



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 EMS 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 2016 the Department continued to make progress on these goals by convening the Commissioner's Committee on Diversity and Inclusion; rolling out Kaleidoscope diversity training to its firefighters and fire officers; implementing new and innovative recruitment strategies; and growing its community affairs office to ensure FDNY is a 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

- During the first four months of Fiscal 2016 the number of structural fires increased by 148 incidents, or two percent, and the number of non-structural fires increased by 807 incidents, or 19 percent, compared to the same period of Fiscal 2015. The majority of the increase in structural fires occurred in multiple-dwelling residential structures. Demolition debris and rubbish fires accounted for 49 percent of the increase in non-structural fires.
- Completed fire prevention inspections, performed by FDNY civilian inspectors who visit sites to ensure compliance with the City's Fire Code, decreased seven percent during the reporting period. This decrease is due to the Bureau of Fire Prevention's effort to search for and inspect cooling towers during the months of August and September 2015 in order to prevent the spread of Legionnaires' disease. The Bureau's inspectors prioritized 18,049 cooling tower inspections between the months of August and September 2015. Additionally, as a result of the decrease in standard fire prevention inspections there was also a decrease in the issuance of notice of violation items, violation orders and summonses.
- During the reporting period firefighters and fire officers carried out 13,622 risk-based inspections and 15,361 mandatory inspections, a decrease of 17 and eight percent, respectively. Fire units assisted in cooling tower inspections in addition to serving on the citywide incident management team to prevent the spread of Legionnaires' disease during summer 2015. Cooling tower inspections are not reflected in risk-based or mandatory inspection numbers.
- During the first four months of Fiscal 2016 average response time to structural fires (FDNY dispatch and travel time) remained the same compared to the same period of Fiscal 2015. End-to-end response time to structural fires called in to 911 was 12 seconds slower. Response time to incidents that do not go through 911, such as private fire alarms, are not included in end-to-end time. Average response time to all fire unit emergencies (dispatch and travel) was seven seconds slower during the reporting period. Total fire unit emergency incidents increased 15 percent, from 176,349 during the first four months of Fiscal 2015 to 202,857 during the same period of Fiscal 2016.
- Civilian fire fatalities increased from 15 to 21 during the reporting period. Civilian fire fatalities per 100,000 people increased from 0.2 to 0.3 percent. At the close of Calendar 2015 there were 59 civilian fire fatalities, the second lowest number of fire deaths in the Department's history.
- During the reporting period firefighter injuries other than burns increased 12 percent, while firefighter burns decreased 13 percent. Firefighters responded to 15 percent more emergency incidents overall during the reporting period, including a two percent increase in structural fires and a 19 percent increase in non-structural fires.
- End-to-end response time to life-threatening medical emergencies by ambulance units was 16 seconds slower. End-to-end response time to life-threatening medical emergencies by ambulance and fire units combined was 28 seconds slower. FDNY responded to 19 percent more life-threatening medical incidents during the reporting period. Difficulty breathing incidents, which grew by over 13,500 incidents, contributed to the increase in dispatch and travel time. Major injury incidents, which were reclassified and upgraded in September 2014 to life-threatening status for patients aged 60 and over, increased by over 8,100 incidents, contributing to the increase in dispatch and travel time during July through October 2015. More life-threatening incidents result in more trips to hospital emergency departments, resulting in a reduction in overall ambulance availability and an increase in dispatch and travel time.
- FDNY responded to a 29 percent increase in calls for cardiac arrest incidents during the reporting period. Witnessed cardiac arrest resuscitations decreased from 48 percent to 44 percent during the reporting period. Non-witnessed resuscitations decreased from 28 percent to 23 percent. Possible contributing factors to the decrease in resuscitations include a reduction in the incidents most responsive to timely, effective cardiopulmonary resuscitation (CPR) with defibrillation, those patients who are assisted while in ventricular fibrillation.

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	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Structural fires	25,278	25,902	27,189	↓	↓	8,221	8,369
Structural fires per 100,000 people	307	314	330	*	*	100	102
★ Non-structural fires	14,145	16,867	17,022	↓	↓	4,257	5,064
Completed inspections performed by civilian fire prevention personnel	184,749	190,346	191,290	185,000	185,000	65,305	61,035
Violation orders issued	40,946	44,860	43,542	*	*	14,832	12,329
Violation orders corrected	30,377	40,953	37,390	*	*	13,271	10,540
Violation orders corrected (%)	74%	91%	86%	*	*	89%	86%
Summonses issued	1,268	8,207	8,035	*	*	2,557	2,009
★ Hazard complaints resolved within one day (%)	65%	59%	79%	80%	80%	68%	88%
Completed risk-based inspections performed by uniformed personnel	NA	42,603	35,948	*	*	16,420	13,622
Completed mandatory inspections performed by uniformed personnel	NA	50,224	47,282	*	*	16,771	15,361
Investigations	7,028	7,210	7,679	*	*	2,450	2,523
Arson fires	1,831	1,766	1,719	*	*	583	566
Fire safety education presentations	8,184	8,612	9,497	*	*	2,796	2,668

★ Critical Indicator "NA" - means Not Available in this report * No Target ↓↑ shows desired direction

Goal 1b Promptly respond to fires and other emergencies.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
End-to-end average response time to structural fires (minutes:seconds)	4:47	4:49	4:51	*	*	4:46	4:58
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:06	4:08	4:11	4:10	4:10	4:10	4:10
Average response time to all fire unit emergencies (FDNY dispatch and travel time only) (minutes:seconds)	4:46	4:46	4:50	*	*	4:42	4:49
Total fire unit runs	983,615	1,054,752	1,138,509	*	*	352,356	406,150

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Goal 1c Minimize damage to persons and property.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Serious fires per 1,000 structural fires	103	97	93	↓	↓	86	88
★ Serious fires reaching second alarm or higher (%)	7%	8%	8%	↓	↓	9%	7%
★ Civilian fire fatalities	47	81	55	↓	↓	15	21
Civilian fire fatalities per 100,000 people	0.6	1.0	0.7	*	*	0.2	0.3
★ Firefighter burns	233	186	176	↓	↓	52	45
★ Firefighter injuries	9,273	8,663	8,926	↓	↓	3,046	3,413

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SERVICE 2 Respond to medical emergencies.

Goal 2a Promptly respond to medical emergencies.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
End-to-end combined response time to life-threatening medical emergencies by ambulance & fire units (minutes:seconds)	NA	NA	8:52	*	*	8:30	8:58
End-to-end average response time to life-threatening medical emergencies by ambulance units (minutes:seconds)	9:22	9:31	9:16	*	*	9:02	9:18
End-to-end average response time to life-threatening medical emergencies by fire units (minutes:seconds)	6:51	7:02	7:43	*	*	7:03	8:01
★ Combined response time to life-threatening medical emergencies by ambulance & fire units (FDNY dispatch and travel time only) (minutes:seconds)	5:47	5:49	6:05	5:48	5:48	5:46	6:11
★ Average response time to life-threatening medical emergencies by ambulance units (FDNY dispatch and travel time only) (minutes:seconds)	6:45	6:46	7:04	6:45	6:45	6:45	7:11
★ Average response time to life-threatening medical emergencies by fire units (FDNY dispatch and travel time only) (minutes:seconds)	4:16	4:21	4:27	4:19	4:19	4:19	4:29
Life-threatening medical emergency incidents	450,423	461,339	526,904	*	*	167,592	200,055

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Goal 2b Provide high quality emergency medical care.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Cardiac arrest incidents (Segment 1)	23,538	24,985	29,719	*	*	8,804	11,379
★ Cardiac arrest patients revived (%)	26%	25%	26%	↑	↑	28%	23%
★ - Witnessed cardiac arrest patients revived (%)	45%	45%	45%	↑	↑	48%	44%
Average cost of ambulance tour per day (\$)	\$1,809	\$1,876	\$1,901	*	*	\$1,889	\$1,934
Average ambulance tours per day (total 911 system)	993	1,025	1,057	*	*	1,047	1,086

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Apparatus collisions (fire unit)	447	451	465	*	*	143	141
Ambulance collisions	793	730	790	*	*	238	311
Fire workplace injuries reported (uniform and civilian)	8,447	7,655	7,850	*	*	2,513	2,869
EMS workplace injuries reported	1,313	1,663	1,651	*	*	624	526
Average annual cost of an engine company (\$000,000)	\$6.7	\$6.9	\$6.8	*	*	NA	NA
Average annual cost of a ladder company (\$000,000)	\$8.4	\$8.6	\$8.6	*	*	NA	NA
Average time from inspection request until inspection (days) - Fire alarm inspections	32	32	32	*	*	32	32
Average time from inspection request until inspection (days) - Rangehood inspections	5	5	5	*	*	5	5
Violations admitted to or upheld at the Environmental Control Board (%)	91%	91%	93%	*	*	91%	92%

"NA" - means Not Available in this report * No Target

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Customer Experience							
Completed requests for interpretation	2,891	3,721	4,501	*	*	NA	NA
Letters responded to in 14 days (%)	66%	95%	92%	*	*	86%	97%
E-mails responded to in 14 days (%)	85%	97%	37%	*	*	69%	50%
Average wait time to speak with a customer service agent (minutes)	12:14	13:14	11:22	*	*	NA	NA
CORE facility rating	96	99	91	*	*	NA	NA

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AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2015 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY13	FY14	FY15	FY16	FY16 ¹	FY17 ¹	FY15	FY16
Expenditures (\$000,000) ²	\$1,833.3	\$1,879.5	\$1,893.7	\$1,831.3	\$2,036.4	\$1,899.5	\$621.2	\$775.8
Revenues (\$000,000)	\$90.4	\$92.5	\$95.4	\$87.3	\$87.6	\$87.6	\$36.2	\$34.7
Personnel (uniformed)	10,180	10,318	10,777	10,790	10,821	10,849	10,503	10,621
Personnel (civilian)	5,332	5,247	5,524	5,667	5,701	5,762	5,360	5,676
Overtime paid (\$000,000)	\$324.5	\$342.5	\$337.0	\$249.3	\$312.6	\$237.5	\$102.5	\$117.4
Capital commitments (\$000,000)	\$157.0	\$62.9	\$70.6	\$205.1	\$275.1	\$187.8	\$12.6	\$33.1
Work Experience Program (WEP) participants assigned	1	11	0	*	*	*	0	0

¹January 2016 Financial Plan ²Expenditures include all funds "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Beginning with the Fiscal 2016 Mayor’s Management Report, the agency resources indicator ‘Work Experience Program (WEP) participants assigned’ will be replaced with ‘Work Experience Program (WEP) Enrollment’ to better reflect actual program participation.

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.

