



# DEPARTMENT OF CORRECTION

Dr. Dora B. Schriro, Commissioner

## Key Public Service Areas

- ✓ Provide a safe and secure environment for inmates, staff and host communities.
- ✓ Prepare inmates for return to their neighborhoods as civil and contributing members.
- ✓ Provide victim-focused and victim-friendly services to the city's crime survivor community.

## Scope of Agency Operations

The New York City Department of Correction (DOC) provides for the care, custody and control of persons 16 years of age and older, accused of crimes or convicted and sentenced to one year or less of incarceration. The Department operates 14 facilities, including ten jails on Rikers Island, four borough houses of detention in Brooklyn, the Bronx, Queens and Manhattan, court pens in each of the five boroughs, and two prison hospital wards; processes over 80,000 admissions and releases annually; and manages an average daily inmate population of approximately 12,500 individuals.

## Critical Objectives

- Ensure the security and safety of inmates while in custody and reduce inmate violence in correctional facilities.
- Ensure that uses of force are authorized and appropriate.
- Provide inmates with timely access to health services.
- Efficiently manage bed capacity and cell maintenance and repair in a timely manner.
- Ensure timely transport of inmates to courts throughout the City.
- Increase inmates' participation in skills-building programs, including educational opportunities, jobs training, and mental health and substance abuse services.
- Reduce idleness through increased access to recreation, relapse prevention efforts, and restorative justice activities.
- Notify crime victims when inmates are released and provide inmate information to the public.

## Preliminary Performance Highlights

- Some categories of violent incidents in the jails continued to decline during the first four months of Fiscal 2012. The rate of serious injury to inmate(s) as a result of violent inmate-on-inmate incidents decreased by 16 percent when comparing the first four months of this fiscal year to Fiscal 2011. The rate of violent inmate-on-inmate incidents dropped by 18 percent; slashing and stabbing incidents, part of violent inmate-on-inmate incidents, decreased by 21 percent. Four fewer slashing and stabbing incidents occurred in the reporting period.
- The number of use of force incidents declined slightly in the first four months of Fiscal 2012. In the first four months of this fiscal year, 42 percent of incidents where officers used force resulted in no injury to either inmates or officers. Officers or inmates sustained a minor injury in 51 percent of incidents and a more serious injury in seven percent. The Department continues to focus on minimizing injury when officers employ force through the use of OC spray.
- The rate of inmate assaults on staff increased by 12 percent this reporting period, with ten more assaults on staff in the first four months of Fiscal 2012 compared to the same period in Fiscal 2011. However, the number of these assaults that resulted in a serious injury to staff remained stable with 14 incidents in both periods. The Department responded to violent incidents in part by investigating and arresting inmates and by increasing the number of punitive segregation beds and ensuring swift and certain sanctions are applied when inmates are found guilty of violent acts in custody. Jail-based arrests of inmates increased by 52 percent during the reporting period.
- The Department continued its commitment to eradicate weapons and dangerous contraband from jails. The number of searches conducted during the reporting period increased by 17 percent, and targeted searches in areas with relatively higher numbers of contraband finds. The number of weapon recoveries compared to the same period in Fiscal 2011 did not change.



- Non-natural inmate deaths remained stable during the period. No escapes from custody occurred during the reporting period.
- Inmates with mental health needs are disproportionately involved in violent jail incidents, remain in custody nearly three times longer than average, and just under half return to custody within a year of release. To address this growing population the Department is developing policy and programmatic solutions and custody management strategies, through public and private funds from the U.S. Department of Justice and the Langeloth Foundation and has been working closely with the Council of State Governments Justice Center, a nationally recognized research and policy organization, on the Mayor's Citywide Justice and Mental Health Initiative, with recommendations expected in the spring.

## Performance Report

### ✓ Provide a safe and secure environment for inmates, staff and host communities.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY12	FY13	FY11	FY12	FY11	FY12	
Department use of force incidents with serious injury (rate per 1,000 ADP)	NA	NA	NA	*	*	NA	1.05
Department use of force incidents with minor injury (rate per 1,000 ADP)	NA	NA	NA	*	*	NA	7.09
Department use of force incidents with no injury (rate per 1,000 ADP)	NA	NA	NA	*	*	NA	5.88
★ Violent inmate-on-inmate incidents (monthly rate per 1,000 ADP)	21.7	24.3	24.2	*	*	26.0	21.4
★ Serious injury to inmate(s) as a result of violent inmate-on-inmate incidents (monthly rate per 1,000 ADP)	NA	NA	1.2	*	*	1.3	1.1
★ Inmate assault on staff (monthly rate per 1,000 ADP)	2.9	3.2	3.5	*	*	3.3	3.8
★ Serious injury to staff as a result of inmate assault on staff (monthly rate per 1,000 ADP)	NA	NA	0.3	*	*	0.3	0.3
Jail-based arrests of inmates	567	526	642	*	*	145	220
Fight/assault infractions	6,696	7,475	7,431	*	*	2,637	2,287
Searches	214,605	203,403	215,038	*	*	65,823	77,082
Weapons recovered	1,295	1,213	1,901	*	*	651	654
★ Escapes (monthly rate per 1,000 ADP)	0.01	0.01	0.00	*	*	0.00	0.00
★ Non-natural inmate deaths in custody (monthly rate per 1,000 ADP)	0.00	0.01	0.01	*	*	0.02	0.02
Inmate health clinic visits	92,558	86,130	79,385	*	*	28,973	28,966
- Average clinic waiting time (minutes)	23	30	29	*	*	30	27
Jail-cells unavailable (short-term repair)(%)	0.8%	0.9%	1.2%	1.0%	1.0%	1.0%	1.7%
★ Population as percent of capacity (%)	93%	93%	94%	96%	96%	94%	93%
Average cost per inmate per year (\$)	\$73,974	\$75,737	\$80,354	*	*	NA	NA
Inmates delivered to court	307,149	285,366	269,526	*	*	91,709	83,813
On-trial inmates delivered to court on time (%)	99.6%	99.7%	97.5%	95.0%	95.0%	97.6%	97.6%

★ Critical Indicator "NA" - means Not Available in this report

### ✓ Prepare inmates for return to their neighborhoods as civil and contributing members.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY12	FY13	FY11	FY12	FY11	FY12	
★ Inmates with a mental health diagnosis (% ADP)	27.0%	29.0%	32.0%	*	*	31.0%	33.0%
Average daily attendance in school programs	833.0	814.0	782.0	*	*	791.0	721.0
Average daily number of inmates in vocational skills training programs	188	193	161	*	*	130	184
★ Inmates participating in skills-building activities/discharge planning (%)	NA	NA	10.0%	*	*	9.0%	9.0%

★ Critical Indicator "NA" - means Not Available in this report

✓ Provide victim-focused and victim-friendly services to the city's crime survivor community.



Performance Statistics	A c t u a l			T a r g e t			4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated				
	FY09	FY10	FY11	FY12	FY13	FY11	FY12	
Victim Identification Notification Everyday (VINE) system registrations	8,020	32,308	20,558	*	*	12,082	4,788	
VINE confirmed notifications	7,007	24,553	32,604	*	*	10,997	4,695	

★ Critical Indicator "NA" - means Not Available in this report

## Agency Customer Service

The Department of Correction provides service to its customers through its walk-in facilities, website and correspondence.

Indicator	DOC	Citywide	DOC	Citywide	DOC Change	Citywide Change
	Jul-Oct FY11	Jul-Oct FY11	Jul-Oct FY12	Jul-Oct FY12	Jul-Oct FY11 to FY12	Jul-Oct FY11 to FY12
Average response time for email correspondence (days)	7	5	1	8	-86%	60%
Average response time for letters/mail correspondence (days)	11	11	8	9	-27%	-18%
Number of 311 inquiries (to MMR agencies)	38,644	2,467,532	29,585	2,245,344	-23%	-9%

## 311 Customer Service Center Inquiries

Top DOC-related Inquiries	Total	% of DOC	Rank in # of	Total	% of DOC	Rank in # of
	Jul-Oct FY11	Inquiries in Jul-Oct FY11	Calls in Jul-Oct FY11	Jul-Oct FY12	Inquiries in Jul-Oct FY12	Calls in Jul-Oct FY12
Rikers Island Inmate Property Pickup	11,829	31%	1	9,860	33%	1
Inmate Location and Information	NA	NA	NA	6,012	20%	2
Inmate Visit	NA	NA	NA	4,318	15%	3
Inmate Information - Holding Location or Release Date	7,227	19%	2	2,685	9%	4
Inmate Release Planning and Services	NA	NA	NA	928	3%	5

## Agency Resources

Agency Resources	A c t u a l			September	Updated		4-Month	4-Month
	FY09	FY10	FY11	2011 MMR FY12	FY12 <sup>1</sup>	FY13 <sup>1</sup>	Actual FY11	Actual FY12
Expenditures (\$ millions) <sup>2</sup>	\$1,010.2	\$1,012.0	\$1,045.1	\$1,022.8	\$1,086.1	\$1,050.8	\$330.3	\$350.7
Revenues (\$ millions)	\$21.3	\$23.1	\$22.8	\$23.5	\$23.6	\$23.6	\$7.5	\$7.6
Personnel (uniformed)	9,068	8,772	8,456	8,404	8,765	8,854	8,586	8,395
Personnel (civilian)	1,485	1,444	1,423	1,752	1,733	1,735	1,433	1,426
Overtime paid (\$000)	\$98,847	\$97,435	\$113,834	*	*	*	\$30,907	\$41,473
Capital commitments (\$ millions)	\$40.3	\$67.5	\$69.0	\$304.8	\$290.6	\$131.0	\$6.8	\$36.7

<sup>1</sup> January 2012 Financial Plan "NA" - Not Available in this report

<sup>2</sup> Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.



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### **Noteworthy Changes, Additions or Deletions**

- The Department has replaced the indicator ‘Incidents and allegations of Department use of force’ with three new indicators that describe the level of injury sustained by persons involved in incidents where officers used force. The three indicators are rates of: ‘Department use of force incidents with serious injury;’ ‘Department use of force incidents with minor injury;’ and ‘Department use of force incidents with no injury.’ These new indicators provide disaggregated information about use of force incidents, are reported as rates to better reflect performance given DOC’s variable population size, and describe the level of injury sustained by persons involved in incidents where uniformed staff used force. Minor injury is any injury requiring no treatment beyond the prescription of over-the-counter analgesics or minor first aid, and serious injury is any injury requiring treatment beyond the prescription of over-the-counter analgesics or minor first aid.
- The Department no longer reports targets for the indicator ‘Average daily attendance in school programs’ because the attendance count is primarily a function of the variable number of inmates who are eligible to attend DOE school programs.

For more information please visit the website at: [www.nyc.gov/doc](http://www.nyc.gov/doc)