



What We Do

The Office of Emergency Management (OEM) coordinates and supports multiagency 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 educates residents and businesses about the need for emergency preparedness. OEM develops and updates emergency response plans for the City and makes recommendations to agencies and the administration about the City's emergency response capabilities. OEM supports the efforts of government agencies and private and not-for-profit entities in emergency planning, interagency training and exercises and business continuity planning. OEM manages the City's Emergency Operations Center, which includes the 24/7/365 Watch Command and OEM response program. 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.

Our Services and Goals

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.

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 not-for-profit organizations.
- Goal 2b: Increase disaster volunteerism through the Community Emergency Response Team (CERT) program and Citizen Corps Council.
- Goal 2c: Collect and disseminate timely information.

How We Performed in Fiscal 2013

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

Goal 1a: Efficiently coordinate emergency response and recovery.

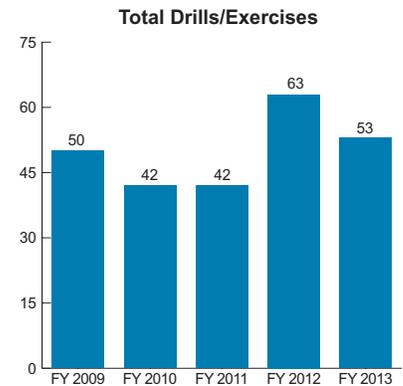
OEM continued to coordinate the City's emergency response and recovery, as defined in the [Citywide Incident Management System \(CIMS\)](#). In Fiscal 2013 OEM was actively involved with 3,443 incidents that necessitated interagency coordination. The 5 year trend for the number of incidents is up. OEM also activated the City's [Emergency Operations Center \(EOC\)](#) six times, including activations for Hurricane Sandy and winter storm Nemo. The number of EOC activations declined slightly from the eight activations during Fiscal 2012; however, it should be noted that the Hurricane Sandy EOC activation lasted for more than 4 months during Fiscal 2013.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Incidents	2,748	2,901	2,955	3,347	3,443	*	*	Neutral	Up
- Field responses	576	616	556	720	674	*	*	Neutral	Up
- Incidents monitored from Watch Command	2,172	2,285	2,399	2,627	2,769	*	*	Neutral	Up
Interagency meetings held during field responses	NA	NA	566	716	578	*	*	Neutral	NA
★ Emergency Operations Center activations	7	14	14	8	6	*	*	Neutral	Down

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

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

During Fiscal 2013 OEM 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 and cooperation. OEM conducted 23 tabletop and simulation exercises and one full-scale/functional exercise during Fiscal 2013. These exercises included a maritime emergency exercise, with over 37 government agencies, focused on maritime evacuation plans, multi-jurisdictional coordination, and information sharing. The number of tabletop and simulation exercises nearly doubled compared to the Fiscal 2013 target of 12 exercises. However, OEM did not meet its target of four full-scale or functional exercises because Hurricane Sandy delayed OEM's radiological response and recovery exercise series. The full-scale and functional exercise components of this series will take place during Fiscal 2014.



Despite the agency's focus on the recovery from Hurricane Sandy, OEM continued to meet its commitment to emergency management training. OEM held 106 emergency management training sessions with 1,596 participants, surpassing the agency's target for the year. The 5 year trend for participants is up.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Full-scale and functional exercises/drills	9	11	6	9	1	4	4	Up	Down
★ Tabletop exercises and simulations	5	4	5	23	23	12	15	Up	Up
Participation in drills coordinated by other agencies or organizations	36	27	31	31	29	*	*	Up	Down
★ Participants at instructor-led emergency management training sessions	977	1,822	1,990	2,815	1,596	1,500	1,500	Up	Up

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

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 not-for-profit organizations.

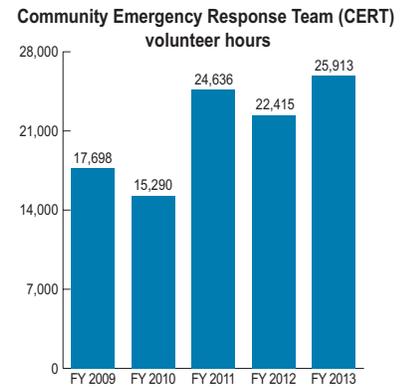
Through its [Ready New York](#) campaign, OEM continues to educate City residents on preparedness. OEM offered 35,921 emergency management and preparedness education sessions, which include Ready New York presentations, educational fairs, and preparedness in the workplace presentations. OEM's [emergency preparedness education in the workplace](#) presentations nearly doubled compared to Fiscal 2012. OEM distributed 598,256 printed Ready New York Guides and an additional 290,931 [Ready New York Guides](#) were viewed online.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Total participants at emergency preparedness education sessions	NA	37,622	25,733	32,078	35,921	*	25,000	Up	NA
Ready New York guides viewed online	77,705	154,901	272,877	891,964	290,931	*	*	Up	Up
Subscribers to Corpnet System	1,465	1,520	1,620	1,570	1,545	*	*	Up	Neutral

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Goal 2b: Increase disaster volunteerism through the Community Emergency Response Teams and Citizen Corps Council.

OEM continues to promote disaster volunteerism through the [Community Emergency Response Team \(CERT\)](#) program and [Citizen Corps Council](#). In Fiscal 2013 OEM trained 347 CERT members, an 82 percent increase from the previous year. CERT members participate in an intensive 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 volunteer their time in their communities by assisting with emergency education and response. CERT volunteers donated 25,913 hours of service during Fiscal 2013, a 16 percent increase compared to Fiscal 2012. The 5 year trend for volunteer hours is up.



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
★ Community Emergency Response Team (CERT) volunteer hours	17,698	15,290	24,636	22,415	25,913	*	*	Neutral	Up
CERT members trained	469	211	230	191	347	*	*	Neutral	Down

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Goal 2c: Collect and disseminate timely information.

OEM's response role begins with around-the-clock monitoring of conditions in the City. OEM's [Watch Command](#) tracks incidents affecting New York 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, 911 calls and other communications channels. OEM's Watch Command monitored 2,769 incidents in Fiscal 2013. The 5 year trend for monitored incidents is up. Additionally, OEM issued 1,189 [Notify NYC](#) messages to subscribers, a 31 percent increase compared to Fiscal 2012. OEM also increased its emergency communications through the use of social media during Fiscal 2013. OEM will report the average time from incident to issuing Notify NYC message in Fiscal 2014.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14		
Notify NYC messages issued	NA	NA	NA	905	1,189	*	*	Neutral	NA
★ Time from incident to issuing of Notify NYC message (minutes:seconds)	NA	NA	NA	NA	NA	*	↕	Down	NA
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps Newsletter	NA	NA	NA	NA	182,895	*	*	Neutral	NA

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Agency Customer Service

OEM's response to emails and letters was faster compared to Fiscal 2012.

Performance Indicators	Actual					Target		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Customer Experience								
E-mails responded to in 14 days (%)	NA	88	82	81	95	81	88	NA
Letters responded to in 14 days (%)	NA	100	100	97	99	97	97	NA

Agency Resources

Resource Indicators	Actual					Plan ¹		5yr Trend
	FY09	FY10	FY11	FY12	FY13	FY13	FY14	
Expenditures (\$000,000) ²	\$20.0	\$27.2	\$33.8	\$23.4	\$76.4	\$76.0	\$15.3	Up
Personnel	109	110	112	111	119	125	72	Neutral
Overtime paid (\$000)	\$1,232	\$1,506	\$3,767	\$664	\$867	\$863	\$64	Down
¹ Authorized Budget Level	² Expenditures include all funds.		"NA" - Not Available in this report					

Noteworthy Changes, Additions or Deletions

None.

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