



OFFICE OF EMERGENCY MANAGEMENT

Joseph F. Bruno, Commissioner

Key Public Service Areas

- ✓ Ensure City government's preparedness in the event of an emergency or other incident affecting citizens' health and safety.
- ✓ Coordinate and support multi-agency response to complex or large-scale emergency conditions.
- ✓ Prepare New York City residents, including the private sector, for emergency situations through outreach and education.

Scope of Agency Operations

The Office of Emergency Management (OEM) coordinates and supports multi-agency responses to, and regularly monitors, emergency conditions and other potential incidents that affect public health and safety in the City, including severe weather, natural hazards and disasters, power outages, transportation incidents, labor disruptions, aviation disasters and acts of terrorism. OEM develops and continually revises many of the City's emergency response plans, including but not limited to those for coastal storms, extreme winter weather, heat emergencies, power disruptions, logistics support, hazardous material incidents, disaster and family assistance and debris management. OEM educates residents and businesses on the need for emergency preparedness and supports the efforts of City and other government agencies and private and non-profit entities in emergency planning, interagency training and exercises and business continuity planning. OEM operates the City's Emergency Operations Center, which includes the 24/7/365 Watch Command and OEM response program, and makes recommendations to agencies and the administration about the City's emergency response capabilities. As the City's primary liaison with the U.S. Department of Homeland Security for consequence management, OEM oversees the City's compliance with federal preparedness and emergency response requirements.

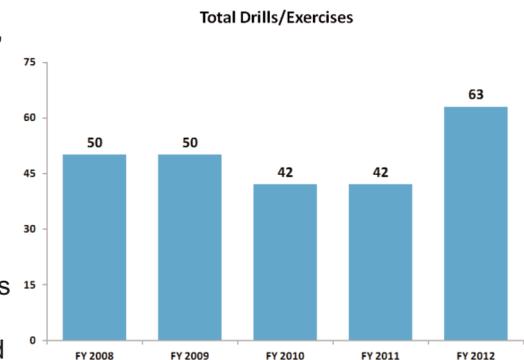
Critical Objectives

- Initiate multi-agency responses to emergency conditions.
- Ensure that the Citywide Incident Management System protocol is followed by all City agencies.
- Conduct citywide drills.
- Support City agency emergency preparedness.
- Increase volunteerism and citizen emergency preparedness.
- Promote private sector emergency preparedness and business continuity efforts.

Performance Report

- ✓ **Ensure City government's preparedness in the event of an emergency or other incident affecting citizens' health and safety.**

- In Fiscal 2012 the number of full scale and functional exercises/drills increased by 3, or 50 percent, due to the command post series of exercises in each patrol borough and fire division, designed to test agency compliance with the Citywide Incident Management System protocol.



- The number of tabletop exercises and simulations more than tripled to 23 because OEM conducted a series of "no-notice" tabletop exercises designed to test the agency's ability to respond to terrorist attacks.
- The number of participants at instructor-led emergency management training sessions increased by 41 percent. This is partly due to OEM offering additional sessions compared to last fiscal year, from 106 sessions in Fiscal 2011 to 173 in Fiscal 2012. Additionally, OEM hosted new classes with larger-than-average class sizes, including a series of classes for area hospitals.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
★ Full-scale and functional exercises/drills	5	9	11	6	9	4	4	Upward
★ Tabletop exercises and simulations	9	5	4	5	23	4	12	Upward
Participation in drills coordinated by other agencies or organizations	36	36	27	31	31	*	*	Downward
Participants at instructor-led emergency management training sessions	1,719	977	1,822	1,990	2,815	1,500	1,500	Upward

★ Critical Indicator "NA" - means Not Available in this report

✓ **Coordinate and support multi-agency response to complex or large-scale emergency conditions.**

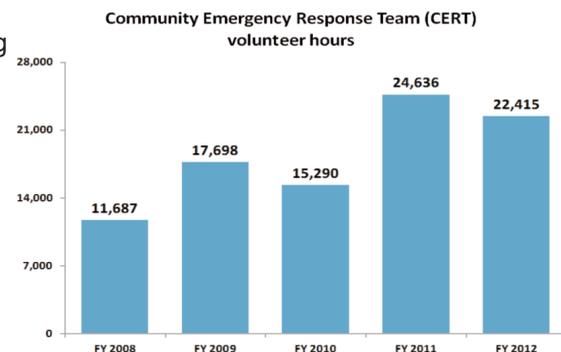
- The total number of incidents increased 13 percent because more citywide emergencies required OEM's field response and monitoring during the reporting period.

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Total incidents	2,531	2,748	2,901	2,955	3,347	*	*	Upward
Incidents monitored from Watch Command	2,181	2,172	2,285	2,399	2,627	*	*	Upward
Field responses	350	576	616	556	720	*	*	Upward
Interagency meetings held during field responses	NA	NA	NA	566	716	*	*	NA
Emergency Operations Center activations	10	7	14	14	8	*	*	Upward

★ Critical Indicator "NA" - means Not Available in this report

✓ **Prepare New York City residents, including the private sector, for emergency situations through outreach and education.**

- Emergency preparedness education of residents by OEM staff increased by 78 percent due to an increase in requests for Ready New York presentations after Hurricane Irene.
- Emergency preparedness education in the workplace increased 23 percent compared to Fiscal 2011, but was less than target for Fiscal 2012. After Hurricane Irene, OEM shifted its preparedness education strategy to focus on resident preparedness.
- Community Emergency Response Team activity decreased during the second half of Fiscal 2012 following a peak of activity around Hurricane Irene.
- The number of Ready New York guides viewed online increased 227 percent primarily due to searches for information about Hurricane Irene and the City's first mandatory evacuation of coastal areas, which occurred at the beginning of Fiscal 2012.



Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
<i>Emergency preparedness education of residents - by OEM staff</i>	2,428	8,940	27,161	14,290	25,400	15,000	15,000	Upward
<i>Emergency preparedness education of residents - by Agency partners using OEM curriculum</i>	17,626	8,491	8,869	10,277	5,241	*	*	Downward
<i>Emergency preparedness education in the workplace</i>	2,849	2,134	1,592	1,166	1,437	2,400	1,500	Downward
★ <i>Community Emergency Response Team (CERT) volunteer hours</i>	11,687	17,698	15,290	24,636	22,415	*	*	Upward
<i>CERT members trained</i>	NA	469	211	230	191	*	*	NA
★ <i>Ready New York guides viewed online</i>	76,793	77,705	154,901	272,877	891,964	*	*	Upward
★ Critical Indicator "NA" - means Not Available in this report								

Agency Customer Service

Performance Statistics	Actual					Target		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Customer Experience								
Percent of e-mails responded to in 14 days	NA	NA	88	82	81	NA	81	NA
Percent of letters responded to in 14 days	NA	NA	100	100	97	NA	97	NA

Agency Resources

Resource Statistics	Actual					Plan ¹		5-Yr. Trend
	FY08	FY09	FY10	FY11	FY12	FY12	FY13	
Expenditures (\$ millions) ²	\$17.8	\$20.0	\$27.2	\$33.8	\$57.3	\$30.5	\$21.5	Upward
Personnel	101	109	110	112	111	28	70	Neutral
Overtime paid (\$ millions)	\$0.9	\$1.2	\$1.5	\$3.8	\$1.0	\$0.5	\$0.6	Upward
¹ Authorized Budget Level "NA" - Not Available in this report ² Expenditures include all funds.								

Noteworthy Changes, Additions or Deletions

- Beginning with the Fiscal 2013 Preliminary Mayor's Management Report, the MMR will be restructured to focus on the goals that the agency intends to achieve during the fiscal year. Each goal will be accompanied by a performance measure or measures that will quantify the agency's progress toward achieving that goal. For Fiscal 2013 OEM's services and goals are:

Service 1: Ensure that City government is prepared for emergencies.

Goal 1a: Efficiently coordinate emergency response and recovery.

Goal 1b: Ensure that training, drills and exercises are conducted regularly.

Goal 1c: Collect and disseminate timely information.

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

Goal 2a: Increase emergency preparedness and awareness among City residents and private sector and non-profit organizations.

Goal 2b: Increase disaster volunteerism through the Community Emergency Response Team (CERT) program and Citizen Corps Council.

For more information please visit the website at: www.nyc.gov/oem

