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# IBO Releases EMS Response Time Analysis

**March 19, 2026,** – The New York City Independent Budget Office (IBO) is releasing an [analysis of 2014-2024 Emergency Response Times](#). IBO's analysis looks at trends Citywide and across the five boroughs. The Fire Department of New York (FDNY) categorizes calls as being either Advanced Life Support (ALS) or Basic Life Support (BLS), and measures response times in different ways. This report examines and compares the different methods used for different calls while looking at trends over the previous decade.

Overall, the percentages of both ALS and BLS calls for which a response arrived in 10 minutes or less has declined in all boroughs over the past decade, although not equally:

- Over the decade, the steepest decline in ALS calls with response times below 10 minutes was in Manhattan with a 12 percentage-point decline (90% to 78%) from 2014 to 2024, compared with a 6 percentage-point decline in Staten Island (88% to 82%)
- In 2024, the percent of ALS calls with response times less than 10 minutes was the best in Staten Island (82%), and the worst in the Bronx (75%).

BLS calls have seen a similar trend, with response times below 10 minutes falling in all boroughs over the past decade:

- The steepest decline in BLS calls with response times below 10 minutes was in Queens, with a 16 percentage-point decline (72% to 56%) from 2014 to 2024, compared with a 10 percentage-point decline in Staten Island (78% to 68%).
- As with ALS calls, response times were the best in Staten Island and the worst in the Bronx. In 2024, the percent of BLS calls responded to in less than 10 minutes ranged from 68% in Staten Island to 48% in the Bronx.





Overall end-to-end response times to the most serious calls have increased to almost 11 minutes in 2024. This is almost 2 minutes longer than the lowest average time over the decade, 8 minutes, and 56 seconds in 2017. Over the same period, average response times (only counting travel time post-dispatch) have also risen to 8 minutes and 16 seconds in 2024.

The difference in these two response times calculations is call processing times, which IBO has found to be consistently at or well above two minutes annually; in 2022 call processing times were close to 3 minutes.

Within FDNY, Emergency Management Technician (EMT) and paramedic staffing levels have increased proportionately less than the increase in number of calls. This is the primary reason that the Fire Department has pointed to for the overall increase in response times.

