District of Columbia

DC Office of the Deputy Mayor for Public Safety and Justice (DMPSJ)

Continuity of Operations

Plan Year: 2022

See Attached Signed Cover Page	See Attached Signed Cover Page
Director Signature	**Date**

Executive Summary Details

FULFILLMENT of MISSION

Under all circumstances, DMPSJ must fulfill its mission to develop, fund, and coordinate programs that improve public safety; enhance the administration of justice; and create systems of care for crime victims, youth, and their families in the District. While the impact of a crisis on DMPSJ itself cannot be predicted, planning for operations under such conditions can reduce the impact of the emergency on its people, facility, and mission and help DMPSJ perform its essential functions.

PERFORMANCE of ESSENTIAL FUNCTIONS

This Continuity of Operations (COOP) Plan provides for resuming and sustaining essential functions as soon as possible during and after a localized, District-wide, or catastrophic emergency affecting DMPSJ. The COOP plan enables DMPSJ to resume essential functions as soon as possible after the emergency event and to sustain them for up to 30 days.

ACTIVATION

The Deputy Mayor has the authority to activate this COOP plan. As soon as emergency response personnel have minimized injury, loss of life, and property damage to DMPSJ, this COOP plan should be implemented.

NOTIFICATION and RELOCATION

If the Deputy Mayor decides to activate the COOP plan, due to reduced operational capacity, or if the DMPSJ primary facility becomes unavailable, a message of the COOP plan activation will be disseminated through the usual chain of command. The Chief of Staff is responsible for ensuring that all DMPSJ personnel are aware of the COOP plan activation. The activation message will also include instructions to telework. Some personnel may be asked to report to an alternate facility in lieu of teleworking.

COOP PERSONNEL

This COOP plan identifies COOP personnel within DMPSJ who are responsible for carrying out Essential Functions. COOP personnel will carry out Essential Functions via telework (potentially later relocating to an alternate facility, if necessary), should their primary facility become unusable. Non-COOP personnel are expected to remain in a safe location and await further instructions from their supervisor. In the case of a pandemic or epidemic, all personnel will COOP via telework.

ORDER OF SUCCESSION

ODMPSJ will implement the following Order of Succession for its executive leadership:

1. Deputy Mayor for Public Safety and Justice
2. Chief of Staff to the DMPSJ
3. Senior Policy Advisor to the DMPSJ

ALTERNATE FACILITIES

Should the primary DMPSJ facility become unusable or inaccessible, DMPSJ COOP personnel will telework. If a need for an alternate facility arises, COOP personnel will contact DGS to find an alternate facility with the following attributes: at least 5 basic workstations (level surface to work on, chair), at least 5 electrical outlets, wifi or at least 5 hardwired internet connections, printer.

Should there be a declaration by the President of the United States or the Mayor of the District of Columbia of a Public Health Emergency that is a pandemic or epidemic, all DMPSJ personnel are declared essential and shall telework from their homes.

Personnel who are not themselves infected with the disease should be prepared to be assigned to the EOC if the Deputy Mayor determines it is necessary. All DMPSJ personnel should be prepared to work outside of their normal hours and/or duties.

RECONSTITUTION

Once DMPSJ is able to resume normal operations and its primary facility has been restored to operational capacity and/or all personnel are declared free of the pandemic/epidemic disease per a licensed healthcare professional, DMPSJ will reconstitute. The Deputy Mayor, or his designee, will decide, based on the circumstances, the order and schedule of each individual's return to normal operations. If the facility cannot become operational, the office should operate in telework status or its assigned alternate facility until a viable permanent location is determined.

EXERCISES and MAINTENANCE

This COOP Plan is a living document; thus, staff must perform training and exercises on the plan and its contents to keep it current and effective. This plan identifies a timeline and entities that must perform this maintenance regularly.

QUESTIONS?

Should you have questions regarding any aspect of this plan, please contact:

Helen McClure, Program Analyst, Office of the Deputy Mayor for Public Safety and Justice
1350 Pennsylvania Avenue, NW Suite 512
Washington, D.C. 20004
Cell: (202) 341-3669

Phase 1: Activation

Notification:

A COOP plan activation communication will come down the DMPSJ chain of command. The Chief of Staff will be responsible for ensuring that all personnel are aware of the COOP plan activation.

All available technologies and methods will be used to alert DMPSJ personnel of a COOP plan activation, including:

• Email
• Government-issued cell phone, including text messages
• Personal cell phone, including text messages
• Face-to-face communication

Once all DMPSJ personnel are notified of the COOP activation, only Essential Functions will be performed. All non-essential functions will be suspended until operational capacity allows for their resumption.

Additionally, COOP personnel will relocate to their homes to telework should their primary place of work be unusable.

All non-COOP personnel are expected to remain in a safe location and be available to receive communications and instructions from their supervisors. Non-COOP personnel may be called on to support COOP personnel in performing Essential Functions.

In the case of a declared Public Health Emergency for a pandemic/epidemic, all personnel are considered essential, and will be required to telework from home, unless they are too sick to work.

Essential Positions:

For most COOP situations:
Deputy Mayor
Chief of Staff
Analysts (2)
Communications Director

for a pandemic/epidemic:
All positions are considered essential

Relocation Procedures:

A COOP plan activation communication will come down the DMPSJ chain of command. The Chief of Staff will be responsible for ensuring that all personnel are aware of the COOP plan activation. All available technologies and methods will be used to alert DMPSJ personnel of a COOP plan activation, including:

• Email
• Government-issued cell phone, including text messages
• Personal cell phone, including text messages
• Face-to-face communication

For most COOP situations, once all DMPSJ personnel are notified of the COOP activation, only Essential Functions will be performed. All non-essential functions will be suspended until operational capacity allows for their resumption. COOP personnel will relocate to their homes should their primary place of work be unusable. All non-COOP personnel are expected to remain in a safe location and be available to receive communications and instructions from their supervisors. Non-COOP personnel may be called on to support COOP personnel in performing Essential Functions.

In the case of a declared Public Health Emergency for a pandemic/epidemic, all personnel are considered essential, and will be required to telework from home, unless they are too sick to work.

Remote/Telework Posture:

In the case of a declared Public Health Emergency for a pandemic/epidemic, all personnel are considered essential, and will be required to telework from home, unless they are too sick to work.

For other COOP situations, telework is advised, unless it becomes necessary to have a physical location.

Transportation:

All employees are expected to provide their own transportation to the COOP site or to their home.

Phase 2: COOP Operations

Essential Functions:

Assist and Advise: Assist and advise the Executive Office of the Mayor, Deputy Mayors and PSJ Directors of policy considerations concerning an emergency and/or public safety

Agency Coordination: Coordination of agency needs, plans, and materials (not limited to PSJ)

Lines of Succession:

Name	Position	Line of Succession
Chief of Staff to the Deputy Mayor for PSJ		
Lindsey Appiah	Chief of Staff	Primary
Meagan Reed	Senior Policy Advisor	Secondary
Helen McClure	Program Analyst	Tertiary
Deputy Mayor for Public Safety and Justice		
Chris Geldart	Deputy Mayor	Primary
Lindsey Appiah	Chief of Staff	Secondary
Meagan Reed	Senior Policy Advisor	Tertiary

Communications:

This section identifies the Public Information Officer who is responsible for disseminating consistent and accurate information to external stakeholders.

The section also identifies emergency communications equipment that will be used by DMPSJ personnel to communicate during an emergency.

Communications Objectives:

1. Provide up-to-date information about the effect of the emergency on DMPSJ operations.
2. Provide up-to-date information about the effect of the emergency on PSJ agency operations.
3. Provide current information on revised or amended DMPSJ processes and procedures. Inform the public where necessary. Respond to rumors with accurate information.

Public Information Officer

The Public Information Officer (PIO) is the single point of contact that is designated to disseminate information to the Incident Command Team, all employees, the media, public and other external stakeholders.

As soon as this COOP plan is initiated, the DMPSJ Public Information Officer (PIO) should be contacted, using the contact information below. If she is unavailable, the back-up PIO should be contacted, using the contact information below.

The PIO, the Chief of Staff, or the Deputy Mayor should handle all inquiries from the mass media and the public, unless the Deputy Mayor provides instructions to the contrary. This will ensure that the public message is consistent and accurate.

PUBLIC INFORMATION OFFICER (PIO) CONTACT INFORMATION

Public Information Officer: Dora Taylor-Lowe, Communications Director
202.374.9473 (work cell),
XXX.XXX.XXXX (personal cell)
dora.taylor-lowe@dc.gov

Back-Up Public Information Officer: ???, ?Title?
202.XXX.XXXX (work cell)
XXX.XXX.XXXX (personal cell)
xx.xx@dc.gov

Emergency Communications Equipment

Emergency Communications Equipment is equipment that may be used to communicate during an emergency. Communications with all stakeholders will be necessary, but may not be available through regular means. Emergency communications equipment should be interoperable and redundant. Emergency communication equipment must be maintained and tested regularly prior to an emergency occurring. During an emergency, DMPSJ personnel must be ready and able to utilize the equipment to communicate.

Pre-Emergency

• Program emergency communications equipment with phone numbers of key internal and external contacts, where possible.
• Train COOP personnel on use of the devices.
• Keep all equipment charged and change batteries regularly, if necessary.

During Emergency

• All DMPSJ personnel must be prepared to receive communications at any time.

• Individuals assigned communications equipment tune to the assigned channel to communicate.

• Use plain language to describe the situation in order to avoid confusion.

The following communications equipment may be used during an emergency:

• Cell phones

• Email

• 800 MHz Radio

Critical Software:

N/A

Vital Records / Systems:

Record / System / Database	Department / Division	Location
DCNet		everywhere the government is
Microsoft Outlook		Cloud

Vital Equipment:

Equipment	Quantity	Location
cell phone	1 per employee	with individual
laptop	1 per employee	at Wilson Building or with individual

Alternate Facilities:

Minimum Standard/Requirements for an Alternate Facility:

Electricity, internet, desks/tables to seat up to 5-12 people, depending on the type of emergency.

Phase 3: Recovery

Definition: Recovery is the process by which an agency or office resumes all operational functions. After the threat or disruption subsides, each office will need to transition back to pre-event status.

Recovery actions will include:

1. Returning the office to pre-incident work levels, which includes:
- notifying all personnel to report to the primary facility
- appreciating the personnel who put in hard work during the emergency
- returning all equipment to pre-emergency states
- following up on action items that were delayed due to the emergency
2. Assessing the COOP activation response and documenting the lessons learned:
- conducting an immediate, office-wide hot wash
- COOP coordinator noting what went well and what needs improvement
- submitting the results of the hot wash to HSEMA
- updating the COOP plan if necessary

Exercise and Maintenance of Plan

Generally:
Exercises are a variety of simulated disasters designed to keep this plan viable. The exercise portion of a plan may call for activation several times throughout a year to evaluate the state of readiness of the District government to respond to differing incidents.

The Homeland Security Exercise and Evaluation Program (HSEEP) defines seven types of exercises, each of which is discussions-based or operations-based.

Discussions-based exercises familiarize participants with current plans, policies, agreements, and procedures, or may be used to develop new plans, policies, agreements, and procedures. Types of discussion-based exercises include:

• Seminar. A seminar is an informal discussion, designed to orient participants to new or updated plans, policies, or procedures (e.g., a seminar to review a new Evacuation Standard Operating Procedure).

• Workshop. A workshop resembles a seminar, but is employed to build specific products, such as a draft plan or policy (e.g., a Training and Exercise Plan Workshop is used to develop a Multi-year Training and Exercise Plan).

• Tabletop exercise (TTX). A tabletop exercise involves key personnel discussing simulated scenarios in an informal setting. TTXs can be used to assess plans, policies, and procedures.

• Game. A game is a simulation of operations that often involves two or more teams, usually in a competitive environment, using rules, data, and procedure designed to depict an actual or assumed real-life situation.

Operations-based exercises validate plans, policies, agreements and procedures, clarify roles and responsibilities, and identify resource gaps in an operational environment. Operations-based exercises include:

• Drill. A drill is a coordinated, supervised activity usually employed to test a single, specific operation or function within a single entity (e.g., a fire department conducts a decontamination drill).

• Functional exercise (FE). A functional exercise examines and/or validates the coordination, command, and control between various multi-agency coordination centers (e.g., emergency operation center, joint field office, etc.). A functional exercise does not involve any "boots on the ground" (i.e., first responders or emergency officials responding to an incident in real time).

• Full-Scale Exercise (FSE). A full-scale exercise is a multi-agency, multi-jurisdictional, multidiscipline exercise involving functional (e.g., joint field office, emergency operation centers, etc.) and "boots on the ground" response (e.g., firefighters decontaminating mock victims).

Training: To maintain a viable Plan, it is vital to train and educate employees about the plan and its activation. In order for employees to understand their responsibilities during activation, it is necessary to conduct formal trainings on a regular basis. Trainings also should be provided at any new employee orientations.

Multiyear Strategy and Program Management Plan (MYSPMP): A plan that defines long-term goals for improving and managing the COOP plan. The MYSPMP should include:

• A reference to the general COOP planning requirements.
• A description of the elements that ensure a viable COOP capability.
• Identification of the resources required to establish each element.
• Discussion of organization-specific management and policy issues (e.g., resource requirements, internal policies).
• A schedule for establishing COOP capability and plan approval.
• An endorsement sheet signed by the agency leader.
• The budget required to accomplish the strategy.

Plan Storage and Distribution

Intranet Storage:
DMPSJ shared drive

Office Storage:
Hard copies at the desks of the Chief of Staff and the Deputy Mayor, and the Chief of Staff to the City Administrator.

Home Storage:
The homes and/or computers (on email) of all DMPSJ personnel.

Alternate Facilities:
N/A