

## 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 more than 280,000 fires and non-fire related emergencies and over 1.3 million medical emergencies each year, and maintains 252 firehouses and ambulance stations.

## FOCUS ON EQUITY

FDNY is committed to equitable recruiting and service delivery. The Department's recruitment efforts resulted in more than twice as many members of historically underrepresented groups taking the 2012 firefighter exam compared with the 2006 exam. The break out of those who took the 2012 exam is 45.7 percent non-white or historically underrepresented. More women took the 2012 exam than the last three exams combined. FDNY's fire and Emergency Medical Service units, which are located throughout the City, serve all communities of the five boroughs by responding to all who request assistance without consideration to race, creed, nationality, or religion.

## OUR SERVICES AND GOALS

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### **SERVICE 1 Protect lives and property from fire hazards and other emergency conditions.**

- Goal 1a Reduce the risk associated with fire incidents.
- Goal 1b Promptly respond to fires and other emergencies.
- Goal 1c Minimize damage to persons and property.

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### **SERVICE 2 Respond to medical emergencies.**

- Goal 2a Promptly respond to medical emergencies.
- Goal 2b Provide high quality emergency medical care.

# HOW WE PERFORMED IN FISCAL 2014

## SERVICE 1 Protect lives and property from fire hazards and other emergency conditions.

### Goal 1a Reduce the risk associated with fire incidents.

FDNY reduces the risk associated with fire incidents through its inspection, education and investigation programs. The number of structural fires increased two percent in Fiscal 2014, while remaining under 26,000 for the third year in a row. While residential fires decreased, fires in commercial buildings and public buildings increased. In Fiscal 2014 there were 19 percent more nonstructural fires due primarily to an increase in manhole fires caused by the prevalence of snow and salt during the winter.

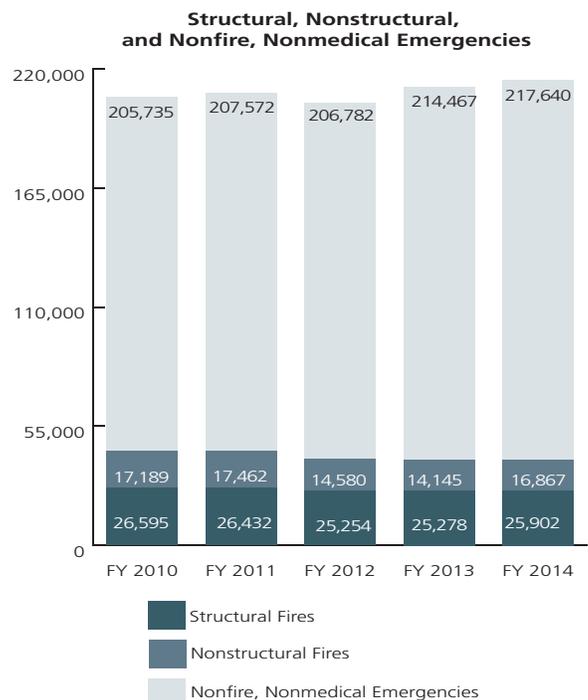
Two separate and distinct inspection programs, one carried out by FDNY civilian inspectors, the other carried out by firefighters and fire officers, are critical to the Department's strategy to reduce the loss of life and property that may result from fire incidents. Completed fire prevention inspections, performed by FDNY civilian inspectors who visit sites to ensure compliance with the City's fire code, increased three percent compared to Fiscal 2013.

The Department's efforts to reduce the loss of life and property also include regularly scheduled time for firefighters and fire officers to inspect buildings within designated areas. The inspection system represents the first phase of FDNY's Coordinated Building Inspection Data Analysis System (CBIDAS) for targeting and tracking safety inspections. In July 2013 the Department improved the risk identification model, FireCast, to provide a more accurate measure to determine the risk of fire to a building. A building's fire risk is estimated based on correlating historical fire patterns with 13 identified factors including building location, type of space used 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. The Department is currently enhancing FireCast further with data from various City sources and will deploy the enhanced model in Fiscal 2015.

In Fiscal 2014 firefighters and fire officers completed 42,603 risk-based inspections and 50,224 mandatory inspections where they identify hazards to life and property if a fire were to occur at the location. The next phase of CBIDAS involves the design and development of a new system to track permits, inspections, and enforcement actions. FDNY will be soliciting Requests for Proposals to implement the next phase of CBIDAS, an automated Fire Prevention and Revenue Management System that will replace the legacy Fire Prevention Information Management Systems. In Fiscal 2015 FDNY will begin to use handheld devices for inspection scheduling, recording of inspection and enforcement actions, and permit issuance within the 25 District Offices in the Bureau of Fire Prevention.

FDNY marshals reduce the risk of fire incidents by investigating the causes and origins of fires and other fire-related offenses. Continuing the upward trend, investigations increased three percent. Fiscal 2014 saw the highest number of investigations in the past six years. Arson fires continued their downward trend, decreasing by four percent compared with Fiscal 2013.

FDNY fire safety education presentations increased five percent due to increased outreach to seniors and special needs communities during Fiscal 2014. In addition, there were 1,877 fire safety checks of homes in communities most affected by Hurricane Sandy made possible by grant funding from the FDNY Foundation. Smoke detectors with 10-year lithium batteries were installed during the Hurricane Sandy-related fire safety checks in Coney Island in Brooklyn, Rockaway in Queens, and Community Boards 1 and 2 in Staten Island.

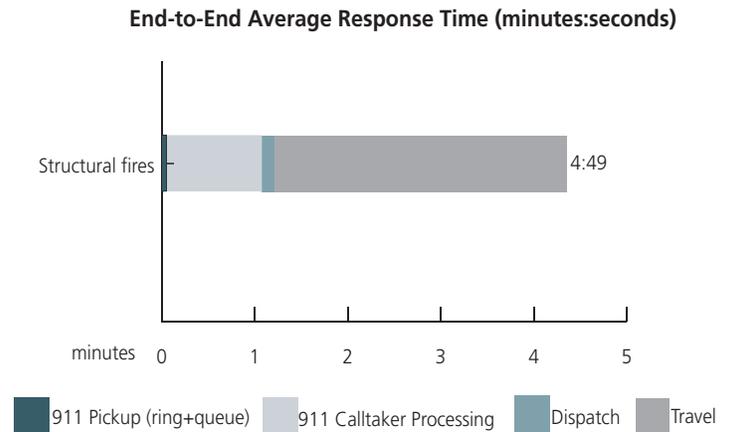


| Performance Indicators  | Actual  |         |         |         |         | Target  |         | Desired Direction | 5yr Trend |
|---|---------|---------|---------|---------|---------|---------|---------|-------------------|-----------|
|   | FY10    | FY11    | FY12    | FY13    | FY14    | FY14    | FY15    |                   |           |
| ★ Structural fires  | 26,595  | 26,432  | 25,254  | 25,278  | 25,902  | ↓       | ↓       | Down              | Neutral   |
| Structural fires per 100,000 people                                   | NA      | NA      | 306     | 307     | 314     | *       | *       | Down              | NA        |
| ★ Non-structural fires  | 17,189  | 17,462  | 14,580  | 14,145  | 16,867  | ↓       | ↓       | Down              | Neutral   |
| Completed inspections performed by civilian fire prevention personnel | 164,395 | 173,695 | 189,768 | 184,749 | 190,346 | 185,000 | 187,000 | Up                | Up        |
| Violation orders issued   | NA      | NA      | 38,482  | 40,946  | 44,860  | *       | *       | Neutral           | NA        |
| Violation orders corrected  | NA      | NA      | 30,781  | 30,377  | 40,953  | *       | *       | Neutral           | NA        |
| Violation orders corrected (%)  | NA      | NA      | 80%     | 74%     | 91%     | *       | *       | Up                | NA        |
| Summonses issued  | 1,535   | 2,153   | 1,245   | 1,268   | 1,188   | *       | *       | Neutral           | Down      |
| ★ Hazard complaints resolved within one day (%)                       | 70%     | 61%     | 57%     | 65%     | 59%     | 70%     | 72%     | Up                | Down      |
| Completed risk-based inspections performed by uniformed personnel     | NA      | NA      | NA      | NA      | 42,603  | *       | *       | Neutral           | NA        |
| Completed mandatory inspections performed by uniformed personnel      | NA      | NA      | NA      | NA      | 50,224  | *       | *       | Neutral           | NA        |
| Investigations  | 6,339   | 6,525   | 6,636   | 7,028   | 7,206   | *       | *       | Up                | Up        |
| Arson fires   | 2,166   | 2,073   | 2,008   | 1,831   | 1,766   | *       | *       | Down              | Down      |
| Fire safety education presentations                                   | 5,952   | 8,007   | 8,776   | 8,184   | 8,612   | *       | *       | Neutral           | Up        |

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

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

During Fiscal 2014 end-to-end response time to 911 calls for structural fires was two seconds slower compared to Fiscal 2013. End-to-end average response time, captured for the first time in Fiscal 2013, measures the total length of a 911 call, from the instant a caller dials 911 to the time when the first emergency responders arrive on scene, including the time it takes for the Police Department 911 call taker to conference in the FDNY dispatcher. During Fiscal 2014 approximately 61 percent of structural fire incidents were called into 911. 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. For this reason 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. During Fiscal 2014 average response time to structural fires (FDNY dispatch and travel time) was two seconds slower compared to Fiscal 2013. Average response time to all fire unit emergencies (FDNY dispatch and travel time) remained the same.



| Performance Indicators  | Actual    |           |         |         |           | Target |      | Desired Direction | 5yr Trend |
|---|-----------|-----------|---------|---------|-----------|--------|------|-------------------|-----------|
|   | FY10      | FY11      | FY12    | FY13    | FY14      | FY14   | FY15 |                   |           |
| End-to-end average response time to structural fires (minutes:seconds)                                    | NA        | NA        | NA      | 4:47    | 4:49      | *      | *    | Down              | NA        |
| ★Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)         | 3:59      | 4:03      | 4:01    | 4:06    | 4:08      | 4:06   | 4:06 | Down              | Neutral   |
| Average response time to all fire unit emergencies (FDNY dispatch and travel time only) (minutes:seconds) | 4:33      | 4:40      | 4:35    | 4:46    | 4:46      | *      | *    | Down              | Neutral   |
| Total fire unit runs  | 1,009,620 | 1,004,594 | 971,947 | 983,615 | 1,054,752 | *      | *    | Neutral           | Neutral   |

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

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

FDNY leverages its inspections, investigations, fire safety education, and quick response to attain its goal of decreasing serious fires, injuries and loss of life. Serious fires per 1,000 structural fires decreased six percentage points in Fiscal 2014. The percentage of serious fires reaching second alarm or higher increased one percentage point during the reporting period. In Fiscal 2014 civilian fire fatalities increased to 80 due to incidents with multiple casualties, including the fatalities resulting from the gas explosion in Harlem in March 2014.

The Department's firefighter injury reduction program focuses on reducing burns and other injuries, as well as preventing collisions involving FDNY vehicles, by instilling the safety message 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 by seven percent in Fiscal 2014. Firefighter burns decreased 20 percent during the reporting period. The five year trend for burns and other firefighter injuries are down.

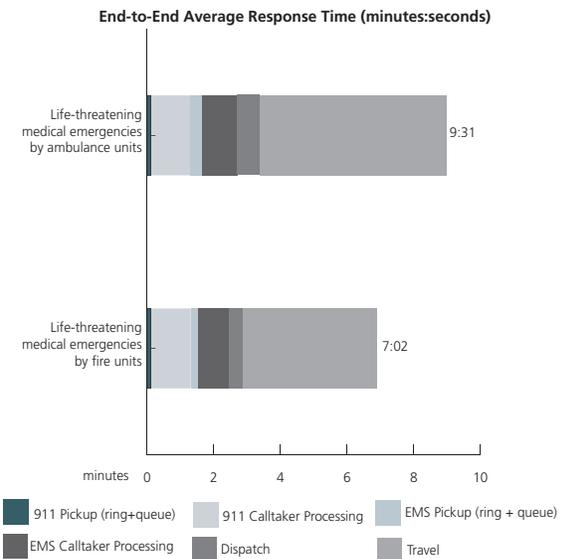
| Performance Indicators                             | Actual |        |        |       |       | Target |      | Desired Direction | 5yr Trend |
|--|--------|--------|--------|-------|-------|--------|------|-------------------|-----------|
|  | FY10   | FY11   | FY12   | FY13  | FY14  | FY14   | FY15 |                   |           |
| ★Serious fires per 1,000 structural fires          | 91     | 105    | 106    | 103   | 97    | ↓      | ↓    | Down              | Neutral   |
| ★Serious fires reaching second alarm or higher (%) | NA     | NA     | 6%     | 7%    | 8%    | ↓      | ↓    | Down              | NA        |
| ★Civilian fire fatalities                          | 67     | 69     | 70     | 47    | 80    | ↓      | ↓    | Down              | Neutral   |
| Civilian fire fatalities per 100,000 people        | 0.8    | 0.9    | 0.9    | 0.6   | 1.0   | *      | *    | Down              | Neutral   |
| ★Firefighter burns                                 | 240    | 302    | 198    | 233   | 186   | ↓      | ↓    | Down              | Down      |
| ★Firefighter injuries                              | 10,914 | 11,210 | 10,738 | 9,273 | 8,663 | ↓      | ↓    | Down              | Down      |

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## SERVICE 2 Respond to medical emergencies.

### Goal 2a Promptly respond to medical emergencies.

During Fiscal 2014 end-to-end response time to life-threatening medical emergencies by ambulance units was nine seconds slower compared to Fiscal 2013. End-to-end average response time to life-threatening medical emergencies by fire units was 11 seconds slower compared to Fiscal 2013. End-to-end average response time, captured for the first time in Fiscal 2013, measures the total length of a 911 call, from the instant a caller dials 911 to the time when the first emergency responders arrive on scene, including the time it takes for the Police Department 911 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 end-to-end average response time chart.



The Mayor's Management Report also continues to present average response time calculated by FDNY for the dispatch and travel portions of the response to life-threatening medical emergencies. In Fiscal 2014 average response time to life-threatening medical emergencies by ambulance units (FDNY dispatch and travel time) was one second slower compared to Fiscal 2013. Combined response time to life-threatening medical emergencies by ambulance and fire units (FDNY dispatch and travel time) was two seconds slower during the same period.

| Performance Indicators  | Actual |      |      |      |      | Target |      | Desired Direction | 5yr Trend |
|---|--------|------|------|------|------|--------|------|-------------------|-----------|
|   | FY10   | FY11 | FY12 | FY13 | FY14 | FY14   | FY15 |                   |           |
| End-to-end average response time to life-threatening medical emergencies by ambulance units (minutes:seconds)                                     | NA     | NA   | NA   | 9:22 | 9:31 | *      | *    | Down              | NA        |
| End-to-end average response time to life-threatening medical emergencies by fire units (minutes:seconds)  | NA     | NA   | NA   | 6:51 | 7:02 | *      | *    | Down              | NA        |
| ★ Average response time to life-threatening medical emergencies by ambulance units (FDNY dispatch and travel time only) (minutes:seconds)         | 6:41   | 7:00 | 6:25 | 6:45 | 6:46 | 7:00   | 6:45 | Down              | Neutral   |
| ★ Average response time to life-threatening medical emergencies by fire units (FDNY dispatch and travel time only) (minutes:seconds)              | 4:17   | 4:20 | 4:11 | 4:16 | 4:21 | 4:20   | 4:19 | Down              | Neutral   |
| ★ Combined response time to life-threatening medical emergencies by ambulance & fire units (FDNY dispatch and travel time only) (minutes:seconds) | 5:47   | 6:05 | 5:32 | 5:47 | 5:49 | 6:05   | 5:48 | Down              | Neutral   |

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

### Goal 2b Provide high quality emergency medical 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 2014 FDNY responded to 24,985 cardiac arrest incidents. Approximately 25 percent of cardiac arrest patients were revived by FDNY in Fiscal 2014, down one percentage point compared to Fiscal 2013. Of these successful resuscitations, 45 percent were witnessed, the same as in the prior fiscal year. 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, 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 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 |
|--|---------|---------|---------|---------|---------|--------|------|-------------------|-----------|
|  | FY10    | FY11    | FY12    | FY13    | FY14    | FY14   | FY15 |                   |           |
| Cardiac arrest incidents                           | 23,155  | 24,187  | 23,759  | 23,538  | 24,985  | *      | *    | Neutral           | Neutral   |
| ★ Cardiac arrest patients revived (%)              | NA      | NA      | NA      | 26%     | 25%     | ↑      | ↑    | Up                | NA        |
| ★ - Witnessed cardiac arrest patients revived (%)  | NA      | NA      | NA      | 45%     | 45%     | ↑      | ↑    | Up                | NA        |
| Average cost of ambulance tour per day (\$)        | \$1,733 | \$1,731 | \$1,799 | \$1,809 | \$1,876 | *      | *    | Neutral           | Neutral   |
| Average ambulance tours per day (total 911 system) | 945     | 956     | 989     | 993     | 1,025   | *      | *    | Neutral           | Neutral   |

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## AGENCY-WIDE MANAGEMENT

| Performance Indicators  | Actual |       |        |       |       | Target |      | Desired Direction | 5yr Trend |
|---|--------|-------|--------|-------|-------|--------|------|-------------------|-----------|
|   | FY10   | FY11  | FY12   | FY13  | FY14  | FY14   | FY15 |                   |           |
| Apparatus collisions (fire unit)  | 521    | 543   | 439    | 447   | 451   | *      | *    | Down              | Down      |
| Ambulance collisions  | 633    | 690   | 699    | 793   | 730   | *      | *    | Down              | Up        |
| Fire workplace injuries reported (uniform and civilian)                               | NA     | NA    | 10,275 | 8,447 | 7,655 | *      | *    | Down              | NA        |
| EMS workplace injuries reported   | NA     | NA    | 1,456  | 1,313 | 1,569 | *      | *    | Down              | NA        |
| Average annual cost of an engine company (\$000,000)                                  | \$6.6  | \$6.6 | \$6.7  | \$6.7 | \$6.9 | *      | *    | Neutral           | Neutral   |
| Average annual cost of a ladder company (\$000,000)                                   | \$7.7  | \$8.0 | \$8.4  | \$8.4 | \$8.6 | *      | *    | Neutral           | Up        |
| Average time from inspection request until inspection (days) - Fire alarm inspections | NA     | 34    | 32     | 32    | 32    | *      | *    | Down              | NA        |
| Average time from inspection request until inspection (days) - Rangehood inspections  | NA     | 1     | 5      | 5     | 5     | *      | *    | Down              | NA        |
| Violations admitted to or upheld at the Environmental Control Board (%)               | NA     | NA    | 92%    | 91%   | 91%   | *      | *    | Neutral           | NA        |

## AGENCY CUSTOMER SERVICE

| Performance Indicators   | Actual |       |       |       |       | Target |      | Desired Direction | 5yr Trend |
|--|--------|-------|-------|-------|-------|--------|------|-------------------|-----------|
|  | FY10   | FY11  | FY12  | FY13  | FY14  | FY14   | FY15 |                   |           |
| Customer Experience  |        |       |       |       |       |        |      |                   |           |
| Completed requests for interpretation  | 2,871  | 2,737 | 2,563 | 2,891 | 3,721 | *      | *    | Neutral           | Up        |
| Letters responded to in 14 days (%)  | 74%    | 80%   | 100%  | 66%   | 95%   | *      | *    | Up                | Up        |
| E-mails responded to in 14 days (%)  | 78%    | 70%   | 79%   | 85%   | 97%   | *      | *    | Up                | Up        |
| Average in-person wait time to speak with a customer service agent (minutes:seconds) | 14:10  | 11:16 | 14:52 | 12:14 | 13:14 | *      | *    | Down              | Neutral   |
| CORE facility rating   | 77     | 91    | 76    | 96    | 99    | *      | *    | Up                | Up        |

# AGENCY RESOURCES

| Resource Indicators                                 | Actual                              |           |  |           |           | Plan <sup>1</sup> |           | 5-year Trend |
|---|-------------------------------------|-----------|--|-----------|-----------|-------------------|-----------|--------------|
|   | FY10                                | FY11      | FY12   | FY13      | FY14      | FY14              | FY15      |              |
| Expenditures (\$000,000) <sup>2</sup>               | \$1,670.0                           | \$1,733.6 | \$1,757.2                                    | \$1,833.3 | \$1,985.7 | \$1,964.5         | \$1,778.8 | Up           |
| Revenues (\$000,000)                                | \$78.7                              | \$82.0    | \$89.1                                       | \$90.4    | \$92.2    | \$86.7            | \$86.0    | Up           |
| Personnel (uniformed)                               | 11,080                              | 10,646    | 10,260                                       | 10,180    | 10,318    | 10,787            | 10,788    | Neutral      |
| Personnel (civilian)                                | 4,890                               | 5,106     | 5,144  | 5,332     | 5,247     | 5,113             | 5,171     | Neutral      |
| Overtime paid (\$000,000)                           | \$196.9                             | \$235.8   | \$266.6                                      | \$324.5   | \$363.1   | \$345.1           | \$266.2   | Up           |
| Capital commitments (\$000,000)                     | \$135.6                             | \$94.4    | \$87.4                                       | \$157.0   | \$62.7    | \$199.1           | \$278.1   | Down         |
| Work Experience Program (WEP) participants assigned | 16                                  | 23        | 3  | 1         | 11        | *                 | *         | Down         |
| <sup>1</sup> Authorized Budget Level                | "NA" - Not Available in this report |           | <sup>2</sup> Expenditures include all funds. |           |           |                   |           |              |

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- FDNY revised Fiscal 2013 data for 'Cardiac arrest patients revived (%)'

## ADDITIONAL RESOURCES

For additional information go to:

- 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).

