



Transcending the Flames

**Government Financial
Professional Training**

NETV

October 29, 2014

Late Monday night, May 30, 2011



Fire destroys LPS district offices

Administrative Issues

- Communication (internal and external)
- What was and can be saved?
- Technology issues
- Temporary relocation
- Permanent relocation
- Insurance issues

Administrative Issues

- In these times people need:
- Information
 - About what happened
 - Work expectations
 - When we will rebuild
 - Positive Leadership/Merchants of Hope

Administrative Issues

- In these times people need:
 - Recognition of the personal impact
 - Support/Assistance

Lessons Learned

- Outline pay/work expectations (work from home)
- Meet immediately with impacted staff
- Communicate with community and staff regularly
- Be aware of rumors related to cause but don't dwell on it

Lessons Learned

- Perception of calm is critical
- Review insurance coverage
- Be prepared for:
 - Deluge of questions
 - Calls from media
 - National insurance brokerage companies
 - Rumors concerning coverage

Lessons Learned

- Schedule time and opportunities for reflection
- Website, blog, twitter
- Seek “stories related to catastrophes” – fire humor
- Seek “lessons learned” from those impacted

Lessons Learned

- Sample of responses
 - Ensure fire-proof vault
 - Desktop external hard drive— back up every night but don't leave at work
 - Scan written documents
 - Don't just save on Desktop and LPS Server

Lessons Learned

- Sample of responses (continued)
 - Keep personal contents in office to a minimum
 - Have off-site contact list with personal home phone numbers, cell, and e-mail
 - Expect chaos and lengthy times of uncertainty

The First 12 to 24 Hours

- Planning started while fire still burning
- Communicated with all direct reports
- Met with key facilities personnel
- Continuous communication with technology staff
- Held emergency meeting of the Board of Education
 - Status Update to Board/Community
 - Invoked Emergency Powers

Developed Strategies for communication

- Transition Committee of Board of Education
 - President of the Board
 - Finance Committee Chair
 - Planning Committee Chair
 - Maintained minutes and sent out to Board with additional information as shared with Committee

Developed Strategies for communication

- Recovery Team
 - Facilities
 - Technology
 - Risk Management
 - Building Supervisors from Temporary Facilities
 - Purchasing
 - Accounting
 - Food Service
 - Custodial Operations
 - Maintained minutes and sent out to Board

Temporary Facility Considerations

- Immediate facility needs— First 24 to 48 hours
- Short-term facility needs— 48 hours to 30 days
 - Get word out regarding needs for facilities, including some criteria
 - Furnished spaces
 - Parking needs
 - Technology Considerations
 - Public/Non-public Access

Temporary Facility Considerations

- Long-term temporary facility needs— 30 days to two years
 - Develop timeline
 - Work with insurance company
 - Public vs. Private considerations
 - View as opportunity

Immediate / Temporary Housing and Considerations

- Executive Team— Situation Room
 - Communications— Land Line, Cell Phones
 - Access to Technology
 - Access to Resources

Immediate / Temporary Housing and Considerations

- Departments— Established throughout the District/Community
 - Temporary Purchasing needs
 - Temporary Procurement cards
 - Procurement guidelines

Immediate / Temporary Housing and Considerations

- Departments— Established throughout the District/Community
 - Technology needs
 - Status of Backups
 - Reestablishment of mission critical operations
 - Cyber offices— “work from home”
 - Payroll Questions
- Communicate internally/externally locations

Checklist of Tasks for Consideration

- Placed on White Board
 - Assigned Departments / Individuals
 - Identified timelines / deadlines
 - Identified resources when applicable
- Established operating principles/protocols
 - Identified meeting times
 - Identified who needs to be where/when

Lessons Learned

- Keep contact information for all reports/employees current and available in multiple locations
 - Land line, cell phone, personal email
- Don't assume that all tasks have been completed

Lessons Learned

- Rely on inside and outside professionals
- Localized backups should be checked for errors
- Don't be afraid to ask questions

Lessons Learned

- Insurance is driven by inventory
- Cell phones are a must for key staff
- You will need infrastructure for procurement
- IT will take center stage in recovery
- Workforce mobility is key to productivity

Lessons Learned

- Recovery isn't about putting it back as it was, it's about executing the plan for what it would become
- Collins is right: "Good people are your best asset."
- Ferris Bueller is right: "Life moves pretty fast. If you don't stop and look around once in a while, you could miss it."
- A championship season isn't necessarily a perfect season

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Lessons Learned

- Review business necessity of storing items centrally
- Need annual inventory of equipment, furniture, supplies
- Need annual accounting of non-owned items
 - Leased
 - Lease/purchase agreements
 - Loaned

Lessons Learned

- Identify the people to collect department inventories
- Establish rules for re-ordering process (who, what, when, how)
- Do not allow online ordering or direct to vendor when ordering supplies
- Follow up all verbal decision with a written summary

Questions