

# NEW YORK CITY EMERGENCY MANAGEMENT

Zachary Iscol, Commissioner



## WHAT WE DO

NYC Emergency Management (NYCEM) helps 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 planned events, severe weather, and other natural and nonnatural hazards.

To accomplish this mission, NYCEM leads 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. When emergencies occur, NYCEM activates the City's Emergency Operations Center (EOC). This is a central location for government, nonprofit, private sector, regional, and utility partners to work during emergencies to coordinate response efforts, make decisions, and gather and broadcast information. NYCEM also manages Watch Command—the City's 24/7 coordination center which monitors citywide radio frequencies as well as local, national, and international media and weather in order to provide public information through Notify NYC, the City's emergency communications program.

As the City's primary liaison with the U.S. Department of Homeland Security for consequence management, NYCEM oversees the City's compliance with federal preparedness and emergency response requirements.

## FOCUS ON EQUITY

NYCEM focuses on equity through programs and activities designed to address the needs of New York City's diverse communities. These include the Agency's Disability, Access, and Functional Needs (DAFN) program; the Ready New York outreach program; the Community Preparedness and Partners in Preparedness programs that help communities and organizations prepare for emergencies; 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. Additionally, NYCEM partners with elected officials, community boards, civic groups, businesses, nonprofits, and others to facilitate preparedness across a range of communities. In Fiscal 2021, NYCEM established an Equity and Diversity Council to continue to prioritize equity as a cornerstone of its culture that welcomes, promotes, and respects diverse communities within the Agency and its programs. NYCEM welcomed its first Chief Equity and Diversity Officer in Fiscal 2023, reflecting NYCEM's continued commitment to integrating principles of diversity, equity, inclusion, and belonging in all aspects of the agency's operations, including but not limited to recruitment, retention, workplace culture, client services, and community engagement.

In response to COVID-19, NYCEM piloted the Strengthening Communities program, which provided funding to community networks in traditionally underserved neighborhoods to develop community emergency plans and integrate them into the City's Emergency Operations Center. The pilot was successful in helping the agency work towards more equitable response and recovery operations, particularly in previously hard-to-reach communities. At the completion of Fiscal 2023, NYCEM expanded the Strengthening Communities program to include a total of 35 community networks with emergency plans across all five boroughs.

In addition, NYCEM's preparedness guides offer tips and information on planning for a range of needs, including the needs of older adults, people with disabilities, children, people with limited English proficiency, pets, and service animals. Most guides are available in 13 languages and in audio format. Preparedness information is also available in Braille. In addition, contracted Certified Deaf Interpreters, American Sign Language (ASL) and multilingual interpreters are available for training and community events as well as during emergencies. NYCEM also hosts an annual symposium to discuss community emergency preparedness topics, such as building better community services for people with disabilities, immigrant, and BIPOC 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, including American Sign Language. The City's focus on equity grounds NYCEM's programming in the needs of New York City's diverse communities.

# 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

- NYCEM held two functional exercises in the first four months of Fiscal 2024 compared to one full-scale functional exercise during the same period in Fiscal 2023. Additionally, 10 tabletop exercises and simulations were held during this time period, the same number conducted during the Fiscal 2023 reporting period. NYCEM participated in nine drills coordinated by other agencies in the first four months of Fiscal 2024, compared to 14 during the same period the previous year. The decrease can be attributed to a combination of limited NYCEM staff availability to participate in drills due to the Agency's asylum seeker operation responsibilities as well as to fewer exercises being held due to budget constraints.
- There were 317 participants at instructor-led emergency management sessions during the first four months of Fiscal 2024, a 21 percent decrease compared to the previous year. The number of online emergency management courses completed through NYCEM's Learning Management System decreased by 14 percent from 403 to 347. Many classes scheduled for Fiscal 2024 were rescheduled or cancelled due to low enrollment as staff unenrolled in classes to staff the ongoing asylum seeker operation.
- Total participants at emergency preparedness education sessions increased 19 percent to 10,386 during the first four months of Fiscal 2024 from 8,697 during the same period in Fiscal 2023. This increase can be attributed to NYCEM successfully leveraging social media and relationships with Strengthening Communities cohort partners to identify and facilitate additional tabling events.
- Subscribers to Notify NYC, CorpNet, the Advance Warning System, and the Community Preparedness Newsletter increased from 1,137,388 during the first four months of Fiscal 2023 to 1,198,986 during the same period in Fiscal 2024, a 5 percent increase representing more than 60,000 new subscribers. To promote Notify NYC sign-ups during the reporting period, as in Fiscal 2023, Notify NYC staff hosted outreach events at parks, beaches, and schools to promote the program. NYCEM also ran a Notify NYC advertising campaign to produce a short-form commercial in English and Spanish which was promoted on social media. Notify NYC received an uptick in subscribers preceding the severe rain event in late September when the Mayor and NYCEM Commissioner promoted the program in press events. Know Your Zone webpage views increased from 23,532 in the first four months of Fiscal 2023 to 28,205 during the same period of Fiscal 2024. The increase is likely due to an advertising campaign that NYCEM ran in September and October 2023.
- During the first four months of Fiscal 2024, NYCEM was actively involved in a total of 738 incidents that necessitated interagency coordination, a 24 percent decrease from the same period in Fiscal 2023, which included 972 incidents. NYCEM activated the City's EOC five times from July to October 2023 for one heat event and four flooding/potential flooding events, including the record rainfall event on September 29, 2023. The City's EOC was activated for a total of 123 days in the first four months of Fiscal 2024, up from 108 days during the same time period in Fiscal 2023. The increase in activation days is due to the ongoing asylum seeker operation.
- CERT completed 3,899 hours of volunteer service over the first four months of Fiscal 2024, which is a 22 percent increase compared to 3,202 hours during the same period in Fiscal 2023. Though CERT volunteer service hours increased, the number of deployments fell from 99 in the first four months of Fiscal 2023 to 79 volunteer deployments in the same period in Fiscal 2024. During the first four months of Fiscal 2024, the CERT program had fewer recurring emergency deployments than in the same period in Fiscal 2023. While emergency deployments have decreased, CERT volunteers have continued to engage in City preparedness events and support the asylum seeker reticketing center, which arranges further travel for asylum seekers who want to leave the City.

## 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Full-scale and functional exercises/drills	8	20	8	14	14	1	2
★ Tabletop exercises	17	45	36	31	31	10	10
Participation in drills coordinated by other agencies or organizations	20	25	32	*	*	14	9
★ Participants at instructor-led emergency management training sessions	1,446	1,384	1,575	2,500	2,500	263	317
Instructor-led emergency management training sessions	84	91	115	*	*	33	32
Online emergency management courses completed through Learning Management System	624	994	1,131	*	*	403	347
★ 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Total participants at emergency preparedness education sessions	6,833	50,854	25,565	25,000	25,000	8,697	10,386
Subscribers to Notify NYC, CorpNet, Advance Warning System, and Community Preparedness Newsletter	933,002	1,061,723	1,159,984	*	*	1,137,388	1,198,986
Know Your Zone webpage views	26,259	110,754	38,635	*	*	23,532	28,205
Community events participated in	NA	NA	635	*	*	189	156
★ 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Notify NYC messages issued	2,926	2,157	2,215	*	*	779	960
★ Average time from incident to issuing of Notify NYC message (minutes:seconds)	5:45	6:20	6:26	7:00	7:00	6:57	6:45
★ 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	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Incidents	4,630	4,704	2,525	*	*	972	738
– Field responses	798	1,023	564	*	*	152	186
– Incidents monitored from Watch Command	3,991	3,681	1,961	*	*	820	552
Interagency meetings held during field responses	155	129	132	*	*	20	42
★ Days Emergency Operations Center activated	365	365	350	*	*	108	123
Community Emergency Response Team volunteer hours	11,037	8,699	8,963	*	*	3,202	3,899
Community Emergency Response Team members recruited	64	60	107	*	*	28	27
Community Emergency Response Team deployments	50	316	287	*	*	99	79
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ⬆️⬇️⬆️ Directional Target    * None							

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY21	FY22	FY23	FY24	FY25	FY23	FY24
Customer Experience							
Letters responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%
E-mails responded to in 14 days (%)	100%	100%	100%	*	*	100%	100%
★ Critical Indicator    ● Equity Indicator    "NA" Not Available    ↑↓ Directional Target    * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2023 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY21	FY22	FY23	FY24	FY24 <sup>1</sup>	FY25 <sup>1</sup>	FY23	FY24
Expenditures (\$000,000) <sup>2</sup>	\$289.5	\$675.3	\$186.2	\$217.6	\$233.7	\$175.9	\$70.9	\$113.3
Personnel	197	202	211	207	243	88	199	207
Overtime paid (\$000)	\$1,119	\$978	\$1,116	\$184	\$215	\$184	\$245	\$442
<sup>1</sup> January 2024 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 FY23 <sup>1</sup> (\$000,000)	January 2024 Financial Plan FY24 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
001 - Personal Services	\$20.5	\$31.9	All
002 - Other Than Personal Services	\$165.7	\$201.8	All
Agency Total	\$186.2	\$233.7	
<sup>1</sup> Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2023. Includes all funds. <sup>2</sup> Includes all funds. <sup>3</sup> Refer to agency goals listed at front of chapter.    "NA" Not Available    * None			

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- The previously published Fiscal 2023 four-month actual for 'Participants at instructor-led emergency management training sessions' was updated from 444 to 263 to reflect finalized data.
- The previously published Fiscal 2023 four-month actual for 'Community events participated in' was updated from 175 to 189 to reflect finalized data.
- The previously published Fiscal 2023 four-month actual for 'Incidents monitored from the Watch Command' was updated from 865 to 820 to reflect finalized data.
- The Fiscal 2024 target for 'Total participants at emergency preparedness education sessions' was decreased from 75,000 to 25,000 to reflect NYCEM's current priorities and outreach capacity.
- Preceding the Fiscal 2024 Preliminary Mayor's Management Report, the Mayor's Office of Operations implemented updated standards for indicator names. Minimal stylistic changes, such as the use of em-dashes, percent symbols and acronyms, were made to the names of previously published indicators here within. Substantive name changes for indicators that clarify what is being measured are otherwise noted.

## 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>
- Notify NYC:  
<http://www.nyc.gov/notifynyc>
- Prep Talk podcast:  
<https://www1.nyc.gov/site/em/about/podcasts.page>
- PlanNowNYC:  
<https://plannownyc.cityofnewyork.us/>
- Strategic Plan, 2022–2026:  
<https://nyc-oem.maps.arcgis.com/apps/Cascade/index.html?appid=72522e0db548473b9f4fce4d030a976b>

For more information on the agency, please visit: [www.nyc.gov/em](http://www.nyc.gov/em)