# FIRE DEPARTMENT
Salvatore J. Cassano, Commissioner

## 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 276,000 fire and non-fire related emergencies and nearly 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: July–October

- During the first four months of Fiscal 2013 the number of structural fires increased 2 percent, while non-structural fires decreased 9 percent compared to the same period of Fiscal 2012. Structural fires per 100,000 people increased 3 percent.

- Completed fire prevention inspections performed by FDNY inspectors who visit sites to ensure compliance with the City's Fire Code decreased 3 percent during the reporting period.

- Field force inspections performed by fire units who visit commercial and residential buildings within designated areas decreased 6 percent during the reporting period due, in part, to a risk-based reclassification of field inspection cycles from annual to multi-year for certain buildings that have non-combustible structures, fire safety directors, fire safety and evacuation plans, and no recent violations or fire incidents. All of these reclassified buildings continue to be inspected annually by civilian fire prevention inspectors.

- Investigations by fire marshals into the causes and origins of fires and other fire-related offenses increased 10 percent during the reporting period because grant funding allowed the Department to focus additional resources on non-structural fire incidents, including burn injuries and automobile fires.

- Fire safety education presentations decreased 3 percent due to the cancellation of numerous presentations during the last three days of October 2012 because of Hurricane Sandy.

- During the first four months of Fiscal 2013 citywide average response time to structural fires was 6 seconds slower compared to the same period of Fiscal 2012 primarily due to unusually long response times on October 29, 30 and 31 during and immediately following Hurricane Sandy. When the last three days of October 2012 are deducted from the average, response time was 4:03 or 1 second slower than last year.

- The average response time for fire units to respond to all emergencies increased by 8 seconds during the reporting period primarily due to unusually long response times during the last three days of October 2012 because of Hurricane Sandy.

- Serious fires per 1,000 structural fires decreased 9 percent during the reporting period. Serious fires reaching second alarm or higher remained the same at 6 percent.

- During the reporting period firefighter injuries and burns decreased by 11 percent and 6 percent, respectively.

- Civilian fire fatalities decreased from 18 to 4 during the reporting period. Civilian fire fatalities per 100,000 people decreased to 0.1.

- Average response time to life-threatening medical emergencies by ambulance units was 6 seconds slower during the reporting period, due in part to unusually long response times during the last three days of October 2012 during Hurricane Sandy. In addition, a 9 percent increase in life-threatening incidents, comparing July 1 to October 28, 2011 with July 1 to October 28, 2012, contributed to the slower average time.

- Combined response time to life-threatening medical emergencies by ambulance and fire units remained the same during the reporting period; however, when the last three days of October 2012 are deducted, the combined average response time was 5:29 or 4 seconds faster than last year.

- Cardiac arrest patients revived by FDNY decreased 2 percentage points, while resuscitations occurring with cardiac arrests that were witnessed increased 3 percentage points. 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 revival outcomes.

**Service 1:  Protect lives and property from fire hazards and other emergency conditions.**
Goal 1a:   Reduce the risk of fire incidents.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|---|---|---|---|---|---|---|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★Structural fires | 26,595 | 26,432 | 25,254 | * | 24,330 | 7,766 | 7,960 |
| Structural fires per 100,000 people | NA | NA | 306 | * | * | 94 | 97 |
| ★Non-structural fires | 17,189 | 17,462 | 14,580 | * | 13,244 | 5,083 | 4,606 |
| Completed inspections performed by fire prevention staff | 164,395 | 173,695 | 189,768 | 180,000 | 180,000 | 58,526 | 56,749 |
| Violation orders issued | NA | NA | 38,482 | * | * | 12,717 | 14,522 |
| Violation orders corrected | NA | NA | 30,781 | * | * | 9,253 | 11,235 |
| Violation orders corrected (%) | NA | NA | 80% | * | * | 73% | 77% |
| Summonses issued | 1,535 | 2,153 | 1,245 | * | * | 567 | 397 |
| ★Hazard complaints resolved within 1 day (%) | 70% | 61% | 57% | * | 65% | 60% | 61% |
| Field force inspections | 57,719 | 49,876 | 49,624 | * | * | 17,660 | 16,605 |
| Investigations | 6,339 | 6,525 | 6,636 | * | * | 2,568 | 2,812 |
| Arson fires | 2,166 | 2,073 | 2,008 | * | * | 655 | 600 |
| Fire safety education presentations | 5,952 | 8,007 | 8,776 | * | * | 2,376 | 2,310 |

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

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|---|---|---|---|---|---|---|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★Average response time to structural fires (minutes:seconds) - Citywide | 3:59 | 4:03 | 4:01 | 4:06 | 4:06 | 4:02 | 4:08 |
| ★Average response time to all fire unit emergencies (minutes:seconds) | 4:33 | 4:40 | 4:35 | * | 4:37 | 4:38 | 4:47 |
| Total fire unit runs | 1,009,620 | 1,004,594 | 971,947 | * | * | 338,653 | 332,168 |

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

Goal 1c:   Minimize damage to persons and property.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|---|---|---|---|---|---|---|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★Serious fires per 1,000 structural fires | 92 | 105 | 106 | * | 105 | 109 | 99 |
| ★Serious fires reaching second alarm or higher (%) | NA | NA | NA | * | ⇩ | 6% | 6% |
| ★Civilian fire fatalities | 67 | 69 | 70 | * | ⇩ | 18 | 4 |
| Civilian fire fatalities per 100,000 people | 0.8 | 0.9 | 0.9 | * | * | 0.2 | 0.1 |
| ★Firefighter burns | 240 | 302 | 198 | * | ⇩ | 90 | 85 |
| ★Firefighter injuries | 10,914 | 11,210 | 10,738 | * | ⇩ | 3,799 | 3,379 |

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

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|---|---|---|---|---|---|---|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★Average response time to life-threatening medical emergencies by ambulance units (minutes:seconds) | 6:41 | 7:00 | 6:25 | 6:35 | 6:35 | 6:25 | 6:31 |
| ★Average response time to life-threatening medical emergencies by fire units (minutes:seconds) | 4:17 | 4:20 | 4:11 | 4:20 | 4:20 | 4:12 | 4:12 |
| ★Combined response time to life-threatening medical emergencies by ambulance and fire units (minutes:seconds) | 5:47 | 6:05 | 5:32 | 5:41 | 5:41 | 5:33 | 5:33 |
| Total emergency medical incidents (ambulance units) | 1,236,819 | 1,263,345 | 1,277,985 | * | * | 432,255 | 443,440 |

Goal 2b:   Provide high quality emergency care.

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|---|---|---|---|---|---|---|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| ★Cardiac arrest patients revived (%) | NA | NA | NA | * | ⇧ | 30.6% | 29.1% |
| ★ - Witnessed cardiac arrest patients revived (%) | NA | NA | NA | * | ⇧ | 44.9% | 47.7% |
| Average cost of ambulance tour per day ($) | $1,733 | $1,731 | $1,799 | * | * | $1,780 | $1,796 |
| Average ambulance tours per day (total 911 system) | 945 | 956 | 989 | * | * | 986 | 997 |

# Agency-wide Management

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|---|---|---|---|---|---|---|
| | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| Apparatus accidents (fire unit) | 521 | 543 | 439 | * | * | 150 | 160 |
| Ambulance accidents | 633 | 690 | 699 | * | * | 258 | 239 |
| Average annual cost of an engine company ($000,000) | $6.6 | $6.6 | $6.7 | * | * | NA | NA |
| Average annual cost of a ladder company ($000,000) | $7.7 | $8.0 | $8.4 | * | * | NA | NA |

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

# Agency Customer Service

| Performance Statistics | Actual | | | Target | | 4-Month Actual | |
|---|---|---|---|---|---|---|---|
| Customer Experience | FY10 | FY11 | FY12 | FY13 | FY14 | FY12 | FY13 |
| E-mails responded to in 14 days (%) | 78% | 70% | 79% | 79% | * | 91% | 80% |
| Letters responded to in 14 days (%) | 74% | 80% | 100% | 100% | * | 75% | 63% |

# Agency Resources

| Resource Statistics | Actual | | | September 2012 MMR | Updated | | 4-Month Actual | |
|---|---|---|---|---|---|---|---|---|
| | FY10 | FY11 | FY12 | FY13 | FY13[1] | FY14[1] | FY12 | FY13 |
| Expenditures ($000,000)[2] | $1,670.0 | $1,733.6 | $1,757.2 | $1,785.3 | $1,899.6 | $1,712.8 | $589.7 | $600.9 |
| Revenues ($000,000) | $78.7 | $82.0 | $89.1 | $93.0 | $99.5 | $98.9 | $28.9 | $29.5 |
| Personnel (uniformed) | 11,080 | 10,646 | 10,260 | 10,282 | 10,282 | 10,282 | 10,513 | 10,163 |
| Personnel (civilian) | 4,890 | 5,106 | 5,144 | 4,884 | 4,987 | 4,965 | 5,084 | 5,343 |
| Overtime paid ($000,000) | $196.9 | $235.8 | $266.6 | $324.5 | $346.6 | $251.7 | $81.7 | $89.9 |
| Capital commitments ($000,000) | $135.6 | $94.4 | $87.4 | $115.1 | $287.6 | $54.6 | $24.6 | $14.7 |
| Work Experience Program (WEP) participants assigned | 16 | 23 | 3 | * | * | * | 42 | 4 |

[1]January 2013 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 2013 budget.

# Noteworthy Changes, Additions or Deletions

• The Department added the following indicators: 'hazard complaints resolved within 1 day(%),' 'structural fires,' 'non-structural fires,' 'structural fires per 100,000 people,' 'average response time for fire units to respond to all emergencies (minutes:seconds),' 'serious fires reaching second alarm or higher (%),' 'civilian fire fatalities per 100,000 people,' 'fire unit runs (total),' 'total emergency medical incidents (ambulance units),' 'average ambulance tours per day (total 911 system),' 'cardiac arrest patients revived (%),' and 'witnessed cardiac arrest patients revived (%).'

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

For more information on the agency, please visit: www.nyc.gov/fdny.