



Continuity of Operations Plan (COOP)

Hurricane Relocation, Internal Relocation, and Response

NAVFAC SE Regional Call Center Continuity of Operations Plan

Table of Contents

Regional Call Center		
Overview		3
Continuity of Operations Plans		
COOP A Foreseen Event		4-5
COOP A Unforeseen Event		6-7
COOP B Foreseen Event		8-9
COOP B Unforeseen Event		10-11
COOP C Foreseen/Unforeseen Event		12
Personnel		
Overview		13
Personnel Categories		13
Personnel Recall		
Authority and Delegation		13
Definitions		13-14
Establishment and maintenance of recall in HR database		14
Emergency Recall Procedures		14
Appendix A	Tropical Cyclones	15-16
Appendix B	NAVFAC SE RCC Telephone Relocation Plan	17-19
Appendix C	NAS Pensacola EOC Layout	20
Appendix D	NAS Jacksonville Bldg. 110 (EOC)	21
Appendix E	Emergency Preparedness Checklist	22
Appendix F	Emergency Contact List by PWD	23-24
Appendix G	RCC Personnel Emergency Recall Listing	25

Regional Call Center

Overview

NAVFAC Southeast has established a Regional Call Center (RCC) to serve the NAVFAC SE Area of Responsibility (AOR). The RCC is located at NAS Jacksonville and staffed 24/7/365 by full time Government and Contract employees. The RCC receives Emergency, Urgent, Routine and IMP service requests via email and phone calls. All service requests are processed per individual PWD Standard Operating Procedures (SOPs) and inducted into MAXIMO. Initial startup occurred on 30 January 2012.

The RCC currently processes all Emergency, Urgent, Routine and IMP requests for 22 Installations across the NAVFAC SE, NW and Hawaii AOR.

In the event of a foreseen/unforeseen emergency that makes building 103 unavailable for a 24-48 hour period, the RCC will relocate 24/7 operations to building 110, Room 2014, 2nd Floor Backup Emergency Operations Center (EOC).

In the event of a foreseen emergency lasting more than 48 hours, such as a hurricane, the RCC will relocate operations to NAS Pensacola. Individual government credit cards for travel will be required for Federal employees. Pre-Authorization will be coordinated through the Contracting Officer for contract employees.

The RCC plans for evacuation at COR 3, where destructive winds (50 knots) are possible within 48 hours. The RCC evacuates at COR 2, where destructive winds are anticipated within 24 hours. Depending on the severity, duration and timing of the emergency, the RCC will relocate 24/7 operations to NAS Jacksonville building 110 or NAS Pensacola building 3561.

NAS Pensacola is considered to be a prime location for the RCC 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 inoperable. NAS Pensacola has designated building 3561 as our temporary call center. The RCC will work from the EROC which has 8 NMCI workstations and 8 working telephone hookups designated for the RCC. RCC personnel will bring their laptop computers with them and will utilize existing monitors at Pensacola to operate in a dual monitor configuration. The EROC has an emergency generator. Once phone lines and NMCI connections have been tested and staff is ready for operation, the phones at NAS Jacksonville will be forwarded to phone number (850) 452-5294. Personnel remaining at NAS Jacksonville will then be ready to evacuate as ordered.

Once the emergency has subsided and RCC personnel recalled, the RCC will reopen at NAS Jacksonville building 103. Once adequate staffing have returned to work, the RCC will cancel phone forwarding. The personnel working from NAS Pensacola will return to NAS Jacksonville as soon as possible.

The RCC also has an active Round Robin phone circuit based on DSN phones connected in each cubical. This is to be used in the event of a service interruption or failure of our Avaya Phone System. The Round Robin circuit will ring sequentially from one cube to the next.

Continuity of Operation Plans

COOP A Foreseen Event

If a foreseen event occurs where NAS Jacksonville building 103 is not operable, the RCC will relocate to building 110, room 2014, 2nd Floor, Backup Emergency Operations Center (EOC). See Appendix D for a layout of the EOC spaces.

RCC Supervisor will

1. Ensure RCC staff has after-hour access to EOC room by calling the Regional Operations Center (ROC) at 542-3118 and confirming availability
2. Monitor and coordinate potential evacuation of the RCC staff
3. Determine and coordinate Call Center employees needed to staff the Backup EOC
4. Ensure NAS Jacksonville Base Communication Office (904-542-3570) is ready to support and resolve any on site telephone connectivity issues
5. Direct the Supervisory Management Analysts to assist with ensuring RCC employees relocating to building 110 room 2014 have all necessary SOPs, documents and supplies
6. Redirect the call center toll free number 855-462-8322 by calling Verizon Repair at 877-331-4276. Give Plan 3 number and security code to verify identity and authority to redirect phone number. State we are currently on Plan 1. See Appendix B for step-by-step instructions
7. Redirect the RCC Main Line Greeting on our Avaya PBX by dialing [REDACTED] and entering Code [REDACTED] from a phone with console permissions (ensures anyone that dials the local 904-573-9743 number for the RCC will be redirected to call 855-462-8322)
 - a. If an updated announcement is needed dial [REDACTED] from a phone with console permissions and follow the prompts
 - i. Dial 1 to record (dial # to end recording)
 - ii. Dial 2 to listen
 - iii. Dial 3 to delete

Building 110 Door Access

1. Turn the dial to the left until you see the numbers light up in the window on top of the lock
2. Turn to the left until you reach the first number ([REDACTED])
3. Turn to the right until you reach the second number ([REDACTED])
4. Turn to the left until you reach the third number ([REDACTED])
5. When you reach the last number turn the dial to the right and you will hear the tumblers move, but keep turning until the knob stops
6. Enter [REDACTED] on the cypher lock and enter the space

NAVFAC SE Regional Call Center Continuity of Operations Plan

Setup Greeting on Backup EOC phone# 542-2759:

1. Login Initial Setup

- a. Dial 542-8000
- b. Enter pass code (■■■■)

2. Record your Greeting

- a. Dial 8 (Change users options)
- b. Dial 1 (Change mailbox setup)
- c. Dial 1 (Greeting Change)
- d. Dial 3 (Discard old greeting and re-record)
 - i. Dial the number of greeting you want to record (record at the tone)
- e. Dial 7 to play the greeting (enter greeting number you wish to play)

All phones in the Backup EOC are Analog. When dialing outbound use these actions for outside lines:

98-1-(XXX)-XXX-XXXX (Long distance outside line)

99-1-(XXX)-XXX-XXXX (Toll-free)

99-XXX-XXXX (Local exchanges)

EOC Network Printer: \\NAEAJAXSPS05V\JAX-BL110-FZ-RMEOC-HPLJM775

Continuity of Operation Plans

COOP A Unforeseen Event

If an unforeseen event occurs where NAS Jacksonville building 103 is not operable, the RCC will immediately relocate to building 110, room 2014, 2nd Floor, Backup Emergency Operations Center (EOC). See Appendix D for a layout of the EOC spaces. The RCC will notify each PWD of the event and request to alert all customers to forward emergency calls to designated representatives at each PWD and withhold routine service requests until the RCC is operable from the Backup EOC (see Appendix F).

In an unforeseen catastrophic event where the RCC experiences loss and/or damages, and reestablishment of internet and phone connectivity is not expected for a significant period, each PWD will be notified and will then assume responsibility for what would normally be the RCC operations at each particular site (see Appendix F). For unplanned facilities maintenance work induction, each PWD will then be responsible for notifying their customers to contact them directly (instead of calling the RCC). When possible, the RCC will answer the RCC main phone line and refer customers to their local PWD for work induction.

RCC Supervisor will

1. Notify Installation PWD using the emergency notification list (see Appendix F)
2. Ensure RCC staff has after-hour access to EOC room by calling the Regional Operations Center (ROC) at 542-3118 and confirming availability
3. Coordinate evacuation of the RCC staff
4. Determine and coordinate Call Center employees needed to staff the Backup EOC
5. Ensure NAS Jacksonville Base Communication Office (904-542-3570) is ready to support and resolve any on site telephone connectivity issues
6. Direct the Supervisory Management Analysts to assist with ensuring RCC employees relocating to the Backup EOC have all necessary SOPs, documents and supplies
7. Redirect the call center toll free number 855-462-8322 by calling Verizon Repair at 877-331-4276. Give Plan 3 number and security code to verify identity and authority to redirect phone number. State we are currently on Plan 1. See Appendix B for step-by-step instructions
8. Redirect the RCC Main Line Greeting on our Avaya PBX by dialing [REDACTED] and entering Code [REDACTED] from a phone with console permissions (ensures anyone that dials the local 904-573-9743 number for the RCC will be redirected to call 855-462-8322)
 - a. If an updated announcement is needed dial [REDACTED] from a phone with console permissions and follow the prompts
 - i. Dial 1 to record (dial # to end recording)

NAVFAC SE Regional Call Center Continuity of Operations Plan

- ii. Dial 2 to listen
- iii. Dial 3 to delete

Building 110 Door Access

1. Turn the dial to the left until you see the numbers light up in the window on top of the lock
2. Turn to the left until you reach the first number (■)
3. Turn to the right until you reach the second number (■)
4. Turn to the left until you reach the third number (■)
5. When you reach the last number turn the dial to the right and you will hear the tumblers move, but keep turning until the knob stops
6. Enter ■ on the cypher lock and enter the space

Setup Greeting on Backup EOC phone# 542-2759:

3. Login Initial Setup
 - a. Dial 542-8000
 - b. Enter pass code (■)
4. Record your Greeting
 - a. Dial 8 (Change users options)
 - b. Dial 1 (Change mailbox setup)
 - c. Dial 1 (Greeting Change)
 - d. Dial 3 (Discard old greeting and re-record)
 - i. Dial the number of greeting you want to record (record at the tone)
 - e. Dial 7 to play the greeting (enter greeting number you wish to play)

All phones in the Backup EOC are Analog. When dialing outbound use these actions for outside lines:

98-1-(XXX)-XXX-XXXX (Long distance outside line)

99-1-(XXX)-XXX-XXXX (Toll-free)

99-XXX-XXXX (Local exchanges)

EOC Network Printer: \\NAEAJAXSPS05V\JAX-BL110-FZ-RMEOC-HPLJM775

Continuity of Operation Plans

COOP B Foreseen Event

If a foreseen event occurs where NAS Jacksonville is inoperable, the RCC staff will relocate to NAS Pensacola building 3561 EROC. See Appendix C for a layout of the EROC spaces.

Public Works Business Line will

1. Keep an up-to-date recall list of all business/support line associates (available through Human Resources database, currently TWMS) and ensure procedures for 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
2. 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

Support Lines will

1. Provide travel order support and processing in Defense Travel System (DTS). It is anticipated that the RCC will be directed to deploy before an evacuation order is given. Without an evacuation order, orders will be written as emergency TDY orders by direction of the PWBL. Associated family members will be able to travel with RCC staff to NAS Pensacola
2. CIO support will be required to assure proper operation of NMCI computer applications

NAS Pensacola will

1. Provide consolidated space with 8 NMCI enabled work stations and 8 telephone lines in EROC
2. Assist with priority BOQ/Navy Lodge/Hotel billeting in the event the destructive event causes limited availability

RCC Supervisor will

1. Monitor weather and coordinate potential evacuation with NAVFAC SE Emergency Management and NAS Pensacola
2. Determine and coordinate Call Center employees needed to staff the NAS Pensacola EROC
3. Coordinate travel using DTS for GS Employees
4. Coordinate Pre-Authorization through Contracting Officer for contract employees

NAVFAC SE Regional Call Center Continuity of Operations Plan

5. Verify NAS Pensacola EROC has working telephone lines and NMCI drops available for RCC staff to set up 24/7 operations
6. Ensure NAS Pensacola Base Communication Office is ready to support and resolve any on site telephone connectivity issues at 850-452-3454
7. Direct the Supervisory Management Analysts to assist with ensuring RCC employees relocating to NAS Pensacola have all necessary SOPs, documents and supplies
8. Send team A to NAS Pensacola for set up and handover of RCC operations
9. Redirect the call center toll free number 855-462-8322 by calling Verizon Repair at 877-331-4276. Give Plan 2 number and security code to verify identity and authority to redirect phone number. State we are currently on Plan 1. See Appendix B for step-by-step instructions
10. Redirect the RCC Main Line Greeting on our Avaya PBX by dialing [REDACTED] and entering Code [REDACTED] from a phone with console permissions (ensures anyone that dials the local 904-573-9743 number for the RCC will be redirected to call 855-462-8322)
 - a. If an updated announcement is needed dial [REDACTED] from a phone with console permissions and follow the prompts
 - i. Dial 1 to record (dial # to end recording)
 - ii. Dial 2 to listen
 - iii. Dial 3 to delete
11. Send team B to NAS Pensacola to support team A with RCC operations if needed

Continuity of Operation Plans

COOP B Unforeseen Event

If an unforeseen event occurs where NAS Jacksonville is not operable, the RCC staff will relocate to NAS Pensacola building 3561 EROC. See Appendix C for a layout of the EROC spaces. 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 RCC is operable from the EROC (see Appendix F).

In an unforeseen catastrophic event where the RCC experiences loss and/or damages, and re-establishment of internet and phone connectivity is not expected for a significant period, each PWD will be notified and will then assume responsibility for what would normally be the RCC operations at each particular site (see Appendix F). For unplanned facilities maintenance work induction, each PWD will then be responsible for notifying their customers to contact them directly (instead of calling the RCC). When possible, the RCC will answer the RCC main phone line and refer customers to their local PWD for work induction.

Public Works Business Line will

1. Keep an up-to-date recall list of all business/support line associates (available through Human Resources database, currently TWMS) and ensure procedures for 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
2. 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

Support Lines will

1. Provide travel order support and processing in Defense Travel System (DTS). Orders will be written as emergency TDY orders by direction of the PWBL. Associated family members will be able to travel with RCC staff to NAS Pensacola
2. CIO support will be required to assure proper operation of NMCI computer applications

NAS Pensacola will

1. Provide consolidated space with 8 NMCI enabled work stations and 8 telephone lines in EROC
2. Assist with priority BOQ/Navy Lodge/Hotel billeting in the event the destructive event causes limited availability

NAVFAC SE Regional Call Center Continuity of Operations Plan

RCC Supervisor will

1. Coordinate potential evacuation with NAVFAC SE Emergency Management and NAS Pensacola
2. Notify Installation PWD using the emergency notification list
3. Determine and coordinate Call Center employees needed to staff the NAS Pensacola EROC
4. Coordinate travel using DTS for GS Employees
5. Coordinate Pre-Authorization through Contracting Officer for contract employees
6. Verify NAS Pensacola EROC has working telephone lines and NMCI drops available for RCC staff to set up 24/7 operations
7. Ensure NAS Pensacola Base Communication Office is ready to support and resolve any on site telephone connectivity issues at 850-452-3454
8. Direct the Supervisory Management Analysts to assist with ensuring RCC employees relocating to NAS Pensacola have all necessary SOPs, documents and supplies
9. Redirect the call center toll free number 855-462-8322 by calling Verizon Repair at 877-331-4276. Give Plan 2 number and security code to verify identity and authority to redirect phone number. State we are currently on Plan 1. See Appendix B for step-by-step instructions
10. Redirect the RCC Main Line Greeting on our Avaya PBX by dialing [REDACTED] and entering Code [REDACTED] from a phone with console permissions (ensures anyone that dials the local 904-573-9743 number for the RCC will be redirected to call 855-462-8322)
 - a. If an updated announcement is needed dial [REDACTED] from a phone with console permissions and follow the prompts
 - i. Dial 1 to record (dial # to end recording)
 - ii. Dial 2 to listen
 - iii. Dial 3 to delete

Continuity of Operation Plans

COOP C Unforeseen Event

If an unforeseen event occurs that renders our Avaya PBX inoperable, the RCC will redirect our mainline number to the Round Robin phone circuit. Each cubical within the RCC has a separate DSN phone that is part of an active Round Robin circuit.

The Round Robin circuit will ring sequentially from one cube to the next. Dial #4# from any phone in the circuit to answer the inbound call. The volume on all phones must be loud enough for all to hear.

RCC Supervisor will

1. Redirect the call center toll free number 855-462-8322 by calling Verizon Repair at 877-331-4276. Give Plan 4 number and security code to verify identity and authority to redirect phone number. State we are currently on Plan 1. See Appendix B for step-by-step instructions
2. Redirect the RCC Main Line Greeting on our Avaya PBX by dialing [REDACTED] and entering Code [REDACTED] from a phone with console permissions (ensures anyone that dials the local 904-573-9743 number for the RCC will be redirected to call 855-462-8322)
 - a. If an updated announcement is needed dial [REDACTED] from a phone with console permissions and follow the prompts
 - i. Dial 1 to record (dial # to end recording)
 - ii. Dial 2 to listen
 - iii. Dial 3 to delete
3. Direct the Supervisory Management Analysts to assist with the Avaya PBX repairs
4. PWBL has non-labor Facilities Planning (FP) funding set aside for phone system maintenance under GL Account [REDACTED]. Funding POC is Katrina McKibben (katrina.mckibben@navy.mil) at 904-542-6765. A Government Purchase Card (GPC) can be used to purchase IT services <\$2,500.00
5. Contact A3 Communications at 904-886-0080 and request a quote for a Certified Avaya Technician to come on-site and troubleshoot/restore PBX to normal operations
6. Once the quote is received, contact Tammy Knox (tammy.knox@navy.mil) at 904-542-4710 to have a Purchase Request (PR) entered for approval. A3 Communications is in Maximo under Vendor Record 0232002S
7. Once the PR is approved, coordinate with A3 Communications to have their technician troubleshoot the issue and restore our Avaya PBX to normal operations
8. Submit the invoice for services provided back to Tammy Knox for action. She will enter and process the Purchase Order (PO) to pay the contractor

Personnel

Overview

This chapter provides information related to all personnel issues to include pre-event planning actions, post-event 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.

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.

1. Category 5 Critical workers are those who are the last to depart and first to return during an evacuation. Example: Emergency Operations Center personnel
2. 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

Personnel Recall

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:

Executive Officer
Operations Officer
Coordinators of Business/Support Lines
Division and Branch Managers
Contingency Engineer

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,

NAVFAC SE Regional Call Center Continuity of Operations Plan

as either overtime or compensatory time, when directed by proper authority. The word "recall" is synonymous with "call-back" where used in this plan. If necessary, associates on annual leave will be called back. The nature of the emergency will dictate the action taken

2. Standby - 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
3. On Call - The requirement to be available to be called up to a standby or on duty status

Establishment and Maintenance of Recall Information in Human Resources database

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 dependents

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
 - 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 A

Tropical Cyclones

NAS JACKSONVILLE Conditions of Readiness (COR)

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.

Tropical Cyclone Conditions of Readiness (COR)

1. 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 5 as a minimum state of readiness from June 1st through November 30th
2. COR 4 - Destructive winds possible within 72 hours
3. COR 3 - Destructive winds possible within 48 hours
4. COR 2 - Destructive winds anticipated within 24 hours
5. COR 1 - Destructive winds are occurring or anticipated within 12 hours

Categories of Tropical Cyclones

1. Category One Hurricane (Cat 1)
 - a. Winds 64 - 82 knots (74 - 95 mph). Winds may 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
 - b. Storm Surge four to five feet above mean water level. Low-lying coastal roads may be inundated, minor pier damage
2. Category Two Hurricane (Cat 2)
 - a. Winds 83 - 95 knots (96 - 110 mph). Winds may 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
 - b. 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

NAVFAC SE Regional Call Center Continuity of Operations Plan

3. Category Three Hurricane (Cat 3)

- a. Winds 96 - 113 knots (111 - 130 mph). Winds may 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
- b. 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

4. Category Four Hurricane (Cat 4)

- a. Winds 114 - 135 knots (131 - 155 mph). Winds may 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 homes. Major power distribution failures causing loss of water and sewer for extended periods of time
- b. 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

5. Category Five Hurricane (Cat 5)

- a. Winds greater than 135 knots (155 mph). Winds may 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
- b. 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

Appendix B

NAVFAC SE Call Center Telephone Operations Plan

When directed, the RCC Supervisor will redirect the call center toll free number 855-462-8322 by calling Verizon Repair at 877-331-4276 anytime and providing operator name, plan number and security code.

COOP A – Relocation to NAS Jacksonville, Bldg. 110, Rm 2014

1. Call Verizon Repair at 877-331-4276
2. Provide our Verizon Account Number (████)
3. Switch from Plan 1 to Plan 3 (routes 855-462-8322 to 904-542-2759)
4. Security Code █████

COOP B – Relocation to NAS Pensacola, Bldg. 3561, EROC

1. Call Verizon Repair at 877-331-4276
2. Provide our Verizon Account Number (████)
3. Switch from Plan 1 to Plan 2 (routes 855-462-8322 to 850-452-5294)
4. Security Code █████
 - a. The Base Communication Office (BCO) at NAS Pensacola has assigned 850-452-5294 to which the call center toll free number can be redirected
 - i. Currently this number is "virtual" in that it is assigned in the switch and is in Pensacola's billing system but is not associated with any physical desk. Eight AT&T circuit identifiers and associated cable and pair have been identified for the telephone numbers that will be assigned to the hunt-group to which (850) 452-5294 will cover
 - (a) 30OSXX514367 3560 44 1640 for 850-452-5455
 - (b) 30OSXX514368 3560 44 1641 for 850-452-5458
 - (c) 30OSXX514369 3560 44 1642 for 850-452-5454
 - (d) 30OSXX514370 3560 44 1643 for 850-452-5457
 - (e) 30OSXX514371 3560 44 1644 for 850-452-5459
 - (f) 30OSXX514372 3560 44 1645 for 850-452-5460
 - (g) 30OSXX514373 3560 44 1646 for 850-452-5452
 - (h) 30OSXX514374 3560 44 1647 for 850-452-5453

COOP C – Service Interruption or Failure of Avaya PBX

1. Call Verizon Repair at 877-331-4276
2. Provide our Verizon Account Number (████)
3. Switch from Plan 1 to Plan 4 (routes 855-462-8322 to 904-542-5700)
4. Security Code █████

NAVFAC SE Regional Call Center Continuity of Operations Plan

Redirect Phone Greeting to Announcement 1006 (RCC COOP Greeting)

1. Supervisor or analyst with console permissions dials [REDACTED]
 - a. Hear "Enter Four Digit Code"
2. Dial [REDACTED]
 - a. Hear "Shut Down Successful"

Restore Phone Greeting to Announcement 1000 (RCC Main Greeting)

1. Supervisor or analyst with console permissions dials [REDACTED]
 - a. Hear "Enter Four Digit Code"
2. Dial [REDACTED]
 - a. Hear "Reopen Successful"

Change/Update Announcement 1006

1. Supervisor or analyst with console permissions dials [REDACTED]
 - a. Dial 1 to record (dial # to end recording)
 - b. Dial 2 to listen
 - c. Dial 3 to delete

Log into NAVFAC SE Regional Call Center Voicemail

1. Press the "Message" button on your desk phone
 - a. Dial extension [REDACTED] #
 - b. Dial password [REDACTED] #

Call Forwarding

Our Verizon Account Number is [REDACTED] and is paid by DITCO for DISA/GSA. The service was ordered by DITCO under CSA [REDACTED] / TSR [REDACTED]. Our corporate ID is [REDACTED].

Verizon Account Representatives:	William A (Bill) Fraser	william.a.fraser@one.verizon.com 636-793-9543 (office) 314-412-1403 (cell)
	Kim Hunt	kim.hunt@verizon.com 636-793-9590 (office)

Plan 1: (Routes to NAS JAX, Bldg. 103, AT&T PRI) 904-573-9743: Security Code [REDACTED]

Plan 2: (Routes to NAS PEN, Bldg. 3561, EROC) 850-452-5294: Security Code [REDACTED]

Plan 3: (Routes to NAS JAX, Bldg. 110, EROC) 904-542-2759: Security Code [REDACTED]

Plan 4: (Routes to NAS JAX, Bldg. 103, Rm. 79, Round Robin) 904-542-5700: Security Code [REDACTED]

Plan 5: (Routes to NAS JAX, Bldg. 103, Rm. 110, Cube 38) 904-542-3524: Security Code [REDACTED]

NAVFAC SE Regional Call Center Continuity of Operations Plan

Contact BCO to update/change any routing plans (enter "8554628322" in the subject line):

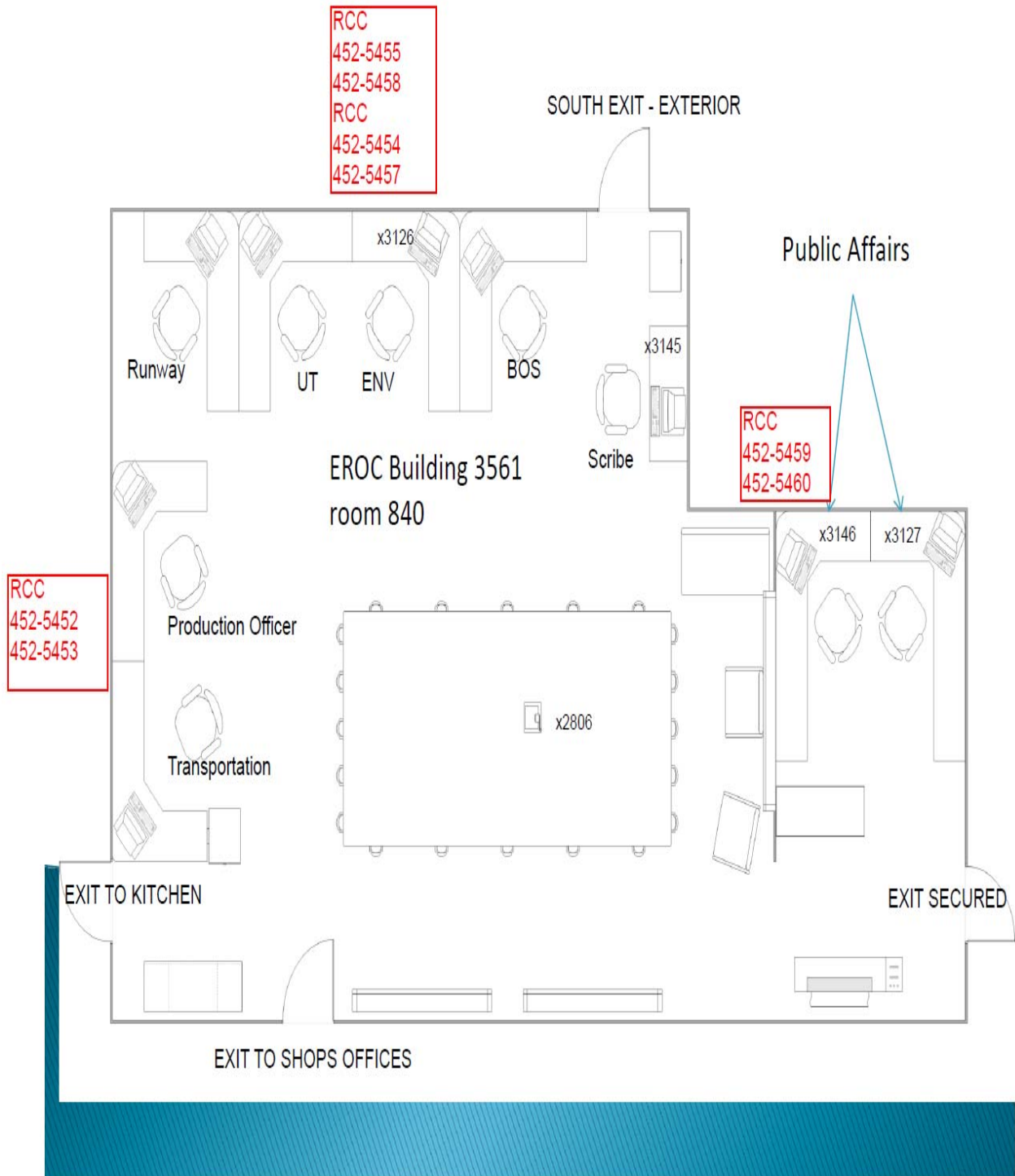
Carol Smith	carol.a.smith3.ctr@navy.mil	Glen Newman	glen.newman@navy.mil
	904-542-4806 (office)		904-542-8367 (office)
	904-860-9815 (cell)		

To Report a PRI Circuit Problem

1. AT&T: 1-800-247-2020
2. Select "Option 3"
3. PRI Circuit ID Name: [REDACTED]
4. True Circuit: [REDACTED]
 - a. Cut sheet with all of the circuit information is listed below

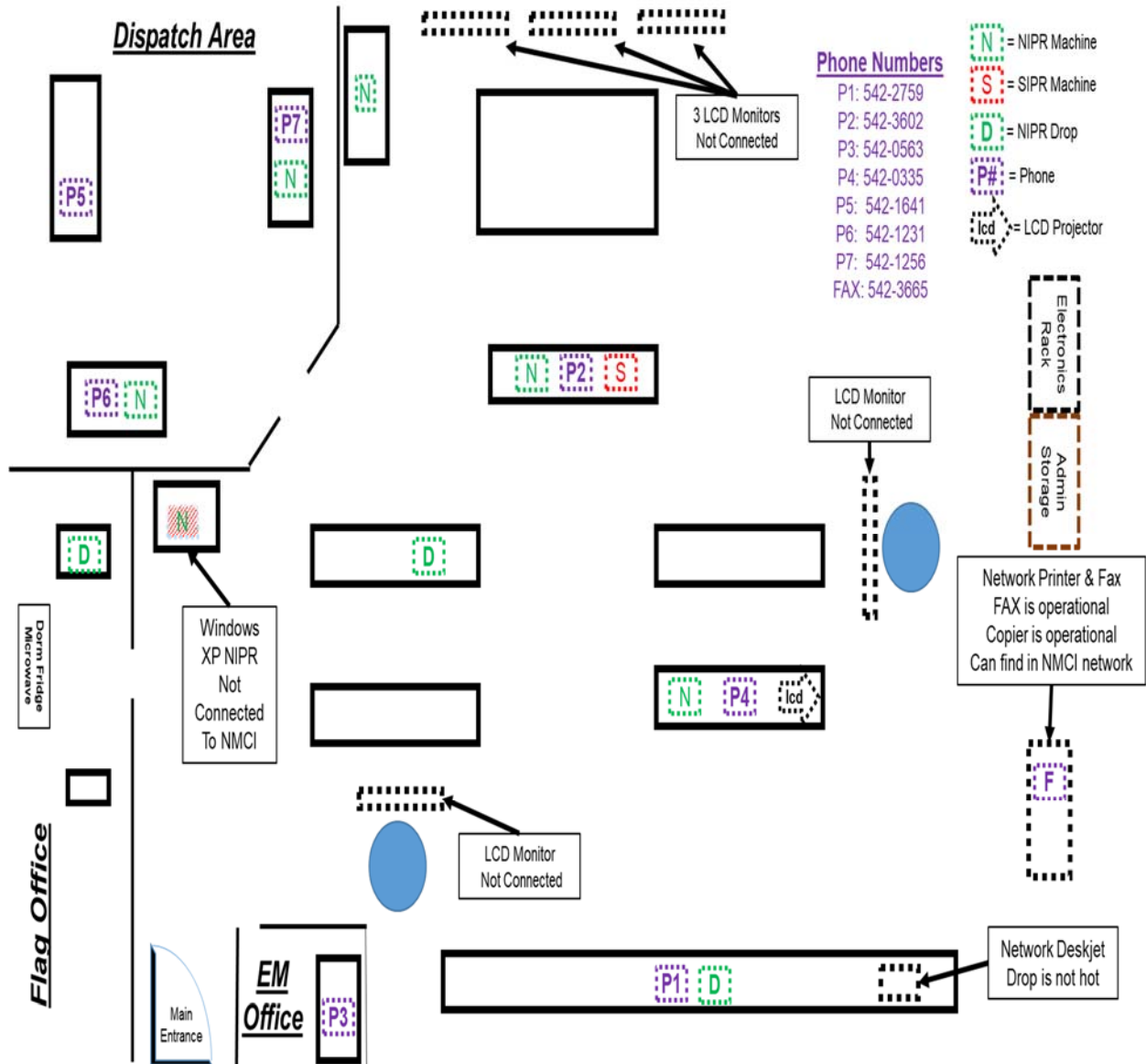
Appendix C

NAS Pensacola EROC Layout



Appendix D

NAS JAX Bldg. 110, (EOC Layout)



Appendix E

Emergency Preparedness Checklist

- Updated the appropriate data bases (TWMS and NFAAS)
- Verified that the emergency contact number and instructions on card are correct, and placed card/information in wallet
- Pack important documents in plastic bag to ensure they do not get destroyed, including driver's license, government ID card (including CAC), insurance papers, credit cards (and contact numbers in case they are lost or stolen), etc.
- Have Government Travel Credit card (GTCC) and cash for evacuation (ensure GTCC card is turned on)
- Received evacuation orders, as necessary
- Packed medicine, including copies of prescriptions and contact number/address for the doctors
- Made preparations for pets, if necessary
- Packed water, food and clothing as appropriate
- Made contact with supervisor and or EOC through mustering
- Verified evacuation order
- Identified safe haven, if necessary
- Verified the return to work order
- Verified that proper leave (annual or administrative) was charged if necessary

NAVFAC SE Regional Call Center Continuity of Operations Plan

Appendix F

NAVFAC SOUTHEAST			
BEAUFORT	BFT	IN-HOUSE	LT Greg Smith
CORPUS CHRISTI	CRP	IN-HOUSE	Dale Dubose
			James Davis
			Roger Maresh
FORT WORTH	FTW	IN-HOUSE	Nelson Wells
			Joe Withrow
			Deirdre Cody (UEM)
GUANTANAMO BAY	CUB	BOSC	Kim Walden (RBH)
			Tommy Ivey (PAR)
GULFPORT	GUL	IN-HOUSE	Kurt Bratzler
			Alan Walker
			Thomas Minton
			Chris Knudsen
JAX	JAX	BOSC	Carolyn Whitten
			Robert Slater
KEY WEST	KWT	IN-HOUSE	Mike Morgan
			Bonnie Burton
KINGS BAY	KBY	BOSC	Sharon Rush
KINGSVILLE	KGS	IN-HOUSE	Dan Bly (FMD)
			Stephen Priour (RBH)
			Charnelle Jackson (WI)
			Nefertiel West (PC)
MAYPORT	MYP	BOSC	Ricky Shepheard
			Shawn Hines
			Tim Gridley
			Antonio Toles
MERIDIAN	MED	IN-HOUSE	Mark Powers
			Matt Hostetler
			Matt Copeland
MID-SOUTH	MIL	BOSC	Steve Stran
			Jeff Weigel
NEW ORLEANS	NEW	IN-HOUSE	Troy Thompson
		BOSC	Mel Delin
ORLANDO	ORL	BOSC	Steven Wagner
PANAMA CITY	PAN	IN-HOUSE	Scott Slik
			Kim Letai
		BOSC	Berry Rikard

NAVFAC SE Regional Call Center Continuity of Operations Plan

PENSACOLA	PEN	BOSC	John Remich
			Katrena Eldridge
			Mark Trecy
			Cheri Letempt
WHITING FIELD	WHT	BOSC	Wes Hamill
			George Rials
NAVFAC HAWAII			
HAWAII	HAWAII	IN-HOUSE	SSGT Kevin Shields
			SRA Malik Snead
NAVFAC NORTHWEST			
CORE SUPPORT		Mark Yuska	
WHIDBEY ISLAND	NASWI	BOSC	Adam Brown (FMS)
			Gerald Edwards (RBH)
NS EVERETT	NSE NSE-JC NSE-PB NSE-SP	IN-HOUSE BOSC	Ernie Cruz (PC)
			Doug LaPlante (FMS)
			Mark Gorrell (PAR)
			Gregory Gary (SPAR)
			Pat Cline (RBH)
			Rima Blackwell (FMD)
			Jeffrey Shiffler (SHOPS)
			Ashli Bush (PROD)
NBK BREMERTON	NBK-SY	IN-HOUSE	Nancy Upchurch (PC)
			Brian Vanwoudenberg (MAINTENANCE MGR)
	NBK-NSB	BOSC	David Bottonfield (FMS)
			Mark Thresher (SPAR)
NBK BANGOR	NMII NBK-SBB	BOSC	Jan Bogard (PAR)
			David Bottonfield (FMS)
			Dale Hrenko (FMS)
			Mitch Haley (NAVHOSP)

Appendix G

NAVFAC SE Regional Call Center Continuity of Operations Plan

Name	Position	Home Number	Cell Number
Kevin Dow	RCC Program Manager (GS-0801-13)		
Brian Smith	Supervisory Call Center Analyst (GS-0301-12)		
Anne Rush	Supervisory Call Center Analyst (GS-0301-12)		
Ryan Fitzgerald	Management Analyst (GS-0343-09/11)		
Mark Riffle	Management Analyst (GS-0343-09/11)		
Chris La Rue	Management Analyst (GS-0343-09/11)		
Dayne Pritchard	Senior Call Center Agent (GS-0344-07)		
Develyn Boone	Senior Call Center Agent (GS-0344-07)		
Patty Newton	Senior Call Center Agent (GS-0344-07)		
Jerone Johnson	Senior Call Center Agent (GS-0344-07)		
Marlon Richardson	Senior Call Center Agent (GS-0344-07)		
Willie Flint	Senior Call Center Agent (GS-0344-07)		
Rebecca Kaneaster	Senior Call Center Agent (GS-0344-07)		
Taylor Bain	Senior Call Center Agent (GS-0344-07)		
Tywanda Tindal	Senior Call Center Agent (GS-0344-07)		
Mikala Crews	Senior Call Center Agent (GS-0344-07)		
Debra Quick	Call Center Agent (GS-0344-05/06)		
Terry Poppe	Call Center Agent (GS-0344-05/06)		
Lisa Weikert	Call Center Agent (GS-0344-05/06)		
Larry Cornett	Call Center Agent (GS-0344-05/06)		
La Verne Gober	Call Center Agent (GS-0344-05/06)		
Michael Mabunay	Call Center Agent (GS-0344-05/06)		
Alto Daniels	Call Center Agent (GS-0344-05/06)		
Martha Rogers	Call Center Agent (GS-0344-05/06)		
Shantell Williams	Call Center Agent (GS-0344-05/06)		
Leighton Frazier	Call Center Agent (GS-0344-05/06)		
Blane Collier	Maximo Management Analyst (Contractor)		
Fiona Duncan	Management Assistant (Contractor)		
Anna Hoffmeister	Management Assistant (Contractor)		
Eddie Rush	Management Assistant (Contractor)		
La'Shay Marion	Management Assistant (Contractor)		
Travis Esteves	Management Assistant (Contractor)		