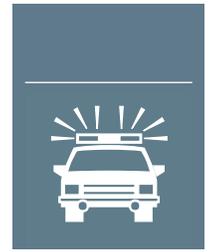


# NEW YORK CITY POLICE DEPARTMENT

William J. Bratton, 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.

## FOCUS ON EQUITY

NYPD serves all New Yorkers and millions of visitors to the City by maintaining a safe environment and delivering a wide array of public services. For more than 20 years, the Department's Compstat process and its Patrol Allocation Plan have ensured the equitable deployment of police resources, staffing the City's 77 precincts, 12 Transit Bureau districts and nine Housing Bureau police service areas, assigning numbers of police officers that are commensurate with the problems and challenges faced by each of those commands. Equitable, needs-based allocation of police personnel has been a major factor in reducing crime, as it continues to be at historically low levels. Crime levels have remained low while the Department has experienced a dramatic decrease in the levels of stop and frisk. To support the Vision Zero program for reducing traffic fatalities, the Department has strengthened its enforcement of traffic safety violations throughout the City, particularly at the most hazardous intersections and locations. With NYPD's 2015 Plan of Action, the Department is undertaking a series of strategic changes in how it performs its critical police mission. Taken together, these changes mark a significant departure from past practice. The Department will define and implement new initiatives in five key areas: 1. Tactics: a neighborhood-policing plan that is rooted in local communities and tied to local concerns; 2. Technology: a transformation in NYPD technology, bringing its full capabilities to police officers in the field; 3. Training: field training for recruits and recurring training for more experienced officers, imparting the skills to manage the encounters that are the fundamental business of street policing; 4. Terrorism: strengthened investigative and enforcement efforts with federal, state and local partners, as well as improved communication and monitoring of evolving conditions overseas; and 5. Trust: a compact with both the communities and the police officers to deal fairly with each other, and to strengthen the lines of communication through neighborhood policing and participation in social media outlets.

## OUR SERVICES AND GOALS

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### **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.

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### **SERVICE 2 Manage public safety programs related to traffic safety.**

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

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### **SERVICE 3 Manage public safety programs related to quality of life.**

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

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### **SERVICE 4 Ensure courteous, professional and respectful interactions with the community.**

- Goal 4a Improve police/community relations.

# HOW WE PERFORMED IN FISCAL 2015

## SERVICE 1 Manage public safety programs related to criminal activity.

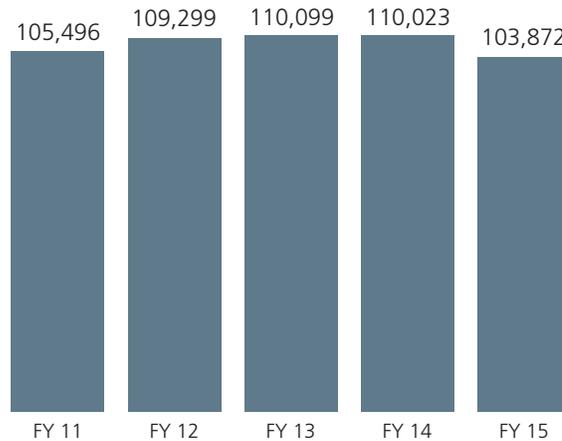
Goal 1a Reduce the incidence of crime.

The Department, through innovative anti-crime strategies, strives to continue the reductions in crime that have occurred over the past decade. In Fiscal 2015 the Department introduced a new neighborhood-policing model where officers will be working with local neighborhood forums to reach consensus on the most critical issues and crimes in order to adapt police operations for each community.

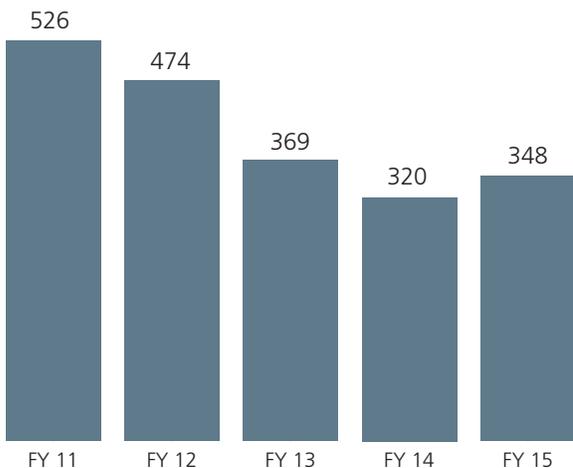
Based on preliminary semiannual FBI total index crime statistics for cities that have reported data for Calendar 2014, New York City remains the safest large city with the lowest rate of crime per capita among the 10 largest U.S. Cities.

During Fiscal 2015 murder increased nine percent compared to Fiscal 2014; however, total major felony crime decreased six percent compared to Fiscal 2014. Major felony crime in the City's public schools decreased six percent during Fiscal 2015.

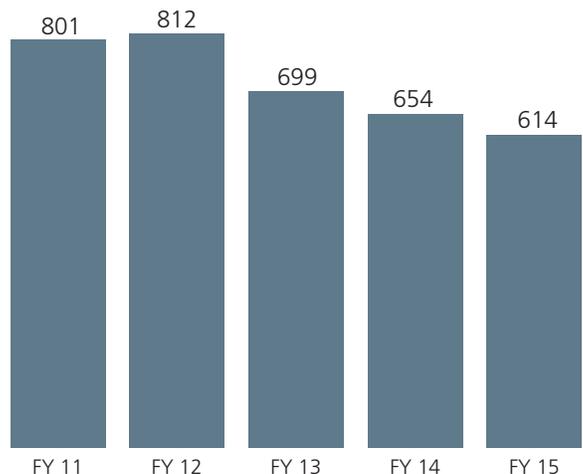
### Major Felony Crime Total



### Murder and Non-Negligent Manslaughter



### Major Felony Crime in City Schools



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Major felony crime	105,496	109,299	110,099	110,023	103,872	↓	↓	Down	Neutral
★ - Murder and non-negligent manslaughter	526	474	369	320	348	↓	↓	Down	Down
★ - Forcible rape	1,138	1,098	1,198	1,064	1,064	↓	↓	Down	Neutral
★ - Robbery	19,495	20,291	19,319	18,208	16,428	↓	↓	Down	Down
★ - Felonious assault	17,743	18,762	19,616	20,517	19,544	↓	↓	Down	Up
★ - Burglary	18,423	19,162	18,360	17,140	15,828	↓	↓	Down	Down
★ - Grand larceny	38,193	40,642	43,622	45,238	43,112	↓	↓	Down	Up
★ - Grand larceny auto	9,647	8,870	7,615	7,536	7,548	↓	↓	Down	Down
★ Major felony crime in housing developments	4,406	4,771	5,018	5,328	4,858	↓	↓	Down	Up
★ Major felony crime in transit system	2,321	2,741	2,535	2,488	2,283	↓	↓	Down	Neutral
Crime related to domestic violence - Murder	85	75	71	56	61	*	*	Down	Down
- Rape	502	535	464	471	481	*	*	Down	Neutral
- Felonious assault	5,870	6,781	7,420	8,335	7,771	*	*	Down	Up
★ School safety - Major felony crime	801	812	699	654	614	↓	↓	Down	Down
- Murder	0	0	0	1	0	*	*	Down	Neutral
- Rape	6	5	4	2	6	*	*	Down	Down
- Robbery	131	148	106	94	55	*	*	Down	Down
- Felonious assault	269	250	200	172	176	*	*	Down	Down
- Burglary	86	81	81	53	51	*	*	Down	Down
- Grand larceny	307	326	305	331	325	*	*	Down	Neutral
- Grand larceny auto	2	2	3	1	1	*	*	Down	Down
School safety - Other criminal categories	3,089	3,295	2,626	2,485	2,286	*	*	Down	Down
- Other incidents	5,119	5,365	4,350	3,811	3,975	*	*	Down	Down
Gang motivated incidents	303	310	264	225	328	*	*	Neutral	Neutral
Gun arrests	5,881	5,835	5,581	4,776	4,776	*	*	Neutral	Down
Major felony crime arrests	NA	NA	40,258	42,444	41,599	*	*	Neutral	NA
Narcotics arrests	106,840	99,344	81,737	75,389	61,007	*	*	Neutral	Down
Juvenile arrests for major felonies	3,767	3,450	3,016	2,883	2,671	*	*	Neutral	Down

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

## Goal 1b Prevent terrorist attacks.

The Department places a significant emphasis on the prevention and detection of terrorist acts. Continuous efforts are made to conduct in-depth training for all first responders, maintain partnerships with other government agencies at the local, state and federal levels, and gather terrorism related intelligence as effectively and expeditiously as possible. Instead of drawing personnel from patrol precincts each day and depleting local patrol squads, NYPD's new Counterterrorism Critical Response Command will be staffed with dedicated personnel, trained and equipped to counter active shooter incidents as well as terrorist attacks.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Counterterrorism training (hrs) - Uniformed members	209,081	336,552	259,761	206,781	216,556	*	*	Neutral	Down
- Non-members	80,527	74,236	66,186	17,588	26,152	*	*	Neutral	Down

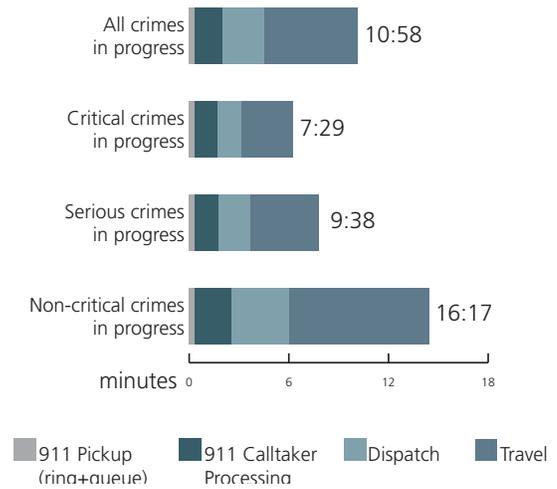
★ Critical Indicator "NA" - means Not Available in this report ↓↑ shows desired direction

**Goal 1c** Respond to police emergencies quickly.

The Department strives to respond to all calls for service as expeditiously as possible, while also ensuring that the public is provided with optimal levels of police service at each instance where the assistance of the Police Department is required. By expanding the use of the Department’s mobile technology, patrol officers will have universal search capabilities and receive immediate notifications of 911 calls, often prior to radio dispatch, enabling swifter response to crimes in progress and other requests for service. Wanted posters and missing persons photos will be electronically sent to every police officer, as will alerts about suspected terrorist attacks.

End-to-end average response time, captured for the first time in Fiscal 2013, measures the total length of a 911 call, from the instant a caller dials 911 to the time when the first emergency responders arrive on scene. Each segment of a 911 call is shown in the end-to-end average response time chart. The Mayor’s Management Report also continues to present historical average response time to crimes in progress calculated by NYPD for the dispatch and travel portions of the response.

**End-to-End Average Response Time (minutes:seconds)**



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
End-to-end average response time to all crimes in progress (minutes:seconds)	NA	NA	11:18	10:55	10:58	*	*	Down	NA
End-to-end average response time to critical crimes in progress (minutes:seconds)	NA	NA	6:37	7:08	7:29	*	*	Down	NA
End-to-end average response time to serious crimes in progress (minutes:seconds)	NA	NA	8:31	8:55	9:38	*	*	Down	NA
End-to-end average response time to non-critical crimes in progress (minutes:seconds)	NA	NA	15:58	15:03	16:17	*	*	Down	NA
★ Average response time to all crimes in progress (dispatch and travel time only) (minutes)	8.4	9.1	9.0	8.5	8.5	↓	↓	Down	Neutral
Average response time to critical crimes in progress (dispatch and travel time only) (minutes)	4.6	4.6	4.7	4.9	5.0	*	*	Down	Neutral
Average response time to serious crimes in progress (dispatch and travel time only) (minutes)	6.2	6.5	6.5	6.8	7.2	*	*	Down	Up
Average response time to non-critical crimes in progress (dispatch and travel time only) (minutes)	12.9	13.3	13.2	12.0	13.2	*	*	Down	Neutral
Crime in progress calls	NA	NA	419,826	326,835	275,032	*	*	Neutral	NA

★ 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 collisions, injuries and fatalities.

The Department, through collaborative traffic safety initiatives such as Vision Zero and comprehensive collision investigations, strives to improve and maintain the safety of pedestrians, motorists and bicyclists alike.

In Fiscal 2015 traffic fatalities involving bicyclists/pedestrians decreased eight percent and traffic fatalities involving motorists/passengers decreased 20 percent compared to Fiscal 2014.

NYPD personnel issued four percent fewer moving violations summonses, while the number of summonses issued for hazardous violations increased 11 percent compared to Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Traffic fatalities (motorist/passengers)	78	115	93	113	90	↓	↓	Down	Neutral
★Traffic fatalities (bicyclists/pedestrians)	158	176	168	172	159	↓	↓	Down	Neutral
Driving while intoxicated (DWI) related fatalities	10	18	40	38	31	*	*	Down	Up
DWI arrests	NA	NA	8,723	10,123	8,155	*	*	Neutral	NA
Total moving violation summonses (000)	1,189	1,015	999	1,052	1,005	*	*	Neutral	Down
- Summonses for hazardous violations	843,171	706,250	684,012	749,561	832,975	*	*	Neutral	Neutral
- Summonses for prohibited use of cellular phones	197,746	153,671	148,276	142,112	125,787	*	*	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, through rigorous analysis and other available resources, continues its efforts to identify and target conditions that affect the quality of life of residents and visitors. As part of the Department's new neighborhood-policing model introduced in Fiscal 2015, specialty units have been scaled back to provide more patrol personnel, so that officers have increased time and latitude to meet and work with more community members, and identify and remediate recurring quality-of-life concerns.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Quality-of-life summonses	538,024	497,656	458,397	404,278	331,832	*	*	Neutral	Down
- Unreasonable noise summonses	14,030	14,302	14,044	12,991	8,249	*	*	Neutral	Down
- Graffiti summonses	NA	NA	44	18	11	*	*	Neutral	NA
Graffiti arrests	NA	NA	3,502	3,167	2,687	*	*	Neutral	NA

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

## SERVICE 4 Ensure courteous, professional and respectful interactions with the community.

### Goal 4a Improve police/community relations.

NYPD's efforts to win and maintain the trust of communities will be closely tied to the new patrol model. Patrol officers assigned to the same geographic area each day will be working with community members more closely and completely than ever before. Neighborhood working groups convened by the Neighborhood Coordinating Officers will provide a forum for cooperative and integrated problem solving. And at the highest levels, the Department is communicating with the City's many neighborhoods on an unprecedented scale, with more than 100 separate social media channels and a vigorous online presence. The Police Commissioner has held more than 400 meetings with community groups and residents since 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Courtesy, Professionalism and Respect (CPR) testing - Tests conducted	8,379	8,268	8,414	8,558	8,489	*	*	Neutral	Neutral
- Exceptionally good	4	5	6	8	7	*	*	Up	Up
- Acceptable	8,335	8,232	8,371	8,508	8,416	*	*	Neutral	Neutral
- Below standard	40	31	37	42	66	*	*	Down	Up
Total civilian complaints against members of the service	6,259	5,724	5,455	5,573	4,165	*	*	Down	Down

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

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Cases commenced against the City in state and federal court	3,197	3,628	3,997	3,701	3,549	*	*	Neutral	Neutral
Payout (\$000)	\$166,616	\$131,666	\$120,676	\$154,106	\$202,654	*	*	Down	Up
Collisions involving City vehicles (per 100,000 miles)	NA	NA	5.3	3.5	3.2	*	*	Down	NA
Workplace injuries reported (uniform and civilian)	NA	NA	8,420	8,512	7,564	*	*	Down	NA
Violations admitted to or upheld at the Environmental Control Board (%)	NA	63%	62%	64%	66%	*	*	Neutral	NA

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Customer Experience									
Completed requests for interpretation	258,830	258,018	264,803	263,035	273,575	*	*	Neutral	Neutral
CORE facility rating	86	89	86	90	88	*	*	Up	Neutral
Calls answered in 30 seconds (%)	100%	100%	99%	99%	99%	*	*	Up	Neutral

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Response to 311 Service Requests (SRs)									
Percent meeting time to close – Residential Noise - Loud Music/Party (0.3 days)	95	94	93	95	93	*	*	Neutral	Neutral
Percent meeting time to close – Residential Noise - Banging/Pounding (0.3 days)	94	92	91	94	91	*	*	Neutral	Neutral
Percent meeting time to close – Noise - Street/Sidewalk (0.3 days)	96	95	94	96	95	*	*	Neutral	Neutral
Percent meeting time to close – Commercial Noise (0.3 days)	96	95	94	97	96	*	*	Neutral	Neutral
Percent meeting time to close – Blocked Driveway - No Access (0.3 days)	94	92	91	94	90	*	*	Neutral	Neutral

## AGENCY RESOURCES

Resource Indicators	Actual					Plan <sup>1</sup>		5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16	
Expenditures (\$000,000) <sup>2</sup>	\$4,804.8	\$4,867.9	\$4,892.6	\$4,912.3	\$5,234.8	\$5,163.4	\$5,069.3	Neutral
Revenues (\$000,000)	\$100.0	\$100.3	\$95.1	\$99.3	\$103.9	\$94.2	\$95.3	Neutral
Personnel (uniformed)	33,777	34,510	34,804	34,440	34,618	34,483	35,780	Neutral
Personnel (civilian)	15,894	15,815	15,745	16,125	16,233	16,614	17,328	Neutral
Overtime paid (\$000,000)	\$549.5	\$604.8	\$635.4	\$583.5	\$613.5	\$581.2	\$607.6	Neutral
Capital commitments (\$000,000)	\$80.1	\$62.7	\$88.5	\$170.1	\$141.1	\$421.9	\$350.7	Up
Work Experience Program (WEP) participants assigned	231	168	254	210	238	*	*	Up

<sup>1</sup>Authorized Budget Level

"NA" - Not Available in this report

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

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Department revised Fiscal 2014 values for traffic fatalities to reflect updated data.

## ADDITIONAL RESOURCES

For additional information go to:

- 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).

