

NEW YORK CITY EMERGENCY MANAGEMENT

Deanne Criswell, Commissioner



WHAT WE DO

NYC Emergency Management (NYCEM) helps New Yorkers before, during and after emergencies through preparedness, education and response. The agency leads the coordination for multiagency responses to emergencies and other significant incidents in New York City, including planned events, severe weather and other natural and non-natural hazards. To accomplish this mission, NYCEM leads interagency and public-facing programs designed to improve overall community preparedness. This includes developing New York City emergency plans, liaising with over 400 local, state, federal, nonprofit and other entities, educating the public about emergency preparedness and hosting all-hazard training and exercises. NYCEM also works to advance long-term initiatives that reduce risk and increase the resilience of New York City through mitigation planning and FEMA mitigation grant coordination. When emergencies occur, NYCEM activates the City's Emergency Operations Center, a central location for officials from city, state and federal agencies, nonprofits, private sector, regional and utility partners to work during emergencies to coordinate response efforts, make decisions and gather and broadcast information. NYCEM also manages Watch Command – the City's 24/7 coordination center which monitors citywide radio frequencies, local, national, and international media and weather, and provides public information through Notify NYC, the City's emergency communications 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

NYCEM has a wide range of programs and activities designed to keep New York City communities prepared and resilient. These include Ready New York, Community Preparedness, Partners in Preparedness and the Community Emergency Response Team (CERT) program (volunteers trained in disaster preparedness and emergency response). Additionally, NYCEM partners with elected officials, community boards, civic groups and others. NYCEM's hazard and preparedness guides offer tips and information on planning for everybody's needs, including older adults, people with disabilities, children, people with limited English proficiency and people with pets. Most guides are available in 13 languages and audio format. Preparedness information is also available in Braille. In addition, contracted Certified Deaf Interpreters, American Sign Language (ASL) and multilingual interpreters are available for training, community events and during emergencies. [Notify NYC](#)—the City's free, official source for information about emergency events and important City services—offers common notifications in 13 languages and audio format. With support from local, state and federal partners, these programs address the diverse needs of New Yorkers and their communities.

OUR SERVICES AND GOALS

SERVICE 1 Ensure that City government is prepared for emergencies.

- Goal 1a Efficiently coordinate emergency response, recovery and mitigation.
- Goal 1b Regularly conduct planning, training, drills and exercises.

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

- Goal 2a Increase emergency preparedness and awareness among City residents, the private sector, faith-based organizations and nonprofit organizations.
- Goal 2b Increase disaster volunteerism through the Community Emergency Response Team (CERT) program.
- Goal 2c Collect and disseminate timely, accurate information.

HOW WE PERFORMED IN FISCAL 2020

SERVICE 1 Ensure that City government is prepared for emergencies.

Goal 1a Efficiently coordinate emergency response, recovery and mitigation.

NYCEM coordinates the City's emergency response and recovery, as defined in the Citywide Incident Management System (CIMS). In Fiscal 2020, NYCEM was actively involved with 6,084 incidents that necessitated interagency coordination. Though this is an 11 percent increase over the 5,495 incidents in Fiscal 2019, NYCEM activated the City's Emergency Operations Center (EOC) for 186 days during Fiscal 2020—half of the year—a 186 percent increase over the 65 days activated in Fiscal 2019. While this was largely due to the ongoing COVID-19 response, the EOC was also activated for the Midtown blackout, heat events, a Queens sewage condition and power outages. Interagency meetings held during field responses declined 46 percent to 184, which was largely attributable to the COVID-19 response.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Incidents	4,267	3,924	3,913	5,495	6,084	*	*	Up	*
– Field responses	1,019	825	748	853	879	*	*	Down	*
– Incidents monitored from Watch Command	3,248	3,099	3,165	4,643	6,035	*	*	Up	*
Interagency meetings held during field responses	277	198	204	342	184	*	*	Neutral	*
★ Days Emergency Operations Center activated	75	44	167	65	186	*	*	Up	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

Goal 1b Regularly conduct planning, training, drills and exercises.

During Fiscal 2020, 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 28 discussion-based exercises (i.e., seminars, workshops, tabletops), including Coastal Storm Tabletop Exercises and COVID-19 Workshops. NYCEM also held 15 operations-based exercises (i.e., drills, functional, full-scale), including a Continuity of Operations Program (COOP) Functional Exercise and Emergency Operations Center Functional Exercises, down slightly from 17 in the previous year.

The ongoing COVID-19 response impacted NYCEM's ability to offer and attend trainings, drills, and exercises—as a result, NYCEM was unable to meet all of the Fiscal 2020 targets. In Fiscal 2020, NYCEM participated in 19 drills that were coordinated by other agencies, compared to 45 in Fiscal 2019. Additionally, NYCEM held 86 emergency management trainings sessions with 1,357 participants, compared to 184 sessions with 3,026 participants in Fiscal 2019.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Full-scale and functional exercises/drills	11	18	15	17	15	14	14	Up	Up
★ Tabletop exercises	27	20	22	27	28	31	31	Up	Up
Participation in drills coordinated by other agencies or organizations	53	41	49	45	19	*	*	Down	Up
★ Participants at instructor-led emergency management training sessions	3,430	2,626	3,131	3,026	1,357	2,500	2,500	Down	Up
Online emergency management courses completed through Learning Management System	NA	NA	NA	NA	891	*	*	NA	Up
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

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

Goal 2a

Increase emergency preparedness and awareness among City residents, the private sector, faith-based organizations and nonprofit organizations.

Through its Ready New York campaign, NYCEM educates City residents on preparedness. In Fiscal 2020, the agency offered emergency management and preparedness education sessions to 57,381 residents through presentations, educational fairs and preparedness in the workplace presentations, a 36 percent decrease compared to Fiscal 2019 due to COVID-19. However, agency webpage views increased by 92 percent—there were over 1.5 million NYCEM webpage views in Fiscal 2020 compared to 783,472 in Fiscal 2019.

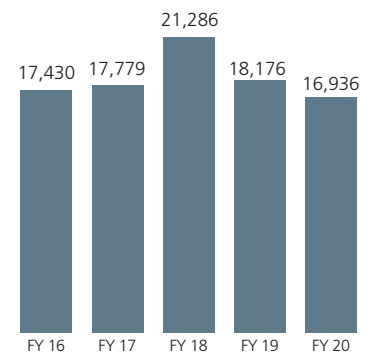
Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Total participants at emergency preparedness education sessions	103,648	92,863	102,569	90,325	57,381	75,000	75,000	Down	Up
Ready New York webpage views	81,570	42,674	24,561	18,899	31,978	*	*	Down	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

Goal 2b

Increase disaster volunteerism through the Community Emergency Response Team (CERT) program.

NYCEM continues to promote disaster volunteerism through the Community Emergency Response Team (CERT) program. 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, CERT members donated 16,936 hours of volunteer service in Fiscal 2020, which includes more than 3,000 hours on COVID-19 response operations, such as staffing citywide food distribution sites, serving as social distancing ambassadors and Roosevelt Island Disabled Association food distribution support. In Fiscal 2020, CERT volunteer hours declined seven percent from Fiscal 2019, while the number of CERT members trained increased 40 percent to 130.

Community Emergency Response Team (CERT) volunteer hours



Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
★ Community Emergency Response Team (CERT) volunteer hours	17,430	17,779	21,286	18,176	16,936	*	*	Neutral	*
CERT members trained	168	172	118	93	130	*	*	Down	*
★ Critical Indicator	"NA" Not Available		↑↓ Directional Target	* None					

Goal 2c Collect and disseminate timely, accurate information.

NYCEM’s response role begins with around-the-clock monitoring of conditions in the City. NYCEM’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. In Fiscal 2020, NYCEM issued 3,910 Notify NYC messages to residents, a 41 percent increase compared to Fiscal 2019.

To provide New Yorkers with regular updates on the latest news and developments for the COVID-19 response, NYCEM set up the City’s text notification system which issued 377 messages to 875,510 subscribers in Fiscal 2020. This was nearly 300-times the largest number of subscribers registered for an event prior to COVID-19—2,920 subscribers for NYC Pride in Fiscal 2019.

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Notify NYC messages issued	1,505	1,986	1,626	2,775	3,910	*	*	Up	*
★ Average time from incident to issuing of Notify NYC message (minutes:seconds)	6:00	6:44	7:50	5:54	5:38	7:00	7:00	Neutral	Down
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Community Preparedness Newsletter	415,203	559,928	752,540	771,515	898,250	*	*	Up	*
★ Critical Indicator	“NA” Not Available		↑↓ Directional Target	* None					

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
E-mails responded to in 14 days (%)	99%	100%	100%	100%	100%	*	*	Neutral	Up
★ Critical Indicator	“NA” Not Available		↑↓ Directional Target	* None					

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY16	FY17	FY18	FY19	FY20	FY20	FY21	
Expenditures (\$000,000) ³	\$35.7	\$47.4	\$58.9	\$59.0	\$470.9	\$73.5	\$29.1	NA
Personnel	163	170	186	188	196	219	66	Up
Overtime paid (\$000)	\$444	\$463	\$791	\$601	\$940	\$487	\$692	Up
¹ Actual financial amounts for the 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 for details. ² Authorized Budget Level ³ Expenditures include all funds “NA” - Not Available * None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency’s goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the ‘Applicable MMR Goals’ column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY19 ¹ (\$000,000)	Modified Budget FY20 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$17.4	\$42.2	All
002 - Other Than Personal Services	\$41.5	\$428.7	All
Agency Total	\$59.0	\$470.9	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2019. Includes all funds. ² City of New York Adopted Budget for Fiscal 2020, as of June 2020. Includes all funds. ³ Refer to agency goals listed at front of chapter. “NA” Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- In Goal 1a, 'Emergency Operations Center activations' was changed to 'Days Emergency Operations Center activated' to reflect the total length of time of activations.
- In Goal 1b, added new indicator 'Online emergency management courses completed through Learning Management System'.

ADDITIONAL RESOURCES

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

- Ready New York:
<https://www1.nyc.gov/site/em/ready/ready-new-york.page>
- Ready New York Guides & App:
<https://www1.nyc.gov/site/em/ready/guides-resources.page>
- Community Emergency Response Team (CERT):
<https://www1.nyc.gov/site/em/volunteer/nyc-cert.page>
- Notify NYC:
<http://www.nyc.gov/notifynyc>
- Prep Talk podcast:
<https://www1.nyc.gov/site/em/about/podcasts.page>
- PlanNowNYC:
<https://plannownyc.cityofnewyork.us/>
- NYCEM's strategic plan:
<http://www1.nyc.gov/assets/em/downloads/pdf/nycem-strategic-plan-2017-2021.pdf>

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

