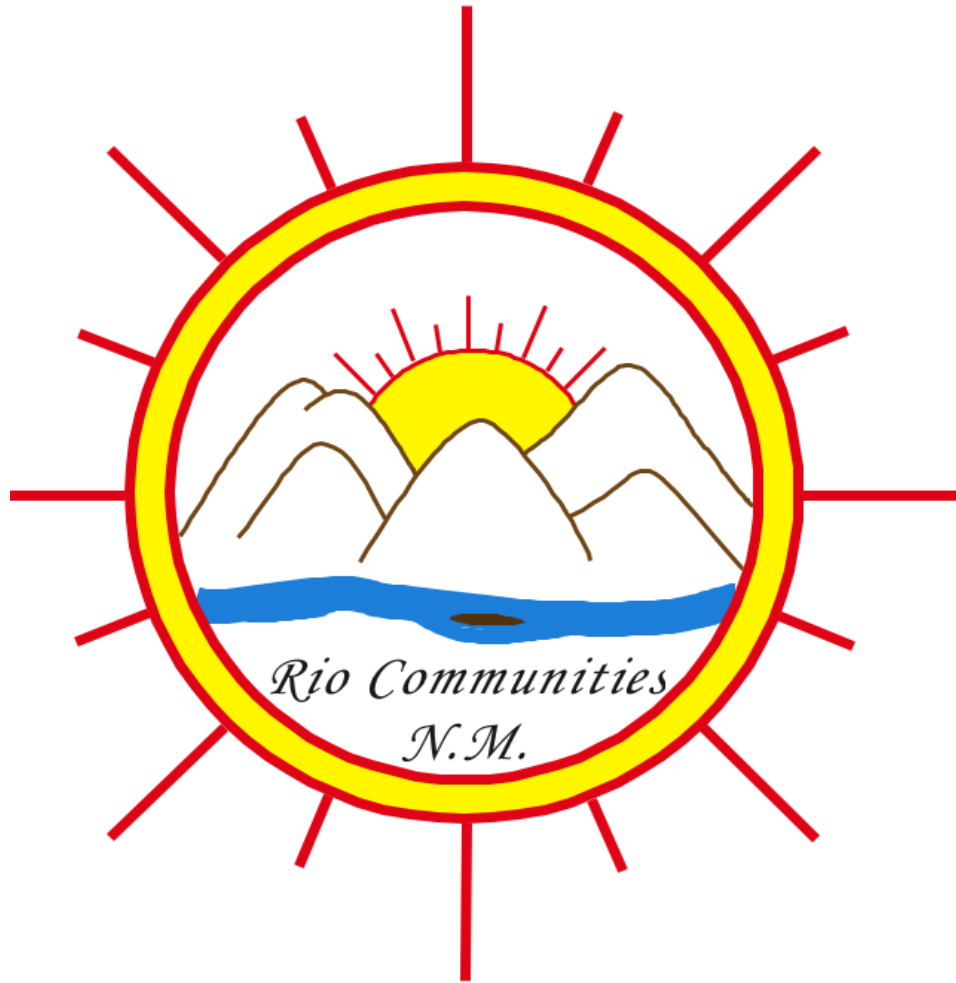


Continuity of Operations Plan (COOP)



for the
City of Rio Communities
Government

RESOLUTION 2020-169

City of Rio Communities Office of Emergency Management
360 Rio Communities Blvd.
Rio Communities, New Mexico 87002

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EXECUTIVE SUMMARY

The Rio Communities Continuity of Operations Plan (COOP) provides instruction and guidance to Rio Communities employees, enabling essential City functions to continue when there is a catastrophic emergency that severely impacts the City's ability to operate as usual. City department heads and elected officials have developed actions and processes to ensure all public services legal in requirement, mandated by act or regulation, and/or affecting safety and health will continue under the worst of environmental, economic and technological conditions. The City of Rio Communities Continuity of Operations Plan represents our commitment to serve the fine citizens of Rio Communities in the worst and best of times. The City of Rio Communities Council asks each City employee to familiarize themselves with actions that must be taken to continue City operations during a disaster, and to continue to provide a full spectrum of public services to all who live within the City of Rio Communities.

PURPOSE

The purpose of this plan is to prepare Rio Communities employees to respond to disasters or a major emergency while continuing to provide day-to-day essential services. COOP planning helps assure the capability exists to continue essential services across a wide range of potential emergencies. The objectives of this plan are to:

1. Ensure the continuous performance of a department's essential services during a disaster or major emergency within two hours of notification.
2. Protect the City's critical infrastructure before, during, and after a disaster or major emergency occurs.
3. Work to reduce or mitigate any disruptions to essential operations that have occurred due to a disaster or major emergency as soon as possible.
4. Achieve a timely and orderly recovery from a disaster or major emergency to be able to resume all services to our customers as soon as we can.

SCOPE

This plan applies to all departments within the City of Rio Communities Government.

ASSUMPTIONS

- Most or all departments will be required to move to another location to continue operations.
- Current resources will not be immediately available at the new location.
- Email and telephone communications will likely be disrupted. Cellular communications may also be affected by the disaster or major emergency.
- Roads, bridges and other transportation infrastructure damage may limit normal transportation, including the ability of employees to report to work in a timely manner.
- The City of Rio Communities Mayor (or Mayor Pro-Tem), the city Manager, or their designee will be the only authorized personnel to declare an emergency during a disaster or major emergency.
- Emergency Management staff will assist all affected jurisdictions as required by the incident and they will activate the EOC to coordinate outside resources and assistance, if needed.
- Internet service and network access will be available, possibly very limited, at the alternate site.

- Many of the scenarios that will require activation of the City COOP will cause extensive damage to more than just City facilities and emergency responders will be reporting to a multitude of issues throughout the City.

ESSENTIAL SERVICES

The following is a list of the Rio Communities essential services, by department, to be performed during a COOP incident. Essential services are considered any service a department is required to perform by law, agreement, or contract and cannot be delayed due to a disaster or major emergency.

Animal Control *

This department will require that all employees report for duty, along with as many volunteers as possible, to assist with domestic animal issues that will be occurring during a disaster or major emergency. If needed, a temporary shelter can be erected to help with the influx of animals that will most likely occur during this type of event. Rio Communities contracts with Valencia County for basic animal control services.

City of Rio Communities Council

The City of Rio Communities Mayor, Mayor Pro-Tem, or the City Manager, or their designee is responsible for declaring a disaster, if needed. Additionally, they will notify the Rio Communities Emergency Manager and will provide overall guidance to the Emergency Operations Center (EOC) during the incident.

Community Development

Code Enforcement

This department will require all employees to report for duty to assist with damage assessments and situational reports back to the EOC in regards to road closures due to damage or debris. They will assist with domestic animal issues that will be occurring during a disaster or major emergency.

Advisory Committee (Planning and Zoning Commission, Economic Development Commission, Personnel Board and Library Board)

The City of Rio Communities Advisory Committee is not required to provide essential services during a disaster. They will support the city as requested by the City Manager, Mayor, Mayor Pro-Tem or designee.

Emergency Management

This department will require all employees to report to duty as soon as possible after the notification of event. The Emergency Manager will activate the EOC, as necessary. During the event, they are also responsible for making sure information is being disseminated appropriately. EOC staff will also assist in the allocations of resources to incident location(s), as requested by the Incident Commander.

Finance

This department will require the Director (*see Manager's Office*) and employees, as needed, to report for duty as soon as possible after the notification of event to carry out essential services.

Fire Department

This department will require all employees report to duty in accordance to their set schedules and can request additional support as needed. Life Safety is the top priority and the Village of Los Lunas Fire Department will continue to provide Fire and EMS services. Available personnel will assist with damage assessments and structural inspections of critical Village infrastructure.

Human Resources (HR)

This department will require the Director (*see Manager's Office*) and employees, as needed, to report for duty as soon as possible after the notification of event to carry out essential services. The city manager or designee serves as the HR Director.

Information and Technology (IT)

This department will require all employees to report to duty as soon as possible after the notification of event. The City of Rio Communities IT Department will help to ensure that all essential functions can be performed at the alternate facility and will begin recovery operations to restore essential functions for each department's primary location.

Manager's Office or designee

The City of Rio Communities Manager's Office is responsible for policy administration and will assist the EOC with resource management, requests, and allocation. In order to carry out these essential functions the City Manager or Designee, the HR Director, the Municipal Clerk, the Finance Officer, and the Chief Procurement Officer will be required to report to duty as soon as possible after the notification of event.

Public Works Director

Insert

Building Maintenance * Under Public Works

This department will require all employees to report to duty as soon as possible after the notification of event. The City of Rio Communities Building Maintenance Department manager or Designee will be responsible for coordinating the inspection of all City facilities and will utilize Code Enforcement and Fire Department personnel to assist them. The Building Maintenance Department is also responsible for moving equipment and furniture for offices to relocate during an event, as needed.

Fleet * Under Public Works

This department will require two employees report for duty in order to carry out essential services. All other employees will be directed to remain at home until told to report to work.

Streets Under Public Works

This department will require all employees to report to duty as soon as possible after the notification of event. The City of Rio Communities Roads Department will be responsible for coordinating debris removal, assisting with development of a preliminary damage assessment, and all heavy equipment work related to the disaster and the initiation of road repair during a disaster or major emergency.

Solid Waste * Contracted Service

This department will require all employees respond as needed to assist with debris removal and transportation of debris.

Community Services Director * Not current position

Insert

Parks Department

Recreation Department * Not active

Museum and Library

Waste Water Department * Private Company

Water Department * Private Company

Procurement

This department will require the Director (*see Manager’s Office*) and employees, as needed, to report for duty as soon as possible after the notification of event to carry out essential services.

Sheriff’s Office

The City of the Rio Communities contracts with the Valencia County Sheriff’s Office for continued patrols and protection. In accordance with this contract, the guidelines established are as follows. This office will require all employees to report to duty in accordance with their set schedules and can request additional support as needed, continuing patrol duties will remain the top priority. The Valencia County Sheriff’s Department Office will support the detention facility with transporting inmates to other correctional facilities, as needed. In accordance with legal requirements, the Sheriff’s Office will also need to continue its civil and records services (*servicing court orders, warrants, etc.*).

CONCEPT OF OPERATIONS

This Continuity of Operations Plan (COOP) will be activated upon notification of a disaster in the City that severely impacts the City’s ability to continue normal operations, generally at Level 2 or Level 3 of the Emergency Operation Center activation guide (see Appendix A). The Emergency Manager will activate the Emergency Operation Center (EOC), which will serve as the central operation point for emergency response. Once the COOP and EOC are activated, the Emergency Manager will recommend the formation and assignment of individuals to an Incident Management Team, including Incident Commander, the City Manager and Mayor or Mayor Pro-Tem.

Employees recommended for Incident Commander and/or the Incident Management Team assignments will have the appropriate training and knowledge of the National Incident Management System (NIMS) and the Incident Command System (ICS). Other factors, including availability, will be considered. Each member of the Incident Management Team will be relieved of normal duties and will focus entirely on meeting the incident objectives.

The Commissioner Chair will delegate authority to the Incident Commander to manage the COOP incident. The initial objectives of the Incident Commander and the Incident Management Team during a COOP event are threefold:

- 1) Ensure that life safety of all City employees, their families, and its citizens are addressed.
- 2) Move City operations to an alternate facility as soon as it is possible to be able to continue essential service operations within the City.
- 3) Recover and restore normal City operations as quickly as possible to bring employees back to work and continue daily essential services for the citizens of City of Rio Communities.

Leadership

The City of Rio Communities Council will continue to lead the City of Rio Communities. The order of succession will remain the same through the duration of the incident. The Incident Commander will lead the COOP, with overall guidance from the City of Rio Communities Council.

Delegations of Authority from Department Heads/Elected Officials

Department Directors/Elected Officials must assure continuity of leadership and operation if they are not available during a COOP emergency by naming at least two successors, if their department can accommodate. These successors should be aware of their emergency responsibilities and receive appropriate training, as deemed necessary by individual departments.

City Order of Succession for a COOP Event

City authority will be succeeded in the following order:

- City Manager
- Mayor
- Mayor Pro tem
- Municipal Clerk and Financial Officer

Department Order of Succession

Animal Control *

Director → Chief Animal Control Officer → Valencia County Shelter Supervisor

City of Rio Communities Council

City Manager/Designee → Mayor → Mayor Pro-Tem

Community Development *

City Manager/Designee → Mayor → Mayor Pro-Tem

Emergency Management

Division Chief → Fire Chief → Sheriff

Finance

Finance Officer → Finance Clerk

Fire Department

Chief → Assistant Chief → Division Chief

Information and Technology (IT)

Director → Public Works Director → Clerk

Manager's Office

Manager → Mayor → Mayor Pro-Tem

Public Works

Director → City Manager → Mayor → Mayor Pro-Tem

Procurement

Procurement Officer → Assistant Procurement Officer

Sherriff Office

Sherriff → Under Sherriff →

Alert, Notification, and Implementation Process

City of Rio Communities Emergency Management Office has created a list of Department Heads/Elected Officials, in the AlertSense Alert, which can be used in an emergency to notify all departments should there be an event requiring rapid, mass notification. Department Heads/Elected Officials are responsible for notifying their own staff.

AlertSense is a web-based notification system that enables users to make time sensitive announcements in a rapid and reliable manner and is maintained by the Office of Emergency Management. The system utilizes telephone lines to make calls with text message converted to speech. Calls can be generated based upon geographically selected areas, with phone numbers manually entered or pre-loaded phone lists. AlertSense can deliver messages in a variety of formats, including; by voice call through a home phone, a cell phone or both; by SMS/Text message; and by E-mail. The system also has the capability to track calls showing whether calls were successful or not.

Public Information Officer

Initially the City Manager/Designee will act as the Public Information Officer (PIO) and other staff, as designated, may be called upon to disseminate information regarding City operations and to keep citizens informed. All messages that are disseminated will be approved by the Incident Commander before they are released.

All Emergency Public Information will supplement on-scene activities. If multiple media outlets are seeking information, the Office of Emergency Management may establish a media briefing center at

the Emergency Operation Center (EOC) or a Joint Information Center (JIC) depending on the nature of the hazard and the size and characteristics of the emergency or disaster.

Alternate Facility Operations

The primary alternate site is the Rio Grande Estates Fire Department Building. This location provides enough space for City of Rio Communities to set up temporary office space and conduct essential services until normal operations can be resumed. The building has maximum capacity of XXX people.

If Rio Grande Estates Fire Department is unavailable, other alternate facilities include, but are not limited to, school gymnasiums or auditoriums, fire departments and other buildings where there is enough room for some or all of the City departments to relocate and operate. During a COOP emergency, it may be required that City of Rio Communities offices relocate outside of the immediate area in order to find a building that will accommodate the needs and that has not been damaged. Any facility that is chosen must have working restrooms, power (hardline and generator), and running water.

Vital Files, Records, and Databases

All departments should identify essential records and take actions to protect those records prior to a disaster or emergency operation. Entities must mitigate potential losses by protecting records against fire, earthquake, flood, and terrorist actions on a day-to-day basis. Off-site storage of electronic data has been completed by the Information and Technology Department. Storage and retrieval of hardcopy essential records is the responsibility of the individual department.

Departments should consider preparing a grab-and-go kit. These kits should include everything a department will need to conduct business until connectivity can be restored. The kit should be stored in a location where it can be retrieved in an emergency by any of the department staff. It is recommended not to store the kit in the office, since during a COOP event access to the kit may be limited. See Appendix C for a recommended list of items.

Reconstitution

Departments will begin to return to normal activity as soon as their building is usable. After all departments have moved into their home office space, City of Rio Communities will begin to resume all normal operations. Staff will return to normal schedules as their department resumes normal operations.

TEST, TRAINING, AND EXERCISES

Emergency Management will take the lead in facilitating training and exercises related to the COOP. All departments and outside agencies who would be involved in a COOP response will be notified when trainings and exercises will be conducted, and all departments are required to participate.

COOP PLAN MAINTENANCE

This plan will be reviewed and updated as needed by the City of Rio Communities Office of Emergency Management.

AUTHORITIES AND REFERENCES

Federal

1. The National Security Act of 1947 (50 U.S.C. § 404), July 26, 1947.
2. Homeland Security Act of 2002 (6 U.S.C § 101 et seq.), November 25, 2002.
3. Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions, April 3, 1984, as amended.
4. Executive Order 12656, Assignment of Emergency Preparedness Responsibilities, November 18, 1988, as amended.
5. National Security and Homeland Security Presidential Directive (NSHDP) 51/NSHDP 20.
6. Presidential Decision Directive 67, Ensuring Constitutional Government and Continuity of Government Operations, October 1998.
7. Federal Continuity Directive 1, Federal Executive Branch National Continuity Program and Requirements, February 2008.

State

1. State Civil Emergency Preparedness Act, Chapter 12-10-1, NMSA 1978
2. Emergency Management Act, Chapter 74-4E-1, NMSA 1978.
3. The Disaster Relief Act, Chapter 6-7-1, NMSA 1978

APPENDIX A: Emergency Operation Center Activation Levels

The level of EOC Activation will be determined by the Emergency Manager or their designee. There are four levels of EOC activation for the City of Rio Communities EOC.

Level 4: Day to Day Operations:

Conditions pose no threat to life, property or the environment.

Level 3: Stand-By / Monitor:

Activations at this level are typical responses to watches, warnings, and other disaster incidents that do not merit a higher level of activation. Conditions pose a potential threat to life, property or the environment. Emergency Management members from the appropriate jurisdictions and EOC staff will be contacted, advising that the EOC level of activation has been raised to level 3, and briefed on the current status of the incident. Only key EOC personnel will be activated.

Level 2: Limited Operational or Partial:

This level represents enhanced activation of the EOC when conditions pose a significant threat to life, property, or the environment; or minor damage is imminent or occurring. Extended working hours, including 24/7 are possible. Supplemental funds may be required. Disaster declaration may be declared. Standard local resources are engaged, and mutual aid, state, or federal agencies are contacted and advised that their assistance may be required. Emergency Management members from the appropriate jurisdictions and EOC staff will be contacted, advising that the EOC level of activation has been raised to level 2, and briefed on the current status of the incident. Key EOC personnel and personnel from responding agencies will be activated.

Level 1: Full Operational:

This level represents full activation of the EOC when conditions pose an extreme threat to life, property or the environment; or widespread damage is imminent or is occurring. All primary and second shift EOC staff is present in the EOC as scheduled. Supplemental funds are required. A disaster declaration will be declared. Local resources are fully engaged. Assistance from mutual aid, state or federal agencies will, almost certainly, be required.

Note: When the EOC is activated, Emergency Management staff will assist all affected jurisdictions as required by the incident.

APPENDIX C: Grab-and-Go Kit Checklist

Below is a partial list of recommended items for your Grab-and-Go kit. This list may, and should be, expanded based on your department’s needs.

<input type="checkbox"/>	Pens, Pencils, Erasers, Paper Clips.
<input type="checkbox"/>	Copier Paper.
<input type="checkbox"/>	Note Pads.
<input type="checkbox"/>	Forms specific to your department.
<input type="checkbox"/>	Plans and other documents that your department will need.
<input type="checkbox"/>	Deposit slips for any income your department will have.
<input type="checkbox"/>	Hardcopy contact information specific to your department.
<input type="checkbox"/>	Copy of City of Rio Communities Policies and Procedures.
<input type="checkbox"/>	Copy of Continuity of Operations Plan (COOP) for City of Rio Communities Government
<input type="checkbox"/>	Copy of Continuity of Operations Plan (COOP) for your department
<input type="checkbox"/>	The Finance Office should have an emergency bag containing checks, deposit books and receipt books, along with pens and other essential supplies.
<input type="checkbox"/>	CD’s, Flash Drives, Etc containing data needed for your job!
<input type="checkbox"/>	
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