



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.

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.

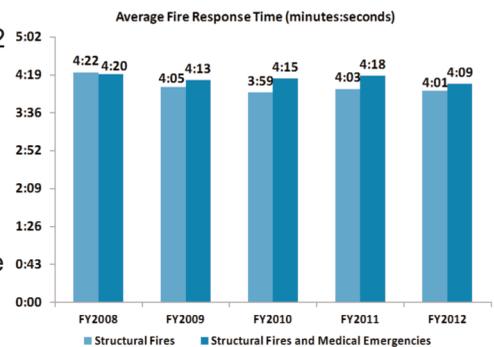
Scope of Agency Operations

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, and contributes to the City's homeland security efforts. The Department responds to more than 269,000 fire and non-fire related emergencies and more than 1.2 million medical emergencies each year, and maintains approximately 250 firehouses and ambulance stations.

Performance Report

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

- Citywide average response time to structural fires was 2 seconds faster in Fiscal 2012. Response time to structural fires was faster in every borough except Manhattan.



- The combined average time for fire units to respond to structural fires and medical emergencies was 9 seconds faster in Fiscal 2012.

- The number of structural fires and nonstructural fires decreased 5 percent and 17 percent, respectively. The number of serious fires per 1,000 structural fires increased 1 percent in Fiscal 2012.

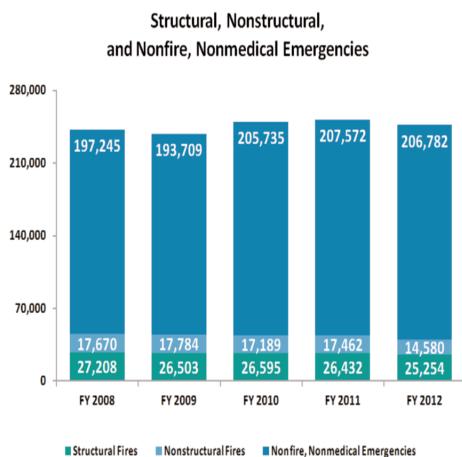
- Civilian fire fatalities increased from 69 in Fiscal 2011 to 70 in Fiscal 2012.

- Firefighter burns sustained in service decreased 34 percent during the reporting period due in part to continued training and education on the proper use of protective gear. Firefighter injuries also decreased 4 percent.

- Fire safety education (FSE) presentations increased 10 percent in Fiscal 2012. An increase in funding from the FDNY Foundation allowed the FSE unit to schedule more events throughout the reporting period.

- Completed fire prevention inspections performed by FDNY inspectors who visit sites to ensure compliance with the City's Fire Code increased 9 percent.

- Field force inspections, performed by fire units who visit commercial and residential buildings within designated areas, decreased 1



percent in Fiscal 2012. Inspections of commercial buildings decreased 5 percent, while inspections of residential buildings increased by 2 percent.

- Investigations by fire marshals into the causes and origins of fires and other fire-related offenses decreased 2 percent in Fiscal 2012.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ <i>Average response time to structural fires (minutes:seconds) - Citywide</i>	4:22	4:05	3:59	4:03	4:01	4:08	4:06	Neutral
- <i>Manhattan</i>	4:26	4:09	4:08	4:09	4:10	4:16	4:11	Neutral
- <i>Bronx</i>	4:29	4:11	4:05	4:11	4:08	4:16	4:11	Neutral
- <i>Brooklyn</i>	3:57	3:44	3:32	3:37	3:34	3:42	3:42	Neutral
- <i>Queens</i>	4:47	4:27	4:20	4:23	4:19	4:26	4:26	Neutral
- <i>Staten Island</i>	4:45	4:28	4:30	4:34	4:29	4:38	4:41	Neutral
★ <i>Average response time to structural fires and medical emergencies by fire units (minutes:seconds)</i>	4:20	4:13	4:15	4:18	4:09	*	*	Neutral
★ <i>Serious fires per 1,000 structural fires</i>	108	97	92	105	106	*	*	Neutral
<i>Average annual cost of an engine company (\$ millions)</i>	\$5.3	\$5.9	\$6.6	\$6.6	\$6.7	*	*	Upward
<i>Average annual cost of a ladder company (\$ millions)</i>	\$6.2	\$6.9	\$7.7	\$8.0	\$8.4	*	*	Upward
★ <i>Civilian fire fatalities</i>	85	78	67	69	70	*	*	Downward
★ <i>Firefighter burns</i>	354	252	240	302	198	*	*	Downward
<i>Firefighter burns (in quarters)</i>	NA	NA	NA	30	12	*	*	NA
<i>Firefighter burns (sustained outside quarters)</i>	NA	NA	NA	272	186	*	*	NA
★ <i>Firefighter injuries</i>	10,332	10,607	10,914	11,210	10,738	*	*	Neutral
<i>Fire safety education presentations</i>	8,586	8,055	5,952	8,007	8,776	*	*	Neutral
<i>Completed inspections performed by fire prevention staff</i>	162,474	167,844	164,395	173,695	189,768	162,000	180,000	Upward
<i>Field force inspections</i>	56,383	61,732	57,719	49,876	49,624	*	*	Downward
- <i>Commercial buildings</i>	24,568	26,599	23,335	22,175	21,157	*	*	Downward
- <i>Residential buildings</i>	31,815	35,133	34,384	27,701	28,467	*	*	Downward
<i>Investigations</i>	5,940	6,118	6,339	6,525	6,411	*	*	Neutral

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

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

- Average response time to life-threatening medical emergencies by ambulance units was 35 seconds faster than in Fiscal 2011 due in part to a 3 percent increase in the total number of ambulance tours per day.
- Average response time to life-threatening medical emergencies by fire units was 9 seconds faster than in Fiscal 2011.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ <i>Average response time to life-threatening medical emergencies by ambulance units (minutes:seconds) *</i>	6:39	6:40	6:41	7:00	6:25	6:35	6:35	Neutral
<i>Average response time to life-threatening medical emergencies by fire units (minutes: seconds)</i>	4:19	4:14	4:17	4:20	4:11	4:25	4:20	Neutral
★ <i>Combined response time to life-threatening medical emergencies by ambulance and fire units (minutes:seconds)</i>	5:46	5:45	5:47	6:05	5:32	5:41	5:41	Neutral
<i>Average cost of ambulance tour per day (\$)</i>	\$1,457	\$1,608	\$1,733	\$1,731	\$1,799	*	*	Upward
<i>Response in less than 10 minutes to life-threatening medical emergencies requiring an Advanced Life Support response (%)</i>	88.4%	88.0%	88.2%	87.7%	90.2%	*	*	Neutral

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

Agency Customer Service

Performance Statistics	Actual					Target		5-Yr.Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Customer Experience								
Percent of e-mails responded to in 14 days	NA	NA	78	70	79	NA	79	NA
Percent of letters responded to in 14 days	NA	NA	74	80	100	NA	100	NA
Average customer in-person wait time (minutes)	NA	25	14	11	15	NA	15	NA
Completed customer requests for interpretation	NA	NA	2,871	2,737	2,563	NA	NA	NA
CORE customer experience rating (0-100)	NA	NA	77	91	76	NA	76	NA

Agency Resources

Resource Statistics	Actual					Plan ¹		5-Yr.Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures (\$ millions) ²	\$1,521.3	\$1,592.7	\$1,670.0	\$1,733.6	\$1,822.7	\$1,671.0	\$1,785.3	Upward
Revenues (\$ millions)	\$69.9	\$77.0	\$78.7	\$82.0	\$89.1	\$80.3	\$93.0	Upward
Personnel (uniformed)	11,585	11,459	11,080	10,646	10,260	10,787	10,282	Downward
Personnel (civilian)	4,805	4,771	4,890	5,106	5,144	4,857	4,884	Neutral
Overtime paid (\$ millions)	\$178.9	\$169.4	\$196.9	\$235.8	\$277.9	\$195.3	\$324.5	Upward
Capital commitments (\$ millions) ³	\$121.0	\$71.0	\$135.6	\$94.4	\$87.4	\$123.0	\$115.1	Downward
Work Experience Program (WEP) participants assigned	2	49	16	23	3	*	*	Downward

¹Authorized Budget Level "NA" - Not Available in this report
²Expenditures include all funds. ³To view the FY 2013 September Capital Commitment Plan upon its release, see www.nyc.gov/omb.

Noteworthy Changes, Additions or Deletions

- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013 FDNY's services and goals are:

Service 1: Protect lives and property from fire hazards and other emergency conditions.

Goal 1a: Reduce the risk of fire incidents.

Goal 1b: Promptly respond to fires and other emergencies.

Goal 1c: Minimize damage to persons and property.

Service 2: Respond to medical emergencies.

Goal 2a: Promptly respond to medical emergencies.

Goal 2b: Provide high quality emergency care.

- The Department replaced 'response time of less than 10 minutes to Advanced Life Support medical emergencies by Advanced Life Support ambulances (%)' with a new measure 'response in less than 10 minutes to life-threatening medical emergencies requiring an Advanced Life Support response (%)' to more precisely measure the response time goal for these incidents.

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

