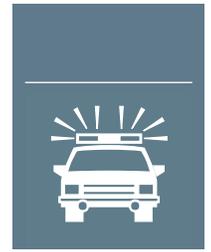


NEW YORK CITY POLICE DEPARTMENT

James P. O'Neill, 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. Crime levels have remained low while the Department has experienced a dramatic decrease in the levels of stop, question 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 Plan of Action, the Department is implementing 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 has defined and is continuing to implement 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 communities and 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

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.

SERVICE 2 Manage public safety programs related to traffic safety.

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

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

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

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

- Goal 4a Improve police/community relations.

HOW WE PERFORMED IN FISCAL 2016

SERVICE 1 Manage public safety programs related to criminal activity.

Goal 1a Reduce the incidence of crime.

The Department is implementing its new neighborhood-policing model. Specialty units have been scaled back to provide more patrol personnel so that officers have the time and latitude to meet and work with more community members to identify recurring issues, and to work on the remediation of the issues they have found. Patrol officers are working with local neighborhood forums to reach a consensus on the most critical issues and crimes facing that particular community, in order to effectively prioritize and adapt police operations.

Total major felony crime increased by less than two percent during Fiscal 2016 compared to Fiscal 2015. During Fiscal 2016 murder decreased two percent compared to Fiscal 2015. Major felony crime in the City's public schools decreased 13 percent compared to Fiscal 2015.

Based on preliminary semiannual FBI total index crime statistics for cities that have reported data for Calendar 2015, New York City remains the safest large city with the lowest rate of crime per capita among the 10 largest U.S. cities.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ Major felony crime	109,299	110,099	110,023	103,872	105,614	↓	↓	Down	Neutral
★ - Murder and non-negligent manslaughter	474	369	320	348	341	↓	↓	Down	Down
★ - Forcible rape	1,098	1,198	1,064	1,064	1,164	↓	↓	Down	Neutral
★ - Robbery	20,291	19,319	18,208	16,428	16,670	↓	↓	Down	Down
★ - Felonious assault	18,762	19,616	20,517	19,544	20,877	↓	↓	Down	Neutral
★ - Burglary	19,162	18,360	17,140	15,828	14,463	↓	↓	Down	Down
★ - Grand larceny	40,642	43,622	45,238	43,112	45,164	↓	↓	Down	Neutral
★ - Grand larceny auto	8,870	7,615	7,536	7,548	6,935	↓	↓	Down	Down
★ Major felony crime in housing developments	4,771	5,018	5,328	4,858	5,205	↓	↓	Down	Neutral
★ Major felony crime in transit system	2,741	2,535	2,488	2,283	2,520	↓	↓	Down	Down
Crime related to domestic violence - Murder	75	71	56	61	53	*	*	Down	Down
- Rape	535	464	471	481	526	*	*	Down	Neutral
- Felonious assault	6,781	7,420	8,335	7,771	7,986	*	*	Down	Up
★ School safety - Major felony crime	812	699	654	614	532	↓	↓	Down	Down
- Murder	0	0	1	0	0	*	*	Down	Neutral
- Rape	5	4	2	6	2	*	*	Down	Down
- Robbery	148	106	94	55	66	*	*	Down	Down
- Felonious assault	250	200	172	176	148	*	*	Down	Down
- Burglary	81	81	53	51	33	*	*	Down	Down
- Grand larceny	326	305	331	325	279	*	*	Down	Neutral
- Grand larceny auto	2	3	1	1	4	*	*	Down	Up
School safety - Other criminal categories	3,295	2,626	2,485	2,286	2,219	*	*	Down	Down
- Other incidents	5,365	4,350	3,811	3,975	4,092	*	*	Down	Down
Gang motivated incidents	310	264	225	328	349	*	*	Neutral	Up
Gun arrests	5,835	5,581	4,776	4,776	5,194	*	*	Neutral	Down
Major felony crime arrests	NA	40,258	42,444	41,599	43,516	*	*	Neutral	NA
Narcotics arrests	99,344	81,737	75,389	61,007	56,320	*	*	Neutral	Down
Juvenile arrests for major felonies	3,450	3,016	2,883	2,671	2,495	*	*	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; to maintain partnerships with other government agencies at the local, state and federal levels; and to 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 Counterterrorism Critical Response Command is now staffed with dedicated personnel, trained and equipped to counter active-shooters and other types of terrorist attacks.

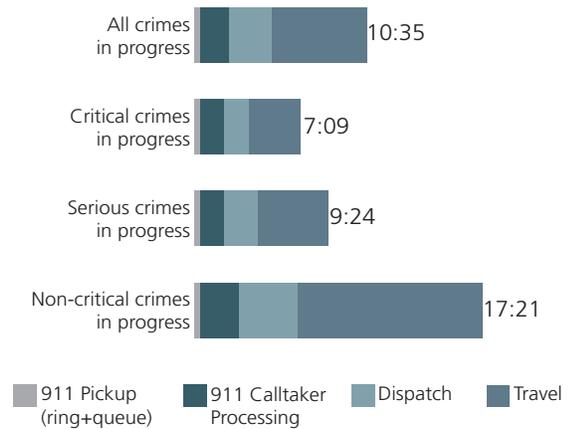
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Counterterrorism training (hrs) - Uniformed members	336,552	259,761	206,781	216,556	210,582	*	*	Neutral	Down
- Non-members	74,236	66,186	17,588	26,152	48,607	*	*	Neutral	Down

★ 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 all members of the public are provided with optimal levels of police service at each instance where the assistance of the Police Department is required. By expanding the use of Department smartphones and tablets, giving patrol officers universal search capabilities and immediate notifications of 911 calls—often prior to radio dispatch—NYPD is enabling swifter response to crimes in progress and other requests for service.

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



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
End-to-end average response time to all crimes in progress (minutes:seconds)	NA	11:18	10:55	10:58	10:35	*	*	Down	NA
End-to-end average response time to critical crimes in progress (minutes:seconds)	NA	6:37	7:08	7:29	7:09	*	*	Down	NA
End-to-end average response time to serious crimes in progress (minutes:seconds)	NA	8:31	8:55	9:38	9:24	*	*	Down	NA
End-to-end average response time to non-critical crimes in progress (minutes:seconds)	NA	15:58	15:03	16:17	17:21	*	*	Down	NA
★ Average response time to all crimes in progress (dispatch and travel time only) (minutes)	9.1	9.0	8.5	9.3	9.1	↕	↕	Down	Neutral
Average response time to critical crimes in progress (dispatch and travel time only) (minutes)	4.6	4.7	4.9	5.9	5.5	*	*	Down	Up
Average response time to serious crimes in progress (dispatch and travel time only) (minutes)	6.5	6.5	6.8	8.2	8.1	*	*	Down	Up
Average response time to non-critical crimes in progress (dispatch and travel time only) (minutes)	13.3	13.2	12.0	13.9	14.5	*	*	Down	Neutral
Crime in progress calls	NA	NA	NA	275,032	261,992	*	*	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 2016 the total number of moving violation summonses issued increased three percent compared to Fiscal 2015, including a six percent increase in summonses issued for hazardous violations. Traffic fatalities involving motorists/passengers decreased seven percent and fatalities involving bicyclists/pedestrians decreased four percent compared to Fiscal 2015.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★Traffic fatalities (motorist/passengers)	115	93	113	90	84	↓	↓	Down	Down
★Traffic fatalities (bicyclists/pedestrians)	176	168	172	159	152	↓	↓	Down	Down
Driving while intoxicated (DWI) related fatalities	18	40	38	31	35	*	*	Down	Up
DWI arrests	NA	8,723	10,123	8,155	7,577	*	*	Neutral	NA
Total moving violation summonses (000)	1,015	999	1,052	1,005	1,032	*	*	Neutral	Neutral
- Summonses for hazardous violations	706,250	684,012	749,561	832,975	879,790	*	*	Neutral	Up
- Summonses for prohibited use of cellular phones	153,671	148,276	142,112	125,787	125,241	*	*	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 Neighborhood Coordination Officers learn more about their precincts and about the people who live in, work and visit them, they will develop a greater degree of detailed knowledge about quality-of-life issues affecting that particular community.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
«Quality-of-life summonses	497,656	458,397	404,278	331,832	323,980	*	*	Neutral	Down
- Unreasonable noise summonses	14,302	14,044	12,991	8,249	5,487	*	*	Neutral	Down
- Graffiti summonses	NA	44	18	11	7	*	*	Neutral	NA
Graffiti arrests	NA	3,502	3,167	2,687	2,123	*	*	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 is closely tied to the new patrol model. Patrol officers assigned to the same geographic area each day are working with community members more closely than ever before. Neighborhood working groups convened by the Neighborhood Coordination Officers will provide a forum for cooperative and integrated problem solving. At the highest levels, the Department is communicating with the City's many neighborhoods on an unprecedented scale, including more than 100 separate social media channels and a vigorous online presence. In all this, NYPD seeks to police with New York's communities, not just for them.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ Courtesy, Professionalism and Respect (CPR) testing - Tests conducted	8,268	8,414	8,558	8,489	8,243	*	*	Neutral	Neutral
- Exceptionally good	5	6	8	7	0	*	*	Up	Down
- Acceptable	8,232	8,371	8,508	8,416	8,142	*	*	Neutral	Neutral
- Below standard	31	37	42	66	101	*	*	Down	Up
Total civilian complaints against members of the service	5,724	5,455	5,573	4,165	4,711	*	*	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
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Cases commenced against the City in state and federal court	3,628	3,997	3,701	3,549	2,933	*	*	Neutral	Down
Payout (\$000)	\$131,666	\$120,676	\$154,106	\$202,654	\$228,454	*	*	Down	Up
Collisions involving City vehicles (per 100,000 miles)	NA	5.3	3.5	3.2	3.9	*	*	Down	NA
Workplace injuries reported (uniform and civilian)	NA	8,420	8,512	7,564	7,249	*	*	Down	NA
Violations admitted to or upheld at the Environmental Control Board (%)	63%	62%	64%	66%	68%	*	*	Neutral	Up

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Customer Experience									
Completed requests for interpretation	258,018	264,803	263,035	273,575	238,382	*	*	Neutral	Neutral
CORE facility rating	89	86	90	88	94	*	*	Up	Neutral
Calls answered in 30 seconds (%)	100%	99%	99%	99%	99%	*	*	Up	Neutral

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Response to 311 Service Requests (SRs)									
Percent meeting time to close – Residential Noise - Loud Music/Party (0.3 days)	94	93	95	93	88	*	*	Neutral	Neutral
Percent meeting time to close – Residential Noise - Banging/Pounding (0.3 days)	92	91	94	91	86	*	*	Neutral	Neutral
Percent meeting time to close – Noise - Street/Sidewalk (0.3 days)	95	94	96	95	90	*	*	Neutral	Neutral
Percent meeting time to close – Commercial Noise (0.3 days)	95	94	97	96	93	*	*	Neutral	Neutral
Percent meeting time to close – Blocked Driveway - No Access (0.3 days)	92	91	94	90	84	*	*	Neutral	Neutral

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17	
Expenditures (\$000,000) ³	\$4,867.9	\$4,892.6	\$4,912.3	\$5,151.6	\$5,521.8	\$5,504.1	\$5,150.9	Up
Revenues (\$000,000)	\$100.3	\$95.1	\$99.3	\$103.9	\$103.0	\$97.3	\$100.5	Neutral
Personnel (uniformed)	34,510	34,804	34,440	34,618	35,990	35,780	35,780	Neutral
Personnel (civilian)	15,815	15,745	16,125	16,233	15,939	17,612	17,869	Neutral
Overtime paid (\$000,000)	\$604.8	\$635.4	\$583.5	\$716.1	\$649.6	\$631.1	\$584.0	Up
Capital commitments (\$000,000)	\$62.7	\$88.5	\$170.1	\$141.1	\$190.3	\$510.5	\$529.6	Up
Work Experience Program (WEP) enrollment	NA	NA	NA	NA	74	*	*	NA

¹Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds
 "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- James P. O'Neill succeeded William J. Bratton as Police Commissioner in September 2016, after the close of the Fiscal 2016 reporting period.
- Fiscal 2015 values for average response time (dispatch and travel time only) to all crimes in progress, critical crimes in progress, serious crimes in progress and non-critical crimes in progress have been revised to reflect updated data. All other data reported for these indicators remains unchanged.
- Fiscal 2016 data for Customers Observing and Reporting Experiences (CORE) ratings represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.
- As announced in the 2016 Preliminary Mayor's Management Report, the agency resources indicator 'Work Experience Program (WEP) participants assigned' is replaced with 'Work Experience Program (WEP) Enrollment' in this report to reflect better the actual program participation. Data prior to Fiscal 2016 is not available.

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

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