

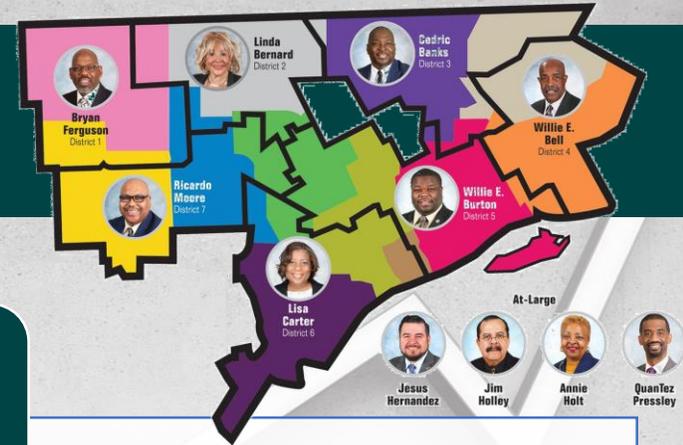


Board of Police Commissioners

Citizen Complaints Updates April 27, 2023



Recent Improvements/Initiatives

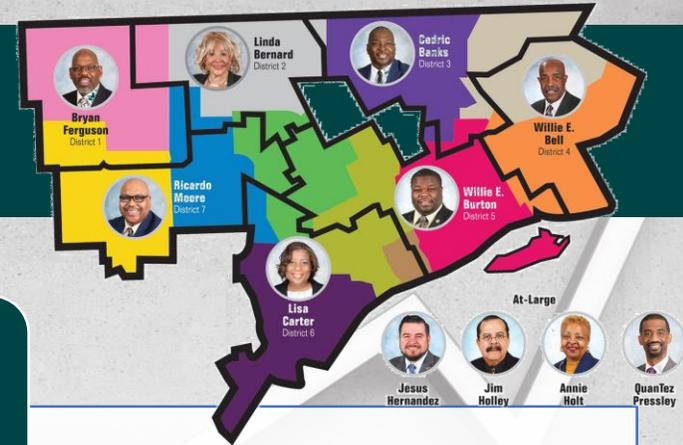


Supervisors continue coaching investigators on inventory management strategies to drive more consistent production while maintaining thorough investigations.

5 new Investigators and the new Chief Investigator are scheduled to start onboarding on May 1st.

2 Administrative Team Admins were cross trained on 4/21 and 4/24. Case assignment and closure work are caught up. Letters are still behind, as one OCI Admin is still out of the office and cross training on that function has not occurred.

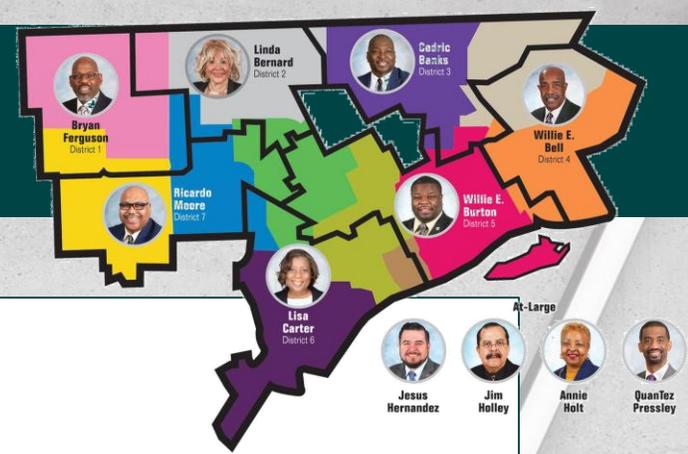
Definitions/Clarification of Process



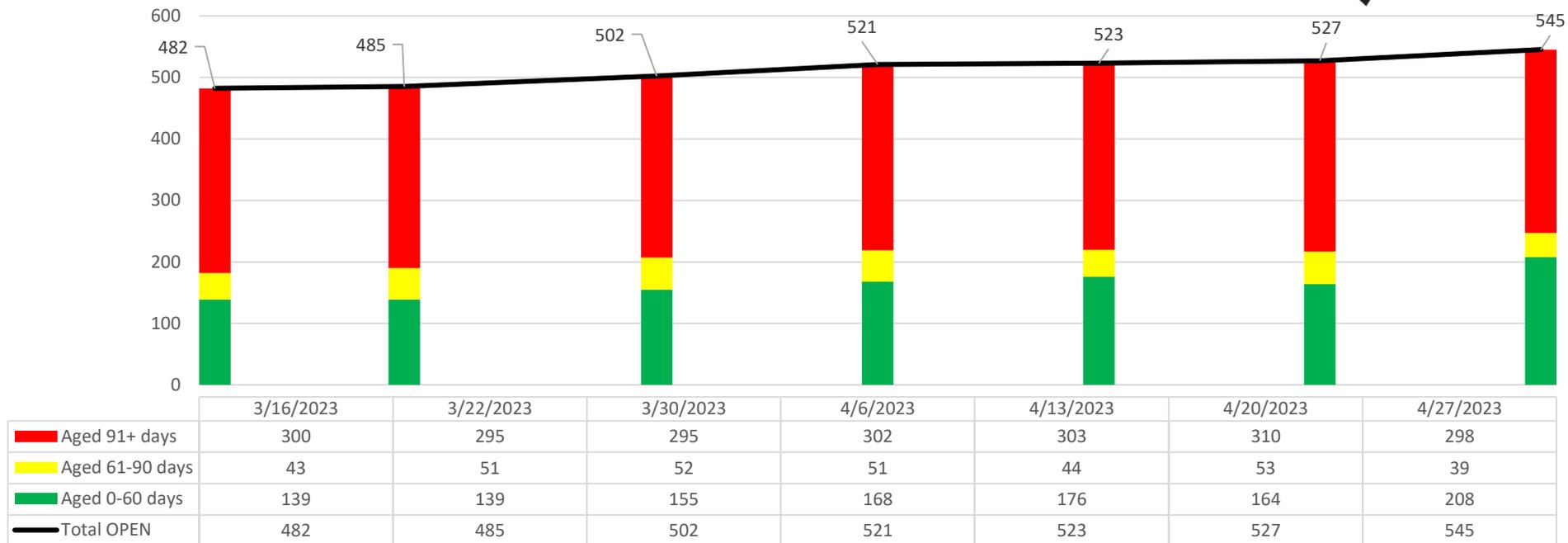
CLOSED CASE – A case is closed when the investigator has completed the investigation and written their report. Letters go out to the complainant within 45 days of the closure date.

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

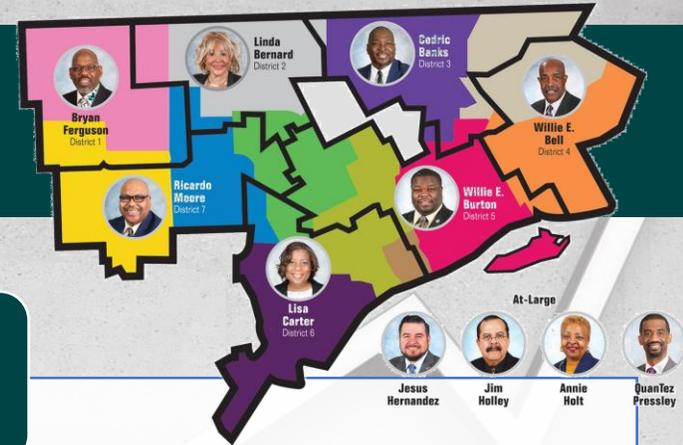


Open Cases by Age*

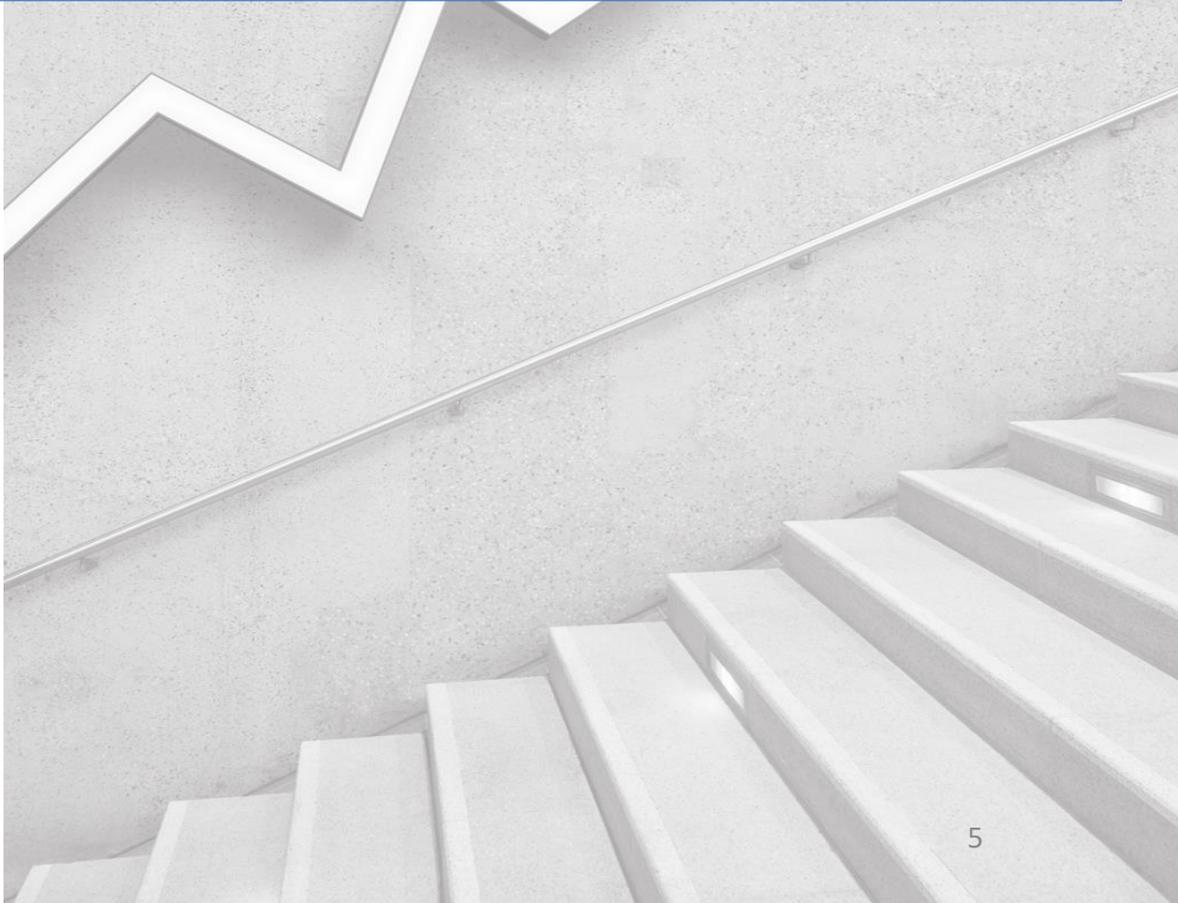


*Data reflects what is currently in the CCR Database, and **does not** reflect case statuses not yet updated in the database by the admins.

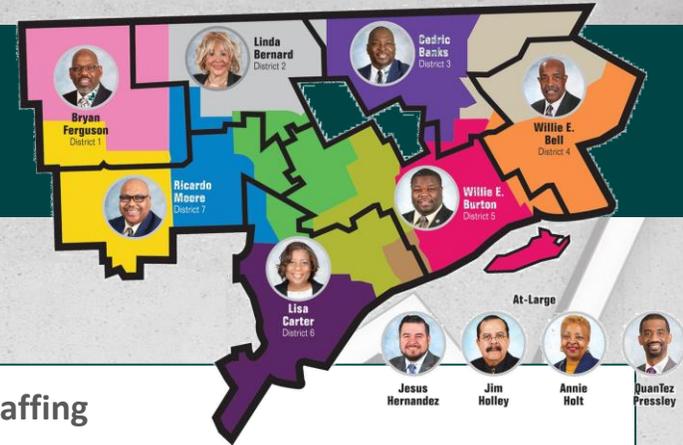
Commissioner CCR Reviews (as of 4/27/2023)



44 CLOSED CASES are being distributed to Commissioners for review/sign off today.



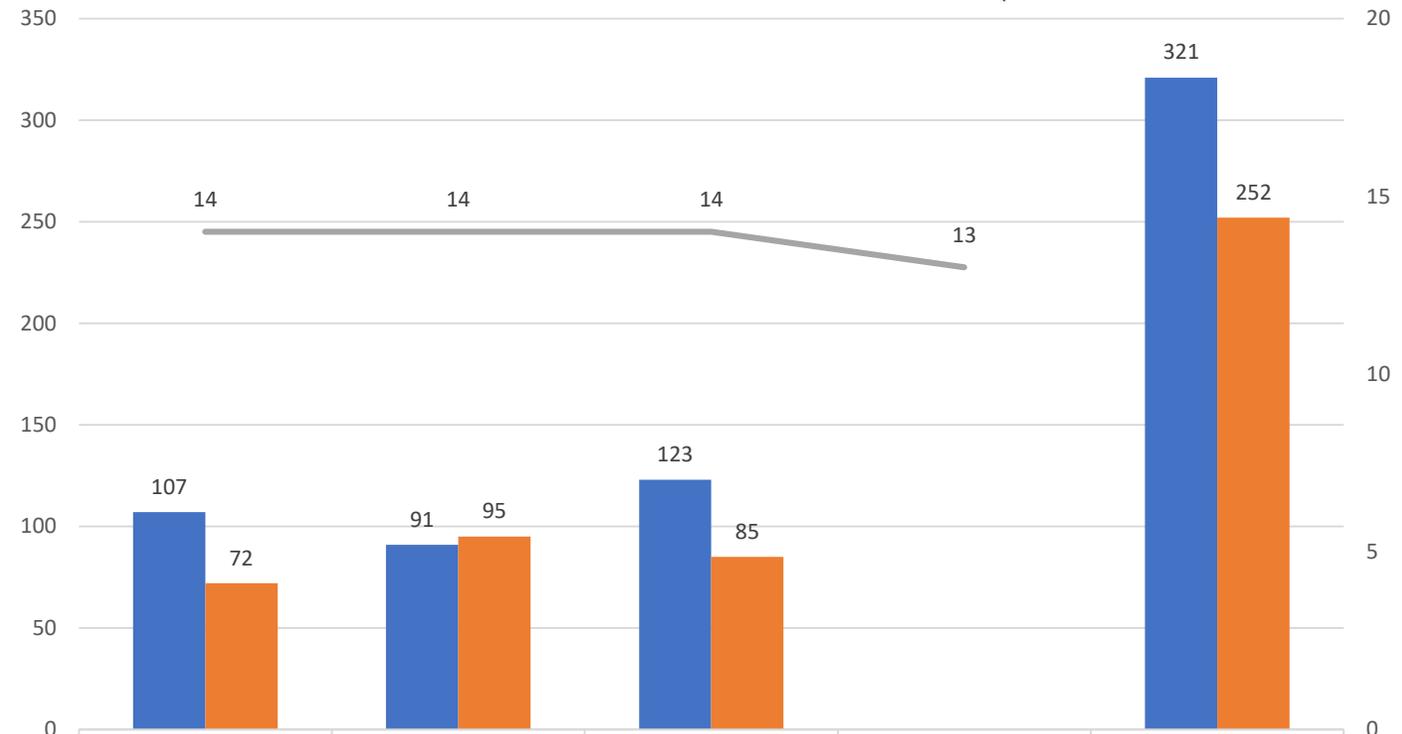
2023 Performance



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

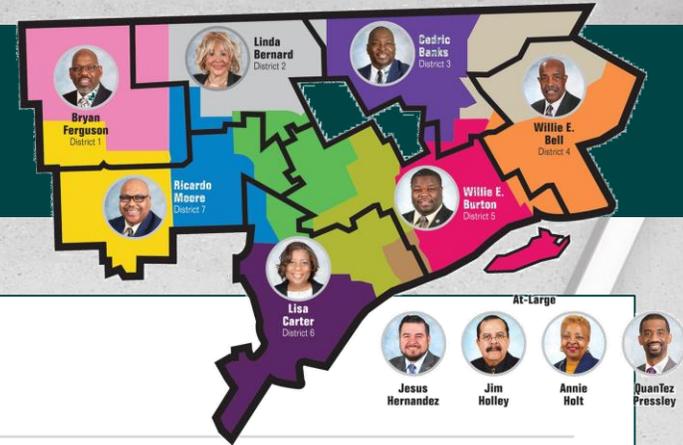
“Investigators On Staff” includes all Investigators and Senior Investigators, unless pulled to cover a supervisory role

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



443 cases received in 2023 YTD

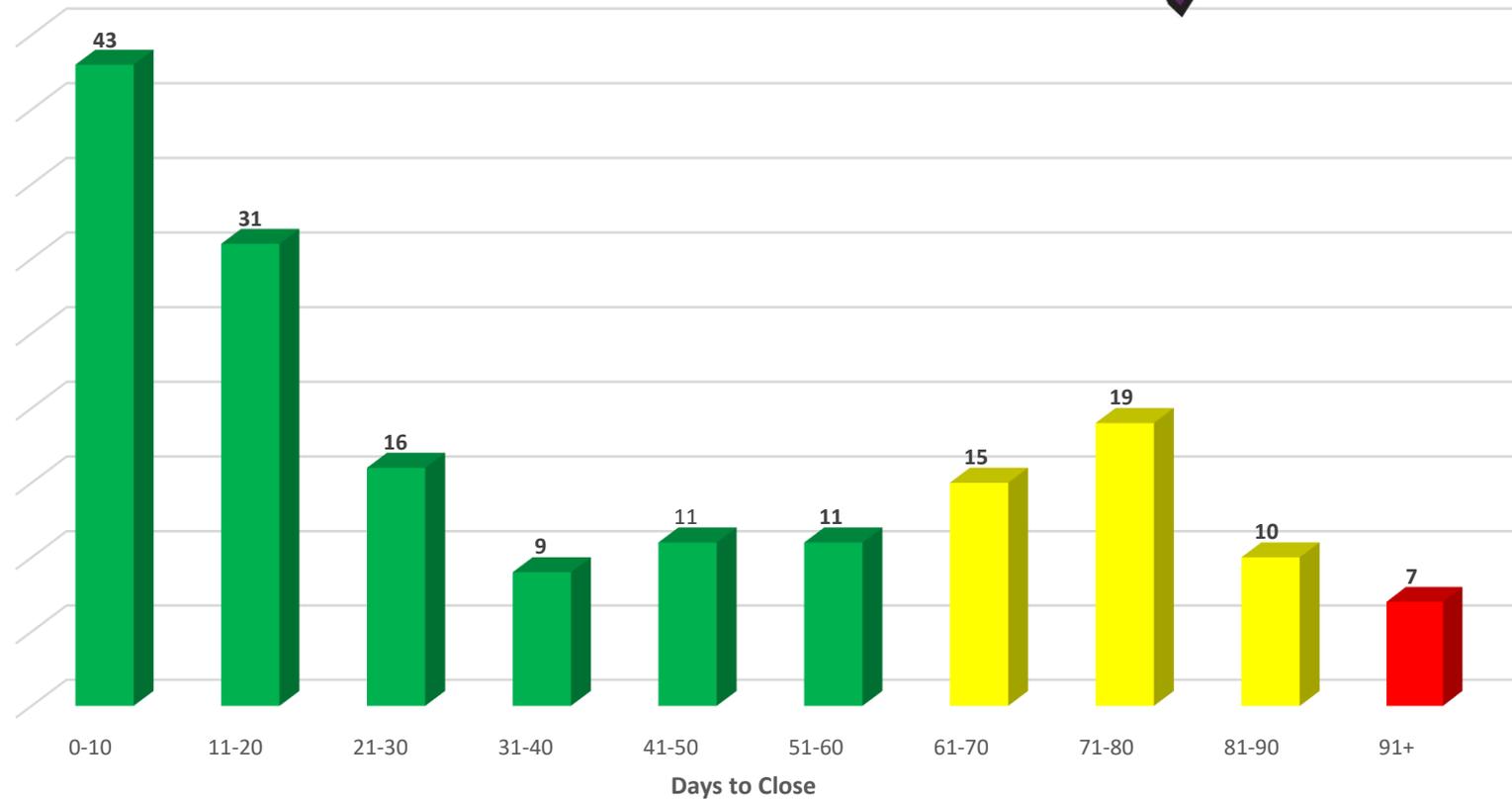
172 of the 2023 cases are closed

121 closed within 60 days

44 closed between 61-90 days

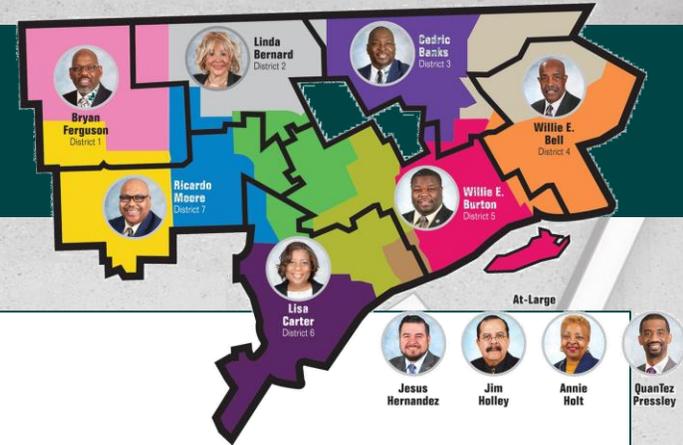
7 closed over 90 days

2023 Closed Cases*
(as of 4/27/2023)



*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



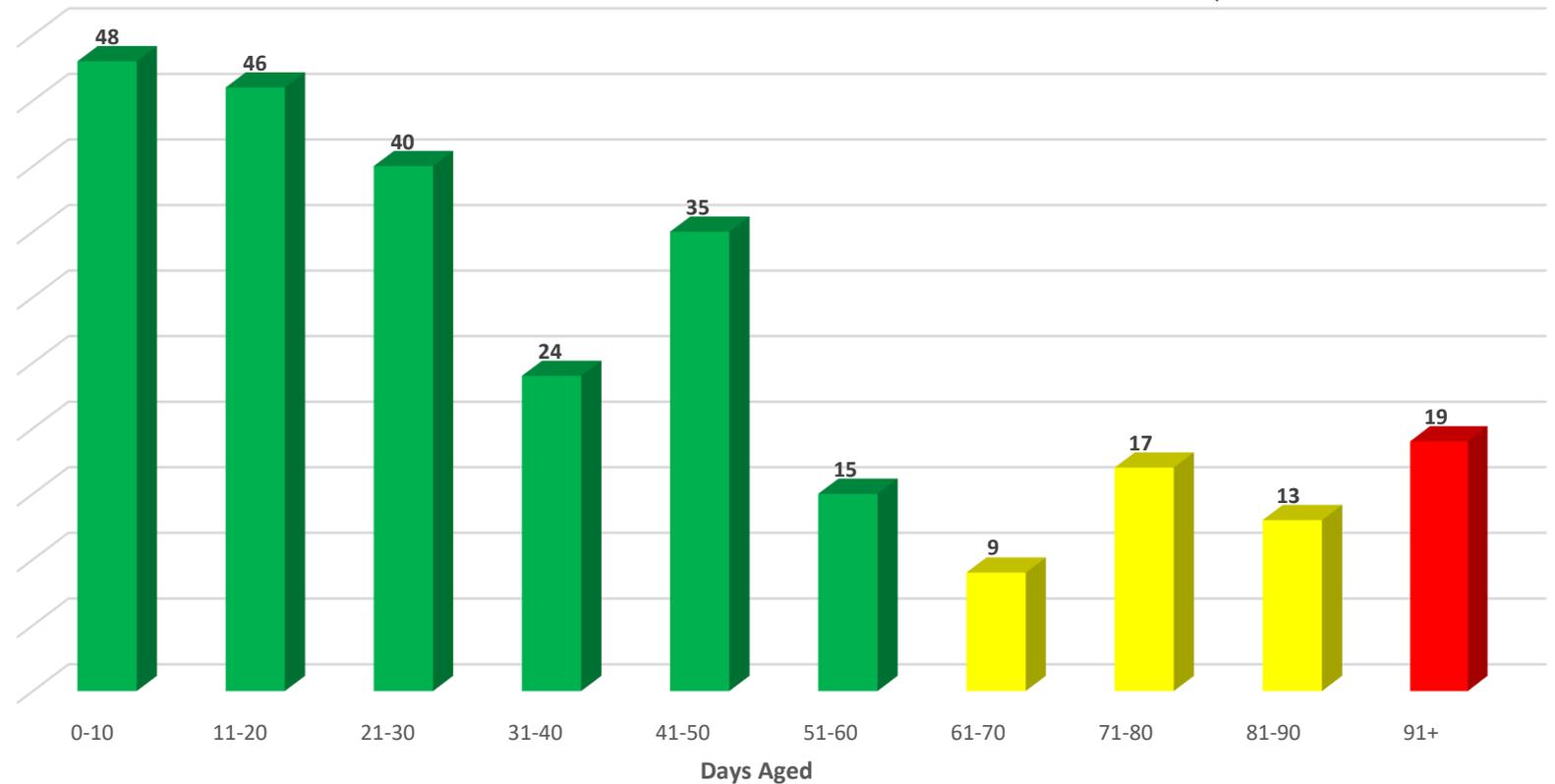
443 cases received in 2023 YTD

266 of the 2023 cases are still open

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

39 are approaching 90 days aged

2023 Open Cases*
(as of 4/27/2023)



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