

## FREQUENTLY ASKED QUESTIONS

### How do I enroll in PALMS?

To participate in PALMS, contact OEM via 311 or e-mail [palms@oem.nyc.gov](mailto:palms@oem.nyc.gov) for access to an online form. Once enrolled, you may enter and update resource data via the secure PALMS website.

### If my company participates in PALMS, is it obligated to provide assets on request?

No. PALMS participants are under no obligation to provide assets listed in the PALMS database. While the City hopes assets are available when needed, we understand circumstances may prevent PALMS partners from providing a resource.

### How often does my company need to update its information?

OEM requests that you update your list of assets in PALMS annually at a minimum. PALMS will prompt you to update your contact information (name of coordinator; 24-hour phone number(s), etc.) at regular intervals.

### What if I have something to donate that is not on the list?

The list of most-needed assets was carefully developed by a knowledgeable team of emergency managers and based on previous experience responding to emergency incidents in New York. For this reason, OEM is primarily seeking these assets; however, if you have other items that your organization would like to contribute, please let us know and we will be happy to discuss them with you.

### My business is already affiliated with a volunteer agency to help serve the City following a disaster. How would my participation in PALMS serve the City differently?

PALMS pre-identifies volunteers with specific skill sets to perform specialized tasks, while volunteer agencies, such as New York Cares, help the City coordinate general volunteer efforts in the wake of a disaster.

## LEARN MORE...

For more information about PALMS, visit the OEM website at [NYC.gov/oem](http://NYC.gov/oem), e-mail [palms@oem.nyc.gov](mailto:palms@oem.nyc.gov), or call 311.

# ENROLL TODAY



## PRIVATE ASSET & LOGISTICS MANAGEMENT SYSTEM



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NEW YORK CITY  
OFFICE OF EMERGENCY MANAGEMENT

Michael R. Bloomberg, Mayor  
Joseph F. Bruno, Commissioner

**W**hen disaster strikes, businesses are often among the first to provide support. To ensure donations are used and distributed effectively in the wake of an emergency, the New York City Office of Emergency Management (OEM) created the **Private Asset and Logistics Management System (PALMS)** — a registry of private sector resources.

Through PALMS, businesses list goods and services they may have available for use by the City in an emergency. If the need arises, City response agencies will call on PALMS participants to supply assets listed in the registry.



## MOST-NEEDED ASSETS

The City's most-needed assets during emergencies include personnel, equipment and supplies, and facilities. Review the following list of goods and services to determine whether your business can assist the City's response and recovery efforts in the event of an emergency.

### Facilities

- Office space and conference rooms
- Warehouse space (more than 10,000 square ft.)
- Auditorium space (with >300 person capacity)
- Lobby space
- Phone bank capacity
- Cafeteria space
- Print shop
- Facilities with back-up power

### Equipment/Supplies

- Tractors
- Trailers
- Refrigerated trucks
- Office trailers
- Satellite trucks
- Portable generator (>1,000KW)
- Boat
- Helicopter
- Fuel (diesel/gas)
- Protective clothing

### Personnel

- IT/GIS Technicians
  - Desktop support
  - Network engineer
  - LAN administrator
  - Application developer



- Personnel with language skills
  - Foreign language speakers (e.g. Chinese, Haitian/Creole, Spanish, Korean, Arabic, Russian)
  - Sign language
- Professional engineers (licensed)
  - Structural
  - Mechanical
  - Civil
  - Environmental
  - Electrical
- Vehicle operators with commercial driver's license (CDL)
  - Class A
  - Class B
- Skilled trades
  - Electricians
  - Carpenters
  - Iron workers
  - Plumbers
  - Gas/diesel engine mechanic
  - Locksmiths
- Warehouse personnel
  - Heavy equipment operators
- Logistics managers
- Mental health professionals (licensed)
- Social workers (licensed)
- Emergency management personnel
  - Certified business continuity planners