Indicator name: Major felony crime
-
Murder and non-negligent manslaughter
- Forcible rape
- Robbery
- Felonious assault
- Burglary
- Grand larceny
- Grand larceny auto

Description: The number of major felony crimes citywide, including domestic violence-related felonies, within seven categories corresponding to New York State Penal Law: murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto. Includes all major felony crime occurring in housing developments, transit system, public schools and citywide patrol.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Major felony crime in housing developments

Description: Seven major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring on New York City Housing Authority property, including buildings, grounds and facilities.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Major felony crime in transit system

Description: Six major felony crimes (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary and grand larceny) occurring within New York City Transit Authority trains, stations and facilities.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Crime related to domestic violence
- Murder
- Rape
- Felonious assault

Description: The number of murders, rapes and felonious assaults involving family members who are either related by blood, related by marriage (in-laws), married, have children in common, formerly married to one another (separated or divorced), or live in a family-type arrangement, as well as people who are not related by blood or marriage and who are or have been in an intimate relationship, regardless of whether such persons have lived together at any time.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: - School safety
- Major felony crime

Description: All crimes categorized as a major felony crime (murder and non-negligent manslaughter, forcible rape, robbery, felonious assault, burglary, grand larceny and grand larceny auto) occurring within all City public schools. Figures are also listed separately for each category of major felony.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: School safety
- Other criminal categories

Description: All other reported felonies and misdemeanors occurring within all City public schools.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: School safety
- Other incidents

Description: All serious non-criminal incidents occurring within all City public schools.

Source: NYPD Office of Management Analysis and Planning.

Indicator name: Gang motivated incidents
Description: Incidents that involve unlawful conduct committed primarily to benefit the interests of a gang or crew criminal group (a group of people with an informal or formal structure, with designated leaders, engaging in or supporting illegal activities).
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Gun arrests
Description: Felony and misdemeanor arrests with at least one firearm charge (Penal Law 265) that includes either a subsection that involves a firearm, or a subsection that may involve other dangerous weapons that also has either "gun model" or "firearm type" arrest report entries identifying the weapon as a firearm.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Major felony crime arrests
Description: Total number of arrests, including juvenile arrests, for the seven major felony crimes (murder and non-negligent manslaughter, rape, robbery, burglary, felonious assault, grand larceny and grand larceny auto).
Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Juvenile arrests for major felonies
Description: Arrests of youth, over 7 and under 16 years of age, for a major felony crime.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Narcotics Arrests
- Felonies
- Misdemeanors
- Violations

Description: Felony, misdemeanor and violation arrests for the sale, possession or use of narcotics or marijuana.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Counterterrorism training (hours)
- Uniformed members
- Non-members

Description: The number of hours of training conducted by the Counterterrorism Bureau, Training Bureau, and Community Affairs for members of the Department and other persons (non-members) regarding the prevention, detection and effective response to potential terrorist incidents.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: End-to-end average response time to all crimes in progress (minutes: seconds)
Description: Measures the average response time for the total length of a 911 call for crimes in progress from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office; NYPD.

Indicator name: End-to-end average response time to critical crimes in progress (minutes: seconds)
Description: Measures the average response time for the total length of a 911 call for critical crimes in progress (such as shots fired, robbery, assault with a weapon) from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office; NYPD.

Indicator name: End-to-end average response time to serious crimes in progress (minutes: seconds)
Description: Measures the average response time for the total length of a 911 call for serious crimes in progress (such as larceny not from a person, assault not involving a weapon, larceny of an auto) from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office; NYPD.

Indicator name: End-to-end average response time to non-critical crimes in progress (minutes: seconds)
Description: Measures the average response time for the total length of a 911 call for non-critical crimes in progress (such as making graffiti, trespass, harassment) from the instant a caller finishes dialing 911 to the time when the first officers arrive on scene, including the time it takes the 911 call taker to answer the call.
Source: Mayor's Office; NYPD.

Indicator name: Average response time to all crimes in progress (dispatch and travel time only) (minutes)
- Critical
- Serious
- Non-critical

Description: The average dispatch and travel time for response to all crimes in progress, including response time to critical crimes in progress (such as shots fired, robbery, assault with a weapon); serious crimes in progress (such as larceny not from a person, assault not involving a weapon, larceny of an auto); and non-critical crimes in progress (crimes in progress not including robbery, burglary, larceny or assault, such as making graffiti, trespass and harassment). Response time is measured from the time the NYPD dispatcher receives the assignment to the time the officers arrive on the scene.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Crime in progress calls
Description: Number of calls made to 911 regarding crimes in progress.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Courtesy, Professionalism and Respect (CPR) testing – Tests conducted
- Exceptionally good
- Acceptable
- Below standard

Description: The number of tests conducted by the Department's Quality Assurance Division, with results shown by category – exceptionally good, acceptable and below standard. These tests are conducted of randomly selected uniformed and civilian personnel who are not told they are being tested to gauge their demeanor and helpfulness during interactions with the public.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Total civilian complaints against members of the service
Description: The number of complaints made by civilians against members of the Department investigated by the Civilian Complaint Review Board, for allegations of excessive force, abuse of authority, discourtesy and offensive language.
Source: Civilian Complaint Review Board.

Indicator name: Traffic fatalities (motorists/passengers)
Description: Motor vehicle operators or passengers killed in vehicle collisions.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Traffic fatalities (bicyclists/pedestrians)
Description: Bicyclists and pedestrians killed in vehicle collisions.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: DWI-related fatalities
Description: The number of fatalities resulting from motor vehicle collisions that involve intoxicated motorists (Driving While Intoxicated).
Source: NYPD Office of Management Analysis and Planning.

Indicator name: DWI arrests
Description: Total number of arrests made for driving while intoxicated (DWI).
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Total moving violation summonses
Description: All moving violation summonses issued by NYPD personnel.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Summonses for hazardous violations
Description: A category of moving violation summonses issued for traffic infractions that have been identified by the Department as being the major causes of most collisions, deaths and injuries on the roadways, including the prohibited use of a cellular phone while operating a motor vehicle, disobeying traffic signals, and improper passing and speeding.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Summonses for prohibited use of cellular phones
Description: A subcategory of hazardous violation summonses issued for operating a motor vehicle on a public highway while using a mobile telephone to engage in a call while the vehicle is in motion, as defined by State Vehicle and Traffic Law.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Quality-of-life summonses
Description: Summonses returnable to the New York Criminal Court, the Environmental Control Board, or the Transit Adjudication Bureau for offenses that have a negative impact on City residents, including unreasonable noise, aggressive panhandling, window washing, and urinating in public.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Unreasonable noise summonses
Description: A category of quality-of-life summonses, issued by police officers, returnable to the New York Criminal Court or the Environmental Control Board for violations of the New York City Administrative Code related to excessive noise.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: - Graffiti summonses
Description: A category of quality-of-life summonses, issued by police officers for graffiti answerable in criminal court.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Graffiti arrests
Description: Total number of arrests made for graffiti.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Cases commenced against the City in state and federal court
Description: The number of state court and federal court matters assigned a litigation start date. In cases with payout, it will be paid from the judgment and claims account in the City's General Fund.
Source: Law Department LawManager system.

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Indicator name: Payout ($000)
Description: The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict.
Source: Law Department LawManager system.

Indicator name: Collisions involving City vehicles (per 100,000 miles)
Description: Number of City-vehicle involved collision reports involving injury or property damage per 100,000 miles traveled. New York State MV-104 reports are required whenever a collision occurs involving death, or other personal injury, or property damage over $1,000.
Source: NYPD Office of Management Analysis and Planning.

Indicator name: Workplace injuries reported (uniform and civilian)
Description: The number of incidents (uniform and civilian) resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source: NYPD Office of Management Analysis and Planning.

Indicator Name: Violations admitted to or upheld at the Environmental Control Board (%)
Description: For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent admitted to the violation and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source: Environmental Control Board.

Indicator name: Completed requests for interpretation
Description The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source NYPD.

Indicator name: CORE (Customers Observing and Reporting Experiences) facility rating (0-100)
Description: An average score based on the rating of 24 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g. wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations.

Indicator name: Calls answered in 30 seconds (%)
Description: The percentage of calls answered in 30 seconds or less.
Source: NYPD.

Indicator name: Percent meeting time to close - (Response to Service Requests)
Description: The percentage of service requests received through the 311 Customer Service Center for which the agency met its planned time of action to provide the service.
Source: Mayor's Office of Operations/Citywide Performance Reporting.