

# City of Philadelphia Office of Emergency Management 2021 Fact Sheet



# FROM THE DIRECTOR



For the Philadelphia Office of Emergency Management, this past year has involved a wide spectrum of responses that tested our ability to be nimble while validating our many years of planning and building relationships with multiple private and public partners.

Members of OEM responded to historic flooding from Hurricane Ida as well as damage wrought by a 1,000-year rainstorm. They also coordinated dozens of agencies to support the tens of thousands of U.S. allies from Afghanistan who arrived at Philadelphia International Airport.

They were instrumental in standing up COVID-19 vaccination clinics large and small, while also managing the city's many annual special events on top of everyday emergencies like fires and power outages.

When members weren't responding to emergencies, they were able to focus on OEM's core mission: preparedness. Work began on updating the city's Hazard Mitigation Plan, which identifies local risks and ways to lessen those dangers. The office's Community Preparedness Division resumed in-person emergency readiness events in Philadelphia's neighborhoods (after COVID-19 shut down face-to-face presentations in 2020) and expanded digital and social media outreach in the form of online Community Chats and monthly newsletters.

This critical work is not easy ... and OEM certainly does not do it alone. We appreciate all our public safety partners plus the many agencies, businesses, and residents who ensure our City stays prepared and resilient in the face of the many challenges it faces each and every day.

In service,

Adam K. Thiel

Director, Philadelphia Office of Emergency Management

Commissioner, Philadelphia Fire Department

## 2021 BY THE NUMBERS

25

### EMERGENCY OPERATION CENTER ACTIVATIONS & FIELD RESPONSES

- 2 1st Amendment Activity
- 8 Severe Weather
- 10 Special Events
- 2 Fire/Hazmat
- 3 Shelters

### Regional Integration Center

- 8,449 Incidents Monitored
- 8,826 Communications Made or Received
- 45 Emergency Management Liaison Deployments

380+

### READYPHILADELPHIA Alerts

This includes, phone, email, and text messages.

5

### Plan Updates

- Hazard Mitigation
- Winter Weather
- Severe Weather
- Heat
- Human Services Recovery



# CRITICAL RESPONSES

OEM enhances public safety and adds value at events and incidents by providing interagency coordination, information sharing, public information platforms, incident command support, and fulfilling resource requests.



## Hurricane Ida and July Flash Flooding

- Activated the City's Emergency Operation Center and opened Centers with partners from the American Red Cross and School District of Philadelphia.
- ReadyPhiladelphia alerts were sent warning people of the rise in waters overnight and several flash flooding locations that required water rescues by Philadelphia's police and fire departments.
- Conducted surveys online and in neighborhoods to assess damage caused by the storm.
- OEM assisted displaced residents, coordinated city services for immediate recovery efforts, held assistance and resource events, and secured US SBA assistance.

## Operation Allies Welcome PHL

- Philadelphia International Airport was one of two airports across the country selected to help vulnerable Afghans safely resettle in the United States.
- OEM supported the safe welcome of 29,713 evacuees to the U.S. with help from dozens of federal and military partners, city agencies, non-profit groups, and volunteers.
- Coordinated services like extensive healthcare screenings, COVID-19 testing an option to get the COVID-19 vaccine, translation, and culturally appropriate meals.

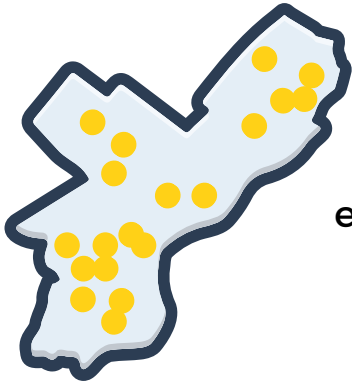


## Countering COVID

- Two centers, operated by the City & supported by FEMA, were established to provide large-scale vaccination capabilities to the City's most vulnerable populations & delivered more than 350,000 vaccinations.
- Supported over 530 vaccination clinics throughout Philadelphia where nearly 2.5 million does of COVID vaccine have been administered.
- Partnered with SEPTA, Indego bikeshare, and United Way to help transport Philadelphians to/from their vaccine appointments. Over 2,250 door-to-door rides provided by Septa CCT. 55,000+ transit passes were distributed.
- Assisted in pediatric vaccinations for children ages 5-11 and facilitated and delivered 24,000 rapid test kits to clinics.

**The EOC has been activated since March 11, 2020 and continues to support the city's current pandemic actions.**

# REACHING OUR NEIGHBORHOODS



OEM works with residents, businesses, and non-profit organizations throughout the City to prepare for emergencies in the City, lessen their impact, and recover as quickly as possible. All OEM staff live throughout the City and are a part of the many different communities they serve.

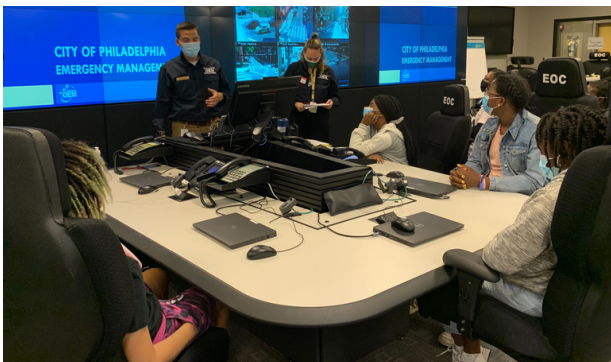
The Community Preparedness Division helps residents better prepare for, persevere through, and stay informed about emergencies that can happen throughout Philadelphia. Due to COVID-19, 2020 saw community outreach affected, but the team adapted to the virtual norm. Community Chats became a regular bi-weekly program connecting over 4,445 (and counting) Philadelphia citizens with direct access to having their emergency preparedness questions answered. The team was on numerous radio shows and ReadyPhiladelphia newsletters were sent monthly providing more safety information straight to residents' inboxes.

## Fast Facts

- **22** Community Chats were held in 2021 connecting residents to OEM staff in real-time.
- **11** Ready Philadelphia Newsletters were sent.
- **9+** tabling events were held all over the city promoting hazard mitigation input and preparedness including disaster pop ups.
- **34.5k** Twitter and **9.4k** Facebook followers were reached with info about community preparedness.



## EXPANDING INTEREST



OEM hosted and developed programming for the Institute for Diversity and Inclusion in Emergency Management's inaugural HERRricane Camp. The goal of the weeklong event was to engage and provide insight to young women in emergency management. The camp was a hands-on experience filled with mentorship, educational fun, activities, games, and tours of specialty facilities. Girls ages 13-17 got first-hand experience with a wide range of emergency management jobs where women are usually underrepresented.





# LOOKING AHEAD

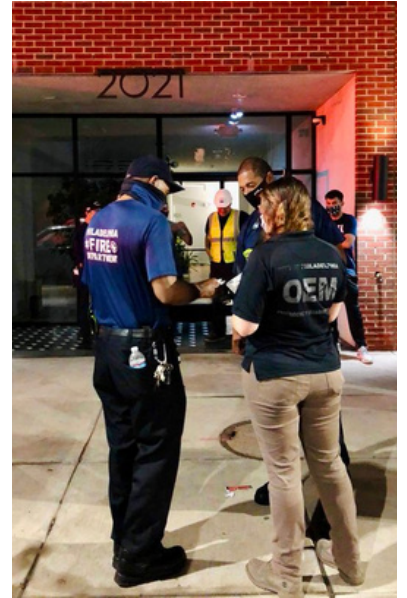
OEM is constantly working to improve the safety and preparedness of residents of Philadelphia.

## Non-Profit Preparedness and Security

The City launched the ReadyNPO resource page, [phila.gov/ReadyNPO](http://phila.gov/ReadyNPO) to support non-profit organizations in Philadelphia submit their Non-Profit Security Grant program applications. OEM will continue to elevate the grant program to those eligible and raise awareness of what the grant program is and how it can help nonprofits.

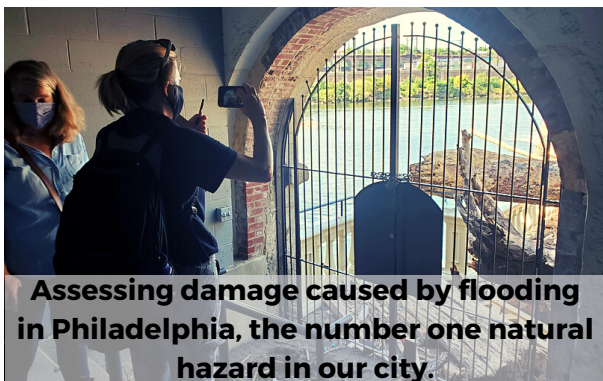
## Emergency Management Liaison Officer Program

OEM's Emergency Management Liaison Officer team continues to grow and develop, with the addition of a Group Leader to support planning, development, administrative support, and enhanced staffing coverage. This growth ensures the EMLO team can be available to support OEM responses on a more consistent basis around the clock.



## Reducing Risk

With technical assistance provided by OEM, the City successfully submitted several applications for FEMA Mitigation funding that will help us better understand the impact of natural hazards and what can be done to mitigate those risks. Projects were submitted for FEMA's Building Resilient Infrastructure and Communities (BRIC) Grant Program, Flood Mitigation Assistance (FMA) program, and the Hazard Mitigation Grant Program (HMGP). Already, through the 2022 Hazard Mitigation Plan update we identified 33 OEM mitigation projects, 6 project amendments, conducted 9 tabling events, and received 400 public feedback surveys.



## Regional Catastrophic Preparedness Grant Program

OEM will build a Disaster Supply Chain Resilience Plan focused on Healthcare and Food/grocery supply chains, with a goal of ensuring equitable access and distribution of critical goods and services throughout the Philadelphia region. OEM received multi-year funding from FEMA's Regional Catastrophic Preparedness Grant Program to build capabilities in Logistics and Supply Chain Management and Emergency Housing and Sheltering.

# STAY CONNECTED

## Sign up for Free ReadyPhiladelphia Alerts

Get weather, emergency, and special-event text and email alerts.

Text "**READYPHILA**" to **888-777** to get text alerts to your phone.

or

Customize your text or email alerts. Visit [www.phila.gov/ready](http://www.phila.gov/ready) to select location important to you.



## voicemail

Have a concern?  
Give us a call and leave a message.

**215-683-3261**

Not monitored 24/7  
Dial 911 for emergencies.

## Follow us on social



@PhilaOEM

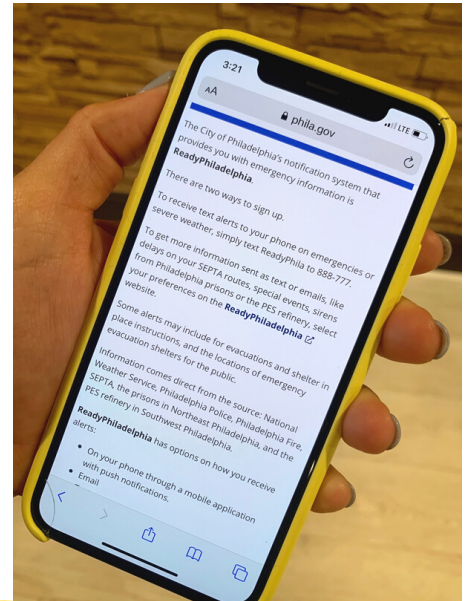


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Sign up for the READYCOMMUNITY monthly newsletter visit:  
[bit.ly/workshopready](http://bit.ly/workshopready)

The City of Philadelphia wants you to be ready for any emergency. To be ready, you need to start planning for an emergency now, not in the middle of one. Visit the website below for information on how to get and stay prepared.



Hazard Mitigation Plan



Make an Emergency Plan



Preparedness Workshops



[OEM@phila.gov](mailto:OEM@phila.gov)



[phila.gov/Ready](http://phila.gov/Ready)