

RESOLUTION NO. 9  
SERIES OF 2019

INTRODUCED BY: KATY BROWN  
SECONDED BY: MIKE GALLAGHER

**A RESOLUTION  
OF THE CITY COUNCIL  
OF THE CITY OF CHERRY HILLS VILLAGE  
ADOPTING THE UPDATED EMERGENCY OPERATIONS PLAN**

**WHEREAS**, the City Council of the City of Cherry Hills Village ("Council") is authorized under its home rule charter and pursuant to its general municipal powers to adopt policies and procedures in furtherance of its municipal functions and authority; and

**WHEREAS**, the City Council first adopted the Emergency Operations Plan (the "Plan") in 2006 and amended the Plan in 2013; and

**WHEREAS**, the Council desires to update the Plan.

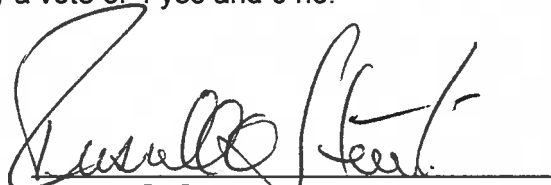
**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CHERRY HILLS VILLAGE:**

Section 1. The City Council hereby amends and reaffirms the Emergency Operations Plan, as more fully set forth in Attachment A, attached hereto and incorporated herein.

Section 2. This Resolution shall be effective immediately.

Introduced, passed and adopted at the  
regular meeting of City Council this 19<sup>th</sup> day  
of February, 2019, by a vote of 4 yes and 0 no.

(SEAL)



\_\_\_\_\_  
Russell O. Stewart, Mayor

ATTEST:

  
\_\_\_\_\_  
Laura Gillespie, City Clerk

Approved as to form:

  
\_\_\_\_\_  
Kathie B. Guckenberger, City Attorney

**ATTACHMENT A  
EMERGENCY OPERATIONS PLAN**



CHERRY HILLS VILLAGE  
Emergency Operations Plan

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# **EMERGENCY OPERATIONS PLAN - 2019**

Cherry Hills Village  
Colorado

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## **Federal, State, and Local Emergency Contact Information**

### **Local**

**Arapahoe County Emergency Management**  
(720) 874-4186

**Arapahoe County Sheriff's Office – includes HazMat Team and Bomb Squad**  
(303) 795-4711 (non-emergency dispatch)

**Denver Emergency Operations Center / Joint Information Center**  
(720) 865-7600

**Mile High Regional Emergency Medical & Trauma Advisory Council**  
(303) 722-6734

**Salvation Army – Centennial Corps**  
(303) 779-9662

**South Metro Fire & Rescue**  
(720) 989-2000

**Tri-County Health Dept.**  
(303) 220-9200

### **State**

**American Red Cross of Colorado**  
(303) 722-7474

**Colorado Bureau of Investigation**  
(303) 239-4300

**Colorado Department of Public Health & Environment**  
(877) 518-5608 – Report a new emergency related to a hazardous substance spill, health facility, or community public health

**Colorado Division of Homeland Security & Emergency Management – North Central Region**  
Main – (303) 279-8855  
Scott Kellar, Coordinator – (303) 768-8732

### **Federal**

**71<sup>st</sup> Ordnance Group – Ft. Carson**  
Explosive Ordnance Disposal: (719) 526-2528

**Bureau of Alcohol, Tobacco, and Firearms – Denver Field Office**  
(303) 575-7600

**Federal Bureau of Investigation – Denver Division**  
(303) 629-7171

**FEMA Helpline**  
1-800-621-FEMA (3362)

Updated February 2019

CHERRY HILLS VILLAGE  
Emergency Operations Plan

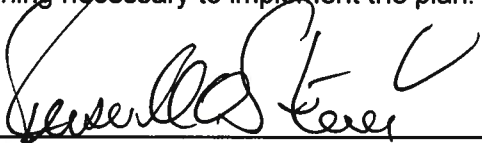
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***Letter of Promulgation***

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This Emergency Operations Plan is hereby approved and ordered published and distributed.

All department heads and personnel shall accept the responsibilities assigned and conduct the organizational planning necessary to implement the plan.



\_\_\_\_\_  
Mayor/City Council

2/19/19

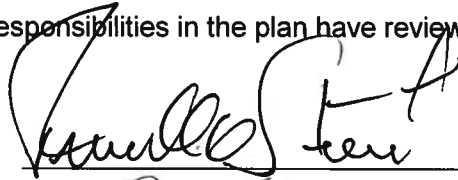
\_\_\_\_\_  
Dated

***Review and Concurrence***

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The following departments have been assigned responsibilities in the plan have reviewed and concurred with its content.


\_\_\_\_\_  
Mayor/City Council



\_\_\_\_\_  
City Manager



\_\_\_\_\_  
Community Development



\_\_\_\_\_  
Public Works



\_\_\_\_\_  
Police Department



\_\_\_\_\_  
City Clerk



\_\_\_\_\_  
Finance Director



CHERRY HILLS VILLAGE  
Emergency Operations Plan

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## *Introduction*

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The purpose of the Cherry Hills Village Emergency Operations Plan is to provide general guidelines and principles for planning, managing and coordinating the emergency response and recovery activities of Cherry Hills Village. The plan is not intended to be a procedural document, but rather a framework that outlines the roles and responsibilities of city departments, outside agencies, and volunteer organizations that may be responding to an incident in the Village.

This Emergency Operations Plan (EOP) was prepared under the Comprehensive Emergency Management Concept developed by the Federal Emergency Management Agency (FEMA) and uses the principles of the National Incident Management System (NIMS) as the foundation. The plan was designed to mirror the concepts of the National Response Framework (NRF), the Colorado Emergency Operations Plan, and the Arapahoe County Emergency Operations Plan, to help ensure seamless integration between all agencies and levels of government.

The Plan should be reviewed periodically and updated as necessary. Maintaining and updating the plan is the joint responsibility of the Police Department and Public Works.

Attachments to the EOP may be developed as needed and incorporated into the plan without the need for amendment by resolution of City Council. Any changes, additions or deletions to the substantive content of this EOP must be done by an amendment to the EOP and approved by the City Council.

## *Legal Authorities*

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The development of this plan meets the requirements for local emergency planning established under the State of Colorado Disaster Emergency Act of 1992 and also meets the requirements of other State and Federal guidelines for local emergency management plans and programs. Specific legal references include:

- The Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. §§5121-5207)
- The Colorado Disaster Emergency Act (as amended), Sections 24.33.5-700, *et seq.*, C.R.S.)
- Comprehensive Preparedness Guide 101 v2, Federal Emergency Management Agency, November 2010.



## ***Hazard Analysis Overview***

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In 2014, Cherry Hills Village participated in the development of the Arapahoe County Hazard Mitigation Plan, which included a hazard vulnerability analysis for the Village. This process, in addition to a review of the following sources, contributed to the identification of the City's hazards and vulnerabilities and helped to inform this planning document:

- Arapahoe County Emergency Operations Plan (2015)
- South Metro Fire Rescue's Risk Assessment and Mitigation Plan
- State of Colorado Natural Hazards Mitigation Plan (2013)
- Urban Drainage and Flood Control District's flood data and mapping

In general, Cherry Hills Village is considered to be most vulnerable to the following natural hazards:

- Severe Winter Storm
- Flood
- Tornado
- Drought

In addition to natural hazards, the potential for human-caused or technological hazards was considered during the planning process. These hazards include:

- Mass Casualty Incidents
- Hazardous Materials Releases
- Utility Disruption
- Cyber Security Incidents

## ***Planning Assumptions***

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With respect to any emergency or disaster, standard assumptions can be made:

- City officials will implement procedures necessary for the public safety and protection of property. This includes provisions to ensure continuity of government.
- Citizens expect their local government to keep them informed and to provide guidance and assistance in the event of a threat, emergency or disaster.
- Departments with emergency responsibilities will ensure that all appropriate personnel are properly trained and familiar with this plan and any applicable department standard operating procedures (SOP).
- A major emergency or disaster will overwhelm the capabilities of the City requiring the assistance of outside agencies and organizations.

- City personnel without emergency responsibilities may be asked to work in a support role during a disaster.
- The Incident Command System (ICS) will be used as the incident management system during complex responses.
- The City's priorities will be to save lives and protect the health and safety of the public and responders.

## ***Concept of Operations***

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Municipalities are responsible for managing emergencies within their jurisdiction. Cherry Hills Village will retain responsibility for its own operations, personnel, and resources throughout the emergency *or until conditions warrant a change in such authority.*

If a disaster occurs within the City, immediate response will be required. Having personnel who are familiar with the plans and procedures will help to make the response more successful.

This Emergency Operations Plan (EOP) is based on the concept that emergency response functions will generally parallel the normal operations of city departments. To the extent possible, the same personnel will be utilized in both cases.

The day-to-day functions and resources which do not contribute to emergency operations and are not essential to the welfare of the public may be suspended or redirected during an emergency.

### ***Resource Support:***

During a major incident, shortages in the City's resources may occur. When additional response capabilities are needed by the City, resources will be requested through:

- Mutual Aid and Intergovernmental Agreements (usually discipline specific, such as law enforcement, and public works)
- Outside partner agencies and organizations
- Private sector businesses and vendors

Once local resources and mutual aid are exhausted, the City will request assistance from Arapahoe County and the State of Colorado. When this assistance is anticipated, a Situation Report (see Attachments) should be completed to help inform decision making and identify immediate resource needs.

### ***ADA Considerations***

Emergency preparedness and response programs must be made accessible to people with Access and Functional Needs and are required by the Americans with Disabilities Act of 1990, as amended (ADA). Access and Functional Needs can include mobility, vision, hearing, cognitive disorders, mental illnesses and language barriers.

Included in the City's planning efforts for those with disabilities are:

- Notification and warning procedures
- Emergency evacuation considerations
- Sheltering requirements
- Accessibility for mobility devices and service animals while in transit or at shelters

### ***Local Disaster Emergency Declaration***

In Colorado, a local disaster may be declared only by the principal executive officer of a political subdivision (Colorado Revised Statutes, C.R.S. § 24-33.5-709). In Cherry Hills Village, this authority resides with the City Manager. The purpose of declaring a disaster is to gain access to emergency reserve funds and to activate the response and recovery aspects of disaster emergency plans. A Declaration should be issued when all local resources are expected to be seriously depleted and when there is a potential danger to the community. A local declaration is necessary to request extensive State or Federal assistance. A draft declaration and resolution approving the declaration are attached at the end of the plan.

### ***National Incident Management System (NIMS)***

The National Incident Management System (NIMS), which contains the Incident Command System (ICS) is a nationwide standardized approach for managing incidents. This system provides a framework that enables multiple jurisdictions and agencies, nongovernmental organizations, and the private sector to all work together using a common platform. As such, in order to align response activities with Arapahoe County, and other response agencies, incidents will be managed using the Incident Command System. Pertinent staff should be familiar with this system.

### ***Incident Support – Emergency Operations Center***

If it is determined that additional support for the incident will be needed, a Command Center, or Emergency Operations Center (EOC) may be set up to coordinate and support complex or extended response operations. An Emergency Operations Center is a central location where response activities are coordinated with various departments, outside agencies and assisting organizations. Additional functions of the EOC include:

- Maintaining situational awareness
- Locating and acquiring resources.
- Consequence management.

## ***Organization and Assignment of Responsibilities***

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The following is an overview of the responsibilities of those departments that may have a role during an incident. An incident can occur even if a local disaster has not been declared.

### ***City Departments***

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#### **All departments**

- Develop Continuity of Operations procedures (COOP) to ensure that essential government services remain available to the public.
- Ensure appropriate personnel are trained and familiar with this plan and any applicable department specific procedures.
- Ensure all emergency-related expenses are recorded for future reimbursement purposes.
- Maintain mutual aid or intergovernmental agreements for your area of responsibility.
- Identify resources (for assigned area of responsibility) that can be called upon in the event the City's resources become insufficient.
- Ensure all emergency planning efforts consider the needs, rights, and requirements of the Access and Functional Needs community.

#### **Mayor/City Council**

- Approve authorization of expenditures during major emergencies or disasters, in accordance with Section 4-3-40 of the Cherry Hills Village Municipal Code.

#### **City Manager**

- Determine the need for a disaster declaration.
- Request state or local assistance if it appears that the resources and the ability of the City are inadequate to cope with the emergency.
- Assign personnel to assist with functions and duties outside of their normal responsibilities.
- Implement the Emergency Operations Plan as the situation requires.
- Grant authority or contract for the performance of public work made necessary by an emergency, in accordance with Section 4-3-40 of the Cherry Hills Village Municipal Code.

#### **Police Department**

- Monitor implementation of the Emergency Operations Plan.
- Establish the Emergency Operations Center (EOC) and be responsible for its operation.
- Function as overall coordinator of disaster operations until normal government operations can be resumed.
- Assist with the evacuation of citizens.
- Control access and provide security to the disaster site.

- Establish re-entry procedures for persons returning to limited-access areas.
- Provide damage reports to the EOC for situational awareness purposes.

### **Public Works**

- Provide emergency traffic engineering and control measures. Maintain emergency traffic routes in coordination with law enforcement and fire departments.
- Coordinate clearing of major thoroughfares and removal of debris that inhibits or blocks thoroughfares.
- Provide snow removal during severe winter storm conditions.
- Provide resources and technical support to public safety operations.
- Assist in damage assessments of roadways and infrastructure owned by the City.
- Coordinate with appropriate districts for the shutdown and repair of water and sewer systems.

### **Administration/Finance**

- Develop emergency procurement and purchasing procedures for acquiring supplies, services, and equipment under emergency conditions.
- Maintain detailed financial records of all incident costs accrued during an emergency or disaster.
- Provide disaster-related financial information and documentation to state and federal agencies for reimbursement purposes.

### **City Attorney**

- Prepare emergency disaster declarations and emergency ordinances.
- Provide interpretation of federal and state regulations that relate to disasters and disaster relief.

### **Community Development**

- Consider and recommend potential mitigation measures during the development application process.
- Participate in damage assessment activities to include assisting in recommending which buildings or structures should be declared unsafe or uninhabitable.
- Participate in the preparation of a long-term recovery plan post-disaster.
- Continue to mitigate and enforce floodplain development standards.
- Continue to participate in FEMA's Community Rating System (CRS).

## *Outside Agencies*

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In addition to city departments, specific outside agencies provide emergency functions to local jurisdictions. The list includes:

### **Tri-County Health**

- Serve as lead agency for public and environmental health incidents affecting the City.
- Provide public health information and support to the community.

- Coordinate the activation of mental health and victim assistance personnel.
- Assist with tracking of patients and family reunification efforts.
- Inspect food and water supplies and recommend methods of disposal for contaminated foods.

#### **School Districts**

- Coordinate with the City and the American Red Cross for feeding, sheltering, and transportation of displaced persons caused by a disaster.

#### **American Red Cross (ARC)**

- Designate and provide shelter, food and services to disaster victims.
- Provide referrals for the requirements of the Access and Functional Needs community affected by disaster.
- Provide crisis counseling to disaster victims and response workers.

#### **Salvation Army**

- Assist the American Red Cross with crisis counseling for victims.
- Provide food to disaster relief workers.
- Provide clothing to disaster victims.

#### **Utility Companies**

- Coordinate the restoration of gas and electric services.
- Coordinate the restoration of telephone and other communications disruptions. and provide emergency cell phone capability if available.
- Coordinate the restoration of water services.

#### **South Metro Fire Rescue**

- Serve as lead agency for fire suppression, search & rescue operations, hazmat incidents, and EMS operations, including mass casualty incidents.
- Provide emergency medical assistance to emergency residents and evacuees, as requested.

### ***Continuity of Government***

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Disasters can interrupt, paralyze, or destroy the ability of local government to carry out their functions. It is therefore, important that government agencies preplan in order to maintain or restore these functions.

Factors that contribute to assuring continuity of government at the local level include:

- Ability to maintain essential functions
- Preservation of critical records
- Established, well defined lines of succession for key personnel

### ***Provision of Essential Services***

Mission Essential Services are defined as being life-saving or critical to the immediate operation of the City. These services need to be maintained or restored immediately should they be struck by a disaster and rendered unusable.

- In the event that a City facility is rendered unusable, a back-up facility should be pre-identified that will allow for essential services to be provided.
  - If the City Hall building is not useable, the City will operate out of the Joint Public Safety Facility, which is equipped with a generator.
- Consideration should be given as to whether day-to-day functions can be suspended and/or reassigned to assist with the emergency.
- Cross-training employees on performing essential functions should be considered a priority.

### ***Preservation of Essential Records***

Protection of essential records is vital if the City is to resume functioning after a major catastrophe. The selection of the records to be preserved rests with the City Clerk. These decisions should be made in concert with the organization's overall plan for determination of value, protection and disposal of records. The vital records should be duplicated and the duplicate copies maintained in an accessible format in a separate location from the original documents. The duplication of records should be completed on an ongoing basis as part of the Clerk's duties.

### ***Lines of Succession***

The statutory responsibility for the management of an emergency or disaster in Colorado rests with the elected leadership of each jurisdiction. The City adheres to the following line of succession, by department:

#### Elected Officials

1. Mayor
2. Mayor Pro-Tem
3. Senior Council Member (longest consecutively serving)

#### City Administration

1. City Manager
2. Deputy City Manager
3. Director of Finance and Administration

#### Legal

1. City Attorney
2. City Prosecutor

#### Police Department

1. Police Chief
2. Police Commander
3. Police Sergeant

#### Public Works Department

1. Public Works Director
2. Public Works Project and Right-of-Way Manager

# ***Support Functions***

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## ***Communication and Warning***

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### **Lead Agency: Arapahoe County Dispatch**

#### **Purpose:**

To maintain communications during disasters and provide the resources necessary to warn the public of a pending or occurring emergency or disaster.

#### **Concept of Operations:**

- Arapahoe County Dispatch will be the primary source for emergency information to be disseminated to the public.
- It is essential for the City of Cherry Hills Village to have reliable communications, warning capabilities, and coordination with other organizations. If needed, additional resources can be requested from:
  - Arapahoe County Office of Emergency Management
  - Regional mobile communications vans may be requested from the following agencies to assist with on-site communications:
    - South Metro Fire Rescue (SMFR)
    - Arapahoe County Sheriff
    - Greenwood Village Police Department
    - Aurora Fire Department
    - Denver Fire Department
- If activated, the Emergency Operations Center may provide centralized communications to field units and other organizations responsible for response and recovery efforts.
- In order to reduce confusion, control rumors, and promote public confidence in emergency response efforts, a single point of contact (Cherry Hills Village's Public Information Officer) will be responsible for the direct release of disaster-related information to the public via the news media during a major event.
- Information can come from a variety of sources including:
  - National and State Warning Systems messages over radio and the Colorado Crime Information Computer (CCIC).
  - National Weather Service (NWS) provides severe weather advisories, warnings and watches.
  - Reports to 9-1-1 from citizens.
- Emergency protective measures and warnings will be disseminated to the public through one or more of the following sources:
  - Activation of the Emergency Alert System
  - Social media
  - News
  - Emergency Notification System (ArapAlert)
  - Door-to-door

The use of auto-dialed text telephone (TTY) messages to pre-registered individuals who are deaf or hearing impaired, text messages, emails, and other innovative use of technology will be incorporated into emergency messaging procedures.

## ***Mass Care, Sheltering, and Evacuation***

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**Lead Agencies:** Police Department  
American Red Cross  
Public Works

**Purpose:**

To provide guidance related to the support of disaster victims and displaced persons within the City. Services may include temporary sheltering, mass feeding, and evacuation out of the affected area.

**Situation and Assumptions:**

- Temporary sheltering (to include warming facilities) may be needed for situations involving:
  - Closed roads due to blizzards
  - Prolonged power outage
  - Any emergency situation that displaces numerous residents
- Although the ultimate responsibility for mass care services for citizens rests with local government, the American Red Cross has a Congressional mandate to provide these services to disaster victims and therefore will be relied upon for the operation of mass care facilities during disasters.

**Concept of Operations:**

- First responders will determine the threat, magnitude and need to evacuate an area and/or open a shelter.
- RTD and the local schools will be requested to supply buses for transportation, including ADA compliant buses as needed.
- The Police Department will provide security to any shelters located within the City limits.
- Law enforcement will control access to the evacuated area and only allow re-entry after it has been determined to be safe.
- Public works and first responders will work together to identify and prioritize the clearing of roads to ensure response and evacuation activities are not impeded.
- Animal Response Teams will be requested to provide for the evacuation and sheltering of pets and other animals.
- American Red Cross and Tri-County Health Department will coordinate reunification efforts as well as mental health services.
- Sheltering and evacuation information will be shared with the local media to be disseminated.
- American Red Cross staff shall maintain a list of sheltered evacuees for tracking purposes.

- The American Red Cross has designated the following locations as potential shelters
  - Cherry Hills Village Elementary  
2400 E. Quincy, Cherry Hills Village
  - Englewood High School  
3800 S. Logan, Englewood, CO
  - West Middle School  
5151 S. Holly, Greenwood Village, CO
  - Mission Hills Church  
5859 S. University, Littleton, CO

## ***Hazard-Specific Annexes***

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## ***Hazardous Materials Incidents***

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**Lead Agency:** South Metro Fire Rescue (SMFR)  
Arapahoe/Douglas Hazardous Materials Team

**Purpose:**

To provide for the coordinated response to a hazardous materials incident and to protect the community from potential exposure.

**Situation:**

Hazardous materials are used daily throughout the City and transported routinely via Hampden Avenue which is an officially designated route for the transportation of hazardous materials.

The City offers residents regular opportunities to safely dispose of hazardous chemicals through a Waste Management pickup program as well as an annual hazardous waste collection day. These programs help reduce the risk of an incident occurring.

**Concept of Operations:**

- SMFR will coordinate the response to a hazardous materials incident to include containing and neutralizing the substance and providing decontamination of exposed persons.
- Neighboring response agencies including the Arapahoe/Douglas Hazmat Team and the State Patrol's Hazmat Teams will be called upon to assist during a hazardous materials incident that is beyond the capability of the responding SMFR personnel.
- Law enforcement will be responsible for perimeter control around the hazard zone.
- Spills and releases will be reported to the appropriate agencies including the Colorado Department of Public Health and Environment (CDPHE) or the EPA's Response Center.
- First responders will treat all spills as hazardous until the material(s) can be identified otherwise.
- Tri-County Health Department will monitor the air and coordinate with the hospitals for medical epidemiology.
- Public Works will assist by providing barricades and protecting storm water systems from potential runoff.
- Emergency alerts may be sent to residents advising them to either shelter in place or to evacuate the area.

## ***Tornado***

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**Lead Agencies: Cherry Hills Village Police Department  
South Metro Fire Rescue**

**Purpose:** To provide guidance for protecting citizens and property in the event of a tornado.

**Concept of Operations:**

- Citizens will be advised of potential severe weather conditions through a variety of means, including: NOAA weather radio, television and radio announcements, and smart phone apps.
- The National Weather Service (NWS) will provide tornado and severe weather warnings, though warning time will vary.

Evacuation of City facilities may be deemed necessary and may be mandated by the City Manager or the Police Chief.

- When it is safe to do so, the Building Department will conduct damage assessments of the affected area. These assessments are needed to help determine and prioritize response actions and to request assistance from the State.
- Homes may be damaged or destroyed, creating the need to open a temporary shelter for displaced persons.
- Public Works will provide barricades, debris removal, and road repair as needed.
- Public Works will clear roads of debris to allow for emergency response access, evacuation of residents, and return to residences.

## ***Flood***

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**Lead Agencies: Cherry Hills Village Police Department  
Cherry Hills Village Public Works**

**Purpose:** To ensure a plan is in place to respond to flooding in Cherry Hills Village.

**Situation:**

- Many areas of the City lie within a FEMA-designated floodplain.
- The public will receive flood warnings through television and radio media, smart phone apps and/or Arapahoe County's emergency notification system.
- Flash floods and street flooding from heavy rains or snowmelt can occur at any time.

**Concept of Operations:**

- Cherry Hills Village falls within the boundaries of the Urban Drainage and Flood Control District (UDFCD) which provides a Local Flood Warning Program to local government entities. Arapahoe County Dispatch is the recipient of this information and will alert the public if conditions warrant.
- Depending upon flood threat conditions, the following activities may occur:
  - Police, Fire, and Public Works will monitor weather conditions and determine whether to close affected roads.
  - Rescue and evacuation of the public from flooded areas may need to occur.
  - Temporary shelters may need to be established for displaced persons.
  - Police and Fire personnel will respond to the potential danger areas to warn individuals.
  - Evacuation and alternative routes may need to be established and communicated to residents.
  - Public Works will determine need for diking (sandbags, earth, etc.) and provide barricades, debris removal, and road repair as needed.
  - Establish communications with Arapahoe County Office of Emergency Management and other support partners.

## ***Utility Disruption***

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### **Lead Agencies:**

**Private utility companies  
Cherry Hills Village Public Works**

**Purpose:** To facilitate a coordinated response to manage and recover from prolonged utility outages.

**Situation:** Utility disruption can involve electricity, gas, telecommunications, or water/waste water facilities.

**Electricity:** Extended electrical outages can directly impact other utility systems, particularly water and wastewater systems. In areas where telephone service is provided by above-ground lines that share poles with electrical distribution lines, telecommunications providers may not be able to make repairs to the telephone system until electrical utilities restore power lines to a safe condition.

**Water/wastewater:** Disruption of water may require notification to the public regarding any restriction on water usage, boiling requirements, acquisition of bottled water, etc. Local firefighting activities may also be impacted by the disruption of water service.

### **Concept of Operations:**

- Critical City facilities have backup generators to continue functioning during a utility disruption.
- Use the contact list at the beginning of this plan to contact the appropriate utilities regarding outages.
- Public information messages will be provided by the utility provider and distributed by the City's Public Information Officer. Messages should include updates on the current situation and recommended safety measures.
- Public Works will provide barricades, debris removal, and road repair as needed.
- The Colorado Water/Wastewater Agency Response Network (COWARN) is a statewide network of utilities that can be called upon to provide mutual aid assistance during emergencies. Public Works can request this resource through Denver Water.
- Utility companies, including Xcel Energy, which provides electric and gas service in the city, will restore their services in accordance with their emergency operation plans and may need to prioritize restoration with the surrounding area.



## **Winter Storm**

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### **Lead Agency: Cherry Hills Village Public Works**

#### **Purpose:**

To provide a basic overview of roles, responsibilities and actions that may be taken in response to severe winter weather.

#### **Concept of Operations:**

- In the event of a major snowstorm, snow removal operations may need to be prioritized. The following streets have been identified as priority routes in regard to snow removal:
  - Quincy Ave.; Clarkson St.; Franklin St. from Quincy to Belleview; Layton Ave. from Quincy to Belleview; Colorado Blvd.; Mansfield Ave. from Colorado Blvd. to Dahlia St.; Oxford Ave. from Dahlia St. East; Dahlia St. from Mansfield to Quincy; Holly Street from Belleview to Quincy; and Happy Canyon Road. These streets provide access for emergency vehicles to all locations of the City during a snowstorm.
  - The Colorado Department of Transportation (CDOT) maintains Hampden Avenue, University Blvd. and Belleview Avenue and can be requested to assist with road closures and stranded motorists.
- Public Works crews will coordinate with Police and Fire to provide emergency response access to otherwise inaccessible areas.
- Warming shelters should be considered to accommodate stranded motorists or residents who have lost power.
- The Police Department may go on “accident alert” status if conditions warrant.
- Snow forecasts will be monitored to determine the anticipated extent of storm and expected temperatures.
- The City Manager will determine whether regular City services will continue or be limited to those considered essential.
- More information can be found in the Snow, Ice, and Street Sweeping Operations Plan.

## Cyber Security Incident

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**Lead Agency: North Star Inc. (contracted IT company for Cherry Hills Village)**

**Purpose:** To provide guidance on steps to be taken and documented in the event of a security incident or data breach, from the time of suspected breach to post-incident response closure, in order to handle all incidents in a consistent manner and limit the potentially breached party's exposure. The City will comply with all state and federal laws governing the protection of personal identifying information, including but not limited to C.R.S. §§ 24-73-101 *et seq.*

**Situation:** The City makes all feasible attempts through safeguards to protect sensitive information including personal identification information (PII). These safeguards are provided to:

- Protect the confidentiality, integrity and availability of data and the City network;
- Protect against a data breach that could result in harm or inconvenience to a customer or resident and meet any notification requirements;
- Protect against anticipated threats or hazards to the security or integrity of sensitive information including PII;
- Identify and assess the risks that may threaten PII;
- Conduct a reasonable investigation to determine the likelihood of information that has been or will be misused;
- Conduct a post-incident investigation to capture lessons learned;
- Develop written policies and procedures to manage and control these identified risks or vulnerabilities;
- Adjust the Information Security Program to reflect changes in technology, the sensitivity of data stored, and internal or external threats to information security.

### **Concept of Operations:**

#### Incident Response Process- Initial Discovery

- Determine if there has been a security incident, and the nature and severity of the incident, by considering the following questions and discussing them with North Star Inc. and document initial triage.
  - Does the system contain City Sensitive Information or PII?
  - Is there a chance law enforcement may need to get involved?
  - Is there a requirement or desire to perform a forensics analysis of the system compromise?
  - If the answer is "yes" to any of these questions then immediately coordinate actions to be taken with North Star Inc., City Management and City Attorney's office and apply the below as appropriate.
  - If the answer is "no" to all the questions, then apply the below as appropriate.
  - Do preliminary analysis- isolate the compromised system by disconnecting the network cable. If this is not feasible or desirable, North Star Inc. should block access to the compromised system via the network.
- Determine the security incident type- try to determine the cause of the malicious activity and the level of system privilege attained by the intruder and implement appropriate remedial measures.
- If a system is compromised:
  - Disable any compromised accounts and terminate all processes owned by them.
  - Request North Star Inc. compile a list of Internet Protocol (IP) addresses involved in the incident including log entries if possible.

- Determine the users that need to change their passwords due to the compromise, as well as whether or not they have accounts on other systems using the same credentials and notify IT administrators for those systems.
- Backup the local password file, if appropriate, so a comparison can be made of who has and who has not changed their passwords after notification.
- Notify North Star Inc. if the system uses Lightweight Directory Access Protocol (LDAP) authentication to authenticate users.
- Notify the owners of the compromised accounts and reissue credentials. Consider the likelihood of the intruder having access to the compromised account email and utilize other contact methodology.
- Determine whether all affected users have established new user IDs and passwords.
- Rebuild system and verify that its network access should be reestablished by contacting North Star Inc.
- North Star Inc. should perform a network vulnerability scan of the system after it is unblocked to identify any unresolved security issues that might be used in future attacks against the system.

#### Incident Response- Breach Notification

- If a security incident is suspected to be a data privacy breach, immediately notify North Star Inc. as well as City Management and City Attorney's office.
- Determine what information was suspected to be breached, i.e., specific individuals' first and last names with a type of PII.
- When appropriate, bring in an incident response expert or law enforcement to conduct an investigation. Identify the scope, timeframe and source(s) of breach, type of breach, whether data encryption was used and for what, possible suspects (internal or external, authorized or unauthorized, employee or non-employee user).
- Review for other compromised systems.
- Monitor all systems for potential intrusions.
- Determine the notification requirements (statutory or contractual) and address within the required timeframe.

#### Post-incident Follow Up and Review

- Hold a meeting of city staff, contractors, and others responding to the incident within 48 hours to a week of completion of the response.
- Review the chronology of the event.
- Identify what went wrong and what went right.
- Identify the threat or vulnerabilities that were exploited and determine whether it/they can be fixed.
- Review if any intrusion detection or prevention was in place, active and up to date.
- Document "lessons learned" and assign appropriate updates to City's network and procedures.

# ***Attachments***

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**DISASTER DECLARATION  
DECLARING A LOCAL DISASTER EMERGENCY**

**WHEREAS**, the City of Cherry Hills Village (the "City") has suffered serious damages to \_\_\_\_\_ (e.g., homes, roads) as a result of \_\_\_\_\_ (e.g., flooding), which occurred \_\_\_\_\_ (dates) ; and

**WHEREAS**, the magnitude of the incident and the response and recovery costs exceed the resources available to the City of Cherry Hills Village; and

**WHEREAS**, pursuant to C.R.S. § 24-33.5-709, the principal executive officer of a political subdivision is authorized to declare a local disaster emergency; and

**WHEREAS**, it would be appropriate and in the interests of public health and safety, and would further protect property, for the City Manager to declare a local disaster emergency.

**NOW, THEREFORE:**

**Section 1.** The City Manager of the City of Cherry Hills Village, Colorado hereby declares a local disaster emergency on behalf of Cherry Hills Village, and will authorize for and on behalf of the City the emergency expenditure of funds and the request assistance from local jurisdictions and the State of Colorado, as applicable.

**Section 2.** This declaration shall remain in effect for a period of seven (7) days, unless the City Manager issues a written cancellation. The declaration can only be extended beyond seven (7) days with the consent of the City Council.

DATED at Cherry Hills Village, Colorado this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ @ \_\_\_\_:\_\_\_\_

By: \_\_\_\_\_

\_\_\_\_\_, City Manager  
City of Cherry Hills Village, Colorado

***Fax to Colorado Division of Homeland Security and Emergency Management when complete:***

**720-852-6750**

*Copy to be filed with the Cherry Hills Village City Clerk and the Arapahoe County Office of Emergency Management and posted to the City website and location identified for public notice posting.*

RESOLUTION NO. \_\_\_  
SERIES OF 20\_\_\_

INTRODUCED BY:  
SECONDED BY:

**A RESOLUTION  
OF THE CITY COUNCIL  
OF THE CITY OF CHERRY HILLS VILLAGE  
CONTINUING A DISASTER DECLARATION  
DECLARING A LOCAL DISASTER EMERGENCY**

**WHEREAS**, the City of Cherry Hills Village (the "City") has suffered serious damages to \_\_\_\_\_ (e.g., homes, roads) as a result of \_\_\_\_\_ (e.g., flooding), which occurred \_\_\_\_\_ (dates) ; and

**WHEREAS**, the magnitude of the incident and the response and recovery costs exceed the resources available to Cherry Hills Village; and

**WHEREAS**, pursuant to C.R.S. § 24-33.5-709, the principal executive officer of a political subdivision is authorized to declare a local disaster emergency; and

**WHEREAS**, on \_\_\_\_\_ (date), the City Manager declared a local disaster emergency on behalf of Cherry Hills Village, authorized the emergency expenditure of funds, and requested assistance from \_\_\_\_\_ (local jurisdictions and the State of Colorado; choose one or both); and

**WHEREAS**, it was appropriate and in the interests of public health and safety, and further protected property, for the City Manager to declare a local disaster emergency; and

**WHEREAS**, the City Council desires to ratify the Disaster Declaration.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CHERRY HILLS VILLAGE, COLORADO THAT:**

**Section 1.** The City Council hereby ratifies the Disaster Declaration dated \_\_\_\_\_ attached hereto as Attachment A, and declares that such Declaration shall remain in effect until another Resolution is passed by City Council ending the local disaster emergency.

**Section 2.** This Resolution shall be effective immediately.

Introduced, passed and adopted at the  
regular meeting of City Council this \_\_\_ day  
of \_\_\_\_\_, 20\_\_\_, by a vote of \_ yes and \_ no.

(SEAL)

\_\_\_\_\_  
\_\_\_\_\_, Mayor

ATTEST:

APPROVED AS TO FORM:

\_\_\_\_\_  
\_\_\_\_\_, City Clerk

\_\_\_\_\_  
\_\_\_\_\_, City Attorney

**ATTACHMENT A  
DISASTER DECLARATION**



## **Situation Report**

The following information is needed whenever an incident of significance occurs in the local jurisdiction. It is meant to provide situational awareness to partner agencies and will be used to identify response actions, resource needs and the need to declare a local disaster.

**EVENT NAME:**

**EVENT SUMMARY:**

1. REPORT DATE/TIME:
2. LOCATION:
3. EVENT START DATE/TIME:
4. AGENCIES INVOLVED/ RESOURCES COMMITTED:
5. ASSISTANCE ANTICIPATED:
6. DEATHS/INJURIES:
7. DAMAGE:
8. EVACUATION STATUS/#:
9. CURRENT SITUATION:
10. FUTURE THREATS:
11. INCIDENT COMMAND JURISDICTION/LOCATION (IF APPLICABLE):
12. IC NAME/CONTACT #: At EOC:
13. POINT OF CONTACT #: