



FEBs: A Resource for Emergency Preparedness and Planning Outside of Washington, DC

Working for America

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



Message from the President

“The Federal Executive Boards make government more efficient by coordinating Federal activities on the local level. The Boards play a vital role in responding to emergency situations such as the tragedy of September 11...”

- George W. Bush



Message from the Director



“The American people expect us to continue essential government services without undue interruption, no matter the contingency, and the Federal agencies must have the human resources to accomplish their missions, even under the most extreme circumstances.”

- Kay Coles James

Democratic National Convention

- Conducted survey on readiness of local agencies
- Sponsored training on human resource flexibilities, shelter-in-place, evacuation drills, etc.
- Developed, with GSA and the FEB, a notification system for FEB emergency communications
- Designated a single point-of-contact for decisions on status of non-emergency Federal workforce in Boston
- Requested agencies limit the number of designated emergency employees requiring access to the Federal Building
- Requested agencies use personnel scheduling flexibilities to reduce the number of employees working in, or commuting through, areas impacted by the conventions.



Republican National Convention

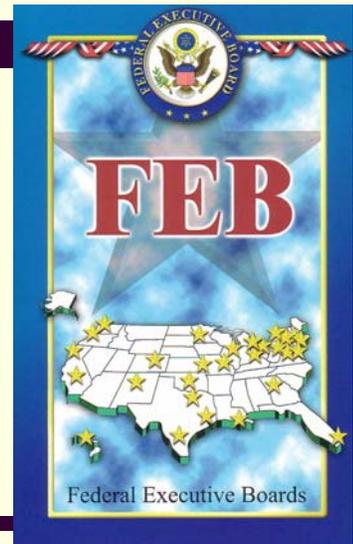
- Conducted survey on readiness of local agencies in New York City and Newark
- Sponsored training on human resource flexibilities, shelter-in-place, evacuation drills, etc.
- Presented human capital module in FEMA COOP training session
- Developed, with GSA and the FEB, a notification system for FEB emergency communications
- Designated a single point-of-contact for decisions on status of non-emergency Federal workforce in New York City
- Requested agencies use personnel scheduling flexibilities to reduce the number of employees working in, or commuting through, areas impacted by the convention.





Emergency Planning Outside Washington, D.C.

Effectively Using
The Federal Executive Board
National Network



Panel Members

- Moderator –
Brad Scott, Regional
Administrator, GSA
Region 6 Kansas City,
MO
- Ray Morris, Executive
Director, Federal
Executive Board of
Minnesota
- Gladean Butler,
Executive Director, Dallas
Fort Worth Federal
Executive Board
- LeAnn Jenkins,
Executive Director,
Oklahoma Federal
Executive Board
- Kim Ainsworth,
Executive Director,
Boston Area Federal
Executive Board



FEB Role in Emergency Situations

- **Brad Scott, Regional Administrator
General Services Administration
Region 6**

**Chair
Federal Executive Board
Kansas City**



Federal Executive Boards



Federal Executive Boards were first established in 1961 by President Kennedy. In his implementing letter, President Kennedy stated “. . . Each Executive agency and its field organizations have a special mission, there are many matters on which the works of the department converge. . . There are opportunities for more closely coordinated approaches. . .”



Federal Executive Board System

28 Areas Throughout the U.S.A.

Albuquerque-Santa Fe N.M.	Atlanta	Baltimore	Boston
Buffalo, NY	Chicago	Cincinnati	Cleveland
Dallas-Ft. Worth	Denver	Detroit	Honolulu-Pacific
Houston	Kansas City	Los Angeles Area	South Florida
Minnesota	Newark	New Orleans	New York
Oklahoma	Oregon	Philadelphia	Pittsburgh
St. Louis	San Antonio	SF Bay Area	Seattle

FEBs (cont.)



The FEBs perform highly valuable functions.
They Provide:

- A forum for the exchange of information between Washington and the field
- A local point of coordination for development and operation
- A means of understanding through which Washington can strengthen field understanding and support
- Federal representation and involvement within their communities



FEB Role in Emergency Situations

- Federal Liaison between State and Local emergency officials
- Establishment of notification networks
- Dissemination of information regarding emergency preparedness
- Review of functioning level of occupant emergency plan
- Assistance in providing training on Continuity of Operations



FEB Role in Emergency Situations

(cont.)

- Assessment of local situations in cooperation with Federal, State, and Local officials
- Activation of notification system
- Problem resolution assistance
- Relay of local situation to include but not limited to OPM/DC, FEB members, media, State and Local government authorities
- Dissemination of information received from OPM/DC regarding information at the national level

Background



- Sworn in days prior to 9-11
- Events of 9-11- Review of COOP Plan
- Hard to follow, Was it operational?
- What were the legal obligations (PDDs, FPCs, E.O.s, etc)

It's a Presidential Directive



- Presidential Decision Directive 67
- Mandated Agencies to have a viable COOP capability

COOP Guidance



- Federal Preparedness Circulars*
 - FPC 65 - Continuity of Operations
 - FPC 66 - Test, Training and Exercise*
 - FPC 67 - Acquisition of Alternate Facilities
-
- NEW FPC 65 - Rewritten by DHS/FEMA combined the 3 previous FPCs into one See FPC 65, dated June 2004.

The Seven Elements of a Successful COOP

- 1. Delineates essential functions**
- 2. Outlines decision process for implementation**
- 3. Establishes a Roster of authorized personnel**
- 4. Provides advisories, alerts and COOP activation, and employee instructions**
- 5. Establishes accountability**
- 6. Provides for attaining operational capability within 12 hours**
- 7. Establish procedures to acquire additional resources**

Checklists to Success



- 7 Checklists 
- Emergency Calling Directory
- Key Personnel and Essential Functions
 - SERT Cascade
- Cascade Plan and Associate Accountability/Assignment
- Emergency Relocation Team
- Alternate Site Acquisition
- Emergency Operating Records and IT
- Emergency Equipment

Hint: Using the checklists help ensure fulfillment of the 7 Elements



1. Emergency Calling Directory

- Central Office
- Emergency Response
- Governmental Agencies
- Local Disaster Emergency Contacts
- Media
- Local Contacts
- Customer
- Contract Support

EMERGENCY CALLING DIRECTORY

Listing of emergency numbers, local utility companies, Federal, State and Local agencies, etc.

Note: Some headings and sub-headings may require a page in itself for the Rapid Recall Plan

		Telephone #	Alternate #	Remarks?
Public Building Service ARA		H-913/851-8565	C-816/516-4752	Buster Rosser
Central Office				
	Emergency Coordinator, National COOP	202-501-0012	202-219-3260	
	(who will notify FEMA(FOC))	202-898-6100	1-800-634-7084	
	GSA Administrator	202-501-0800		
Local Service related Central Office contacts				
	PBS Commissioner	202-501-1100		
	FTS Commissioner	703-306-6020		
	FSS Commissioner	703-305-6667		
	Chief Financial Officer	202-501-1721		
Emergency Response Personnel				
	Fire	911	816/513-0911	Administrative Numbers
	HAZMAT	911	816/513-0911	Administrative Numbers
	Police	911	816/234-5111	Administrative Numbers
	Missouri Highway Patrol	911	816/524-1407	Administrative Numbers
	DoE, Honeywell, Security	816/555-1515	Pgr1-800-555-1616	
Governmental Agencies				
	Governor's Office	816/555-1515		
	Mayor's Office	816/555-1515		
	Local FEMA office	816/555-1515		24 hr # 816-555-1212
	FBI	816/555-1515		
	ATF	816/555-1515		1-800-555-1616
	Corps Of Engineers, Ops Ctr	816/555-1515		
	National Guard	816/555-1515	816/555-1515	
	Information Technologies MOU Region 7			
	(See enclosed document on Information Retrieval)		816/555-1515	Shawna Clay, Iron Mtn
Local Disaster/Emergency contacts				
	DoE, Honeywell	816/555-1515	Pgr1-800-497-1307	Also Security Pgr/POC
	Water Department	816/555-1515		
	Electric Company	816/555-1515	Pgr 816-247-7112	Dispatcher 816-654-126
	Gas Company	816/555-1515		
	American Red Cross	816/555-1515		
	Salvation Army	816/555-1515		
Media Contacts				
		H-816/555-1212	C-816/555-1313	Robert J
	List local Radio and TV Stations			
(Complete Listing is maintained in the Customer Service Division. Emergency listing will be maintained by Director)				
Local Contacts				





2. Key Personnel and Essential Functions Checklist

- Identifies number of essential personnel in each phase and migration period.
- Identifies essential personnel by position & title.
- Identifies essential functions to be performed.



Key Personnel and Essential Functions - Phase I (0-12 hrs)		# of Associates
		at Alt. Site: 6
<u>Position Title</u>	<u>Functions:</u>	
ASSISTANT REGIONAL ADMINISTRATOR (P) Assistant Regional Administrator*	Activate COOP and provide guidance and direction. Establish relocation team, Identify agency essential functions, and coordinate with tenants affected by the emergency.	
Director, WTD (PA)*	Coordinate activities mandated by ARA and COOP.	
Branch Chief, IT Development*	Implement IT backup procedures mandated by COOP.	
		3 personnel
EAST SERVICE CENTER Director*	Part of ARA's Team. Responsible for direction and management of building operations and procurement.	
		1 Person
WEST SERVICE CENTER Director*	Part of ARA's Team. Responsible for Real Estate related matters during the duration of the emergency.	
# North Property Management Center Director	Reports to WSC Director. Responsible for providing any support for PBS COOP operations at the alternate sight.	
		1 Person

Key Personnel and Essential Functions - Phase II (12 hrs - Week 1)		# of Associates
		at Alt. Site: 5
<u>Position Title</u>	<u>Functions:</u>	
ARA Administrative support	Provide administrative support needs as directed.	
Information Technology Specialists(4)	Reports to IT Branch Chief. Responsible for providing all aspects of IT needs and requirements to ensure smooth transition during the emergency.	
		5 personnel
EAST SERVICE CENTER East Technical Service Specialist	Reports to Director. Responsible for oversight of Service	

Key Personnel and Essential Functions - Phase II (Week 2)		# of Associates
		at Alt. Site:1
<u>Position Title</u>	<u>Functions:</u>	
EAST SERVICE CENTER Realty Program Specialist	Reports to Director. Responsible for providing information on assignments and availability of leased space.	
		1 Person

3. SERT Cascade Plan

- Identifies Senior Emergency Response Team
 - Senior Leadership
 - IT Representatives

- Decision making body (Pre-Phase I) for COOP or Non-COOP events

- Identifies Successors

- Identifies Calling Responsibilities within the Team



Senior Emergency Response Team (SERT) Cascade Plan

Last Updated: 04/23/02

Associate Name	Office Phone #	Home Phone #	Cellular #	Pager #	WORK SITE OR STATUS
					<i>Pre-Emergency Phase I</i>
RA STAFF					
Lead Caller:					
Brad Scott	816/926-7201	816/555-1212	816/555-1212		P
Alternate Caller:					
Deputy RA					
Bond Faulwell	816/926-7217	816/555-1212	816/555-1212	1-800-555-1212	1S
ARA/PBS					
Buster Rosser	816/926-7231	816/555-1212	816/555-1212		P
Jeff Neely	816/823-2201	816/555-1212	816/555-1212	816/555-1212	1S
FPS DIRECTOR/PBS					
Barbara Kistner	816-926-7025	816/555-1212	816/555-1212	816/555-1212	P
Stan Shepherd	816/823-5115	816/555-1212	816/555-1212	816/555-1212	1S
ARA/FSS					
Tyree Varnado	816/926-7245	816/555-1212	816/555-1212		P
Marlen Dibben	816/926-7179	816/555-1212	816/555-1212		1S
ARA/FTS					
Ron. Q. Williams	816/926-5192	816/555-1212	816/555-1212		P
John Knight	816/926-5610	816/555-1212	816/555-1212		1S
Finance Director					
Ed Nasalik	816/926-7889	816/555-1212	816/555-1212		P
Jani Willis	816/926-7542	816/555-1212	816/555-1212		1S
Finance Systems Div.					
Mark Robinson	816/823-3462	816/555-1212	816/555-1212		P
Delbert F. Fern	813/823-3471	816/555-1212	816/555-1212		1S
Legal Counsel					
Samm Skare	816/926-7212	816/555-1212	816/555-1212		P
Adele Ross Vine	816/9267212	816/555-1212	816/555-1212		1S
Director/Human Resources					
Nick Cave	816/823-2653	816/555-1212	816/555-1212		P
Larry Gordon	816/926-5312	816/555-1212	816/555-1212	816/555-1212	1S
IT REP (CIO)					
IT REP - Don Leonard	816/823-3320	816/555-1212	816/555-1212		P
George Wilson	816/926-5807	816/555-1212	816/555-1212		1S
REG. EMER. Coordinator					
Jill Dickey/REC	816/926-7203	816/555-1212(U)	816/555-1212	1-888-555-1212	P
Pat Brown-Dixon/DREC	816/926-7203	816/555-1212(U)	816/555-1212	1-888-666-1313	1S
					Key Personnel/Successor
(U) - Denotes unlisted phone numbers - please protect					P - Denotes Primary contact
(pp) - Denotes personal cell phone numbers - please protect					1S - Denotes 1st Successor

3(a) Cascade Plan and Associate Accountability/Assignment Checklist



- Identifies Lead and Alternate callers responsible for employee notifications
- Identifies Primary and Successors
- Designate who & when to report (Phase I, II or III)
- Establishes a Migration Plan for Phase II
- Identifies all employees within an organization



**Cascade Plan and Associate
Accountability & Assignment Status Listing**

Last updated: 4/5/02

					WORK SITE OR STATUS				
					Alternate Site			Work	
					Phase I	Phase II		@	
Associate Name	Office #	Home #	Cellular #	Pager #	0-12 hrs	12 Hrs - WK 1	WK 2/3/4/5/6	Home	Other
ARA Executive STAFF									
Lead Caller:									
Rosser, Buster	816/926-7231	555-555-1212	555-555-1212		P				
Alternate Caller:									
Ruwwe, Mary	816/926-7233	555-555-1212	555-555-1212		X				
Guy, Carolyn	816/926-7231	555-555-1212	555-555-1212			X			
Ogden, James	816/926-5211	555-555-1212	555-555-1212		2S				
Kistner, Barbara	816/823-5114	555-555-1212	555-555-1212		X				
Juarez, Robert	816/823-1978	555-555-1212	555-555-1212		X				
Casey, John	816/823-4900	555-555-1212	555-555-1212		X				
Brincks, Mike	816/926-7311	555-555-1212	555-555-1212		X				
Neely, Jeff	816/823-2201	555-555-1212	555-555-1212	555-555-1212	1S				
Goldstein, Myron	816/926-8309	555-555-1212	555-555-1212					X	
Office of the Chief Architect, Project MGMT CE (To be called by Director)									
Canright, Vinita	816/926-8308	555-555-1212	555-555-1212					X	
Phillips, Linda	816/926-8305	555-555-1212	555-555-1212					X	
Workforce & Technology Development Division									
Lead Caller:									
		555-555-1212	555-555-1212						
Ruwwe, Mary	816/926-7233	555-555-1212	555-555-1212		P				
Alternate Caller:									
Cowley, Connie	816/823-1215	555-555-1212	555-555-1212					X (1S)	
Curtis, Teresa (IT)	816/926-7224	555-555-1212	555-555-1212		X				
Doty, Teresa	Intern 816/926-7323	555-555-1212	555-555-1212						X
Parker, Meredith	Intern 816/426-3963	555-555-1212	555-555-1212				WK3		
Simmons, Kiva	Intern 816/926-1174	555-555-1212	555-555-1212				WK2		
Spencer, Tennille	Intern 816/823-4907	555-555-1212	555-555-1212				WK3		
Tanner, Shenika	Intern 816/823-5308	555-555-1212	555-555-1212				WK4		
Tucker, Javonne	Intern 816/823-1357	555-555-1212							X



- GSA Relocation Team

- Tenant Relocation Team
 - Key Tenant Contacts



Emergency Relocation Team for Alternate Facility

This checklist is used to identify personnel responsible for coordinating relocation to an alternate site. The teams are formed after an evaluation is made of the existing emergency, and it is determined what will be needed to continue essential functions for the GSA business lines and tenant agency(s).

GSA Relocation Team

Personnel by Position	Name	WK Phone	Cell Phone	Home Phone
Property Acquisition & Realty Specialist (Metro)	Sue Smith	234-1234	872-3409	867-0987
Property Acquisition & Realty Specialist (FEMA) *	Ed Davies	234-1234	872-3409	867-0987
Regional Account Manager	Myron Pie	234-1234	872-3409	867-0987
Law Enforcement and Security Officer *	Bridger Scott	234-1234	872-3409	867-0987
Property Management Representative *	Ty Ribbons	234-1234	872-3409	867-0987
Federal Technology Representative	Greg Hurts	234-1234	872-3409	867-0987
Federal Supply Representative	Mya Tools	234-1234	872-3409	867-0987
* Optional				

Tenant Relocation Team (co-located tenants other than GSA)

Personnel by Position	Name	Work Phone	Cell Phone	Home Phone
Property Acquisition & Realty Specialist (Metro)	Sue Smith	234-1234	872-3409	867-0987
Property Acquisition & Realty Specialist (FEMA) *	Ed Davies	234-1234	872-3409	867-0987
Regional Account Manager	Myron Pie	234-1234	872-3409	867-0987
Law Enforcement and Security Officer *	Bridger Scott	234-1234	872-3409	867-0987
Federal Technology Representative	Ty Ribbons	234-1234	872-3409	867-0987
Federal Supply Representative	Greg Hurts	234-1234	872-3409	867-0987
Tenant Agency Representative	Mya Tools	234-1234	872-3409	867-0987
* Optional				

Key Tenant Contacts (co-located tenants)

	Agency Name and Position Title	Official Name	Work Phone	Cell Phone	Home Phone
Primary:	Defense Finance Center	Money Talks	234-3456	245-6789	765-0987
Second		Bill Pays	234-3456	245-6789	765-0987
Third		Mill Wills	234-3456	245-6789	765-0987
Fourth		Debbie Debts	234-3456	245-6789	765-0987



5. Alternate Site Acquisition Checklist

- Establishes operational requirements for an alternate facility and identifies the Phase needed
- Provides periodic review of alternate facility requirements



Alternate Site Acquisition Checklist

Date checklist completed: 3/11/02

This checklist is to assist in identifying requirements for alternate facilities, and surveying those requirements on a periodic basis. Add and delete needs that may be specific to your agency. The Phase column refers to which phase should be addressed when establishing/reviewing requirements. Objectives for acquiring alternate facility space include:

1. Identify a facility from which to continue to perform essential functions/operations.
2. Reduce or mitigate disruption to operations.
3. Achieve a timely and orderly recovery and resumption of full service to customers.

		Phase
<u>yes</u>	Does the facility have the ability to be operational within 12 hours after activation?	Both
<u>yes</u>	Identify the minimum amount of space needed for the associates to accomplish their functions.	Both
<u>yes</u>	Is there a FPS Threat Assessment checklist on file for the facility? Has one been planned?	Both
<u>yes</u>	Will the sites have or be able to access reliable logistical support services and infrastructure system, to include water (non-potable), electric power heating/cooling? Back up systems?	Both
<u>yes</u>	Will the sites be within reasonable distance to essential resources such as food establishments, have drinking water, medical and fuel facilities?	Both
<u>yes</u>	Is the facility situated so that you can initiate, maintain and terminate agency operations (long and short term) without disruption to others? (i.e. entry/exit congestion points)	Both
	Have you established your communication needs? Have you considered;	Both
<u>yes</u>	Type and quantity of communication and data (Computer) lines.	
<u>yes</u>	Secure phone or Fax lines	
<u>yes</u>	Near the appropriate cell phone towers?	
<u>yes</u>	Have you considered other transportation needs? Will you lease, use GOVs, POVs. What types of vehicles, small/large, trucks?	Both
<u>yes</u>	Have you addressed safekeeping of vital records?	
<u>yes</u>	Is the point of contact for the alternate facility identified? (name, phone #'s, alternate, etc.)	Both
<u>yes</u>	Do you have directions or a map to the alternate site?	Both
<u>yes</u>	Have you identified the minimum essential functions necessary to keep the agency operating for the initial start up and at 30 day re-evaluation or until the emergency ends?	II
	Have you identified the long term needs for personnel space?	II
<u>yes</u>	Do you have a time phased schedule for bring associates on board?	
<u>yes</u>	Any special needs for associates? (handicapped etc.)	
<u>no</u>	Any special needs for equipment (floor load, etc)?	



6. Emergency Operating Records and IT Checklist

- Identifies Logistic needs
- IT Business Needs
 - Hardware/Software
 - Applications
 - Internet/Intranet Access/E-Mail
- Identifies Non-electronic Media
- Indicates Phase Required
- IT Readiness indicates status, outside resource required and costs to obtain



EMERGENCY OPERATING RECORDS & IT CHECKLIST

								IT READINESS*	
Service/Division/Branch office: PBS				Office Symbol: 6P					
Time Line	PHASE I		PHASE II					Current Status	Outside Resources and Cost
	0-12 hrs	13 hrs-W	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6		
Logistic Needs									
Cascade Telephone List	8								
COOP List of Key Management	8								
COOP Plan	8								
IT Business Needs									
Hardware									
Laptops (or equivalent PCs)	8	11							
Personal Computers									
Printers	1	1							
Desktop Videoconference									
Plotters									
CD ROM Drives	6								
Modems	8	11							
Scanners	1								
Label Makers									
Security Safes				1					
Software									
MS Word	x	21							Most SW is already on assigned computers
MS Excel	x								
MS Access	x								
Applications									
Internet Access		22	6						
FedDesk applications				6					
Lotus Notes									
E-mail		22	6						
PEGASYS			1	4					
STAR			2	10					
Comprison.buy			1	5					
Electronic Files (end user created)									
Common Files			6						
Contract Support Documentation			6	5					
Building Drawings			1	3					
Home (End user) Directory			6	3					
Non-Electronic Media									
Billing Records			2	5					
FEMA Records			2	5					
Contracts			1	1					

Ensure records are evaluated on the basis of their necessity in carrying out emergency operations or in protecting the rights and interest of citizens and the Government and not on their value as permanent records. Ensure that emergency operating records vital to the continuity of essential GSA activities during a national/regional emergency or disaster will be available at GSA relocation site in the event that those sites are activated.

*IT Readiness columns to be completed by local IT support staff



7. Emergency Equipment Checklist

- Identifies equipment needed to operate at an alternate facility
- Prescribes Fly-Away Kit Contents
- Identifies Phase Required



Emergency Equipment Checklist

Service/Division/Branch office: PBS

Symbol: 6P

Emergency Equipment Checklist		PHASE I	PHASE II - (12 hrs to 30 Days)				
		Time Line	0 - 12 hrs	12 Hr-Wk 1	Wk 2/3/4/5/6	IT READINESS*	
	G.E.T.S. Phone Card	2					
	FAX Machines	1					
	Copy Machines	1				Current Status	Outside Resources and Cost
	Telephones						
	Single Line Instruments	9	12	1			
	Satellite Phones		1				
	STU Phones	1	1				
	Telephone Lines	9	12	1			
	Cellphones	3					
	Pagers						
	Vehicles	1	1				
	Calculators						
	Digital cameras	1					
	Protective Clothing						
	Flashlights	2					
	Hard Hats						
	First Aid Kits						
	File Cabinets						
	Standard		1				
	Securable		1				

COOP Detail

- Created Three-Year COOP Enhancement & Implementation Strategy
- Checklists Completed for 11 Regions & Central Office
- Key Personnel Essential Functions
- Emergency Equipment Checklists
- IT Checklists
- Rapid Recall Plan
- SERT Cascade Plan
- Phase I, II & III Cascade Plan (Employee Accountability)
- COOP Relocation Team
- Emergency Calling Directory

COOP Detail (cont.)

- Emergency Calling Directory
- Alternate Site Acquisition Checklist
- Conducted 7 Tabletop Drills in Central Office
- Conducted Briefings and Training to Every Central Office Service and Staff Office
- Conducted Training and/or Briefings to Regional Emergency Coordinators
- Conducted Dozens of Cascade Tests (directly & indirectly in CO and Regions)
- Created Central Office COOP Review Team
- Created Regional COOP Review Team
- Created Senior Emergency Response Teams (SERT) in Every Region
- Created Senior Emergency Response Teams (SERT) in every Staff Office and every Service In Central Office
- Created Administrator's Senior Emergency Response Team (SERT)
- Developed Model Memorandum of Understanding for use (required) with Alternate Site

COOP Detail (cont.)

- • Made Policy, Enhanced Alternate Site Criteria that Surpasses FEMA Requirements
- • Established Compliant Alternate Site for All of Central Office (Willow Woods in Fairfax Virginia)
- • Created Official GSA Exercise to be conducted in the Regions Testing SERT & Phase I
- • Scheduled Exercises in All 11 Regions (9\23 1 Practice and 4 Real Exercise conducted)
- • Planned for December Emergency Management Conference (Week of 12\9)
- • Established COOP Certification Process
- • Set time lines for a nationwide COOP Review process culminating in certification in November
- • Conducted Nationwide Information Technology Backup Assessment
- • Created Central Office IT Committee for Central Office
-

COOP Detail (cont.)

-
- ● Closely Monitoring All Activities Above
- ● Revising Backup Regions
- ● Conducting Top to Bottom assessment Roles, Responsibilities and Requirements of GSA Emergency Support
- ● Reviewing Policy and Definitions Relating to Vital Records
- ● Initiated Top to Bottom Review of Occupant Emergency Plans
- ● Establishing Emergency Call-in Number for Central Office.
- ● Reorganizing Office of Emergency Management
- ● Establishing Enhanced Budget Process for Emergency Response
- ● Enhancing Office of General Counsel Support in COOP event
- ● Enhancing Communications Interoperability and Protocols
- ● Budgeting in O4 for at least one full time Regional Emergency Coordinator in every region.
- ● Conducting Public Affairs Training for Emergency Situations

CONTINUING THE MOMENTUM



FEB Chairman

- Sworn in October 15, 2003
 - Built Platform around FEB's work plan as it relates to emergency planning.
 - Recognized need to focus on core mission
 - Coordinating, educating and sharing of Best Practices
 - Clear mission and opportunity to enhance the Federal Communities emergency preparedness ability

CONTINUING THE MOMENTUM

The GSA logo consists of the letters "GSA" in a white, bold, sans-serif font, centered on a solid blue square background.

Kansas City COOP Working GROUP

- GSA and FEMA work together to develop CWG as an adjunct to FEB
- Empowered to assist agencies in contingency planning
- Promotes the development of COOP Plans and enhances the Federal Communities overall emergency preparedness



GSA RESPONSIBILITY

- Co-Chairing COOP Working Group
- PDD 67 assigns the GSA with the responsibility of training federal departments and agencies for COOP
- Issuing COOP guidance in coordination with DHS/FEMA to promote the understanding of and compliance with the requirements and objectives of governing directives.
- Assisting agencies with Alternate Facility identification
- Maintain National Database of agencies Alternate Facilities

DHS/FEMA

- Executive Agent for COOP
 - Responsible for chairing CWG
 - Issuing COOP guidance (FPCs)
 - Conducting periodic assessments of Executive Branch COOP capability
 - Developing a multi-year strategy and program management plan for COOP



May 15, 2003

**KANSAS CITY
REGIONAL CONTINUITY OF OPERATIONS WORKING GROUP
(K.C.-RCWG)
CHARTER**

1. PURPOSE

The KC-Regional Continuity of Operations (COOP) Working Group (KC-RCWG) is a standing entity established to promote the development of COOP plans and enhance our Federal Partners' overall emergency preparedness for a wide range of potential emergencies as mandated in Presidential Decision Directive (PDD) 67, and various Federal Preparedness Circulars. The KC-Regional COOP Working Group's activities will be coordinated with and through the Kansas City Federal Executive Board.

2. PARTICIPANTS

The RCWG is comprised of Federal Executive Branch department and agency COOP program managers. Regional Legislative and Judicial Branch departments and agencies will be invited to participate in RCWG activities. Although membership on the RCWG is designated by the Regional Directors of DHS/FEMA Region VII and GSA Region 6, participation is open to every Executive Branch department and agency in the region. The RCWG will be chaired by DHS/FEMA Region VII and Co-Chaired by GSA Region 6.

3. OBJECTIVES

- a. Ensure the viability of executive branch COOP capabilities and plans through coordinated planning and exchange of information and management techniques.
- b. Sponsor and support interagency interoperability, training and exercises designed to strengthen and test regional COOP plans and capabilities.
- c. Recommend common goals and standards for COOP planning, budgeting, and programming.

- d. Recommend standards and criteria to ensure interoperability among Executive Branch COOP plans and programs.
- e. Encourage mutual aid and assistance in the planning for and conduct of COOP.
- f. Support the objectives of National Security Emergency Preparedness (NSEP) as identified in relevant Presidential guidance.
- g. Encourage coordination and communication between programs such as those detailed in PDDs 62, 63, and 67.
- h. Coordinate programs and activities as directed by the Kansas City Federal Executive Board (FEB) and serve as a source of recommendations on continuity of operations policy, planning, and programs.
- i. Standing and *ad hoc* committees may be established to accomplish the purpose and objectives of the RCWG.
- j. The RCWG will meet on a regular basis as determined by the regional working group membership. Any member may request a special meeting of the group.
- k. Meetings will be conducted in an unclassified environment. When necessary, classified discussion and topics will be taken up in the appropriate interagency forum.

4. PERIODIC CHARTER REVIEW

On an annual basis the K.C.-RCWG will review the adequacy of its charter and make recommendations to the Kansas City FEB for appropriate changes.

K.C. R.I.C.E. 04



- K.C. Regional Inter-Agency Exercise
- Conducted COOP 101 Training
 - Provide Tools for Success
 - Checklists
 - Templates
 - Conducted Alert Notifications Test
 - 33 Agencies
 - 28 Agencies testing over 50 COOP Plans
 - Provided learning opportunity to test basic systems, protocols and procedures
- Raising Bar – Incrementally
 - K.C. R.I.C.E. 05



KC Regional COOP Working Group



COOP Tabletop Exercise For the Kansas City Area Federal Agencies

Purpose:

Enhance the ability of the KC area federal offices to execute their COOP in a coordinated effort effectively, while maintaining the ability to provide essential services per mission requirements.

Objectives:

1 Test intergovernmental coordination

a Exercise communication within the office to its own employees.

b Exercise communication to higher headquarters on COOP situation.

c Exercise communication/coordination to other federal agencies, who also are involved in COOP situation.

d Exercise coordination with local officials to ensure smooth transition to COOP site and stand-up (as necessary).

2 Capture lessons-learned and smart practices and publish them for incorporation into agency COOP plans within the KC area.

Costs:

-Staff for the exercise from each department or agency:

--Five or so exercise participants (Senior managers, COOP POC, etc)

** *This may vary depending on mission requirements* **

--One exercise design team member from each participating agency.

--Facilitators for the exercise (driven by the # of exercise participants)

-Communications:

--Phone line per agency

--Additional phone line for dial-up access to Internet, agency websites

Estimated time of execution:

April – May timeframe. One-day exercise.

Deadline to sign-up:

November 15th, 2003 (*sign-up through Cindy Hillman or Steve Seton*)

Contact Information:

Steve Seton DHS/FEMA Region VII COOP Coordinator

Steve.seton@dhs.gov

(816) 283-7082

Exercise Objectives



1. **Test intergovernmental coordination**
 - a. Exercise communication within the office to its own employees.
 - b. Exercise communication to higher headquarters on COOP situation.
 - c. Exercise communication/coordination to other federal agencies, who also are involved in COOP situation.
 - d. Exercise coordination with local officials to ensure smooth transition to COOP site and stand-up (as necessary).
2. **Capture lessons-learned and smart practices and publish them for incorporation into agency COOP plans within the KC area.**
3. **Exercise the Public Information function of the FEB and select federal agencies.**



Planning Timeline

KC RICE 04

April 29th

- Action Items due to Scenario Committee
- Participants list due to Logistics Committee

- FEB Registration forms due back to FEB

April 21st
FEB Mtg &
Mini-Tabletop

April (weekly)
Sub-committee
meetings

April 8th
Exercise Mtg

April 6th
CWG Mtg

March 16th
FEB Mtg

March 11th
Exercise Mtg

Today

As of today, there are 39 business days remaining until the exercise.

Back-out Calendar for April FEB COOP EX			
Milestone	Date	Owner	Comments
FEB COOP EX 2004	29-Apr-04	All	Show Time!!
Exercise Script Finalized	28-Apr-04	TM	Updated to include current events
Executive Training	1-Apr-04	SO	FEB/CWG Mini Table Top Exercise
Exercise Handbook Distributed	1-Apr-04	TM	Includes Rules of Play
Logistics Plan Finished	1-Apr-04	SS	Details for phones, computers, power, food
Participant List Final	1-Apr-04	JD	200 Max Players
Train the Trainer CWG	1-Apr-04	SO	FEB/CWG Mini Table Top Exercise
Agency Specific Action Items Due	1-Mar-04	TM	Collect Agency provided Action Items
Approval of FEB PR Policy	Mar-04	DCM	
Document White Cell Role	Mar-04	TM	
Executive Training	1-Mar-04	SS	Sample Action Item & Discussion
Final Exercise Administration Plan	Mar-04	TM/SO	Details of how the game will be played
Final Exercise Delivery Plan	Mar-04	SO/TM	How the exercise will be communicated to the players. Include technological and procedural details.
Train the Trainer CWG	1-Mar-04	JD	Phase II Migration Plan, Alternate Facility, Vital Records
Communications Test	1-Feb-04	JD	Cascade Call
COOP Development and Review	1-Feb-04	JD	Guide the Agencies toward having real plans
Draft Exercise Administration Plan	Feb-04	TM/SO	Details of how the game will be played
Draft Exercise Delivery Plan	Feb-04	SO/TM	How the exercise will be communicated to the players. Include technological and procedural details.
Draft FEB Public Relations Policy	Feb-04	DCM	
Executive Training	1-Feb-04	SS	Sample Action Item & Discussion
Task Ecs with providing Agency specific Action Items	1-Feb-04	TM	Provide guidance via an submission form
Train the Trainer CWG	1-Feb-04	JD	SERT deliberations, Activation, Cascade Plan, Accountability, Message dicipline, Phase 1, 2 & Non Emergency and Succession Planning
Train the Trainer CWG	29-Jan-04	JD	COOP Development and Review
Distribute Exercise Study Guide	6-Jan-04	TM	Homework assignment for players
Finalize Exercise Objectives	6-Jan-04	TM	
Finalize Rules of the Game	6-Jan-04	TM	Gain EM approval of the rules
Draft Exercise Objectives	5-Jan-04	TM	Use previous examples as a guide
Draft Rules of the Game	5-Jan-04	TM	
Executive Training (FEB Drops)	21-Jan-04	SS	Sample Action Item & Discussion
FEB Briefing	21-Jan-04	JD	Overview of the Exercise/Backout Calendar

Questions and Follow-up?

- Cindy Hillman - Executive Director
Federal Executive Board,
Kansas City
816.823.5100

- GSA Region 6 web site:

- Checklists:

<http://r6.gsa.gov/coop>



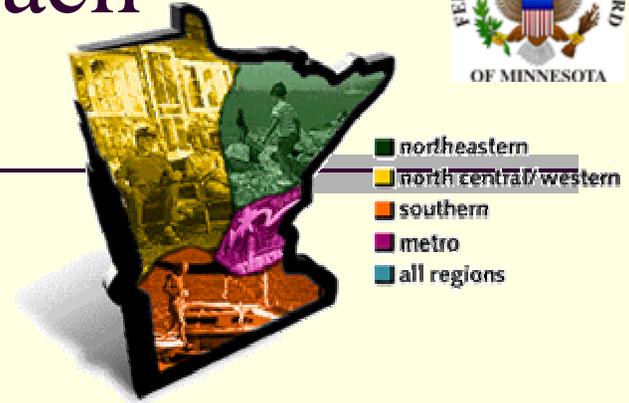
Intergovernmental Approach A Minnesota Perspective

- **Ray Morris**
Executive Director

Minnesota
Federal Executive Board



Intergovernmental Approach A Minnesota Perspective



- Background and MN Ethic
- FEB Readiness Council – Terrorism Drills



- Large Scale Federal / State Collaborations began in 1997 for Y2K



- FEB Federal Emergency Preparedness Council – January 2001

- September 11, 2001



Intergovernmental Approach A Minnesota Perspective



- northeastern
- north central/western
- southern
- metro
- all regions

- State Partnerships - Minnesota Division of Homeland Security and Emergency Management

- State / Local organizations

- AMEM – Assoc of MN Emerg. Managers
 - FEB MN is Board member Federal Liaison
- MEMA – Metropolitan Emergency Managers Association (7 County Metro Area - 3,000,000 people)
- Bioterrorism Task Force, later grew into Metropolitan Medical Response System (national leader)



Intergovernmental Approach A Minnesota Perspective



- northeastern
- north central/western
- southern
- metro
- all regions

State / Local organizations

- Other MN State Departments
 - Health, DOT
- FBI Infraguard
 - Key Infrastructure Businesses
- Not For Profit Organizations
 - American Red Cross
 - Chapter Disaster Services
 - North Central Blood Service (Region)
 - VOAD
 - Voluntary Organizations Active in Disasters – over 40 organizations
 - American Relay League, Salvation and other religious and secular volunteer driven groups

Intergovernmental Approach A Minnesota Perspective



- northeastern
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■ Training

■ Quarterly Homeland Security Briefings

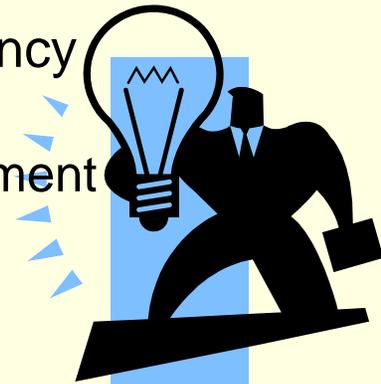
- Many different topics (National Stockpile, FBI Update, Civil Support Teams, Mail Handling, Infraguard, Airline Safety, etc.)
- Open to Federal, State and Local governments and key infrastructure businesses (power, telecommunications, etc.)



■ Meetings

■ U.S. Department of Homeland Security Field Agency Quarterly Meetings

- Confidential discussion of DHS agency development
 - Started in March 2003



Intergovernmental Approach A Minnesota Perspective



- northeastern
- north central/western
- southern
- metro
- all regions

■ Information Sharing

- FEB Daily sends the DHS Open Source Daily Report
- Send Confidential LEO notices when needed

■ Most important and vital business done

- Person to Person contact with key agency personnel
- Too late to meet these people during the disaster/attack
- It's All About Politics and Building Relationships and as Tim O'Neal's famous quote related
 - "All Politics Is Local"



Intergovernmental Approach A Minnesota Perspective



- northeastern
- north central/western
- southern
- metro
- all regions

- Exercises
 - Tabletop Participation
- Steadfast Response 2004
 - 18 August 2004
 - Over 65 participating agencies
 - Federal
 - State
 - Local Government
- Lessons Learned



Intergovernmental Approach A Minnesota Perspective



- northeastern
- north central/western
- southern
- metro
- all regions

- Questions?
- Thank You

Homeland Security Information Network Critical Infrastructure (HSIN-CI)

- **Gladean Butler, Executive Director
Dallas-Fort Worth
Federal Executive Board**
- **Emergency Communications /
Information Sharing Network Pilot
Project**



***“FEB’s Foster Communication &
Collaboration”***

Homeland Security Information Network Critical Infrastructure (HSIN-CI)

- **Gladean Butler, Executive Director
Dallas-Fort Worth Federal Executive Board**
- **Emergency Communications / Information
Sharing Network Pilot Project**

“FEB’s Foster Communication & Collaboration”



+



= **SUCCESS!**

Homeland Security Information Network Critical Infrastructure (HSIN-CI)

■ What is HSIN-CI?

An Unclassified Network which immediately provides the DHS Homeland Security Operations Center with one-stop 24/7 access to a broad spectrum of industries, agencies and critical infrastructure across both public and private sectors.

- A conduit for two-way information sharing
- Delivers real-time access to needed information.
- Significantly increases DHS exchange of unclassified information to critical infrastructure owners and operators and the private sector.

Homeland Security Information Network Critical Infrastructure (HSIN-CI)

■ Dissemination of Information / Intelligence

- Alert/Notification & Dissemination capability for use by local, regional (IAPs) & DHS, FBI & TTIC.
- Urgent information is distributed via:
 - 6K outbound voice calls per minute with incident specific message.
 - 3K fax transmissions per minute.
 - 30K simultaneous inbound call capability with public and secure access options, revised as incident develops.
 - E-Mail to text enabled phones, pagers, mobile devices.
 - E-mail to (LE) participants with link to SBU networks, JRIES, LEO to obtain full SBU/LES text.

Homeland Security Information Network Critical Infrastructure (HSIN-CI)

■ FEB Partners

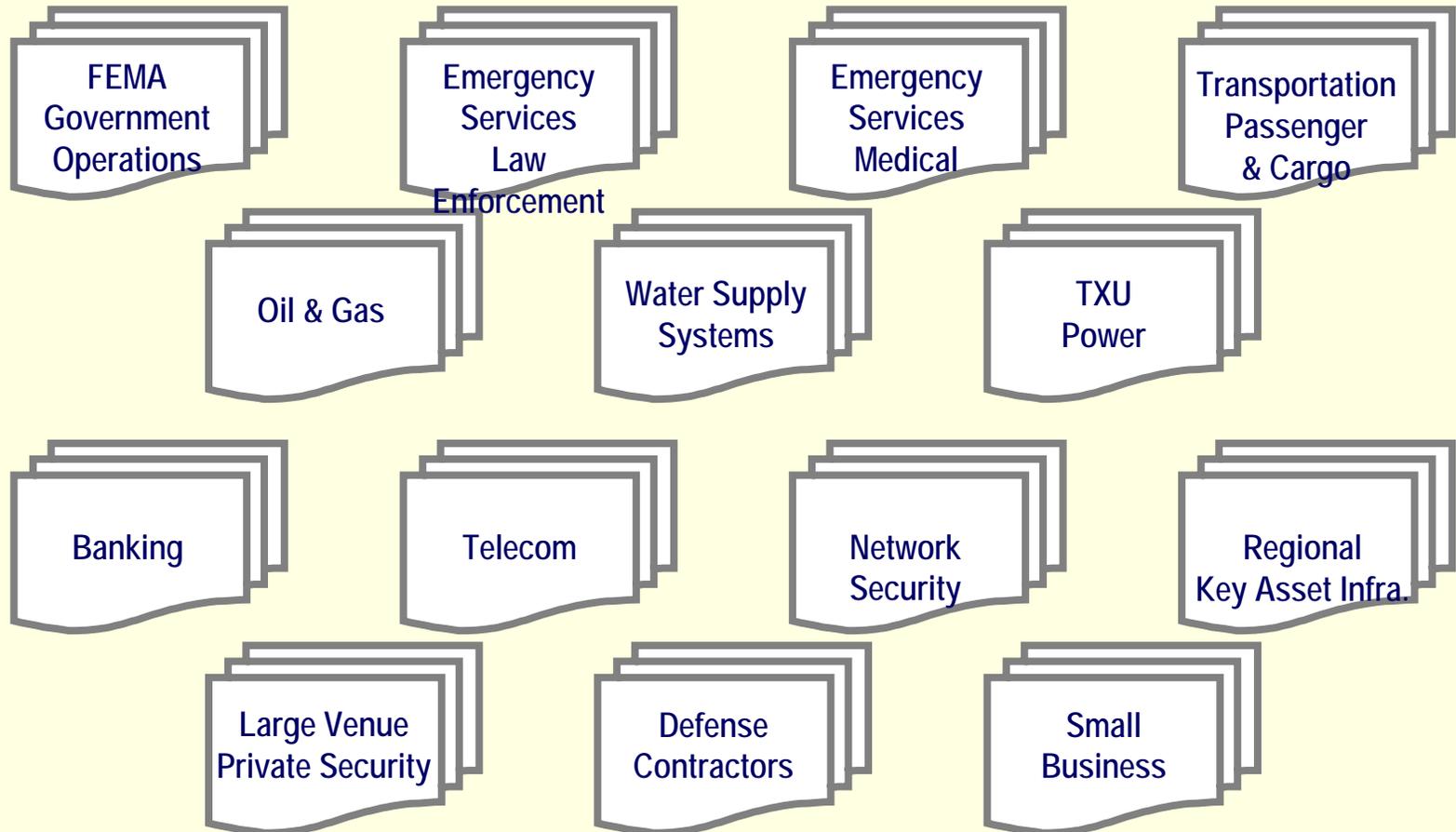
- DHS – Consequence Management
- FBI – Crisis Management

In coordination with national pilot program management, both DHS & FBI have been invited to provide coordinators for each site; responsibilities:

- Identify, recruit & coordinate local & regional domain experts into a governing body;
- Identify, recruit, and liaison with the various infrastructure sectors, these public & private sector contacts are DHS INFO customers;
- To work as a team in administrating all local/regional pilot operations.

Homeland Security Information Network Critical Infrastructure (HSIN-CI)

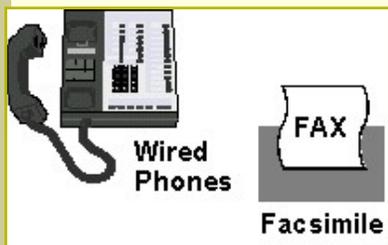
IAP is Local Participation = Community Equity



Board Seats of Governance

Homeland Security Information Network Critical Infrastructure (HSIN-CI)

■ HSIN-CI Notification Infrastructure

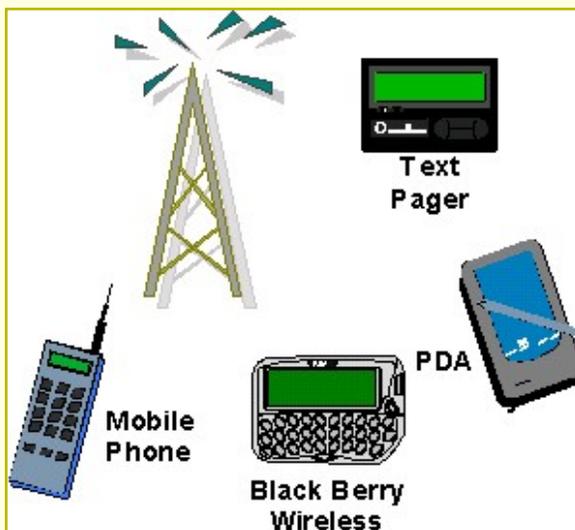


Real-Time Database

Participant Database includes:

- 24-7 Point of Contacts
- Individuals w/areas of responsibility
- Public Agencies
- Private Organizations
- Assets w/locations and availability

This block features a blue cylindrical icon labeled 'Real-Time Database' on the left. To its right is a list of five bullet points under the heading 'Participant Database includes:'.

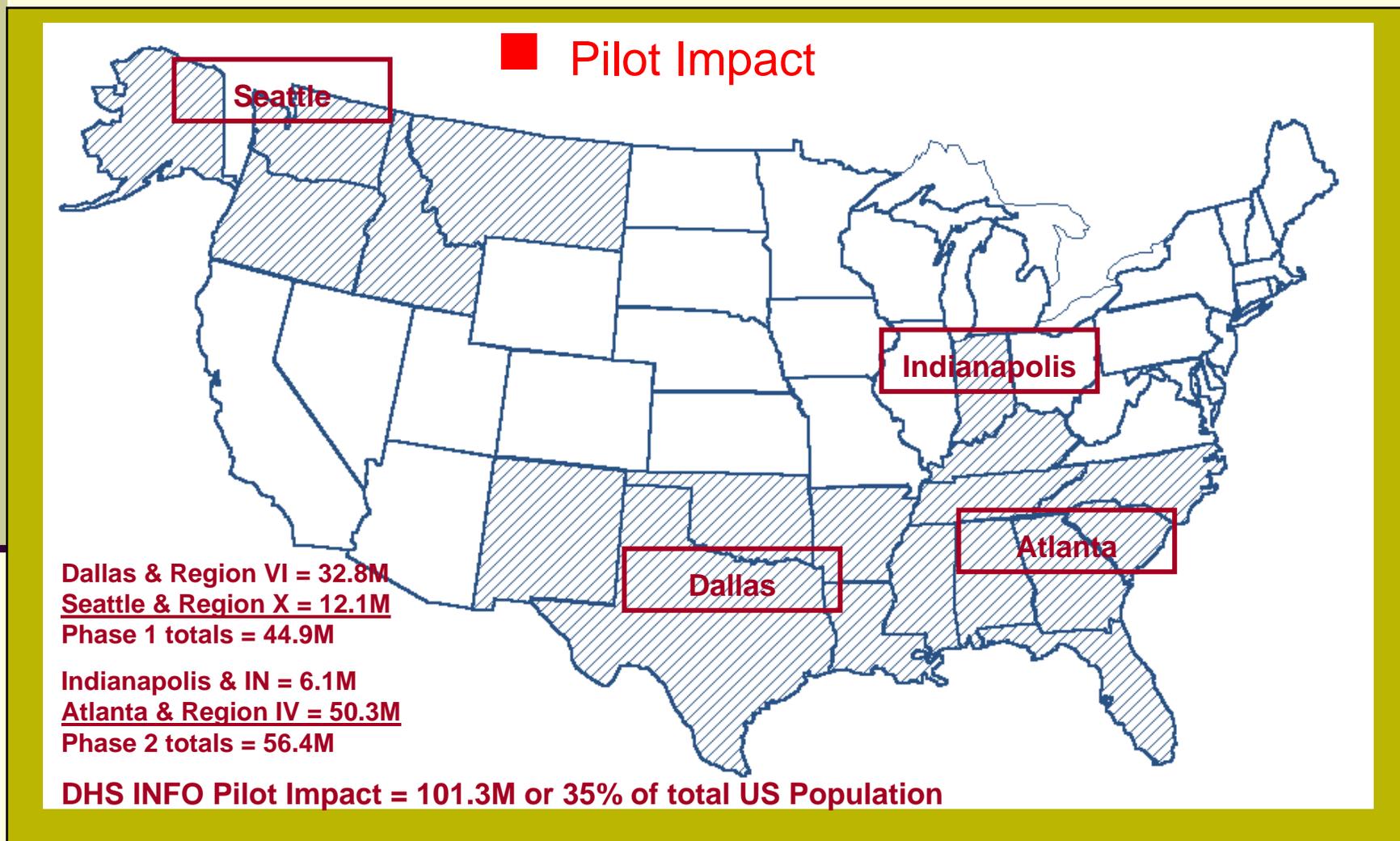


Homeland Security Information Network Critical Infrastructure (HSIN-CI)

■ Program Pilot Goals

- Integrate people, processes and technology to facilitate up & down stream Information Sharing, Alert & Notification
 - Cross agency (federal, state, local, tribal);
 - Cross sector (public & private);
 - Cross discipline (law enforcement, first responders, medical and military).
- Create an electronic conduit for information and intelligence gathering and dissemination.
- Create - 24/7 Electronic Repository of key contacts for local, regional and national use.

Homeland Security Information Network Critical Infrastructure (HSIN-CI)



Homeland Security Information Network Critical Infrastructure (HSIN-CI)

■ **Specific Objectives**

- Test the feasibility and effectiveness of a federally sponsored system that is locally administered in an environment to include:
 - Cross agency, cross sector, cross discipline,
 - All hazards
 - Information sharing and alert/notification.
- Test the applicability of a system that will serve in both daily and crisis-use mode.
- Test the effectiveness of the pilot sites for national dissemination and collection of threat information.

Homeland Security Information Network Critical Infrastructure (HSIN-CI)

■ The Big Picture



- Unclassified Cross-Sector Audience
- Local Governance (IAPs)
 - Identify and recruit domain experts
 - Vetted Audience
- Information Dissemination
 - Targeted by Infrastructure, Location, etc.
 - 24/7 POC via voice, fax, e-mail, text msg
- Intelligence Collection
 - Unique partnership with FBIHQ Tips
 - Real-time Intel Sharing with HSOC
- Interoperability with JRIES
 - Always-on 24/7 POC database of vetted Cross sector members

Proposed



SouthWest Emergency Response Network

A Homeland Security Information Network — Critical Infrastructure Pilot

THREAT ADVISORY
ELEVATED ■■■■■
Significant Risk of Terrorist Attacks.

LOCAL KNOWLEDGE = REGIONAL STRENGTH = NATIONAL SECURITY ★ Home • About Us • Sign In

- Citizen Action
- Critical Infrastructure
- Emergency Management
- Fire & Emerg. Medical Serv.
- Government Operations
- Law Enforcement
- Private Sector
- Public Health



What should you report?

Enroll in HSIN-CI

GOVERNMENT OPERATIONS

Sub Program Groups

- ▶ Federal Exec Board
- ▶ Dallas - Fort Worth
- ▶ Albuquerque - Santa Fe
- ▶ Houston
- ▶ New Orleans
- ▶ Oklahoma City

About the Federal Executive Board:

Composition: Similar to the President's Cabinet in our Nation's Capital, Federal Executive Board (FEB) membership becomes automatic and mandatory by virtue of the incumbent being the senior agency official within the FEB's geographic boundaries. The Dallas-Fort Worth "Cabinet" consists of the highest ranking Federal leaders of approximately 80 Federal agencies located in the North Central Texas area.

The FEB supports and promotes national initiatives of the President and the Administration and responds to local needs of Federal departments and agencies represented in the local community. The Board serves as a vital connection to intergovernmental coordination identifying common ground and building cooperative relationships. FEBs have a long history of establishing and maintaining valuable communication links and have been providing a balanced perspective for more than 40 years.

Today, the Boards are even more relevant than at any other time in history. As the local Federal ambassador, the FEB identifies opportunities for partnerships with intergovernmental and community organizations. Interagency collaboration is no longer just a wise choice; it has become necessary as a matter of survival. We no longer have the luxury of deciding if we want to work together, but we must determine how we will accomplish our common goals.

- Home Page
- Privacy Policy
- Contact Us
- Terms of Use
- Accessibility

Homeland Security Information Network Critical Infrastructure (HSIN-CI)

Federal Executive Boards serve as a vital connection to intergovernmental coordination and communication!

■ **Questions ? ?**

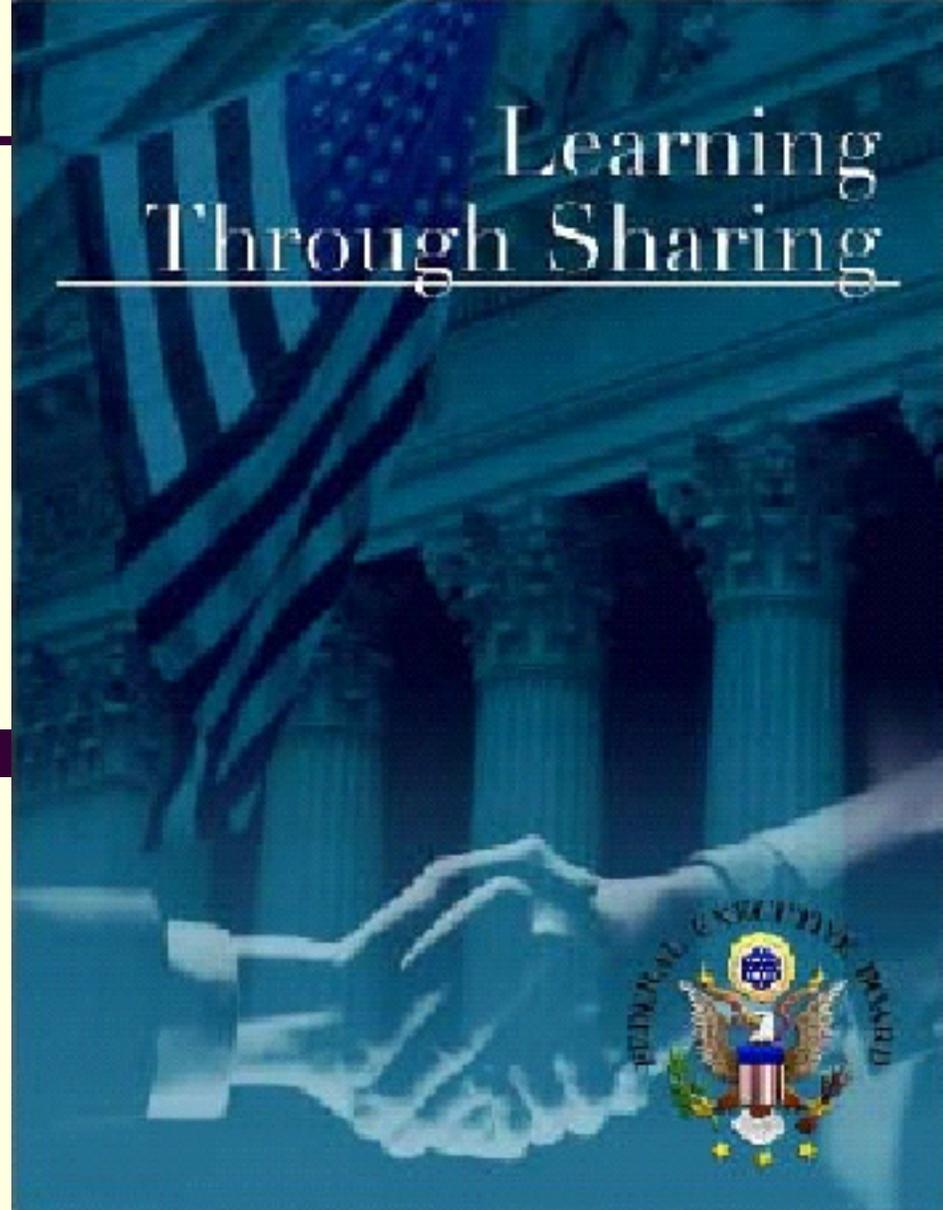
Lessons Learned in the last Decade

- **LeAnn Jenkins, Executive Director
Oklahoma Federal Executive Board**
- **Addressing needs of Federal
agencies and the community**



Learning
Through Sharing

Leadership in the **X**-treme



The face of the FEB



“FEBs are generally responsible for improving coordination among federal activities and programs in...areas outside of Washington, D.C...FEBs support and promote national initiatives...and respond to the local needs of federal agencies and the community.”

GAO-04-384

“Response” has many faces



**A.P. Murrah
Building
April, 1995**

FEB Activities-Immediate

- Relocated FEB office.
- Worked with Local Law Enforcement to ID federal agencies in the building.
- Establish fund through appropriate organization to assist.
- Contacted federal agency heads over next few days.
 - Need space?
 - Relocated?
 - Agency/Employee needs?



FEB Activities-Ongoing

- Communicate information to agency leaders (at their new location) regarding available resources for:
 - The organization,
 - Managers
 - Employees,
 - Affected families, and
 - Follow-on communication for years on various topics such as Tax Law changes.



FEB Activities-Still Ongoing

- Gathered information from agency leaders regarding numerous topics for:
 - Office of the Vice President
 - Office of Personnel Management
 - Office of Workers Compensation
 - Charitable organizations
- Maintain relationships with State and Local Government to assist in preparedness issues.

“Response” has even more faces



May 3, 1999. Sixty-six separate tornadoes strike Oklahoma.



FEB Activities-Immediate

- Communicate with agencies in Oklahoma to determine if facilities were damaged to the point of needing relocation.
- Gathered information from agencies regarding employees who had lost homes and needed assistance.
- Responded to calls from OPM and various HQ agencies.
- Coordinated assistance of federal resources employees/equipment to assist devastated communities.



Lessons Learned

- How do you conduct the work of your agency if “the office” no longer exists?
- Identify and develop back-up systems for mission-critical materials





Lessons Learned



- Know your key collaborators for planning, response and communication purposes
- Understand and correctly apply little-known legislation and other tools that benefit victims
- Understand the role of EAP in helping employees cope in the aftermath of large-scale disasters and expected duration.
- What can the FEB Office do for you?



Lessons Learned

- Anticipate the needs of employees.
- Anticipate the needs of supervisors and managers.
- Anticipate the needs of your client population.
- Anticipate reporting requirements to HQ & leverage for resources.



Questions



Note:

Instill an awareness that *Everyone* is
Responsible for Emergency
Preparedness and Response!

Recent Lessons Learned

- **Kim Ainsworth, Executive Director**
Greater Boston Federal Executive Board
- **Democratic National Convention / National Special Security Event**
July 26-29, 2004
BOSTON, MA



**Democratic
National Convention /
National Special Security
Event**

July 26-29, 2004

BOSTON, MA

- **DNC Awarded to Boston:
11/13/02**
- **NSSE Designation:
5/27/03**
- **Steering Committee Convenes:
6/20/03**

U.S. Department of Homeland Security

Office of the Secretary

May 27, 2003

The Honorable Mitt Romney
Governor of Massachusetts
Boston, MA 02133

Dear Governor Romney:

This responds to your letter to me dated February 6, 2003 requesting that the 2004 Democratic National Convention be designated as a National Special Security Event (NSSE). Based on a review of your request, the Certification Questionnaire, and the justifications presented, this letter is to advise that your request has been approved and that the Convention will be designated as an NSSE.

I would like to commend you, your staff and the event planners in the City for Boston for the detailed security plan you have all been working on so diligently.

Sincerely,



Tom Ridge

cc:

The Honorable John Ashcroft
Attorney General

The Honorable Thomas Menino
Mayor of Boston

Washington, D. C. 20528

Fleet Center Security Zone

Within 3 mile radius:

18,000 Federal employees

Five Federal Buildings

Boston National Historical Park

John F. Kennedy Library

North and South Stations

(Major hubs for all commuters)







Greater Boston Federal Executive Board



GOALS

- To partner with law enforcement and public safety officials for the security planning and implementation representing the Federal community at large
- To tackle Federal workforce planning issues in this new era
 - To work with local agencies to balance the safety and security of Federal employees with continuity of operations

•COMMUNICATION!

To ensure that the 150 Federal agencies (46,000 plus Federal employees) receive up-to-date, consistent and accurate information at all stages



NATIONAL ISSUES AND CHALLENGES

- Lack of local OPM presence & “authority” of GBFEB
 - Precedent-setting
- Nationally, we are moving away from “Meadowlands” Concept

LOCAL / EVENT ISSUES AND CHALLENGES

- Uniqueness of Boston
 - Major commuting and other disruptions
- Large number of special events throughout the City
 - Potential for widespread civil unrest
- Fear of the unknown