

CIVILIAN COMPLAINT REVIEW BOARD

Jennifer Jones Austin, Chair



WHAT WE DO

The Civilian Complaint Review Board (CCRB), also referred to as the Board, is an independent agency empowered to receive, investigate, prosecute, mediate, hear, make findings, and recommend action based on complaints alleging the use of excessive or unnecessary force, abuse of authority, discourtesy, the use of offensive language, and untruthful statements by New York City police officers. The Board's investigative staff, composed entirely of civilian employees, conducts investigations in an impartial fashion. The Board forwards its findings and recommendations for disciplinary action to the Police Commissioner who has final say over officer discipline.

FOCUS ON EQUITY

CCRB focuses on equitable service delivery by resolving civilian complaints of police officer misconduct impartially and speedily, conducting outreach to the diverse communities of the City, and examining the policies and systemic practices that lead to officer misconduct and associated complaints. CCRB thoroughly investigates complaints, establishes findings on the merits when present, and recommends an effective level of discipline when officers commit misconduct.

CCRB continues to extend its outreach to underserved communities. CCRB has provided greater access for individuals who cannot travel to headquarters in Manhattan to meet with investigators. Additionally, CCRB's investigative team regularly conducts field interviews throughout the five boroughs, as well as on Rikers Island. The Board also convenes evening public meetings across the City to provide an opportunity for community members to learn more about CCRB and share questions or concerns about police-community relations in their neighborhood. CCRB's website, which contains materials in 10 languages, allows the public to file complaints, track the status of their complaints, and view up-to-date maps with the number of misconduct complaints filed in each of the 78 police precincts of New York City. Additionally, CCRB created the Civilian Assistance Unit (CAU) in Calendar 2021 to serve and support complainants, victims, and witnesses with special needs, particularly victims of sexual misconduct.

CCRB seeks to ensure that communities and constituent groups most likely to be impacted by police misconduct are included in how CCRB conducts its work. The CCRB Youth Advisory Council (YAC), a 19-member working committee made up of young leaders ages 10–24 who are committed to criminal justice issues and improving police-community relations, launched in the winter of 2018. The YAC meets quarterly and advises CCRB staff about their efforts to engage young New Yorkers to serve as CCRB ambassadors, who then share information regarding the activities of the Board with their communities.

OUR SERVICES AND GOALS

SERVICE 1 Investigate, prosecute and resolve claims of police misconduct.

- Goal 1a Improve the quality and timeliness of investigations.
 - Goal 1b Increase the use of mediation to resolve complaints.
 - Goal 1c Improve the quality and timeliness of prosecutions.
-

SERVICE 2 Inform and educate the public about the agency.

- Goal 2a Increase outreach and education of City residents.

HOW WE PERFORMED IN FISCAL 2026

SERVICE 1 Investigate, prosecute and resolve claims of police misconduct.

Goal 1a Improve the quality and timeliness of investigations.

In Fiscal 2026, CCRB received 5,679 complaints against members of the New York Police Department, an increase of two percent compared to the 5,575 complaints filed in Fiscal 2025. This is the third consecutive year with more than 5,000 complaints received. Complaints have largely remained below this level since Fiscal 2014, when NYPD ended its deployment of mass stop and frisk tactics. However, misconduct complaints rose 35 percent in Fiscal 2023 and have remained at historic levels since.

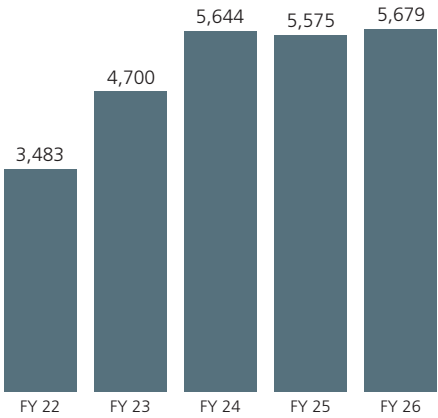
When CCRB receives more complaints, the Board typically opens and subsequently closes more cases. However, despite the high-volume of complaints, CCRB closed 14 percent fewer cases in Fiscal 2026 (down from 6,372 to 5,459). Accordingly, the closure of cases by various allegation types also decreased in Fiscal 2026: force allegations closed decreased seven percent (down from 3,951 to 3,677), abuse of authority allegations closed decreased 28 percent (down from 10,929 to 7,849), discourtesy allegations closed decreased 30 percent (down from 1,645 to 1,146), offensive language allegations closed decreased 34 percent (down from 393 to 258), and untruthful statement allegations closed decreased 68 percent (down from 62 to 20).

The rate of cases closed by CCRB that are classified as full investigations dropped to 34 percent in Fiscal 2026, the fourth consecutive year of decline. An investigation is classified as “full” when CCRB is able to gather all necessary evidence and conduct all required interviews. Continued high complaint volume, coupled with constraints on CCRB’s investigative capacity, contributed to this decline. The increase in complaints unable to be investigated by CCRB due to budgetary issues partially drove this decline. CCRB was unable to investigate 2,722 complaints in Fiscal 2026, which was the third consecutive fiscal year above 2,000 and a more than 82 percent increase from Fiscal 2023 (1,489). CCRB is unable to investigate a complaint when limited by budget constraints or when relevant parties (complainants, victims, witnesses) are unavailable, uncooperative, or unidentified. CCRB closed 48 percent fewer complaints due to an officer being unidentified, down from 126 in Fiscal 2025 to 66 in Fiscal 2026.

Consistent with the broader decline in cases closed and full investigations, CCRB closed 23 percent fewer substantiated cases, dropping to 824 from the record-setting level of these closures in Fiscal 2025 (1,064). Fiscal 2025 represented the first instance of CCRB substantiating more than 1,000 cases. A complaint is substantiated when a three-member panel of the Board reviews the complaint file from a full investigation and certifies that in at least one allegation the alleged conduct is found to have occurred and is improper based on a preponderance of the evidence. The panel can also certify that there is not sufficient evidence that the officer committed the alleged act (referred to as “unfounded complaints”) or that the officer’s actions were determined to be lawful (referred to as “within NYPD guidelines complaints”). The decline in substantiated cases does not, on its own, indicate a decline in misconduct: it reflects lower investigative throughput overall, including a fourth consecutive year of decline in full investigations (34 percent of closures) and a rise in complaints CCRB was unable to investigate (up 82 percent compared to Fiscal 2023). These declines in investigative throughput occurred despite an increase in CCRB personnel (235 to 245 actual, with 273 authorized for Fiscal 2026), a pattern that may reflect caseload complexity, staff onboarding lag, and other factors.

Investigative timeline also reflect these capacity pressures. Progress toward completing full investigations in less than a year further stagnated in Fiscal 2026 as the average time increased slightly from 424 days in Fiscal 2025 to 439 days in Fiscal 2026. This was partly a function of sustained historically high complaint volume. The average time to complete a substantiated investigation, however, slightly decreased to 473 days in Fiscal 2026 (which is still below the target of 480 days).

Total Civilian Complaints



In Fiscal 2026, NYPD had a historically high number of officers serving who have received high numbers of complaints across their tenure (3,967 officers have received five or more complaints and 913 officers have received ten or more). Most officers will receive zero to one CCRB complaint across their entire career with the NYPD. This is the highest value for both categories, with data going back to Fiscal 2019. The average time for NYPD to respond to requests for body-worn camera requests is at its highest in the last 5 fiscal years at 12 days, a 33 percent increase compared to the 9 days in Fiscal 2025.

Despite these challenges in investigative capacity, disciplinary outcomes on the cases CCRB did close improved dramatically in Fiscal 2026, driven by NYPD's decision to end its prior practice of closing substantiated complaints without imposing discipline. The officer discipline rate increased to 93 percent, from 53 percent in Fiscal 2025. Cases with discipline returned increased 75 percent (up from 815 to 1,429), while cases returned without discipline fell 86 percent (down from 719 to 101). Concurrence decisions also increased 87 percent (up from 751 to 1,407). Starting in Fiscal 2023, NYPD elected to close significant numbers of complaints substantiated by CCRB without imposing the recommended discipline. This dramatically increased the number of complaints returned without discipline and decreased concurrence rates (the rate at which NYPD agrees with CCRB findings and imposes recommended disciplinary action) to record lows. NYPD ended this practice in Fiscal 2025, contributing to the significant improvement in disciplinary outcomes in Fiscal 2026.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
🔴 Total civilian complaints against uniformed members of the New York City Police Department	3,483	4,700	5,644	5,575	5,679	*	*	Up	*
Force allegations closed	2,830	2,346	2,815	3,951	3,677	*	*	Up	*
Abuse of authority allegations closed	7,231	6,609	7,861	10,929	7,849	*	*	Up	*
Discourtesy allegations closed	1,486	1,298	1,468	1,645	1,146	*	*	Neutral	*
Offensive language allegations closed	293	288	310	393	258	*	*	Neutral	*
Untruthful statement allegations closed	100	56	42	62	20	*	*	Down	*
★ Closed allegations with findings on the merits (%)	55%	66%	72%	73%	77%	55%	55%	Up	Up
Cases closed	3,593	4,247	5,505	6,372	5,459	*	*	Up	*
Unable to investigate complaints closed	1,131	1,489	2,013	2,882	2,722	*	*	Up	*
Complaint withdrawn complaints closed	258	328	366	239	218	*	*	Down	*
Closed Pending Litigation complaints closed	254	475	560	641	605	*	*	Up	*
Miscellaneous closure complaints closed	1	2	33	32	23	*	*	Up	*
Substantiated complaints closed	729	715	768	1,064	824	*	*	Up	*
Within NYPD guidelines complaints closed	241	339	410	338	239	*	*	Neutral	*
Unfounded complaints closed	193	299	530	497	375	*	*	Up	*
Officer Unidentified complaints closed	729	715	143	126	66	*	*	Down	*
Unable to determine complaints closed	517	570	602	504	341	*	*	Down	*
★ Full investigations as a percentage of total cases closed (%)	52%	50%	45%	40%	34%	40%	40%	Down	Up
★ Average time to complete a full investigation (days)	591	484	404	424	439	420	420	Down	Down
Average days to first officer interview	245	199	151	161	162	*	*	Down	*
Average days for response to body-worn camera request	6	8	8	9	12	*	*	Up	*
★ Average time to complete a substantiated investigation (days)	614	455	437	489	473	480	480	Down	Down
Average age of open docket (days)	218	172	193	185	201	*	*	Neutral	Down
★ Substantiated cases in which the statute of limitations expired (%)	1.1%	6.0%	0.8%	0.6%	1.1%	0.0%	0.0%	Down	Down
Concurrence decisions returned	246	412	565	751	1,407	*	*	Up	*
Non-concurrence decisions returned	268	489	639	783	123	*	*	Neutral	*
Cases with discipline returned	285	441	637	815	1,429	*	*	Up	*
Cases without discipline returned	229	460	567	719	101	*	*	Neutral	*
Non-adjudicated cases returned	62	200	142	73	108	*	*	Down	*
★ Officers disciplined (excluding pending and filed cases) (%)	54%	47%	55%	53%	93%	*	*	Up	*
Active members of service with greater than 5 complaints	3,280	3,228	3,576	3,841	3,967	*	*	Up	*
Active members of service with greater than 10 complaints	771	770	743	841	913	*	*	Up	*
★ Critical Indicator 🔴 Equity Indicator "NA" Not Available ↕ Directional Target * None									

Goal 1b Increase the use of mediation to resolve complaints.

Civilian participation in mediation has declined for five consecutive years, reaching a record low of 13 percent in Fiscal 2026. Satisfaction among participating civilians rose 19 percentage points to 82 percent, moving closer to the 94 percent target, but this improvement applies to a shrinking pool of participants. At the same time, 94 percent of members of service accepted mediation. Overall, there was a continued drop in the number of cases with a mutual agreement to mediate (down from 62 to 57). With the decreased volume of mediations, the average days to complete a mediation case improved 18 percent to 70 days.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Cases with mutual agreement to mediate	33	127	94	62	57	*	*	Neutral	Up
Officers who accepted mediation (%)	85%	91%	84%	89%	94%	*	*	Neutral	Up
Civilians who accepted mediation (%)	37%	36%	20%	16%	13%	*	*	Down	Up
Cases successfully mediated	119	91	74	43	44	*	*	Down	Up
★ Average mediation case completion time (days)	434	93	76	85	70	120	120	Down	Down
★ Mediation satisfaction rate (%)	98%	93%	69%	63%	82%	94%	94%	Down	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 1c Improve the quality and timeliness of prosecutions.

When the Board recommends Charges and Specifications, the highest level of discipline, CCRB's Administrative Prosecution Unit (APU) prosecutes the case against the subject officer in a departmental trial in front of NYPD's Deputy Commissioner of Trials. In Fiscal 2026, the APU closed 428 cases, up 38 percent from 310 in Fiscal 2025. This continued increase is part of the Board's adoption of the NYPD Disciplinary Matrix during Fiscal 2024, which standardized penalties for allegations and sets forth categories of cases that automatically go to the APU and subsequently increased the APU's overall caseload. The number of APU cases closed by plea more than doubled to 331 in Fiscal 2026, up from 159 pleas in Fiscal 2025.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Administrative prosecution cases closed — Total	63	187	380	310	428	*	*	Up	*
– By trial	24	28	59	36	36	*	*	Up	*
– By plea	7	40	157	159	331	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

SERVICE 2 Inform and educate the public about the agency.

Goal 2a Increase outreach and education of City residents.

CCRB's Outreach team conducted 874 outreach presentations across Fiscal 2026, down slightly from 920 presentations across Fiscal 2025. CCRB Outreach presentations vary yearly based on outreach strategy and efforts to locate groups likely to witness or have been subject to misconduct by NYPD police officers.

Performance Indicators	Actual					Target		Trend	
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
★ Outreach presentations conducted	853	1,039	1,134	920	874	⬆️	⬆️	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
Customer Experience	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5-Year	Desired Direction
Completed requests for interpretation	299	268	251	176	177	*	*	Down	*
Letters responded to within 14 days (%)	73%	63%	63%	64%	53%	*	*	Down	Up
E-mails responded to within 14 days (%)	69%	94%	97%	87%	89%	*	*	Up	Up
CORE facility rating	98	95	NA	100	100	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬇️ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		
	FY22	FY23	FY24	FY25	FY26	FY26	FY27	5yr Trend
Expenditures (\$000,000) ³	\$21.5	\$23.7	\$25.9	\$27.3	\$29.4	\$29.4	\$32.9	Up
Personnel	217	230	227	235	245	273	278	Up
Overtime paid (\$000)	\$263	\$293	\$386	\$342	\$415	\$300	\$315	Up
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Annual Comprehensive Financial Reports, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available * None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency’s goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the ‘Applicable MMR Goals’ column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY25 ¹ (\$000,000)	Modified Budget FY26 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$22.1	\$24.1	All
002 - Other Than Personal Services	\$5.2	\$5.3	All
Agency Total	\$27.3	\$29.4	
¹ Annual Comprehensive Financial Reports (ACFR) for the Fiscal Year ended June 30, 2025. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter.			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Jennifer Jones Austin was appointed as Chair of the Civilian Complaint Review Board in July 2026.

ADDITIONAL RESOURCES

For additional information go to:

- Monthly Statistics:
<http://www1.nyc.gov/site/ccrb/policy/monthly-statistical-reports.page>
- File Complaints Online:
<https://www.nyc.gov/site/ccrb/complaints/file-complaint.page>
- Status of Complaints:
<https://apps.nyc.gov/ccrb-status-lookup/>
- Administrative Trials:
<https://www.nyc.gov/site/ccrb/complaints/complaint-process/prosecutionnew.page>
- Maps of Complaints in Each Precinct:
<http://www1.nyc.gov/site/ccrb/policy/complaint-activity-map.page>
- The Social Indicators and Equity Report, EquityNYC:
<https://equity.nyc.gov/>

For more information on the agency, please visit: www.nyc.gov/ccrb.

