# Citywide Performance Indicators

02/01/19 - 02/28/19

## 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.

## Citywide Ambulance Incidents & Runs

<table>
<thead>
<tr>
<th>Segment</th>
<th>1</th>
<th>1 - 3</th>
<th>1 - 8</th>
<th>ALS</th>
<th>BLS</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>2,047</td>
<td>43,027</td>
<td>112,024</td>
<td>361.8</td>
<td>772.0</td>
<td>1,133.9</td>
</tr>
<tr>
<td>Avg Resp Time MM:SS</td>
<td>05:54</td>
<td>07:21</td>
<td>10:05</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ambulance Runs</td>
<td>4,251</td>
<td>54,977</td>
<td>134,691</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</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>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>24,083</td>
<td>16,897</td>
<td>20,831</td>
<td>18,382</td>
<td>18,379</td>
<td>11,151</td>
<td>254</td>
</tr>
<tr>
<td>Ambulance Runs</td>
<td>29,945</td>
<td>20,781</td>
<td>24,261</td>
<td>21,160</td>
<td>20,968</td>
<td>12,915</td>
<td>410</td>
</tr>
</tbody>
</table>
Brooklyn Performance Indicators

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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.

BLS Ambulance: Basic Life Support staffed with Emergency Medical Technicians.

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**Bronx Ambulance Incidents & Runs**

<table>
<thead>
<tr>
<th>Segment</th>
<th>Number of Incidents</th>
<th>Number of Incidents</th>
<th>Ambulance Runs</th>
<th>Average Resp Time MM:SS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>419</td>
<td>1,023</td>
<td>12,530</td>
<td>05:51</td>
</tr>
<tr>
<td>2</td>
<td>6,083</td>
<td>3,733</td>
<td>31,992</td>
<td>07:40</td>
</tr>
<tr>
<td>3</td>
<td>4,381</td>
<td>4,725</td>
<td>5,419</td>
<td>11:46</td>
</tr>
<tr>
<td>4</td>
<td>4,725</td>
<td>4,593</td>
<td>3,048</td>
<td>26:52</td>
</tr>
<tr>
<td>5</td>
<td>4,593</td>
<td>2,561</td>
<td>35</td>
<td>11:46</td>
</tr>
<tr>
<td>6</td>
<td>2,561</td>
<td>31</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>31</td>
<td></td>
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</tr>
<tr>
<td>8</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Ambulance Tours**

<table>
<thead>
<tr>
<th>ALS</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>62.0</td>
<td>240.5</td>
</tr>
</tbody>
</table>

**Emergency Medical Service Response Times:**

- **ALS (Advanced Life Support):**
- **BLS (Basic Life Support):**
# 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
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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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### Queens Ambulance Incidents & Runs

<table>
<thead>
<tr>
<th>Segment</th>
<th>1</th>
<th>1 - 3</th>
<th>1 - 8</th>
<th>Ambulance Tours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>459</td>
<td>8,375</td>
<td>21,633</td>
<td>ALS 74.4</td>
</tr>
<tr>
<td>Avg Resp Time MM:SS</td>
<td>06:29</td>
<td>07:19</td>
<td>08:30</td>
<td>BLS 184.5</td>
</tr>
<tr>
<td>Ambulance Runs</td>
<td>984</td>
<td>11,171</td>
<td>26,095</td>
<td>TOTAL 258.8</td>
</tr>
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<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>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>4,384</td>
<td>3,532</td>
<td>4,295</td>
<td>3,472</td>
<td>3,366</td>
<td>2,040</td>
<td>85</td>
</tr>
<tr>
<td>Ambulance Runs</td>
<td>5,707</td>
<td>4,480</td>
<td>4,944</td>
<td>3,815</td>
<td>3,719</td>
<td>2,289</td>
<td>157</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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**Citywide Fire Incidents**

<table>
<thead>
<tr>
<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>2,018</td>
<td>1,422</td>
<td>18,247</td>
<td>23,295</td>
</tr>
<tr>
<td>Avg Resp Time mm:ss</td>
<td>04:25</td>
<td>04:52</td>
<td>05:48</td>
<td>04:53</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>148</td>
<td>9</td>
<td>6</td>
<td>2</td>
<td>0</td>
<td>165</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.

- **Structural Fires** - fires that occur in structures.
- **Non-Structural Fires** - examples are brush, rubbish or automobile fires.
- **Non-Fire Emergencies** - utility emergencies, and other emergencies that are not fire or medical related.
- **Medical Emergencies** - are selected life-threatening emergencies that engine companies respond to as first responders.
- **Malicious False Alarms** - are calls that units respond to where there was no one who reported an emergency.
- **Serious Fires** - those fires that imply severity, from "All Hands", which is a fire or incident where a minimum of four fire units are fully engaged, to "5th Alarm" and higher.
# Fire Department
City of New York

## Statistics

**Brooklyn Performance Indicators**

### 02/01/19 - 02/28/19

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<thead>
<tr>
<th></th>
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<th>Non-Fire Emergencies</th>
<th>Medical Emergencies</th>
<th>Malicious False Alarms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Incidents</td>
<td>640</td>
<td>498</td>
<td>5,057</td>
<td>6,495</td>
<td>391</td>
</tr>
<tr>
<td>Avg Resp Time mm:ss</td>
<td>03:56</td>
<td>04:27</td>
<td>05:15</td>
<td>04:18</td>
<td>04:45</td>
</tr>
</tbody>
</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>52</td>
<td>5</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>60</td>
</tr>
</tbody>
</table>

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<tr>
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<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>102</td>
<td>33</td>
<td>901</td>
<td>1,153</td>
<td>90</td>
</tr>
<tr>
<td>Avg Resp Time mm:ss</td>
<td>04:39</td>
<td>04:44</td>
<td>05:29</td>
<td>04:40</td>
<td>04:41</td>
</tr>
</tbody>
</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>9</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>9</td>
</tr>
</tbody>
</table>

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