



OFFICE OF EMERGENCY MANAGEMENT

Joseph F. Bruno, 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.

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: July–October

- During the first four months of Fiscal 2013 the total number of incidents remained stable and OEM activated the City's Emergency Operations Center four times compared to five times during the same period of Fiscal 2012. Since October 2012 OEM has been actively involved in Hurricane Sandy response and recovery.
- OEM conducted 46 instructor-led emergency management training sessions with 599 participants during the first four months of Fiscal 2013.
- Total participants at emergency preparedness education sessions decreased 25 percent during the reporting period due to a shift in focus toward staffing education fairs, rather than traditional presentations. At education fairs OEM sets up booths where staff distribute educational materials and answer questions about emergency preparedness.
- During the first four months of Fiscal 2013 OEM trained 115 Community Emergency Response Team (CERT) members. In the same period CERT volunteered more than 8,000 hours for emergency operations.

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

Goal 1a: Efficiently coordinate emergency response and recovery.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Incidents	2,901	2,955	3,347	*	*	1,067	1,054
- Field responses	616	556	720	*	*	252	244
- Incidents monitored from Watch Command	2,285	2,399	2,627	*	*	815	810
Interagency meetings held during field responses	NA	566	716	*	*	254	298
★Emergency Operations Center activations	14	14	8	*	*	5	4

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Full-scale and functional exercises/drills	11	6	9	4	4	3	0
★Tabletop exercises and simulations	4	5	23	12	15	5	8
Participation in drills coordinated by other agencies or organizations	27	31	31	*	*	11	7
★Participants at instructor-led emergency management training sessions	1,822	1,990	2,815	1,500	1,500	633	599

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.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Total participants at emergency preparedness education sessions	37,622	25,733	32,078	*	25,000	8,157	6,108
Ready New York guides viewed online	154,901	272,877	891,964	*	*	641,251	110,772
Subscribers to Corpnet System	1,520	1,620	1,570	*	*	NA	NA

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

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
★Community Emergency Response Team (CERT) volunteer hours	15,290	24,636	22,415	*	*	9,937	8,229
CERT members trained	211	230	191	*	*	NA	115

Goal 2c: Collect and disseminate timely information.

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps newsletter	NA	NA	NA	*	*	NA	NA
Notify NYC messages issued	NA	NA	905	*	*	288	456
★Time from incident to issuing of Notify NYC message (minutes:seconds)	NA	NA	NA	*	↓	NA	NA

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

Agency Customer Service

Performance Statistics	Actual			Target		4-Month Actual	
	FY10	FY11	FY12	FY13	FY14	FY12	FY13
Customer Experience							
E-mails responded to in 14 days (%)	88%	82%	81%	81%	*	75%	100%
Letters responded to in 14 days (%)	100%	100%	97%	97%	*	100%	100%

Agency Resources

Resource Statistics	Actual			September 2012 MMR	Updated		4-Month Actual	
	FY10	FY11	FY12	FY13	FY13 ¹	FY14 ¹	FY12	FY13
Expenditures (\$000,000) ²	\$27.2	\$33.8	\$23.4	\$21.5	\$76.0	\$12.8	\$9.9	\$12.1
Personnel	110	112	111	70	125	72	108	106
Overtime paid (\$000,000)	\$1.5	\$3.8	\$0.7	\$0.6	\$0.9	\$0.1	\$0.2	\$0.1

¹January 2013 Financial Plan
²Expenditures include all funds.

NA - Not Available in this report
January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2013 budget.

Noteworthy Changes, Additions or Deletions

- OEM added the following indicators: 'total participants at emergency preparedness education sessions,' 'Notify NYC messages issued,' 'time from incident to release of Notify NYC message (minutes:seconds),' and 'subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps Newsletter.'

For additional performance statistics, please visit the website at: www.nyc.gov/mmr.

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

