



Annual Report

NYC Emergency Management



Introduction

I am pleased to share NYC Emergency Management's annual report.

It is safe to say that this year was marked with successes and challenges. NYC Emergency Management staff and partners continue to respond to the COVID-19 pandemic — the longest Emergency Operations Center activation in the agency's history — while handling cascading impacts and incidents both large and small. From fires to extreme heat and historic flooding, NYC Emergency Management remains steadfast in answering the call to prepare for, respond to, and recover from each of these events, and is constantly improving so we can best serve all communities throughout the five boroughs.

Behind our mission and core values is a dedicated staff whose work and diligence is both unwavering and unmatched. These professionals — along with the support received from communities, partners, the private sector, and elected officials — have allowed our agency to remain a critical lifeline to New York City.

When New York City needs us, NYC Emergency Management will continue to be there. We are committed to providing every New Yorker the tools and resources they need to be ready, and look forward to keeping all 8.6 million New Yorkers safe and resilient.

Andrew D'Amora, Acting Commissioner



Acting Commissioner Andrew D'Amora



Mission & Core Values

NYC Emergency Management helps New Yorkers before, during, and after emergencies through preparedness, education, and response.

NYC Emergency Management is honored to have served New York City for the past 25 years. We look forward to the future, and are prepared to face any challenge that comes our way.



NYC Emergency Management: Celebrating 25 Years of Service video, published in April 2021. Can't access the video above? Watch it on [YouTube](#).

NYC Emergency Management staff, both past and present, reflect on the 20th anniversary of the September 11 attacks. Each of them bravely shares their story. We honor the lives of those lost in this tragic event.



September 11: 20-Year Remembrance Video Tribute. Can't access the video above? Watch it on [YouTube](#).



Opportunities for Growth

Priorities to better prepare for, respond to, recover from and mitigate the consequences of future incidents

Agency Completes Reorganization

In mid-2020, the agency implemented an organizational structure to include five bureaus that focused on delivering services to external partners and the public, while administrative, strategy, and operations offices focused on internal NYC Emergency Management functions.

Equity and Diversity Council

In December 2020, the agency launched its Equity and Diversity Council. Comprised of 10 inaugural volunteer staff members and two co-chairs, it is an employee-engaged approach to both facilitate discussions on issues and concerns regarding diversity, equity and inclusion (internally and externally) and integrate the aforementioned structures into the agency's mission, operations, and strategies.

Inclusive Internal Work to Guide External Operations

NYC Emergency Management established an internal monthly roundtable so the agency can continue being inclusive in its work throughout the disaster cycle. The participants share best practices and actions to involve the whole community, especially those with disabilities, access and functional needs, in mitigation, preparedness, response, and recovery, and invite colleagues from

other agencies and organizations to share recommendations and best practices.

In addition, the agency's legal team continues work with leadership and staff to maintain and implement ongoing obligations within existing programs and to incorporate disabilities, access, and functional needs considerations into newly developed agency policies, practices and procedures.

Research Findings Dictate Current & Future Actions

In 2021, NYC Emergency Management conducted its **biennial emergency preparedness survey** of New Yorkers, and marked the first time it was conducted in three languages. (The survey has been conducted biennially since 2009.) The results also demonstrated that there are opportunities to underscore the agency's commitment to diversity, equity, and inclusion by reassessing advertising, marketing and overall outreach strategies. For example, of those who were unaware of the **Notify NYC program**, an overwhelming majority (73%) said they would be interested in signing up. Further, survey findings showed that Hispanic New Yorkers and Chinese New Yorkers were less prepared for emergencies than white New Yorkers. Given these results, NYC Emergency Management prioritized in-language campaigns to encourage Spanish-speaking and Chinese-speaking New Yorkers to sign up for Notify NYC through out-of-home marketing, radio advertising, and social media marketing.



Making New York City Ready for the Next Disaster

Building the City's capabilities through planning, innovation, and collaboration

New Emergency Planning Structure

The complexity of emergency planning in New York City requires multiple stakeholder participation. As threats continue to change, plans must be agile and continually strengthened to meet this changing landscape. NYC Emergency Management leads this collaborative effort. The agency introduced a new emergency planning structure so interagency planning documents are better organized. Each document is now restructured and standardized by category, type, purpose, primary audience, and scope. A

planning process toolkit was also introduced to better guide the planning process. This included a virtual tool that catalogues all NYC Emergency Management planning documents — 106 plans, playbooks, and guides — and includes such details as when plans were last tested, updated, and activated.



NYC Emergency Management updated 12 of its plans between July 2020 and November 2021 to help better guide the City's response to a range of disasters. This included the latest edition of the City's coastal storm plan.

Helping NYC's 'Sixth' Borough

NYC Emergency Management staff members and a member of the New York City Police Department deployed to Puerto Rico in June 2021 to provide emergency preparedness training to senior leaders in San Juan, including with San Juan's Office of Emergency Management. The training courses and discussions provided insight on how New York City prepares for coastal storms and hurricanes, and how San Juan can better prepare for the 2021 Atlantic hurricane season. NYC Emergency Management team also traveled to Peñuelas to meet with the mayor and discuss how the municipality is recovering after the earthquake and any changes made to their emergency response plans.



The delegation that traveled to San Juan included Acting Commissioner Andrew D'Amora, Chief Operating Officer Henry Jackson, and Director of Intergovernmental Relations Yokarina Duarte. NYPD Detective Jose Otero (far right), who is also a member of the Urban Search & Rescue - New York Task Force 1, joined the team.



Acting Commissioner Andrew D'Amora addresses senior leaders in San Juan, Puerto Rico, during an emergency preparedness training.

Achievements in Learning & Development

As the agency juggled multiple, concurrent emergencies over the past year, its learning and development unit made great strides in converting classes and programs to a virtual environment,

including emergency operations training, leadership and management programs, and coaching and mentoring programs. The team also enhanced its learning management system by developing new classes, programs, and videos to support virtual and hybrid Emergency Operations Center (EOC) activations.



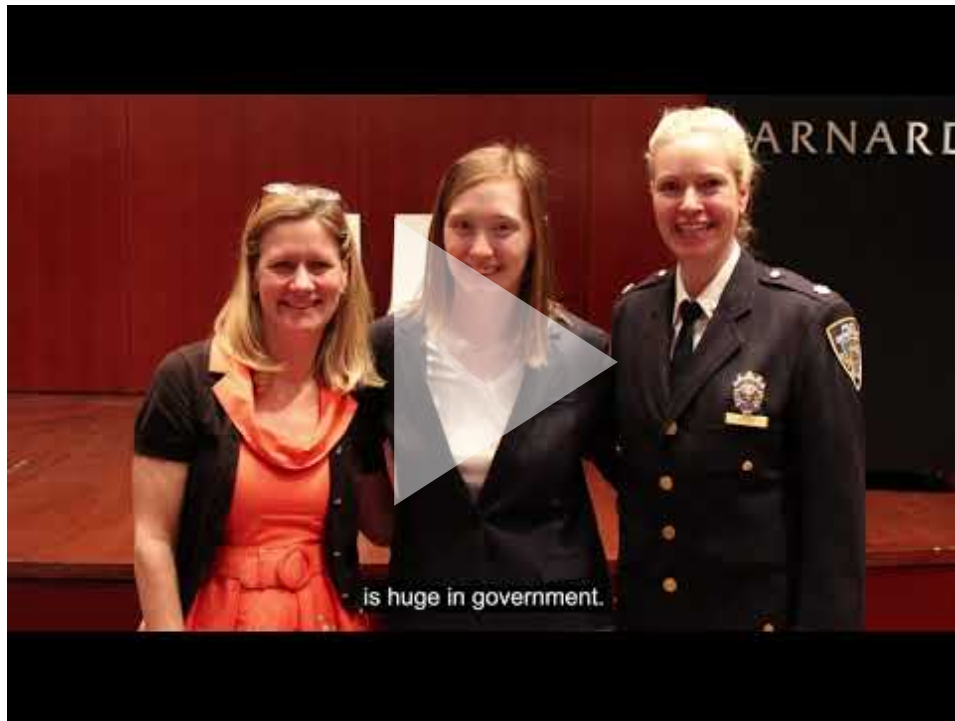
The agency converted 14 in-person courses to live online courses, and completed a rewrite and relaunch of three EOC training classes to improve staff readiness across all City agencies.

To address employee engagement in a virtual environment, the team provided support through internal communications and created Leaders Engaging and Developing (LEAD) forums. The forums bring together managers to discuss engagement, share ideas and best practices, and to support each other. In fall 2021, the learning and development unit also resumed all formal and informal learning programs in virtual formats to support staff growth and development.

Building Future Emergency Managers

NYC Emergency Management continues its commitment to creating the City's next generation of emergency managers.

John D. Solomon Fellowship for Public Service: This year marks 10 years of the **John D. Solomon Fellowship for Public Service**, which boasts 70 engaged alumni with more than 50% moving on to careers in local and state government.



The John D. Solomon Fellowship Celebrates 10 Years of Service. Can't access the video above? Watch the video on [YouTube](#).

Urban Assembly School for Emergency Management: NYC

Emergency Management also continued its longstanding partnership with the [Urban Assembly School for Emergency Management](#), the City's first high school dedicated to emergency management.

The Urban Assembly School for Emergency Management received the 2021 "Ready School of the Year" award from NYC Emergency Management for its commitment to preparedness.



NYC Emergency Management has worked with the Urban Assembly School for Emergency Management since the school was founded in 2013.

To commemorate this year's "Ready School of the Year," NYC Emergency Management released an episode of its emergency management podcast, "Prep Talk," featuring Urban Assembly School for Emergency Management to discuss the importance of students developing emergency management skills earlier in their education.

Prep Talk - Episode 69: Building the Nex...

To commemorate this year's "Ready School of the Year," NYC Emergency Management released a new...

<https://soundcloud.com/user-866529970/prep-talk-episode-69-building-the-next-generation-of-emergency-managers?si=5b7512754fb14673ad7ad4883827925f>

Exercising Emergency Plans

Over the last year, NYC Emergency Management continued to test the City's level of readiness through in-person, hybrid and virtual exercises.



The agency has conducted 11 operations-based exercises and 41 discussion-based exercises from July 2020 through November 2021.

Highlights include:

- **COVID-19:** As part of the City's planning efforts for the second wave of the COVID-19 pandemic, NYC Emergency Management's exercises team designed and conducted several tabletop exercises and workshops, including a two-part City Hall policy tabletop discussion, and workshops that focused on surge staffing, personal protective equipment (PPE), and service centers.

In preparation for winter weather, the **Tow Truck Task Force virtual functional exercise** was designed to assess Tow Truck Task Force agencies' capabilities to intake vehicle tow requests, coordinate and prioritize tow assignments, and submit requests to dispatch tow resources based on the Tow Truck Task Force Protocol.

Gas Outage Response and Restoration Workshops were held to review notice or no-notice or limited-notice disruption of gas service to a neighborhood of residential customers. Discussion included interagency (City/utility) coordination, public information, and human impacts of an outage. Public safety and safe return of gas service were also discussed.

The exercises team relaunched an **Integrated Preparedness Plan**, an inclusive document that consists of priorities from City agencies and organizations that also considers threats, hazards, and risks, to inform interagency preparedness priorities.

2020-2021 Coastal Storm Exercise Series: The agency-led exercise series included a tabletop discussion for sheltering and evacuation operations for a specific hurricane evacuation zone, an executive level exercise, as well as 10 internal tabletop exercises for staff.

Fort Hamilton Exercise Series: NYC Emergency Management participated in an exercises series with partners at Fort Hamilton. Agency staff served as part of the planning and control team as well as participated in the workshop, functional, and full-scale exercise held at Fort Hamilton along with FDNY and NYPD. NYC Emergency Management's public information and public warning teams worked with public information officers from Fort Hamilton and other agencies and partners to outline messaging strategies and best practices to ensure messaging is coordinated before, during, and after an incident.

Penn Station Exercise: The agency participated in the NYS Division of Homeland Security and Emergency Services' (DHSES) tabletop exercise at Penn Station's Moynihan Train Hall in May 2021. Designed specifically for public information officers and senior incident commanders from identified public safety agencies, focused on best practices for communicating with the public during crisis. The exercise allowed incident commanders to get insight into the public messaging strategy, and emphasized the importance of providing/receiving accurate and timely information.

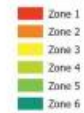
Revised Hurricane Evacuation Zones

In June 2021, the City's **six hurricane evacuation zones** were updated to incorporate new and improved data, as well as information from actual events to allow the City to more accurately define areas most at risk of flooding due to storm surge from a hurricane. Residents who live in these zones may be ordered to evacuate depending on a hurricane's forecast strength, track, and storm surge. With these hurricane evacuation zone changes, more than 3.1 million live in a hurricane evacuation zone (an increase of 100,000 people), and roughly 1 million New Yorkers now live in a different hurricane evacuation zone compared with the 2020 Atlantic hurricane season.

Areas of change

- Southern Brooklyn

Evacuation Zones



2013



2021



Changes made to the City's hurricane evacuation zones included several neighborhoods across New York City, such as southern Brooklyn (pictured).



Actions for a Resilient Future

Taking critical steps to reduce losses after a disaster

The COVID-19 Recovery Framework

Starting in November 2020, NYC Emergency Management coordinated with more than 50 agencies to develop a **COVID-19** Recovery Framework that identifies recovery priorities for the next one to five years to rebuild the City so that it is more inclusive and resilient, and increases racial equity. Since July 2020, NYC Emergency Management also produced 49 COVID-19 recovery dashboards to track how the City is recovering by examining healthcare, economic, housing, social/community, and transportation/infrastructure sectors.

Expanding the Interim Flood Protection Measures Program

To prepare for potential storm surge risk from Tropical Storm Isaias (August 2020), the Interim Flood Protection Measures (IFPM) program successfully completed its first just-in-time deployment of flood protection measures for the South Street Seaport area.

In August 2021, the agency celebrated the **final planned site** for the IFPM program at the Atlantic Basin in Red Hook, Brooklyn.



Over the summer, NYC Emergency Management conducted a walkthrough of its final planned site of the Interim Flood Protection Measures (IFPM) program in Red Hook, Brooklyn.



As part of the citywide coastal resiliency portfolio, the IFPM program was awarded Special Recognition for Excellence in Design by the City's Public Design Commission, calling attention to the beautification projects at the Red Hook and South Street Seaport sites.



This IFPM site uses HESCO® barriers (fabric-lined wire mesh cubes filled with compacted sand) that are often pre-deployed and placed where they do not impede traffic or use of a site.

Grant Successes

Over the past year, NYC Emergency Management coordinated the submission of eight sub-applications from City agencies for the inaugural round of the Federal Emergency Management Agency (FEMA) Building Resilient Infrastructure and Communities (BRIC) mitigation funding. Three of the applications were selected for over \$20 million in FEMA funding, and solidified NYC Emergency Management's role in providing technical assistance for City agencies.

NYC Emergency Management continues to support the development of over a dozen grant sub-applications for additional FEMA hazard mitigation grants, including the BRIC mitigation funding.

Enhancing the City's Hazard Mitigation Plan



NYC Emergency Management is tracking 915 mitigation projects that spent \$7 billion to reduce the impacts to the 11 hazards identified in the City's Hazard Mitigation Plan. Since July 2020, 256 projects have been completed, 20 projects are under way, and 44 new projects have been added to the City's mitigation projects list.

NYC Emergency Management continues to update the City's Hazard Mitigation Plan to include new projects, data, and tools. Stormwater resiliency maps — which outline how extreme rainfall will affect New Yorkers now and in the future — have been integrated into the Hazard Mitigation Plan's flood risk profile and community risk assessment dashboard, while the hazard history and consequences tool now includes an instructional video to guide new users on how to access over 2,400 events and associated consequences.



Helping Communities

Better serving New Yorkers and their communities in their darkest hour

Ready New York Goes Virtual with 'Ready Up NYC'

The agency's community engagement strategies shifted to a virtual environment as the COVID-19 pandemic prevented staff members' ability to provide in-person presentations and events. The Ready New York program's "Ready Up NYC" monthly webinar series has helped New Yorkers prepare for emergencies, including children, older adults, pets and service animals, and those with disabilities, access and functional needs. Each webinar focused on a different topic, from emergency supplies to tornado preparedness, and earned an average of over 100 participants per session. The

agency also held virtual ceremonies for such awards as the "Ready Older Adult Center of the Year."



The Ready New York program's "Ready Up NYC" webinar series provides virtual emergency preparedness presentations. Can't access the video above? Watch it on [YouTube](#).



In 2021, the Ready New York program held 313 events with more than 29,720 attendees.



NYC Emergency Management's community engagement programs, including Ready New York, are committed to educating all New Yorkers about emergency preparedness.

Strengthening Communities through Recovery

Nine community networks across the city have completed an intensive six-month Strengthening Communities through Recovery program. These networks represent a wide range of community groups that offer important social services in areas most deeply affected by the COVID-19 pandemic, and leaders were taught how to build emergency preparedness plans that will support their communities before and after an emergency. The program was funded through the Federal Emergency Management Agency's Emergency Management Performance Grant, and the training was provided by NYC Emergency Management's community engagement unit.



NYC Emergency Management's Community Preparedness program introduced a new public service announcement (PSA) that shares how the program can help community-based organizations and faith-based organizations create their emergency plans so they can better help others during times of emergency.

Can't access the video above? Watch it on [YouTube](#).

2021 Symposium

Emergency planning begins at the community level. When community members plan and organize, neighborhoods are prepared for emergencies and can quickly rebound. The agency's ninth annual symposium — which had more than 1,000 participants — provided insight from community leaders, researchers, and emergency managers to help New Yorkers strengthen their community emergency response plans, and highlighted the importance of diversity and equity in community planning. Participants also engaged with faith-based and community leaders during breakout sessions to learn about strategies and best practices for creating community networks and emergency plans.



In 2021, 55 community preparedness events were held with more than 620 individual attendees and 85 participating organizations.

NYC CERT Volunteers Step In

The New York City Community Emergency Response Team (NYC CERT) volunteer program welcomed 85 new members over the past year. Volunteers continue to help their neighbors and first responders, supporting the City's response to the COVID-19 pandemic, cleaning catch basins ahead of major storms, and much more.



NYC CERT volunteers conducted more than 22,000 hours of service to assist a range of operations, from COVID-19 mass vaccination sites to Hurricane Ida relief and recovery efforts, and supporting planned events.



NYC CERT volunteers play a critical role in preparing New Yorkers and their communities for emergencies.

While NYC CERT volunteers continued to train virtually during the pandemic, the importance of in-person training cannot be overstated. In July 2021, 31 volunteers from across the city participated in the NYC CERT hybrid basic training program.



NYC CERT volunteers participate in a disaster simulation as part of their basic training course.

Partners in Preparedness

NYC Emergency Management released a bilingual public service announcement (PSA) campaign that encourages organizations to join **Partners in Preparedness**, the nationally recognized program that provides free resources to help prepare their partners, employees, and facilities for emergencies. The PSA features testimonials from active partners, including the Metropolitan Museum of Art, global law firm Shearman & Sterling, Memorial Sloan Kettering Cancer Center, and New York University, **who attest to the benefits** of being part of the program.



Established in 2011, Partners in Preparedness is a nationally recognized program that supports organizations in preparing their employees, services, and facilities for emergencies. Can't access the video above? Watch it on [YouTube](#).

This is a promotional graphic for the 'Notify NYC' app. The background is a solid red color. On the left side, there is large white Chinese text that reads '在紧急时刻 收到免费 紧急警讯' (Receive free emergency alerts at emergency moments). Below this, in smaller white text, it says '立即注册 Notify NYC' (Register immediately for Notify NYC). On the right side, there is a graphic of a smartphone. The screen of the phone shows the 'Notify NYC' app interface. At the top of the screen is the text 'Notify NYC' in white on a red background. Below that is a white bar with the Chinese text '暴雨警报' (Heavy Rain Alert). The main part of the screen shows a blue background with a white silhouette of the New York City skyline and wavy lines representing water or rain. In the top right corner of the red background, there is a small logo for 'NYC Emergency Management'.

Keeping New Yorkers Informed

Working tirelessly to provide key alerts and updates before, during, and after an incident

Notify NYC

Notify NYC, the City's free, official emergency communications program, continues to keep the public informed by providing emergency alerts and updates in multiple languages and formats. The program continues to leverage its short code messaging service (available in English and Spanish) for localized emergencies, planned events, and the **COVID-19 pandemic response**.



In 2021, Notify NYC sent 2,400 alerts to over 927,000 subscribers.

Podcasts

NYC Emergency Management leverages new and existing initiatives to keep New Yorkers informed. The agency's "**Prep Talk**" podcast featured a broad range of guests and topics from diversity, equity, and inclusion, to Women's History Month, and the importance of building the next generation of emergency managers.

NYC Emergency Management also continues to expand its public information resources to non-English speaking communities. The agency introduced "**¡Prepárate!**," a monthly Spanish-language podcast series that engages listeners with emergency management topics.

¡Prepárate!

Puedes escuchar ¡Prepárate! en SoundCloud, y
suscríbete ahora para mantenerte actualizado a todos...

<https://soundcloud.com/user-576247678/>



In 2021, the agency has responded to more than 270 media inquiries, conducted more than 80 interviews, and has issued 40 press releases.

Commitment to Diversity, Equity & Inclusion in Messaging & Partnerships

The agency continued its commitment to **Executive Order 47** with key partnerships so all New Yorkers can stay informed about the agency's programs and initiatives.

To raise awareness of changes made to New York City's hurricane evacuation zones, the agency launched its annual, multilingual "**Know Your Zone**" hurricane awareness campaign to educate the public on hurricane preparedness as well as changes to New York City's hurricane evacuation zones.



The "Know Your Zone" hurricane awareness campaign is supported by print and digital advertisements, including advertising on Link NYC kiosks, bus shelters, subway stations, and multilingual and community newspaper ads.

New Ad Council PSAs

In September 2021, NYC Emergency Management unveiled PSAs as part of its continuing partnership with the Ad Council. The English and Spanish-language TV, outdoor, print, and digital PSAs encourage viewers to make an emergency plan with their families before disasters strike. The "What a Disaster" campaign recognizes that while New Yorkers may experience everyday mishaps, you can still prepare for such emergencies as severe weather, power outages, and more.



A majority of New Yorkers (68%) feel prepared for an emergency, but only 13% of New Yorkers report having a complete emergency plan* that includes places to reunite with loved ones, emergency supplies, and ways to stay informed.



A public service announcement (PSA) campaign brought to you by New York City Emergency Management and the Ad Council. Can't access the video above? Watch it on [YouTube](#).

*Source: *Biennial emergency preparedness survey* conducted by
NYC Emergency Management, January 2021.



Responding to Those in Need

Coordinating emergency responses for disasters large and small

Supporting Other Jurisdictions

Oregon Wildfires: Agency personnel are always ready to answer the call beyond the five boroughs. Through a Emergency Management Assistance Compact request, NYC Emergency Management's logistics team deployed a staff member to the state in October 2020 to provide operational and planning support to Oregon's human services response and recovery operations following wildfires that devastated the area.

Urban Search & Rescue - New York Task Force 1 Responds to Surfside Building Collapse: In July 2021, the Federal Emergency Management Agency (FEMA) activated Urban Search & Rescue - New York Task Force 1 following the Surfside Building Collapse in Florida. Deployed task force members included two search structural specialists, three canine search specialists and their respective canines, a medical team manager, and a safety officer.



New York Task Force 1 members were requested by FEMA to support search and rescue efforts following the Surfside Building Collapse in Florida.

Urban Search & Rescue - New York Task Force 1 Responds to

Hurricane Ida: FEMA also activated New York Task Force 1 to assist in Hurricane Ida response and recovery efforts in Louisiana. From August 29 through September 6, 2021, the 83-member team, along with six canines, deployed to Baton Rouge, Louisiana. The team performed extensive search and rescue, reconnaissance, and damage assessment operations over areas that were made difficult to reach as a result of flooding and severe wind damage from the storm. Members used a variety of equipment and tools to support operations.



New York Task Force 1 is managed by the NYC Emergency Management and is made up of specially trained personnel from the New York City Fire Department (FDNY) and the New York City Police Department (NYPD).



From August 29 through September 6, 2021, the team conducted:-2,785 damage assessments-2 rescues-5 assists-19 shelter-in-place welfare checks



New York Task Force 1 is one of 28 FEMA US&R teams strategically located throughout the United States that can be deployed within six hours of activation.

Urban Search & Rescue - New York Task Force 1 Readies New Canines for Team:

After two of its canines retired, New York Task Force 1 conducted a FEMA canine training and evaluation exercise on Staten Island in November 2021. Each canine/handler team was evaluated on its ability to find victims during challenging search and rescue missions. Participants demonstrated search and rescue techniques on manmade rubble piles to simulate a real-life structural collapse or disaster scene. All participants were successful during their evaluations and will join their local Urban Search & Rescue team.



Canines play a critical role in urban search and rescue. Each canine/handler team must pass a rigorous national certification in urban search and rescue, and must be recertified every few years.



Responding to Those in Need

Tropical Storm Isaias

NYC Emergency Management led the City's response to Tropical Storm Isaias in August 2020. This included an eight-day Emergency Operations Center activation and coordination with numerous agencies and partner organizations to resolve 400 building damage reports, over 9,000 downed trees, 550 requests from elected officials, and power outages impacting 185,000 customers.

During the response and recovery, the agency adopted a strategic, borough-response model that allowed NYC Emergency Management responders to mobilize and coordinate emergency assets during large-scale emergencies on a local level.



Tropical Storm Isaias' damaging winds caused downed trees and power outages across the city.

Winter Weather

NYC Emergency Management led the City's response to four snow storms for the 2020-2021 winter season. This included coordination with numerous agencies and partner organizations to maintain

public awareness of winter weather hazards, clear snow and ice from roadways, bridges, and sidewalks, remove stuck vehicles from snowy streets, and support New Yorkers experiencing power outages, heat or hot water outages, or other emergency impacts.

Extreme Heat

In summer 2020, NYC Emergency Management worked with its partners to distribute 74,000 air conditioners to New Yorkers most vulnerable to extreme heat, including seniors and those with chronic medical conditions.

The 2021 summer season was especially busy with record-breaking temperatures and heat indices. Recognizing the need for pet-friendly cooling centers across the city, the City established a partnership with Petco so pets and their owners could visit locations throughout the five boroughs to seek relief from the heat.



Cooling centers are opened throughout the five boroughs for those who seek relief from the heat.



Responding to Those in Need

Eight-Alarm Fire in Jackson Heights, Queens

In April 2021, an eight-alarm blaze destroyed a residential building of 133 units located in the bustling neighborhood of Jackson Heights, Queens. Agency personnel and City partners worked together to respond to what would become a multi-month response.

A physical service center was not set up due to COVID-19 restrictions. While the agency and its partners put forth great effort to provide affected residents with resources they needed, agency staff noted the challenges of standing up a virtual service center.

To keep residents informed, everyone involved had to think strategically. The building's tenant association created a verified

WhatsApp group to share important messaging. To ensure residents affected by the fire were staying informed about the City's response, Notify NYC created a short code messaging group where subscribers had to text "34AVEFIRE" to 692692 to receive important updates in English and Spanish.

Despite the challenges of working in a virtual environment, agency staff members noted there were some outcomes that should be considered for future emergency responses, particularly how building owners/managers worked with the building's tenant association to support affected residents. Operations' drone unit also provided innovative ways for tenants to retrieve belongings and was helpful in operations led by the Department of Buildings and third-party construction companies.



City agencies and partners worked together to support affected residents in the Jackson Heights, Queens, community.



Such incidents require coordination between public safety agencies and partners, including the New York City Fire Department (FDNY), New York City Police Department (NYPD), and NYC Emergency Management.

Hurricane Henri

With peak hurricane season under way, NYC Emergency Management conducted rapid preparations and response to Hurricane Henri in August 2021. The agency quickly mobilized new planning efforts, scaling up storm operations on an accelerated timeline, and adjusting to an unusual storm with a challenging forecast.



Hurricane Henri dropped 4 inches of rain across most parts of the city, with locally higher amounts as high as 10 inches.

Agency response by the numbers:

- Held five Coastal Storm Steering Committee calls and 15 National Weather Service consults between Wednesday, August 18 and Monday, August 23.
Mobilized contractors for eight Interim Flood Protection Measures program (IFPM) sites.
Built a new process to manage the Downed Trees Task Force and work orders.
Identified 13 temporary debris storage and reduction sites, with seven mobilized before the storm made landfall.
Built a new reduced sheltering operation to use hotels and shelters, if needed. This included mobilizing an emergency stockpile and the creation of an interim housing (hotel) program in concert with the Department of Housing Preservation and Development and the American Red Cross Greater New York.
Developed multiple maps to inform decision making and situational awareness.
Supported special events, including the deployment of the Interagency Communication Center to Central Park with staffing

from Watch Command, response support, and support services units.

Issued 55 storm-related messages through Notify NYC, the City's official emergency communications program.

Kept the public informed with participation in mayoral press conferences, issued one press release, updated social media channels around the clock, and held three private-sector calls and one elected official call to keep partners up-to-date about the City's actions.

Although New York City was fortunate to not experience impacts that were initially forecast, 4 to 10 inches of rain fell across the city from Saturday evening through Monday, and the agency's citywide incident coordinators responded to 10 incidents during the duration of the storm. At the time, Central Park measured record-breaking 1-hour rainfall of 1.94 inches between 10 p.m. and 11 p.m. August 21, and a daily record of 4.45 inches on August 21. (These records would be broken by **Hurricane Ida** just days later.)



Hurricane Henri affected New York City just before the city experienced historic flooding caused by remnants of Hurricane Ida.

According to radar-derived measurements, virtually every area of the city saw at least 3 inches of rain and about half of the city observed 4 inches or more. Red Hook and Gowanus registered between 6 inches and 7 inches of rain the night of August 21 alone, with rainfall rates that are seen only once every 75 to 100 years. Rates in Staten Island during the same time measured up to a once in a 100- to 200-year event. (These records would be broken by Hurricane Ida just days later.)



COVID-19

NYC Emergency Management continues to support COVID-19 response efforts. Adjustments have been made to various plans and operations to ensure that New Yorkers stay healthy and safe during any emergency, including severe weather, power disruptions, and more.



February 2021 marked one year that the City's Emergency Operations Center was activated for the COVID-19 pandemic, making it the longest emergency activation in the agency's history.

Aiding vaccine distribution: The agency detailed a staff member to support points of dispensing (PODs) as vaccines became available to New Yorkers. The staff member served as a liaison between the NYC Department of Health & Mental Hygiene and NYC Emergency Management to assist with COVID-19 vaccine distribution to the public. NYC Emergency Management also supported City-managed vaccine distribution sites with inventory management, and created protocols and work instructions for waste management and resource requests. The agency also continues to support the response with its Notify NYC COVID-19 short code messaging service, which touts nearly 1 million subscribers in English and Spanish.

Vaccines and the Vaccine Command Center: NYC Emergency Management staff continues to support the NYC COVID-19 Vaccine Command Center, a dedicated interagency effort created by the Mayor's Office to coordinate vaccine distribution throughout the city.



As of October 2021, the percent of NYC total population with one or more doses administered reached above the 70% public health milestone.



Millions of vaccine doses have been distributed citywide as it becomes available to more age groups.

Supporting fatality management: As morgues reached maximum capacity at the height of the pandemic, NYC Emergency Management staff supported fatality management by procuring and providing refrigerated trailers to hospitals to support fatality management.

Collaboration with health and medical partners: NYC Emergency Management continues to work with its health and medical partners to share information regarding vaccine and testing guidance, hospital bed availability, and COVID-19 case trends.



*NYC Community Emergency Response Team (NYC CERT) volunteers supported food distribution programs like **GetFood**.*

Emergency contracts and programs: The agency's finance and legal teams provided exemplary support to numerous agency and City operations, such as hoteling, staffing, transportation, feeding, COVID-19 testing, vaccination distribution, site-use agreements, and interagency memoranda of understanding.

In addition, the agency's on-call emergency contract team received an honorable mention for their work during the COVID-19 response for the inaugural **NYC[x] Tech & Innovation Awards Visionary**

Initiative Award. These awards were created to recognize forward-thinking officials and groundbreaking innovations in City government, and honors work that exhibits bold, creative use of forward-thinking tech/innovative approaches, specifically for work that relies on forward-thinking and/or far-reaching ideas for tech-related and/or innovative programs.



Flash Flood Emergency - Hurricane Ida

In September 2021, the city faced historic flooding as Hurricane Ida wreaked havoc across all five boroughs and tragically took the lives of 13 New Yorkers.



Areas across the city experienced flooding, including highways like the Major Deegan Expressway in the Bronx.

Historic Flooding Caused by Hurricane Ida: A Timeline



August 26

NYC Emergency Management begins monitoring Tropical Depression Nine (later named Ida).

August 29

Based off multiple consultations with the National Weather Service, the agency activates the citywide Flash Flood Emergency Plan.

August 30

The City's Downed Trees Task Force is placed on alert.

August 31

Daily interagency conference calls are held with municipal and state agencies, utility partners, and community and private-sector partners. The Emergency Operations Center (EOC) is leveraged to coordinate interagency operations.

NYC Emergency Management issues a travel advisory on August 31 that includes preparedness measures and warnings about the incoming weather on Wednesday, September 1.

Messages were sent to community partners and elected officials, and an Advance Warning System message was sent to disability service providers.

September 1

Beginning Wednesday evening, New York City experiences widespread flash flooding into early Thursday morning, September 2. According to the National Weather Service, Central Park broke its all-time 1-hour rainfall rate with 3.15 inches of rain recorded between 9 p.m. and 10 p.m. Wednesday.



The National Weather Service issues a Flash Flood Emergency for New York City for the first time in history.



A travel ban is announced at 11:45 p.m. New York City also declares a **local State of Emergency** due to the weather, through which the emergency suspension of Alternate Side Parking was also announced.

September 2

Several City agencies — including the FDNY, NYPD, the Departments of Environmental Protection, Parks, Buildings, Transportation, the New York City Housing Authority, and Emergency Management — continue to respond to hazards caused by the storm. The City also worked with partners like Con Edison and the American Red Cross Greater New York to respond to affected communities throughout the five boroughs.

September 3

Mayor de Blasio announces a new
**Extreme Weather Response Task
Force** —

a group of senior leaders across City agencies and outside experts on climate change and resiliency — who explored the City's response to extreme weather events and address these challenges.

NYC Emergency Management launches **NYC.gov/ida** website page, which outlines resources to impacted individuals, and works with its partners to open in-person disaster assistance centers throughout the five boroughs.

September 4

New York City government agencies, nonprofit organizations, and community-based organizations began on-site assistance to help connect families and individuals to critical services, including enrollment in public benefits and health insurance, housing, food assistance, and mental health counseling. Services were available to all visitors.

September 5

The Federal Emergency Management Agency (FEMA) issues a **disaster declaration** for the Bronx, Brooklyn, Queens and Staten Island.

New York City also extends its **local State of Emergency**.

September 9

NYC Emergency Management announces a partnership with the **New York Food Truck Association** to provide free meals to devastated communities.

Hurricane Ida

For the first time in history, the National Weather Service (NWS) declared a flash flood emergency in New York City. The storm shattered the record for the most single-hour rainfall in New York City, set only two weeks earlier by Hurricane Henri.



Between August 19 and September 1, the city saw over 16 inches of rain.

This particular storm was unprecedented. Locally, maximum storm totals of up to 10 inches of rain were recorded. At LaGuardia Airport, it was the most recorded rain ever; in Central Park, it was the fifth-highest on record.

NYC Emergency Management began tracking Hurricane Ida on August 26 when it was then known as Tropical Depression Nine.

The agency led the preparation for the storm and activated the citywide Flash Flood Emergency Plan on August 30. Activating a plan sets off cascading instructions for various agencies and partners as they implement their portion of the plan to deal with the potential for excessive and rapid flooding. These components included working with City agencies, the National Weather Service, the MTA, and such utility companies as Con Edison and National Grid. Other actions included targeted catch basin cleaning and maintenance for more than 1,000 locations across the city, in addition to every highway catch basin.



The City's Flash Flood Emergency Plan has been activated 16 times in 2021.

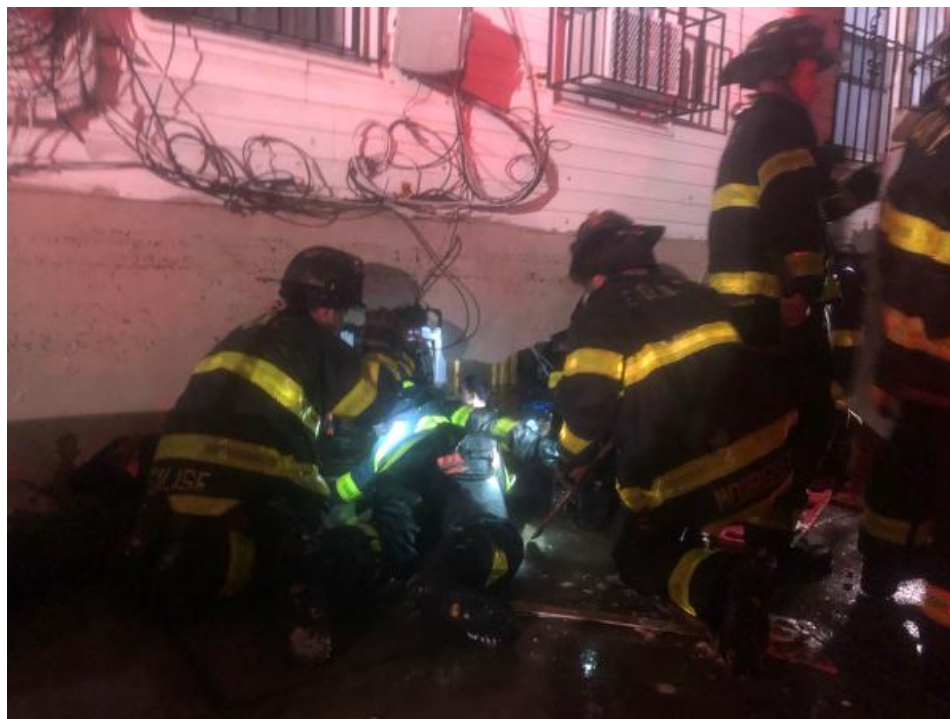
For this storm, NYC Emergency Management took several actions to keep the public and its partners informed about the impending storm and potential impacts. Ultimately, at 11:45 p.m. on September 1, the Mayor declared a State of Emergency and issued a travel ban, both amplified via social media and Notify NYC.



NYC Emergency Management issued 30 Notify NYC messages informing people about service disruptions and aspects of the storm as it was happening, and the National Weather Service issued Wireless Emergency Alerts (WEAs) in English and Spanish to all mobile phones in New York City.

NYC Emergency Management field responders were deployed in each borough so they could assess dangerous conditions quickly. In addition to flooding conditions, they responded to eight other

multiagency incidents, including power outages to healthcare facilities, a retaining wall collapse, and fires.



FDNY members conducted water rescues amid dangerous conditions.

NYPD officers assisted New Yorkers in highly challenging situations; they conducted 166 total rescues, of which 69 were water rescues, and they also rescued more than 800 passengers from MTA trains. The NYPD worked with private tow companies to move more than 1,000 vehicles and went door-to-door in highly impacted neighborhoods. Members of the New York City Fire Department conducted hundreds of rescues, saving more than 500 New Yorkers trapped on flooded roadways and in submerged cars, subway stations, and buildings. In a number of these rescues, FDNY members used their extensive training to navigate deep water and collapsed building conditions. Their knowledge and experience with water rescue allowed them to remove individuals from dangerous situations and bring them to safety.

Consequence Management

In the immediate aftermath of Hurricane Ida, New York City began an unprecedented cleanup and recovery effort. Multiple recovery efforts were swiftly set in motion after the storm passed. NYC Emergency Management worked with City agencies, New York State, FEMA, and nongovernmental and nonprofit organizations — including the American Red Cross Greater New York and Voluntary Organizations Active in Disaster — to help New Yorkers recover from this devastating storm.

Providing resources to New Yorkers in need:

NYC Emergency Management coordinated the opening of service centers — one in each borough — with City and nonprofit partners. Shortly thereafter, the Federal Emergency Management Agency (FEMA) issued a federal disaster declaration for the Bronx, Brooklyn, Queens, and Staten Island. Centers located in these four boroughs were staffed by City agencies, nonprofit partners, New York State agencies, and FEMA, making them a venue for affected residents to receive a wide range of resources and information, including but not limited to: shelter needs, social service benefits available from all levels of government, damage assessment guidance, dewatering information, distribution of Red Cross supplies, cleaning and debris management services for homes and businesses, and more. For those who could not come in, or preferred a virtual option, services were made available by either calling 311 or visiting [NYC.gov/ida](https://nyc.gov/ida).



The City's Ida recovery webpage, [NYC.gov/ida](https://nyc.gov/ida), has more than 92,000 visits to date.



Service centers opened across all five boroughs to New Yorkers affected by flooding from Hurricane Ida.

Storm damage assessments: The Department of Buildings (DOB) responded to incidents, complaints, and referrals from agencies regarding storm damage and did not issue violations to property owners affected by storm damage. All DOB fees related to construction work associated with storm damage were waived, including permit fees.



The initial damage estimate to New York City is \$38 million, according to the Federal Emergency Management Agency (FEMA).



Financial assistance was made available to New Yorkers through FEMA, the Small Business Administration, the National Flood Insurance Program, the New York State Office of New Americans, as well as nongovernmental and nonprofit

organizations. More than \$181 million has been awarded.



Affected neighborhoods were identified and prioritized so New Yorkers could get the resources they needed.

Language access: The Mayor's Public Engagement Unit organized door knocking to ensure information in multiple languages was received directly by those affected, while NYC Emergency Management and NYC Service activated the Volunteer Coordination Task Force to coordinate language access needs of communities affected by this emergency.



Recovery operations, including service centers, were supported by volunteers like NYC CERT members.

Sheltering: In addition to staffing the service centers, the Department of Housing Preservation and Development (HPD) worked to connect displaced residents with the American Red Cross Greater New York for emergency hotel services and its inspectors have been responding to storm-related 311 complaints as well as assisting DOB with building inspections and assessments.

Debris management: Cleanup and debris removal operations were prioritized by City agencies:

- The Department of Environmental Protection (DEP) crews provided drinking water to affected communities and removed waste water from areas impacted by the storm.
- Property owners with standing water were offered pumping support via the City's Dewatering Task Force, coordinated by NYC Emergency Management and DEP. Less than 100 homes and businesses requested this service as many New Yorkers used pumps they already owned.
- The FDNY assisted with dewatering operations and clearing downed trees.
- The Department of Sanitation canvassed the city and conducted a widespread debris removal operation, giving residents the

opportunity to place out debris for collection as needed and regardless of their normal collection day.

Food Trucks & GetFood: NYC Emergency Management provided emergency food for residents affected by the storm in coordination with the Department of Sanitation, the Department of Social Services, Department of Parks and Recreation, and the Mayor's Office of Food Policy. In order to reach those in need, the City leveraged the COVID-19 home delivery GetFood program, and also placed food trucks and distributed prepared meals in impacted communities.



The Department of Sanitation worked around the clock to remove debris and garbage from city neighborhoods.

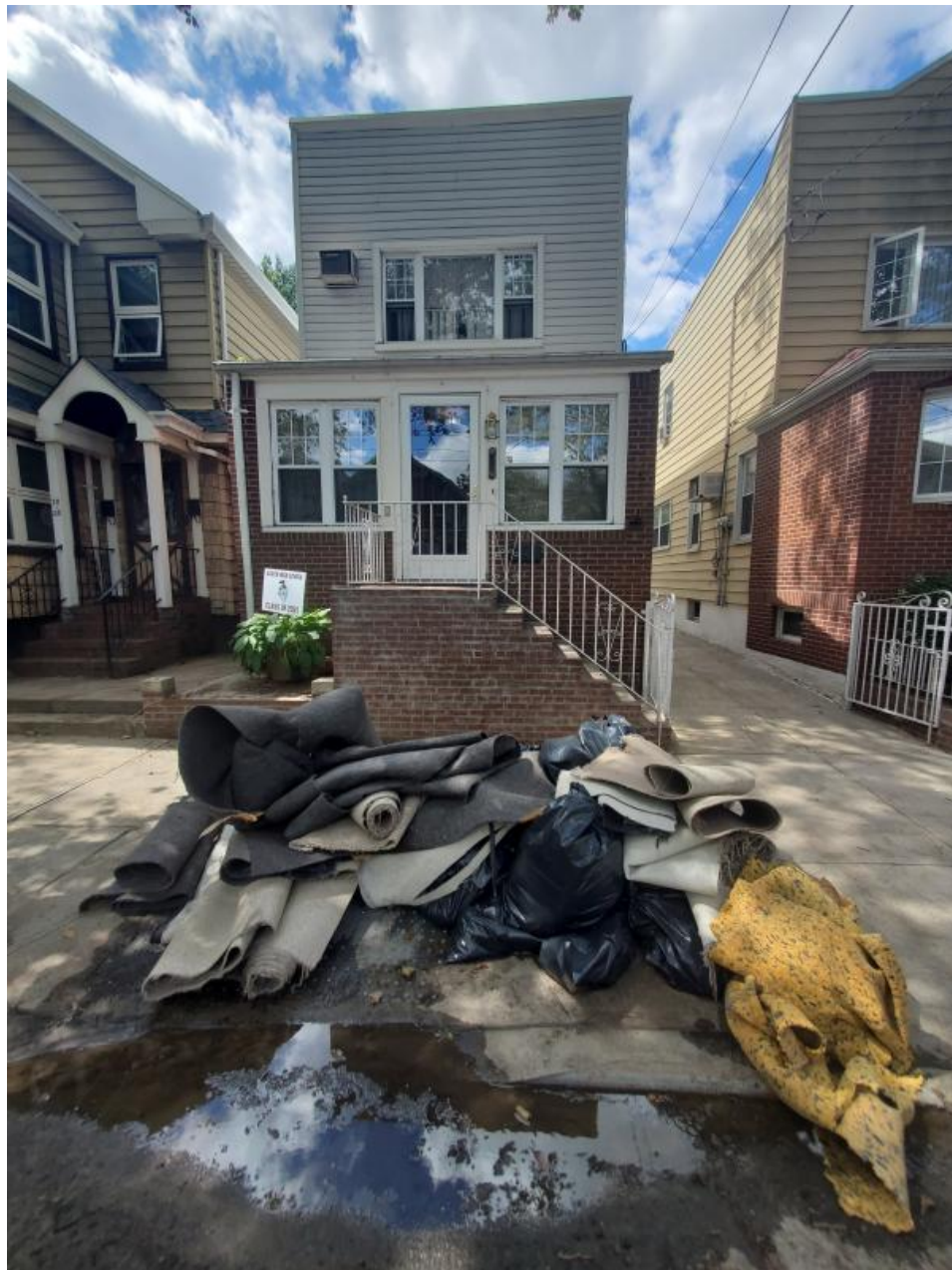
Cleanup & Recovery by the Numbers

- 486,399 phone calls, and another 200,000 text messages, from City phone bankers to connect New Yorkers in hardest-hit communities to government resources
- 122,181 doors knocked by City/FEMA canvassers
- 371 households provided temporary housing
- 374,909 free meals distributed
- 18,800 tons of debris picked up by the Sanitation department

72,000 trash bags picked up by the City Cleanup Corps



Cleanup efforts were aided by the City Cleanup Corps and volunteer groups.



Cleanup efforts were held across the city.

Looking Ahead

Constant improvement is part of NYC Emergency Management's core mission to best serve New Yorkers before, during, and after emergencies. The City will continue to ensure that climate change and its consequences are incorporated into all plans and actions. Hurricane season begins June 1 and ends November 30, and the potential for severe rain and flooding is a year-round concern.

On Friday, September 3, Mayor de Blasio announced a new Extreme Weather Response Task Force— a group of senior leaders across City agencies and outside experts on climate change and resiliency — who explored the City's response to extreme weather events and address these challenges. The task force developed a report, "**The New Normal: Combating Storm-Related Extreme Weather in New York City,**" which provides New York City with a new blueprint to prepare for and respond to extreme weather. Progress reports are also shared with the public monthly.

The work continues.



**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 - Annual Report

Prepare. Respond. Recover.

© 2021

NYC Emergency
Management