

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 304,000 fires and non-fire related emergencies and more than 1.4 million medical emergencies and maintains approximately 250 firehouses and ambulance stations.

FOCUS ON EQUITY

FDNY is dedicated to the continued diversification of its work force and the implementation of vision, mission and goals that ensure an inclusive work environment for everyone. In Fiscal 2016 the Department successfully launched new initiatives to improve diversity and inclusiveness, including a new training unit to institutionalize and promote best practices, as well as the creation of a cadet program currently under development that will further promote diversity in the firefighting ranks. FDNY also launched a comprehensive internal communications effort – including a newsletter, an electronic platform and conferences and meetings with key uniformed staff throughout the agency – to discuss, explain and promote diversity goals. The Department also revitalized its Equal Employment Opportunity Office to provide better transparency, guidance and support; to support and develop counselor liaisons; and to resolve equal employment opportunity matters.

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 2016

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

Goal 1a Reduce the risk associated with fire incidents.

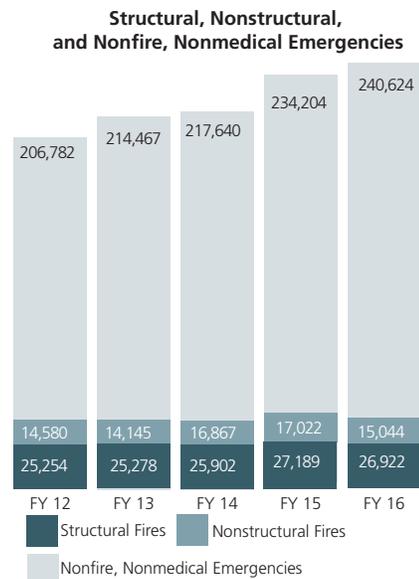
In Fiscal 2016 the number of structural fires and structural fires per 100,000 people both decreased one percent compared to Fiscal 2015. The number of non-structural fires decreased 12 percent during the same period.

FDNY reduces the risk associated with fires through its inspection, education and investigation programs. Fire inspections are designed to reduce the loss of life and property from fires through two separate and distinct inspection programs, one carried out by FDNY civilian inspectors, the other carried out by firefighters and fire officers. In Fiscal 2016 FDNY's civilian fire inspectors completed 206,959 fire prevention inspections of premises and locations to ensure compliance with the City's fire code, an increase of six percent compared to 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 Department began a major project three years ago to develop a Risk Based Inspection System (RBIS) to improve its ability to target and track fire safety inspections more effectively, by balancing mandatory inspections (required by code) with risk-based inspections that focused on buildings with higher risk of fire and fire-related damage. In Fiscal 2016 firefighters and fire officers completed four percent fewer risk-based inspections and completed 18 percent more mandatory inspections compared to Fiscal 2015. Both risk-based inspections and mandatory inspections are performed during the fire companies' weekly Building Inspection Safety Program (BISP) periods. An increase in mandatory inspections has resulted in a decrease in risk-based inspections.

In Fiscal 2016 FDNY continued to develop the Fire Inspection Revenue Enforcement System (FIREs) to upgrade inspection scheduling and record-keeping, and equip fire inspectors and fire companies with handheld mobile devices. At the same time, the Department is working closely with the Department of Small Business Services to streamline FDNY's public-facing website and help build-out the City's new centralized business portal to help those who need permits, licenses and other certifications.

FDNY fire marshals reduce the risk of fires by investigating the causes and origins of fires and other fire-related offenses. Investigations by fire marshals remained stable in Fiscal 2016, while investigations leading to a determination of arson decreased by seven percent. The Department attributes declines in arson investigations and arrests to temporary shortages in staffing, which it expects to resolve with the successful hiring of 32 newly promoted fire marshals in July 2016.

In Fiscal 2016 due to increased outreach to seniors and special needs and high-risk communities, FDNY reached an historical high in the number of fire and life safety education presentations. Community engagement activities, such as open houses and block parties, are also being used as a means to promote fire and life safety practices and healthy living for New Yorkers. During Fiscal 2016 in partnership with the American Red Cross, FDNY launched the nation's largest combination smoke and carbon monoxide alarm giveaway and installation program called "#GetAlarmedNYC." Through #GetAlarmedNYC 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.



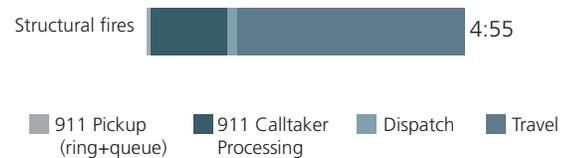
Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ Structural fires	25,254	25,278	25,902	27,189	26,922	↓	↓	Down	Neutral
Structural fires per 100,000 people	306	307	314	330	327	*	*	Down	Neutral
★ Non-structural fires	14,580	14,145	16,867	17,022	15,044	↓	↓	Down	Up
Completed inspections performed by civilian fire prevention personnel	189,768	184,749	190,346	195,223	206,959	185,000	187,000	Up	Neutral
Violation orders issued	38,482	40,946	44,860	43,542	44,376	*	*	Neutral	Up
Violation orders corrected	30,781	30,377	40,953	37,390	38,109	*	*	Neutral	Up
Violation orders corrected (%)	80%	74%	91%	86%	86%	*	*	Up	Up
Summonses issued	1,245	1,268	8,207	7,975	6,404	*	*	Neutral	Up
★ Hazard complaints resolved within one day (%)	57%	65%	59%	79%	85%	80%	85%	Up	Up
Completed risk-based inspections performed by uniformed personnel	NA	NA	42,603	43,537	41,671	*	*	Neutral	NA
Completed mandatory inspections performed by uniformed personnel	NA	NA	50,224	47,282	55,856	*	*	Neutral	NA
Investigations	6,636	7,028	7,210	7,679	7,664	*	*	Up	Up
Arson fires	2,008	1,831	1,766	1,719	1,605	*	*	Down	Down
Fire safety education presentations	8,776	8,184	8,612	9,497	9,876	*	*	Neutral	Up

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

Goal 1b Promptly respond to fires and other emergencies.

In Fiscal 2016 end-to-end response time to structural fire incidents called into 911 increased four seconds compared to Fiscal 2015. Response times 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. Structural fires called into 911 represented just 57 percent of the total structural fire incidents in Fiscal 2016. 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. In Fiscal 2016 structural fire dispatch and travel time remained the same compared to Fiscal 2015 at 4:11. For all emergencies that fire companies respond to response time increased two seconds compared to Fiscal 2015. This can be attributed to a three percent increase in runs for fire companies.

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



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
End-to-end average response time to structural fires (minutes:seconds)	NA	4:47	4:49	4:51	4:55	*	*	Down	NA
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:01	4:06	4:08	4:11	4:11	4:10	4:12	Down	Neutral
Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	4:35	4:46	4:46	4:50	4:52	*	*	Down	Neutral
Total fire company runs	971,947	983,615	1,054,752	1,138,509	1,175,114	*	*	Neutral	Up

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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. Serious fires per 1,000 structural fires decreased five percent during the reporting period. Serious fires reaching second alarm or higher remained the same at eight percent. In Fiscal 2016, 64 people died from injuries sustained in fires, an increase of nine deaths representing a 16 percent increase compared to Fiscal 2015. Fire fatalities of people aged 60 and over increased compared to Fiscal 2015, indicating greater vulnerability to smoke conditions for seniors.

During Fiscal 2016 firefighter burns increased one percent and firefighter injuries other than burns increased five percent compared to Fiscal 2015. In the same period, fire apparatus collisions decreased three percent and ambulance collisions increased 31 percent. Increases in ambulance collisions may be a result of increased workload during the reporting period. In Fiscal 2016 the number of life-threatening medical emergency incidents was 570,594, representing an eight percent increase compared to Fiscal 2015. The Department continues to focus on firefighter injury reduction, as well as on 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. Highlights from Fiscal 2016 include the provision of gas meters to all engine companies, used to monitor for unsafe conditions when operating without ladder companies, and the procurement of tethered drones with cameras to increase situational awareness for command chiefs in the field.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ Serious fires per 1,000 structural fires	106	103	97	93	88	↓	↓	Down	Down
★ Serious fires reaching second alarm or higher (%)	6%	7%	8%	8%	8%	↓	↓	Down	Up
★ Civilian fire fatalities	70	47	81	55	64	↓	↓	Down	Neutral
Civilian fire fatalities per 100,000 people	0.9	0.6	1.0	0.7	0.8	*	*	Down	Neutral
★ Firefighter burns	198	233	186	215	218	↓	↓	Down	Neutral
★ Firefighter injuries	10,738	9,273	8,663	8,926	9,416	↓	↓	Down	Down

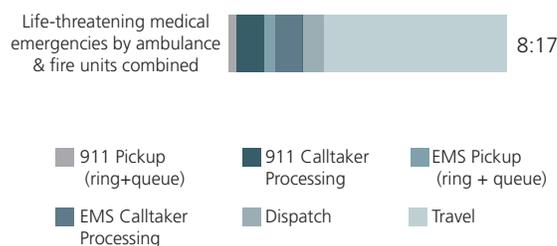
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SERVICE 2 Respond to medical emergencies.

Goal 2a Promptly respond to medical emergencies.

In Fiscal 2016 the end-to-end combined response time to life-threatening medical emergencies by ambulances and fire companies was one second faster compared to Fiscal 2015. The end-to-end average response time to life-threatening medical emergencies by ambulances decreased four seconds. The Mayor's Management Report also continues to present response time calculated by FDNY for the dispatch and travel portions of the response to life-threatening medical emergencies. In Fiscal 2016 travel and dispatch time to life-threatening medical emergencies for ambulances and fire companies combined remained unchanged at 6:05. Dispatch and travel time by ambulances to life-threatening medical emergencies decreased one second. At the same time the number of life-threatening medical emergency incidents continued to increase, increasing another eight percent in Fiscal 2016 after increasing 14 percent in Fiscal 2015. FDNY launched several initiatives to improve service delivery and reduce response times, including the addition of 45 new ambulance tours strategically located to address increased demand. The Department also completed an initiative to add 149 staffing lines to its Emergency Medical Dispatch to improve call handling and dispatch.

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



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
End-to-end combined response time to life-threatening medical emergencies by ambulances & fire companies (minutes:seconds)	NA	NA	NA	8:18	8:17	*	*	Down	NA
End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	NA	9:22	9:31	9:13	9:09	*	*	Down	NA
End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	NA	6:51	7:02	7:11	7:20	*	*	Down	NA
★ Combined response time to life-threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time only) (minutes:seconds)	5:32	5:47	5:49	6:05	6:05	5:48	6:03	Down	Up
★ Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)	6:25	6:45	6:46	7:04	7:03	6:45	7:00	Down	Neutral
★ Average response time to life-threatening medical emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	4:11	4:16	4:21	4:27	4:32	4:19	4:35	Down	Neutral
Life-threatening medical emergency incidents	461,830	450,423	461,339	526,904	570,594	*	*	Neutral	Up

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Goal 2b Provide high quality emergency medical care.

In Fiscal 2016 FDNY responded to 33,096 segment one incidents, which include reports of patients in cardiac arrest or choking, representing an 11 percent increase from Fiscal 2015. Overall, the Department attempted to resuscitate 7,967 confirmed cardiac arrest patients in Fiscal 2016. The percentage of all cardiac arrest patients that were revived decreased from 26 percent to 24 percent. A subset of these arrests are classified as witnessed cardiac arrests, which occur when someone is with the patient who can recognize that the patient is in cardiac arrest, call for help and possibly perform cardiopulmonary resuscitation (CPR), often resulting in better outcomes. Of those cardiac arrest incidents that were witnessed, resuscitations increased from 45 percent to 46 percent during the reporting period.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Segment one incidents (cardiac arrest and choking)	23,759	23,538	24,985	29,719	33,096	*	*	Neutral	Up
★ Cardiac arrest patients revived (%)	NA	26%	25%	26%	24%	↑	↑	Up	NA
★ - Witnessed cardiac arrest patients revived (%)	NA	45%	45%	45%	46%	↑	↑	Up	NA
Average ambulance tours per day (total 911 system)	989	993	1,025	1,057	1,105	*	*	Neutral	Up
Average cost of ambulance tour per day (\$)	\$1,799	\$1,809	\$1,876	\$1,901	\$1,937	*	*	Neutral	Neutral

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AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Apparatus collisions (fire companies)	439	447	451	480	464	*	*	Down	Neutral
Ambulance collisions	699	793	730	806	1,056	*	*	Down	Up
Fire workplace injuries reported (uniform and civilian)	10,275	8,447	7,655	7,850	8,113	*	*	Down	Down
EMS workplace injuries reported	1,456	1,313	1,663	1,651	1,601	*	*	Down	Up
Average annual cost of an engine company (\$000,000)	\$6.7	\$6.7	\$6.9	\$6.8	\$7.1	*	*	Neutral	Neutral
Average annual cost of a ladder company (\$000,000)	\$8.4	\$8.4	\$8.6	\$8.6	\$8.8	*	*	Neutral	Neutral
Average time from inspection request until inspection (days) - Fire alarm inspections	32	32	32	32	45	*	*	Down	Up
Average time from inspection request until inspection (days) - Rangehood inspections	5	5	5	5	5	*	*	Down	Neutral
Violations admitted to or upheld at the Environmental Control Board (%)	92%	91%	91%	93%	93%	*	*	Neutral	Neutral

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Customer Experience	FY12	FY13	FY14	FY15	FY16	FY16	FY17	Desired Direction	5yr Trend
Completed requests for interpretation	2,563	2,891	3,721	4,501	5,484	*	*	Neutral	Up
Letters responded to in 14 days (%)	100%	66%	95%	92%	97%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	79%	85%	97%	37%	54%	*	*	Up	Down
Average wait time to speak with a customer service agent (minutes)	14:52	12:14	13:14	11:22	13:53	*	*	Down	Neutral
CORE facility rating	76	96	99	91	98	*	*	Up	Up

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17	
Expenditures (\$000,000) ³	\$1,757.2	\$1,833.3	\$1,879.5	\$1,893.7	\$2,049.4	\$2,036.4	\$1,948.2	Up
Revenues (\$000,000)	\$89.1	\$90.4	\$92.5	\$95.4	\$98.5	\$87.6	\$91.7	Up
Personnel (uniformed)	10,260	10,180	10,318	10,777	10,945	10,821	10,884	Neutral
Personnel (civilian)	5,144	5,332	5,247	5,524	5,900	5,701	6,020	Up
Overtime paid (\$000,000)	\$266.6	\$324.5	\$342.5	\$337.0	\$334.7	\$312.6	\$257.9	Up
Capital commitments (\$000,000)	\$87.4	\$157.0	\$62.9	\$70.6	\$134.1	\$275.1	\$292.0	Neutral

¹Actual financial amounts for the most current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ²Authorized Budget Level ³Expenditures include all funds
 "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Fiscal 2015 values for 'Completed inspections performed by civilian fire prevention personnel' were revised from 191,290 to 195,223 and 'Summonses issued' from 8,035 to 7,975 to reflect updated data.
- The Fiscal 2015 value for 'End-to-end combined response time to life-threatening medical emergencies by ambulances & fire companies (minutes:seconds)' was revised from 8:52 to 8:18; 'End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)' was revised from 9:16 to 9:13; and 'End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)' was revised from 7:43 to 7:11 to correct errors in the subsets of incidents that were included and in calculating the weighted averages.
- Fiscal 2016 data for Customers Observing and Reporting Experiences (CORE) ratings represents a change in methodology. For agencies with multiple service centers, inspectors focused on sites that had historically lower scores, specifically sites that received an average overall site score of 85 or lower over the last three years and sites that received a score of 85 or lower in Fiscal 2015. If all agency service centers scored above 85 last year, the service center with the lowest overall score was inspected.

ADDITIONAL RESOURCES

For additional information go to:

- Citywide and by borough monthly statistics:
<http://www1.nyc.gov/site/fdny/about/resources/data-and-analytics/citywide-statistics.page>

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

