

CIVILIAN COMPLAINT REVIEW BOARD



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 eight 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 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.
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SERVICE 2 Inform and educate the public about the agency.

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

HOW WE PERFORMED

- In the first four months of Fiscal 2026, the public filed 2,095 complaints alleging misconduct of uniformed members of the New York City Police Department (NYPD). This is the first instance of civilians filing more than 2,000 complaints in the reporting period since Fiscal 2014 and a seven percent increase from the 1,956 complaints filed in the first four months of Fiscal 2025.
- CCRB closed 1,614 cases in the first four months of Fiscal 2026, a 27 percent decrease from the 2,214 cases closed in the same period during Fiscal 2025. Under the New York City Charter, CCRB has jurisdiction to investigate five categories of allegations of police misconduct: excessive or unnecessary force, abuse of authority, discourtesy, the use of offensive language, and untruthful statements by members of NYPD. CCRB closed 23 percent more allegations of excessive or unnecessary force across comparative reporting periods, despite concurrent decreases of at least 20 percent for each of the other allegation types. A single case may include multiple allegations.
- After fully investigating an allegation of misconduct, a panel of three Board members (one mayoral designee, one New York City Council designee, and one Police Commissioner designee) votes to determine if the evidence gathered by a CCRB investigator is sufficient to substantiate a complaint or to determine that the officer is not guilty of misconduct. CCRB uses the terminology “findings on the merits” when a preponderance of evidence has been gathered to support either finding. Through the first four months of Fiscal 2026, the rate of allegations with findings on the merits rose more than five percentage points to 77 percent. This is the highest rate on record after remaining below 55 percent between Fiscal 2010 and Fiscal 2022. This demonstrates that CCRB investigators are gathering evidence with greater efficiency and success.
- Consistent with the decrease in overall cases closed, the number of complaints closed without a full investigation decreased in the first four months of Fiscal 2026. The number of complaints closed because of a withdrawn complaint decreased 17 percent compared to the same period of Fiscal 2025 (from 84 to 70) and the number complaints unable to be investigated decreased 31 percent (from 956 to 657).
- In the first four months of Fiscal 2026, the proportion of all cases that were fully investigated stayed steady at 41 percent. An investigation is not classified as full when a complaint is withdrawn or when a complainant, victim, or witness is unable to cooperate or unavailable to aid in the investigation.
- In the first four months of Fiscal 2026, the average time to complete a full investigation increased four days to 420 days compared to the same period last year. This is above the baseline from before the COVID-19 pandemic, when the average remained below 300 days between Fiscal 2015 and Fiscal 2020. However, this is a relatively strong stabilization from the 591 days required for a full investigation in Fiscal 2022. At the same time, the average time to complete a substantiated investigation decreased nearly six percent to 463 days, successfully dropping below the target of 480 days. This decrease occurred despite the average time for NYPD to respond to body-worn camera request increasing from six to 14 days across comparative reporting periods.
- When an allegation of misconduct is fully investigated and substantiated by CCRB, recommendations for discipline are sent to NYPD. The Police Commissioner has final discretion to assign disciplinary action. CCRB uses NYPD’s Disciplinary Matrix—NYPD’s official guide that defines penalties for specific acts of substantiated misconduct by officers—when providing recommendations. In the first four months of Fiscal 2026, the Police Commissioner returned more than triple the amount of concurrence decisions than in the first four months of Fiscal 2025 (up from 105 to 406). A concurrence decision refers to an instance when the Police Commissioner assigns the disciplinary action as recommended by CCRB. Similarly, after rising each of the previous five fiscal years, the Police Commissioner returned 89 percent fewer non-concurrence decisions in the first four months of Fiscal 2026 (from 382 to 44). Relatedly, the number of cases with any level of discipline assigned more than doubled (from 138 to 419) and the number of cases without any level of discipline assigned decreased more than 91 percent (from 349 to 31).

- In the first four months of Fiscal 2026, the rate of officers disciplined increased to 93 percent after falling to just 28 percent through the first four months of Fiscal 2025. This rate pertains solely to substantiated allegations of misconduct and excludes pending and filed cases. The discipline rate remained at or below 50 percent for the preceding four fiscal years after staying at or above 70 percent for all but two fiscal years between Fiscal 2010 and Fiscal 2021.
- By October of Fiscal 2026, the number of active members of service (MOS) with greater than five complaints made against them rose four percent (from 3,675 to 3,828) and the number of MOS with greater than ten complaints made against them rose nearly five percent (from 798 to 834). The number of MOS with greater than five complaints made against them has increased consistently since Fiscal 2023. There are approximately 34,000 uniformed members of the NYPD.
- Instead of participating in a full investigation, civilians can opt in to CCRB's mediation process which allows for the resolution of complaints by talking with the police officer face-to-face. The mediation process results in no disciplinary action assigned to the officer. CCRB successfully mediated 15 cases during the first four months of Fiscal 2026, down from 22 in the first four months of the previous fiscal year. Cases with mutual agreement to mediate also decreased from 29 to only 18. The rate of civilians who accepted mediation fell to all-time low of 16 percent through the first four months of Fiscal 2026. At the same time, 95 percent of officers accepted mediation. The rate of civilians who reported satisfaction with the mediation process rose two percentage points to 75 percent but has remained below the target of 94 percent since Fiscal 2022.
- For the most serious allegations of misconduct, CCRB's Administrative Prosecution Unit (APU) prosecutes MOS in front of NYPD's Deputy Commissioner of Trials instead of merely recommending discipline. In the first four months of Fiscal 2026, APU closed 27 percent fewer cases compared to the same period of Fiscal 2025 (from 145 to 106). The number of APU cases closed by plea increased from 64 to 73, whereas those cases closed by trial decreased from 21 to 12.

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

Goal 1a

Improve the quality and timeliness of investigations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
🔴 Total civilian complaints against uniformed members of the New York City Police Department	4,700	5,644	5,575	*	*	1,956	2,095
Force allegations closed	2,346	2,815	3,951	*	*	1,131	1,392
Abuse of authority allegations closed	6,609	7,861	10,929	*	*	3,535	2,780
Discourtesy allegations closed	1,298	1,468	1,645	*	*	562	410
Offensive language allegations closed	288	310	393	*	*	125	75
Untruthful statement allegations closed	56	42	62	*	*	23	8
★ Closed allegations with findings on the merits (%)	66%	72%	73%	55%	55%	72%	77%
Cases closed	4,247	5,505	6,372	*	*	2,214	1,614
Unable to investigate complaints closed	1,489	2,013	2,882	*	*	956	657
Complaint withdrawn complaints closed	328	366	239	*	*	84	70
Closed Pending Litigation complaints closed	475	560	641	*	*	219	201
Miscellaneous closure complaints closed	2	33	32	*	*	11	5
Substantiated complaints closed	715	768	1,064	*	*	324	303
Within NYPD guidelines complaints closed	339	410	338	*	*	136	78
Unfounded complaints closed	299	530	497	*	*	201	148
Officer Unidentified complaints closed	715	143	126	*	*	46	18
Unable to determine complaints closed	570	602	504	*	*	214	119
★ Full investigations as a percentage of total cases closed (%)	50%	45%	40%	40%	40%	42%	41%
★ Average time to complete a full investigation (days)	484	404	424	420	420	416	420
Average days to first officer interview	199	151	161	*	*	159	162
Average days for response to body-worn camera request	8	8	9	*	*	6	14
★ Average time to complete a substantiated investigation (days)	455	437	489	480	480	490	463
Average age of open docket (days)	172	193	185	*	*	189	171
★ Substantiated cases in which the statute of limitations expired (%)	6.0%	0.8%	0.6%	0.0%	0.0%	0.9%	1.3%
Concurrence decisions returned	412	565	751	*	*	105	406
Non-concurrence decisions returned	489	639	783	*	*	382	44
Cases with discipline returned	441	637	815	*	*	138	419
Cases without discipline returned	460	567	719	*	*	349	31
Non-adjudicated cases returned	200	142	73	*	*	32	28
★ Officers disciplined (excluding pending and filed cases) (%)	47%	55%	53%	*	*	28%	93%
Active members of service with greater than 5 complaints	3,228	3,576	3,841	*	*	3,675	3,828
Active members of service with greater than 10 complaints	770	743	841	*	*	798	834
★ Critical Indicator	🔴 Equity Indicator	"NA" Not Available		⬆️⬆️ Directional Target	* None		

Goal 1b

Increase the use of mediation to resolve complaints.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Cases with mutual agreement to mediate	127	94	62	*	*	29	18
Officers who accepted mediation (%)	91%	84%	89%	*	*	83%	95%
Civilians who accepted mediation (%)	36%	20%	16%	*	*	19%	16%
Cases successfully mediated	91	74	43	*	*	22	15
★ Average mediation case completion time (days)	93	76	85	120	120	83	62
★ Mediation satisfaction rate (%)	93%	69%	63%	94%	94%	73%	75%
★ Critical Indicator	🔴 Equity Indicator	"NA" Not Available		⬆️⬆️ Directional Target	* None		

Goal 1c

Improve the quality and timeliness of prosecutions.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Administrative prosecution cases closed — Total	187	380	310	*	*	145	106
– By trial	28	59	36	*	*	21	12
– By plea	40	157	159	*	*	64	73
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Outreach presentations conducted	1,039	1,134	920	⬆️	⬆️	333	330
★ Critical Indicator	🔴 Equity Indicator	"NA" Not Available		⬆️⬆️ Directional Target	* None		

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Customer Experience							
Completed requests for interpretation	268	251	176	*	*	NA	NA
Letters responded to within 14 days (%)	63%	63%	64%	*	*	67%	90%
E-mails responded to within 14 days (%)	94%	97%	87%	*	*	100%	100%
CORE facility rating	95	NA	100	*	*	NA	NA
★ Critical Indicator	🔴 Equity Indicator	"NA" Not Available		⬆️⬆️ Directional Target	* None		

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2025 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY23	FY24	FY25	FY26	FY26¹	FY27¹	FY25	FY26
Expenditures (\$000,000)²	\$23.7	\$25.9	\$27.3	\$29.2	\$29.4	\$29.2	\$7.6	\$7.6
Personnel	230	227	235	278	273	273	218	234
Overtime paid (\$000)	\$293	\$386	\$342	\$600	\$300	\$300	\$105	\$88
¹February 2026 Financial Plan. ²Expenditures include all funds "NA" - Not Available								

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)	February 2026 Financial Plan 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 Comprehensive Annual Financial Report (CAFR) 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

None.

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-a-complaint/file-complaint.page>
- Status of complaints:
<https://www.nyc.gov/site/ccrb/complaints/complaint-status/check-complaint-status.page>
- Administrative trials:
<https://www.nyc.gov/site/ccrb/prosecution/administrative-prosecution-unit-apu.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:
<http://equity.nyc.gov/>

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

