

OFFICE OF EMERGENCY MANAGEMENT

Joseph Esposito, Commissioner



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.

FOCUS ON EQUITY

OEM coordinates citywide preparedness, response and recovery initiatives for a range of hazards and for all New Yorkers. Through its planning efforts with local, regional and federal partners, OEM has a wide range of programs that mitigate a disaster's impact on communities, so they can return more quickly to their prior conditions. OEM encourages household and community preparedness so that the City can focus on the hardest hit communities and vulnerable populations following a disaster. To increase preparedness and resilience throughout the City, OEM runs programs including Ready New York, Partners in Preparedness, Citizen Corps, and Community Emergency Response Team (CERT). The City's 54 CERT teams include over 1,800 volunteers and cover all community boards. OEM's preparedness guides cover multiple hazards and vulnerable populations and are available in 13 languages, audio format, and Braille. In addition, contracted American Sign Language interpreters are available for training, community events, and during emergencies.

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 2014

SERVICE 1 Ensure that City government is prepared for emergencies.

Goal 1a Efficiently coordinate emergency response and recovery.

OEM continues to coordinate the City's emergency response and recovery, as defined in the [Citywide Incident Management System \(CIMS\)](#). During Fiscal 2014 OEM was actively involved with 3,702 incidents that necessitated interagency coordination, an increase of nearly eight percent compared to Fiscal 2013. OEM also activated the [City's Emergency Operations Center \(EOC\)](#) eight times during this period, including four times for winter weather, an increase of two activations from the previous year.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Incidents	2,901	2,955	3,347	3,443	3,702	*	*	Neutral	Up
- Field responses	616	556	720	674	810	*	*	Neutral	Up
- Incidents monitored from Watch Command	2,285	2,399	2,627	2,769	2,892	*	*	Neutral	Up
Interagency meetings held during field responses	NA	566	716	578	290	*	*	Neutral	NA
★Emergency Operations Center activations	14	14	8	6	8	*	*	Neutral	Down

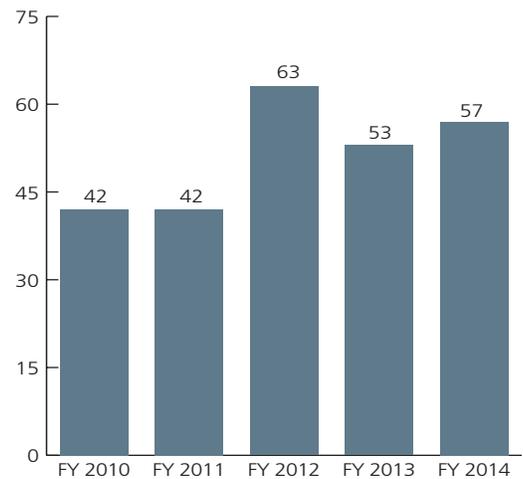
★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

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

During Fiscal 2014 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. OEM conducted 19 tabletop and simulation exercises and three full-scale/functional exercises during the reporting period. These exercises included OEM's radiological response and recovery full-scale exercise, which tested the City's ability to respond to a radiological incident.

OEM continues to meet its commitment to emergency management training through the OEM Academy. OEM held 176 emergency management training sessions, with 2,555 participants, an increase of 60 percent compared to Fiscal 2013. Additionally, OEM offered 815 hours of online training.

Total Drills/Exercises



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★Full-scale and functional exercises/drills	11	6	9	1	3	4	4	Up	Down
★Tabletop exercises and simulations	4	5	23	23	19	15	18	Up	Up
Participation in drills coordinated by other agencies or organizations	27	31	31	29	35	*	*	Up	Up
★Participants at instructor-led emergency management training sessions	1,822	1,990	2,815	1,596	2,555	1,500	2,000	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 New York City residents on preparedness. In Fiscal 2014 OEM offered emergency management and preparedness education sessions to 34,599 New Yorkers through Ready New York presentations, educational fairs, and preparedness in the workplace presentations. OEM also distributed 1,724,124 printed [Ready New York Guides](#) as part of education efforts related to the City's updated hurricane evacuation zones. An additional 304,067 Ready New York Guides were viewed online during the period.

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ Total participants at emergency preparedness education sessions	37,622	25,733	32,078	35,921	34,599	25,000	28,000	Up	Neutral
Ready New York guides viewed online	154,901	272,877	891,964	290,931	304,067	*	*	Up	Up
Subscribers to Corpnet System	1,520	1,620	1,570	1,545	1,590	*	*	Up	Neutral

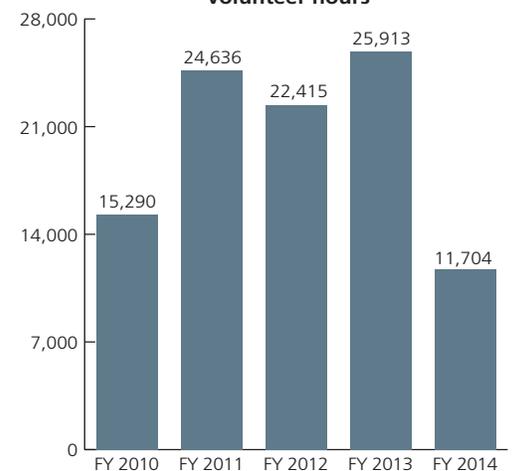
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Goal 2b

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

OEM continues to promote disaster volunteerism through the [Community Emergency Response Team \(CERT\)](#) program and [Citizen Corps Council](#). During Fiscal 2014 OEM trained an additional 297 new CERT members. After graduating from OEM's 10-week program, CERT members support their communities by assisting with emergency education and response. Disaster volunteers donated 11,704 hours of service during the reporting period.

Community Emergency Response Team (CERT) volunteer hours



Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
★ Community Emergency Response Team (CERT) volunteer hours	15,290	24,636	22,415	25,913	11,704	*	*	Neutral	Down
CERT members trained	211	230	191	347	297	*	*	Neutral	Up

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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 the 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 and 911 calls, among other information channels. OEM’s Watch Command monitored 2,892 incidents in Fiscal 2014.

OEM issued 1,190 Notify NYC messages to subscribers, and the average time from incident to [Notify NYC](#) message was 7:58. As of June 2014 there were 236,150 subscribers to Notify NYC, including 102,064 followers of [Notify NYC on Twitter](#).

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Notify NYC messages issued	NA	NA	905	1,189	1,190	*	*	Neutral	NA
★Average time from incident to issuing of Notify NYC message (minutes:seconds)	NA	NA	NA	NA	7:58	↓	7:00	Down	NA
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps Newsletter	NA	NA	NA	182,895	237,740	*	*	Neutral	NA

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AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Desired Direction	5yr Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15		
Customer Experience									
Letters responded to in 14 days (%)	100%	100%	97%	99%	100%	*	*	Up	Neutral
E-mails responded to in 14 days (%)	88%	82%	81%	95%	95%	*	*	Up	Up

AGENCY RESOURCES

Resource Indicators	Actual					Plan ¹		5-year Trend
	FY10	FY11	FY12	FY13	FY14	FY14	FY15	
Expenditures (\$000,000) ²	\$27.2	\$33.8	\$23.4	\$41.5	\$60.4	\$59.7	\$9.9	Up
Personnel	110	112	111	119	121	85	32	Up
Overtime paid (\$000)	\$1,506	\$3,767	\$664	\$935	\$406	\$336	\$64	Down

¹Authorized Budget Level

"NA" - Not Available in this report

²Expenditures include all funds.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

For additional information on items referenced in the narrative, go to:

- Citywide Incident Management System (CIMS): http://www.nyc.gov/html/oem/html/planning_response/about_cims.shtml
- Emergency Operations Center (EOC): http://www.nyc.gov/html/oem/html/planning_response/about_eoc.shtml
- Ready New York: http://www.nyc.gov/html/oem/html/get_prepared/ready.shtml
- Ready New York Guides: http://www.nyc.gov/html/oem/html/ready/ready_guides.shtml

- Community Emergency Response Team (CERT): http://www.nyc.gov/html/oem/html/get_involved/cert.shtml
- Citizen Corps Council: http://www.nyc.gov/html/oem/html/get_involved/ccs.shtml
- Watch Command: http://www.nyc.gov/html/oem/html/planning_response/about_operations.shtml
- Notify NYC: http://www.nyc.gov/html/oem/html/planning_response/notify_nyc.shtml
- Notify NYC on Twitter: <https://twitter.com/notifynyc>

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

