



November 16, 2012

**IFYI HIGHLIGHTS**

- Groometown – Frazier Intersection Analysis
- Disaster Preparedness
- Mattress GO Round Pilot Program
- Deadline for Council Resumes
- Conflict of Interest

*[Handwritten signature]*  
TO: Mayor and Members of Council  
FROM: Denise Turner Roth, City Manager  
SUBJECT: Items for Your Information

**Council Follow-Up Items**

**Groometown – Frazier Intersection Analysis**

As a follow-up to a request from Councilmember Bellamy-Small at the September 18, 2012 City Council Meeting, attached is a memorandum from Transportation Division Manager Chris Spencer, dated November 15, 2012, providing an update on the Groometown/Frazier intersection analysis.

**Disaster Preparedness**

As a follow-up to a request from Mayor Pro Tem Johnson at the November 7, 2012 Work Session, attached is a memorandum from Battalion Chief Jim Robinson, III, dated November 9, 2012, regarding the City's preparedness for natural disasters.

**Mattress GO Round Pilot Program**

Attached is a memorandum from Field Operations Director Dale Wyrick, dated November 15, 2012, regarding the Mattress GO Round pilot program that begins December 3, 2012.

**Deadline for Council Resumes Change**

Attached is a press release regarding the change in deadline for accepting resumes from candidates who wish to be considered for the District 5 City Council seat. Applications are due by 5pm November 30, 2012.

**Conflict of Interest**

Attached is a memorandum from City Attorney S. Mujeeb Shah-Khan, dated November 16, 2012, regarding the recent questions that have been raised about a downtown building purchased by Councilmember Hoffmann and if there was a conflict of interest due to this purchase.

**Contact Center Feedback**

Attached is the weekly report generated by our Contact Center for the week of November 5, 2012 through November 11, 2012.

**Small Group Meetings**

For the week of November 9, 2012 through November 15, 2012, there were no small group meetings between City Staff and [more than two but less than five] Councilmembers.

DTR/mm  
Attachments

cc: Office of the City Manager  
Global Media

Department of Transportation  
City of Greensboro



November 15, 2012

**TO:** Adam Fischer, PE, Director of Transportation  
**FROM:** Chris Spencer, PE, GDOT Engineering and Operations Division Manager  
**SUBJECT:** Update on Groometown – Frazier Intersection Analysis

I am writing as a follow-up to the September 18<sup>th</sup> Council Meeting where you asked my staff to investigate the possibility of some type of warning / caution signs or flashers at the intersection of Groometown Road and Frazier Road.

We utilized a recent traffic count that was performed on September 12, 2011, to perform a signal warrant analysis and found that there is not enough volume to warrant a traffic signal at this location at the present time. We will continue to monitor traffic volumes at this location in the future and check against traffic signal warrants. We looked at the possibility of placing a warning flasher at this location because, but do not recommend because of possible confusion with the existing overhead 25 mph school zone flasher for Sedgefield Elementary School.

We do recommend that a 25 mph advisory speed plaque (yellow sign) be installed underneath the existing curve warning signs to reiterate to motorists to slow when maneuvering through this curve / intersection. This work order has been issued and should be complete in the next few weeks.

CS

Fire Department  
City of Greensboro

November 9, 2012



**TO:** Greg Grayson, Fire Chief

**FROM:** G. J. Robinson III, Battalion Chief

**SUBJECT:** Response to City Council Regarding Disaster Preparedness

During the November 7, 2012 Greensboro City Council meeting, staff was asked for a response regarding disaster preparedness due to the recent destruction of Hurricane Sandy. The following response includes two areas of disaster preparedness - Emergency Response Relationships and Continuity of Operations Planning.

Emergency Response Relationships-

The City of Greensboro partners with 130 public and private organizations throughout the Triad to mitigate, prepare, respond and recover from major emergencies and disasters within the region. The City is a partner in the Guilford County Emergency Operations Plan, the Guilford County Multi-Jurisdictional All Hazards Mitigation Plan, and is a member of the Statewide Mutual Aid agreement, which allows the City to request assistance from other organizations throughout the State of North Carolina. The State of North Carolina warehouses supplies (food, water, equipment) in geographically spaced warehouses to assist jurisdictions with responding to major emergencies or disasters and these commodities are available through the Emergency Management system in North Carolina.

Continuity of Operations Planning (COOP)-

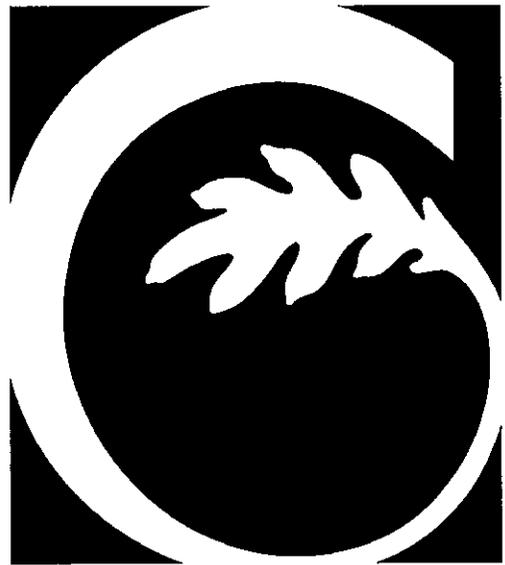
All City Departments are in the process of documenting Continuity of Operations Plans (COOP) to ensure that the departments are able to meet core business needs for their clients during times of disaster or facility disruptions (fire, flooding, power outages, pandemic, etc). These plans identify leadership succession elements, essential functions and recovery times, equipment and space needs, and other logistical needs that will facilitate a quick return to operations in the event that Department's primary facilities or systems are unavailable. The COOP Template and Department Status is attached. As of this memo, 127 Plans are in progress and this includes the City of High Point, City of Greensboro, Guilford County, and area Hospitals. The funding for this project is being provided through of Federal Grant, Metropolitan Medical Response System (MMRS), which the City manages and has contracted with Guilford County Emergency Management for the administration of the total COOP due to this being a countywide project.

GJR

Attachments: Template of the Continuity of Operations Plan  
City of Greensboro COOP Status by Department  
COOP Agencies Identified-County Wide List

cc: C.W. Whitworth, Division Fire Chief  
B. W. Nugent, Deputy Fire Chief  
Don Campbell, Division Director Guilford County Emergency Management

# City of Greensboro



**GREENSBORO**

## Continuity of Operations Plan Template

Insert Date Here

Insert Department Here

Insert Division or Facility Name Here

Insert Address Here

Insert Phone Number Here



**INSERT JURISDICTION**  
**INSERT DEPARTMENT NAME**  
INSERT DIVISION OR FACILITY NAME AS NEEDED



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**I. Executive Summary**

This section serves as an introduction to the entire document. A brief explanation and the reasons it is necessary for this document to be created and adopted are provided. This section will also need to identify the primary and secondary Continuity of Operations Plan (COOP) Program Managers for the organization. The Program Managers will be the organization's coordinator for continuity of operations and is responsible for managing all activities that allow an organization to continue its essential functions during a situation that disrupts the normal operating environment. The table below will outline the COOP Program Managers for this specific COOP document and facility.

Throughout the document you will see paragraphs that are italicized. These are paragraphs that have been written for you to use if you would like to instead of writing your own. However, if you would like to change anything in the paragraphs or write your own that is also permissible.

*A Continuity of Operations Plan, or COOP, is an important part of emergency planning and provides a way for organizations to ensure that they are able to continue providing essential functions in the event of a variety of different emergencies that could interrupt the normal operating environment. Recent events, and the completion of a county Hazard Identification and Risk Assessment, have highlighted the variety of incidents that could interrupt operations among agencies within Guilford County. These different incidents have also highlighted the need for county agencies to have a COOP to ensure the continuity of agency operations.*

*It is expected and necessary for <INSERT AGENCY NAME HERE> to respond quickly in the event of an emergency or threat resulting from a variety causes such as those that are human, natural, or technological in nature. In an incident, it is also expected that <INSERT AGENCY NAME HERE> is able to continue performing essential functions regardless of the circumstances or interruptions that may occur. It is for these reasons that <INSERT AGENCY NAME HERE> has created and adopted this COOP. This plan not only identifies essential functions but also outlines what would need to be done in the three phases of operation – Activation and Relocation, Alternate Facilities Operations, and Reconstitution. This plan also incorporates the following elements into the plan that are associated with continuity planning:*

- Orders of succession for essential positions within the organization*
- Delegations of authorities that would be needed in an emergency situation*
- Organization Essential Functions and Non-Essential Functions*
- Staffing capabilities of the organization*
- Vital equipment and systems that would be needed in the event of an emergency*
- Vital files, records, and databases that would be needed in an emergency*
- Any alternate facilities that could be used for operations*
- Interoperable communications*
- Tests, training, and exercises*



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*The Primary and Secondary COOP Program Managers are listed in the table below and then covered again in Appendix 1 with specific contact information included. The Program Managers will be the organization's coordinator for continuity of operations and is responsible for managing all activities that allow an organization to continue its essential functions during a situation that disrupts the normal operating environment.*

<b>COOP Program Manager Information</b>	
<b>Name, Position</b>	
Primary COOP PM	Name: Position:
Secondary COOP PM	Name: Position:

\*Appendix 1 will contain a more detailed version of the table above with contact information included.

If needed, the second table can contain information about the COOP Program Managers for the department as a whole.

<b>Departmental COOP Program Manager Information</b>	
<b>Name, Position</b>	
Primary COOP PM	Name: Position:
Secondary COOP PM	Name: Position:



## II. Introduction

### a. Purpose

Here, the reason (or purpose) behind the creation of a COOP for the organization is explained. In this section, the background for planning, such as recent events that helped to emphasize the importance of having a COOP can also be discussed.

*A COOP has several general purposes. These include avoiding or minimizing disruptions to essential services, protecting essential records and equipment, and defining the resources and planning that are needed to achieve the minimum COOP capabilities. This plan was created to help establish guidelines that enable the organization to continue to carry out its essential functions in any and all circumstances that may arise. While the nature and severity of a disrupting event cannot be predicted, this plan will help ensure that the impact on the organization's mission, personnel, and facilities are minimized.*

### b. Applicability and Scope

This section explains the ability of this plan to be applied to the organization as a whole, the organizations that make up the whole, and different personnel groups within those organizations. This should also describe the scope of the plan, which is the ability for this plan to be applicable to any hazard or event in which the organization may have to operate.

*This plan was created to be versatile and able to apply to the organization as a whole and to the different sub-elements that help make up the organization. Similarly, this plan is able to address all types of hazards and be effective regardless of the severity of the emergency. This plan was also created to allow for the continuation of the organization's essential functions despite the interruptions that may affect the normal operating environment and to also enable the plan to be implemented with little to no warning. Finally, this plan can be used to help identify what resources are required for the COOP to be more effectively and quickly implemented when activated.*

### c. Orders of Succession

In this section there needs to be an outline of the clear lines for decision making authority within the organization. The lines should be deep enough to make sure that the organization's ability to manage and direct its operations and essential functions are not disrupted. When possible, individuals in the orders of succession should be identified by position or title, and not by name. If an organization is large enough to be divided into different divisions, consideration should be given to the potential inclusion of an outline of potential successors for each division. In the table below, the position



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or title of successors should be listed. It is recommended that the Orders of Succession are at minimum three people deep.

Successors

\*A table containing more specific information about the individuals in these positions will be included in **Appendix 2**.

**d. Delegations of Authority**

Delegations of authority outline, by position, the individuals who have the power to act on the behalf of senior leadership (or other necessary authorities) for specific purposes. The delegations of authority also ensure that the designated individuals have the legal authority to carry out their specified duties. Similar to the orders of succession described above, these designated authorities should be identified by position or title as opposed to by name. These predetermined delegations of authority will be put into effect when normal channels of direction are disrupted and end once the normal channels have resumed. The table found in **Appendix 3** will contain specific information about the organization’s delegations of authority. It is recommended that the Delegations of Authority be at least three people deep.

**e. Situation and Assumptions**

This section needs to state that this plan was developed by your agency to be applicable to a variety of different situations and hazards. It also needs to explain that there are situations where the agency’s operations may be interrupted and this plan serves to help continue those operations in the event of an interruption.

*Guilford County is vulnerable to a number of different types of hazards. Any of these hazards could result in a disruption in the normal operating environment which could trigger a COOP activation. Essentially, there are two situations that can result from any of the hazards that would cause a COOP activation. The first includes a loss of critical infrastructure and/or the primary work location; the second includes the loss of staff necessary to carry out the organization’s essential functions.*

*The plan was created with the assumption that situations may occasionally occur that interrupt the normal operating environment which would necessitate the need for this COOP. These situations could include but are not limited to hazards discussed in the county’s Hazard Identification and Risk Assessment. As a result, this plan has been*



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*created using the all-hazards approach. During these potential situations, county buildings and facilities are vulnerable to the effects of the different situations.*



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**III. Authorities and References**

**a. Daily Operations**

This section outlines or lists in the table below the different documents and policies that grant the organization the power to do what is expected on a day-to-day basis. A discussion of these documents may be included, but is not mandatory. This should include any documents from the federal, state, and local levels of government; you may consider listing the documents based on that order.

Daily Operations Guidelines and Policies

**b. Emergency Operations**

This outlines and lists, at minimum, the documents and/or policies that grant the organization the power to do what it is expected and necessary/required to do during emergencies. Some basic discussion of these documents and/or policies may be included but is not required. This information will be contained in the table below. Similar to the table above, this should include any documents from the federal, state, and local levels of government; again, you may consider listing the documents based on that order.

Emergency Operations Documents and Policies



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**c. Policies Relating to Plan Creation and Implementation**

A list of all policies relating to the creation and implementation of the COOP should be included in the table below. This will include guidelines that relate to the information outlined in the section above. If your agency's COOP falls under a parent agency's COOP, that information should be captured in the table as well. For example, Guilford County Emergency Management has its own divisional COOP but also falls under the Guilford County Department of Emergency Services' COOP.

COOP Implementation Policies



#### **IV. Organization, Capabilities, and Essential Functions**

The information found in this section will outline different facets of the organization, such as key positions within the organization and the organization's essential and non-essential functions. This information should specifically include members of the organization who are agency contacts for the different ESFs from the Guilford County Emergency Operations Plan.

##### **a. Organization**

In this section, the key positions are identified and brief descriptions of their associated roles are provided. A reference to the orders of succession and delegations of authority could also be included in this section.

##### **b. Organization Essential Functions**

This section needs to include a list of the organization's essential functions. An organization's essential functions are all the activities the organization does that needs to be continued at all times, regardless of the situation. These essential functions, ordered by priority, should be captured in the table below. The table will include information regarding the essential functions, the priority ranking based on the scale described below the table, the recovery time allowed before the essential function needs to be resumed, and the department or section responsible for providing that essential function. These essential functions can be ordered in a variety of ways but it is suggested they follow a listing based on the priority ranking and then the recovery time.

The summaries found in the blue boxes are taken from FEMA's COOP Template Instructions and provide concise summaries of various ideas.

Organizations should:

- (1) Identify all functions, then determine which must be continued under all circumstances
- (2) Prioritize these essential functions
- (3) Establish staffing and resource requirements
- (4) Integrate supporting activities
- (5) Develop a plan to perform additional functions as the situation permits



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	Organization Essential Functions	Priority	Recovery Time	Department/Section Responsible
A				
B				
C				
D				
E				
F				

\*The priority ranking is based on a scale of one to three, with one being low priority, two being medium priority, and three being high priority.

**c. Organization Non-Essential Functions**

In addition to the organization's essential functions described above, the organization also has different functions that it does which are not essential and can be interrupted or delayed without adversely affecting the safety and welfare of the community. In a situation where the COOP is activated, these functions and any others not deemed "mission essential" should be deferred until a later time when additional personnel and resources are available. These non-essential functions should be captured in the table below. The table will include information regarding the non-essential functions, the priority ranking based on the scale described below the table, the recovery time allowed before the non-essential function needs to be resumed, and the department or section responsible for providing that non-essential function. These non-essential functions can be ordered in a variety of ways but it is suggested they follow a listing based on the priority ranking and then the recovery time.

	Organization Non-Essential Functions	Priority	Recovery Time	Department/Section Responsible

\*The priority ranking is based on a scale of one to three, with one being low priority, two being medium priority, and three being high priority.



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**d. Staffing Capabilities**

This section of the COOP will provide information about the organization's staffing capabilities. The information included will cover the organization's staff who will be responsible for helping continue the organization's essential functions that are listed above. **Appendix 4** will include the contact information for the individuals listed in the table below.

Staff to Support Essential Functions		
Position	Name	To Support Essential Function



**V. Concept of Operations**

**a. Phase 1: Activation, Mobilization, and Relocation**

**i. Decision Process**

The steps that will be taken when implementing the COOP should be explained in this section. The circumstances under which the COOP would need to be activated (both with and without warning) are also described in the section. Finally, the individual (s) who have the authority to activate the COOP are also identified. The information can be described in a written description or a graphical representation.

**ii. Alert, Notification, and Implementation Process**

This section covers the events that follow the activation of a COOP. It should include information on alerts, notifications, and the implementation process and what will be done to inform all necessary individuals that an activation has occurred or is occurring. An appendix containing a contact list for individuals within the organization may be included to supplement this section. Information for individuals outside of the immediate organization who would potentially need to be notified (like elected officials or a state or federal department) could also be listed here. The table below includes a Notification Matrix that contains a list of internal and external individuals and organizations that would need to be notified in the event of a COOP implementation. You may want to consider listing the individuals and agencies based on the order in which notifications would take place.

<b>Notification Matrix</b> <b>(Internal and External Individuals and Agencies)</b>	

Implementation steps to include action checklists, site diagrams, and other supporting materials should be created and maintained by the COOP Program Manager to ensure an efficient and effective COOP implementation.



**b. Phase 2: Alternate Facility Operations**

**i. Vital Equipment and Systems**

Vital equipment and systems are those that are necessary to perform the organization’s essential functions and activities. This also includes the equipment and systems that would be used to access the electronic copies of the vital files, records, and databases. In this section, the different systems need to be identified and described, and the methods for transferring or replicating them at an alternate site should be explained. A list of the vital equipment and systems should be captured in the table below and then at greater length in the table in **Appendix 5**. The priority ranking is based on how vital that piece of equipment is for the agency to function. You may wish to list the equipment and systems in the table below in order of priority. In **Appendix 5** you may wish to list the equipment and systems based on priority and then alphabetically.

Vital Equipment and Systems	Priority

\*The priority ranking is based on a scale of one to three, with one being low priority, two being medium priority, and three being high priority.

**ii. Vital Files, Records, and Databases**

An organization’s vital files, records, and databases should be listed and described in this section. These are specific files, records, and databases that include sensitive or classified material. They are necessary to perform the organization’s essential functions and activities, and are needed to establish normal operations after an emergency has ended. The order of which these different files, records, and databases would need to be recovered in case of loss should also be outlined.

A list of the vital files, records, and databases should be captured in the table below and then at greater length in the table in **Appendix 6**. The priority ranking is based on how vital the file, record, or database is for the agency to function. You may wish to list the files, records, and databases in the table



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below in order of priority. In Appendix 6 you may wish to list the equipment and systems based on priority and then alphabetically.

Vital Files, Records, and Databases	Priority

\*The priority ranking is based on a scale of one to three, with one being low priority, two being medium priority, and three being high priority.

**c. Phase 3: Reconstitution**

This section should outline the procedures needed to take place in order to return to normal operations. It can include procedures for returning to the normal operating facility. This is essentially the point when the organization deactivates the COOP and moves back to normal operating procedures. The COOP Program Manager will be responsible for writing reconstitution guidelines and for maintaining situational awareness during a COOP event to decide when the move to normal operating procedures should take place. The notification procedures for all employees returning to work should also be covered in this section. Also, an After Action Report could be beneficial to create following an event in order to help determine the effectiveness of COOPs and the procedures and lessons that were learned.



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**VI. Logistics**

**a. Alternate Locations**

This section should describe the significance in identifying an alternate location and facility, the requirements for determining an alternate facility, and the advantages and disadvantages of each location. The operational risks that are associated with each facility should also be described. This information should be covered in a Relocation Plan for each alternate facility.

When determining an alternate location a detailed Relocation Plan should be created that captures the logistical and operational specifics for moving to that alternate site.

Alternate facilities should provide:

- (1) Sufficient space and equipment
- (2) Capability to perform essential functions within 12 hours, up to 30 days
- (3) Reliable logistical support, services, and infrastructure systems
- (4) Consideration for health, safety, and emotional well-being of personnel
- (5) Interoperable communications
- (6) Computer equipment and software

	Location and Address	Phone Number	Agreement in Place	Relocation Plan
Current Facility				
Primary Alternate Facility				
Secondary Alternate Facility				
Tertiary Alternate Facility				



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**b. Communications**

This section should identify the critical communication systems that are required at an alternate facility. Any resource shortfalls should be identified in a Relocation Plan for each facility. These communications must be available and redundant. Communication systems should provide the organization using it with the ability to communicate both outside and within the organization. A list of these communication systems should be outlined in the table below.

Communications should provide:

- (1) Capability commensurate with an agency's essential functions
- (2) Ability to communicate with essential personnel
- (3) Ability to communicate with other agencies, organizations, and customers
- (4) Access to data and systems
- (5) Communications systems for use in situations with and without warning
- (6) Ability to support COOP operational requirements
- (7) Ability to operate at the alternate facility within 12-hours, and for up to 30 days
- (8) Interoperability with existing field infrastructures

Communications

**c. Transportation, Lodging, and Food**

In this section, the organization may want to consider including general logistical information that may include transportation, lodging, and food. When considering transportation, it may be beneficial to outline, if necessary, how essential equipment and personnel will be moved to the alternative relocation site. Lodging considerations would also potentially need to be covered if the scenario was such that personnel did not have access readily available to their homes. However, this would potentially only be needed in rare catastrophic incidents. Similarly, logistics involving food may also warrant consideration if personnel will be working but unable to get food for various reasons.



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**d. Miscellaneous**

Here, the organization should consider adding any additional information regarding specific logistical actions that could be necessary to have in place should an interruption of everyday services occur. This can include a wide variety of items and the organization should take time to identify the necessary logistics concerns that could be needed.



## VII. Tests, Training, and Exercises

In this section, the organization's Test, Training, and Exercise (TT&E) Plan will be discussed. These activities help to familiarize staff members with their roles and responsibilities during an emergency. This is done to ensure that systems and equipment are maintained in a state of readiness and also helps to validate different aspects of the COOP.

*<INSERT AGENCY NAME HERE> will conduct training and exercises to evaluate and enhance the <INSERT AGENCY NAME HERE> Continuity of Operations Plan. Training and exercises will be developed based on hazards identified in the Hazard Identification and Risk Analysis (HIRA) for Guilford County.*

COOP TT&E plans should provide:

- (1) Individual and team training of agency personnel
- (2) Internal agency testing and exercising of COOP plans and procedures
- (3) Testing of alert and notification procedures
- (4) Refresher orientation for COOP personnel
- (5) Joint interagency exercising of COOP plans, if appropriate

### a. Responsibility

The TT&E Plan has several different responsibilities. First, it is needed to provide individual and team training of agency personnel. It should also provide internal agency testing and exercising of the COOP's plans and procedures. The TT&E plan should also provide a way for the testing of alert and notification procedures. Finally, it should provide a "refresher orientation" for COOP personnel. There is also the potential for the TT&E Plan to provide joint interagency exercising of the COOPs.

*The <INSERT AGENCY NAME HERE> Secondary COOP Program Manager will manage the COOP exercise program to ensure plan elements are in place for future activations.*

### b. Schedule

This part of the section outlines the different plans for tests, training and exercising, and the potential timeline that it will/should be completed.

*<INSERT AGENCY NAME HERE> will establish an internal COOP exercise plan that is compliant with federal and state guidance. The COOP will be exercised annually at a minimum unless an actual COOP activation had occurred within the calendar year.*



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**VIII. Plan Maintenance**

This final section should look at how the organization plans to keep the COOP up-to-date and containing current, relevant information. The plan should be reviewed annually based on the federal government's recommendation. All information contained in the plan should be kept up-to-date.

*The plan will be reviewed annually and major revisions completed at a minimum every two years. Additionally, Corrective Action Plans based off of exercises or activations of the plan may initiate a major plan revision based on the findings of the After Action Report and/or Corrective Action Plan.*



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**Appendix 1 - COOP Program Manager Information**

COOP Program Manager Information					
Name, Position		Office Information		Home Information	
Primary COOP PM	Name: Position:	Address: Phone Number: Cell Number: Email:	Address: Phone Number: Cell Number: Email:	Address: Phone Number: Cell Number: Email:	Address: Phone Number: Cell Number: Email:
Secondary COOP PM	Name: Position:	Address: Phone Number: Cell Number: Email:	Address: Phone Number: Cell Number: Email:	Address: Phone Number: Cell Number: Email:	Address: Phone Number: Cell Number: Email:



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**Appendix 2 - Orders of Succession**

Orders of Succession	
Position	Name
	Work Address: Work Phone: Work Cell: Email:

\*Please list any special notes or circumstances here



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**Appendix 3 - Delegations of Authority**

Delegations of Authority			
Position	Name	Contact Information	Authorities to be Delegated during COOP Event
			What events activate or terminate the delegation of authority?
		Work Address: Work Phone: Work Cell: Email:	Activate: Terminate:
		Work Address: Work Phone: Work Cell: Email:	Activate: Terminate:
		Work Address: Work Phone: Work Cell: Email:	Activate: Terminate:
		Work Address: Work Phone: Work Cell: Email:	Activate: Terminate:



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**INSERT DEPARTMENT NAME**  
 INSERT DIVISION OR FACILITY NAME AS NEEDED



**Appendix 4 – Staffing Capabilities**

Staff to Support Essential Functions			
Position	Name	To Support Essential Function	Work Information
		Home Information	
		Address: Phone: Cell: Email:	Address: Phone: Cell: Email:



**INSERT JURISDICTION**

**INSERT DEPARTMENT NAME**

**INSERT DIVISION OR FACILITY NAME AS NEEDED**



**Appendix 5 - Vital Equipment and Systems**

Vital Equipment or System	Quantity	Description	Networks or Servers Required	Pre-positioned at Alternate Facility	Hand Carried to Alternate Facility	Backed up at Third Location	Priority

\*The priority ranking is based on a scale of one to three, with one being low priority, two being medium priority, and three being high priority.



**INSERT JURISDICTION**  
**INSERT DEPARTMENT NAME**  
INSERT DIVISION OR FACILITY NAME AS NEEDED



**Appendix 6 - Vital Files, Records, and Databases**

Vital File, Record, or Database	Form of Record (e.g., hardcopy, electronic)	Pre-positioned at Alternate Facility	Hand Carried to Alternate Facility	Backed up at Third Location	Support for Organization Essential Function	Priority

\*The priority ranking is based on a scale of one to three, with one being low priority, two being medium priority, and three being high priority.



**GUILFORD COUNTY**  
**DEPARTMENT OF EMERGENCY SERVICES**  
 EMERGENCY MANAGEMENT DIVISION



## COOP Program Status

### City of Greensboro

	<u>Department</u>	<u>Division / Facility</u>
<b>Trained</b>	Greensboro Coliseum Fire Department City Manager's Office Human Resources Transportation	
<b>In Progress</b>	Administrative Services Information Technology Information Technology Legal Department Guilford Metro 9-1-1 Guilford Metro 9-1-1 Human Relations	Equipment Services Geographic Information Systems  Operations and Training Technical Services
<b>Draft Plan</b>	City Clerk Parks and Recreation Planning and Community Development Police Department Public Affairs Library Water Resources Water Resources Water Resources Water Resources Water Resources Water Resources Water Resources Water Resources	Business Division Customer Service Division Engineering Division Business Division - Technology Section Operations Division Water Reclamation Division Stormwater Management Division Water Supply Division
<b>Final Plan</b>	Field Operations	Department Wide

**Trained** = Department representative attended a training session, no other contact

**In Progress** = Department is working on the plan

**Draft Plan** = Guilford EM has received a draft plan

**Final Plan** = Guilford EM has received the Final COOP

## **Attachment #1 –Agencies Identified for the COOP Project**

*The agencies listed below are either identified in the Guilford County Emergency Operations Plan or are departments in the City of Greensboro, City of High Point, or Guilford County. This list is not definitive but should be used as a starting point for agencies who will receive planning support for the COOP process. If additional agencies are identified as part of the process, they may be added to the list and included in the process. Some agencies listed below may elect not to participate in the COOP project based on pre-existing plans or procedures already in place.*

### **City of Greensboro Departments**

Budget & Evaluation  
Clerk  
Coliseum  
Engineering & Inspections  
Executive  
Field Operations  
Financial & Administrative Services  
Fire  
Grants  
Guilford Metro 9-1-1  
Human Relations  
Human Resources  
Information Technology  
Legal  
Libraries/Museum  
Parks & Recreation  
Planning & Community Development  
Police  
Public Affairs  
Transportation  
Water Resources

### **City of High Point Departments**

Mayor and City Council  
City Manager's Office  
Budget and Evaluation  
Community Development and Housing  
Customer Service  
Economic Development Corporation  
Electric Utilities  
Engineering Services  
Financial Services  
Fire  
Fleet Services  
Information Technology Services  
Human Relations  
Human Resources  
Library  
Parks and Recreation  
Planning and Development/Inspections

Police  
Public Services  
Theatre  
Transportation  
Communications and Information Systems  
Geographic Information Systems  
Public Information  
Hi Tran  
High Point Communications  
High Point Radio Shop

### **Guilford County Departments**

County Administration  
Budget and Management  
County Attorney  
Finance  
Purchasing  
Clerk to the Board  
County Commissioners  
Human Resources  
Register of Deeds  
Elections  
Internal Audit  
Tax  
Child Support  
Transportation  
Coordinated Services  
Public Health  
Veterans Services  
Mental Health  
Social Services  
Animal Services  
Inspections  
Security  
Court Alternatives  
Law Enforcement  
Emergency Services  
Facilities  
Property Management  
Information Services  
Cooperative Extension

Planning and Development  
Culture, Parks and Open Space  
Soil and Water Conservation  
Economic Development  
Solid Waste  
Guilford County Schools  
County Fire Districts

**Other Municipal Agencies**

Town of Gibsonville  
Town of Sedalia  
Town of Whitsett  
Town of Pleasant Garden  
Town of Summerfield  
Town of Stokesdale  
Town of Oak Ridge  
City of Jamestown

**State Agencies/Departments**

Medical Examiners Office

**Other Organizations**

Duke Power  
Energy United  
Piedmont Natural Gas  
Moses Cone Health System  
High Point Regional Hospital  
Kindred Health Care  
American Red Cross  
Salvation Army  
Guilford County ARES  
Guilford County CART  
Piedmont Triad Ambulance Rescue  
Carelink Critical Care and Transport Services  
GTCC EMS Program  
UNCG Police Department  
NC A&T Police Department  
GTCC Police  
Educational Institutions  
United Way of Greater Greensboro  
United Way of Greater High Point  
Volunteer Center  
Piedmont Authority for Regional Transportation



Field Operations Department  
City of Greensboro

November 15, 2012

**TO:** Denise Turner Roth, City Manager  
**FROM:** Dale Wyrick, P.E., Director of Field Operations  
**SUBJECT:** Mattress GO Round Pilot Program Begins December 3, 2012

In December, the Field Operations Department is implementing a one-year pilot program with Mattress GO Round to collect used mattresses and box springs from city residents. Mattress GO Round is a local company that recycles old mattresses and box springs by repairing, sanitizing and rebuilding them for resale.

Starting December 3, residents should call the City's Contact Center at 373-CITY (2489) to request mattress and/or box spring collection service from Mattress GO Round. Residents can also drop off their old mattresses and/or box springs at the Mattress GO Round facility located at 1601-A Yanceyville Street.

The pilot program is expected to reduce bulk collection, hauling, and disposal costs for the City. It also means less bulk waste in the landfill.

Currently, all bulk trash items – items too big to fit in the green trash container, such as mattresses, furniture, swing sets, etc. – can be left at the curb for City collection on residents' regular recycling collection day. The City will continue to collect all bulk items in this manner, except for mattresses and box springs.

For more information on this pilot program, call the City's Contact Center at 373-CITY (2489).

DW



**CITY OF GREENSBORO  
FOR IMMEDIATE RELEASE**

Contact: Jake Keys  
Phone: 336-373-2105

***City Moves up Deadline for Accepting City Council Resumes to November 30***

GREENSBORO, NC (November 15, 2012) – The City of Greensboro has moved up its deadline to 5 pm, November 30 for accepting resumes from candidates who wish to be considered for the soon-to-be vacant District 5 City Council seat. Council is accepting applications for the position that will be vacated by Councilmember Trudy Wade, who was elected to the NC Senate on November 6.

Interested candidates should send a resume and letter of interest to City Clerk Betsey Richardson in the City Clerk's office at **Betsey.Richardson@greensboro-nc.gov**, or fax it to her at 336-574-4003. All information provided is regarded as public information and is available to the media. Residents are able to view the candidates at **www.greensboro-nc.gov/District5Candidates**.

City Council will vote at the December 4 City Council Meeting on who to officially appoint on January 9, 2013. The person selected must be a qualified voter, living in District 5 and willing to serve out the remainder of the term, until December 3, 2013.

For additional information, please contact Richardson at 336-373-2397.

**# # #**

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The City works with the community to improve the quality of life for residents through inclusion, diversity, and trust. As the seventh largest employer in Greensboro, the City has a professional staff of 2,800 employees who maintain the values of honesty, integrity, stewardship, and respect. The City is governed by a council-manager form of government with a mayor and eight council members. For more information on the City, visit [www.greensboro-nc.gov](http://www.greensboro-nc.gov) or call 336-373-CITY (2489).



November 16, 2012

**TO:** Mayor and Council  
**FROM:** S. Mujeeb Shah-Khan, City Attorney

**SUBJECT: Consideration of Councilmember Hoffmann's Conflicts of Interests**

Recently, local blogs raised questions related to Councilmember Hoffmann's ownership of a downtown building she purchased earlier this year. Following her purchase of the building, Downtown Greensboro, Inc. ("DGI") discussed the possibility of leasing space in her building. The blogs suggested that Councilmember Hoffmann has an impermissible conflict of interest for any votes involving DGI and the proposed Greensboro Performing Arts Center ("GPAC") (as they feel that the value of her property would increase due to GPAC). I wanted to take this opportunity to discuss the concerns and why the assertion that a conflict of interest exists is incorrect.

For conflict of interest purposes, there are multiple legal standards that can apply to determine if a conflict of interest exists for a councilmember. They are:

1. Section 4.131 of the Greensboro City Charter - Addresses conflicts of interest in contracts for the sale of land, material, supplies, to the City or for services to the City where there is a direct or indirect financial interest in the contract for the councilmember;
2. N.C.G.S. §14-234 – Addresses conflicts of interest where public officials or their spouses receive a direct benefit from a contract with the City;
3. N.C.G.S. §160A-381(d) – Addresses conflicts of interest for zoning map and text amendments where the outcome may have a financial impact on the member;
4. N.C.G.S. §160A-388(e1) – Addresses conflicts of interest on quasi-judicial matters such as special use permits; and
5. N.C.G.S. §160A-75 – Addresses conflicts of interest on voting where a councilmember's own financial interest or official conduct is impacted.

As the concerns relate to the City's contract with and funding for DGI and issues related to GPAC, the only applicable statutes are N.C.G.S. §§14-234 and 160A-75, and Section 4.131 of the City Charter (Section 4.131 and N.C.G.S. §14-234 do not apply to any GPAC votes Councilmember Hoffmann was involved in).

### **Section 160A-75**

Section 160A-75 of the North Carolina General Statutes provides that, “No member shall be excused from voting except upon matters involving the consideration of the member's own financial interest or official conduct or on matters on which the member is prohibited from voting under G.S. 14-234, 160A-381(d), or 160A-388(e1).”

While N.C.G.S. §160A-75 does not define what a member’s “own financial interest” might entail, N.C.G.S. §14-234(a1)(4) states that a “public officer or employee derives a direct benefit from a contract if the person or his or her spouse: (i) has more than a ten percent (10%) ownership or other interest in an entity that is a party to the contract; (ii) derives any income or commission directly from the contract; or (iii) acquires property under the contract.”

Under that standard, there is no financial interest impacted here since while DGI is a party to a contract with the City, Councilmember Hoffmann has no financial relationship with DGI. Accordingly, she will not derive any income or commission from the contract. No property will be acquired by her. Even if DGI and Councilmember Hoffmann enter into a lease, she will still have no financial stake in DGI (receiving lease payments is not the same as having a financial stake). Section 160A-75 will not support recusal from votes involving DGI.

And as far as GPAC votes are concerned, the mere possibility that if GPAC is located somewhere in Downtown, and Councilmember Hoffmann’s downtown property **might** appreciate in value due to GPAC’s location, that is insufficient to support recusal as well.

### **Section 14-234**

As for N.C.G.S. §14-234, it is a misdemeanor for any public officer or employee who is involved in making or administering a contract on behalf of a public agency to derive a **direct** benefit from the contract. Again, there is no direct benefit to Councilmember Hoffmann for approving a contract with DGI. If there were contracts related to GPAC that Council were to vote on, there would be no direct benefit (again, the possibility that property might increase in value is not a direct benefit). There is no violation of N.C.G.S. §14-234.

### **Section 4.131**

Additionally, Section 4.131 of the Greensboro City Charter prohibits any officer, department head, or employee who has a financial interest, **either direct or indirect**, in any proposed contract with the City from voting upon or otherwise participating in the making of such contract. Again, as the facts stand now, Councilmember Hoffmann has no financial interest, direct or indirect, in a contract with DGI. As such, Section 4.131 is not impacted.

However, if Councilmember Hoffmann or a business entity under her control were to sign a lease with DGI, it is possible that she could then receive an indirect benefit from a contract with DGI. In that case, Councilmember Hoffmann should be excused from voting on contracts with DGI.

**City Conflict of Interest Policy**

Finally, the City's Conflict of Interest Policy prohibits council members from participating in the selection, award, and/or administration of a contract in which any member of their immediate family, their partner, or any organization which employs any of the above has a financial or other interest in the firm selected for award. Once again, Councilmember Hoffmann has no financial interest in DGI or GPAC, so there is no conflict under City policy.

If you have any questions about conflicts of interest, or whether or not you may have a conflict of interest in a particular situation, please contact me at your convenience.

SMSK

cc: Denise Turner Roth, City Manager

**Public Affairs  
Contact Center Weekly Report  
Week of 11/05/12 – 11/11/12**

**Contact Center**

4755 calls answered this week

**Top 5 calls by area**

Water Resources

Balance Inquiry – 999  
IVR/Pay by Phone – 292  
New Sign up – 149  
Bill Extension – 140  
General Info – 126

Field Operations

Loose Leaf Collection – 151  
Bulk Guidelines – 74  
No Service/Garbage – 52  
Dead Animal Pick up – 51  
E-Waste Collection – 49

All others

Police/Watch Operations – 264  
Courts/Sheriff – 53  
Privilege License – 36  
HR/Employment – 26  
Guilford Metro – 23

**Comments**

We received a total of **5** comments this week:

**Field Operations – 5 comments:**

- I know it is not permitted for people to rake/blow leaves into the street for leaf collection pick up, but it is a major problem in the city. Everywhere we drive it seems to be an issue. People should be directly warned and fined. They put large piles of leaves in the road where cars drive or park and in bike lanes which is a hazard. This is especially the case on Cornwallis Dr. Thanks!
- Upset about people in Greensboro that put their leaves in the street and the City doesn't do anything to stop it. This is a problem every year. It makes the streets so dangerous.
- I was a little surprised recently when I visited a friend in Asheboro, NC and learned that during the fall the city picks up leaves every week. The truck is operated by one person who never leaves the cab, using a hydraulically actuated vacuum arm. While here in Greensboro this year we have two leaf pickups scheduled? Where are my tax dollars going? Studies? Commissions interfering with small businesses? Incentives for big businesses? How about buying some fancy leaf trucks like our neighbor to the south has and man them with people who are handling rakes now? Something is wrong with this picture and it is too much tax money that is being misspent.
- Caller wishes to say thank you for prompt service with dead animal pick up.
- Customer wanted to say thank you to Solid Waste for quick removal of trash at this address.

**Overall**

Calls about the loose leaf collection schedule continued to increase last week while calls for the pay by phone system for water bills remained steady. Call volume was busy through the end of the week.