

# NEW YORK CITY POLICE DEPARTMENT

Dermot Shea, Commissioner



## WHAT WE DO

The NYPD was established in 1845 and today is responsible for policing an 8.5-million-person city by performing a wide variety of public safety, law enforcement, traffic management, counterterrorism and emergency response roles. In the past 25 years, the Department has achieved spectacular declines in both violent and property crime, ensuring that New York City remains one of the safest big cities in the country.

The NYPD is divided into major bureaus for enforcement, investigations, and administration. It has 77 patrol precincts with patrol officers and detectives covering the entire city. The Department also has 12 transit districts to police the subway system and its nearly six-million daily riders and nine police service areas (PSAs) to patrol the city's public housing developments, which are home to more than 400,000 residents. Additionally, uniformed civilians serve as traffic safety agents on the city's busy streets and highways, and as school safety agents, protecting public schools and the over-a-million students who attend them.

## FOCUS ON EQUITY

In Fiscal 2020, the equitable, needs-based allocation of police personnel has been a major factor in achieving historically low levels of crime in the City, while also reducing arrests and criminal summonses. Each of the City's 77 precincts, 12 Transit Bureau districts and nine Housing Bureau PSAs has unique community and operational needs within their geographical boundaries, including high profile locations, transitory work and visitor populations, and quality-of-life and community concerns. These factors, coupled with crime statistics and the number of 911 calls requiring police response, all contribute to the equitable deployment of police resources to address the problems and challenges our communities face.

The NYPD further evolved its approach to ensuring public safety through Neighborhood Policing. Neighborhood Policing enhances community engagement by narrowing officers' responsibilities in one sector to help address shared concerns. Additionally, through the use of Department social media accounts, and the interactive Agency website, community members can contact officers directly, enabling a one-on-one approach to sharing and addressing issues. With Neighborhood Policing, supported by a strong social media presence, NYPD seeks to police with the City's communities, not just for them.

The Department is committed to policing fairly and equitably among all our communities, and within our own workforce. Mandatory "Fair and Impartial Policing" training has been implemented for all ranks, and internal discussions about race and equity have begun through the Office of Equity and Inclusion. The NYPD is committed to cultivating a diverse and inclusive workplace for all its employees.

## 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 2020

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

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

Crime reduction is achieved through collaboration between the public, patrol officers, neighborhood coordination officers (NCOs), investigators and other regional criminal justice and law enforcement partners. The effectiveness of patrol officers as local crime fighters and local problem solvers has been enhanced by Neighborhood Policing. Sector officers and NCOs have been assigned to each sector within precincts and are working with local neighborhood forums on the most critical issues and crimes facing each community, helping prioritize and adapt police operations to respond to community concerns.

Despite significant hardships, the NYPD remained operational at all levels during the COVID-19 pandemic. Members of the New York City Police Department responded to 911 and 311 calls for service, as well as patrolling the entire city, investigating crimes, and taking police action when necessary. The Department continued to address criminal activity, threats of terrorism in New York City, manage traffic control, and ensure the safety of motorists, pedestrians and cyclists, as well as provide a safe environment for New Yorkers utilizing medical facilities and patronizing essential service establishments.

During Fiscal 2020, overall major felony crime slightly increased by one percent compared to Fiscal 2019. Murder increased 27 percent, burglary increased by 20 percent and grand larceny of autos increased 30 percent. Forcible rape decreased by 17 percent and grand larcenies decreased by eight percent compared to Fiscal 2019.

In Fiscal 2020, major felony incidents in schools decreased by 35 percent, and other criminal categories in schools decreased by 36 percent when compared to Fiscal 2019. NYC schools closed in mid-March due to the COVID-19 pandemic.

Juvenile arrests for major felonies increased 54 percent due to the phased nature of the implementation of the Raise the Age law. The law mandates that beginning October 1, 2018, 16-year old arrestees were considered to be juvenile, not adult offenders, and commencing October 1, 2019, 17-year old arrestees were also counted as juvenile offenders. The Fiscal 2019 reporting period only accounted for nine months of the inclusion of 16-year old arrestees, while the Fiscal 2020 included an entire year of all 16-year old arrestees, and nine months of 17-year old arrestees.

The number of gang motivated incidents increased 52 percent in the Fiscal 2020 reporting period compared to the prior year. By expanding its precision policing capabilities, NYPD has improved its capacity to more accurately identify incidents as gang related.

Narcotics arrests decreased 36.7 percent in Fiscal 2020, following several years of decline. This trend is in line with the NYPD's prioritization of felony level narcotics arrests of higher level organized distributors.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Major felony crime	105,614	98,991	95,868	93,631	94,790	↓	↓	Down	Down
★ – Murder and non-negligent manslaughter	341	300	303	278	352	↓	↓	Neutral	Down
★ – Forcible rape	1,164	1,109	1,293	1,368	1,136	↓	↓	Neutral	Down
★ – Robbery	16,670	14,759	13,573	12,556	13,438	↓	↓	Down	Down
★ – Felonious assault	20,877	20,651	20,141	20,240	20,369	↓	↓	Neutral	Down
★ – Burglary	14,463	12,454	11,856	11,053	13,229	↓	↓	Down	Down
★ – Grand larceny	45,164	43,787	43,101	42,956	39,524	↓	↓	Down	Down
★ – Grand larceny auto	6,935	5,931	5,599	5,180	6,742	↓	↓	Neutral	Down
★ Major felony crime in housing developments	5,205	5,084	4,853	4,766	4,844	↓	↓	Neutral	Down
★ Major felony crime in transit system	2,520	2,475	2,399	2,590	2,378	↓	↓	Neutral	Down
Crime related to domestic violence - Murder	53	55	53	54	64	*	*	Up	Down
– Rape	526	504	466	726	645	*	*	Up	Down
– Felonious assault	7,986	8,082	7,912	8,288	8,182	*	*	Neutral	Down
★ School safety - Major felony crime	532	504	466	444	288	↓	↓	Down	Down
– Murder	0	0	1	1	0	*	*	Up	Down
– Rape	2	4	16	8	2	*	*	Up	Down
– Robbery	66	60	37	49	31	*	*	Down	Down
– Felonious assault	148	140	134	122	60	*	*	Down	Down
– Burglary	33	37	46	27	40	*	*	Neutral	Down
– Grand larceny	279	263	228	235	155	*	*	Down	Down
– Grand larceny auto	4	0	4	2	0	*	*	Down	Down
School safety - Other criminal categories	2,219	2,007	2,026	1,537	976	*	*	Down	Down
– Other incidents	4,092	4,361	5,112	4,202	2,912	*	*	Down	Down
Gang motivated incidents	349	350	347	495	750	*	*	Up	*
Gun arrests	5,194	5,081	4,684	4,300	4,608	*	*	Down	*
Major felony crime arrests	43,516	41,869	41,748	41,522	40,445	*	*	Neutral	*
Narcotics arrests	56,320	50,902	43,574	25,098	15,886	*	*	Down	*
Juvenile arrests for major felonies	2,495	2,198	2,200	2,754	4,252	*	*	Up	*
★ Critical Indicator	“NA” Not Available		↑↓ Directional Target	* None					

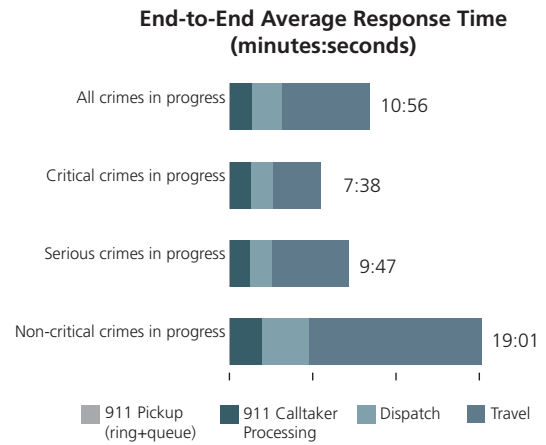
## Goal 1b Prevent terrorist attacks.

The Department places a significant emphasis on the prevention and detection of terrorist acts. Instead of drawing personnel from patrol precincts and depleting local patrol squads as previous counterterrorism deployments did, NYPD’s Critical Response Command—a sub-unit of the Counterterrorism Bureau—is staffed with dedicated personnel, trained and equipped to respond swiftly to active-shooters and other attacks. Additionally, 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. In Fiscal 2020, Counterterrorism training hours decreased 31 percent for uniformed members of the service and 41 percent for non-members. Efforts to prevent the spread of COVID-19 resulted in the cancellation of all large-group training activities for members and non-members of service beginning in mid-March 2020. Essential trainings resumed in late-June with limited capacity.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Counterterrorism training (hrs) - Uniformed members	210,582	182,331	129,302	144,617	99,681	*	*	Down	*
– Non-members	48,607	49,477	42,482	42,699	24,982	*	*	Down	*
★ Critical Indicator	“NA” Not Available		↑↓ Directional Target	* None					

**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 in every instance where the assistance of the police is required. The Department has invested in the enhancement of new technology to provide patrol officers with vital and accessible information to enable a swifter and safer response to breaking crime and requests for service.



Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
End-to-end average response time to all crimes in progress (minutes:seconds)	10:35	10:06	10:08	9:55	10:56	*	*	Neutral	Down
End-to-end average response time to critical crimes in progress (minutes:seconds)	7:09	6:49	6:44	6:38	7:38	*	*	Neutral	Down
End-to-end average response time to serious crimes in progress (minutes:seconds)	9:24	8:50	8:53	8:56	9:47	*	*	Neutral	Down
End-to-end average response time to non-critical crimes in progress (minutes:seconds)	17:21	17:58	19:37	19:04	19:01	*	*	Up	Down
Average response time to all crimes in progress (dispatch and travel time only) (minutes)	9.1	8.0	8.1	7.9	8.9	*	*	Neutral	Down
★ Average response time to critical crimes in progress (dispatch and travel time only) (minutes)	5.5	4.9	4.8	4.7	5.7	↓	↓	Neutral	Down
Average response time to serious crimes in progress (dispatch and travel time only) (minutes)	8.1	6.8	7.0	7.0	7.9	*	*	Neutral	Down
Average response time to non-critical crimes in progress (dispatch and travel time only) (minutes)	14.5	15.2	16.9	16.3	16.5	*	*	Up	Down
Crime in progress calls	261,992	255,489	259,584	252,599	264,246	*	*	Neutral	*
★ Critical Indicator    "NA" Not Available    ↑↓ Directional Target    * None									

**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 under the Vision Zero initiative and comprehensive collision investigations, strives to improve and maintain the safety of pedestrians, motorists, and bicyclists alike. Fiscal 2020 saw a six percent decrease in pedestrian and bicyclists fatalities and a one percent increase in passenger/motorist fatalities compared to Fiscal 2019. Driving While Intoxicated (DWI) arrests decreased 33 percent, while DWI-related fatalities also decreased by 15 percent. The legislative mandates and governmental guidelines related to the COVID-19 pandemic resulted in fewer vehicles on the roadways, contributing to the decline of moving violation summonses by 27 percent. The Department will continue to intensify its efforts on traffic safety outreach to the public, in addition to enforcing vehicle and traffic law.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Traffic fatalities (motorist/passengers)	84	63	81	81	82	↓	↓	Neutral	Down
★ Traffic fatalities (bicyclists/pedestrians)	152	148	128	137	129	↓	↓	Down	Down
Driving while intoxicated (DWI) related fatalities	35	26	28	20	17	*	*	Down	Down
DWI arrests	7,577	7,171	6,738	5,826	3,896	*	*	Down	*
Total moving violation summonses (000)	1,032	1,062	1,075	1,027	749	*	*	Down	*
– Summonses for hazardous violations	879,790	923,513	942,684	902,482	664,974	*	*	Down	*
– Summonses for prohibited use of cellular phones	125,241	130,934	131,984	113,263	74,944	*	*	Down	*
★ Critical Indicator    "NA" Not Available    ↑↓ Directional Target    * None									

## 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. Through Neighborhood Policing, officers perform their law enforcement duties while also embedding themselves in the communities they serve as part of a team that works together to improve safety and quality of life for everyone. However, the legislative mandates and social distancing guidelines of the COVID-19 pandemic created an environment for less interaction with the public as many community members were sheltering in place. In Fiscal 2020 the total number of quality-of-life summonses decreased 25 percent and the number of unreasonable noise summonses decreased 11 percent compared to Fiscal 2019. As neighborhood coordination officers learn more about the people who live in, work in, and visit their respective sectors, they develop a greater degree of detailed knowledge about quality-of-life issues affecting a particular community, and a greater capacity to remedy these problems.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Quality-of-life summonses	323,980	279,117	168,104	128,265	96,197	*	*	Down	*
– Unreasonable noise summonses	5,487	4,325	1,785	1,160	1,024	*	*	Down	*
– Graffiti summonses	7	3	0	1	1	*	*	Down	*
Graffiti arrests	2,123	1,750	1,772	1,262	1,083	*	*	Down	*
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None					

## 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 the hallmark of Neighborhood Policing patrol. Patrol officers assigned to the same geographic area each day interact with members of the community on a daily basis, strengthening the police/community bond. Neighborhood meetings, convened by the neighborhood coordination officers in each sector within a precinct, provide a forum for cooperative and integrated problem solving. Additionally, the Department as a whole regularly partners with community members to strengthen police-community relations. NYPD conducts face to face and anonymous telephone surveys to assess the public's perception of the Department's Courtesy, Professional and Respect (CPR). While the number of total surveys conducted in Fiscal 2020 decreased by 29 percent, the results were overwhelmingly positive, with 99 percent rated 'acceptable' or 'exceptionally good', consistent with the positive results in Fiscal 2019.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Courtesy, Professionalism and Respect (CPR) testing	8,243	8,167	7,698	5,028	3,583	*	*	Down	*
– Exceeds standard	0	9	2	3	1	*	*	Down	Up
– Meets standard	8,142	7,992	7,619	4,992	3,559	*	*	Down	*
– Below standard	101	166	77	33	23	*	*	Down	Down
Total civilian complaints against members of the service	4,711	4,215	4,392	5,236	4,597	*	*	Neutral	Down
★ Critical Indicator	"NA" Not Available		⇅ Directional Target	* None					

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Cases commenced against the City in state and federal court	2,933	2,115	2,065	2,084	1,763	*	*	Down	*
Payout (\$000)	\$228,454	\$259,423	\$205,084	\$178,412	\$179,070	*	*	Down	Down
Collisions involving City vehicles (per 100,000 miles)	3.9	4.6	4.3	4.4	4.0	*	*	Neutral	Down
Workplace injuries reported (uniform and civilian)	7,249	6,626	6,829	6,654	9,159	*	*	Up	Down
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	68%	60%	55%	50%	57%	*	*	Down	*
★ Critical Indicator      "NA" Not Available      ⬆️⬆️ Directional Target      * None									

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	238,382	288,561	291,745	275,981	287,866	*	*	Up	*
CORE facility rating	94	92	96	NA	94	*	*	NA	Up
Calls answered in 30 seconds (%)	99%	99%	99%	99%	99%	*	*	Neutral	Up
★ Critical Indicator      "NA" Not Available      ⬆️⬆️ Directional Target      * None									

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to close – Residential Noise - Loud Music/ Party (0.3 days)	88	87	91	91	90	*	*	Neutral	*
Percent meeting time to close – Residential Noise - Banging/ Pounding (0.3 days)	86	84	89	88	88	*	*	Neutral	*
Percent meeting time to close – Noise - Street/Sidewalk (0.3 days)	90	87	90	90	92	*	*	Neutral	*
Percent meeting time to close – Commercial Noise (0.3 days)	93	92	94	94	91	*	*	Neutral	*
Percent meeting time to close – Blocked Driveway - No Access (0.3 days)	84	83	86	84	77	*	*	Neutral	*
★ Critical Indicator      "NA" Not Available      ⬆️⬆️ Directional Target      * None									

## AGENCY RESOURCES

Resource Indicators	Actual1					Plan2		5yr Trend
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	
Expenditures (\$000,000) <sup>3</sup>	\$5,328.7	\$5,584.0	\$5,788.4	\$5,976.8	\$6,083.0	\$5,851.4	\$5,244.3	Up
Revenues (\$000,000)	\$102.4	\$99.4	\$95.6	\$109.7	\$101.8	\$104.8	\$100.6	Neutral
Personnel (uniformed)	35,990	36,254	36,643	36,461	35,910	36,201	35,007	Neutral
Personnel (civilian)	15,939	16,722	17,112	17,025	17,506	17,996	17,092	Neutral
Overtime paid (\$000,000)	\$649.6	\$709.0	\$724.6	\$736.3	\$623.4	\$624.9	\$267.9	Neutral
Capital commitments (\$000,000)	\$191.1	\$204.5	\$327.1	\$194.4	\$127.7	\$540.2	\$420.5	Down
1Actual financial amounts for the 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 <a href="http://nyc.gov/mmr">nyc.gov/mmr</a> for details.      2Authorized Budget Level      3Expenditures include all funds      "NA" - Not Available      * None								

## SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY19 <sup>1</sup> (\$000,000)	Modified Budget FY20 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$5,304.7	\$5,363.7	
001 - Operations	\$3,498.0	\$3,548.8	All
002 - Executive Management	\$533.3	\$525.7	All
003 - School Safety	\$313.9	\$314.1	1a, 1b, 1c, 4a
004 - Administration - Personnel	\$275.1	\$277.5	All
006 - Criminal Justice	\$59.5	\$61.0	1a, 1c, 2a, 3a, 4a
007 - Traffic Enforcement	\$163.1	\$179.0	1a, 2a, 3a, 4a
008 - Transit Police	\$244.9	\$250.4	1a, 1b, 1c, 3a, 4a
009 - Housing Police	\$217.0	\$207.3	1a, 1c, 3a, 4a
Other Than Personal Services - Total	\$672.1	\$719.3	
100 - Operations	\$124.5	\$150.7	All
200 - Executive Management	\$154.4	\$174.0	All
300 - School Safety	\$4.7	\$4.9	1a, 1b, 1c, 4a
400 - Administration	\$375.9	\$376.1	All
600 - Criminal Justice	\$0.1	\$0.5	1a, 1c, 2a, 3a, 4a
700 - Traffic Enforcement	\$12.4	\$13.0	1a, 2a, 3a, 4a
Agency Total	\$5,976.8	\$6,083.0	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds. <sup>2</sup>City of New York Adopted Budget for Fiscal 2020, as of June 2020. Includes all funds. <sup>3</sup>Refer to agency goals listed at front of chapter.

"NA" Not Available \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- During the first four months of Fiscal 2020, James P. O'Neill served as NYPD Commissioner; Dermot Shea was appointed Commissioner as of December 2, 2019.

## ADDITIONAL RESOURCES

For additional information go to:

- Crime Prevention/Crime Statistics (reports updated regularly):  
<http://www1.nyc.gov/site/nypd/stats/crime-statistics/crime-statistics-landing.page>

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

