

OFFICE OF EMERGENCY MANAGEMENT

Joseph Esposito, Commissioner



WHAT WE DO

The Office of Emergency Management (OEM) coordinates and supports multiagency responses to, and regularly monitors, emergency conditions and other potential incidents that affect public health and safety in the City, including severe weather, natural hazards and disasters, power outages, transportation incidents, labor disruptions, aviation disasters and acts of terrorism. OEM educates residents and businesses about the need for emergency preparedness. OEM develops and updates emergency response plans for the City and makes recommendations to agencies and the administration about the City's emergency response capabilities. OEM supports the efforts of government agencies and private and not-for-profit entities in emergency planning, interagency training and exercises and business continuity planning. OEM manages the City's Emergency Operations Center, which includes the 24/7/365 Watch Command and OEM response program. As the City's primary liaison with the U.S. Department of Homeland Security for consequence management, OEM oversees the City's compliance with federal preparedness and emergency response requirements.

FOCUS ON EQUITY

OEM coordinates citywide preparedness, response and recovery initiatives for a range of hazards and for all New Yorkers. Through its planning efforts with local, regional and federal partners, OEM has a wide range of programs that mitigate a disaster's impact on communities, so they can return more quickly to their prior conditions. OEM encourages household and community preparedness so that the City can focus on the hardest hit communities and vulnerable populations following a disaster. To increase preparedness and resilience throughout the City, OEM runs programs including Ready New York, Partners in Preparedness, Citizen Corps and Community Emergency Response Team (CERT). The City's 54 CERT teams include over 1,800 volunteers and cover all community boards. OEM's preparedness guides cover multiple hazards and vulnerable populations and are available in 13 languages, audio format and Braille. In addition, contracted American Sign Language interpreters are available for training, community events and during emergencies.

OUR SERVICES AND GOALS

SERVICE 1 Ensure that City government is prepared for emergencies.

- Goal 1a Efficiently coordinate emergency response and recovery.
- Goal 1b Ensure that training, drills and exercises are conducted regularly.

SERVICE 2 Prepare New York City residents and private sector entities for emergencies.

- Goal 2a Increase emergency preparedness and awareness among City residents and private sector and not-for-profit organizations.
- Goal 2b Increase disaster volunteerism through the Community Emergency Response Team (CERT) program and Citizen Corps Council.
- Goal 2c Collect and disseminate timely information.

HOW WE PERFORMED

- During the first four months of Fiscal 2015, OEM was actively involved with 1,206 incidents that necessitated interagency coordination, a seven percent increase compared to the same period of Fiscal 2014. OEM activated the City's [Emergency Operations Center \(EOC\)](#) once during the first four months of Fiscal 2015, in response to the first diagnosed case of Ebola virus disease in New York City.
- OEM continues to meet its commitment to emergency management training through the OEM Academy. During the first four months of Fiscal 2015, OEM held 57 in-person emergency management training sessions with 713 participants. OEM offered significantly more training hours online during the reporting period, from 340 hours of web-based training during the first four months of Fiscal 2014 to 1,019 hours during the same period of Fiscal 2015.
- OEM offered emergency management and preparedness education sessions to 19,396 City residents through [Ready New York](#) presentations, educational fairs, and preparedness in the workplace presentations, an increase of 56 percent. An additional 112,445 Ready New York Guides were viewed online.
- OEM continues to promote disaster volunteerism through the [Community Emergency Response Team \(CERT\)](#) program and [Citizen Corps Council](#). In total, disaster volunteers donated 4,772 hours of service during the first four months of Fiscal 2015, a 23 percent increase compared to the same period of Fiscal 2014.
- OEM'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 and 911 calls, among other communications channels. OEM issued 405 [Notify NYC](#) messages to New Yorkers during the first four months of Fiscal 2015, a 14 percent increase compared to the same period of Fiscal 2014.

SERVICE 1 Ensure that City government is prepared for emergencies.

Goal 1a Efficiently coordinate emergency response and recovery.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Incidents	3,347	3,443	3,702	*	*	1,130	1,206
- Field responses	720	674	810	*	*	247	253
- Incidents monitored from Watch Command	2,627	2,769	2,892	*	*	884	953
Interagency meetings held during field responses	716	578	290	*	*	79	132
★ Emergency Operations Center activations	8	6	8	*	*	1	1

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 1b

Ensure that training, drills and exercises are conducted regularly.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Full-scale and functional exercises/drills	9	1	3	4	4	2	2
★ Tabletop exercises and simulations	23	23	19	18	18	9	9
Participation in drills coordinated by other agencies or organizations	31	29	35	*	*	6	10
★ Participants at instructor-led emergency management training sessions	2,815	1,596	2,555	2,000	2,000	1,045	713

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SERVICE 2 Prepare New York City residents and private sector entities for emergencies.

Goal 2a

Increase emergency preparedness and awareness among City residents and private sector and not-for-profit organizations.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Total participants at emergency preparedness education sessions	32,078	35,921	34,599	28,000	28,000	12,450	19,396
Ready New York guides viewed online	891,964	290,931	304,067	*	*	126,531	112,445
Subscribers to Corpnet System	1,570	1,545	1,590	*	*	NA	1,670

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Goal 2b

Increase disaster volunteerism through the Community Emergency Response Team (CERT) program and Citizen Corps Council.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
★ Community Emergency Response Team (CERT) volunteer hours	22,415	25,913	11,704	*	*	3,885	4,772
CERT members trained	191	347	297	*	*	58	60

★ Critical Indicator "NA" - means Not Available in this report ↕ shows desired direction

Goal 2c Collect and disseminate timely information.

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Notify NYC messages issued	905	1,189	1,190	*	*	356	405
★Average time from incident to issuing of Notify NYC message (minutes:seconds)	NA	NA	7:58	7:00	7:00	7:00	9:00
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Citizen Corps Newsletter	NA	182,895	237,740	*	*	186,834	249,679

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AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY12	FY13	FY14	FY15	FY16	FY14	FY15
Letters responded to in 14 days (%)	97%	99%	100%	*	*	100%	100%
E-mails responded to in 14 days (%)	81%	95%	95%	*	*	94%	96%

AGENCY RESOURCES

Resource Statistics	Actual			Sept. 2014 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY12	FY13	FY14	FY15	FY15 ¹	FY16 ¹	FY14	FY15
Expenditures (\$000,000) ²	\$23.4	\$41.5	\$34.6	\$9.9	\$72.5	\$12.4	\$20.9	\$13.9
Personnel	111	119	121	32	370	55	119	119
Overtime paid (\$000)	\$664	\$935	\$553	\$64	\$767	\$106	\$114	\$111

¹February 2015 Financial Plan ²Expenditures include all funds. "NA" - Not Available in this report

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

None.

ADDITIONAL RESOURCES

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

- Emergency Operations Center (EOC): http://www.nyc.gov/html/oem/html/planning_response/about_eoc.shtml
- Ready New York: http://www.nyc.gov/html/oem/html/get_prepared/ready.shtml
- Ready New York Guides: http://www.nyc.gov/html/oem/html/ready/ready_guides.shtml

- Community Emergency Response Team (CERT): http://www.nyc.gov/html/oem/html/get_involved/cert.shtml
- Citizen Corps Council: http://www.nyc.gov/html/oem/html/get_involved/ccs.shtml
- Watch Command: http://www.nyc.gov/html/oem/html/planning_response/about_operations.shtml
- Notify NYC: http://www.nyc.gov/html/oem/html/planning_response/notify_nyc.shtml
- Notify NYC on Twitter: <https://twitter.com/notifynyc>

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

