

Table 7B: How Complaints Filed with the NYPD Were Reported 2009-2013

| How Complaints Filed with the NYPD Were Reported | 2009 | | 2010 | | 2011 | | 2012 | | 2013 | |
|--|---------------|-----------------------------|---------------|-----------------------------|---------------|-----------------------------|---------------|-----------------------------|---------------|-----------------------------|
| | <i>Number</i> | <i>Percent of Total</i> | <i>Number</i> | <i>Percent of Total</i> | <i>Number</i> | <i>Percent of Total</i> | <i>Number</i> | <i>Percent of Total</i> | <i>Number</i> | <i>Percent of Total</i> |
| In person | 78 | 2.6% | 88 | 3.3% | 83 | 3.6% | 119 | 4.9% | 74 | 2.7% |
| By telephone | 2,916 | 96.7% | 2,574 | 95.9% | 2,182 | 95.7% | 2,272 | 94.2% | 2,677 | 96.3% |
| By letter | 15 | 0.5% | 14 | 0.5% | 8 | 0.4% | 10 | 0.4% | 9 | 0.3% |
| By e-mail/internet/fax | 6 | 0.2% | 7 | 0.3% | 7 | 0.3% | 10 | 0.4% | 21 | 0.8% |
| Total | 3,015 | 100% | 2,683 | 100% | 2,280 | 100% | 2,411 | 100% | 2,781 | 100% |