

NEW YORK CITY EMERGENCY MANAGEMENT

2025 Annual Report

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About This Report

NYC Emergency Management helps New Yorkers before, during, and after emergencies through preparedness, education, coordination, response, and recovery. The agency's 2022-2026 Strategic Plan organizes this work under six goals: preparedness, operations, equity, people, technology, and innovation. Each section below opens with the goal statement from the plan.

The performance figures in this report cover January 1 through December 31, 2025.

2025 at a Glance

Response and operations

Measure	2025
Watch Command incidents	3,476 (up 4.4 percent from 2024)
Field responses	725 (down 7.8 percent from 2024)
Interagency meetings during field responses	235
Emergency Operations Center activations	14
Days the Emergency Operations Center was active	202
Winter Weather Emergency Plan	4 activations over 18 days
Heat Emergency Plan	5 activations over 18 days
Flash Flood Emergency Plan	11 activations over 44 days

Public alerting

Measure	2025
Notify NYC subscribers (December 2025)	1,419,218 (up 139,578, or 10.9 percent)
Notify NYC messages issued	2,692
Average time from incident to Notify NYC message	6 minutes 24 seconds
Nixle messages issued	1,610
Multilingual Notify NYC registrants	5,643
Advance Warning System subscribers	5,921

Preparedness and community programs

Measure	2025
Participants reached through preparedness sessions	37,328
Community events	586, including 437 Ready New York events
Capacity-building sessions for community and faith-based partners	149, reaching 927 participants
Strengthening Communities participating communities	43
Community-level emergency plans completed	17
New NYC CERT members	133
CERT volunteer service hours	16,009.91
CERT deployments	179

Training and exercises

Measure	2025
Full-scale or functional exercises and drills	15
Tabletop exercises and simulations	28
Drills coordinated by other agencies or organizations	37
Instructor-led training sessions	136, with 1,958 participants
Online course completions	665
Emergency Management Certificate Program graduates	32

Agency and partners

Measure	2025
Employees (December 2025)	227, with 13 vacant staff lines
External full-time hires	39
Staff departures	22
Positions filled by internal candidates	16
Interns	26
Solomon Fellowship service hours	5,468.7
Planning documents finalized	13
Government Relations outreach interactions	973
Partners in Preparedness members	1,434
Private Sector Emergency Support Function partners	91
CorpNet subscribers	1,903

Goal 1: Preparedness

Optimize citywide preparedness and outreach efforts to ready all New Yorkers for emergencies.

Preparing New Yorkers for Emergencies

NYCEM reached 37,328 participants through emergency preparedness sessions across the five boroughs. The agency participated in 586 community events, including 437 Ready New York events. It also conducted 149 capacity-building sessions for community and faith-based partners, reaching 927 participants through non-Ready New York emergency preparedness training.

Strengthening Communities supported 43 participating communities at year-end. The program provided grants, training, and resources to help community networks develop emergency plans and recovery strategies. Participating communities completed 17 community-level emergency plans during 2025. Recruitment for Cohort 5 began in the fall, with information sessions held during National Preparedness Month.

National Preparedness Month

In September, NYCEM marked National Preparedness Month with the theme "*Preparedness Starts at Home: Back to Basics.*" Events across the five boroughs combined training, demonstrations, and free preparedness resources. A Pets and Service Animals Preparedness Fair at Madison Square Park helped New Yorkers plan for animals in emergencies. Immigrant Wellness Day at the Elmhurst branch of Queens Public Library connected communities with preparedness information and a performance of the Flood Sensor Aunty outdoor play. A Family Emergency Preparedness Day at the Staten Island Children's Museum brought together families, community partners, and City agencies.

NYCEM also hosted a *Weather the Storm* webinar on flash flood and hurricane preparedness. On September 18, the agency conducted a citywide Wireless Emergency Alert test to verify the system's readiness.

Ready New York

Ready New York remained the agency's primary individual and family preparedness program. The Know Your Zone webpage recorded 30,225 views during the year. The *My Emergency Plan* workbook remained available in 13 languages and gave residents a structured way to record health information, plan for evacuation, and identify members of their support networks.

In June, NYCEM presented the Ready School of the Year Award to P.S. 182Q, the Magnet School of Discovery and Applied Learning in Queens. In December, the agency presented the Ready New York Older Adult Center of the Year Award to the Diana H. Jones Older Adult Center in Brooklyn.

Flood Awareness

NYCEM continued outreach to residents of basement and below-grade apartments, who face distinct risks during flash flooding. The agency distributed flood alarms, preparedness guides, and bilingual materials at community events and partnered with the Flood Sensor Aunty Project for performances during National Preparedness Month. During the July 14 storm, NYCEM issued targeted warnings to residents of basement and below-grade apartments and promoted Notify NYC's basement apartment alerts.



NYC CERT

NYC CERT welcomed 133 new members in three graduating cohorts: 38 in April, 44 in July, and 51 in December. Volunteers recorded 16,009.91 service hours and supported 179 deployments. Their work included the Coney Island Polar Bear Plunge, Lunar New Year events in Bensonhurst and Chinatown, cultural receptions at Gracie Mansion, and weather-related operations.

At an April graduation ceremony, 39 CERT members received the Presidential Service Award after each completed more than 100 hours of service. NYC CERT's 24 credentialed divisions continued to cover all 59 community boards.

Notify NYC

Notify NYC ended December 2025 with 1,419,218 subscribers, an increase of 139,578, or 10.9 percent, from December 2024. The system issued 2,692 messages during the year. Across the 12 monthly reporting periods, the average time from an incident to issuance of a Notify NYC message was 6 minutes and 24 seconds. Ten monthly averages met the program goal of 7 minutes or less.

NYCEM also issued 1,610 Nixle messages. The agency expanded citywide and ZIP code-based Nixle channels to provide a simpler sign-up process and more locally relevant information. NYCEM used event-specific SMS short codes for major planned events, including New Year's Eve in Times Square, the mayoral inauguration, and the New York City Marathon.

Podcasts

NYCEM continued using the *Prep Talk* podcast to explain emergency management work and preparedness measures. Episodes covered extreme heat preparedness and behind-the-scenes emergency operations. The Spanish-language *¡Prepárate!* podcast featured community partners, including Doris Garrido of the East Harlem Community Organizations Active in Disaster.

Training and Exercises

NYCEM conducted 15 full-scale or functional exercises and drills and 28 tabletop exercises or simulations. The agency also participated in 37 drills coordinated by other agencies or organizations.

NYCEM delivered 136 instructor-led emergency management training sessions to 1,958 participants. Learners completed 665 online courses through the NYCEM Academy Learning Management System. The agency recorded 32 Emergency Management Certificate Program graduates.

In April, NYCEM partnered with NYC Health + Hospitals, FDNY, hospital systems, and state agencies on a week-long medical surge exercise. Participating facilities practiced patient transfers, load balancing, resource sharing, and coordinated care under mass-casualty conditions. NYCEM also supported the Greater New York Hospital Association's March Medical Response and Surge Exercise, which tested hospital disaster plans, bed capacity procedures, and patient transfer protocols.



Mitigation and Planning

NYCEM continued implementing the City's 2024-2029 Hazard Mitigation Plan and serving as the principal City liaison for FEMA Hazard Mitigation Assistance. The agency also worked with the Department of City Planning and New York City Economic Development Corporation on the draft NYC Industrial Plan, including strategies to improve flood and heat resilience in industrial areas.

Goal 2: Operations

Enhance the City's response, recovery, and mitigation operations to address new and growing threats, capabilities, and City entities.

Incidents and Field Response

NYCEM's Watch Command recorded 3,476 incidents, a 4.4 percent increase from 2024. NYCEM conducted 725 field responses, 7.8 percent fewer than in 2024, and held 235 interagency meetings during field responses.

The Emergency Operations Center was active for 202 days and recorded 14 activations. NYCEM also conducted 38 Lead Team and Steering Committee calls and completed 11 new Position Task Books for emergency management roles.

Winter Weather

NYCEM issued winter weather alerts and travel advisories during early 2025. The City activated its Winter Weather Emergency Plan four times over 18 days and coordinated plan actions across partner agencies.

Extreme Heat

The City activated its Heat Emergency Plan five times over 18 days. During a four-day heat event from June 22 through June 25, NYCEM coordinated cooling center operations, public health monitoring, utility coordination, public messaging, and support for primary election operations. Additional heat advisories and response measures followed in July.

July 14 Flash Flood

On July 14, Central Park recorded 2.07 inches of rain in one hour, the second-highest one-hour total reported at that location in the preliminary City account. NYCEM activated the Flash Flood Emergency Plan, coordinated with the National Weather Service and agency partners, activated the Emergency Operations Center, deployed field teams, and issued real-time public messaging. The City activated the Flash Flood Emergency Plan 11 times over 44 days during 2025.

Coastal Storm Preparedness

Know Your Zone remained the foundation of the City's coastal storm preparedness program. It identifies six hurricane evacuation zones and helps residents understand when and how to evacuate. In October, NYCEM increased monitoring and coordination for a potential coastal storm and urged residents to prepare.

Brooklyn Bridge Maritime Incident

On May 17, the Mexican Navy training vessel *ARM Cuauhtémoc* struck the underside of the Brooklyn Bridge while departing Pier 17. NYCEM supported the multi-agency response, including coordination with FDNY, NYPD Harbor Unit, the U.S. Coast Guard, the National Transportation Safety Board, and the Department of Transportation. The response included the temporary closure



and reopening of the bridge and the safe movement of the vessel to Pier 36 and later the Brooklyn Navy Yard.

Summer Beach Safety

NYCEM supported daily beach safety operations with NYC Parks, FDNY, and NYPD. The Drone Task Force provided aerial surveillance for shark activity, supported temporary beach closures under Parks Department protocols, and helped formalize a Shark Protocol for future operations.

Additional Operations

NYCEM coordinated responses to brush fires and other incidents, supported Operation Restore Roosevelt, and assisted with public safety operations for the Times Square New Year's Eve celebration. On July 18, NYCEM rang the Opening Bell at the New York Stock Exchange in recognition of its emergency response and preparedness work. The delegation included First Deputy Commissioner Christina Farrell, agency staff, CERT members, Strengthening Communities partners, and interns.

Supporting Other Jurisdictions

New York Task Force 1, the FEMA Urban Search and Rescue team managed by NYCEM and staffed by FDNY and NYPD personnel, maintained readiness through training and international collaboration. In October, search personnel and canine teams deployed to Jamaica following Hurricane Melissa and conducted air and ground surveys in flood-affected areas.

Interim Flood Protection and Recovery

The Interim Flood Protection Measures program continued to provide temporary risk reduction while long-term coastal resiliency projects advanced. NYCEM also coordinated the City's Recovery Working Group, including work on heat resilience and temporary flood protection.

Goal 3: Equity

Foster a diverse, inclusive, and equitable agency that better supports the communities it serves.

Multilingual Alerting and Language Access

In January, the Federal Communications Commission adopted its Multilingual Alerts Order. NYCEM had advocated for form-fillable multilingual templates and prerecorded American Sign Language videos for Wireless Emergency Alerts. The agency later joined a coalition of state attorneys general seeking prompt implementation of pretranslated alert templates in 13 commonly spoken non-English languages and ASL.

Notify NYC remained available in 14 languages, including English and ASL. NYCEM relaunched Spanish- and French-language Nixle channels and produced promotional videos and advertisements in seven languages. The year ended with 5,643 multilingual Notify NYC registrants.

Disabilities, Access, and Functional Needs

NYCEM continued work to make evacuation, sheltering, public information, and preparedness programs accessible. The Advance Warning System ended 2025 with 5,921 subscribers. The agency's *My Emergency Plan* workbook helped people with mobility, sensory, and cognitive disabilities identify support networks and plan for evacuation. NYCEM also established a Digital Inclusion Officer role to improve the accessibility of agency websites and digital content.

Hazard Mitigation and Environmental Justice

NYCEM continued prioritizing mitigation projects in communities with high exposure to extreme heat, inland flooding, and other climate hazards. The agency worked with community and government partners to connect risk reduction priorities with available funding and long-term capital planning.

Celebrating Diversity

The Office of Inclusion, Diversity, Equity and Accessibility held events throughout the year, including a Black History Month event on February 20, an Asian American, Native Hawaiian, and Pacific Islander Heritage Month event on May 22, and a National Disability Employment Awareness Month event on October 29. NYCEM staff also participated in the New York City Pride March and community events marking Women's History Month, Hispanic Heritage Month, and Lunar New Year.

Goal 4: People

Prioritize a people-centered culture that develops and retains the next generation of emergency managers in New York City.

Staffing and Career Development

NYCEM ended December 2025 with 227 agency employees and 13 vacant staff lines. During the year, the agency recorded 39 external full-time hires and 22 staff departures. Sixteen positions were filled by internal candidates, and 26 people began internships with the agency.

NYCEM announced a salary restructuring and advancement policy in early 2025 to establish clearer career paths and improve the agency's ability to retain experienced emergency managers.

Fellowship and Youth Programs

The John D. Solomon Fellowship for Public Service continued placing graduate students in City agencies to work on emergency planning projects. Fellows provided 5,468.7 service hours during 2025. The 2024-2025 cohort graduated in May.

For the fourth year, NYCEM hosted HERRricane NYC, a week-long program for young people ages 16 to 22. The July program included workshops, simulations, field trips, and mentoring by women working in emergency management.

Staff Development and Wellness

NYCEM continued its Leadership and Management Program and supported staff participation in programs offered by the Center for Homeland Defense and Security, Harvard's National Preparedness Leadership Initiative, and FEMA's National Disaster and Emergency Management University. The agency held nine wellness initiatives or events during the year. Staff submitted 105 UROCK recognitions for colleagues.

Goal 5: Technology

Use public- and private-sector technology to support timely, informed decisions.

Unmanned Aircraft Systems

NYCEM expanded the operational use of drones in 2025. The Drone Task Force supported beach safety and shark monitoring, provided situational awareness during brush fires, and examined uses for infrastructure assessment in hazardous environments.

Digital Communications

NYCEM expanded its digital communications presence through WhatsApp, Threads, and Bluesky while maintaining established channels. The agency's Weather Updates webpage recorded 229,459 views during the year, and the main NYCEM webpage recorded 42,063 views. The Rapid Response video series continued to show the public how NYCEM teams operate during emergencies.

Goal 6: Innovation

Advance emergency management practice and develop solutions to complex problems.

Commissioner's Speaker Series

The Commissioner's Speaker Series continued to bring leaders from government and industry to NYCEM for conversations about leadership, technology, and emergency management practice.

Nuclear Disarmament Advisory Committee

The Nuclear Disarmament and Nuclear Weapons-Free Zone Advisory Committee, established by Local Law 7 of 2022 and chaired by the NYCEM Commissioner, released its second annual report in January. On August 7, the City held an event commemorating the 80th anniversary of the bombings of Hiroshima and Nagasaki and examining the consequences of nuclear weapons.

Continuity of Operations and Mission Assurance

NYCEM continued modernizing continuity planning and reporting for City agencies. The team developed a citywide framework to identify the most critical essential services and hosted the 15th annual Continuity Conference in December.

Planning and Government Relations

NYCEM finalized 13 planning documents during the year. Government Relations recorded 973 outreach interactions involving elected officials, community boards, legislative activity, emergency messaging, inquiries, and other intergovernmental coordination.

Partnerships

At year-end, Partners in Preparedness included 1,434 members, the Private Sector Emergency Support Function included 91 partners, and CorpNet had 1,903 subscribers. These networks helped NYCEM share emergency information and coordinate with organizations outside City government.

Looking Ahead

In 2026, NYCEM will launch Strengthening Communities Cohort 5, expand multilingual and accessible communications, align mitigation priorities with fundable projects, and strengthen staffing and surge capacity for sustained operations.



Contact

NYC Emergency Management

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Local Law 60 of 2025 – Flash Flood Preparedness, Outreach, and Evacuation Guidance

NYC Emergency Management, in compliance with local law 60 of 2025, has improved outreach on flooding and flash flood awareness. The agency provides clear instructions for identifying high-ground locations for safety during flash flood warnings, whether at home or in transit. By highlighting accessible refuge points like libraries, shopping centers, and police precincts, we aim to empower residents to take proactive measures before flooding occurs.

The Community Engagement Bureau developed a strategic plan for in-person workshops, webinars, and various community engagement events aimed at educating New Yorkers across all five boroughs about the dangers associated with coastal storms. These initiatives also highlighted the impacts of flooding on our communities and provided guidance on how to stay safe.

Notification Measures

In 2025, NYCEM enhanced the city's public warning capabilities through Notify NYC, including new messages to promote rain preparedness, such as reminders for New Yorkers to clear catch basins, be prepared to go to higher ground, and immediately go to higher ground. These updates are available in multiple languages.

New Yorkers interested in receiving notifications specific to basement flooding can join a sub-group that provides alerts via phone calls throughout the day and night about potential risks. These notifications also go to all registrants of the Notify NYC program.

Our communication strategy also uses various platforms, including social media, and the Advance Warning System for individuals with disabilities. By collaborating with partners in the private and non-profit sectors and city officials, we aim to ensure a swift and effective public response to life safety needs.

Sample Notify NYC language includes:

Flood Watch Preparedness Actions:

- If you are in a basement, prepare to move to a higher floor during periods of heavy rain.
- Do not drive your vehicle or walk into areas where water covers the roadway as the water depth may be too great to allow you to cross safely.

Flood Warning Preparedness Actions:

- If you are in a basement, move to the highest floor possible.
- Do not drive your car into areas where the water covers the roadway. The water depth may be too great to allow your car to cross safely. Move to higher ground.

Considerable Flash Flood Warning Preparedness Actions/Evacuation Directive

- Move to higher ground NOW. If you are in a basement, move to the highest floor possible.
- Do not drive your car into areas where the water covers the roadway. The water depth may be too great to allow your car to cross safely.

Public Awareness and Outreach Campaign

The Coastal Storm/Flood Campaign launched in August 2025 during *National Night Out*, with the goal of offering flood preparedness actions and resources to residents in flood-prone areas, increasing registration for Notify NYC alerts, and continuing outreach to private sector partners, building and property owners.

The Ready NY program participated in 78 fairs and 62 presentations specifically related to coastal and flash flooding. In total, 166 events were completed, reaching 17,822 participants throughout the five boroughs.



Strengthening Communities activated its networks for two major flooding events to disseminate community relevant flash flood preparedness safety and reminders via text messages, phone calls, emails and social media posts.

Category	Flash Flooding (July 2025)	Coastal Flood (October 2025)
Networks Activated	19	23
Total Residents Reached	76,592	25,201
Languages Supported	English, Spanish, Chinese, Korean, Arabic	English, Spanish, Chinese, Korean, Bengali, Haitian Creole, Russian, Urdu
Text Message Recipients	17,648	10,345
Phone Calls	564	140
Email Recipients	58,380	4,533
Social Media Views	N/A	10,183

In August 2025, CERT volunteers distributed preparedness materials at 46 locations across the five boroughs. Five sites were chosen to receive extra flood materials, such as flood alarms and barriers, due to high flooding risk. NYCEM staff delivered these materials, assisted with distribution, and visited sites without division leadership to ensure smooth operations. The areas below were identified for additional canvassing and outreach:

Neighborhood	Borough	Hurricane Evac Zone(s)	# of Addresses Canvassed	# of recipients of preparedness material
Canarsie	Brooklyn	Zone 1	282	229
Chinatown	Manhattan	Zone 5 & 6	97	93
Far Rockaway	Queens	Zone 1	124	59

In September 2025, as part of National Preparedness Month, NYCEM hosted the "Weather the Storm" webinar for 103 participants, offering essential flash flood and hurricane preparedness tips. An in-person flood awareness training at Medgar Evers College engaged 40 attendees, while a bilingual presentation with East Bronx COAD informed 350 people and provided flood alarms and materials in English, Spanish, and Bangla to 460 residents.