



ABOUT OEM

OEM plans and prepares for emergencies, educates the public about preparedness, coordinates response and recovery, and collects and disseminates emergency information.

Established in 1996 as a mayoral office, OEM was granted departmental status in the New York City Charter in November 2001.

Preparing the City for Emergencies

Planning and preparedness activities — from contingency planning and nurturing private sector partnerships to conducting drills and seeking funding for future programs — are central to OEM's mandate.

- **Contingency planning:** OEM oversees planning efforts for natural and man-made hazards.
- **Public-private initiatives:** OEM helps companies develop business continuity plans, conducts basic emergency management training, and fosters public-private communications.
- **Training and exercises:** OEM conducts citywide preparedness exercises to test plans and response techniques, and to identify areas for improvement.

Coordinating Emergency Response and Recovery

OEM works to ensure information gathering, decision making, and resource allocations are carried out effectively.

- **Incident monitoring:** Through Watch Command, OEM tracks local and national incidents affecting New York City 24 hours a day, seven days a week.
- **Field response:** OEM sends responders to larger incidents to facilitate interagency communication and resource requests, and to ensure agencies follow incident command protocol.
- **Emergency Operations Center (EOC):** During major events, the EOC is a central point for information coordination, resource requests, and decision making.
- **Recovery and relief:** Following an emergency, OEM works with government agencies and non-profit organizations to provide assistance and disaster relief.

Educating and Informing the Public

- **Ready New York:** Introduced in 2003, OEM's Ready New York preparedness campaign provides information to help New Yorkers prepare for all types of emergencies.
- **Public information:** During an emergency, OEM works to provide unified, accurate, and timely messages to the public.



Commissioner Joseph F. Bruno

In March 2004, Mayor Michael R. Bloomberg appointed Joseph F. Bruno commissioner of the New York City Office of Emergency Management (OEM). He is the fourth head of the agency since it was established in 1996.

Among his first major initiatives, Commissioner Bruno successfully oversaw New York City's adoption and implementation of the Citywide Incident Management System (CIMS). CIMS is now the City's standard for responding to and managing emergencies and planned events.

After the devastation of Hurricane Katrina in August 2005, Commissioner Bruno oversaw the development and operation of a Family Assistance Center to assist victims who migrated to New York City. In December 2005, Commissioner Bruno headed the City's plan to maintain order during the transit strike – three days that left New Yorkers with no subway service and minimal bus transportation.

In 2006, Commissioner Bruno oversaw the comprehensive revision of the City's Coastal Storm Plan (CSP). Today, the CSP ensures the City is prepared for a worst-case scenario hurricane and can shelter more than 600,000 residents. The commissioner also led the City's response to the Queens blackout in July 2006, an incident that left more than 100,000 residents without power for several days.

In summer 2007, Commissioner Bruno guided the City's response to a massive steam pipe explosion in midtown Manhattan and an EF2 tornado, which touched down in Brooklyn, Queens, and Staten Island, causing extensive property damage and some injuries.

Also in 2007, OEM partnered with the New York City Department of Education to produce and distribute Ready New York for Kids, a set of emergency preparedness guides, to more than one million school-age children and their families. In another inspired partnership, OEM worked with Architecture for Humanity New York and the Rockefeller Foundation to develop "What if New York City..." a post-disaster housing competition that challenged teams of architects and planners to design temporary housing for dense, urban environments. The competition extends the City's CSP and marks a critical step in New York City's effort to plan ahead for long-term housing after a catastrophic disaster.

OEM leveraged new technology under Commissioner Bruno by adding its expertise to the creation of Notify NYC, an emergency notification system for New York City residents launched in 2007. The system uses text messaging, e-mail and reverse-911 technologies to warn subscribers about hazardous incidents.

Commissioner Bruno's distinguished career in public service began in 1971, when he joined the City Law Department. He served in various trial attorney and managerial posts at the Law Department and in 1987 he became Fire Commissioner of the City of New York.

Subsequently, Commissioner Bruno was elected in 1991 and 2001 as a Judge of the Civil Court of the City of New York and in 2002 as a Justice of the Supreme Court of the State of New York.

Commissioner Bruno graduated from City College in 1966 with a B.S. in Economics and in 1968 he earned a J.D. from St. John's Law School. He is a lifelong city resident.



New Headquarters

OEM's new facility at 165 Cadman Plaza East replaces the agency's former headquarters destroyed on September 11, 2001.

OEM headquarters offers approximately 65,000 square feet, and includes a 130-agency Emergency Operations Center, Watch Command, a press room with a direct feed to every news channel in New York, general office space, and training and conference rooms. The building is supported by state-of-the-art audiovisual and information technology systems and full back-up generation.

Boasting several environmentally responsible design features, OEM's new building has become the City's first "green" agency headquarters. Sustainable design elements including efficient mechanical systems, recycled materials and locally manufactured materials, earned the building silver certification through the U.S. Green Building Council's LEED Green Building Rating System.

In December 2007, OEM purchased a renewable energy certificate from Renewable Choice Energy for the 2,830,000 kWh of wind energy for OEM headquarters. This purchase could prevent up to 3,857,290 pounds of carbon dioxide from entering the atmosphere.

Additional "green" highlights, such as roof pavers composed of light-colored concrete with a reflective coating (to reduce the heat-island effect), and synthetic gypsum and rubber tile flooring, help make the facility compliant with Energy Star and LEED criteria.



Emergency Operations Center

OEM headquarters are home to the City's Emergency Operations Center (EOC).

Activated during large-scale emergencies or special events, the EOC is a central location for senior officials from City, state, and federal agencies, and relevant private entities to coordinate response efforts, make decisions, and disseminate information. With more than 130 workstations to support operations for dozens of agencies, the EOC also serves as a clearinghouse for sharing information during emergencies.

Also during large-scale emergencies, the Joint Information Center (JIC) gathers information from the EOC to disseminate to the public.

Past activations of the EOC include September 11, 2001, the 2003 blackout, the 2005 transit strike, the Queens power emergencies in the summer of 2006, and the 2007 Nor'easter.



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.



Geographic Information Systems

OEM relies on accurate geographic information for emergency response and planning operations.

Through its Geographic Information Systems (GIS) division, OEM can easily map and access data — from flood zones and local infrastructure to population density and road closures — before, during, and after an emergency.

GIS combines layers of information about a location to give users a better understanding of the expected conditions. By linking maps to databases, GIS enables users to visualize, manipulate, analyze, and display spatial data.

OEM's GIS division plays an important role in all stages of an emergency. In the planning stage, GIS can provide a range of information, including data on flood zones, buildings, and concentrations of affected populations.

During emergencies, GIS staffers provide data and analysis to OEM's commissioner and executive staff to support decision making, and to Watch Command and emergency responders to help them assess the incident. GIS can help provide information on buildings and infrastructure in affected areas, determine optimal restricted zones, and identify resources for sheltering.

After an emergency, GIS can help recovery workers make decisions about the priority order for demolition, plan reconstruction of an area, and determine which property owners qualify for grants or loan programs.



Urban Search & Rescue

The Federal Emergency Management Agency's (FEMA) Urban Search and Rescue Response System (US&R) consists of 28 advanced search and rescue task forces strategically located around the country.

Managed by local emergency management agencies and/or fire departments, the teams are prepared to respond to catastrophic events involving the collapse of heavy steel and concrete. In New York City, the US&R team is known as NY-TF 1. The task force is managed by OEM and includes approximately 210 members from the City's Police and Fire Departments.

The push to form an advanced search and rescue team for major structural collapses came in the late 1980s after a series of severe earthquakes in California, Mexico, and other locations throughout the world. While the majority of fire departments are capable of performing rescues in light- to medium-sized construction collapses, US&R members have the tools, equipment, skills, and techniques required for the most dangerous conditions. FEMA requires each task force to be ready within six hours' notice for dispatch to any area of the country. Once activated, the teams must be able to sustain themselves for 72 hours without the assistance of local jurisdictions.

While US&R was originally envisioned as a response system for natural disasters, other events have caused the task forces to broaden their reach. Most notably, US&R activated in response to the 1995 Oklahoma City bombing, the 2001 attacks on the World Trade Center and the Pentagon, and Hurricanes Katrina and Rita in 2005.



Exercises

OEM designs and conducts citywide drills and exercises to test the City's plans, reinforce response and emergency management techniques, and promote interagency cooperation.

Recent drills have involved testing the City's response to a chemical incident, a weapon of mass destruction and a Hurricane .

Penn Station Drill

In August 2007, OEM conducted the Penn Station Full-Scale Exercise to test the City's response to an explosion in Pennsylvania Station. The exercise allowed the City to evaluate agency procedures as first responders coordinated actions, made critical decisions, and applied the City's assets to save lives and protect the public following a possible terrorist incident.

HurrEx

In October 2006, the HurrEx Sheltering Full-Scale Exercise tested the sheltering component of the City's Coastal Storm Plan (CSP). The drill, which was managed by OEM and the Department of Homeless Services, called for setting up an evacuation center and training over 900 City employees to manage evacuees. Players screened evacuees for medical complications, organized family re-unification centers and pet care staging areas, and bused evacuees to two hurricane shelters.

Operation Maritime Strength

In October 2004, OEM conducted Operation Maritime Strength aboard the Guy V. Molinari Staten Island Ferry. This exercise was designed to examine the City's response plans for a waterway emergency. Maritime Strength allowed senior-level City officials to evaluate preventative response concepts and plans for an incident involving the Staten Island Ferry or other watercraft. The exercise also challenged participants to use their collective expertise to make decisions in fields including preparedness, law enforcement, consequence management, homeland security, and health and medical protocols.

TRIFECTA

Conducted at the Maspeth Rail Yard in Queens, the TRIFECTA field exercise in March 2006 was designed to test the City's response to a chemical incident. Sponsored by the U.S. Department of Homeland Security's Office of Domestic Preparedness and hosted by OEM, TRIFECTA tested the execution of the Citywide Incident Management System (CIMS) — specifically, the City's hazardous materials response, first responder safety, decontamination, and fatality management. Drawing nearly 1,000 participants from more than 25 City and partner agencies, TRIFECTA focused primarily on emergency response coordination, critical decision making, and the integration of CIMS.



About Ready New York

In response to New Yorkers' growing concerns about public safety, OEM launched the Ready New York campaign in July 2003.

Ready New York educates New Yorkers about the hazards they may face and encourages residents to prepare for emergencies. Ready New York's approach to preparing is based on three guiding principles: knowing the hazards in New York City, making a household disaster plan, and stocking emergency supplies. The campaign includes 10 multilingual publications, numerous public service announcements, multimedia advertising campaigns, extensive web content, a reprinting program, corporate partnerships, and continuous community outreach.

■ Preparedness Guide

The cornerstone of the Ready New York campaign, the preparedness guide offers tips and information about a wide range of New York City's hazards. To better serve New York City's diverse population, the guide is available in Arabic, Bengali, Braille, Chinese, Creole, English, French, Haitian, Japanese, Korean, Polish, Russian, Spanish, Urdu and on audio tape.

■ Other Preparedness Brochures and Guides

- Ready New York: Beat the Heat
- Ready New York: Hurricanes and New York City
- Ready New York for Seniors & People with Disabilities
- Ready New York for Business
- Ready New York Pocket Guide
- Ready New York for Pets
- Ready New York for Kids
- Ready New York for Teens
- Ready New York: Flooding

■ Public Service Announcements (for TV)

The Ready New York campaign includes several public service announcements, which have aired locally on Time Warner and RCN cable channels, NYC TV, and run on stadium screens during New York Mets, Yankees, Giants, and Jets home games. In summer 2007 Ready New York teamed with the New York Mets and to create a new public service announcement with Mets star Howard Johnson. The ads aired at Shea Stadium throughout the 2007 season.

■ Advertising Campaigns

Ready New York advertisements ran on city buses, bus shelters, subways, and billboards throughout the five boroughs in late 2004, summer 2005, and fall of 2006. In 2007, New York City media began running OEM's localized version of the national *Ready* campaign, sponsored by the U.S. Department of Homeland Security.

■ Speakers' Bureau

OEM and other representatives have educated thousands of New Yorkers to prepare for emergencies through the Ready New York Speakers' Bureau which provides free multi-lingual preparedness presentations throughout the five boroughs. OEM also participates in hundreds of community and corporate preparedness events and fairs each year to educate the public about preparing for emergencies.

■ Community Programs

- NYC Citizens Corps Council
- Community Emergency Response Teams (CERT)



Community Emergency Response Teams

Community Emergency Response Teams (CERT) are groups of neighborhood and community-based volunteers that undergo an intensive, 11-week training program in disaster preparedness and basic response skills.

After completing training, these teams support their local communities by assisting the various emergency agencies that prepare for and respond to disasters. During non-emergency situations, CERT volunteers educate their communities on emergency preparedness.

The New York City CERT program is a collaborative effort between OEM, the Fire Department, Police Department, and the American Red Cross in Greater New York. With more than 50 active CERTs throughout the five boroughs, OEM aims to have one CERT in each of the city's 59 Community Boards.

In 2007, the CERT program expanded to the private sector through the creation of Corporate CERT. The program allows business to train a team of employees while subsidizing the training of a community team. The two teams work together to increase the overall preparedness and coordination of a region. For more information about CERT, visit OEM's website at www.NYC.gov/cert.



Citizen Corps

Stressing the need for volunteer efforts to combat crime and terrorism and respond to natural disasters, President George W. Bush introduced Citizen Corps as part of the USA Freedom Corps program.

Citizen Corps is a federal initiative that aims to harness the spirit of volunteerism to better prepare citizens, neighborhoods, and communities through education, training, and volunteer service.

Citizen Corps Councils, which coordinate volunteer initiatives at the state and local levels, help make communities safer, stronger, and better prepared to respond to disasters of all kinds.

Led by OEM, the Citizen Corps Council of New York City brings together leaders from law enforcement, fire and emergency medical services, emergency management, volunteer organizations, the private sector, and local government to promote community preparedness through public education and volunteer programs. The Council exercises inclusive membership and ensures programs are available to meet all levels of interest and capability.

In addition to its key programs (Community Emergency Response Teams, Medical Reserve Corps, Blockwatchers, and Auxiliary Police), the NYC Citizen Corps Council includes over 30 partners that are committed to ensuring New Yorkers are prepared.



New York City
Office of Emergency Management



Continuity of Operations Planning

The New York City Continuity of Operations program standardizes the planning process for City agencies to restore and maintain essential public services in the event of an emergency.

In October, 2007, Mayor Bloomberg signed an executive order mandating that City agencies use standardized planning methods to develop continuity of operations (COOP) plans. These plans identify public services and resources that must be functioning within 12 hours of an interruption.

OEM has formed a COOP community for the 43 participating City agencies, to guide agency representatives through the development and maintenance of these plans. OEM also holds regular working groups for New York City agency representatives. The COOP network encourages communication and resource sharing among agencies.



CorpNet

CorpNet aims to provide business partners with current, accurate information about emergencies to aid decision making if their businesses are affected.

OEM monitors public safety radio and information networks, news media, and weather systems through its Watch Command 24 hours a day. Watch Command then uses the OEM paging system to forward relevant messages to CorpNet subscribers.

CorpNet subscribers can expect to receive information about incidents, including:

- Fires, three-alarm or higher
- Building collapses/construction incidents
- Water main breaks
- Utility outage where a significant population or business is affected
- Explosions
- Significant weather-related emergencies (flooding, wind damage, etc.)
- Major transportation accidents (plane crashes, train derailment)
- Hazardous materials incidents

If you do business in New York City, you may be eligible to receive CorpNet notifications. You must have a legitimate business e-mail address (no web mail or personal IS accounts, i.e. AOL, Hotmail, Verizon) in order to enroll.

To subscribe, visit CorpNet online at: www.NYC.gov/corpnnet.



Public-Private Initiatives

When disaster strikes, businesses and financial markets must respond and recover quickly to secure the city's economic stability.

It is important for the City to help its private sector partners prepare.

Created in 2000, OEM's Public-Private Initiatives division works to increase the business community's preparedness level. In addition to its various programs, Public-Private helps companies develop business continuity plans, engages the private sector in citywide exercises, and conducts basic emergency management training.

Key programs include:

- **CorpNet** — an OEM-managed e-mail service that provides timely, accurate information about emergencies in the New York City area
- **Corporate Emergency Access System (CEAS)** — a credentialing program designed to help business owners mitigate potential damage and financial loss resulting from an unforeseen emergency
- **Emergency Operation Center (EOC) Program** — a program that allows for direct private sector representation in the City's EOC during citywide emergencies
- **Private Assets and Logistics Management System (PALMS)** — a web-based registry of goods and services that businesses may have available for use by the City in an emergency



CALMS: Citywide Asset and Logistics Management System

Launched in January 2004, the Citywide Asset and Logistics Management System (CALMS) is a web-based tool designed to capture information about assets that can be used to aid emergency response and recovery efforts.

CALMS stores and displays data on selected facilities, fleet, heavy equipment, personnel and supplies. It also contains detailed City demographic data gathered by the U.S. Census Bureau.

The database includes assets from City, regional, state, federal, and non-profit entities, as well as the private sector. CALMS aids decision making in the Emergency Operations Center (EOC), and allows OEM to better fulfill City resource requests during both routine and catastrophic emergencies.

Since its launch, CALMS has served as the City's only combined database for emergency resources. New modules and functionality are continually being upgraded based on City and regional planning initiatives.