

River to Sea Transportation Planning Organization (R2CTPO)

Continuity of Operations Plan (COOP) and Workplace Safety

I. General

In accordance with the provisions of Part 2, Section 202 (“Continuity of Government”) of Executive Order 12656 (dated November 18, 1988), this memorandum serves as the River to Sea Transportation Planning Organization’s (R2C TPO) Continuity of Operations Plan (COOP), which is intended to ensure the continuity of essential office functions in the occurrence of a major event/emergency/disaster, referred to hereafter as the “event.” This plan provides the River to Sea TPO’s office procedures:

- For responding to any localized and/or national disaster(s) and/or event(s) requiring federal assistance, both natural and man-made;
- For the continuance of essential R2CTPO functions; and
- For the relocation of essential TPO and VCOG office personnel stemming from an event that renders the River to Sea TPO office facility inoperable.

R2CTPO Staff: Executive Director
 Office Manager
 Chief Financial Officer
 Senior Planner
 Transportation Planner
 Transportation Project Coordinator
 Bicycle & Pedestrian Coordinator
 Transit Planner (housed at Volusia County Mobility Management Center)
 Administrative Assistant

VCOG Staff: Executive Director
 Administrative Assistant

II. Definitions

Designated Emergency Official (DEO): The Executive Director of the R2CTPO is in charge of the office at the time of the “event” occurrence. Should the Executive Director be unable to act on behalf of the R2CTPO office than the person in-charge

would follow the current "Order of Succession" (See Attachment A) which provides for the continuity of essential functions through the orderly succession of office officials.

Designated Safety Officer (DSO): Person in charge of general office safety. This person is responsible to see that the R2CTPO office is in compliance with all OSHA (Occupational Safety and Health Administration) regulations as it pertains to safety in the workplace. The Chief Financial Officer is designated as the Safety Officer. As such, it is the Safety Officer's responsibility to assure that the office and employees are secure and free from hazards, to assist R2CTPO personnel in reporting and completing paperwork necessary for any accidents/injuries, and to conduct an annual safety inspection of the office. Any violations noted during the inspection are reported to the Executive Director, and when appropriate, the Governing Board of the R2CTPO.

Emergency Highway Traffic Regulation (EHTR): A plan developed by the state for handling traffic in an emergency where local or statewide traffic rerouting is necessary.

Federal Response Plan (FRP): The plan based on PL 93-288, which establishes the basis for provision of Federal assistance to a state, and its affected local governments impacted by a catastrophic disaster or emergency.

State Emergency Operations Center (EOC): The State of Florida's main facility established to respond, recover, and mitigate against and/or from emergencies through the activation, coordination and delivery of essential emergency services. (See attachment D)

Volusia County Emergency Operations Center (Volusia County EOC): The County of Volusia's main facility established to respond, recover, and mitigate against and/or from emergencies through the activation, coordination and delivery of essential emergency services in Volusia County, Florida. (See attachment B)

III. **Scope and Purpose**

This COOP covers maintaining the continuity of essential operations/functions of the R2CTPO in the event of an Emergency. Such emergency scenarios could range from a planned evacuation in advance of inclement weather to the ultimate worst case scenarios due to fire, storm, natural disasters; terrorist activities would result in the need to operate R2CTPO office essential functions from an alternate site or sites. The plan includes a description of essential functions, a listing of key personnel, personnel notification procedures, the order of succession and agreements for establishment of an emergency operating facility.

The Plan, when activated, is intended to remain in effect for as long as determined necessary by the DEO. At a minimum, the plan will remain in effect until at least one or more, as appropriate, of the following circumstances exist:

- When the emergency situation has ended
- When our office building can be safely accessed and reoccupied in the event of evacuation
- When full-scale alternate facilities can be established
- Upon direction from the DEO

The purposes of the COOP include:

- To ensure the continuity of essential operations/functions of the R2CTPO during an emergency event
- To keep the Florida Department of Transportation (FDOT) District 5 staff and TPO Board members informed of significant events/incidents impacting the transportation system within the State of Florida. This would include communications via telephone, e-mail, etc. as appropriate to the “event”
- To be able to handle an array of office emergencies and/or events that may affect office operations temporarily or permanently.

V. Elements of the COOP

Specific elements of the COOP are summarized below:

1. Personnel Status:

Should there be an “event” that impacts the R2CTPO and/or government-wide operations and/or involves the safety and security of government employees and/or citizens at-large, the R2CTPO office’s first priority is to account for, and determine the health and well-being of each employee and their family/dependents, as well as to notify employees of the status of office operations and actions to be taken.

Since every employee is an important member of the R2CTPO, an important component of our emergency plan is to make sure all employees are safe and secure, whether working in the office, at a work-related meeting, on a training assignment or on other travel status. Whenever any employee leaves their appointed duty station for official work, it is imperative that the person(s) in charge of the office know or be readily knowledgeable as to how to ascertain the whereabouts and to be able to reach all employees. The preferred mechanism to achieve this objective is stipulated below:

- It is required that all personnel keep and maintain their workday schedule/personal itineraries of meetings, events, travel status, leave status, etc. on the R2CTPO’s established electronic calendar system on Outlook.

- Each person's electronic calendar must be made and kept fully accessible for viewing by all other office personnel. Accessibility to these calendars collectively will serve as our online office itinerary mechanism.
- Anytime an employee is away from the office on work related business during normal business hours, calendar information must show out-of-office location, including temporary duty station location, hotel, etc., as appropriate, and most importantly, a ready means of contacting R2CTPO office personnel (i.e. cell phone number, hotel telephone number, etc.)
- If the "event" affected, or has the potential to affect, an employee's family, employees are encouraged to contact the DEO/DSO and to keep them informed of availability and to seek assistance as needed. **Remember each employee's first priority, without exception, is to assure their family is safe, secure and has adequate means to deal with the nature and effects of the "event" and its aftermath.**
- If an "event" occurs on a weekend or during non-work/business hours and/or an employee is on leave or travel status, **it is the employee's responsibility to contact the DEO/DSO as soon as is reasonably possible.** Upon contacting the R2CTPO office, the employee is to provide information regarding the personal status how they can be reached (address, telephone number, email, etc.). If the employee cannot reach the R2CTPO office persons designated above, their next attempt is to contact other R2CTPO coworkers. See Attachment B for contact information for R2CTPO staff.
- The Executive Director is responsible for assessing/determining the whereabouts of all employees, for obtaining information on the impact of the "event" on all employees and their families, and for communicating this information to the DSO. The Senior Planner and/or the Office Manager will assist and/or perform this duty in the absence of the Executive Director. Note that these individuals will take whatever steps are necessary to contact those employees who do not call-in, and/or whose whereabouts cannot be readily ascertained, including asking the proper authorities for assistance.
- **It is the responsibility of each employee to have available, at home and while traveling, the official business phone numbers, as well as the home phone & cell phone numbers of their respective supervisor, plus all other office employees.** These numbers are critical to accounting for the whereabouts of employees during any "event." Office Manager will provide a list to each employee and is responsible for keeping information current and at least updated annually.

Order of Succession and Telephone Lists:

Should there be an “event” that impacts the R2CTPO office’s operations such that regular office hours are altered or renders the office building unusable, the TPO will utilize the following updated information lists as the guide to contacting office personnel and their families. This information should be kept by all personnel at home, as well as at readily available locations in the office and while on travel status. This information is as follows:

Order of Succession: This documents the person in charge of the R2CTPO office’s operations in the event that the Executive Director is absent or unable to act in fulfilling his/her normal range of responsibilities. This document also identifies who in the R2CTPO office is to serve as the primary Designated Emergency Official (DEO), as well as, the designated alternates. (See Attachment A)

Telephone Roster of Employees: This is the office’s complete list of employee contact numbers, including work phone extensions, home telephone numbers, cell phone/pager numbers and emergency points of contact. List is maintained by the office Manager and updated annually or as needed.

Emergency Call List: This list provides the contacts and general order in which to notify emergency officials and/or emergency service providers during an emergency situation (building manager, police, FBI, etc.). (See Attachment B)

Regardless of the nature of the “event,” if the evacuation of the building is required, the DSO will also be responsible for notifying the R2CTPO Executive Director as soon as possible. This can be done during normal working hours as well as after hours. The Executive Director of VCOG, Inc. will also be notified of the evacuation of the building.

Security and Occupant Safety:

The purpose of this aspect of the plan is to ensure measures are in place to make the facility secure and to enable employees to meet an emergency with calmness, forethought and efficiency. The procedures listed below are to protect the employees, should any of these situations occur. **All employees** are expected to become familiar with these procedures and to know what to do in each situation.

2. Events

Injury or Illness in the Office:

- If someone is injured or becomes ill on the job, it is important to determine the extent or seriousness of the illness or injury.
- **Do not hesitate to call or direct someone to call 911 for emergency medical assistance.**

- The first-aid kit is located in the Copy Room/Mail Room in the first two-door cabinet on the left.
- If first-aid is required for anything other than a cut or minor injury, emergency medical personnel should be called immediately. In the interim until professional help arrives seek the assistance of any staff persons trained in first-aid and/or CPR.
- If you are injured on the job notify the DSO and the Executive Director. Do not assume that someone else has passed on the word of the injury to the appropriate people.
- All necessary workers compensation forms must be completed within 24 hours for all on-the-job injuries.

Violence in the Workplace:

If you encounter a disturbed or physically violent person, regardless of whether the person is a stranger or a co-worker, conduct the following steps:

- Stay calm and do not confront or argue with the person(s).
- Listen, do not interrupt or threaten, maintain eye contact.
- If possible, do what the person(s) requests (i.e. give them money, keys, etc.).
- Be flexible, do what you safely can.
- Use a firm, non-angry tone.
- If possible, leave the area and call for help. Call 911 and alert co-workers.

Security Awareness:

It is prudent and appropriate to always keep the security of the facility a priority. We recommend the following measures noted below to ensure security at the facility:

- Be alert for unidentified vehicles on the premises or near the building.
- Be aware of unattended packages.
- Be alert to suspicious persons or unusual activity.
- Be suspicious and inquisitive about strangers, particularly those carrying large cases or other containers.
- Secure and regularly inspect all entrances and storage areas not in regular use.
- Check all mail deliveries for common characteristics of letter and parcel bombs and bio-chemical materials.
- Keep all entrances to the office except the front door, as well as all storage and utility closets, in locked mode.
- Ensure all visitors come through the main office entrance.
- Ensure all visitors have an escort.
- Ensure all doors are locked when only one worker is present in the building.
- Never give anyone the office code or keys or provide someone with a duplicate set of keys to the facility.
- Report the loss or theft of office keys immediately.

- Report any of these circumstances immediately to the Executive Director, Safety Officer or to the person in charge in the office that is acting on their behalf. That person will then determine the appropriate steps to be taken.

Threatening Phone Calls and/or Bomb Threats

If you receive a bomb threat please do your best to conduct the following steps:

- **Remain calm and do not panic.**
- **Do Not Hang Up the Telephone or Disconnect the Line.**
- If you can get someone's attention without disturbing the caller, inform them of the threat; that person can then report the call immediately to the DEO or the person(s) in charge. These person(s) will immediately assess the situation and make a determination on an appropriate course of action, including notifying the appropriate authorities via the Emergency Call List (See Attachment D), determining whether to evacuate the building, etc., while you handle the threatening caller.
- Note the date and time of the call.
- If possible obtain as much information as possible from the caller. Ask the caller:
 - When is the bomb set to go off?
 - Where is the bomb?
 - What kind of bomb is it?
 - What does the bomb look like?
 - Why did you place the bomb?
 - Method of dispersal (if chemical, biological, and/or radiological).
 - Quantity dispersed (if chemical, biological, and/or radiological).
- Try to write down, as accurately as possible the caller's exact words.
- Note any background noise, music, radio, etc., that is heard during the call which can assist in determining the location from which the call was made.
- Be prepared to give the following information to the proper authorities:
 - The time the call was received.
 - The exact telephone and number the call was received on.
 - The number of the telephone from which you are reporting the threat.
 - Description of the voice:
 - Male or Female
 - Young, middle-aged or old
 - Tone of voice
 - Accent
 - Is the voice familiar? If so, who did it sound like?
- If a call comes in threatening a chemical, biological and/or radiological bomb release, follow the steps as listed above. In this case, try to get as much information as you can about the nature of the agent that is to be used.

- If the phone call received is not a bomb threat, but is still of a threatening nature follow the same steps as outlined above. In this case report the nature of the threatening call.
- When the caller has hung up, place the receiver in a drawer or lay it down on the desktop.
- If you have not done this in prior steps, report the call immediately to the DEO or DSO and/or the person(s) in charge following in the order given from the Emergency Call List (See Attachment B) and determine whether to evacuate the office, etc.

Recognizing Suspicious Letters and Packages

To identify “suspicious” packages and letters before they are opened, mail should be examined for the following:

- Restrictive markings such as “Confidential,” “Personal,” or “Fragile”
- Unexpected mail or from someone unfamiliar
- Excessive postage (postage stamps, not a metered strip, indicating that the item was mailed at a post office)
- Sloppy or unprofessional packaging
- No return address or a return address not consistent with the state where postmarked
- Incorrect title, or a title but no name
- Oil stains, discoloration or a strange odor
- Evidence of electrical wire or tinfoil
- Excessive wrapping materials, such as masking tape, strapping tape or string
- Exceptionally heavy for size, lopsided or oddly shaped

To resolve doubts about a suspicious item check with the addressees to see if they are expecting such an item.

Handling Suspicious Letters and/or Packages

If you receive or open a letter or package and find it contains a powdery or other “suspicious” substance, or one with a written statement that the item contains a harmful substance take the following steps:

- **Stop Immediately.**
- **Do Not Smell It or Try to Analyze the Substance.**
- Do not shake or empty the contents of the envelope or package
- Place the item in a plastic bag or some other type of container to prevent leakage of contents
- If you do not have a container, then cover the item with something (e.g. clothing, trash can, etc.) and do not remove the cover
- Leave the room and close the door or section off the area to prevent others from entering. Mark the door as hazardous so that co-workers know not to enter that

room. This is also important to do that so emergency personnel can more easily locate the hazard

- Wash your hands with soap and cool water for 60 seconds and then wash your face. If any other person touched the item, they must also wash thoroughly
- Report the incident immediately to the DEO, Safety Officer or the person(s) in charge. They, in turn, will notify the appropriate authorities in the order given from the Emergency Call List (See Attachment D) and make the determination as to the evacuation of the office, etc.
- If possible, turn off air conditioners, heaters and fans to prevent any potentially harmful substance from circulating. If you do not have direct access to these systems, then call the building manager to have the ventilation systems shut down. In any event, close the door in the room where the item is located
- List all the people in the room or area when the suspicious item was recognized
- Do not re-enter the area where the suspicious item is located as it is a potential crime scene and it is critical that you do not disturb any evidence
- **Above all, remain calm and wait for the arrival of emergency response personnel.**

If you receive a letter and/or package, that is suspicious in other ways (i.e. ticking, etc.), please proceed with the following steps:

- **Do not touch or disturb the package**
- Immediately notify the DEO, Safety Officer or the person(s) in charge. This person will immediately assess the situation and make a determination as to whether the building needs to be evacuated. They, in turn, will notify the appropriate authorities following the order from the Emergency Call List (See Attachment D)

If there is an “event” with the suspicious package (i.e. an actual explosion, aerosol dispersal, etc.):

- **Remain calm. Do not panic.**
- Before attempting to move to a safer area, if feasible, do a quick check for hazards such as fire, live exposed wires, gas line ruptures, debris, etc.
- If it is not possible to move to a safer area due to injury and/or hazards, remain in place until emergency personnel can reach you
- Listen for evacuation instructions from rescue personnel
- If possible, administer first aid to any injured personnel

It is stressed that no one is to attempt to go home and/or take one’s personal vehicle from the parking lot. No vehicles will be moved until it is determined safe to do so. Remember the “bomb” may be under or in one of these vehicles.

Severe Weather Events

Should the “event” be weather-related, the course of action will be a function of the weather’s severity and the timeliness of notification. Possible actions could include the following:

If notification was sufficiently timely about a pending severe weather event (i.e. hurricane) the course of action could be to close the office and send non-emergency personnel home for the duration of the event. Returning to work would be allowed after the situation has been assessed and the office is determined to be safe for occupancy. Otherwise, we will be activating the other aspects of the COOP (See Section 3).

If the severe weather event were more sudden in nature (Severe Thunderstorm/Tornado Warning) the course of action would include:

- Move out of any work area with windows
- If your work area has windows, close the window blinds as this helps with flying glass
- Seek shelter to the more central core areas of the office/building where there are no windows (Executive Conference room).
- Stay in the core area until the event has passed and an assessment of the situation can be made to determine further course of action. (Assess possible office damage, account for all personnel, temporary office closure, etc.)

Minor/Sustained Events

Prolonged Power Outage

Notify the Executive Director and/or the person(s) in charge and the Safety Officer of the exact location and nature of the power failure. Open the blinds to let in more light and remain in your office until further instructions are issued.

Events after Hours

During the timeframes when the “event” occurs after office hours (fire, bomb threat, severe weather, etc.) employees will be notified via the telephone calling tree of the status of office operations and actions to be taken. If the particular event is related to severe weather, official closure of the office will coincide with the official closing of state and/or county government agencies, as notified through local television and radio stations. In any event, one’s personal safety is paramount and liberal leave policies will clearly be in effect.

3. Office Closures/Temporary Office Relocation

Long Term Office Evacuation and/or Closures

If the “event” has severely damaged or destroyed the R2CTPO office, staff will establish a temporary office and possibly a new permanent office at an alternate

location. The DEO and the Safety Officer will contact you and inform you where to report for duty. Until a temporary office has been established, remain at home or at some other identifiable location and await receipt of official reporting instructions. If you have not heard from someone within the first 24 hours start initiating calls to the Executive Director and/or the Safety Officer or other persons on the Management Team.

When an “event” creates a situation where short term office relocation is needed, DEO will coordinate with the building manager or a local government agency (i.e. Volusia County government and/or a municipality) about temporary office space. The Executive Director and the Chief Financial Officer will work closely with the proper authorities to determine when a safe return to the office will be possible. Telecommuting arrangements will also be considered as an alternative to reporting to a temporary office on an as-needed/case-by-case basis. All personnel will need to anticipate going on a standard work week schedule and stay on that schedule for the duration of the “event” and its emergency aftermath. Also note that leave restrictions will be invoked while the office is operating under a state of emergency. Leave approvals will be on a case-by-case basis and limited to health and family reasons. All personnel need to anticipate the possibility of periods of time where annual leave and/or “leave without pay” may need to be utilized. However, it will be the management’s commitment to do its best to minimize this impact upon personnel.

As a minimum, the first round of emergency office personnel will most likely include the:

- Executive Director of R2CTPO
- Executive Director of VCOG, Inc.
- Chief Financial Officer

These persons are expected to report to the “site(s)” as directed.

The critical operations to be performed upon the initiation of emergency operations at a temporary office site include the following:

- Ensure that each individual staff member has contacted his or her family in the occurrence of an “event” to ensure their safety and security
- Determine and/or maintain the status of the health and well-being of each employee and their family. If someone cannot be contacted by phone, appropriate personnel will be assigned to determine their whereabouts
- Retrieve essential computer back-up and reestablish essential computer and telecommunication functions
- Notify the employees of the status of office operations and arrange a method of maintaining contact

- Determine the upcoming activities that require FDOT and/or FHWA authorization and/or coordination
- Develop a critical needs list and action plan to reestablish a permanent office
- Implement the action plan to reestablish a permanent office as quickly as is reasonably possible

Essential Office Functions

During any “event” that creates a long-term emergency essential office functions that must continue include, but are not be limited to:

- Project actions necessary to ensure the operation of the transportation system in the “event” area, as well as the balance of the system in the State of Florida
- Authorization of federal-aid funds for eligible activities, programs and projects
- Fiscal Management Information System (FMIS) data entry required to support project actions, authorizations and approvals
- Purchasing/procurement/leasing actions for equipment, supplies, space, services, etc.
- Arrangements for payment of expenses for employees responding to a disaster. This includes all matters pertaining to travel authorization, per diem, voucher processing, reimbursement, etc.
- Payroll.

Essential Records

- R2CTPO Continuity of Operations Plan (COOP)
- Back-up from agency networks
- US DOT Telephone Directory
- Paper supply of “critical” forms

Note: It has been determined that documents pertaining to project and/or program related file materials, especially, and including, all matters that involve communications/correspondence with our federal-aid partners (FDOT, FHWA, local governments), if lost, destroyed and/or irretrievable can be replaced by copies from appropriate parties of our appropriate partners.

Telecommunications

It is imperative that the R2CTPO office have essential communications in a national, regional or local emergency. While the primary communications of the R2CTPO are via a conventional office telephone system that is dependent upon hardwired circuits, each agency executive director has a cellular telephone that could be used when there is a failure in the regular telephone system.

Computer System Backup and Disaster Recovery

Computer equipment and software are vital information tools/resources and as such require a recovery plan (R2CTPO COOP) to cover the R2CTPO from all possible “event” scenarios. It is noted that the (R2CTPO Purchasing Manual–Emergency Purchases) covers temporary emergency equipment, permanent replacement equipment, software replacement, restoration of important computer/data system access, and safe offsite storage and restoration of LAN server backup data.

Essential Software

Important software connections and data system access that are considered essential in order to maintain R2CTPO operations include the following:

- Microsoft Exchange Server 2010
- Microsoft Office Professional 2010
- Microsoft Internet Explorer 8 (or compatible internet browser)
- Grants Management System – payroll and accounting
- Arc GIS

Restoration of Temporary Computer Operations

If the “event” has severely damaged or destroyed the R2CTPO office, and/or in some way prevents access, the COOP plan will be activated and a temporary office must be quickly established. Computer support, including reestablishment of the network system, will mainly be dependent upon whatever assistance is deemed necessary and available from our member local governments. It will be the responsibility of the DEO and DSO to oversee and coordinate this recovery operation.

In order to optimize the speed and extent of recovery the following steps need to be taken regardless of the nature and time of the “event”

- Determine the status of the health and well-being of each employee and their families
- Once employee status is determined, determine if employees have on their persons any government office equipment (i.e. cell phones, laptops, docking stations, etc.)
- Compile an inventory of equipment that is available outside of the office at the time of the “event” and make arrangements for the equipment to be delivered to the temporary office once the location has been established
- If it is possible to regain access to the R2CTPO office to remove computer equipment from the building, the following equipment should be powered down and removed if possible:
 - File server(s)
 - Network Attached Storage device (NAS)
 - Watchguard and Cisco Firewall appliances
 - Laptops/docking stations/workstations

- Printers/Copiers/Telephone System/Plotter/Duplicator
- LCD projectors
- Digital camera and case
- Network Switches

Email and the File Server

The River to Sea TPO has contracted with an IT firm to offsite critical data to their co-location data center. Email archiving services have been configured to house the River to Sea TPO's employee mailboxes via an email hosting company. The River to Sea TPO staff will be able to access the mailbox archives over the internet.

Office Operations

A workstation will be provided for the Chief Financial Officer by MetroPlan Orlando as per our agreement (See Attachment C).

Permanent Restoration of Office Computer Equipment and Services

The Executive Director and Chief Financial Officer have the lead in the permanent restoration of office computer equipment and services. The acquisition of computer equipment to fully restore the R2CTPO office capabilities will be coordinated with our network consultant. The following information will be kept current and provided to assist in the recovery process:

Current office computer inventory:

- Server and network information
- Name and contact number for computer technician
- Current office software licenses and vendor information
- Listing of special configurations or software on the staff computer workstations

Homeland Security Threat Condition Levels and Corresponding Protective Measures

A domestic/terrorist threat is any threat or act of violence against the United States, its citizens, territories and/or infrastructure. Reasonable and prudent measures are either in place or being put into place to deter or prevent all foreseeable terrorist and/or other criminal acts against ourselves, our families, our infrastructure and our homeland.

First and foremost, it is important for all of us to be vigilant and aware of our surroundings. Please report suspicious activities to your supervisor and to law enforcement officials. Secondly, be aware of your sources for information pertaining to homeland security and terrorist activities. The best and perhaps the quickest source of information will be the internet, daily television and radio broadcasts. It will be important that the R2CTPO have a means to ensure access to these broadcasts at all times. Other sources will be phone calls and email pertaining

to events, incidents and other emergency information from the state and/or county's Emergency Operations Center (EOC).

Short Term Office Evacuation and/or Closures

During regular office hours when an "event" (fire, bomb threat, chemical/biological threat/attack, etc.) occurs:

As appropriate, it will be the responsibility of the DEO to contact emergency officials (911, etc.) and the building manager (See Attachment B). This is important so that fellow tenants can be properly notified and evacuated as necessary.

Orders will be given to evacuate and/or by walking through the office announcing **"The building is to be evacuated now"**

All office occupants will leave the building immediately when hearing the evacuation announcement. **Yell "FIRE!" if you have to in order to get people started out of the building. Walk! Do Not Run.**

All employees are instructed to evacuate the buildings by the nearest safe exit. Move clear of the building. **Once out of the building go the designated meeting location do not block the driveway or any of the entrances to the building. The designated meeting location is the parking lot of Hudson Furniture.**

If the nature of the event or potential event is a "fire" or a possible "chemical/biological/radiological agent, **Keep All Doors Shut. DO NOT** open doors when there is a fire until one has felt the surface of the door for heat first and only then open the door carefully and in such a manner that keeps all persons away from the entry in the event of smoke or an explosive back draft. For a possible chemical/biological/radiological threat open doors carefully as to minimize drafts and close them behind you once everyone is through. Stay away from areas/rooms where agents have been found.

If you are certain that there is no immediate threat to your personal safety, use a fire extinguisher to put out the fire. Fire extinguishers are located throughout the office area at the following locations:

- Near the front reception area
- Near kitchen
- Center of rear hallway
- Conference room

If the nature of the event is unknown, then follow the suggestions as if the "event" were a fire.

Before leaving the area, executive directors/supervisors should quickly check for suspicious packages, stragglers and electrical equipment/appliances that have not been turned off, as well as ensure that all of the employees have left the building. This check should also include a sweep through the conference rooms and restrooms. It is the Safety Officer who has the responsibility to ensure that all office personnel are evacuated. This should include ascertaining that handicapped persons, temporary or permanent, are being assisted. Persuasion or direct order may be necessary to ensure complete evacuation. If anyone refuses to leave, it should be brought to the attention of the DEO as soon as possible.

Once all persons have been evacuated to the parking lot, attendance will be taken to make sure all persons are accounted for and present. It will be the responsibility of the Chief Financial Officer and/or the alternate to report the accounting of all personnel to the DEO. Those persons on leave, travel status, and/or at other meeting locations will need to be accounted for to determine the most appropriate contact plan.

In the meantime, it will be the responsibility of the DEO and the Safety Officer to keep apprised of the situation in order to determine when it is safe to return to the building and/or to determine when it is appropriate to send personnel home until further notice. No one will be given permission to leave the area until we have:

- First, reached the evacuation site
- Second, all employees are accounted for
- Third, the situation has been accurately ascertained

Attachment A: Order of Succession Organization Chart

Order of Succession

The following is the order of succession in case of an emergency situation:

1. Lois Bollenback, Executive Director (DEO)
2. Herbert M. Seely, Chief Financial Officer (DSO)
3. Robert A. Keeth, Senior Planner (DEO Alternate)
4. Pamela Blankenship, Office Manager
5. Jean Parlow, Transportation Project Coordinator
6. Stephan Harris, Bicycle/Pedestrian Coordinator
7. Carole M. Hinkley, Transit Planner
8. Debbie Stewart, Administrative Assistant

Attachment B: Emergency Call List

Emergency Call List

Dial 911

Daytona Beach Police Department	386-671-5100
Federal Bureau of Investigation (FBI) (If no answer call Jacksonville)	800-252-0463 904-721-1211
Root Company Linda Hall (Office Landlord) 275 Clyde Morris Blvd. Ormond Beach, FL 32174	386-671-4906 (office) 386-527-4294 (cell)
Florida Power & Light	386-252-1541
Florida Highway Patrol	800-226-5350
Volusia County Sheriff's Department	386-248-1777
Daytona Beach Fire Department	386-671-4000
State Emergency Operations Center 2555 Shumard Oak Boulevard Tallahassee, FL 32399-2100	850-413-9969
Volusia County Emergency Operations Center 3825 Tiger Bay Road Daytona Beach, FL 32124	386-258-4088
Mary Swiderski VCOG Executive Director	386-566-6856

Attachment C: Memorandum of Understanding with MetroPlan Orlando

MEMORANDUM OF UNDERSTANDING
VOLUSIA COUNTY METROPOLITAN PLANNING ORGANIZATION
METROPLAN ORLANDO

GMS, Inc Continuity of Operations Plan

The following procedures outline the necessary steps to take to implement a Continuity of Operations Plan (COOP) to restore the GMS, Inc accounting software in the case of a disaster at either location.

Preparation

METROPLAN ORLANDO

- A. Document ACH software, phone numbers, and contacts. Store a copy of the document, ProComm Plus software and the set up data file off site.
- B. Setup secondary backup CD-RW or USB portable storage device to backup the GMS database nightly and take off site.
- C. Setup a designated GMS workstation for Volusia County MPO. Ensure workstation has Internet connectivity, Windows printer, and Windows version of GMS software.

Volusia County MPO

- A. Setup a designated GMS workstation for METROPLAN ORLANDO. Ensure workstation has a 56k dial up modem attached to an available phone line. In addition, ensure Windows printer, Windows version GMS software, and the ACH software is installed.

Recurring Tasks (applies to both organizations)

- A. Ensure nightly backups of GMS on CD-RW or USB portable storage device and take off site.

Testing (applies to both organizations)

- A. Restore data from tape to CD-R/CD-RW/USB portable storage device to local GMS workstation.
- B. Test

By signature below, both "Parties" agree to cooperation and participation in this mutually beneficial Memorandum of Understanding as outlined herein, in so far as feasible without incurring additional costs to the hosting "Parties".

Signed and Delivered on behalf of:

METROPLAN ORLANDO

VOLUSIA COUNTY METROPOLITAN PLANNING ORGANIZATION

BY: Harold W. Barley
Harold W. Barley, Executive Director

BY: Karl Wilzschbach
Karl Wilzschbach, Executive Director

Date: 10-20-04

Date: 10/21/04