



## What We Do

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 about 275,000 fire and non-fire related emergencies and over 1.3 million medical emergencies each year, and maintains approximately 250 firehouses and ambulance stations.

## Our Services and Goals

**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.

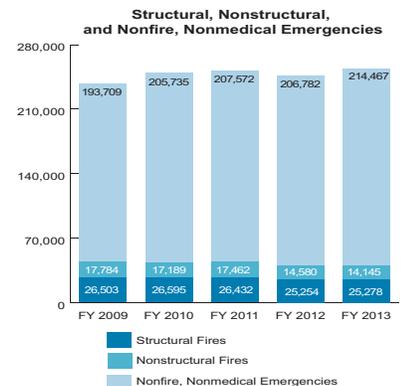
Goal 2b: Provide high quality emergency care.

## How We Performed in Fiscal 2013

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

**Goal 1a: Reduce the risk of fire incidents.**

FDNY reduces the risk of fire incidents through its inspection, education and investigation programs. The number of structural fires remained virtually unchanged in Fiscal 2013 compared with Fiscal 2012. Structural fires per 100,000 people also remained steady in Fiscal 2013. Non-structural fires decreased three percent compared to Fiscal 2012. The 5 year trend for non-structural fires is also down.



Two separate and distinct inspection programs, one carried out by FDNY civilian inspectors, the other carried out by firefighters and fire officers, are critical to the Department's fire risk reduction strategy. Completed inspections performed by civilian fire prevention inspectors who visit sites to ensure compliance with the fire code exceeded the target for Fiscal 2013 by 3 percent. The 5 year trend for completed fire prevention inspections is up.

The Department's fire risk reduction efforts also include regularly scheduled time for firefighters and fire officers to inspect buildings within designated areas. The new risk-based inspection system represents the first phase of FDNY's enterprise solution, or the Coordinated Building Inspection Data Analysis System (CBIDAS), for targeting and tracking safety inspections. In March 2013 the Department introduced a new computerized application for fire operations that shifted the building inspection strategy from a cyclical, paper-based inspection program to an automated, flexible approach based on a building risk score model. A building's fire risk is estimated based on correlating historical fire patterns with 13 identified factors including building location, type of space use and structural characteristics. A high-risk building might lack a sprinkler system, have a history of previous fires or fire-related injuries, or have been constructed under an earlier version of the fire code. New inspection indicators that are included in this report, and that will replace 'field force inspection' indicators, are 'completed risk-based inspections performed by uniformed personnel' and 'completed mandatory inspections performed by uniformed personnel.' Firefighters and fire officers

conducted 13,142 risk-based inspections and 10,835 mandatory inspections during the period April through June 2013. Full year data for these new measures will be reported at the close of Fiscal 2014. The next phase of CBIDAS involves the design and development of a new system for fire prevention to track permits, inspections and enforcement actions. FDNY anticipates initiating the design of this system during Fiscal 2014.

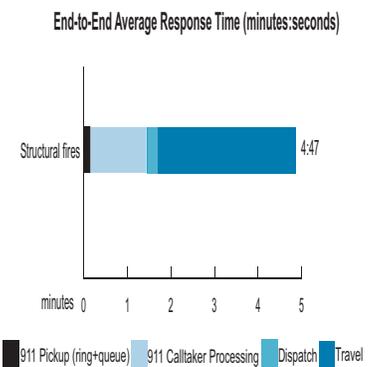
FDNY marshals reduce the risk of fire incidents by investigating the causes and origins of fires and other fire-related offenses. Investigations increased six percent compared to Fiscal 2012, the highest number of investigations in the past five years. The 5 year trend for investigations is also up. At the beginning of Fiscal 2013, the Department leveraged grant funding to increase investigations into non-structural fires, burn injuries and automobile fires. Arson fires were nine percent lower compared to Fiscal 2012. The 5 year trend for arson is down.

Educating the public in fire safety is critical to reducing fire risk. The Department's fire safety education unit gives presentations in schools, nursing homes, and community organizations. Fire companies also educate the public at street fairs and other community events. Visitors to FDNY's Fire Zone at Rockefeller Center learn fire safety by engaging in hands-on fire safety exhibits. Fire safety education presentations decreased seven percent in Fiscal 2013 due to cancellations related to Hurricane Sandy and a decrease in scheduling events at locations that were closed due to storm damage. The Department is on track to increase its presentations given during the remainder of Fiscal 2014. The 5 year trend for presentations is up.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Structural fires	26,503	26,595	26,432	25,254	25,278	*	24,426	Down	Neutral
Structural fires per 100,000 people	NA	NA	NA	306	307	*	*	Down	NA
★ Non-structural fires	17,784	17,189	17,462	14,580	14,145	*	13,291	Down	Down
Completed inspections performed by civilian fire prevention personnel	167,844	164,395	173,695	189,768	184,749	180,000	185,000	Up	Up
Violation orders issued	17,878	NA	NA	38,482	40,946	*	*	Neutral	NA
Violation orders corrected	6,723	NA	NA	30,781	30,377	*	*	Neutral	NA
Violation orders corrected (%)	NA	NA	NA	80%	74%	*	*	Up	NA
Summonses issued	2,214	1,535	2,153	1,245	1,268	*	*	Neutral	Down
★ Hazard complaints resolved within 1 day (%)	68%	70%	61%	57%	65%	*	65%	Up	Down
Completed risk-based inspections performed by uniformed personnel	NA	NA	NA	NA	NA	*	*	Neutral	NA
Completed mandatory inspections performed by uniformed personnel	NA	NA	NA	NA	NA	*	*	Neutral	NA
Field force inspections	61,732	57,719	49,876	49,624	NA	*	*	Up	NA
- Commercial buildings	26,599	23,335	22,175	21,157	NA	*	*	Up	NA
- Residential buildings	35,133	34,384	27,701	28,467	NA	*	*	Up	NA
Investigations	6,118	6,339	6,525	6,636	7,028	*	*	Up	Up
Arson fires	2,252	2,166	2,073	2,008	1,831	*	*	Down	Down
Fire safety education presentations	8,055	5,952	8,007	8,776	8,184	*	*	Neutral	Up

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

For the first time, the City is able to present a consistent, cross-agency measure of response time that incorporates every segment of a 911 call including the time it takes for the NYPD call taker to conference in the FDNY dispatcher. The Mayor's Office of Data Analytics, working with the Office of Citywide Emergency Communications, NYPD, FDNY, and the City's technology partners, developed a way to identify this "end-to-end" response time, or the total length of a 911 call from the instant a caller finishes dialing 911 to the time when the first emergency responders arrive on scene. Each portion of the response to 911 calls for structural fires is shown in the accompanying end-to-end average response time chart.



The Mayor's Management Report will continue to present average response time calculated by FDNY for the dispatch and travel portions of the response, starting from the point when the FDNY dispatcher joins the call. Response time to incidents that do not go through 911, such as private fire alarms, are not included in end-to-end time, but are included in FDNY-calculated dispatch plus travel time.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
End-to-end average response time to structural fires (minutes:seconds)	NA	NA	NA	NA	4:47	*	*	Down	NA
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:05	3:59	4:03	4:01	4:06	4:06	4:06	Down	Neutral
Average response time to all fire unit emergencies (FDNY dispatch and travel time only) (minutes:seconds)	4:32	4:33	4:40	4:35	4:46	*	4:37	Down	Neutral
Total fire unit runs	991,721	1,009,620	1,004,594	971,947	983,615	*	*	Neutral	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↓↑ shows desired direction

### Goal 1c: Minimize damage to persons and property.

FDNY's inspections, investigations, fire safety education and quick response have contributed to decreased serious fires, injuries and loss of life. Serious fires per 1,000 structural fires decreased 3 percent in Fiscal 2013. However, the 5 year trend for serious fires is up. The percent of serious fires reaching second alarm or higher increased by one percentage point in Fiscal 2013. During Fiscal 2013 civilian fire fatalities per 100,000 people decreased to 0.6. In Fiscal 2013 civilian fire fatalities decreased 33 percent compared to Fiscal 2012 and were lower than in any fiscal year during the past 10 fiscal years. In Calendar 2012 the City saw the lowest number of civilian fire fatalities since 1916.

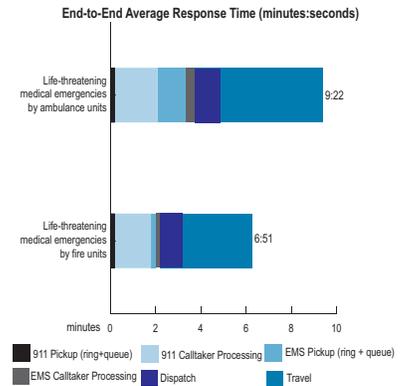
The Department's firefighter injury reduction program focuses on reducing burns and other injuries, as well as preventing accidents involving FDNY vehicles, by instilling safety messages throughout its ranks, starting with safety education in probationary firefighter school and continuing with presentations given by chiefs during annual company medical tests and education day. In addition, senior fire personnel give safety presentations at two firehouses per day so that every firehouse is visited at least four times a year. Firefighter injuries decreased 14 percent in Fiscal 2013, the third year in a row for which these injuries decreased. Firefighter burns increased 18 percent compared to Fiscal 2012, but were lower than in fiscal years 2009 through 2011. The 5 year trends for burns, firefighter injuries and vehicle accidents are all down.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Serious fires per 1,000 structural fires	97	92	105	106	103	*	104	Down	Up
★ Serious fires reaching second alarm or higher (%)	NA	NA	NA	6%	7%	*	6%	Down	NA
★ Civilian fire fatalities	78	67	69	70	47	*	↓	Down	Down
Civilian fire fatalities per 100,000 people	1.0	0.8	0.9	0.9	0.6	*	*	Down	Down
★ Firefighter burns	252	240	302	198	233	*	↓	Down	Down
Firefighter burns (in quarters)	NA	NA	30	12	8	*	*	Down	NA
Firefighter burns (sustained outside quarters)	NA	NA	272	186	225	*	*	Down	NA
★ Firefighter injuries	10,607	10,914	11,210	10,738	9,273	*	↓	Down	Down

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**Service 2: Respond to medical emergencies.**  
**Goal 2a: Promptly respond to medical emergencies.**

As mentioned above, for the first time the City is able to present a consistent, cross-agency measure of response time that incorporates every segment of a 911 call from the instant a caller finishes dialing 911 to the time when the first emergency responders arrive on the scene. The Mayor’s Management Report now presents this “end-to-end” average response time that includes the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher. Each portion of the response to a 911 call for a life-threatening medical emergency (cardiac arrest, choking, unconsciousness, difficulty breathing, major burns or trauma) is shown in the accompanying end-to-end average response time chart. The Mayor’s Management Report will continue to present average response time calculated by FDNY for the dispatch and travel portions of the response to life-threatening medical emergencies.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
End-to-end average response time to life-threatening medical emergencies by ambulance units (minutes:seconds)	NA	NA	NA	NA	9:22	*	*	Down	NA
End-to-end average response time to life-threatening medical emergencies by fire units (minutes:seconds)	NA	NA	NA	NA	6:51	*	*	Down	NA
★ Average response time to life-threatening medical emergencies by ambulance units (FDNY dispatch and travel time only) (minutes:seconds)	6:40	6:41	7:00	6:25	6:45	6:35	6:35	Down	Neutral
★ Average response time to life-threatening medical emergencies by fire units (FDNY dispatch and travel time only) (minutes:seconds)	4:14	4:17	4:20	4:11	4:16	4:20	4:20	Down	Neutral
★ Combined response time to life-threatening medical emergencies by ambulance & fire units (FDNY dispatch and travel time only) (minutes:seconds)	5:45	5:47	6:05	5:32	5:47	5:41	5:41	Down	Neutral
Total emergency medical incidents (ambulance units)	1,224,743	1,236,819	1,263,345	1,277,985	1,310,770	*	*	Neutral	Neutral

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**Goal 2b: Provide high quality emergency care.**

The Department strives to offer quality emergency health care in addition to quick response. Cardiac arrest resuscitations are performed by ambulance units and fire units. In Fiscal 2013 FDNY responded to 23,538 cardiac arrest incidents. Approximately 20 percent of cardiac arrest patients were revived by FDNY. Of these successful resuscitations, 45 percent were witnessed. A witnessed cardiac arrest occurs when someone is with the patient who can call for help, and possibly perform cardiopulmonary resuscitation (CPR), often resulting in better outcomes. The Cardiac Registry to Enhance Survival (CARES), established in 2004 by the Centers for Disease Control in collaboration with the Department of Emergency Medicine at the Emory University School of Medicine, [reports](#) a cardiac arrest resuscitation rate of 26.3 percent nationwide for 2005 through 2010 cumulatively, and a rate of 45 percent for witnessed cardiac arrest resuscitations.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Cardiac arrest incidents	23,744	23,155	24,187	23,759	23,538	*	*	Neutral	Neutral
★ Cardiac arrest patients revived (%)	NA	NA	NA	NA	20%	*	↑	Up	NA
★ - Witnessed cardiac arrest patients revived (%)	NA	NA	NA	NA	45%	*	↑	Up	NA
Average cost of ambulance tour per day (\$)	\$1,608	\$1,733	\$1,731	\$1,799	\$1,809	*	*	Neutral	Up
Average ambulance tours per day (total 911 system)	933	945	956	989	993	*	*	Neutral	Neutral

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## Agency-wide Management

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Apparatus accidents (fire unit)	538	521	543	439	447	*	*	Down	Down
Ambulance accidents	693	633	690	699	793	*	*	Down	Up
Fire workplace injuries reported (uniform and civilian)	NA	NA	NA	10,275	8,447	*	*	Down	NA
EMS workplace injuries reported	NA	NA	NA	1,456	1,313	*	*	Down	NA
Average annual cost of an engine company (\$000,000)	\$5.9	\$6.6	\$6.6	\$6.7	\$6.7	*	*	Neutral	Up
Average annual cost of a ladder company (\$000,000)	\$6.9	\$7.7	\$8.0	\$8.4	\$8.4	*	*	Neutral	Up
Average time from inspection request until inspection (days) - Fire alarm inspections	NA	NA	34	32	32	*	*	Down	NA
Average time from inspection request until inspection (days) - Rangehood inspections	NA	NA	1	5	5	*	*	Down	NA
Average time from inspection request until inspection (days) - Fire suppression system inspections	NA	NA	0	0	0	*	*	Down	NA
Violations admitted to or upheld at the Environmental Control Board (%)	NA	NA	NA	92%	91%	*	*	Neutral	NA

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## Agency Customer Service

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	NA	78	70	79	85	79	78	NA
Letters responded to in 14 days (%)	NA	74	80	100	66	100	77	NA
Average customer in-person wait time (minutes)	25	14	11	15	12	15	12	Down
Completed customer requests for interpretation	NA	2,871	2,737	2,563	2,891	NA	NA	NA
CORE customer experience rating (0-100)	NA	77	91	76	96	76	76	NA

## Agency Resources

Resource Indicators	Actual					Plan <sup>1</sup>		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) <sup>2</sup>	\$1,592.7	\$1,670.0	\$1,733.6	\$1,757.2	\$1,923.7	\$1,899.6	\$1,771.7	Up
Revenues (\$000,000)	\$77.0	\$78.7	\$82.0	\$89.1	\$90.3	\$99.5	\$89.0	Up
Personnel (uniformed)	11,459	11,080	10,646	10,260	10,180	10,282	10,787	Down
Personnel (civilian)	4,771	4,890	5,106	5,144	5,332	4,987	5,004	Up
Overtime paid (\$000,000)	\$169.4	\$196.9	\$235.8	\$266.6	\$353.1	\$346.6	\$306.5	Up
Capital commitments (\$000,000)	\$71.0	\$135.6	\$94.4	\$87.4	\$157.0	\$287.6	\$77.8	Up
Work Experience Program (WEP) participants assigned	49	16	23	3	1	*	*	Down

<sup>1</sup>Authorized Budget Level

<sup>2</sup>Expenditures include all funds.

"NA" - Not Available in this report

## Noteworthy Changes, Additions or Deletions

- The Department added the following indicators: 'completed risk-based inspections performed by uniformed personnel,' 'completed mandatory inspections performed by uniformed personnel,' 'end-to-end average response time to structural fires (minutes:seconds),' 'end-to-end average response time to life-threatening medical emergencies by ambulance units (minutes:seconds),' 'end-to-end average response time to life-threatening medical emergencies by fire units (minutes:seconds),' 'Fire workplace injuries reported (uniform and civilian),' 'EMS workplace injuries reported,' 'average time from inspection request until inspection (days) - fire alarm Inspections,' '- rangehood inspections,' '- fire suppression system inspections,' and 'violations admitted to or upheld at the Environmental Control Board (%)'.

For additional agency performance statistics, please visit:

- Citywide and by borough monthly statistics:  
<http://www.nyc.gov/html/fdny/html/stats/citywide.shtml>

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