Indicator name: Incidents
Description: The total number of individual emergency incidents requiring field response or monitoring from NYCEM.
Source: NYCEM Operations

Indicator name: - Field responses
Description: The number of individual emergency incidents responded to by NYCEM for the purposes of coordinating the City's actions on-scene, providing first hand information to City officials and coordinating the provision of resources. Measures response to each incident as a singular event regardless of complexity or duration of the incident.
Source: NYCEM Operations

Indicator name: - Incidents monitored from NYCEM Watch Command
Description: The number of individual emergency incidents monitored and coordinated from the 24/7/365 NYCEM Watch Command. Actions include impact assessment, internal and external notifications and logistical support.
Source: NYCEM Operations

Indicator name: Interagency meetings held during field responses
Description: The number of on-site conferences held by NYCEM with other responding agencies. May represent multiple conferences per field response.
Source: NYCEM Operations

Indicator name: Emergency Operations Center activations
Description: The number of activations of the City's Emergency Operations Center (EOC).
Source: NYCEM EOC Management

Indicator name: Full-scale and functional exercises/drills
Description: The number of field exercises (full-scale and functional drills that evaluate the mobilization of response to various incident types) held by the agency.
Source: NYCEM Training and Exercises

Indicator name: Tabletop exercises and simulations
Description: The number of tabletop discussions and/or simulations of various emergency situations designed to familiarize personnel with their roles and responsibilities conducted by the agency.
Source: NYCEM Training and Exercises

Indicator name: Participation in drills coordinated by other agencies or organizations
Description: The number of drills and exercises that NYCEM staff participate in with other agencies (federal, State and local), jurisdictions and entities (private and nonprofit).
Source: NYCEM Training and Exercises

Indicator name: Participants at instructor-led emergency management training sessions.
Description: The total number of City, State and federal government employees and non-profit or private-sector individuals working in an emergency management related field taking part in NYCEM-sponsored training programs related to emergency response, including Incident Command System training sessions.
Source: NYCEM Training and Exercises

Indicator name: Total participants at emergency preparedness education sessions
Description: The total number of people who attended NYCEM-sponsored emergency preparedness events, including public preparedness presentations for residents and community groups, preparedness activities conducted at outreach fairs and preparedness in the workplace presentations
Source: NYCEM External Affairs

Indicator name: Ready New York webpage views
Description: The number of times the Ready New York emergency preparedness website is viewed online at NYC.gov.
Source: NYCEM External Affairs - Ready New York

Indicator name: Subscribers to CorpNet System
Description: The total number of subscribers to NYCEM's real time business information service CorpNet, which provides businesses with information about emergencies to enhance private sector awareness and aid decision-making.
Source: NYCEM External Affairs

Indicator name: Community Emergency Response Team (CERT) volunteer hours
Description: Number of hours CERT members volunteer. CERTs are community-based nonprofit organizations that have completed disaster preparedness and basic response skills training required for certification.
Source: NYCEM External Affairs – CERT

Indicator name: CERT members trained
Description: The number of members of community-based, non-profit organizations that have participated in training for disaster preparedness and basic response skills as part of a Community Emergency Response Team (CERT).
Source: NYCEM External Affairs - CERT

Indicator name: Notify NYC messages issued
Description: The total number of messages issued about extreme weather, travel disruptions, cancellations, closings or other emergency incidents monitored from the 24/7/365 NYCEM Watch Command. Notify NYC messages include emergency alerts and notifications about high impact events, public health advisories, public school closings and unscheduled suspension of parking rules.
Source: NYCEM Operations

Indicator name: Time from incident to issuing of Notify NYC message (minutes:seconds)
Description: The amount of time from the beginning of an emergency incident to NYCEM Watch Command issuing a notification message via Notify NYC.
Source: NYCEM Operations

Indicator name: Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps newsletter
Description: The total number of subscribers to all of NYCEM's messaging and alert services.
Source: NYCEM External Affairs

Indicator name: Letters responded to in 14 days (%)
Description: The percentage of letters answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source: NYCEM.

Indicator name:	E-mails responded to in 14 days (%)
Description:	The percentage of emails answered in 14 calendar days or less. Responses are substantive and adequately address the question/issue raised by the customer. However, for complex inquiries that require research and additional action on the part of the agency, an acknowledgement which includes a description of the next step, as well as an estimated time frame for completion, is considered acceptable and is also reported as part of the 14 day response. Agencies track the additional time until a customer has a complete and full response.
Source:	NYCEM.