



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 a myriad of other incidents that impact and threaten public safety each year, FDNY 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 and Inclusive Culture Strategy. These objectives are supported by the Equal Employment Opportunity, Sexual Harassment and Anti-Hazing/Anti-Bullying policies. FDNY 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 as it continues to enforce its members' compliance with the law and related policies. Improving diversity, equity and inclusion is integral to every FDNY objective, especially the recruitment of firefighters.

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.
-

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 rose by two percent while non-structural fire rose by fourteen percent the first four months of fiscal 2023 compared to the same period in Fiscal 2022. Fires caused by lithium-ion batteries have increased during the reporting period. These rechargeable batteries are found in electric bikes and scooters, cars, laptops, tablets, phones and common household devices. The FDNY is working with legislators on reforms aimed at addressing faulty lithium-ion batteries.
- 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. Fire and life safety education presentations increased by 53%, from 948 to 1,449, during the first four months of fiscal 2023 compared to the same period in fiscal 2022.
- Total fire company runs increased by three percent in the first four months of Fiscal 2023 compared to the same period in Fiscal 2022. The end-to-end average response time to structural fires, which is defined as the time elapsed between the time a 9-1-1 call starts to the time the first responding unit arrives, increased from five minutes and one second to five minutes and five seconds in the first four months of Fiscal 2023 compared to the same period in fiscal 2022. The average response time by fire companies to all emergencies was five minutes and 43 seconds in the first four months of Fiscal 2023, an increase of five seconds compared to the Fiscal 2022 reporting period.
- Serious fires per 1,000 structural fires rose from 74 in the first four months of fiscal 2022 to 78 in the first four months of fiscal 2023. Civilian fire fatalities fell by 27 percent, from 22 to 16.
- The combined average response time (end-to-end time) to life-threatening medical emergencies by ambulances and fire companies increased to nine minutes and 43 seconds for the first four months of Fiscal 2023 compared to nine minutes and 23 seconds in the same period in Fiscal 2022. The combined average response time (FDNY dispatch plus travel time) to life-threatening medical emergencies by ambulances and fire increased by eight percent during the reporting period. The average response time (FDNY dispatch plus travel time) to life-threatening medical emergencies by ambulances was seven minutes and 55 seconds in the first four months of Fiscal 2023, 35 seconds slower than the previous reporting period. The increase in response times is best explained by an increase in workload, as the overall incidence of life-threatening medical emergencies increased by ten percent during the first four months of Fiscal 2022 as compared to the same time period in Fiscal 2023. More residents, daytime workers and visitors returned to New York City with the continuous reduction of pandemic related restrictions. Increased response times may be attributed to higher levels of traffic citywide due to the easing of restrictions related to the COVID-19 pandemic. In addition, there has been a decrease from 497 to 491 in the peak number of ambulances in service per day (see goal 2b).
- In the first four months of Fiscal 2023, FDNY responded to 10,432 reports of patients in cardiac arrest or choking (segment one incidents), representing a four percent increase compared to Fiscal 2022. The percentage of confirmed cardiac arrest patients that were revived decreased by two percent points during the reporting period from 30% to 28%. 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 decreased by five percentage points from 44 percent to 39 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	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
★ Structural fires	25,993	24,359	23,387	↓	↓	7,189	7,343
Structural fires per 100,000 people	310	277	265	*	*	82	83
★ Non-structural fires	12,507	16,405	13,595	↓	↓	4,010	4,568
Completed inspections performed by civilian fire prevention personnel	177,386	179,943	149,300	161,000	161,000	52,987	52,982
Violation orders issued	54,777	55,077	29,456	*	*	NA	11,737
Violation orders corrected	47,216	45,675	25,521	*	*	NA	9,527
Violation orders corrected (%)	86%	83%	76%	*	*	NA	82%
Summonses issued	3,827	1,521	220	*	*	NA	33
★ Hazard complaints resolved within one day (%)	91%	93%	91%	85%	85%	NA	90%
Completed risk-based inspections performed by uniformed personnel	43,389	16,526	41,727	*	*	14,479	14,502
Completed mandatory inspections performed by uniformed personnel	37,706	27,824	31,262	*	*	10,349	9,394
Investigations	6,844	5,825	5,691	*	*	1,805	1,840
Arson fires	1,495	1,119	1,153	*	*	363	333
Fire and life safety education presentations	6,746	798	4,661	*	*	948	1,449

★ 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	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
End-to-end average response time to structural fires (minutes:seconds)	4:52	4:52	5:01	*	*	5:01	5:05
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:24	4:22	4:32	4:14	4:14	4:33	4:30
Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:13	5:23	5:41	*	*	5:38	5:43
Total fire company runs	985,491	1,038,405	1,101,689	*	*	377,116	388,899

★ 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	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Serious fires per 1,000 structural fires	69	76	80	*	*	74	78
Civilian fire fatalities	53	64	92	*	*	22	16
Civilian fire fatalities per 100,000 people	0.6	0.7	1.0	*	*	0.3	0.2
Serious fires reaching second alarm or higher (%)	NA	NA	NA	*	*	NA	0%

★ 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	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
End-to-end combined average response time to life-threatening medical emergencies by ambulances & fire companies (minutes:seconds)	9:31	8:44	9:30	*	*	9:23	9:43
End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	10:19	9:34	10:17	*	*	10:09	10:40
End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	8:25	8:29	9:01	*	*	8:54	9:08
★ Combined average response time to life-threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time only) (minutes:seconds)	6:43	5:53	6:31	6:00	6:00	6:23	6:54
★ Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)	7:37	6:46	7:26	6:55	6:55	7:20	7:55
★ 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	4:38	4:38	5:26	5:42
Life-threatening medical emergency incidents	564,827	515,598	564,412	*	*	189,933	209,502
★ 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	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Segment one incidents (cardiac arrest and choking)	32,831	29,843	30,736	*	*	10,022	10,432
★ Cardiac arrest patients revived (%)	27%	32%	29%	↑	↑	30%	28%
– Witnessed cardiac arrest patients revived (%)	39%	41%	43%	*	*	44%	39%
Peak number of ambulances in service per day	491	516	497	*	*	497	491
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
FDNY workers who sustained service-connected injuries (total agency-wide)	8,358	9,141	8,964	*	*	NA	NA
Firefighters / fire officers who sustained service-connected injuries	6,512	7,296	7,192	*	*	3,037	2,655
Firefighters / fire officers who sustained service-connected injuries resulting in medical leave	3,361	3,800	3,931	*	*	1,700	1,471
Firefighters / fire officers who sustained service-connected burn injuries	210	242	245	*	*	81	77
Firefighters / fire officers who sustained service-connected burn injuries resulting in medical leave	143	173	183	*	*	61	61
EMS workers / officers who sustained service-connected injuries	1,774	1,775	1,696	*	*	627	626
Civilian workers who sustained service-connected injuries	72	70	76	*	*	29	28
Firefighter/ fire officer service-connected injury rate (per 10,000 runs)	66.1	70.3	81.4	*	*	97.9	68.3
Apparatus collision rate (per 10,000 runs)	3.5	3.5	3.5	*	*	4.1	3.2
Ambulance collision rate (per 10,000 runs)	7.5	9.9	9.0	*	*	9.2	8.0
Average annual cost of an engine company (\$000,000)	\$7.9	\$8.5	\$9.5	*	*	NA	NA
Average annual cost of a ladder company (\$000,000)	\$9.7	\$10.4	\$11.6	*	*	NA	NA
Average annual cost of an ambulance (\$000,000)	\$2.3	\$2.4	\$2.8	*	*	NA	NA
Average time from inspection request until inspection (days) - Fire alarm inspections	75	60	60	*	*	60	41
Average time from inspection request until inspection (days) - Rangehood inspections	5	5	5	*	*	5	8
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	92%	90%	88%	*	*	95%	90%
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY20	FY21	FY22	FY23	FY24	FY22	FY23
Customer Experience							
Letters responded to in 14 days (%)	95%	99%	99%	*	*	100%	100%
Completed requests for interpretation	5,765	7,747	5,866	*	*	NA	NA
E-mails responded to in 14 days (%)	60%	92%	99%	*	*	98%	99%
Average wait time to speak with a customer service agent (minutes)	21:35	30:13	37:16	*	*	NA	NA
CORE facility rating	97	98	100	*	*	NA	NA
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2022 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY20	FY21	FY22	FY23	FY23 ¹	FY24 ¹	FY22	FY23
Expenditures (\$000,000) ²	\$2,174.5	\$2,235.4	\$2,486.0	\$2,293.0	\$2,508.5	\$2,242.1	\$875.5	\$850.2
Revenues (\$000,000)	\$100.4	\$95.1	\$98.9	\$103.5	\$96.8	\$95.8	\$37.8	\$42.5
Personnel (uniformed)	11,047	10,750	10,615	10,952	10,954	10,954	10,628	10,773
Personnel (civilian)	6,433	6,390	6,383	6,598	6,491	6,349	6,394	6,289
Overtime paid (\$000,000)	\$331.8	\$325.6	\$465.5	\$282.1	\$495.4	\$265.5	\$129.4	\$152.7
Capital commitments (\$000,000)	\$114.6	\$115.2	\$119.2	\$315.9	\$338.4	\$359.5	\$61.3	\$127.3
¹ January 2023 Financial Plan. ² Expenditures 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 FY22 ¹ (\$000,000)	January 2023 Financial Plan FY23 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$2,157.6	\$2,176.0	
001 - Executive Administrative	\$125.2	\$155.7	All
002 - Fire Extinguishment & Emergency Response	\$1,612.7	\$1,585.2	All
003 - Fire Investigation	\$25.1	\$24.4	1a
004 - Fire Prevention	\$47.8	\$44.2	1a, 1c
009 - Emergency Medical Service	\$346.8	\$366.5	2a
Other Than Personal Services - Total	\$328.4	\$332.5	
005 - Executive Administrative	\$237.8	\$243.8	All
006 - Fire Extinguishment & Emergency Response	\$38.7	\$44.0	All
007 - Fire Investigation	\$0.1	\$0.3	1a
008 - Fire Prevention	\$1.6	\$2.1	1a, 1c
010 - Emergency Medical Service	\$50.2	\$42.2	2a
Agency Total	\$2,486.0	\$2,508.5	

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

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- An indicator has been added for 'Serious Fires reaching Second Alarm or Higher (%)'

ADDITIONAL RESOURCES

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

