



Pandemic Planning Presentations and Panel Discussion

- SEPTA - Scott Sauer
- PECO – William Kelbaugh
- Emergi-clean - Scott Vogel
- University of Pennsylvania - Donna Jacobs
- Aforethought Consulting LLC - Ginnie Stouffer



Public Agency Planning

SEPTA

► Overview:

- SEPTA is dedicated to delivering safe, reliable, sustainable, accessible, and customer-focused public transit services, contributing to the region's economic vitality, sustainability, and enhanced quality of life.
- **Much like a weather emergency vital services will be continued as much as possible**
 - Market-Frankford Line
 - Broad Street Line
 - Customized Community Transport Services for essential services
 - Some Regional Rail Service
 - Some Bus Service
 - Essential support staff

► Pandemic plan

- Overall Emergency Management Plan
- Emergency Operations Plan
- Winter Weather Plan
- Workspace resilience
 - No drivers, no service

► Recent lessons learned

- Philadelphia Phillies World Series Parade
- Papal Visit

► Other key takeaways

- People – Your most valuable asset
- Reduced ridership
- Adjust on the fly

PECO

► Overview:

- Electric and Gas Service in Southeast Pennsylvania
- Pandemic Impact
 - Scaled Back Field Operations
 - Limited to Emergency Response; little to no “planned work”
 - Limited Back Office Staffing to reduce exposure risk

► Pandemic plans

- Overall and Organization-Specific Pandemic Plans Established
- Pre-Identified Staffing, Critical Activities, Facilities/Work Locations, Infection Controls, links to relevant procedures, etc.
- Available on PECO Intranet for reference and use by personnel
- Escalation Levels Established (based on WHO and CDC)

► Recent lessons learned

- Plans remain valid, but getting dated
- Need to revisit to incorporate personnel & organizational changes
- Assuming you have a plan, conduct periodic reviews to keep it current!



The screenshot shows the PECO Intranet interface. At the top, the PECO logo is displayed with the text "PECO EP | Storm" and "An Exelon Company". Below the logo is a navigation menu with items: "PECO EP", "Event Types", "Feeder SPOC", "Sub-Centers", "Electric Mutual Assistance", and "Gas Mutual Ass". The main content area is titled "Pandemic & BCP Information" and includes a "Submit Lessons Learned" section with a "Lessons Learned Entry Form" link. Below this is a "Libraries" section with "Site Pages" and "Schedules/Duty Lists" links. The "Pandemic & BCP Information" section contains a "Pandemic Plan" link, followed by a "URL" section with links to "PECO Pandemic Plan", "Appendix A PECO Critical Facilities and Personnel", "Appendix C PECO Pandemic ERO Staffing Matrix", and "Appendix B PECO Pandemic Implementation Matrix".

Emergi-Clean Inc.

► **Overview:**

- Mission: To serve and educate the private & public sectors in the response and remediation of all Biological Emergencies
- All Operations are fully functional during any and all biological emergencies

► **Pandemic plan with regards to:**

- Workforce resilience - Training and Awareness for all employees regarding situations that could arise. Tabletop and live exercises.
- Workforce resilience – Debriefing (High Stress Environments)

► **Recent lessons learned**

- Human emotion, employees affected

► **Other key takeaways**

- Being the one to respond to emergency situations can have an emotional toll
- Establishing a plan to detect need and assist employees in seeking help when necessary



Private Company Planning

University of Pennsylvania

► **Overview:**

- Mission: To collaborate with the Penn community on IT services that enhance and support the mission of the University of Pennsylvania.
- Level of service expectation: All systems and services fully available with business cycle dependencies taken into account.
- University population is not just staff and faculty – it's students and the West Philadelphia community

► **Pandemic plan with regards to:**

- Workforce resilience – Mission Continuity, Disaster Recovery
- Workspace resilience – Shelter in Place

► **Recent lessons learned**

- The role of automation to sustain operational and business integrity

► **Other key takeaways**

- Education, Communication
- What would you choose – family or workplace?

Aforethought Consulting LLC

▶ Overview:

- ▶ Mission Statement/Approach: Practical Preparation, Prudent Planning
- ▶ Level of Service: Client goals 75% -100%, dependent on specific business function

▶ Pandemic planning:

- ▶ Workforce resilience - Work from home / cross training

▶ Recent lessons learned:

- ▶ NEVER assume anything



Roundtable Q&A