Fire Department

Indicator name: Structural fires
Description: The number of fires occurring in buildings.
Source: FDNY Computer Aided Dispatch (CAD) System.

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.

Indicator name: Completed inspections performed by civilian fire prevention staff
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: 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 issued by FDNY inspectors that are corrected by the person or entity responsible for the property.
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: Hazard complaints resolved within 1 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: Completed risk-based inspections performed by uniformed personnel
Description: The number of completed inspections of commercial and residential buildings performed by firefighters and fire officers based on a building's fire risk. A building's fire risk is estimated based on correlating historical fire patterns, with 13 identified factors including building location, type of space use and structural characteristics.
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: Field force inspections
Description: The number of inspections of commercial and residential buildings performed by fire units within designated administrative districts.
Source: FDNY Field Units.

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: FDNY Bureau of Fire Investigation.

Indicator name: Arson fires
Description: The number of fires determined to be intentionally set following investigation by fire marshals.
Source: FDNY Bureau of Fire Investigation.

Indicator name: Fire safety education presentations
Description: 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

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: Mayor's Office, NYPD and FDNY.

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.

Indicator name: Average response time to all fire unit emergencies (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.

Indicator name: Total fire unit runs
Description: The total number of responses made by fire engine and ladder units.
Source: FDNY Computer Aided Dispatch (CAD) System.

Indicator name: Serious fires per 1,000 structural fires
Description: The number of fires with the highest alarms, from "All Hands" to a "5th Alarm" and above, in every 1,000 structural fires.
Source: FDNY Computer Aided Dispatch (CAD) System/STARFIRE

Fire Department

Indicator name: Serious fires reaching second alarm or higher (%)
Description: The percentage of serious fires (fires with the highest alarms, from "All Hands" to a "5th Alarm" and above) that received a second alarm or higher response. Serious fires require and receive additional resources after initial response.
Source: FDNY Computer Aided Dispatch (CAD) 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.

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 Bureau of Fire Investigation.

Indicator name: Firefighter burns
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.

Indicator name: Firefighter injuries
Description: Firefighter and fire officer medical leave for injuries sustained while on duty. Burns are reported separately in the indicator called 'firefighter burns.'
Source: FDNY Health Services.

Indicator name: End-to-end combined response time to life-threatening medical emergencies by ambulance & fire units (minutes:seconds)
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 or fire unit) 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, NYPD and FDNY.

Indicator name: End-to-end average response time to life-threatening medical emergencies by ambulance units (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 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, NYPD and FDNY.

Indicator name: End-to-end average response time to life-threatening medical emergencies by fire units (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 fire unit 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, NYPD and FDNY.

Indicator name: Combined response time to life-threatening medical emergencies by ambulance and fire units (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.
Source: FDNY Computer Aided Dispatch (CAD)System/STARFIRE/Emergency Medical Service.

Indicator name: Average response time to life-threatening medical emergencies by ambulance units (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.

Indicator name: Average response time to life-threatening medical emergencies by fire units (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.

Indicator name: Total emergency medical incidents (ambulance units)
Description: Total number of medical emergencies receiving an FDNY ambulance response.
Source: FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.

Indicator name: Cardiac arrest incidents
Description: The number of cardiac arrest incidents (sudden cessation of heartbeat and cardiac function) receiving an FDNY response.
Source: FDNY/EMS Electronic Patient Call Reports (ePCR).

Indicator name: Cardiac arrest patients revived (%)
Description: The percentage of cardiac arrest patients receiving life-saving measures (such as CPR/Defibrillation) from FDNY with a return of spontaneous circulation; patient is transported to the hospital with a pulse and respiration.
Source: FDNY/EMS Electronic Patient Call Reports (ePCR).

Indicator name: - Witnessed cardiac arrest patients revived (%)
Description: The percentage of witnessed cardiac arrest patients receiving life-saving measures (such as CPR/Defibrillation) from FDNY with a return of spontaneous circulation; patient is transported to the hospital with a pulse and respiration. Witnessed cardiac arrests occur when someone is with the patient who can call for help, and possibly perform cardiopulmonary resuscitation (CPR).
Source: FDNY/EMS Electronic Patient Call Reports (ePCR).

Indicator name: Average cost of ambulance tour per day ($)
Description: The cost of Emergency Medical Service operations for a single ambulance unit per tour per day. This is a "fully loaded" calculation including direct and indirect personnel costs, overhead, capital and leasing.
Source: FDNY Bureau of Budget Services.

Indicator name: Average ambulance tours per day (total 911 system)
Description: The average number of ambulance shifts per day responding to medical emergencies in New York City (includes municipal and voluntary ambulances).
Source: FDNY Computer Aided Dispatch (CAD) System/Emergency Medical Service.

Fire Department

Indicator name: Apparatus collisions (fire unit)
Description: The total number of collisions involving fire engines and ladders.
Source: Accident Reporting System.

Indicator name: Ambulance collisions
Description: The total number of collisions involving municipal ambulances.
Source: Accident Reporting System.

Indicator name: Fire workplace injuries reported (uniform and civilian)
Description: The number of incidents (fire uniform and civilian) 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).

Indicator name: EMS workplace injuries reported
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).

Indicator name: Average annual cost of an engine company ($000,000)
Description: The average cost in millions of dollars to operate an engine company for a year, calculated based on the total costs including direct and indirect personnel costs, other than personal service costs, leasing, City overhead and fringe costs, divided by the total number of engine companies.
Source: FDNY Bureau of Budget Services.

Indicator name: Average annual cost of a ladder company ($000,000)
Description: The average cost in millions of dollars to operate a ladder company for a year, calculated based on the total costs including direct and indirect personnel costs, other than personal service costs, leasing, City overhead and fringe costs, divided by the total number of ladder companies.
Source: FDNY Bureau of Budget Services.

Indicator name: Average time from inspection request until inspection (days)
- Fire alarm inspections
- Rangehood inspections

Description: The time in days between a customer request for an inspection of a newly installed fire alarm, rangehood or fire suppression system until an FDNY inspector witnesses a test of the new system.
Source: Bureau of Fire Prevention.

Indicator name: Violations admitted to or upheld at the Environmental Control Board (%)
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: 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.

Indicator name: Letters responded to in 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.

Indicator name: E-mails responded to in 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.

Indicator name: Average in-person wait time (minutes)
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.

Indicator name: CORE (Customers Observing and Reporting Experiences) facility rating (0-100)
Description: An average score based on the rating of 24 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. Facilities are rated by trained City inspectors.
Source: Mayor's Office of Operations.