

FIRE DEPARTMENT

Daniel A. Nigro, 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 more than 300,000 fires and non-fire related emergencies and more than 1.5 million medical emergencies a year and maintains approximately 250 firehouses and ambulance stations.

FOCUS ON EQUITY

As first responders to more than 1.8 million fires, medical emergencies and myriad other incidents that impact and threaten public safety each year, FDNY equitably protects the lives and property of all New York City residents and visitors. The Department also advances public safety through its fire prevention, investigation and education programs, focusing on communities most vulnerable to fire and its devastating impact on life and property. The delivery of these emergency and public service initiatives enables FDNY to make significant contributions to the safety of all New Yorkers. Over the course of many years, operational efforts combined with public education have helped reduce the number of serious fires and fire-related deaths, which historically have had a disproportionate impact on low-income neighborhoods and communities of color. FDNY is also committed to cultivating and sustaining a diverse and inclusive workplace for all its employees, as outlined in its Diversity and Inclusion Vision, Mission and Goals Statement as well as its Inclusive Culture Strategy. These objectives are supported by its Equal Employment Opportunity, Sexual Harassment, Anti-Hazing/Anti-Bullying and similar policies. While continuing to enforce its members' compliance with the law and related policies, FDNY also provides diversity and inclusion education, restorative practices, mentoring and messaging to enhance authentic trust, supportive relationships, positive motivation, excellent education, community engagement and inclusive leadership development tools. Improving diversity, equity and inclusion is integral to every FDNY objective, especially the recruitment of firefighters. In addition, during Fiscal 2021, the Department participated in the Mayor's Taskforce on Racial Inclusion and Equity. The Department maintains a separate website for recruitment, [JoinFDNY.com](https://www.joinfdny.com), which received 747,000 views in Fiscal 2021. Join FDNY social media content received 3.7 million views and interacts directly with prospective applicants.

OUR SERVICES AND GOALS

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 2021

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

Goal 1a Reduce the risk associated with fire incidents.

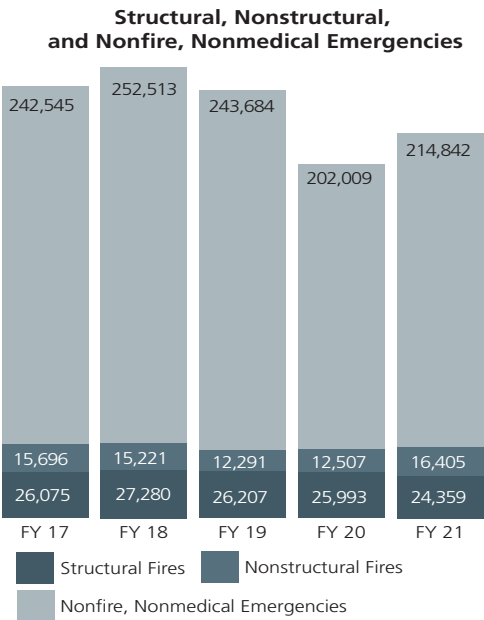
In Fiscal 2021 structural fires decreased 6 percent and non-structural fires increased 31 percent compared to Fiscal 2020. The rise in non-structural fires is attributed to a rise in manhole fires which more than doubled from 2,587 in Fiscal 2020 to 6,104 in Fiscal 2021. Fire company runs between Fiscal 2020 and Fiscal 2021 increased 5 percent.

FDNY reduces the risk associated with fires through its inspection, education and investigation programs. Fire inspections are designed to reduce the loss of life and property from fires through two separate and distinct inspection programs, one carried out by FDNY fire protection inspectors, the other carried out by firefighters and fire officers. Throughout the coronavirus pandemic, the Bureau of Fire Prevention continued to conduct inspections but conducted 15 percent fewer compared to the prior year because COVID-19 Emergency Orders restricted access to many locations and inspector and support staff faced high rates of COVID-19 related leave. The Bureau of Fire Prevention conducted additional inspections to ensure compliance with COVID-19 Emergency Orders and the phased reopening.

Mandated inspection requirements are determined each year based in part on the number of permits issued by the City for new construction, demolition, alterations and abatements, as well as complaints received from the public. COVID restrictions throughout most of the fiscal year resulted in a decrease in total inspections completed. Firefighters conducted 26 percent fewer mandatory inspections as well as 62 percent fewer risk-based inspections. Regular building inspection operations resumed in April 2021.

The primary mission of the Bureau of Fire Investigation is to conduct investigations that identify the cause of fires, including arson, as well as to analyze fire trends and risk factors. Those trends and factors are then targeted by FDNY's Fire Safety Education Program, the Bureau of Fire Prevention and Community Engagement and External Affairs personnel with the goal of preventing or limiting the occurrence of future incidents. In Fiscal 2021 fire investigations decreased 15 percent compared to Fiscal 2020. Additionally, there was a 25 percent decrease in incidents where arson was determined to be the cause of fire.

The COVID-19 pandemic also had a significant impact on the Fire Safety Education Unit, leading to a 88 percent reduction in educational events. To limit public gatherings and protect FDNY employees, fire safety outreach transitioned to digital platforms. In April 2020, the FDNY launched the website which provided a variety of digital content on fire and life safety topics for youth and families. Since the launch, the website has received over 48,000 views.

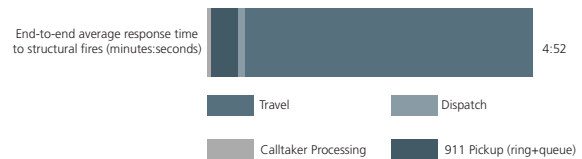


Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
★ Structural fires	26,075	27,280	26,207	25,993	24,359	↓	↓	Neutral	Down
Structural fires per 100,000 people	316	331	312	310	277	*	*	Down	Down
★ Non-structural fires	15,696	15,221	12,291	12,507	16,405	↓	↓	Neutral	Down
Completed inspections performed by civilian fire prevention personnel	225,025	203,052	209,410	177,386	179,943	161,000	161,000	Down	Up
Violation orders issued	56,001	55,107	65,201	54,777	55,077	*	*	Neutral	*
Violation orders corrected	50,245	48,657	56,720	47,216	45,675	*	*	Neutral	*
Violation orders corrected (%)	90%	88%	87%	86%	83%	*	*	Neutral	Up
Summonses issued	9,336	7,900	7,225	3,827	1,521	*	*	Down	*
★ Hazard complaints resolved within one day (%)	87%	90%	93%	91%	93%	85%	85%	Neutral	Up
Completed risk-based inspections performed by uniformed personnel	43,619	47,494	54,072	43,389	16,526	*	*	Down	*
Completed mandatory inspections performed by uniformed personnel	60,795	55,815	47,237	37,706	27,824	*	*	Down	*
Investigations	7,837	7,062	6,565	6,844	5,825	*	*	Down	Up
Arson fires	1,653	1,469	1,329	1,495	1,119	*	*	Down	Down
Fire and life safety education presentations	9,295	11,063	9,315	6,746	798	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 1b Promptly respond to fires and other emergencies.

In Fiscal 2021 end-to-end average response time to structural fire incidents called into 911 was the same as Fiscal 2020. Response time to incidents that are not reported through 911, such as those reported through private fire alarms, are not included in end-to-end response time metrics—for example, in Fiscal 2021 43 percent of structural fire incidents did not go through 911. These incidents are included in FDNY dispatch plus travel time indicators. In Fiscal 2021 average dispatch and travel time to all structural fire incidents, including those reported via private fire alarm companies, decreased two seconds compared to Fiscal 2020.

End-to-End Average Response Time (minutes:seconds)



Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
End-to-end average response time to structural fires (minutes:seconds)	4:55	4:58	5:02	4:52	4:52	*	*	Neutral	Down
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:13	4:20	4:28	4:24	4:22	4:14	4:14	Neutral	Down
Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	4:56	5:06	5:15	5:13	5:23	*	*	Neutral	Down
Total fire company runs	1,164,940	1,166,170	1,146,803	985,491	1,038,405	*	*	Down	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 1c Minimize damage to persons and property.

In Fiscal 2021, 64 civilians died from injuries sustained in fires, representing a 20 percent increase from Fiscal 2020.

Total service-connected injuries in FY 2021 increased 9 percent compared to Fiscal 2020 with a 12 percent increase in firefighter injuries and a 15 percent increase in firefighter burns. The rate of service connected injuries per 10,000 runs rose 6 percent.

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
★ Serious fires per 1,000 structural fires	79	67	66	69	76	↓	↓	Neutral	Down
★ Civilian fire fatalities	43	97	67	53	64	↓	↓	Neutral	Down
Civilian fire fatalities per 100,000 people	0.5	1.2	0.8	0.6	0.7	*	*	Neutral	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

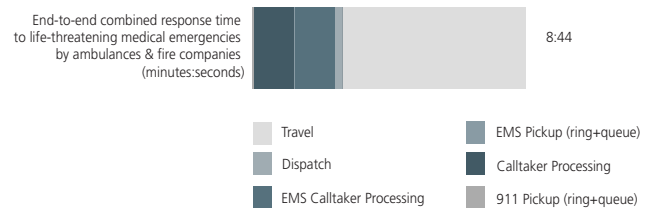
SERVICE 2 Respond to medical emergencies.

Goal 2a Promptly respond to medical emergencies.

The overall incidence of medical emergencies decreased between Fiscal 2020 and Fiscal 2021—total incidents declined 9 percent with a 9 percent reduction in life-threatening incidents. This may be best explained by an overall decrease in daytime population in New York City as well as a possible public reticence to visit hospitals during the pandemic.

The decrease in workload and a rise in the peak number of ambulances in service per day (see Goal 2b) resulted in a Fiscal 2021 end-to-end combined average response time to life-threatening medical emergencies decreased by 47 seconds compared to Fiscal 2020. End-to-end average response time to life-threatening medical emergencies by ambulances decreased 45 seconds compared to Fiscal 2020. In Fiscal 2020 dispatch and travel time only to life-threatening medical emergencies for ambulances and fire companies combined decreased 50 seconds compared to Fiscal 2020. Dispatch and travel time by ambulances to life-threatening medical emergencies decreased 14 seconds.

End-to-End Combined Average Response Time (minutes:seconds)



Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
End-to-end combined average response time to life-threatening medical emergencies by ambulances & fire companies (minutes:seconds)	8:09	8:13	8:28	9:31	8:44	*	*	Up	Down
End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	8:56	8:58	9:22	10:19	9:34	*	*	Up	Down
End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	7:27	7:38	7:49	8:25	8:29	*	*	Up	Down
★ Combined average response time to life-threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:52	6:03	6:22	6:43	5:53	6:00	6:00	Neutral	Down
★ Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)	6:46	6:55	7:23	7:37	6:46	6:55	6:55	Neutral	Down
★ Average response time to life-threatening medical emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	4:35	4:42	4:48	4:58	5:13	4:38	4:38	Up	Down
Life-threatening medical emergency incidents	563,594	568,737	567,757	564,827	515,598	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 2b

Provide high-quality emergency medical care.

In Fiscal 2021 FDNY responded to 29,843 reports of patient in cardiac arrest or choking (segment one incidents). This represents a nine percent decrease from Fiscal 2020 and is more closely representative of pre-pandemic volume. Overall, FDNY units responded to 9,497 confirmed non-traumatic cardiac arrest patients in Fiscal 2021. The percentage of confirmed arrest patients that were revived increased four percentage points compared to Fiscal 2020. A subset of these incidents are classified as bystander-witnessed cardiac arrest, which occurs when someone is with the patient who can recognize that the patient is in arrest, call for help and possibly perform CPR, often resulting in better outcomes. The percentage of successful bystander-witnessed cardiac arrest resuscitations increased two percentage points to 41 percent in Fiscal 2021.

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
Segment one incidents (cardiac arrest and choking)	32,261	28,582	26,231	32,831	29,843	*	*	Neutral	*
★ Cardiac arrest patients revived (%)	22%	30%	35%	27%	32%	↑	↑	Up	Up
★ – Witnessed cardiac arrest patients revived (%)	47%	45%	47%	39%	41%	↑	↑	Down	Up
Peak number of ambulances in service per day	457	472	460	491	516	*	*	Up	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
FDNY workers who sustained service-connected injuries (total agency-wide)	10,042	10,006	9,556	8,358	9,141	*	*	Down	Down
Firefighters / fire officers who sustained service-connected injuries	8,446	8,330	7,860	6,512	7,296	*	*	Down	Down
Firefighters / fire officers who sustained service-connected injuries resulting in medical leave	4,032	4,032	3,994	3,361	3,800	*	*	Down	Down
Firefighters / fire officers who sustained service-connected burn injuries	204	250	223	210	242	*	*	Neutral	Down
Firefighters / fire officers who sustained service-connected burn injuries resulting in medical leave	148	189	161	143	173	*	*	Neutral	Down
EMS workers / officers who sustained service-connected injuries	1,537	1,608	1,605	1,774	1,775	*	*	Up	Down
Civilian workers who sustained service-connected injuries	59	68	90	72	70	*	*	Up	Down
Firefighter/ fire officer service-connected injury rate (per 10,000 runs)	82.8	83.9	68.6	66.1	70.3	*	*	Down	Down
Apparatus collision rate (per 10,000 runs)	4.0	4.2	3.9	3.5	3.5	*	*	Down	Down
Ambulance collision rate (per 10,000 runs)	8.8	7.3	6.4	7.5	9.9	*	*	Up	Down
Average annual cost of an engine company (\$000,000)	\$7.2	\$7.6	\$7.9	\$7.9	\$8.5	*	*	Up	*
Average annual cost of a ladder company (\$000,000)	\$8.9	\$9.4	\$9.7	\$9.7	\$10.4	*	*	Up	*
Average annual cost of an ambulance (\$000,000)	\$2.2	\$2.4	\$2.2	\$2.3	\$2.4	*	*	Neutral	*
Average time from inspection request until inspection (days) - Fire alarm inspections	60	29	60	75	60	*	*	Up	Down
Average time from inspection request until inspection (days) - Rangehood inspections	5	5	5	5	5	*	*	Neutral	Down
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	92%	92%	93%	92%	90%	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator “NA” Not Available ↑↓ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	97%	95%	95%	95%	99%	*	*	Neutral	Up
Completed requests for interpretation	5,098	4,684	4,442	5,765	7,747	*	*	Up	*
E-mails responded to in 14 days (%)	48%	38%	47%	60%	92%	*	*	Up	Up
Average wait time to speak with a customer service agent (minutes)	17:32	32:40	23:29	21:35	30:13	*	*	Up	Down
CORE facility rating	100	100	NA	97	98	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		
	FY17	FY18	FY19	FY20	FY21	FY21	FY22	5yr Trend
Expenditures (\$000,000) ³	\$2,037.7	\$2,091.6	\$2,114.0	\$2,174.5	\$2,254.3	\$2,159.9	\$2,172.4	Up
Revenues (\$000,000)	\$104.3	\$100.3	\$105.5	\$100.4	\$95.1	\$89.5	\$103.5	Neutral
Personnel (uniformed)	11,090	11,244	11,244	11,047	10,750	10,945	10,945	Neutral
Personnel (civilian)	6,373	5,984	6,161	6,433	6,390	6,405	6,512	Neutral
Overtime paid (\$000,000)	\$333.2	\$332.7	\$341.6	\$331.8	\$305.7	\$269.7	\$247.3	Neutral
Capital commitments (\$000,000)	\$122.7	\$85.6	\$102.7	\$114.6	\$113.6	\$169.6	\$207.1	Neutral
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available * None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY20 ¹ (\$000,000)	Modified Budget FY21 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$1,883.4	\$1,930.9	
001 -Executive Administrative	\$127.2	\$125.8	All
002 -Fire Extinguishment & Emergency Response	\$1,377.5	\$1,436.0	All
003 -Fire Investigation	\$24.2	\$23.4	1a
004 -Fire Prevention	\$48.3	\$44.8	1a, 1c
009 -Emergency Medical Service	\$306.1	\$300.9	2a
Other Than Personal Services - Total	\$291.1	\$323.4	
005 -Executive Administrative	\$226.7	\$261.3	All
006 -Fire Extinguishment & Emergency Response	\$25.4	\$26.7	All
007 -Fire Investigation	\$0.1	\$0.2	1a
008 -Fire Prevention	\$1.9	\$1.6	1a, 1c
010 -Emergency Medical Service	\$37.0	\$33.7	2a
Agency Total	\$2,174.5	\$2,254.3	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2020. Includes all funds. ² City of New York Adopted Budget for Fiscal 2021, as of June 2021. Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Equity NYC indicators are identified with a burst (✱). These indicators are also reported in the Social Indicators and Equity Report (SIER) and explore the economic, social, environmental, and physical health of New York City across race/ethnicity, gender, location, and income.

ADDITIONAL RESOURCES

For additional information go to:

- The Social Indicators and Equity Report, EquityNYC:
<http://equity.nyc.gov/>

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