

**Table 7A: How Complaints Filed with the CCRB Were Reported 2009-2013**

How Complaints Filed with the CCRB 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	178	3.8%	137	3.6%	136	3.7%	130	3.9%	144	5.5%
By telephone	3,998	86.3%	3,190	84.5%	3,008	81.9%	2,522	76.1%	1,796	68.7%
By mail/fax	124	2.7%	58	1.5%	67	1.8%	75	2.3%	87	3.3%
Electronically	330	7.1%	389	10.3%	464	12.6%	587	17.7%	588	22.5%
<b>Total</b>	<b>4,630</b>	<b>100%</b>	<b>3,774</b>	<b>100%</b>	<b>3,675</b>	<b>100%</b>	<b>3,314</b>	<b>100%</b>	<b>2,615</b>	<b>100%</b>