

Pandemic Workbook

I. Summary

A pandemic is a global outbreak of disease that occurs when an infectious agent emerges in the human population, causes serious illness, and then spreads easily from person to person worldwide. The most probable pandemic that could threaten San Diego County is an influenza pandemic that would occur when a new *influenza A* virus emerges in the human population. Widespread illness throughout the county poses not only severe health risks; it is a major threat to the human infrastructure staffing critical facilities and can have severe economic and social consequences. The timeframe for a pandemic outbreak could range from several months to more than a year. The virus will come in waves with each wave lasting between six and eight weeks.

Business continuity for a pandemic influenza is different than preparations for a time-specific event: there is no definitive beginning and end, it is somewhat predictable, more people will potentially be affected over a larger area, and there will be no damage to physical infrastructure.

Devolution, the capability to transfer authority and responsibility for essential functions from a department's primary operating staff to other employees and to sustain that operational capability for an extended period, is particularly critical in the event of a pandemic.

This annex focuses on the following topics;

- Reassessment of essential services and service prioritization
- Assessment of telecommuting capabilities
- Projected 30% reduction in staffing levels
- Social distancing techniques and capabilities

These are only four of several critical components to Continuity of Operations Planning for an event like pandemic influenza. They were chosen because of their importance, the need for evaluation by individual departments, and their applicability to other events that would result in high levels of prolonged absenteeism.

The procurement of personal protective equipment (PPE), flexibility in leave policy, and recovery issues will be addressed in future planning efforts at the Operational Area level.

II. Assumptions

- Projected 30% reduction in staff across all levels
- Duration of 18 months with 6-8 week "waves" of illness

Essential Functions	Increase or Decrease	Percent Increase/Decrease (estimated)
8 – Fac Ops Regulatory Compliance <ul style="list-style-type: none"> • Backflow • Underground storage tanks • Stormwater • Emissions (APCD) Building Code	No change	0%
8 – Fac Ops Maintain Video Surveillance systems	No change	0%
9 – Fac Ops Identification Card Badging	Increase	50-100%
FISCAL		
1 – Fiscal Accounts Payables (Pay for services)	Increase	15%
2 – Fiscal Accounts Receivables (Collect for services)	Increase	15%
3 - Fiscal Cost Accounting /Payroll - Time Collection (FEMA)	Increase	15%
FLEET		
1 – Fleet Provide fueling resources for County vehicles and equipment. Provide fueling resources for other government agencies	Increase	15%
2 – Fleet Provide maintenance services for all County vehicles	Increase	15%
3 – Fleet Provide supplemental transportation	Increase	10%
4 – Fleet Provide transportation services	No change	0%
5 – Fleet Provide vehicle and equipment acquisition services	No change	0%

Essential Functions	Increase or Decrease	Percent Increase/Decrease (estimated)
6 – Fleet Provide vehicle cleaning services	Increase	43%
MAIL SERVICES		
1 – Mail Interoffice Mail delivery to selected offices	Increase	10%
2 – Mail Mailing of legally mandated documents	No change	0%
REAL ESTATE SERVICES		
1 – RES Maintain Property Inventory	No change	0%
2 – RES Appraisals and Valuations of County-owned real property and other property interests	No change	0%
3 – RES Property Acquisition	Increase	10%
4 – RES Asset Management (Leasing where County owns the property)	Increase	5%
5 – RES Acquisition Leasing (Leasing where County is the tenant)	Increase	10%
6 – RES Relocation Assistance	No change	0%
7 – RES Surplus Property Disposition	No change	0%
HUMAN RESOURCES/ SAFETY		
1 – Human Resources/Safety Technical assistance & evaluation to assess and communicate risk	Increase	40%
2 – Human Resources/Safety Conducting Investigations/Incidents Exposures and Discharges	No change	0%

Essential Function*	Amenable to Telecommuting (Y/N)	Number of telecommuting employees needed	Number of employees currently equipped	Number of employees requiring equipment
FISCAL				
1 – Fiscal Accounts Payables (Pay for services)	N	0	0	0
2 – Fiscal Accounts Receivables (Collect for services)	N	0	0	0
3 - Fiscal Cost Accounting /Payroll - Time Collection (FEMA)	Y (phone in)	3	1	2
FLEET				
1 – Fleet Provide fueling resources for County vehicles and equipment. Provide fueling resources for other government agencies	N	0	0	0
2 – Fleet Provide maintenance services for all County vehicles	N	0	0	0
3 – Fleet Provide supplemental transportation	N	0	0	0
4 – Fleet Provide transportation services	N	0	0	0
5 – Fleet Provide vehicle and equipment acquisition services	N	0	0	0
6 – Fleet Provide vehicle cleaning services	N	0	0	0

Essential Function*	Amenable to Telecommuting (Y/N)	Number of telecommuting employees needed	Number of employees currently equipped	Number of employees requiring equipment
11 – HR/Safety MOA & Civil Service Rules	Y	1	0	1

The Department of General Services will evaluate the benefit of providing equipment that could be used to allow the completion of essential functions from home or other offsite locations.

V. Reduction in Staffing Levels.

Employee absences during a pandemic will result from personal illness, illness of family members, school closures, public transportation closures, etc. Based on an assumption that staff will decrease by 30 % for several weeks at a time over an 18-month period the Department has identified the following measures necessary to continue to provide essential functions:

- Double shifts and overtime to cover increased workload is anticipated.
- Other departments with staff that could most readily replace Department of General Services staff in performing essential functions include:

NONE

- Training activities necessary to create a 3-deep labor pool to perform essential functions include:

NONE

The Department has evaluated each essential function and determined what, if any, component of that function is dependent on external agencies, organizations or departments. The main supplier of the component has been identified and made aware of their role in the delivery of essential services. In the event that the main supplier ceases to operate or reduces their output capacity, two potential alternate suppliers have been identified (but not necessarily contacted). This information is summarized in **Table E-3 (page 92)**.

VI. Social Distancing

As a pandemic influenza spreads just as a normal flu virus spreads, people will be encouraged to take steps to reduce their interaction with others. The Department will modify its operation procedures to increase the physical distance between co-workers and clients.

- Social distancing within the workplace will be promoted to the extent feasible by:
 - Staggering shifts to reduce the amount of time employees share common spaces
 - Rearranging schedules to provide consecutive days off for the incubation time interval of the disease
 - Rearranging furniture to reduce the spread of germs
 - Placing portable hand-sanitizers at entry ways and other locations where equipment and items are touched by many people (e.g. copy machines)
- Consider promoting clientele distancing by developing creative avenues (including barriers as appropriate) to reduce contact with clients while continuing the provision of essential functions.
- None

VII. Future Planning Endeavors

The procurement of personal protective equipment (PPE), flexibility in leave policy, and recovery issues are all critical components to Continuity of Operations Planning. These issues are being addressed in future planning efforts at the Operational Area level and the Department will update this Annex in the future based on guidance from this regional planning effort.

FLEET

DGS FLEET MANAGEMENT EMERGENCY PRIVATE VENDOR CONTACT LIST

Parkhouse Tire 24 Hour 858-565-8473

Daniels Tire 24 hour 619-425-2805

Locksmith = Calif. Commercial 24 hour 1-800 286-2555

Accurate Security Locksmith 24 hour 858-271-1155

LEM Electronics (Fuel System) 619-917-8001

Verdugo Testing (Fuel System) 619-778-4455

Western Pump (Fuel System/Shop Repair) 619-239-9988

Asbury Environmental 310-900-9709

Dion International 619-263-2251

Clean Tech Environmental 951-640-2722

JB Manufacturing (Hydraulic Hose Fabriciation & Repair) 858-876-4673

Hawthorne Heavy Equipment & Generator repair 24 hr Pager 1-866-291-0727

Hawthorne Machinery 858-674-7151

Fleet's NAPA Parts contact Anthony Cusano 858-695-3102, Sal Kirmes 858-822-9486

Broadway Auto Glass 619-426-0187

Road One Towing (County Contract Towing) 858-492-5201

Star Towing (Non-Contract Towing) 858-573-8700

The SOCO Group 760-804-8460

Assetworks Inc. 858-452-0458

Fleet Vendors

VENDOR NAME	SERVICE CONTACT	SERVICE PHONE NUMBER
AUTO TRUCK EQUIPMENT PARTS AND SUPPLIES		
73 INCORPORATED (MOBILE A/C REPAIR)	Lance Castiglione	619-339-3268
COURTESY CHEVROLET CTR	Tom Boggess	619-450-8079
CUMMINS INC	Kevin Shaw	619-219-5004
DION INTERNATIONAL TRUCKS INC	Robert Knapp	619-263-7295
EL CAJON FORD	Main number	619-312-4107
GENUINE PARTS CO (NAPA)	Thomas Skov	770-956-2200
HAAKER EQUIPMENT CO	Matt Blackman	909-598-2706 ext. 132
HAWTHORNE MACHINERY CO	Paul Kessel	858-674-7049
INLAND KENWORTH (US) INC	Adam Stratton	619-328-1600
KEARNY MESA FORD	Main number	888-898-0221
KEN GRODY FORD	Main number	866-378-1457
KIRK'S RADIATOR & AUTO AIR CONDITIONING INC	Main number	619-562-8383
MOSSY FORD	Main number	858-250-0455
NORTH COUNTY FORD	Main number	760-945-9900
PB LOADER CORPORATION	Main number	559-277-7370
PERRY FORD OF NATIONAL CITY	Tony Cabrero	866-871-0182
PERRY FORD OF POWAY	Main number	866-961-6296
PF AUTOMOTIVE LLC	Main number	877-736-8037
SOUTH COAST EMERGENCY VEHICLES	Main number	909-930-2278
SOUTHERN CALIFORNIA FLEET SERVICES INC	Main number	951-272-8655
TRANSWEST SAN DIEGO, LLC	Mike Evans	619-272-5353
WAYNE GOSSETT FORD INC	Main number	760-230-4388
AUTO GENERAL REPAIR		
A PLUS AUTO CENTER	Adrian Carrillo	619-266-1986
ALIGNMENT PLUS	Main number	760-471-2233
COURTESY CHEVROLET CTR	Tom Boggess	619-450-8079
EL CAJON FORD	Main number	619-312-4107
KEARNY MESA FORD	Main number	888-898-0221
KEN GRODY FORD	Main number	866-378-1457
MOSSY FORD	Main number	858-250-0455
NORTH COUNTY FORD	Main number	760-945-9900
PERRY FORD OF NATIONAL CITY	Tony Cabrero	866-871-0182
PERRY FORD OF POWAY	Main number	866-961-6296
PF AUTOMOTIVE LLC	Main number	877-736-8037
WAYNE GOSSETT FORD INC	Main number	760-230-4388

	73 INCORPORATED (MOBILE A/C REPAIR)	Lance Castiglione	619-339-3268
	BIT PROS INC	Chad Christianson	760-839-2641
	CUMMINS INC	Kevin Shaw	619-219-5004
	DION INTERNATIONAL TRUCKS INC	Robert Knapp	619-263-7295
	HAAKER EQUIPMENT CO	Matt Blackman	909-598-2706 ext. 132
	HAWTHORNE MACHINERY CO	Paul Kessel	858-674-7049
	INLAND KENWORTH (US) INC	Adam Stratton	619-328-1600
	PB LOADER CORPORATION	Main number	559-277-7370
	SOUTH COAST EMERGENCY VEHICLES	Main number	909-930-2278
	SOUTHERN CALIFORNIA FLEET SERVICES INC	Main number	951-272-8655
	TRANSWEST SAN DIEGO, LLC	Mike Evans	619-272-5353
TRANSMISSION OVERHAUL			
	DARTCO TRANSMISSION SALES & SERVICE INC	Main number	619-997-4477
	DL AUTO GROUP INC (AAMCO)	Ron Tov	619-997-4477
	SPARKY'S TRANSMISSIONS	John Chancery	619-449-5740
LOCKSMITH			
	BLOCK, LARRY	Larry Block	619-429-5625
ENVIROMENTAL SERVICES			
	ASBURY ENVIRONMENTAL SERVICES	San Diego Branch	619-463-1126
	CALIFORNIA ENVIRONMENTAL SOLUTIONS INC		855-501-1005
AUTO GLASS REPAIR AND REPLACEMENT			
	CITYWIDE AUTO GLASS INC	main number	858-569-6000
	BROADWAY AUTO GLASS	main number	619-426-0187
AUTO BODY REPAIR			
	ACTIVE AUTO COLLISION	main number	760-432-6578
	COLLISION EXPERTS		619-466-5266
	ELITE FLEET AUTO & TRUCK BODY	Paul Wagner,	619-668-9040
	G & A AUTOMOTIVE	Anita B. Carrillo	619-232-6761
	PERFECTION AUTO BODY	Main number	619-294-3256
	RIVERA A, NOE	Jocabed Rivera	619-283-2352
	SANTEE COLLISION CENTER	Main number	619-596-5822
	SPEEDWAY AUTO BODY	Ron Foster,	619-464-5290
	SUNROAD COLLISION CENTER	Main number	858-715-3425
	WHEEL REVIVERS INC	Main number	858-431-9899
TOWING			
	A TO Z ENTERPRISES INC (ROADONE TOWING)	main office	858-492-5252
	SEVERIN MOBILE TOWING INC	Basil Raffo	619-444-1800
TIRES			
	BORDER RECAPPING LLC	Shawn McCutcheon	619-592-0992
	BRIAN'S MOBILE TIRE AND FLEET INC	Brian Moore	949-289-4281
	DANIELS TIRE SERVICE	Bruce	619-425-2805
USHOLSTERY			
	AUTO UPHOLSTERY MASTERS	Arturo Arreola	619-279-7569

ASSETWORKS LLC		
MANSFIELD OIL COMPANY OF GAINESVILLE INC	Main number	678-207-3257
SC COMMERCIAL LLC	Main number	800-394-7626
VERDUGO TESTING CO LLC	Main number	619-691-0600
VOYAGER FLEET SYSTEMS INC	Main number	800-987-6591
WESTERN PUMP INC	Garrett Grosch	888-239-9988
SUPPLEMENTAL TRANSPORTATION		
Enterprise Rental		
VEHICLE CLEANING		
COMPLETE CAR CARE PROS	Juan Granados	619-279-4545
ISMART WASH INC	Main number	858-848-9002
MISC. SERVICES		
AEP CALIFORNIA LLC	Brittany Duckworth	619-596-1925
ALTEC INDUSTRIES INC	Josh Hamilton	816-341-9471
BEDCO INC	Mel Serafine	619-579-9389
BMW MOTORCYCLES OF ESCONDIDO	Main Number	760-745-3000
CRESWELL, GREGORY E (DECALS)	Gregory Creswell	760-788-9295
CUSTOM TRUCK BODY & EQUIPMENT INC	Gina	619-444-6767
DAY MANAGEMENT CORPORATION	Mike Andrew	858-537-0709
FERRARA FIRE APPARATUS INC	Earl Flowers	225-567-7100 ext 3205
FIRE ETC	Hank Wayne	619-525-7286
FORM & FUSION MFG INC (Urgent Upfitters)	Tony Cash	760-847-4054
GUTIERREZ, JOSE JUAN (PEPE'S TRUCK)	Jose Juan Gutierrez	619-882-2217
HAAKER EQUIPMENT CO	Matt Blackman	909-598-2706 ext. 132
JP MOTORSPORTS AND MARINE INC	Main number	619-564-4935
KIRK'S RADIATOR & AUTO AIR CONDITIONING INC	Main number	619-562-8383
KOVATCH MOBILE EQUIPMENT CORPORATION	Main number	
PB LOADER CORPORATION	Main number	559-277-7370
PROGRESSIVE MOBILE SOLUTIONS LLC	Ralph Brooke	619-292-9900
SICKELS, EVAN R (EVS)	Evan Sickels	619-599-5614
SNAP-ON INDUSTRIAL	Dennis Sprung	619-787-6558
SOUTH COAST EMERGENCY VEHICLES	Main number	909-930-2278
SOUTHERN CALIFORNIA FLEET SERVICES INC	Main number	951-272-8655
WELDTEC DESIGNS	Jeremy Johnson	619-985-1557
WESTERN PUMP INC	Garrett Grosch	888-239-9988