

NEW YORK CITY EMERGENCY MANAGEMENT

Zachary 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 multiagency 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 in order 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 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 underserved 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 the first four months of 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 hazard and preparedness guides are available in 13 languages, 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.

NYCEM continued to expand outreach across the five boroughs. To reach more New Yorkers through communication methods they trust, NYCEM launched a WhatsApp channel. The agency also increased engagement with local and ethnic media sources to help every New Yorker be better prepared for the next emergency. Additionally, NYCEM developed a strategic communications plan to ensure all New Yorkers are able to receive in-language and culturally competent information on the city's biggest threats.

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 Equity and Diversity 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).

Additionally, 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.

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.
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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

- NYCEM conducted seven full-scale and functional exercises in the first four months of Fiscal 2025, an increase from two exercises held during the same period in Fiscal 2024. Tabletop exercises almost doubled from six to 11 exercises across comparative reporting periods. This increase can be attributed to a few factors, including a decrease in emergency activation activities over the reporting period. Additionally, NYCEM made internal resource investments in training programs on exercise design and conduct for NYCEM units, resulting in more independently facilitated tabletop exercises.
- There were 590 participants at instructor-led emergency management training sessions in the first four months of Fiscal 2025, up from 317 during the same period in Fiscal 2024, reflecting an 86 percent increase. This increase is likely due to the expanded curriculum offered, with 41 training sessions provided in the first four months of Fiscal 2025 compared to the 32 during the same period in Fiscal 2024. While in person training participation increased, online emergency management courses completed through NYCEM's Learning Management System declined by 49 percent to 177. This decline is attributed to NYCEM prioritizing in-person instructor-led trainings, offering more classroom options with the curriculum from the Agency's online courses.
- Total participants at emergency preparedness education sessions rose significantly, from 10,386 to 16,630, marking a 60 percent increase across comparative reporting periods. NYCEM conducted extensive outreach on heat preparedness over the summer and partnered with the Department of Environmental Protection (DEP) on Flood Preparedness town halls to increase flood preparedness across the City. NYCEM also filled a critical staffing vacancy, enabling greater community outreach.
- The number of community events NYCEM participated in increased from 208 in the first four months of Fiscal 2024 to 225 during the same period in Fiscal 2025, reflecting NYCEM's expanded outreach efforts and commitment to engaging with diverse communities across the City.
- Subscribers to Notify NYC, CorpNet, the Advance Warning System, and the Community Preparedness Newsletter increased from 1,198,986 during the first four months of Fiscal 2024 to 1,287,403 during the same period in Fiscal 2025. This seven percent increase represents more than 88,000 new subscribers, most of whom subscribed to Notify NYC. The citywide multilingual Notify NYC mailers NYCEM issued in July 2024 contributed to this increase. Notify NYC also launched a Facebook page this year, increasing awareness of the Notify NYC program. Know Your Zone webpage views rose significantly, from 28,205 in to 59,415 in the reporting period, representing a 111 percent increase. NYCEM funded significant investment in Know Your Zone advertising to ensure New Yorkers were aware of their designated evacuation zones.
- NYCEM webpage views decreased by 32 percent, from 18,123 during the first four months of Fiscal 2024 to 12,262 during the same period in 2025. NYC Severe Weather webpage views also fell by 40 percent across comparative reporting periods, from 106,879 to 64,181. These declines were likely due to the low number of severe weather events during the first four months of Fiscal 2024. Additionally, NYCEM directed New Yorkers to relevant hazard-related information, such as the Know Your Zone and Beat the Heat pages on NYCEM's webpage, which likely reduced direct NYCEM and Severe Weather webpage views. The average time from incident to issuing of Notify NYC message improved from six minutes 45 seconds to five minutes 44 seconds across comparative reporting periods. This improvement is likely due to the volume of incidents requiring general, templated messaging during this period (e.g., transportation notices, school lockdowns).
- During the first four months of Fiscal 2025, NYCEM was actively involved in 1,151 incidents, a 56 percent increase from 738 incidents during the same period in Fiscal 2024. Incidents monitored from Watch Command increased by 66 percent in the first four months of Fiscal 2025 compared to the same period in Fiscal 2024, from 552 to 916. Field responses increased by 26 percent, from 186 to 235, with 112 interagency meetings facilitated during those field responses, compared to just 42 in the first four months of Fiscal 2024. This increase can partially be attributed to NYCEM holding daily interagency meetings over the summer to monitor shark activity at City beaches.

- Community Emergency Response Team (CERT) deployments decreased by 23 percent, across comparative reporting periods, from 79 to 61, due to fewer deployment opportunities during emergencies. In addition, the National Night Out Against Crime—historically one of the largest preparedness deployments for CERT volunteers citywide—was cancelled due to hazardous weather conditions. To focus on updating the overall NYC CERT program curriculum, NYCEM reduced training cycles from three to two offerings this past calendar year. This change means there were no new CERT recruits during the first four months of Fiscal 2025, a decline from 27 during the same period in Fiscal 2024. The program updates create closer alignment with the national program while focusing on the specific role CERT volunteers serve in New York City. Despite the decline in deployments, CERT volunteers continued to support preparedness events and community operations. CERT volunteer service hours showed only a slight decline, from 3,899 in the first four months of Fiscal 2024 to 3,766 hours in the same period 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Full-scale and functional exercises/drills	20	8	13	14	14	2	7
★ Tabletop exercises	45	36	25	31	31	6	11
Participation in drills coordinated by other agencies or organizations	25	32	36	*	*	12	8
★ Participants at instructor-led emergency management training sessions	1,384	1,575	1,835	1,000	1,000	317	590
Instructor-led emergency management training sessions	91	115	135	*	75	32	41
★ Participants at emergency preparedness education sessions	50,854	25,565	26,102	25,000	25,000	10,386	16,630
Online emergency management courses completed through Learning Management System	994	1,131	1,116	*	*	347	177
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Subscribers to Notify NYC, CorpNet, Advance Warning System, and Community Preparedness Newsletter	1,061,723	1,159,984	1,240,585	⬆️	⬆️	1,198,986	1,287,403
Know Your Zone webpage views	110,754	38,635	48,734	*	*	28,205	59,415
Community events participated in	NA	635	460	*	*	208	225
★ 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.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Notify NYC messages issued	2,157	2,215	2,713	*	*	960	934
★ Average time from incident to issuing of Notify NYC message (minutes:seconds)	6:20	6:26	6:53	7:00	7:00	6:45	5:44
★ Community Emergency Response Team volunteer hours	8,699	8,963	12,388	*	*	3,899	3,766
★ Critical Indicator ● Equity Indicator "NA" Not Available ⬆️⬆️ Directional Target * None							

Goal 2b

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

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Incidents	4,704	2,525	2,863	*	*	738	1,151
– Field responses	1,023	564	695	*	*	186	235
– Incidents monitored from Watch Command	3,681	1,961	2,168	*	*	552	916
Interagency meetings held during field responses	129	132	123	*	*	42	112
★ Days Emergency Operations Center activated	365	350	366	*	*	123	123
Community Emergency Response Team members recruited	60	107	103	*	*	27	0
Community Emergency Response Team deployments	316	287	218	*	*	79	61
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None							

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Customer Experience							
Letters responded to within 14 days (%)	100%	100%	100%	*	*	100%	100%
E-mails responded to within 14 days (%)	100%	100%	100%	*	*	100%	100%
★ Critical Indicator ● Equity Indicator “NA” Not Available ⇅ Directional Target * None							

AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 ¹	FY26 ¹	FY24	FY25
Expenditures (\$000,000) ²	\$675.3	\$186.2	\$174.7	\$198.6	\$135.4	\$88.9	\$113.3	\$78.4
Personnel	202	211	224	209	244	96	207	225
Overtime paid (\$000)	\$978	\$1,116	\$1,005	\$184	\$184	\$184	\$442	\$205
¹ January 2025 Financial Plan. ² Expenditures include all funds “NA” - Not Available								

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)	January 2025 Financial Plan FY25 ² (\$000,000)	Applicable MMR Goals ³
001 - Personal Services	\$23.7	\$33.5	All
002 - Other Than Personal Services	\$151.0	\$101.9	All
Agency Total	\$174.7	\$135.4	
¹ Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. ² Includes all funds. ³ Refer to agency goals listed at front of chapter. “NA” Not Available * None			

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The previously published Fiscal 2024 yearly actual for ‘Number of full-scale and functional exercises/drills’ was updated from 34 to 13 to reflect finalized data.
- The previously published Fiscal 2024 yearly actual for ‘Tabletop exercises’ was updated from 39 to 25 to reflect finalized data.
- The previously published Fiscal 2024 yearly actual for ‘Participation in drills coordinated by other agencies or organizations’ was updated from 18 to 36 to reflect finalized data.
- The indicator ‘Subscribers to Notify NYC, CorpNet, Advance Warning System, and Community Preparedness Newsletter’ was designated as critical to add a critical indicator to Goal 1b.
- The desired direction for ‘‘Subscribers to Notify NYC, CorpNet, Advance Warning System, and Community Preparedness Newsletter’’ was changed from none to up to reflect NYCEM’s continued commitment to expanding engagement.
- Preceding the Fiscal 2025 Preliminary Mayor’s Management Report, the Mayor’s Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.

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