

Bannock County Treasurer's Office

Continuity of Operations Plan (COOP)

December 2013

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INTRODUCTION

PURPOSE

The Continuity of Operations Plan (COOP) establishes policy and guidance to ensure execution of the essential functions normally conducted in the Bannock County Treasurer's Office, located at 624 E. Center Street, Pocatello, when an emergency threatens or incapacitates operations, and the relocation of selected services and waste disposal functions is required.

APPLICABILITY AND SCOPE

This Plan is applicable to the Bannock County Treasurer's Office Bannock County, Idaho.

LIMITATIONS

This COOP is not intended to address isolated incidents that may disrupt some normal activities in the Bannock County Treasurer's Office if employees are still able to conduct reasonably normal business without threats to their health or safety. Examples of such events include equipment failure (i.e., conveyors, lighting or water supply) or loss of information technology capabilities such as database or e-mail services.

DEPARTMENT LEVEL ASSUMPTIONS

For purposes of planning the most effective and efficient response to a continuity situation, the following assumptions are being made:

1. Activation of this Plan may be required at any time.
2. Some or all information or communications systems may be degraded or unavailable.
3. Operational capability will be achieved within twelve hours of activation and may be sustained for up to thirty days.
4. Any task not deemed "essential" must be deferred until additional personnel and resources become available.
5. This Plan and the implementation must be flexible to adapt to the needs of the particular situation.

PLANNING SCENARIOS

The Plan is designed to address a disruption described in the following four potential scenarios:

Scenario 1: The Bannock County Courthouse is affected

Under this scenario, the Bannock County Courthouse is closed for normal business activities but the cause of the disruption has not affected surrounding buildings, utilities, or transportation systems. The most likely causes of the disruption are structural fire, system/mechanical failure, or loss of utilities such as electricity, telephone, or water systems. If the Bannock County Courthouse is the scene of a significant crime, the facility may be closed for crime scene processing.

Scenario 2: General vicinity is affected

In this scenario, the general vicinity of the Bannock County Courthouse is closed for normal business activities as a result of widespread utility failure, massive explosion, earthquake, tornado, civil disturbance, or credible threats of actions. Under this scenario, there could be uncertainty regarding whether additional events (secondary explosions, aftershocks, or cascading utility failures) could occur.

Scenario 3: Entire region is affected

Under this scenario, the entire region is affected by an event or events that disrupt transportation systems, cause widespread utility failure and loss of life.

Scenario 4: Pandemic Influenza

In this scenario, Bannock County and the regional infrastructure remain intact, but a significant portion of the workforce is absent due to death, illness, care-giving, or refusal to report to work.

INTERDEPENDENCIES

The Bannock County Treasurer's Office is dependent upon many other agencies, departments, and services to complete their mission, thus they cannot operate effectively without interagency cooperation and coordination. The Treasurer's Office is dependent upon the following agencies:

- IT Department
- Assessor
- Auditor
- Building and Grounds
- Clerk

CONTINUITY OF OPERATIONS PLANNING ORGANIZATION

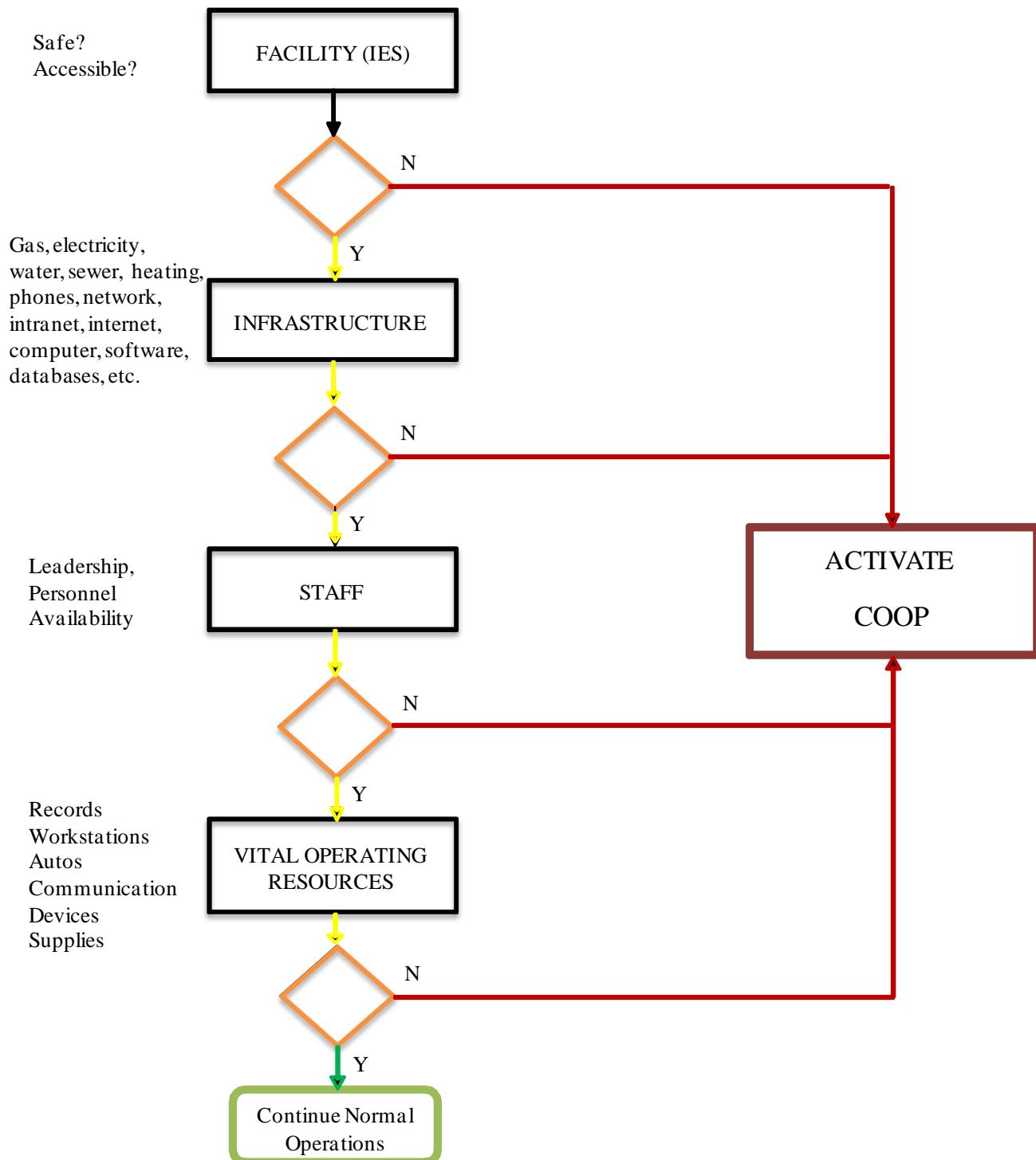
The COOP Coordinator for the Bannock County Treasurer's Office is the Office Manager. As COOP Coordinator he/she is a member of the Bannock County COOP Planning Team and will perform all functions as described for the position in the Bannock County COOP Base Plan.

CONTINUITY OF OPERATIONS CONCEPT OF OPERATIONS

ACTIVATION

1. In an event so severe as to interrupt normal operations, or if such an event appears to be imminent and it would be prudent to discontinue use of any or all of the Bannock County Treasurer's Offices, the Bannock County Treasurer and the Chief Deputy or designated successors have the authority to activate the COOP.
2. If the Treasurer is unavailable, successors to the Treasurer are as follows (in order):
 - a. Chief Deputy Treasurer
 - b. Office Manager

COOP ACTIVATION ALGORITHM



ALERT PROCEDURES

If the situation allows, Treasurer's Office personnel will be alerted prior to the activation of the COOP.

1. The Bannock County Board of County Commissioners will be notified by the Treasurer or designee.
2. Information and guidance for Treasurer's Office employees will be provided by the Office Manager using one or more of the following methods:
 - a. Emergency phone tree
 - b. Face-to-face communication
 - c. Email
3. Announcements on the local Emergency Alert Station (EAS), radio and television. This will be rebroadcast by other participating stations to provide broad notification. All Treasurers' Office personnel should listen for specific instructions. They should remain at their normal work location or home depending on time of day until specific guidance is received.

NOTIFICATION PROCEDURES – COOP PERSONNEL

1. Non-operation hours –The Bannock County Treasurer or designee will then notify the Office Managers who will then notify the employees. If conditions warrant, the COOP will be activated.
2. Office hours – If the COOP triggering event occurs during business hours, the Bannock County Treasurer or designee will activate the evacuation Plan and assure that everyone has been safely evacuated. If conditions dictate, the Office Manager will notify the Treasurer to request COOP activation.

Upon the activation of the COOP:

- a. The Treasurer will alert the Office Manager to stand by for further direction.
- b. The Treasurer or designee will direct members of the Activation and Relocation Team to assemble and determine the most suitable site in which to establish the essential functions of the Treasurer's Office.
- c. Upon site selection, the Treasurer will begin directing the Activation and Relocation Team for movement to the alternate sites.
- d. The Office Managers or designee will notify the alternate site managers to expect the relocation of the Treasurer's office.
- e. The Treasurer will direct the Reconstitution Team to assemble and begin operations.
- f. Upon arrival at the alternate site, the Office Manager, or designee, will notify the Continuity of Operations Team to assemble and begin operations of equipment and facilities necessary for accomplishing the essential functions of the Treasurer's Office.

NOTIFICATION PROCEDURES – ALL TREASURE’S OFFICE PERSONNEL

Upon the decision to activate the COOP:

1. The Bannock County Treasurers’ Department Office Managers will notify their personnel using the established phone tree or other means of communication.
2. The Treasurer or designee will contact media outlets to inform them of the Department’s Plans.
3. Non-essential personnel will be directed to go home, or stay at home, until further notice.
4. The Treasurer or designee will contact the Board of County Commissioners to notify them of the Department’s Plans.
5. Notification should occur in the following manner:
 - a. Personnel should be given the information and guidance as provided by the Treasurer or designee
 - b. If an initial attempt at contact is unsuccessful, the Office Managers will leave a message and try to make contact at a later time
 - c. Once initial contacts/attempts are made, the manager will contact the Treasurer or designee with the results (both successful and unsuccessful) of the notifications
 - d. Notification may be made in any available manner, i.e., personal contact, telephone, or radio, and television broadcasts
 - e. Employees, for whom messages were left, should immediately make contact with the person who attempted to contact them
 - f. All attempts and actual contacts with employees should be documented
6. Employees will report their work status and availability to their immediate supervisor/manager daily during COOP Activation.
7. The Treasurer will notify employees of their work assignments, schedules, and work locations during COOP Activation.

If a disaster occurs during working hours, it is likely that Treasurer’s Office employees may be injured or killed. In this case, family notification or notification of next of kin must occur as quickly as possible by the Bannock County Human Resources/Risk Management Director or designee.

ESSENTIAL FUNCTIONS

Based on the criteria established in the Bannock County COOP Base Plan, the Bannock County Treasurer's Office has identified the following as essential functions.

Priority Level	Function
2	Receive all moneys belonging to the County.
2	File and keep the certificates of the Auditor that are delivered when monies are paid into the treasury.
2	Keep an account of the receipt and expenditures for the County
2	Disperse County money

ALTERNATE FACILITIES

In the event that relocation is necessary the Treasurer, in consultation with the County Commissioners, will choose an appropriate alternate facility.

ORDERS OF SUCCESSION

Primary	Successor 1	Successor 2
Bannock County Treasurer	Chief Deputy Treasurer	Office Managers

DELEGATION OF AUTHORITY

3. If the Treasurer is unavailable, successors to the Treasurer are as follows (in order):
 - a. Chief Deputy Treasurer
 - b. Office Manager

DEVOLUTION OF CONTROL AND DIRECTION

The Bannock County Treasurer or designee will determine if COOP Operations can be successfully accomplished, if not the Bannock County Treasurer will halt operations until COOP activation is possible.

HUMAN CAPITAL

The Bannock County Treasurer will follow all Human Resource COOP Requirements as specified in the Bannock County Personnel Policy Manual as adopted.

TEST, TRAINING, AND EXERCISE PROGRAM

The Bannock County Treasurer's Office will follow the requirements for TT&E as outlined in the Bannock County COOP Base Plan and will document TT&E activities on the following report form which will be provided to the Bannock County Office of Emergency Management annually.

Bannock County Treasurer's Office Continuity of Operations Plan Training and Exercise Report

Training:

Training held on: ___/___/___

Training held on: ___/___/___ (staff)

Training held on: ___/___/___

Training held on: ___/___/___ (staff)

Annual Exercise:

Exercise held on: ___/___/___

Objectives achieved? _____

Changes needed: _____

Exercise report reviewed by: _____

Title: _____

Annual Exercise:

Exercise held on: ___/___/___

Objectives achieved? _____

Changes needed: _____

Exercise report reviewed by: _____

Title: _____

Annual Exercise:

Exercise held on: ___/___/___

Objectives achieved? _____

Changes needed: _____

Exercise report reviewed by: _____

Title: _____

COOP PLAN MAINTENANCE

The responsibility of reviewing, maintaining, and updating this COOP is given to the Office Manager in association with the Treasurer and the Chief Deputy Treasurer.

The Plan will be reviewed annually and updated as necessary based on exercises and actual events. The Office Manager, in cooperation with the Treasurer and the Chief Deputy Treasurer will assure that personnel contact information is updated quarterly.

The adequacy of the alternate sites included in this Plan will be reviewed annually by the Office Manager, Treasurer, and Chief Deputy Treasurer. The memoranda of agreements, where used, will be updated annually.

The Bannock County Treasurer's Office COOP Coordinator will document the COOP Plan review and update on the following report form which will be provided annually to the Bannock County Office of Emergency Management.

Bannock County Treasurer's Office Continuity of Operations Plan Revision / Review Report

PLAN COMPLETION DATE: ____ / ____ / ____

Revision / review: Date changes made ____ / ____ / ____

Content / pages changed _____

Department Head _____

Revision / review: Date changes made ____ / ____ / ____

Content / pages changed _____

Department Head _____

Revision / review: Date changes made ____ / ____ / ____

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