

FIRE DEPARTMENT

Robert S. Tucker, 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.

FOCUS ON EQUITY

FDNY equitably protects the lives and property of all citizens and visitors in New York City, as first responders to more than 1.9 million fires, medical emergencies and myriad other incidents each year. 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. The Department regularly reviews response times to life-threatening medical emergencies across the City and develops strategies and reallocates resources to reduce response times in communities with higher response times.

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.

The Department also facilitates diversity and inclusion by: partnering with affiliated organizations to amplify DEI initiatives; showcasing agency diversity through poster campaigns; creating quiet spaces in the workplace for the practice of religious faith and wellness activities; and conducting trainings regarding unconscious bias and inclusive leadership.

Improving diversity, equity and inclusion is integral to every FDNY objective, especially in the recruitment of firefighters. The Department maintains a separate website for recruitment, JoinFDNY, which received over 1.4 million page views in Fiscal 2024.

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 React effectively to fires and other emergencies to 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 2024

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

Goal 1a Reduce the risk associated with fire incidents.

FDNY reduces the risk associated with fires through its inspection, investigation, and education 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 2024, the Bureau of Fire Prevention conducted 22 percent more inspections compared to Fiscal 2023. As the City works to house asylum seekers, the number of civilian fire prevention personnel has increased, which has resulted in more inspections, violations and summonses. Violation orders issued increased seven percent and violation orders corrected increased by four percent. The number of summonses issued increased by 21 percent which brings the Fiscal 2024 numbers back to Fiscal 2022 levels after a decrease in Fiscal 2023. Mandated inspection requirements, which may result in a violation or summons, 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 2024, fire companies conducted two percent more mandatory inspections and three percent fewer risk-based inspections than Fiscal 2023.

Once a fire has occurred the Bureau of Fire Investigation conducts investigations to identify the cause, including intentionally set fires, and analyses the trends and risk factors. Those trends and factors are then targeted by FDNY's Fire Safety Education Unit (FSEU), the Bureau of Fire Prevention and Community Engagement and External Affairs personnel with the goal of preventing or limiting the occurrence of future incidents. The Bureau of Fire Investigation found that there was a 13 percent decrease in intentionally set fires in Fiscal 2024 which contributed to an almost 22 percent drop in arrests by fire marshals. In Fiscal 2024, the FSEU held 2,319 presentations. This is a 34 percent decrease from Fiscal 2023 when there was still an elevated demand for presentations due to the Twin Parks fire in Fiscal 2022.

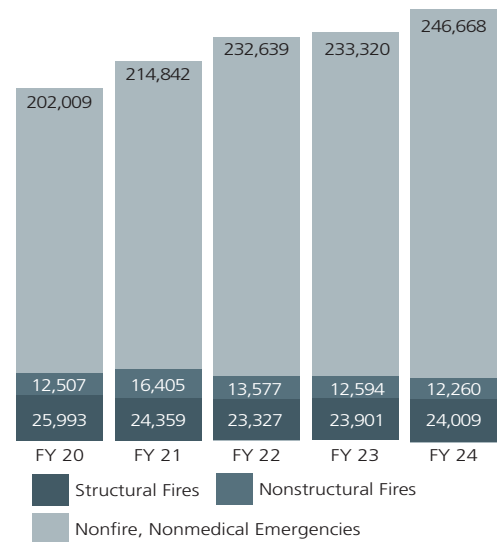
Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Completed risk-based inspections performed by uniformed personnel	43,389	16,526	41,727	43,543	42,199	*	*	Up	*
Completed mandatory inspections performed by uniformed personnel	37,706	27,824	31,262	32,869	33,351	*	*	Neutral	*
Completed inspections performed by civilian fire prevention personnel	177,386	179,943	149,300	153,691	188,097	161,000	161,000	Neutral	Up
Hazard complaints resolved within one day (%)	91%	93%	91%	91%	94%	85%	85%	Neutral	Up
Violation orders issued	54,777	55,077	29,456	36,572	38,943	*	*	Down	*
Violation orders corrected	47,216	45,675	25,521	30,192	31,314	*	*	Down	*
Violation orders corrected (%)	86%	83%	76%	85%	80%	*	*	Neutral	Up
Summonses issued	3,827	1,521	220	179	217	*	*	Down	*
Investigations	6,897	5,864	5,815	5,856	5,335	*	*	Down	*
Intentionally set fires	1,495	1,119	1,153	1,058	919	*	*	Down	Down
🔥 Fire and life safety education presentations	6,746	798	4,661	3,488	2,319	*	*	Down	*
★ Critical Indicator 🔥 Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

Goal 1b Promptly respond to fires and other emergencies.

In Fiscal 2024, structural residential fires went down almost one percent while structural non-residential fires went up over five percent when compared to Fiscal 2023. There were 12,260 non-structural fires in Fiscal 2024, a three percent decrease from the same period the previous year.

In Fiscal 2024 end-to-end average response time to structural fire incidents called into 911 remained the same as Fiscal 2023 at just over five minutes. 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 2024, the average dispatch and travel time to all structural fire incidents, including those reported via private fire alarm companies, increased by two seconds compared to Fiscal 2023. This may be due to an increase in demand for fire companies. Total fire company responses between Fiscal 2023 and Fiscal 2024 increased seven percent and total incidents requiring an emergency response (one or more fire companies) increased from 654,924 in Fiscal 2023 to 693,005 in Fiscal 2024.

Structural, Nonstructural, and Nonfire, Nonmedical Emergencies



Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
★ Structural residential fires	21,604	20,487	19,299	19,666	19,544	↓	↓	Neutral	Down
★ Structural non-residential fires	4,389	3,872	4,088	4,238	4,465	↓	↓	Neutral	Down
Structural fires per 100,000 people	310	277	265	278	289	*	*	Neutral	Down
★ Non-structural fires	12,507	16,405	13,595	12,594	12,260	↓	↓	Down	Down
Fire company responses	985,491	1,038,405	1,101,689	1,133,831	1,209,136	*	*	Up	*
Emergency incidents requiring one or more fire companies	541,330	588,819	627,045	654,924	693,005	*	*	Up	*
Non-fire emergencies	202,009	214,841	232,639	244,235	246,668	*	*	Up	Down
Malicious false alarms	19,856	18,041	19,949	21,524	22,599	*	*	Up	Down
Medical emergencies (fire companies only)	280,883	315,172	336,718	363,617	388,652	*	*	Up	Down
End-to-end average response time to structural fires (minutes:seconds)	4:52	4:52	5:01	5:02	5:02	*	*	Neutral	Down
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:24	4:22	4:32	4:31	4:33	4:14	4:14	Neutral	Down
Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:13	5:23	5:41	5:48	5:52	*	*	Up	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 1c React effectively to fires and other emergencies to minimize damage to persons and property.

A serious fire has an alarm level of “All Hands” and above. There were 1,959 serious fires in Fiscal 2024, a 19 percent decrease from Fiscal 2023, which may have contributed to a drop in fatalities and injuries. Life-threatening fire scene injuries dropped by almost 25 percent. Non-life-threatening fire scene injuries have decreased 13 percent when compared to Fiscal 2023 and have been trending downward for three straight years.

Civilian fire fatalities went from 102 in Fiscal 2023 to 74 in Fiscal 2024. Civilian fire fatalities per 100,000 people decreased by 25 percent. Civilian fatalities were elevated in Fiscal 2022 due to the Twin Parks fire and in Fiscal 2023 due to lithium-ion battery fires. The civilian deaths in Fiscal 2024 have now decreased to the level seen before these two periods. Six civilian fatalities occurred due to lithium-ion battery fires in Fiscal 2024, a decrease from 17 in Fiscal 2023. Investigations of fire scenes indicate that more people are keeping e-bikes and batteries outside, where they pose less of a risk to civilians. This may also contribute to a decrease in serious fires. These improvements reflect FDNY’s efforts 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 and Bureau of Fire Investigation have increased enforcement authority over the sale and repair of electric bikes to ensure businesses are operating responsibly. The Department is also working with all levels of government to continue to pass laws related to lithium-ion devices.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Serious fires	NA	NA	NA	2,410	1,959	*	*	NA	Down
Multiple alarm fires	NA	NA	NA	209	161	*	*	NA	Down
Serious fires reaching second alarm or higher (%)	NA	NA	NA	9%	8%	*	*	NA	Down
Non-life threatening fire scene injuries	735	779	1,126	847	735	*	*	Neutral	*
Life-threatening fire scene injuries	50	68	155	69	52	*	*	Neutral	*
🌟 Civilian fire fatalities	53	64	92	102	74	*	*	Up	Down
Civilian fire fatalities per 100,000 people	0.58	0.73	1.04	1.19	0.89	*	*	Up	Down
★ Critical Indicator 🌟 Equity Indicator “NA” Not Available ⬆️⬆️ Directional Target * None									

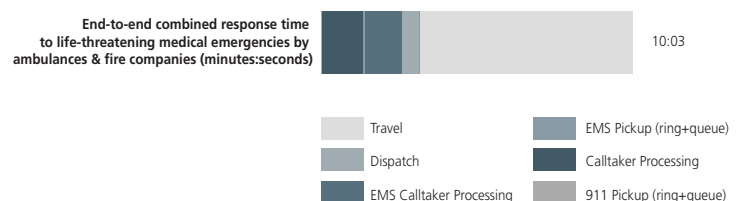
SERVICE 2 Respond to medical emergencies.

Goal 2a Promptly respond to medical emergencies.

The overall incidence of medical emergencies increased between Fiscal 2023 and Fiscal 2024, including a five percent increase in life-threatening incidents. In Fiscal 2024, dispatch and travel time to life-threatening medical emergencies for ambulances and fire companies combined increased 20 seconds compared to Fiscal 2023, from 7:03 to 7:23. This metric has increased steadily at the same rate for the last three fiscal years. This metric includes calls that are not initially classified as life threatening and then become life threatening. These calls are counted using the duration of the entire dispatch and travel time, not just the portion of the timeline when the incident was considered life threatening. When calls that are initially non-life threatening and then become life threatening are included starting at the time they are reclassified as life threatening, the combined average response time decreases by 49 seconds to 6:32.

The average response from ambulances to life threatening medical emergencies (dispatch and travel) increased by 17 seconds over the past fiscal year. Fiscal 2024 end-to-end average response time to life-threatening medical emergencies by ambulances increased nine seconds compared to Fiscal 2023. These increases in response times may be due to an increase in the average number of medical emergency incidents per day, which have been steadily increasing

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



from Fiscal 2020 and are now at 4,377 incidents per day. Additionally, total medical emergency incidents increased two percent to 1,644,446 in Fiscal 2024. The ability of ambulances to keep up with increasing demand has been strained and the average ambulance in service hours has remained about the same over the past two fiscal years.

Average turnaround time for ambulances at hospitals also steadily increased by over two minutes over the past fiscal year. FDNY is now implementing an initiative to staff Hospital Liaison Officer (HLO) teams to expedite getting ambulances back into service. As part of this initiative, HLOs take responsibility of patients requiring less medical attention from arriving ambulances, which improves the quality and timeliness of ambulance turnaround times at busy emergency departments. In addition, FDNY recently launched Paramedic Response Units (PRU), teams which do not transport patients, thereby avoiding transport and ER turnaround times, while reaching the most critical patients as quickly as possible. As part of this initiative, paramedics are dispatched to an emergency in a non-transport vehicle along with a basic life support (BLS) ambulance to enable transport to the hospital. In many cases, advanced life support (ALS) transport to the hospital is not necessary, therefore the paramedics can quickly return to the field and immediately respond to the next potentially life-threatening emergency.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Life-threatening medical emergency incidents	564,827	515,598	564,412	605,140	633,361	*	*	Up	*
Emergency medical incidents (ambulances)	1,522,084	1,388,043	1,531,959	1,613,316	1,644,446	*	*	Up	*
Average number of medical emergencies per day	4,090	3,718	4,133	4,328	4,377	*	*	Up	Down
Medical emergencies resulting in patient transport	954,351	848,930	940,757	991,041	1,044,533	*	*	Up	*
Average turnaround time for ambulances at hospitals (minutes:seconds)	36:00	34:02	36:17	38:10	40:50	*	*	Up	Down
Average ambulance in-service hours per day	107,178	110,831	106,133	104,390	104,387	*	*	Neutral	*
End-to-end combined average response time to life-threatening medical emergencies by ambulances and fire companies (minutes:seconds)	9:31	8:44	9:30	9:50	10:03	*	*	Neutral	Down
End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	10:19	9:34	10:17	10:43	10:52	*	*	Neutral	Down
End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	8:25	8:29	9:01	9:23	9:37	*	*	Up	Down
Combined average response time to life-threatening medical emergencies by ambulances and fire companies (FDNY dispatch and travel time only) (minutes:seconds)	6:43	5:53	6:31	7:03	7:23	6:00	6:00	Up	Down
★ Combined average response time to life-threatening medical emergencies by ambulances and fire companies, with calls starting at indication of life-threatening emergency (FDNY dispatch and travel time only) (minutes:seconds)	6:07	5:40	6:12	6:33	6:32	↓	↓	Neutral	Down
Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)	7:37	6:46	7:26	7:59	8:16	6:55	6:55	Up	Down
Average response time to life-threatening medical emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	4:58	5:13	5:35	5:50	5:56	4:38	4:38	Up	Down
★ Critical Indicator	🔴 Equity Indicator	"NA" Not Available		↕↘ Directional Target		* None			

Goal 2b

Provide high quality emergency medical care.

In Fiscal 2024, FDNY responded to 30,038 reports of patients in cardiac arrest or choking (segment one incidents), representing a one percent decrease compared to Fiscal 2023. The definition of cardiac arrest revivals and bystander witnessed revivals has been updated this fiscal year to match a national standard and now considers only revivals with a return of spontaneous circulation upon arrival at the hospital. The previous definition, and corresponding data, did not include the criteria regarding the return of spontaneous circulation upon hospital arrival. The percentage of confirmed arrest patients that had a return of spontaneous circulation upon arrival at the hospital was 20 percent in Fiscal 2024. A subset of these incidents is 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 with a return of spontaneous circulation upon arrival at the hospital was 37 percent in Fiscal 2024.

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Segment one incidents (cardiac arrest and choking)	32,831	29,843	30,736	30,306	30,038	*	*	Neutral	*
Cardiac arrest patients revived (%)	NA	NA	NA	20%	20%	*	*	NA	Up
Witnessed cardiac arrest patients revived (%)	NA	NA	NA	34%	37%	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Payout (\$000)	NA	NA	NA	\$47,387	\$26,594	*	*	NA	Down
FDNY workers who sustained service-connected injuries (total agency-wide)	8,358	9,141	8,964	9,055	8,311	*	*	Neutral	Down
Firefighters/fire officers who sustained service-connected injuries	6,512	7,296	7,192	7,204	6,225	*	*	Neutral	Down
Firefighters/fire officers who sustained service-connected injuries resulting in medical leave	3,361	3,800	3,931	3,917	3,585	*	*	Neutral	Down
Firefighters/fire officers who sustained service-connected burn injuries	210	242	245	231	190	*	*	Neutral	Down
Firefighters/fire officers who sustained service-connected burn injuries resulting in medical leave	143	173	183	176	131	*	*	Neutral	Down
EMS workers/officers who sustained service-connected injuries	1,774	1,775	1,696	1,793	1,627	*	*	Neutral	Down
Civilian workers who sustained service-connected injuries	72	70	76	58	68	*	*	Down	Down
Firefighter/fire officer service-connected injury rate (per 10,000 responses)	66.1	70.3	81.4	63.5	54.8	*	*	Down	Down
Apparatus collision rate (per 10,000 responses)	3.5	3.5	3.5	3.5	2.9	*	*	Down	Down
Ambulance collision rate (per 10,000 responses)	7.5	9.9	9.0	8.5	8.5	*	*	Neutral	Down
Average time from inspection request until inspection — Fire alarm inspections (days)	75	60	60	40	25	*	*	Down	Down
Average time from inspection request until inspection — Range-hood inspections (days)	5	5	5	5	5	*	*	Neutral	Down
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	92%	90%	88%	92%	96%	*	*	Neutral	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	95%	99%	99%	100%	100%	*	*	Neutral	Up
Completed requests for interpretation	5,765	7,747	5,866	10,938	16,845	*	*	Up	*
E-mails responded to in 14 days (%)	60%	92%	99%	99%	100%	*	*	Up	Up
Average wait time to speak with a customer service agent (minutes:seconds)	21:35	30:13	37:16	40:48	59:21	*	*	Up	Down
CORE facility rating	97	98	100	96	NA	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY20	FY21	FY22	FY23	FY24	FY24	FY25	
Expenditures (\$000,000) ³	\$2,174.5	\$2,235.4	\$2,486.0	\$2,552.2	\$2,761.3	\$2,682.6	\$2,571.4	Up
Revenues (\$000,000)	\$100.4	\$95.1	\$98.9	\$108.9	\$115.0	\$99.0	\$103.0	Up
Personnel (uniformed)	11,047	10,750	10,615	10,672	10,652	10,952	10,952	Neutral
Personnel (civilian)	6,433	6,390	6,383	6,398	6,537	6,319	6,370	Neutral
Overtime paid (\$000,000)	\$331.8	\$325.6	\$465.5	\$504.3	\$520.3	\$495.0	\$426.7	Up
Capital commitments (\$000,000)	\$114.6	\$115.2	\$119.2	\$261.1	\$174.6	\$248.3	\$242.3	Up
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 FY23 ¹ (\$000,000)	Modified Budget FY24 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$2,233.4	\$2,398.2	
001 -Executive Administrative	\$128.7	\$144.3	All
002 -Fire Extinguishment & Emergency Response	\$1,647.7	\$1,794.1	All
003 -Fire Investigation	\$25.8	\$24.4	1a
004 -Fire Prevention	\$47.5	\$44.1	1a, 1c
009 -Emergency Medical Service	\$383.6	\$391.2	2a
Other Than Personal Services - Total	\$318.8	\$363.1	
005 -Executive Administrative	\$231.5	\$275.5	All
006 -Fire Extinguishment & Emergency Response	\$43.3	\$42.1	All
007 -Fire Investigation	\$0.3	\$0.3	1a
008 -Fire Prevention	\$2.0	\$1.8	1a, 1c
010 -Emergency Medical Service	\$41.7	\$43.4	2a
Agency Total	\$2,552.2	\$2,761.3	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ² City of New York Adopted Budget for Fiscal 2024, as of June 2024. Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- During the reporting period, Laura Kavanaugh served as the Fire Department Commissioner. Robert S. Tucker was appointed Fire Department Commissioner on August 12, 2024.
- The indicator 'Arson fires' was renamed 'Intentionally set fires' in Goal 1a as the data shown has always been the number of fires determined to be intentionally set following an investigation by fire marshals.
- The indicator 'Hazard complaints resolved within one day (%)' was changed to non-critical.
- The indicator 'Medical emergencies (fire companies only)' was added to Goal 1b as the number of life-threatening incidents that are responded to by fire Certified First Responder with Defibrillation Certificate (CFR-D) units.
- The indicator 'Structural fires' was removed from Goal 1a, but that reported data is being supplemented by two new indicators in Goal 1b 'Structural residential fires' and 'Structural non-residential fires'.
- The indicator 'Structural fires per 100,000 people' was moved to Goal 1b.

- The indicators 'Structural residential fires' and 'Structural non-residential fires' were added to Goal 1b to count the fires that occur in residential and non-residential buildings, respectively.
- The indicator 'Non-structural fires' was moved to Goal 1b as the number of fires not occurring in a structure.
- The indicator 'Emergency incidents requiring one or more fire companies' was added to Goal 1b, which is the number of incidents requiring responses from fire companies, including fires, non-fire emergencies, medical emergencies, malicious false alarms, and non-medical emergencies.
- The indicator 'Non-fire emergencies' was added to Goal 1b counting emergencies that are neither fire nor medical-related, such as utility emergencies.
- The indicator 'Malicious false alarms' was added to Goal 1b as incidents where no emergency is found by the arriving unit.
- The indicator 'Fire company runs' was renamed 'Fire company responses' in Goal 1b as to be clearer about the actions taken.
- Goal 1c was updated from 'Minimize damage to persons and property.' to 'React effectively to fires and other emergencies to minimize damage to persons and property.'
- The indicator 'Serious fires per 1,000 structural fires' was removed from Goal 1c.
- The indicator 'Multiple alarm fires' was added to Goal 1c, which is the number of fires reaching the highest alarm levels—second alarm and above.
- The indicator 'Serious fires' was added to Goal 1c, which is the number of fires with an alarm level of "all hands" and above.
- The indicator 'Non-life-threatening fire scene injuries' was added to Goal 1c, which are the number of civilians who had non-life-threatening injuries at the scene of a fire.
- The indicator 'Life threatening fire scene injuries' was added to Goal 1c, which is the number of civilians who had life threatening injuries at the scene of a fire. Does not include fatalities.
- The indicator 'Average ambulance in-service hours per day' was added to Goal 2a, which is the cumulative hours all units were in-service over the period, divided by the number of days in the period. A unit is considered in-service when it is on assignment or available. This includes both voluntary and municipal ambulances and both Advanced Life Support (ALS) and Basic Life Support (BLS) ambulances.
- The indicator 'Combined average response time to life-threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time only) (minutes:seconds)' was made non-critical.
- The indicator 'Combined average response time to life-threatening medical emergencies by ambulances & fire companies, with calls starting at indication of life-threatening emergency (FDNY dispatch and travel time only) (minutes:seconds)' was added to Goal 2a and is the average dispatch and travel time until either an ambulance or a fire unit arrives on the scene of a life-threatening medical emergency, based upon the first unit to arrive, counting from the time FDNY's dispatcher receives the call or notification of request for assistance. If the call was initially non-life-threatening and was upgraded to a life-threatening medical emergency before the arrival of an ambulance or fire unit, the time is counted from when the call was upgraded to a life-threatening medical emergency.
- The indicator 'Average number of medical emergencies per day' was added to Goal 2a, which is the average number of medical emergency incidents (segments 1–8) receiving a FDNY response per day.
- The indicator 'Average turnaround time for ambulances at hospitals (minutes:seconds)' was added to Goal 2a representing the average time an ambulance unit spends at the hospital during and after transporting a patient.
- The indicator 'Emergency medical incidents (ambulances)' was added to Goal 2a as the total emergency medical incidents (segment 1–8).

- The indicator 'Average response time to life-threatening medical emergencies by fire companies (minutes:seconds)' was changed to non-critical as there are other indicators which provide a more complete picture of those incidents.
- The indicator 'Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)' was changed to non-critical as there exists another more encompassing indicator 'End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds).'
- The indicator 'Medical emergencies resulting in patient transport' was added to Goal 2a, which is the number of medical emergency incidents (segments 1–8) resulting in the transportation of a patient to a hospital.
- The indicator 'Ambulances in service per day (peak number)' was removed from Goal 2b in favor of additional metrics 'Average ambulance in-service hours per day' and 'Average turnaround time for ambulances at hospitals (minutes:seconds).'
- The definition of indicator 'Cardiac arrest patients revived (%)' was modified to the percentage of confirmed, non-traumatic cardiopulmonary arrest patients receiving life-saving measures, such as cardiopulmonary resuscitation (CPR) from 911 emergency response units with sustained return of spontaneous circulation upon arrival at the hospital. Also, this indicator was changed to non-critical.
- The definition of indicator 'Witnessed cardiac arrest patients revived (%)' was modified to the percentage of bystander witnessed non-traumatic arrests with initial shockable rhythms who receive lifesaving measures (i.e. CPR) from 911 emergency response units with a sustained return of spontaneous circulation from resuscitation efforts upon arrival to the hospital. A bystander is someone who is not a 911 emergency responder that is working in an official capacity as part of an organized medical response. An initial shockable rhythm is a cardiac rhythm that may be treated with the application of a defibrillator. Bystander witnessed arrests occur when a bystander is with the patient and can call for help, and possibly perform CPR for patient believed to be in arrest and whom is found to have a rhythm that is treatable with the application of a defibrillator.
- The indicator 'Firefighter/fire officer service-connected injury rate (per 10,000 runs)' was renamed 'Firefighter/fire officer service-connected injury rate (per 10,000 responses)' as to be clearer about the actions taken.
- The indicator 'Apparatus collision rate (per 10,000 runs)' was renamed 'Apparatus collision rate (per 10,000 responses)' to be clearer about the actions taken.
- The indicator 'Ambulance collision rate (per 10,000 runs)' was renamed 'Ambulance collision rate (per 10,000 responses)' to be clearer about the actions taken.
- The indicator 'Average annual cost of an engine company (\$000,000)' was removed as the numbers conflict with funding adds or cuts, was not used for FDNY Budget and were not used anywhere else except in this report.
- The indicator 'Average annual cost of a ladder company (\$000,000)' was removed as the numbers conflict with funding adds or cuts, was not used for FDNY Budget and were not used anywhere else except in this report.
- The indicator 'Average annual cost of an ambulance (\$000,000)' was removed as the numbers conflict with funding adds or cuts, was not used for FDNY Budget and were not used anywhere else except in this report.
- Performance data is unavailable for 'CORE facility rating' as no FD service centers were visited in Fiscal 2024.
- Preceding the Fiscal 2024 Mayor's Management Report, the Mayor's Office of Operations continued implementation of updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within.

ADDITIONAL RESOURCES

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