



Continuity of Operations Plan (COOP) 101

February 22, 2023

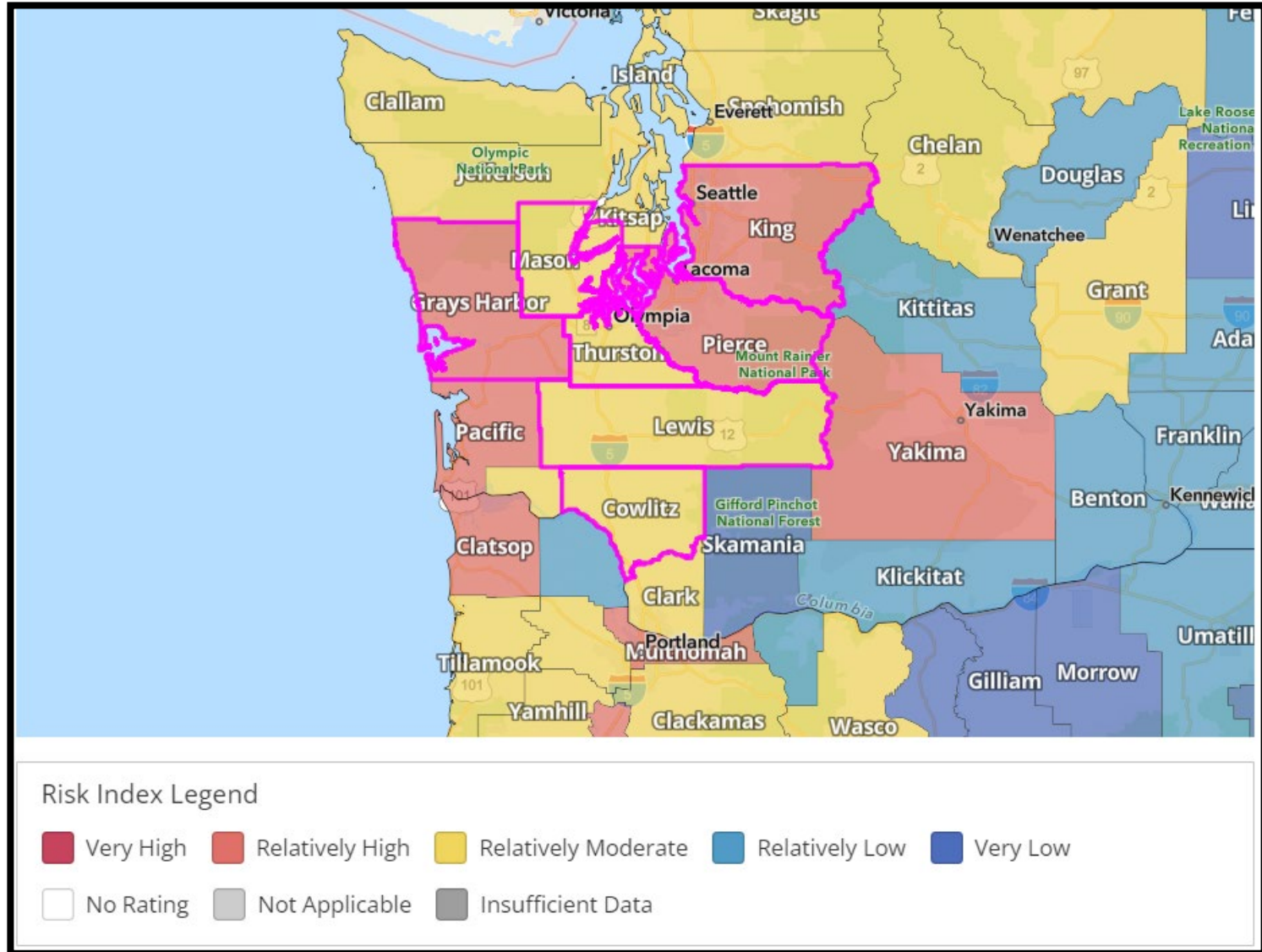


Agenda

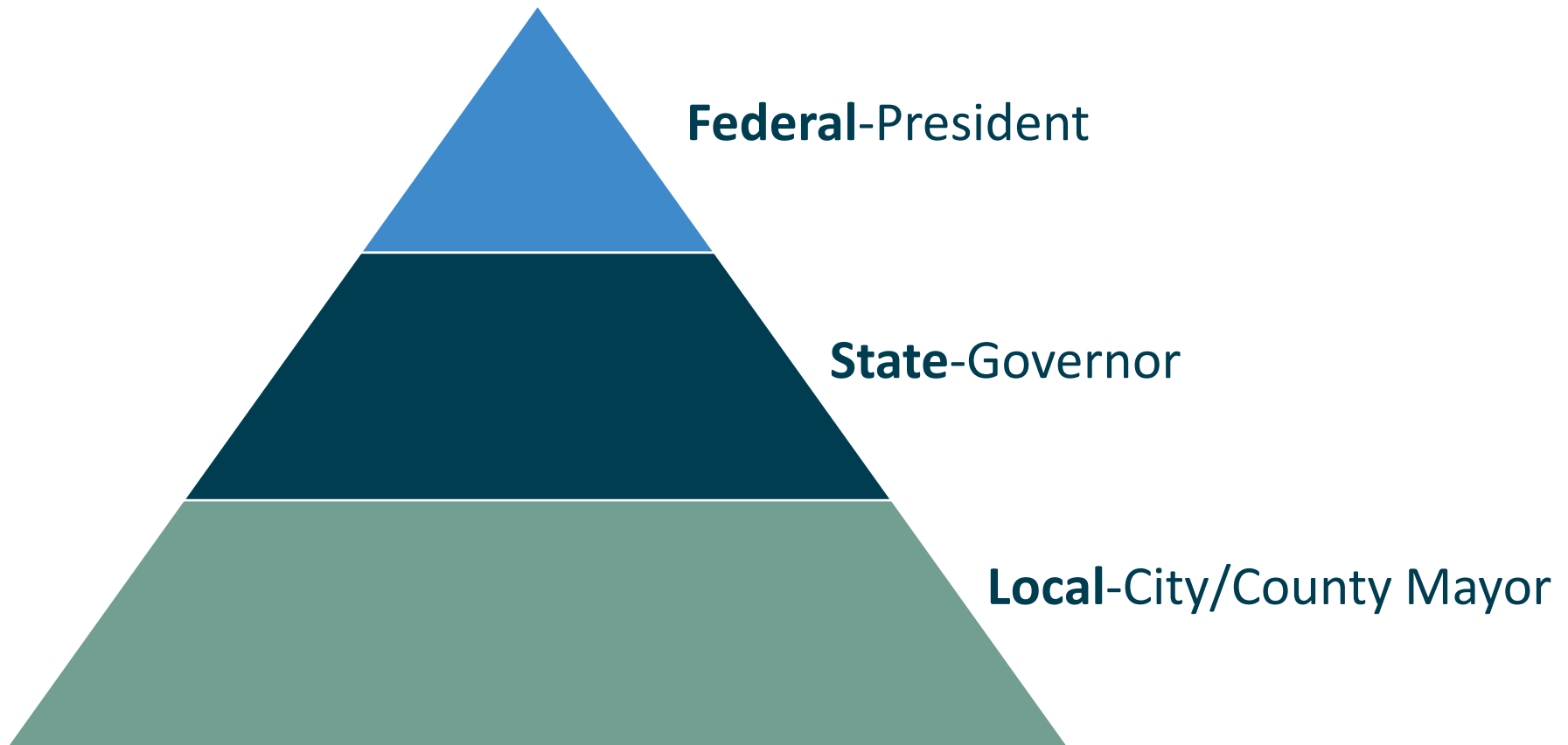


- **COOP Overview**
 - What is COOP?
 - Why is it important to me?
 - COOP Phases
 - Activation
 - Roles & Responsibilities
 - Essential Functions
- **Public Utility Board Role**
- **What's Next for COOP²**
- **Support**
- **Recommendations & Conclusion**

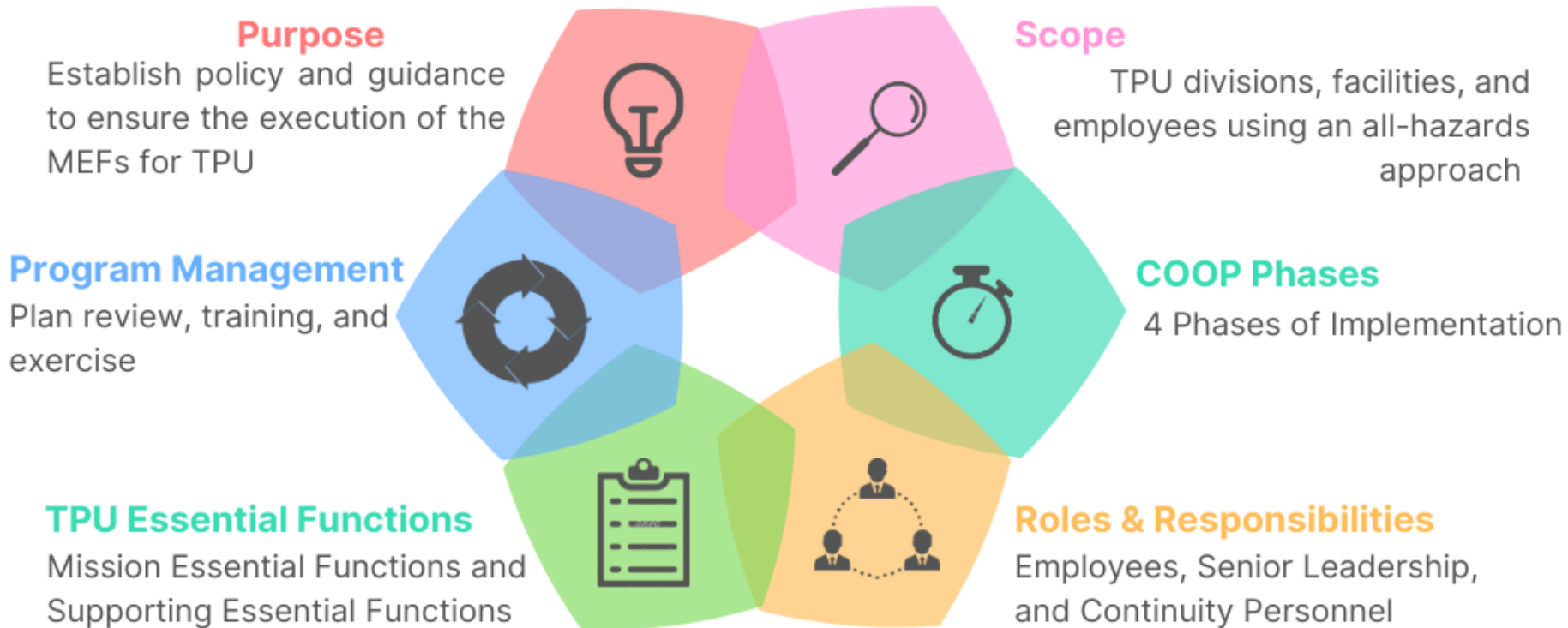
Risks

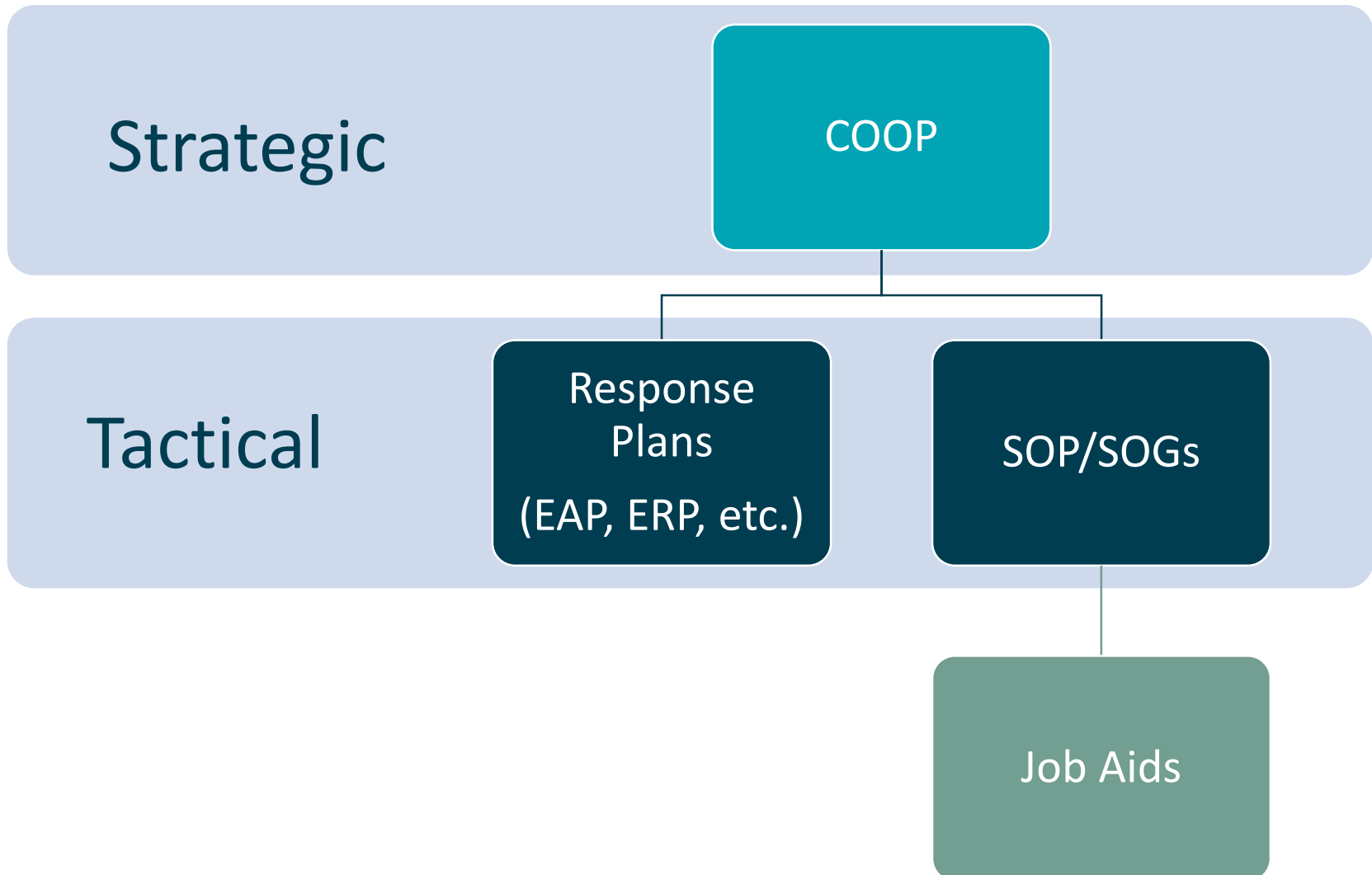


Declarations



COOP Overview



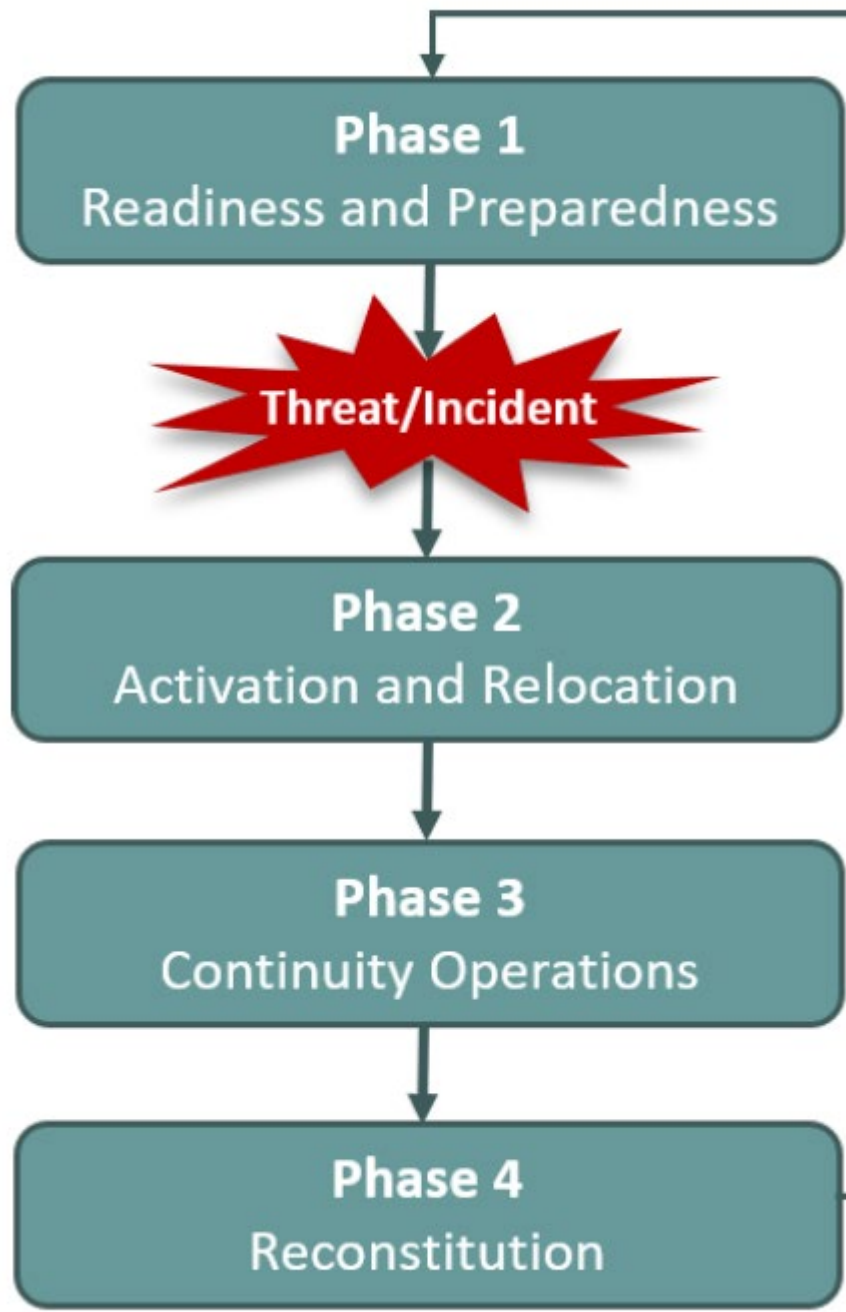




Why is COOP Important to me?

- Safety of our workforce
- Protection of our infrastructure
- Providing vital services to our customers and community (homes, businesses, hospitals, shelters, etc.)

COOP Phases



Roles & Responsibilities



- All TPU Employees
- Senior Leadership
- Continuity Personnel
 - Continuity Planning Team
 - Continuity Management Team
 - Mission Essential Function Leaders
 - Continuity Staff

MISSION-ESSENTIAL-FUNCTION-(MEF)		RTO
Customer-Communications: Communicate any emergency instructions or operational changes to customers		Tier-1: Immediate 0—24-Hours
Consequence if not performed: Increased inbound calls and messages to operations, customer service, stakeholders, and policy makers; negative news and social media comments; potential loss of service or personal damage for customers.		
MEF Leader(s)	Mandated Laws/Statutes and Regulatory Compliance	
Community and Media Services Manager	N/A	
Supporting Function(s)—MEF requires support of these functions to maintain service		
Supporting Function	Responsible Division, Department, Section	
N/A	N/A	

INTERNAL Stakeholders (TPU Department)
<ul style="list-style-type: none"> Key Accounts Team Customer Service Outreach Staff T&D System Operations Emergency Management Cybersecurity Water Quality Facilities Security Government Relations

APPLICABLE PLANS, PROCEDURES, POLICIES
<ul style="list-style-type: none"> TPU Continuity of Operations Plan T&D ERP

STAFFING	#S
Staff Positions to Fill	
<ul style="list-style-type: none"> Community and Media Services Manager Community Relations Officer (On-Call Duty Rotation) Digital Communications Team Web updates & Social Media 	
Minimum Staff Required	

WORK LOCATIONS			
Primary Work Location	TPU Campus	Can MEF continue via teleworking?	Yes
Alternate Work Location	Telework		
WORK LOCATION NEEDS/REQUIREMENTS			
Equipment	Laptop, Cell Phone		
Backup Communications	N/A		
IT/OT	Internet and VPN access, Wi-Fi/hotspot		

ACRONYMS	
CIP	Critical Infrastructure Protection
ERP	Emergency Response Plan
ICS	Incident Command System
MCO	Media Communications Office
PIO	Public Information Officer
T&D	Transmission and Distribution
VPN	Virtual Private Network

RTO—RECOVERY-TIME-OBJECTIVES		
Tier	Urgency/Rating	RTO
1	IMMEDIATE: These functions have a direct and immediate effect on TPU to ensure the safety of individuals and protect property.	0—24 hours
2	CRITICAL: These functions can be delayed until Tier-1 functions are restored but must be operational within the first 72 hours.	24—72 hours
3	NECESSARY: These functions can be delayed until Tier-1 and Tier-2 functions are restored but must be operational within 1 week.	72 hours—1 week
4	IMPORTANT: These functions can be delayed until Tier-1, Tier-2, and Tier-3 functions are restored but must be established within 30 days.	1 week—30 days

The RTO is the maximum amount of time the function can be interrupted before it must be restored to an acceptable level of operation after an incident. To ensure that MEFs are restored in the order of their time-criticality, functions were categorized using a tier-classification system.

Mission Essential Functions (MEF)

Supporting Functions (SEF)

Leadership—SEF: Government Relations

SUPPORT ESSENTIAL FUNCTION		RTO
Government Relations: Provide information to local elected officials during a disaster by acting as a liaison between local, state, Federal (Stafford act), and TPU.		MEF-Dependent
Consequence if not performed: Elected officials not having access to accurate information; elected officials sharing inaccurate information from outer sources with their constituents or other government decision makers; and weakened relationships with elected officials important to TPU.		
Responsible Personnel	Mandated Laws/Statutes and Regulatory Compliance	
Community and Government Relations Manager	N/A	
THIS SUPPORT FUNCTION PROVIDES SUPPORT TO THE FOLLOWING MEFs		
Mission Support Function (MEF) and Responsible Division, Department, Section		
Utility Director: Manages all operations and business affairs of TPU to include the implementations of systems and policies that enable TPU to conduct its activities both lawfully and ethically.		

Internal and External Partners and Stakeholders
<ul style="list-style-type: none"> City of Tacoma General Government Elected Officials (Local, State, Federal, and Tribal) TPU Key Accounts TPU Communications TPU Divisions Incident Command System positions Assistant to City Manager

Alternate Work Location	None defined but could use General Government's Municipal Building if situation required move and space was available.	Can MEF continue via teleworking?	
WORK LOCATION NEEDS/REQUIREMENTS			
Equipment	Laptop, Cellphone		
Backup Communications	WPS, GETS		
IT/OT	Internet and VPN access		

APPLICABLE PLANS, PROCEDURES, POLICIES
N/A

ACRONYMS	
GETS	Government Emergency Telecommunications Service
ICS	Incident Command System
VPN	Virtual Private Network
WPS	Wireless Priority Service

STAFFING	
Staff Positions to Fill	# Staff
<ul style="list-style-type: none"> Community and Government Relations Manager Regional Relations Manager 	
Minimum Staff Required	

RTO—RECOVERY TIME OBJECTIVES		
Tier	Urgency/Rating	RTO
1	IMMEDIATE: These functions have a direct and immediate effect on TPU to ensure the safety of individuals and protect property.	0—24 hours
2	CRITICAL: These functions can be delayed until Tier 1 functions are restored but must be operational within the first 72 hours.	24—72 hours
3	NECESSARY: These functions can be delayed until Tier 1 and Tier 2 functions are restored but must be operational within 1 week.	72 hours—1 week
4	IMPORTANT: These functions can be delayed until Tier 1, Tier 2, and Tier 3 functions are restored but must be established within 30 days.	1 week—30 days

WORK LOCATIONS	
Primary Work Location	TPU Campus

The RTO is the maximum amount of time the function can be interrupted before it must be restored to an acceptable level of operation after an incident. To ensure that MEFs are restored in the order of their time-criticality, functions were categorized using a tier classification system.

Public Utility Board's Role



Support Essential Function



PUB is a supporting function to the Director's Mission Essential Function

Manages all operations and business affairs of TPU to include the implementations of systems and policies that enable TPU to conduct its activities both lawfully and ethically.

Required Staffing & Work Location



Staff Positions to Fill:

- Board Chair
- Board Vice Chair
- Board Secretary
- Board Members

Number of required staff:

- (3) members for a quorum

Specialized Knowledge, Skills, or Qualifications:

- City of Tacoma Charter, Section 4.9-4.18
- City of Tacoma Municipal Code, Title 12
- Public Utility Board Resolutions U-11123 and U-11133

Work Location:

- Primary: TPU Campus
- Alternate: Telework or available location

What's Next for COOP²



COOP Program

- Hire COOP Program Manager (Emergency Management Analyst)-in process
- Planning Updates/Refinements
 - Updating position titles (class and comp.)
 - MEF (crosswalk)
 - Supporting Plans (Reconstitution, Alert & Notification, etc.)
Defining Roles & Responsibilities (who is filling which role?)
 - Leadership Input/Guidance
- Equipment
 - Define Alternate Locations
 - Preparedness Items (cots, sat. phones, etc.)
- Training & Exercise
 - COOP 101 Training
 - Exercises
 - ICS Training

- **What can you do to support the COOP?**
 - Take time to review the COOP documents
 - Identify your roles and responsibilities
 - Participate in COOP exercises
 - Personally prepare for emergencies