



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 nearly 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 1.8 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 the recruitment of firefighters. The Department maintains a separate website for recruitment, JoinFDNY, which received over a million page views in Fiscal 2023. JoinFDNY's social media content received over 10 million views over that same period 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 rose by 0.5 percent while non-structural fires decreased by 24 percent in the first four months of Fiscal 2024 compared to the same period in Fiscal 2023. Non-structural fires have been decreasing steadily since Fiscal 2021.
- In response to the devastating Twin Parks fire, which took place in a Bronx residential building in January 2022 resulting in numerous fatalities, educational outreach by the Department spiked in Fiscal 2023. Fire and life safety education presentations decreased to 735 from the 1,449 shown over the same period in Fiscal 2023. However, this is on pace with other previous comparable reporting periods.
- Total fire company runs increased by four percent in the first four months of Fiscal 2024 compared to the same period last year. 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, has been holding steady at a few seconds past five minutes for the first four months of the fiscal year for the last few years. The average response time by fire companies to all emergencies increased by 10 seconds.
- Serious fires per 1,000 structural fires rose from 78 in the first four months of Fiscal 2023 to 80 in the first four months of Fiscal 2024. Civilian fire fatalities ticked up from 16 to 18. Fires caused by lithium-ion batteries are especially deadly and 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 advising the Administration and is working with legislators at the city, state and federal levels to implement regulatory requirements aimed at reducing the availability of faulty lithium-ion batteries.
- The combined average response time (end-to-end time) to life-threatening medical emergencies by ambulances and fire companies increased from 9:43 (minutes:seconds) in the first four months of Fiscal 2023 to 9:52 in the first four months of Fiscal 2024. The combined average response time (FDNY dispatch plus travel time) to life-threatening medical emergencies by ambulances and fire companies increased by 3.8 percent to 5:55. The average response time (FDNY dispatch plus travel time) to life-threatening medical emergencies by ambulances was 8:00 in the first four months of Fiscal 2024, five seconds slower than the reporting period last year. Increased response times may be attributed to higher levels of traffic, an increase in the overall incidence of life-threatening medical emergencies, a decrease in the number of ambulances in service per day, and an increase in ambulance emergency room turnover time. 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 in 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 addition, there has been a significant rise in ambulance emergency room turnover time of approximately four minutes in each borough, which constitutes the period required for an ambulance to transport a patient to the emergency department and resume service. Ambulance turnover time is a crucial factor in the availability of ambulances that can be sent out to respond to emergency calls. The Department is reviewing response time information and assessing strategies for immediate implementation to mitigate the current increase in response times.
- In the first four months of Fiscal 2024, FDNY responded to 9,967 reports of patients in cardiac arrest or choking (segment one incidents), representing a four percent decrease compared to the same period in Fiscal 2023. The percentage of confirmed cardiac arrest patients that were revived increased by one percentage point from 28 percent to 29 percent. 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 cardiopulmonary resuscitation, often resulting in better outcomes. The percentage of successful bystander-witnessed cardiac arrest resuscitations increased by one percentage point from 39 percent to 40 percent over comparative reporting periods.
- Firefighter/fire officer service-connected injuries decreased between the first four months of Fiscal 2024 and the same period in Fiscal 2023. Firefighter/fire officers who sustained service-connected injuries decreased by 6.9 percent across reporting periods from 2,655 in Fiscal 2023 to 2,471 in Fiscal 2024. Firefighters/fire officers who sustained service-connected burn injuries decreased from 77 to 54 in the first four months of Fiscal 2024 as compared to the same period in Fiscal 2023. Additionally, the severity of burn injuries has decreased. Firefighters/fire officers who sustained service-connected burn injuries resulting in medical leave decreased from 61 in the first four months of Fiscal 2023 to 40 in the same period 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
★ Structural fires	24,359	23,387	23,901	↓	↓	7,343	7,379
Structural fires per 100,000 people	277	265	278	*	*	83	89
★ Non-structural fires	16,405	13,595	12,594	↓	↓	4,568	3,483
Completed inspections performed by civilian fire prevention personnel	179,943	149,300	153,691	161,000	161,000	52,982	61,398
Violation orders issued	55,077	29,456	36,572	*	*	11,737	10,879
Violation orders corrected	45,675	25,521	30,192	*	*	9,527	9,701
Violation orders corrected (%)	83%	76%	85%	*	*	82%	89%
Summonses issued	1,521	220	179	*	*	33	45
★ Hazard complaints resolved within one day (%)	93%	91%	91%	85%	85%	90%	93%
Completed risk-based inspections performed by uniformed personnel	16,526	41,727	43,543	*	*	14,502	13,768
Completed mandatory inspections performed by uniformed personnel	27,824	31,262	32,869	*	*	9,394	10,881
Investigations	5,825	5,691	5,459	*	*	1,840	1,485
Arson fires	1,119	1,153	1,058	*	*	333	258
Fire and life safety education presentations	798	4,661	3,488	*	*	1,449	735
★ 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
End-to-end average response time to structural fires (minutes:seconds)	4:52	5:01	5:02	*	*	5:05	5:03
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:22	4:32	4:31	4:14	4:14	4:30	4:33
Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:23	5:41	5:48	*	*	5:43	5:53
Total fire company runs	1,038,405	1,101,689	1,133,831	*	*	388,899	404,397
★ 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Serious fires per 1,000 structural fires	76	80	85	*	*	78	80
Civilian fire fatalities	64	92	102	*	*	16	18
Civilian fire fatalities per 100,000 people	0.7	1.0	1.2	*	*	0.2	0.2
Serious fires reaching second alarm or higher (%)	NA	NA	9%	*	*	0%	8%
★ 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
End-to-end combined average response time to life-threatening medical emergencies by ambulances & fire companies (minutes:seconds)	8:44	9:30	9:50	*	*	9:43	9:52
End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	9:34	10:17	10:43	*	*	10:40	10:37
End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	8:29	9:01	9:23	*	*	9:08	9:33
★ Combined average response time to life-threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:53	6:31	7:03	6:00	6:00	6:54	7:10
★ Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)	6:46	7:26	7:59	6:55	6:55	7:55	8:00
★ Average response time to life-threatening medical emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:13	5:35	5:50	4:38	4:38	5:42	5:55
Life-threatening medical emergency incidents	515,598	564,412	605,140	*	*	209,502	211,650
★ 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Segment one incidents (cardiac arrest and choking)	29,843	30,736	30,306	*	*	10,432	9,967
★ Cardiac arrest patients revived (%)	32%	29%	28%	⬆️	⬆️	28%	29%
Witnessed cardiac arrest patients revived (%)	41%	43%	38%	*	*	39%	40%
Ambulances in service per day (peak number)	516	497	466	*	*	491	461
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Payout (\$000)	NA	NA	\$47,387	*	*	NA	\$4,151
FDNY workers who sustained service-connected injuries (total agency-wide)	9,141	8,964	9,055	*	*	NA	NA
Firefighters/fire officers who sustained service-connected injuries	7,296	7,192	7,204	*	*	2,655	2,471
Firefighters/fire officers who sustained service-connected injuries resulting in medical leave	3,800	3,931	3,917	*	*	1,471	1,336
Firefighters/fire officers who sustained service-connected burn injuries	242	245	231	*	*	77	54
Firefighters/fire officers who sustained service-connected burn injuries resulting in medical leave	173	183	176	*	*	61	40
EMS workers/officers who sustained service-connected injuries	1,775	1,696	1,793	*	*	626	568
Civilian workers who sustained service-connected injuries	70	76	58	*	*	28	24
Firefighter/fire officer service-connected injury rate (per 10,000 runs)	70.3	81.4	63.5	*	*	68.3	61.4
Apparatus collision rate (per 10,000 runs)	3.5	3.5	3.5	*	*	3.2	3.1
Ambulance collision rate (per 10,000 runs)	9.9	9.0	8.5	*	*	8.0	9.8
Average annual cost of an engine company (\$000,000)	\$8.5	\$9.5	\$9.3	*	*	NA	NA
Average annual cost of a ladder company (\$000,000)	\$10.4	\$11.6	\$11.8	*	*	NA	NA
Average annual cost of an ambulance (\$000,000)	\$2.4	\$2.8	\$3.0	*	*	NA	NA
Average time from inspection request until inspection — Fire alarm inspections (days)	60	60	40	*	*	41	24
Average time from inspection request until inspection — Rangehood inspections (days)	5	5	5	*	*	8	5
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	90%	88%	92%	*	*	90%	95%
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
Customer Experience	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Letters responded to in 14 days (%)	99%	99%	100%	*	*	100%	100%
Completed requests for interpretation	7,747	5,866	10,938	*	*	NA	NA
E-mails responded to in 14 days (%)	92%	99%	99%	*	*	99%	100%
Average wait time to speak with a customer service agent (minutes)	30:13	37:16	40:48	*	*	NA	NA
CORE facility rating	98	100	96	*	*	NA	NA
★ Critical Indicator ● Equity Indicator “NA” Not Available ⬆️⬆️ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2023 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY21	FY22	FY23	FY24	FY24¹	FY25¹	FY23	FY24
Expenditures (\$000,000)²	\$2,235.4	\$2,486.0	\$2,552.2	\$2,299.4	\$2,682.6	\$2,525.7	\$850.2	\$891.3
Revenues (\$000,000)	\$95.1	\$98.9	\$108.9	\$99.1	\$99.0	\$103.0	\$42.5	\$40.9
Personnel (uniformed)	10,750	10,615	10,672	10,954	10,952	10,952	10,773	10,515
Personnel (civilian)	6,390	6,383	6,398	6,473	6,319	6,173	6,289	6,537
Overtime paid (\$000,000)	\$325.6	\$465.5	\$504.3	\$272.9	\$495.0	\$426.2	\$152.7	\$160.2
Capital commitments (\$000,000)	\$115.2	\$119.2	\$261.1	\$386.1	\$248.3	\$216.1	\$127.3	\$106.2
¹January 2024 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 FY23¹ (\$000,000)	January 2024 Financial Plan FY24² (\$000,000)	Applicable MMR Goals³
Personal Services - Total	\$2,233.4	\$2,351.1	
001 -Executive Administrative	\$128.7	\$142.5	All
002 -Fire Extinguishment & Emergency Response	\$1,647.7	\$1,758.0	All
003 -Fire Investigation	\$25.8	\$23.9	1a
004 -Fire Prevention	\$47.5	\$43.5	1a, 1c
009 -Emergency Medical Service	\$383.6	\$383.2	2a
Other Than Personal Services - Total	\$318.8	\$331.5	
005 -Executive Administrative	\$231.5	\$245.0	All
006 -Fire Extinguishment & Emergency Response	\$43.3	\$40.6	All
007 -Fire Investigation	\$0.3	\$0.3	1a
008 -Fire Prevention	\$2.0	\$1.7	1a, 1c
010 -Emergency Medical Service	\$41.7	\$43.9	2a
Agency Total	\$2,552.2	\$2,682.6	
¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. ²Includes all funds. ³Refer to agency goals listed at front of chapter. “NA” Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The previously published Fiscal 2023 value for 'Payout (\$000)' was updated from \$47,331 to \$47,387 to reflect the finalized fiscal year value.
- Preceding the Fiscal 2024 Preliminary Mayor's Management Report, the Mayor's Office of Operations implemented 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. Substantive name changes for indicators that clarify what is being measured are otherwise noted above.

ADDITIONAL RESOURCES

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

