

FIRE DEPARTMENT

Indicator name:	Completed risk-based inspections performed by uniformed personnel
Description:	The number of inspections of commercial and residential buildings performed by firefighters and fire officers undertaken based on a building's fire risk. A building's fire risk is determined through an analysis of previous fire and emergency activity, building characteristics, violations, complaints and other risk factors that have been found to impact the incidence and severity of fires.
Source:	FDNY Risk Based Inspection System (RBIS)
Indicator name:	Completed mandatory inspections performed by uniformed personnel
Description:	The number of completed mandatory inspections of commercial and residential buildings performed by firefighters and fire officers. Mandatory inspections are based on fire code and fire operations policy requirements that are carried out by uniformed personnel.
Source:	FDNY Risk Based Inspection System (RBIS)
Indicator name:	Completed inspections performed by civilian fire prevention personnel
Description:	The number of completed checks of a premise or location by civilian personnel of the Department against established standards, such as the Fire Code, Administrative Code, the Rules of the City of New York and other FDNY rules and regulations.
Source:	FDNY Bureau of Fire Prevention
Indicator name:	Hazard complaints resolved within one day (%)
Description:	The percentage of hazard complaints that are found by FDNY inspectors to be resolved or non-existent within 24 hours of complaint.
Source:	FDNY Bureau of Fire Prevention
Indicator name:	Violation orders issued
Description:	The number of violation orders (VO) issued by FDNY inspectors used to give notification of a violation and a directive to correct the violation condition. VOs are issued for imminent hazards and require re-inspections.
Source:	FDNY Bureau of Fire Prevention
Indicator name:	Violation orders corrected
Description:	The number of violation orders issued by FDNY inspectors that are corrected by the person or entity responsible for the property.
Source:	FDNY Bureau of Fire Prevention
Indicator name:	Violation orders corrected (%)
Description:	The percentage of violation orders that were corrected. Conditions for which violations were issued are corrected by the recipient of the violation.
Source:	FDNY Bureau of Fire Prevention
Indicator name:	Summonses issued
Description:	The number of summonses answerable in criminal court issued by FDNY inspectors and field units. Summonses are generally reserved for a situation of imminent hazard or for non-compliance with a previously cited violation.
Source:	FDNY Bureau of Fire Prevention
Indicator name:	Investigations
Description:	The number of investigations by fire marshals into the causes and origins of fires, fire-related offenses and certain non-fire offenses, such as malicious false alarms.
Source:	Fire Investigation and FDNY Bureau of Fire Investigation
Indicator name:	Intentionally set fires
Description:	The number of fires determined to be intentionally set following investigation by fire marshals.
Source:	Fire Investigation and FDNY Bureau of Fire Investigation

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Indicator name:	Fire and life safety education presentations
Description:	The total number of presentations given by the Fire Safety Education Unit at fire safety education events, as well as presentations at the Fire Museum and firehouses.
Source:	FDNY Bureau of Training, Education, & Curriculum and Fire & Life Safety
Indicator name:	Structural residential fires
Description:	The number of fires occurring in residential buildings.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE
Indicator name:	Structural non-residential fires
Description:	The number of fires occurring in non-residential buildings.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE
Indicator name:	Structural fires per 100,000 people
Description:	The number of structural fires per 100,000 people living in New York City.
Source:	FDNY Computer Aided Dispatch (CAD) System
Indicator name:	Non-structural fires
Description:	The number of fires occurring outside of buildings, such as car, rubbish and brush fires.
Source:	FDNY Computer Aided Dispatch (CAD) System and Fire Operations
Indicator name:	Fire company responses
Description:	The total number of responses made by fire engine and ladder units.
Source:	FDNY Computer Aided Dispatch (CAD) System and Fire Operations
Indicator name:	Emergency incidents requiring one or more fire companies
Description:	The number of incidents requiring responses from fire companies, including fires, non-fire emergencies, medical emergencies, malicious false alarms, and non-medical emergencies.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE
Indicator name:	Non-fire emergencies
Description:	Emergencies that are neither fire nor medical-related, such as utility emergencies. Source: FDNY Computer Aided Dispatch (CAD) System.
Source:	Fire Operations
Indicator name:	Malicious false alarms
Description:	Incidents where no emergency is found by the arriving unit.
Source:	Fire Operations
Indicator name:	Medical emergencies (fire companies only)
Description:	The number of life-threatening incidents that are responded to by fire (CFR-D) units. Source: FDNY Computer Aided Dispatch (CAD) System.
Source:	Fire Operations
Indicator name:	End-to-end average response time to structural fires (minutes:seconds)
Description:	Measures the average response time for the total length of a 911 call for structural fires from the instant a caller finishes dialing 911 to the time when the first emergency responders arrive on scene, including the time it takes for the NYPD call taker to conference in the FDNY dispatcher. Response time to incidents that do not go through 911, such as private fire alarms, are not included in this measurement.
Source:	NYPD, FDNY, OTI and Mayor's Office of Operations

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Indicator name:	Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)
Description:	The average dispatch and travel time until the first fire unit arrives on the scene of a structural fire counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE and Fire Operations
Indicator name:	Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)
Description:	The average dispatch and travel time until the first fire unit arrives on the scene of all incidents (structural fires, non-structural fires, life-threatening medical emergencies and non-fire emergencies) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE and Fire Operations
Indicator name:	Serious fires
Description:	The number of fires with an alarm levels of "All Hands" and above.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE
Indicator name:	Multiple alarm fires
Description:	The number of fires reaching the highest alarm levels — 2nd alarm and above.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE
Indicator name:	Serious fires reaching second alarm or higher (%)
Description:	The percentage of serious "all hands" fires in which a second alarm or above was transmitted.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE and Fire Operations
Indicator name:	Non-life threatening fire scene injuries
Description:	The number of civilians who had non life-threatening injuries at the scene of a fire.
Source:	Computerized Injury Reporting System
Indicator name:	Life-threatening fire scene injuries
Description:	The number of civilians who had life threatening injuries at the scene of a fire. Does not include fatalities.
Source:	Computerized Injury Reporting System
Indicator name:	Civilian fire fatalities*
Description:	The number of people, excluding firefighters, who died as a result of injuries sustained in a fire.
Source:	FDNY Bureau of Fire Investigation and Fire Investigation
Indicator name:	Civilian fire fatalities per 100,000 people
Description:	The number of deaths attributed to fire per 100,000 people living in New York City.
Source:	FDNY Computer Aided Dispatch (CAD) System and Fire Investigation
Indicator name:	Life-threatening medical emergency incidents
Description:	The number of highest-priority medical incidents (segment 1-3), such as incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma receiving an FDNY response.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE/Emergency Medical Service, EMS
Indicator name:	Emergency medical incidents (ambulances)
Description:	Total emergency medical incidents (segment 1–8).
Source:	EMS

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Indicator name:	Average number of medical emergencies per day
Description:	The average number of medical emergency incidents (segments 1–8) receiving a FDNY response per day (for a month.)
Source:	EMS
Indicator name:	Medical emergencies resulting in patient transport
Description:	The number of medical emergency incidents (segments 1–8) resulting in the transportation of a patient to a hospital.
Source:	EMS
Indicator name:	Average turnaround time for ambulances at hospitals (minutes:seconds)
Description:	Average time EMS ambulance units spend at the hospital during and after transporting a patient.
Source:	Source: FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.
Source:	EMS
Indicator name:	Average ambulance in-service hours per day
Description:	Cumulative hours a unit is 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 of available. This includes both voluntary and municipal ambulances and both Advanced Life Support (ALS) and Basic Life Support (BLS) ambulances.
Source:	EMS
Indicator name:	End-to-end combined average response time to life-threatening medical emergencies by ambulances and fire companies (minutes:seconds)
Description:	Measures the average response time for the total length of a 911 call for life-threatening medical emergencies (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) from the instant a caller finishes dialing 911 to the time when the first responder (ambulance, fly car or fire company) arrives on scene, including the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher.
Source:	NYPD, FDNY, OTI and Mayor's Office of Operations
Indicator name:	End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)
Description:	Measures the average response time for the total length of a 911 call for life-threatening medical emergencies (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) from the instant a caller finishes dialing 911 to the time when the first ambulance or non-transport Advanced Life Support "fly car" (a vehicle containing two paramedics) arrives on scene, including the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher.
Source:	Mayor's Office of Data Analytics, NYPD and FDNY
Indicator name:	End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)
Description:	Measures the average response time for the total length of a 911 call for life-threatening medical emergencies (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) from the instant a caller finishes dialing 911 to the time when the first responder ambulance, fly car (a vehicle containing two paramedics) fire unit arrives on scene, including the time it takes for the NYPD call taker to conference in the FDNY emergency medical dispatcher.
Source:	NYPD, FDNY, OTI and Mayor's Office of Operations

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Indicator name:	Combined average response time to life-threatening medical emergencies by ambulances and fire companies (FDNY dispatch and travel time only) (minutes:seconds)
Description:	The average dispatch and travel time until either an ambulance or 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, the time is counted from the initial request for assistance.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE/Emergency Medical Service and EMS
Indicator name:	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)
Description:	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, the time is counted from when the call was upgraded to a life-threatening medical emergency.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE
Indicator name:	Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)
Description:	The average dispatch and travel time until the first ambulance unit arrives on the scene of a life-threatening medical emergency (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source:	FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service (EMS)
Indicator name:	Average response time to life-threatening medical emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)
Description:	The average dispatch and travel time until the first fire unit arrives on the scene of a life-threatening medical emergency (incidents of cardiac arrest, choking, unconsciousness, difficulty breathing, and major burns and trauma) counting from the time FDNY's dispatcher receives the call or notification of request for assistance.
Source:	FDNY Computer Aided Dispatch (CAD) System/STARFIRE and EMS
Indicator name:	Segment one incidents (cardiac arrest and choking)
Description:	The number of cardiac arrest (sudden cessation of heartbeat and cardiac function) and choking incidents receiving an FDNY response.
Source:	EMS Electronic Patient Call Reports (ePCR) and EMS
Indicator name:	Cardiac arrest patients revived (%)
Description:	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.
Source:	FDNY/EMS Electronic Patient Call Reports (ePCR)

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Indicator name:	Witnessed cardiac arrest patients revived (%)
Description:	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 believe to be in arrest and who is found to have a rhythm that is treatable with the application of a defibrillator.
Source:	FDNY/EMS Electronic Patient Call Reports (ePCR)
Indicator name:	Payout (\$000) — Fire Department
Description:	The judgment and claims amount, in thousands of dollars, paid by the City from the judgment and claims account in the City's General Fund to resolve cases through settlement or verdict. Initial full-fiscal year values for the Mayor's Management Report are sourced from the Law Department, and corrected full-fiscal values are sourced from OMB and printed in the following PMMR. PMMR values (four-month values) come from the Law Department.
Source:	Law Department Matter Management System (Tort, Special Federal Litigation, General Litigation) (preliminary data), OMB (final data)
Indicator name:	FDNY workers who sustained service-connected injuries (total agency-wide)
Description:	The total number of incidents agency-wide due to burns or non-burn injuries resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	FDNY Health Services
Indicator name:	Firefighters/fire officers who sustained service-connected injuries
Description:	Firefighter and fire officer burns, non-burn injuries and service-connected illnesses (This indicator was previously called "Firefighter injuries.")
Source:	FDNY Health Services and Health Svcs./Safety
Indicator name:	Firefighters/fire officers who sustained service-connected injuries resulting in medical leave
Description:	Firefighter and fire officer injuries other than burns sustained while on duty (with or without medical leave). Burns are reported separately.
Source:	FDNY Health Services
Indicator name:	Firefighters/fire officers who sustained service-connected burn injuries
Description:	The number of firefighter/ fire officers who sustained service-connected burn injuries.
Source:	FDNY Health Services — Computerized Injury Reporting System (CIRS)
Indicator name:	Firefighters/fire officers who sustained service-connected burn injuries resulting in medical leave
Description:	Firefighter and fire officer medical leave for burns sustained while on duty. Medical leave associated with burns sustained in quarters and outside quarters are presented separately.
Source:	FDNY Health Services/Safety, Health Svcs./Safety
Indicator name:	EMS workers/officers who sustained service-connected injuries
Description:	The number of incidents (Emergency Medical Service) resulting in a workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	FDNY Computerized Injury Reporting System (CIRS)

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Indicator name:	Civilian workers who sustained service-connected injuries
Description:	The number of incidents due to burns or non-burn injuries resulting in a civilian workers' compensation or line of duty injury claim regardless of whether or not time is lost.
Source:	FDNY Health Services
Indicator name:	Firefighter/fire officer service-connected injury rate (per 10,000 responses)
Description:	Firefighter and Fire Officer medical leave for injuries sustained while on duty per 10,000 Runs.
Source:	FDNY Health Services
Indicator name:	Apparatus collision rate (per 10,000 responses)
Description:	Rate of collisions involving fire engines and ladders per 10,000 runs.
Source:	Accident Reporting System, FDNY Computer Aided Dispatch (CAD) System/Starfire
Indicator name:	Ambulance collision rate (per 10,000 responses)
Description:	Rate of collisions involving municipal ALS and BLS ambulances per 10,000 runs.
Source:	Accident Reporting System, FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service
Indicator name:	Average time from inspection request until inspection — Fire alarm inspections (days)
Description:	The average time in days from when a contractor or owner requests an initial inspection in person at FDNY headquarters or requests a re-inspection via email until when the fire alarm inspection occurs. These inspections include both residential and commercial properties.
Source:	FDNY Bureau of Fire Prevention
Indicator name:	Average time from inspection request until inspection — Rangehood inspections (days)
Description:	The average time in days from when a contractor or owner submits a request via the FDNY Business Portal until when the rangehood inspection occurs. These inspections include residential, commercial, and industrial properties and/or industrial structures.
Source:	FDNY Bureau of Fire Prevention
Indicator name:	Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)
Description:	For all violations returnable to Environmental Control Board (ECB), the number of violations where the respondent defaulted and paid the penalty without a hearing or where the violation was upheld following an ECB hearing as a percent of all violations resolved.
Source:	Environmental Control Board
Indicator name:	Letters responded to within 14 days (%)
Description:	The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	FDNY Communications
Indicator name:	E-mails responded to within 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	FDNY Communications

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Indicator name:	Completed requests for interpretation
Description:	The sum of all requests for interpretation using a language other than English fulfilled by the agency via telephone (including Language Line, call centers, offices/reception desks and 311 transfer calls) and via face-to-face interaction with bilingual employees or contracted interpreters.
Source:	FDNY Communications
Indicator name:	Average wait time to speak with a customer service agent (minutes:seconds)
Description:	The average time in minutes from the time a customer meets with a greeter or information desk representative until he or she is met by a customer service representative. Security/building entry wait times are not included unless a security guard plays a formal intake role.
Source:	FDNY Communications
Indicator name:	CORE facility rating
Description:	CORE facility rating: An average Customers Observing and Reporting Experiences (CORE) score based on the rating of 15 conditions, including physical conditions (e.g., cleanliness, litter, seating) and customer service conditions (e.g., wait time, professionalism), for all agency walk-in facilities inspected, divided by the number of walk-in facilities inspected. Each of the 15 conditions can be rated excellent, good, fair or poor. Ratings of excellent are worth 100 points each, good ratings are worth 67 points, fair ratings are worth 33 points and poor ratings receive no points. Facilities are rated by trained City inspectors.
Source:	Mayor's Office of Operations