# Continuity of Operations Plan (COOP)



# Valencia County Government

March 2020

Valencia County Office of Emergency Management 444 Luna Avenue Los Lunas, New Mexico 87031 THIS PAGE INTENTIONALLY LEFT BLANK

#### **VALENCIA COUNTY**

# BOARD OF COUNTY COMMISSIONERS RESOLUTION № 2020-23

#### ADOPTION OF A VALENCIA COUNTY GOVERNMENT CONTINUITY OF OPERATIONS PLAN

WHEREAS, the Board of County Commissioners met in a regularly scheduled meeting on Wednesday, March 16, 2020 at 05:00 p.m. in the Valencia County Administration Building 444 Luna Avenue, Los Lunas, New Mexico 87031; and,

WHEREAS, pursuant to NMSA 1978, Section 4-38-1 (1884), the powers of a county as a body politic and corporate shall be exercised by a board of county commissioners; and,

WHEREAS, the Valencia County Board of County Commissioners recognize the need to protect against, prepare for, mitigate against, respond to and recover from any natural or humanmade disaster; and,

WHEREAS, Valencia County has established an Office of Emergency Management through the Valencia County Fire Department and has hired an Emergency Manager.

NOW, THEREFORE BE IT RESOLVED by the Valencia County Board of County Commissioners that this Continuity of Operations Plan (COOP) is officially adopted.

IT IS FURTHER RESOLVED AND ORDERED that the Emergency Manager, or his/her designee, is tasked and authorized to maintain and revise, as necessary, this document until such time as it is ordered to come before this Board.

APPROVED, ADOPTED, AND PASSED on this 18th day of March 2020.

BOARD OF COUNTY COMMISSIONERS

Jhonathan Aragon
Chair, District V

Tom Mraz
Commissioner, District IV

David A. Hyder
Commissioner, District III

Manne

arabajal, County Clerk

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#### EXECUTIVE SUMMARY

The Valencia County Continuity of Operations Plan (COOP) provides instruction and guidance to Valencia County employees, enabling essential County functions to continue when there is a catastrophic emergency that severely impacts the County's ability to operate as usual. County department heads and elected officials have developed actions and processes to ensure all public services legal in the requirement, mandated by act or regulation, and/or affecting safety and health will continue under the worst of environmental, economic and technological conditions. The Valencia County Continuity of Operations Plan represents our commitment to serve the fine citizens of Valencia County in the worst and best of times. The Valencia County Board of County Commissioners asks each County employee to familiarize themselves with actions that must be taken to continue County operations during a disaster and to continue to provide a full spectrum of public services to all who live within Valencia County.

#### **PURPOSE**

The purpose of this plan is to prepare Valencia County employees to respond to disasters or a major emergency while continuing to provide essential day-to-day services. COOP planning helps assure the capability exists to continue essential services across a wide range of potential emergencies. The objectives of this plan are to:

- 1. Ensure the continuous performance of a department's essential services during a disaster or major emergency within two hours of notification.
- 2. Protect County critical infrastructure before, during, and after a disaster or major emergency occurs.
- 3. Work to reduce or mitigate any disruptions to essential operations that have occurred due to a disaster or major emergency as soon as possible.
- 4. Achieve a timely and orderly recovery from a disaster or major emergency to be able to resume all services to our customers as soon as we can.

#### **SCOPE**

This plan applies to all departments within Valencia County Government.

#### ASSUMPTIONS

- Most of all departments will be required to move to another location to continue operations.
- Current resources will not be immediately available at the new location.
- Email and telephone communications will likely be disrupted. Cellular communications may also be affected by the disaster or major emergency.
- Roads, bridges, and other transportation infrastructure damage may limit normal transportation, including the ability of employees to report to work in a timely manner.
- The County Commission Chair, the County Manager, or their designee will be the only authorized personnel to declare an emergency during a disaster or major emergency.
- Emergency Management staff will assist all affected jurisdictions as required by the incident, and they will activate the EOC to coordinate outside resources and assistance if needed.
- Internet service and network access will be available, possibly very limited, at the alternate site.
- Many of the scenarios that will require activation of the County COOP will cause extensive damage to more than just County facilities, and emergency responders will be reporting to a multitude of issues throughout the County.

#### **ESSENTIAL SERVICES**

The following is a list of the Valencia County essential services, by department, to be performed during a COOP incident. Essential services are considered any service a department is required to perform by law, agreement, or contract and cannot be delayed due to a disaster or major emergency.

#### **Animal Control**

This department will require that all employees report for duty, along with as many volunteers as possible, to assist with domestic animal issues that will be occurring during a disaster or major emergency. If needed, a temporary shelter can be erected to help with the influx of animals that will most likely occur during this type of event.

#### Assessor

This department will require two employees to report for duty in order to carry out essential services. The Valencia County Assessor's Office is required to provide parcel record access and will support other County departments, as needed. All other employees will be directed to remain at home until told to report to work.

# **Board of County Commissioners**

The Valencia County Commission Chair, the County Manager, or their designee is responsible for declaring a disaster if needed. Additionally, they will notify the Director of Emergency Management and will provide overall guidance to the Emergency Operations Center (EOC) during the incident.

#### Clerk

This department will require two employees to report for duty in order to carry out essential services. All other employees will be directed to remain at home until told to report to work.

# Community Development

#### **Code Enforcement**

This department will require all employees to report for duty to assist with damage assessments and situational reports back to the EOC in regards to road closures due to damage or debris.

# **Planning and Zoning**

The Valencia County Planning and Zoning personnel are not required to provide essential services during a disaster. They will support other County departments, as needed.

# **Older Americans Program**

The Valencia County Senior Center personnel may be required to provide essential services during a disaster, especially if a shelter activation is needed. They will support other County departments, as needed.

# **Rural Addressing**

The Valencia County Rural Addressing personnel are not required to provide essential services during a disaster. They will support other County departments, as needed.

#### **Detention Center**

This department will require all employees to report to duty in accordance with their set schedules and can request additional support as needed. The Valencia County Detention Center is responsible for ensuring continued operations of their facility and the transport of inmates to other facilities if needed.

#### **Emergency Management**

This department will require all employees to report to duty as soon as possible after the notification of the event. The Emergency Manager will activate the EOC, as necessary. During the event, they are also responsible for making sure information is being disseminated appropriately. EOC staff will also assist in the allocations of resources to the incident location(s), as requested by the Incident Commander.

#### **Finance**

This department will require the Director (see Manager's Office) and employees, as needed, to report for duty as soon as possible after the notification of the event to carry out essential services.

# Fire Department

This department will require all employees to report to duty in accordance with their set schedules and can request additional support as needed. Life Safety is the top priority, and the Valencia County Fire Department will continue to provide Fire and EMS services. Available personnel will assist with damage assessments and structural inspections of critical County infrastructure.

# **Human Resources (HR)**

This department will require the Director (see Manager's Office) and employees, as needed, to report for duty as soon as possible after the notification of the event to carry out essential services.

# Information and Technology (IT)

This department will require all employees to report to duty as soon as possible after the notification of the event. The Valencia County IT Department will help to ensure that all essential functions can be performed at the alternate facility and will begin recovery operations to restore essential functions for each department's primary location.

# **Managers Office**

The Valencia County Manager's Office is responsible for policy administration and will assist the EOC with resource management, requests, and allocation. In order to carry out these essential functions, the County Manager, the HR Director, the Finance Director, and the Purchasing Agent will be required to report to duty as soon as possible after the notification of the event.

#### **Public Works**

#### **Building Maintenance**

This department will require all employees to report to duty as soon as possible after the notification of the event. The Valencia County Building Maintenance Department manager will be responsible for coordinating the inspection of all County facilities and will utilize Code Enforcement and Fire Department personnel to assist them. The Building Maintenance Department is also responsible for moving equipment and furniture for offices to relocate during an event, as needed.

#### **Environmental**

The Valencia County Environmental Department personnel are not required to provide essential services during a disaster. They will support other County departments, as needed.

#### **Fleet**

This department will require two employees to report for duty in order to carry out essential services. All other employees will be directed to remain at home until told to report to work.

#### Roads

This department will require all employees to report to duty as soon as possible after the notification of the event. The Valencia County Roads Department will be responsible for coordinating debris removal, assisting with the development of a preliminary damage assessment, and all heavy equipment work related to the disaster and the initiation of road repair during a disaster or major emergency.

#### **Solid Waste**

This department will require all employees to respond as needed to assist with debris removal and transportation of debris.

#### Purchasing

This department will require the Director (see Manager's Office) and employees, as needed, to report for duty as soon as possible after the notification of the event to carry out essential services.

# Sheriff's Office

This office will require all employees to report to duty in accordance with their set schedules and can request additional support as needed, continuing patrol duties will remain the top priority. The Valencia County Sheriff's Office will also support the detention facility with transporting inmates to other correctional facilities, as needed. In accordance with legal requirements, the Sheriff's Office will also need to continue its civil and records services (serving court orders, warrants, etc.).

#### **Treasurer**

This department will require two employees to report for duty in order to carry out essential services. The Valencia County Treasurer's Office will provide authorizations allowing access to all funds needed during a disaster as well as the continuation of receipting of county funds and revenue.

#### **CONCEPT OF OPERATIONS**

This Continuity of Operations Plan (COOP) will be activated upon notification of a disaster in the county that severely impacts the County's ability to continue normal operations, generally at Level 2 or Level 3 of the Emergency Operation Center activation guide (see Appendix A). The Director of Emergency Management will activate the Emergency Operation Center (EOC), which will serve as the central operation point for emergency response. Once the COOP and EOC are activated, the Director of Emergency Management will recommend the formation and assignment of individuals to an Incident Management Team, including Incident Commander, to the County Manager and Commission Chair.

Employees recommended for Incident Commander and/or the Incident Management Team assignments will have the appropriate training and knowledge of the National Incident Management System (NIMS) and the Incident Command System (ICS). Other factors, including availability, will be considered. Each member of the Incident Management Team will be relieved of normal duties and will focus entirely on meeting the incident objectives.

The Commissioner Chair will delegate authority to the Incident Commander to manage the COOP incident. The initial objectives of the Incident Commander and the Incident Management Team during a COOP event are threefold:

- 1) Ensure that the life safety of all County employees, their families, and their citizens are addressed.
- 2) Move County operations to an alternate facility as soon as it is possible to be able to continue essential service operations within the County.
- 3) Recover and restore normal County operations as quickly as possible to bring employees back to work and continue essential daily services for the citizens of Valencia County.

#### Leadership

The Board of County Commissioners will continue to lead Valencia County.

The order of succession will remain the same throughout the duration of the incident.

The Incident Commander will lead the COOP, with overall guidance from the Valencia Board of County Commissioners.

# Delegations of Authority from Department Heads/Elected Officials

Department Directors/Elected Officials must assure continuity of leadership and operation if they are not available during a COOP emergency by naming at least two successors if their department can accommodate. These successors should be aware of their emergency responsibilities and receive appropriate training, as deemed necessary by individual departments.

# County Order of Succession for a COOP Event

County authority will be succeeded in the following order:

- Commission Chair
- Commission Vice-Chair
- County Manager
- Human Resources Director

# **Department Order of Succession**

#### **Animal Control**

Director → Chief Animal Control Officer → Shelter Supervisor

#### Assessor

Assessor → Deputy Assessor → Office Manager → Chief Appraiser

#### **Board of County Commissioners**

Chair → Vice-Chair → Commissioner

#### Clerk

County Clerk → Chief Deputy Clerk → Bureau of Elections Administrator

#### **Community Development**

Director → Planner → Community Development Administrative Assistant

#### **Detention Center**

Warden → Deputy Warden → Major

#### **Emergency Management**

Director → Fire Chief

#### **Finance**

Director → Procurement → Accountant

#### Fire Department

Chief → Deputy Chief → Assistant EMS Chief

#### **Grants Management**

Director

#### **Human Resources (HR)**

Director → HR Administrator

# **Information and Technology (IT)**

Director → IT Specialist III → IT Specialist II

# Manager's Office

Manager → HR Director → County Commission Chair

#### **Public Works**

Director → Roads Foreman → Building Manager

# **Purchasing**

Purchasing Agent → Assistant Purchasing Agent

#### **Sheriff's Office**

Sheriff  $\rightarrow$  Undersheriff  $\rightarrow$  Chief Deputy

#### **Treasurer**

Treasurer → Deputy Treasurer → Bookkeeper Administrator

# Alert, Notification, and Implementation Process

Valencia County Emergency Management Office has created a list of Department Heads/Elected Officials in the AlertSense Alert, which can be used in an emergency to notify all departments should there be an event requiring rapid, mass notification. Department Heads/Elected Officials are responsible for notifying their own staff.

AlertSense is a web-based notification system that enables users to make time-sensitive announcements in a rapid and reliable manner and is maintained by the Office of Emergency Management. The system utilizes telephone lines to make calls with text messages converted to speech. Calls can be generated based upon geographically selected areas, with phone numbers manually entered or pre-loaded phone lists. AlertSense can deliver messages in a variety of formats, including voice call through home phone, a cell phone, or both; by SMS/Text message; and by E-mail. The system also has the capability to track calls showing whether calls were successful or not.

# **Public Information Officer**

Initially, the County Manager will act as the Public Information Officer (PIO), and other staff, as designated, may be called upon to disseminate information regarding County operations and to keep citizens informed. All messages that are disseminated will be approved by the Incident Commander before they are released.

All Emergency Public Information will supplement on-scene activities. If multiple media outlets are seeking information, the Office of Emergency Management may establish a media briefing center at the Emergency Operation Center (EOC) or a Joint Information Center (JIC) depending on the nature of the hazard and the size and characteristics of the emergency or disaster.

# **Alternate Facility Operations**

The primary alternate site is at the Los Lunas Transportation Center. This location provides enough space for Valencia County to set up temporary office space and conduct essential services until normal operations can be resumed. The building has a maximum capacity of 100 people.

If the Los Lunas Transportation Center is unavailable, other alternate facilities include, but are not limited to, school gymnasiums or auditoriums, fire departments, and other buildings where there is enough room for some or all of the County departments to relocate and operate. During a COOP emergency, it may be required that Valencia County offices relocate outside of the immediate area in order to find a building that will accommodate the needs, and that has not been damaged. Any facility that is chosen must have working restrooms, power (hard-line and generator), and running water.

# Vital Files, Records, and Databases

All departments should identify essential records and take actions to protect those records prior to a disaster or emergency operation. Entities must mitigate potential losses by protecting records against fire, earthquake, flood, and terrorist actions on a day-to-day basis. Off-site storage of electronic data has been completed by the Information and Technology Department. Storage and retrieval of essential hardcopy records is the responsibility of the individual department.

Departments should consider preparing a grab-and-go kit. These kits should include everything a department will need to conduct business until connectivity can be restored. The kit should be stored in a location where it can be retrieved in an emergency by any of the department staff. It is recommended not to store the kit in the office since, during a COOP event, access to the kit may be limited. See Appendix C for a recommended list of items.

#### Reconstitution

Departments will begin to return to normal activity as soon as their building is usable. After all departments have moved into their home office space, Valencia County will begin to resume all normal operations. Staff will return to normal schedules as their department resumes normal operations.

#### **TEST, TRAINING, AND EXERCISES**

Emergency Management will take the lead in facilitating training and exercises related to the COOP. All departments and outside agencies who would be involved in a COOP response will be notified when training and exercises will be conducted, and all departments are required to participate.

#### **COOP PLAN MAINTENANCE**

This plan will be reviewed and updated as needed by the Valencia County Office of Emergency Management.

#### **AUTHORITIES AND REFERENCES**

#### Federal

- 1. The National Security Act of 1947 (50 U.S.C. § 404), July 26, 1947.
- 2. Homeland Security Act of 2002 (6 U.S.C § 101 et seq.), November 25, 2002.
- 3. Executive Order 12472, Assignment of National Security and Emergency Preparedness Telecommunications Functions, April 3, 1984, as amended.
- 4. Executive Order 12656, Assignment of Emergency Preparedness Responsibilities, November 18, 1988, as amended.
- 5. National Security and Homeland Security Presidential Directive (NSHPD) 51/NSHPD 20.
- 6. Presidential Decision Directive 67, Ensuring Constitutional Government and Continuity of Government Operations, October 1998.
- 7. Federal Continuity Directive 1, Federal Executive Branch National Continuity Program and Requirements, February 2008.

#### State

- 1. State Civil Emergency Preparedness Act, Chapter 12-10-1, NMSA 1978
- 2. Emergency Management Act, Chapter 74-4E-1, NMSA 1978.
- 3. The Disaster Relief Act, Chapter 6-7-1, NMSA 1978

# **APPENDIX A: Emergency Operation Center Activation Levels**

The level of EOC Activation will be determined by the Director of Emergency Management or their designee. There are four levels of EOC activation for the Valencia County EOC.

#### **Level 4: Day to Day Operations:**

Conditions pose no threat to life, property, or the environment.

#### **Level 3: Stand-By / Monitor:**

Activations at this level are typical responses to watches, warnings, and other disaster incidents that do not merit a higher level of activation. Conditions pose a potential threat to life, property, or the environment. Emergency Management members from the appropriate jurisdictions and EOC staff will be contacted, advising that the EOC level of activation has been raised to level 3, and briefed on the current status of the incident. Only key EOC personnel will be activated.

#### **Level 2: Limited Operational or Partial:**

This level represents enhanced activation of the EOC when conditions pose a significant threat to life, property, or the environment, or minor damage is imminent or occurring. Extended working hours, including 24/7, are possible. Supplemental funds may be required. Disaster declaration may be declared. Standard local resources are engaged, and mutual aid, state, or federal agencies are contacted and advised that their assistance may be required. Emergency Management members from the appropriate jurisdictions and EOC staff will be contacted, advising that the EOC level of activation has been raised to level 2, and briefed on the current status of the incident. Key EOC personnel and personnel from responding agencies will be activated.

#### **Level 1: Full Operational:**

This level represents full activation of the EOC when conditions pose an extreme threat to life, property, or the environment, or widespread damage is imminent or is occurring. All primary and second shift EOC staff is present in the EOC as scheduled. Supplemental funds are required. A disaster declaration will be declared. Local resources are fully engaged. Assistance from mutual aid, state, or federal agencies will, almost certainly, be required.

**Note:** When the EOC is activated, the Emergency Management staff will assist all affected jurisdictions as required by the incident.

# **APPENDIX B: County Infrastructure List**

Facility	Address	City	Latitude and Long
Administration Building	444 Luna Avenue	Los Lunas	34.802235 / -106.733771
Animal Control	1209 Highway 314	Los Lunas	34.794616 / -106.740205
Belen Health Center	317 Becker Avenue	Belen	34.659945 / -106.770951
Belen Senior Center	715-A South Main Street	Belen	34.653999 / -106.779972
Bureau of Elections Warehouse	501 Luna Avenue	Los Lunas	34.802150 / -106.735003
Casa Colorado	1720 Highway 304	Belen	34.568423 / -106.749863
Del Rio Senior Center	351 Rio Communities Blvd.	Belen	34.645947 / -106.732372
Detention Center	436 Courthouse Road	Los Lunas	34.801541 / -106.732860
El Cerro Community Center	309 El Cerro Mission Blvd.	Los Lunas	34.769798 / -106.627406
Fire Administration Building	444 Luna Avenue	Los Lunas	34.802235 / -106.733771
Fire Administration Storage	19622 Highway 314	Belen	34.719983 / -106.757992
Highland Meadows Fire Station	22 San Pedro	Laguna	34.948761 / -107.160856
Jarales Community Center / Jarales Sheriff's Substation	426 Jarales Road	Jarales	34.614135 / -106.763965
Jarales Fire Station	424 Jarales Road	Jarales	34.613903 / -106.764116
Judicial Complex	1835 Highway 314	Los Lunas	34.787265 / -106.740461
Los Chavez Fire Station	02 Bombero Circle	Belen	34.731274 / -106.754901
Manzano Vista Fire Station	311 El Cerro Mission Blvd.	Los Lunas	34.769555 / -106.625911
Meadowlake Fire Station	755 Meadowlake Road	Los Lunas	34.805393 / -106.544724
Meadowlake Senior Center	100 Cuerro Lane	Los Lunas	34.803887 / -106.551444

Facility	Address	City	Latitude and Long
NMSU Extension Office	440 Luna Avenue	Los Lunas	34.801682 / -106.734459
NMSU Extension Office	404 Courthouse Road	Los Lunas	34.801462 / -106.733101
Public Works / Main and Roads	1207 Highway 314	Los Lunas	34.794305 / -106.738628
Public Works Satellite Office	65 Christine Drive	Belen	34.604807 / -106.731605
Sheriff's Office	543 Luna Avenue	Los Lunas	34.801971 / -106.734656
Sheriff's Training Facility	444 Luna Avenue	Los Lunas	34.802235 / -106.733771
Tomé Fire Station (Mesa)	680 Manzano Expressway	Tomé	34.775724 / -106.658278
Tomé Fire Station (Valley)	2755 Highway 47	Tomé	34.807813 / -106.701582
Treasurer's Office	501 Luna Avenue	Los Lunas	34.802150 / -106.735003
Valencia/El Cerro Fire Station	160 North El Cerro Loop	Los Lunas	34.791978 / -106.675357
Valencia Facilities Warehouse	1 El Cerro Loop	Los Lunas	34.802390 / -106.708795

# **APPENDIX C: Grab-and-Go Kit Checklist**

Below is a partial list of recommended items for your Grab-and-Go kit. This list may, and should be, expanded based on your department's needs.

Pens, Pencils, Erasers, Paper Clips.
Copier Paper.
Note Pads.
Forms specific to your department.
Plans and other documents that your department will need.
Deposit slips for any income your department will have.
Hardcopy contact information specific to your department.
Copy of Valencia County Policies and Procedures.
Copy of Continuity of Operations Plan (COOP) for Valencia County Government
Copy of Continuity of Operations Plan (COOP) for your department
The Treasurer's Office should have an emergency bag containing checks, deposit books, and receipt books, along with pens and other essential supplies.
CD's, Flash Drives, Etc, containing data needed for your job!