

# 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; and 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, NYCEM oversees the City's compliance with federal preparedness and emergency response requirements.

## FOCUS ON EQUITY

Through its planning efforts with local, regional and federal partners, NYCEM 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. NYCEM 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, NYCEM 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 1,500 volunteers from all community boards. NYCEM'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 (ASL) interpreters are available for training, community events and during emergencies. In May 2016 NYCEM expanded the [Notify NYC program](#) – the City's free, official source for information about emergency events and important City services – to offer common notifications in 14 languages, including ASL, and also in audio formats.

## OUR SERVICES AND GOALS

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### **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.

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### **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 2016

## SERVICE 1 Ensure that City government is prepared for emergencies.

### Goal 1a Efficiently coordinate emergency response and recovery.

NYCEM coordinates New York City's emergency response and recovery, as defined in the [Citywide Incident Management System \(CIMS\)](#). In Fiscal 2016 NYCEM was actively involved with 4,267 incidents that necessitated interagency coordination, an increase of four percent compared to Fiscal 2015. NYCEM activated the City's [Emergency Operations Center \(EOC\)](#) six times during Fiscal 2016 for incidents that included an outbreak of Legionnaires' disease in the South Bronx, preparation for Hurricane Joaquin and preparation for the January 2016 blizzard.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Incidents	3,347	3,443	3,702	4,091	4,267	*	*	Neutral	Up
- Field responses	720	674	810	938	1,019	*	*	Neutral	Up
- Incidents monitored from Watch Command	2,627	2,769	2,892	3,153	3,248	*	*	Neutral	Up
Interagency meetings held during field responses	716	578	290	291	277	*	*	Neutral	Down
★ Emergency Operations Center activations	8	6	8	7	6	*	*	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 2016 NYCEM 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. The agency conducted 27 tabletop and simulation exercises and 11 full-scale/functional exercises during Fiscal 2016, including an interagency active shooter workshop and EOC winter weather exercises. These 38 exercises represent a 65 percent increase from the 23 exercises conducted in Fiscal 2015. Additionally, NYCEM participated in 20 percent more drills that were coordinated by other agencies.

NYCEM continues to meet its commitment to emergency management training through the Emergency Management Academy. NYCEM held 204 emergency management training sessions with 3,430 participants, a 23 percent increase compared to Fiscal 2015.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ Full-scale and functional exercises/drills	9	1	3	4	11	4	11	Up	Up
★ Tabletop exercises and simulations	23	23	19	19	27	18	18	Up	Neutral
Participation in drills coordinated by other agencies or organizations	31	29	35	44	53	*	*	Up	Up
★ Participants at instructor-led emergency management training sessions	2,815	1,596	2,555	2,783	3,430	2,000	2,500	Up	Up

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## 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, NYCEM educates City residents on preparedness. In Fiscal 2016 the agency offered emergency management and preparedness education sessions to 103,648 residents through presentations, educational fairs and preparedness in the workplace presentations, a 39 percent increase compared to Fiscal 2015. Ready New York Guide web page views also increased significantly during the reporting period.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ Total participants at emergency preparedness education sessions	32,078	35,921	34,599	74,571	103,648	75,000	75,000	Up	Up
Ready New York webpage views	NA	NA	NA	15,443	81,570	*	*	Neutral	NA
Subscribers to Corpnet System	1,570	1,545	1,590	1,610	1,545	*	*	Up	Neutral

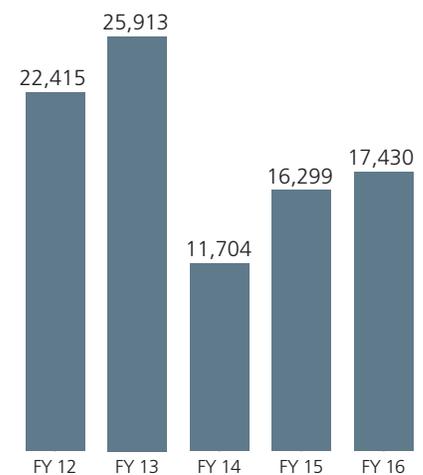
★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

### Goal 2b

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

NYCEM continues to promote disaster volunteerism through the [Community Emergency Response Team \(CERT\)](#) program and [Citizen Corps Council](#). CERT members complete an intensive 10-week training program that raises awareness about emergencies and disasters, and provides basic response skills needed for fire safety, light search and rescue, disaster medical operations and traffic control. After graduating from the 10-week program, CERT members support their communities by assisting with emergency education and response. In total, disaster volunteers donated 17,430 hours of volunteer service in Fiscal 2016, an increase of over 1,000 hours from Fiscal 2015.

**Community Emergency Response Team (CERT) volunteer hours**



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
★ Community Emergency Response Team (CERT) volunteer hours	22,415	25,913	11,704	16,299	17,430	*	*	Neutral	Down
CERT members trained	191	347	297	264	168	*	*	Neutral	Down

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

**Goal 2c** Collect and disseminate timely information.

NYCEM’s response role begins with around-the-clock monitoring of conditions in the City. NYCEM’s Watch Command tracks incidents affecting New York 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 communications channels. NYCEM’s Watch Command monitored 3,248 incidents and disseminated 11,024 incident-related emails to the City’s emergency management and first responder communities in Fiscal 2016. Additionally, NYCEM issued 1,505 [Notify NYC](#) messages to residents, an eight percent increase compared to Fiscal. The average time from incident to issuing Notify NYC message was six minutes, compared to eight minutes in the previous year. The agency also increased its emergency communications through social media. NYCEM has 38,344 [Facebook](#) fans and 32,358 [Twitter](#) followers.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Notify NYC messages issued	905	1,189	1,190	1,390	1,505	*	*	Neutral	Up
★ Average time from incident to issuing of Notify NYC message (minutes:seconds)	NA	NA	7:58	8:00	6:00	7:00	7:00	Down	NA
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps Newsletter	NA	182,895	237,740	310,072	415,203	*	*	Neutral	NA

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## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17		
Customer Experience									
Letters responded to in 14 days (%)	97%	99%	100%	100%	100%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	81%	95%	95%	97%	99%	*	*	Up	Up

## AGENCY RESOURCES

Resource Indicators	Actual <sup>1</sup>					Plan <sup>2</sup>		5yr Trend
	FY12	FY13	FY14	FY15	FY16	FY16	FY17	
Expenditures (\$000,000) <sup>3</sup>	\$23.4	\$41.5	\$34.6	\$35.0	\$50.5	\$52.8	\$59.7	Up
Personnel	111	119	121	153	163	206	158	Up
Overtime paid (\$000)	\$664	\$935	\$553	\$462	\$209	\$198	\$106	Down

<sup>1</sup>Actual 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](http://nyc.gov/mmr) for details. <sup>2</sup>Authorized Budget Level <sup>3</sup>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](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](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](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](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](http://www.nyc.gov/oem).

