

FIRE DEPARTMENT



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 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.com](https://www.joinfdny.com), which has received 472,000 page views in Fiscal 2020. JoinFDNY social media content received 4.8 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

- Structural fires declined by four percent while non-structural fire declined by eleven percent the first four months of fiscal year 2022 compared to the same period in fiscal year 2021.
- Firefighter injury rates per 10,000 runs increased during the first four months of Fiscal 2022, from 75.6 to 97.9 per 10,000 runs.
- The average response time by fire companies to all emergencies was five minutes and 38 seconds in the first four months of Fiscal 2022, an increase of 18 seconds compared to the Fiscal 2021 reporting period.
- Total fire company runs increased by six percent in the first four months of Fiscal 2022 compared to the same period in Fiscal 2021.
- Serious fires per 1,000 structural fires fell from 76 in the first four months of Fiscal 2021 to 74 in the first four months of Fiscal 2022.
- Civilian fire fatalities rose by three in the first four months of Fiscal 2022 to 22, compared to 19 in the same period of Fiscal 2021.
- The combined response time (FDNY dispatch plus travel time) to life-threatening medical emergencies by ambulances and fire companies was six minutes and 23 seconds in the first four months of Fiscal 2022, 40 seconds slower than in the same period in Fiscal 2021, representing a 12 percent increase.
- The average response time (FDNY dispatch plus travel time) to life-threatening medical emergencies by ambulances was 42 seconds slower during the reporting period. FDNY responded to 13 percent more life-threatening incidents during the period.
- In the first four months of Fiscal 2022, FDNY responded to 10,111 reports of patients in cardiac arrest or choking (segment one incidents), representing a seven and a half percent increase compared to Fiscal 2021.
- The percentage of confirmed cardiac arrest patients that were revived decrease by three percentage percent points during the reporting period from 33% to 30%.
- For the subset of confirmed non-traumatic cardiac arrests that were classified as bystander-witnessed cardiac arrest, resuscitations increased by two percentage points from 42.3 percent to 44 percent during the reporting period.

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

Goal 1a Reduce the risk associated with fire incidents.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Structural fires	26,207	25,993	24,359	↓	↓	7,523	7,189
Structural fires per 100,000 people	312	310	277	*	*	90	82
★ Non-structural fires	12,291	12,507	16,405	↓	↓	4,480	4,010
Completed inspections performed by civilian fire prevention personnel	209,410	177,386	179,943	161,000	161,000	64,560	52,987
Violation orders issued	65,201	54,777	55,077	*	*	18,648	NA
Violation orders corrected	56,720	47,216	45,675	*	*	15,653	NA
Violation orders corrected (%)	87%	86%	83%	*	*	84%	NA
Summonses issued	7,225	3,827	1,521	*	*	1,282	NA
★ Hazard complaints resolved within one day (%)	93%	91%	93%	85%	85%	93%	NA
Completed risk-based inspections performed by uniformed personnel	54,072	43,389	16,526	*	*	2,536	14,479
Completed mandatory inspections performed by uniformed personnel	47,237	37,706	27,824	*	*	5,590	10,349
Investigations	6,565	6,844	5,825	*	*	2,030	1,805
Arson fires	1,329	1,495	1,119	*	*	392	363
Fire and life safety education presentations	9,315	6,746	798	*	*	252	948

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

Goal 1b Promptly respond to fires and other emergencies.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
End-to-end average response time to structural fires (minutes:seconds)	5:02	4:52	4:52	*	*	4:52	5:01
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:28	4:24	4:22	4:14	4:14	4:22	4:33
Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:15	5:13	5:23	*	*	5:20	5:38
Total fire company runs	1,146,803	985,491	1,038,405	*	*	354,339	377,116
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

Goal 1c Minimize damage to persons and property.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
★ Serious fires per 1,000 structural fires	66	69	76	⬇️	⬇️	76	74
★ Civilian fire fatalities	67	53	64	⬇️	⬇️	19	22
Civilian fire fatalities per 100,000 people	0.8	0.6	0.7	*	*	0.2	0.3
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

SERVICE 2 Respond to medical emergencies.

Goal 2a Promptly respond to medical emergencies.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
End-to-end combined average response time to life-threatening medical emergencies by ambulances & fire companies (minutes:seconds)	8:28	9:31	8:44	*	*	8:30	9:23
End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	9:22	10:19	9:34	*	*	9:22	10:09
End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	7:49	8:25	8:29	*	*	8:10	8:54
★ 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	6:00	6:00	5:43	6:23
★ Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)	7:23	7:37	6:46	6:55	6:55	6:38	7:20
★ 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	4:38	4:38	5:02	5:26
Life-threatening medical emergency incidents	567,757	564,827	515,598	*	*	168,184	189,933
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

Goal 2b Provide high-quality emergency medical care.

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Segment one incidents (cardiac arrest and choking)	26,231	32,831	29,843	*	*	9,363	10,022
★ Cardiac arrest patients revived (%)	35%	27%	32%	⬆️	⬆️	33%	30%
★ – Witnessed cardiac arrest patients revived (%)	47%	39%	41%	⬆️	⬆️	42%	44%
Peak number of ambulances in service per day	460	491	516	*	*	512	497
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
FDNY workers who sustained service-connected injuries (total agency-wide)	9,556	8,358	9,141	*	*	NA	NA
Firefighters / fire officers who sustained service-connected injuries	7,860	6,512	7,296	*	*	2,680	3,037
Firefighters / fire officers who sustained service-connected injuries resulting in medical leave	3,994	3,361	3,800	*	*	1,417	1,700
Firefighters / fire officers who sustained service-connected burn injuries	223	210	242	*	*	74	81
Firefighters / fire officers who sustained service-connected burn injuries resulting in medical leave	161	143	173	*	*	51	61
EMS workers / officers who sustained service-connected injuries	1,605	1,774	1,775	*	*	625	627
Civilian workers who sustained service-connected injuries	90	72	70	*	*	25	29
Firefighter/ fire officer service-connected injury rate (per 10,000 runs)	68.6	66.1	70.3	*	*	76.1	97.9
Apparatus collision rate (per 10,000 runs)	3.9	3.5	3.5	*	*	4.2	4.1
Ambulance collision rate (per 10,000 runs)	6.4	7.5	9.9	*	*	9.4	9.2
Average annual cost of an engine company (\$000,000)	\$7.9	\$7.9	\$8.5	*	*	NA	NA
Average annual cost of a ladder company (\$000,000)	\$9.7	\$9.7	\$10.4	*	*	NA	NA
Average annual cost of an ambulance (\$000,000)	\$2.2	\$2.3	\$2.4	*	*	NA	NA
Average time from inspection request until inspection (days) - Fire alarm inspections	60	75	60	*	*	60	60
Average time from inspection request until inspection (days) - Rangehood inspections	5	5	5	*	*	5	5
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	93%	92%	90%	*	*	89%	95%

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

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY19	FY20	FY21	FY22	FY23	FY21	FY22
Customer Experience							
Letters responded to in 14 days (%)	95%	95%	99%	*	*	99%	100%
Completed requests for interpretation	4,442	5,765	7,747	*	*	NA	NA
E-mails responded to in 14 days (%)	47%	60%	92%	*	*	87%	98%
Average wait time to speak with a customer service agent (minutes)	23:29	21:35	30:13	*	*	NA	NA
CORE facility rating	NA	97	98	*	*	NA	NA

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

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2021 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY19	FY20	FY21	FY22	FY22 ¹	FY23 ¹	FY21	FY22
Expenditures (\$000,000) ²	\$2,114.0	\$2,174.5	\$2,235.4	\$2,172.4	\$2,314.1	\$2,151.0	\$751.1	\$875.5
Revenues (\$000,000)	\$105.5	\$100.4	\$95.1	\$103.5	\$86.4	\$103.5	\$37.4	\$37.8
Personnel (uniformed)	11,244	11,047	10,750	10,945	10,945	10,952	10,928	10,628
Personnel (civilian)	6,161	6,433	6,390	6,512	6,383	6,411	6,327	6,394
Overtime paid (\$000,000)	\$341.6	\$331.8	\$325.6	\$247.3	\$305.4	\$242.1	\$92.6	\$129.4
Capital commitments (\$000,000)	\$102.7	\$114.6	\$115.2	\$207.1	\$204.3	\$327.1	\$44.3	\$61.3

¹February 2022 Financial Plan. ²Expenditures include all funds "NA" - Not Available

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 ¹ (\$000,000)	February 2022 Financial Plan FY22 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$1,939.1	\$1,984.9	
001 -Executive Administrative	\$122.0	\$110.8	All
002 -Fire Extinguishment & Emergency Response	\$1,442.3	\$1,467.2	All
003 -Fire Investigation	\$22.6	\$23.3	1a
004 -Fire Prevention	\$44.0	\$49.8	1a, 1c
009 -Emergency Medical Service	\$308.3	\$333.8	2a
Other Than Personal Services - Total	\$296.2	\$329.2	
005 -Executive Administrative	\$237.0	\$234.4	All
006 -Fire Extinguishment & Emergency Response	\$25.9	\$41.5	All
007 -Fire Investigation	\$0.1	\$0.2	1a
008 -Fire Prevention	\$1.8	\$1.8	1a, 1c
010 -Emergency Medical Service	\$31.5	\$51.4	2a
Agency Total	\$2,235.4	\$2,314.1	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2021. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The Bureau of Fire Prevention transitioned in 2021 to the Fire Inspection Revenue Enforcement System (FIRES) application. Because of this transition, some indicators are not available for this report and will be release in the Mayor's Management Report. The affected indicators are 'Notice of Violation items issued,' 'Notice of Violation items corrected,' 'Violation orders issued,' 'Violation orders corrected,' 'Violation orders corrected (%)', 'Summonses issued,' and 'Hazard complaints resolved within one day (%)'.

ADDITIONAL RESOURCES

For additional information go to:

- FDNY on Facebook:
<https://www.facebook.com/FDNY/>
- FDNY on Twitter:
<https://twitter.com/FDNY>
- Citywide and by borough monthly statistics:
<http://www1.nyc.gov/site/fdny/about/resources/data-and-analytics/citywide-statistics.page>

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