



# Broward Metropolitan Planning Organization

## Continuity of Operations Plan (COOP)

**June 2022**

Broward County, Florida

This Continuity of Operations Plan (COOP) was prepared by the Broward Metropolitan Planning Organization (MPO) to develop, implement and maintain a viable COOP capability. This COOP complies with applicable internal agency policy, local and state regulations, and supports recommendations provided in the Federal Emergency Management Agency's (FEMA) Federal Preparedness Circular 65. This COOP has been distributed internally within the Broward MPO and with external agencies that may be affected by its implementation.

**For complaints, questions or concerns about civil rights or nondiscrimination, or for special requests under the Americans with Disabilities Act, please contact: Carl Ema, Administrative Services Manager/Title VI Coordinator at (954) 876-0052 or [emac@browardmpo.org](mailto:emac@browardmpo.org).**

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## 1. EXECUTIVE SUMMARY

This document describes and specifies the Broward Metropolitan Planning Organization (MPO) Continuity of Operations Plan (COOP). The purpose of this Plan is to provide guidance to Broward MPO staff on the policies and procedures to follow in the event of an interruption of services due to a pandemic, public health emergency, natural disaster or other emergency. The primary goal is to allow the Broward MPO to continue its operations and/or to resume its normal operations and functions as quickly and completely as possible after an interruption.

The COOP includes descriptions of the Broward MPO's mandated principal activities and the individuals and organizations for which they are provided. A listing of key personnel, tools and facilities required to perform these functions is also part of this document. The COOP, also referred to as the Plan, will allow one to quickly identify what is provided by the organization and to assemble the staff and resources necessary to continue operations in the event of a pandemic/health emergency, disaster/emergency (natural or otherwise), or other interruption of normal services. Included are procedures for the order of succession and personnel notification.

The Plan describes response to events requiring Broward MPO assistance, continuation of Broward MPO essential functions, office evacuation, relocation, and restoration procedures.

Questions concerning this Plan should be directed to:

Greg Stuart, Executive Director  
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100 West Cypress Creek Road,  
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(954) 876-0035

[stuartg@browardmpo.org](mailto:stuartg@browardmpo.org)

## 2. DEFINITIONS AND ACRONYMS

<b>ArcMap</b> -	Geographic Information System (GIS) software program
<b>BERT</b> -	Broward Emergency Response Team
<b>CAC</b> -	Citizens' Advisory Committee
<b>CDC</b> -	Centers for Disease Control and Prevention
<b>COOP</b> -	Continuity of Operations Plan
<b>DHS</b> -	Department of Homeland Security
<b>EOC</b> -	Emergency Operations Center (state, county, municipal)
<b>FEMA</b> -	Federal Emergency Management Agency
<b>FDOT</b> -	Florida Department of Transportation
<b>FHWA</b> -	Federal Highway Administration
<b>FTA</b> -	Federal Transit Administration
<b>GIS</b> -	Geographic Information Systems
<b>HCS</b> -	Highway Capacity Software
<b>IT</b> -	Information Technology
<b>ITE</b> -	Institute of Transportation Engineers
<b>LCB</b> -	Local Coordinating Board
<b>MPO</b> -	Metropolitan Planning Organization
<b>MTP</b> -	Metropolitan Transportation Plan
<b>MYSPMP</b> -	Multi-Year Strategy and Program Management Plan
<b>SDE</b> -	Spatial Database Engine (Data for ArcView software)
<b>SERPM</b> -	Southeast Florida Regional Planning Model
<b>TAC</b> -	Technical Advisory Committee
<b>TD</b> -	Transportation Disadvantaged
<b>TTE</b> -	Test, Training and Exercise
<b>UPS</b> -	Uninterruptible Power Supply

### 3. INTRODUCTION AND PURPOSE

The primary mission of the Broward MPO is to collaboratively plan, prioritize and fund the delivery of diverse transportation options. Broward MPO staff members, under the direction of the Broward MPO Board, develop transportation plans and programs for the urbanized area of Broward County. These activities include long and short-range planning and coordination of multimodal transportation services such as transit, roadway, pedestrian, bicycle, greenways, seaport, airport, rail and the movement of freight and goods.

The Broward MPO Board is composed of elected officials charged with transportation decision-making responsibilities. The Board is assisted by three advisory committees: the Technical Advisory Committee (TAC), which offers technical expertise and advice; the Citizens' Advisory Committee (CAC), which provides public input and direction; and the Transportation Disadvantaged (TD) Local Coordinating Board (LCB). Using the COOP as a reference manual, communication and coordination is facilitated with these four key groups (MPO, TAC, CAC and LCB), as well as other committees as needed, following a crisis or disaster.

The COOP will serve as a guide to staff as they continue to support these organizations in response to an emergency or public health crisis, as well as provide the usual products and services that the Broward MPO provides to the residents and visitors of Broward County. The MPO office is located at: Trade Centre South, 100 West Cypress Creek Road, 6th Floor, Suite 650, Fort Lauderdale, FL 33309.

The Broward MPO office will be the COOP Control Center unless rendered unavailable or if an evacuation has been ordered by the Broward Emergency Response Team (BERT), located at the Emergency Operations Center (EOC) in Plantation, Florida. If the offices are not available due to damage or hazard, refer to Appendix B for alternative sites for staff activities, including meetings of the MPO and advisory committees. In the event of a health emergency in which a stay-at-home order is in place, the MPO will implement virtual office and meeting procedures as spelled out in Section 8.B.

The purpose of this COOP is to provide the conditions for continuous performance of essential operations during a health or emergency crisis, disaster, or other debilitating loss of resources; ensure the safety of the staff; protect essential equipment, records, and other assets; reduce disruption of operations; minimize damage and losses; achieve an orderly recovery from emergency operations; identify relocation requirements; and ensure operational and managerial requirements are met before an emergency occurs. This Plan outlines activities before, during and after a pandemic/health emergency, crisis, disaster, or debilitating loss of resources, which is termed "incident" in this Plan. It also outlines contingencies to mitigate, prepare for, respond to, and recover from an incident.

## 4. ACTIVATION LEVELS

Throughout this document, activation levels are referenced. The Broward MPO follows the Florida State EOC Activation Levels which are defined as follows:

<https://www.floridadisaster.org/sert/eoc-activation-levels/>

### LEVEL 3: Monitoring & Assessment

Level 3 is typically a monitoring and assessment phase where a specific threat, unusual event, or situation, is actively monitored by the EOC. A Level 3 activation is an internal process and involves little, if any, inter-agency direction or coordination. The threat, unusual event, or situation simply warrants observation, verification of appropriate action, and follow-up by staff.

### LEVEL 2: Partial Activation

Level 2 partial activation is typically limited agency activation. The lead agencies with a role in the incident response are activated and required to report to the EOC. All other emergency support functions are alerted of the event and are on standby. The purpose of Level 2 activation is to initiate preparations due to a significant threat of a disaster or to coordinate response due to the occurrence of a minor disaster.

### LEVEL 1: Full Activation

All primary and support agencies are notified. The COOP is in full effect and all necessary Operations Phases will be conducted. In a full-scale activation, the COOP is activated on a 24-hour schedule due to an imminent threat or occurrence of a disaster.

### OTHER TYPES OF ACTIVATION:

In addition to the above Activation Levels, and depending on the emergency, such as a health crisis, the MPO will follow federal, state and local guidance and emergency orders, including but not limited to stay-at-home/shelter-in-place orders at which point the COOP will be in full effect.

Other helpful information is shown in Appendix E Emergency Information and Resources.

## 5. NOTIFICATIONS AND ESSENTIAL FUNCTIONS

When an emergency or crisis is declared, the Executive Director or designee shall notify the MPO Chair and will begin implementation of the COOP. Once the COOP is implemented in response to an incident or long-term health crisis, it will immediately affect all Broward MPO staff and will involve notification of the following authorities:

A. Broward MPO Board	Chair and members
B. Technical Advisory Committee (TAC)	Chair and members
C. Citizens' Advisory Committee (CAC)	Chair and members
D. Transportation Disadvantaged (TD) Local Coordinating Board (LCB)	Chair and members
E. Florida Department of Transportation (FDOT)	District Secretary
F. Federal Highway Administration (FHWA)	Division Administrator
H. Federal Transit Administration (FTA)	Regional Administrator

The Executive Director or designee shall notify the MPO Contacts (see Appendix A) and ensure all staff are contacted. MPO staff contact information (including personal phone numbers and email accounts, if available) is updated by the MPO's Human Resources Manager or designee and the latest information is provided to all staff in a Level 2 (or higher) activation or emergency event or health crisis.

In addition to the above notifications, the following are those essential functions, in priority order, that should be performed by the Broward MPO, to the maximum extent feasible:

1. Ensure the integrity of data and records relating to internal and external mandates, responsibilities and administrative operations. Maintain access to data and other resources during an event and restore any lost access as quickly as possible.
2. Maintain and/or restore communication with MPO, TAC, CAC, and LCB members; arranging, advertising, and holding regularly scheduled or emergency meetings (in person or virtual) as soon as feasible.
3. Maintain or reestablish contact with appropriate internal and external authorities and agencies, including the MPO Information Technology (IT), Accounting, Agenda and capital float-funding host agencies.
4. Provide technical support to assist in planning and restoration of Broward's transportation systems.
5. Ensure that the integrity and compliance of the Broward MPO's planning programs are maintained and products and services are delivered.
6. Provide servicing of MPO agreements, maintain grant invoicing and payroll.

## 6. CONCEPT OF OPERATIONS

### *A. Phase 1: Activation and Relocation*

#### **1. Decision Process**

The COOP will be activated by the Broward MPO Executive Director or Director of Transportation & Human Resources, at their discretion, as a response to a Level 2 Activation of the Broward EOC or an emergency event, such as a terrorist attack, natural disaster, health crisis, stay-at-home order or other incident. The purpose of Level 2 activation or other federal/state/local health emergency declaration is to initiate preparations due to a significant threat of a disaster or to coordinate response due to the occurrence of a minor disaster or longer-term pandemic/health crisis.

In the event the Executive Director or the Director of Transportation & Human Resources is not available, responsibility for initiating and implementing the COOP will devolve onto the next Broward MPO staff member in the chain of command (see 6.3.a. Order of Succession). The person assuming the Broward MPO staff's lead role in executing the COOP will be known as the "COOP Leader." It is expected that the COOP Leader's action will either be an obvious response to external circumstances (for example, a nearby industrial accident affecting day-to-day operations), or a command or directive from an official such as a Broward MPO Board Member; federal, state or local authorities such as the US President, Florida Governor, County Administrator/Broward Emergency Response Team (BERT) mobilization or local police.

At the time of a Level 2 Activation or other appropriate notifications from officials, staff with working files located on their local C: drive will copy the files to their folders on the M:\MPOShared network drive.

If the possibility exists that Level 2 Activation or health crisis notification may occur during non-working hours, the Executive Director or designee will determine if Level 2 activation should occur prior to an official activation. At a minimum, staff will take laptops home and, depending upon the emergency (hurricane or other event which may cause MPO office damage), move vital equipment (PCs and other hardware) to designated "protected" areas such as the Metro Conference Room, Executive Conference Room, Server Room, or storage rooms in the MPO Board Room. Upon leaving the office, all office doors must be closed.

Upon Level 2 Activation for weather/hurricane related emergency or health crisis emergencies, the COOP Leader will call a meeting and set in motion the COOP.

- Staff not present will be notified by telephone and email by the COOP Leader or designee (i.e., Executive Director or Director of Transportation & Human Resources). In the event the activation occurs after working hours, the COOP Leader or designee will initiate telephone contact or send email that will reach all employees through their contact information on the Master Employee Contact List, which is maintained by the Human Resources Manager or designee.

- It will be the responsibility of those who are not reachable to establish contact with the COOP Leader, Executive Director or Director of Transportation & Human Resources within 24 hours of the Level 2 Activation.
- The Trade Centre South Hurricane Preparation and Building Shut-down Procedures in Appendix C will be followed.

## 2. Staff Responsibilities

The following procedures will be initiated by staff members at the primary work facility if they are present at that facility when the emergency is declared:

- Secure all necessary files and computer equipment and back up or record all essential data on a USB flash drive, the MPO server, or backup files to Microsoft OneDrive using Office 365 account. Each staff member can access their OneDrive Folder by logging into <https://login.microsoftonline.com> using their domain logon credentials. Files left on your PC may not be available. By going to the link below, staff can log into the web version of Outlook to view their emails. Web Outlook can be accessed through any web browser using domain logon credentials: <https://outlook.office365.com>

In the event of a storm, minimize water and wind damage by:

- Covering or closing/locking all desks, cabinets and storage areas.
- Close office doors.
- Disconnect computer hardware and electrical equipment, and bag delicate equipment and paper files. Store in designated areas shown in Appendix D.
- IT staff will issue Portable MiFi devices to the Executive Director, Director of Transportation & Human Resources and the Director of Operations & Budget, or others as deemed necessary, prior to leaving the office. These devices will provide a secured wireless internet network to staff while away from the office.
- Administrative staff will post a notice on the front door of the office and record a brief, generic message on the main switchboard line (954-876-0033) like this (see phone access instructions in Appendix F):  
 “Thank you for calling the Broward Metropolitan Planning Organization. Our offices are currently closed due to \_\_\_\_\_. We will return your call as soon as possible.”  
 Or  
 Thank you for calling the Broward Metropolitan Planning Organization. Our offices are currently closed in response to the current \_\_\_\_\_ situation. We will remain closed through \_\_\_\_\_ (or until further notice) however staff is still available remotely through phone and email. Please visit Browardmpo.org for more information and updates.”
- Everyone should record or update the outgoing messages on their phone when notified to do so (see phone access instructions in Appendix F):  
 “You have reached the voice mail box for \_\_\_\_\_. Our office is currently closed due to \_\_\_\_\_. I will return your call when our office reopens.”  
 Or  
 “You have reached the voice mail box for \_\_\_\_\_. Our office is currently closed in response to the current \_\_\_\_\_ situation. I will continue to remain available remotely through email and phone. Please leave a message.....”

- Everyone should activate a brief out-of-office external message on their email account like this:  
 “Our office is currently closed due to \_\_\_\_\_. I will reply to your email when our office reopens.”  
 Or  
Email Message (along with signature or placed before and for out-of-office):  
 Our physical offices are closed in response to the \_\_\_\_\_ situation in order to allow social distancing. All meetings will be conducted virtually and our team will continue planning and funding Broward’s transportation remotely as we monitor the current situation.
- Public involvement team to place a message on the website calendar and under What’s New stating:  
 Office closed due to \_\_\_\_\_.  
 Or  
 Our office is currently closed in response to the current \_\_\_\_\_ situation. We will continue to remain available remotely through email and phone.

### 3. Leadership

#### a. Order of Succession

The table below lists the chain of command for the Broward MPO staff’s COOP Leader. If the senior ranking staff member is incapacitated or out of the area at the time of activation the next ranking staff member will assume his or her duties. Contact information is located in Appendix A.

Successors: “Chain of Command”	
Greg Stuart	Executive Director
Bryan Caletka	Director of Transportation & Human Resources
Renee Cross	Director of Operations & Budget
James Cromar	Mobility Initiatives Deputy Executive Director
William Cross	Planning & Programing Deputy Executive Director
Carol Henderson	Intergovernmental & Outreach Deputy Executive Director

#### b. Delegation of Authority

If the Broward MPO Executive Director is not available, the immediate successor will be in authority and will be known as the COOP Leader. The Executive Director may appoint a successor outside of the chain of command, or change the order of the chain of command in the event of special circumstances, to succeed him/her.

#### c. Devolution

The primary function of the MPO is transportation planning, not the physical construction nor the day-to-day operation of transportation facilities. However, should an

event occur, the MPO's planning priorities are to provide financial support necessary to maintain the existing transportation system and provide for payment to those associated with MPO agreements and contracts. In the event of a worst-case scenario, in which the Broward MPO offices are completely destroyed and/or leadership is incapacitated, the organization should be prepared to transfer all of their essential functions and responsibilities to personnel at a different office or location (virtual or otherwise) and MPO functions may be handled at a lower staff level.

FDOT and FHWA have file copies of the Broward MPO's major planning documents, including the Metropolitan Transportation Plan, Transportation Improvement Program, Unified Planning Work Program, grant invoicing packages, consultant contracts and Joint Participation Agreements should it become necessary for the MPO to reestablish itself. Other documents, including but not limited to the Interlocal Agreement to establish the MPO and the Florida Commission for the Transportation Disadvantaged Planning Grant Agreement should reside on the MPO server.

## *B. Phase 2: Remote Working/Virtual Meetings or Alternate Facility Operations*

### **1. Remote Working and Virtual Meetings**

Given the MPO latest technology and IT system, it is possible for MPO staff to work remotely from home or other locations and have access to all files and programs as they would at the MPO offices. A telework option will be considered for emergency and unique situations such as a pandemic or health crisis. While teleworking during the event, the Broward MPO's established telework policies and procedures will apply. In addition, virtual meeting options can be utilized as appropriate. MPO established procedures and guidelines referenced in the MPO's Rules and Public Participation Plan will be utilized for virtual meetings to ensure full participation by Board and committee members and members of the public.

The Broward MPO has outsourced its IT functions to All Covered Care which handles all of the organization's shared file hosting, servers, and workstations. All hosted email and Microsoft functionality is handled through Office 365 – a fully hosted solution by Microsoft, managed by All Covered for the Broward MPO. Broward MPO staff operates in a hosted workstation environment that utilizes provisioned servers in an off-site location to act as remote workstations. This solution allows staff to access their workstations from any Windows-based machine using remote desktop connection. This includes access to the Broward MPO shared files. The Broward MPO shared drives are hosted and backed up in two locations, Virginia and Texas, utilizing All Covered's hosted server solution. Each location contains a redundant backup of the Broward MPO shared files and files are maintained in a RAID configuration in the event of hard drive failure. These files are accessible through the hosted workstation environment using remote desktop connection. In addition, the MPO's website is hosted and managed by Daruma Tech. The following table provides the contact information for the MPO's hosted services:

## TECHNICAL OFFICE SUPPORT CONTACT INFORMATION

Business	Contact	Phone/Email
All Covered	Nelson Roque 305-438-7550 <a href="mailto:nroque@allcovered.com">nroque@allcovered.com</a>	866-715-0726 Chat.allcovered.com <a href="mailto:support@allcovered.com">support@allcovered.com</a>
Mitel	Customer Service	1-888-322-3822, option 2 <a href="mailto:MASS@mitel.com">MASS@mitel.com</a>
Daruma Tech	Susan Erickson	561-206-6291 <a href="mailto:susan@darumatech.com">susan@darumatech.com</a>
Intent Digital	Bob Ginger	602-404-0100 Ext: 21 <a href="mailto:bginger@intendigital.com">bginger@intendigital.com</a>

### 2. Potential Alternate Facility Locations:

Based on the event, circumstances and judgement of the COOP Leader, an alternate facility (Appendix B) may be needed to perform the essential functions of the MPO. If an alternate facility is needed, upon arrival at that facility, the COOP Leader will delegate shifts for available staff, and assign staff to test the facility's internet connection, set up computers, establish email, and test telephone land lines. Teleworking may also be an option once a base of operations is established. MPO established teleworking policies and procedures will apply.

The COOP Leader, when determining an alternate location from the locations listed in Appendix B, should take into account the following parameters:

- ◆ Sufficient space and equipment.
- ◆ Capability to perform essential functions within 12 hours, up to 30 days.
- ◆ Reliable logistical support, services, and infrastructure systems.
- ◆ Consideration for health, safety and emotional well-being of personnel.
- ◆ Interoperable communications (land line telephones, ability to use cell phones from a sheltered position, internet connectivity, fiber optic cable connection to relevant offsite servers and databases, etc.).
- ◆ Computer equipment and software.

Various municipal government locations will be investigated to conduct MPO Board, TAC, CAC, LCB, and other meetings as the need arises or, as noted above, virtual meeting options can be utilized as appropriate. MPO established procedures and guidelines, referenced in the MPO's Rules and Public Participation Plan, will be utilized for virtual meetings to ensure full participation by Board and committee members and members of the public.

### **3. Hardware**

At Level 2 Activation by the Broward EOC or at the direction of the COOP Leader, the MPO's IT staff will begin preparing the portable hard drives/USB drives/servers for removal and relocation. In the event of a storm or other incident which could cause damage to the MPO offices, PCs should be moved to designated "protected" areas such as the Metro Conference Room, Server Room, or Storage Room located in the MPO Offices or MPO Board Room. Plastic bags will be placed over the computers, and large displays for added protection. Staff will take laptops home and the remaining laptops will be stored in lockers located in the IT Server room.

For emergency situations in which power may be impacted, IT administrative staff will also be responsible for shutting down all local servers and network devices (network switches, modems, battery backup devices, etc.) in order to ensure the hardware is protected from any power surges or failures. IT administrative staff must also notify the All Covered Help Desk of the network shutdown in order to avoid triggering alerts in the IT monitoring system. IT administrative staff must also notify Intent Digital to take the voting system offline, and that UPS battery backup will be taken out of service. Before departing the MPO offices, IT administrative staff will be responsible for ensuring all other sensitive IT equipment is properly disconnected and stored.

### **4. General Specifications for Laptops**

All staff members have been assigned a laptop and will utilize these devices for the COOP activation. All of these devices have been configured with remote session access through All Covered's hosted workstation environment. Alternatively, staff will have a copy of the remote desktop connection shortcut on a flash drive for use on any Windows-based machine in the event there is an issue with laptop provisioning.

For users that need to access to GIS, graphic design software and 3D modeling applications, they will be given access to remote into the shared desktops located in the IT Server room or the option to bring these desktops (along with MPO-issues monitors with video conferencing capabilities) to their home if the COOP remains in effect for an extended period. The remaining laptops would be standard business-grade laptops. All the laptops have a built-in web camera to enable video conferencing. All laptops have built-in WIFI connections.

### **5. Software**

Since most of the MPO's software is cloud-based and accessible remotely from available laptops, only a limited number of software systems need to be installed at, or made portable so they can be transferred to, the alternative location. The following lists those systems/files which must be transferred.

System Name	Current Location	Other Locations
ArtPlan	MPO	Net-downloadable
Traffic Count HCS	MPO	Commercial Software
ArcGIS Pro/ArcMap 10.7	MPO	Commercial Software

## 6. Vital Files, Records and Databases

Like most of the MPO's software, most vital files, records and databases are cloud based and accessible remotely from available laptops. Only a limited number of files, records and databases need to be installed at, or made portable so they can be transferred to the alternative location. The following lists those files records and databases which must be transferred.

Vital File, Record, or Database	Form of Record (e.g., hardcopy, electronic)	Hand Carried to Alternate Facility	Backed up at Third Location
Human Resources Files	Hard Copy	X	
Truck Traffic Counts	Electronic		FDOT
Validated Model Input	Electronic		FDOT
ITE TRIP Generation	Hard Copy	X	
ITE Handbook	Hard Copy	X	
Hwy Capacity Manual	Electronic		FDOT

### C. Phase 3: Disaster Recovery and/or Office Restoration Procedures

Once disaster recovery is underway and the MPO offices are suitable for occupancy, the following procedures are to be followed to bring the office and staff back to a normal working environment. A listing of Generator ready businesses in Broward County is provided in Appendix E if supplies are necessary.

- MPO staff should report to work at the MPO offices as directed by the Executive Director and/or COOP Leader.
- IT administrative staff will be responsible for reestablishing and testing network services at the MPO offices including internet connectivity, IP phone connectivity, local server connectivity, and print/scan devices. The All Covered Help Desk must also be notified in order to resume active monitoring of the MPO's network and devices.
- IT administrative staff will be responsible for reestablishing back up power to MPO Board Room technology. Intent Digital must also be notified in order to bring all equipment back online.
- MPO staff will be responsible for reconnecting their respective laptops, telephones and other office equipment which was disengaged prior to the event. The IT administrative staff may provide assistance if needed.

## 7. COOP PLANNING RESPONSIBILITIES AND MAINTENANCE

Maintaining the COOP is an ongoing endeavor which should be conducted by the COOP Leader under the direction, supervision and support of the MPO Executive Director. The COOP will be formally reviewed each year prior to June 1. The personnel and emergency telephone lists will be reviewed and updated quarterly. The following identifies those responsible for COOP activities.

Responsibility	Position
Annual update of the COOP Plan	COOP Leader
Update staff contact list quarterly	Human Resources Manager or designee
Review file, record and data status	Information Technology
Conduct periodic alerts and tests	COOP Leader
Conduct periodic exercises	COOP Leader
Plan and evaluate	COOP Leader

An exercise should be conducted annually prior to the start of hurricane season on June 1. COOP plans should include:

- ◆ Individual and team training of agency personnel
- ◆ Periodic internal agency testing and exercising of COOP plans and procedures
- ◆ Testing of alert and notification procedures
- ◆ Refresher orientation for COOP personnel
- ◆ Joint interagency exercising of COOP plans, if appropriate

## 8. APPENDICES

### Appendix A Contact Lists and Information

Name	Phone Number	Email	Title
Greg Stuart	(954) 876-0035	stuartg@browardmpo.org	Executive Director
Bryan Caletka	(954) 876-0070	caletkab@browardmpo.org	Director of Transportation & Human Resources
Renee Cross	(954) 876-0075	crossr@browardmpo.org	Director of Operations & Budget
James Cromar	(954) 876-0038	cromarj@browardmpo.org	Mobility Initiatives Deputy Executive Director
William Cross	(954) 876-0056	crossw@browardmpo.org	Planning and Programing Deputy Executive Director
Carol Henderson	(954) 876-0076	hendersonc@browardmpo.org	Intergovernmental & Outreach Deputy Executive Director

Staff contact information is updated and provided prior to a Level 2 (or higher) Activation or other federal, state or local emergency declaration.

The MPO Boards (MPO, TAC, CAC, LCB) contact lists are to be updated and produced by the MPO Boards Coordinator upon request. The latest information should be collected and distributed to staff upon activation of Level 2 (or higher) or other federal, state or local emergency declaration.

### Florida Municipal Insurance Trust (FMIT) – Florida League of Cities Contacts

To report a loss contact: (Authorized Personnel Only)	1-800-445-6248 (Phone) 407-425-9378 (Fax) <a href="https://insurance.flcities.com/">https://insurance.flcities.com/</a> (Online Claims) Account Executive: Michael J. Morrill 954-270-7296 (Phone) <a href="mailto:mmorrill@flcities.com">mmorrill@flcities.com</a> (Email)
Underwriter:	Sean Fahey 407-367-1810 (Phone) <a href="mailto:sfahey@flcities.com">sfahey@flcities.com</a> (Email)

## Appendix B Alternate Location/Facility Information

### **Palm Beach TPA**

301 Datura Street, West Palm Beach, FL 33401

Valerie Neilson, Interim Executive Director

(561) 725-0818 work

[VNeilson@PalmBeachTPA.org](mailto:VNeilson@PalmBeachTPA.org)

### **City of Sunrise EOC:**

10440 West Oakland Park Blvd., 4th Floor – Fire -Sunrise, Florida 33351

**Fire Chief John McNamara** oversees the City of Sunrise, Emergency Operations Center (EOC) and emergency response efforts.

(954) 746-3400

[jmcnamara@sunrisefl.gov](mailto:jmcnamara@sunrisefl.gov)

### **St. Lucie TPO**

466 SW Port St. Lucie Blvd., Suite 111 Port St. Lucie, FL 34953.

Peter Buchwald, Executive Director

(772) 462-1593 work

[buchwaldp@stlucieco.org](mailto:buchwaldp@stlucieco.org)

These locations in particular were selected because of their locations in the region or outside the County if severely impacted.

## Appendix C Hurricane Preparation and Building Shut-down Procedures Cardinal Point Management, LLC PLEASE READ CAREFULLY!

There are generally three scenarios or conditions that would initiate an emergency shut-down of a Cardinal Point property. They are listed below.

### **Emergency Operations Center (“EOC”) Evacuation Order - Issued at County level**

This order is due to an expected Hurricane making landfall close enough to the South Florida area that residents/occupants in flood zones are asked to evacuate. Mandatory evacuation orders are normally issued by the EOC at least 14 hours in advance and often preceded by voluntary evacuation requests.

### **Cardinal Point initiates a building shut down**

Cardinal Point senior management may make a decision to initiate a building shut down due to the potential of extreme weather conditions in an area where a mandatory evacuation issued by the EOC would not take place. The primary purpose for such actions is to minimize the risk of flood and or wind damage to the building's mechanical and electrical systems and components. Through proactive intervention, Cardinal Point can minimize the potential for storm related damage and the accompanying delay in the ability of a tenant to operate its businesses once the storm passes.

### **FPL initiates power outage**

FPL has been known to shut off power to selected areas in order to prevent underground equipment damage due to flooding. In most cases FPL will use the media to disseminate this information. In some extremely adverse conditions, where life safety becomes a critical issue, FPL will cut the power and announce its actions later. Should FPL announce a power grid shutdown, Cardinal Point will initiate building shutdown procedures to safeguard building systems.

**Please Note: In the event of an impending hurricane, once the winds reach a sustained 39 mph all emergency medical services and rescue operations will be suspended by the local authorities. This is one of several reasons why Cardinal Point may elect to close a building prior to receiving an EOC Mandatory Evacuation Order.**

A **Hurricane Watch** will be issued by the National Weather Service if predictions indicate the possibility of hurricane conditions **within 36 hours**. All tenants should activate their individual emergency preparedness plans and be prepared for subsequent issuance of a Hurricane Warning and potential evacuation.

A **Hurricane Warning** will be issued when hurricane conditions are expected **within 24 hours**. By this time, your preparations for the storm's arrival should be completed and evacuations will commence as directed by local authorities. Please review the attached building evacuation zone chart and identify your building's evacuation zone.

## HURRICANE PREPARATIONS:

As part of the pre-season and pre-storm preparations, Cardinal Point personnel will inspect each building for hurricane preparedness, but each tenant should also make their own emergency preparedness or business continuity plan. Excellent resources for preparing these plans may be found at the following sources.

- [floridadisaster.org](http://floridadisaster.org)
- [ready.gov/business](http://ready.gov/business)

Your business will be asked to assist with basic building preparations within your specific suite prior to a storm:

- Any items stored outside of the premises should be secured or moved to an interior location.
- Prior to vacating the premises, confirm that all electronic appliances and computers have been turned off and unplugged, and any critical business resources secured or removed.
- Ensure all employees are out of the building, all doors are shut to offices with exterior windows and your main entrance doors are locked.

## EVACUATION ORDER:

Once local authorities have issued mandatory evacuations instructions, or one of the scenarios above exist, Cardinal Point personnel will initiate building shutdown procedures. At such time, tenants will have a 4-6-hour window to carry out and complete their internal shut down procedures within their own suite. **TIME IS OF THE ESSENCE.** The sooner each tenant can complete their shutdown, the sooner Cardinal Point can complete the closure of the entire building, secure the structure, and join their families in a safe location. If the directive to shut down the building was given during non-business hours, we would contact you via the emergency contact information provided.

**Once the decision is made to shut down the building, no management or tenant staff will be allowed to remain inside. We appreciate your understanding and compliance with this policy.**

## AFTER THE STORM

Tenants should continue to monitor radio or television broadcasts for additional instructions and re-entry orders from the EOC. **Once the EOC issues a Phase Three or Unlimited Re-entry policy for your area, we request that no tenant or employee attempt to access the building without first establishing contact with a Cardinal Point representative to confirm the building is safe for Re-entry.** This coordination will allow our staff to properly and safely reactivate the building services. In general, following an announcement that a geographic area is safe for re-entry, we request a four-hour window to safely reactivate the building services. **Only KEY tenant personnel responsible for your business operations and systems should return to the building to commence start-up procedures in your suite.** Cardinal Point will reach out to the KEY personnel identified via the emergency contact information provided. If you have not already done so, please provide or confirm your information as soon as possible using the attached form.

Thank you in advance for your assistance and cooperation in these matters. Should you require any additional information, please feel free to contact the Property Manager.

[Cardinal Point Management, LLC – Fort Lauderdale/Broward County Properties](#)

## Appendix D Hurricane Checklist and Office Equipment Storage

**Check Supplies on hand:** plastic bags, boxes, packing tape

### **Storage of Office Equipment:**

Tag your office equipment with your business cards: computer, phones, keyboards, extension cords, printers and personal items. Office equipment to be placed on top of table in the Executive and Metro Conference Rooms. If more storage space needed, the MPO 3 room will also be used.

Zone # 1 Metro Conference Room

Zone # 2 & 3 Executive Conference Room

Zone # 4 Board Room Storage Closets

## Appendix E Emergency Information and Resources

### **Broward County Emergency Management Division**

**954-831-3908**

201 NW 84th Avenue

Plantation, Florida 33324

Ph. 954-831-3901

Director: 954-357-7140

<http://www.broward.org/Emergency>

### **State of Florida Division of Emergency Management:**

<https://www.floridadisaster.org>

### **Broward County Evacuation Zones/Routes:**

<http://www.broward.org/Hurricane/Pages/EvacuationRoutes.aspx>

### **Generator Ready Businesses:**

Broward County businesses that are generator-equipped and therefore may be open for business after a storm, natural disaster or other emergency resulting in a prolonged power outage. The inclusion of a business on this list is not a guarantee that the business will be open.

<http://www.broward.org/Hurricane/Pages/GeneratorReadyBusinesses.aspx>

## Appendix F Instructions for Telephone Communications

Everyone should record or update the outgoing messages on their phone before being sent home for an approaching storm or pandemic health crisis.

### **From inside the system, the process for accessing your voicemail:**

1. Press the programmed "Voice Mail" key or dial 6000
2. Press \* until the system asks you to "Please enter your mailbox number"
3. Mailbox number is **9999**
4. Passcode is ----
  - The system will play "To begin a new installation and erase the current one, press 1"  
**(Do not select this option. Move on to the next step)**
5. Press **4** for Greetings
6. Press **1** for Primary Greetings
7. Press **3** to record a temporary system Greeting (the existing greeting will play)
8. Enter the number of days to use the temporary greeting
  - a. To enable the greeting for same day only, enter one
  - b. Include the day that the greeting is enabled when specifying how long the greeting is to be used (i.e. If you want the holiday greeting to play on Saturday, Sunday, and Monday, but you enable on Friday, enter 4 days)
  - c. At the end of the specified time period, the standard greetings will go back into place
  - d. If you wish to disable the temporary greeting prior to the end of the scheduled time, follow steps 1 – 8 and enter zero when prompted for days to use temporary system greeting
9. Record new greeting, press any key when finished
10. Follow prompts to review, re-record, etc.
11. When complete press 1 to save the message
12. Press the \* key until you get disconnected from system

### **From outside of the system, the process for accessing your voicemail remotely:**

- Dial your 10-digit phone number (954-876-\_\_\_\_)
- When you hear your voicemail greeting, press \* (star)
- You will be transferred to the auto attendant for the main 954-876-0033 number, when you hear the automated message, press \* (star) again
- You will be asked to enter your extension. *This is your four-digit internal extension (10\_)*
- You will be prompted to enter your voicemail password (enter your voicemail password)

The above steps will grant you access to your individual mailbox. You will also be able to manage your voicemail from this voice menu, including mailbox greetings.

### **Call Forwarding**

You can enable Call Forwarding from your office phone to another phone such as your mobile phone or your home phone. The link below will provide you short, easy steps along with visuals to enable call forwarding from your office phone to your mobile phone or home phone. This is an online tutorial from Mitel training. [https://acbrowardmetro-my.sharepoint.com/:b/g/personal/hurtadov\\_browardmpo\\_org/EfYis0Kl-mNOh457KFxp834BBN9OmEdIUv9kf21RcOFmcq?e=MJD2tn](https://acbrowardmetro-my.sharepoint.com/:b/g/personal/hurtadov_browardmpo_org/EfYis0Kl-mNOh457KFxp834BBN9OmEdIUv9kf21RcOFmcq?e=MJD2tn)

## Appendix G Emergency Evacuation Procedures

### Safety Committee **Team Leaders/Alternates:**

#### **ZONE 1 – Reception Area to Staff Kitchen (including Executive & Metro Conference Rooms)**

##### **James Cromar/Paul Calvaresi**

**Team Members:** Charlene Burke, James Cromar, Paul Calvaresi, Chadwick Blue, Karen Friedman, Buffy Sanders, Ricardo Gutierrez, Renee Cross, Khyra Everette, Roger Miranda, Jad Salloum

#### **ZONE 2 – Staff Kitchen to Chris Cross’ Office (including Greg Stuart’s office) and sign in sheet**

##### **Peter Gies/Vilma Hurtado**

**Team Members:** Andrew Riddle, Peter Gies, William Cross, Greg Stuart, Mark Brown, Vilma Hurtado, Jose Vera, Stephanie Garcia, Paul Flavien, Juan Canez, Chris Cross

#### **ZONE 3 – Fazal Qureshi’s Office to Carl Ema’s Office (including interior offices)**

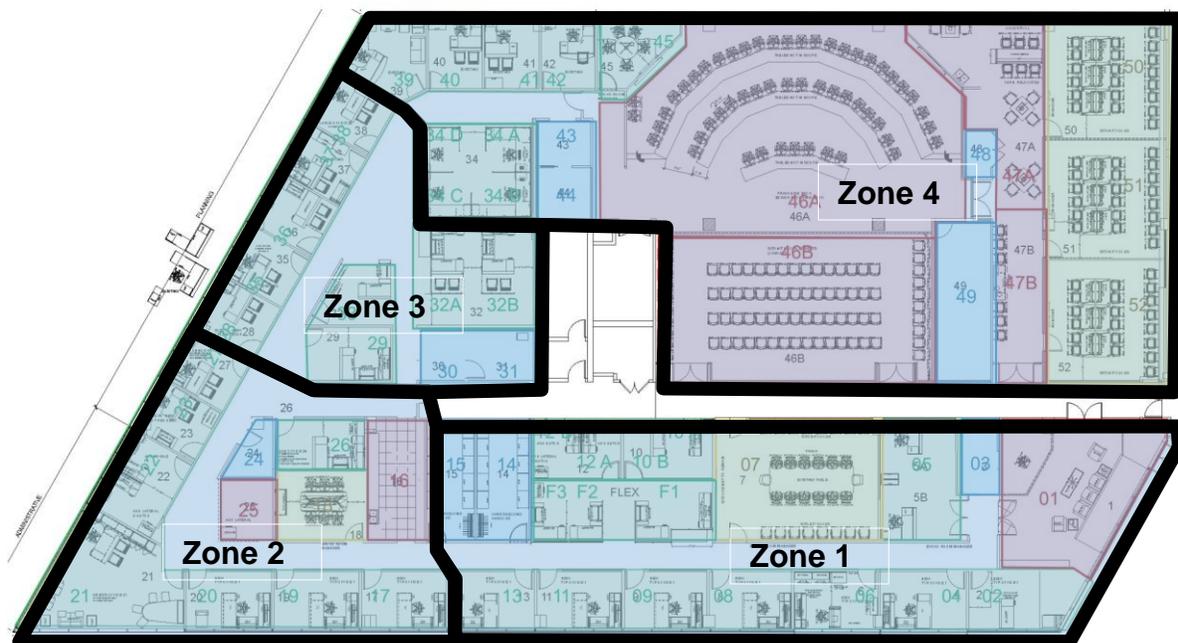
##### **Carl Ema/Carmella George**

**Team Members:** Fazal Qureshi, Amanda Christon, Kerrie MacNeil, Lydia Waring, Darci Mayer, Jihong Chen, Christopher Restrepo, Carmella George, Carl Ema, Levi Stewart, Rebecca Schultz

#### **ZONE 4 – Bryan Caletka’s Office to Derek Brown’s Office (including interior offices, MPO Board Room, MPO Board Kitchen and MPO 1, 2 & 3)**

##### **Derek Brown/Benjamin Restrepo**

**Team Members:** Bryan Caletka, Carol Henderson, Adrian Liburd, Joseph Francis, Derek Brown, Benjamin Restrepo



**MPO SUITE 650 FLOOR PLAN**

## Team Leader Duties in the Event of a Fire

- Upon hearing a fire alarm, do not wait for more information or to ascertain the cause of the evacuation, actively encourage staff / visitors / vendors within your area to PROCEED IMMEDIATELY TO THE NEAREST EMERGENCY EXIT! Alert others to the danger as you leave.
- Check those areas that you are responsible for on your way towards the emergency exit. If possible, if you are the last person out, close doors as you head toward the exit.
- **Do Not Use Elevators!** Use the nearest staircase and walk down quickly. Always keep to the right when walking down the staircase.
- Note: For persons unable to use exit stairs or those with limited mobility, staff may attempt to assist person(s), but if they are unable to, then escort them to the fire stairwell landing, and instruct them to wait until emergency response arrives. Use phone to call 911 to alert and inform emergency services of person(s) that have remained on the floor or in the stairwell. Staff will continue to exit the building.
- Proceed immediately to the Designated Meeting Place at the **Tri-Rail Station (east platform) stairway nearest to our building**. The Team Leader(s) with the sign-in sheet will call roll to ensure no one is left in the building.
- Once we have accounted for everyone, we will wait until the building has been deemed safe to return. **Do not re-enter the building until the building security or emergency services gives clearance.**

## TRADE CENTRE SOUTH MESSAGE:

The fire exit stairwell doors are tied into the fire alarm panel and are for exit only in case of an emergency. Once the fire alarm goes off the doors release.

There are three (3) emergency stairwells in the building. One on the north side is where the Aflac office is located, south side is where the rear entry to MPO offices, and center of the building where the freight elevator is located. ***The evacuation floor plans are posted in the elevator lobby*** also.

Our stairwells have a smoke evac system to prevent smoke from filling the stairwells.

The doors are locked during normal business hours as they are for emergency use exit only. This is also a safety precaution so that people can't just walk into your space from the stairwell.

### **Tips for Using Fire Extinguishers:**

A portable fire extinguisher can save lives and property by putting out a small fire or containing it until the fire department arrives; but portable extinguishers have limitations. Because fire grows and spreads so rapidly, the number one priority for residents is to get out safely.

Use a portable fire extinguisher when the fire is confined to a small area, such as a wastebasket, and is not growing, everyone has exited the building, the fire department has been called or is being called, and the room is not filled with smoke. To operate a fire extinguisher, remember the word **PASS**:

- **P**ull the pin. Hold the extinguisher with the nozzle pointing away from you and release the locking mechanism.
- **A**im low. Point the extinguisher at the base of the fire.
- **S**queeze the lever slowly and evenly.
- **S**weep the nozzle from side-to-side.
  - Read the instructions that come with the fire extinguisher and become familiar with its parts and operation before a fire breaks out.
  - Keep your back to a clear exit when you use the device so you can make an easy escape if the fire cannot be controlled. If the room fills with smoke, leave immediately.
  - Know when to go. Fire extinguishers are one element of a fire response plan, but the primary element is safe escape.

## Appendix H Emergency Equipment

<b>Fire Extinguisher Locations:</b>	<b>Qty</b>
Front Receptionist Office	1
Kitchen Hall	1
Board Room	2
MPO Room #1	1
MPO Room #2	1
MPO Room #3	1
Hallway by Electrical Room	1
Back side of wall by Google printer	1
Wall across from Paul C. office	1

<b>First Aid Kits</b>	<b>Qty</b>
Across the hall from Paul's C. Office	1
Staff Kitchen	1
Outside of Board Room kitchen	1
Smaller First Aid Kit in credenza next to Receptionist's desk	1