



NEW YORK CITY OFFICE OF EMERGENCY MANAGEMENT



The New York City Office of Emergency Management (OEM) works to mitigate, and plan and prepare for emergencies; educate the public about preparedness; coordinate emergency response and recovery efforts; collect and disseminate critical information; and seek funding opportunities to support of the overall preparedness of the City of New York.

Established in 1996 as a mayoral office, OEM was granted departmental status in the New York City Charter in November 2001.

Preparing the City



Planning and preparedness activities — from contingency planning and nurturing private sector partnerships to conducting drills and seeking funding for future projects and programs — are central to OEM's mandate.

- **Contingency planning:** OEM oversees planning efforts for a host of natural and man-made hazards, from extreme weather to labor disputes to utility disruptions. Working with local, state, federal and private entities, OEM also works to ensure the City successfully implements these plans and plans are regularly tested, reviewed, and updated.



- **Public-private initiatives:** When disaster strikes, it is important that businesses and financial markets respond and recover quickly to ensure the City's economic vitality. OEM helps companies develop business continuity plans, engages the private sector in citywide exercises, conducts basic emergency management training, and bolsters public-private communication through information-sharing tools such as CorpNet.



- **Training and exercises:** With the help of City, state, and federal partners, OEM conducts citywide preparedness exercises. These drills serve to test plans, reinforce response and management techniques, identify areas for improvement, and promote better interagency coordination and cooperation. OEM also provides training to City agencies concerning incident command, weapons of mass destruction, and the City's contingency plans.

- **Funding:** Effectively preparing New Yorkers, training first responders, and coordinating emergency responses is contingent on assistance from many levels. OEM continuously seeks support from both public and private sources to help carry out its mission.



Coordinating Emergency Response and Recovery

Emergencies in a city as large and complex as New York require a coordinated response. OEM works to ensure information gathering, decision making, and resource allocations are carried out efficiently.

- **Incident monitoring:** OEM tracks incidents affecting New York City 24 hours a day, seven days a week. Through its Watch Command, OEM monitors radio frequencies used by the City's emergency responders, local and national news, weather conditions, and 911 calls, among other communications channels. It also maintains the City's communication link with City, state, and federal agencies, and notifies City officials when incidents or issues of concern arise.
- **Field response:** OEM sends field responders to larger incidents to facilitate interagency communication and resource requests. OEM's on-scene coordinators also help ensure responding agencies follow incident command protocols.
- **Emergency Operations Center:** During major emergencies and special events, OEM activates the City's Emergency Operations Center (EOC). With space for more than 100 representatives from City, state, and federal agencies and private and non-profit entities, the EOC functions as a central clearing-house for information coordination, resource requests, and decision making.
- **Recovery and relief:** Following an emergency, OEM works with government agencies and nonprofit organizations to provide assistance to disaster victims and manage relief efforts, donations, and spontaneous volunteers.



Educating and Informing the Public

Ensuring New Yorkers are prepared for emergencies is among OEM's top priorities. Its educational campaigns aim to help residents prepare for all types of emergencies. Additionally, OEM communicates relevant tips and information to the public during emergencies.

- **Ready New York:** Introduced in 2003, the Ready New York preparedness campaign outlines tips and information designed to help New Yorkers better prepare for all types of emergencies. Centered around a household preparedness guide, Ready New York spans a number of publications, televised public service announcements, outdoor ads, a speakers' bureau, corporate partnerships, and training programs including Community Emergency Response Teams (CERT) and All Together Now.
- **Public information:** During an emergency, OEM works to ensure agencies involved in an emergency response provide a unified, accurate, and timely message to the public. OEM delivers emergency warnings through the broadcast media using the City's Emergency Alert System, and provides email alerts about current emergencies to subscribers. During large-scale emergencies, OEM opens a Joint Information Center to coordinate outreach to the media.

