



Emergency Operations Center (EOC)

The City's Emergency Operations Center (EOC) is the central location for senior officials from City, state, and federal agencies, as well as other entities, to coordinate response efforts, centralize decision making, gather and disseminate information, and allocate and deploy resources.

As the City's coordinating agency, NYC Emergency Management maintains the EOC in accordance with the Citywide Incident Management System (CIMS). With over 130 workstations, the EOC is activated during large-scale emergencies or special events.

Activation Levels

The EOC operates at one of four activation levels, with Level 1 being the largest. At the time of activation, the Mayor, NYC Emergency Management commissioner, or their designees will determine which activation level will be used.

- Level 1 — EOC (full): NYC Emergency Management personnel, all interagency steering committee agencies, and additional subject matter experts and partners as needed
- Level 2 — EOC (partial): NYC Emergency Management personnel and a subset of interagency steering committee agencies
- Level 3 — Situation Room: NYC Emergency Management personnel and key interagency steering committee agencies
- Level 4 — Watch Command: The City's EOC is always, at a minimum, at Level 4 activation. In modified Level 4 activations, EOC team staff and agency representatives serve as an extension of Watch Command, as needed.

EOC Structure

The EOC is made up of several areas that are designed to support emergency response and recovery efforts.

- Watch Command monitors agency communications systems citywide. During larger-scale activations, Watch Command will also serve as a communications link between field operations and the Emergency Operations Center.
- The Situation Room serves as the senior-level policy, planning, and decision-making arm for the EOC for Level 1 and Level 2 activations. For Level 3 activations, the Situation Room also is responsible for communicating with agency liaisons.
- The EOC podium serves as the management hub during Level 1 and Level 2 activations; information and decisions flow through the EOC podium are shared with the appropriate personnel.



- The agency representative area (EOC floor) is where agency representatives who are involved in the EOC activation are located. Staff in this area — which is organized by Emergency Support Function — receive and provide information on agency field operations, process requests for resources, participate in interagency planning activities, and perform various other activities.
- The Joint Information Center (JIC) works to draft and disseminate tips and information to the public.