

NEW YORK CITY EMERGENCY MANAGEMENT

Joseph Esposito, Commissioner



WHAT WE DO

NYC Emergency Management coordinates and supports multiagency responses to, and regularly monitors, emergency conditions and other potential incidents that affect public health and safety in the City, including severe weather, natural hazards and disasters, power outages, transportation incidents, labor disruptions, aviation disasters and acts of terrorism. Emergency Management educates residents and businesses about the need for emergency preparedness; develops and updates emergency response plans for the City and makes recommendations to agencies and the administration about the City's emergency response capabilities; supports the efforts of government agencies and private and not-for-profit entities in emergency planning, interagency training and exercises and business continuity planning; manages the City's Emergency Operations Center, which includes the 24/7/365 Watch Command and Emergency Management response program. As the City's primary liaison with the U.S. Department of Homeland Security for consequence management, Emergency Management oversees the City's compliance with federal preparedness and emergency response requirements.

FOCUS ON EQUITY

NYC Emergency Management coordinates citywide preparedness, response and recovery initiatives for a range of hazards. Through its planning efforts with local, regional and federal partners, it has a wide range of programs to mitigate a disaster's impact on communities to enable them to return more quickly to their pre-hazard condition. With its partners, the agency plans, coordinates, maintains and supports programs and activities to meet the diverse needs of New Yorkers. NYC Emergency Management encourages individual, household and community preparedness so that the City can focus on the hardest hit communities and vulnerable populations throughout a disaster and the recovery. To increase preparedness and resilience, NYC Emergency Management runs programs including Ready New York, Partners in Preparedness, Citizen Corps and Community Emergency Response Team (CERT) and works with elected officials, community boards, civic groups and others. The City's more than 50 CERT teams include over 2,000 volunteers and cover all community boards. NYC Emergency Management's hazard and preparedness guides offer tips and information on planning for everybody's needs, including seniors, people with disabilities, children, non-English speakers and pets, and are available in up to 22 languages, audio format and Braille. In addition, contracted Certified Deaf Interpreters and American Sign Language interpreters are available for training, community events and during emergencies.

OUR SERVICES AND GOALS

SERVICE 1 Ensure that City government is prepared for emergencies.

- Goal 1a Efficiently coordinate emergency response and recovery.
- Goal 1b Ensure that training, drills and exercises are conducted regularly.

SERVICE 2 Prepare New York City residents and private sector entities for emergencies.

- Goal 2a Increase emergency preparedness and awareness among City residents and private sector and not-for-profit organizations.
- Goal 2b Increase disaster volunteerism through the Community Emergency Response Team (CERT) program and Citizen Corps Council.
- Goal 2c Collect and disseminate timely information.

HOW WE PERFORMED IN FISCAL 2015

SERVICE 1 Ensure that City government is prepared for emergencies.

Goal 1a Efficiently coordinate emergency response and recovery.

NYC Emergency Management continues to coordinate the City's emergency response and recovery, as defined in the Citywide Incident Management System (CIMS). During Fiscal 2015 NYC Emergency Management was actively involved with 4,091 incidents that necessitated interagency coordination, an increase of nearly 11 percent compared to Fiscal 2014. NYC Emergency Management also activated the City's Emergency Operations Center (EOC) seven times during this period, including for the first positive case of Ebola Virus Disease in New York City and for the East Village gas explosion and building collapse in March 2015.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Incidents	2,955	3,347	3,443	3,702	4,091	*	*	Neutral	Up
- Field responses	556	720	674	810	938	*	*	Neutral	Up
- Incidents monitored from Watch Command	2,399	2,627	2,769	2,892	3,153	*	*	Neutral	Up
Interagency meetings held during field responses	566	716	578	290	291	*	*	Neutral	Down
★Emergency Operations Center activations	14	8	6	8	7	*	*	Neutral	Down

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

Goal 1b Ensure that training, drills and exercises are conducted regularly.

During Fiscal 2015 NYC Emergency Management continued to conduct citywide preparedness exercises that serve to test plans, reinforce response and management techniques, identify areas for improvement and promote better interagency coordination. NYC Emergency Management conducted 19 tabletop and simulation exercises and four full-scale/functional exercises during the reporting period. These exercises included the City's Commodity Distribution Point (CDP) plan series of exercises. If an emergency were to disrupt the ability of residents to get basic, life-sustaining necessities, such as food and water, for an indefinite period of time, this plan would be activated and CDPs would be used to distribute items. NYC Emergency Management continues to meet its commitment to emergency management training through the NYC Emergency Management Academy. NYC Emergency Management held 194 emergency management training sessions, with 2,783 participants, an increase of nine percent. Additionally, NYC Emergency Management offered 2,849 hours of online training, an increase of 250 percent compared to Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★Full-scale and functional exercises/drills	6	9	1	3	4	4	4	Up	Down
★Tabletop exercises and simulations	5	23	23	19	19	18	18	Up	Up
Participation in drills coordinated by other agencies or organizations	31	31	29	35	44	*	*	Up	Up
★Participants at instructor-led emergency management training sessions	1,990	2,815	1,596	2,555	2,783	2,000	2,000	Up	Up

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

SERVICE 2 Prepare New York City residents and private sector entities for emergencies.

Goal 2a

Increase emergency preparedness and awareness among City residents and private sector and not-for-profit organizations.

Through its [Ready New York](#) campaign, NYC Emergency Management continues to educate New York City residents on preparedness. In Fiscal 2015 NYC Emergency Management offered emergency management and preparedness education sessions to 74,571 New Yorkers through Ready New York presentations, educational fairs and preparedness in the workplace presentations. NYC Emergency Management also distributed 840,301 printed [Ready New York Guides](#) as part of education efforts related to the City's updated hurricane evacuation zones. Additionally, there were 15,443 webpage views of the Ready New York website during the period.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Total participants at emergency preparedness education sessions	25,733	32,078	35,921	34,599	74,571	28,000	75,000	Up	Up
Ready New York webpage views	NA	NA	NA	NA	15,443	*	*	Neutral	NA
Subscribers to Corpnet System	1,620	1,570	1,545	1,590	1,610	*	*	Up	Neutral

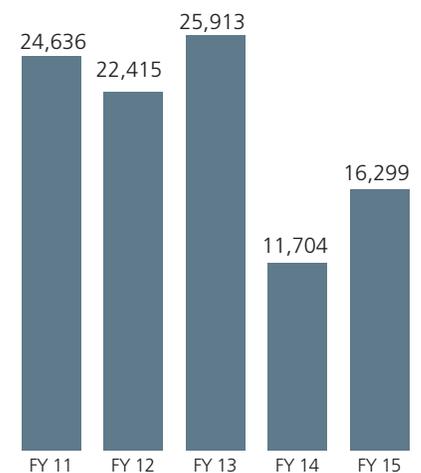
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Goal 2b

Increase disaster volunteerism through the Community Emergency Response Team (CERT) program and Citizen Corps Council.

NYC Emergency Management continues to promote disaster volunteerism through the [Community Emergency Response Team \(CERT\)](#) program and [Citizen Corps Council](#). During Fiscal 2015 NYC Emergency Management trained an additional 264 new CERT members. After graduating from NYC Emergency Management's 10-week program, CERT members support their communities by assisting with emergency education and response. Disaster volunteers donated 16,299 hours of service, an increase of 40 percent, including providing escorts and other services to impacted residents following the East Village gas explosion.

Community Emergency Response Team (CERT) volunteer hours



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
★ Community Emergency Response Team (CERT) volunteer hours	24,636	22,415	25,913	11,704	16,299	*	*	Neutral	Down
CERT members trained	230	191	347	297	264	*	*	Neutral	Up

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Goal 2c Collect and disseminate timely information.

NYC Emergency Management’s response role begins with around-the-clock monitoring of conditions in the City. NYC Emergency Management’s Watch Command tracks incidents affecting the City 24 hours a day, seven days a week, by monitoring radio frequencies used by the City’s emergency responders, local and national news, weather conditions and 911 calls, among other information channels. NYC Emergency Management’s Watch Command monitored 3,153 incidents in Fiscal 2015, an increase of nine percent. The agency also issued 1,390 [Notify NYC](#) messages to subscribers, an increase of 17 percent. The average time from incident to Notify NYC message was 8:00, a slight increase compared to Fiscal 2014. As of June 2015 there were 302,475 subscribers to Notify NYC.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Notify NYC messages issued	NA	905	1,189	1,190	1,390	*	*	Neutral	NA
★Average time from incident to issuing of Notify NYC message (minutes:seconds)	NA	NA	NA	7:58	8:00	7:00	7:00	Down	NA
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps Newsletter	NA	NA	182,895	237,740	310,072	*	*	Neutral	NA

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AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16		
Customer Experience									
Letters responded to in 14 days (%)	100%	97%	99%	100%	100%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	82%	81%	95%	95%	97%	*	*	Up	Up

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY11	FY12	FY13	FY14	FY15	FY15	FY16	
Expenditures (\$000,000) ²	\$33.8	\$23.4	\$41.5	\$34.6	\$71.5	\$72.5	\$16.0	Up
Personnel	112	111	119	121	153	370	58	Up
Overtime paid (\$000)	\$3,767	\$664	\$935	\$553	\$767	\$767	\$106	Down

¹Authorized Budget Level

"NA" - Not Available in this report

²Expenditures include all funds.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The agency, formerly known as the Office of Emergency Management or OEM, has rebranded itself as NYC Emergency Management in order to increase the public’s awareness of its presence and role in the City.
- The agency replaced ‘Ready New York guides viewed online’ with ‘Ready New York webpage views’ to measure direct visits to the website.
- The agency revised ‘Total participants at emergency preparedness education sessions’ to include preparedness activities conducted at outreach fairs to better reflect all the components of its outreach strategy.

ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- Ready New York:
http://www.nyc.gov/html/oem/html/get_prepared/ready.shtml
- Ready New York Guides:
http://www.nyc.gov/html/oem/html/ready/ready_guides.shtml
- Community Emergency Response Team (CERT):
http://www.nyc.gov/html/oem/html/get_involved/cert.shtml
- Citizen Corps Council:
http://www.nyc.gov/html/oem/html/get_involved/ccs.shtml
- Notify NYC:
<http://www.nyc.gov/notifynyc>

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

