

Section Governance	Procedure Number RCJTC AP.08.15
Procedure Title Business Continuity Plan	
Date March 7, 2016	Revised

1. Workplace Interruption

In the event that a workplace disruption has occurred at the RCJTC facility, or information is available to alert staff that a potential disaster is imminent, contact must be made with the General Manager and/or their designate immediately. After assessing all of the available information, the General Manager and/or their designate will make a determination as to whether the occurrence is considered a Level 1 or Level 2 Workplace Interruption.

As the first priority in either situation is to ensure the safety of all personnel, if during the declaration phase, the safety and/or wellbeing of any staff members is at risk, RCJTC staff will follow the RCJTC Inclement Weather, School Closure, and Emergency Evacuation Transportation Arrangements Procedure (AP.01.81).

Definitions:

Level 1 Workplace Interruption - Major:

Any event of natural or human made hazard that results in catastrophic damage to the RCJTC facility and/ or equipment of RCJTC which does not permit the continuation of day-to-day operations. Examples include, but are not limited to: major fire within the building, major flooding within the building, earthquake, tornado and extensive burglary/ vandalism, staff may need to work from home until the situation is rectified.

Level 2 Workplace Interruption – Minor:

Any event of natural or human made hazard that renders the RCJTC facility unsuitable to perform day-to-day operations. Examples include, but are not limited to: extended power outages extended network outages, and phone systems being inoperable, staff may need to work from home until the situation is rectified.

2. Level 1 – Major Workplace Interruption

If it is determined that the workplace interruption affecting the RCJTC location is Level 1 – Major, the General Manager and/or their designate will contact the following by phone and if

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possible, by email:

- RCJTC Board of Directors
- Administrative Committee members
- All Transportation Providers (Bus & Taxi)
- All Schools
- If required, post notification to web for media

The General Manager and/or their designate will provide cell phone numbers that will be used as the primary means of contact unless otherwise instructed.

If the RCJTC website is functioning, a message will be posted providing information relating to the situation and approximate timeframes, if known, of when services will return to normal. The information will contain updated contact information.

Determination of Temporary Office Location

As a Level 1 Workplace Interruption results in the facility or equipment of RCJTC being in a catastrophic state of disrepair, the recovery effort will be longer term in nature. The General Manager and/or their designate will liaise with the Administrative Committee to determine the most suitable alternate location for the RCJTC office until such a time that the original location has been re-opened and/or a new permanent location has been secured.

Equipment Collection

A Level 1 Workplace Interruption will result in the majority, if not all, of the equipment contained within the RCJTC office being destroyed or rendered unusable. The General Manager and/or their designate, with the assistance of the IT and Finance Departments will acquire and set up the temporary key pieces of equipment to ensure that RCJTC staff have basic functionality in order to ensure minimal service disruption to all stakeholders.

Key pieces of equipment include:

- Computers
- Phones
- Server

The General Manager and/or their designate will acquire a copy of the Bus Planner software installation CD from GeoRef or other sources if available.

Set up at Temporary Location

The designated temporary RCJTC office location during a Level 1 Workplace Disruption will determine the number and what type of equipment is possible to set up.

Phone System: IT staff will investigate the possibility of using the RCJTC phone lines at the temporary location. Calls for each member of RCJTC will be set up if available/ connection points exist. Where the number of phones outnumbers the connection points, priority will be given to the Manager and Transportation Routers, and then the Administrative Assistant.

Computer System: Computers and/or laptops will be set up as space and availability allows. If the hardware does not have a copy of Bus Planner installed, the installation CD will be used. Updates for the software are available on the shared drive and will be accessible upon login to the *RCJTC* network via the temporary machines.

Servers: RCJTC has 3 servers which house RCJTC data; the main server which stores the Busplanner Database and user data is onsite; Active Directory Domain data, websites, and GPS services. All data on servers are backed up nightly. The RCJTC server will be available to all users once reconnection and if required, recovery has taken place. Access to the remote server data can quickly be re-established at a temporary offsite backup location that already have WAN access to the *RCJTC* network.

Recovery of the lost equipment will be reviewed by the Administrative Committee and all required board support staff. Consideration will be given to budget constraints in the fiscal year. Where possible the General Manager and/or their designate, with the assistance of the IT and Finance Departments will acquire and set up the temporary key pieces of equipment to ensure that RCJTC staff have basic functionality in order to ensure minimal service disruption to all stakeholders.

3. Level 2 - Minor Workplace Interruption

If it is determined that the disruption affecting the RCJTC location is a Level 2 - Minor, the General Manager and/or their designate will contact the following by phone and if possible, by email (refer to RCJTC Communication Plan):

- All Administrative Committee members
- All Transportation Providers (Bus & Taxi)
- All Students
- If required, identified media contacts

The above parties will be notified that a Level 2 Workplace Interruption is imminent or occurring and that RCJTC will be following the Disaster Recovery Plan.

The transportation providers will be provided active phone numbers and/or extensions where RCJTC staff can be reached.

In addition to the above and if possible, a message will be posted on the RCJTC website informing parents of the current situation and approximate timeframes, if known, of when services will return to normal. Details relating to revised phone numbers will also be made available on the RCJTC website.

Determination of Alternate Temporary Location

When it is determined that the Level 2 Workplace Interruption will negatively impact consortium operations for a period of time greater than 24 hours, staff of RCJTC will be relocated to a temporary location at one of the RCJTC's designated sites.

The General Manager and/or their designate will liaise with the Administrative Committee to determine the best location for RCJTC to temporarily establish their operation.

Recovery of Equipment

If it is safe to do so, staff members of RCJTC will re-enter the negatively affected location and collect key pieces of equipment/ information and transport the materials to the agreed upon temporary location.

Key pieces of equipment/ information include:

- Phones
- Computers
- Server
- Bus Planner Installation CDs

Set Up at Temporary Location

At the temporary location, phones and computers will be set up immediately.

Computer System: Machine(s) will be set up as space and availability allows. If the machines do not currently have a copy of Bus Planner installed, the installation CDs will be used. All shared files and updates for the software are available on the shared drive and will be accessible upon login of the user the *RCJTC* network.

Servers: RCJTC has 3 servers which house RCJTC data; the main server which stores the Busplanner Database. The *RCJTC* server will be available to all users once reconnection and if required, recovery has taken place.

4. Operator Service Disruption

In the event of a service disruption to student transportation, RCJTC will work with the transportation providers and school boards to mitigate the impact to all stakeholders.

Notification to General Manager

It is an expectation that the transportation provider keep the General Manager of RCJTC informed of any/all incidents that may result in a disruption of service to the students they serve under contract with RCJTC.

This includes, but is not limited to, updates about the Collective Bargaining process and scheduled ratification votes as well as driver shortages due to recruitment, licensing or training restrictions, major vandalism, environmental events, major mechanical events or a catastrophic workplace event such as a fire.

In the event of a Collective Bargaining and ratification votes involving the school board and/or RCJTC or any other event that may cause a service disruption, the same process will be followed.

Quantifying Impact

Through the reporting features of the RCJTC database, specific reports can be extracted to quantify or qualify the potential service disruption.

The specific reports will be forwarded to the Administrative Committee for determining the uniformed direction and to support the decision making process.

The requirement for more specific reports will be determined to support the notification process to all affected parties as well as the ability of RCJTC to provide a contingency service plan.

Notification to Administrative Committee

The General Manager will keep the Administrative Committee apprised of all potential service disruptions for student transportation.

The preferred method of notification is email. The email will contain information pertaining to the specific circumstances of the potential disruption and all potential solutions. The communication will include the timing and scope of the potential disruption and potential solutions. If possible an estimated cost impact should be included in the communication.

Administrative Committee Decision Making

The Administrative Committee will determine the appropriate course of action to ensure that both boards move in a uniform direction to address the potential disruption.

At this time the point people will be identified, as well as their specific responsibilities, to ensure the effective management of information flow occurs.

The General Manager and/or their designate will correspond with the Operator and others that may be impacted by the messaging.

Notification to Students and Parents/Guardians

The General Manager will draft a letter for affected parties with the uniform messaging decided upon by the Administrative Committee. Once approved, the school board or RCJTC may send the notification letter home either by mail, through the school or through the board's synvoice communication software and placed on the RCJTC web site.

Notification to the Board of Directors

The Administrative Committee members will notify the Board of Director representatives at their respective board.

School Boards, Principals and Trustees

The members of the Board of Directors will communicate the uniform decision/action plan to their respective employees at the school board, the schools and the Trustees.

Notification to the Media

The General Manager will be the spokesperson for RCJTC communicating the uniform decision/direction. This will ensure consistent messaging. If any official notification is deemed necessary it will be posted on the RCJTC web site.

Contingency Plans

School Board

If the potential disruption is related to a school board, the board will notify the General Manager of the specific contingency plans.

RCJTC

If the potential disruption is related to RCJTC, refer to #3 Workplace Interruption above.
Transportation Providers

If the potential disruption is related to a transportation service provider, the General Manager and/or their designate will develop a full understanding of the Operator's contingency plan. If no plan has been developed, RCJTC will develop a contingency plan to minimize the disruption to student transportation including:

1. Work with other transportation providers that are not anticipating a disruption to understand their capacity to perform additional work.
2. Starting with identified priorities, assign students to vehicles other providers have identified as having capacity.
3. RCJTC acknowledges that depending on the scope of the potential service disruption, the contingency plans may require the parental responsibility to ensure their child(ren) get to and from school safely.

Picket Line Impacts

In the event that strike or lockout of school board or operator employees:

1. Management of the involved party will work with the union to determine the strike protocol which will examine the potential impact to the following:
 - a. RCJTC Administrative Office
 - b. School Board Offices
 - c. School Locations
 - d. Operator Offices
2. Once the strike protocol is established, the General Manager and/or their designate will communicate with the Administrative Committee and if required, the Board of Directors and prepare further communication to affected parties including the possibility of encountering picket lines and proper protocol for crossing a picket line to report to school or work.
3. The Facility Services Department of each member board, as well as any property management company of leased facilities, will be contacted to understand the public/private property line and to install barricades or equipment as required. This may include video surveillance or contracting security services.

Related RCJTC Policy:

P.08.15 Business Continuity Plan Policy