



## 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 278,000 fires and non-fire related emergencies and over 1.3 million medical emergencies each year, and maintains approximately 250 firehouses and ambulance stations.

## FOCUS ON EQUITY

FDNY is committed to serving the public equitably. Its Fire and Emergency Medical Services resources are located throughout all five boroughs, ready to respond to all who request assistance. The Department seeks to become an even greater community partner, not only through the services it is tasked to provide, but also through high-engagement activities that ensure FDNY becomes a part of the fabric of the City's neighborhoods. The Department's commitment to diversity is evident through the appointment of its first Chief Diversity and Inclusion Officer, placing significant emphasis on diversity-themed organizational change as a shared priority at the highest levels of agency leadership and governance. The Department will consider all ways to make FDNY a place where everyone has the opportunity to grow professionally and be treated with the greatest respect and compassion. Department policies, behaviors and practices will be made consistent with being an employer of choice, free of discrimination, and supporting the recruitment and retention of the best individuals. Diversity, in ideas and numbers, is the shared goal. The Commissioner's Committee on Diversity and Inclusion will be launched in Spring 2015 to better understand the needs and wants of all employees. This cross-functional group will include representatives from all of FDNY's recognized fraternal organizations as well as individuals from its various bureaus. The inaugural program for a domestic violence awareness initiative, undertaken in response to the national conversation and local experience, was presented in January 2015 at an FDNY Dr. Martin Luther King, Jr. celebration. During 2015 each employee will be given training on awareness and support opportunities.

## 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

- During the first four months of Fiscal 2015 the number of structural fires increased five percent, and the number of non-structural fires decreased six percent compared to the same period of Fiscal 2014.
- Completed fire prevention inspections, performed by FDNY civilian inspectors who visit sites to ensure compliance with the City's Fire Code, increased four percent during the reporting period.
- Completed risk-based and mandatory inspections, performed by firefighters and fire officers, increased by four percent and seven percent, respectively, during the reporting period.
- Investigations by fire marshals into the causes and origins of fires and other fire-related offenses increased 13 percent during the reporting period, while arson fires decreased two percent.
- FDNY fire safety education presentations increased 11 percent during the reporting period due to increased presentations in schools and senior centers made possible by additional staff and the expansion of a training program for new summer camp staff.
- During the first four months of Fiscal 2015 citywide average response time to structural fires (FDNY dispatch and travel time) was four seconds slower compared to the same period of Fiscal 2014. Average response time to all fire unit emergencies was two seconds slower during the reporting period.
- Serious fires per 1,000 structural fires decreased eight percent during the reporting period. Serious fires reaching second alarm or higher increased from seven percent to nine percent.
- During the reporting period firefighter burns and injuries decreased by thirty-two percent and five percent, respectively. The Department's firefighter injury reduction program focuses on reducing burns and other injuries, as well as preventing collisions involving FDNY vehicles.
- During the first four months of Fiscal 2015 ambulance collisions increased by one incident and apparatus (fire unit) collisions decreased by one incident. Apparatus collisions have decreased 24 percent since the Fiscal 2011 implementation of the modified-response policy for fire units. Fire units now refrain from using lights and sirens while responding to certain non-fire and non-life-threatening incidents.
- Civilian fire fatalities decreased from 19 to 15 during the reporting period. Civilian fire fatalities per 100,000 people remained the same at 0.2.
- Average response time to life-threatening medical emergencies by ambulance units (FDNY dispatch and travel time) was six seconds slower during the reporting period. FDNY responded to an eight percent increase in life-threatening medical incidents during the period.
- Combined response time to life-threatening medical emergencies by ambulance and fire units increased by nine seconds during the reporting period.
- Witnessed cardiac arrest resuscitations increased from 47 percent to 48 percent during the reporting period. Non-witnessed resuscitations increased from 27 percent to 28 percent. FDNY responded to a 10 percent increase in cardiac arrest incidents during the period.

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★Structural fires	25,254	25,278	25,902	↓	↓	7,856	8,221
Structural fires per 100,000 people	306	307	314	*	*	95	100
★Non-structural fires	14,580	14,145	16,867	↓	↓	4,510	4,257
Completed inspections performed by civilian fire prevention personnel	189,768	184,749	190,346	185,000	185,000	62,586	65,305
Violation orders issued	38,482	40,946	44,860	*	*	14,031	14,832
Violation orders corrected	30,781	30,377	40,953	*	*	12,255	13,271
Violation orders corrected (%)	80%	74%	91%	*	*	87%	89%
Summonses issued	1,245	1,268	1,188	*	*	419	80
★Hazard complaints resolved within one day (%)	57%	65%	59%	70%	75%	57%	68%
Completed risk-based inspections performed by uniformed personnel	NA	NA	42,603	*	*	15,734	16,398
Completed mandatory inspections performed by uniformed personnel	NA	NA	50,224	*	*	15,478	16,588
Investigations	6,636	7,028	7,210	*	*	2,161	2,444
Arson fires	2,008	1,831	1,766	*	*	591	581
Fire safety education presentations	8,776	8,184	8,612	*	*	2,522	2,796

★ 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	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
End-to-end average response time to structural fires (minutes:seconds)	NA	4:47	4:49	*	*	NA	NA
★Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:01	4:06	4:08	4:10	4:06	4:06	4:10
Average response time to all fire unit emergencies (FDNY dispatch and travel time only) (minutes:seconds)	4:35	4:46	4:46	*	*	4:40	4:42
Total fire unit runs	971,947	983,615	1,054,752	*	*	327,046	352,356

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Serious fires per 1,000 structural fires	106	103	97	↓	↓	93	86
★ Serious fires reaching second alarm or higher (%)	6%	7%	8%	↓	↓	7%	9%
★ Civilian fire fatalities	70	47	80	↓	↓	19	15
Civilian fire fatalities per 100,000 people	0.9	0.6	1.0	*	*	0.2	0.2
★ Firefighter burns	198	233	186	↓	↓	76	52
★ Firefighter injuries	10,738	9,273	8,663	↓	↓	3,182	3,039

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**SERVICE 2 Respond to medical emergencies.**

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
End-to-end average response time to life-threatening medical emergencies by ambulance units (minutes:seconds)	NA	9:22	9:31	*	*	NA	NA
End-to-end average response time to life-threatening medical emergencies by fire units (minutes:seconds)	NA	6:51	7:02	*	*	NA	NA
★ Average response time to life-threatening medical emergencies by ambulance units (FDNY dispatch and travel time only) (minutes:seconds)	6:25	6:45	6:46	6:45	6:30	6:39	6:45
★ Average response time to life-threatening medical emergencies by fire units (FDNY dispatch and travel time only) (minutes:seconds)	4:11	4:16	4:21	4:19	4:19	4:16	4:19
★ Combined response time to life-threatening medical emergencies by ambulance & fire units (FDNY dispatch and travel time only) (minutes:seconds)	5:32	5:47	5:49	5:48	5:35	5:37	5:46
Life-threatening medical emergency incidents	461,830	450,423	461,339	*	*	155,202	167,592

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Cardiac arrest incidents	23,759	23,538	24,985	*	*	8,026	8,804
★ Cardiac arrest patients revived (%)	NA	26%	25%	↑	↑	27%	28%
★ - Witnessed cardiac arrest patients revived (%)	NA	45%	45%	↑	↑	47%	48%
Average cost of ambulance tour per day (\$)	\$1,799	\$1,809	\$1,876	*	*	\$1,880	\$1,889
Average ambulance tours per day (total 911 system)	989	993	1,025	*	*	1,013	1,047

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## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Apparatus collisions (fire unit)	439	447	451	*	*	144	143
Ambulance collisions	699	793	730	*	*	245	246
Fire workplace injuries reported (uniform and civilian)	10,275	8,447	7,655	*	*	2,758	2,513
EMS workplace injuries reported	1,456	1,313	1,663	*	*	517	624
Average annual cost of an engine company (\$000,000)	\$6.7	\$6.7	\$6.9	*	*	NA	NA
Average annual cost of a ladder company (\$000,000)	\$8.4	\$8.4	\$8.6	*	*	NA	NA
Average time from inspection request until inspection (days) - Fire alarm inspections	32	32	32	*	*	32	32
Average time from inspection request until inspection (days) - Rangehood inspections	5	5	5	*	*	5	5
Violations admitted to or upheld at the Environmental Control Board (%)	92%	91%	91%	*	*	92%	91%

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Customer Experience							
Completed requests for interpretation	2,563	2,891	3,721	*	*	NA	NA
Letters responded to in 14 days (%)	100%	66%	95%	*	*	90%	82%
E-mails responded to in 14 days (%)	79%	85%	97%	*	*	93%	68%
Average in-person wait time to speak with a customer service agent (minutes:seconds)	14:52	12:14	13:14	*	*	NA	NA
CORE facility rating	76	96	99	*	*	NA	NA

## AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 <sup>1</sup>	FY16 <sup>1</sup>	FY14	FY15
Expenditures (\$000,000) <sup>2</sup>	\$1,757.2	\$1,833.3	\$1,879.5	\$1,778.8	\$1,985.0	\$1,814.3	\$623.0	\$621.2
Revenues (\$000,000)	\$89.1	\$90.4	\$92.5	\$86.0	\$86.5	\$87.3	\$35.3	\$36.2
Personnel (uniformed)	10,260	10,180	10,318	10,788	10,789	10,789	10,334	10,503
Personnel (civilian)	5,144	5,332	5,247	5,171	5,447	5,631	5,222	5,360
Overtime paid (\$000,000)	\$266.6	\$324.5	\$342.5	\$266.2	\$307.0	\$251.7	\$101.6	\$102.5
Capital commitments (\$000,000)	\$87.4	\$157.0	\$62.9	\$278.1	\$386.4	\$108.0	\$7.8	\$12.6
Work Experience Program (WEP) participants assigned	3	1	11	*	*	*	1	0

<sup>1</sup>February 2015 Financial Plan      <sup>2</sup>Expenditures include all funds.      "NA" - Not Available in this report

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Department revised Fiscal 2014 values for 'EMS workplace injuries reported' to reflect updated data.

## 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).