

2024 Annual Report

NYC Emergency Management

Letter from the Mayor

All,

As we look back on 2024, I am extremely proud of how our City repeatedly rose to the challenge of responding to multiple emergencies and raised the bar for public safety. Every day, our administration is working to create a safer, more affordable city. As a result, crime is down, jobs are up, and our administration continues to work to make New York City the best



Mayor Eric Adams

place to raise a family. We're delivering for working-class New Yorkers, every day, everywhere.

At the heart of the city's resilience, is New York City Emergency Management (NYCEM) — a team of dedicated professionals who work tirelessly to help New Yorkers before, during, and after emergencies. Our ability to respond to emergencies goes hand-in-hand with our public safety agenda, goals that make New Yorkers feel safer knowing that they can count on us, especially when their life has been turned upside down during an emergency.

Regardless of the emergency's size or complexity, NYCEM is always ready to keep us safe, informed, and prepared.

As a department, NYCEM plays a major role in coordinating with our other public safety agencies in helping the City respond to disasters. In 2024, disasters ran the gamut from: air quality concerns due to wildfires, extreme heat, a drought emergency, winter weather, multiple fires, and many more.

Additionally, NYCEM staff were instrumental in helping the City handle the influx of asylum seekers that have arrived in the five boroughs seeking services since 2022. Their collaboration with partner agencies, the non-profit sector, and private-sector companies proved, once again, that New York City is the greatest city in the world for anyone looking to achieve the American Dream.

NYCEM also has a major role in supporting our planned events that attract people from all corners of the world. Whether it is the Five Boro Bike Tour, the New York City Marathon, the Macy's Thanksgiving Day Parade, or the annual New Year's Eve celebration in Times Square, New York City continues to be a sought-after destination. Under our public safety agenda, NYCEM continued to help New Yorkers and visitors alike remain safe as they enjoyed special occasions with their friends and communities.

NYCEM's impact extends beyond immediate crisis response. In 2024, the agency expanded Notify NYC — the City's official emergency notification system — enhancing its multilingual capabilities to reach more New Yorkers with life-saving information in their preferred language. Today, over 1.1 million subscribers to the City's free emergency alert system can access information about citywide events or local to their neighborhood in 14 languages, including American Sign Language.

Further, NYCEM collaborated with other City agencies to expand cool options for New Yorkers during extreme heat events and launched a new Hazard Mitigation Plan that helps our city adapt to a changing climate. Through these milestones, and many others, the department helped set the roadmap for creating a more resilient, equitable, and sustainable city for everyone.

As we look forward to another year of our administration, we are confident that we can meet the challenges ahead. NYCEM has made enormous strides in safeguarding our communities and preparing our city for the next disaster. Together, we will continue to innovate and expand our city's capacity to adapt and thrive.

– ***Mayor Eric Adams***

Letter from the Commissioner

My fellow New Yorkers –

I am honored to share NYCEM's Annual Report, illustrating the team's outstanding accomplishments in 2024. This year brought unexpected challenges that pushed us to innovate, collaborate, and reaffirm our commitment to preparing and responding to emergencies.

In 2024, NYCEM responded to an extraordinary range of events and incidents – from extreme weather, to no-notice incidents such as the April earthquake and the July CrowdStrike outage, to

planned citywide special events. NYCEM activated for heat waves, flash flooding, and winter weather, supported residents displaced by fires and utility outages, and more. Whether emergencies were forecast in advance or struck suddenly, NYCEM successfully coordinated with partners to address critical issues and maintain essential services throughout the city.



Commissioner Zach Iscol

Preparedness and community engagement remained central to our activities throughout the year. In 2024, NYCEM leveraged the latest drone technology to monitor sharks at our City's beaches. The Community Emergency Response Team program welcomed 79 new volunteers, increasing capacity for local response operations. To increase community resilience, NYCEM gathered over 200 partners for its 12th Community Preparedness Symposium. NYCEM activated for the presidential election, proactively preparing to serve New Yorkers engaging in their civic duties. These are just a handful of milestones the team achieved.

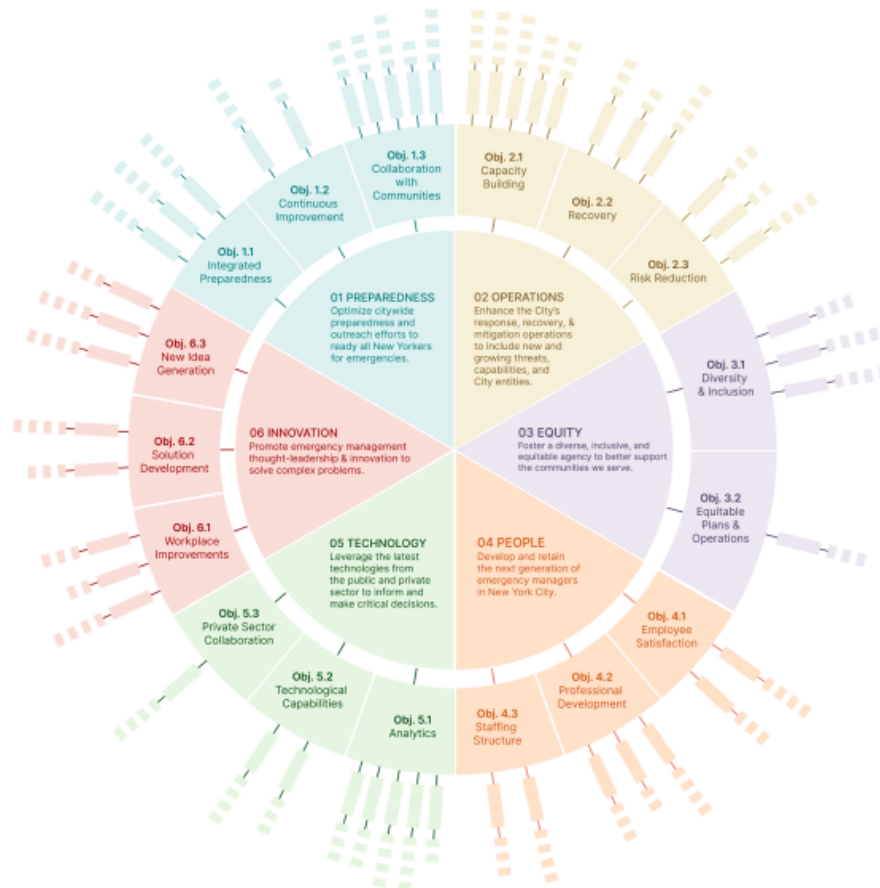
As we dive into 2025, NYCEM is leading the charge to prepare today's city for tomorrow's emergencies. I am proud to lead this incredible team and excited to share the progress we have made in achieving our goals throughout this report.

– Commissioner Zach Iscol, NYCEM

Introduction

NYCEM is committed to helping New Yorkers before, during, and after emergencies through preparedness, education, and response.

To mature our operations through this mission, NYCEM released its [2022 – 2026 Strategic Plan](#) in June 2022. The Plan serves as the agency's roadmap for enhancing emergency management capabilities, impact, and reach over the next two years through six overarching goals.



Overview of NYC Emergency Management's 2022 – 2026 Strategic Plan.

The 2024 Annual Report highlights the notable progress NYCEM made this past year towards achieving these goals in service to New Yorkers.



NYCEM staff and CERT volunteers marched in New York City's Lunar New Year Parade.

Goal 1: Preparedness

Optimize citywide preparedness and outreach efforts to ready all New Yorkers for emergencies.

Preparing All New Yorkers for Emergencies

In 2024, NYCEM conducted 523 in-person and virtual events – reaching over 33,000 New Yorkers across the five boroughs. Throughout the year, NYCEM strengthened partnerships with youth, seniors, and hard-to-reach communities through targeted outreach and strategic engagement.

NYCEM continued to expand its Strengthening Communities program, with 37 active coalitions in 2024. The agency has continued to establish new and sustain existing Community Emergency Networks providing training, resources, and funding to

develop local emergency plans and recovery strategies, with plans to continue expansion in the future. NYCEM facilitated 85 training courses and events for 126 community- and faith-based organizations. Additionally, NYCEM collaborated with Strengthening Communities partners to provide targeted emergency preparedness education, such as working with:

- East Harlem Community Organization Active in Disaster (COAD) to host a workshop emphasizing safety and self-care for emergencies.
- Coney Island Beautification Project for a workshop on what community members can do during coastal emergencies.
- Woodside On the Move to host an eight-week community resiliency and emergency preparedness series.



NYCEM facilitated 85 training courses for 126 community- and faith-based partners in 2024.

In coordination with the growing number of Strengthening Communities partners, NYCEM:

- Partnered with service organizations to support the city's communities. In 2024, this included working with the Muslim Community Action Network to distribute hot meals for "Iftar-on-the-Go" during Ramadan and with LTWorks NYC to serve New Yorkers on Maundy Thursday.
- Facilitated *Disasterville*, an in-person, discussion-based exercise on how CERT volunteers would coordinate with Strengthening Communities partner, the South Bronx Emergency Network, during a mass casualty incident.



NYCEM staff and Ready Girl support a Navaratri celebration in Queens.

Other 2024 key preparedness activities included:

- **Ready NY Older Adult Center of the Year:** NYCEM and the NYC Department for the Aging (Aging) presented the ARC A. Philip Randolph Older Adult Center in Harlem with the Ready NY Older Adult Center of the Year Award in recognition of its continuous commitment to preparing older adults for emergencies.
- **National Preparedness Month (September):** The 2024 theme for National Preparedness Month focused on empowering Asian American, Native Hawaiian, and Pacific Island communities to prepare for future risks and disasters. NYCEM is committed to equipping New Yorkers with the knowledge and resources to prepare for hurricanes, including:
 - Partnering with the Staten Island Children's Museum for Family Preparedness Day to offer interactive demonstrations and discussions on emergency planning.
 - Hosting a Family Preparedness Event with Ready Girl at the Skyview Mall in Flushing to provide flooding hazard

information and flood alarms to local residents.

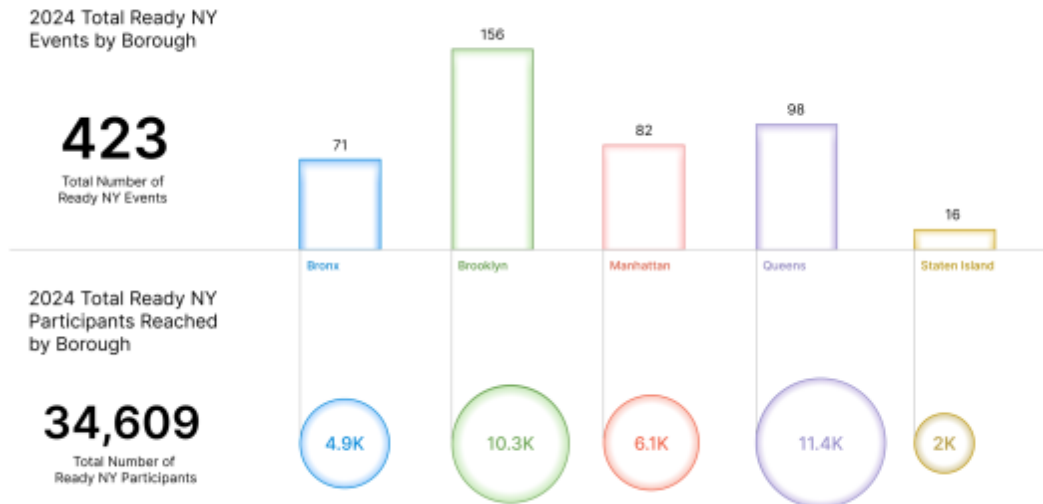
- Holding a Ready NY & Community Preparedness presentation at Woodhull Hospital Command Center.



Commissioner Iscol and NYCEM Community Engagement present P.S. 1 with the Ready School of the Year Award.

- **Student Engagement:** NYCEM continued to engage with young New Yorkers through its Ready NY School and Youth Programs, including:
 - Presenting the 15th Ready School of the Year Award to P.S. 1, the Alfred E. Smith School in Manhattan, for its commitment to emergency preparedness. Students from 3K to fifth grade studied natural disasters, emergency management, and safety and displayed an impressive dedication to community service and engagement in English, Spanish, and Mandarin.
 - Serving as guest speakers on P.S. 676, Harbor Middle School's student-run podcast "Harbor News" to share emergency management preparedness tips.
- **Multi-lingual Coordination:** NYCEM partnered with the Mayor's Office of Immigrant Affairs (MOIA) to share emergency

preparedness information with English-language learners at more than 10 *We Speak NYC* sessions.



The Ready NY team participated in 423 events and reached 34,609 participants across the five boroughs in 2024.

Flood Awareness

As many New Yorkers face unique challenges living in basement and below-grade apartments, NYCEM remains committed to increasing flood hazard awareness. In 2024, NYCEM:

- Partnered with the NYC Department of Environmental Protection (DEP) to host six flood preparedness town halls across the city to distribute emergency preparedness materials and educate residents in flood-prone areas.
- Distributed emergency preparedness resources in Spanish and Chinese at Flushing Preparedness Day at the Queens Public Library.
- Collaborated with the [Flood Sensor Auntie Project](#), a comedic public theater initiative in Queens that uses humor to promote disaster preparedness. At performances, NYCEM distributed preparedness guides, flood alarms, and recruited potential Community Emergency Response Team (CERT) members, creatively engaging the community on flood safety.



NYCEM logistics staff deliver materials for a DEP flood preparedness event.

Working with Community and Private Sector Partners



Partners learned about how to best prepare their communities for emergencies at NYCEM's 12th Annual Community Preparedness Symposium.

In March, NYCEM hosted its 12th Annual Community Preparedness Symposium, gathering over 200 partners from neighborhoods, non-profit organizations, and community-based groups for our first fully in-person symposium since the COVID-19 pandemic. The event was designed to equip participants with resources and knowledge to assist their communities before, during, and after emergencies. The event covered topics such as outreach to high-risk populations, disaster mental health resources, and strategies for neighborhood resilience. The symposium concluded with an awards ceremony recognizing community leaders who demonstrated exceptional dedication to preparedness throughout the year.



NYCEM celebrated the graduation of 79 new CERT members in 2024.

Supporting the Community through NYC CERT Volunteerism

In 2024, NYCEM CERT welcomed 79 new members. Following basic training, volunteers help their communities and first responders to support the City's preparedness and response efforts. CERT volunteers participated in a total of 170 deployments and reported over 17,300 hours of service to the City. This included

CERT support for local events, as well as emergency response operations across the city, including:

- Clearing catch basins in anticipation of rain events.
- Distributing “Beat the Heat” flyers, cooling towels, and thermometers to residents and businesses in heat vulnerable areas.
- Supporting public events, including parades, marathons, and more than 20 cultural receptions hosted by the Mayor's Office at Gracie Mansion.



**NYC CERT volunteers
completed over 17,000
hours of volunteer
service in 2024.**

Keeping New Yorkers Informed

Notify NYC

Notify NYC, the City's free, official emergency communications program, keeps the public informed by providing emergency alerts and updates in multiple languages and formats. The program also leverages multilingual short-code messaging for localized incidents and planned events. In 2024, Notify NYC issued over 2,700 alerts. Notify NYC gained over 86,000 subscribers throughout the year, including an increase of 1,100 multilingual subscribers, reaching a total of more than 1,279,640 subscribers.

**Notify NYC gained 86K
subscribers in 2024, with
a 26% increase in
multilingual subscribers.**

1.279M
subscribers



This past year, the Notify NYC program worked to expand its reach and make emergency notifications accessible to all New Yorkers. In July, NYCEM launched the agency's first-ever citywide multilingual mailer, available in 13 languages, to every residential address in the city. The campaign specifically targeted non-English speaking New Yorkers who may not be aware of Notify NYC. The effort directly correlated to an increase of over 33,000 Notify NYC subscribers and a 50% increase in basement apartment alert subscribers.

In addition to timely information on known hazards, the program also introduced new notification categories to address emerging needs, including air quality advisories.



NYCEM staff provided information about Notify NYC at community events to increase public awareness of the City's emergency communications program.

Podcasts

NYCEM continues to leverage new and existing initiatives to keep New Yorkers informed. The agency's [Prep.Talk](#) podcast released three new episodes in 2024 featuring experts on topics including National Preparedness Month and what it takes to prepare New York City for special events, including the Thanksgiving Day Parade. [Prep Talk](#) episodes were played over 6,000 times this year.

To reach non-English speaking communities, NYCEM also hosts [¡Prepárate!](#), a Spanish-language podcast series that engages listeners with emergency management topics. In 2024, the agency released four episodes featuring experts on topics including the importance of fire safety and community volunteers.



**In 2024, NYCEM
responded to 512 press
inquiries, issued 50 press
releases, and coordinated
64 interviews.**

512

press inquiries

50

press releases

64

interviews

Collaborating with Government and Non-Profit Partners

Recognizing increasing threats to critical infrastructure, NYCEM participated in a full-scale exercise led by the Port Authority of New York and New Jersey (PANYNJ) to test cross-agency communication during an aircraft incident at LaGuardia Airport. NYCEM also participated in an Amtrak tabletop drill to enhance response coordination among interagency partners.

NYCEM's Ready NY program maintains an ongoing partnership with the United Nation's (U.N.) Crisis Preparedness and Response Unit. In 2024, the program conducted a session for more than 50 U.N. staff, covering topics such as personal preparedness, hurricane preparedness, and flood preparedness in NYC.

Additionally, the agency coordinated with food and social service organizations, including Meals on Wheels and God's Love We Deliver, to distribute emergency preparedness tips and tools to at-risk New Yorkers through trusted organizations.



NYCEM staff provided preparedness information and resources to New Yorkers through the Ready NY program at community events, fairs, and celebrations.

Planning and Exercising for Emergencies

This past year, NYCEM continued to strengthen its commitment to preparedness through comprehensive planning initiatives. The agency held its annual Integrated Preparedness Planning (IPP) workshop to align critical priorities with planning, training, and exercise efforts for the next year. To address specific hazards,

NYCEM worked with agency partners to update 11 existing planning documents and began developing 19 new plans based on emerging threats, including:

- **Heat Plan Updates:** In May, NYCEM updated the Heat Plan to include new strategies for New Yorkers to access cooling options during heat emergencies.
- **Hazard-specific Plan Seminars:** Also in May, NYCEM held a Flash Flood Emergency Plan Seminar to equip agency partners with critical information on how to mitigate impacts of flash flooding for residents and infrastructure. In July, NYCEM held an Air Quality Emergency Guide Seminar to socialize a framework for coordinating the City's response during air quality incidents.
- **Suspicious Substance Management:** In November, agency partners revised the Suspicious Substance Protocol to update how to handle and report incidents involving unknown and potentially dangerous substances (e.g., anthrax, ricin).

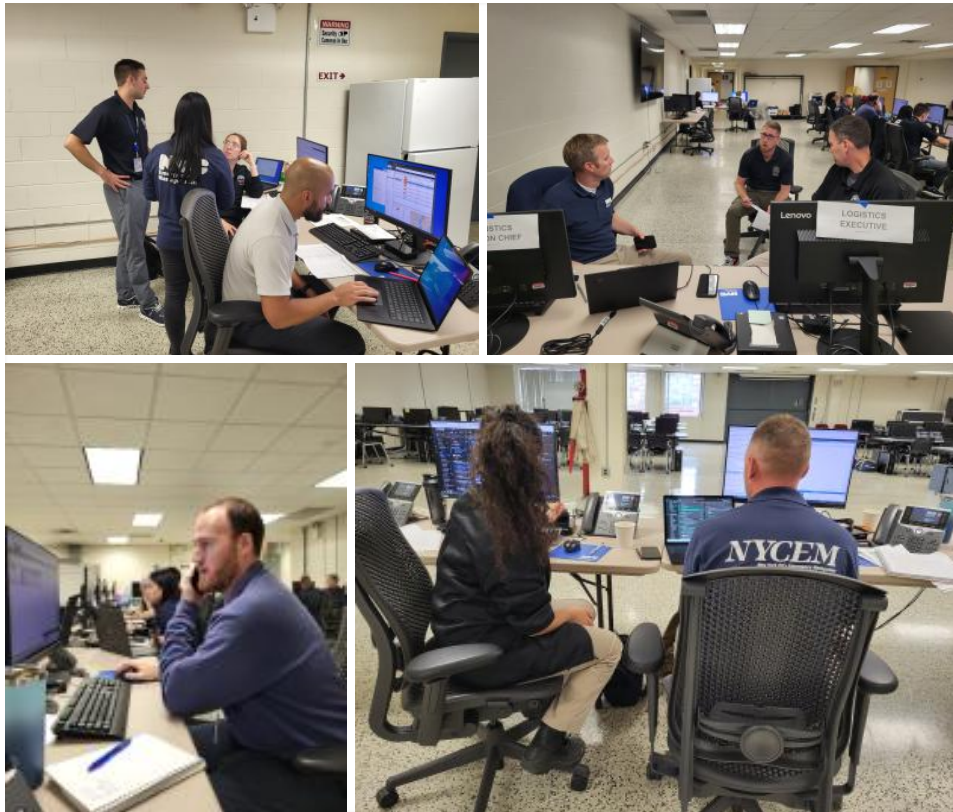
Exercising Emergency Plans

**In 2024, NYCEM
conducted 16 operations-
based and 25 discussion-
based exercises.**



In 2024, NYCEM conducted 16 operations-based and 25 discussion-based exercises. NYCEM also participated in 32 exercises coordinated by other City agencies. Highlights from this past year include:

- **No-notice Incidents:** In March, NYCEM organized an all-day functional exercise simulating a no-notice, coordinated attack to enable City Hall and agency executives to practice interagency coordination, public messaging, and executive decision-making.
- **Cyber Disruptions:** In February, NYCEM participated in the 2024 Healthcare Sector Cyber Tabletop Exercise to better prepare the city's healthcare community for potential cyber attacks. In June, NYCEM joined the Cyber Executive Functional Exercise, which brought together City Hall and agency executives to enhance the City's readiness to respond to and recover from cyber incidents.
- **Active Shooter Exercise:** In July, NYCEM participated in an active shooter exercise at Grand Central Terminal hosted by NYS Department of Homeland Security and Emergency Services (DHSES), Grand Central Terminal, and the Metropolitan Transit Authority (MTA). NYCEM staff served as exercise controllers and players, as well as applied moulage to CERT volunteers – acting as injured individuals – to create a realistic training environment for first responders.
- **Coastal Storm Preparedness:** In August, NYCEM held a series of coastal storm exercises for City staff to support Emergency Operations Center (EOC) and Emergency Support Function (ESF) operations. This exercise series culminated in a two-day City Hall-sponsored interagency exercise.



NYCEM conducted a resource request exercise to test EOC logistics processes for emergencies.

Mitigation Planning

The Federal Emergency Management Agency (FEMA) approved NYCEM's 2024 [Hazard Mitigation Plan](#) in July. The comprehensive plan includes key features of New York City's environment that make it vulnerable to hazards; risk assessments for nine hazards including probability, location, and historic events; and best practices and specific City-led strategies for managing risks associated with each of these hazards.

NYCEM helped secure more than \$200 million in FEMA Hazard Mitigation Assistance grants for projects aimed at reducing risks from coastal flooding, inland flooding, and extreme heat. There are a number of notable projects that benefit from this funding, including:

- DEP Cloudburst hubs, which will turn the Queens Kissena Corridor's outdoor public spaces and surfaces into layers that

can absorb, capture, or divert precipitation, reducing the risk of flooding.

- The Coney Island Creek Shoreline Project for coastal flood mitigation, which will provide protection from tidal flooding and storm surge flood hazards for the neighborhoods of Sea Gate, Coney Island, and portions of Brighton Beach.
- NYC Parks' Green Infrastructure Stormwater Study, to develop conceptual designs and cost estimates to facilitate more greening to absorb rainfall and reduce heat throughout NYC.

In July, NYCEM was selected for FEMA Direct Technical Assistance, a non-financial award that provides resources to develop innovative heat mitigation strategies. This assistance, along with Building Resilient Infrastructure and Communities (BRIC) funding, allowed NYCEM to incorporate climate adaptation measures directly into its preparedness strategies.

To support local businesses in areas at risk for flooding, NYCEM, in collaboration with the NYC Department of Small Business Services (SBS), launched a [Business Preparedness and Resiliency Program Risk Assessment and Grant Program](#). Successful applicants are eligible for a one-on-one risk assessment that offers recommended measures to reduce risk to the business during disruptive events. Program recipients are eligible for grants to cover the cost of recommended measures, such as portable flood barriers, generators, and fire-proof storage containers.



Commissioner Iscol working alongside response staff on-scene in the Bronx following a severe water main break in December.

Goal 2: Operations

Enhance the City's response, recovery, and mitigation operations to include new and growing threats, capabilities, and City entities.



The City's EOC was activated for 366 days in 2024, in support of asylum seeker operations as well as no-notice emergency events.

Responding to Serve New Yorkers

NYCEM manages the City's Emergency Operations Center (EOC), a centralized command and control center leading incident preparedness, response, and recovery operations. In 2024, the EOC was activated 19 times for severe weather, flooding, and other disruptions around the city. Due to the City's ongoing asylum seeker operation, the EOC remained activated every day of the year. NYCEM monitored 3,331 incidents in 2024, and engaged in 786 field responses. Below are key events and incidents where NYCEM played a coordinating or supporting role.

The EOC was activated 19 times in 2024 for winter weather, extreme heat, severe flooding, and more.



NYCEM Citywide Interagency Coordinators held interagency meetings on drone surveillance to monitor surf and shark activity at Rockaway Beach.

Seasonal Hazard Responses

NYCEM activated the Winter Weather Plan several times in response to cold and snowy forecasts.

Over the summer, extreme heat forecasts necessitated activating the Heat Emergency Plan multiple times. NYCEM coordinated interagency steering committee calls and worked with partners operating over 500 cooling centers. Mayor Adams and Commissioner Iscol promoted “Beat the Heat,” an instructive guide for New Yorkers to navigate extreme heat. The City also expanded cooling center partnerships to include more pet-friendly centers; distributed “cool kits” with essential heat safety items to delivery drivers, outdoor workers, and other at-risk groups; disseminated indoor thermometers to older adults to monitor home temperatures; and circulated heat safety information to vulnerable New Yorkers through food partners like City Meals on Wheels and City Harvest.



BEAT THE HEAT

Heat is dangerous and kills hundreds of New Yorkers each year.

Protect yourself, your loved ones, and your community with the right resources to keep cool this summer.

nyc.gov/beattheheat

 **NYCEM**
New York City Emergency Management

NYCEM's Beat the Heat campaign encourages New Yorkers to protect themselves from extreme heat and provides resources for staying cool.

Following a flooding event in August, NYCEM collaborated with the Small Business Administration (SBA) to conduct site assessments and engage with local community organizations to receive an SBA disaster declaration with financial aid. Partners opened Disaster Loan Outreach Centers throughout impacted neighborhoods to streamline support for local residents and businesses.



On April 5, NYCEM coordinated response to a 4.8 magnitude earthquake that struck approximately 40 miles southwest of Manhattan.

Earthquake

On April 5, a 4.8 magnitude earthquake struck approximately 40 miles southwest of Manhattan. Within minutes of the earthquake, NYCEM coordinated an interagency call with representatives from City, State, regional, and utility organizations to discuss impacts and next steps. The City also issued a post-incident Wireless Emergency Alert (WEA) and disseminated emergency information to the public through Notify NYC, social media, and press interviews.



NYCEM activated the City's EOC to coordinate response to the April 5 earthquake.

Wards Island Power Outage

In June, several NYC Department of Homeless Services (DHS) shelters at Wards Island experienced power outages. NYCEM quickly sourced generators and worked with DHS electricians throughout the night to provide power to impacted buildings until electricity could be restored.

CrowdStrike Outage

On July 19, a global outage of CrowdStrike security software led to widespread IT disruptions affecting organizations across the city. NYCEM promptly activated the Situation Room to coordinate a citywide response. Throughout the day, NYCEM hosted interagency calls, bringing together City, State, regional, and utility partners, to brief out on impacts, address resource needs, and hear the latest response updates from the NYC Office of Technology and Innovation (OTI).

This incident was a major continuity incident for the City, with potential operational impacts that could disrupt delivery of essential services. During the incident, NYCEM coordinated with partners to record and report operational impacts as part of its continuity function. By the end of the day, the majority of affected services were fully restored.

NYCEM's Continuity of Operations (COOP) team played a lead role in preparing City agencies to continue critical operations during an emerging incident. A number of agencies had to implement manual processes from their COOP plans to continue serving New Yorkers. Key COOP programs that helped partner readiness for the CrowdStrike outage include:

- **2024 COOP Cyber City Hall Exercise:** In June, NYCEM and OTI Cyber Command organized a comprehensive cyber and COOP functional exercise for City Hall, engaging over 25 City agencies, 15+ Mayoral Offices, and numerous agency and City executives.

- **2023 Citywide Essential Service Review:** NYCEM led agencies in reviewing and updating their essential services, enabling them to direct resources to the most critical operations during disruptions.
- **Annual Citywide COOP Conference:** NYCEM hosts an annual COOP conference for City agency COOP teams to promote collaboration and information sharing, as well as discuss agency strengths and areas for improvement in continuity planning. The 2023 conference theme was “the new normal,” engaging agencies to best leverage continuity planning efforts during novel incidents with cascading impacts.

Asylum Seeker Coordination

The City’s asylum seeker response operations continued to evolve to meet changing needs throughout the year. Activated for 366 days in 2024, NYCEM continued supporting respite centers and coordinated food, healthcare, and language support for over 160,000 migrants. Though there were four respite sites operational in January, the City consolidated operations to a single respite center at John F. Kennedy Airport in August. By the end of the year, the City closed this last respite center.

ILA Strike Response

On October 1, the International Longshoremen Association (ILA) initiated a labor strike. The strike disrupted cargo handling and logistics at key ports, posing potential risks to the supply chain and the movement of essential goods. NYCEM led interagency coordination with PANYNJ and City partners to strategize contingency measures and assess cascading impacts on local businesses, transportation networks, and public services. By October 3, the strike was suspended.

Election Day

NYCEM activated the Situation Room on November 5 to monitor incidents and potential disruptions near polling sites on Election Day. Agency partners, including the NYC Board of Elections (BOE), the Cybersecurity and Infrastructure Security Agency

(CISA), the NYC Fire Department (FDNY), the NYC Police Department (NYPD), NYC Public Schools (NYCPS), NYS DHSES, and OTI maintained constant communication in the event an incident impeded a site's ability to operate or manage polling lines.

Drought

An unseasonably warm fall and lack of precipitation led to historic dry conditions for many New York counties. To slow the depletion of stored water in the city's reservoirs and emphasize the importance of water conservation, the City issued a drought watch on November 2. The drought watch ordered City agencies to prepare to implement water conservation plans and urged the public to actively conserve water.

Throughout the drought, NYCEM held interagency calls to share situational awareness of drought conditions and coordinate public messaging. On November 18, the City elevated the citywide drought watch to a drought warning, mandating City agencies to implement water-saving measures.

As significant rainfall and melting snowpack in the city's upstate watershed significantly replenished reservoir levels, the drought warning was downgraded to a drought watch on December 16 and lifted on January 3, 2025.

Brush Fires

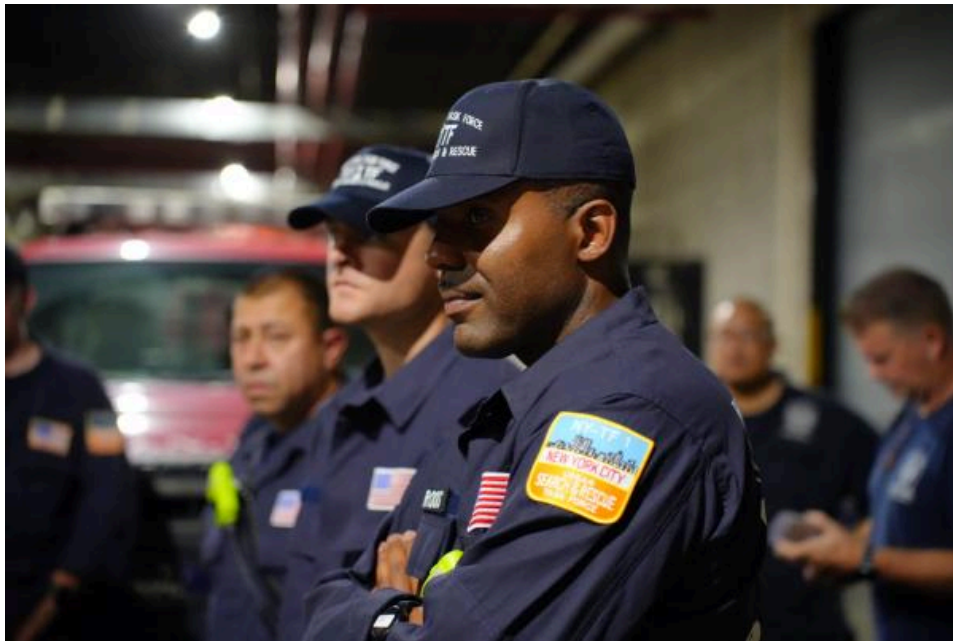
Due to abnormally dry conditions in Fall 2024, the city experienced an increase in brush fires, including a historic two-week stretch of fast-spreading fire conditions. Between November 4 and November 19, multiple brush fires ignited across the five boroughs, with significant incidents occurring in Prospect Park and Inwood Hill Park.

NYCEM played a critical role in both public messaging and interagency coordination. Notify NYC issued 13 messages alerting the public to brush fires at 11 different locations. Notifications

offered guidance, such as the importance of avoiding smoke and taking safety precautions, like closing windows.

All brush fires were contained through coordinated efforts from FDNY, DEP, NYCEM, and NYC Parks. NYCEM deployed field staff to 17 brush fire events, providing on-scene interagency coordination, supporting incident command, and utilizing drones for real-time situational awareness. NYCEM delivered continuous updates, allowing agencies to make timely decisions regarding fire suppression and infrastructure impacts.

Supporting Other Jurisdictions



NYTF-1 members prepare to deploy to North Carolina in response to Hurricane Helene.

USAR – NYTF-1 Responds to National Crises

New York Task Force 1 (NY-TF1) is one of 28 task forces across the country that make up the FEMA National Urban Search and Rescue (USAR) Response System. The task forces are fully trained and equipped to respond to natural, technological, and human-caused disasters. In 2024, NY-TF1 deployed to two incidents.

- In September, 46 personnel and two canines from NY-TF1 deployed to North Carolina following Hurricane Helene. The team conducted extensive searches of areas impacted by infrastructure collapse, downed trees, mudslides, and heavy flooding.
- In October, 81 personnel and four canines from NY-TF1 deployed to Orlando following Hurricane Milton. The team assisted searching for survivors in collapsed buildings, providing emergency medical care, and conducting water rescues.

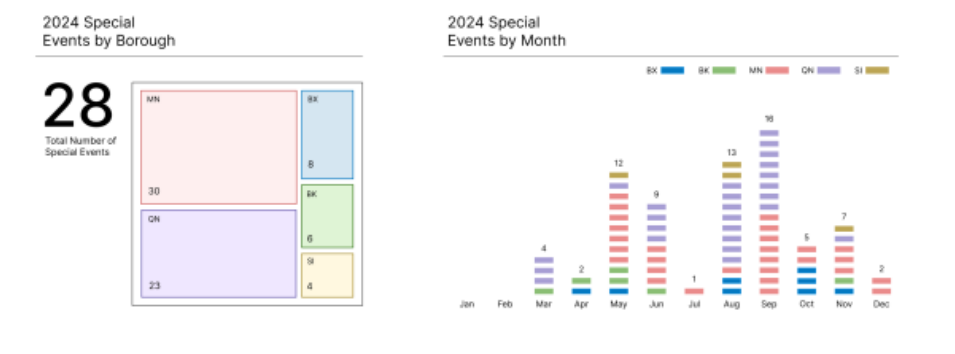


*NY-TF1 members conducting swift water rescue operations
in North Carolina in response to Hurricane Helene.*

In December, NYCEM, in coordination with FDNY and NYPD, hosted a Canine Evaluation for FEMA Canine Search Teams from across the country. Following the evaluation, 40 canines from 16 task forces were certified to deploy and assist in future search and rescue operations.

Providing Support Services to Emergency Response Activities

In 2024, NYCEM deployed staff and equipment, including light towers, command vehicles, and generators, to emergency incidents and major planned events across the city. NYCEM supported 28 special events, including the U.N. General Assembly, Governors Ball Music Festival, the Puerto Rican Day Parade, and the Times Square New Year's Eve Celebration, totaling 61 days of on-site support.



NYCEM supported 28 special events across the five boroughs in 2024.



First Deputy Commissioner Farrell and Commissioner Iscol supported public safety operations at the New Year's Eve Celebration.

Improving Resource Support

In 2024, NYCEM audited and replaced soon-to-expire items from the City’s Emergency Supply Stockpile (ESS) to ensure preparedness for coastal storm season with an organized inventory of water, hygiene supplies, and emergency goods.

NYCEM donated essential soon-to-expire mass care supplies to areas in need, for immediate use. This past year, NYCEM donated medical supplies to Brazil following catastrophic flooding, the Caribbean following Hurricane Beryl, and southern U.S. states following Hurricanes Helene and Milton.



NYCEM's Emergency Supply Center houses essential vehicles, equipment, and consumable supplies the City uses to support emergency operations throughout the year.

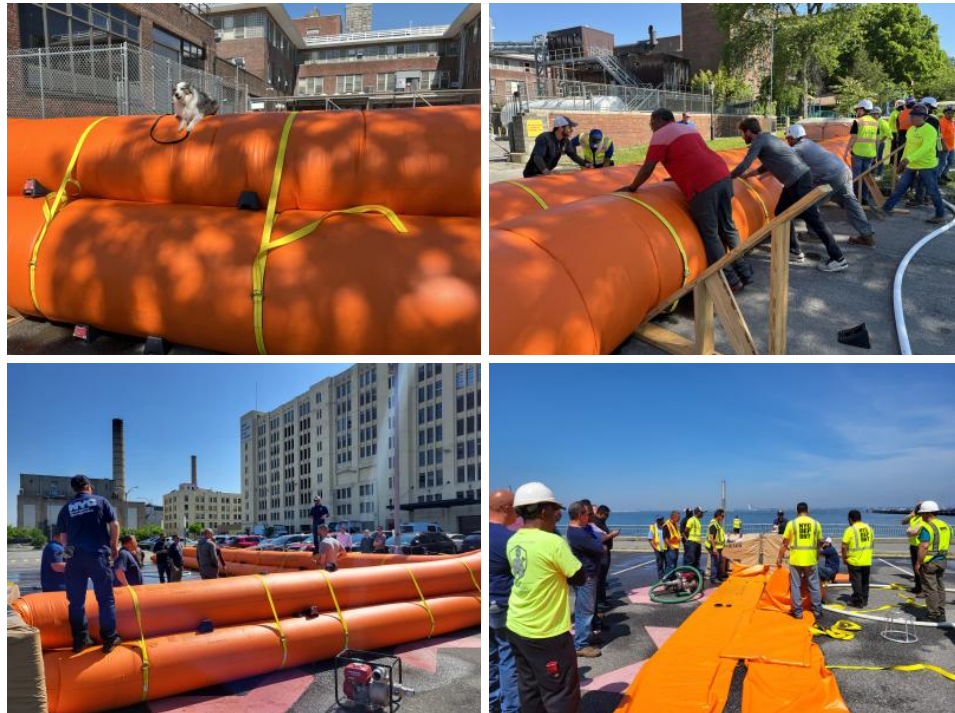
Increasing our City's Resiliency

IFPM Program

This year, NYCEM's Interim Flood Protection Measures (IFPM) program transitioned one site after permanent mitigation was

completed and transferred 11 sites to other City agencies after being successfully managed by NYCEM.

To showcase IFPM measures, NYCEM led Tiger Dam deployment demonstrations at Coler Hospital and the Brooklyn Army Terminal for interagency partners, as well as tours of the IFPM measures installed in the Red Hook neighborhood during Climate Week.



NYCEM and DEP staff conducted tests of Tiger Dams across the city.

Supporting Citywide Recovery

NYCEM continues to coordinate the City's Recovery Working Group, which focused on new priorities, including heat resilience strategies and temporary flood protection measures this year.

In collaboration with the Mayor's Office of Housing Recovery Operations (HRO), NYCEM facilitated a Post-Disaster Housing Recovery Focus Group centered on interim and long-term housing solutions in the event of severe weather. This group brought together key stakeholders to identify strategies for rapid post-disaster housing support.



NYCEM staff and CERT members marched in New York City's Pride Parade.

Goal 3: Equity

Foster a diverse, inclusive, and equitable agency to better support the communities we serve.

To better serve all New Yorkers, NYCEM is dedicated to closing emergency planning gaps, ensuring the communities most impacted by disasters receive the resources they need to be both ready and resilient. The agency promotes an inclusive culture and an equity lens across its initiatives, leading to better emergency response outcomes in historically underserved communities.

In 2024, NYCEM strengthened its partnerships with the Mayor's Office of Ethnic and Community Media and the Mayor's Office of

Immigrant Affairs to ensure vital emergency information reaches all New Yorkers. The agency participated in four local and ethnic media roundtables covering key topics such as hurricane preparedness, heat safety, and emergency resources. Additionally, NYCEM engaged in three hyper-local ethnic media meetings, collaborating with Urdu, Chinese, and Jewish media partners to expand outreach.

NYCEM also advanced long-term equity efforts by completing its first-ever Racial Equity Plan in partnership with the Mayor's Office of Racial Equity and Justice (MOREJ). This plan outlines strategies to integrate racial equity into the agency's operations and community engagement through 2034, ensuring a more inclusive approach to emergency management.

Incorporating Disability, Access, and Functional Needs in Emergency Management

NYCEM remains committed to incorporating disability planning into all operations.

The agency submitted comments to the Federal Communications Commission (FCC) on the upcoming release of multilingual WEAs, recommending the use of form-fillable multilingual templates and pre-recorded American Sign Language (ASL) videos to ensure the greatest reach for critical emergency alerts.

In November, NYCEM designated a Digital Inclusion Officer to ensure the agency's digital content and websites are accessible.

Fostering a Diverse Workforce

NYCEM's Equity and Diversity Council is an employee-driven body that facilitates discussions on issues related to diversity, equity, inclusion, and belonging (DEIB) and integrates these principles into the agency's mission, operations, and strategies. In July, the agency welcomed a new cohort to lead the Council and advise leadership on equity-centered policies, plan inclusive events, and

implement training programs that foster a culture of respect and inclusivity. This past year, the Council:

- Hosted a Religious Literacy Series event that included speakers from the Sikh Coalition to emphasize the importance of integrating cultural and religious considerations into emergency planning to better serve diverse communities.
- Convened a Cultural Heritage Presentation Panel to explore best practices for incorporating cultural heritage into emergency response, especially respecting and preserving community values during crisis situations. Speakers included experts from the International Centre for the Study of Preservation and Restoration of Cultural Property, the Foundation for Advancement in Conservation, and FEMA's Heritage Emergency National Task Force.
- Led Conflict Resolution Training sessions, in partnership with the NYC Office of Administrative Trials and Hearings (OATH), to equip staff with practical tools to manage and resolve workplace conflicts respectfully and effectively.



NYCEM hosted a Religious Literacy Series to emphasize the importance of better serving the city's diverse religious communities.

Celebrating our Diversity

NYCEM is proud our staff reflect the diversity of the city we serve.

NYCEM held its first Lunar New Year Parade celebration in February. Staff helped usher in the Year of the Dragon and enjoyed cultural performances, traditional lion and dragon dances, and a vibrant display of Lunar New Year traditions.



NYCEM staff participated in and provided support for Lunar New Year celebrations.

In recognition of Women's History Month in March, NYCEM organized agencywide events to celebrate the contributions of women in emergency management. This included a staff discussion about the book *The Black Angels: The Untold Story of the Nurses Who Helped Cure Tuberculosis*, where staff touched on topics within Black history, women's history, NYC history, and public health.

In June, NYCEM celebrated Pride Month, with many staff representing the agency at the NYC Pride March.



NYCEM staff celebrate Hispanic Heritage Month.

The agency celebrated Hispanic Heritage Month with an October event recognizing the cultural contributions of Hispanic and Latinx communities.

Empowering Future Emergency Managers

For the third year, NYCEM hosted HERricane NYC, a week-long program dedicated to inspiring young women to pursue careers in emergency management. The agency welcomed 10 participants for hands-on exercises, field excursions, and mock press conferences. Through interactive sessions and real-world

experiences, HERRricane NYC equips participants with leadership skills and introduces them to the field of emergency management, fostering the next generation of women leaders in public safety.



HERRricane participants spent a week at NYCEM learning about the field of emergency management.

NYCEM's commitment to diversity also extends to its procurement processes. In May, NYCEM received its first A+ rating for Minority and Women-Owned Business Enterprise (M/WBE) utilization. This accomplishment reflects NYCEM's successful initiatives to increase agency spending with minority- and women-owned firms.

Language Access

NYCEM expanded its language access initiatives to ensure that non-English residents and residents with limited English proficiency can access critical information during emergencies. In May, NYCEM provided multilingual staff the opportunity to earn Language Testing International (LTI) certifications, recognizing proficiency in oral and written language skills. In 2024, nine staff members were LTI certified. NYCEM also trained multilingual staff to assist with outreach, review translated materials, and support Service Center operations during emergency activations.



NYCEM staff celebrate the retirement of a beloved colleague.

Goal 4: People

Prioritize a people centered culture to develop and retain the next generation of emergency managers in New York City.

Prioritizing People

NYCEM actively promotes equitable hiring practices to reach a diverse audience of potential candidates. In 2024, NYCEM hired 39 new staff, five of which were previously interns or fellows at the agency, and promoted 16 staff.

In 2024, NYCEM participated in five recruitment events, three of which targeted military veterans.



Celebrating Public Service

In 2024, NYCEM introduced its first Annual Performance Awards where staff nominated their peers for kudos and proficiency in extraordinary skills. The agency also honored staff who reached years-in-service milestones helping to foster a culture of excellence and appreciation.

Through NYCEM's mentorship program, 13 pairs of mentors and mentees engaged in knowledge transfer, skills development, and professional growth.



NYCEM continued its Mentor Program this past year, pairing 13 mentors and mentees for knowledge transfer, skills development, and professional growth.

Additionally, six staff graduated from NYCEM's Emergency Management Certificate Program (EMCP).

Encouraging Professional Development

Developing Staff

NYCEM provides staff with leadership development opportunities, both at agency headquarters and by sending staff to off-site

programs. NYCEM also held 107 staff-led emergency management training sessions for personnel development.

In 2024, NYCEM held 107 staff-led emergency management training sessions for personnel development.



NYCEM also launched the Leadership & Management Program, a year-long holistic experience for senior and executive staff to strengthen their people management skills and competencies. Training topics include the essential roles of leadership, leadership communication, and building trust, credibility, and respect.

In 2024, NYCEM staff graduated from the Center for Homeland Defense and Security Executive Leaders Program at the Naval Postgraduate School in California, Harvard's National Preparedness Leadership Institute, and FEMA's National Disaster and Emergency Management University Vanguard Executive Crisis Leaders Fellowship.

Conference Presentations

Staff share best practices and lessons learned with their emergency management peers at professional conferences and industry events, including:

- In May, staff attended the Waterfront Alliance Annual Conference to discuss climate resilience, sustainable coastal economies, and equitable access to waterfront spaces in New York City.
- In June, staff shared their expertise on stormwater mitigation and grant applications at the Association of State Floodplain

Managers Conference in Salt Lake City, Utah.

- In July, staff attended the Esri User Conference to explore emerging trends and innovative applications of GIS technology in emergency management in San Diego, California.
- In July, staff attended the National Homeland Security Conference in Miami, Florida to learn about preparedness in times of rapid change, managing emergency response using emerging technologies, and counterterrorism.



A total of 923 emergency management training courses were completed through NYCEM's online LMS in 2024.

Promoting Employee Wellness

In 2024, NYCEM expanded its wellness initiatives to support staff following ongoing asylum seeker operations and multiple citywide emergencies.

For Mental Health Awareness Month, NYCEM offered on-site mental health resources to prioritize staff well-being during stressful situations.

NYCEM also offered well-being events throughout the year, including yoga sessions, running club, and visits from therapy dogs Norman and Wake. The agency also hosted the following events:



NYCEM staff, family, and friends enjoyed an evening of bowling.

- Family Bowling Night to gather staff, friends, and family for team building and relaxation.
- Participation in the City's "Let's Move Step Challenge" to encourage staff to stay active and prioritize physical health.
- Blood drives to support community health and foster a spirit of service.
- New York Historical visit to tour special installations, featuring prominent historical figure Robert Moses' influence on New York's built environment, as detailed in Robert Caro's *The Power Broker*.



NYCEM Watch Command continued to utilize GIS software and communication platforms to monitor incidents, notify the public, and coordinate response.

Goal 5: Technology

Leverage the latest technologies from the public and private sector to inform and make critical decisions.

Advancing Cybersecurity

NYCEM continues to safeguard the integrity and availability of the agency's IT infrastructure.

To amplify cybersecurity efforts, NYCEM collaborated with OTI to implement an agencywide cyber training curriculum that focuses on educating staff about various cybersecurity risks and how to mitigate them.

For October's Cybersecurity Awareness Month, in partnership with OTI, City agencies focused on fostering mindful user behaviors. Phishing simulations covered weekly themes, including the importance of checking links, securing devices, and protecting data.

Strengthening Communications

To reach more New Yorkers through communication channels they trust, NYCEM launched new emergency messaging channels on WhatsApp, Threads, and Bluesky.

In 2024, NYCEM also launched a video series called "Rapid Response." The series highlights the agency's work to familiarize the public with its mission to help all New Yorkers before, during, and after emergencies. The inaugural episode featured NYCEM's Geographic Information Systems (GIS) team and provided a look into the essential work they do behind the scenes to enable rapid site assessment, aid in search and rescue operations, and help prepare for future disasters.

Developing the IMT Program

NYCEM further developed its internal Incident Management Team (IMT) program to enhance the agency's ability to respond to complex incidents. IMT trainees exercised Incident Command System (ICS) planning concepts during special events, including the Lunar New Year and Thanksgiving Day Parades. The IMT also developed a deployable office space to support the team in field-based incidents.



NYCEM's Incident Management Team gained experience managing complex incidents at a training exercise in Albany, New York.

Deploying Unmanned Aircraft Systems

In collaboration with the Drone Task Force, NYCEM deployed drones to monitor shark activity on City beaches during the summer and assess flood conditions in hard-to-access areas during severe weather. These drones provided real-time video feeds to NYCEM's Watch Command, allowing for faster and more accurate situational assessments.

In October, NYCEM hosted a first-of-its-kind drone exercise with the Drone Task Force, FDNY, and NYPD to simulate the response to the aftermath of a major storm event, with search and rescue components and multiple drones operating simultaneously across several missions. The exercise assessed interagency coordination and communication capabilities during a drone operation.





NYCEM successfully ran a leading-edge drone exercise, in collaboration with FDNY and NYPD.

Engaging with Robotics

In 2024, NYCEM initiated a pilot program to use robotic devices to inspect infrastructure in hazardous conditions, such as post-storm debris fields or compromised buildings. The robots, capable of navigating debris and sending real-time data back to NYCEM Watch Command, will support search and rescue teams by providing initial assessments before first responders enter potentially dangerous zones.

Launching GIS Improvements

To provide New Yorkers with the most up-to-date, actionable information, NYCEM enhanced its mapping capabilities. In support of heat season, NYCEM's GIS team updated the City's Cooling Center Finder to be accessible 24/7 in an online platform and integrated seasonal hazard messaging in the newly designed interface.

GIS also developed interactive maps to quickly identify high-risk areas during severe weather events. For example, during potential flooding events, NYCEM used these maps to determine flood-risk areas and deploy preparedness kits and information to residents in

these areas prior to the storm. This proactive outreach approach, supported by partnerships with local organizations, helped increase flood preparedness in vulnerable areas.

Implementing AI in Emergency Management

NYCEM is exploring how generative Artificial Intelligence (AI) tools can enhance preparedness, response, and recovery efforts. The agency is committed to using AI responsibly and securely, forming an internal generative AI advisory group tasked with developing and implementing an agency-wide AI policy in 2024.

Improving Emergency Data

NYCEM also spearheaded the Emergency Data Improvement Initiative (EDII), a collaborative, interagency effort to enhance data collection, integration, and sharing operations across City agencies. The initiative aims to expand the breadth, depth, and timeliness of emergency-related data available to NYCEM and its partners, addressing both technological and organizational challenges in data management.

A cornerstone of this initiative is the Emergency Data Governance Committee (EDGC), which includes representatives from over 20 City agencies. The EDGC discusses critical issues surrounding emergency data operations on a quarterly basis. EDII launched a new data-sharing hub to facilitate the efficient exchange of emergency data resources among partner agencies. By fostering mutual understanding of data operations and enabling swift data sharing, EDII is positioning NYC to respond to and recover from emergencies more effectively.



NYCEM hosted the annual COOP conference, bringing City agencies together to build operational resilience for emergencies.

Goal 6: Innovation

Promote emergency management thought-leadership & innovation to solve complex problems.

Advancing Strategic Operations

Showcasing Expertise

To share leadership and innovation insights with staff, NYCEM continued its Commissioner Speaker Series, hosting fireside conversations with executives from various industries. 2024 speakers included:

- U.S. Coast Guard Rear Admiral John W. Mauger, who discussed his leadership in the Titan submersible recovery operation and shared valuable lessons in crisis management.

- Reshma Saujani, founder of Girls Who Code and Moms First, on lessons on leadership and gender equity.
- Marine Corps Veteran Elliot Ackerman and Navy Admiral James Stavridis, on emerging threats and preparedness strategies.
- Dr. Sandra Scott, CEO of One Brooklyn Health, on lessons learned from leading healthcare professionals during the COVID-19 pandemic.



The 2024 Commissioner's Speaker Series featured four discussions with experts in leadership, emergency management, and preparedness.

In 2024, NYCEM held two Workflow Expos to showcase professional development tools and techniques for staff. The first expo featured presentations on how to improve team performance, with the second featuring prioritization and personal branding strategies. These events give staff an opportunity to share their unique perspectives with colleagues and adopt new skills.



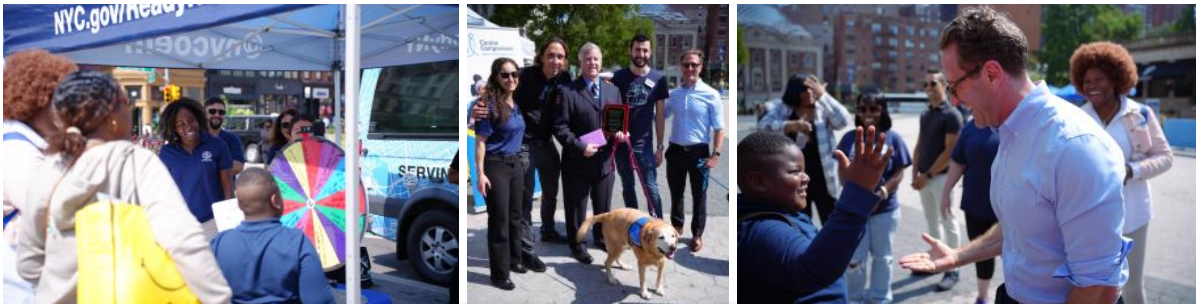
NYCEM held two 2024 NYCEM Workflow Expos, introducing staff to tools and techniques for project management, communication, and team building.

NYCEM also introduced a new leadership panel series where staff present on their experience from notable emergencies. This past year, staff presented on Hurricane Sandy shelter, debris management, and service operations and COVID-19 emergency

feeding operations. Staff newer to the agency or the field of emergency management benefited from their colleagues' perspectives and well-earned experiences.

Service Recognition

To recognize the lifesaving contributions of service animals, NYCEM established the Salty and Roselle Service Animal Recognition Award for extraordinary service animals. The award is named for guide dogs Salty and Roselle, credited with saving the lives of their owners and others on 9/11. The inaugural award honored Halona, a service dog who helped a family to safety when their house caught fire. Halona now assists a 9/11 first responder, matched through Canine Companions.



NYCEM celebrates the role service animals play in emergency management with the community.

Continuity of Operations

NYCEM continues to advance the NYC COOP program, ensuring more than 40 City agencies can deliver essential services to New Yorkers during emergencies. In December, NYCEM hosted the 14th annual COOP Conference. Presenters shared insights on best practices for continuity program management and the potential role of emerging technologies such as generative artificial intelligence. Moreover, agency participants engaged in a tabletop exercise that considered the cascading impacts of a citywide transportation disruption.

Throughout the year, NYCEM also continued to lead a significant modernization effort for COOP planning and reporting software.

Promoting Knowledge Sharing

NYCEM continued organizing quarterly meetings for the Citywide Strategy Working Group, where strategy teams from City agencies share lessons learned from projects and programs.

In January, NYCEM hosted an Innovation in City Government Panel featuring cybersecurity experts from partner agencies. Panelists shared personal experiences with building thriving intergenerational teams, implementing new technologies, and navigating challenges when testing novel ideas in government.

Novel Partnerships

To better prepare for the increasing frequency of heat emergencies in NYC, NYCEM hosted a City Heat Clinic with C40, a network of cities working together to reduce greenhouse gas emissions and fight climate change, to learn best practices on heat response. The Clinic included participation from 24 cities across Africa, Asia, Europe, North America, and South America.

NYCEM partnered with New York University's Center for Urban Science and Progress to analyze and explore trends in emergency response data. Through this partnership, NYCEM accessed predictive modeling tools to better anticipate how emergencies impact different city sectors.

Looking Ahead

As our city encounters new challenges and more frequent and complex disasters, NYCEM continues to increase our capacity to better serve all New Yorkers before, during, and after emergencies. Through the efforts of our amazing staff and with the help of our partners across the City, we are driving forward a ready, responsive, and resilient emergency management practice in New York City.

For more information, visit [NYC.gov/emergencymanagement](https://nyc.gov/emergencymanagement), call 311 (212-639-9675 for Video Relay Service, or TTY: 212-504-4115), or follow the agency on social media.



NYC Emergency Management - 2024 Annual Report

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