



## 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

- During the first four months of Fiscal 2014 OEM was actively involved in 1,130 incidents that necessitated interagency coordination, a seven percent increase compared to the same period of Fiscal 2013. OEM also activated the City's [Emergency Operations Center \(EOC\)](#) once during this period for a summer heat wave, representing a decrease from four activations last year.
- OEM conducted nine tabletop and simulation exercises and two full-scale/functional exercises during the first four months of Fiscal 2014. These exercises included parts of OEM's Radiological Response and Recovery Exercise Series, which tested the City's capabilities to respond to a radiological incident.
- During the reporting period OEM held 63 emergency management training sessions with 1,045 participants, an increase compared to 46 training sessions and 599 participants last year. Additionally, OEM offered 340 hours of online training during the first four months of Fiscal 2014.
- OEM offered emergency management and preparedness education sessions to 12,450 New Yorkers through Ready New York presentations, educational fairs, and preparedness in the workplace presentations, double the previous year's 6,108 sessions. OEM also distributed 1.6 million printed Ready New York Guides, which included distribution efforts related to the City's new hurricane evacuation zones. An additional 126,531 [Ready New York Guides](#) were viewed online during the reporting period, representing a 14 percent increase compared to last year.
- OEM trained 58 new [Community Emergency Response Team \(CERT\)](#) members during the first four months of Fiscal 2014. CERT volunteers donated 3,885 hours of service during the first four months of Fiscal 2014, a 53 percent decrease compared to the same period last year when volunteers were helping their communities prepare for Hurricane Sandy.

- OEM issued 356 [Notify NYC](#) messages to New Yorkers during the first four months of Fiscal 2014, a 22 percent decrease that is most likely due to the fact that Hurricane Sandy occurred at the end of the four-month period of Fiscal 2013. As of October 2013 there were 185,264 subscribers to Notify NYC and 73,009 followers of Notify NYC on [Twitter](#).

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

**Goal 1a: Efficiently coordinate emergency response and recovery.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Incidents	2,955	3,347	3,443	*	*	1,054	1,130
- Field responses	556	720	674	*	*	244	247
- Incidents monitored from Watch Command	2,399	2,627	2,769	*	*	810	884
Interagency meetings held during field responses	566	716	578	*	*	298	79
★Emergency Operations Center activations	14	8	6	*	*	4	1

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Full-scale and functional exercises/drills	6	9	1	4	4	0	2
★Tabletop exercises and simulations	5	23	23	15	18	8	9
Participation in drills coordinated by other agencies or organizations	31	31	29	*	*	7	6
★Participants at instructor-led emergency management training sessions	1,990	2,815	1,596	1,500	1,800	599	1,045

★ 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.**

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Total participants at emergency preparedness education sessions	25,733	32,078	35,921	25,000	28,000	6,108	12,450
Ready New York guides viewed online	272,877	891,964	290,931	*	*	110,772	126,531
Subscribers to Corpnets System	1,620	1,570	1,545	*	*	NA	NA

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

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
★Community Emergency Response Team (CERT) volunteer hours	24,636	22,415	25,913	*	*	8,229	3,885
CERT members trained	230	191	347	*	*	115	58

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

## Goal 2c: Collect and disseminate timely information.

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Notify NYC messages issued	NA	905	1,189	*	*	456	356
★ Average time from incident to issuing of Notify NYC message (minutes:seconds)	NA	NA	NA	↕	7:00	NA	7:00
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps Newsletter	NA	NA	182,895	*	*	NA	186,834

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

## Agency Customer Service

Performance Indicators	Actual			Target		4-Month Actual	
	FY11	FY12	FY13	FY14	FY15	FY13	FY14
Customer Experience							
Letters responded to in 14 days (%)	100%	97%	99%	*	*	100%	100%
E-mails responded to in 14 days (%)	82%	81%	95%	*	*	100%	94%

## Agency Resources

Resource Statistics	Actual			Sept. 2013 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY11	FY12	FY13	FY14	FY14 <sup>1</sup>	FY15 <sup>1</sup>	FY13	FY14
Expenditures (\$000,000) <sup>2</sup>	\$33.8	\$23.4	\$41.5	\$15.3	\$59.7	\$8.3	\$12.1	\$20.9
Personnel	112	111	119	72	85	30	106	119
Overtime paid (\$000)	\$3,767	\$664	\$935	\$64	\$336	\$64	\$67	\$114

<sup>1</sup>February 2014 Financial Plan      <sup>2</sup>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](http://www.nyc.gov/oem).

