Civilian Complaint Review Board

Indicator name: Total civilian complaints against uniformed members of the New York City Police Department
Description: The number of misconduct complaints made by civilians against members of the New York City Police Department investigated by the CCRB, for allegations of excessive force, abuse of authority, discourtesy and offensive language.
Source: CCRB Complaint Tracking System.

Indicator name: Average age of open docket (days)
Description: The average age in days, as measured from date the complaint was received by CCRB, for all open cases on the docket.
Source: CCRB Complaint Tracking System.

Indicator name: Average time to complete a full investigations (days)
Description: The average number of days to complete a full investigation, measured from the date CCRB received the complaint to the date when Board members render a final decision.
Source: CCRB Complaint Tracking System.

Indicator name: Full investigations as a percentage of total cases completed (%)
Description: The percentage of all cases on the Board's docket that were closed during the reporting period after being fully investigated; the remainder were truncated due to a complaint being withdrawn, complainant, victim or witness being unable to cooperate or unavailable to aid in the investigation.
Source: CCRB Complaint Tracking System.

Indicator name: Cases closed
Description: Number of cases in which Board members render a final decision.
Source: CCRB Complaint Tracking System.

Indicator name: Closed allegations with findings on the merits (%)
Description: The percentage of allegations fully investigated and closed as substantiated, exonerated or unfounded. The Board renders findings on the merits when sufficient evidence has been gathered to allow a factual conclusion to be made. No findings on the merits are made when allegations are unsubstantiated, the subject officer is no longer a member of NYPD, or the subject officer could not be identified.
Source: CCRB Complaint Tracking System.

Indicator name: Average time to complete a substantiated investigation (days)
Description: The average number of days to complete a substantiated case, as measured from date of report to date of final board disposition.
Source: CCRB Complaint Tracking System.

Indicator name: Substantiated cases in which the statute of limitations expired (%)
Description: The percentage of substantiated cases that were completed after the 18 month statute of limitations expired. The statute of limitations is measured from the date of incident.
Source: CCRB Complaint Tracking System.

Indicator name: Officers disciplined (excluding pending and filed cases) (%)
Description: The percentage of substantiated complaints reviewed by NYPD where the police officer received some type of discipline. This excludes pending cases and those in which officers were no longer employees of NYPD when the case was reviewed.
Source: New York City Police Department (NYPD) & CCRB Complaint Tracking System.

Indicator name: Cases with mutual agreement to mediate
Description: The number of cases referred and accepted for mediation.
Source: CCRB Complaint Tracking System.

Indicator name: Officers who accepted mediation (%)
Description: The percentage of identified subject officers who accepted mediation after the civilian(s) agreed to mediate the complaint as an alternative to a full investigation.
Source: CCRB Complaint Tracking System.

Indicator name: Civilians who accepted mediation (%)
Description: The percentage of civilians who agreed to mediate their complaints when mediation was offered by a CCRB investigator.
Source: CCRB Complaint Tracking System.

Indicator name: Cases successfully mediated
Description: The number of cases where both the civilian(s) and the subject officer(s) participated in a successful mediation session at CCRB.
Source: CCRB Complaint Tracking System.

Indicator name: Average mediation case completion time (days)
Description: The average number of days required for completion of cases referred to mediation, as measured from the date a complaint is received by CCRB to the date a complaint is successfully mediated.
Source: CCRB Complaint Tracking System.

Indicator name: Mediation satisfaction rate (%)
Description: The percentage of civilians who participated in a successful mediation who asserted their satisfaction with the process.
Source: CCRB Complaint Tracking System.