



# NEW YORK CITY EMERGENCY MANAGEMENT

## WHAT WE DO

NYC Emergency Management (NYCEM) serves New Yorkers before, during, and after emergencies through preparedness, education, response, and recovery. As the City's emergency management agency, NYCEM plays a central role in ensuring that New York City's public safety, response, and service delivery agencies are aligned, informed, and able to act quickly and effectively when incidents occur. 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. This coordination means bringing together City agencies, external partners, and decision-makers to establish shared situational awareness, align priorities, assign responsibilities, and support timely, unified action.

NYCEM ensures that agencies and partners are prepared to work together during emergencies, rather than in isolation. To achieve its mission, NYCEM leads and supports implementation of large-scale interagency and public-facing programs designed to improve 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 training and exercises to prepare the City for varied hazards. 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.

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 for future threats.

## FOCUS ON EQUITY

NYCEM is dedicated to addressing the needs of all 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.

As part of its commitment to engage and serve all of New York City's communities, NYCEM launched the Strengthening Communities Program in January 2023, 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 2026. The Bureau provided trainings, resources, and funding to help communities develop local emergency plans and recovery strategies, and intends to continue expanding the program in the future.

To increase access to emergency preparedness information vital to all New Yorkers, 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, parents of young 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

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### **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

- Typically, NYCEM leads between one and eight functional exercises per year, and full-scale exercises are time-intensive efforts that must be coordinated across participating agencies and can vary year-over-year based on staff availability and turnover. The number of full-scale and functional exercises led by NYCEM over the first four months of Fiscal 2026 was three—seven were led over the same period last year. While NYCEM did more full-scale and functional exercises last year, there were fewer total participants. Participation in drills coordinated by other agencies rose by 88 percent, from eight in the first four months of Fiscal 2025 to 15 during the same period in Fiscal 2026.
- Participants at emergency preparedness education sessions increased by 23 percent, from 16,630 in the first four months of Fiscal 2025 to 20,367 in the first four months of Fiscal 2026. This increase is partly due to NYCEM's work to better engage City agency staff with the Ready New York program—a public education campaign and resource hub that equips New Yorkers with the tools to prepare for emergencies. Increased collaboration with elected officials, Strengthening Communities networks, and non-profit partners have also enabled NYCEM to engage more consistently with a broader range of communities. Additionally, growing public concern about emergencies, driven by frequent local flash flooding and highly visible disasters elsewhere in the country, has likely driven higher attendance as New Yorkers seek preparedness information.
- In the first four months of Fiscal 2026, online emergency management courses completed through the Learning Management System increased 63 percent from the same period in Fiscal 2025, from 177 to 289, largely due to the launch of an updated mandatory “Right to Know” course in May 2025 and the upload of new self-paced versions of the Heat Emergency Plan and Coastal Storm Activation trainings, all of which are required for agency staff citywide.
- Subscribers to Notify NYC, CorpNet, the Advance Warning System, and the Community Preparedness Newsletter increased by 14 percent during the first four months of Fiscal 2026 compared to the same period in Fiscal 2025, from approximately 1.29 million to 1.47 million, adding more than 180,000 new subscribers. This increase is largely comprised of new Notify NYC subscribers. Know Your Zone webpage views decreased by 69 percent, from 59,415 to 18,262. In early Fiscal 2025, Hurricanes Milton and Helene caused catastrophic damage in southern states, placing coastal storms at the top of New Yorkers’ minds and driving traffic to coastal storm evacuation content. In Calendar 2025, the United States did not experience major coastal landfalls; while Hurricane Melissa severely impacted the Caribbean, New York City experienced mainly rip currents and high winds, which reduced demand for Know Your Zone information even as repeated local heavy rain and flooding events pushed more New Yorkers toward severe weather and general preparedness content. In the first four months of Fiscal 2026, overall NYCEM webpage views increased by 26 percent, from 12,262 last year to 15,424 compared to the same period this fiscal year.
- Through the first four months of Fiscal 2026 compared to the same period in Fiscal 2025, field responses decreased 17 percent, from 235 to 195, with interagency meetings held during field responses falling from 112 to 94, due to fewer incidents requiring on-scene, multi-agency coordination. The number of days the Emergency Operations Center (EOC) was activated fell by 90 percent, from 123 to 12, primarily due the de-escalation of NYCEM's involvement in the City's asylum seeker operations in late Fiscal 2025, which had previously driven prolonged EOC activation.
- Through October of Fiscal 2026, Community Emergency Response Team (CERT) volunteer hours increased by 35 percent, from 3,766 to 5,084, with CERT deployments increasing by a larger margin of 48 percent, from 61 to 90, when compared to the same reporting period in Fiscal 2025. These increases reflect NYCEM's continued emphasis on volunteers building local relationships and identifying opportunities within their own communities rather than relying solely on NYCEM-initiated requests, resulting in more locally-driven deployments. At the same time, the program has continued to stress accurate reporting of service hours, contributing to higher documented volunteer time; the spike in members recruited corresponds to the graduation cycle when new volunteers are formally added to program metrics. Following a restructuring of the CERT program curriculum in late 2024, CERT also had a more active recruiting period, with 44 new members being recruited in the first four months of Fiscal 2026, compared to none in the same reporting period last fiscal year.

## 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 |        |
|----------------------------------------------------------------------------------|--------------------|--------------------|--------|-------------------------|--------|----------------|--------|
|                                                                                  | FY23               | FY24               | FY25   | FY26                    | FY27   | FY25           | FY26   |
| ★ Full-scale and functional exercises/drills                                     | 8                  | 13                 | 13     | 14                      | 14     | 7              | 3      |
| ★ Tabletop exercises                                                             | 36                 | 25                 | 24     | 31                      | 31     | 11             | 12     |
| Participation in drills coordinated by other agencies or organizations           | 32                 | 36                 | 31     | *                       | *      | 8              | 15     |
| ★ Participants at instructor-led emergency management training sessions          | 1,575              | 1,835              | 1,987  | 1,000                   | 1,000  | 590            | 607    |
| Instructor-led emergency management training sessions                            | 115                | 135                | 137    | 75                      | 75     | 41             | 40     |
| ★ Participants at emergency preparedness education sessions                      | 25,565             | 26,102             | 33,610 | 25,000                  | 25,000 | 16,630         | 20,367 |
| Online emergency management courses completed through Learning Management System | 1,131              | 1,116              | 577    | *                       | *      | 177            | 289    |
| ★ 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 |           |
|-----------------------------------------------------------------------------------------------------|--------------------|--------------------|-----------|-------------------------|--------|----------------|-----------|
|                                                                                                     | FY23               | FY24               | FY25      | FY26                    | FY27   | FY25           | FY26      |
| ★ Subscribers to Notify NYC, CorpNet, Advance Warning System, and Community Preparedness Newsletter | 1,159,984          | 1,240,585          | 1,341,056 | ⬆️                      | ⬆️     | 1,287,403      | 1,469,486 |
| Know Your Zone webpage views                                                                        | 38,635             | 48,734             | 71,260    | *                       | *      | 59,415         | 18,262    |
| Community events participated in                                                                    | 635                | 460                | 568       | *                       | *      | 225            | 217       |
| ★ 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 |      |
|---------------------------------------------------------------------------------|--------------------|--------------------|-------|-------------------------|--------|----------------|------|
|                                                                                 | FY23               | FY24               | FY25  | FY26                    | FY27   | FY25           | FY26 |
| Notify NYC messages issued                                                      | 2,215              | 2,713              | 2,860 | *                       | *      | 934            | 884  |
| ★ Average time from incident to issuing of Notify NYC message (minutes:seconds) | 6:26               | 6:53               | 6:24  | 7:00                    | 7:00   | 5:44           | 6:53 |
| ★ 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 |       |
|-----------------------------------------------------|--------------------|--------------------|--------|-------------------------|--------|----------------|-------|
|                                                     | FY23               | FY24               | FY25   | FY26                    | FY27   | FY25           | FY26  |
| Incidents                                           | 2,525              | 2,863              | 3,568  | *                       | *      | 1,151          | 1,166 |
| – Field responses                                   | 564                | 695                | 787    | *                       | *      | 235            | 195   |
| – Incidents monitored from Watch Command            | 1,961              | 2,168              | 2,811  | *                       | *      | 916            | 982   |
| Interagency meetings held during field responses    | 132                | 123                | 254    | *                       | *      | 112            | 94    |
| ★ Days Emergency Operations Center activated        | 350                | 366                | 365    | *                       | *      | 123            | 12    |
| ★ Community Emergency Response Team volunteer hours | 8,963              | 12,388             | 10,809 | *                       | *      | 3,766          | 5,084 |
| Community Emergency Response Team members recruited | 107                | 103                | 80     | *                       | *      | 0              | 44    |
| Community Emergency Response Team deployments       | 287                | 218                | 136    | *                       | *      | 61             | 90    |
| ★ Critical Indicator                                | 🌱 Equity Indicator | "NA" Not Available |        | ⬆️⬆️ Directional Target | * None |                |       |

# AGENCY CUSTOMER SERVICE

| Performance Indicators                                                                              | Actual |      |      | Target |      | 4-Month Actual |      |
|-----------------------------------------------------------------------------------------------------|--------|------|------|--------|------|----------------|------|
| Customer Experience                                                                                 | FY23   | FY24 | FY25 | FY26   | FY27 | FY25           | FY26 |
| 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. 2025 MMR Plan | Updated Plan      | Plan              | 4-Month Actual |        |
|----------------------------------------------------------------------------------------------------------------|---------|---------|---------|---------------------|-------------------|-------------------|----------------|--------|
|                                                                                                                | FY23    | FY24    | FY25    | FY26                | FY26 <sup>1</sup> | FY27 <sup>1</sup> | FY25           | FY26   |
| Expenditures (\$000,000) <sup>2</sup>                                                                          | \$186.2 | \$174.7 | \$105.4 | \$80.8              | \$89.3            | \$44.9            | \$78.4         | \$42.8 |
| Personnel                                                                                                      | 211     | 224     | 225     | 216                 | 246               | 103               | 225            | 234    |
| Overtime paid (\$000)                                                                                          | \$1,116 | \$1,005 | \$719   | \$184               | \$308             | \$279             | \$205          | \$200  |
| <sup>1</sup> February 2026 Financial Plan. <sup>2</sup> 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 FY25 <sup>1</sup> (\$000,000) | February 2026 Financial Plan FY26 <sup>2</sup> (\$000,000) | Applicable MMR Goals <sup>3</sup> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|------------------------------------------------------------|-----------------------------------|
| 001 - Personal Services                                                                                                                                                                                                | \$23.9                                     | \$33.1                                                     | All                               |
| 002 - Other Than Personal Services                                                                                                                                                                                     | \$81.5                                     | \$56.2                                                     | All                               |
| Agency Total                                                                                                                                                                                                           | \$105.4                                    | \$89.3                                                     |                                   |
| <sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2025. Includes all funds. <sup>2</sup> Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter. |                                            |                                                            |                                   |

# 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](http://www.nyc.gov/em).