ORANGE COUNTY BOARD OF COMMISSIONERS

AGENDA

BOCC Regular Work Session (After 5:30 p.m. Dinner Meeting with Social Services Board)
April 16, 2013
Meeting – 7:00 p.m. – 10:00 p.m.
Link Government Services Center
200 South Cameron Street
Hillsborough, NC

(7:00 – 7:40)	1.	Northern Human Services Center Project Update
(7:40 – 8:40)	2.	County Commissioners: Boards and Commissions – Annual Work Plans/Reports
(8:40 – 9:20)	3.	Discussion of the Steps to Redesign the County Web Site
(9:20 – 10:00)	4.	Threat Assessment and Response Workgroup Update
		Closed Session "To discuss and take action regarding plans to protect public safety as it relates to existing or potential terrorist activity and to receive briefings by staff members, legal counsel, or law enforcement or emergency service officials concerning actions taken or to be taken to respond to such activity." [N.C.G.S. 143-318.11(a)(9)]
		Approval of Closed Session Minutes

ORANGE COUNTY
BOARD OF COMMISSIONERS

ACTION AGENDA ITEM ABSTRACT
Meeting Date: April 16, 2013

Action Agenda Item No. 1

SUBJECT: Northern Human Services Center Project Update

DEPARTMENT: Asset Management Services ("AMS"), Department of Environment, Agriculture, Parks & Recreation ("DEAPR")

PUBLIC HEARING: (Y/N) No

ATTACHMENT(S):

A. Site Locator
B. Renovation Cost Comparison
C. Design Services Proposal from MBAJ Architects

INFORMATION CONTACT:
Jeff Thompson, (919) 245-2658
David Stancil, (919) 245-2522

PURPOSE: To receive an update on the progress of the Northern Human Services Center Project, gather feedback, and outline next steps with the project.

BACKGROUND: In November 2012 the Board of County Commissioners ("BOCC") authorized the Manager to proceed with the development of a community center on the site of the Northern Human Services Center. After significant public input and discussion, the Board approved the adaptive re-use "Option 2" for development, allowing a partial deconstruction of the facility and saving significant portions of the historic and culturally significant building. This will allow important features of the structure to become integrated within a modern, efficient, 10,000 square foot community center (see Attachment B, "Renovation Cost Comparison"). The Board decided against the option of deconstructing the existing structure in its entirety and constructing an entirely new facility.

The Board also authorized the Manager to engage a professional design firm for the project through a standard request for qualifications ("RFQ") process. Additional information from the Board's November 8, 2012 consideration of this project (Agenda Item 7-a – "Northern Human Services Center Project – Next Steps") is available at http://www.co.orange.nc.us/occlerks/121108.pdf.

History

The former Cedar Grove Elementary school was built in 1950 to serve the African-American community in northern Orange County (note Attachment A, Site Locator"). As a result of de-segregation in public schools, the facility was transferred to County control in 1976, with a deed restriction that the facility be used for a "public purpose".

The 37,000 square foot facility housed numerous County services, including a branch library, social services, educational offerings (including Durham Technical College classes), Head Start programs, other child care services, and recreation programs.

As of December 31, 2012, the facility is vacant except for the office of the Cedar Grove Park supervisor. All utilities have been disconnected, except for the needed conditioning to preserve the plumbing lines and control humidity.

The County has limited its programming of the space over the past several years, due to a combination of falling demand and high fixed costs to maintain the facility. Several studies have examined potential uses of the building. However, no potential use overcomes the very high operating cost of the facility (estimated at $100,000 annually, when fully conditioned) and necessary capital improvements. *The single most limiting factor for the facility is the lack of conventional water and sanitary sewer service.* The current well and septic system can adequately service a low volume of flow – not a higher volume necessary to support the full facility and its programming capacity. Such a single system renovation to the well and septic system is estimated to cost between $500,000 and $800,000.

Recent Activities

County staff has recently concluded the RFQ process, recommending MBAJ Architects from Raleigh, NC as the design firm for the project. Eleven firms submitted written proposals for evaluation. Five firms were selected to interview with a staff panel consisting of Susan Mellott (who has since retired from Planning and Inspections), David Stancil (DEAPR), Jeff Thompson and Wayne Fenton (AMS), and Michael Talbert (Manager's Office). David Cannell of Finance and Administrative Services managed the RFQ process.

The firms were evaluated based upon the quality of the collective presentation, specifically their responses in the areas of relevant experience with adaptive re-use design, community center design experience, and experience with historic and culturally significant projects.

Firms submitting RFQ proposals were:

ADW Architects, Charlotte NC
Building Technology Associates, Oak Park, MI
*Corley Redfoot Architects, Chapel Hill NC
Davis Kane Architects, Raleigh NC
HH Architecture, Raleigh NC
*Isley Hawkins Architecture, Durham NC
*MBAJ Architecture, Raleigh NC
*RND Architects, Durham NC
Robert W. Carr Architects, Durham NC
Summit Design and Engineering, Hillsborough NC
*Weinstein Friedlein Architects, Carrboro NC

*Firms invited to interview

Representatives from MBAJ Architects will be present during the work session and will be available to answer questions from the Board. Staff will present a Professional Services Agreement to the Board at the June 18, 2013 regular meeting for approval for the Chair to execute.

The design will encompass all deconstruction work through final occupancy of the renovated facility. This path ensures that a single general construction firm will be responsible for the entire project to its finish and subsequent operation.

The design will also consider potential complementary uses such as an Emergency Services base station and a communications tower to support both emergency communications and other services such as wireless technology access and cellular connectivity.

Once the design process begins, the informal resident design and review advisory group will convene to assist in the space programming and follow-on design process. This group is made up of eight individuals who volunteered during the September 25, 2012 public meeting.

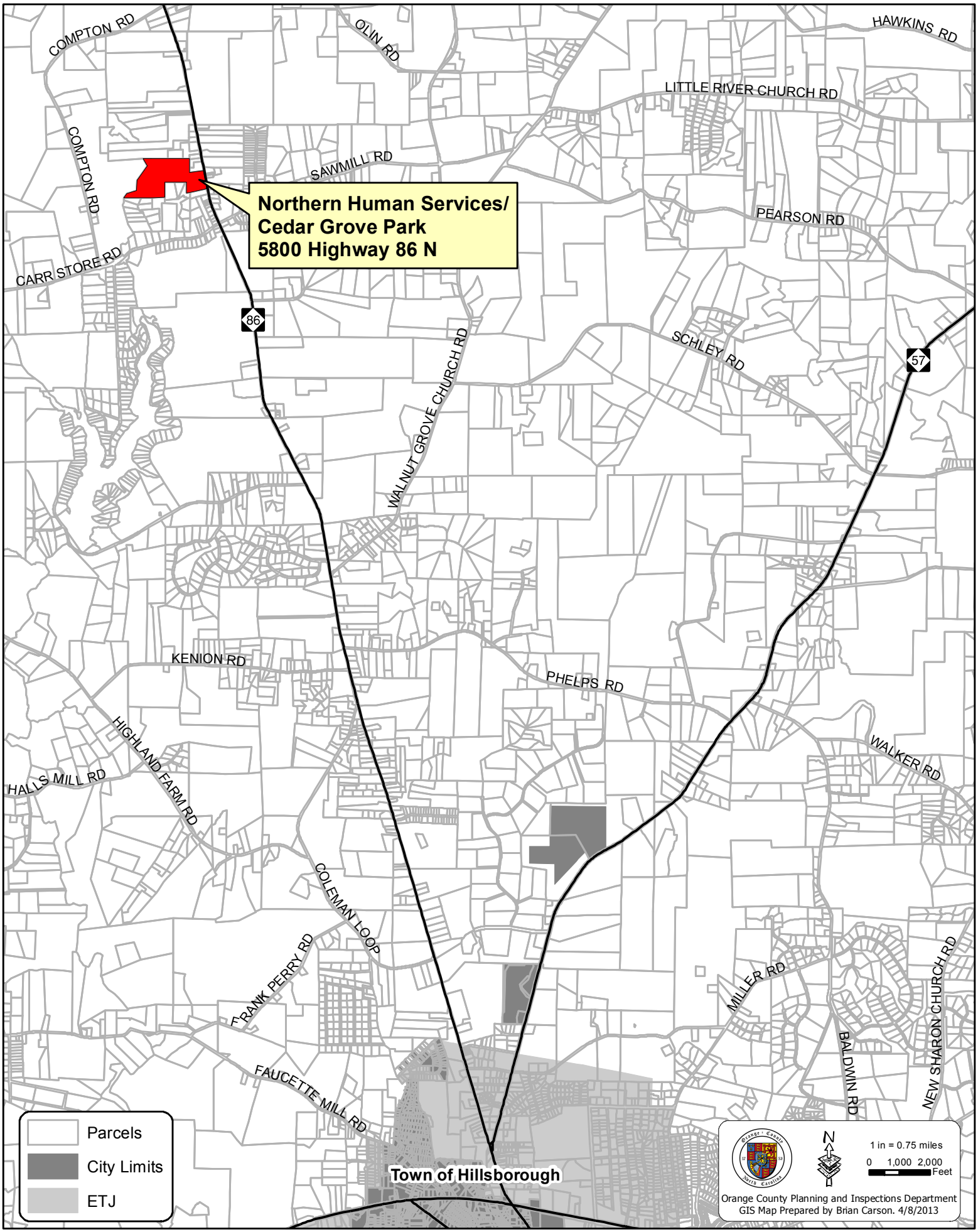
The general development timeline may be as follows:

TASK	PROPOSED BEGINNING DATE	END BY DATE
BOCC Action: Approval for Designer Professional Services Agreement (est.)	**6/18/13**	**6/18/13**
Project schematic design	6/18/13	10/20/13
BOCC Action: Approval of Schematic Design (est.)	**10/15/13**	**10/15/13**
Project final design, bid document preparation	11/1/13	1/31/14
Project Bid - abatement, deconstruction and adaptive re-use construction (est.)	2/1/14	4/28/14
BOCC Action: Bid Award, Budget Approval for Construction (est.)	**6/20/14**	**6/20/14**
Construction, Commissioning, Opening (est. 8 months duration)	7/1/14	3/1/15

FINANCIAL IMPACT: The Board-approved FY2012-17 Capital Investment Plan ("CIP") included $250,000 in FY 2012-13 for deconstruction of sections of the facility in preparation for the future use on the site. The Board also approved $2.0 million in FY2014-15 for the construction of the new facility. Since the project will be completed under one general contract, these funds are currently available for professional services with regard to the selected designer.

RECOMMENDATION(S): The Manager recommends the Board receive the progress update and provide feedback for the Northern Human Services Project.

Attachment A: Site Locator



ATTACHMENT **B**

Northern Human Services Center Development Option Comparison

	Option 1	**Option 2**
	New Construction, 10,000 square foot pre-engineered metal building, standing seam roof, masonry and/or block accented exterior walls; standard interior upfit	Removal of classroom wings, adaptive re-use of 10,000 square foot center portion; new roof and building systems; standard interior upfit
Abatement, Removal	$220K - $250K	$175K - $225K
Design, Construction, Equipment	$1.3M - $1.5M	$1.36M - $1.58M
Contingency	$300K - $350K	$309K - $366K
Schematic Budget Estimate	**$1.82M - $2.10M**	**$1.84M - $2.17M**
Schematic Budget per square foot	**$182 - $210**	**$185 - $217**
Considerations:		
Development and Construction Cost	Lower	Low to Mid-Range
Design Flexibility	Higher	Lower
Programmed Use Flexibility	Higher	Lower
Unforeseen Conditions	Lower	Higher
Original Structure's Use?	No	Yes
Estimated Future Operating Costs	Low to Mid-Range	Low to Mid-Range

9131 Anson Way, Suite 204
Raleigh, North Carolina 27615
Office: 919-573-6400
Toll-free: 800-590-MBAJ
Fax: 919-573-6495

April 1, 2013

Mr. Jeff Thompson
Orange County Director of Asset Management Services
200 South Cameron Street
P O Box 8181
Hillsborough, NC 27278

RE: Northern Human Services Center Renovation

COMM. NO.: FILE NO.: A-1.0

Dear Jeff:

We are excited to have been selected by Orange County for the design of renovations at the Northern Human Services Center project. We look forward to developing a strong working relationship with you through this project. As requested, below is our proposal for professional services.

Project Scope
MBAJ Architecture will provide architectural and engineering design services for the Northern Human Services Center Renovation. The scope of services will include Programming, Design and Construction Observation for upgrades and renovation to the existing Cedar Grove facility. The exact scope of the renovations will be determined during the programming phase utilizing a round table format to gather input from the project committee. The project scope will include a recognition of the cultural significance of this site. The exact nature of this recognition will be an integral part of the programming process. The final proposed scope of the project will be balanced against the funding available for the project.

MBAJ will engage independent engineering consultants to provide Structural evaluation for the proposed demolition, along with Civil/Landscape, Plumbing, Mechanical, Electrical and Technology design for the proposed facility renovation. Design services shall be provided in the traditional phases of Programming, Schematic Design, Design Development, Construction Documents, Bidding and Construction Administration. Based upon our pre-contract discussions, our proposed fee does not include hazardous material abatement design, storm water BMP design, fire protection design, surveying, geothermal conductivity test wells or geotechnical investigation for the project.

The total budget for the facility including design, construction, and contingency is $2 million. The fees proposed are based upon the scope of work as we understand it at this time and the project durations outlined in the attached schedule.

Proposed A/E Fees
Based upon the above outlined scope of professional services, and the terms of the Orange County Professional Services Agreement, MBAJ proposes a lump sum fee of **$160,000** with additional reimbursable cost (printing, reproduction, shipping, fees paid to jurisdictional authorities, renderings, etc…) not to exceed **$7,500**.

Engineers
MBAJ will be utilizing the following engineers for the project:

Structural Design
LHC Engineers
1015 Wade Avenue
Raleigh, NC 27605

Civil Engineering / Landscape Design
CLH Design
400 Regency Forest Drive, Suite 120
Cary, North Carolina 27518

Plumbing, Mechanical, Electrical, and Technology Design
Progressive Design Collaborative, LTD.
2900 Rowland Road, Suite 100
Raleigh, NC 27615

Schedule
Our preliminary schedule is attached. We recognize that the County will not have construction funding available until July 2014 and we have formulated the proposed schedule to conform to that parameter.

If there are any questions, please feel free to call. We look forward to hearing from you and working with you to make the Northern Human Services Center project a success.

Sincerely,

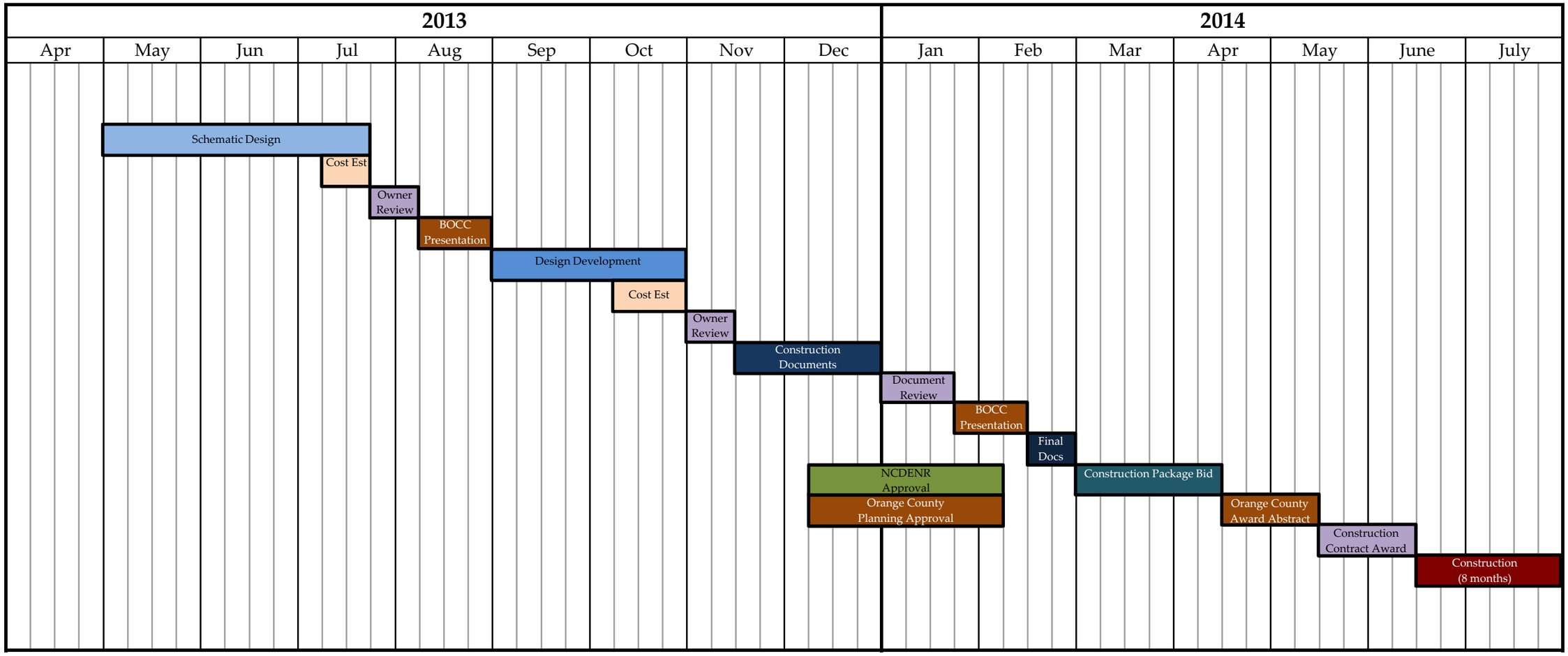
John F. Thomas. Jr.., AIA

Enclosure

cc: Vanda Hamrick

Orange County
Northern Human Services Center
Preliminary Project Design Schedule

3/20/13



ORANGE COUNTY
BOARD OF COMMISSIONERS

ACTION AGENDA ITEM ABSTRACT
Meeting Date: April 16, 2013

Action Agenda
Item No. 2

SUBJECT: County Commissioners: Boards and Commissions – Annual Work Plans/Reports

DEPARTMENT: Board of Commissioners

PUBLIC HEARING: (Y/N) No

ATTACHMENT(S): Under Separate Cover
Listing of Annual Summaries

INFORMATION CONTACT:
Clerk's Office, 245-2130

PURPOSE: To consider and discuss boards and commissions' annual work plans/reports for five (5) boards and commissions with the respective Chairs in attendance.

BACKGROUND: In the past, as part of the Board of Commissioners' annual planning and goal setting retreats, the Board requested and received annual summaries/work plans from the County's internal advisory boards and commissions (ABCs). This information provided the Board with a yearly overview of the boards and commissions and their projected goals for the upcoming year. This particular process ended in 2007. The Board decided at its April 13, 2010 meeting to reinstate this process independent of the Board's annual retreats.

The Boards that will be presented at the April 16 work session are:

- Parks and Recreation Council — **Neal Bench, Chair (with Department of Environment, Agriculture, Parks and Recreation Director David Stancil)**
- Advisory Board on Aging — **Heather Altman, Chair (with Department on Aging Director Janice Tyler)**
- Agricultural Preservation Board — **Kim Woods, Co-Chair/Howard McAdams, Co-Chair; David Stancil (with Department of Environment, Agriculture, Parks and Recreation Director David Stancil)**
- Arts Commission — **Alice Levinson, Chair (with Arts Commission Director Martha Shannon)**

- Economic Development Advisory Board **Donald Bryan, Chair (with Economic Development Director Steve Brantley)**
- Human Relations Commission **Colin Austin, Chair (with Housing, Human Rights and Community Development Director Tara Fikes)**

Boards that will not attend a work session (unless otherwise directed by the Board):
Adult Care Community Advisory Board
Affordable Housing Advisory Board - joint dinner meeting
Board of Adjustment
Board of Health - joint dinner meeting
Board of Social Services - joint dinner meeting
Nursing Home Community Advisory Board
Planning Board - joint dinner meeting
Solid Waste Advisory Board

FINANCIAL IMPACT: None.

RECOMMENDATION(S): The Manager recommends the Board review the annual work plans from advisory boards and commissions and provide feedback and/or direction.

NAME OF BOARD/COMMISSION: Parks & Recreation Council
Report Period: 2012

ORANGE COUNTY ADVISORY BOARDS AND COMMISSIONS
ANNUAL REPORT/ WORK PLAN FOR THE COUNTY COMMISSIONERS

The Board of Commissioners welcomes input from various advisory boards and commissions in preparation for its annual planning retreat. Please complete the following information, limited to the front and back of this form. Other background materials may be provided as a supplement to, but not as a substitute for, this form.

Board/Commission Name: Parks and Recreation Council

Person to address the BOCC at work session- if applicable- and contact information: N/A

Primary County Staff Contact: David Stancil, DEAPR Director

How many times per month does this board/commission meet, including any special meetings and sub-committee meetings?

One, plus quarterly Intergovernmental Parks Work Group (chair) and special meetings related to the Parks and Recreation Master Plan

Brief Statement of Board/Commission's Assigned Charge and Responsibilities.

The Council shall serve as the advisory board for provision of parks facilities and recreation programs. It shall suggest policies, within its powers and responsibilities as stated in Article 26 of the Code of Ordinances. The Council shall consult with and advise the Board of Commissioners and staff in matters affecting recreation policies and programs, advise on the acquisition of parkland and lands for recreation programs, and advise on long-range planning for recreation and parks, including the development of plans, studies and reports.

What are your Board/Commission's most important accomplishments?

- Members have assisted and advised in the master plans for Little River

NAME OF BOARD/COMMISSION: Parks & Recreation Council
Report Period: 2012

Regional Park, Efland Cheeks Community Park (Phase 2), Twin Creeks (Moniese Nomp) Park, Blackwood Farm Park, Cedar Grove Park, Fairview Park and the Hollow Rock Access Area.

- The Council is taking an active role in the new Parks and Recreation Master Plan, which is underway, including advising on public input and participating in public input sessions.
- Members have assisted in the operation of numerous special events.
- The Chair serves on the Inter-governmental Parks Work Group, and representatives also serve on the New Hope Creek Corridor Advisory Council.
- The Council was an Element Lead Advisory Board involved in the 2030 Comprehensive Plan.
- The Council makes recommendations for the triennial Lands Legacy Action Plan.
- The Council has worked toward the establishment and incorporation of a Friends of Parks and Recreation Group.
- The Council hosts the biannual Joint Recreation and Parks Advisory Council meeting on a rotating basis, most recently in 2011.
- The Council took meetings 'on the road' in 2012, visiting park sites and discussing issues with different staff superintendents and park managers.

List of Specific Tasks, Events, or Functions Performed or Sponsored Annually.

Biennial joint meetings of town/county parks and recreation councils

Describe this board/commission's activities/accomplishments in carrying out BOCC goal(s)/priorities, if applicable.

The PRC reviews site plans for major subdivision applications in the county's jurisdiction. Recommendations are made on potential land dedication for parks and open space. (Goal 5)

The PRC is the lead advisory board and is taking an active role in the update to the 1988 Comprehensive Parks and Recreation Master Plan. This effort is underway, and the PRC helped create the community needs assessment survey and the public input sessions in its role as "steering committee." (Goal 5)

The Council reviewed plans and advised on Fairview Park and the Hollow Rock Access Area, as well as providing input on the Mountains to Sea Trail dialogue of 2012. (Goal 6)

NAME OF BOARD/COMMISSION: Parks & Recreation Council
Report Period: 2012

If your board/commission played the role of an Element Lead Advisory Board involved in the 2030 Comprehensive Plan preparation process, please indicate your board's activities/accomplishments as they may relate to the Comprehensive Plan's goals or objectives.
*(The Element Lead Advisory Boards include: Planning Board, EDC, OUTBoard, Commission for the Environment, Historic Preservation Commission, Agriculture Preservation Board, Affordable Housing Board, **Parks and Recreation Council**)*

The PRC helped create and advised on the Community Needs Assessment (4200 household surveys in September 2012) (Goal 1, 4).

The PRC has identified working with the school systems to promote shared use of facilities for recreation purposes as a priority, and engaged in preliminary discussions to this end (Objective PR 2.4).

The PRC has assisted in the implementation of park master plans, such as Fairview Park (Objective PR 3.2).

A new Parks and Recreation Facilities Plan map will be an outcome of the new Master Plan (Objective PR-5.6).

Identify any activities this board/commission expects to carry out in 2013 as they relate to established BOCC goals and priorities.
If applicable, is there a fiscal impact (i.e., funding, staff time, other resources) associated with these proposed activities (please list).

- By far the most substantial and significant effort carrying into 2013 is the Parks and Recreation Master Plan, currently underway and scheduled to be completed in spring 2013.
- Use the master plan to identify top priorities for future implementation, and address important coordination (towns, schools) and system priorities and scope questions.
- Take a more-direct approach to engaging the school systems on recreational use of school facilities, including more regular communication.
- Examine the facility use policy as it pertains to recreational facilities, and assist staff in developing a "partnership template" for evaluating requesting facility leases and partnership opportunities.
- Continue to look at opportunities to provide a support system for recreation activities, including the Friends of Parks and Recreation group.
- Provide assistance in facilitating accurate information on the planned Mountains-to-Sea Trail within Orange County.

NAME OF BOARD/COMMISSION: Parks & Recreation Council
Report Period: 2012

What are the concerns or emerging issues your board has identified for the upcoming year that it plans to address, or wishes to bring to the Commissioners' attention?

- Attempting to break through the longstanding issue of community use of school facilities for recreation is becoming more important each year. Lack of gymnasium space is the driving factor for the need to resolve this matter.
- Development of environmental/nature programming and services, identified by citizens at public information sessions as a common theme.
- The possibility of a working farm component at a park site (with the possibility of a working farmer living on-site)?

NAME OF BOARD/COMMISSION: **Advisory Board on Aging**
Report Period: **Jan. 2012 – December 2012**

ORANGE COUNTY ADVISORY BOARDS AND COMMISSIONS
ANNUAL REPORT/ WORK PLAN FOR THE COUNTY COMMISSIONERS

The Board of Commissioners welcomes input from various advisory boards and commissions in preparation for its annual planning retreat. Please complete the following information, limited to the front and back of this form. Other background materials may be provided as a supplement to, but not as a substitute for, this form.

Board/Commission Name:

Orange County Advisory Board on Aging

Person to address the BOCC at Retreat (if requested by BOCC) and contact information:
Heather Altman, Advisory Board Chair
haltman@carolwoods.org
109 Sunset Ridge Lane Chapel Hill, NC 27516

Primary County Staff Contact: Janice Tyler, Department on Aging Director

How many times per month does this board/commission meet, including any special meetings and sub-committee meetings?

In addition to the monthly meetings, the Board has been actively engaged in MAP meetings and work groups, sometimes meeting several times monthly.

Brief Statement of Board/Commission's Assigned Charge and Responsibilities.
This Board suggests policy and makes recommendations to the Board of Commissioners and the Department on Aging while acting as the liaison between the older adults of the County and County government. It is charged with promoting needed services, programs and funding that impacts the older adults.

What are your Board/Commission's most important accomplishments?

- Completed the Master Aging Plan Update process for 2012-2017 and in July began our Year One Implementation plan. The new MAP process is considered a model for the state. The board chair and Aging Director presented the planning process model at the NC Board of County Commissioners Annual Conference in Raleigh in August. The Aging Director and Aging Transition Administrator were invited to D.C. to meet with officials representing the French government to share our planning model.
- Secured outside funding for two UNC School of Public Health Summer

NAME OF BOARD/COMMISSION: **Advisory Board on Aging**
Report Period: **Jan. 2012 – December 2012**

Practicum interns to assist in creating the Yr 1 MAP Implementation Plan.

- Secured a second UNC School of Public Health Behavior Capstone Team of five graduate students to assist with the implementation of a social marketing/communications for the Department as outlined in the 2012-17 MAP.
- Aging board members also serve on other county and community boards to strengthen coordination of services to older adults. Those boards include the Orange County OUT, OCIM, Meals on Wheels, Carolina Villages and Orange County Housing Boards.
- On-going development of community partnerships to accomplish MAP goals.

List of Specific Tasks, Events, or Functions Performed or Sponsored Annually.

- Co-sponsored 4th annual Community Resource Fair at University Mall; 700 persons were in attendance at the March 2012 event.
- Provide Orange County representation to the Triangle J Area Agency on Aging Advisory Council
- Support the Chatham-Orange Community Resource Connections and the development of its 24 partnerships with local agencies, as well as being a pilot site for the Hospital Transitions model.
- Assist in promotion of the Senior Tar Heel Legislature initiatives through representation by two Advisory Board on Aging affiliates.
- Board makes recommendations to BOCC of potential legislative concerns to be included in the BOCC Legislative agenda.
- On-going input into other community planning processes, such as the Southern Human Services Campus Master plan project, the UNC GigU Initiative and etc.

Describe this board/commission's activities/accomplishments in carrying out BOCC goal(s)/priorities, if applicable.
If your board/commission played the role of an Element Lead Advisory Board involved in the 2030 Comprehensive Plan preparation process, please indicate your board's activities/accomplishments as they may relate to the Comprehensive Plan's goals or objectives.
(The Element Lead Advisory Boards include: Planning Board, EDC, OUTBoard, Commission for the Environment, Historic Preservation Commission, Agriculture Preservation Board, Affordable Housing Board, Recreation and Parks Advisory Council)

Identify any activities this board/commission expects to carry out in 2013

NAME OF BOARD/COMMISSION: **Advisory Board on Aging**
Report Period: **Jan. 2012 – December 2012**

as they relate to established BOCC goals and priorities.
If applicable, is there a fiscal impact (i.e., funding, staff time, other resources) associated with these proposed activities (please list).

- Continue with Year One Implementation Plan thru June 2013 and prioritize strategies for Year Two including securing funding for new initiatives.

What are the concerns or emerging issues your board has identified for the upcoming year that it plans to address, or wishes to bring to the Commissioners' attention?

- The Advisory Board on Aging continues to study ways and means to maximize or reallocate available resources to meet the emerging magnitude of the needs of an increasing percentage of county residents that are seniors.
- The Advisory Board sees it role as volunteers who are here to help and be utilized as much as possible to build a better community.
- Concern for the growing transportation needs of older adults and the emerging issue of volunteers providing transportation and the liabilities that this involves.

NAME OF BOARD/COMMISSION: Agricultural Preservation Board
Report Period: 2012

ORANGE COUNTY ADVISORY BOARDS AND COMMISSIONS
ANNUAL REPORT/ WORK PLAN FOR THE COUNTY COMMISSIONERS

The Board of Commissioners welcomes input from various advisory boards and commissions in preparation for its annual planning retreat. Please complete the following information, limited to the front and back of this form. Other background materials may be provided as a supplement to, but not as a substitute for, this form.

Board/Commission Name: Agricultural Preservation Board

Person to address the BOCC at work session- if applicable- and contact information: N/A

Primary County Staff Contact: David Stancil, DEAPR Director

How many times per month does this board/commission meet, including any special meetings and sub-committee meetings?

Third Wednesdays of January, March, May, August, September and November. Meetings in alternate months called as needed.

Brief Statement of Board/Commission's Assigned Charge and Responsibilities.

The Board's mission statement, adopted in 2005, is "to encourage the voluntary preservation of farmland from non-farm development, recognizing the importance of agriculture to the economic and cultural life of the county."

The APB serves as the County government advisory board for agricultural issues and administers the Voluntary Farmland Protection Program Ordinance (Chapter 48, Orange County Code of Ordinances) as per NCGS 106-735 through 744. The Board receives and makes recommendations on proposed Voluntary Agricultural Districts and Enhanced Voluntary Agricultural Districts. The Board is responsible for preparing (in conjunction with other agricultural agencies) the Countywide Agricultural Development and Farmland Protection Plan, and the implementation of the Orange County Comprehensive Plan, Natural and Cultural Systems Element (Agricultural section). The Board advises the Board of Commissioners on agricultural and farmland preservation, agricultural issues including sustainable agriculture, emerging trends in agriculture, and other

ventures, initiatives and projects. The Board assists in other programs such as the annual Agricultural Summit.

What are your Board/Commission's most important accomplishments?

- Review and recommendations on 18 approved Voluntary Agricultural District farms (totaling 3,300 acres), and one Enhanced Voluntary Agricultural District farm.
- Creation and approval of the Orange County Agricultural Development and Farmland Protection Plan.
- The 10% Campaign for Local Foods
- Preparation of educational materials on Voluntary Agricultural Districts, right-to-farm law, and other agricultural topics.
- Assistance in the annual Agricultural Summit.
- Participated in discussion with Animal Services Advisory Board subcommittee on possible nuisance issue.
- Developed list of livestock operations for Animal Services department.
- Convening meeting of all county agricultural boards and committees for joint goal-setting and planning.

List of Specific Tasks, Events, or Functions Performed or Sponsored Annually.

Assist in the annual Agricultural Summit. Biennial/triennial meeting of all agricultural boards.

Describe this board/commission's activities/accomplishments in carrying out BOCC goal(s)/priorities, if applicable.

The APB promotes and reviews and recommends new Voluntary Agricultural Districts that help protect farmland (Comp Plan, Natural and Cultural Systems Goal 2).

The Board oversaw the creation of a long-term plan for agricultural development and farmland protection, and is working to implement the provision of that plan. (Goal 2, Goal 5).

The APB stays abreast of emerging trends in agriculture, and advises the Board of Commissioners of new issues or concerns – such as Agricultural Support Enterprises (Goal 5)

The APB makes recommendations on goals and objectives for the triennial

NAME OF BOARD/COMMISSION: Agricultural Preservation Board
Report Period: 2012

Lands Legacy Action Plan (Goal 8).

If your board/commission played the role of an Element Lead Advisory Board involved in the 2030 Comprehensive Plan preparation process, please indicate your board's activities/accomplishments as they may relate to the Comprehensive Plan's goals or objectives.
*(The Element Lead Advisory Boards include: Planning Board, EDC, OUTBoard, Commission for the Environment, Historic Preservation Commission, Agricultural Preservation Board, Affordable Housing Board, **Parks and Recreation Council**)*

The APB has continued to advocate for the Agricultural Support Enterprises project, to help promote agricultural economic development and agricultural entrepreneurialism (Goal 2, Objective AG-1).

The APB promotes, reviews and recommends Voluntary Agricultural Districts and Enhanced Voluntary Agricultural Districts (Goal 2 Objective AG-1, Goal 8 Objective AG-9).

The APB promotes efforts to increase purchase and consumption of local foods (Goal 2, Objective AG-3; Goal 3, Objective AG-7).

Identify any activities this board/commission expects to carry out in 2013 as they relate to established BOCC goals and priorities.
If applicable, is there a fiscal impact (i.e., funding, staff time, other resources) associated with these proposed activities (please list).

- Review and possible revisions to the Voluntary Farmland protection ordinance as per changes to NC General Statutes
- Assist with the 2013 Agricultural Summit
- Explore possible Rural Orange Oral History Project with Orange County Library (funding possibly via Library)
- Assisting with possible Farm-to-Table Event for 4th-grade students in fall 2013 (staff time and funds within DEAPR proposed budget)
- Continuing to promote and recommend Voluntary Agricultural Districts and Enhanced Voluntary Agricultural Districts
- Assist with the implementation of the 10% Campaign to promote local food purchasing within County government and among residents.
- Working with the Planning Department on Conditional Use Zoning (Ag Support Enterprises) effort.
- Coordination with Animal Services Advisory Board on ordinance provisions. Discussion of possible revisions to Animal Control Ordinance that impact agricultural operations.

NAME OF BOARD/COMMISSION: Agricultural Preservation Board
Report Period: 2012

What are the concerns or emerging issues your board has identified for the upcoming year that it plans to address, or wishes to bring to the Commissioners' attention?

- Based on recent experiences, an effort is needed to address retention of Use Value Tax program when farmer-to-farmer land transfers occur. Propose to work with Tax Administration office to help make farmers aware of the process for keeping agricultural land in the program when land changes hand from one farmer to another.
- Continuing need to address farm animals and the application of animal services ordinance nuisance provisions.

NAME OF BOARD/COMMISSION: Arts Commission

Report Period: January-November 2012

ORANGE COUNTY ADVISORY BOARDS AND COMMISSIONS INPUT FOR COUNTY COMMISSIONERS' ANNUAL PLANNING RETREAT

The Board of Commissioners welcomes input from various advisory boards and commissions in preparation for its annual planning retreat. Please complete the following information, limited to the front and back of this form. Other background materials may be provided as a supplement to, but not as a substitute for, this form.

Board/Commission Name:

Orange County Arts Commission (OCAC)

Person to address the BOCC at Retreat (if requested by BOCC) and contact information:

Alice Levinson, Chair, Home # 919/932-5902; allevs@att.net (OCAC scheduled to present in 2014)

Primary County Staff Contact: Martha Shannon, 919/968-2011, mshannon@orangecountync.gov

How many times per month does this board/commission meet, including any special meetings and sub-committee meetings?

2nd Monday each month (except for July) at 6 pm at various sites

Brief Statement of Board/Commission's Assigned Charge and Responsibilities:

Our mission is "to promote and strengthen the artistic and cultural development of Orange County, North Carolina." Since 1985 the OCAC has served as the countywide arts agency providing funding and support for high quality arts programs. OCAC is the Designated County Partner for NC Arts Council's state Grassroots Program funds in Orange County. We also award county arts grants, sponsor programs, promote the arts and serve as an arts information clearinghouse.

What are your Board/Commission's most important accomplishments?

In addition to our annual programs listed below, the Arts Commission has recently:

- Coordinated all aspects of Orange County's participation in a national **arts economic impact study** by Americans for the Arts (AFTA) entitled "Arts & Economic Prosperity IV - The Economic Impact of Nonprofit Arts & Culture Organizations & Their Audiences." – **ECON. DEV**.
- With the help of the Chapel Hill/Orange County Visitors Bureau, launched an **online arts calendar** for Orange County artists & arts organizations (www.ExploreChapelHillARTS.com). Reminders & Training for artists & arts organizations on the use of this online resource is ongoing. – **ECON. DEV.**

NAME OF BOARD/COMMISSION: Arts Commission

Report Period: January-November 2012

List of Specific Tasks, Events, or Functions Performed or Sponsored Annually.

- Administer two grant programs (spring and fall) that fund artists, schools, arts agencies and nonprofit organizations sponsoring art projects
- Lead two grant-writing workshops for artists & organizations prior to OCAC grant deadlines
- Apply annually to NC Arts Council for Designated County Partner renewal
- Sponsor Quarterly Artists' Salons, featuring speakers on professional development for artists
- Write and distribute press releases, online newsletters, monthly e-newsletters, grant guidelines/applications and other occasional publications
- Serve as clearinghouse of arts information on/for Orange County by responding to artists, non-profit organizations, schools, and the public via phone, email, mail, social media, etc.
- Update and maintain website with information on our programs and services including a searchable online local arts directory utilizing our database
- Coordinate 5th District Congressional High School Arts Competition for Orange County; participate at the district-level competition and reception
- Co-sponsor Emerging Artist Program with arts councils in Durham, Chatham, Person, and Granville counties
- Co-sponsor Piedmont Laureate Program with arts councils in Durham, Wake & Alamance co's.

Describe this board/commission's activities/accomplishments in carrying out BOCC goal(s):

The OCAC has a role to play in carrying out **Goal 3 (Economic Development)** and **Goal 6 (Quality of Life)** of the **BOCC's Goals and Priorities Fiscal Year 2009-10** (approved 9/15/09).

The role of the OCAC in tourism is to help local artists and arts agencies create the "product" (visual art exhibits, musical concerts, studio tours, theatre performances, etc.) that both locals and visitors come to Orange County to enjoy. The arts help create more vibrant and prosperous communities. The presence of creative professionals in a given area is the single most important factor associated with what visitors will spend. Arts industries & events draw audiences. Nonprofit arts and culture organizations in Orange County spent a total of $85.4 million during FY 2010, supporting 3,352 full-time equivalent jobs and generating $8.0 million in local and state government revenue.

Through the creative industries, Orange County has an opportunity to further increase job creation, attract investments, generate tax revenues, and stimulate the local economy through tourism and consumer purchases. In addition, creative industries contribute to the contemporary workforce, making creative contributions to industries' products and services and infusing culture into community development. Orange County can use the arts to boost the economy in a variety of ways, from incorporating arts into economic development and community development plans to supporting arts education and promoting arts assets as boosts to cultural tourism. By investing in the arts and incorporating arts and culture into economic development plans, Orange County can reap numerous benefits – economic, social, civic, and cultural – that help generate a more stable, creative workforce; new tourism; and more livable communities.

The arts teach our children the skills that will make them successful in the 21st century workforce – innovation, imagination, critical thinking, and collaboration. The single most effective way to achieve

NAME OF BOARD/COMMISSION: Arts Commission

Report Period: January-November 2012

sustainable economic growth and to enrich the quality of life of all citizens is to develop the arts at all levels. **The Arts create jobs. The Arts create vibrant Orange County communities. The Arts make money for Orange County. The Arts inspire Orange County children to excel. The Arts communicate across cultures in Orange County. The Arts express Orange County's identity and heritage. The Arts Experience changes lives.**

If your board/commission played the role of an Element Lead Advisory Board involved in the 2030 Comprehensive Plan preparation process, please indicate your board's activities…:

N/A

Identify any activities this board/commission expects to carry out in 2013 as they relate to established BOCC goals and priorities… please list fiscal impact:

GOAL 3: ECONOMIC DEVELOPMENT – Along with the Durham Arts Council and CVB, we will continue to promote the **Triangle-wide** online arts calendar in 2013.

GOAL 3: ECONOMIC DEVELOPMENT – We want to partner with other agencies on various Collaborative Marketing Initiatives, such as an Orange County "Sculpture Collaboration" promotion.

What are the concerns or emerging issues your board has identified for the upcoming year that it plans to address, or wishes to bring to the Commissioners' attention?

- We hope for continued funding by Orange County.
- We would like meaningful input in the planning process of all county art-related projects.
- We want to resume public art projects on county property funded by annual CIP allocations.

NAME OF BOARD/COMMISSION: ECONOMIC DEVELOPMENT ADVISORY BOARD
Report Period:
Jan. 1 – Dec. 31, 2012

ORANGE COUNTY ADVISORY BOARDS AND COMMISSIONS ANNUAL REPORT/ WORK PLAN FOR THE COUNTY COMMISSIONERS

The Board of Commissioners welcomes input from various advisory boards and commissions in preparation for its annual planning retreat. Please complete the following information, limited to the front and back of this form. Other background materials may be provided as a supplement to, but not as a substitute for, this form.

Board/Commission Name:
Orange County Economic Development Advisory Board

Person to address the BOCC at work session, if applicable, and contact information:
D.R. Bryan (Chair of Advisory Board)
Tel # (919) 880-1478 or **drb@bpropnc.com**

Primary County Staff Contact:
Steve Brantley, Director
Orange County Economic Development
(919) 245-2326
sbrantley@orangecountync.gov

How many times per month does this board/commission meet, including any special meetings and sub-committee meetings?
Meetings with be held from 7:30 – 9:00 AM of the second Monday of every other month, as follows: January 14, March 11, May 13, July 8, September 9, and November 11. Location of the meeting will probably move to various locations within the County.

Brief Statement of Board/Commission's Assigned Charge and Responsibilities.
Work cohesively with the County's Economic Development staff and other economic development partners to position Orange County as a competitive location for business opportunities.

What are your Board/Commission's most important accomplishments?
N/A. The current advisory board is newly formed and has met only 3 times since its first meeting on August 15th, 2012. Consequently, it has not had sufficient time to work toward major accomplishments.

NAME OF BOARD/COMMISSION: ECONOMIC DEVELOPMENT ADVISORY BOARD

Report Period:
Jan. 1 – Dec. 31, 2012

List of Specific Tasks, Events, or Functions Performed or Sponsored Annually: Describe this board/commission's activities/accomplishments in carrying out BOCC goal(s)/priorities, if applicable.

N/A. The current advisory board is newly formed and has met only 3 times since its first meeting on August 15th, 2012. Consequently, it has not had sufficient time to work toward major accomplishments.

If your board/commission played the role of an Element Lead Advisory Board involved in the 2030 Comprehensive Plan preparation process, please indicate your board's activities/accomplishments as they may relate to the Comprehensive Plan's goals or objectives.

N/A.

Identify any activities this board/commission expects to carry out in 2013 as they relate to established BOCC goals and priorities. If applicable, is there a fiscal impact (i.e., funding, staff time, and other resources) associated with these proposed activities (please list).

1) Assist with and advise on the optimal percentage of retail, industrial, commercial and manufacturing developments in the County's Economic Development Districts;

2) Assist, advise and advocate for diverse, sustainable and appropriate economic development including retail, manufacturing, commercial, entrepreneurial, agricultural, arts, tourism, residential and others;

3) Participate and advise in discussions, evaluations and County Commissioner decisions on appropriate economic development uses of the proceeds from sales tax revenues; and,

4) Assist with and provide advice to Orange County's small business loan program.

What are the concerns or emerging issues your board has identified for the upcoming year that it plans to address, or wishes to bring to the Commissioners' attention?

1) Increasing the tax base and high-tech employment opportunities in Orange County by growing new and existing businesses within the county.

2) Improving the County's communication plan related to the importance of economic development;

NAME OF BOARD/COMMISSION: ECONOMIC DEVELOPMENT ADVISORY BOARD

Report Period:
Jan. 1 – Dec. 31, 2012

3) Streamlining the review and permitting processes for new development to change the perception that Orange County is anti-business.

NAME OF BOARD/COMMISSION: The Orange County Human Relations Commission (HRC)
Report Period: 2012 calendar year for annual report; 2013 calendar year for work plan

ORANGE COUNTY ADVISORY BOARDS AND COMMISSIONS
INPUT FOR COUNTY COMMISSIONERS' ANNUAL PLANNING RETREAT

The Board of Commissioners welcomes input from various advisory boards and commissions in preparation for its annual planning retreat. Please complete the following information, limited to the front and back of this form. Other background materials may be provided as a supplement to, but not as a substitute for, this form.

Board/Commission Name:
The Orange County Human Relations Commission (HRC)

Person to address the BOCC at Retreat (if requested by BOCC) and contact information:
Tara L. Fikes, Director
Housing, Human Rights, and Community Development Department
919.245.2492

Primary County Staff Contact:
Same as above

How many times per month does this board/commission meet, including any special meetings and sub-committee meetings?

The HRC meets monthly except for the month of July. If the HRC convenes "special meetings" and/or sub-committee meetings the purpose is to consider nomination information for the Pauli Murray Awards or the Student Essay Contest.

Brief Statement of Board/Commission's Assigned Charge and Responsibilities.

The Orange County Board of Commissioners created the Orange County Human Relations Commission to:

a. Study and make recommendations concerning problems in the field of human relationships;
b. Anticipate and discover practices and customs most likely to create animosity and unrest and to seek solutions to problems as they arise;
c. Make recommendations designed to promote goodwill and harmony among groups in the County irrespective of their race, color, creed, religion, ancestry, national origin, sex, affectional preference, disability, age, marital status or status with regard to public assistance;
d. Monitor complaints involving discrimination;
e. Address and attempt to remedy the violence, tensions, polarization, and other harm created through the practices of discrimination, bias, hatred, and civil inequality; and

NAME OF BOARD/COMMISSION: The Orange County Human Relations Commission (HRC)
Report Period: 2012 calendar year for annual report; 2013 calendar year for work plan

f. Promote harmonious relations within the County through hearings and due process of law.

What are your Board/Commission's most important accomplishments?

1. Organized and sponsored the 2012 Human Relations Month Forum entitled: "Defining Marriage in North Carolina by Constitutional Amendment: What are the Implications?" The panelists included: Stuart Campbell, Executive Director – Equality North Carolina; Maxine Eichner, Professor - UNC-CH School of Law; and Brett Webb-Mitchell, Visiting Professor – North Carolina Central University. Attorney Milan Pham served as Moderator for the Forum.
2. Continued implementation of the Building Integrated Communities Initiative to discuss ways to engage the immigrant community in governmental activities.
3. Adopted a resolution requesting the BOCC take the appropriate steps to amend the Civil Rights Ordinance to include sexual orientation and sexual identity as protected classes and that this matter be included in the legislative agenda of the Orange County Legislative Delegation for the next legislative session.
4. Reviewed the BOCC Advisory Board Policy and crafted the Human Relations Commission Policies and Procedures in accordance therewith. Also, considered optimal membership size and made a recommendation to the BOCC to have a total size of 18.
5. Held the 2011 Pauli Murray Awards Ceremony on February 26, 2012 when community service awards were given to a Youth – Joseph DeVito; Individual – Maggie West; and Chapel Hill Rehabilitation and Healthcare. Additionally, local middle and high school students participated in an Essay Contest with first, second and third prizes.
6. Developed a plan for more regular attendance at Board of County Commissioners meetings in order to stay informed regarding issues that may have social justice implications.
7. The Emancipation Proclamation subcommittee began making plans for Orange County's commemoration of the 150th Anniversary of the issuance of Emancipation Proclamation in 2013.

List of Specific Tasks, Events, or Functions Performed or Sponsored Annually.

Provide proclamations recognizing Human Rights Week, Human Rights Day, and the Bill of Rights Day in December of each year, Human Relations Month in February and for Fair Housing Month in April.

Organized and sponsored the annual Human Relations Month Forum to acknowledge February as Human Relations Month.

Organize and sponsor the Annual Pauli Murray Awards Ceremony.

NAME OF BOARD/COMMISSION: The Orange County Human Relations Commission (HRC)
Report Period: 2012 calendar year for annual report; 2013 calendar year for work plan

Respond to residents' requests for feedback/support regarding various social justice issues.

Study and make recommendations to the BOCC regarding social justice issues as well as other human relations matters.

Describe this board/commission's activities/accomplishments in carrying out BOCC goal(s)/priorities, if applicable.

Goal Two: Promote an interactive and transparent system of governance that reflects community values.

- Entered into collaboration with the UNC School of Government known as "The Building Integrated Communities" initiative. The anticipated goal of this collaborative effort is to ensure that all the diverse ethnic and immigrant communities in Orange County have equal access to and understanding of available resources within the County.

BOCC Charge to the HRC

Study and make recommendations concerning problems in the field of human relationships.

Make recommendations designed to promote goodwill and harmony among groups in the County irrespective of their race, color, creed, religion, ancestry, national origin, sex, affectional preference, disability, age, marital status or status with regard to public assistance.

- Recommended that the BOCC take appropriate steps to amend the Orange County Civil Rights Ordinance to include *sexual orientation* and *sexual identity* as protected classes and further recommended that this matter be included on the agenda of Orange County Legislative Delegation for the next legislative session
- Adopted a resolution encouraging the BOCC to re-affirm its commitment to social justice, equal rights and equal opportunity for all residents of Orange County and to voice opposition to the proposed Amendment 1 to the North Carolina Constitution which would prohibit marriage between people of the same gender, and further prohibit the recognition of any other form of domestic legal union.
- Submitted a recommendation to the BOCC requesting that the BOCC adopt a proclamation acknowledging Human Rights Day, Bill of Rights Day, and Human Relations Week in December 2011.

If your board/commission played the role of an Element Lead Advisory Board involved in the 2030 Comprehensive Plan preparation process, please indicate

NAME OF BOARD/COMMISSION: The Orange County Human Relations Commission (HRC)
Report Period: 2012 calendar year for annual report; 2013 calendar year for work plan

your board's activities/accomplishments as they may relate to the Comprehensive Plan's goals or objectives.
(The Element Lead Advisory Boards include: Planning Board, EDC, OUTBoard, Commission for the Environment, Historic Preservation Commission, Agriculture Preservation Board, Affordable Housing Board, Recreation and Parks Advisory Council)

N/A

Identify any activities this board/commission expects to carry out in 2013 as they relate to established BOCC goals and priorities.
If applicable, is there a fiscal impact (i.e., funding, staff time, other resources) associated with these proposed activities (please list).

- ✓ Pursue current issues for women in collaboration with The Women's Center.
- ✓ Continue monitoring and commenting about immigration issues.
- ✓ Initiate the implementation of the Social Justice Goal Impact Review Tool.
- ✓ Continue the "Building Integrated Communities" Initiative.
- ✓ Continue monitoring and commenting about the proposed Amendment 1 to the NC Constitution.
- ✓ Continue efforts to get the Orange County Civil Rights Ordinance amended to include *sexual orientation* and *sexual identity* as protected classes.

What are the concerns or emerging issues your board has identified for the upcoming year that it plans to address, or wishes to bring to the Commissioners' attention?

- Acknowledgement of the 150th anniversary of the Emancipation Proclamation with planned activities throughout the year. .
- Amending the Civil Rights Ordinance include sexual orientation and sexual identity as protect classes.
- Integrate immigrant population representatives into the membership of the HRC.
- Include the Social Justice Goal Impact Review Tool in the governing body's decision-making process.
- Continue efforts to affirmatively further fair housing.
- Work with Justice United to craft a Tenant's Bill of Rights.

ORANGE COUNTY
BOARD OF COMMISSIONERS

ACTION AGENDA ITEM ABSTRACT
Meeting Date: April 16, 2013

Action Agenda Item No. 3

SUBJECT: Discussion of the Steps to Redesign the County Web Site

DEPARTMENT: County Manager (Public Affairs), Information Technologies

PUBLIC HEARING: (Y/N) No

ATTACHMENT(S):
New Web Site Design Features and Functionality

INFORMATION CONTACT:
Carla Banks, 919-245-2302
Jim Northup, 919-245-2276

PURPOSE: To receive an overview of the process involved with the redesign of the County Web site.

BACKGROUND: The County's Public Affairs Office and Information Technologies Department are moving forward with the steps involved with redesigning the County's Web site. The content management and oversight of the Web site will be managed by the Public Affairs Office.

This initiative is identified in the 2012 Strategic Information Technologies Plan, which indicates the need to make the Web site more functional and user-friendly. The Board members and staff who were surveyed by the UNC School of Government identified deficiencies in the overall design, layout, navigation options, and ability to update or create new content.

A committee consisting of David Hunt, Jim Northrup, Kathy Zopfi, Keith Chnupa, and Carla Banks has been meeting since October 2012 to identify the needs for creating a dynamic Web site. The financial impact is estimated to range between $40,000 and $70,000 for the startup, plus annual Web hosting fees, which will be determined once a vendor has been selected.

The Web site redesign will result in enhancing online services currently available and improving the County's image, displaying a modern and professional Web presence.

- The first component is upgrading and improving the experience for people who visit the Web site

- The second objective is to streamline staff efficiency with the installation of a robust Content Management System. This component will minimize the time and effort required to create and modify pages on the Web site.

FINANCIAL IMPACT: Startup of the redesigned Web site is estimated to range between $40,000 and $70,000, plus annual Web hosting fees, which will be determined once a vendor has been selected.

RECOMMENDATION(S): The Manager recommends that the Board receive the overview, discuss, and provide any direction on any missing elements or aspects in need of clarification.

New Web Site Design Features and Functionality

Web Visitor/User Benefits

Content Organization

The new solution will provide citizens with the choice of viewing content using a high-level taxonomy similar to the following:

- Residents
- Visitors
- Business
- Government
- Online Services
- "I Want To" Listing
- Quick Links/Buttons

Provide drop down type menus for each department that will include sub-menus (fly-outs) as needed. Menus will be viewable without using horizontal or vertical scrolling.

Language Translation

Provide for Web site content to be translated to a different language selected by the user. Once the language is selected, this language will continue to be used for the duration of the user's visit. A disclaimer approved by the County Attorney will be displayed, prior to language selection.

Slideshows and Videos

Provide ability for County staff to create slideshows and post videos. Slideshows will include navigation so that the user can navigate to specific slides.

Event Calendar

Web Content Editors will be able to create content that is automatically attached to a calendar. The expiration features will also apply to the calendars. This means if content is expired it will no longer show on the Web site or the calendars. Visitors will be able to view the calendar and view the page(s) attached to an event. Visitors will have the option to look at department or division calendars or the county-wide calendar. Each calendar will have one or more content editors. The calendar editor will have the option of including their content on the county-wide calendar; however, the approver/administrator must approve all calendar events before they are displayed on the county-wide calendar.

Section 508 Compliant

The new solution will include tools for generating "Section 508" compliant content, which is a requirement that all content be accessible to people with limited dexterity, low vision, or other disabilities.

Automatic Formatting for Mobile Devices

The proposed solution will determine the type of device requesting information and serve the information using mobile templates to accommodate the smaller wireless screens. The Web user

will also have the option to view the full site using HTML5 if they are using a mobile device such as a smartphone or tablet. Alternatively, a dedicated mobile Web site can be used, but this must be built dynamically by the proposed solution to minimize the creation and maintenance efforts typically required for a separate mobile Web site.

Departmental Staff Benefits

WYSIWYG Editing

The solution will use a What You See Is What You Get (WYSIWYG) editor for creating and maintaining content, allowing users to quickly and easily author and edit content, insert video or paste content directly from MS Word or other sources.

Content Preview

This will allow editors to be able to see exactly how the content will look before publishing or submitting it for review and/or approval.

Security and Permissions

The new solution will include a role-based security model. The security model will be used to determine whether a user can create content, edit content, approve content, and administer content levels within the site and/or users. Each user can be assigned any combination of the following user roles: Author, Editor, and Approver/Administrator.

Scheduling

This will allow the County to publish content by setting a date for it to be published on the site. The new site will also allow a function to schedule content to expire and be removed from the live Web site.

Form Builder

The new solution will include functionality to allow Web Content Editors to build on-line forms. When visitors fill out the forms on the Web site, the results will be saved to the database and made available for reporting in Excel and CSV file formats or sent to a specific email address or list of e-mail addresses.

Social Media Integration

The new solution will include the option to publish Web site content directly to social media sites, including but not limited to Facebook, Twitter and You Tube.

ORANGE COUNTY
BOARD OF COMMISSIONERS

ACTION AGENDA ITEM ABSTRACT
Meeting Date: April 16, 2013

Action Agenda Item No. 4

SUBJECT: Threat Assessment and Response Workgroup Update

DEPARTMENT: Asset Management Services ("AMS"), Emergency Services, Sheriff's Office, Clerk's Office, Manager's Office

PUBLIC HEARING: (Y/N) No

ATTACHMENT(S):
A. Emergency Action Plan Template
B. Work Session Presentation

INFORMATION CONTACT:
Jeff Thompson, (919) 245-2658
Wayne Fenton, (919) 245-2628
Jim Groves, (919) 245-6100
Darshan Patel, (919) 245-6135
Archie Daniel, (919) 245-2922
David Hunt, (919) 245-2130
Michael Talbert, (919) 245-2608

PURPOSE: To receive an update on the work of the County Threat Assessment and Response Workgroup and to provide Board feedback to staff.

BACKGROUND: Members of County staff have worked together within the Threat Assessment and Response Workgroup to provide guidance to the County Manager and staff with regard to the assessment, planning, and response to a range of potential emergent threats.

Specifically, the workgroup is focusing three potential threat categories:

- weather and other "Acts of God";
- accidents, including fire, hazardous material, and other scenarios; and
- workplace threats

Members of the Workgroup will give a presentation on its findings, guiding principles, and recommendations for preparations, training, and response to these threat categories.

FINANCIAL IMPACT: There is no financial impact with receiving the update. Current and future operations budgets include adequate training and physical security measures across County facilities.

RECOMMENDATION(S): The Manager recommends the Board receive and provide feedback on the update from the County Threat Assessment and Response Workgroup.

Emergency Action Plan
Social Services
Hillsborough Commons (113 Mayo St.)
April 4, 2013

Orange County Emergency Services provides this Emergency Action Plan (EAP) template in an effort to guide departments in the development of their personalized emergency action plans. Development of your plan should include feedback from Emergency Services and Asset Management Services as appropriate.

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Emergency Numbers

In the event of an emergency always dial 911 (9-911 from a county phone). The numbers below are for reference.

Fire or Law Enforcement	911
Emergency Medical Services	911
Poison Control Center	1-800-222-1222
Asset Management Services	919-245-2625

Department Director	
Nancy Coston	919-245-2800

Your Facility Emergency Action Plan

Purpose

The purpose of this EAP is to establish procedures for safely and effectively managing an emergency event for the **Hillsborough Commons**. All employees, supervisors, and managers are expected to follow the procedures outlined in this EAP to ensure that employees and consumers are protected from any further harm during an emergency situation.

Hillsborough Commons is located at 113 Mayo Street, Hillsborough, NC 27278**.**

Scope:

This EAP covers those designated actions employees must take to ensure employee and visitor safety for fires and other emergencies. This EAP includes: emergency escape procedures and emergency escape route assignments; procedures for employees who have to stay to operate critical operations before they evacuate (if applicable); procedures to account for employees after emergency evacuation has been completed; rescue and medical duties for those employees who are to perform them; the preferred means of reporting fires and other emergencies; and individuals who can be contacted for further information about the EAP.

Forward:

This EAP provides detailed emergency instructions for employees, who work at DSS – Hillsborough Commons, to ensure employee and visitor safety and the protection of property during fire, severe weather, loss of utilities and other emergencies.

Hillsborough Commons, consists of **1** floor. The building is equipped with a Pressurized "Wet" Sprinkler System. The pull stations are located throughout the building and specifically at all exit doors. Please see Appendix A for a map of all pull station locations and the heat/smoke detectors are also located throughout the building. HVAC Duct detectors are included through the HVAC system. The Fire Alarm Panel is located near the main public entrance to the right of the reception desk and the annunciator and is monitored by Nelson Alarms/Blue Ridge Security. Each exit is equipped with illuminated exit sign and hallway emergency lighting connected to an backup batteries. The Fire Hose standpipe hose connections are located at the southeast corner of the building accessible from the exterior.

There are wall-mounted multipurpose, dry chemical portable fire extinguishers located throughout the facility as shown on the facility map in Appendix A.

Employees must become familiar with duties and responsibilities of the EAP. Employees must also be familiar with the location of emergency flashlights, emergency equipment such as portable fire extinguishers, AED's, First Aid Kits, Blood-borne Pathogens kits, and electrical circuit breaker panels.

_____ _____

Name and Title of Approving Authority **Signature of Approving Authority**

Date: _____

I. Responsibility

A. Directors/Department Head (or designee)

- Responsible for review and implementation of the EAP.
- Responsible for ensuring their department employees are trained according to the EAP.
- Responsible for providing the Safety Warden an up-to-date roll-call list of all employees or volunteers and their conditions/needs for assistance, per section/floor at all times.
- In the event of an emergency, Directors are to assemble at Incident Command (all emergency responders can direct staff to the location) to oversee initial emergency actions and communicate with responding emergency personnel.
- Responsible for ensuring that all medical information concerning employees and/or citizens is kept confidential and released only to the appropriate employees and/or authorities.

B. Risk Management (or Department Directors if no Risk Manager)

- Responsible for assisting with the development, and maintenance of a current **Hillsborough Commons** EAP that identifies specific responsibilities and duties for all employees, for each type of emergency action.
- Responsible for assisting with or coordinating training to ensure employees are familiar with their responsibilities in the EAP as it pertains to their duties at **Hillsborough Commons**.
- Responsible for ensuring that each department or section within the **Hillsborough Commons** has a copy of the EAP.

C. Safety Warden Personnel

Because of its large single-floor area and number of employees, Hillsborough Commons requires 5 Zone Wardens, as shown on the facility map in Appendix A.

- **[Name of person(s), Title]**
- **[Contact Number]**

This information can also be found in Appendix D.

D. Responsibilities of Safety Wardens

Before an Emergency

- The goal of the Safety Wardens is to assist in the orderly evacuation of employees and consumers from a building or area during an emergency or assist with shelter in place procedures if warranted. The duties of the Safety Wardens are as follows:

  i. Be familiar with the content of this EAP.
  ii. Alert staff of emergency situations.
  iii. Ensure that staff and consumers are appropriately evacuating the facility or area based on the escape route assignments (**see diagram in Appendix B**).
  iv. Assist in the evacuation of visitors and staff with functional needs that preclude them from using elevators during emergency situations, or altering security, fire, and law enforcement personnel of the last known location of the individuals.
  v. Extinguish small fires with the use of a fire extinguisher.
  vi. If instructed, account for all employees and consumers at the designated meeting location(s).
  vii. All Safety Wardens must have First Aid/CPR/AED and Blood-borne Pathogens Training.
  viii. The list of Safety Wardens is located in Appendix D.

Note*: The number of designated responders depends upon the size of the facility and the number of employees that work at that location.*

During an Emergency

- In the event of the fire alarm sounding, Safety Wardens will ensure the following takes places in their Zone/Floor:

- Ensure that all employees and visitors have evacuated their assigned areas.
- Assist and maintain order as employees and patrons are leaving the building.
- Assist disabled individuals evacuating the building.
- Ensure that all people within the department are accounted for.
- Inform the Department Director the results of the floor accounting.
- Relay information from the Department Director to the employees at their assembly areas.

E. **Training**

- Safety Wardens will be trained and made aware of their duties so that they can assist in the safe and orderly emergency evacuation of employees and visitors. They shall be made aware of their responsibilities under this EAP:
  - Initially when the EAP is developed;
  - Whenever the employee's responsibility under the EAP changes, and whenever the EAP is changed

F. **Responsibilities of the Employees**

- The success of this EAP in times of emergencies hinges on employees knowing the procedures outlined in this EAP and acting upon them in an appropriate manner.

Before an emergency, employees shall:

- Become familiar with the contents of this EAP to include who to report emergencies to, the assigned evacuation routes for the facility, and the designated meeting locations.
- Actively participate in emergency drills and treat them as if they are real.

During an emergency:

- Assist Safety Wardens if asked.
- Listen and wait for directions on how and when to evacuate the facility from emergency response team members, security, law enforcement, or fire personnel.
- Report any emergencies such as a bomb threat or threats of violence to your supervisor first and immediately.
- Follow the assigned escape route procedures to avoid crowding at the exits.
- Report immediately to your designated meeting location upon evacuating the facility. Do not take any side trips.
- Never go back into the facility to retrieve personal belongings.

G. **Drills**

- Drills of this EAP shall be conducted annually, at a minimum, and whenever it is deemed necessary by department heads or Risk Management.
- All drills are facilitated by Emergency Services and Asset Management.
- Drills will be initiated by Asset Management Services.
- Prior to each drill, Department Heads (or their designees) will identify personnel who will assume command of the drill and post-drill activities once the drill has been initiated.
- **See Appendix E for the Drill Reporting Form**

II. Reporting Emergencies

Report fire or other emergencies immediately, first to your supervisor, then to the responsible person(s) listed above. When warranted, call 911 (9-911 if in a County facility). Be prepared to provide the responder with the nature and location of the emergency. Our address is:

- **Hillsborough Commons**
- **113 Mayo Street, Hillsborough, NC 27278**
- **South Churton Street and Orange Grove Road**
- **919-245-2800**

III. Employee Alarm Systems

A. The employee alarm system for this facility provides warning so that employees can escape safely from the workplace or the immediate work area.
B. The employee alarm system that has been established for this facility is as follows:

- Manual Pull Box (Fire Alarms)
- Telephone Speaker Systems

C. In the event of an emergency, Orange County E-9-1-1 will activate the speaker phones and make an announcement that there is an emergency and provide the necessary information to evacuate or lockdown.

IV. Evacuation Route and Assembly Area Map/First Aid Kits

You may need to evacuate a building at any time. In general, employees should:

- Know their surroundings- identify primary and secondary building exit locations.
- Become familiar with the EAP.

A. Evacuation Routes and Maps

- The evacuation routes and assembly area maps are posted by every main exit. Employees are to become familiar with all evacuation routes and their assembly point. **See Appendix B for Evacuation Maps for each floor(s) of this facility.**

B. Location of First Aid Kits

- As noted on the evacuation maps, the First Aid Kits are located **in the Accounting Unit**.

C. Designated Meeting Locations

- Once employees have evacuated the facility, they **must** meet **at the ATM in the parking lot** to check in with the **Safety Warden(s)** who will be accounting for individuals. Those employees who do not show up to the designated meeting location will be presumed to still be in the building and fire and law enforcement shall be notified of their absence immediately.

D. Evacuation of People with Functional Needs

- Persons with a disability (including a short term disability) limiting them from using the stairs will congregate in the lobby area by the elevator where they will be assisted by either a Safety Warden or law enforcement personnel.
- In the event an emergency renders the elevator lobby unsafe or dangerous, a Safety Warden will assist or carry the disabled person down one or more floors for pick-up and relocation.
- If assistance is not immediately available, disabled persons should stay in the exit corridor or at the top of the stairway or landing. A Safety Warden will advise Security and Fire Department personnel of the location of the disabled person(s) in the event all other actions fail.

- **A list of employees who will need assistance in the event of an emergency is included in Appendix F.**

E. **Procedures for Critical Department Operations**

- The operation of this facility does not require individuals to block, isolate, or secure contents that may result in further harm to the occupants of the facility. Therefore procedures are not necessary for those who may need to operate critical operations during an evacuation.

Active Assailant

Law Enforcement (LE) is trained in responding to an active shooting incident by entering the building as soon as possible and proceeding to the area of the shooter.

Note: LE may not be able to immediately aid people. Help for the injured will be on the way following the initial LE entry. Their main goal is to get to the shooter.
Remain calm and be patient. Let the LE do their job.

I. **ADOPT A SURVIVAL MINDSET: Mentally and emotionally prepare to confront a life threatening risk.**

- **Figure Out**

  - *What is going on?*
  - *What are my paths of escape?*
  - *Can I get to an exit without confronting the shooter?*
  - *Where is it happening?*
  - *Is it better to hide out?*
  - *What are my options if confronted by the shooter?*

- **Call out:** Call 911. Provide the following information:

  - Your name and location
  - Number of shooters
  - Location of the incident
  - Description and identify of shooter(s)

II. **If you cannot exit the building:**

Hide out and Keep Out	Spread out	Take Out
• Go to the nearest room or office. • Close, lock and barricade the door. • Turn the lights out. Cover windows if possible. • Hide behind furniture or equipment. • Remain quiet.	• Spread out in the room. • Keep quiet. Act as if no one is in the room. • DO NOT answer the door. • **Call 911** if you cannot be heard by the shooter.	• Only use as a last resort if your life is in danger. • If you are in a group, make a plan to overcome the shooter. • Throw things (books), yell, use improvised weapons (fire extinguisher, chair, pen, keys).

III. **Once LE arrive:**

- Remain calm and follow instructions.
- Put down any items in your hands
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements towards officers, such as holding on to them
- Avoid pointing, screaming, or yelling
- Do not stop to ask officers for help or directions when evacuating

These incidents are unpredictable and may change rapidly. Follow LE instructions immediately.

Chemical/Biological/Radioactive Material Spill or Release

I. A hazardous material is a substance that presents a physical or health hazard. A health hazard refers to a substance for which there is significant evidence that health effects may occur for exposed employees.

II. A Material Safety Data Sheet (MSDS) is required for all hazardous substances in use within the department. Employees will be provided with training on the safe use of all chemicals they will be exposed to.

III. In the event of a hazardous material emergency:

A. Evacuate the area, securing access to the area when possible.
B. Immediately call 911 (9-911 if in a County facility) and inform the operator of the emergency. Provide as much information as possible to the operator and refer to the MSDS.
C. **There are no chemicals used at this facility.**

IV. **In the event that the threat is outside, reference the Shelter-In-Place guidelines on page** Sheltering in Place**23.**

Civil Disturbance

Civil disturbances can include riots, threatening individuals, crimes in progress or a building takeover that has become significantly disruptive.

- **Call 911**. Provide the following information:
    - The name of the group, if known.
    - The exact location of the group.
    - The size of the group.
    - Weapons involved.
- Avoid the area of the disturbance.
- Avoid provoking or obstructing demonstrators.

If disturbance is outside of the workplace:

- Stay inside.
- Stay away from doors and windows.
- Continue with normal department operations, if possible.
- Secure work area (lock doors, safes, files, vital records, and expensive equipment.
- Log off computers.
- Evacuate if necessary.

Explosions

If an explosion occurs in the vicinity:

- Remain calm.
- **Call 911 (Or 9-911 if in a County building)**.
- If the odor of natural gas is present, evacuate immediately.
- Beware of damaged areas and the potential for falling objects.
- Open doors carefully.
- DO NOT use elevators.
- DO NOT move seriously injured persons unless danger is immediate.
- DO NOT enter any building that is deemed or looks unsafe.
- DO NOT place yourself in harms way. If it is safe to do so, help people who are trapped and assist people with disabilities. Get help from people in the area.
- Avoid electrical equipment.
- DO NOT use radios, matches, or lighters.
- Follow instructions given by emergency response personnel.

Fire Emergency Procedures

I. **If there is a fire, go to the nearest fire alarm pull station and pull it –** Immediately notify the staff that they must quickly and calmly evacuate the building. Go to the nearest exit (***primary or alternate***) ***away from the fire*** and evacuate the building. **If there is no alarm, yell "Fire, Fire, Fire".**

II. **If the fire alarm doesn't sound:**

A. Inform your supervisor of the situation.

B. Have everyone begin to evacuate the building calmly.

C. Go to the floor below you and call 911 (or 9-911 if in a County building) - At this time provide the dispatcher with the following:

- **Name of the Facility: Hillsborough Commons**
- **Address of Facility: 113 Mayo Street, Hillsborough, NC 27278**
- **Name of Caller: (Your Name)**
- **Situation:** Tell the dispatcher if there are injuries, the size of the fire, or other pertinent information).

D. Alert other departments and evacuate the building.

III. **Can the fire be put out? -** If there is a second employee on duty, that employee should assess the situation and use a portable fire extinguisher to control the fire ***if it is in the incipient stage (just starting; very small)***. **If the employee has not been trained in the use of a portable fire extinguisher or the fire is spreading beyond the point of origin, the employee will evacuate the building immediately.**

IV. **Exit through the nearest exit (*primary or alternate*) away from the fire. Use the stairway exit nearest the department. *Do not use the elevators***. If you are at your desk, bring your coat and car keys. If you are not, do not go back to get them. **See Appendix B, Evacuation Routes**, for the best route.

V. **Assemble in your designated assembly area -** In the event of a fire emergency that requires evacuation of your building, all employees, volunteers, and patrons will assemble in their designated assembly area, as indicated in **Appendix C, Areas of Assembly**.

VI. **Perform a roll-call** –Safety Wardens will perform a roll-call to ensure that everyone is accounted for. They will then provide communications and updates between your group and the directors of the agencies.

Stay where you are – Do not leave assembly area until cleared by a Safety Warden.

The first priority is the safety of employees and visitors

First Aid Procedures

Who is Able to Respond? *(Note: no staff member is required to render First Aid)*

ONLY EMPLOYEES WHO HAVE BEEN TRAINED IN FIRST AID/CPR/AED AND BLOOD-BORNE PATHOGENS CAN RENDER FIRST AID.

Where are the First Aid and Blood-borne Pathogen kits?

The Hillsborough Commons has a first aid kit located in the Accounting Unit. The kit must be inspected and inventoried for completeness and serviceability monthly by **the nearest Safety Warden**. A first aid instruction book is also located adjacent to the kit.

An AED (*Automated External Defibrillator)* – Is located **near the front entrance (in the lobby)** and can be used by any employee. AED's shall be inspected and maintained by Emergency Services.

Action Taken

Minor First Aid *(Includes those injuries that can be treated by first aid alone)*

- Report it to one of the Safety Warden - Everyone who discovers an emergency situation will inform one of the members of the Safety Wardens. They shall assess the situation and render the appropriate first aid treatment.
  NOTE: *Employees shall only render first aid procedures for which they are trained and certified. Employees are not required to perform any form of aid.*

Major First Aid *(Includes those injuries that require greater treatment than first aid and/or post-treatment care)*

- If the treatment required is beyond your level of training –direct someone to call 911 (or 9-911 if in a County building). Any treatment required beyond the level of training of which the employee is certified must be handled by emergency medical service personnel.

- **Provide the following information to the emergency dispatcher:**
  - **Name of the Facility: Hillsborough Commons**
  - **Address of Facility: 113 Mayo Street, Hillsborough, NC 27278**
  - **Name of Caller: <u>(Your Name)</u>**
  - **Situation:** Describe who is injured, how the injury occurred, first aid treatment being administered, victim's condition, and any other pertinent information.

- **Send someone to the Main Entrance area to direct emergency crews when they arrive.**

- **If the injury is serious -** Contact your supervisor and department leads or other appropriate departments as soon as possible to report any serious injuries.

Necessary Precautions to Control Exposure to Blood Borne Pathogens

- **Always wear disposable latex or nitrile gloves -** Wearing disposable latex or vinyl gloves is mandatory for all employees or volunteers authorized to render first aid to injured patrons, volunteers, or other employees. This will limit the exchange of body fluids and subsequent contraction of blood borne pathogen diseases. **[There are gloves in the first aid kit].**

- **Always use a pocket mask with a one-way valve when giving artificial respiration -** If artificial respiration (rescue breath) is required, the use of a pocket mask with a one-way valve is mandatory. This will limit the exchange of body fluids and subsequent contraction of blood borne pathogen diseases. **[A pocket mask is located in the first aid kit].**

- **Keep the area clear of bystanders -** If more than one employee is on duty, one employee shall keep the area clear of bystanders.

- **Always decontaminate or dispose of all equipment/supplies used -** Once first aid treatment is concluded, all equipment and supplies shall be properly decontaminated or disposed of. Employees must wear protective gloves during this process.

- **Clean up all floors, counter tops, tables, desks, etc**. – If contaminated by a body fluid or equipment used during treatment, all floors, counter tops, etc. shall be cleaned and disinfected in accordance with department policy.

Loss of Utilities

I. **Notify the appropriate utility company**

II. **Inform every one of the problem** – The senior departmental employee on duty shall inform the staff and visitors of the problem.

III. **Follow the directions of Safety Wardens**

IV. **Secure the building** –The Safety Wardens shall then secure the building to prevent re-entry by unauthorized persons, in the event that employees are sent home.

Water Outage

I. **If the water comes back on** - If the water supply is restored within one hour, the staff activities may proceed as scheduled.

II. **If the water doesn't come back on** - If the water supply **has not been restored after one (1) hour**, or the source of the problem cannot be identified, the senior department employee shall coordinate with maintenance and security for further instructions.

Power Outage/Blackout

I. **Backup Batteries** should provide lighting in hallways and stairways and will illuminate the building "Exit" lights.

II. Immediately evacuate the building. **See EVACUATION PROCEDURES on page 10 and evacuation routes in Appendix B.**

III. If you are in an elevator, stay calm. Use the emergency button or call 9-1-1

IV. Ensure all electrical appliances and lights are turned off- to avoid a power surge and possible damage to circuits or equipment when power is restored.

V. If it is a true blackout of power, all electrical lights and streetlights in adjacent and surrounding buildings will be off.

VI. Leave in a quiet and calm manner- Exit the building in the event that the power cannot be restored and employees are sent home. DO NOT re-enter the building until power is restored.

Medical Emergencies

I. Check the scene and the victim to determine the danger potential and the extent of the injury. Do not move a seriously injured victim unless there is an immediate danger such as fire, flood, or poisonous gas. If you must move the victim, do it as quickly and carefully as possible. If there is no immediate danger, do not move the victim and advise the bystanders the victim is not to be moved.

II. Call 911 (9-911 if in a County facility) immediately if the victim is unconscious; has trouble breathing or is breathing in a strange way; has pressure or pain in the chest or abdomen; is bleeding severely; has slurred speech; appears to have been poisoned; has injuries to the head, neck, or back; or has possible broken bones.

III. Keep the victim calm and as comfortable as possible. Administer CPR or First Aid if you have been trained in those areas **[A list of these employees is included at the end of this document in Appendix G]**. A First Aid kit should be used and precautions should be taken to minimize exposure to blood and other bodily fluids. Remain with the victim until emergency services personnel and security to arrive.

Severe Weather

What is severe weather?

Severe weather includes heavy thunderstorms, high winds, lightning, flooding, hail, snow and ice storms, hurricanes, tornadoes, and earthquakes.

Advanced Warning:

I. **Begin preparations immediately**

II. **The senior employee will brief all staff to remain calm and stay away from windows and doors.** In a thunderstorm or lightning conditions, employees and visitors must not operate electrical equipment or use the telephone.

III. **If there is sufficient advanced warning,** everyone should survey the surrounding grounds and bring loose equipment and objects (trashcans, chairs, tables, etc.) inside the building.

IV. Any items, which cannot be brought inside, should be secured to the ground or a fixed object as best as possible. This will reduce the potential for flying objects to cause injuries or property damage.

V. **Do not subject yourself to potential injury just to secure equipment.** Everyone must go inside as soon as weather conditions make remaining outside hazardous to personnel.

VI. Remember:

A. **A watch** is when the storm is possible in the area.
B. **A warning** is when the storm has been sighted or indicated by weather radar in the area.

Severe Weather Procedures

I. When a warning is issued by sirens or other means, seek inside shelter.

II. If you are indoors, stay there. If necessary, take shelter under a desk, table, or in a doorway. If you cannot get under something sturdy or stand in a doorway, move to the lowest floor, get on your hands and knees and cover your head with your hands and arms.

III. If there are high waters from flooding, do not attempt to drive on roads that are submerged or covered with water. If possible, take an alternative route upon leaving, or wait until the water level drops before venturing outside.

After Severe Weather

I. Be aware of potential dangers after a storm:

A. Gas leaks
B. Unstable building structures or damaged roofs
C. Electrical hazards
D. Downed power lines
E. Overturned cars or mobile homes

II. If the building is evacuated, do not return until authorized.

III. Check all employees for injuries. Call for help if trapped or someone is seriously injured. Remember: do not remove an injured person unless they are in a life-threatening situation, as stated in the **Medical Emergencies section on page 20**

IV. Listen to Emergency Management personnel and follow all instructions.

Sheltering in Place

If it is dangerous to leave the building, it may be safer to make a shelter out of the place you are in. Sheltering in place is a way for you to stay as safe as possible until help arrives.

Preparing to shelter in place includes having basic items that can include:

- First aid kit
- Food and water
- Clothing and shoes
- Flashlight and batteries
- Battery-powered radio
- Whistle
- Blanket or sweater

Precautions to take:

- Turn the ventilation for the building off
- Check co-workers for injuries
- Do not try to leave
- Stay informed by the news media
- If you are instructed to protect your breathing:
    - After turning off the ventilation systems, put plastic or aluminum foil on doors and windows to seal them
    - Cover your nose and mouth with a damp handkerchief or other cloth
- If instructed, take shelter under a desk, table, or in a doorway. If you cannot get under something sturdy or stand in a doorway, move to the lowest floor, get on your hands and knees and cover your head with your hands and arms.

Suspicious Activity

Suspicious activity is anything that is out of the ordinary. Factors such as race, ethnicity, national origin, etc. are not suspicious. For that reason, the public should report only suspicious behavior and situations (e.g., an unattended backpack in a public place or someone trying to break into a restricted area) rather than beliefs, thoughts, ideas, expressions, associations, or speech unrelated to terrorism or other criminal activity.

If you observe a crime in progress or behavior that is suspicious:

- DO NOT approach or attempt to apprehend person(s) involved.
- **Call 911**. Provide the following information:
    - What the person(s) are doing.
    - Location.
    - Physical and clothing description.
    - Weapons or tools.
    - Vehicle description, license number.
    - Direction of travel when last seen.
- Stay on the phone until instructed otherwise.

If directly involved in the situation:

- Remain calm.
- Cooperate with the person(s).
- Make no sudden movements.
- Call 911 as soon as possible.

Threats

I. ***Telephone/Bomb Threats***

A. **Remain calm -** In the event of a telephonic threat, the employee receiving the call must remain as calm as possible.

B. **Attempt to keep the caller on the telephone as long as possible**.

C. **Use the Telephone Bomb Threat Checklist following this section and record the caller's exact words -** A special effort should be made to obtain the information on the attached form.

D. **Immediately Make Notifications** – The member who receives a bomb threat call shall contact 9-1-1 (or 9-911 if in a County facility). **(Radios WILL NOT be utilized; they could set the bomb off)**.

E. **Notify – Supervisors.**

II. ***Evacuation Instructions:***

A. The decision to evacuate **Hillsborough Commons** shall be the responsibility of **the Department Director or as directed by 9-1-1 or Emergency Responders** and/or by the Incident Commander on scene. Follow instructions as they are given by the 9-1-1 center, law enforcement, or fire personnel. In the event that decision is made:

- An announcement that the building is being evacuated shall be made over the paging system (or however department would do this)
- Employees shall close all doors, leaving them unlocked.
- Elevators shall not be used.

B. When the evacuation order is given:

- Desks and work areas shall be cleared of any confidential and important papers;
- Computers logged off;
- Drawers to desks and file cabinets will be closed;
- Cash and money instruments shall be secured; and
- Exit doors shall be closed, but not locked.

C. In a calm and orderly manner, all persons shall move toward prearranged evacuation routes, making sure that all visitors accompany employees.

D. All persons shall leave the building at ground level, proceed at least 300 feet from building and not hinder the Division of Fire or other emergency services activities.

III. ***Written Threats***

A. **Preserve the evidence -** Written threats should be handled as little and as carefully as possible in order to preserve the document as evidence. **Follow procedures for receiving a bomb threat call.**

B. **Evacuate the building - If the decision is made, by the department head or you are advised to so by emergency personnel to evacuate -** Precede with the evacuation instructions as outlined above.

C. **Do not use Two Way Radios.**

IV. ***Suspicious Letters & Packages***

A. **Do not open, move or attempt to unwrap the letter or package -** If the suspicious package is delivered to Hillsborough Commons or if a suspicious package is discovered in the building, **immediately dial 911 or 9-911**. ***NO ATTEMPT SHOULD BE MADE TO UNWRAP IT OR MOVE IT!!***

B. **Evacuate the building - If the decision is made, by the department head or you are advised to so by emergency personnel to evacuate -** Precede with the evacuation instructions as outlined above.

C. **Do not use your cellular phone until you have reached the designated area of assembly.**

Telephone Bomb Threat Checklist

INSTRUCTIONS: BE CALM, BE COURTEOUS. LISTEN. DO NOT INTERRUPT THE CALLER.

YOUR NAME: _____ TIME: _____ DATE: _____

CALLER'S IDENTITY SEX: Male _____ Female ____ Adult ____ Juvenile ____

APPROXIMATE AGE: _____

ORIGIN OF CALL: Local _____ Long Distance _____ Telephone Booth _____

Voice Characteristics

___ Loud ___ Soft
___ High Pitch ___ Deep
___ Raspy ___ Pleasant
___ Intoxicated _____ Other

Accent

___ Local ___ Foreign
___ Race ___ Not Local
___ Region

Speech

___ Fast ___ Distinct
___ Stutter ___ Slurred
___ Slow ___ Distorted
___ Nasal _____ Other

Manner

___ Calm ___ Angry
___ Rational ___ Irrational
___ Coherent ___ Incoherent
___ Deliberate ___ Emotional
___ Righteous ___ Laughing

Language

___ Excellent ___ Good
___ Fair ___ Poor
___ Foul _____ Other

Background Noises

___ Factory ___ Trains
___ Machines ___ Animals
___ Music ___ Quiet
___ Office ___ Voices
___ Machines ___ Airplanes
___ Street ___ Party
___ Traffic ___ Atmosphere

BOMB FACTS

PRETEND DIFFICULTY HEARING - KEEP CALLER TALKING - IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

When will it go off? Certain Hour _____ Time Remaining _____

Where is it located? Building _____Area_____

What kind of bomb? _____ What kind of package?_____

How do you know so much about the bomb? _____

What is your name and address? _____

If building is occupied, inform caller that detonation could cause injury or death.

Activate malicious call trace: Hang up phone and do not answer another line. Choose same line and dial *57 (if your phone system has this capability). Listen for the confirmation announcement and hang up. Call 911and relay information about call.

Did the caller appear familiar with building (by his/her description of the bomb location)?
Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist.
Notify your supervisor immediately.

Workplace Violence

What is it?

Any intentional act that inflicts, attempts to inflict, or threatens to inflict bodily hurt on another person or that inflicts, attempts to inflict, or threatens to inflict, damage to property, **whether committed by an employee or by anyone else** and which occurs in the workplace, at the department site location or while an employee is engaged in on the job duties**.**

Who is responsible?

Everyone is responsible for responding promptly to Workplace Violence. All staff members are encouraged to take appropriate measures to protect themselves and personal property and report Workplace Violence incidents or concerns to their supervisor. Supervisors are responsible for responding to the concerns of employees pertaining to threatening or intimidating behavior from internal and external customers. All staff members are responsible for cooperating when emergency response procedures are activated.

Make sure to act in accordance with the following Orange County Guidelines:

General Guidelines:

1. Remain sensitive in your contact with the public and other employees to avoid becoming involved in an argument.

2. When confronted with potentially violent behavior in the workplace, use the following two-stage response plan to appropriately manage the situation.

***Activate Stage One (Caution) When*:**

- There is a known history or potential for violence
- In cases of verbal abuse, harassment/intimidation
- In cases where nonverbal signals indicate a potential for violence

Stage One Response: Provides that another employee join you during your interaction with the potentially violent individual, or in some way interrupts the interaction.

Stage One Code Word: “Yellow File”

***Activate Stage Two (Warning) When*:**

- Any threat of violence is made, or
- An act of violence involving injuries, weapons, or destruction of property occurs

Stage Two Response: Provides that 9-1-1 is activated to respond to the threat or act of violence as appropriate.

Stage Two Code Word: “Red File”

3. Advise a person who becomes verbally abusive that verbal abuse will not be tolerated and that the conversation will be discontinued if the person fails to conduct business at hand in a reasonable manner. If harassment or verbal abuse continues, or if the contact escalates into an argument and shouting, leave the scene immediately, without further comment, and go to a safe location and out of sight of the individual. Activate a Stage Two Response if necessary.

4. Advise the person who has a weapon on Orange County property that Orange County prohibits weapons on County property and he or she must leave. If he or she does not leave, activate Stage Two.

5. When working in the field, anticipate that the unexpected may happen and formulate a tentative plan of action. (In certain instances, this may require involving law enforcement.) Always notify your supervisor where you will be and how long you expect to be there.

In cases of physical assault while on the job:

1. If attacked, use only the force necessary to repel and protect yourself. The penal code provides that a person is justified in using force against another person only when and to the degree necessary to protect against the other's use or attempted use of unlawful force.

2. A use of force against another person cannot be justified in response to verbal provocation alone.

3. Your goal, if attacked, is to immediately leave the scene, move to a safe location and call 911. The supervisor should be immediately notified and should take steps to assure the safety of other employees.

Reporting Procedures:

1. Report any incident of workplace violence to your supervisor or department director.

2. The supervisor or department director is responsible for ensuring the following incidents are appropriately reported:
   - All incidents involving a Stage Two Response
   - All incidents of verbal abuse or harassment/intimidation

3. For any incident involving a non-employee as the alleged perpetrator, a Workplace Violence Reporting Form should be completed and sent to the Risk Manager in the Finance and Administrative Services Department.

4. For any incident involving an employee as the alleged perpetrator, the report should be made directly to an HR Manager or the HR Director in the Human Resources Department.

5. If you ever have concerns about a situation that may turn violent, alert your supervisor immediately and follow the specific reporting procedures provided by your workplace. It is better to err on the side of safety than to risk having a situation escalate.

6. The following are warning indicators of potential workplace violence:
    - Intimidating, harassing, bullying, belligerent, or other inappropriate and aggressive behavior
    - Numerous conflicts with customers, coworkers, or supervisors
    - Bringing a weapon to the workplace (unless necessary for the job), making inappropriate references to guns, or making idle threats about using a weapon to harm someone
    - Statements showing fascination with incidents of workplace violence, statements indicating approval of the use of violence to resolve a problem, or statements indicating identification with perpetrators of workplace homicides
    - Statements indicating desperation (over family, financial, and other personal problems) to the point of contemplating suicide
    - Direct or veiled threats of harm
    - Substance abuse
    - Extreme changes in normal behaviors

7. Once you have noticed a subordinate, coworker, or customer showing any signs of the above indicators, you should take the following steps:
    - If you are a coworker, you should notify the employee's supervisor immediately of your observations.
    - If it is a customer, notify your supervisor immediately.
    - If it is your subordinate, then you should evaluate the situation by taking into consideration what may be causing the employee's problems.
    - If it is your supervisor, notify that person's manager.

It is very important to respond appropriately; that is, not to overreact but also not to ignore a situation. Sometimes that may be difficult to determine. Managers should discuss the situation with expert resource staff to get help in determining how best to handle the situation.

Appendix A: Hillsborough Commons Facility Map

Figure 1: Zones for Safety Wardens

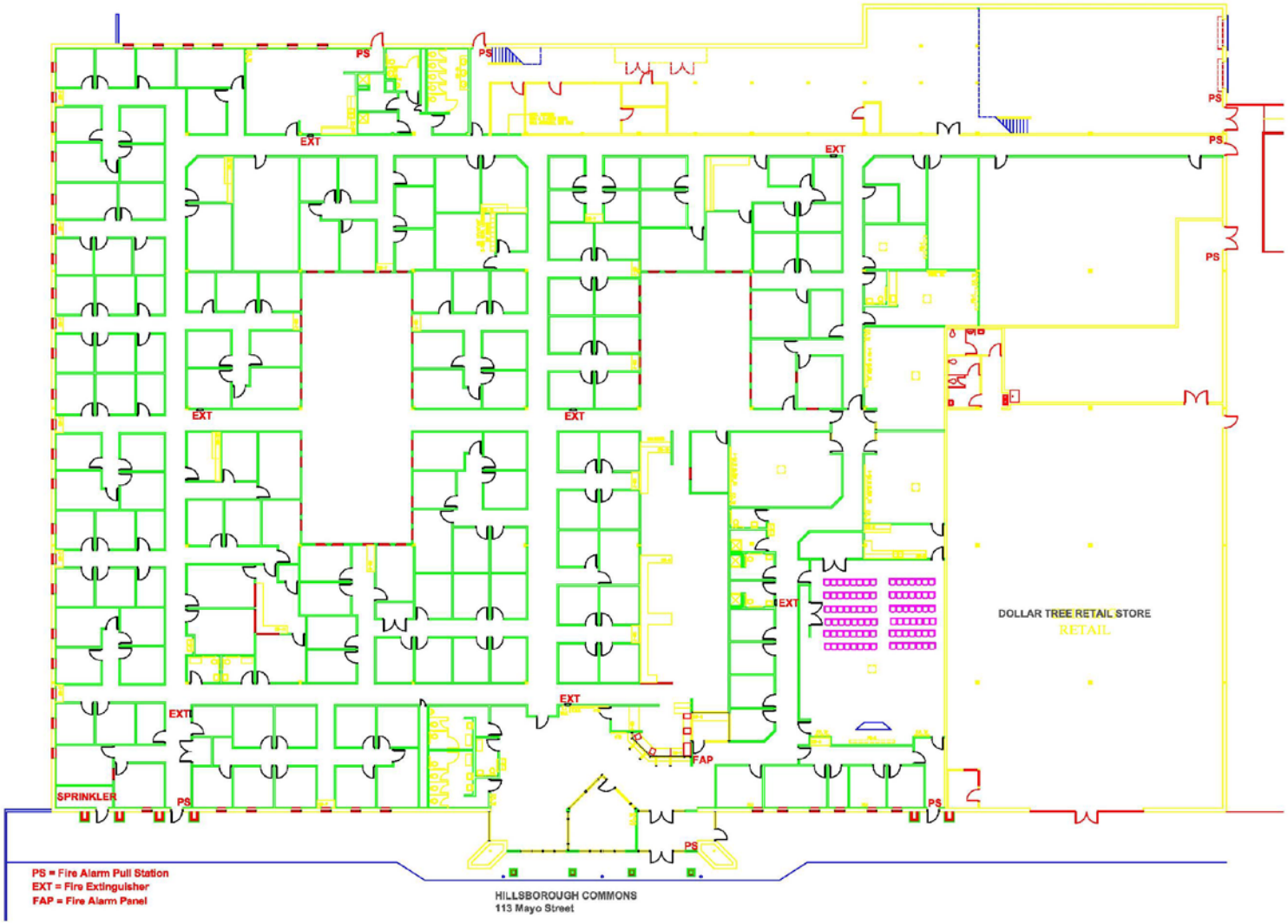


Figure 2: Life Safety Equipment Locations

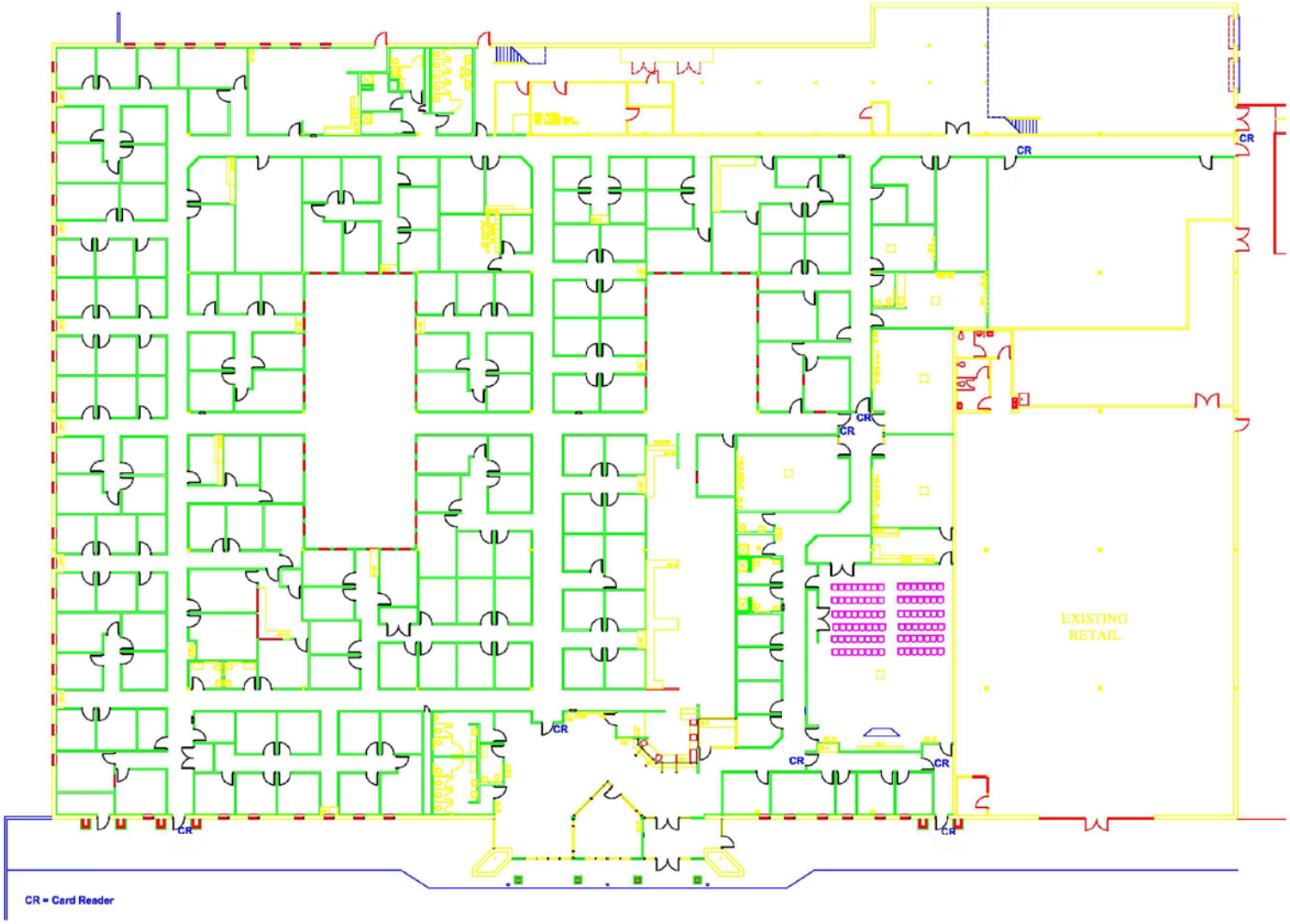
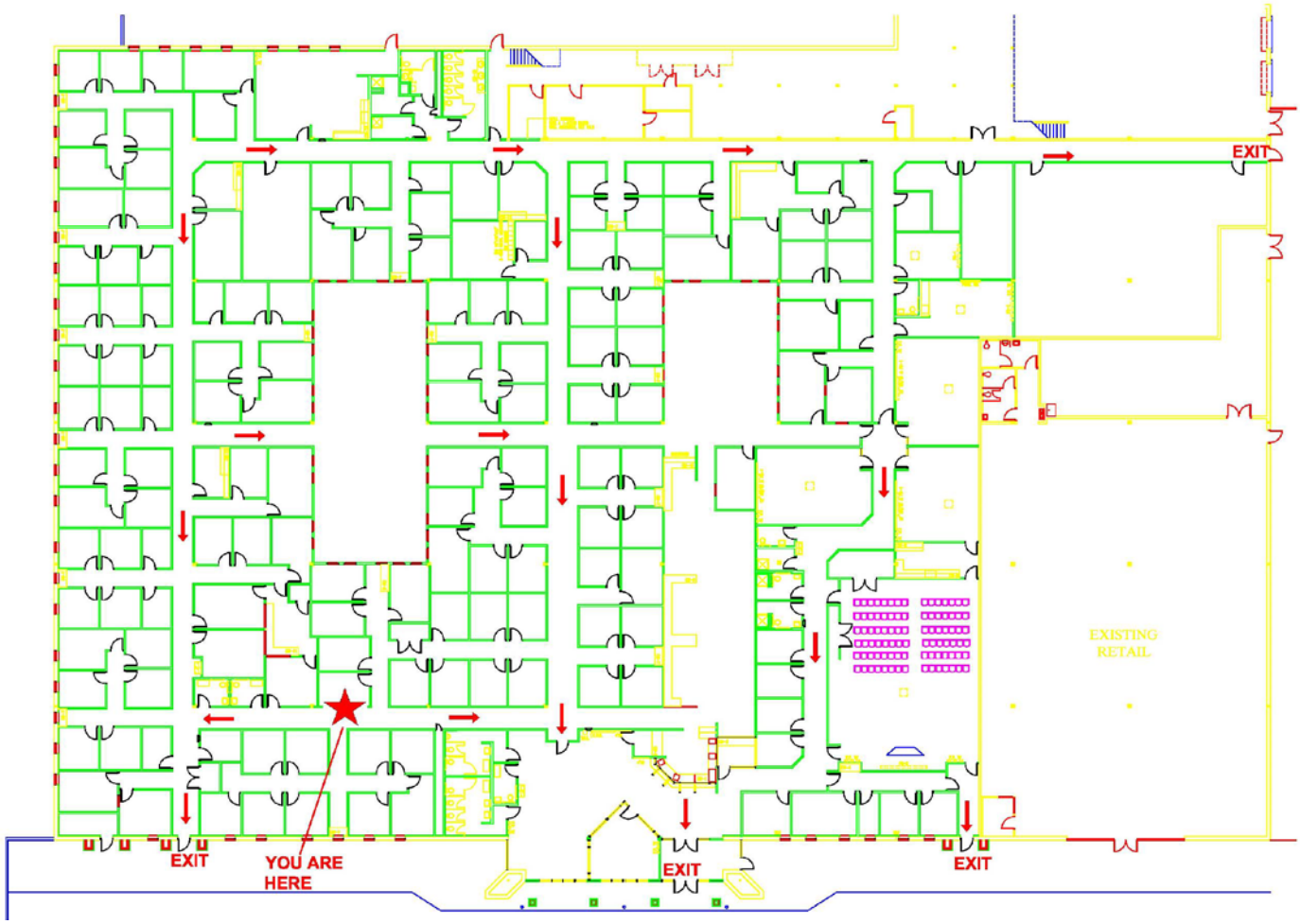


Figure 3: Security Equipment Locations

Appendix B: Hillsborough Commons Evacuation Routes



Appendix C: Hillsborough Commons Evacuation Assembly Areas

Appendix D: Hillsborough Commons Safety Wardens

Floor / Zone	Name	Office #	Phone	Last Date of Training
1				
2				
3				
4				
5				
6				
7				

Appendix E: Emergency Evacuation Drill Reporting Form

Name of person completing form:_____
Dept: _____

Date/Time of Drill:_____

Notification method used:
- ◻ Alarm System
- ◻ "Silent Alarm" – Color Code
- ◻ Other? _____

Comments:
_____
_____

Type of Evacuation Drill
- ◻ Routine
- ◻ Simulation
  - If simulation: what type?
    - ◻ Fire
    - ◻ Emergency code (which color)_____
    - ◻ Weather
    - ◻ Hazardous substance release
    - ◻ Medical

Number of Occupants Evacuated (approx.) _____

Estimated time required to accomplish complete evacuation _____

Comments:
_____
_____

Staff members on duty and participating as leads:
_____
_____
_____
_____

Comments:
_____
_____

Conditions during evacuation: (please cite weather, volume of patrons present at time of drill, other info relevant to conducting the drill)
_____
_____
_____
_____
_____

What needs to improve? (problems encountered)
_____
_____
_____
_____
_____

What went well?
_____
_____
_____
_____
_____

Did any special training needs arise?
_____
_____
_____

Appendix F: Hillsborough Commons List of person(s) with Functional Needs

Floor #	Location/Area/Zone	Name	Phone	Functional Need

Appendix G: Hillsborough Commons EAP Training Register

The initial training for all safety wardens and department directors will be a 2 day training event that covers the following topics: First Air/CPR, Fire Extinguishers, Work Place Violence, Building Safety, Lockdown Procedures, and Evacuations Procedures.

Each year, before the annual drill, there will be a one day (8 hour) refresher training provided to all safety wardens and department directors.

The list below will be update on an annual basis and will replace the old Appendix in the department's copy.

Name	Zone	Phone	Initial Training Date	Last Refresher Date

Last Update Date: _____

Updated by: _____

Facilities Security:
Threat Assessment, Planning, and Response

April 16, 2013

Link Government Services Center

Intended Outcome:

- **Workgroup Introduction**
- **Sustainable Framework:**
  - **Assessment**
  - **Planning**
  - **Training**
  - **Response**
- **Receive BOCC Feedback**
- **Discussion**

Workgroup:

- **Sheriff's Department**
  - **Captain Archie Daniel**
- **Emergency Services**
  - **Jim Groves**
  - **Captain Darshan Patel**
- **Manager's Office**
  - **Michael Talbert**
- **Clerk's Office**
  - **David Hunt**
- **Asset Management Services**
  - **Jeff Thompson**
  - **Wayne Fenton**

Guiding Principles:

- **Assess and address all threat types**
- **Base preparedness planning**
- **Building specific preparedness**
- **Consistent, cyclical training**

Guiding Principles:

- **Assess and address all threat types:**
  - **Acts of God**
  - **Accidents**
    - **Fire**
    - **Hazardous Materials**
    - **Infrastructure**
    - **Mass Casualty**
  - **Workplace Threats**

Guiding Principles:

- **Base Preparedness Planning:**
  - **Emergency Operations Framework**

Guiding Principles:

- **Building Specific Preparedness:**
  - **Emergency Action Plans ("EAP")**
    - **Designed for:**
      - **Each facility**
      - **Each occupying department**
      - **Covers all threat types**
      - **Emphasis on occupant training, response**

Guiding Principles:

- **Consistent, Cyclical Training:**
  - **Basis in EAP**
  - **“Know Your Building” program**
  - **Annual Building “Stress Test” activity**

Priority Facilities:

- **Criteria:**
  - **Probability of workplace crisis**
  - **Public interface**
  - **Public meeting setting**
  - **Cash presence**

- **Dept. of Social Services**
- **Whitted Center – Health Dept.**
- **Gateway Center – Tax Admin**
- **West Campus Office Building**
- **Southern Human Svcs Center**
- **Link Govt. Svcs Center**

Next Steps

- **DSS Trial Implementation:**
  - **EAP**
  - **“Know Your Building” Training**
  - **Desk Drill**
  - **“Stress Test” Drill**
  - **Lessons Learned**

- **Implementation of EAP in other facilities**

Q&A