

FIRE DEPARTMENT

Laura Kavanagh, Fire Commissioner



WHAT WE DO

The Fire Department (FDNY) responds to fires, public safety and medical emergencies, hazardous events, 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 1.6 million medical emergencies per year and maintains approximately 250 firehouses and ambulance stations.

FOCUS ON EQUITY

FDNY, as first responders to more than 1.8 million fires, medical emergencies and myriad other incidents that impact and threaten public safety each year, 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 has received over a million page views in Fiscal 2023. JoinFDNY's social media content received over 10 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 2023

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

Goal 1a Reduce the risk associated with fire incidents.

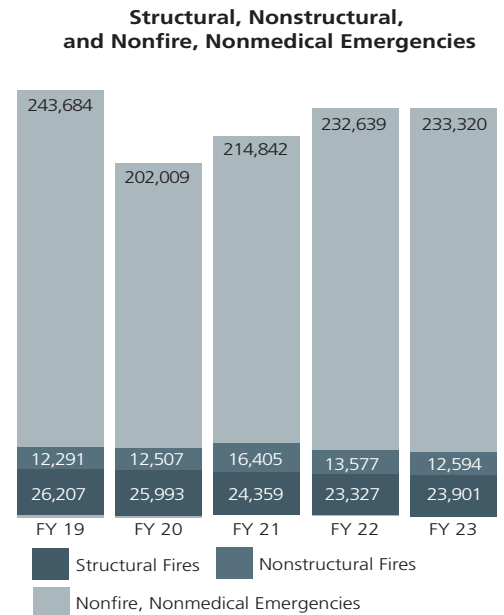
There were 23,901 structural fires in Fiscal 2023, a two percent increase compared to 23,387 in Fiscal 2022. There were 12,594 non-structural fires in Fiscal 2023, a seven percent decrease compared to Fiscal 2022. Total fire company runs between Fiscal 2022 and Fiscal 2023 increased 3 percent. FDNY reduces 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. In Fiscal 2023, the Bureau of Fire Prevention conducted three percent more inspections compared to Fiscal 2022.

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. In Fiscal 2023, fire companies conducted five percent more mandatory inspections and four percent more risk-based inspections than Fiscal 2022. Violation orders issued increased 24 percent and violation orders corrected increased by 18 percent. The number of summonses issued decreased by 19 percent which is commensurate with the number of violation orders corrected.

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 2023 fire investigations decreased four percent compared to Fiscal 2022. Additionally, there was an eight percent decrease in incidents where arson was determined to be the cause of fire.

Lithium-ion battery fires have become more common in recent years. In Fiscal 2023, there were 233 lithium-ion battery fires, of which 61 percent occurred in either multiple dwelling residential or private dwelling residential structures. Seventeen civilian fatalities occurred due to lithium-ion battery fires in Fiscal 2023.

Fiscal 2022 was an especially busy year for the Fire Safety Education Unit (FSEU). Following the tragedy at the Twin Parks fire in the Bronx in January 2022, requests for presentations increased significantly throughout the five boroughs. In Fiscal 2023, the FSEU held 3,488 presentations reaching over 300,000 attendees. While this is a decrease of 25 percent since Fiscal 2022, the FSEU continues to perform crucial outreach to emphasize the importance of fire safety to New Yorkers.

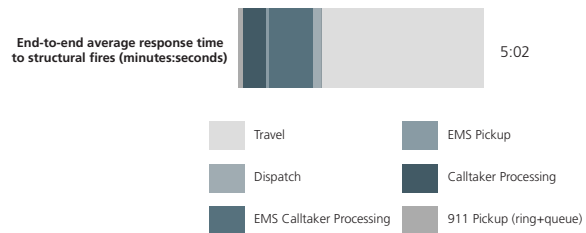


Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
★ Structural fires	26,207	25,993	24,359	23,387	23,901	↓	↓	Down	Down
Structural fires per 100,000 people	312	310	277	265	278	*	*	Down	Down
★ Non-structural fires	12,291	12,507	16,405	13,595	12,594	↓	↓	Neutral	Down
Completed inspections performed by civilian fire prevention personnel	209,410	177,386	179,943	149,300	153,691	161,000	161,000	Down	Up
Violation orders issued	65,201	54,777	55,077	29,456	36,572	*	*	Down	*
Violation orders corrected	56,720	47,216	45,675	25,521	30,192	*	*	Down	*
Violation orders corrected (%)	87%	86%	83%	76%	85%	*	*	Neutral	Up
Summonses issued	7,225	3,827	1,521	220	179	*	*	Down	*
★ Hazard complaints resolved within one day (%)	93%	91%	93%	91%	91%	85%	85%	Neutral	Up
Completed risk-based inspections performed by uniformed personnel	54,072	43,389	16,526	41,727	43,543	*	*	Down	*
Completed mandatory inspections performed by uniformed personnel	47,237	37,706	27,824	31,262	32,869	*	*	Down	*
Investigations	6,565	6,844	5,825	5,691	5,459	*	*	Down	Up
Arson fires	1,329	1,495	1,119	1,153	1,058	*	*	Down	Down
Fire and life safety education presentations	9,315	6,746	798	4,661	3,488	*	*	Down	*
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

Goal 1b Promptly respond to fires and other emergencies.

In Fiscal 2023 end-to-end average response time to structural fire incidents called into 911 increased by one second compared to Fiscal 2022. 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. These incidents are included in FDNY dispatch plus travel time indicators. In Fiscal 2023, average dispatch and travel time to all structural fire incidents, including those reported via private fire alarm companies, decreased by one second compared to Fiscal 2022. Increase in travel time may be attributed to higher levels of traffic citywide as a result of changes in travel patterns in New York City, such as reduced subway ridership.

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



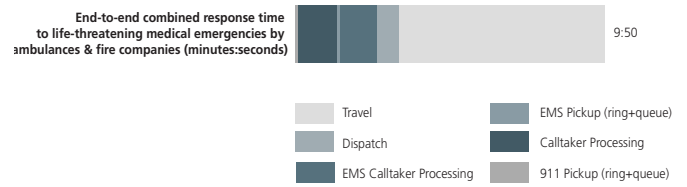
Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
End-to-end average response time to structural fires (minutes:seconds)	5:02	4:52	4:52	5:01	5:02	*	*	Neutral	Down
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:28	4:24	4:22	4:32	4:31	4:14	4:14	Neutral	Down
Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:15	5:13	5:23	5:41	5:48	*	*	Up	Down
Total fire company runs	1,146,803	985,491	1,038,405	1,101,689	1,133,831	*	*	Neutral	*
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

Goal 1c Minimize damage to persons and property.

In Fiscal 2023, 102 civilians died from injuries sustained in fires, representing a 11 percent increase from Fiscal 2022. Civilian fire fatalities per 100,000 people increased by 20 percent. These increases can be attributed to the increase of deaths associated with lithium-ion battery fires, which surpassed electrical fires as the top cause of fire deaths this year.

FDNY is utilizing multiple strategies to increase public awareness of the dangers of lithium-ion batteries. For example, a social media campaign has been launched to share information on how to safely store these devices and encourage people to purchase devices that are certified by accredited agencies. FDNY’s Bureau of Fire Prevention has increased enforcement of electronic bike sale and repair shops to ensure businesses are operating responsibly. Also, the Department is working with all levels of government to pass laws related to lithium-ion devices.

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



Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Serious fires per 1,000 structural fires	66	69	76	80	85	*	*	Up	Down
Civilian fire fatalities	67	53	64	92	102	*	*	Up	Down
Civilian fire fatalities per 100,000 people	0.8	0.6	0.7	1.0	1.2	*	*	Up	Down
Serious fires reaching second alarm or higher (%)	NA	NA	NA	NA	9%	*	*	NA	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 2022 and Fiscal 2023, including a seven percent increase in life-threatening incidents.

Fiscal 2023 end-to-end average response time to life-threatening medical emergencies by ambulances increased 26 seconds compared to Fiscal 2022. End-to-end combined average response time to life-threatening medical emergencies increased 20 seconds compared to Fiscal 2022. This is best described by the increase in workload, and the peak number of ambulances in service per day. Given the Department moving Tactical Response Group units from eight hour and forty-five minute tours to 12-hour tours, the decrease in peak tour count can be attributed in part to longer average tour lengths within TRG. TRG is intended to cover periods of peak demand between tour changes. Twelve-hour tours reduce the peak number of available TRG units that can surge at specific times of day to meet peak demand. Also, prior to Fiscal 2023, the Department extended the life of existing ambulances and extended leases for additional ambulances to address the City’s needs during the COVID-19 pandemic. These older ambulances were decommissioned in Fiscal 2023, thereby reducing the peak number of ambulances available for use. With fewer ambulances available in Fiscal 2023, FDNY was able to schedule fewer single-tour 12-hour units that were optimized for peak call volume as compared to prior fiscal years.

In Fiscal 2023 dispatch and travel time only to life-threatening medical emergencies for ambulances and fire companies combined increased 32 seconds compared to Fiscal 2022. Dispatch and travel time by ambulances to life-threatening medical emergencies increased 33 seconds. These increases in dispatch and travel time can be attributed to a seven percent increase in life-threatening medical emergency incidents.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
End-to-end combined average response time to life-threatening medical emergencies by ambulances & fire companies (minutes:seconds)	8:28	9:31	8:44	9:30	9:50	*	*	Up	Down
End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	9:22	10:19	9:34	10:17	10:43	*	*	Up	Down
End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	7:49	8:25	8:29	9:01	9:23	*	*	Up	Down
★ Combined average response time to life-threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time only) (minutes:seconds)	6:22	6:43	5:53	6:31	7:03	6:00	6:00	Neutral	Down
★ Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)	7:23	7:37	6:46	7:26	7:59	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)	4:48	4:58	5:13	5:35	5:50	4:38	4:38	Up	Down
Life-threatening medical emergency incidents	567,757	564,827	515,598	564,412	605,140	*	*	Neutral	*
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

Goal 2b Provide high-quality emergency medical care.

In Fiscal 2023 FDNY responded to 30,306 reports of patients in cardiac arrest or choking (segment one incidents), representing a 1 percent decrease compared to Fiscal 2022. Overall, FDNY units responded to 10,153 confirmed non-traumatic cardiac arrest patients in Fiscal 2023. The percentage of confirmed arrest patients that were revived decreased three percent compared to Fiscal 2022.

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. FDNY has a Mobile CPR Training Unit that provides New Yorkers with the skills to act in the event of cardiac arrest or heart attack. These trainings are provided to various groups and organizations, such as community groups and schools, free of cost. Witnessed cardiac arrest patients revived (%) decreased by 12 percent.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Segment one incidents (cardiac arrest and choking)	26,231	32,831	29,843	30,736	30,306	*	*	Neutral	*
★ Cardiac arrest patients revived (%)	35%	27%	32%	29%	28%	↑	↑	Down	Up
Witnessed cardiac arrest patients revived (%)	47%	39%	41%	43%	38%	*	*	Down	Up
Peak number of ambulances in service per day	460	491	516	497	466	*	*	Neutral	*
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↑↓ Directional Target	* None					

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Payout (\$000)	NA	NA	NA	NA	\$47,331	*	*	NA	Down
FDNY workers who sustained service-connected injuries (total agency-wide)	9,556	8,358	9,141	8,964	9,055	*	*	Neutral	Down
Firefighters / fire officers who sustained service-connected injuries	7,860	6,512	7,296	7,192	7,204	*	*	Neutral	Down
Firefighters / fire officers who sustained service-connected injuries resulting in medical leave	3,994	3,361	3,800	3,931	3,917	*	*	Neutral	Down
Firefighters / fire officers who sustained service-connected burn injuries	223	210	242	245	231	*	*	Neutral	Down
Firefighters / fire officers who sustained service-connected burn injuries resulting in medical leave	161	143	173	183	176	*	*	Up	Down
EMS workers / officers who sustained service-connected injuries	1,605	1,774	1,775	1,696	1,793	*	*	Neutral	Down
Civilian workers who sustained service-connected injuries	90	72	70	76	58	*	*	Down	Down
Firefighter/ fire officer service-connected injury rate (per 10,000 runs)	68.6	66.1	70.3	81.4	63.5	*	*	Neutral	Down
Apparatus collision rate (per 10,000 runs)	3.9	3.5	3.5	3.5	3.5	*	*	Neutral	Down
Ambulance collision rate (per 10,000 runs)	6.4	7.5	9.9	9.0	8.5	*	*	Up	Down
Average annual cost of an engine company (\$000,000)	\$7.9	\$7.9	\$8.5	\$9.5	\$9.3	*	*	Up	*
Average annual cost of a ladder company (\$000,000)	\$9.7	\$9.7	\$10.4	\$11.6	\$11.8	*	*	Up	*
Average annual cost of an ambulance (\$000,000)	\$2.2	\$2.3	\$2.4	\$2.8	\$3.0	*	*	Up	*
Average time from inspection request until inspection (days) - Fire alarm inspections	60	75	60	60	40	*	*	Down	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 (%)	93%	92%	90%	88%	92%	*	*	Neutral	*

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	95%	95%	99%	99%	100%	*	*	Neutral	Up
Completed requests for interpretation	4,442	5,765	7,747	5,866	10,938	*	*	Up	*
E-mails responded to in 14 days (%)	47%	60%	92%	99%	99%	*	*	Up	Up
Average wait time to speak with a customer service agent (minutes)	23:29	21:35	30:13	37:16	40:48	*	*	Up	Down
CORE facility rating	NA	97	98	100	96	*	*	NA	Up

★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	
Expenditures (\$000,000) ³	\$2,114.0	\$2,174.5	\$2,235.4	\$2,486.0	\$2,594.1	\$2,508.5	\$2,299.4	Up
Revenues (\$000,000)	\$105.5	\$100.4	\$95.1	\$98.9	\$108.9	\$96.8	\$99.1	Neutral
Personnel (uniformed)	11,244	11,047	10,750	10,615	10,672	10,954	10,954	Neutral
Personnel (civilian)	6,161	6,433	6,390	6,383	6,398	6,491	6,473	Neutral
Overtime paid (\$000,000)	\$341.6	\$331.8	\$325.6	\$465.5	\$504.3	\$495.4	\$272.9	Up
Capital commitments (\$000,000)	\$102.7	\$114.6	\$115.2	\$119.2	\$260.6	\$338.4	\$386.1	Up

¹Actual 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. ²Authorized Budget Level ³Expenditures 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 FY22 ¹ (\$000,000)	Modified Budget FY23 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$2,157.6	\$2,231.3	
001 -Executive Administrative	\$125.2	\$133.1	All
002 -Fire Extinguishment & Emergency Response	\$1,612.7	\$1,644.7	All
003 -Fire Investigation	\$25.1	\$25.8	1a
004 -Fire Prevention	\$47.8	\$48.9	1a, 1c
009 -Emergency Medical Service	\$346.8	\$378.7	2a
Other Than Personal Services - Total	\$328.4	\$362.7	
005 -Executive Administrative	\$237.8	\$270.4	All
006 -Fire Extinguishment & Emergency Response	\$38.7	\$44.9	All
007 -Fire Investigation	\$0.1	\$0.3	1a
008 -Fire Prevention	\$1.6	\$2.1	1a, 1c
010 -Emergency Medical Service	\$50.2	\$45.0	2a
Agency Total	\$2,486.0	\$2,594.0	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. ²City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available *None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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