

# FIRE DEPARTMENT

Laura Kavanagh, Acting Fire 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 emergencies and more than 1.5 million medical emergencies per 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. To address higher response times to life-threatening medical emergencies in certain parts of the Bronx and Queens, the Department developed strategies and provided additional resources that resulted in improved response times in those communities. 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. The Department maintains a separate website for recruitment, JoinFDNY, which received 996,015 page views in Fiscal 2022. JoinFDNY social media content received 9.9 million views and interacts directly with prospective applicants.

## 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 2022

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

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

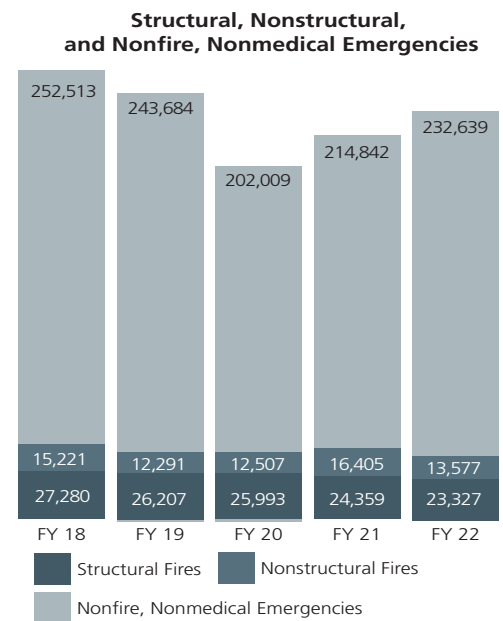
In Fiscal 2022 structural fires decreased 4 percent and non-structural fires decreased 17 percent compared to Fiscal 2021. Total fire company runs between Fiscal 2021 and Fiscal 2022 increased 6 percent.

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. The Bureau of Fire Prevention continued to conduct inspections but conducted 17 percent fewer in Fiscal 2022 than in the prior year. Inspectors continued to be constrained by COVID-19, which limited access to many locations and caused high rates of medical leave.

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. With regular building inspection operations resuming in Fiscal 2022, fire companies conducted 12 percent more mandatory inspections, and risk-based inspections more than doubled from Fiscal 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 2022 fire investigations decreased 2 percent compared to Fiscal 2021. Additionally, there was a 2 percent decrease in incidents where arson was determined to be the cause of fire.

With eased restrictions related to the COVID-19 Pandemic, the Fire Safety Education Unit (FSEU) was able to resume their citywide outreach program to inform the public on critical life saving strategies that focus on fire prevention. In Fiscal 2022, the FSEU held 4,661 presentations compared to 798 in Fiscal 2021.

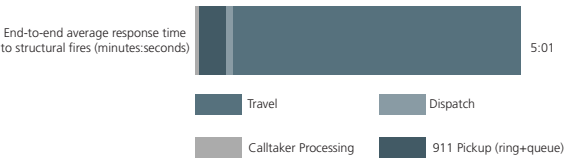


Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Structural fires	27,280	26,207	25,993	24,359	23,387	↓	↓	Down	Down
Structural fires per 100,000 people	331	312	310	277	265	*	*	Down	Down
★ Non-structural fires	15,221	12,291	12,507	16,405	13,595	↓	↓	Neutral	Down
Completed inspections performed by civilian fire prevention personnel	203,052	209,410	177,386	179,943	149,300	161,000	161,000	Down	Up
Violation orders issued	55,107	65,201	54,777	55,077	29,456	*	*	Down	*
Violation orders corrected	48,657	56,720	47,216	45,675	25,521	*	*	Down	*
Violation orders corrected (%)	88%	87%	86%	83%	76%	*	*	Down	Up
Summonses issued	7,900	7,225	3,827	1,521	220	*	*	Down	*
★ Hazard complaints resolved within one day (%)	90%	93%	91%	93%	91%	85%	85%	Neutral	Up
Completed risk-based inspections performed by uniformed personnel	47,494	54,072	43,389	16,526	41,727	*	*	Down	*
Completed mandatory inspections performed by uniformed personnel	55,815	47,237	37,706	27,824	31,262	*	*	Down	*
Investigations	7,062	6,565	6,844	5,825	5,691	*	*	Down	Up
Arson fires	1,469	1,329	1,495	1,119	1,153	*	*	Down	Down
Fire and life safety education presentations	11,063	9,315	6,746	798	4,661	*	*	Down	*
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ↑↓ Directional Target      * None									

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

In Fiscal 2022 end-to-end average response time to structural fire incidents called into 911 increased by 9 seconds compared to Fiscal 2021. 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 2022, 45 percent of structural fire incidents did not go through 911. These incidents are included in FDNY dispatch plus travel time indicators. In Fiscal 2022, average dispatch and travel time to all structural fire incidents, including those reported via private fire alarm companies, increased 10 seconds compared to Fiscal 2021. Increase in travel time may be attributed to higher levels of traffic citywide due to the easing of restrictions related to the coronavirus pandemic.

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



Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
End-to-end average response time to structural fires (minutes:seconds)	4:58	5:02	4:52	4:52	5:01	*	*	Neutral	Down
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:20	4:28	4:24	4:22	4:32	4:14	4:14	Neutral	Down
Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:06	5:15	5:13	5:23	5:41	*	*	Up	Down
Total fire company runs	1,166,170	1,146,803	985,491	1,038,405	1,101,689	*	*	Neutral	*
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬆️ Directional Target      * None									

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

In Fiscal 2022 92 civilians died from injuries sustained in fires, representing a 42 percent increase from Fiscal 2021. The increase is attributed to the tragic January 9 fire at the Twin Parks apartment complex in the Bronx, which resulted in 17 deaths.

Total service-connected injuries in FY 2022 decreased 2 percent compared to Fiscal 2021, 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	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
★ Serious fires per 1,000 structural fires	67	66	69	76	80	⬇️	⬇️	Up	Down
★ Civilian fire fatalities	97	67	53	64	92	⬇️	⬇️	Neutral	Down
Civilian fire fatalities per 100,000 people	1.2	0.8	0.6	0.7	1.0	*	*	Down	Down
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬆️ Directional Target      * None									

## SERVICE 2 Respond to medical emergencies.

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

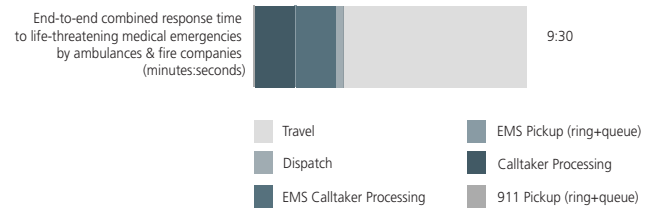
The overall incidence of medical emergencies increased between Fiscal 2021 and Fiscal 2022, including a 9 percent increase in life-threatening incidents. This may be best explained by the increase in overall population as more residents, daytime workers and visitors returned to New York City with the continuous reduction of pandemic related restrictions.

Fiscal 2022 end-to-end average response time to life-threatening medical emergencies by ambulances increased 53 seconds compared to Fiscal 2021. End-to-end combined average response time to life-threatening medical emergencies increased 46 seconds compared to Fiscal 2021.

This is best explained by the increase in workload combined with a decrease in the peak number of ambulances in service per day (see goal 2b), which decreased from 516 to 497 from Fiscal 2021 to Fiscal 2022.

In Fiscal 2022 dispatch and travel time only to life-threatening medical emergencies for ambulances and fire companies combined increased 38 seconds compared to Fiscal 2021. Dispatch and travel time by ambulances to life-threatening medical emergencies increased 41 seconds.

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



Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
End-to-end combined average response time to life-threatening medical emergencies by ambulances & fire companies (minutes:seconds)	8:13	8:28	9:31	8:44	9:30	*	*	Up	Down
End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	8:58	9:22	10:19	9:34	10:17	*	*	Up	Down
End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	7:38	7:49	8:25	8:29	9:01	*	*	Up	Down
★ Combined average response time to life-threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time only) (minutes:seconds)	6:03	6:22	6:43	5:53	6:31	6:00	6:00	Neutral	Down
★ Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)	6:55	7:23	7:37	6:46	7:26	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)	4:42	4:48	4:58	5:13	5:35	4:38	4:38	Up	Down
Life-threatening medical emergency incidents	568,737	567,757	564,827	515,598	564,412	*	*	Neutral	*
★ Critical Indicator	● Equity Indicator	"NA" Not Available		⬆️⬆️ Directional Target	* None				

Goal 2b

Provide high-quality emergency medical care.

In Fiscal 2022 FDNY responded to 30,736 reports of patients in cardiac arrest or choking (segment one incidents), representing a two percent increase compared to Fiscal 2021. Overall, FDNY units responded to 9,893 confirmed non-traumatic cardiac arrest patients in Fiscal 2022. The percentage of confirmed arrest patients that were revived decreased three percentage points compared to Fiscal 2021. 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 43 percent in Fiscal 2022. During the last four months of Fiscal 2022 the percentage of cardiac arrest patients that were revived was 30 percent and the percentage of witnessed cardiac arrest patients revived was 44 percent.

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Segment one incidents (cardiac arrest and choking)	28,582	26,231	32,831	29,843	30,736	*	*	Up	*
★ Cardiac arrest patients revived (%)	30%	35%	27%	32%	29%	⬆	⬆	Neutral	Up
★ – Witnessed cardiac arrest patients revived (%)	45%	47%	39%	41%	43%	⬆	⬆	Neutral	Up
Peak number of ambulances in service per day	472	460	491	516	497	*	*	Neutral	*
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ⬆⬆ Directional Target      * None									

# AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
FDNY workers who sustained service-connected injuries (total agency-wide)	10,006	9,556	8,358	9,141	8,964	*	*	Down	Down
Firefighters / fire officers who sustained service-connected injuries	8,330	7,860	6,512	7,296	7,192	*	*	Down	Down
Firefighters / fire officers who sustained service-connected injuries resulting in medical leave	4,032	3,994	3,361	3,800	3,931	*	*	Neutral	Down
Firefighters / fire officers who sustained service-connected burn injuries	250	223	210	242	245	*	*	Neutral	Down
Firefighters / fire officers who sustained service-connected burn injuries resulting in medical leave	189	161	143	173	183	*	*	Neutral	Down
EMS workers / officers who sustained service-connected injuries	1,608	1,605	1,774	1,775	1,696	*	*	Neutral	Down
Civilian workers who sustained service-connected injuries	68	90	72	70	76	*	*	Neutral	Down
Firefighter/ fire officer service-connected injury rate (per 10,000 runs)	83.9	68.6	66.1	70.3	81.4	*	*	Neutral	Down
Apparatus collision rate (per 10,000 runs)	4.2	3.9	3.5	3.5	3.5	*	*	Down	Down
Ambulance collision rate (per 10,000 runs)	7.3	6.4	7.5	9.9	9.0	*	*	Up	Down
Average annual cost of an engine company (\$000,000)	\$7.6	\$7.9	\$7.9	\$8.5	\$9.5	*	*	Up	*
Average annual cost of a ladder company (\$000,000)	\$9.4	\$9.7	\$9.7	\$10.4	\$11.6	*	*	Up	*
Average annual cost of an ambulance (\$000,000)	\$2.4	\$2.2	\$2.3	\$2.4	\$2.8	*	*	Up	*
Average time from inspection request until inspection (days) - Fire alarm inspections	29	60	75	60	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%	93%	92%	90%	88%	*	*	Neutral	*
★ Critical Indicator      ● Equity Indicator      “NA” Not Available      ⬆⬆ Directional Target      * None									

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	95%	95%	95%	99%	99%	*	*	Neutral	Up
Completed requests for interpretation	4,684	4,442	5,765	7,747	5,866	*	*	Up	*
E-mails responded to in 14 days (%)	38%	47%	60%	92%	99%	*	*	Up	Up
Average wait time to speak with a customer service agent (minutes)	32:40	23:29	21:35	30:13	37:16	*	*	Up	Down
CORE facility rating	100	NA	97	98	100	*	*	NA	Up
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None									

## AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		
	FY18	FY19	FY20	FY21	FY22	FY22	FY23	5yr Trend
Expenditures (\$000,000) <sup>3</sup>	\$2,091.6	\$2,114.0	\$2,174.5	\$2,235.4	\$2,506.3	\$2,314.1	\$2,293.0	Up
Revenues (\$000,000)	\$100.3	\$105.5	\$100.4	\$95.1	\$99.3	\$86.4	\$103.5	Neutral
Personnel (uniformed)	11,244	11,244	11,047	10,750	10,615	10,945	10,952	Neutral
Personnel (civilian)	5,984	6,161	6,433	6,390	6,345	6,383	6,598	Neutral
Overtime paid (\$000,000)	\$332.7	\$341.6	\$331.8	\$325.6	\$466.7	\$305.4	\$282.1	Up
Capital commitments (\$000,000)	\$85.6	\$102.7	\$114.6	\$115.2	\$115.2	\$204.3	\$315.9	Up
<sup>1</sup> 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 <a href="http://nyc.gov/mmr">nyc.gov/mmr</a> for details. <sup>2</sup> Authorized Budget Level <sup>3</sup> 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 FY21 <sup>1</sup> (\$000,000)	Modified Budget FY22 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$1,939.1	\$2,146.4	
001 -Executive Administrative	\$122.0	\$127.9	All
002 -Fire Extinguishment & Emergency Response	\$1,442.3	\$1,597.0	All
003 -Fire Investigation	\$22.6	\$26.4	1a
004 -Fire Prevention	\$44.0	\$44.3	1a, 1c
009 -Emergency Medical Service	\$308.3	\$350.7	2a
Other Than Personal Services - Total	\$296.2	\$359.9	
005 -Executive Administrative	\$237.0	\$265.0	All
006 -Fire Extinguishment & Emergency Response	\$25.9	\$40.1	All
007 -Fire Investigation	\$0.1	\$0.2	1a
008 -Fire Prevention	\$1.8	\$1.8	1a, 1c
010 -Emergency Medical Service	\$31.5	\$52.8	2a
Agency Total	\$2,235.4	\$2,506.3	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds.      <sup>2</sup>City of New York Adopted Budget for Fiscal 2022, as of June 2022. Includes all funds.      <sup>3</sup>Refer to agency goals listed at front of chapter.      "NA" Not Available      \* None

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Laura Kavanagh was appointed Acting Commissioner on February 12, 2022.

## ADDITIONAL RESOURCES

For more information on the agency, please visit: [www.nyc.gov/fdny](http://www.nyc.gov/fdny).