



## WHAT WE DO

The Fire Department of New York (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 where response times are longer.

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.
- 

## **SERVICE 2** Respond to medical emergencies.

- Goal 2a Promptly respond to medical emergencies.
- Goal 2b Provide high quality emergency medical care.

## HOW WE PERFORMED

- Completed mandatory inspections performed by uniformed personnel decreased by 14 percent in the first four months of Fiscal 2025 compared to the same period in Fiscal 2024. Firefighters arrive at inspection sites in the apparatus when they are not responding to emergencies. After 10 years of being in service, an apparatus must only be used for emergency responses. This is a contributing factor to the firefighter's ability to conduct inspections. While the department continues to order replacements in a timely fashion, manufacturers are still experiencing delivery delays due to continued apparatus backlogs caused by COVID. With fewer apparatus available for use, fewer companies can conduct mandatory inspections. To supplement, as an interim measure, Divisions are using light duty task forces to complete these inspections.
- Civilian fire prevention personnel have conducted more inspections for facilities housing asylum-seekers than they have conducted in prior fiscal years. The Bureau of Fire Prevention has also filled some inspector vacancies, which has resulted in more inspections, violations and summonses. Accordingly, completed inspections performed by civilian fire prevention personnel increased by 21 percent. In part due to an increase in such inspections, summonses issued increased by 173 percent between the first four months of Fiscal 2025 than the same period in the prior year. Violation orders issued increased significantly in the first four months of Fiscal 2025, up to 16,680 from 10,879 in the same period last fiscal year. Of the violations issued, 12,047 were corrected, a 72 percent correction rate compared to 89 percent in the comparable reporting period. Businesses have to take corrective action on all violations, however, may not do so within the reporting period. In the first four months of Fiscal 2025, this rate slowed resulting in the decrease in violation orders corrected.
- Intentionally set fires increased by 24 percent in the first four months of Fiscal 2025. July had the highest number of intentionally set fires with 96, which coincides with fireworks usage in the City. While suspicious fires or fires where serious injury or death occurred require investigation, fire marshals can also proactively investigate patterns or activities of interest as staff are available. This increase may be due to the successful conclusion of proactive investigations.
- In Fiscal 2024, the Department began tracking structural residential and non-residential fires. Comparing the first four months of Fiscal 2024 and the same period in Fiscal 2025, the amount of structural non-residential fires has increased by almost 11 percent. Non-structural fires and structural residential fires increased four and five percent, respectively, as well. There were significantly more brush fires this year, which contributed to a 19 percent increase in the number of non-structural fires over the first four months of Fiscal 2024 when compared to the same period in Fiscal 2025.
- Fire and life safety education presentations showed a 119 percent increase compared to the same first four months last year. This increase in engagement is due to more intentional marketing in community newsletters and more partnerships with the New York Police Department (NYPD), New York City Housing Authority (NYCHA), Administration for Children's Services (ACS), and Department Of Education (DOE). Additionally, the public safety campaign on lithium-ion batteries, which had 83 million impressions across all platforms, may have increased demand for these presentations. This lithium-ion campaign ran from July 2024 to September 2024 and may have led to more than 200 percent increase to the number of visits to the FDNY Smart website across comparative reporting periods. As more people learn how to prevent fires or reduce harm during fires, it is likely that the severity of fires will decrease.
- End-to-end response times are measured from the time a call connects to the 911 phone system until a first responder shows up on-scene. Regarding structural fires, the end-to-end average response time increased three seconds to five minutes and six seconds this reporting period when compared to the first four months of Fiscal 2024. The Department's average response time to these emergencies has remained incredibly consistent over the years, only varying by a few seconds above or below five minutes. Response times to medical emergencies are elevated due to multiple factors that reduce the Department's capacity to promptly respond. Emergency Medical Services (EMS) faces a lack of resources in terms of emergency medical technicians and paramedics as well as a smaller pipeline of potential recruits. This reduction in capacity leads to fewer in-service hours per day for EMS.
- Serious fires decreased by 15 percent in the first four months of Fiscal 2025 compared to the same period in Fiscal 2024. There were four more life-threatening fire scene injuries than the same period the previous year. This increase may be due to regular variation in this metric, because the counts are low and thus small increases result in large percentage changes. Similarly, there was a 10 percent increase in non-life-threatening fire scene injuries.

- There were three more civilian fire fatalities in the first four months of Fiscal 2025 than the first four months of Fiscal 2024. While this constitutes a 22 percent increase, this is regular variation in this metric, which has fluctuated between 16 and 22 fatalities for the last few years. The rate of civilian fire fatalities per 100,000 people also reflects this increase, which is within the normal variation of this metric.
- Firefighters/fire officers who sustained service-connected burn injuries, as well as service-connected burn injuries resulting in medical leave, increased across the comparative reporting periods. For both metrics, the first four months of Fiscal 2024 were abnormally low, and the Fiscal 2025 reporting period counts represent a return to the levels seen before Fiscal 2024.
- Apparatus collision rates increased by almost 18 percent during the first four months of Fiscal 2025 over the same period in Fiscal 2024. This rate is affected by changing roadways and traffic conditions. As more bus and bike lanes are installed, space available for navigating the apparatus has decreased and fire chauffeurs must maneuver in a more complex streetscape. Ambulance collision rates per 10,000 responses have decreased by over 17 percent this fiscal period compared to the same time last year. EMS leadership has formalized the process of reviewing collisions and is retraining members who have higher counts of preventable accidents.
- The amount of time between a fire alarm inspection request and the actual inspection has increased by 28 percent because of restrictions on current staff overtime and because this unit has been unable to hire additional staff. Due to these conditions, supervisors are not able to spend as much time conducting field inspections.

## 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Completed risk-based inspections performed by uniformed personnel	41,727	43,543	42,199	*	*	13,768	14,048
Completed mandatory inspections performed by uniformed personnel	31,262	32,869	33,351	*	*	10,881	9,325
Completed inspections performed by civilian fire prevention personnel	149,300	153,691	188,097	161,000	161,000	61,398	74,558
★ Hazard complaints resolved within one day (%)	91%	91%	94%	85%	85%	93%	93%
Violation orders issued	29,456	36,572	38,943	*	*	10,879	16,680
Violation orders corrected	25,521	30,192	31,314	*	*	9,701	12,047
Violation orders corrected (%)	76%	85%	80%	*	*	89%	72%
Summonses issued	220	179	217	*	*	45	123
Investigations	5,815	5,856	5,335	*	*	1,755	1,751
Intentionally set fires	1,153	1,058	919	*	*	258	320
🔦 Fire and life safety education presentations	4,661	3,488	2,319	*	*	735	1,610
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Structural residential fires	19,299	19,666	19,544	↓	↓	6,055	6,281
★ Structural non-residential fires	4,088	4,238	4,465	↓	↓	1,368	1,512
Structural fires per 100,000 people	265	278	289	*	*	89	94
★ Non-structural fires	13,595	12,594	12,260	↓	↓	3,504	4,191
Fire company responses	1,101,689	1,133,831	1,209,136	*	*	404,397	399,973
Emergency incidents requiring one or more fire companies	627,045	654,924	693,005	*	*	237,296	240,790
Non-fire emergencies	232,639	244,235	246,668	*	*	87,446	86,119
Malicious false alarms	19,949	21,524	22,599	*	*	8,172	7,866
Medical emergencies (fire companies only)	336,718	363,617	388,652	*	*	130,933	134,899
End-to-end average response time to structural fires (minutes:seconds)	5:01	5:02	5:02	*	*	5:03	5:06
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:32	4:31	4:33	4:14	4:14	4:33	4:36
Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:41	5:48	5:52	*	*	5:53	5:53
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Serious fires	NA	2,410	1,959	*	*	702	598
Multiple alarm fires	NA	209	161	*	*	45	45
Serious fires reaching second alarm or higher (%)	NA	9%	8%	*	*	8%	8%
Non-life threatening fire scene injuries	1,126	847	735	*	*	231	255
Life-threatening fire scene injuries	155	69	52	*	*	16	20
★ ● Civilian fire fatalities	92	102	74	↓	↓	19	22
Civilian fire fatalities per 100,000 people	1.04	1.19	0.89	*	*	0.22	0.27
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Life-threatening medical emergency incidents	564,412	605,140	633,361	*	*	211,650	209,601
Emergency medical incidents (ambulances)	1,531,959	1,613,316	1,644,446	*	*	561,096	548,589
Average number of medical emergencies per day	4,133	4,328	4,377	*	*	4,468	4,346
Medical emergencies resulting in patient transport	940,757	991,041	1,044,533	*	*	351,064	336,465
Average turnaround time for ambulances at hospitals (minutes:seconds)	36:17	38:10	40:50	*	*	39:50	41:32
Average ambulance in-service hours per day	106,133	104,390	104,387	*	*	103,611	103,002
End-to-end combined average response time to life-threatening medical emergencies by ambulances and fire companies (minutes:seconds)	9:30	9:50	10:03	*	*	9:52	10:20
End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	10:17	10:43	10:52	*	*	10:37	11:21
End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	9:01	9:24	9:37	*	*	9:33	9:37
Combined average response time to life-threatening medical emergencies by ambulances and fire companies (FDNY dispatch and travel time only) (minutes:seconds)	6:31	7:03	7:23	6:00	6:00	7:10	7:43
★ 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)	6:12	6:33	6:32	↓	↓	6:20	6:50
Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)	7:26	7:59	8:16	6:55	6:55	8:00	8:48
Average response time to life-threatening medical emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:35	5:50	5:56	4:38	4:38	5:55	5:55
★ 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	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Segment one incidents (cardiac arrest and choking)	30,736	30,306	30,038	*	*	9,967	9,373
Cardiac arrest patients revived (%)	NA	20%	20%	*	*	NA	NA
Witnessed cardiac arrest patients revived (%)	NA	34%	37%	*	*	NA	NA
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬆️ Directional Target    * None							

# AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Payout (\$000)	NA	\$47,387	\$35,061	*	*	\$4,151	\$11,220
FDNY workers who sustained service-connected injuries (total agency-wide)	8,964	9,055	8,311	*	*	NA	NA
Firefighters/fire officers who sustained service-connected injuries	7,192	7,204	6,225	*	*	2,471	2,262
Firefighters/fire officers who sustained service-connected injuries resulting in medical leave	3,931	3,917	3,585	*	*	1,336	1,225
Firefighters/fire officers who sustained service-connected burn injuries	245	231	190	*	*	54	71
Firefighters/fire officers who sustained service-connected burn injuries resulting in medical leave	183	176	131	*	*	40	60
EMS workers/officers who sustained service-connected injuries	1,696	1,793	1,627	*	*	568	589
Civilian workers who sustained service-connected injuries	76	58	68	*	*	24	25
Firefighter/fire officer service-connected injury rate (per 10,000 responses)	81.4	63.5	54.8	*	*	61.4	56.6
Apparatus collision rate (per 10,000 responses)	3.5	3.5	2.9	*	*	3.1	3.7
Ambulance collision rate (per 10,000 responses)	9.0	8.5	8.5	*	*	9.8	8.1
Average time from inspection request until inspection — Fire alarm inspections (days)	60	40	25	*	*	24	30
Average time from inspection request until inspection — Rangehood inspections (days)	5	5	5	*	*	5	5
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	88%	92%	96%	*	*	95%	96%

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

# AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Customer Experience							
Letters responded to within 14 days (%)	99%	100%	100%	*	*	100%	100%
E-mails responded to within 14 days (%)	99%	99%	100%	*	*	100%	100%
Completed requests for interpretation	5,866	10,938	16,845	*	*	NA	NA
Average wait time to speak with a customer service agent (minutes:seconds)	37:16	40:48	59:21	*	*	NA	NA
CORE facility rating	100	96	NA	*	*	NA	NA

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

# AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 <sup>1</sup>	FY26 <sup>1</sup>	FY24	FY25
Expenditures (\$000,000) <sup>2</sup>	\$2,486.0	\$2,552.2	\$2,719.8	\$2,571.4	\$2,728.0	\$2,640.7	\$891.3	\$932.2
Revenues (\$000,000)	\$98.9	\$108.9	\$115.0	\$103.0	\$103.0	\$103.0	\$40.9	\$57.9
Personnel (uniformed)	10,615	10,672	10,652	10,952	10,952	10,952	10,515	10,814
Personnel (civilian)	6,345	6,398	6,537	6,370	6,361	6,362	6,537	6,402
Overtime paid (\$000,000)	\$465.5	\$504.3	\$534.8	\$426.7	\$452.3	\$438.6	\$160.2	\$169.2
Capital commitments (\$000,000)	\$119.2	\$261.1	\$174.8	\$242.3	\$259.2	\$285.7	\$106.2	\$21.0

<sup>1</sup>January 2025 Financial Plan.    <sup>2</sup>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 FY24 <sup>1</sup> (\$000,000)	January 2025 Financial Plan FY25 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$2,401.4	\$2,386.1	
001 - Executive Administrative	\$134.0	\$138.4	All
002 - Fire Extinguishment & Emergency Response	\$1,797.8	\$1,787.8	All
003 - Fire Investigation	\$26.7	\$25.8	1a
004 - Fire Prevention	\$49.0	\$45.4	1a, 1c
009 - Emergency Medical Service	\$393.8	\$388.7	2a
Other Than Personal Services - Total	\$318.4	\$341.8	
005 - Executive Administrative	\$232.4	\$249.0	All
006 - Fire Extinguishment & Emergency Response	\$42.9	\$42.5	All
007 - Fire Investigation	\$0.3	\$0.3	1a
008 - Fire Prevention	\$2.1	\$5.1	1a, 1c
010 - Emergency Medical Service	\$40.8	\$45.0	2a
Agency Total	\$2,719.8	\$2,728.0	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. <sup>2</sup>Includes all funds. <sup>3</sup>Refer to agency goals listed at front of chapter.

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The previously published Fiscal 2024 four-month actual for indicator 'Civilian fire fatalities' was revised to 19.
- Preceding the Fiscal 2025 Preliminary Mayor's Management Report, the Mayor's Office of Operations continued to standardize indicator names, implementing changes in the Customer Service section. Indicator definitions and historical data were not changed.

## ADDITIONAL RESOURCES

For more information on the agency, please visit: [www.nyc.gov/fdny](http://www.nyc.gov/fdny).

For more information on agency recruitment materials, please visit [www.JoinFDNY.com](http://www.JoinFDNY.com)