

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 298,000 fires and non-fire related emergencies and nearly 1.4 million medical emergencies each year and maintains approximately 250 firehouses and ambulance stations.

FOCUS ON EQUITY

FDNY has Fire and Emergency Medical Service resources located throughout all five boroughs and responds to every New Yorker who requires assistance. The Department is dedicated to the continued diversification of its work force, by implementing strategies that ensure FDNY is a place where everyone has the opportunity to grow professionally and be treated with respect and compassion. Diversity, in ideas and numbers, will ensure FDNY reflects the City it serves. In Fiscal 2015 to meet these goals the Department launched the Commissioner's Committee on Diversity and Inclusion to better understand the needs of all employees; appointed its first Chief Diversity and Inclusion Officer to prioritize diversity-themed organizational change at the highest levels of leadership and governance; and became an even greater community partner by hosting open houses and participating in other high-engagement activities that ensure FDNY is part of the fabric of all of the City's neighborhoods.

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 IN FISCAL 2015

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

Goal 1a Reduce the risk associated with fire incidents.

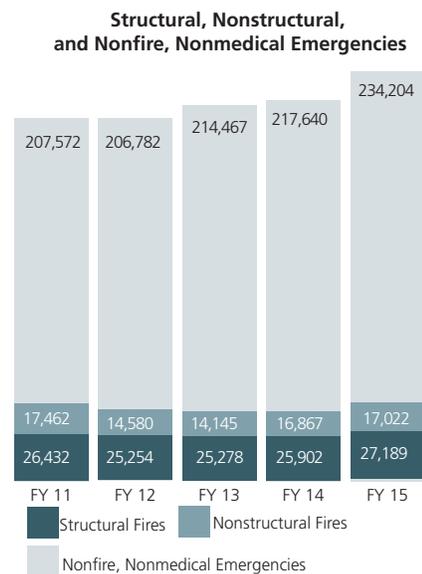
FDNY reduces the risk associated with fire incidents through its inspection, education and investigation programs. The number of structural fires increased five percent to 27,189 in Fiscal 2015, exceeding 27,000 fires for the first time in seven fiscal years. However, serious fires per 1,000 structural fires decreased four percent, from 97 in Fiscal 2014 to 93 in Fiscal 2015, and the percentage of serious fires reaching second alarm or higher remained the same at eight percent. Non-structural fires increased one percent in Fiscal 2015 to 17,022, exceeding 17,000 non-structural fires for the first time in four fiscal years.

Two separate and distinct inspection programs, one carried out by FDNY civilian inspectors, the other carried out by firefighters and fire officers, are critical to the Department's fire risk reduction strategy to reduce the loss of life and property that may result from fire incidents. Completed fire prevention inspections, performed by FDNY civilian inspectors who visit sites to ensure compliance with the City's fire code remained stable compared to Fiscal 2014 and exceeded the target for Fiscal 2015. The Department's fire risk reduction efforts also include regularly scheduled time for firefighters and fire officers to inspect buildings within designated areas. The Risk Based Inspection System (RBIS), formerly known as the Coordinated Building Inspection Data Analysis System (CBIDAS), represents the initial phase for targeting and tracking safety inspections. In Fiscal 2015 the Department continued to refine and improve its risk identification strategy. In Fiscal 2015 firefighters and fire officers completed 35,948 risk-based inspections, 16 percent fewer than the 42,603 completed in Fiscal 2014; and completed 47,282 mandatory inspections, six percent fewer than the 50,224 completed in Fiscal 2014.

The next phase of the RBIS involves the design and development of a new system to track permits, inspections and enforcement actions. In Fiscal 2015 FDNY issued Requests for Proposals and selected a vendor to implement an automated Fire Inspection Revenue Enforcement System (FIRES) that will replace the legacy Fire Prevention Information and Management Systems. In Fiscal 2016 FIRES will be designed and piloted for handheld mobile devices for inspection scheduling, recording of inspection, enforcement actions, permit issuance and revenue tracking.

FDNY Fire Marshals reduce the risk of fire incidents by investigating the causes and origins of fires and other fire-related offenses. Investigations increased by seven percent to 7,679 in Fiscal 2015. Fiscal 2015 represents the highest number of investigations in the past 10 fiscal years. Arson fires continued to move in a downward trend, reduced by another three percent to 1,719 in Fiscal 2015.

FDNY fire and life safety education presentations increased 10 percent in Fiscal 2015, the highest number of safety education presentations on record, due to increased outreach to seniors, special needs and high-risk communities. During Fiscal 2015 home visits and fire risk assessments, as well as smoke and carbon monoxide alarm installations, were initiated for communities that have experienced the highest incidence of fire fatalities, injuries and fires, with the goal of reducing adverse impacts in these neighborhoods.

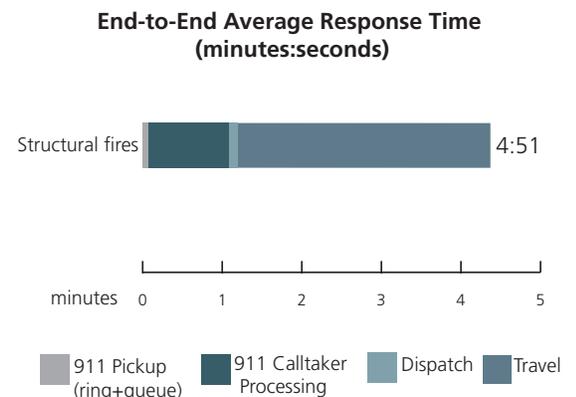


Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Structural fires	26,432	25,254	25,278	25,902	27,189	↓	↓	Down	Neutral
Structural fires per 100,000 people	NA	306	307	314	330	*	*	Down	NA
★ Non-structural fires	17,462	14,580	14,145	16,867	17,022	↓	↓	Down	Neutral
Completed inspections performed by civilian fire prevention personnel	173,695	189,768	184,749	190,346	191,290	185,000	185,000	Up	Neutral
Violation orders issued	NA	38,482	40,946	44,860	43,542	*	*	Neutral	NA
Violation orders corrected	NA	30,781	30,377	40,953	37,390	*	*	Neutral	NA
Violation orders corrected (%)	NA	80%	74%	91%	86%	*	*	Up	NA
Summonses issued	2,153	1,245	1,268	8,207	8,035	*	*	Neutral	Up
★ Hazard complaints resolved within one day (%)	61%	57%	65%	59%	79%	70%	80%	Up	Up
Completed risk-based inspections performed by uniformed personnel	NA	NA	NA	42,603	35,948	*	*	Neutral	NA
Completed mandatory inspections performed by uniformed personnel	NA	NA	NA	50,224	47,282	*	*	Neutral	NA
Investigations	6,525	6,636	7,028	7,210	7,679	*	*	Up	Up
Arson fires	2,073	2,008	1,831	1,766	1,719	*	*	Down	Down
Fire safety education presentations	8,007	8,776	8,184	8,612	9,497	*	*	Neutral	Up

★ Critical Indicator "NA" - means Not Available in this report ↓ ↑ shows desired direction

Goal 1b Promptly respond to fires and other emergencies.

During Fiscal 2015 end-to-end response time to 911 calls for structural fires was two seconds slower compared to Fiscal 2014. End-to-end average response time, captured for the first time in Fiscal 2013, measures the total length of a 911 call, from the moment a caller dials 911 to the time when the first emergency responders arrive on scene, including the time it takes for the Police Department 911 call taker to conference in the FDNY dispatcher. During Fiscal 2015 approximately 66 percent of structural fire incidents were called into 911. Response time to incidents that do not go through 911, such as private fire alarms, are not included in end-to-end time, but are included in FDNY-calculated dispatch plus travel time. For this reason the Mayor's Management Report continues to present average response time calculated by FDNY for the dispatch and travel portions of the response, starting from the point when the FDNY dispatcher joins the call. During Fiscal 2015 average response time to structural fires (FDNY dispatch and travel time) was three seconds slower compared to Fiscal 2014.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
End-to-end average response time to structural fires (minutes:seconds)	NA	NA	4:47	4:49	4:51	*	*	Down	NA
★Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:03	4:01	4:06	4:08	4:11	4:10	4:10	Down	Neutral
Average response time to all fire unit emergencies (FDNY dispatch and travel time only) (minutes:seconds)	4:40	4:35	4:46	4:46	4:50	*	*	Down	Neutral
Total fire unit runs	1,004,594	971,947	983,615	1,054,752	1,138,509	*	*	Neutral	Up

★ Critical Indicator "NA" - means Not Available in this report ↓↑ shows desired direction

Goal 1c Minimize damage to persons and property.

FDNY leverages its inspections, investigations, fire and life safety education and quick response to attain its goal of decreasing serious fires, injuries and loss of life. In Fiscal 2015 serious fires per 1,000 structural fires decreased by four percent to 93 and the percentage of serious fires reaching second alarm or higher remained the same at eight percent. In Fiscal 2015 civilian fire fatalities decreased 32 percent to 55 fatalities, representing the second lowest number of fire fatalities in the last five fiscal years. The Department is proud to report that there were no civilian fatalities in the entire month of June 2015, the first time this has occurred in the entire 150 year history of the Department.

The Department's firefighter injury reduction program focuses on reducing burns and other injuries, as well as preventing collisions involving FDNY vehicles, by instilling the safety message throughout its ranks, starting with safety education in probationary firefighter school, lieutenants' First Line Supervisor Training Program, captains and chief officers development courses and continuing with presentations given by chiefs during annual company medical exams and annual education day. Firefighter burns decreased five percent to 176, while other injuries increased three percent to 8,926 in Fiscal 2015. The five year trend for both burns and other injuries is down.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Serious fires per 1,000 structural fires	105	106	103	97	93	↓	↓	Down	Down
★Serious fires reaching second alarm or higher (%)	NA	6%	7%	8%	8%	↓	↓	Down	NA
★Civilian fire fatalities	69	70	47	81	55	↓	↓	Down	Down
Civilian fire fatalities per 100,000 people	0.9	0.9	0.6	1.0	0.7	*	*	Down	Down
★Firefighter burns	302	198	233	186	176	↓	↓	Down	Down
★Firefighter injuries	11,210	10,738	9,273	8,663	8,926	↓	↓	Down	Down

★ Critical Indicator "NA" - means Not Available in this report ↓↑ shows desired direction

SERVICE 2 Respond to medical emergencies.

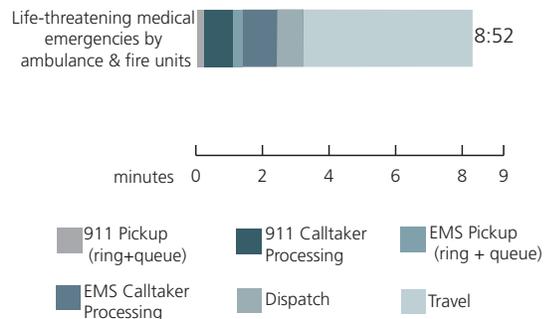
Goal 2a Promptly respond to medical emergencies.

In Fiscal 2015 the Department added end-to-end combined response time to life-threatening medical emergencies to measure the average time from a 911 call to the time when a first responder, an ambulance or a fire unit, arrives on scene. End-to-end average response time, captured for the first time in Fiscal 2013, measures the total length of a 911 call, from the moment a caller dials 911 to the time when the first emergency responders arrive on scene, including the time it takes for the Police Department 911 call taker to conference in the FDNY emergency medical dispatcher. Each portion of FDNY's response to a 911 call for a life-threatening medical emergency is shown in the accompanying end-to-end average response time chart.

In Fiscal 2015 despite a 14 percent increase in life-threatening medical emergency incidents, the highest number seen in the past five fiscal years, end-to-end average response time to these incidents by ambulances decreased substantially. Ambulances arrived, on average, 15 seconds faster to incidents such as cardiac arrest, choking, unconsciousness, difficulty breathing, major burns or trauma in Fiscal 2015. However, end-to-end average response time to these life-threatening medical emergencies by fire units was 41 seconds slower compared to Fiscal 2014.

The Mayor's Management Report continues to present average response time calculated by FDNY for the dispatch and travel portions of the response to life-threatening medical emergencies. In Fiscal 2015 combined response time to life-threatening medical emergencies by ambulance and fire units (FDNY dispatch and travel time) was 16 seconds slower compared to Fiscal 2014. Average response time to life-threatening medical emergencies by ambulance units (FDNY dispatch and travel time) was 18 seconds slower during the same period.

End-to-End Combined Average Response Time (minutes:seconds)



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
End-to-end combined response time to life-threatening medical emergencies by ambulance & fire units (minutes:seconds)	NA	NA	NA	NA	8:52	*	*	Down	NA
End-to-end average response time to life-threatening medical emergencies by ambulance units (minutes:seconds)	NA	NA	9:22	9:31	9:16	*	*	Down	NA
End-to-end average response time to life-threatening medical emergencies by fire units (minutes:seconds)	NA	NA	6:51	7:02	7:43	*	*	Down	NA
★ Combined response time to life-threatening medical emergencies by ambulance & fire units (FDNY dispatch and travel time only) (minutes:seconds)	6:05	5:32	5:47	5:49	6:05	5:48	5:48	Down	Neutral
★ Average response time to life-threatening medical emergencies by ambulance units (FDNY dispatch and travel time only) (minutes:seconds)	7:00	6:25	6:45	6:46	7:04	6:45	6:45	Down	Neutral
★ Average response time to life-threatening medical emergencies by fire units (FDNY dispatch and travel time only) (minutes:seconds)	4:20	4:11	4:16	4:21	4:27	4:19	4:19	Down	Neutral
Life-threatening medical emergency incidents	468,791	461,830	450,423	461,339	526,904	*	*	Neutral	Up

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 2b Provide high quality emergency medical care.

The Department strives to offer quality emergency medical care in addition to quick response. Cardiac arrest resuscitations are performed by ambulance crews and fire companies. In Fiscal 2015 FDNY responded to 29,719 calls for cardiac arrest incidents, representing a 19 percent increase compared to Fiscal 2014. Overall, the Department provided care in 8,096 confirmed cases of cardiac arrest in Fiscal 2015, of which 2,079 of these patients or 26 percent were revived by FDNY, a one percentage point increase from Fiscal 2014. Of these successful resuscitations, 45 percent were witnessed, unchanged from Fiscal 2014. A witnessed cardiac arrest occurs when someone is with the patient who can call for help, and possibly perform cardiopulmonary resuscitation (CPR), often resulting in better outcomes. The Cardiac Registry to Enhance Survival, established in 2004 by the Centers for Disease Control and Prevention in collaboration with the Department of Emergency Medicine at the Emory University School of Medicine, reports a cardiac arrest resuscitation rate (defined as the return of spontaneous circulation) for patients suffering cardiac arrest from a cardiac condition of 26 percent nationwide for 2005 through 2010 cumulatively, and a rate of 45 percent for witnessed cardiac arrest resuscitations.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Cardiac arrest incidents	24,187	23,759	23,538	24,985	29,719	*	*	Neutral	Up
★ Cardiac arrest patients revived (%)	NA	NA	26%	25%	26%	↑	↑	Up	NA
★ - Witnessed cardiac arrest patients revived (%)	NA	NA	45%	45%	45%	↑	↑	Up	NA
Average cost of ambulance tour per day (\$)	\$1,731	\$1,799	\$1,809	\$1,876	\$1,901	*	*	Neutral	Neutral
Average ambulance tours per day (total 911 system)	956	989	993	1,025	1,057	*	*	Neutral	Neutral

★ Critical Indicator "NA" - means Not Available in this report ↑↓ shows desired direction

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Apparatus collisions (fire unit)	543	439	447	451	465	*	*	Down	Down
Ambulance collisions	690	699	793	730	790	*	*	Down	Up
Fire workplace injuries reported (uniform and civilian)	NA	10,275	8,447	7,655	7,850	*	*	Down	NA
EMS workplace injuries reported	NA	1,456	1,313	1,663	1,651	*	*	Down	NA
Average annual cost of an engine company (\$000,000)	\$6.6	\$6.7	\$6.7	\$6.9	\$6.8	*	*	Neutral	Neutral
Average annual cost of a ladder company (\$000,000)	\$8.0	\$8.4	\$8.4	\$8.6	\$8.6	*	*	Neutral	Neutral
Average time from inspection request until inspection (days) - Fire alarm inspections	34	32	32	32	32	*	*	Down	Neutral
Average time from inspection request until inspection (days) - Rangehood inspections	1	5	5	5	5	*	*	Down	Up
Violations admitted to or upheld at the Environmental Control Board (%)	NA	92%	91%	91%	93%	*	*	Neutral	NA

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Customer Experience									
Completed requests for interpretation	2,737	2,563	2,891	3,721	4,501	*	*	Neutral	Up
Letters responded to in 14 days (%)	80%	100%	66%	95%	92%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	70%	79%	85%	97%	37%	*	*	Up	Down
Average in-person wait time to speak with a customer service agent (minutes:seconds)	11:16	14:52	12:14	13:14	11:22	*	*	Down	Neutral
CORE facility rating	91	76	96	99	91	*	*	Up	Up

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16	
Expenditures (\$000,000) ²	\$1,733.6	\$1,757.2	\$1,833.3	\$1,879.5	\$1,993.5	\$1,985.0	\$1,831.3	Up
Revenues (\$000,000)	\$82.0	\$89.1	\$90.4	\$92.5	\$95.5	\$86.5	\$87.3	Up
Personnel (uniformed)	10,646	10,260	10,180	10,318	10,777	10,789	10,790	Neutral
Personnel (civilian)	5,106	5,144	5,332	5,247	5,524	5,447	5,667	Neutral
Overtime paid (\$000,000)	\$235.8	\$266.6	\$324.5	\$342.5	\$336.9	\$307.0	\$249.3	Up
Capital commitments (\$000,000)	\$94.4	\$87.4	\$157.0	\$62.9	\$70.6	\$386.4	\$205.1	Down
Work Experience Program (WEP) participants assigned	23	3	1	11	0	*	*	Down

¹Authorized Budget Level "NA" - Not Available in this report ²Expenditures include all funds.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- In Fiscal 2015 the Department added end-to-end combined response time to measure the time from a caller dialing 911 to the time when a first responder, either an ambulance or a fire unit, arrives on scene of a life-threatening medical emergency.

ADDITIONAL RESOURCES

For additional information go to:

- Citywide and by borough monthly statistics:
<http://www.nyc.gov/html/fdny/html/stats/citywide.shtml>

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

