



# COASTAL STORM (RECOVERY) TABLETOP EXERCISE

Date

Time

Company/Organization

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# Ground Rules

- Don't fight the scenario! It is a tool to guide the discussion.
- This exercise will be held in an open, low-stress, no-fault environment. Varying viewpoints, even disagreements, are expected.
- Respond to the scenario using your knowledge of your organization's current plans and capabilities.
- Decisions are not precedent-setting and may not reflect your organization's final position on a given issue. This exercise is an opportunity to discuss and present multiple options and possible solutions.
- Issue identification is not as valuable as suggestions and recommended actions that could improve response efforts. Problem-solving efforts should be the focus.
- The Parking Lot: A place to note ideas that can be discussed at a later time.

# Background

Wednesday, September 4, 8:00 AM

Hurricane Chester made landfall 12 hours ago and has left a trail of destruction in its aftermath. Low-lying areas around the city have endured the most significant damage from coastal flooding, impeding some subway lines, commuter rails and major roadways.

Powerful winds damaged hundreds of trees, power lines, homes and buildings. Roads are blocked with debris throughout the city.



# WEDNESDAY

# Travel Considerations

Wednesday, September 4th, 8:30AM



- Due to the large amounts of debris citywide, public transportation access is significantly limited. Damage and safety assessment teams as well as sanitation crews are dispatched to all five boroughs.
- The Ed Koch (Queensboro) Bridge and the George Washington Bridge are now reopened. Other bridges and tunnels into Manhattan remain closed due to safety and access concerns.

# CorpNet Update

Wednesday, September 4th, 8:30AM

- TRANSCOM Report is released from CorpNet with a status update summary.
- Power and cell service for parts of Brooklyn & Queens, and large portions of Staten Island have been out since the storm made landfall.

NJ Transit:	- Temporary Limited service out of Penn Station NY. Other rail service is suspended due to numerous weather related events impacting the system. Cross honoring is in effect
MTA:	- Long Island Rail Road, systemwide, service is presently suspended due to weather related events - Metro North, systemwide, service is presently suspended due to weather related events - NYC Subway: <ul style="list-style-type: none"><li>o Staten Island Railway suspended</li><li>o B, W and Z Lines + Rockaway Shuttles are suspended</li><li>o Partial suspensions along A, L, and Q Lines</li></ul>
Ferries:	- NYC Hornblower and NY Waterway service are suspended until tomorrow
Major Bridge closures:	- Verrazzano Narrows Bridge – Upper Level to Brooklyn reopened.

## Considerations:

- How do these disruptions to transportation and utilities impact the organization?

# Supporting the Team

Wednesday, September 4th, 10:00AM

- The CEO has told the leadership team to offer support to employees that are undergoing hardships caused by the storm.
- On the company conference call, neither your Human Resources supervisor nor his assistant are present, and no one has been able to contact them.



## Considerations:

- By what means could impacted employees be supported?
- Does the organization have a mass notification tool? Has it been tested?



# Task List

Wednesday, September 4th, 10:00AM

- The following topics are the main “action items” that are on the agenda for today’s conference call:
  - Check in with clients.
  - Getting your insurance agent in to assess damage to the facility.
  - Running payroll, keeping time, and tracking expenses.



## Considerations:

- What other key agenda items need to be addressed?
- In what ways does the ongoing pandemic response play a role in the organization’s hurricane recovery?



# THURSDAY

# Mayoral Press Conference

Thursday, September 5<sup>th</sup>, 10:00AM

- The Mayor confirms that most schools will resume on Tuesday, September 10<sup>th</sup>.
- Downed trees throughout the city have caused massive amounts of property damage and significant power outages affecting many of the company's employees.



# About Those Supplies...

Thursday, September 5th, 2:00PM



## Considerations:

- If your organization does not depend on supply inventory, what other type of vendor contract disruptions could affect critical functions? (i.e. power, ventilation, etc.)
- Your vendor is finally contacted regarding the large supply shipment that was postponed before the storm. This shipment is vital to maintain business operations.
- The vendor apologizes and reports that its warehouse has completely flooded, and its computer systems are damaged. They can probably recover the supplies but not for another two weeks, at the earliest.



# FRIDAY



# Status Updates

Friday, September 6<sup>th</sup>, 1:30PM

- Human Resources reports that several employees are expressing concerns related to:
  - Commuting challenges
  - Personal recovery needs
  - Requests to work remotely
- A handful of employees are temporarily relocated after experiencing the complete destruction of their homes.



## Considerations:

- Does the company provide any assistance to employees that experience such a devastating loss? Any type of compensation or paid time-off?

# SUNDAY

# Access Restoration

Sunday, September 8<sup>th</sup>, 10:00AM

- Although many roads and tracks have been cleared, some major traffic concerns remain:
  - The Long Island Railroad has resumed some service to Jamaica, though no trains are running into Penn Station.
  - Metro North is also running limited service into 125th Street.
  - Some streets in lower Manhattan are still impacted by heavy damage related to flooding.



## Considerations:

- In terms of long-term strategy, what are some ways the organization can mitigate commuting challenges for its employees?



# MONDAY



# Getting Back to Normal

Monday, September 9<sup>th</sup>, 9:00am



- With a few exceptions, roads, bridges, and public transportation systems are back up and running.
- Almost a quarter of your clients have called to try to postpone work on their accounts, saying that they will not be able to pay until their operations start again.

# The Road to Recovery

Monday, September 9<sup>th</sup>, 2:00pm

- The CFO requests that available City, State, and Federal loan assistance programs that the company qualifies for are identified.
- A team is assembled to discuss additional recovery plans for the next several weeks.



## Considerations:

- What must these long-term recovery plans entail?
- What will mitigation plans look like for future storms of this magnitude?

# THANK YOU