

Citywide Incident Management System



Pocket Reference Guide

The **Citywide Incident Management System (CIMS)** is an incident management doctrine for managing emergency incidents and planned events in the City of New York. It is New York City’s implementation of FEMA’s National Incident Management System (NIMS), which provides national standards and best practices for incident management.

- Defines the **roles and responsibilities** for New York City agencies conducting incident response and recovery operations. CIMS designates which agencies have authority for leading and coordinating these operations.
- Identifies a **Primary Agency** with overall responsibility for an incident, including management of strategic and tactical operations.
- Defines New York City agencies’ **Core Competencies** for incident response and recovery operations. Core Competencies are functional areas of expertise, which are implemented at incidents.

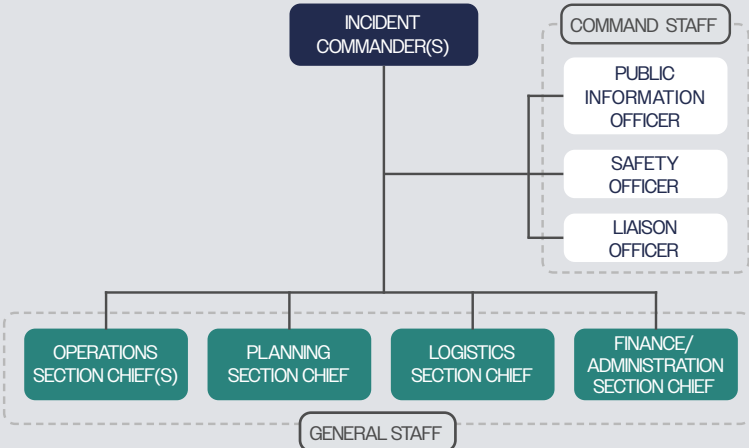
- Under CIMS, agency responsibilities for incident response operations are clearly defined using **three agency roles**:
 - **Primary Agencies** have overall responsibility for an incident, including management of strategic and tactical operations.
 - **Supporting Agencies** provide operational, logistical, and administrative support, including personnel and equipment, to incident response and recovery operations.
 - **Coordinating Agency** (NYCEM) makes sure that the CIMS command structure is in place and has authority for coordinating resources across Supporting Agencies.

Incident Command System (ICS)

The **Incident Command System (ICS)** is a nationally standardized approach for command, control, and multi-agency coordination of on-scene incident operations.

ICS provides a **consistent, clearly-defined** organizational structure within which personnel from multiple City agencies and external organizations can be effective.

Through use of the ICS standard, CIMS is designed for the **rapid and effective integration** with state and federal agencies, as well as community-based, nongovernmental, nonprofit and private sector organizations.



Primary Agency Matrix

- CIMS identifies a **Primary Agency** with overall responsibility for an incident, including management of strategic and tactical operations.
- CIMS uses two models for implementing incident command in the ICS structure: Single Command or Unified Command.
- In the **Single Command** model, incident command is composed of a single Primary Agency.
 - In the **Unified Command** model, incident command is composed of multiple Primary Agencies.

The Primary Agency Matrix identifies the appropriate incident command model based on incident type. The Primary Agency Matrix also defines which agency (in Single Command) or agencies (in Unified Command) will be part of incident command.

In both Single Command and Unified Command models, incident command is responsible for the overall management of an incident and has the authority to make overall strategic and tactical decisions regarding the mitigation of the incident, define the Incident Objectives, and determine what resources are required for incident operations.

Incident command is responsible for working collaboratively with the Supporting Agencies and the Coordinating Agency (NYCEM) to set Incident Objectives and priorities and is accountable for the effective deployment of available resources.

Incident Type 	Primary Agency or Agencies 	Command Model
Active Shooter	NYPD	Single Command
Animal Health Emergency	DOHMH	Single Command
Auto Extrication	FDNY, NYPD	Unified Command
Aviation Emergency	FDNY, NYPD	Unified Command
Boat in Distress	FDNY, NYPD	Unified Command
Civil Disobedience	NYPD	Single Command
Confined Space Rescue	FDNY	Single Command
Correctional Facility Disturbance	DOC	Single Command
Cyber Emergency	OTI, Cyber Command & Impacted Agency	Unified Command
Displaced Persons / Humanitarian Aid	DSS, NYCEM, MOIA	Unified Command
Downed Tree	Parks / FDNY	Single Command
Elevator Incident or Emergency	FDNY	Single Command
Emotionally Disturbed Person	NYPD	Single Command
Entrapment / Impalement	FDNY	Single Command
Explosion	NYPD, FDNY	Unified Command
Explosive Device / Bomb Threat	NYPD	Single Command
Fire	FDNY	Single Command
Flash Flood	NYCEM, NYPD, FDNY, DEP	Unified Command
Hazardous Material (CBRN): Biological	NYPD, FDNY, DOHMH	Unified Command
Hazardous Material (CBRN): Chemical	NYPD, FDNY, DEP	Unified Command
Hazardous Material (CBRN): Nuclear	NYPD, FDNY	Unified Command
Hazardous Material (CBRN): Radiological	NYPD, FDNY, DOHMH	Unified Command
Heat Emergency	NYCEM, NYPD, FDNY, DOHMH	Unified Command
Hostage Incident	NYPD	Single Command
Infestation	DOHMH	Single Command
IT Infrastructure Failure	OTI	Single Command
Natural Disaster	NYCEM, NYPD, FDNY, DOT, DSNY, DEP, DOB	Unified Command
Public Health Emergency	DOHMH, FDNY, NYPD	Unified Command
Rail Emergency	FDNY, NYPD	Unified Command
Special Event	NYPD	Single Command
Structural Collapse	FDNY	Single Command
Suspicious Package	NYPD	Single Command
Utility Emergency: Electric	FDNY, NYPD	Unified Command
Utility Emergency: Gas	FDNY, NYPD	Unified Command
Utility Emergency: Steam	FDNY, NYPD	Unified Command
Utility Emergency: Telecommunications	FDNY, NYPD, OTI	Unified Command
Utility Emergency: Water / Wastewater	FDNY, NYPD, DEP	Unified Command
Water / Ice Rescue	NYPD	Single Command
Winter Weather Emergency	NYCEM, NYPD, FDNY, DSNY	Unified Command

Core Competencies are functional areas of expertise, which are implemented at incidents and relate specifically to tactical operations that are managed by the Operations Section. Core Competencies have been identified in the tables here for agencies with incident management responsibilities. Agencies have the authority to direct operations related to their Core Competencies at incidents. If more than one agency is capable of performing the same tactical operations at an incident, the agency with the Core Competency will give tactical direction, by the ranking officer, to other agencies performing operations within that competency. Life Safety Operations in progress will not be disrupted or suspended because of transition of command to other agencies.

NYPD	Law Enforcement and Investigation
	Intelligence Collection and Analysis
	Crime Scene Processing / Evidence Preservation
	Site Management - Perimeter Control
	Site Management - Traffic Control
	Site Management - Crowd Control
	Site Management - Site Security and Force Protection
	Site Management - Evacuation (Area and / or Law Enforcement Related)
	Water Search and Rescue
	Hazardous Materials (CBRN) Investigation (Crime Scene / Terrorism)
	Suspicious Powder Assessment and Mitigation
	Accident Investigation
	VIP Protection
	Arson Investigation (Major Case)
	Cybersecurity Incident Criminal Investigation
FDNY	Fire Suppression
	Pre-hospital Emergency Medical Care
	Search and Rescue
	Structural Evacuation
	Structural Collapse Initial Assessment and Search and Rescue
	Arson Investigation (Cause and Origin)
	Hazardous Materials (CBRN) Assessment, Life Safety, Mass Decontamination, and Mitigation
	Utility (Electric / Gas / Steam / Water) Emergency Assessment and Mitigation
NYCEM	Interagency Coordination and Support
	Coordination of Emergency Public Messaging
DCAS	Contract Oversight
	Public Buildings: Infrastructure Assessment, Repair and Reconstruction
	Fueling Station Management
	Fleet Management Policy
	Citywide Training
	Space Allocation
	Human Capital Management
	Citywide Health and Safety Policy Coordination
DDC	Technical Debris Management Operations
	Technical Stabilization, Remediation and Demolition
	Public Buildings, Roadways, Water and Wastewater: Infrastructure Assessment, Repair and Reconstruction
DEP	Water and Wastewater: Infrastructure Assessment, Repair and Reconstruction
	Environmental Monitoring, Sampling, Evaluation and Analysis (including Air Monitoring)
	Environmental Mitigation (Chemical)
	Environmental Law Enforcement
DFTA	Case Management for Older Adults
DOB	Construction Crane and Derrick Assessment
	Damage Assessment (Structural and Mechanical Equipment)
	Building Re-Occupancy (Structural and Mechanical Equipment)
DOC	Correctional Facility Management
DOHMH	Disease Surveillance and Epidemiology
	Public Health Orders, Clinical Guidance and Risk Communication
	Mass Prophylaxis / Vaccination
	Laboratory Testing (Biological and Radiological)
	Public Health Assessment
	Environmental Mitigation (Radiological and Biological)
	Animal-Related Surveillance and Vector Control
	Mental Health Needs Assessment and Service Coordination

OTI	311/Call Center Management
	Application Development
	Coordination with Telecommunications Partners: Infrastructure Assessment, Repair and Reconstruction
	City-owned IT, Network and Data Center: Infrastructure Assessment, Repair Reconstruction and Endpoint Management
	Citywide Identity and Access Management and Remote Access
DOT	Bridges and Roadways: Infrastructure Assessment, Repair and Reconstruction
	Transportation Systems Management (Traffic Signals)
	Staten Island Ferry Operations
DSNY	Debris Management Operations (Non-Toxic and Non-Hazardous Debris)
	Snow Removal Operations
DSS	Social Services (SNAP, Medicaid)
	Homelessness Outreach and Prevention
	Emergency Feeding Contracts
	Case Management Contracts
	Disaster Service Centers
EDC	Coastal Storm/Large Scale Emergency Sheltering
	Industry Partner Coordination
	Real Estate and Ferry Assets for Recovery Operations
HPD	Building Re-Occupancy (Maintenance / Essential Services)
	Debris Removal (including Asbestos Testing)
	Stabilization, Remediation and Demolition
	Tenant Relocation (Vacate Orders)
MOCS	Vendor Identification, Qualification and Engagement
MOIA	Language Access Advising and Oversight
MOPD	City Resident Services Accessibility: Agency Advisory, Constituent Outreach and Information Dissemination
OTI CYBER COMMAND	Cyber Threat Intelligence and Monitoring
	Cyber Incident Management and Response
NYCHA	Maintenance, Restoration, and Repair of Essential Services to NYCHA residents
	NYCHA Resident Relocation and Sheltering
OCME	Fatality Management Operations
OMB	Cost Recovery
PARKS	Forestry (including Downed Tree Removal)
	Parks: Infrastructure Assessment, Repair and Reconstruction
CAU	Community Needs Identification
NYCPS	Maintenance and Restoration of Essential Services to NYCPS students
	Transportation Assistance for Evacuation and Sheltering
	Provision of School Buildings for Emergency Use
	Emergency School Meal Provisioning
DOF	City Revenue Operations
H+H	Public Health Care System of Hospitals, Long Term Care Facilities, Neighborhood Health Centers, and Home Care
	Coastal Storm Medical Sheltering (SMNS)
SBS	Small Business Coordination and Support
SHERIFF'S OFFICE	Enforcement of Civil Court Orders
MOCR	Long-Term Resiliency Policy: Infrastructure and Housing
DCP	Zoning