

# NEW YORK CITY POLICE DEPARTMENT

Thomas Donlon, Interim Commissioner



## WHAT WE DO

Established in 1845, the New York Police Department (NYPD) is responsible for policing an 8.8-million-person City. It performs a wide variety of public safety, law enforcement, traffic management, counterterrorism, and emergency response roles. 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 operates 12 transit districts to police the subway system and its nearly three million daily riders, and nine police service areas (PSAs) to patrol New York City Housing Authority's public housing developments, which are home to more than 500,000 residents. Additionally, uniformed civilians serve as traffic enforcement agents on the City's busy streets and highways, as school safety agents, protecting public schools and the nearly one million students who attend them, and as police communications technicians, serving within the 911 emergency radio dispatch center.

## FOCUS ON EQUITY

In Fiscal 2024, NYPD units were staffed, as always, in accordance with an equitable, needs-based allocation of police personnel. At the close of the fiscal year, there was a personnel headcount of 33,892 uniformed members as compared to the authorized headcount of 35,001. Each of the City's 77 precincts, 12 Transit Bureau districts, and nine Housing Bureau PSAs has unique community and operational needs within their geographic boundaries, including such factors as high-profile locations, transient working 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 faced by communities.

Additionally, the Department employs a multifaceted deployment strategy that integrates crime reduction, precision policing, advancing technology, and community engagement to address all crime conditions that impact the public safety and quality of life in New York City. The Department has heightened police presence on City streets and subway stations citywide, and deployed precinct-based neighborhood safety teams (NSTs) and borough-wide community response teams (CRTs) to proactively address violent crime and persistent quality of life complaints, respectively. These deployments stem from data-driven analysis and community intelligence gathering by precinct-level neighborhood and youth coordination officers, as well as field intelligence officers. The efforts of these field units augment the work of the Department's various investigative units, such as precinct detective squads. Thorough investigative case work is represented in clearance rates, which was 41 percent for the second quarter of Fiscal 2024. Further information on clearance rates can be found on the Department's website.

The Department is committed to promoting a fair and inclusive workplace by prioritizing the needs, voices, and perspectives of marginalized employees and communities, while fostering equity through policy and regulation, both in and out of the workplace. The NYPD promotes awareness, education, and outreach efforts to improve the quality of life in the workplace and beyond by fostering cultural understanding of employees and the community.

The Department will continue to prioritize and adapt police operations to respond to the City's most vulnerable communities and address the public safety concerns of everyday New Yorkers. These neighborhood and precision policing efforts, coupled with strategic analysis and oversight, ensure fair and equitable policing and safety.

## 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.
  - Goal 1d Reduce the incidence of youth crime.
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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 2024

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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 various means of police visibility, enforcement, response and engagement, and continuous collaboration between the public, patrol and specialized units. The effectiveness of patrol officers as local crime fighters and local problem solvers has been enhanced by partnering with the neighborhood safety teams (NSTs), community response teams (CRTs), neighborhood coordination officers (NCOs), youth coordination officers (YCOs), investigators, and regional criminal justice and law enforcement partners.

In Fiscal 2024, overall major felony crime decreased by two percent compared to Fiscal 2023. Through the strategic deployment of resources and focused enforcement of violent crimes, murders significantly decreased by more than 15 percent. Rape decreased by almost two percent. In a reversal of the trends from the last two reporting periods, grand larceny decreased by almost three percent and burglaries decreased by almost 13 percent. The significant burglary decrease citywide can be attributed to several factors, including but not limited to, precision policing, deterrence, and apprehension efforts. Robbery increased more than one percent, felonious assault increased seven percent, and grand larceny auto increased one percent. The Department will continue to strengthen its crime reduction efforts with neighborhood and precision policing and maintain security for all residents.

Global events during Fiscal 2024 have had far reaching effects. Hate crimes, particularly religious and ethnically motivated hate crimes, had an increase of over 33 percent when compared to Fiscal 2023. Gang motivated incidents decreased by almost 60 percent and gun arrests decreased by more than 10 percent.

In Fiscal 2024, arrests for major felonies increased 10 percent. Arrests for narcotics increased by 31 percent when compared to Fiscal 2023. The Department's holistic approach to crime reduction resulted in an overall decrease of shooting incidents by 18 percent with a correlating decrease in shooting. The Department will continue to devote resources to combat community destabilizing violence.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Major felony crime	94,790	95,369	119,313	126,929	125,728	↓	↓	Up	Down
★ – Murder and non-negligent manslaughter	352	489	465	424	359	↓	↓	Neutral	Down
★ – Forcible rape	1,136	980	1,168	1,090	1,070	↓	↓	Neutral	Down
★ – Robbery	13,438	13,030	16,178	17,047	17,324	↓	↓	Up	Down
★ – Felonious assault	20,369	21,387	25,034	26,959	28,850	↓	↓	Up	Down
★ – Burglary	13,229	13,823	14,793	15,054	13,142	↓	↓	Neutral	Down
★ – Grand larceny	39,524	35,735	49,227	51,455	49,938	↓	↓	Up	Down
★ – Grand larceny auto	6,742	9,925	12,448	14,902	15,045	↓	↓	Up	Down
★ Major felony crime in housing developments	4,844	5,373	5,859	6,062	6,117	↓	↓	Up	Down
★ Major felony crime in transit system	2,378	1,452	2,185	2,322	2,259	↓	↓	Up	Down
Crime related to domestic violence - Murder	64	53	56	71	68	*	*	Up	Down
– Rape	645	591	712	660	715	*	*	Up	Down
– Felonious assault	8,182	8,324	10,104	10,692	11,474	*	*	Up	Down
Hate crimes	345	424	573	546	729	*	*	Up	Down
Gang motivated incidents	750	1,371	1,021	804	323	*	*	Down	*
🔫 Gun arrests	4,608	6,426	6,426	6,837	6,129	*	*	Up	*
🔫 Major felony crime arrests	40,445	34,587	42,607	49,830	54,871	*	*	Up	*
🔫 Narcotics arrests	15,886	10,708	10,172	13,273	17,351	*	*	Up	*
🔫 Youth arrests for major felonies	4,252	2,297	4,084	4,189	5,212	*	*	Up	*
Crime in progress calls	264,246	255,362	280,489	297,236	294,367	*	*	Up	*
911 calls (total)	8,054,555	7,404,903	7,612,535	7,949,885	7,997,267	*	*	Neutral	*
Shooting incidents	943	1,741	1,461	1,140	932	*	*	Down	Down
★ Critical Indicator	🔫 Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

## Goal 1b Prevent terrorist attacks.

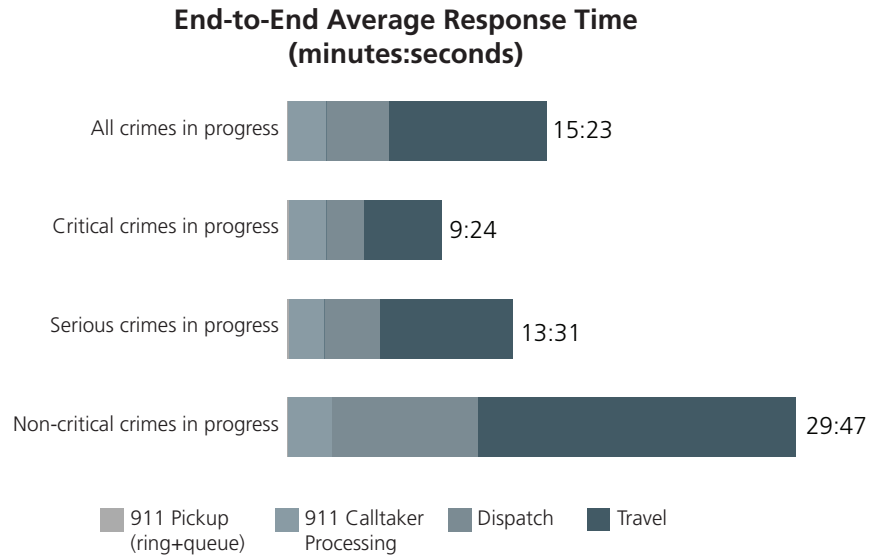
The Department places a high priority on the prevention and detection of terrorist acts. Instead of drawing personnel from patrol precincts and depleting patrol resources as previous counterterrorism deployments once did, NYPD’s Critical Response Command—a sub-unit of the Counterterrorism Division—is staffed with dedicated personnel, trained and equipped to respond swiftly to active-shooters and other attacks. There are continuous efforts 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 2024, total counterterrorism training hours for members of the service decreased 19 percent. This decrease is attributed to the prudent and prompt use of Federal funding to prioritize current and consistent training, for members and non-members, while operating within budgetary constraints and the completion of active shooter training in schools in Fiscal 2023.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Counterterrorism training — Members (hours)	99,681	82,243	137,101	177,647	143,612	*	*	Up	*
– Non-members	24,982	1,563	12,411	12,412	8,432	*	*	Down	*
★ Critical Indicator	🔫 Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

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

The NYPD has the City's largest fleet, with nearly 10,000 vehicles, operating 24 hours a day and seven days a week, which includes responding to 911 calls and emergencies during both heavy congestion and severe weather emergencies. The Department has continued to improve its fleet and meet City directed climate change goals by deploying new electric vehicles. 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 police assistance is required.

In Fiscal 2024, average response time to non-critical crimes in progress increased by 14 percent to 26 minutes and 53 seconds and end-to-end average response time to non-critical crimes in progress increased by 12 percent to 29 minutes and 47 seconds. Average response time to critical incidents increased by almost ten percent to seven minutes as well. Most of this increase is driven by just 19 percent of precincts, each with major thoroughfare access points. Police emergencies can negate some traffic congestion, but caution dictates response through high-density areas. Also, total 911 calls increased by 47,382 over the last fiscal year. The Department constantly reevaluates personnel strategies and staffing to mitigate rising response times and ensure operations are effectively running at all levels, always.



Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
End-to-end average response time to all crimes in progress (minutes:seconds)	10:56	11:40	12:44	14:24	15:23	*	*	Up	Down
End-to-end average response time to critical crimes in progress (minutes:seconds)	7:38	7:52	8:26	9:02	9:24	*	*	Up	Down
End-to-end average response time to serious crimes in progress (minutes:seconds)	9:47	10:52	11:47	13:09	13:31	*	*	Up	Down
End-to-end average response time to non-critical crimes in progress (minutes:seconds)	19:01	19:28	22:02	26:20	29:47	*	*	Up	Down
Average response time to all crimes in progress (dispatch and travel time only) (minutes:seconds)	8:54	9:18	10:24	12:00	12:59	*	*	Up	Down
Average response time to critical crimes in progress (dispatch and travel time only) (minutes:seconds)	5:42	5:36	6:06	6:38	7:00	*	*	Up	Down
Average response time to serious crimes in progress (dispatch and travel time only) (minutes:seconds)	7:54	8:36	9:36	11:00	11:16	*	*	Up	Down
Average response time to non-critical crimes in progress (dispatch and travel time only) (minutes:seconds)	16:30	16:36	19:12	23:30	26:53	*	*	Up	Down

★ Critical Indicator    \* Equity Indicator    "NA" Not Available    ↑↓ Directional Target    \* None

**Goal 1d** Reduce the incidence of youth crime.

The Department is committed to fostering a safe and secure educational atmosphere to ensure the well-being of students, faculty, and the entire school community. Accomplishing this requires a more holistic service that starts with safe school corridors. The Department deploys Youth Coordination Officers (YCOs) along designated and coordinated patrols before and after school hours to increase visibility and prevent any criminal incidents. Youth Response Teams augment this strategy by deploying citywide in a responsive manner to areas that experience violent increases in youth crimes. School safety agents uphold the safety of students, faculty, and visitors within and around school grounds while also securing points of ingress and egress, including conducting scanning entry. Outside of school hours, the Department operates several programs to provide outlets for youth to commune and engage in constructive and educational experiences in safe spaces.

Major felony crime in schools increased by less than one percent in Fiscal 2024 compared with Fiscal 2023. Rape in schools decreased by almost 46 percent and burglary decreased by almost 48 percent. The drop in burglaries for schools was centered about a broad campaign to remind faculty to lock their office doors and secure their property. Robberies committed on school perimeters saw an increase of 18 percent from Fiscal 2023. Grand larceny auto decreased almost 17 percent. Grand larcenies, particularly of unattended property in schools, increased by almost 20 percent. The Department continues to deploy awareness campaigns directed at reminding both faculty and students not to leave their personal belongings unattended. The Department will continue to work with the Department of Education to provide a safe environment for all students and staff.

Considering all youth-related crime, Youth arrests for major felonies increased by over 24 percent from Fiscal 2023. These arrests are contrasted by reports of crime committed against youths defined as 17 and younger, which experienced a 14 percent increase from Fiscal 2023. The total was driven by a 75 percent increase in robberies and 20 percent increase in grand larcenies. Fiscal 2024 also saw a 25 percent drop in youth burglary. The Department will continue to develop safe corridors and safe spaces for the City's youth, free of crime and danger.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ School safety — Major felony crime	288	85	346	402	404	↓	↓	Up	Down
– Murder	0	0	0	0	0	*	*	Neutral	Down
– Rape	2	5	15	11	6	*	*	Up	Down
– Robbery	31	0	36	28	33	*	*	Up	Down
– Felonious assault	60	5	151	136	139	*	*	Up	Down
– Burglary	40	35	37	65	34	*	*	Up	Down
– Grand larceny	155	37	102	156	187	*	*	Up	Down
– Grand larceny auto	0	3	5	6	5	*	*	Up	Down
School safety — Other criminal categories	976	169	1,758	1,683	1,494	*	*	Up	Down
– Other incidents	2,912	461	5,965	6,779	5,792	*	*	Up	Down
Crime committed against youths (7 major felonies)	4,080	2,807	4,037	4,529	5,177	*	*	Up	Down

★ Critical Indicator    ● Equity 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 strives to improve and maintain the safety of pedestrians, motorists, and bicyclists alike. Fiscal 2024 saw an increase of almost two percent in total fatalities compared to Fiscal 2023. This increase is largely driven by the substantial increase of motorized two-wheel vehicle fatalities of 14 percent which may be attributed to the increased use of mopeds, both legally and illegally. In contrast, fatalities involving traditional bicyclists decreased 60 percent when compared to Fiscal 2023. Adhering to the rules of the road along with proper utilization of bike lanes can lead to safer routes of travel for alternative modes of transit.

The enforcement of vehicle and traffic law regulations and education outreach efforts contribute to the Department's traffic safety program. In Fiscal 2024, the Department issued 8,294,420 parking violations, down almost six percent. Tow removals

for various violations totaled 41,593, a decrease of more than 17 percent. Total moving violation summonses decreased by just one percent when compared to Fiscal 2023. However, Driving While Intoxicated (DWI) arrests decreased more than three percent while DWI fatalities increased from 11 to 34 during Fiscal 2024. The need for traffic safety outreach to prevent impaired driving is apparent. Fiscal 2024 saw a total of 985 traffic safety outreach events, an increase of nearly 100 percent when compared to Fiscal 2023. This outreach includes bringing information and education events to high crash locations, distributing safety material to on-street drivers and community members, and working with schools to provide early education on traffic safety and transportation. The Department will continue to intensify its efforts to improve traffic safety both through outreach to the public and purposeful enforcement.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Driving while intoxicated (DWI) related fatalities	17	17	22	11	34	*	*	Up	Down
★ DWI arrests	3,896	2,583	2,870	3,636	3,517	*	*	Neutral	*
Moving violation summonses (000)	749	461	543	652	645	*	*	Neutral	*
– Summonses for hazardous violations	664,974	387,469	450,530	527,691	496,487	*	*	Down	*
– Summonses for prohibited use of cellular phones	74,944	44,596	50,526	53,187	49,082	*	*	Down	*
Traffic Safety Outreach Events	280	238	542	496	985	*	*	Up	*
Parking violations	7,535,887	9,431,122	8,926,905	8,809,102	8,294,420	*	*	Neutral	Up
Tow removals	94,499	89,505	50,885	50,491	41,593	*	*	Down	Up
Total traffic fatalities	208	271	265	270	275	*	*	Up	Down
— Pedestrians	105	121	114	121	118	*	*	Neutral	Down
— Traditional bicyclists	18	13	10	10	4	*	*	Down	Down
— Motorized two-wheel vehicles	35	74	73	86	98	*	*	Up	Down
— Motor vehicle occupants	50	63	68	53	55	*	*	Neutral	Down

★ Critical Indicator    ● Equity 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, community engagement, and other available resources, continues its efforts to identify and target conditions that affect the quality of life of residents and visitors. Through neighborhood and precision policing efforts, 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. The number of new individuals engaged by a co-response team (CRT) is down 39 percent. These teams consist of two police officers and one behavioral health professional, and they are involved in pre-crisis and post-crisis interventions.

Additionally, the Department regularly partners with community members to strengthen police-community relations by providing residents and business owners an opportunity to voice their concerns and ideas. Neighborhood coordination officers (NCOs), who serve as liaisons between the police and community, host 'Build the Block' meetings within their designated areas of patrol. These meetings greatly strengthen connectivity and collaboration with the community without diminishing officers' crime-fighting capabilities. In Fiscal 2024, there was a total number of 1,256 community meetings, on pace with Fiscal 2023.

The Department continued to respond to community complaints and address quality-of-life violations citywide. There were 1,452,859 service requests to the Department via the 311 system, an increase of five percent from Fiscal 2023. This resulted in a 34 percent increase of quality-of-life summonses when compared to Fiscal 2023. Public consumption of alcohol and public urination summonses increased approximately 25 and 46 percent, respectively. Additionally, augmented deployments of personnel to patrol deployments within the transit system resulted in an increase of transit summonses by 25 percent.



Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Quality-of-life summonses	96,197	57,876	67,408	134,580	179,673	*	*	Up	*
– Unreasonable noise summonses	1,024	932	1,568	3,979	4,076	*	*	Up	*
Transit Summonses	65,555	52,315	88,112	139,402	174,500	*	*	Up	*
New individuals engaged by a Co-Response Team	497	661	558	641	391	600	600	Down	*
Community Meetings	833	1,160	1,240	1,237	1,256	*	*	Up	*
311 calls	997,921	1,314,332	1,372,141	1,381,037	1,452,859	*	*	Up	Down
Public consumption of alcohol summonses	16,087	6,867	18,239	50,874	63,505	*	*	Up	Up
Public urination summonses	2,193	746	2,129	6,772	9,904	*	*	Up	Up
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕↔ Directional Target	* None					

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

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

Members of the Department strive to maintain courteous, professional, and respectful interactions with the community always. This begins by ensuring members of the service are providing enhanced customer service. To measure police and community interactions, the Department conducts audits of randomly selected uniformed and civilian personnel who are not told they are being tested. These rigorous internal standards and assessment systems are intended to help correct deficiencies and ensure a proper public interaction. The overall number of total Courtesy, Professionalism, and Respect tests conducted in Fiscal 2024 increased by 10 percent. The percentage of tests rated 'below standard' increased from one percent of all calls to six percent with the majority stemming from 'failure to answer' as opposed to other negative criteria. The Department will continue to audit and elevate its members to ensure positive engagements with community members.

While community interaction is often cooperative, there are still instances where officers in the field must use force to safely apprehend subjects. These use of force incidents are fully investigated by supervisors to ensure proper documentation, correct tactical errors, and review the legality and procedural correctness. For Fiscal 2024, there were 13,075 use of force incidents, an increase of almost 18 percent from Fiscal 2023. There was a corresponding increase of 10 percent in injuries to officers involved in these incidents. The Department will continue to review its use of force incidents and policies to ensure the safety of all.

Additionally, training is an effective method to contribute to the professional skillset of all the Department's members of service. Ongoing comprehensive training includes lessons identifying implicit bias, active bystanders in law enforcement, crisis intervention, and victim trauma. The concept, techniques, and goals of these courses are to enhance positive interactions between police and members of the public using effective communication tools, sound decision making, and active listening. While some trainings are conducted in-service, many are deployed Department wide and then only issued to incoming recruit classes. This allows a consistent bottom-up approach to policing that is fair and impartial.

For Fiscal 2024, Crisis Intervention Team (CIT) training hours decreased 54 percent due to partial completion of Department-wide in-service training this year. The 2025 in-service members will have completed CIT training with only new recruits receiving the course. This will mirror Active Bystandership in Law Enforcement (ABLE) training which has been retired for in-service members. As new recruits are the only ones training in Fiscal 2024, ABLE training hours decreased from 69,769 hours to 18,578 hours.

Officers and supervisors who investigate incidents of sexual assault receive specialized training for Trauma-Informed Sexual Assault Victim Interview and Investigations. In Fiscal 2024, this specialized training increased by 18 percent. This increase is a continuation of onboarding new investigators and enhanced refresher courses for current investigators and supervisors to provide compassionate and empathetic services to the most vulnerable.



Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Courtesy, Professionalism and Respect testing	3,583	3,867	3,577	4,407	4,852	*	*	Up	*
– Exceeds standard	1	0	0	1	1	*	*	Up	Up
– Meets standard	3,559	3,857	3,554	4,353	4,548	*	*	Up	*
– Below standard	23	10	23	54	303	*	*	Up	Down
Civilian complaints against members of the service	4,597	3,326	3,483	4,700	5,644	*	*	Up	Down
Use of force (UOF) incidents	NA	6,818	9,189	11,102	13,075	*	*	NA	Down
Uniform Members of Service (UMOS) injured from UOF incidents	NA	3,473	4,354	5,226	5,723	*	*	NA	Down
Deviation Letters	NA	NA	6	2	2	*	*	NA	Down
Fair and Impartial Policing training (hours) (Uniformed members)	13,002	14,287	17,731	15,421	18,286	*	*	Up	Up
Crisis Intervention Team training (hours) (Uniformed members)	88,896	0	12,192	40,960	18,616	*	*	Down	Up
Trauma-informed sexual assault victim interview/investigations training (hours) (uniformed and civilian members)	833	2,112	720	9,368	11,087	*	*	Up	Up
Active Bystandership within Law Enforcement (ABLE)	28	174,053	71,806	69,769	18,578	*	*	Down	Up
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ⇅ Directional Target      * None									

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Cases commenced against the City in state and federal court	1,763	2,003	1,776	1,877	2,037	*	*	Neutral	*
Payout (\$000)	\$179,070	\$154,432	\$208,702	\$298,214	\$247,877	*	*	Up	Down
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	57%	65%	58%	50%	47%	*	*	Down	*
Workplace injuries reported (uniform and civilian)	9,159	10,048	13,931	9,666	9,386	*	*	Neutral	Down
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ⇅ Directional Target      * None									

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Customer Experience									
Completed requests for interpretation	287,866	267,680	298,230	340,694	411,160	*	*	Up	*
CORE facility rating	94	84	100	99	94	*	*	Neutral	Up
Calls answered in 30 seconds (%)	99%	99%	99%	99%	97%	*	*	Neutral	Up
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ⇅ Directional Target      * None									

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Response to 311 Service Requests (SRs)									
Percent meeting time to close – Residential Noise - Loud Music/ Party (0.3 days)	90	92	84	93	98	*	*	Neutral	*
Percent meeting time to close – Residential Noise - Banging/ Pounding (0.3 days)	88	99	99	97	98	*	*	Neutral	*
Percent meeting time to close – Noise - Street/Sidewalk (0.3 days)	92	99	99	98	99	*	*	Neutral	*
Percent meeting time to close – Blocked Driveway - No Access (0.3 days)	77	97	99	96	94	*	*	Up	*
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ⇅ Directional Target      * None									

# AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) <sup>3</sup>	\$6,086.2	\$5,542.4	\$5,881.3	\$6,310.8	\$6,648.4	\$6,299.3	\$5,832.9	Up
Revenues (\$000,000)	\$101.8	\$99.1	\$92.5	\$95.9	\$99.4	\$92.0	\$95.8	Neutral
Personnel (uniformed)	35,910	34,858	34,825	33,797	33,812	35,051	35,001	Neutral
Personnel (civilian)	17,506	15,638	15,135	15,117	14,588	15,520	15,582	Down
Overtime paid (\$000,000)	\$837.5	\$483.8	\$779.0	\$951.4	\$1,063.8	\$788.7	\$564.8	Up
Capital commitments (\$000,000)	\$127.7	\$192.0	\$162.2	\$90.2	\$142.5	\$236.5	\$227.0	Down

<sup>1</sup>Actual 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 [nyc.gov/mmr](http://nyc.gov/mmr) for details. <sup>2</sup>Authorized Budget Level <sup>3</sup>Expenditures 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 FY23 <sup>1</sup> (\$000,000)	Modified Budget FY24 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
<b>Personal Services - Total</b>	\$5,685.9	\$5,947.6	
001 - Operations	\$3,712.0	\$2,058.0	All
002 - Executive Management	\$633.6	\$416.3	All
003 - School Safety	\$258.5	\$285.6	1a, 1b, 1c, 4a
004 - Administration - Personnel	\$300.0	\$305.6	All
006 - Criminal Justice	\$64.8	\$67.7	1a, 1c, 2a, 3a, 4a
007 - Traffic Enforcement	\$161.7	\$178.0	1a, 2a, 3a, 4a
008 - Transit Police	\$338.5	\$293.1	1a, 1b, 1c, 3a, 4a
009 - Housing Police	\$216.7	\$228.5	1a, 1c, 3a, 4a
010 - Patrol <sup>4</sup>	NA	\$1,753.0	1a
016 - Communications <sup>4</sup>	NA	\$114.3	1c, 1d, 4a
017 - Intelligence and Counterterrorism <sup>4</sup>	NA	\$247.7	1b
<b>Other Than Personal Services - Total</b>	\$624.9	\$700.7	
100 - Operations	\$116.8	\$92.0	All
200 - Executive Management	\$76.5	\$107.4	All
300 - School Safety	\$5.9	\$8.1	1a, 1b, 1c, 1d, 4a
400 - Administration	\$414.7	\$415.4	All
500 - Communications	NA	\$59.6	1c, 1d, 4a
600 - Criminal Justice	\$0.5	\$0.6	1a, 1c, 2a, 3a, 4a
700 - Traffic Enforcement	\$10.5	\$9.8	1a, 2a, 3a, 4a
800 - Patrol, Housing, and Transit <sup>4</sup>	NA	\$2.6	1a, 1b, 1c, 1d, 3a, 4a
900 - Intelligence and Counterterrorism <sup>4</sup>	NA	\$5.2	1b
<b>Agency Total</b>	\$6,310.8	\$6,648.4	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. <sup>2</sup> City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter. <sup>4</sup>This UA originated in Fiscal 2024. "NA" Not Available \* None

# NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- During the reporting period, Edward Caban served as the Police Department Commissioner. Thomas Donlon was appointed Interim Police Department Commissioner on September 12, 2024.
- Previously published Fiscal 2023 figure for 'Major Felony Crime in Transit' was adjusted up from 2,287 to 2,322.

- Previously published Fiscal 2023 figure for 'Hate Crime' was adjusted up from 498 to 546.
- Previously published Fiscal 2023 figure for '911 calls (total)' was adjusted down from 8,438,537 to 7,949,885. The previous tabulation included calls without connection.
- The indicator 'Crime related to domestic violence—rape' was renamed 'Crime related to domestic violence—Forcible rape' to be consistent with the broader category.
- The indicator 'Shooting incidents' was added to Goal 1a to track gun violence more closely by tabulating the occurrence of shots fired with an identifiable victim.
- The indicator 'Average response time to all crimes in progress (dispatch and travel time only) (minutes)' was renamed to 'Average response time to all crimes in progress (dispatch and travel time only) (minutes:seconds)', and the previously published data was revised from decimal format to mm:ss. The change was made in order to standardize publication of time-value indicators.
- The indicator 'Average response time to critical crimes in progress (dispatch and travel time only) (minutes)' was renamed to 'Average response time to critical crimes in progress (dispatch and travel time only) (minutes:seconds)', and the previously published data was revised from decimal format to mm:ss. The change was made in order to standardize publication of time-value indicators.
- The indicator 'Average response time to serious crimes in progress (dispatch and travel time only) (minutes)' was renamed to 'Average response time to serious crimes in progress (dispatch and travel time only) (minutes:seconds)', and the previously published data was revised from decimal format to mm:ss. The change was made in order to standardize publication of time-value indicators.
- The indicator 'Average response time to non-critical crimes in progress (dispatch and travel time only) (minutes)' was renamed to 'Average response time to non-critical crimes in progress (dispatch and travel time only) (minutes:seconds)', and the previously published data was revised from decimal format to mm:ss. The change was made in order to standardize publication of time-value indicators.
- Goal 1d 'Reduce the incidence of youth crime' was added to specifically capture all crimes committed by non-adults. As a result, all 'School safety' indicators have been added to this new goal.
- Previously published Fiscal 2023 figure for 'Juvenile arrests for major felonies' was adjusted down from 5,324 to 4,189. The previous age grouping included 18-year-olds which the current one does not.
- The indicator 'Juvenile arrests for major felonies' was renamed 'Youth arrests for major felonies' removing the outdated term, which includes all arrests of youth, 17 and under, for the established seven major felonies.
- The indicator 'Crime committed against youths (7 major felonies)' was added to Goal 1d which includes all complaints for the seven major felonies against victims 17 and under.
- The indicator 'Total moving violation summonses (000)' was renamed 'Moving violation summonses (000).'
- The indicator 'Parking violations' has been added to Goal 2a, which measures the entire count of parking summonses issued to vehicles by both police officers and traffic enforcement agents.
- The indicator 'Tow removals' was added to Goal 2a to account for all vehicles towed by the Department due to a parking violation and does not include private tows such as collisions or blocked driveways.
- There were five new indicators added to Goal 2a that relate to the Vision Zero program; 'Total traffic fatalities', 'Traffic fatalities—Pedestrians', 'Traffic fatalities—Traditional bicyclists', 'Traffic fatalities—Motorized two-wheel vehicles', 'Traffic fatalities—Motor vehicle occupants.'
- The indicator 'Traffic fatalities (motorists/passengers)' was removed and replaced with 'Total traffic fatalities — Motor vehicle occupants.'
- The indicator 'Bicyclist fatalities' was removed and replaced with 'Traffic fatalities — Traditional bicyclists.'

- The indicator ‘Traffic fatalities (other motorized)’ was removed and replaced with ‘Traffic fatalities — Motorized two-wheel vehicles.’
- Previously published data has been revised as a result of tracking the impact of crashes that occur just prior to the end of the fiscal year. ‘Pedestrian fatalities’ for Fiscal 2020 was revised from 107 to 105, for Fiscal 2021 from 123 to 121, for Fiscal 2022 from 113 to 114 and for Fiscal 2023 from 114 to 121.
- The indicators ‘Graffiti summonses’ and ‘Graffiti arrests’ have been removed from Goal 3a because they are no longer among the highest number of quality-of-life issues reported.
- The indicator ‘311 calls’ was added to Goal 3a, which measures only 311 service requests routed to the Department.
- The indicator ‘Public consumption of alcohol summonses’ was added to Goal 3a, which counts those summonses issued.
- The indicator ‘Public urination summonses’ was added to Goal 3a, which counts those summonses issued.
- The indicator ‘Total civilian complaints against members of the service’ was renamed ‘Civilian complaints against members of the service’ because of standardized naming conventions.
- The indicator ‘Active bystanders in law enforcement (ABLE)’ was added to Goal 4a and counts the number of hours training the course meant to empower officers to assess, recognize, and, if necessary, correct police action, intentional or not, before causing public harm.
- The indicator ‘Use of force (UOF) incidents’ was added to Goal 4a, which counts the number of encounters where reportable force was used by at least one party whether that be an officer or subject.
- The indicator ‘Uniformed members of the service (UMOS) injured from UOF incidents’ was added to Goal 4a, which tallies the number of officers injured in a use of force incident either intentionally or unintentionally, such as a strike from a subject or injury while engaging a subject.
- The indicator ‘Individuals who, after reporting a crime, received support to deal with the emotional, physical and financial aftermath of crime through the Crime Victim Assistance Program’ was removed. This indicator was sourced from the Mayor’s Office of Community Mental Health, which is no longer engaged in ongoing work, having concluded its work with Fiscal 2023’s review of Kendra’s Law (New York State Mental Hygiene Law § 9.60) Assisted Outpatient Treatment (AOT) efforts.
- Preceding the Fiscal 2024 Mayor’s Management Report, the Mayor’s Office of Operations continued implementation of updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within.

## ADDITIONAL RESOURCES

For additional information go to:

- Clearance Report — NYPD — NYC.gov  
<https://www.nyc.gov/site/nypd/stats/reports-analysis/clearance.page>
- 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).