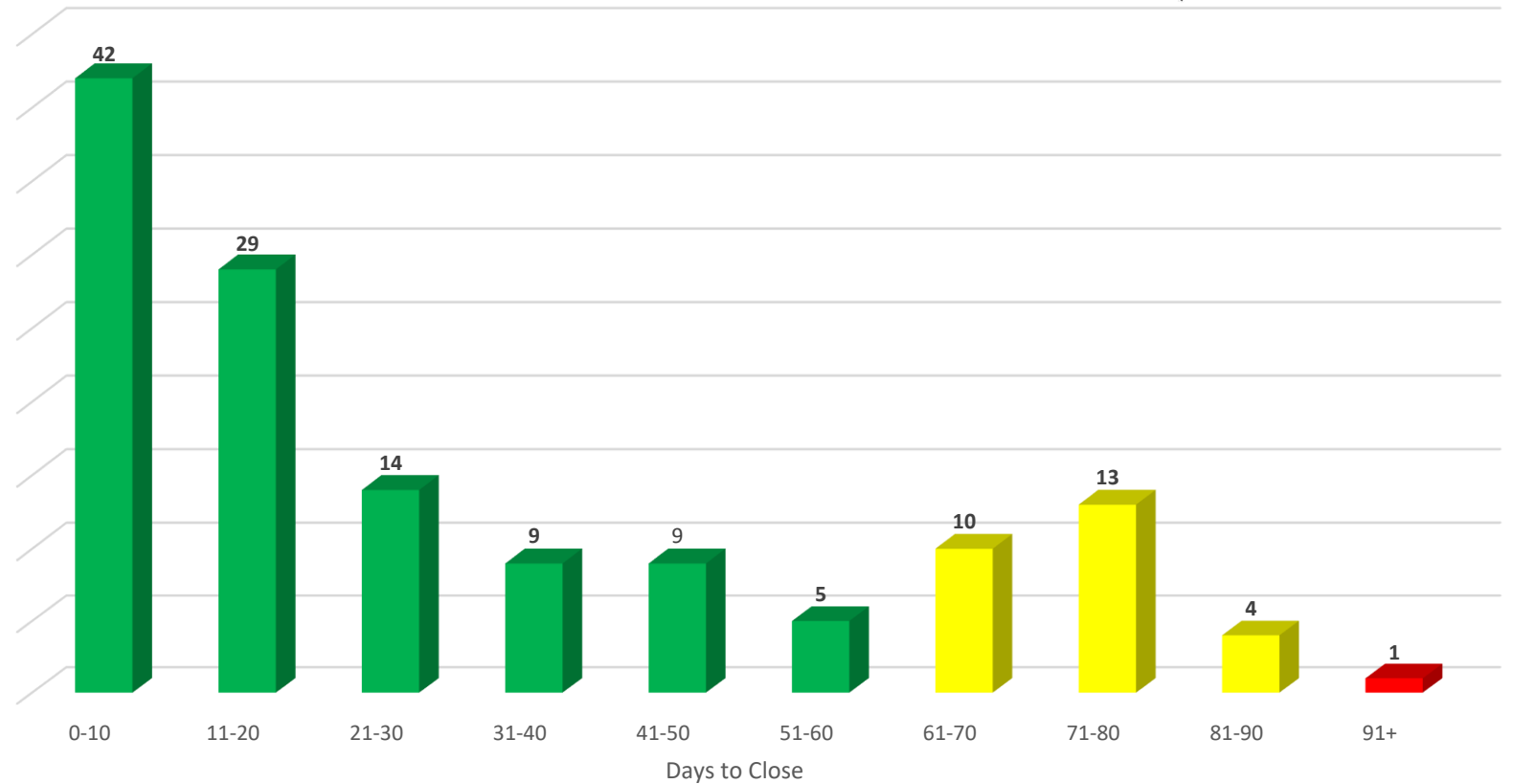
136 of the 2023 cases are closed (25 closes since last week)

108 closed within 60 days

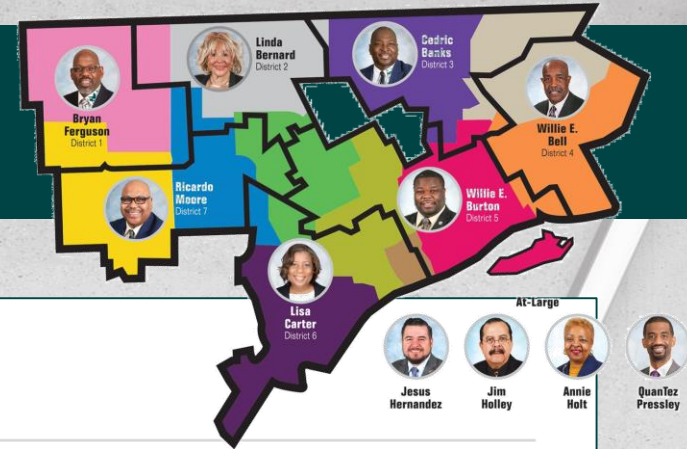
27 closed between 61-90 days

1 closed over 90 days

2023 Closed Cases  
(as of 4/13/2023)



# 2023 Performance



377 cases received in 2023 YTD

241 of the 2023 cases are still open

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

44 are approaching 90 days aged

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

