



NEW YORK CITY EMERGENCY MANAGEMENT

Zachary Iscol, Commissioner

WHAT WE DO

NYC Emergency Management (NYCEM) helps New Yorkers before, during, and after emergencies through preparedness, education, response, and recovery. The agency leads the coordination for multiagency responses to emergencies and other significant incidents in New York City, including planned events, severe weather, and other natural and nonnatural hazards.

To accomplish this mission, NYCEM leads interagency and public-facing programs designed to improve overall community preparedness. This includes developing New York City emergency plans; liaising with over 400 local, state, federal, nonprofit, and other entities; educating the public about emergency preparedness; and hosting all-hazard training and exercises. NYCEM also works to advance long-term initiatives that reduce risk and increase the resilience of New York City through mitigation planning and Federal Emergency Management Agency (FEMA) mitigation grant coordination. When emergencies occur, NYCEM activates the City's Emergency Operations Center (EOC). This is a central location for officials from City, state, and federal agencies, as well as nonprofit, private sector, regional, and utility partners to work during emergencies to coordinate response efforts, make decisions, and gather and broadcast information. NYCEM also manages Watch Command—the City's 24/7 coordination center which monitors citywide radio frequencies as well as local, national, and international media and weather in order to provide public information through Notify NYC, the City's emergency communications program.

As the City's primary liaison with the U.S. Department of Homeland Security for consequence management, NYCEM oversees the City's compliance with federal preparedness and emergency response requirements.

FOCUS ON EQUITY

NYCEM focuses on equity through programs and activities designed to address the needs of New York City's diverse communities. These include the agency's Disability, Access, and Functional Needs (DAFN) program; the Ready New York outreach program; the Community Preparedness and Partners in Preparedness programs that help communities and organizations prepare for emergencies; and the Community Emergency Response Team (CERT) program to train and deploy volunteers reflective of the city's communities to support disaster preparedness and emergency response activities. Additionally, NYCEM partners with elected officials, community boards, civic groups, businesses, nonprofits, and others. In Fiscal 2021, NYCEM established an Equity and Diversity Council to continue to prioritize an agency culture that welcomes, promotes, and respects diverse communities within the agency and its programs.

In response to COVID-19, NYCEM piloted the Strengthening Communities program, which provided funding to community networks in traditionally underserved neighborhoods to develop community emergency plans and integrate them into the City's Emergency Operations Center. The pilot was successful in helping the agency work towards more equitable response and recovery operations, particularly in previously hard-to-reach communities. At the completion of Fiscal 2023, NYCEM expanded the Strengthening Communities program to include a total of 35 community networks with emergency plans across all five boroughs.

In addition, NYCEM's hazard and preparedness guides offer tips and information on planning for a range of needs, including the needs of older adults, people with disabilities, children, people with limited English proficiency, and people with pets. Most guides are available in 13 languages and in audio format. Preparedness information is also available in Braille. In addition, contracted Certified Deaf Interpreters, American Sign Language (ASL) and multilingual interpreters are available for training and community events as well as during emergencies. NYCEM also hosts an annual symposium to discuss community emergency preparedness topics, such as building better community services for Limited English Proficiency and minority communities, community preparedness and environmental justice, committing to equity in emergency response, and combating social isolation in older adults. NYCEM's Advance Warning System sends emergency alerts to organizations that serve people with disabilities and others with access and functional needs. Notify NYC, the City's free, official source for information about emergency events and important City services, offers common notifications in 14 languages, including American Sign Language. The City's focus on equity grounds NYCEM's programming in the needs of New York City's diverse communities.

OUR SERVICES AND GOALS

SERVICE 1 Prepare City government, the public, private, and non-profit partners for any disaster.

- Goal 1a Conduct planning, training, drills, and exercises regularly with City partners.
 - Goal 1b Increase emergency preparedness and awareness among City residents, the private sector, and nongovernmental organizations.
-

SERVICE 2 Coordinate citywide emergency mitigation, response, and recovery efforts.

- Goal 2a Provide key alerts and updates before, during, and after an incident.
- Goal 2b Coordinate emergency response and recovery for disasters of all scales and types.

HOW WE PERFORMED IN FISCAL 2023

SERVICE 1 Prepare City government, the public, private, and non-profit partners for any disaster.

Goal 1a Conduct planning, training, drills, and exercises regularly with City partners.

During Fiscal 2023, NYCEM conducted citywide preparedness exercises that validate plans, reinforce response and management techniques, identify areas for improvement, and strengthen interagency coordination. However, due to the asylum seeker emergency response that began in Fiscal 2023, NYCEM was not able to hold as many exercises in Fiscal 2023 as previous years. NYCEM held 8 full-scale or functional exercises and drills in Fiscal 2023, down from 20 in Fiscal 2022. However, in Fiscal 2023 NYCEM held the first in-person interagency EOC functional exercise since 2019, which included over 100 participants from many partner agencies. While tabletop exercises were down 20 percent in Fiscal 2023, NYCEM participated in 32 drills coordinated by other agencies and organizations, a 28 percent increase compared to Fiscal 2022. Both tabletop exercises and drills remained above their targets.

NYCEM continues to meet its commitment to emergency management training through the Emergency Management Academy. The number of instructor-led emergency management training sessions increased by 26 percent for Fiscal 2023 compared to Fiscal 2022, up from 91 to 115, and participants at instructor-led emergency training sessions increased by 14 percent, up from 1,384 to 1,575. In addition, the number of online emergency management courses completed through the Learning Management System increased by 14 percent compared to Fiscal 2022, up to 1,131 from 994. NYCEM continued to increase access to training in Fiscal 2023 through additional in-person course offerings along with live online courses.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Full-scale and functional exercises/drills	17	15	8	20	8	14	14	Down	Up
★ Tabletop exercises	27	28	17	45	36	31	31	Up	Up
Participation in drills coordinated by other agencies or organizations	45	19	20	25	32	*	*	Down	Up
★ Participants at instructor-led emergency management training sessions	3,026	1,357	1,446	1,384	1,575	2,500	2,500	Down	Up
Instructor-led emergency management training sessions	184	86	84	91	115	*	*	Down	Up
Online emergency management courses completed through Learning Management System	NA	891	624	994	1,131	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ↑↓ Directional Target * None									

Goal 1b Increase emergency preparedness and awareness among City residents, the private sector, and nongovernmental organizations.

In Fiscal 2023, NYCEM staff attended 635 community events to educate New Yorkers on emergency preparedness, primarily through the agency's Ready New York public education campaign. In Fiscal 2023, the agency held emergency management and preparedness sessions with 25,565 participants through presentations, educational fairs, and preparedness in the workplace presentations. This represents a decrease of 50 percent compared to Fiscal 2022, which is attributed to the departure of COVID-19 temporary outreach staff. NYCEM will continue to build on efforts to reach additional New Yorkers in the coming year through preparedness education webinars and content sharing on social media channels.

Additionally, NYCEM shared critical emergency updates and resources for individuals throughout the year through social media channels including Twitter, Facebook, and other platforms. In Fiscal 2023, subscribers to Notify NYC, Corpnet, the Advance Warning System, and the Community Preparedness newsletter increased nine percent compared to Fiscal 2022, surpassing 1.1 million. To encourage New Yorkers to sign-up for Notify NYC, the City's emergency alert system, NYCEM ran social media and subway advertising campaigns and hosted sign-up events at parks, beaches, and schools in Fiscal 2023. Views for NYCEM's Know Your Zone webpage—which provides essential information on coastal storm evacuation zones—decreased 65 percent from 110,754 in Fiscal 2022 to 38,635 in Fiscal 2023. Webpage views for this resource are driven by extreme weather events, with the high number of webpage views for Fiscal 2022 attributable to Post-Tropical Cyclone Ida.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Total participants at emergency preparedness education sessions	90,325	57,381	6,833	50,854	25,565	75,000	75,000	Down	Up
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Community Preparedness Newsletter	771,515	898,250	933,002	1,061,723	1,159,984	*	*	Up	*
Know Your Zone webpage views	NA	NA	26,259	110,754	38,635	*	*	NA	*
Community events participated in	NA	NA	NA	NA	635	*	*	NA	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

SERVICE 2 Coordinate citywide emergency mitigation, response, and recovery efforts.

Goal 2a Provide key alerts and updates before, during, and after an incident.

NYCEM's use of the City's emergency notification system Notify NYC continues to provide more than 1.1 million New Yorkers with important updates on news and emergency-related events in 14 languages, including American Sign Language. Notify NYC issued 2,215 messages in Fiscal 2023, a slight increase compared to 2,157 messages in Fiscal 2022. The Notify NYC program continues to evolve to meet the challenge of keeping all New Yorkers informed. Beginning in Fiscal 2023, users can sign up for notifications regarding life-threatening weather conditions that may impact residents living in basement or cellar apartments, along with localized law enforcement announcements. The average time from an incident's onset to the issuance of a Notify NYC message remained similar in Fiscal 2023 at 6 minutes, 26 seconds, compared to 6 minutes, 20 seconds in Fiscal 2022.

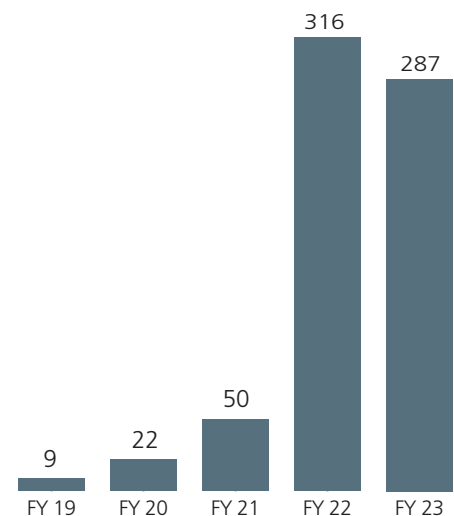
Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Notify NYC messages issued	2,775	3,910	2,926	2,157	2,215	*	*	Down	*
★ Average time from incident to issuing of Notify NYC message (minutes:seconds)	5:54	5:38	5:45	6:20	6:26	7:00	7:00	Up	Down
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

Goal 2b Coordinate emergency response and recovery for disasters of all scales and types.

NYCEM'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, 911 calls, and other information channels. Depending on the severity of an incident monitored from Watch Command, NYCEM dispatches field responders to provide critical interagency coordination support for large-scale emergencies. In Fiscal 2023, NYCEM was actively involved with 2,525 incidents that necessitated interagency coordination, a 46 percent decrease from Fiscal 2022. In response to reduced staffing, Watch Command protocols were adjusted in Fiscal 2023 to optimize staff time by focusing Watch Command's monitoring efforts on more significant incidents. Year-over-year variations in this metric are anticipated due to the unpredictable nature of these events.

A total of 132 interagency meetings were held during field responses in Fiscal 2023, a slight increase from 129 in Fiscal 2022. Additionally, NYCEM activated the EOC to coordinate complex operations for 350 days during Fiscal 2023, compared to 365 days in Fiscal 2022. While the City's official COVID-19 response ended on July 31, 2022, the EOC was activated for much of Fiscal 2023 due to ongoing asylum seeker support operations and other incidents including heat emergencies, winter weather, mpox response, a nurse strike, and support to Puerto Rico for Hurricane Fiona. NYCEM is also responsible for coordinating the City's recovery operations post-incident, as defined in the Citywide Incident Management System (CIMS).

Community Emergency Response Team (CERT) deployments



NYCEM continues to promote emergency preparedness and response volunteerism through the Community Emergency Response Team (CERT) program. CERT members complete an intensive 11-class training program that raises awareness of emergencies and disasters and provides basic response skills needed for fire safety, light search and rescue, disaster medical operations, and traffic control. In Fiscal 2023, the CERT program recruited a total of 107 members, a 78 percent increase from Fiscal 2022. After graduating from the 11-class program, CERT members support their communities by assisting with emergency education and response. CERT members provided support during 287 deployments and donated 8,963 hours of volunteer service in Fiscal 2023, similar to Fiscal 2022. Deployments for the CERT program in Fiscal 2023 included a Bronx sinkhole incident, asylum seeker support, and special events including the Macy's Thanksgiving Day Parade and National Night Out Against Crime.

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Incidents	5,495	6,084	4,630	4,704	2,525	*	*	Down	*
– Field responses	853	879	798	1,023	564	*	*	Down	*
– Incidents monitored from Watch Command	4,643	6,035	3,991	3,681	1,961	*	*	Down	*
Interagency meetings held during field responses	342	184	155	129	132	*	*	Down	*
★ Days Emergency Operations Center activated	65	186	365	365	350	*	*	Up	*
Community Emergency Response Team (CERT) volunteer hours	18,176	16,936	11,037	8,699	8,963	*	*	Down	*
CERT members recruited	102	127	64	60	107	*	*	Down	*
Community Emergency Response Team (CERT) deployments	9	22	50	316	287	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	5-Year	Desired Direction
Customer Experience									
Letters responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
E-mails responded to in 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY RESOURCES

Resource Indicators	Actual ¹					Plan ²		5yr Trend
	FY19	FY20	FY21	FY22	FY23	FY23	FY24	
Expenditures (\$000,000) ³	\$59.0	\$257.9	\$289.5	\$675.3	\$218.5	\$162.7	\$217.6	Up
Personnel	188	196	197	202	211	230	207	Up
Overtime paid (\$000)	\$601	\$1,953.0	\$1,119	\$978	\$915	\$367	\$184	Down
¹ Actual financial amounts for the current fiscal year are not yet final. Final fiscal year actuals, from the Comptroller's Comprehensive Annual Financial Report, will be reported in the next PMMR. Refer to the "Indicator Definitions" at nyc.gov/mmr for details. ² Authorized Budget Level ³ Expenditures include all funds "NA" - Not Available * None								

SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY22 ¹ (\$000,000)	Modified Budget FY23 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$19.3	\$29.3	All
002 - Other Than Personal Services	\$656.0	\$189.3	All
Agency Total	\$675.3	\$218.5	

¹Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2022. Includes all funds. ²City of New York Adopted Budget for Fiscal 2023, as of June 2023. Includes all funds. ³Refer to agency goals listed at front of chapter. "NA" Not Available *None

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Fiscal 2022 values for 'CERT members recruited' have been updated from 345 to 60. The previous values reflected all existing CERT members who completed training sessions, rather than new members only.

ADDITIONAL RESOURCES

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

- Disabilities, Access & Functional Needs Program:
<https://www1.nyc.gov/site/em/ready/disabilities-access-functional-needs.page>
- Partners in Preparedness:
<https://www1.nyc.gov/site/em/ready/partners-preparedness.page>
- Ready New York:
<https://www1.nyc.gov/site/em/ready/ready-new-york.page>
- Ready New York Guides:
<https://www1.nyc.gov/site/em/ready/guides-resources.page>
- Community Emergency Response Team (CERT):
<https://www1.nyc.gov/site/em/volunteer/nyc-cert.page>
- Community Preparedness:
<https://www1.nyc.gov/site/em/ready/community-preparedness.page>
- Notify NYC:
<http://www.nyc.gov/notifynyc>
- Prep Talk podcast:
<https://www1.nyc.gov/site/em/about/podcasts.page>
- PlanNowNYC:
<https://plannownyc.cityofnewyork.us/>
- Strategic Plan, 2022–2026:
<https://nyc-oem.maps.arcgis.com/apps/Cascade/index.html?appid=72522e0db548473b9f4fce4d030a976b>
- 2022 Annual Report:
<https://www.nyc.gov/2022-em-annual-report>
- Know Your Zone:
<https://www.nyc.gov/knowyourzone>

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