

NEW YORK CITY EMERGENCY MANAGEMENT

Joseph Esposito, Commissioner



WHAT WE DO

NYC Emergency Management (NYCEM) 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

- During the first four months of Fiscal 2016 NYCEM was actively involved with 1,433 incidents that necessitated interagency coordination, a 19 percent increase compared to the first four months of Fiscal 2015. NYCEM also activated the City's [Emergency Operations Center \(EOC\)](#) five times during July to October 2015 for incidents involving extreme heat, Legionnaires' disease, the Papal visit to New York City and Hurricane Joaquin.
- NYCEM offered emergency management and preparedness education sessions to 35,023 New Yorkers through Ready New York [presentations](#), educational fairs, and preparedness in the workplace presentations during the first four months of Fiscal 2016, an 81 percent increase compared to the same period of Fiscal 2015. During the reporting period NYCEM also distributed 287,522 printed Ready New York Guides.
- After graduating from the 10-week program, Community Emergency Response Team (CERT) members support their communities by assisting with emergency education and response. During the first four months of Fiscal 2016 volunteers donated 7,448 hours of service this period, a 56 percent increase compared to the same period of Fiscal 2015. NYCEM kicked off a new cycle of training for new CERT volunteers on October 8, 2015.
- NYCEM issued 529 [Notify NYC](#) messages to New Yorkers, a 31 percent increase resulting from messaging about public health updates, transportation disruptions and missing adults. The average time from incident to issuing Notify NYC messages was seven minutes, a decrease of two minutes.

SERVICE 1 Ensure that City government is prepared for emergencies.

Goal 1a Efficiently coordinate emergency response and recovery.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Incidents	3,443	3,702	4,091	*	*	1,206	1,433
- Field responses	674	810	938	*	*	258	297
- Incidents monitored from Watch Command	2,769	2,892	3,153	*	*	948	1,136
Interagency meetings held during field responses	578	290	291	*	*	132	126
★Emergency Operations Center activations	6	8	7	*	*	1	5

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ shows desired direction

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★Full-scale and functional exercises/drills	1	3	4	4	4	2	3
★Tabletop exercises and simulations	23	19	19	18	18	9	12
Participation in drills coordinated by other agencies or organizations	29	35	44	*	*	10	13
★Participants at instructor-led emergency management training sessions	1,596	2,555	2,783	2,000	2,000	713	668

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Total participants at emergency preparedness education sessions	35,921	34,599	74,571	75,000	75,000	19,396	35,023
Ready New York webpage views	NA	NA	15,443	*	*	NA	13,846
Subscribers to Corpnet System	1,545	1,590	1,610	*	*	1,670	1,620

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Goal 2b

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
★ Community Emergency Response Team (CERT) volunteer hours	25,913	11,704	16,299	*	*	4,772	7,448
CERT members trained	347	297	264	*	*	60	0

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ shows desired direction

Goal 2c

Collect and disseminate timely information.

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Notify NYC messages issued	1,189	1,190	1,390	*	*	405	529
★ Average time from incident to issuing of Notify NYC message (minutes:seconds)	NA	7:58	8:00	7:00	7:00	9:00	7:00
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps Newsletter	182,895	237,740	310,072	*	*	249,679	343,628

★ Critical Indicator "NA" - means Not Available in this report * No Target ↕ shows desired direction

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY13	FY14	FY15	FY16	FY17	FY15	FY16
Letters responded to in 14 days (%)	99%	100%	100%	*	*	100%	100%
E-mails responded to in 14 days (%)	95%	95%	97%	*	*	96%	99%

"NA" - means Not Available in this report * No Target

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2015 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY13	FY14	FY15	FY16	FY16 ¹	FY17 ¹	FY15	FY16
Expenditures (\$000,000) ²	\$41.5	\$34.6	\$35.0	\$16.0	\$52.8	\$21.3	\$13.9	\$12.4
Personnel	119	121	153	58	206	52	119	157
Overtime paid (\$000)	\$935	\$553	\$462	\$106	\$198	\$106	\$111	\$186
¹ January 2016 Financial Plan	² Expenditures include all funds		"NA" - Not Available in this report					

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

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.