



# NEW YORK CITY POLICE DEPARTMENT

Raymond W. Kelly, Commissioner

## What We Do

The Police Department (NYPD) is committed to providing, with the utmost integrity and respect, a safe and secure environment for the public. The personnel assigned to the Department's 77 precincts, 12 Transit Districts, nine Housing Police Service Areas and other investigative and specialized units protect life and deter crime while responding to emergency calls and impartially enforcing the law. NYPD protects the City from terrorists, utilizing sophisticated intelligence gathering and analysis, citywide counterterrorism deployments and department-wide counterterrorism training to enhance response capabilities.

## Our Services and Goals

### Service 1: Manage public safety programs related to criminal activity.

- Goal 1a: Reduce the incidence of crime.
- Goal 1b: Prevent terrorist attacks.
- Goal 1c: Respond to police emergencies quickly.
- Goal 1d: Improve police/community relations.

### Service 2: Manage public safety programs related to traffic safety.

- Goal 2a: Reduce the incidence of traffic accidents, injuries and fatalities.

### Service 3: Manage public safety programs related to quality of life.

- Goal 3a: Reduce the incidence of quality-of-life violations.

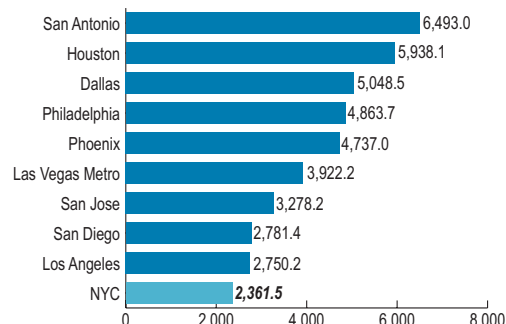
## How We Performed in Fiscal 2013

### Service 1: Manage public safety programs related to criminal activity.

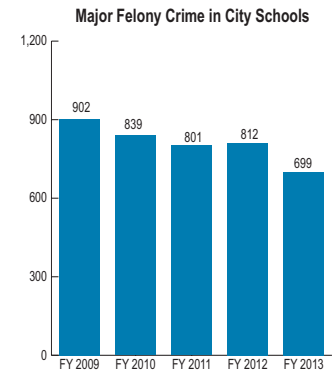
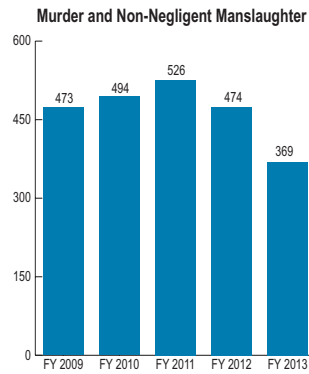
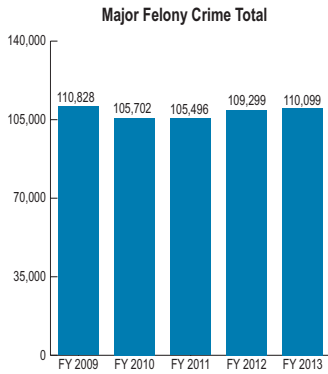
#### Goal 1a: Reduce the incidence of crime.

The Department, through anti-crime strategies informed by analysis, such as Operation Impact, strives to further the reductions in crime that have occurred over the past decade. Based on FBI total index crime statistics for Calendar 2012, New York City remains the safest large city with the lowest rate of crime per capita among the 10 largest U.S. cities as defined by the FBI. Major felony crime increased by less than one percent during Fiscal 2013 compared to Fiscal 2012. Forcible rape, felonious assault and grand larceny increased, while murder, robbery, burglary, and grand larceny auto decreased compared to Fiscal 2012. Murder and non-negligent manslaughter decreased 22 percent in Fiscal 2013 compared to Fiscal 2012. The 5 year trend is also down for murder and grand larceny auto. Major felony crime in the City's public schools decreased 14 percent during Fiscal 2013. Four categories of school felony crime decreased, while murder and burglary remained unchanged. The 5 year trend for major felony crime in schools is also down.

FBI Total Index Crime  
Rate Per 100,000 Population  
10 Largest U.S. Cities\*  
Calendar 2012



\*Excludes Chicago because reporting methods differ from FBI standards.  
Includes the entire Las Vegas metropolitan area.  
Source: Calendar 2012 FBI Uniform Crime Report (preliminary report).



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Major felony crime	110,828	105,702	105,496	109,299	110,099	*	↓	Down	Neutral
★ - Murder and non-negligent manslaughter	473	494	526	474	369	*	↓	Down	Down
★ - Forcible rape	762	860	1,138	1,098	1,198	*	↓	Down	Up
★ - Robbery	20,641	18,794	19,495	20,291	19,319	*	↓	Down	Neutral
★ - Felonious assault	16,112	16,906	17,743	18,762	19,616	*	↓	Down	Up
★ - Burglary	19,584	19,617	18,423	19,162	18,360	*	↓	Down	Neutral
★ - Grand larceny	41,468	38,295	38,193	40,642	43,622	*	↓	Down	Neutral
★ - Grand larceny auto	11,788	10,736	9,647	8,870	7,615	*	↓	Down	Down
★ Major felony crime in housing developments	4,275	4,090	4,406	4,771	5,018	*	↓	Down	Up
★ Major felony crime in transit system	2,196	2,060	2,321	2,741	2,535	*	↓	Down	Up
Crime related to domestic violence - Murder	NA	68	85	75	71	*	*	Down	NA
- Rape	NA	351	502	535	464	*	*	Down	NA
- Felonious assault	NA	4,777	5,870	6,781	7,420	*	*	Down	NA
★ School safety - Major felony crime	902	839	801	812	699	*	↓	Down	Down
- Murder	0	1	0	0	0	*	*	Down	Down
- Rape	5	2	6	5	4	*	*	Down	Neutral
- Robbery	146	147	131	148	106	*	*	Down	Down
- Burglary	104	81	86	81	81	*	*	Down	Down
- Felonious assault	231	240	269	250	200	*	*	Down	Neutral
- Grand larceny	414	361	307	326	305	*	*	Down	Down
- Grand larceny auto	2	7	2	2	3	*	*	Down	Down
School safety - Other criminal categories	3,559	3,302	3,089	3,295	2,626	*	*	Down	Down
- Other incidents	5,843	5,354	5,119	5,365	4,350	*	*	Down	Down
Gang motivated incidents	335	228	303	310	264	*	*	Neutral	Neutral
Gun arrests	6,355	6,097	5,881	5,835	5,581	*	*	Neutral	Down
Major felony crime arrests	NA	NA	NA	NA	40,258	*	*	Neutral	NA
Narcotics arrests	107,294	106,655	106,840	99,344	81,737	*	*	Neutral	Down
Juvenile arrests for major felonies	4,207	4,028	3,767	3,450	3,016	*	*	Neutral	Down

★ Critical Indicator "NA" - means Not Available in this report ↓↑ shows desired direction

### Goal 1b: Prevent terrorist attacks.

The Department continues to make strides in the prevention and detection of terrorist acts through the continuance of in-depth training for specialized units and first responders, as well as maintaining strong working relationships with other government agencies on the local, state and federal level.

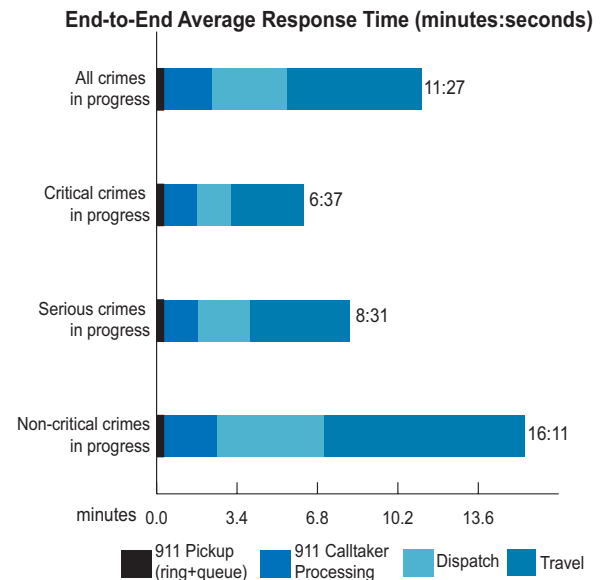
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Counterterrorism training (hrs) - Uniformed members	286,478	239,131	209,081	336,552	259,761	*	*	Neutral	Neutral
- Non-members	77,139	80,940	80,527	74,236	66,186	*	*	Neutral	Down

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

### Goal 1c: Respond to police emergencies quickly.

For the first time, the Mayor’s Management Report presents “end-to-end” average response time that incorporates every segment of a 911 call. The Mayor’s Office of Data Analytics, working with the Office of Citywide Emergency Communications, NYPD, FDNY, and the City’s technology partners, developed a way to identify for the first time the total length of a 911 call from the instant a caller finishes dialing 911 to the time when the first emergency responders arrive on scene. Each segment of a 911 call is shown in the accompanying end-to-end average response time chart.

The Mayor’s Management Report will continue to present historical average response time to crimes in progress calculated by NYPD for the dispatch and travel portions of the response.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
End-to-end average response time to all crimes in progress (minutes:seconds)	NA	NA	NA	NA	11:27	*	*	Down	NA
End-to-end average response time to critical crimes in progress (minutes:seconds)	NA	NA	NA	NA	6:37	*	*	Down	NA
End-to-end average response time to serious crimes in progress (minutes:seconds)	NA	NA	NA	NA	8:31	*	*	Down	NA
End-to-end average response time to non-critical crimes in progress (minutes:seconds)	NA	NA	NA	NA	16:11	*	*	Down	NA
★ Average response time to all crimes in progress (dispatch and travel time only) (minutes)	7.3	7.5	8.4	9.1	9.0	*	↕	Down	Up
- Critical	4.3	4.4	4.6	4.6	4.7	*	*	Down	Neutral
- Serious	5.7	5.8	6.2	6.5	6.5	*	*	Down	Up
- Non-critical	12.3	12.1	12.9	13.3	13.2	*	*	Down	Up
Crime in progress calls	NA	NA	NA	NA	419,826	*	*	Neutral	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ ↗ shows desired direction

## Goal 1d: Improve police/community relations.

The Department conducts Courtesy, Professionalism and Respect (CPR) tests by randomly selecting uniformed and civilian personnel who are not told they are being tested to gauge their demeanor and helpfulness during interactions with the public. The Department conducted 8,414 CPR tests during Fiscal 2013. More than 99 percent of the CPR tests conducted yielded “acceptable” results, with “below standard” accounting for less than 1 percent.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Courtesy, Professionalism and Respect (CPR) testing - Tests conducted	7,958	8,150	8,379	8,268	8,414	*	*	Neutral	Neutral
- Exceptionally good	11	8	4	5	6	*	*	Up	Down
- Acceptable	7,909	8,099	8,335	8,232	8,371	*	*	Neutral	Neutral
- Below standard	38	43	40	31	37	*	*	Down	Down
Total civilian complaints against members of the service	7,661	6,954	6,259	5,724	5,455	*	*	Down	Down

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

## Service 2: Manage public safety programs related to traffic safety.

### Goal 2a: Reduce the incidence of traffic accidents, injuries and fatalities.

Great emphasis is placed on promoting safety on roadways for pedestrians, bicyclists and motorists alike. Toward that end, NYPD will continue to refine its traffic safety programs generally and its collision investigation programs specifically. During Fiscal 2013 traffic fatalities decreased. Summonses for moving violations decreased by 2 percent compared to Fiscal 2012.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Traffic fatalities (motorists/passengers)	98	97	78	115	93	*	↓	Down	Neutral
★ Traffic fatalities (bicyclists/pedestrians)	178	162	158	176	168	*	↓	Down	Neutral
Driving while intoxicated (DWI) related fatalities	26	20	10	18	21	*	*	Down	Down
DWI arrests	NA	NA	NA	NA	8,723	*	*	Neutral	NA
Total moving violation summonses (000)	1,226	1,262	1,189	1,015	999	*	*	Neutral	Down
- Summonses for hazardous violations	889,776	903,746	843,171	706,250	684,012	*	*	Neutral	Down
- Summonses for prohibited use of cellular phones	211,658	231,345	197,746	153,671	148,276	*	*	Neutral	Down

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

## Service 3: Manage public safety programs related to quality of life.

### Goal 3a: Reduce the incidence of quality-of-life violations.

The Department continues to utilize available resources such as reports of quality-of-life complaints made through the 311 Customer Service Center to more effectively identify, track and target problem locations or recurring conditions that affect the quality of life of residents. Doing so allows residents and visitors to more fully enjoy the City’s residential, commercial and recreational spaces. The issuance of quality-of-life summonses decreased 8 percent in Fiscal 2013, with summonses for unreasonable noise decreasing 2 percent.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Quality-of-life summonses	544,213	556,637	538,024	497,656	458,397	*	*	Neutral	Down
- Unreasonable noise summonses	13,660	17,056	14,030	14,302	14,044	*	*	Neutral	Neutral
- Graffiti summonses	NA	NA	NA	NA	44	*	*	Neutral	NA
Graffiti arrests	NA	NA	NA	NA	3,502	*	*	Neutral	NA

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

## Agency-wide Management

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Cases commenced against the City in state and federal court	NA	NA	3,197	3,628	3,997	*	*	Neutral	NA
Payout (\$000)	\$117,692	\$128,842	\$166,616	\$131,666	\$120,676	*	*	Down	Neutral
Collisions involving City vehicles (per 100,000 miles)	NA	NA	NA	NA	5.3	*	*	Down	NA
Workplace injuries reported (uniform and civilian)	NA	NA	NA	NA	8,420	*	*	Down	NA
Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	63%	62%	*	*	Neutral	NA

★ Critical Indicator "NA" - means Not Available in this report ↕ ↑ shows desired direction

## Agency Customer Service

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
Calls answered in 30 seconds (%)	100	99	100	100	99	100	99	Neutral
Completed customer requests for interpretation	NA	259,696	258,830	258,018	264,803	NA	NA	NA
CORE customer experience rating (0-100)	NA	70	86	89	86	89	86	NA
Response to 311 Service Requests (SRs)								
Percent meeting time to action (close) – Blocked Driveway - No Access (0.3 days)	94	94	94	92	91	92	91	Neutral
Percent meeting time to action (close) – Commercial Noise (0.3 days)	96	97	96	95	94	95	94	Neutral
Percent meeting time to action (close) – Noise - Street/Sidewalk (0.3 days)	96	97	96	95	94	95	94	Neutral
Percent meeting time to action (close) – Residential Noise - Banging/Pounding (0.3 days)	94	94	94	92	91	92	91	Neutral
Percent meeting time to action (close) – Residential Noise - Loud Music/Party (0.3 days)	95	96	95	94	93	94	93	Neutral

## Agency Resources

Resource Indicators	Actual					Plan <sup>1</sup>		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) <sup>2</sup>	\$4,469.2	\$4,666.9	\$4,804.8	\$4,867.9	\$4,930.5	\$4,953.3	\$4,756.9	Neutral
Revenues (\$000,000)	\$104.8	\$100.2	\$100.0	\$100.3	\$95.1	\$97.2	\$105.7	Neutral
Personnel (uniformed)	35,641	34,636	33,777	34,510	34,804	34,483	34,483	Neutral
Personnel (civilian)	16,663	16,079	15,894	15,815	15,745	15,832	15,655	Neutral
Overtime paid (\$000,000)	\$504.6	\$538.4	\$549.5	\$604.8	\$614.3	\$580.5	\$493.8	Up
Capital commitments (\$000,000)	\$146.1	\$805.5	\$80.1	\$62.7	\$89.9	\$296.2	\$271.1	Down
Work Experience Program (WEP) participants assigned	167	247	231	168	254	*	*	Up

<sup>1</sup>Authorized Budget Level

<sup>2</sup>Expenditures include all funds.

"NA" - Not Available in this report

## Noteworthy Changes, Additions or Deletions

- The following indicators were added to this report: 'end-to-end average response time to all crimes in progress (minutes:seconds),' 'end-to-end average response time to critical crimes in progress (minutes:seconds),' 'end-to-end average response time to serious crimes in progress (minutes:seconds),' 'end-to-end average response time to non-critical crimes in progress (minutes:seconds),' 'collisions involving City vehicles (per 100,000 miles),' 'workplace injuries reported (uniform and civilian)' and 'violations admitted to or upheld at the Environmental Control Board (%)'

For additional agency performance statistics, please visit:

- Crime Prevention/Crime Statistics (reports updated regularly):  
[http://www.nyc.gov/html/nypd/html/crime\\_prevention/crime\\_statistics.shtml](http://www.nyc.gov/html/nypd/html/crime_prevention/crime_statistics.shtml)

For more information on the agency, please visit: [www.nyc.gov/nypd](http://www.nyc.gov/nypd).