



**REGIONAL CALL CENTER
COOP PLAN**

**NAVAL FACILITIES ENGINEERING
COMMAND, SOUTHEAST**

JACKSONVILLE, FLORIDA

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References

- (a) NAVFAC SE Emergency Management Plan

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REGIONAL CALL CENTER

1. Overview. NAVFAC Southeast has established a Regional Call Center (RCC) to serve the NAVFAC SE AOR. The Call Center is located at NAS Jacksonville and staffed around the clock by full time Government employees. Emergency and service trouble calls will be received at this center. Calls will be logged into Maximo and forwarded to dispatch centers at each Base, as appropriate. Start up occurred on 30 January 2012. PWD's Key West, Corpus Christi, Jacksonville and Mayport are currently being served. The RCC will be fully operational by Oct 1 2013.

2. Emergency Operations Center (EOC). As part of operating a RCC, we will need to plan for emergency situations, such as Hurricane force winds, which may result in the temporary shutdown of NAS Jacksonville. Currently, we are directed to plan for evacuation at COR 3, where destructive winds (50 knots) are possible within 48 hours. We are directed to evacuate at COR 2, where destructive winds are anticipated within 24 hours. It is reasonable to expect conditions to improve enough for the RCC to be allowed to reopen at NAS Jacksonville within 2 to 7 days.

In the event of RCC closure, standard procedure will be to request service trouble calls be held until the weather emergency is over and only emergency trouble calls be forwarded to the CDO/EOC for potential action. It is anticipated that destructive weather in the Jacksonville area will similarly effect operation at NAVSTA Mayport and SUBBASE Kings Bay.

If the severity, duration and timing of the emergency situation dictate, the RCC EOC will be relocated to NAS Pensacola. NAS Pensacola is considered to be a prime location for the RCC-EOC due to the available facilities, reasonable driving distance which will not require air travel, and limited possibility that a single weather event will concurrently render NAS Pensacola and NAS Jacksonville inoperative.

NAS Pensacola has designated the PWD computer training area in building 3561 as our RCC EOC. This Facility currently has 8 NMCI workstations along with 4 working telephone hookups. Planning is underway to install 4 additional phone jacks, which would fully support the NAVFAC SE EOC in the event of an emergency. RCC personnel will bring their laptop computers with

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them and will utilize existing monitors at Pensacola to operate in a dual monitor configuration. The EOC has an emergency generator.

In the event of a foreseen emergency, such as a hurricane, the RCC will forward deploy 5 to 10 personnel to NAS Pensacola at least one day prior to the emergency. When established and ready for operation, the phones at NAS Jacksonville will be forwarded to the phones at the EOC. We will then be ready for operation. Personnel remaining at NAS Jacksonville will then be ready to evacuate as ordered.

Once the emergency has subsided and RCC personnel have been recalled, the RCC will stand up. Once adequate personnel have returned to work, the RCC phones will cancel forwarding. The EOC personnel will return to Jacksonville as soon as possible.

In the event of an unforeseen emergency, each PWD will be notified of the emergency and requested to alert all customers to forward all emergency calls to designated representatives at each PWD and withhold routine service requests until the emergency has subsided.

If conditions warrant, the RCC will immediately forward deploy personnel to the EOC and restart operation asap.

PERSONNEL

1. Overview. This chapter provides information related to all personnel issues to include pre-event planning actions, post-event associate recall, and category designation of personnel. Personnel are the major resource available for NAVFAC Southeast to meet a variety of contingencies that may affect NAVFAC Southeast RCC.

2. Personnel Categories. Reference (a) defines five (5) emergency response categories for personnel. The majority of FEC SE emergency-response personnel are expected to fall into Category 5, with a few possibly designated as Category 1. All other non-essential personnel, including family members, will fall into Category 2 or 4. Category 5 is further subdivided into two (2) groups, Critical and Essential.

a. Category 5 Critical workers are those who are the last to depart and first to return during an evacuation. Example: Emergency Operations Center personnel.

b. Category 5 Essential workers are those necessary to conduct and support recovery operations. These workers are expected to evacuate prior to a casualty occurring and return as directed. Examples: Contingency Emergency Response Teams, and select Contracting Officers, Integrated Product Team, Business Line and Management Services representatives.

3. Responsibilities:

a. Public Works Business Line will:

- (1) Assign all RCC personnel billets to categories per reference as needed.
- (2) Re-evaluate personnel billets assigned categories during the second quarter of each year, advise CE and Management Services of any changes to the lists, and notify incumbents of category assignment.
- (3) Keep an up-to-date recall list of all business/support line associates (available through Human Resources database, currently TWMS) and ensure procedures for

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recall are understood by responsible parties. Business/Support Line Coordinators are responsible for verifying the accuracy of the recall information, with confirmation that the information has been verified provided to Emergency Management Officer NLT 1 MAY each year.

- (4) Business/Support Lines Coordinators are responsible for providing a list of category 1, 2, 4 and 5 personnel within the Business/Support Line to Management Services Division for issuance of emergency identification cards to ensure proper identifiers for admittance to the HQ during times of restricted access.

b. Support Lines will:

- (1) Provide travel order support and processing. Orders may be processed individually or as group TDY orders. It is anticipated that the RCC will be directed to deploy before an evacuation order is given. Without an evacuation order, then orders will be written as emergency TDY orders by direction of the PWBL. If associated family members are evacuated as part of an evacuation order, they will be processed in accordance with the NAVFAC SE Emergency Management Plan.
- (2) CIO support will be required to forward phones and assure proper operation of phone system and NMCI computer applications.
- (3) BD4 will create and issue emergency TDY orders in advance of evacuation orders.

c. NAS Pensacola will:

- (1) Provide consolidated space with NMCI connected computer and working telephone lines.
- (2) Assist with priority BOQ/Navy Lodge/Hotel billeting in the event the destructive event causes limited availability.

d. RCC Supervisor will:

- (1) Monitor weather and coordinate potential evacuation with NAVFAC SE Emergency Management and NAS Pensacola.

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- (2) Determine and coordinate Call Center employees needed to staff the EOC.
- (3) Coordinate TDY orders and assure proper equipment is transported to the EOC.

4. Personnel Recall

a. Authority and Delegation

- (1) The Commanding Officer, NAVFAC Southeast, has the authority to require the performance of overtime work, including call-back, to designate the place(s) where work or duty shall be performed, and to take suitable disciplinary action where knowing or willful refusal, disobedience, or negligence occurs in complying with work requirements.
- (2) Delegation of Authority. The Commanding Officer hereby delegates the authority for recall to the following personnel:
 - (a) Executive Officer
 - (b) Operations Officer
 - (c) Coordinators of Business/Support Lines
 - (d) Division and Branch Managers
 - (e) Contingency Engineer

b. Definitions. The following definitions apply to this plan:

- (1) Call-back. The requirement of an associate to return to work at a time outside of, and unconnected with scheduled hours of work within the basic work week, to perform unscheduled overtime work, as either overtime or compensatory time, when directed by proper authority. When this occurs, the associate is compensated for a minimum of two hours and/or actual hours required to correct the emergency. When a callback exceeds two hours in duration, the associate will be compensated for the actual amount of overtime entitled. The word "recall" is synonymous with "call-back" where used in this plan. If necessary, associates on annual leave will be called

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back. The nature of the emergency will dictate the action taken.

- (2) Standby is the requirement of an associate to stand by at a duty station or in a designated area in readiness to perform actual work. When ordered in advance or approved after it has been performed by competent authority, the associate is compensated as outlined under paragraph 3.b.(1) above.

On Call is the requirement to be available to be called up to a standby or on duty status.

c. Establishment and Maintenance of Recall Information in Human Resources database, currently TWMS.

- (1) All employees will maintain up to date information to include their name, title, address, home phone number and/or cell phone number, and names of dependants.

d. Emergency Recall Procedures. The procedures described in this section are for major emergencies. Response to individual minor incidents has not been included.

(1) Notification:

- (a) The Commanding Officer directs the Operations Officer that an emergency exists and directs that a recall be initiated and which associates should be recalled.
- (b) The Operations Officer (most likely through the Emergency Management Officer) contacts Business/Support Line Coordinators and relays the Commanding Officer's directions to initiate a recall.
- (c) The Business/Support Line Coordinators initiate the recall using the procedures set forth in their respective Business/Support Line ERL.
- (d) Business/Support Line Coordinators shall provide feedback on recall success to the EOC for those who have been notified and are expected to report for work, and those whom they were unsuccessful in reaching.

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(e) For recalls that are initiated by Navy message, the Navy Family Accountability and Assessment System (NFAAS) will be used to record the results of the muster.

(2) Recall Using the Emergency Alert System (EAS)

(a) In the event that the disaster is so widespread that telephone service is not available, the use of the public EAS is warranted. In such a case, a request should be made through the CNRSE ROC for the recall requirement over the local public broadcast system.

Appendix 1

1. NAS JACKSONVILLE Conditions of Readiness (CORS)

To prepare for tropical cyclone arrival, NAS Jacksonville is prepared to place the installation into five distinct stages called Conditions of Readiness (CORS). Annually, CNRSE will transmit a COR 5 message placing all installations under their watch on June 1st and a COR termination message on or about 1 December. NAS Jacksonville will transmit a COR 5 attainment message back to CNRSE when all specifications are attained in the COR 5 checklists.

2. Tropical Cyclone Conditions of Readiness (COR):

- a. COR 5 - Destructive winds (50 knots [58 mph]) possible within 96 hours. Due to the geographical location of NAS Jacksonville, CNRSE requires the base to set and maintain COR V as a minimum state of readiness from June 1st through November 30th.
- b. COR 4 - Destructive winds possible within 72 hours.
- c. COR 3 - Destructive winds possible within 48 hours.
- d. COR 2 - Destructive winds anticipated within 24 hours.
- e. COR 1 - Destructive winds are occurring or anticipated within 12 hours.

3. Categories of Tropical Cyclones:

- a. Category One Hurricane (Cat 1):
 - (1) Winds 64 - 82 knots (74 - 95 mph). Winds cause damage primarily to shrubbery, trees, foliage and to mobile homes not properly anchored. No real damage to permanent building structures. Minor power distribution failures may occur for short periods of time.

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- (2) Storm Surge four to five feet above mean water level. Low-lying coastal roads may be inundated, minor pier damage.

b. Category Two Hurricane (Cat 2):

- (1) Winds 83 - 95 knots (96 - 110 mph). Winds cause considerable damage to shrubbery and tree foliage, some trees blown down. Expect major structural damage to exposed mobile homes. Some damage to roofing material, windows and doors - no major damage to permanent building structures. Minor power distribution failures may occur for short periods of time.
- (2) Storm Surges ranging from 6' to 8' above mean water level. Coastal roads and low-lying escape routes inland cut by rising water. Considerable pier damage, marinas flooded. Evacuation of some shoreline residences and low lying island areas will be required.

c. Category Three Hurricane (Cat 3):

- (1) Winds 96 - 113 knots (111 - 130 mph). Winds cause considerable damage to shrubbery and trees, with large trees blown down. Some roofing material damage, some window and door damage, some structural damage to small residences and utility buildings. Mobile homes destroyed. Minor structural wall failure is expected. Major power distribution failures may occur, possibly causing loss of water and sewer for extended periods of time.
- (2) Storm Surges 9 to 12 feet above mean water level causes serious flooding along the coast with many smaller structures destroyed. Larger structures are damaged by the battering of floating debris. Low-lying escape routes inland are cut by rising water.

d. Category Four Hurricane (Cat 4):

- (1) Winds 114 - 135 knots (131 - 155 mph). Winds cause extensive damage to shrubbery and trees, with large trees blown down. Expect extensive roofing material, window and door damage. Complete failure of roof structures on many small residences and complete destruction of mobile

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homes. Major power distribution failures causing loss of water and sewer for extended periods of time.

- (2) Storm Surges ranging from 13' to 17' above mean water level. Major damage to lower floors of structures near the shore due to flooding and battering action. Low-lying escape routes inland cut by rising water. Major erosion of beach areas.

e. Category Five Hurricane (Cat 5):

- (1) Winds greater than 135 knots (155 mph). Winds cause extensive damage to shrubbery and trees, with large trees blown down. Extensive roofing material, window and door damage. Complete failure of roof structures on many residences and industrial buildings. Extensive glass failure and some complete building failures; small buildings overturned and blown over or away and complete destruction of mobile homes. Major power distribution failures causing loss of water and sewer for extended periods of time.
- (2) Storm Surge, greater than 18 feet above mean water level. Major damage to lower floors of all structures. Low-lying escape routes inland cut by rising water. Evacuation of residential areas situated on low ground within 5 to 10 miles of shoreline may be required.