



# **CONTINUITY OF OPERATIONS PLAN**

## Approval and Implementation

This plan is hereby approved for implementation.

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Shirley Mann  
Mayor

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Ben Warren  
Councilman

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Lana Wegner  
Councilwoman

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Lottie Spencer  
Councilwoman

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Michael Rangel  
Councilman

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Effective Date

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Expiration Date



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## **Section 1. Introduction**

*1.1 Confidentiality of the Continuity Plan*

*1.2 Orientation*

*1.3 Recovery Goals*

*1.4 Authority*

*1.5 Assumptions*

*1.6 New Media Release*

*1.7 Reporting to Elected Officials*

*1.8 Staff Briefing*

### **1.1 Confidentiality of the Continuity Plan**

Due to the sensitive nature of the information housed within City Hall and all other city owned buildings, the information contained herein is considered COFIDENTIAL, and is not for release to the media or general public. Only information dealing with emergency procedures and information will be made available to all city employees. The remainder of this information, strategies, and plans will be on a "need to know" basis.

### **1.2 Orientation**

The City of Littlefield's Continuity of Operations Plan (COOP) (may be referred to as "plan" from here on) outlines the desired approach to disaster recovery operations. The COOP is rule or regulation. The COOP was implemented as a guideline intended to provide the basic framework of procedures in order to revive the cities vital operating functions in the case of a disaster or major emergency.

### **1.3 Recovery Goals**

As a local government, the City of Littlefield desires to recover from a disaster as quickly as possible and resume its daily services provided to our community. By maintaining contracts and agreements with contractors who service equipment/buildings and vendors who can provide equipment and supplies, the city will be able to recover from a disaster and resume business in an expedient manner.

### **1.4 Authority**

To ensure that this goal is realized, the City Manger has appointed the Chief Utility Officer as the Acting City Manager for the City of Littlefield in the event that he/she is not able to respond and implement this plan. The appointment of this authority will take place immediately and until such a time the City Manager directs otherwise. This appointment has been approved by the Mayor and City Council. It will be incumbent that the "Acting" City Manager know and understand this plan and to carry out the goals set forth by the City Manager in the event of his/her absence.

#### 1.4.1

For the purpose of this plan, the appointed, Acting City Manager will act with the complete authority of the City Manger in his/her absence.

### **1.5 Assumptions**

The city realizes that many types of emergencies or disasters could confront this municipality. Natural, Accidental, Technological, and Terroristic events are all possible.

#### 1.5.1

Due to the geographical location of Littlefield, it is susceptible to natural events such as, flooding, major hail damage, tornadoes, earthquake, and major wind events. This location is far removed from the possible path of a hurricane, that it will not be affected.

#### 1.5.2

This city is also susceptible to accidental and technological events such as a hazardous materials release from a business or from a transport vehicle. There are two major high traffic highways that lay within the city limits and a BNSF railroad that runs within just a few blocks of most city owned buildings. There are few over-flights each day by private, commercial, medical, and military aircraft. The city could also experience a disaster such as a natural gas line leak or explosion, which could render one or more of the its facilities dangerous or condemned. The introduction of a computer virus or sustained disruption of utilities to the facility that debilitates the city's computer network system is the most likely technological event to occur.

#### 1.5.3

A terrorist event targeting the city is a possibility. The possibility of an event caused by "international" terrorism is very slight; however, the possibility of "domestic" terrorism should also be considered. The city facilities and the personnel employed by the City of Littlefield could become targets or victims of criminal activity. In addition, some of the surrounding businesses could become a target for a terroristic event that would result in collateral damage or other effects from such an incident. The city employees have been provided information regarding the handling of suspicious packages and mail to reduce the possibility of a chemical/biological agents as well as a bomb threat to the facility.

### **1.6 News Media Release**

In the event that a city owned facility experiences an emergency or disaster of such magnitude where the media solicits information, only the City Manager or his/her designated representative will provide information to the media and/or general public. If an employee of the city is contacted for information by a member of the media, they will

direct that individual to the City Manager or his/her designee. The City Manager should coordinate with the Chief of Police to ensure there is not any information released that could be crucial to a successful criminal proceeding.

### **1.7 Reporting to the Elected Officials**

In the event that a city owned facility experiences an event that results in a sustained disruption of services, the City Manager or his/her designee shall arrange a time and location to conduct a briefing for the city's Elected Officials, to outline the circumstances of the incident, the damage sustained that prevents business from being conducted as normal, the actions taken up to that time, and that actions projected costs to reinstitute normal operations.

### **1.8 Staff Briefing**

As soon as feasible, the City Manager or designee, shall conduct a briefing for all city employees of what has occurred, what steps are being taken to recover from the event, when the city is projected to resume operations and what support mechanisms are in place for them, such as;

- Crisis Counseling,
- Critical Incident Stress Debriefing,
- Reduced or Flexible Hours,
- Salary Continuation,
- Cash Advances

If the city will not be able to resume operation for an extended length of time, the City Manager, shall conduct briefings of the staff on a regularly scheduled basis to keep them apprised of the developments and progress of the recovery efforts.

## Section 2. Telephone Numbers

### 2.1 Local Telephone Numbers

### 2.2 Regional Support Telephone Numbers

### 2.3 Utility Telephone Numbers

### 2.4 Cell Phone Numbers

### 2.5 Alternate Command Center Sites Telephone Numbers

#### 2.1 Local telephone Numbers

<i>City Hall</i> _____	(806)385-5161
-Animal Control _____	215
-Billing & Collection _____	200 - 202
-Break Room _____	213
-Chief Operations Officer _____	203
-Chief Utilities Officer _____	207
-City Manager _____	205
-City Secretary _____	204
-Code Enforcement _____	258
-Conference Room _____	209
-EMS Director _____	211
-Landfill Director _____	212
-Mayor _____	208
-Municipal Court _____	206
-Pump Station _____	280
-Server Room _____	210
-Shop _____	270
<i>EMS Station</i> _____	(806)385-6694
<i>Fire Department</i> _____	(806)385-5161
-Bay _____	260
-Fire Chief _____	261
<i>Police Department</i> _____	(806)385-5161
-Chief _____	259
-Criminal Investigation _____	255 & 256
-Patrol _____	257
-Patrol Supervisor _____	254
-Police Dispatch _____	250 & 251
-Police Records _____	253
-Police Secretary _____	252

*At any time the city's automated system fails any of these extensions can be dialed directly by adding the prefix "485" and a "1" before the extension.*

<i>Lamb County</i>	
-Court House _____	(806)385-4222
-County Judge _____	201
-Emergency Management Coordinator _____	247
-Lamb Health Care Center _____	(806)385-6411
-Lamb Health Care Center ER _____	(806)385-5382
-Sheriffs Office _____	(806)385-7900

## 2.2 Regional Support Telephone Numbers

-American Red Cross	(806)765-8534
-Salvation Army	(806)765-9434
Cliff Solley	Cell: (806)729-2401
-Bomb Squad	(806)775-1600 or (806)775-1601
Lt. David Turner	Office: (806)775-1424 Cell: (806)548-6175
Cpl. Chris Eppler	Office: (806)775-1426 Cell: (806)549-8038
-Citizen Corps	
David Corder	Office: (806)762-8721 Cell: (806)252-1270
-HazMat Response Team	(806)775-1600 or (806)775-1601
Charles Addington II	Office: (806)866-0137 Cell: (806)787-7554
Chris Addington	Office: (806)866-1057 Cell: (806)441-7222
Chris Hixson	Cell: (806)543-7827
Ed Donaho	Office: (806)794-9644 Cell: (806)535-1805
Lance Barrett	Office: (806)771-5889 Cell: (806)548-1014
-South Plains EMS (SPEMS)	(806)791-2582
Jim Waters(cell)	(806)535-2638
Ramona Hamby(cell)	(806)632-4291
-South Plains Association of Governments(SPAG)	(806)762-8721
David Corder(cell)	(806)252-1270
-Emergency Medical Task Force 1(AMBUS)	(806)775-9911
Tim Berry	(806)535-6004

## 2.3 Utilities Telephone Numbers

-Atmos	1(800)692-4694
-BNSF Railroad	1(800)832-5452
-Lamb County Electric	(806)385-5191
-NTS	(806)797-0687
-Texas Department of Public Safety	(806)472-2794
-Texas DOT	(806)385-3661
-Windstream	1(877)520-5220
-Xcel	(806)796-2128

## 2.4 Cell Phone Numbers

### *City Employees*

-Chuck Smith	(806)893-3270
-Derek Hill	(806)632-5372
-Jamie Grey	(806)548-3741
-Leo Ponce	(806)729-9277
-Michael Jordan	(806)523-9402
-Michael Williamson	(806)729-2947
-Mike Arismendez	(806)392-2354
-Monica McGee	(806)523-8957

### *City Council*

-Shirley Mann (Mayor)	(806)893-2580
-Ben Warren	(806)632-2464
-Lana Wegner	(806)544-3398
-Lottie Spencer	(806)518-5584
-Michael Rangel	(806)518-9809

### *County Employees*

-Gina Streeby	(806)786-8125
-Gary Maddox	(806)264-0006
-Mike DeLoach	(806)638-4200

## 2.5 Alternate Command Center Sites

-American Cotton Growers	(806)385-6401
-Brian Gregory (cell)	(806)790-3533
-Lamb County Electric	(806)385-5191
-Boyd McCamish (cell)	(806)790-5441
-Texas Department of Transportation	(806)385-3552
-Stevan Perez (cell)	(806)220-4368

## Section 3. Emergency Plans

- 3.1 City Hall
- 3.2 Police Department
- 3.3 EMS Station
- 3.4 Fire Department
- 3.5 Public Works

### 3.1 City Hall

#### 3.1.1 Evacuation Procedure

It is the responsibility of the City Manager or his/her designee to make the final decision as to whether or not a complete evacuation of City Hall is necessary. In the event of a complete evacuation, a clear and direct order will be given by the City Manager or his/her designee to all departments within City Hall (i.e. "Evacuate the building. Go to Rally point "A" or "B" . This is not a drill). At that time everyone in the facility must drop what they are doing and evacuate the building by the nearest and/or safest exit and proceed to the rally point ordered. All handicapped or impaired persons in or near the facility at the time of evacuation shall be assisted by the nearest able-bodied staff member and moved to the selected rally point. An accountability check **MUST** be done after the move to the ordered rally point is complete. All employees need to check in with their supervisors and all supervisors need to report their accountability results to the City Manager or his/her designee.

**If possible**, two staff members (law enforcement if available) will be selected by the City Manager or his/her designee to perform a final inspection of the facility to ensure everyone has evacuated.

3.1.1.1 Rally Point A - Empty lot directly north of City Hall

3.1.1.2 Rally Point B - Parking lot at 200 block of Phelps Ave

#### 3.1.2 Fire

In the event of a fire, the person(s) discovering the fire shall notify anyone near them of the presence of the fire. Dedicate someone to call 911. If a fire is discovered remain calm, attempt to get to a fire extinguisher and employ it to minimize or extinguish the fire **IF POSSIBLE**. In the event that the fire cannot be contained and/or extinguished, a full evacuation should be ordered (*reference 3.1.1*).

#### 3.1.3 Bomb Threat

In the event that a bomb threat is received, the person(s) receiving the threat shall dedicate someone to inform the City Manager or his/her designee (**DO NOT USE ANY RADIO OR TELEPHONE DEVICES**). If an evacuation is implemented

due to a bomb threat, all staff shall immediately leave the building through the closest and safest exits and Rally Point B should be utilized (*reference 3.1.1*).

**DO NOT turn off any equipment or touch any switches.**

**DO NOT attempt to communicate on a cellular telephone or radio equipment. Using a transmitting device within 300 feet is PROHIBITED! The safe distance for use of transmitting device is 1000 feet. 911 should be contacted as soon as someone is at the safe distance from the threat.**

**DO NOT go to your vehicles. Emergency Responders will advise if vehicles can and need to be moved.**

Be cognizant of "secondary" devices. Secondary devices are becoming more common and are intended to injure the responding personnel once they are on scene.

**-REGIONAL BOMB SQUAD CONTACT - 775-1600 or 775-1601**

*(See section 2.2 for more contact information)*

#### 3.1.4 Suspicious Substance or Mail

City Hall is the mail "hub" for all city departments and receives a substantial amount of mail each day. In the event that a suspicious substance or mail is discovered, the person(s) that discovered the substance/mail shall leave and confine the area immediately and notify the City Manager or his/her designee. If the substance is in a general or "open" area which cannot be confined a full evacuation may be necessary. This decision will come from the City Manager or his/her designee. If an evacuation order is given, all employees must immediately leave the facility (*reference 3.2.1*) making sure not to get any closer to the "hot zone" than necessary. Make sure that someone is dedicated to calling 911 immediately after discovering the substance or the evacuation of the facility. Any person(s) suspected of coming in contact with the substance in question should proceed to thoroughly wash with warm soapy water, rinse and allow water to copiously flush the affected area(s) of the body. Those whom are suspected of being in contact need to check with EMS personnel for assistance. **DO NOT GET INTO AN AMBULANCE UNTIL DIRECTED BY EMS STAFF.** Reentry of the facility should only be allowed when deemed safe by qualified personnel.

**-REGIONAL HAZMAT RESPONSE TEAM - 775-1600 or 775-1602**

*(See section 2.2 for more contact information)*

#### 3.1.5 Suspicious Person / Active Shooter

As all city facilities are open to the public, the staff is vulnerable to encounters that may escalate into a conflict. In the event that a staff member becomes involved in a conflict situation it is imperative that the staff member try everything possible to de-escalate the situation. If de-escalation proves to be unsuccessful the staff member must try and get the attention of any nearby individual(s) (use the telephone intercom if available). When calling for

assistance remain calm and try not to escalate the situation any further. 911 should be contacted at this time by whomever has access to a radio or phone. After assistance arrives continue to try and de-escalate the situation and calmly escort the individual from the premises. Unless done so by a police officer, do not attempt to physically restrain the individual nor pursue the individual if he/she flees the facility. If the individual flees the facility take note of the description of the person, direction and mode of travel, and any other information that might aid law enforcement. If at anytime you feel your life is in IMMANENT danger of severe bodily injury or death you may take whatever actions necessary to protect yourself and the ones around you.

An "active shooter" by definition is an individual actively engaged in killing or attempting to kill people in confined and populated areas. History has proven that an active shooter will kill or attempt to kill as many individuals as possible with out cause and without regard to their own life. History has also proven that an active shooter may not have demands nor de-escalate upon victim submission. Therefore, sheltering in place may not be the best method of survival. If you feel that you can securely barricade yourself out of sight then do so, if not do whatever possible to disrupt and/or incapacitate the attacker in order to make an escape possible.

## 3.2 Police Department

*Any time this plan or a portion of this plan is activated the City Manager or his/her designee must be notified as soon as possible*

### 3.2.1 Evacuation Procedure

It is the responsibility of the Police Chief or his/her designee to make the final decision as to whether or not a complete evacuation of the Police Department is necessary. In the event of a complete evacuation, a clear and direct order will be given by the Police Chief or his/her designee to evacuate the Police Department (i.e. "Evacuate the building. Go to Rally point "A" or "B" . This is not a drill). At that time everyone in the facility must drop what they are doing and evacuate the building by the nearest and/or safest exit and proceed to the rally point ordered. All handicapped or impaired persons in or near the facility at the time of evacuation shall be assisted by the nearest able-bodied staff member and moved to the selected rally point. An accountability check **MUST** be done after the move to the ordered rally point is complete. All employees need to check in with their supervisors and all supervisors need to report their accountability results to the Police Chief or his/her designee.

**If possible**, two officers will be selected by the Police Chief or his/her designee to perform a final inspection of the facility to ensure everyone has evacuated.

#### 3.2.1.1 Rally Point A - Fire Department

#### 3.2.1.2 Rally Point B - Post Office parking lot (8th & Phelps)

### 3.2.2 Fire

In the event of a fire, the person(s) discovering the fire shall notify anyone near them of the presence of the fire. Dedicate someone to call 911. If a fire is discovered remain calm, attempt to get to a fire extinguisher and employ it to minimize or extinguish the fire **IF POSSIBLE**. In the event that the fire cannot be contained and/or extinguished, a full evacuation should be ordered (*reference 3.2.1*).

### 3.2.3 Bomb Threat

In the event that a bomb threat is received, the person(s) receiving the threat shall dedicate someone to inform the Police Chief or his/her designee (**DO NOT USE ANY RADIO OR TELEPHONE DEVICES**). If an evacuation is implemented due to a bomb threat, all staff shall immediately leave the building through the closest and safest exits and Rally Point B should be utilized (*reference 3.2.1*).

**DO NOT turn off any equipment or touch any switches.**

**DO NOT attempt to communicate on a cellular telephone or radio equipment. Using a transmitting device within 300 feet is PROHIBITED! The safe distance for use of transmitting device is 1000 feet. 911 should be contacted as soon as someone is at the safe distance from the threat.**

**DO NOT go to your vehicles. Emergency Responders will advise if vehicles can and need to be moved.**

Be cognizant of "secondary" devices. Secondary devices are becoming more common and are intended to injure the responding personnel once they are on scene.

**-REGIONAL BOMB SQUAD CONTACT - 775-1600 or 775-1601**

*(See section 2.2 for more contact information)*

#### 3.2.4 Suspicious Substance or Mail

In the event that a suspicious substance or mail is discovered, the person(s) that discovered the substance/mail shall leave and confine the area immediately and notifying the Police Chief or his/her designee. If the substance is in a general or "open" area which cannot be confined a full evacuation may be necessary. This decision will come from the Police Chief or his/her designee. If an evacuation order is given, all employees must immediately leave the facility (*reference 3.2.1*) making sure not to get any closer to the "hot zone" than necessary. Make sure that someone is dedicated to calling 911 immediately after discovering the substance or the evacuation of the facility. Any person(s) suspected of coming in contact with the substance in question should proceed to thoroughly wash with warm soapy water, rinse and allow water to copiously flush the affected area(s) of the body. Those whom are suspected of being in contact need to check with EMS personnel for assistance. **DO NOT GET INTO AN AMBULANCE UNTIL DIRECTED BY EMS STAFF.** Reentry of the facility should only be allowed when deemed safe by qualified personnel.

**-REGIONAL HAZMAT RESPONSE TEAM - 775-1600 or 775-1602**

*(See section 2.2 for more contact information)*

#### 3.2.5 Suspicious Person / Active Shooter

As all city facilities are open to the public, the staff is vulnerable to encounters that may escalate into a conflict. In the event that a staff member becomes involved in a conflict situation it is imperative that the staff member try everything possible to de-escalate the situation. If de-escalation proves to be unsuccessful the staff member must try and get the attention of any near by individual(s), preferably a police officer (use the telephone intercom if available). When calling for assistance remain calm and try not to escalate the situation any further. 911 should be contacted at this time by whomever has access to a radio or phone. After assistance has arrived continue to try and de-escalate the situation and calmly escort the individual from the premises. Unless done so by a police officer, do not attempt to physically restrain the individual nor pursue the individual if he/she flees the facility. Take note of the description of the person, direction and mode of travel, and any other information that might aid law enforcement. If at anytime you feel your life is in IMMANENT danger of severe bodily injury or death you may take what ever actions necessary to protect your self and the ones around you.

An "active shooter" by definition is an individual actively engaged in killing or attempting to kill people in confined and populated areas. History has proven that an active shooter will kill or attempt to kill as many individuals as possible with out cause or without regard to their own life. History has also proven that an active shooter may not have demands nor de-escalate upon victim submission. Therefore, sheltering in place may not be the best method of survival. If you feel that you can securely barricade yourself out of sight then do so, if not do whatever possible to disrupt and/or incapacitate the attacker in order to make an escape possible.

### 3.3 EMS Station

*Any time this plan or a portion of this plan is activated the City Manager or his/her designee must be notified as soon as possible*

#### 3.3.1 Evacuation Procedure

It is the responsibility of the EMS Director or his/her designee to make the final decision as to whether or not a complete evacuation of the EMS Station is necessary. In the event of a complete evacuation, a clear and direct order will be given by the EMS Director or his/her designee to evacuate the EMS Station (i.e. "Evacuate the building. Go to Rally point "A" or "B" . This is not a drill). At that time everyone in the facility must drop what they are doing and evacuate the building by the nearest and/or safest exit and proceed to the rally point ordered. All handicapped or impaired persons in or near the facility at the time of evacuation shall be assisted by the nearest able-bodied staff member and moved to the selected rally point. An accountability check **MUST** be done after the move to the ordered rally point is complete. All employees need to check in with their supervisors and all supervisors need to report their accountability results to the EMS Director or his/her designee.

**If possible**, two employees (law enforcement if available) will be selected by the EMS Director or his/her designee to perform a final inspection of the facility to ensure everyone has evacuated.

##### 3.3.1.1 Rally Point A - Dentist office

##### 3.3.1.2 Rally Point B - Police Station

#### 3.3.2 Fire

In the event of a fire, the person(s) discovering the fire shall notify anyone near them of the presence of the fire. Dedicate someone to call 911. If a fire is discovered remain calm, attempt to get to a fire extinguisher and employ it to minimize or extinguish the fire **IF POSSIBLE**. In the event that the fire cannot be contained and/or extinguished, a full evacuation should be ordered (*reference 3.3.1*).

#### 3.3.3 Bomb Threat

In the event that a bomb threat is received, the person(s) receiving the threat shall dedicate someone to inform the EMS Director or his/her designee (**DO NOT USE ANY RADIO OR TELEPHONE DEVICES**). If an evacuation is implemented due to a bomb threat, all staff shall immediately leave the building through the closest and safest exits and Rally Point B should be utilized (*reference 3.3.1*).

**DO NOT turn off any equipment or touch any switches.**

**DO NOT attempt to communicate on a cellular telephone or radio equipment. Using a transmitting device within 300 feet is PROHIBITED! The safe distance for use of transmitting device is 1000 feet. 911 should be contacted as soon as someone is at the safe distance from the threat.**

**DO NOT go to your vehicles. Emergency Responders will advise if vehicles can and need to be moved.**

Be cognizant of "secondary" devices. Secondary devices are becoming more common and are intended to injure the responding personnel once they are on scene.

**-REGIONAL BOMB SQUAD CONTACT - 775-1600 or 775-1601**

*(See section 2.2 for more contact information)*

**3.3.4 Suspicious Substance or Mail**

In the event that a suspicious substance or mail is discovered, the person(s) that discovered the substance/mail shall leave and confine the area immediately and notifying the EMS Director or his/her designee. If the substance is in a general or "open" area which cannot be confined a full evacuation may be necessary. This decision will come from the EMS Director or his/her designee. If an evacuation order is given, all employees must immediately leave the facility (*reference 3.2.1*) making sure not to get any closer to the "hot zone" than necessary. Make sure that someone is dedicated to calling 911 immediately after discovering the substance or the evacuation of the facility. Any person(s) suspected of coming in contact with the substance in question should proceed to thoroughly wash with warm soapy water, rinse and allow water to copiously flush the affected area(s) of the body. Those whom are suspected of being in contact need to check with EMS personnel for assistance. **DO NOT GET INTO AN AMBULANCE UNTIL DIRECTED BY EMS STAFF.** Reentry of the facility should only be allowed when deemed safe by qualified personnel.

**-REGIONAL HAZMAT RESPONSE TEAM - 775-1600 or 775-1602**

*(See section 2.2 for more contact information)*

**3.3.5 Suspicious Person / Active Shooter**

As all city facilities are open to the public, the staff is vulnerable to encounters that may escalate into a conflict. In the event that a staff member becomes involved in a conflict situation it is imperative that the staff member try everything possible to de-escalate the situation. If de-escalation proves to be unsuccessful the staff member must try and get the attention of any near by individual(s) (use the telephone intercom if available). When calling for assistance remain calm and try not to escalate the situation any further. 911 should be contacted at this time by whomever has access to a radio or phone. After assistance has arrived continue to try and de-escalate the situation and calmly escort the individual from the premises. Unless done so by a police officer, do not attempt to physically restrain the individual nor pursue the individual if he/she flees the facility. Take note of the description of the person, direction and mode of travel, and any other information that might aid law enforcement. If at anytime you feel your life is in IMMANENT danger of severe bodily injury or death you may take what ever actions necessary to protect your self and the ones around you.

An "active shooter" by definition is an individual actively engaged in killing or attempting to kill people in confined and populated areas. History has proven that an active shooter will kill or attempt to kill as many individuals as possible with out cause or without regard to their own life. History has also proven that an active shooter may not have demands nor de-escalate upon victim submission. Therefore, sheltering in place may not be the best method of survival. If you feel that you can securely barricade yourself out of sight then do so, if not do whatever possible to disrupt and/or incapacitate the attacker in order to make an escape possible.

### 3.4 Fire Department

*Any time this plan or a portion of this plan is activated the City Manager or his/her designee must be notified as soon as possible*

#### 3.4.1 Evacuation Procedure

It is the responsibility of the Fire Chief or his/her designee to make the final decision as to whether or not a complete evacuation of the Fire Department is necessary. In the event of a complete evacuation, a clear and direct order will be given by the Fire Chief or his/her designee to evacuate the Fire Department (i.e. "Evacuate the building. Go to Rally point "A" or "B" . This is not a drill). At that time everyone in the facility must drop what they are doing and evacuate the building by the nearest and/or safest exit and proceed to the rally point ordered. All handicapped or impaired persons in or near the facility at the time of evacuation shall be assisted by the nearest able-bodied staff member and moved to the selected rally point. An accountability check **MUST** be done after the move to the ordered rally point is complete. All employees need to check in with their supervisors and all supervisors need to report their accountability results to the Fire Chief or his/her designee.

**If possible**, two employees (law enforcement if available) will be selected by the Fire Chief or his/her designee to perform a final inspection of the facility to ensure everyone has evacuated.

##### 3.4.1.1 Rally Point A - Police Station

##### 3.4.1.2 Rally Point B - Post Office parking lot (8th & Phelps)

#### 3.4.2 Fire

In the event of a fire, the person(s) discovering the fire shall notify anyone near them of the presence of the fire. Dedicate someone to call 911. If a fire is discovered remain calm, attempt to get to a fire extinguisher and employ it to minimize or extinguish the fire **IF POSSIBLE**. In the event that the fire cannot be contained and/or extinguished, a full evacuation should be ordered (*reference 3.4.1*).

#### 3.4.3 Bomb Threat

In the event that a bomb threat is received, the person(s) receiving the threat shall dedicate someone to inform the Fire Chief or his/her designee (**DO NOT USE ANY RADIO OR TELEPHONE DEVICES**). If an evacuation is implemented due to a bomb threat, all staff shall immediately leave the building through the closest and safest exits and Rally Point B should be utilized (*reference 3.4.1*).

**DO NOT turn off any equipment or touch any switches.**

**DO NOT attempt to communicate on a cellular telephone or radio equipment. Using a transmitting device within 300 feet is PROHIBITED! The safe distance for use of transmitting device is 1000 feet. 911 should be contacted as soon as someone is at the safe distance from the threat.**

**DO NOT go to your vehicles. Emergency Responders will advise if vehicles can and need to be moved.**

Be cognizant of "secondary" devices. Secondary devices are becoming more common and are intended to injure the responding personnel once they are on scene.

**-REGIONAL BOMB SQUAD CONTACT - 775-1600 or 775-1601**

*(See section 2.2 for more contact information)*

**3.4.4 Suspicious Substance or Mail**

In the event that a suspicious substance or mail is discovered, the person(s) that discovered the substance/mail shall leave and confine the area immediately and notifying the Fire Chief or his/her designee. If the substance is in a general or "open" area which cannot be confined a full evacuation may be necessary. This decision will come from the Fire Chief or his/her designee. If an evacuation order is given, all employees must immediately leave the facility (*reference 3.2.1*) making sure not to get any closer to the "hot zone" than necessary. Make sure that someone is dedicated to calling 911 immediately after discovering the substance or the evacuation of the facility. Any person(s) suspected of coming in contact with the substance in question should proceed to thoroughly wash with warm soapy water, rinse and allow water to copiously flush the affected area(s) of the body. Those whom are suspected of being in contact need to check with EMS personnel for assistance. **DO NOT GET INTO AN AMBULANCE UNTIL DIRECTED BY EMS STAFF.** Reentry of the facility should only be allowed when deemed safe by qualified personnel.

**-REGIONAL HAZMAT RESPONSE TEAM - 775-1600 or 775-1602**

*(See section 2.2 for more contact information)*

**3.4.5 Suspicious Person / Active Shooter**

As all city facilities are open to the public, the staff is vulnerable to encounters that may escalate into a conflict. In the event that a staff member becomes involved in a conflict situation it is imperative that the staff member try everything possible to de-escalate the situation. If de-escalation proves to be unsuccessful the staff member must try and get the attention of any near by individual(s) (use the telephone intercom if available). When calling for assistance remain calm and try not to escalate the situation any further. 911 should be contacted at this time by whomever has access to a radio or phone. After assistance has arrived continue to try and de-escalate the situation and calmly escort the individual from the premises. Unless done so by a police officer, do not attempt to physically restrain the individual nor pursue the individual if he/she flees the facility. Take note of the description of the person, direction and mode of travel, and any other information that might aid law enforcement. If at anytime you feel your life is in IMMANENT danger of severe bodily injury or death you may take what ever actions necessary to protect your self and the ones around you.

An "active shooter" by definition is an individual actively engaged in killing or attempting to kill people in confined and populated areas. History has proven that an active shooter will kill or attempt to kill as many individuals as possible with out cause or without regard to their own life. History has also proven that an active shooter may not have demands nor de-escalate upon victim submission. Therefore, sheltering in place may not be the best method of survival. If you feel that you can securely barricade yourself out of sight then do so, if not do whatever possible to disrupt and/or incapacitate the attacker in order to make an escape possible.

### 3.5 Public Works Buildings

*Any time this plan or a portion of this plan is activated the City Manager or his/her designee must be notified as soon as possible*

#### 3.5.1 Evacuation Procedure

It is the responsibility of the Department Head or his/her designee to make the final decision as to whether or not a complete evacuation of the Public Works Building is necessary. In the event of a complete evacuation, a clear and direct order will be given by the Department Head or his/her designee to evacuate the Public Works Building (i.e. "Evacuate the building. Go to Rally point "A" or "B" . This is not a drill). At that time everyone in the facility must drop what they are doing and evacuate the building by the nearest and/or safest exit and proceed to the rally point ordered. All handicapped or impaired persons in or near the facility at the time of evacuation shall be assisted by the nearest able-bodied staff member and moved to the selected rally point. An accountability check **MUST** be done after the move to the ordered rally point is complete. All employees need to check in with their supervisors and all supervisors need to report their accountability results to the Department Head or his/her designee.

**If possible**, two employees (law enforcement if available) will be selected by the Department Head or his/her designee to perform a final inspection of the facility to ensure everyone has evacuated.

3.5.1.1 Rally Point A - Empty lot directly East of Public Works Building

3.5.1.2 Rally Point B - Gebos Parking Lot

#### 3.5.2 Fire

In the event of a fire, the person(s) discovering the fire shall notify anyone near them of the presence of the fire. Dedicate someone to call 911. If a fire is discovered remain calm, attempt to get to a fire extinguisher and employ it to minimize or extinguish the fire **IF POSSIBLE**. In the event that the fire cannot be contained and/or extinguished, a full evacuation should be ordered (*reference 3.5.1*).

#### 3.5.3 Bomb Threat

In the event that a bomb threat is received, the person(s) receiving the threat shall dedicate someone to inform the on sight Department Head or his/her designee (**DO NOT USE ANY RADIO OR TELEPHONE DEVICES**). If an evacuation is implemented due to a bomb threat, all staff shall immediately leave the building through the closest and safest exits and Rally Point B should be utilized (*reference 3.5.1*).

**DO NOT turn off any equipment or touch any switches.**

**DO NOT attempt to communicate on a cellular telephone or radio equipment. Using a transmitting device within 300 feet is PROHIBITED! The safe distance for use of transmitting device is 1000 feet. 911 should be contacted as soon as someone is at the safe distance from the threat.**

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An "active shooter" by definition is an individual actively engaged in killing or attempting to kill people in confined and populated areas. History has proven that an active shooter will kill or attempt to kill as many individuals as possible with out cause or without regard to their own life. History has also proven that an active shooter may not have demands nor de-escalate upon victim submission. Therefore, sheltering in place may not be the best method of survival. If you feel that you can securely barricade yourself out of sight then do so, if not do whatever possible to disrupt and/or incapacitate the attacker in order to make an escape possible.

## Section 4. Emergency Classification, Recovery Teams and Functions

### 4.1 Designation of Emergency Classifications

### 4.2 Recovery Team Notification Procedures

### 4.3 Recovery Teams

### 4.4 Recovery Team organizational chart

#### 4.1 Designation of Emergency Personnel Classification

Every City Employee shall have one of the following classifications; however, in the event of an emergency, all employees, depending on the City's needs, may be classified as essential. Therefore, employees not at work are responsible for contacting their supervisor regarding assignments, and to stay abreast of the situation by monitoring radio/television for instructions or by calling the Command Center for further instruction.

##### 4.4.1 Classifications (These classifications represent a certain job title and not an individual)

**E1 - Essential Personnel** are those with specific responsibilities who remain in the city on the job during an emergency.

**E2 - Reserve Essential Personnel** are those who must report to or remain on the job preceding an emergency for the preparatory phase, but are then ordered rest. The **E2** will take over for the **E1** during the next operational period.

**E3 - Support Personnel** are those who must report or remain on the job preceding an emergency for the preparatory phase and are subject to being re-designated as needed.

**N - Nonessential Personnel** are those whose presence is not essential in carrying out the emergency plan(s), but may not leave their positions until released by their supervisor and must return to work "as needed" throughout the recovery phases.

Department Heads are responsible for designating the individual classifications for each job title.

#### 4.2 Team Notification Procedures

In the event that the City of Littlefield experiences an event, that activates this plan, all Department Heads shall be notified. The Department Heads that are effected by the disaster will then notify and activate their teams as appropriate. All team members contacted and instructed to respond shall be provided a location to assemble, known as staging, and receive an initial briefing by the Department Head and City Manager. The briefing should include, a description of what has occurred, what facilities are effected, what type of hazard to expect, a basic outline a method for conducting the

surveys, what type of Personal Protective Equipment is required, and finally a safety briefing.

If the damage is to extent that the survey process lasts more than a day, an end of day briefing will take place. Teams will report back to "staging" the following day unless stated otherwise in the end of day briefing. Each subsequent day will begin and end with a briefing.

### **4.3 Recovery Teams**

In the event that any city owned facility is damaged to the point that normal operation can not be conducted, or is destroyed, the City Manager or his/her designee shall activate the Recovery Teams. Four teams will be dispatched; Command Center Team, Damage Assessment Team, IT Recovery Team, and a Financial Team. The Damage Assessment, IT Recovery, and Financial Team will be lead by the Department Head of the damaged facility. These teams will report directly to the Department Head who then will report to the appropriate hierarchy in Command Center. If more than one building is effected each building will have its own assessment and recovery teams that will report to its Department Head. At times members of certain teams may have to migrate to other buildings (i.e. insurance adjusters, IT contractor, etc). This migration will be controlled and regulated by the Command Center. In order for this process to work efficiently the chain of command must be followed.

The members of these teams will be different depending on which building is damaged and what type of damage has occurred.

*The buildings are only to be entered when deemed safe by qualified personnel.*

#### **4.3.1 Command Center**

The Command Center will be comprised of the Chief Utility Officer, Chief Operations Officer, and the Emergency Management Coordinator. This team will be responsible for scheduling meetings and briefings for the City Manager and Mayor. They will maintain detailed records for filing at a later date. The Command Center is to assist the Recovery Teams in locating vendors, contractors, equipment, or other requirements at the damaged facilities. The Command Center is responsible for reporting surveys results and status of progress to the City Manager and Mayor.

#### **4.3.2 Damage Assessment Team**

The Damage Assessment Team will be selected by the Department Head of that particular building, and it must be comprised of at least two employees of that building. The Department Head can then elect whomever else necessary to be a part of that team (i.e. contractors, inspectors, etc....). This team will be responsible for entering the building, after it has been deemed "safe" to do so, and conduct a room by room survey of all the damage. The insurance carrier needs to be contacted prior to this survey and allowed the option of accompanying the team during the survey. The "damage assessment" results will be recorded on forms

that are attached to this document (see appendix A & B) and turned over to the Department Head. Other duties of the Damage Assessment Team will be to conduct inventories and salvage operations at the facility. Damaged property will be separated from undamaged or serviceable property. Once the damaged property has been verified by the insurance adjuster and removal from the facility will not affect its value, it should be removed from the facility for release to the insurance company's salvage business. Undamaged or serviceable property should be secured, as well as possible, until it can be moved to another location for use or storage.

#### 4.3.3 IT Recovery Team

Selecting members for the IT recovery Team will be the decision of the Department Head of that building. The City's IT contractor should be a part of this team if possible. This team must be comprised of at least two city employees. This team is responsible for surveying the local network and computer equipment, it will also provide a report along with recommendations for recovering/restoring/rebuilding the IT system to the Department Head (see appendix C & D).

Because of the sensitivity of the documents stored at all city owned facilities all computers not completely destroyed, but deemed inoperable must have the hard drive "sanitized" prior to its final disposition. This will be done only with the approval of the Department Head.

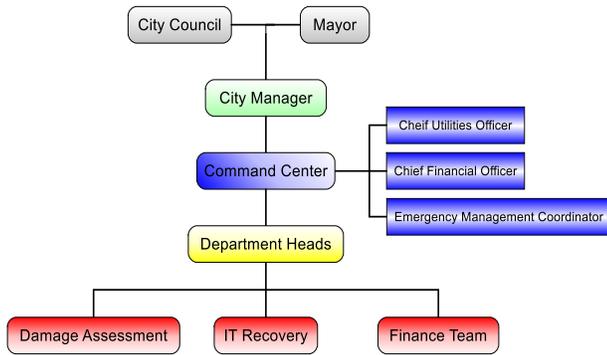
#### 4.3.4 Finance Team

The members of the Finance Team will be selected by the Department Head of that particular building. The Finance Team should report to the Department Head. The Department Head may assist this team, but needs to remain available for other issues that may arise from the other teams. The responsibility of this team is to assess the damage or destruction to the financial records and record keeping software. The IT Recovery Team may be included in electronic record recovery if needed. The Financial Team will also be responsible for accounting all damage related costs. Survey results will be filled out on attached forms (see appendix E & F) and given to the Department Head.

#### 4.3.5 Staging Officer

Depending on the size and complexity of the event the City Manager or his/her Designee may designate a qualified individual to act as the Staging Officer. The Staging Officer will remain at the selected staging area at all times. The Staging Officer will direct all traffic in and out of the incident and keep a written log documenting that activity. The Staging Officer is also responsible for relaying information from the Command Staff to the Support Staff that are awaiting in the staging area. The Staging Officer must have a good communication skills and keep in direct contact with the Command Staff.

#### 4.4 Recovery Teams Organizational Chart



## **Section 5. Mission Critical Procedures**

### *5.1 Command Center Locations and Accommodations*

### *5.2 Internal Recovery Support*

### *5.3 External Recovery Support*

### *5.4 Vital Record Recovery and Restoration*

#### **5.1 Command Center Locations and Accommodations**

In the event that the City of Littlefield experiences an event that activates this plan, command and control of the recovery efforts will ensure that each phase is accomplished with a minimum amount of wasted effort and duplication. During times of disaster, the loss of communications has prevented a smooth and effective effort in both the response and recovery phases. To accomplish this objective the City Manager or designee shall establish a "Command Center" at one of the locations noted below. Arrangements shall be made in advance for landline telephone connection including fax and data port connection for internet access, if possible. All serviceable computers shall be inventoried for insurance purposes and then taken to the Command Center by the Recovery Teams and placed into operation. In the event that landline communications are down, all city owned cellular phones need to be taken to the Command Center. A fully programmed base radio with portable antenna also needs to be moved to the Command Center.

##### 5.1.1 Alternate Command Center Locations (listed by priority)

- Police Department/City Hall/EMS Station/Fire Station  
If possible, one of these city owned facilities shall house the Command Center. Due to the close proximity of all these buildings it is possible that none of them will be suitable.
- American Cotton Growers
- Lamb County Electric
- Texas Department of Transportation

Prearranged agreements have been made with these facilities

#### **5.2 Internal Recovery Support**

In the event that this plan is activated, it is expected that staff members will respond to assist in the recovery effort. It is understood that staff members will likely first ensure the safety of their families prior to responding. While the initiation of a "Command Center" may begin, the complete assembly of response teams and support personnel will not be instantaneous. As staff members are contacted to respond, they should be instructed where the staging area is, the type of clothing they should wear and also be given a reasonable time to arrive at the staging area in order to be briefed prior to beginning any recovery work. All staff members must report back to the staging area at the end of the day for the "end of day briefing".

### **5.3 External Recovery Support**

The various tasks with recovery, will require assistance from external sources, such as IT, Salvage companies, Contractors, and other resources related to recovery. As the External Support staff starts to check in at the staging area, city staff or the designated Staging Officer must be on-site to ensure that the External Support Staff is briefed as to the tasks that need to be completed, safety measures, and other pertinent information. Any difficulties working with External Support Staff should be sent up the chain of command as soon as possible.

### **5.4 Data Recovery and Restoration**

Most departments within the City of Littlefield rely on computer servers or individual "hard disks" to provide ample data storage. Each Department Head should regularly assure that all electronic information vital to basic function is saved to the file server or some other type of adequate electronic back-up approved by the City Manager. Each Department Head needs to be knowledgeable on the recovery steps and how to gain access to the electronic back-ups.

## **Section 6. Start-up Procedures**

### *6.1 Start-up Priorities*

### *6.2 Start-up Priority Chart*

#### **6.1 Start-up Priorities**

While resuming normal operation of all City functions by starting-up all departments and programs simultaneously would be optimum, it is also unrealistic. Therefore, this administration has established a baseline schedule for the resumption of services. It should be noted that this is only a baseline and is subject to change depending on the conditions and resources at hand.

It is understood that the basic and vital functions of public safety have already been addressed prior to this section of the plan.

##### *6.1.1 Finance Department*

To ensure that the maximum amount of funding spent to repair/replace city infrastructure, complete and proper accounting records must be kept. It will be imperative that the Finance Department be placed back into operation as the first priority. Once the Finance Department has been established, even at its basic most vital function, it will be possible to begin the rest of the recovery process. The Chief Operations Officer will be responsible for procuring duplicates of the accounting software used by the finance department and overseeing the process of restoring the system from the stored back up.

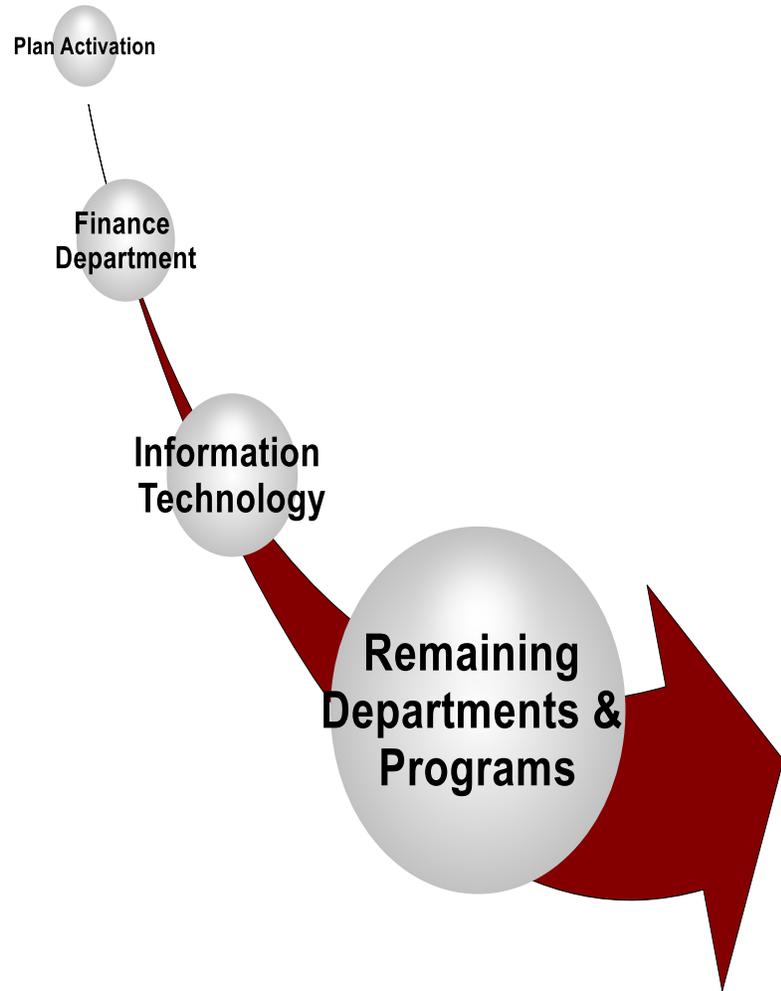
##### *6.1.2 Information Technology*

The City of Littlefield relies on the use of computer servers more than any other for document storage. It is desirable to restore the local computer network, internet service, and file storage capabilities as soon as possible. The IT team shall begin operations as quickly as possible

##### *6.1.3 Other Departments and Programs*

At the time this plan is activated, the priorities for beginning the start-up of the remaining departments and programs of the City of Littlefield shall be determined and specified by the City Manager or his/her designee. The determination shall be made after considering the needs of the City as well as the type of support available from other sources and agencies.

## 6.2 Start-up Priority Chart



## **Section 7. Restoring/Rebuilding Specifications**

### *7.1 Departmental Specifications/Requirements*

### *7.2 Reconstruction Requirements*

### *7.3 Alternate Site for Reconstruction*

#### **7.1 Departmental Specifications/Requirements**

In the event that a City owned facility suffers complete destruction or damage that renders the facility unsafe, it will be necessary to procure another facility, so that department(s) can resume its daily operation. A decision will be made by the Mayor and City Council as to whether another existing facility should be located or a new facility constructed.

#### **7.2 Reconstruction Requirements**

The City Manager along with the Chief Utilities Officer shall arrange and coordinate all meetings with the insurance company, architect, and contractors in order to facilitate the construction of the new facility. A "blue print" of the new facility shall be presented to the Mayor and City Council for approval.

The insurance carrier, architect, and general contractor should be prepared to conduct a full briefing with the Mayor and City Council at their request to allow them to make accurate and fully informed decisions.

#### **7.3 Alternate Sites for Reconstruction**

In the event that a City owned facility is destroyed or damaged to an extent that reconstruction is not economically feasible, the City Manager shall brief the Mayor and City Council to seek their approval to procure another location for construction of a new facility.

## Section 8. Inventories

### 8.1 Office Equipment Inventories by Department

### 8.2 Forms and Stationary

### 8.3 Computer and Software Inventories by Department

#### 8.1 Office Equipment Inventories by Department

Accurate inventories of office equipment are vital in order for the City of Littlefield to return to normal operations. Inventories will be used to substantiate claims made to the insurance carriers for sustained losses. Inventories will also be used to develop requirements for replacement equipment as well as conduction the surveys by the Damage Assessment Team. Each Department Head shall be responsible for completing the initial inventory and submitting it to the City Manager. The Department Heads shall complete/update an inventory list of their building/office annually and submit it to the City Manager for inclusion into this plan.

#### 8.2 Forms and Stationary

A substantial amount of paperwork is generated daily under normal operations. For the city to resume "normal" operations, stationary (i.e. letter head), forms, and minor office supplies will be needed. The Department Heads shall create and annually update a second separate inventory list for these type supplies. This list shall also be given to the City Manager for implementation to this plan.

#### 8.3 Computer and Software Inventories by Department

Inventories of computer equipment **AND** the required software installed on each machine are also vital to the city returning to normal operations. Inventories will be used to substantiate claims made to the insurance carriers for sustained losses. Inventories will also be used to develop requirements for replacement equipment as well as conducting the surveys by the Damage Assessment Team. Each Department Head shall be responsible for completing the initial inventory and submitting it to the City Manager. The Department Heads shall complete/update an inventory list of their building/office annually and submit it to the City Manager for inclusion into this plan.

##### 8.3.1 Computer and Computer Equipment Specifications

In order to ease the process of replacing computers and computer equipment it is necessary to include the following information about each device in or attached to the inventory list.

- Type (PC or laptop)
- Make
- Operating System
- Processor type and speed
- Disk Space
- RAM
- Vital installed software

*continued*

- Necessary Input/Output devices
- Monitor (size and make)
- Any other additional equipment or features that are vital to that piece of equipments role.

*Most of this information can be found by viewing the computer's system file. (click, Start > Control Panel > System)*

## **Section 9. Testing and Plan Maintenance**

### *9.1 Training and Testing Procedures*

### *9.2 Plan Maintenance Procedures*

#### **9.1 Training and Testing Procedures**

##### *9.1.1 Training*

All staff members shall receive training in the following areas:

- Evacuation Procedures
- Sheltering in Place Procedures
- Minor Fire Fighting Procedures (RACE) (PASS)
- Bomb Threat Procedures
- Suspicious Mail/Package Procedures

This training should be included in the orientation given to new employees. Recurrent training shall be conducted at least once a year. At a minimum, this training shall consist of the information in this plan, including the annual updates/deletions.

##### *9.1.2 Testing*

Evacuation Procedures shall be tested annually. Department Heads should schedule a meeting with their employees at least once a year and have a verbal quiz/lecture about the disaster/emergency procedures noted in this plan.

#### **9.2 Plan Maintenance Procedures**

As this plan is utilized or portions of the plan are tested, deficiencies may be discovered. For the plan to remain an effective tool for the City Manager an "After Action Review" shall be conducted by the City Manager any time this plan is utilized for any situation. The review shall include any staff member directly involved in the incident or drill. All deficiencies in the plan must be addressed immediately. The plan should be reviewed annually by the City Manager, Department Heads, and Emergency Management Coordinator. This plan should also be approved annually by the Mayor and City Council.