



FIRE DEPARTMENT

Salvatore J. Cassano, Commissioner

Key Public Service Areas

- ✓ Protect lives and property from fire hazards and other emergency conditions.
- ✓ Provide quick, efficient and high-quality response to medical emergencies.

Scope of Agency Operations

The Fire Department (FDNY) responds to fires, public safety and medical emergencies, natural disasters and terrorist acts to protect the lives and property of City residents and visitors. The Department advances fire safety through its fire prevention, investigation and education programs, as well as contributes to the City's homeland security efforts. The Department responds to more than 276,000 fire and non-fire related emergencies and more than 1.2 million medical emergencies each year, and maintains approximately 250 firehouses and ambulance stations.

Critical Objectives

- Promptly respond to fires and other non-fire emergencies.
- Reduce the risk of fire incidents through quality inspections, investigations and public education.
- Promptly respond to medical emergencies.

Preliminary Performance Highlights

- During the first four months of Fiscal 2012 citywide average response time to structural fires was 1 second slower than during the same period of Fiscal 2011.
- The combined average response time for fire units to respond to structural fires and medical emergencies was 5 seconds faster during the reporting period.
- The number of serious fires per 1,000 structural fires increased 2 percent during the reporting period.
- Civilian fire fatalities decreased from 23 to 18 during the reporting period.
- During the reporting period firefighter burns sustained outside quarters increased 2.5 percent and service-connected firefighter injuries decreased 1 percent.
- Fire safety education presentations increased 3 percent during the reporting period.
- Investigations by fire marshals into the causes and origins of fires and other fire-related offenses decreased 2 percent due to a reduction of 8 percent and 19 percent, respectively, in structural and nonstructural fires.
- Average response time to life-threatening medical emergencies by ambulance units was 26 seconds faster during the reporting period. This was primarily due to additional units placed in strategic locations throughout the City during July through October 2011, as well as the opening of new ambulance stations in the Woodlawn section of the Bronx and the west side of Manhattan, which improved ambulance availability. Combined response time to life-threatening medical emergencies by ambulance and fire units was 19 seconds faster. Response time to life-threatening medical emergencies by fire units was 5 seconds faster.



Performance Report

✓ Protect lives and property from fire hazards and other emergency conditions.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ Average response time to structural fires (minutes:seconds) - Citywide	4:05	3:59	4:03	4:08	4:08	4:01	4:02
- Manhattan	4:09	4:08	4:09	4:16	4:16	4:04	4:07
- Bronx	4:11	4:05	4:11	4:16	4:16	4:09	4:06
- Brooklyn	3:44	3:32	3:37	3:42	3:42	3:33	3:36
- Queens	4:27	4:20	4:23	4:26	4:26	4:26	4:22
- Staten Island	4:28	4:30	4:34	4:38	4:38	4:30	4:40
★ Average response time to structural fires and medical emergencies by fire units (minutes:seconds)	4:13	4:15	4:18	*	*	4:15	4:10
★ Serious fires per 1,000 structural fires	97	92	105	*	*	107	109
Average annual cost of an engine company (\$ millions)	\$5.9	\$6.6	\$6.6	*	*	NA	NA
Average annual cost of a ladder company (\$ millions)	\$6.9	\$7.7	\$8.0	*	*	NA	NA
★ Civilian fire fatalities	78	67	68	*	*	23	18
★ Firefighter burns	252	240	302	*	*	96	90
Firefighter burns (in quarters)	NA	NA	30	*	*	16	8
Firefighter burns (sustained outside quarters)	NA	NA	272	*	*	80	82
★ Firefighter injuries	10,607	10,914	11,210	*	*	3,825	3,785
Fire safety education presentations	8,055	5,952	8,007	*	*	2,312	2,376
Completed inspections performed by fire prevention staff	167,844	164,395	173,695	162,000	162,000	58,469	58,526
Field force inspections	61,732	57,719	49,876	*	*	18,435	17,740
- Commercial buildings	26,599	23,335	22,175	*	*	5,692	5,630
- Residential buildings	35,133	34,384	27,701	*	*	12,743	12,110
Investigations	6,118	6,339	6,525	*	*	2,387	2,343

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

✓ Provide quick, efficient and high-quality response to medical emergencies.

Performance Statistics	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ Average response time to life-threatening medical emergencies by ambulance units (minutes:seconds) *	6:40	6:41	7:00	6:35	6:35	6:51	6:25
Average response time to life-threatening medical emergencies by fire units (minutes: seconds)	4:14	4:17	4:20	4:25	4:25	4:17	4:12
★ Combined response time to life-threatening medical emergencies by ambulance and fire units (minutes:seconds)	5:45	5:47	6:05	5:41	5:41	5:52	5:33
Response time of less than 10 minutes to Advanced Life Support medical emergencies by Advanced Life Support ambulances (%)	80.4%	80.4%	80.5%	90.0%	90.0%	79.8%	82.7%
Average cost of ambulance tour per day (\$)	\$1,608	\$1,733	\$1,731	*	*	\$1,755	\$1,780

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



Agency Customer Service

The Fire Department provides service to its customers through its walk-in facilities, website and correspondence.

Indicator	FDNY Jul-Oct FY11	Citywide Jul-Oct FY11	FDNY Jul-Oct FY12	Citywide Jul-Oct FY12	FDNY Change Jul-Oct FY11 to FY12	Citywide Change Jul-Oct FY11 to FY12
Average response time for email correspondence (days)	6	5	2	8	-67%	60%
Average response time for letters/mail correspondence (days)	4	11	1	9	-75%	-18%
Number of 311 inquiries (to MMR agencies)	20,219	2,467,532	26,773	2,245,344	32%	-9%

311 Customer Service Center Inquiries

Top FDNY-related Inquiries	Total Jul-Oct FY11	% of FDNY Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of FDNY Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
Get a Job with FDNY	1,246	6%	6	10,700	40%	1
Fire Hazard Complaint	2,676	13%	1	2,387	9%	2
Ambulance Patient Locator	2,205	11%	2	1,617	6%	3
Fire Hydrant Recreational Use	1,698	8%	4	1,597	6%	4
Locate a Firehouse - Brooklyn	1,773	9%	3	1,573	6%	5

Agency Resources

Agency Resources	A c t u a l			September 2011 MMR FY12	Updated FY12 ¹	FY13 ¹	4-Month Actual FY11	4-Month Actual FY12
	FY09	FY10	FY11					
Expenditures (\$ millions) ²	\$1,592.7	\$1,670.0	\$1,733.6	\$1,671.0	\$1,806.8	\$1,700.9	\$597.1	\$589.7
Revenues (\$ millions)	\$77.0	\$78.7	\$82.0	\$80.3	\$83.7	\$93.0	\$27.9	\$28.9
Personnel (uniformed)	11,459	11,080	10,646	10,787	10,787	10,282	10,975	10,513
Personnel (civilian)	4,771	4,890	5,106	4,857	4,848	4,859	5,045	5,084
Overtime paid (\$000)	\$169,387	\$196,948	\$235,807	*	*	*	\$75,879	\$81,722
Capital commitments (\$ millions)	\$71.0	\$135.6	\$94.4	\$123.0	\$222.3	\$82.7	\$42.2	\$24.6
Work Experience Program (WEP) participants assigned	49	16	23	*	*	*	28	42

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

- Firefighter burn data for Fiscal 2011 were revised to correct an error. Two new subsets were added to clarify whether the burns were sustained in quarters or outside quarters.
- Field force inspections data for Fiscal 2011 were revised to reflect updated data.

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