

CONTINUITY OF OPERATIONS PLAN (COOP)



**CHATHAM COUNTY - SAVANNAH
METROPOLITAN PLANNING COMMISSION (MPC)**

February 12, 2016

TABLE OF CONTENTS

****To be completed after draft is finalized****

DRAFT

I. Promulgation Statement

The Chatham County – Savannah Metropolitan Planning Commission’s (MPC) mission is to demonstrate professional and forward thinking leadership, ensure sustainable economic growth, provide a competitive advantage through environmental responsibility, and meeting the social needs of the community.

II. Introduction

The MPC is a joint planning agency for the City of Savannah and Chatham County. Each governmental body appoints seven members to the MPC’s board. Two of these members are the City and County Managers. These fourteen members serve without pay and represent government, private enterprise, and citizens’ interest groups. Commissioners are appointed for three year overlapping terms. MPC staff, headed by an Executive Director, research and evaluate issues and prepare information for the Board’s consideration and action.

The MPC must ensure its operations are performed effectively and efficiently with minimal disruption, especially during an emergency. The MPC’s Business Continuity of Operations Plan (COOP) includes not only major disasters (e.g. total loss of a building) but also routine interruptions to service (e.g. power outage, computer systems downtime, building fire, sprinkler system release/water damage, etc.). It puts disaster planning in perspective and makes it more likely that disasters will be handled smoothly.

There are basically three scenarios that could potentially affect the day-to-day operations of the MPC:

1. An internal event, such as a fire, gas leak or flooding inside or out that prevents or limits access to the building.
2. An external event affecting the surrounding downtown area that prevents access to the building.
3. An event outside our immediate area that requires regional assistance from outside staff and resources for recovery.

III. Plan Activation Criteria

- A. The following will trigger plan activation:
 - a. Fire, water, physical and/or electrical damage to assets (computer equipment, storage files and /or furniture);
 - b. Structural damage to the building; or
 - c. Intentional damage to data and/or equipment from external/internal sources.
- B. Disasters may also be caused by events external to MPC such as natural disasters, acts of war/terrorism, and emergency proclamations by government. These events may not specifically cause damage to the MPC and /or its assets, but could cause the MPC to discontinue all or part of its day-to-day functionality due to inaccessibility to the MPC office.

IV. Normal Business Hours Operation

The type and extent of a disaster during normal business hours will determine the actions that need to be taken. The person or persons that first discover the disaster must exercise good judgment to determine what steps need to be taken. If needed, the person(s) will activate the nearest fire alarm box to initiate an evacuation of the building. **ALL staff will immediately evacuate the building using the**

standing evacuation procedures as noted on the MPC's building exit maps. Staff will not take the time to gather belongings or work materials. A head-count will be conducted by each Department Manager as soon as possible in the designated area away from the building and a report given to the Executive Director. In his absence, the report will be given to the Director of Financial Systems, or the person in Responsible Charge of the Office. **The designated meeting area is Oglethorpe Square across the street from the building if it is deemed safe. If it is not safe, staff will convene at the City of Savannah Fire Station on the corner of Abercorn Street and Oglethorpe Avenue, adjacent to Colonial Cemetery.**

In the event of an evacuation of the Downtown area, instructions will be communicated to staff via email and/or the phone tree as they are received from the emergency response units.

V. After Hours Operation

If a disaster occurs after normal business hours, ADT Security will first contact the Executive Director, Director of Financial Systems and the Director of Administrative Services. At the earliest possible time following a major event, the Executive Director and the staff designated below as the core group will meet to initiate the response to the event.

VI. Advance Team Roles and Responsibilities

The MPC Executive Director, Department Directors and other directed staff members will form the core group for responding to a disaster and direct the responses to the event.

- . Melony West-Director, Finance and Systems
- . Roger Beall-Network Administrator
- . Julie Yawn-Systems Analyst
- . Christy Adams-Director, Administrative Services
- . Lara Hall-Director, SAGIS
- . Gary Plumbley-Director, Development Services

. Ellen Harris-Director, Urban Planning and Historic Preservation

The primary point of contact is:

MPC 's Executive Director:

Thomas L. Thomson

Office: 912-651-1446

Cell: 912-272-4484

thomsont@thempc.org

tthom33@comcast.net

If the Executive Director is not available, the order of succession is as follows:

1. Director of Finance and Systems: **Melony S. West**

Office: 912-651-1448 Email: westm@thempc.org

Cell: 912-713-5718 Email: mswtaw@bellsouth.net

2. Network Administrator: **Roger Beall**

Office: 912-651-1479 Email: beallr@thempc.org

Cell: 803-842-8356 Email: roger0x1@imageswithaview.com

3. Director of Administration: **Christy Adams**

Office: 912-651-1459 Email: adamsc@thempc.org

Cell: 912-655-8892 Email: adams82020@att.net

4. Director of Comprehensive Planning: **Jackie Jackson**

Office: 912-651-1454 Email: Jacksonj@thempc.org

Cell: 912-663-8327 Email: jackieteel@comcast.net

5. Director of Historic Preservation: **Ellen Harris**

Office: 912-651-1482 Email: harrise@thempc.org

Cell: 912-844-2703 Email: ellenandursula@hotmail.com

6. Director of Savannah Area Geographic Information Systems (SAGIS):

Lara Hall

Office: 912-651-1451 Email: hall@thempc.org

Cell: 912-257-3937 Email: larahall@live.com

In the event of a disaster, the Executive Director will institute the following Code System that describes to staff the severity of the event, as it relates to MPC and its facilities.

- **CODE 1** - The disaster has affected the MPC facility or its immediate surroundings. Staff should monitor the local news/authorities to determine if access routes from their homes to MPC are open before coming into the office.
- **CODE 2** - The area directly around the MPC facility, in addition to the Downtown area, has been affected by the disaster. The MPC facility may or may not have been affected. The Executive Director will issue communication to staff via email and phone tree about the status of the facility and instructions for staff.
- **CODE 3** - The disaster has caused major damage to the MPC facility, downtown & surrounding county. MPC staff should stay home or at another safe location and wait for instructions. Stay tuned if possible to the local news/authorities.

Depending on the severity of the event, short-term temporary work spaces will be required if the facility at 110 E State Street is unavailable. All staff will remain at home and wait to be notified about when and where to report for work. The possible office spaces that will be utilized include the following locations, depending on the location of the emergency:

1. The Savannah Civic Center Emergency Operations Center
301 W. Oglethorpe Avenue
Savannah, Ga. 31401
2. Savannah Technical College Crossroads Campus
190 Crossroads Parkway
Savannah, Ga 31407

3. Henry County Public Safety Complex
110 South Zack Hinton Parkway
McDonough, Ga. 30252

VII. STAFF RECALL

Efforts will be made to begin bringing staff back into a single location as quickly as possible. Every effort will be made to secure enough office space with temporary furniture and equipment for the entire agency.

However, it will not be possible to have office space and equipment ready for the entire staff immediately. It is important that staff is responsible for and has set aside what they will need to function/get back up and running effectively and in a timely manner. Each staff member should have an emergency “to-go” box. Staff will be recalled to work at the new alternate work space in phases over the next few days or weeks, as it is prepared and ready for them. Recall of staff will be at the discretion of the Executive Director and Department Managers, based on how their accommodations are progressing.

In addition, each department or staff member may also be called upon after the event to provide representatives to serve on special teams or assist the City or County as needed.

VIII. Media Communications

The Executive Director or his/her backup, or the Director of Finance and Systems, will conduct all communications with the media. All queries from the media will be referred to the Executive Director. No other MPC staff are authorized to discuss or speculate on the event, its consequences or the recovery effort. In case of a Code 2 or Code 3 event, the MPC will defer all communications with media to the County/City Public Information Office (PIO).

IX. Information Technology/Telecommunications Priority

As soon as it is determined that portions of the existing building are usable, or temporary office space is secured, the goal will be to get all of the telecommunications network functionality established as soon as possible. Critical network and system functionality will be the top priority during the initial 72 hours. These functions include:

- Email
- Internet connectivity
- Payroll
- Telephone Service

X. Essential Functions and Responsible Party

To ensure that the Agency's critical functions continue, each Department must ensure the following:

1. That matters of zoning and land use can continue to function - Executive/Development Services Directors
2. That the integrity and compliance of the MPC's planning programs are maintained. - Comprehensive Planning Director
3. Maintain continuity of MPC and associated meetings. – Executive/Administrative Services Directors
4. Maintain continuity of MPC, City, & County projects and recurring activities. – Administrative Services Director
5. Possess the ability to provide compensation associated with MPC agreements and contracts. –Finance & Systems Director
6. All staff records (including payroll) are backed up off site. –Finance & Systems Director
7. Finance and Systems Director maintains all active and inactive personnel files. –Finance & Systems Director
8. Personnel files are backed up electronically and securely stored off site. Personnel files contain emergency contact information. Human Resources and Information Technology have access to the files via a web-based application. –Finance & Systems Director

XI. Plan Maintenance, Testing, Training, and Exercising

The effectiveness of a COOP depends on staff awareness of the COOP federal, state and local requirements. Each staff member has an essential readiness role and each department provides or supports the ability to perform its essential functions and execute its portion of the COOP. It is essential that staff members feel “ownership” of the COOP. To accomplish this goal, all essential staff members must be trained in COOP preparedness and conduct COOP drills in response to a disaster.

The plan is adaptable to various scenarios ranging from partial to complete disruptions. It is recommended COOP staff members test their departmental plans, backup and recovery systems regularly. It is through agency testing that gaps can be identified and modifications made.

The main MPC COOP point of contact should reference the MPC COOP and consult with the Chatham Emergency Management Agency (CEMA) for guidance regarding the County-Wide test, training and exercise schedule to ensure proper coordination and participation.

Authority, support, and justification for continuity of operations (COOP) planning are provided through the documents provided by CEMA.

XII. Conclusion

The chance of MPC experiencing a major disaster is minimal, but the Agency must be prepared for such an event. With proper planning, staff will be able to make sound decisions quickly to minimize the effects that a major disaster could have on the agency. Key staff must be identified that will be involved, trained, ensure that critical records are backed up and establish plans for purchasing/securing possible relocation. At the same time, staff must be prepared to step in and assist with staffing to support the recovery of the community.

Appendix

1. Key Personnel and Order of Succession
2. Description of Mission Critical Systems
3. Description of Non-Mission Critical Systems
4. Preparation Checklists
5. Information Technology Services Preparation and Recovery Plan

KEY PERSONNEL AND ORDER OF SUCCESSION

12-24 HOURS (In order of Succession)

- *Tom Thomson- Executive Director
- *Melony West- Finance and Systems Director
- Christy Adams- Administrative Services Director
- *Roger Beall- Network Administrator
- *Lara Hall- SAGIS Director

24-48 HOURS (In order of Succession -To Be Activated as Needed as Determined by the Executive Director and/or His/Her Successor)

- Gary Plumbley- Development Services Director
- Ellen Harris- Urban Planning and Historic Preservation Director

48 HOURS OUT (To be Activated as Needed as Determined by the Executive Director and/or His/Her Successor)

DEPARTMENT HEADS (Listed Alphabetically):

- *Jackie Jackson – Natural Resources and Comprehensive Planning Director
- Mark Wilkes- Transportation Director

ADMINISTRATION STAFF (Listed Alphabetically):

- Sabrina Finau – Administrative Assistant
- Jessica Hagan–Administrative Assistant
- Mary Mitchell– Administrative Assistant
- Constance Morgan– Administrative Assistant

*James Small– Administrative Assistant

PLANNING STAFF (Listed Alphabetically):

Debbie Burke – Natural Resources Planner

Jack Butler - Development Services Planner

Sara Farr - Preservation Planner

*Sally Helm – Natural Resources Staff

Marcus Lotson- Development Services Planner

Jane Love-Transportation Planner

*Kevin MacLeod – GIS Programmer / Analyst

Alizina McCoy – Accountant

Leah Michalak – Preservation Planner

Charlotte Moore- Development Services Planner / Special Projects Director

David Ramsey- Information Services and Mapping Technician

Stephanie Rossi - Transportation Planner

*Wykoda Wang- Principal Transportation Planner

Julie Yawn – Systems Analyst

*Staff trained to work in the CEMA EOC if activated

MISSION CRITICAL SYSTEMS

ESSENTIAL FUNCTIONS:

The MPC staffs the following organizations: **Metropolitan Planning Commission, Coastal Region Metropolitan Planning Organization (CORE MPO), the Savannah Historic District Board of Review, the Chatham County Historic Preservation Commission, Historic Site and Monument Commission, Chatham County Resource Protection Commission and the City and County Zoning Boards of Appeals.** Essential functions and oversight areas include:

- **COMPENSATION**
ASSOCIATED WITH MPC STAFF PAYROLL AND MPC, SAGIS AND MPO CONTRACTS.
- **THE METROPOLITAN PLANNING COMMISSION (MPC)**
The MPC is a joint planning agency for the City of Savannah and Chatham County. The MPC meets every three weeks, on a Tuesday, to consider matters of zoning and land use, as well as other studies and issues for which it has responsibility. Planning Meetings are held as needed to discuss only planning issues. All meetings are open to the public.
- **DEVELOPMENT SERVICES**
Development Services focuses on current planning matters, including the review of site plans, subdivision plats, zoning map amendments and text amendments to the zoning ordinance. Staff also serves the Zoning Board of Appeals (ZBA) for the City of Savannah and Chatham County. The ZBA reviews variances, special uses, appeals of decisions and extensions of nonconforming uses. Additionally, staff assigns street addresses for new developments.

- **HISTORIC PRESERVATION**

Staff reviews projects and makes recommendations to the Savannah Historic District Board of Review, Chatham County Historic Preservation Commission, Historic Site and Monument Commission, Chatham County Resource Protection Commission and the Metropolitan Planning Commission on historic preservation matters.

- **SAVANNAH AREA GEOGRAPHIC INFORMATION SYSTEMS (SAGIS)**

SAGIS is focused on providing access to Geospatial data, in a standardized format to all interested parties. The SAGIS mission is to consolidate geospatial information into one central location, providing a one stop access to information. SAGIS works with the City of Savannah, Chatham County, the Metropolitan Planning Commission and a variety of other non-profit and private organizations to maintain standards, manage data, educate and coordinate projects that affect the greater Savannah - Chatham County area.

- **ADMINISTRATIVE SUPPORT**

The MPC also provides administrative support for the Metropolitan Planning Commission, Savannah Historic District Board of Review, the Historic Site and Monument Commission, the Chatham County Historic Preservation Commission, the City and County Zoning Boards of Appeal, and the Coastal Regional Metropolitan Planning Organization Committees.

NON-MISSION CRITICAL SYSTEMS

FUNCTIONS:

The MPC and MPO also staff the following organizations that may be considered non-mission critical: The **Historic Site and Monument Commission**, the **Chatham County Resource Protection Commission** and the **Coastal Regional Metropolitan Planning Organization (CORE MPO) Committees (4)**.

- **TRANSPORTATION PLANNING**

Transportation planning is the process of identifying transportation problems and looking for solutions to those problems. Transportation planners work on getting people to and from their destinations safely and in a timely manner, which help to preserve our communities and keeps our air and water clean. Transportation planning for the Savannah area is carried out by the CORE MPO.

- **NATURAL RESOURCES PLANNING**

The Natural Resources Planning section of the Comprehensive Planning Department is responsible for environmental planning and outreach programs related to natural resources issues, water conservation and storm water. This section is also the County's main point of contact for any pertinent environmental regulatory code and regulation changes and updates.

- **COMPREHENSIVE FUTURE LAND USE PLANNING**

Comprehensive planning is long-range planning that integrates information management, community visioning and goal-setting, and program implementation. The Comprehensive Plan establishes an updated policy framework for growth and development; natural and historic resource protection; provisions for a range of housing opportunities for all residents; provisions for public facilities; and coordination of growth with transportation systems and other infrastructure.

PREPARATION CHECKLISTS:

1. To be done by Management BEFORE:

- Create department instructional evacuation checklists
- Ensure re-entry passes are obtained
- Determine what man power, trucks, other help we can get from the county/city
- Have staff training on how to access documents and other files from the cloud
- Research possible radio communication assistance available from city/county or may need to purchase radios
- Roger/Julie/Melony—set a code for “disaster” admin pay
- Establish and maintain department call lists with staff’s home and work telephone numbers (including cell numbers) and email addresses.
- Inventory all hardcopy files and documents and determine which critical documents need to be backed up off site. Arrangements will be made for duplication and storage of hard copy or electronic files off site.
- Work on accessing a 1-800 phone number for staff to access during and event.

2. To be done by Department BEFORE Event:

- Identify vital records and how they will be protected
- Review what department responsibilities are expected to be available at the evacuation site and immediately following the threat
- Identify members of the staff that will be directly involved in the recovery effort and to what degree
- Determine what the requirements are under law about meetings and publicizing them
- Decide ahead of any event who will be in charge when the other staff activated for Emergency Operations Center efforts (EOC) are out of the office.
- Create instructional, department-specific checklists

- Establish and maintain Department call lists with staffs home and cell telephone numbers and home email addresses.
 - Inventory all hardcopy files and documents and determine which critical documents need to be backed up off site. Arrangements will be made for duplication and storage of hard copy or electronic files off site.
3. **To be done by Department DAY-OF Evacuation:**
- Take with: laptops, small printers/scanners, current projects, zoning working maps, all working files that have not been scanned, original documents, all critical files, historical documents not scanned and original
 - Stay behind: file cabinets, large printers and electrical equipment will need to be unplugged, covered and raised off the ground in each office and work space
 - Shut blinds and doors

Equipment and Supplies (# required)			
<input type="checkbox"/> Laptop Comps ()	<input type="checkbox"/> Desks ()	<input type="checkbox"/> Legal Pads ()	<input type="checkbox"/> Post-Its ()
<input type="checkbox"/> Printers ()	<input type="checkbox"/> Chairs ()	<input type="checkbox"/> Copy Paper ()	<input type="checkbox"/> Highlighters ()
<input type="checkbox"/> Faxes ()	<input type="checkbox"/> File Cabinets ()	<input type="checkbox"/> Pens ()	<input type="checkbox"/> Markers ()
<input type="checkbox"/> Telephones ()	<input type="checkbox"/> Bookshelf ()	<input type="checkbox"/> Pencils ()	<input type="checkbox"/> Scissors ()
<input type="checkbox"/> Copier ()	<input type="checkbox"/> Tables ()	<input type="checkbox"/> Manila Env ()	<input type="checkbox"/> Rulers ()
<input type="checkbox"/> Scanner ()	<input type="checkbox"/> Trash Cans ()	<input type="checkbox"/> Index Cards ()	<input type="checkbox"/> Staple Remover ()
<input type="checkbox"/> Radios ()	<input type="checkbox"/> File Folders ()	<input type="checkbox"/> Tape ()	<input type="checkbox"/> Stamps (COA, etc.) ()
<input type="checkbox"/> Projectors ()	<input type="checkbox"/> Media Storage ()	<input type="checkbox"/> Rubb. Band ()	<input type="checkbox"/> Business Cards ()
<input type="checkbox"/> Screens ()	<input type="checkbox"/> Printer/Fax Ink ()	<input type="checkbox"/> Binder Clips ()	<input type="checkbox"/> Pencil Sharpeners ()
<input type="checkbox"/> Dictaphones ()	<input type="checkbox"/> Paper Cutter ()	<input type="checkbox"/> Paper Clips ()	<input type="checkbox"/> Calculators ()
<input type="checkbox"/> Recorders ()	<input type="checkbox"/> 3-Hole Punch ()	<input type="checkbox"/> Staplers ()	<input type="checkbox"/> Shredders ()
<input type="checkbox"/> TVs ()	<input type="checkbox"/> Binders ()	<input type="checkbox"/> Staples ()	<input type="checkbox"/> Letter Pads ()
<input type="checkbox"/> DVD Players ()	<input type="checkbox"/> Maps ()	<input type="checkbox"/> Flip Charts ()	<input type="checkbox"/> Easels ()

**INFORMATION TECHNOLOGY SERVICES
PREPARATION AND RECOVERY PLAN**

DRAFT

INFORMATION TECHNOLOGY SERVICES PREPARATION AND RECOVERY PLAN

I. Information Technology Services

Information Technology is responsible for maintaining IT operations, functions and devices for all departments including, but not limited to:

- a. Providing technical assistance to end users with regard to smart phones, PCs, software applications, email, printers, laptops, and other technical devices issued by MPC
- b. Backup and Maintenance of servers
- c. Backup and Maintenance of databases
- d. Virus protection
- e. Backup and Recovery of all on site data
- f. Management of all technology related projects
- g. Procurement and installation of new hardware and software
- h. Successfully schedule and store off site data for redundancy
- i. Coordinate the purchase of equipment and infrastructure material needed to ensure redundancy of agency data files
- j. Maintain detailed inventory of critical equipment, i.e. servers, switches, routers, for implementation of backup up data
- k. Begin phased delivery of new equipment

II. Data Center Disaster Recovery Plan

The MPC & SAGIS data is considered one of the agency's most valuable assets, without which the organization and many of the City of Savannah and Chatham County Departments and agencies cannot conduct its business. Special emphasis in this document will be placed on Information Technology (IT). The purpose of this document is to ensure operational continuity and quick recovery for all critical systems impacted by a disaster.

In addition, this document is to ensure IT recovery requirements are properly communicated to all staff, clearly identifying all essential roles and responsibilities. It also serves to ensure adherence to established safety procedures, exit plans and related emergency requirements, and to maintain an orderly process for business resumption and systems recovery. The IT disaster recovery plan will be tested on a regular basis.

III. Requirement Assumptions

The systems and services to which this plan applies have been identified as follows:

- **Safety Critical Systems (SCS), Applications, and Data:** computers, electronic or electromechanical systems whose failures would disrupt mission essential functions. During an emergency, these systems will *receive the highest priority and will be restored as quickly as possible.*
- **Mission Critical Systems and Applications (MCS):** computers, electronic, or electromechanical systems whose failure would cause grave consequences. Downtime during an emergency or disaster is acceptable if the system resumes operations within a period of 48 hours after the emergency is over.
- **Core Systems and Applications (CS):** computers, electronic, or electromechanical systems whose failure would cause operational difficulties, increased workload, and inconvenience to staff and clients. During an emergency, operations and data should be restored within 72 hours.

IV. Emergency Access Procedures for Critical Systems and Data

During an emergency, priority will be given to restoring and supporting operations in the following departments:

- SAGIS
- Finance
- Administrative

V. Recovery Assumptions

1. Safety Critical Systems, Applications, and Data (SCS) will receive the highest priority and will be restored as quickly as possible.
2. Mission Critical Systems and Applications will be restored within a period of 48 hours after the emergency is over. 50% of critical functions will be restored within 24 hours. 100% of critical functions will be restored within 48 hours. A contractor should be utilized for immediate assistance if the Network Administrator is not available.
3. Core Systems and Applications (CS) operations and data should be restored within 72 hours.
4. Standard System and Applications (SS) operations should be restored within 96 hours.
5. Scenario conditions covered by this plan: (table below shows responsibilities)
 - i. MPC Building Down
 - ii. Data Center Down
 - iii. Files Servers Down
 - iv. Backup Servers Down
 - v. Other Databases Down

Scenario Description	Planned Response Strategy	Expected Response Results	Post-disaster Expectations
MPC building down	If the network is available and the PCs are still online, users can log into their work computers remotely using VPN. IT staff can use VPN to log into their work PCs and Remote Desktop to log into servers.	Using VPN will keep at least all users whose work PC is online in business until the building can be accessed again.	Test connectivity of internet, servers, and data. Re-build and restore the server(s) that have been damaged. Continue restoration of data to servers from backups.
IT Data Center down	If the servers are up, IT staff will be able to Remote Desktop to them. A contractor should be utilized for immediate assistance if the Network Administrator is not available.	Begin the restoration of servers and data in compliance with the Planning Assumptions	Test connectivity of internet, servers, and data. Evaluate, then re-build and restore any damaged servers. Continue restoration of data to servers from backups.
Technology down	If redundancy is in place at the time of the disaster, all functionality of affected servers will be switched to the hot standby servers (a backup server that receives regular updates and is standing by ready to take over immediately)	75% of all critical functions will be active on the hot standbys within 4 hours.	Once the main office is again accessible, data entries created on the hot standbys will be restored to production systems.