



OFFICE OF EMERGENCY MANAGEMENT

Joseph F. Bruno, Commissioner

Key Public Service Areas

- ✓ Ensure City government's preparedness in the event of an emergency or other incident affecting citizens' health and safety.
- ✓ Coordinate and support multi-agency response to complex or large-scale emergency conditions.
- ✓ Prepare New York City residents and private sector entities for emergency situations through outreach and education.

Scope of Agency Operations

The Office of Emergency Management (OEM) coordinates and supports multi-agency 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 develops and continually revises many of the City's emergency response plans, including those for coastal storms, extreme winter weather, heat emergencies, power disruptions, and debris management. OEM educates residents and businesses on the need for preparedness and supports the efforts of City and other government agencies and private and non-profit entities in emergency planning, interagency training and exercises and business continuity planning. OEM operates the City's Emergency Operations Center and makes recommendations about the City's emergency response capabilities. 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.

Critical Objectives

- Initiate multi-agency responses to emergency conditions.
- Ensure that the Citywide Incident Management System protocol is followed by all City agencies.
- Conduct citywide drills.
- Support City agency emergency preparedness.
- Increase volunteerism and citizen emergency preparedness.
- Promote private sector emergency preparedness and business continuity efforts.

Preliminary Performance Highlights

- During the first four months of Fiscal 2012 OEM conducted three more tabletop exercises and simulations compared to the same period of Fiscal 2011, because it held additional exercises/simulations to prepare for the winter weather.
- Participants at emergency management training sessions increased by 11 percent during the reporting period.
- Incidents monitored from OEM's Watch Command increased by 14 percent during the reporting period. OEM's field responses increased by 43 percent.
- The number of residents that received preparedness education by OEM staff rose by 81 percent due to an increase in requests for presentations after Hurricane Irene, as well as National Preparedness Month in September 2011.
- The number of private/not-for-profit/government organizations that received preparedness education decreased by 34 percent during the reporting period due to OEM's focus on resident/individual preparedness.
- Community Emergency Response Team (CERT) volunteer hours increased by 11 percent due in part to volunteer assistance with operational support during Hurricane Irene at evacuation shelters and OEM's Emergency Operations Center.
- Ready New York guides viewed online increased by more than seven times due largely to residents searching for information about Hurricane Irene and the City's first mandatory evacuation of coastal areas.



Performance Report

- ✓ **Ensure City government's preparedness in the event of an emergency or other incident affecting citizens' health and safety.**

	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
<i>Performance Statistics</i>	FY09	FY10	FY11	FY12	FY13	FY11	FY12
★ <i>Full-scale and functional exercises/drills</i>	9	11	6	4	4	4	3
★ <i>Tabletop exercises and simulations</i>	5	4	5	4	12	2	5
<i>Participation in drills coordinated by other agencies or organizations</i>	36	27	31	*	*	7	11
<i>Participants at instructor-led emergency management training sessions</i>	977	1,822	1,990	1,500	1,500	567	633

★ Critical Indicator "NA" - means Not Available in this report

- ✓ **Coordinate and support multi-agency response to complex or large-scale emergency conditions.**

	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
<i>Performance Statistics</i>	FY09	FY10	FY11	FY12	FY13	FY11	FY12
<i>Total incidents</i>	2,748	2,901	2,955	*	*	890	1,067
<i>Incidents monitored from Watch Command</i>	2,172	2,285	2,399	*	*	714	815
<i>Field responses</i>	576	616	556	*	*	176	252
<i>Interagency meetings held during field responses</i>	NA	NA	566	*	*	217	254
<i>Emergency Operations Center activations</i>	7	14	14	*	*	7	5

★ Critical Indicator "NA" - means Not Available in this report

- ✓ **Prepare New York City residents and private sector entities for emergency situations through outreach and education.**

	A c t u a l			T a r g e t		4-Month Actual	4-Month Actual
	FY09	FY10	FY11	Updated			
<i>Performance Statistics</i>	FY09	FY10	FY11	FY12	FY13	FY11	FY12
<i>Emergency preparedness education of residents - by OEM staff</i>	8,940	27,161	14,290	15,000	15,000	2,980	5,403
<i>Emergency preparedness education of residents - by Agency partners using OEM curriculum</i>	8,491	8,869	10,277	*	*	1,944	2,437
<i>Emergency preparedness education - private/non-profit/government</i>	2,134	1,592	1,166	2,400	2,400	480	317
★ <i>Community Emergency Response Team (CERT) volunteer hours</i>	17,698	15,290	24,636	*	*	8,929	9,921
<i>CERT members trained</i>	469	211	230	*	*	NA	NA
★ <i>Ready New York guides viewed online</i>	77,705	154,901	272,877	*	*	89,045	641,251

★ Critical Indicator "NA" - means Not Available in this report



Agency Customer Service

The Office of Emergency Management provides service to its customers through its website and correspondence.

Indicator	OEM	Citywide	OEM	Citywide	OEM Change	Citywide
	Jul-Oct FY11	Jul-Oct FY11	Jul-Oct FY12	Jul-Oct FY12	Jul-Oct FY11 to FY12	Jul-Oct FY11 to FY12
Average response time for email correspondence (days)	10	5	15	8	50%	60%
Average response time for letters/mail correspondence (days)	8	11	10	9	25%	-18%
Number of 311 inquiries (to MMR agencies)	8,688	2,467,532	34,341	2,245,344	295%	-9%

311 Customer Service Center Inquiries

	Total Jul-Oct FY11	% of OEM Inquiries in Jul-Oct FY11	Rank in # of Calls in Jul-Oct FY11	Total Jul-Oct FY12	% of OEM Inquiries in Jul-Oct FY12	Rank in # of Calls in Jul-Oct FY12
Top OEM-related Inquiries						
Hurricane Evacuation Zone Lookup	182	2%	6	22,755	66%	1
Hurricane Evacuation for New York City Residents	NA	NA	NA	4,222	12%	2
Cooling Center Locations	5,493	63%	1	2,722	8%	3
Hurricane Evacuation Center	NA	NA	NA	1,208	4%	4
Hurricane Irene Property Damage Survey	NA	NA	NA	1,015	3%	5

Agency Resources

Agency Resources	A c t u a l			September	Updated		4-Month	4-Month
	FY09	FY10	FY11	2011 MMR FY12	FY12 ¹	FY13 ¹	Actual FY11	Actual FY12
Expenditures (\$ millions) ²	\$20.0	\$27.2	\$33.8	\$30.5	\$53.5	\$14.9	\$13.6	\$9.9
Personnel	109	110	112	28	130	26	112	108
Overtime paid (\$000)	\$1,232	\$1,506	\$3,767	*	*	*	\$1,062	\$208

¹ January 2012 Financial Plan "NA" - Not Available in this report

² Expenditures include all funds. January Plan figures reflect modifications in Federal, State, and other non-City funding since the adoption of the 2012 budget.

Noteworthy Changes, Additions or Deletions

- OEM added 'simulations' to the indicator name 'tabletop exercises' in order to better clarify what is being measured.
- OEM added the indicator 'interagency meetings held during field responses' in order to add details to the incident response data. 'Field responses' measures individual incidents regardless of complexity or duration, while 'interagency meetings held during field responses' measures OEM's on-site coordination efforts and may represent multiple conferences per incident.

For more information please visit the website at: www.nyc.gov/oem

