

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 300,000 fires and non-fire related emergencies and more than 1.5 million medical emergencies a year and maintains approximately 250 firehouses and ambulance stations.

FOCUS ON EQUITY

As first responders to more than 1.8 million fires, medical emergencies and myriad other incidents that impact and threaten public safety each year, FDNY equitably protects the lives and property of all New York City residents and visitors. The Department also advances public safety through its fire prevention, investigation and education programs, focusing on communities most vulnerable to fire and its devastating impact on life and property. The delivery of these emergency and public service initiatives enables FDNY to make significant contributions to the safety of all New Yorkers. Over the course of many years, operational efforts combined with public education have helped reduce the number of serious fires and fire-related deaths, which historically have had a disproportionate impact on low-income neighborhoods and communities of color. To address higher response times to life-threatening medical emergencies in certain parts of the Bronx and Queens, the Department developed strategies and provided additional resources that resulted in improved response times in those communities. FDNY is also committed to cultivating and sustaining a diverse and inclusive workplace for all its employees, as outlined in its Diversity and Inclusion Vision, Mission and Goals Statement as well as its Inclusive Culture Strategy. These objectives are supported by its Equal Employment Opportunity, Sexual Harassment, Anti-Hazing/Anti-Bullying, and similar policies. While continuing to enforce its members' compliance with the law and related policies, FDNY also provides diversity and inclusion education, restorative practices, mentoring, and messaging to enhance authentic trust, supportive relationships, positive motivation, excellent education, community engagement, and inclusive leadership development tools. Improving diversity, equity and inclusion is integral to every FDNY objective, especially the recruitment of firefighters. The Department maintains a separate website for recruitment, JoinFDNY.com, which has received 472,000 page views in Fiscal 2020. [JoinFDNY](http://JoinFDNY.com) social media content received 4.8 million views and interacts directly with prospective applicants.

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 2020

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

Goal 1a Reduce the risk associated with fire incidents.

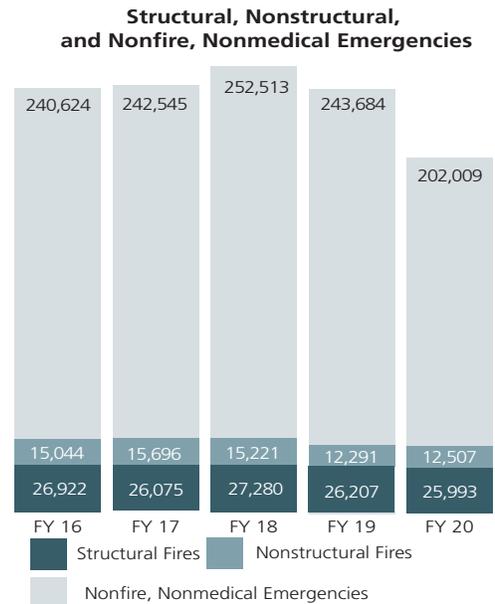
In Fiscal 2020 structural fires decreased 1 percent and non-structural fires increased 2 percent compared to Fiscal 2019. Fire company runs between Fiscal 2019 and Fiscal 2020 decreased 14 percent due to an 11 percent decrease to medical emergencies and a 19 percent decrease to non-medical emergencies. This decline in non-medical emergencies includes a 17 percent decrease in responses to defective or unnecessary alarms, a 17 percent decrease in utility emergencies, a 9 percent decrease in vehicle accidents and a 25 percent decrease in general assist civilian responses, which includes stuck elevators.

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 fire protection inspectors, the other carried out by firefighters and fire officers. Throughout the coronavirus pandemic, the Bureau of Fire Prevention continued to conduct inspections but conducted 15 percent fewer compared to the prior year because COVID-19 Emergency Orders restricted access to many locations and inspector and support staff faced high rates of COVID-19 related leave. The Bureau of Fire Prevention conducted additional inspections to ensure compliance with COVID-19 Emergency Orders and the phased reopening.

Mandated inspection requirements are determined each year based in part on the number of permits issued by the City for new construction, demolition, alterations and abatements, as well as complaints received from the public. In March, the number of inspections was reduced to protect the workforce from exposure to COVID-19. Firefighters conducted 20 percent fewer mandatory inspections as well as 20 percent fewer risk-based inspections. In Fiscal 2020, the Department completed a rollout of the Risk-Based Inspection System (RBIS) algorithm to all field units. In previous years, RBIS has shown the ability to improve fire safety inspections by balancing mandatory inspections with risk-based inspections that focus on buildings at higher risk of fire and fire-related damage.

The primary mission of the Bureau of Fire Investigation is to conduct investigations that identify the cause of fires, including arson, as well as to analyze fire trends and risk factors. Those trends and factors are then targeted by FDNY's Fire Safety Education Program, the Bureau of Fire Prevention and Community Engagement and External Affairs personnel with the goal of preventing or limiting the occurrence of future incidents. In Fiscal 2020 fire investigations increased four percent compared to Fiscal 2019 due to an increase in fires classified as "suspicious." Additionally, there was a 13 percent increase in incidents where arson was determined to be the cause of fire.

The COVID-19 pandemic also had a significant impact on the Fire Safety Education Unit, leading to a 28 percent reduction in educational events. To limit public gatherings and protect FDNY employees, fire safety outreach transitioned to digital platforms. In April 2020, the FDNY launched the [website](#) which provided a variety of digital content on fire and life safety topics for youth and families. Since the launch, the website has received over 48,000 views.

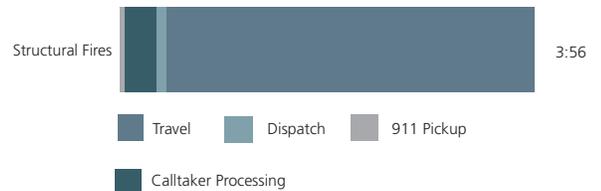


Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Structural fires	26,922	26,075	27,280	26,207	25,993	↓	↓	Neutral	Down
Structural fires per 100,000 people	327	316	331	312	310	*	*	Neutral	Down
★ Non-structural fires	15,044	15,696	15,221	12,291	12,507	↓	↓	Down	Down
Completed inspections performed by civilian fire prevention personnel	206,959	225,025	203,052	209,410	177,386	208,000	208,000	Down	Up
Violation orders issued	44,376	56,001	55,107	65,201	54,777	*	*	Up	*
Violation orders corrected	38,109	50,245	48,657	56,720	47,216	*	*	Up	*
Violation orders corrected (%)	86%	90%	88%	87%	86%	*	*	Neutral	Up
Summonses issued	6,404	9,336	7,900	7,225	3,827	*	*	Down	*
★ Hazard complaints resolved within one day (%)	85%	87%	90%	93%	91%	85%	85%	Neutral	Up
Completed risk-based inspections performed by uniformed personnel	41,671	43,619	47,494	54,072	43,389	*	*	Up	*
Completed mandatory inspections performed by uniformed personnel	55,856	60,795	55,815	47,237	37,706	*	*	Down	*
Investigations	7,664	7,837	7,062	6,565	6,844	*	*	Down	Up
Arson fires	1,605	1,653	1,469	1,329	1,495	*	*	Down	Down
Fire and life safety education presentations	9,876	9,295	11,063	9,315	6,746	*	*	Down	*
★ Critical Indicator "NA" Not Available ⬆️⬇️⬆️ Directional Target * None									

Goal 1b Promptly respond to fires and other emergencies.

In Fiscal 2020 end-to-end average response time to structural fire incidents called into 911 decreased ten seconds compared to Fiscal 2019. Response time to incidents that are not reported through 911, such as those reported through private fire alarms, are not included in end-to-end response time metrics. For example, in Fiscal 2020, 44 percent of structural fire incidents did not go through 911. These incidents are included in FDNY dispatch plus travel time indicators. In Fiscal 2020, average dispatch and travel time to all structural fire incidents, including those reported via private fire alarm companies, decreased four seconds compared to Fiscal 2019. Reductions in travel time may be attributed to lower levels of traffic citywide as a result of the coronavirus pandemic.

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



Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
End-to-end average response time to structural fires (minutes:seconds)	4:55	4:55	4:58	5:02	4:52	*	*	Neutral	Down
★ Average response time to structural fires (FDNY dispatch and travel time only) (minutes:seconds)	4:11	4:13	4:20	4:28	4:24	4:14	4:14	Neutral	Down
Average response time to all emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	4:52	4:56	5:06	5:15	5:13	*	*	Neutral	Down
Total fire company runs	1,175,114	1,164,940	1,166,170	1,146,803	985,491	*	*	Down	*
★ Critical Indicator "NA" Not Available ⬆️⬇️⬆️ Directional Target * None									

Goal 1c Minimize damage to persons and property.

In Fiscal 2020, 53 civilians died from injuries sustained in fires, representing a 21 percent decrease from Fiscal 2019.

Total service-connected injuries dropped 13 percent compared to Fiscal 2019, with a 17 percent decrease in firefighter injuries and a 6 percent decrease in firefighter burns. This can be attributed to a 14 percent decrease in fire unit runs in Fiscal 2020 compared to Fiscal 2019.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Serious fires per 1,000 structural fires	79	79	67	66	69	↓	↓	Down	Down
★ Serious fires reaching second alarm or higher (%)	8%	8%	9%	10%	8%	↓	↓	Up	Down
★ Civilian fire fatalities	64	43	97	67	53	↓	↓	Neutral	Down
Civilian fire fatalities per 100,000 people	0.8	0.5	1.2	0.8	0.6	*	*	Neutral	Down
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

SERVICE 2 Respond to medical emergencies.

Goal 2a Promptly respond to medical emergencies.

The overall incidence of medical emergencies remained steady between Fiscal 2019 and Fiscal 2020 – total incidents declined 0.1 percent due to a 0.5 percent reduction in life-threatening incidents, offset by a 0.1 percent increase in non-life-threatening emergencies.

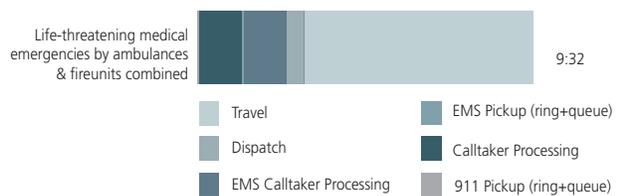
Prior to the onset of the COVID-19 pandemic, total incidents in Fiscal 2020 were slightly above Fiscal 2019 levels. In March, as the COVID-19 pandemic set in, incidents increased dramatically: comparing March 2020 with March 2019, there was a 19 percent increase in overall incidents, comprised of a 21 percent increase in non-life-threatening incidents and 15 percent increase in life-threatening incidents. From April to June, however, the trend reversed for non-life-threatening incidents: there were 18 percent fewer non-life-threatening incidents in April to June 2020 compared to the same period in 2019. Life-threatening incidents continued to grow into April 2020 as the pandemic peaked, and then declined substantially in May and June.

The unprecedented demand on the EMS system during the peak months of the crisis was exacerbated by high levels of medical leave amongst EMS employees—at its peak, more than a quarter of EMT and paramedic personnel were on medical leave, causing a reduction of fielded ambulances.

As a result, Fiscal 2020 end-to-end combined average response time to life-threatening medical emergencies increased one minute and 3 seconds compared to Fiscal 2019. End-to-end average response time to life-threatening medical emergencies by ambulances increased 57 seconds compared to Fiscal 2019. In Fiscal 2020 dispatch and travel time only to life-threatening medical emergencies for ambulances and fire companies combined increased 21 seconds compared to Fiscal 2019. Dispatch and travel time by ambulances to life-threatening medical emergencies increased 14 seconds.

In order to meet the demand, the city initiated FEMA’s National Ambulance Contract (NAC), which provided additional ambulances staffed by EMTs and paramedics from around the country, increasing system capacity starting in April 2020. The NAC units were able to raise the average peak number of ambulances in service in Fiscal 2020 by seven percent compared to Fiscal 2019 (See goal 2b).

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



Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
End-to-end combined average response time to life-threatening medical emergencies by ambulances & fire companies (minutes:seconds)	8:17	8:09	8:13	8:28	9:31	*	*	Up	Down
End-to-end average response time to life-threatening medical emergencies by ambulances (minutes:seconds)	9:09	8:56	8:58	9:22	10:19	*	*	Up	Down
End-to-end average response time to life-threatening medical emergencies by fire companies (minutes:seconds)	7:20	7:27	7:38	7:49	8:25	*	*	Up	Down
★ Combined average response time to life-threatening medical emergencies by ambulances & fire companies (FDNY dispatch and travel time only) (minutes:seconds)	6:05	5:52	6:03	6:22	6:43	6:00	6:00	Up	Down
★ Average response time to life-threatening medical emergencies by ambulances (FDNY dispatch and travel time only) (minutes:seconds)	7:03	6:46	6:55	7:23	7:37	6:55	6:55	Up	Down
★ Average response time to life-threatening medical emergencies by fire companies (FDNY dispatch and travel time only) (minutes:seconds)	4:32	4:35	4:42	4:48	4:58	4:38	4:38	Neutral	Down
Life-threatening medical emergency incidents	570,594	563,594	568,737	567,757	564,827	*	*	Neutral	*
★ Critical Indicator	"NA" Not Available	⇅ Directional Target			* None				

Goal 2b Provide high-quality emergency medical care.

In Fiscal 2020 FDNY responded to 32,831 reports of patients in cardiac arrest or choking (segment one incidents), representing a 25 percent increase compared to Fiscal 2019. Overall, FDNY units responded to 11,747 confirmed non-traumatic cardiac arrest patients in Fiscal 2020. The percentage of confirmed arrest patients that were revived decreased eight percentage points compared to Fiscal 2019. A subset of these incidents are classified as bystander-witnessed cardiac arrest, which occurs when someone is with the patient who can recognize that the patient is in arrest, call for help and possibly perform CPR, often resulting in better outcomes. The percentage of successful bystander-witnessed cardiac arrest resuscitations decreased eight percentage points to 39 percent in Fiscal 2020. The declines in arrest revival rates can be attributed to the COVID-19 period. During the last four months of Fiscal 2020 the percentage of cardiac arrest patients that were revived was 21 percent and the percentage of witnessed cardiac arrest patients revived was 31 percent.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Segment one incidents (cardiac arrest and choking)	33,096	32,261	28,582	26,231	32,831	*	*	Neutral	*
★ Cardiac arrest patients revived (%)	24%	22%	30%	35%	27%	↑	↑	Up	Up
★ – Witnessed cardiac arrest patients revived (%)	46%	47%	45%	47%	39%	↑	↑	Down	Up
Peak number of ambulances in service per day	426	457	472	460	491	*	*	Up	*
★ Critical Indicator	"NA" Not Available	⇅ Directional Target			* None				

AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
FDNY workers who sustained service-connected injuries (total agency-wide)	9,824	10,042	10,006	9,556	8,358	*	*	Down	Down
Firefighters / fire officers who sustained service-connected injuries	8,157	8,446	8,330	7,860	6,512	*	*	Down	Down
Firefighters / fire officers who sustained service-connected injuries resulting in medical leave	3,957	4,032	4,032	3,994	3,361	*	*	Down	Down
Firefighters / fire officers who sustained service-connected burn injuries	265	204	250	223	210	*	*	Down	Down
Firefighters / fire officers who sustained service-connected burn injuries resulting in medical leave	182	148	189	161	143	*	*	Down	Down
EMS workers / officers who sustained service-connected injuries	1,599	1,537	1,608	1,605	1,774	*	*	Up	Down
Civilian workers who sustained service-connected injuries	68	59	68	90	72	*	*	Up	Down
Firefighter/ fire officer service-connected injury rate (per 10,000 runs)	80.1	82.8	83.9	68.6	66.1	*	*	Down	Down
Apparatus collision rate (per 10,000 runs)	3.9	4.0	4.2	3.9	3.5	*	*	Neutral	Down
Ambulance collision rate (per 10,000 runs)	9.3	8.8	7.3	6.4	7.5	*	*	Down	Down
Average annual cost of an engine company (\$000,000)	\$7.1	\$7.2	\$7.6	\$7.9	NA	*	*	NA	*
Average annual cost of a ladder company (\$000,000)	\$8.8	\$8.9	\$9.4	\$9.7	NA	*	*	NA	*
Average annual cost of an ambulance (\$000,000)	\$2.1	\$2.2	\$2.4	\$2.2	NA	*	*	NA	*
Average time from inspection request until inspection (days) - Fire alarm inspections	45	60	29	60	75	*	*	Up	Down
Average time from inspection request until inspection (days) - Rangehood inspections	5	5	5	5	5	*	*	Neutral	Down
Violations admitted to or upheld at the Office of Administrative Trials and Hearings (%)	93%	92%	92%	93%	92%	*	*	Neutral	*

★ Critical Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	97%	97%	95%	95%	95%	*	*	Neutral	Up
Completed requests for interpretation	5,484	5,098	4,684	4,442	5,765	*	*	Neutral	*
E-mails responded to in 14 days (%)	54%	48%	38%	47%	60%	*	*	Neutral	Up
Average wait time to speak with a customer service agent (minutes)	13:53	17:32	32:40	23:29	21:35	*	*	Up	Down
CORE facility rating	98	100	100	NA	97	*	*	NA	Up

★ Critical Indicator "NA" Not Available ↑↓ Directional Target * None

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	
Expenditures (\$000,000) ³	\$1,974.5	\$2,037.7	\$2,091.6	\$2,114.0	\$2,215.2	\$2,136.1	\$2,103.6	Up
Revenues (\$000,000)	\$98.4	\$104.3	\$100.3	\$105.5	\$100.3	\$104.2	\$98.5	Neutral
Personnel (uniformed)	10,945	11,090	11,244	11,244	11,047	10,952	10,943	Neutral
Personnel (civilian)	5,900	6,373	5,984	6,161	6,433	6,455	6,363	Neutral
Overtime paid (\$000,000)	\$338.7	\$333.2	\$332.7	\$341.6	\$324.0	\$269.6	\$251.3	Neutral
Capital commitments (\$000,000)	\$133.5	\$122.7	\$85.6	\$102.7	\$114.6	\$212.5	\$279.7	Down

¹Actual financial amounts for the 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/mmmr for details. ²Authorized Budget Level ³Expenditures include all funds
 "NA" - Not Available * None

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY19 ¹ (\$000,000)	Modified Budget FY20 ² (\$000,000)	Applicable MMR Goals ³
Personal Services - Total	\$1,864.1	\$1,885.2	
001 -Executive Administrative	\$118.1	\$147.8	All
002 -Fire Extinguishment & Emergency Response	\$1,373.7	\$1,360.7	All
003 -Fire Investigation	\$26.0	\$23.1	1a
004 -Fire Prevention	\$47.7	\$47.4	1a, 1c
009 -Emergency Medical Service	\$298.7	\$306.2	2a
Other Than Personal Services - Total	\$249.9	\$330.0	
005 -Executive Administrative	\$186.3	\$260.7	All
006 -Fire Extinguishment & Emergency Response	\$27.4	\$25.9	All
007 -Fire Investigation	\$0.2	\$0.2	1a
008 -Fire Prevention	\$2.5	\$2.2	1a, 1c
010 -Emergency Medical Service	\$33.5	\$41.1	2a
Agency Total	\$2,114.0	\$2,215.2	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds. ²City of New York Adopted Budget for Fiscal 2020, as of June 2020. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available * None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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

