Fire Service Response Time includes both dispatch time and travel time. It begins when the Fire dispatcher receives the call and ends when the unit signals its arrival on the scene. The number of incidents used to calculate the response time may be lower than the total incidents due to omitted or incorrect unit arrival signals.

Structural Fires - fires that occur in structures.
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## Brooklyn Fire Incidents

<table>
<thead>
<tr>
<th></th>
<th>Structural Fires</th>
<th>Non-Structural</th>
<th>Non-Fire Emergencies</th>
<th>Medical Emergencies</th>
<th>Malicious False Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>708</td>
<td>613</td>
<td>6,140</td>
<td>6,061</td>
<td>393</td>
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<tr>
<td>Avg Resp Time mm:ss</td>
<td>03:41</td>
<td>04:12</td>
<td>04:55</td>
<td>04:16</td>
<td>04:22</td>
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</table>

## Serious Incidents

<table>
<thead>
<tr>
<th></th>
<th>All Hands</th>
<th>2nd Alarm</th>
<th>3rd Alarm</th>
<th>4th Alarm</th>
<th>5th Alarm or Greater</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of incidents</td>
<td>64</td>
<td>8</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>73</td>
</tr>
</tbody>
</table>

---

**Fire Service Response Time** includes both dispatch time and travel time. It begins when the Fire dispatcher receives the call and ends when the unit signals its arrival on the scene. The number of incidents used to calculate the response time may be lower than the total incidents due to omitted or incorrect unit arrival signals.

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FIRE DEPARTMENT
City of New York
Statistics

Manhattan Performance Indicators
01/01/16 - 01/31/16

<table>
<thead>
<tr>
<th>Manhattan Fire Incidents</th>
<th>Structural Fires</th>
<th>Non-Structural</th>
<th>Non-Fire Emergencies</th>
<th>Medical Emergencies</th>
<th>Malicious False Alarms</th>
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</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>600</td>
<td>394</td>
<td>6,004</td>
<td>5,576</td>
<td>330</td>
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<td>Avg Resp Time mm:ss</td>
<td>04:25</td>
<td>05:02</td>
<td>05:35</td>
<td>05:00</td>
<td>05:10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Serious Incidents</th>
<th>All Hands</th>
<th>2nd Alarm</th>
<th>3rd Alarm</th>
<th>4th Alarm</th>
<th>5th Alarm or Greater</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of incidents</td>
<td>35</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>36</td>
</tr>
</tbody>
</table>

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### Queens Fire Incidents

<table>
<thead>
<tr>
<th>Structural Fires</th>
<th>Non-Structural Fires</th>
<th>Non-Fire Emergencies</th>
<th>Medical Emergencies</th>
<th>Malicious False Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of Incidents</strong></td>
<td>466</td>
<td>436</td>
<td>4,310</td>
<td>4,509</td>
</tr>
<tr>
<td><strong>Avg Resp Time mm:ss</strong></td>
<td>04:47</td>
<td>05:05</td>
<td>06:01</td>
<td>04:50</td>
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</table>

### Serious Incidents

<table>
<thead>
<tr>
<th>All Hands</th>
<th>2nd Alarm</th>
<th>3rd Alarm</th>
<th>4th Alarm</th>
<th>5th Alarm or Greater</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of incidents</strong></td>
<td>54</td>
<td>4</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Fire Service Response Time includes both dispatch time and travel time. It begins when the Fire dispatcher receives the call and ends when the unit signals its arrival on the scene. The number of incidents used to calculate the response time may be lower than the total incidents due to omitted or incorrect unit arrival signals.

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### Emergency Medical Service Incidents:
The total number of Emergency Medical Service incidents reflected in Segments 1 through 8.

### Emergency Medical Service Response Times: 1-3
Dispatch and travel time in the two most severe call categories. These times are measured from the time the Fire dispatcher receives the call from the 911 operator and ends when the unit signals its arrival on the scene. The number of incidents used to calculate the response time may be lower than the total incidents due to omitted or incorrect unit arrival signals.

- **Segment 1**: Cardiac Arrest & Choking
- **Segment 2 & 3**: Life Threatening Medical Emergencies
- **Segment 4-8**: Non-Life Threatening Medical Emergencies

### ALS and BLS Ambulance Tours:
An 8-hour shift when an ambulance is in service in the 911 system.

- **ALS Ambulance**: Advanced Life Support staffed with Paramedics.
- **BLS Ambulance**: Basic Life Support staffed with Emergency Medical Technicians.
### Brooklyn Ambulance Incidents & Runs

<table>
<thead>
<tr>
<th>Segment</th>
<th>Number of Incidents</th>
<th>Average Resp Time MM:SS</th>
<th>Ambulance Tours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>793</td>
<td>05:40</td>
<td>ALS 108.2</td>
</tr>
<tr>
<td>1-3</td>
<td>13,075</td>
<td>07:14</td>
<td>BLS 207.0</td>
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<tr>
<td>1-8</td>
<td>33,403</td>
<td>09:14</td>
<td>TOTAL 315.2</td>
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</table>

<table>
<thead>
<tr>
<th>Segment</th>
<th>Number of Incidents</th>
<th>Ambulance Runs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>7,608</td>
<td>1,664</td>
</tr>
<tr>
<td>3</td>
<td>4,674</td>
<td>16,697</td>
</tr>
<tr>
<td>4</td>
<td>5,974</td>
<td>39,038</td>
</tr>
<tr>
<td>5</td>
<td>6,058</td>
<td>13,075</td>
</tr>
<tr>
<td>6</td>
<td>5,227</td>
<td>16,697</td>
</tr>
<tr>
<td>7</td>
<td>3,019</td>
<td>33,403</td>
</tr>
<tr>
<td>8</td>
<td>50</td>
<td>108.2</td>
</tr>
</tbody>
</table>

**Emergency Medical Service Incidents:**
The total number of Emergency Medical Service incidents reflected in Segments 1 through 8.

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## Manhattan Ambulance Incidents & Runs

<table>
<thead>
<tr>
<th>Segment</th>
<th>Number of Incidents</th>
<th>Avg Resp Time MM:SS</th>
<th>Ambulance Runs</th>
<th>Ambulance Tours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>1 - 3</td>
<td>1 - 8</td>
<td>ALS</td>
</tr>
<tr>
<td></td>
<td>586</td>
<td>10,826</td>
<td>29,160</td>
<td>90.2</td>
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<tr>
<td></td>
<td>1</td>
<td>1 - 3</td>
<td>1 - 8</td>
<td>BLS</td>
</tr>
<tr>
<td></td>
<td>7,392</td>
<td>4,585</td>
<td>6,095</td>
<td>152.1</td>
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<table>
<thead>
<tr>
<th>Segment</th>
<th>Number of Incidents</th>
<th>Ambulance Runs</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>6,269</td>
<td>62</td>
<td></td>
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</tr>
<tr>
<td>3</td>
<td>3,917</td>
<td>62</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>5,584</td>
<td>62</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>5,191</td>
<td>62</td>
<td></td>
<td></td>
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<tr>
<td>6</td>
<td>4,660</td>
<td>62</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>2,837</td>
<td>62</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>62</td>
<td>62</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Emergency Medical Service Incidents:
The total number of Emergency Medical Service incidents reflected in Segments 1 through 8.

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ALS and BLS Ambulance Tours:
An 8-hour shift when an ambulance is in service in the 911 system.

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<table>
<thead>
<tr>
<th>Queens Ambulance Incidents &amp; Runs</th>
<th>Segment</th>
<th>1</th>
<th>1 - 3</th>
<th>1 - 8</th>
<th>Ambulance Tours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ALS 77.2</td>
</tr>
<tr>
<td>Number of Incidents</td>
<td>659</td>
<td>9,332</td>
<td>22,961</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg Resp Time MM:SS</td>
<td>06:49</td>
<td>08:23</td>
<td>10:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ambulance Runs</td>
<td>1,385</td>
<td>12,400</td>
<td>27,385</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<td></td>
<td>TOTAL 246.4</td>
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</tr>
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</table>

<table>
<thead>
<tr>
<th>Segment</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
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</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>5,069</td>
<td>3,604</td>
<td>4,338</td>
<td>3,958</td>
<td>3,249</td>
<td>2,002</td>
<td>82</td>
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<tr>
<td>Ambulance Runs</td>
<td>6,528</td>
<td>4,487</td>
<td>4,838</td>
<td>4,374</td>
<td>3,483</td>
<td>2,145</td>
<td>175</td>
</tr>
</tbody>
</table>
# Emergency Medical Service Incidents:
The total number of Emergency Medical Service incidents reflected in Segments 1 through 8.

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Dispatch and travel time in the two most severe call categories. These times are measured from the time the Fire dispatcher receives the call from the 911 operator and ends when the unit signals its arrival on the scene. The number of incidents used to calculate the response time may be lower than the total incidents due to omitted or incorrect unit arrival signals.

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### Staten Island Ambulance Incidents & Runs

<table>
<thead>
<tr>
<th>Segment</th>
<th>Number of Incidents</th>
<th>Ambulance Runs</th>
<th>Avg Resp Time MM:SS</th>
<th>Ambulance Tours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1 - 3</td>
<td>1 - 8</td>
<td>ALS</td>
<td>23.1</td>
</tr>
<tr>
<td>2,092</td>
<td>4,886</td>
<td>06:09</td>
<td>06:44</td>
<td></td>
</tr>
<tr>
<td>2,794</td>
<td>5,810</td>
<td>07:38</td>
<td>07:38</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Segment</th>
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<th>Ambulance Runs</th>
<th>Avg Resp Time MM:SS</th>
<th>Ambulance Tours</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>1,178</td>
<td>762</td>
<td>870</td>
<td>817</td>
<td>696</td>
</tr>
<tr>
<td>949</td>
<td>947</td>
<td>877</td>
<td>741</td>
<td>443</td>
</tr>
<tr>
<td>3</td>
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<tr>
<td>1,525</td>
<td>949</td>
<td>877</td>
<td>741</td>
<td>443</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>870</td>
<td>877</td>
<td>741</td>
<td>443</td>
<td>8</td>
</tr>
<tr>
<td>870</td>
<td>877</td>
<td>741</td>
<td>443</td>
<td>8</td>
</tr>
</tbody>
</table>

### Performance Indicators

<table>
<thead>
<tr>
<th>Staten Island</th>
<th>Ambulance Incidents &amp; Runs</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Ambulance Runs</td>
</tr>
<tr>
<td>1,178</td>
<td>2,092</td>
</tr>
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<td>2,794</td>
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<tr>
<td>5,810</td>
<td>07:38</td>
</tr>
<tr>
<td>320</td>
<td>2,794</td>
</tr>
<tr>
<td>63.5</td>
<td></td>
</tr>
</tbody>
</table>

**Bill de Blasio**
Mayor

**Daniel A. Nigro**
Commissioner

**01/01/16 - 01/31/16**