



NEW YORK CITY POLICE DEPARTMENT

Raymond W. Kelly, Commissioner

Key Public Service Areas

- ✓ Enhance the safety and security of the public through a multi-faceted approach to crime reduction.
- ✓ Enhance traffic safety for City residents.
- ✓ Improve the quality of life for City residents.
- ✓ Improve police/community relations by providing courteous, professional and timely service.

Scope of Agency Operations

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 76 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 such as Operation Atlas, and department-wide counterterrorism training to enhance response capabilities.

Critical Objectives

- Reduce the incidence of crime.
- Develop and implement counterterrorism strategies.
- Address quality-of-life violations.
- Reduce the number of injuries and fatalities from aggressive driving and other hazardous violations.
- Ensure that police services are provided in a professional and timely manner.

Preliminary Performance Highlights

- Based on preliminary FBI total index crime statistics for the first six months of Calendar 2011, New York City remains the safest large city with the lowest rate of crime per capita among the 10 largest U.S. cities.
- Major felony crime increased 1 percent during the first four months of Fiscal 2012 compared to the same period of Fiscal 2011.
- Despite the increase in major felony crime, murders decreased 8 percent during the reporting period.
- Major felony crime in the City's public schools increased by 30 crimes during the reporting period.
- During the first four months of Fiscal 2012 traffic fatalities involving automobile operators and passengers decreased 3 percent compared to the same period of Fiscal 2011. During the same period traffic fatalities involving pedestrians and bicyclists decreased 7 percent.
- The Department conducted nearly 2,800 Courtesy Professionalism and Respect (CPR) tests during the reporting period. During the first four months of both Fiscal 2011 and Fiscal 2012, more than 99 percent of all CPR tests conducted yielded "acceptable" results, with "below standard" results accounting for less than 1 percent of the total.



Performance Report

✓ Enhance the safety and security of the public through a multi-faceted approach to crime reduction.

Performance Statistics (data is preliminary and subject to further revision)	A c t u a l			T a r g e t		4-Month	4-Month
	FY09	FY10	FY11	Updated FY12	FY13	Actual FY11	Actual FY12
★ Major felony crime	110,828	105,702	105,496	*	*	37,597	38,125
★ - Murder and non-negligent manslaughter	473	494	526	*	*	217	199
★ - Forcible rape	762	860	1,138	*	*	362	380
★ - Robbery	20,641	18,794	19,495	*	*	7,139	7,226
★ - Felonious assault	16,112	16,906	17,743	*	*	6,009	6,465
★ - Burglary	19,584	19,617	18,423	*	*	6,697	6,732
★ - Grand larceny	41,468	38,295	38,193	*	*	13,440	13,603
★ - Grand larceny auto	11,788	10,736	9,647	*	*	3,733	3,520
★ Major felony crime in housing developments	4,275	4,090	4,406	*	*	1,514	1,556
★ Major felony crime in transit system	2,196	2,060	2,321	*	*	724	897
Crime related to domestic violence - Murder	NA	68	85	*	*	27	26
- Rape	NA	351	502	*	*	145	174
- Felonious assault	NA	4,777	5,870	*	*	1,613	2,135
Narcotics arrests	107,294	106,655	106,840	*	*	36,386	34,521
- Felonies	27,370	24,575	21,909	*	*	7,388	6,792
- Misdemeanors	79,159	81,273	84,011	*	*	28,679	27,419
- Violations	765	807	920	*	*	319	310
Gun arrests	6,355	6,097	5,881	*	*	2,208	2,142
Juvenile arrests for major felonies	4,207	4,028	3,767	*	*	1,209	1,079
★ School safety - seven major crimes	902	839	801	*	*	172	202
- Murder	0	1	0	*	*	0	0
- Rape	5	2	6	*	*	1	2
- Robbery	146	147	131	*	*	24	37
- Felonious assault	231	240	269	*	*	37	41
- Burglary	104	81	86	*	*	32	39
- Grand larceny	414	361	307	*	*	78	82
- Grand larceny auto	2	7	2	*	*	0	1
School safety - Other criminal categories	3,559	3,302	3,089	*	*	653	595
- Other incidents	5,843	5,354	5,119	*	*	972	1,046
Gang motivated incidents	335	228	303	*	*	108	108
Counterterrorism training (hrs) - Uniformed members	286,478	239,131	209,081	*	*	61,840	34,651
- Non-members	77,139	80,940	80,527	*	*	34,017	32,946

★ Critical Indicator "NA" - means Not Available in this report

✓ Enhance traffic safety for City residents



Performance Statistics (data is preliminary and subject to further revision)	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
				FY12	FY13		
Traffic fatalities (motorists/passengers)	98	97	78	*	*	40	39
Traffic fatalities (bicyclists/pedestrians)	178	162	158	*	*	56	52
Total moving violation summonses (000)	1,226	1,262	1,189	*	*	396	295
- Summonses for hazardous violations	889,776	903,746	843,171	*	*	282,862	207,967
- Summonses for prohibited use of cellular phones	211,658	231,345	197,746	*	*	75,252	45,178
DWI-related fatalities	26	20	10	*	*	1	7

★ Critical Indicator "NA" - means Not Available in this report

✓ Improve the quality of life for City residents.

Performance Statistics (data is preliminary and subject to further revision)	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
				FY12	FY13		
Quality-of-life summonses	544,213	556,637	538,024	*	*	199,058	169,889
- Unreasonable noise summonses	13,660	17,056	14,030	*	*	4,934	4,154

★ Critical Indicator "NA" - means Not Available in this report

✓ Improve police/community relations by providing courteous, professional and timely service.

Performance Statistics (data is preliminary and subject to further revision)	A c t u a l			T a r g e t		4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11	Updated			
				FY12	FY13		
★ Average response time to all crimes in progress (minutes) - Citywide (all categories)	7.3	7.5	8.4	*	*	8.2	9.4
- Critical	4.3	4.4	4.6	*	*	4.6	4.7
- Serious	5.7	5.8	6.2	*	*	6.3	6.6
- Non-critical	12.3	12.1	12.9	*	*	13.7	14.1
Average arrest to complaint sworn time (hours) - Citywide	10.4	10.2	10.5	*	*	10.5	10.4
Courtesy, Professionalism and Respect (CPR) testing - Tests conducted	7,958	8,150	8,379	*	*	2,837	2,783
- Exceptionally good	11	8	4	*	*	0	2
- Acceptable	7,909	8,099	8,335	*	*	2,817	2,766
- Below standard	38	43	40	*	*	20	15
Total civilian complaints against members of the service	7,661	6,954	6,259	*	*	2,284	1,972
Tort cases commenced	1,536	1,700	1,563	*	*	599	654
Tort dispositions	1,379	1,594	1,637	*	*	459	488
Tort payout (\$000)	\$117,692.4	\$87,765.3	\$99,795.6	*	*	\$27,246.3	\$23,333.0

★ Critical Indicator "NA" - means Not Available in this report



Agency Customer Service

The New York City Police Department provides service to its customers through its call centers, walk-in facilities, website and correspondence.

Indicator	NYPD Jul-Oct FY11	Citywide Jul-Oct FY11	NYPD Jul-Oct FY12	Citywide Jul-Oct FY12	NYPD Change Jul-Oct FY11 to FY12	Citywide Change Jul-Oct FY11 to FY12
<i>Average call wait time (min:sec)</i>	0:02	1:38	0:02	1:47	0%	10%
<i>Service requests meeting expected time of action (%)</i>	95.0%	82.2%	94.7%	89.7%	0%	9%
<i>Number of 311 inquiries (to MMR agencies)</i>	313,714	2,467,532	297,059	2,245,344	-5%	-9%

311 Customer Service Center Requests for Service

Top Service Requests	Total Jul-Oct FY11	Target - FY11 Days to Action	Actual - Jul-Oct FY11 Days to Action	% Meeting FY11 Target	Total Jul-Oct FY12	Target - FY12 Days to Action	Actual - Jul-Oct FY12 Days to Action	% Meeting FY12 Target
<i>Blocked Driveway - No Access</i>	12,810	0.3	0.1	94%	11,731	0.3	0.1	93%
<i>Commercial Noise</i>	7,024	0.3	0.1	97%	5,879	0.3	0.1	96%
<i>Noise - Street/Sidewalk</i>	8,840	0.3	0.1	96%	8,964	0.3	0.1	96%
<i>Residential Noise - Banging/Pounding</i>	9,365	0.3	0.1	94%	8,382	0.3	0.1	94%
<i>Residential Noise - Loud Music/Party</i>	26,546	0.3	0.1	95%	25,084	0.3	0.1	95%

311 Customer Service Center Inquiries

Top NYPD-related Inquiries	Total Jul-Oct FY11	% of NYPD Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of NYPD Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
<i>Noise from Neighbor</i>	43,571	14%	1	40,223	14%	1
<i>Hot Transfer 911</i>	21,559	7%	4	33,681	11%	2
<i>Find a Police Precinct or PSA by Location</i>	37,331	12%	2	31,047	10%	3
<i>Find a Police Precinct or PSA by Name</i>	22,901	7%	3	18,947	6%	4
<i>Blocked Driveway - Vehicle</i>	20,399	7%	5	18,675	6%	5



Agency Resources

Agency Resources	A c t u a l			September	Updated		4-Month	4-Month
	FY09	FY10	FY11	2011 MMR FY12	FY12'	FY13'	Actual FY11	Actual FY12
Expenditures (\$ millions) ²	\$4,469.2	\$4,666.9	\$4,804.8	\$4,549.8	\$4,937.3	\$4,612.7	\$1,576.6	\$1,550.4
Revenues (\$ millions)	\$104.8	\$100.2	\$100.0	\$100.5	\$100.9	\$103.1	\$32.3	\$33.0
Personnel (uniformed)	35,641	34,636	33,777	34,413	34,413	34,413	35,267	34,799
Personnel (civilian)	16,663	16,079	15,894	15,626	15,861	15,569	16,275	15,803
Overtime paid (\$000)	\$504,623	\$538,381	\$549,473	*	*	*	\$176,080	\$194,149
Capital commitments (\$ millions)	\$146.1	\$805.5	\$80.1	\$143.1	\$197.3	\$104.8	\$26.4	\$20.1
Work Experience Program (WEP) participants assigned	167	247	231	*	*	*	236	216

¹ January 2012 Financial Plan

"NA" - Not Available in this report

² Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

Noteworthy Changes, Additions or Deletions

None

For more information please visit the website at: www.nyc.gov/nypd

