

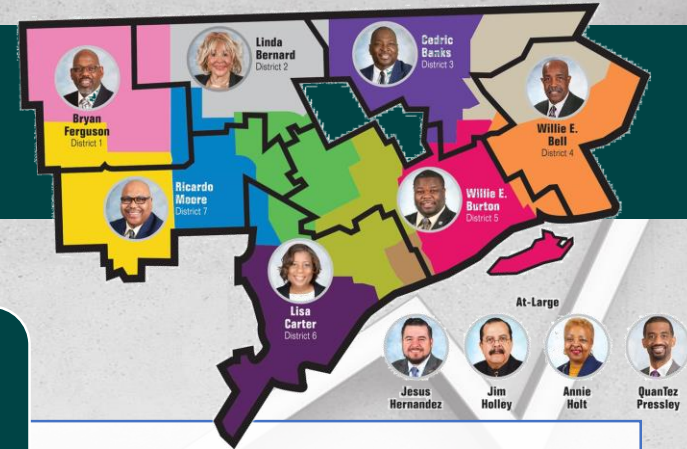


Board of Police Commissioners

Citizen Complaints Updates May 4, 2023



Recent Improvements/Initiatives

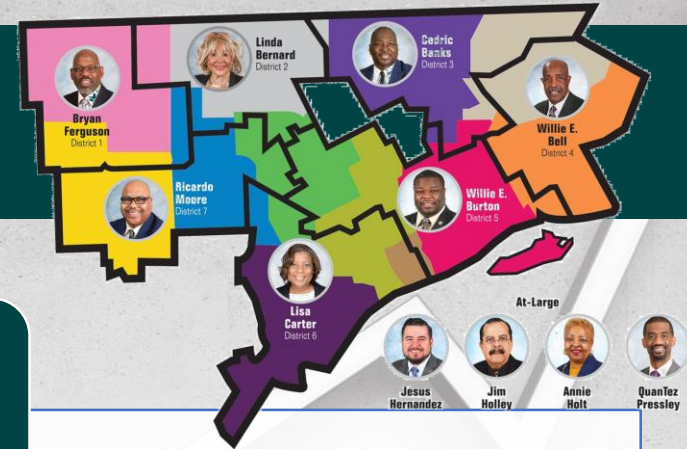


Supervisors continue coaching investigators on inventory management strategies to drive more consistent production while maintaining thorough investigations.

Chief Investigator Warfield and 5 new Investigators started on 5/1. The 5 Investigators are in training, and not yet handling cases.

Both OCI Admins are back in the office and the front and back end processes are back on track.

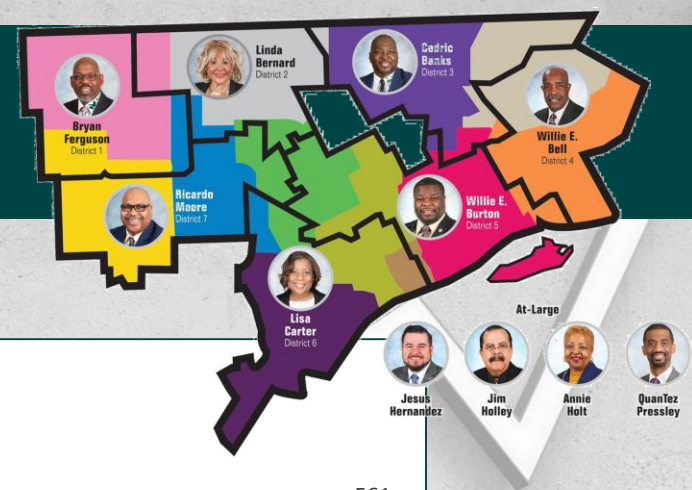
Definitions/Clarification of Process



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

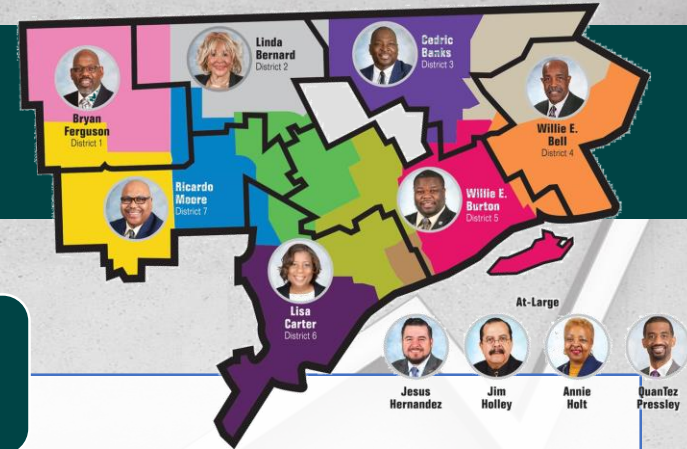


Open Cases by Age*
2023



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

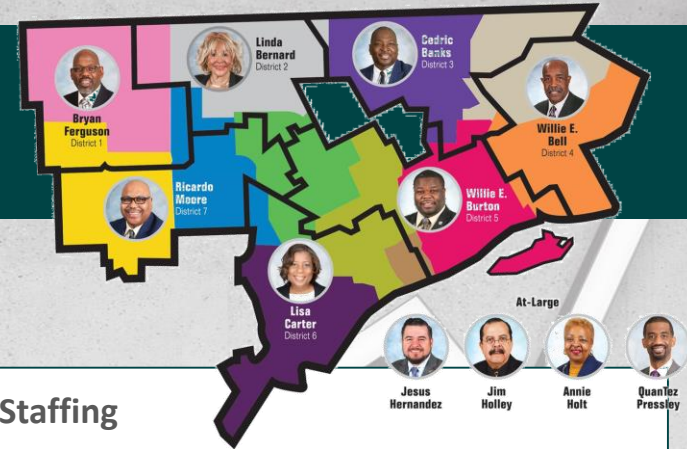
Commissioner CCR Reviews (as of 4/27/2023)



25 CLOSED CASES are currently in review with Commissioners.

20 CLOSED CASES are being distributed to Commissioners for review today.

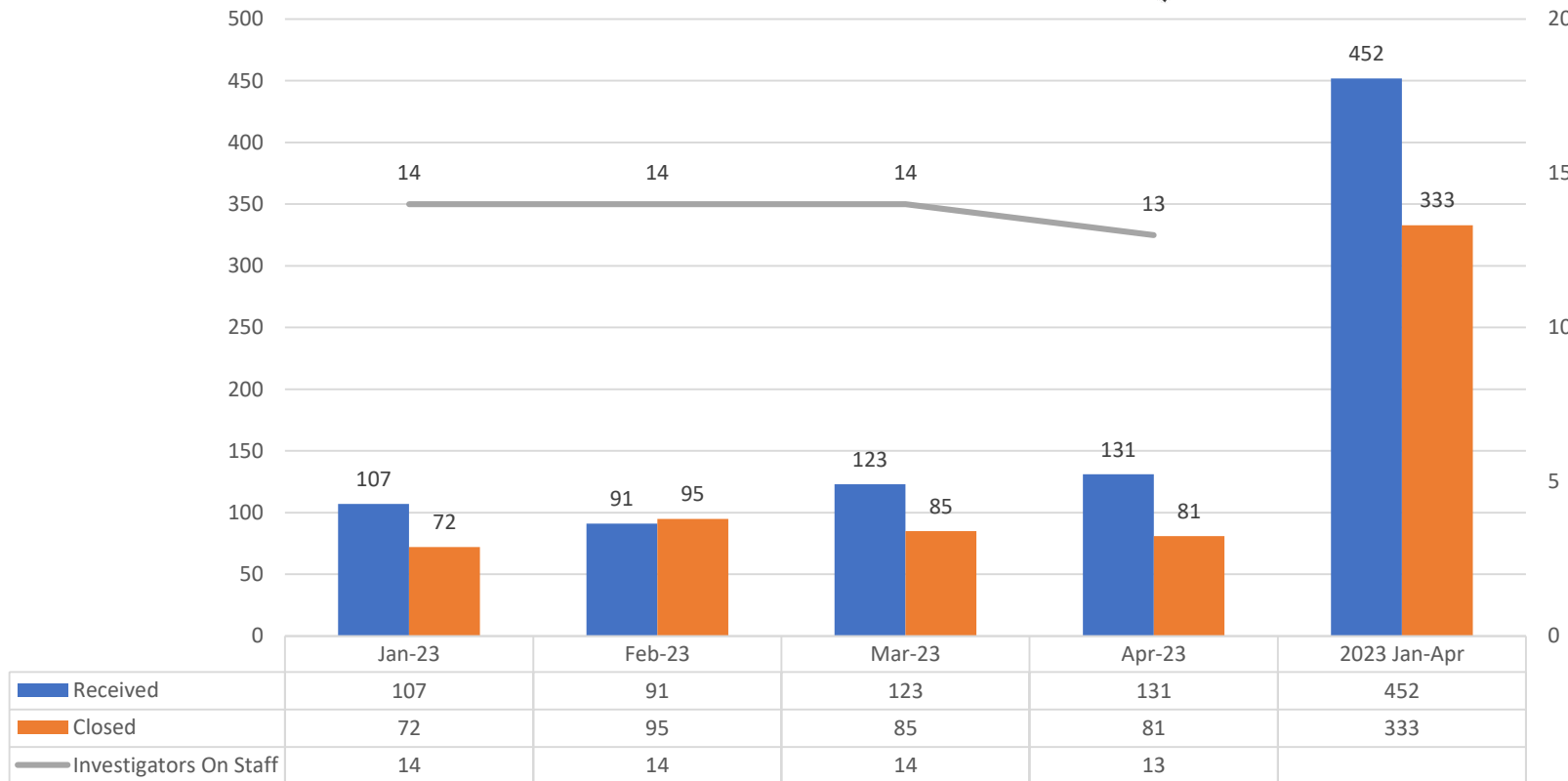
2023 Performance



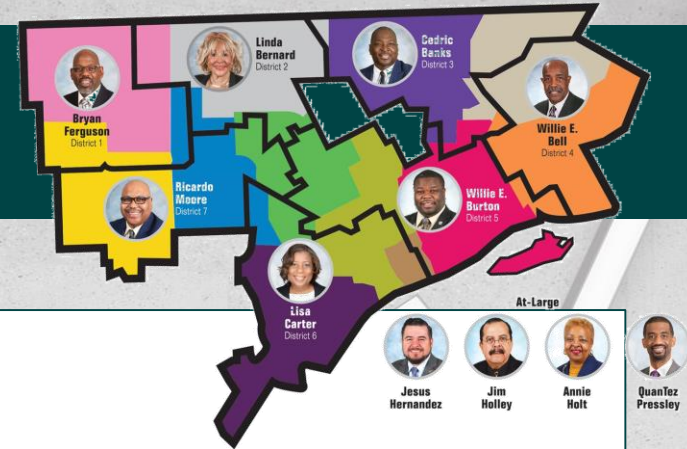
To reduce overall inventory, we must start closing more cases than we receive each month

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

2023 Receipts vs Closures vs Staffing



2023 Performance



463 cases received in 2023 YTD

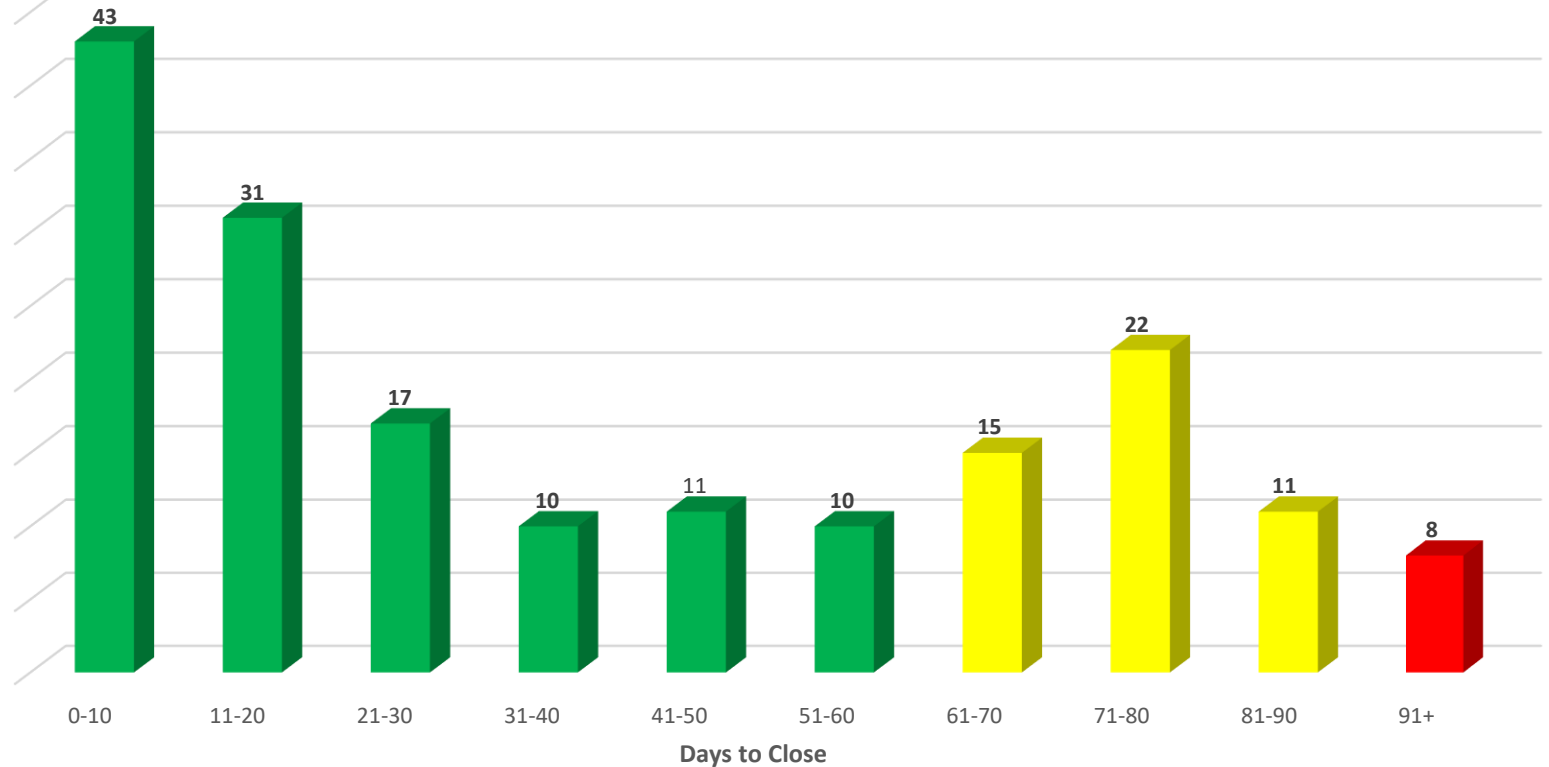
178 of the 2023 cases are closed

122 closed within 60 days

48 closed between 61-90 days

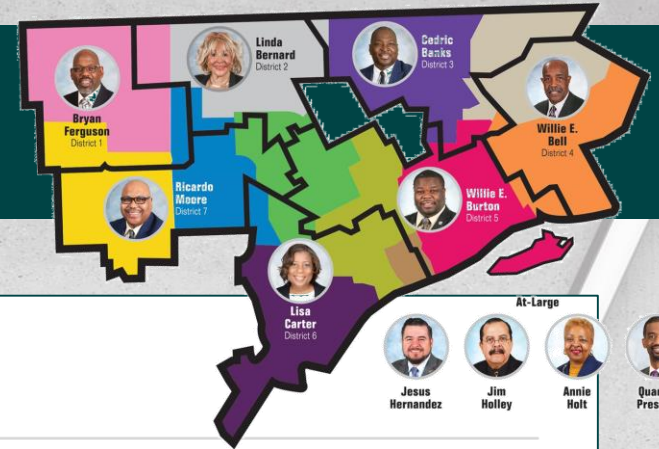
8 closed over 90 days

2023 Closed Cases*
(as of 5/4/2023)



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2023 Performance



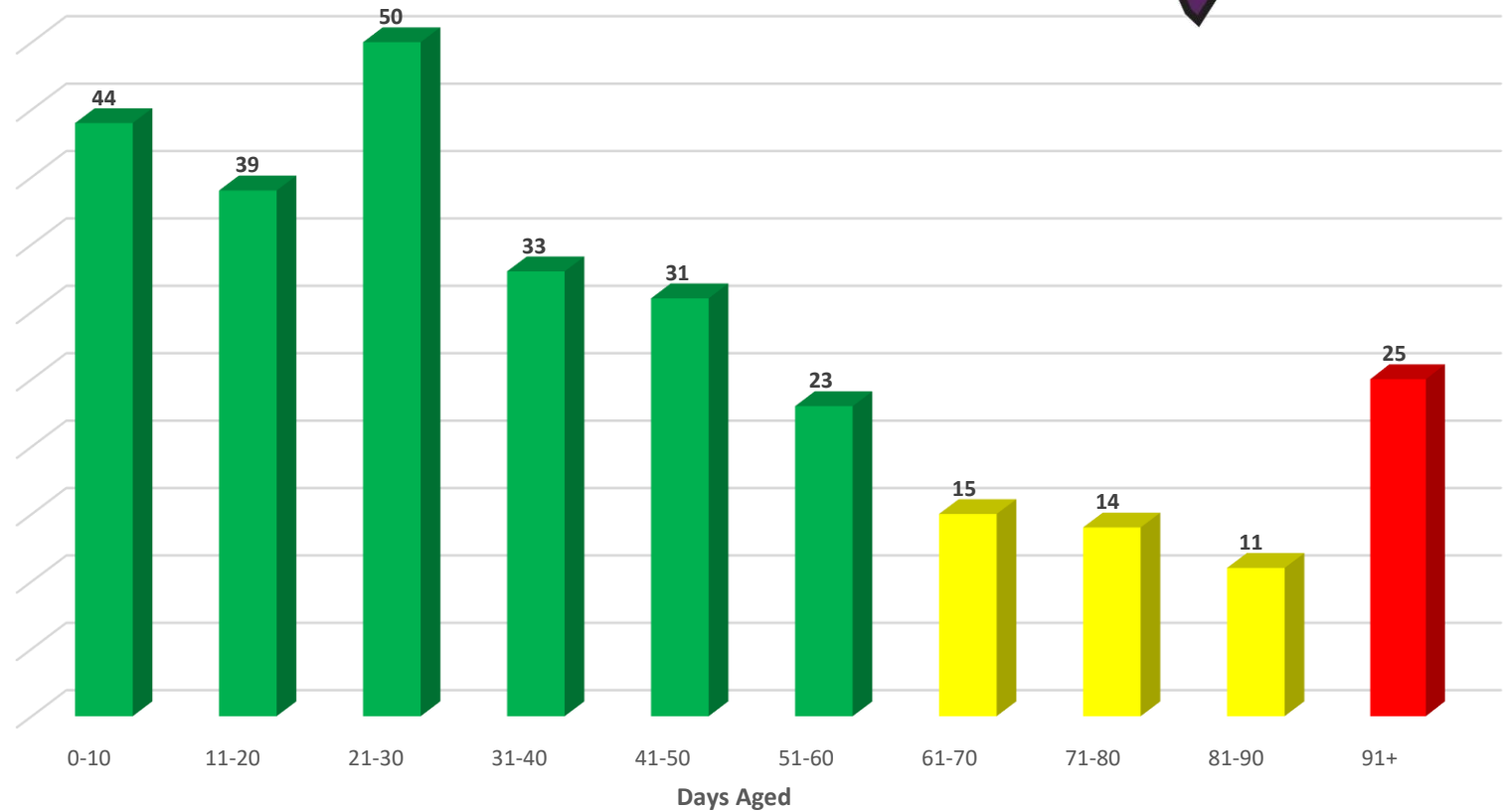
463 cases received in 2023 YTD

285 of the 2023 cases are still open

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

40 are approaching 90 days aged

2023 Open Cases*
(as of 5/4/2023)



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