



NEW YORK CITY EMERGENCY MANAGEMENT

Zach Iscol, Commissioner

WHAT WE DO

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

To achieve its mission, NYCEM leads and supports implementation of strategic 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.

During emergencies, NYCEM activates the City's Emergency Operations Center, a central hub where officials from City, State, and federal agencies, as well as nonprofit, private sector, regional, and utility partners, convene to coordinate response efforts, make critical decisions, and share information. NYCEM also operates Watch Command—the City's 24/7 coordination center which monitors citywide radio frequencies as well as local, national, and international media and weather forecasts to provide public information through Notify NYC, the City's emergency communications program.

As the City's principal liaison with the U.S. Department of Homeland Security for consequence management, NYCEM ensures that New York City adheres to federal preparedness and emergency response requirements. Additionally, NYCEM continuously works to build partnerships and enhance the capabilities of its stakeholders to better prepare for and respond to emergencies, thus strengthening the City's readiness posture.

FOCUS ON EQUITY

NYCEM is dedicated to addressing the diverse needs of New Yorkers and the communities they live in through comprehensive preparedness and recovery programs. Key programs include the Disability, Access, and Functional Needs (DAFN) program, Ready New York, Community Preparedness, Partners in Preparedness, and the Community Emergency Response Team (CERT) program that trains and deploys volunteers reflective of the City's communities to support disaster preparedness and emergency response activities. NYCEM partners with elected officials, community boards, civic groups, businesses, nonprofits, and a variety of other organizations for outreach and engagement efforts to facilitate preparedness across a range of communities.

In response to the COVID-19 pandemic, NYCEM launched the Strengthening Communities Program, funding community networks in under-resourced neighborhoods to develop and integrate emergency plans with the City's Emergency Operations Center. Building on existing community strengths and assets, NYCEM's Community Engagement Bureau has continued to establish new and sustain existing Community Emergency Networks in Fiscal 2025, providing training, resources, and funding to develop local emergency plans and recovery strategies, with plans to continue expansion in the future.

To ensure accessibility, NYCEM's all-hazard emergency preparedness guides are available in 13 languages (some also available in audio format and braille), providing crucial information for older adults, people with disabilities, children, non-English speakers, and pet owners. Certified Deaf Interpreters and American Sign Language interpreters are also available for training sessions, community events, and emergencies citywide.

NYCEM also hosts an annual symposium to discuss community emergency preparedness topics, such as building better community services for limited English proficiency 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 and audio format, ensuring all New Yorkers receive timely and accessible emergency information.

Lastly, NYCEM's Equity and Diversity Council (the Council), established in Fiscal 2021, promotes an inclusive culture within the Agency and an equity lens through its initiatives. For example, the Council hosts a Religious Literacy series that increases NYCEM's understanding of the City's religions through conversations featuring New Yorkers who practice various religions, promoting better outcomes in emergency response operations. The Council also shares information related to diversity, equity, inclusion, and belonging to celebrate diverse identities and promote awareness of traditions (e.g., Holi, Ramadan), best practices (e.g., disability etiquette), and events (e.g., Black History Month, LGBTQIA+ Pride Month).

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 non-governmental organizations.
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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 2025

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.

In Fiscal 2025, NYCEM executed its mission to better prepare New York City's government, citizens, and partners for disasters through performing 13 full-scale exercises and functional drills, the same number conducted in Fiscal 2024. NYCEM's participation in drills coordinated by other agencies decreased from 36 in Fiscal 2024 to 31 in Fiscal 2025, primarily due to fluctuating training schedules and long-term exercise planning by partner agencies. In Fiscal 2025, NYCEM hosted additional outreach events, reaching 33,610 participants at emergency preparedness education sessions in Fiscal 2025, a 29 percent increase from 26,102 in Fiscal 2024. Through these efforts, NYCEM has shown continued commitment to maintaining both quality and consistency in planning and executing citywide exercises and outreach events.

NYCEM maintains its commitment to emergency management training through the NYC Emergency Management Academy. Instructor-led emergency management training sessions continued to trend upward in Fiscal 2025, increasing slightly from 135 training sessions conducted in Fiscal 2024, to 137 in Fiscal 2025. While the in-person training curriculum has remained stable, NYCEM has taken the opportunity to revitalize online course offerings, updating outdated information and developing new courses. Due to ongoing online course updates, the number of online emergency management courses completed through the Learning Management System decreased by 48 percent, from 1,116 in Fiscal 2024 to 577 in Fiscal 2025. NYCEM will continue increasing learning and development opportunities through expanded course offerings in the coming years.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Full-scale and functional exercises/drills	8	20	8	13	13	14	14	Up	Up
★ Tabletop exercises	17	45	36	25	24	31	31	Neutral	Up
Participation in drills coordinated by other agencies or organizations	20	25	32	36	31	*	*	Up	Up
★ Participants at instructor-led emergency management training sessions	1,446	1,384	1,575	1,835	1,987	1,000	1,000	Up	Up
Instructor-led emergency management training sessions	84	91	115	135	137	*	75	Up	Up
★ Participants at emergency preparedness education sessions	6,833	50,854	25,565	26,102	33,610	25,000	25,000	Up	Up
Online emergency management courses completed through Learning Management System	624	994	1,131	1,116	577	*	*	Neutral	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 non-governmental organizations.

NYCEM continued to engage with communities by attending 568 public events in Fiscal 2025, a 23 percent increase from 460 public events attended in Fiscal 2024. As NYCEM staff were no longer deployed to support asylum seeker operations, they were able to address work backlogs following that heavy activation workload, and there were more staff available to participate in public events in Fiscal 2025. The public events attended this fiscal year primarily consisted of Ready New York public education booths at fairs and other public gatherings, as well as public capacity-building sessions with community and faith-based partners throughout the City.

Throughout Fiscal 2025, NYCEM continued to utilize social media channels to distribute critical emergency updates and resources to subscribed individuals. NYCEM also continued to use social media and in-person advertising to increase awareness and encourage participation in the City's emergency alert system, Notify NYC. In Fiscal 2025, subscribers to Notify NYC, Corpnet, the Advance Warning System, and the Community Preparedness newsletter increased eight percent compared to Fiscal 2024, increasing to just above 1.3 million. This increase was primarily due to an increase in Notify NYC subscribers, which increased seven percent. The increase in Notify NYC subscribers can be attributed in part to the launch of localized Nixle messaging, which provides New Yorkers with a new way to sign up for alerts relevant to their specific neighborhoods. Subscriber growth also tended to spike around major weather events, driven by frequent mentions of Notify NYC by the NYCEM Commissioner and the Mayor. Views for NYCEM's Know Your Zone webpage, a tool for helping

New Yorkers access critical information on coastal storm evacuation zones, increased 46 percent from 48,734 in Fiscal 2024 to 71,260 in Fiscal 2025. Know Your Zone webpage views increased primarily as a result of an increase in advertising spending and related efforts.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
★ Subscribers to Notify NYC, CorpNet, Advance Warning System, and Community Preparedness Newsletter	933,002	1,061,723	1,159,984	1,240,585	1,341,056	⬆	⬆	Up	Up
Know Your Zone webpage views	26,259	110,754	38,635	48,734	71,260	*	*	Up	*
Community events participated in	NA	NA	635	460	568	*	*	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.

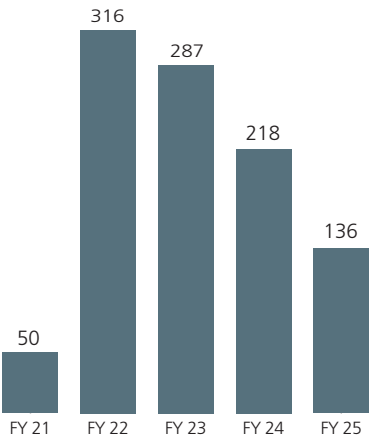
In Fiscal 2025, NYCEM continued to use the City’s emergency notification system, Notify NYC, to provide over 1.3 million New Yorkers signed up to receive notifications with essential updates on news and emergency-related events in 14 languages, including American Sign Language. Notify NYC issued a total of 2,860 messages in Fiscal 2025; a five percent increase compared to the 2,713 messages sent in Fiscal 2024. This increase can be attributed to the substantial increase in the number of planned events for which NYCEM coordinates Nixle messaging. This forward-leaning messaging posture helps New Yorkers get critical information while attending one of the many major events the City hosts each year. The average time between an incident’s beginning to the first corresponding Notify NYC message being sent decreased in Fiscal 2025, dropping to 6 minutes and 24 seconds, compared to 6 minutes and 53 seconds in Fiscal 2024, continuing to stay under the target of less than seven minutes.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Notify NYC messages issued	2,926	2,157	2,215	2,713	2,860	*	*	Neutral	*
★ Average time from incident to issuing of Notify NYC message (minutes:seconds)	5:45	6:20	6:26	6:53	6:24	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 utilizes Watch Command to identify, track, and communicate critical incidents that impact the City 24 hours a day, seven days a week. Watch Command monitors citywide communication and media channels, including the City’s first responder radio frequencies, local and national news, weather condition alerts, 911 calls, and more. When incidents trigger a field response, NYCEM dispatches first responders to provide essential interagency coordination on site. NYCEM responded to and monitored a total of 3,568 incidents in Fiscal 2025, a 25 percent increase from 2,863 in Fiscal 2024. This total is made up of incidents with field responses and incidents monitored from Watch Command. The increase in Fiscal 2025 was primarily due to a high volume of brush fire responses during the City-established Drought Watch in October 2024, which was escalated to a Drought Warning in November, and many incidents through spring. Due to the higher number of complex incidents requiring multi-agency collaboration—such as ongoing drone or Unmanned Aircraft Systems (UAS) operations at Rockaway Beach, NYCEM’s support of Operation Restore Roosevelt, and the May 2025 Mexican naval vessel incident—interagency meetings held during field responses more than doubled from 123 in Fiscal 2024 to 254 in Fiscal 2025. A total of 2,811 incidents were monitored from Watch Command in Fiscal 2025, a 30 percent increase from 2,168 incidents in Fiscal 2024. Some variance in the number of incidents is expected from year to year.

Community Emergency Response Team (CERT) deployments



The City's Emergency Operations Center (EOC), located at NYCEM, centralizes coordination, information sharing, and decision-making during emergencies impacting the City. The EOC was activated for a total of 365 days in Fiscal 2025, remaining steady from Fiscal 2024's 366 days. These extended EOC activation times were due to the asylum seeker operations that concluded in May 2024, as well as other significant emergencies and events such as the CrowdStrike Outage in July 2024, Election Day, and severe weather like the wind-driven Bronx apartment complex fire in January 2025.

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. After graduating from the program, CERT members support their communities by assisting with emergency education and response. CERT members provided support during 136 deployments in Fiscal 2025, a decrease from 218 deployments in Fiscal 2024. Despite the decrease in major emergency deployments necessitating CERT support, members still had many opportunities to engage with the public in Fiscal 2025 through special events including the Macy's Thanksgiving Day Parade as well as outreach and preparedness activities. CERT members self-report having donated a total of 10,809 hours of volunteer service in Fiscal 2025, a 13 percent decrease from Fiscal 2024's 12,388 hours, primarily due to the decrease in emergency deployments. Due to changes in NYCEM staff responsible for CERT program management, CERT members recruited decreased by 22 percent in Fiscal 2025. Despite these decreases, the CERT program remains committed to providing valuable skills and experiences to its members as well as serving communities throughout the City.

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Incidents	4,630	4,704	2,525	2,863	3,568	*	*	Down	*
– Field responses	798	1,023	564	695	787	*	*	Down	*
– Incidents monitored from Watch Command	3,991	3,681	1,961	2,168	2,811	*	*	Down	*
Interagency meetings held during field responses	155	129	132	123	254	*	*	Up	*
★ Days Emergency Operations Center activated	365	365	350	366	365	*	*	Neutral	*
★ Community Emergency Response Team volunteer hours	11,037	8,699	8,963	12,388	10,809	*	*	Up	*
Community Emergency Response Team members recruited	64	60	107	103	80	*	*	Up	*
Community Emergency Response Team deployments	50	316	287	218	136	*	*	Up	*
★ Critical Indicator ● Equity Indicator "NA" Not Available ⇅ Directional Target * None									

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual					Target		Trend	
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	5-Year	Desired Direction
Customer Experience									
Letters responded to within 14 days (%)	100%	100%	100%	100%	100%	*	*	Neutral	Up
E-mails responded to within 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
	FY21	FY22	FY23	FY24	FY25	FY25	FY26	
Expenditures (\$000,000) ³	\$289.5	\$675.3	\$186.2	\$174.7	\$129.9	\$135.4	\$80.8	Down
Personnel	197	202	211	224	225	244	216	Up
Overtime paid (\$000)	\$1,119.0	\$978	\$1,116	\$1,005	\$264	\$184	\$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 FY24 ¹ (\$000,000)	Modified Budget FY25 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$23.7	\$32.4	All
002 - Other Than Personal Services	\$151.0	\$97.5	All
Agency Total	\$174.7	\$129.9	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ² City of New York Adopted Budget for Fiscal 2025, as of June 2025. Includes all funds. ³ Refer to agency goals listed at front of chapter. “NA” Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

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>

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