



Watch Command and Field Operations

Operating 24 hours a day, seven days a week, OEM's Watch Command monitors emergency activity throughout the City.

Watch Command works hand in hand with field responders and serves as the central notification point for federal, state, and local agencies during emergencies. In addition, Watch Command maintains direct communication with surrounding jurisdictions and the New York State Emergency Management Office in Albany, N.Y.

Among other responsibilities, Watch Command:

- Monitors the radio frequencies and computer-aided dispatch systems for the Police and Fire Departments. Watch Command also surveys all 911 calls and emergency response activity in the city.
- Tracks New York City weather conditions through the National Weather Service and disseminates related hazard information to all agencies operating within New York City.

Field Operations consists of Citywide Interagency Coordinators (CICs), who are highly trained emergency response personnel from the Police and Fire Departments, Department of Sanitation, and OEM. CICs work around the clock to ensure emergency response plans are followed safely and effectively.

Watch Command works directly with the Field Operations unit to:

- Provide field responders with logistical support during major emergencies.
- Deploy interagency command vehicles to provide on-scene mobile communications.