



CONTINUITY OF OPERATIONS PLAN

(COOP)

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CFRPC 

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cfrpc.org

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I. INTRODUCTION AND PURPOSE

To ensure the continued operations of the Central Florida Regional Planning Council (CFRPC) in the event of an emergency, it is vital that a plan for continuing operations in the event of an emergency be put in place. This Continuity of Operations Plan (COOP) ensures that the CFRPC's resources can be efficiently deployed to supplement wider emergency planning efforts.

The COOP provides a process that is applicable to all CFRPC functions and activities except the Heartland Regional Transportation Planning Organization (HRTPO) which has an adopted COOP for its operations consistent with CFRPC policies and procedures. The CFRPC's COOP outlines roles and responsibilities of staff with respect to the CFRPC Board, other Boards and committees staffed by the CFRPC's staff, addresses emergency management of projects and recurring activities; and describes potential CFRPC involvement in emergency planning tasks, also known as Mission Essential Functions (MEFs). For each of these areas, the COOP provides strategies that will lead to the continuity of operations.

Purpose

By implementing all strategies contained within the CFRPC COOP and by satisfying all objectives, the CFRPC hopes to achieve:

Timely completion of all tasks throughout the duration of an emergency, regardless of the nature and duration of that emergency.

ORGANIZATION OF THE COOP

The COOP was developed by CFRPC staff to ensure that operations can continue in the event of an emergency. This Plan contains measurable objectives and is consistent with other relevant planning documents. The CFRPC's COOP is consistent with the Comprehensive Emergency Management Plan (CEMP) of the five counties of DeSoto, Hardee, Highlands, Okeechobee and Polk. Chapter 252, of the Florida Statutes, and the State Emergency Management Act, requires each County in the State of Florida to prepare a CEMP. The CEMP establishes





the operational framework through which a County prepares for, responds to, recovers from, and mitigates the impacts of disasters, ensuring the continuation of essential functions during an emergency situation. The CEMP defines responsibilities for County departments and personnel.

The plan component of the COOP detailed in Section 3. Concept of Operations is organized into several sections, each addressing a different dimension of emergency planning. The first section contains strategies for activating the COOP, including pre-emergency preparedness (in the event that advanced notice of the emergency is available) and post-emergency logistical planning. The second section contains strategies for continuing CFRPC functions and governance. The third section addresses the completion of projects and recurring activities. The fourth section contains strategies and activities that support wider emergency planning efforts (known as Mission Essential Functions). To better enhance and improve the Continuity of Operations Plan, the staff shall conduct an After-Action Review of its COOP at the conclusion of an activation. This will serve to improve areas of the plan and make the required changes, if needed.

A summary of the contents of each section is as follows:

Section 2. Concept of Operations

The COOP describes logistical planning in the event of an emergency, including general preparedness measures, immediate pre-event planning (where advanced notification is available), activation of the COOP, and post-event logistics under the heading Concept of Operations. The Concept of Operations section of the COOP is consistent with the CFRPC's policies, procedures, and addresses planning scenarios generally applicable to all Heartland counties. The COOP details the responsibilities of staff with for general preparedness and logistics.

Section 3. Continuity of Meetings

The CFRPC is a statutorily authorized Board composed of representatives of local governments and gubernatorial appointees and is the primary agency responsible for regional planning in the five counties of DeSoto, Hardee, Highlands, Okeechobee, and Polk.

The strategies contained in the COOP for the Board and other groups staffed by CFRPC committees include evaluating the status of meeting schedules, potential challenges to the regular notification procedures, agenda preparation, and where and how meetings are conducted.

Section 4. Continuity of Projects and Recurring Activities

The CFRPC undertakes short- and long-term projects. Some projects are statutorily required; however, many projects are controlled by interlocal agreements with local governments or grant contracts with state or federal agencies. Each agreement or contract includes deadlines for actions or deliverables. As such, the COOP contains several strategies for fulfilling CFRPC obligations and continuing ongoing projects throughout an emergency.

On occasion, projects are performed by consultants. These projects typically have deadlines contained in the contract or work order. For these projects, some action by the Council Board or staff might be required to keep the project moving efficiently and to comply with contractual obligations.

Section 5. Mission Essential Functions

It is essential to establish priorities for an emergency to ensure staff can complete the CFRPC mission. CFRPC leadership shall ensure their essential functions can continue or resume as rapidly and efficiently as possible during an emergency. Any task not deemed essential must be deferred until additional staff and resources become available.

Area	Mission Essential Function	Staff Required	Resources, Equipment or Systems Required
Executive Leadership	Provide Leadership and Guidance	Executive Director, CFRPC Council Board	Local Area Network, Internet Access, Council Board Contact List, Phone Network
Executive Leadership	Maintain Appropriate Staffing Levels	Executive, Deputy, Program, and Transportation Directors	Local Area Network, Internet Access, Staff Contact List, Phone Network
Finance	Manage Payroll	Finance Manager, Executive, Deputy, Programs, and Transportation Directors	Local Area Network; Internet Access
Finance	Manage Procurement and Purchasing Activities	Finance Manager, Executive Director, Deputy Director	Local Area Network; Internet Access
CFRPC Office	Maintain Regional Communications	All Staff	Local Area Network, Internet Access, Phone Network
Human Resources	Provide Insurance Benefits guidance	Deputy and Program Directors	Local Area Network; Internet Access

IT	Maintain IT Services to include but not limited to Local Area Network and Backup Network	Deputy Director and IT Contract Services currently Cipher	Local Area Network; Internet Access
CFRPC Office	Maintain Relationships with Stakeholders	All Staff	Local Area Network, Internet Access, Phone Network
Executive Leadership	Maintain grant and other reporting requirements	Finance Manager, Executive, Deputy, Program, and Transportation Directors	Local Area Network, Internet Access, Phone Network

II. CONCEPT OF OPERATIONS

The Concept of Operations section of the CFRPC COOP provides specific direction for staff.

Objective:

For each emergency event, staff will be fully operational with telephone and computer access within 24 hours of the activation of the COOP or on the first business day after the event.

Measure of Effectiveness

Number of hours needed to become fully operational upon activation of the COOP.

Strategies for this Section:

A. Communications and Activation of the COOP

Throughout any emergency, the Executive Director will be the primary source of information for the CFRPC during an emergency event and will announce the activation of the COOP. Activation of the COOP can be a result of a wide range of emergencies and is not exclusive to natural disasters, but also includes terrorist attacks, civil unrest, technological disruptions, or public health emergencies. The Executive Director will notify the supervisory staff and be their primary source of information. A phone-tree, including all employees, will be maintained and used to efficiently let staff know of operations and procedures and ensure that all employees are safe.

Consistent with CFRPC's procedures, staff will participate in the Agencies call list and order of succession process as identified in Appendix A.

B. Preparedness items

Depending on the nature of the impending emergency and/or the duration of the pre-event warning, the Executive Director will prepare or coordinate preparedness items. A summary of preparedness items that are the responsibility of staff are as follows:

- Staff call team/list order of succession. This appears in Appendix A of this plan.
- Electronic Storage of Documents. This appears in Appendix B of this plan.
- Computer equipment care (in accordance with CFRPC policies).

C. Alternative Facilities

If the CFRPC office building should become incapacitated or unsafe during an emergency, the Executive Director will then identify a secure work area for staff within an appropriate Alternate Relocation Point (ARP), which may include telecommuting from employee homes. If an ARP is necessary, then only staff deemed essential will be relocated on a temporary basis. Information on these procedures will be communicated to the staff on details of the ARP.



D. Support Infrastructure

At either the regular workplace, home workplace, or the ARP, the Executive Director will assess the condition of the support infrastructure will ensure that the workplace meets the following conditions:

- i. Immediate capability to perform essential functions under various threat conditions;
- ii. Sufficient space and equipment to sustain the CFRPC;
- iii. Interoperable communications;
- iv. Reliable logistical support, services, and infrastructure systems, including water, power, heating, air conditioning etc.;
- v. Ability to sustain operations for a period of up to 30 days;
- vi. Consideration for the health, safety, and emotional well-being of relocated employees; and
- vii. Appropriate physical security and access controls.

Depending upon the condition of the support infrastructure, the Executive Director will seek to repair, install or procure new systems, or utilize alternative systems to ensure continuity of operations.

III. CONTINUITY OF MEETINGS

Objective:

A quorum will be present for each CFRPC meeting, effective the first meeting after activation of the COOP.

Measure of Effectiveness

Number of Board members in attendance at the first meeting after activation of the COOP.

Strategies for this section

A. Meeting Facilities

Immediately after an emergency event, the Executive Director will coordinate with Emergency Management Staff to assess damages or safety concerns of regular meeting facility locations. If regular meeting room facilities are inaccessible or reassigned for emergency purposes, the Executive Director will confer with the Chair of the Council and the Council Attorney to determine if a meeting by conference call, virtual meeting, or other means than in person is appropriate and allowable under statutes.

B. Meeting Schedules and Notification

The Executive Director will coordinate with the Emergency Operations Centers in the affected county(ies) to determine if emergency conditions warrant a full or partial rescheduling of regularly scheduled (not Council) meetings during the emergency period.

1. Upon a determination that it is unsafe or inappropriate to conduct regularly scheduled meetings (for example, due to unsafe travel conditions, interruption in communications, or general public safety and welfare), the Executive Director will notify the Council Chair or other groups staffed by the CFRPC of such decision.

The Executive Director will draft and post an announcement on the CFRPC Website and Facebook of delay or cancelation of meetings.

2. In the event that emergency conditions create doubt concerning any scheduled meeting, staff will attempt to contact members by phone in addition to the regular meeting announcements.

3. Staff will continue to utilize multiple meeting notification techniques until such time as the state of emergency is lifted or normal communications have resumed as determined by the Executive Director.

C. Meeting Preparation and Conduct.

All normal meeting preparation and agenda item preparation procedures will apply in the event of an emergency. Meeting minutes will be prepared as usual.

IV. CONTINUITY OF PROJECTS AND RECURRING ACTIVITIES

Objective:

CFRPC staff will meet 100% of Federal and State deadlines for completion of required work tasks which may be extended upon mutual agreement.

Measure of Effectiveness

Percent of required tasks completed in compliance with required deadlines.

Strategies for this Section

A. Assessment Activities

1. Immediately after an event, the Executive Director will consult the supervisory staff and inventory all ongoing and upcoming projects, activities, and deliverables identifying deadlines for completion.
2. In consultation with the Emergency Management personnel in the affected county(ies), the Executive Director will determine the severity and duration of the disruption caused by the event and assesses the earliest possibility for resumption of full operations.
3. If a deadline cannot be met due to a lack of sufficient staff time to complete required task, the Executive Director will reach out to the affect local government or agency to discuss possible deadline extension.





V. MISSION ESSENTIAL FUNCTION (MEF) PLANNING

The CFRPC performs a vital role in emergency management, pre- and post-disaster planning, economic recovery, transportation planning, public transit and transportation disadvantaged services, and support of local government planning.

If necessary, staff should be prepared to conduct emergency meetings or accept grant funding or assistance necessary to restore the region to its pre-emergency operating conditions.

Objective:

CFRPC staff will complete 100% of the Mission Essential Functions (MEFs) requested of it during or after the emergency event.

Measure of Effectiveness:

Percent of MEFs completed as requested.

APPENDIX A: Staff Phone Numbers

CFRPC Office Phone — (863) 534-7130	Staff Extensions
Executive Director	130; cell 863-944-8600
Deputy Director	178
Programs Director	132
Transportation Director	134
Finance Director	105
Program Coordinator	129
Office Manager	101

APPENDIX B: Electronic Storage of Documents

The CFRPC implements a complete backup and recovery process of the assets and contents stored electronically. This process provides for regular backups of files and for restoration or recovery of files from regularly scheduled backups after an outage has occurred. The following schedule lists each of the detailed backup procedures included in this backup plan. It also indicates the frequency and schedule for each backup.

All email is off-site and provided through the cloud-based Microsoft Office 365.

Backup Schedule

Name/ID	File System(s)	Level	Frequency	Schedule	Responsible Individual/Org.
CFRPC-DC1	D & J:	Full	Daily	8:00 PM	Automated/Scheduled Task
CFRPC-EX1	Exchange Store (S:)	Full	Daily	8:00 PM	Automated/Scheduled Task
Financial Folder CFRPC Folder (S Drive)	\\CFRPC-DC1\CFRPC \\CFRPC-DC1\Finance	Full	Daily	8:00 PM	Automated/Scheduled Task
QuickBooks	QB Data	Full	Daily		Automated/Scheduled Task
Copy to External Disk	All Backup Data	Full	Weekly	Sunday 9:00A	Automated/Scheduled Task
Take External Drive Offsite	All Backup Data	Full	In case of emergency		

In addition, the external hard drive that holds backup data can be taken home Monday and brought in and reconnected Friday. In the event of a disaster, the backup device can be used to restore data to existing or new equipment or virtually in the Cipher datacenter.

Vendor Contacts:

Comcast (To resolve any internet connection related issues)
1-800-316-1619
Account # 15515270837-01-1

Cipher
IT Consultant and Off-Site Electronic File Storage Manger
(863) 686-011
networking@zeroworries.com

APPENDIX C: Emergency Information Contacts

All Emergencies	911
State of Florida Emergency Information Line	1-800-342-3557
Florida Highway Patrol	*FHP
Federal Emergency Management Admin. (FEMA)	770-220-5200
Non-Emergency Contacts	
Sheriff's Office	
DeSoto County	863-993-4700
Glades County	863-946-1600
Hardee County	863-773-4144
Hendry County	863-674-5400
Highlands County	863-402-7200
Okeechobee County	863-763-3117
Polk County	863-298-6200
Police Office	
City of Arcadia	863-993-4660
City of Auburndale	863-965-5555
City of Avon Park	863-402-7200
City of Bartow	863-534-5034
City of Bowling Green	863-375-3549
City of Clewiston	863-983-1474
City of Davenport	863-419-3306
City of Eagle Lake	863-293-5677
City of Fort Meade (staffed by Polk County Sheriff's Office)	863-285-1100 option number 2
City of Frostproof	863-635-7848
City of Haines City	863-421-3636
City of LaBelle (staffed by the Hendry County Sherriff's Office)	863-674-4060
City of Lake Alfred	863-291-5200
City of Lake Wales	863-678-4223

City of Lakeland	863-834-6966
City of Moore Haven (staffed by Glades County Sheriff's Office)	863-946-1600
City of Mulberry (staffed by Polk County Sheriff's Office)	863-298-6200
City of Okeechobee	863-763-5521
City of Polk City (staffed by Polk County Sheriff's Office)	863-298-6200
City of Sebring	863-471-5108
City of Wauchula	863-773-3265
City of Winter Haven	863-291-5858
Town of Dundee (staffed by Polk County Sheriff's Office)	863-438-9540
Town of Hillcrest Heights (staffed by Polk County Sheriff's Office)	863-678-4170
Town of Lake Hamilton	863-439-1910
Town of Lake Placid	863-699-3757
Town of Zolfo Springs (staffed by Hardee County Sheriff's Office)	863-773-0304
Village of Highland Park (staffed by Polk County Sheriff's Office)	863-298-6200
Emergency Operation Centers	
City of Lakeland	863-834-8205
DeSoto County	863-993-4831
Glades County	863-946-6020
Hardee County	863-773-6373
Hendry County	863-674-5400
Highlands County	863-385-1112
Okeechobee County	863-763-3212
Polk County	863-298-7001
County Fire Rescue	
DeSoto County	863-993-4842
Glades County	863-946-0566
Hardee County	863-773-4362
Hendry County	863-674-5400
Highlands County	863-385-1112
Okeechobee County	863-763-5544
Polk County	863-519-7350


City Fire Rescue

City of Arcadia (staffed by DeSoto County)	863-993-4842
City of Auburndale	863-965-5522
City of Avon Park	863-453-6557
City of Bartow	863-534-5044
City of Bowling Green (staffed by Hardee County Fire Rescue)	863-773-4362
City of Clewiston	863-983-1499
City of Davenport	863-419-3305
City of Eagle Lake (staffed by Polk County Fire Rescue)	863-519-7350
City of Fort Meade	863-285-1100
City of Frostproof	863-635-7863
City of Haines City	863-421-3611
City of LaBelle (staffed by Hendry County)	863-674-5400
City of Lake Alfred	863-291-5202
City of Lake Wales	863-678-4203
City of Lakeland	863-834-8200
City of Moore Haven (staffed by Glades County Fire Rescue)	863-946-0566
City of Mulberry (staffed by Polk County Fire Rescue)	863-519-7350
City of Okeechobee	863-763-5544
City of Polk City (staffed by Polk County Fire Rescue)	863-519-7350
City of Sebring	863-471-5105
City of Wauchula (staffed by Hardee County Fire Rescue)	863-773-4362
City of Winter Haven	863-291-5677
Town of Dundee (staffed by Polk County Sheriff's Office)	863-419-3104
Town of Hillcrest Heights (staffed by Polk County Fire Rescue)	863-519-7350
Town of Lake Hamilton (staffed by Polk County Fire Rescue)	863-519-7350
Town of Lake Placid	863-699-3753
Town of Zolfo Springs (staffed by Hardee County Fire Rescue)	863-773-4362
Village of Highland Park (staffed by Polk County Fire Rescue)	863-519-7350