



# FIRE DEPARTMENT

## 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 over 250,000 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 medical care.

## How We Performed

- During the first four months of Fiscal 2014 the number of structural fires decreased one percent and nonstructural fires decreased two percent compared to the same period of Fiscal 2013.
- Completed fire prevention inspections, performed by FDNY civilian inspectors who visit sites to ensure compliance with the City's fire code, increased 10 percent during the reporting period.
- During the reporting period firefighters and fire officers carried out 15,528 risk-based inspections and 15,261 mandatory inspections. The first full year of data for these new measures will be reported at the close of Fiscal 2014.
- Investigations by fire marshals into the causes and origins of fires and other fire-related offenses decreased 25 percent during the reporting period due primarily to fewer investigating marshals available. During the first four months of Fiscal 2014, 22 newly-hired marshals were in training, leaving only 69 investigating marshals available, compared to 91 investigating marshals available during the same period of Fiscal 2013.
- FDNY fire safety education presentations increased nine percent during the reporting period primarily due to increased outreach to senior citizens and special needs communities.
- Average response time (FDNY dispatch and travel time) to structural fires was two seconds faster during the reporting period. Average response time to all fire unit emergencies was seven seconds faster during the reporting period.
- Serious fires per 1,000 structural fires decreased six percent during the reporting period. Serious fires reaching second alarm or higher increased by one percentage point.
- During the reporting period firefighter injuries and burns decreased six percent and 11 percent, respectively.

- Civilian fire fatalities increased from four to 19 during the reporting period. During the first four months of Fiscal 2014 there were three fatal fires with multiple casualties; two of these fatal fires occurred in the Bronx and the other occurred in Brooklyn.
- Average response time (FDNY dispatch and travel time) to life-threatening medical emergencies by ambulance units was eight seconds slower during the reporting period. Combined response time (FDNY dispatch and travel time) to life-threatening medical emergencies by ambulance and fire units was four seconds slower during the reporting period. The number of life-threatening medical emergency incidents increased three percent.
- Cardiac arrest patients revived by FDNY decreased two percentage points, while resuscitations occurring with cardiac arrests that were witnessed decreased by less than one percentage point. Cardiac arrest incidents increased five percent.

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Structural fires	26,432	25,254	25,278	↓	↓	7,960	7,856
Structural fires per 100,000 people	NA	306	307	*	*	97	95
★ Non-structural fires	17,462	14,580	14,145	↓	↓	4,606	4,510
Completed inspections performed by civilian fire prevention personnel	173,695	189,768	184,749	185,000	185,000	56,749	62,586
Violation orders issued	NA	38,482	40,946	*	*	14,522	14,031
Violation orders corrected	NA	30,781	30,377	*	*	11,235	12,255
Violation orders corrected (%)	NA	80%	74%	*	*	77%	87%
Summonses issued	2,153	1,245	1,268	*	*	397	419
★ Hazard complaints resolved within one day (%)	61%	57%	65%	70%	72%	61%	57%
Completed risk-based inspections performed by uniformed personnel	NA	NA	NA	*	*	NA	15,528
Completed mandatory inspections performed by uniformed personnel	NA	NA	NA	*	*	NA	15,261
Investigations	6,525	6,636	7,028	*	*	2,864	2,141
Arson fires	2,073	2,008	1,831	*	*	608	590
Fire safety education presentations	8,007	8,776	8,184	*	*	2,310	2,522

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
End-to-end average response time to structural fires (minutes:seconds)	NA	NA	4:47	*	*	NA	NA
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:03	4:01	4:06	4:06	4:06	4:08	4:06
Average response time to all fire unit emergencies (FDNY dispatch and travel time only) (minutes:seconds)	4:40	4:35	4:46	*	*	4:47	4:40
Total fire unit runs	1,004,594	971,947	983,615	*	*	332,168	327,046

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★ Serious fires per 1,000 structural fires	105	106	103	↓	↓	99	93
★ Serious fires reaching second alarm or higher (%)	NA	6%	7%	↓	↓	6%	7%
★ Civilian fire fatalities	69	70	47	↓	↓	4	19
Civilian fire fatalities per 100,000 people	0.9	0.9	0.6	*	*	0.1	0.2
★ Firefighter burns	302	198	233	↓	↓	85	76
★ Firefighter injuries	11,210	10,738	9,273	↓	↓	3,403	3,191

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## Service 2: Respond to medical emergencies.

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
End-to-end average response time to life-threatening medical emergencies by ambulance units (minutes:seconds)	NA	NA	9:22	*	*	NA	NA
End-to-end average response time to life-threatening medical emergencies by fire units (minutes:seconds)	NA	NA	6:51	*	*	NA	NA
★ Average response time to life-threatening medical emergencies by ambulance units (FDNY dispatch and travel time only) (minutes:seconds)	7:00	6:25	6:45	7:00	7:00	6:31	6:39
★ Average response time to life-threatening medical emergencies by fire units (FDNY dispatch and travel time only) (minutes:seconds)	4:20	4:11	4:16	4:20	4:15	4:12	4:16
★ Combined response time to life-threatening medical emergencies by ambulance & fire units (FDNY dispatch and travel time only) (minutes:seconds)	6:05	5:32	5:47	6:05	6:05	5:33	5:37
Total emergency medical incidents (ambulance units)	1,263,345	1,277,985	1,310,770	*	*	443,440	446,680

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

### Goal 2b: Provide high quality emergency medical care.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Cardiac arrest incidents	24,187	23,759	23,538	*	*	7,659	8,026
★ Cardiac arrest patients revived (%)	NA	NA	26%	↑	↑	29%	27%
★ - Witnessed cardiac arrest patients revived (%)	NA	NA	45%	↑	↑	48%	47%
Average cost of ambulance tour per day (\$)	\$1,731	\$1,799	\$1,809	*	*	\$1,796	\$1,880
Average ambulance tours per day (total 911 system)	956	989	993	*	*	997	1,013

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## Agency-wide Management

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Apparatus accidents (fire unit)	543	439	447	*	*	164	142
Ambulance accidents	690	699	793	*	*	244	247
Fire workplace injuries reported (uniform and civilian)	NA	10,275	8,447	*	*	NA	2,758
EMS workplace injuries reported	NA	1,456	1,313	*	*	NA	423
Average annual cost of an engine company (\$000,000)	\$6.6	\$6.7	\$6.7	*	*	NA	NA
Average annual cost of a ladder company (\$000,000)	\$8.0	\$8.4	\$8.4	*	*	NA	NA
Average time from inspection request until inspection (days) - Fire alarm inspections	34	32	32	*	*	32	32
Average time from inspection request until inspection (days) - Rangehood inspections	1	5	5	*	*	5	5
Average time from inspection request until inspection (days) - Fire suppression system inspections	NA	NA	NA	*	*	NA	NA
Violations admitted to or upheld at the Environmental Control Board (%)	NA	92%	91%	*	*	91%	92%

## Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	80%	100%	66%	*	*	63%	90%
E-mails responded to in 14 days (%)	70%	79%	85%	*	*	80%	92%

## Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 <sup>1</sup>	FY15 <sup>1</sup>	FY13	FY14
Expenditures (\$000,000) <sup>2</sup>	\$1,733.6	\$1,757.2	\$1,833.3	\$1,771.7	\$1,964.5	\$1,763.7	\$600.9	\$623.0
Revenues (\$000,000)	\$82.0	\$89.1	\$90.4	\$89.0	\$86.7	\$86.0	\$29.5	\$35.3
Personnel (uniformed)	10,646	10,260	10,180	10,787	10,787	10,787	10,163	10,334
Personnel (civilian)	5,106	5,144	5,332	5,004	5,113	5,092	5,343	5,222
Overtime paid (\$000,000)	\$235.8	\$266.6	\$324.5	\$306.5	\$345.1	\$264.9	\$89.9	\$101.6
Capital commitments (\$000,000)	\$94.4	\$87.4	\$157.0	\$77.8	\$199.1	\$54.1	\$14.7	\$7.8
Work Experience Program (WEP) participants assigned	23	3	1	*	*	*	4	1
<sup>1</sup> February 2014 Financial Plan <sup>2</sup> Expenditures include all funds.      "NA" - Not Available in this report								

## Noteworthy Changes, Additions or Deletions

None.

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).