

# Continuity of Operations Plan

North Florida Transportation Planning Organization

This Plan provides guidelines for the Board and staff of the North Florida Transportation Planning Organization to prepare for, respond during, and recover from a disruption in internal operations caused by natural or man-made events.

# Continuity of Operations Plan

North Florida Transportation Planning Organization

## FORWARD

The *Continuity of Operations Plan (COOP)* provides guidelines for the staff and Board of the North Florida Transportation Planning Organization (North Florida TPO) to prepare for, respond during, and recover from a disruption in *internal* operation caused by natural or man-made events. COOP implementation can be triggered through (1) denied use of facilities (2) loss of power (3) loss of telecommunications (4) personnel suddenly unavailable or (5) inaccessible information technology systems.

Emergencies arising from terrorist threats may seem remote. They highlight, however, the vulnerability of travelers, employees and physical assets and the need to minimize risk through incident prevention, preparedness, mitigation, response and recovery. By being prepared to respond to man-made disasters, we are also prepared to respond to natural disasters such as hurricanes, floods and wildfires, as well as human-caused events, hazardous materials spills, for example, and other similar incidents.

The procedures in this plan are tailored to the needs of the North Florida TPO.

## Offices Location

The offices of the North Florida Transportation Planning Organization are located at 980 North Jefferson Street, Jacksonville, Florida 32209

T 904-306-7500

Toll Free 1-888-488-4898

[www.northfloridatpo.com](http://www.northfloridatpo.com)

## Table of Contents

Offices Location.....	1
Table of Contents.....	2
Chapter 1.....	4
<b>Introduction</b> .....	4
Chapter 2.....	5
<b>Essential Agency Functions</b> .....	5
Chapter 3.....	6
<b>Key Personnel</b> .....	6
Chapter 4.....	7
<b>Plan Activation</b> .....	7
Events Occurring During Normal Business Hours .....	7
Short-Term Office Evacuations and/or Closures.....	7
Response to an Active Shooter .....	9
Long-Term Office Closure due to Fire or other Physical Damage .....	10
Severe Weather Events.....	10
Prolonged Power Outage .....	11
Pandemic Flu .....	11
Events Occurring Outside Regular Business Hours .....	12
Events Requiring Long Term Closures/Temporary Office Relocation .....	13
<b>Appendices</b> .....	18
A. Order of Succession	
B. Active Shooter	
C. Communication with FDOT District 2	
D. Emergency Contact List	
E. National Terrorism Advisory System	
F. Events/Tests	



## Chapter 1

### Introduction

The Continuity of Operations Plan (COOP) is being prepared in accordance with Part 2, Section 202 (“Continuity of Government”) of Executive Order 12656 (dated November 18, 1988). The COOP is intended to ensure the continuity of essential office functions if a major event/emergency/disaster occurs, referred to here after as the “event.”

The COOP’s five main goals are:

1. Ensuring continuous performance of essential agency functions and operations during any situation or emergency that may disrupt normal operations;
2. Protecting essential facilities, equipment, records and other assets;
3. Reducing or mitigating disruptions to operations;
4. Minimizing loss of life, injury and property damage; and
5. Achieving a timely and orderly recovery to resume full service to customers.

The COOP specifies the minimum activities that the North Florida TPO will perform if a major event occurs. These minimum activities are the “essential functions” necessary to restore the organization’s internal capabilities. The plan identifies these essential functions, identifies key personnel and establishes procedures for personnel notification, Order of Succession Agreements, discusses document storage and back-up and a host of other arrangements should the TPO offices need to be relocated temporarily.

The Plan, when activated, is intended to remain in effect two (2) to four (4) weeks, but may be implemented for a longer duration. While the COOP’s intent is to maintain essential operations for a short time, the COOP can be readily activated and will remain in effect until at least one or more of the following circumstances exist:

- When the emergency situation has ended;
- When the office building can be safely reoccupied if evacuated;
- When full-scale alternate facilities can be established.

## Chapter 2

### Essential Agency Functions

The North Florida TPO offices are located at 980 North Jefferson Street, Jacksonville, Florida. The building in which the offices are located also houses the Regional Transportation Management Center (RTMC) and was constructed to LEED Silver standards and to withstand a Category III Hurricane. The building is equipped with an emergency generator that can provide power for seven (7) days. In addition to TPO staff, FDOT, Florida Highway Patrol, City of Jacksonville and local government employees work in the building. The RTMC has a separate, secure entrance.

The TPO serves as the metropolitan planning organization (MPO) for the Jacksonville and St. Augustine urbanized areas. As a MPO the TPO responsibilities include developing a long range transportation plan for the four-county region, annual update of the five-year transportation improvement program, preparing a task based budget called the unified planning work program and a number of planning, modeling and data collection related work tasks. The TPO day-to-day operation includes activities similar to a small business with the following essential services:

- Grant management/invoicing/payroll;
- Record keeping, meeting minutes, communications;
- Purchasing/procurement/leasing actions for equipment, supplies, space and services;
- Administrative services.

The TPO policy board and committees meet monthly (except January and July) at the TPO offices. The North Florida TPO also regularly coordinates with federal, state and local agencies, authorities and governments.

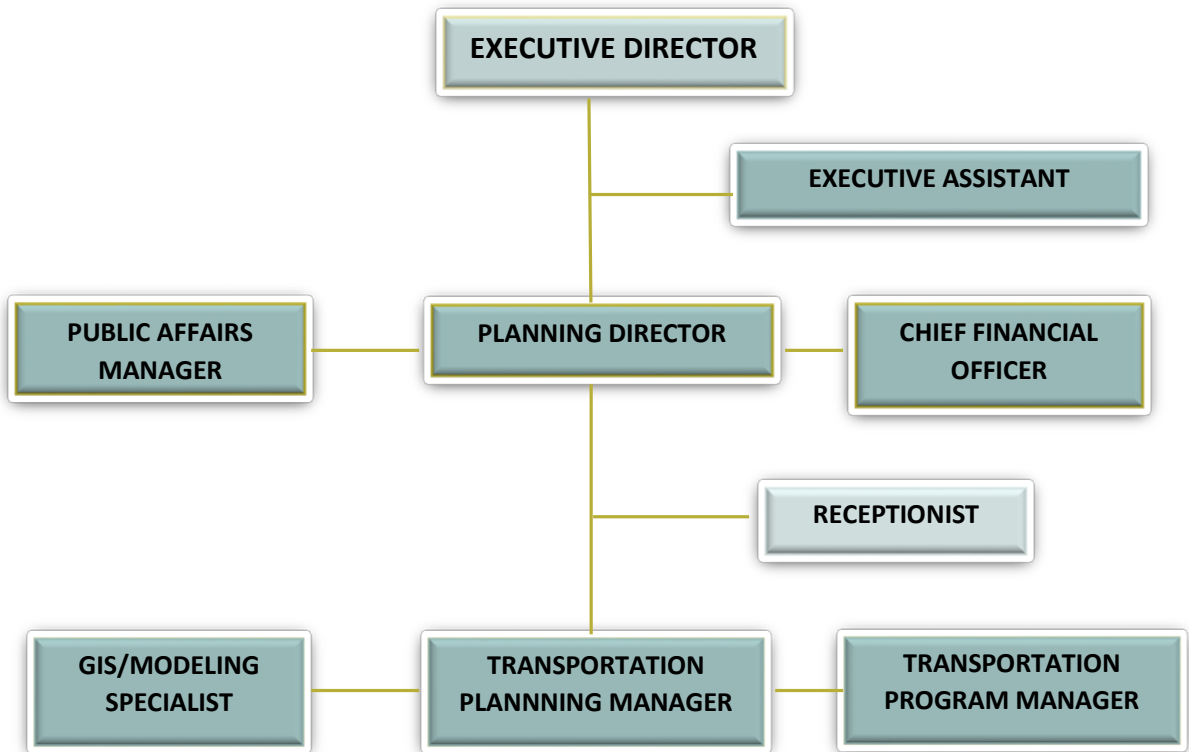
## Chapter 3

### Key Personnel

The TPO’s organizational structure is illustrated on Figure 1. Should an event occur the Executive Director will determine if circumstances warrant a full or partial COOP activation. If the Executive Director is not available the Director of Planning shall decide. If both are unavailable the Public Affairs Manager or Chief Financial Officer will decide with the Board Chairman or Vice-Chairman concurring.

See **Appendix A—Order of Succession**.

*Figure 1 Organization Chart*



## Chapter 4

### Plan Activation

#### Events Occurring During Normal Business Hours

The normal business hours are 8 a.m. to 5 p.m.

For events occurring when staff or visitors are present, the first priority is the health and well-being of these individuals and implementing accommodation for safe evacuation.

#### Short-Term Office Evacuations and/or Closures

A short-term office evacuation could become necessary during regular business hours if a small fire was to occur or if a bomb threat is received. If such an event occurs:

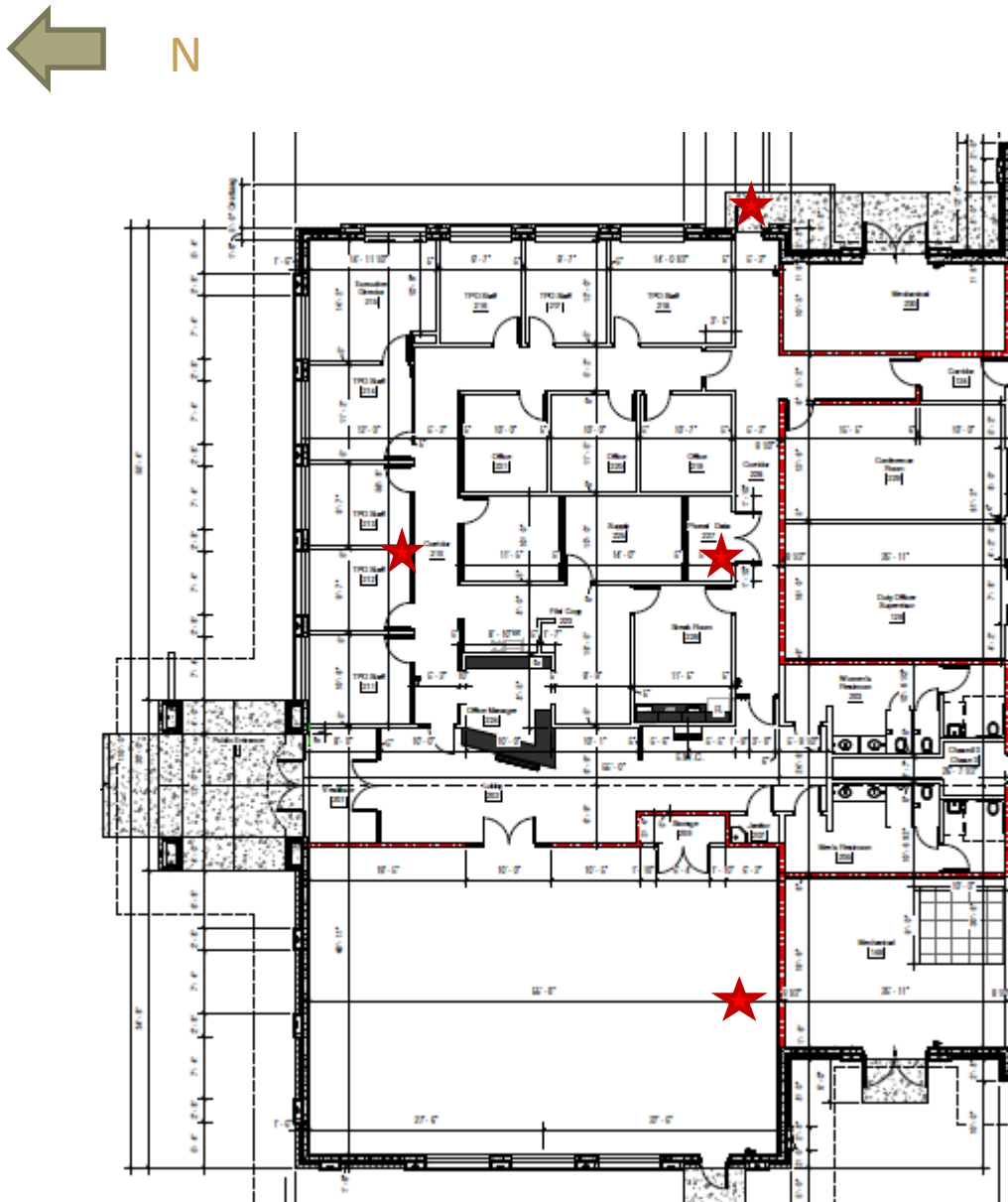
- The person(s) in charge should immediately contact emergency officials (911, etc.)
- Orders to evacuate will be given, either by alarm system or verbally by the person(s) in charge walking through the office announcing **“The building is to be evacuated now!”**
- A call will be made to the Northeast Florida Regional TMC floor manager to inform him/her of the situation. The telephone number is 904-903-2000.
- All office occupants **will leave the building immediately** when hearing the evacuation announcement. **Yell “FIRE!” if you have to expedite people leaving the building. Walk! Don’t run!**
- Once the building has been exited, do not block any entrances. Go directly to the Snack Bar in Building D (Division of Blind Services Cafeteria).
- A North Florida TPO representative will remain near the premises to describe the nature of the event to the emergency service providers.
- **If time allows**, please take your personal belongings and cell phones.
- If the potential event is due to a “bomb threat,” and **if time allows**, shut off all electrical equipment, including the computers. **Leave doors open.**
- However, if the event or potential event is “fire” or a possible “chemical/biological/radiological agent”, then **Keep All Doors Shut. DO NOT** open doors when there is a fire until you feel the door’s surface for heat first. Only then open the door carefully and in such a manner that keeps all persons away from the entry in case of smoke or an explosive back draft. For a possible chemical/biological/radiological threat,



open doors carefully as to minimize drafts and close them once everyone is through. Stay away from areas/rooms where agents have been found.

- If you are sure that no fire hazard to your personal safety exists, use a fire extinguisher. For locations of fire extinguishers see Figure 2 below,

*Figure 2 Location of Fire Extinguishers*



 Fire Extinguisher

- If the nature of the event is unknown, then follow suggestions as if the “event” were a “fire”, since in terms of “event” statistics, fire is still the most common cause to evacuate.
- The person(s) in charge is responsible to see that all TPO office personnel are evacuated. This should include assisting handicapped persons, temporary or permanent, from the building.
- Once all persons have been evacuated, attendance will be taken to ensure everyone is accounted for including those on leave, or travel and determine the most appropriate contact plan.
- In the meantime the person(s) in charge is responsible to determine when it’s either safe to return to the building and/or appropriate to send personnel home until further notice. No one will be given permission to leave the area until we have:
  1. Reached our evacuation site,
  2. All employees are accounted for, and
  3. The situation has been accurately evaluated.
  4. It is stressed that no one should attempt to go home and/or take one’s respective personal vehicle from the parking lot until it is determined safe. **Remember the “bomb” may be under or in one of these vehicles!**

## Response to an Active Shooter

### *Preparing*

- If you see suspicious activity report it immediately. This may require an immediate 911 call.
- Know your surroundings and map out places to hide. Identify the nearest exits (at least two). Consider rooms without windows, behind solid doors with locks, under desk, or behind heavy furniture.
- Sign-up for active shooter, first aid and tourniquet training.

### *Surviving*

**RUN. Get away from the shooter or shooters!** Leave personal items and run away. If safe to do so, warn others nearby. Call 911 when you are safe. Describe the shooter(s), their locations and weapons.

**HIDE. If you cannot get away safely, find a place to hide.** Get out of the shooter’s view and stay very quiet. **Silence your electronic devices and make sure they do not vibrate.** Lock and block doors, close blinds, and turn off the lights. Do not hide in groups—spread out along walls or hide separately to make it more difficult for the shooter. Try to communicate with the police silently—via text or with a sign in an exterior window. Stay in place until law enforcement gives the notice that all immediate danger is clear.

**FIGHT. Your last resort when in immediate danger is to defend yourself.** Commit to your actions and act aggressively to stop the shooter. Chairs, fire extinguishers, scissors, books and other make-shift weapons can be used to ambush, distract or disarm the shooter.

### *Staying safe after*

- **Keep hands visible and empty.**
- **Know that law enforcement’s first task is to end the incident.** They may have to pass injured persons along the way.
- **Follow law enforcement’s instructions** and evacuate in the direction they tell you to.
- **Consider seeking professional help** for you and your family to cope with the long-term effects of trauma.

See **Appendix B—Active Shooter.**

### **Long-Term Office Closure due to Fire or other Physical Damage**

If fire or other physical damage to the building temporarily prohibits its occupation, the staff will relocate to the District 2 Offices of the Florida Department of Transportation, at 2198 Edison Avenue in Jacksonville. See the letters in **Appendix C—Communication with Florida Department of Transportation, District 2.**

### **Severe Weather Events**

Should the “event” be weather related, the action will depend on the weather’s severity and timely notification.

If timely notification of a pending severe weather event is provided (i.e. hurricane), the office will be closed and non-emergency personnel sent home. Returning to work will be allowed after the situation has been assessed and the office is determined to be safe for occupancy. Otherwise we will activate the other aspects of the COOP.

If the severe weather event is more sudden in nature (severe thunderstorm/tornado warning)<sup>1</sup> the course of action would include:

- Move from any work area(s) with windows.
- If your work area has windows, close the blinds to help with flying glass.
- Seek shelter in the central core areas of the office/building where there are no windows (rest rooms, interior hallways, etc.).
- Stay in these core areas until the event has passed and the situation assessed to determine further action. (Assess possible office damage, account for all personnel, temporary office closure, etc.).

#### **Prolonged Power Outage**

The building is equipped with an emergency generator, so prolonged power outages are unlikely. Should one occur do the following:

- Notify the person in charge of the exact location and nature of the power failure.
- Open blinds for more light. Remain at your workstation or in your office to wait for further instructions.

#### **Pandemic Flu**

**The North Florida TPO's Chief Financial Officer is responsible for administering the agency's Pandemic Flu Program.**

Precautions to avoid in-office spread of a pandemic flu include the following:

- Hand sanitizer will be distributed to all employers for personal use. It is to be kept at each desk, and taken with the employee when attending meetings outside the North Florida TPO. Employees are advised to use the product and/or soap and water and wash hands thoroughly after handshaking and touching surfaces that might perpetuate the spread of the flu.

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<sup>1</sup> Employee cellphones provide severe weather warnings.

- Following meetings held at the North Florida TPO, all table and chair surfaces will be wiped with a mild bleach solution as recommended by the Center for Disease Control to eliminate potential flu spreading bacteria.
- Employees with flu-like symptoms are advised to see their physician at once and to remain at home for at least 48 hours.
- Employees who believe they may have been exposed to a strain of the pandemic flu, but exhibit no flu like symptoms, are asked to wear a cotton mask at work to prevent spreading the disease, which has a 48-hour incubation period. Masks will be available on the premise.
- Employees who become ill with the flu after being exposed to it by another employee are eligible for workman’s compensation for the illness duration.
- Notice will not be posted on the building and visitors to the North Florida TPO offices will not be notified that TPO employees have been infected with the pandemic flu.

#### Events Occurring Outside Regular Business Hours

If an “event” occurs which impacts the North Florida TPO offices, the first priority is the health and well-being of each employee and their family/dependents. The Executive Director and Planning Director will contact each employee to determine his/her well-being and to notify each of the office operations and actions to be taken.

It is imperative; therefore, that the information provided for the contact list is accurate. If you do not hear from the Executive Director or Planning Director within 24 hours of the end of the events please contact them or another staff member. **Staff is expected to have this list available at all times.**

#### See Appendix D—Emergency Contact List

- If an event” occurs on a weekend or during non-work/business hours and/or an employee is on leave or travel status, **it is the employee’s responsibility to contact the Executive Director or the Planning Director** to provide information as to his/her whereabouts and how s/he can be reached (address, phone number, pager, etc.). If the employee cannot reach the Executive Director or Planning Director, contact a fellow co-worker. See Appendix for contact information.
- The Executive Director has the lead responsibility to assess/determine the whereabouts of all employees and to obtain information on the impact of the “event” on employees

and their families. The Executive Director will take necessary steps to contact employees who do not call-in and/or whose whereabouts cannot be readily determined, including asking the authorities for assistance.

- The Executive Director will notify staff if the North Florida TPO offices are being relocated and what is expected of the employee.

### **Events Requiring Long Term Closures/Temporary Office Relocation<sup>2</sup>**

If the “event” has severely damaged or even destroyed the North Florida TPO office, be prepared to join your co-workers in setting up a temporary office and possibly a new permanent office at alternate location(s). The Executive Director or Planning Director will contact you and inform you where to report. Until a temporary office has been established, remain at home or at some other identifiable location and await reporting instructions. If you have not heard from someone within the first 24 hours start calling the Executive Director or Planning Director.

When an “event” creates the situation requiring a short term office relocation, the Executive Director will coordinate with the FDOT. (See Appendix B). The Executive Director will work closely with the proper authorities to ascertain when a safe return to our office and/or even to Jacksonville will be possible. The Executive Director will make necessary emergency assignments as the response dictates. Telecommuting on an as-needed/case-by-case basis will also be considered as an alternate to reporting to a temporary office. All personnel should anticipate working a standard work week until we return to normal. Leave restrictions will be invoked while the office is operating under a state of emergency. Leave approvals will be on a case by case basis and limited to health and family reasons. All personnel should anticipate the possibility of using annual leave and/or “leave without pay.” However, it will be leadership’s commitment to do its best to minimize this impact on personnel.

The critical operations to be performed upon initiating emergency operations at a temporary office site include the following:

- Ensure that each individual office member has contacted his/her family if an “event” has occurred to confirm their safety and security.

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<sup>2</sup> The North Florida TPO Offices/Regional Transportation Management Center has been constructed to withstand a Category 3 hurricane and is equipped with an emergency generator that can provide power for four days.

- Determine and/or maintain the status of the health and well-being of each employee and their families. If someone cannot be contacted by phone, appropriate personnel will be assigned to determine his/her whereabouts.
- Retrieve essential computer back-up tapes and re-establish essential computer and telecommunications functions.
- Notify employees of the status of office operations and arrange a method to maintain contact.
- Determine the upcoming activities that require North Florida TPO authorization and/or coordination.
- Develop a critical needs list and action plan to re-establish a permanent office.
- Implement the action plan to re-establish a permanent office as quickly as is reasonably possible.

#### *Essential Office Functions*

During any “event” that creates a long term emergency; essential office functions that must continue include but may not be limited to the following :

- Purchasing/procurement/leasing actions for equipment, supplies, space, services, etc.
- Arrangements to pay expenses for employees responding to a disaster. This includes all matters pertaining to travel authorization, per diem, voucher processing, reimbursement, etc.
- Payroll and Personnel Actions

#### *Essential Records*

Essential records include documentation or information associated with the above Essential Office Functions. Most financial records in question are associated with computer data bases on the North Florida TPO’s computer network which is backed up by the Jacksonville Transportation Authority.

**Note:** Documents pertaining to project and or program related file materials, especially and including all matters that involve communications/correspondence with FDOT, FTA, etc. if lost, destroyed and/or irretrievable can be replaced by copies from appropriate parties of our appropriate partners.

### *Telecommunications*

The primary communications of the North Florida TPO Office are via a conventional office telephone system that is dependent upon hardwiring circuits. The Executive Director, Planning Director, Public Affairs Manager and Transportation Planning Manager have wireless cellular telephones that can be used easily when the regular telephone system fails.

When the power and internet are restored, staff can initiate communications via home email and attempt to contact the office via the JTA server. If the system is up, staff can check emails for any pertinent messages. If for any reason it is not safe to return to work, staff may be asked to work at home via the internet portal.

### *Computer System Backup and Disaster Recovery*

Computer equipment and software are essential tools for the North Florida TPO and require a recovery plan for all possible “event” scenarios. The recovery plan covers temporary emergency equipment, permanent replacement equipment, software replacement, and restoring important computer/data system access.

The backup tape will contain copies of files off the “shared directory, as well as files from individual user directories. Specific files can be retrieved on an as-needed basis by contacting the Computer Specialist.

### *Essential Software*

Essential software includes e-mail, Microsoft Office 2010 and Microsoft Explorer, etc.

### *Restoring Temporary Computer Operation*

If the “event” has severely damaged or even destroyed the North Florida TPO office, and/or in some way prevents access, the COOP will be activated and a temporary office must be quickly established. Computer support will mainly be dependent upon whatever assistance is deemed necessary and available. It will be the responsibility of the Computer Specialist to oversee and coordinate this recovery operation.

However, in order to optimize the speed and extent of recovery, the following steps must be taken regardless of the nature and time of the “event:”

- If it is possible to regain access to the North Florida TPO office all computer equipment should be powered down and removed from the building.



### *E-mail and the File Server*

North Florida TPO Office E-mail files are located on the file server with the JTA. The file server data is currently being backed up by Integrated Dynamic Solutions, a data management and protective service company located in Norcross, Georgia.

### *Office Operations*

The North Florida TPO will only relocate if the building is by fire or bomblast. The building has been constructed to withstand a Category 3 hurricane and has a emergency generator.

Should relocation be necessary our temporary office will either be at a FDOT facility in District 2. The following are the addresses:

FDOT District II, 1109 S. Marion Avenue, Lake City, FL 32025-5874

FDOT District II, Jacksonville Urban Office, 2198 Edison Avenue, Jacksonville, FL 32204-2815

### *Permanent Restoration of Office Computer Equipment and Services*

The computer specialist has the lead in permanently restoring office computer equipment and services. The North Florida TPO's Chief Financial Officer can be contacted regarding specific accounting code information. The following information will be kept current and provided to assist in the recovery process:

- Current office computer inventory
- Current office software licenses and vendor information. (Backup copies of the software should be stored with the Disaster Recovery Manual.)
- Listing special configurations or software on the staff computer work stations
- Office IT designated backup contacts

### *Homeland Security Threat Condition Levels and Corresponding Protective*

The U.S. Department of Homeland Security developed a system of threat condition levels. Under this system five threat condition levels were established that the higher the threat condition, the greater the risk of a terrorist attack. Assigning a threat condition by the Department of Homeland Security will prompt implementing an appropriate set of protective measures. These protective measures are specific steps that the North Florida TPO will take to reduce its vulnerability and/or increase its ability to respond during a period of heightened alert. In accordance with the guidance

provided in Homeland Security Presidential Directive-3, provided in **Appendix E— National Terrorism Advisory System**, an advisory system that includes the five threat condition levels and the corresponding protective measures that the North Florida TPO office will implement.

**Hotline:** The U.S. Department of Transportation has established a Department of Transportation Response Center hotline as a first point of contact for all US DOT Modal Administrations and States to report incidents. The numbers for the hotline are **800-424-0201** outside normal business hours and 202-267-2675 during normal business hours. Their FAX number is 202-267-2165.

In addition to Homeland Security Condition Level and Protective Measures, Appendix C includes an April 2011 National Terrorism Advisory System Public Guide.

## Appendices

## A. Order of Succession

- Executive Director
- Planning Director
- Public Affairs Manager
- Chief Financial Officer
- Transportation Planning Manager
- Transportation Planner/Modeling Specialist
- Transportation Programs Manager
- Executive Secretary
- Receptionist

## **B. Active Shooter**

# BE PREPARED FOR AN ACTIVE SHOOTER

Recent national tragedies remind us that the risk is real. Taking a few steps now can help you react quickly when every second counts.



FEMA

FEMA V-1000/March 2018

An active shooter is an individual engaged in attempting to kill people in a confined space or populated area. Active shooters typically use firearms and have no pattern to their selection of victims.



Can happen anywhere



Can happen anytime

## IF YOU ARE INVOLVED IN AN ACTIVE SHOOTER INCIDENT

See something, say something.



Learn first aid skills so you can help others.



Before you run, know the exits.



Help law enforcement.



Find a place to hide.



Seek help to cope with trauma.



Run



Hide



Fight

# HOW TO STAY SAFE

## WHEN AN ACTIVE SHOOTER THREATENS



**If you see suspicious activity**, let an authority know right away.

**Many places, such as houses of worship, workplaces, and schools**, have plans in place to help you respond safely. Ask about these plans and get familiar with them. If you participate in an active shooter drill, talk with your family about what you learned and how to apply it to other locations.

**When you visit a building** such as a shopping mall or healthcare facility, take time to identify two nearby exits. Get in the habit of doing this.

**Map out places to hide.** In rooms without windows, behind solid doors with locks, under desks, or behind heavy furniture such as large filing cabinets can make good hiding places.

**Sign up for active shooter, first aid, and tourniquet training.** Learn how to help others by taking FEMA's You Are the Help Until Help Arrives course. Learn more at [ready.gov/untill-help-arrives](https://ready.gov/untill-help-arrives).



**RUN.** Getting away from the shooter or shooters is the top priority. Leave your things behind and run away. If safe to do so, warn others nearby. Call 911 when you are safe. Describe each shooter, their locations, and weapons.

**HIDE.** If you cannot get away safely, find a place to hide. Get out of the shooter's view and stay very quiet. Silence your electronic devices and make sure they won't vibrate. Lock and block doors, close blinds, and turn off the lights. Do not hide in groups—spread out along walls or hide separately to make it more difficult for the shooter. Try to communicate with police silently—such as through text messages or by putting a sign in an exterior window. Stay in place until law enforcement gives you notice that all immediate danger is clear.

**FIGHT.** Your last resort when you are in immediate danger is to defend yourself. Commit to your actions and act aggressively to stop the shooter. Ambushing the shooter together with makeshift weapons such as chairs, fire extinguishers, scissors, and books can distract and disarm the shooter.



**Keep hands visible and empty.**

**Know that law enforcement's first task** is to end the incident. They may have to pass injured persons along the way.

**Follow law enforcement's instructions** and evacuate in the direction they tell you to.

**Consider seeking professional help** for you and your family to cope with the long-term effects of trauma.

### Take an Active Role in Your Safety

Go to [ready.gov](https://ready.gov) and search for **active shooter**. Download the **FEMA app** to get more information about preparing for an **active shooter**. Find Emergency Safety Tips



## C. Communication with FDOT District 2





January 28, 2015

Mr. Greg Evans  
Secretary, District 2  
Florida Department of Transportation  
1109 S. Marion Avenue  
Lake City, Florida 32025-5874

Dear Secretary Evans:

The North Florida Transportation Planning Organization (North Florida TPO) is updating the Continuity of Operations Plan (COOP) required by the Florida Division of the Federal Highway Administration (FHWA). The COOP identifies the essential operations of the TPO and how they will be maintained during a natural or manmade emergency. If the offices of the North Florida TPO at 1022 Prudential Drive or our new offices at the Regional Transportation Management Center are severely damaged or destroyed it may be necessary for the TPO to temporarily relocate to the FDOT Jacksonville Urban Office located at 2198 Edison Avenue or another FDOT owned property while repairs are made or until an alternate office location is found. I am requesting your agreement that this would be possible.

Let's hope we never experience events triggering this action.

Sincerely,

Jeff Sheffield  
Executive Director

PLAN · FUND · MOBILIZE

1022 Prudential Drive Jacksonville, FL 32207 • P (904) 306-7500 F (904) 306-7501 • [www.northfloridatpo.com](http://www.northfloridatpo.com)



**Florida Department of Transportation**

**RICK SCOTT**  
GOVERNOR

1109 S. Marion Avenue  
Lake City, Florida 32025-5874

**JIM BOXOLD**  
SECRETARY

February 12, 2015

Mr. Jeff Sheffield, Executive Director  
North Florida Transportation Planning Organization  
1022 Prudential Drive  
Jacksonville, Florida 32207

Dear Mr. Sheffield,

This is in response to your recent letter requesting authorization for the North Florida TPO to temporarily relocate to the FDOT Jacksonville Urban Office at 2198 Edison Avenue in case of a natural or manmade emergency. The Department has no objection to this request and can accommodate essential operations of TPO staff on a temporary basis in case the North Florida TPO offices are severely damaged or destroyed.

Sincerely,

A handwritten signature in blue ink that reads "Greg Evans".

Greg Evans  
District Two Secretary

:lal

xc: Ed Ward, Emergency Management Coordinator  
Mathew Saponara, District Facilities Manager  
Ms. Joye Brown, Transportation Support Manager

[www.dot.state.fl.us](http://www.dot.state.fl.us)

## D. Emergency Contact List

### Emergency Contact List

Name	Home Phone	Cell Phone
Denise Bunnewith		904-504-5006
Elizabeth DeJesus		904-955-7272
Wanda Forrest		904-608-4422
Marci Larson	904-260-4064	904-307-2888
Milton Locklear	904-398-6763	904-476-2739
Jennifer Lott		904-228-7714
Angela Session	904-345-2493	904-250-4575
Jeff Sheffield	904-620-8743	904-635-3309

## **E. The National Terrorism Advisory System**

## HOMELAND SECURITY CONDITION LEVELS AND PROTECTIVE MEASURES

The following Threat Conditions each represent an increasing risk of terrorist attacks. Beneath each Threat Condition are some suggested Protective Measures, recognizing that the heads of Federal departments and agencies are responsible for developing and implementing appropriate agency-specific Protective Measures:

**1. Low Condition (Green).** This condition is declared when there is a low risk of terrorist attacks. Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures they develop and implement:

- Refining and exercising as appropriate preplanned Protective Measures;
- Ensuring personnel receive proper training on the Homeland Security Advisory System and specific preplanned department or agency Protective Measures; and
- Institutionalizing a process to assure that all facilities and regulated sectors are regularly assessed for vulnerabilities to terrorist attacks, and all reasonable measures are taken to mitigate these vulnerabilities.

**2. Guarded Condition (Blue).** This condition is declared when there is a general risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Condition, Federal departments and agencies should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:

- Checking communications with designated emergency response or command locations;
- Reviewing and updating emergency response procedures; and
- Providing the public with any information that would strengthen its ability to act appropriately.

**3. Elevated Condition (Yellow).** An Elevated Condition is declared when there is a significant risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, Federal departments and agencies should consider the following general measures in addition to the Protective Measures that they will develop and implement:

- Increasing surveillance of critical locations;
- Coordinating emergency plans as appropriate with nearby jurisdictions;
- Assessing whether the precise characteristics of the threat require the further refinement of preplanned Protective Measures; and
- Implementing, as appropriate, contingency and emergency response plans.

**4. High Condition (Orange).** A High Condition is declared when there is a high risk of terrorist attacks. In addition to the Protective Measures taken in the previous Threat Conditions, Federal departments and agencies should consider the following

general measures in addition to the agency-specific Protective Measures that they will develop and implement:

- Coordinating necessary security efforts with Federal, State, and local law enforcement agencies or any National Guard or other appropriate armed forces organizations;
- Taking additional precautions at public events and possibly considering alternative venues or even cancellation;
- Preparing to execute contingency procedures, such as moving to an alternate site or dispersing their workforce; and
- Restricting threatened facility access to essential personnel only.

**5. Severe Condition (Red).** A Severe Condition reflects a severe risk of terrorist attacks. Under most circumstances, the Protective Measures for a Severe Condition are not intended to be sustained for substantial periods of time. In addition to the Protective Measures in the previous Threat Conditions, Federal departments and agencies also should consider the following general measures in addition to the agency-specific Protective Measures that they will develop and implement:

- Increasing or redirecting personnel to address critical emergency needs;
- Assigning emergency response personnel and pre-positioning and mobilizing specially trained teams or resources;
- Monitoring, redirecting, or constraining transportation systems; and
- Closing public and government facilities.



# NTAS GUIDE

National Terrorism Advisory System Public Guide  
April 2011



Homeland  
Security





## The NTAS Alert – How can you help?

Each alert provides information to the public about the threat, including, if available, the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat; protective actions being taken by authorities, and steps that individuals and communities can take to protect themselves and their families, and help prevent, mitigate or respond to the threat.

Citizens should report suspicious activity to their local law enforcement authorities. The “If You See Something, Say Something™” campaign across the United States encourages all citizens to be vigilant for indicators of potential terrorist activity, and to follow NTAS Alerts for information about threats in specific places or for individuals exhibiting certain types of suspicious activity. Visit [www.dhs.gov/ifyouseesomethingsaysomething](http://www.dhs.gov/ifyouseesomethingsaysomething) to learn more about the campaign.

### Terrorism Information

Terrorism information and intelligence is based on the collection, analysis and reporting of a range of sources and methods. While intelligence may indicate that a threat is credible, specific details may still not be known. As such, Americans should continue to stay informed and vigilant throughout the duration of an NTAS Alert.

## Alert Announcements

NTAS Alerts will be issued through state, local and tribal partners, the news media and directly to the public via the following channels:

- Via the official DHS NTAS webpage – <http://www.dhs.gov/alerts>
- Via email signup at – <http://www.dhs.gov/alerts>
- Via social media
  - Facebook – <http://facebook.com/NTASAlerts>
  - Twitter – <http://www.twitter.com/NTASAlerts>
- Via data feeds, web widgets and graphics
  - <http://www.dhs.gov/alerts>

The public can also expect to see alerts in places, both public and private, such as transit hubs, airports and government buildings.

## Sample NTAS Alert

A sample NTAS Alert is provided at the end of this booklet.

**If You See Something, Say Something™. Report suspicious activity to local law enforcement or call 911.**



## Frequently Asked Questions

1. Q – What will happen to the color-coded advisory system?  
A – The new National Terrorism Advisory System replaces the Homeland Security Advisory System that has been in place since 2002. The National Terrorism Advisory System, or NTAS, will include information specific to the particular credible threat, and will not use a color-coded scale.
2. Q – How does the new system work?  
A – When there is credible information about a threat, an NTAS Alert will be shared with the American public. It may include specific information, if available, about the nature of the threat, including the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat, as well as steps that individuals and communities can take to protect themselves and help prevent, mitigate or respond to the threat. The advisory will clearly indicate whether the threat is **Elevated**, if we have no specific information about the timing or location, or **Imminent**, if we believe the threat is impending or very soon.
3. Q – As a citizen, how will I find out that an NTAS Alert has been announced?  
A – The Secretary of Homeland Security will announce the alerts publically. Alerts will simultaneously be posted at [DHS.gov/alerts](http://DHS.gov/alerts) and released to the news media for distribution. The Department of Homeland Security will also distribute alerts across its social media channels, including the Department’s blog, Twitter stream, Facebook page, and RSS feed.
4. Q - What should Americans do when an NTAS Alert is announced?  
A – The NTAS Alert informs the American public about credible terrorism threats, and encourages citizens to report suspicious activity. Where possible and applicable, NTAS Alerts will include steps that individuals and communities can take to protect themselves to help prevent, mitigate or respond to the threat. Individuals should review the information contained in the alert, and based upon the circumstances, take the recommended precautionary or preparedness measures for themselves and their families.
5. Q – How should I report suspicious activity?  
A – Citizens should report suspicious activity to their local law enforcement authorities. The “If You See Something, Say Something” campaign across the United States encourages all citizens to be vigilant for indicators of potential terrorist activity, and to follow NTAS Alerts for information about threats in specific places or for individuals exhibiting certain types of suspicious activity.
6. Q - I get my news online, so how will I find out about an NTAS Alert?  
A – Americans can go to [DHS.gov/alerts](http://DHS.gov/alerts) to see the most recent advisories. Additionally, advisories will be sent out widely through social and mainstream media.

**If You See Something, Say Something™. Report suspicious activity to local law enforcement or call 911.**



**NTAS**  
National Terrorism Advisory System  
[www.DHS.gov/alerts](http://www.DHS.gov/alerts)

7. Q - How will NTAS Alerts be cancelled or updated?  
A – The NTAS Alerts carry an expiration date and will be automatically cancelled on that date. If the threat information changes for an alert, the Secretary of Homeland Security may announce an updated NTAS Alert. All changes, including the announcement that cancels an NTAS Alert, will be distributed the same way as the original alert.
  
8. Q - Do these alerts apply to Americans in other countries?  
A – NTAS Alerts apply only to threats in the United States and its possessions. The Department of State issues security advisory information for U.S. citizens overseas or traveling in foreign countries.

## **E Events/Tests**

November 18, 2019

To the File:

On November 18, 2019 at 10:00 AM TPO staff was told to evacuate due to a fire in a trash can. Staff immediately evacuated and rendezvoused outside Building D, the designated meeting point. This was accomplished in less than 5 minutes.

Sincerely,



Denise Bunnewith  
Planning Director