



PHILADELPHIA OFFICE OF EMERGENCY MANAGEMENT

Annual Report

20
24



FROM THE DIRECTOR



To our residents and businesses of Philadelphia,

Did you feel that (earthquake in April)?
Can you hear me now (global IT outage in July)?

These are just two of the disruptive events we experienced in 2024 that show emergencies come suddenly and unexpectedly in all shapes and sizes.

We also know several of our neighbors suffered significant disasters this past year resulting in the loss of their homes in several Philadelphia neighborhoods and they are still recovering today.

Beyond Philadelphia, we have also been gripped by events we have witnessed like flooding in North Carolina, wildfires in California, and an attack on a crowded place in New Orleans. These events serve as stark reminders about our shared role in preparedness - as OEM readies plans for the City, you should ready your plans where you live, work, and play.

As we embark on a new year, I am proud to share the important mitigation, preparedness, response, and recovery work performed by the Office of Emergency Management in the following pages. As Philadelphians ourselves, it's our honor to serve during some of Philadelphia's most challenging days, together.

Yours in service,

Dominick Mireles

Director, Philadelphia Office of Emergency Management

2024 BY THE NUMBERS



EMERGENCY OPERATIONS CENTER AND FIELD ASSIGNMENTS

- **12** EOC activations
- **10** Mobile Command Post Deployments
- **24** EMLO Deployments
- **31** On-Call Team Deployments
- **11** Special Events
- **5** Emergency Shelter Operations
- **1** Multi-Agency Resource Center for disaster survivors



REGIONAL INTEGRATION CENTER

- **7223** RIC public safety incidents monitored
- **7471** RIC situational awareness messages to partners
- Increased number of partners who receive daily operational notifications



PUBLIC OUTREACH

- **146** Public Alert Messages
- **10** new languages added for incidents and events types for ReadyPhiladelphia alerts
- **50k+** Social media followers
- **16** blogs & **12** newsletters

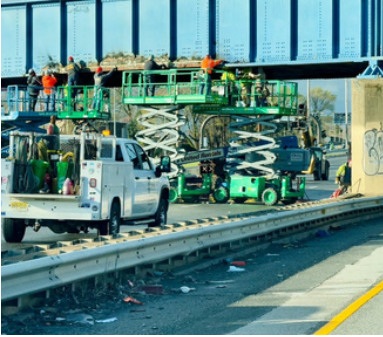
Incident Management

Putting plans into action and information to the public



Severe Weather

The City's Emergency Operations Center entered enhanced monitoring early in the new year for the January winter rain storm and fully activated for the January 19 snowstorm and for the April 5 earthquake hosting coordination with dozens of partners. OEM's 24/7 Regional Integration Center conducted enhanced monitoring for additional events, including the January 10 flooding event where the Delaware River set a new record for its highest crest.



Infrastructure Damage

I-95 northbound near Port Richmond was closed for multiple days due to an oversized truck strike on a bridge. OEM convened infrastructure coordination calls with stakeholders and provided daily reports to partners from our Regional Integration Center. The EOC activated during the global CrowdStrike outage to coordinate and monitor the city's essential services during the crisis and restoration efforts, as well as hosted a press conference to the public for this unparalleled event.



Special Event Planning

OEM's Homeland Security Program and Crisis Communications Group successfully planned and coordinated three novel activations, including the Presidential Debate, the pre-election campaign rally on the Parkway, and the Battleship NJ movement. These initiatives demonstrated the team's ability to adapt, innovate, and maintain seamless coordination in support of public safety and national events, all while prioritizing the safety and well-being of Philadelphians.



Excessive Heat and Health

During two declared heat-health emergencies, OEM and partners opened a record number of 68 cooling sites including four community-based sites through a pilot project. On average these sites served over 1,600 individuals per day. These enhanced Heat Health Emergency plans will be the new standard moving into 2025 and beyond.



Readiness Exercises

Continuity of Operations Planning (COOP) helps departments ensure they can continue performing essential functions under a wide range of circumstances and emergencies. OEM's COOP program not only works to instill this in our agency, but in departments citywide through collaborative planning and training.

One method to do this is to hold tabletop exercises with agencies which puts them through a number of possible real-world scenarios that foster discussion on department's response plans and how they would continue to operate. In 2024, there were three large-scale tabletop exercises that focused on the General Election, and mass transit, and citywide operations disruption.

PLANS, PRACTICE, & PARTNERSHIPS

Working to improve preparedness and public safety response in Philadelphia



Highlighting Hazard Mitigation

OEM's Hazard Mitigation Program, which looks at ways to reduce risks, completed an annual plan review with over 50 community partners, a new record, and initiated the city-wide Hazard Mitigation Plan 2026 update. In this update, we focused on expanding community engagement practices and gave residents the ability to be directly involved in the planning process earlier on to help guide the development of the plan. This is the first time that OEM has had a steering committee, and it is among the first hazard mitigation plan steering committees in the country.

Severe Weather Planning

Our office updated both the Winter Weather and Severe Weather plans, hosting workshops with over 70 partners to discuss updates and hear from agencies about their programs.

Family Assistance Services Plan Update

OEM updated the City's Family Assistance Services Plan to coordinate the provision of services to family members, friends, and survivors of mass casualty and mass fatality events affecting the City of Philadelphia. The plan update process engaged more than 25 local, state, federal, and non-governmental partners through a systematic process to set shared objectives and to provide the resources to meet those objectives.

Crisis Communications and Public Information Plan

This plan provides a scalable system and unified response of official information that assures city departments and stakeholders are on the same page when publishing information to the media and public. The plan also details use of the Crisis Communications Group which allows space for departments who are responding to an incident or event to develop communications strategies, produce vetted information, and respond to news and social media inquiries efficiently.

Healthcare Partnerships

We launched the 2025/2026 Health and Medical Special Events planning committee in partnership with the Philadelphia Fire Department, the Philadelphia Department of Public Health, and the Southeast Healthcare Coalition.

On the road to the nation's Semiquincentennial in 2026: Putting Planning and Partnerships into Practice

Major events leading up to the 250th anniversary celebration of the Declaration of Independence in the cradle of liberty includes the 2025 FIFA Club World Cup, 2026 FIFA World Cup, 2026 Philadelphia 250 celebrations, 2026 NCAA Men's March Madness, and the 2026 MLB All Star Game.

Planning Snapshot: 2026 FIFA World Cup

Spring 2023
2026 Public Safety
Workgroup Forms

Fall 2024
FIFA Workgroups
and Concept
Development

Winter 2024
Preparedness
Tabletop with
Lincoln Financial
Field, local, state, and
federal partners

Spring 2025
Preparedness Full-
Scale Exercise Lincoln
Financial Field, local,
state, and federal
partners

Summer 2025
Major Events Begin

SPOTLIGHT ON GRANTS

Assessing and seeking ways to lessen risks from threats and hazards



Philadelphia Operations Transformation Fund Grant

With this grant, OEM has worked to enhance its already robust alert and warning system to make it accessible to more of the public. In 2024 we launched READYPHILADELPHIA alerts in ten new languages: French, Arabic, Spanish, Swahili, Vietnamese, Haitian Creole, Simplified Chinese, Russian, and American Sign Language (ASL).

OEM also initiated Eastwick Alerts, the new pilot place-based messaging system that focuses on sending information that is area-specific to the Eastwick neighborhood due to their flooding vulnerability.

The Eastwick Ready Community Engagement Plan has successfully laid the groundwork for a strong approach to natural disaster preparedness, fostering community resilience, enhancing emotional support, and equipping residents with essential knowledge and skills to navigate future emergencies.

2024 OEM Training

With funding from the Homeland Security Grant Program, PEMA, FEMA, and others, OEM was able to provide emergency management training and courses to our partners and staff to further develop in the field. Outstanding courses included Incident Command System and Sport and Special Event Risk Management. A new training for the City's Emergency Operations Plan was also developed and multiple sessions were held throughout the year. In 2024, 291 participants completed training and 459 participants attended events.



Building Response Logistics

Through FEMA's Regional Catastrophic Preparedness Grant Program, OEM created a Commodity-Point of Distribution Plan that creates a system for distributing emergency goods to the public during a supply chain disruption. OEM continues to integrate Disability/Access and Functional Needs best practices and policies in its emergency communication and response standard operating procedures as well as its emergency sheltering and disaster housing plans. Additionally, the Logistics Center Plan was crafted to establish a framework to increase the capacity of the typical EOC Logistics Section, allowing for increased demand of resources while maintaining efficiency and control.

What's new in 2024

OEM opened and expanded a more technologically advanced Regional Integration Center, the City's 24/7 watch desk, and improved the Emergency Operations Center by increasing communication capabilities for partners who work through an EOC activation.



OEM-UAS teams flew 17 drone flights in support of Field Operations. Missions flown included supporting responses to a Multi-Alarm Building Fire and Severe Weather Damage Assessment.

Updated our Alert & Warning Standard Operating Procedures (SOPs). Pre-scripted emergency alert messages were added in ReadyPhiladelphia for quicker deployment of useful information.

Refocused look at LinkedIn, targeted content for NextDoor followers, and a new style for OEM's Community newsletter that features news you can use from city departments.

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 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

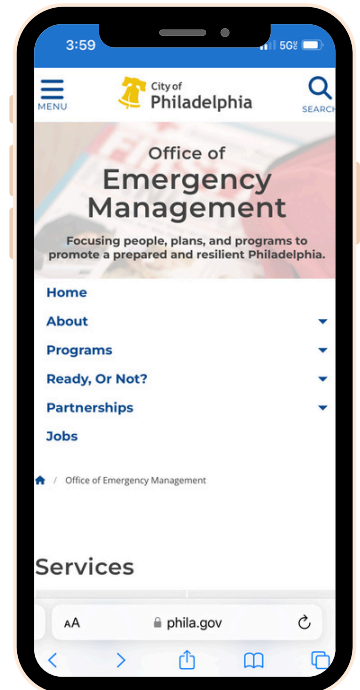


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Sign up for the READYCOMMUNITY monthly newsletter visit:
bit.ly/workshopready

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



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phila.gov/Ready