



# Student Transportation Services

BRANT HALDIMAND NORFOLK

## Services de Transport Scolaire

<b>Title: Business Continuity Plan</b>	<b>Procedure #: 049</b> <b>Page: 1 of 7</b>	<b>Section: Operating Guidelines</b>
<b>Effective: Nov 2010</b>	<b>Last Reviewed: May 2020</b>	<b>Next Review: May 2023</b>

<b>Statement</b>	<p>Student Transportation Services Brant Haldimand Norfolk (STSBHN) requires a plan of action in case an event was to render the operation not capable of continuing their daily activities.</p> <p>The Business Continuity Plan (BCP) will minimize the disruption of services to the system if such an event were to occur.</p>
<b>Definition(s)</b>	<p><b>Unexpected Vacancy:</b> any unforeseen vacancy in which an employee is absent from work for a period which would jeopardize the services provided by STSBHN to their member school boards. The length of time will vary, depending on the role and time of year, as to when the procedure will come into effect.</p> <p><b>Class 1 Interruption:</b> any event or hazard that renders the facility of STSBHN unusable to perform day-to-day operations. Examples include, but are not limited to: extended power outages, extended network outages, and phone systems being inoperable.</p> <p><b>Class 2 Interruption:</b> any event or hazard that results in catastrophic damage to the facility and/ or equipment of STSBHN 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, and extensive burglary/ vandalism.</p>
<b>Procedure</b>	<p><b>Unexpected Employee Vacancy</b></p> <p>In the event that a staff member experiences an unexpected vacancy, the following will occur:</p> <p>Secretary:</p> <ul style="list-style-type: none"> <li>For periods less than five (5) consecutive business days: The Manager of Transportation Services will resume all tasks and responsibilities entrusted to the position. Assistance will be sought from the Lead Board's purchasing department to assist with the processing of purchase orders from school based field</li> </ul>



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<b>Procedure Cont...</b>	<p>trips.</p> <ul style="list-style-type: none"> <li>For periods greater than five (5) consecutive business days but less than thirty (30) consecutive business days: temporary assistance will be brought in, as per the collective agreement of the Lead Board. The Human Resources department will be contacted and appropriate arrangements made to temporarily fill the position.</li> <li>For periods greater than thirty (30) days: a temporary position will be posted, in accordance with the collective agreement of the Lead Board.</li> </ul> <p>Transportation Officer:</p> <ul style="list-style-type: none"> <li>For periods less than thirty (30) consecutive business days: The Manager of Transportation Services will divide the responsibilities of the vacant position and redistribute between remaining Transportation Officers.</li> <li>For periods greater than thirty (30) days: The Manager of Transportation Services will assess, depending on the time of year, if the assistance of a temporary worker is required. If it is determined that a temporary worker is required, the position will be posted in accordance with the procedures of the Lead Board's Human Resource department. If it is determined that temporary assistance is not needed at the time, the responsibilities will remain divided until further direction is given by the Manager of Transportation Services.</li> </ul> <p>Manager of Transportation Services:</p> <ul style="list-style-type: none"> <li>For periods less than ten (10) consecutive business days: The Senior Business Official responsible for transportation, at each of the member school boards, will take on or delegate all of the tasks and responsibilities entrusted to the position.</li> <li>For periods greater than ten (10) consecutive business days: The Operations Committee will hold a special meeting and determine if a temporary position should be posted. Should a posting be required, the document will be posted in accordance with the procedures of the Lead Board's Human Resource department. If it is determined that a temporary position posting is not warranted, the Senior Business</li> </ul>
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<b>Procedure Cont...</b>	<p>Officials will continue to take on or delegate all of the tasks and responsibilities of the position until such a time that the Manager of Transportation Services returns.</p> <p>At any time, if it is determined that the employee involved in the unexpected vacancy will not be capable of returning to work, the position will be posted, in accordance with (032) Hiring Process immediately.</p> <p><b>Workplace Interruption</b></p> <p><b>Declaration of Interruption</b></p> <p>In the event that an interruption has occurred, or is about to occur, to the location in which STSBHN is situated, contact must be made with the Manager of Transportation Services immediately. After assessing all of the available information, the Manager of Transportation will make a determination as to whether an interruption, and what class, has occurred.</p> <p>As the first priority during an interruption is to ensure the safety of all personnel, if during the declaration phase of the procedure, the safety or wellbeing of any staff members is at risk, the department will follow the regular fire/ emergency evacuation plan of the building in which they are located.</p> <p><b>Communication- Class 1 Interruption</b></p> <p>If it is determined that a Class 1 Interruption has occurred, the Manager of Transportation will first contact the Senior Business Official(s) assigned to the Operations Committee and advise them that a Class 1 Interruption has/ is occurring and that STSBHN will be following the Business Continuity procedure.</p> <p>The Manager of Transportation Services will co-ordinate communication of the situation with the Operations Committee and assigned contact person for the service providers of STSBHN. Contact to this group will be made by either phone or email. Details relating to active phone numbers and extensions that STSBHN can be reached at will be provided at this time.</p>
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<b>Procedure Cont...</b>	<p>Information will be posted on STSBHN's homepage by the Manager of Transportation Services. The message will contain details relating to 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 STSBHN website.</p> <p><b>Determination of Alternate Temporary Location</b></p> <p>When it is determined that the Class 1 Interruption has occurred, which will interfere with either the morning or afternoon bus run times, staff of STSBHN will be required to move to a temporary location. The Manager of Transportation Services will liaise with the Senior Business Official of the Lead Board to determine what the best location will be for the department to temporarily establish their operation.</p> <p><b>Recovery of Equipment</b></p> <p>If it is safe to do so, staff members of STSBHN will collect key pieces of equipment/ information and transport the materials to the agreed upon temporary location.</p> <p>Key pieces of equipment/ information include:</p> <ul style="list-style-type: none"> <li>• Assigned IP phone</li> <li>• Operator Contact Lists</li> <li>• Computer system(s)</li> </ul> <p><b>Set Up at Temporary Location</b></p> <p>At the temporary location, phones and computers will be set up immediately.</p> <p>Phone System: The IP Phones of the department can be used remotely at any location on the Lead Board's network. Calls for each member of STSBHN will be set up where available connection points exist. Where the number of phones outnumbers the connection points, priority will be given to the manager, then transportation officers, and finally the staff secretary.</p> <p>Computer System: Machine(s) will be set up as space allows. All shared files are available on the department's shared drive</p>
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<b>Procedure Cont...</b>	<p>and will be accessible upon login of the user to the Lead Board's network or accessed remotely through the Lead Board's VPN. The server which hosts the route planning databases for STSBHN is stored in an offsite location and is cloud based. Access to the remote server can quickly be re-established as soon as staff have an active connection to the internet. The personal drive is used to store and back up all employee personal day-to-day files. The personal drive is made available to all as a web-based application and can be accessed at any time as long as the user has an active connection to the internet.</p> <p><b>Communication- Class 2 Interruption</b></p> <p>If it is determined that the interruption affecting the location of STSBHN is a Class 2, the Manager of Transportation will first contact, by phone, the Senior Business Official(s) assigned to the Operations Committee and advise them that a Class 2 Interruption has/ is occurring and that STSBHN will be following the DRP procedure.</p> <p>The Manager of Transportation will co-ordinate communication of the situation with the service providers of STSBHN. Contact to this group will be made by either phone or email. Details relating to active phone numbers and extensions that STSBHN can be reached at will be provided at this time. As it is unlikely that any of the former extensions will be immediately available, service providers may use the Manager's cell phone as the primary means of contact unless otherwise instructed.</p> <p>Information will be posted on STSBHN's website as well as the websites of the other member boards. The message will contain details relating to 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 website of the consortium.</p> <p><b>Determination of Alternate Location</b></p> <p>As a Class 2 Interruption results in the facility or equipment of STSBHN being in a catastrophic state of disrepair, the recovery effort will be longer term in nature. The Manager of Transportation Services will liaise with the Senior Business</p>
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<b>Procedure Cont...</b>	<p>Official of the Lead Board to determine what the best location will be for the department to establish an acting place of business until such a time that the original location is determined to be acceptable to re-enter.</p> <p><b>Equipment Collection</b></p> <p>A Class 2 Interruption will result in the majority, if not all, of the equipment contained within the office of STSBHN being destroyed or rendered unusable, with the exception of the laptops assigned to both the Transportation Officers and Manager of Transportation who bring the devices home nightly. The Manager of Transportation Services, under the direction of the Senior Business Official of the Lead Board, will acquire and set up the temporary key pieces of equipment, from supplies already in existence, to ensure that STSBHN will have basic functionality.</p> <p>Key pieces of equipment for each staff member include:</p> <ul style="list-style-type: none"> <li>• IP compatible phone</li> <li>• Monitors to perform route planning functions</li> </ul> <p><b>Set Up at Acting Consortium Location</b></p> <p>The site assigned to act as STSBHN’s location during a Class 2 Interruption will determine the number and what type of equipment is possible to set up.</p> <p>Phone System: Phones of the department can be used remotely at any location on the Lead Board’s network. Calls for each member of STSBHN 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, then transportation officers, and finally the staff secretary.</p> <p>Computer System: Machine(s) will be set up as space and availability allows. The personal drive is used to store and back up all employee personal day-to-day files. The personal drive will be made available to all users once they are re-connected to the internet.</p> <p>Recovery of the lost equipment for the consortium will be reviewed by the Operations Committee with consideration</p>
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<b>Procedure Cont...</b>	being given to budget constraints in the fiscal year. Where possible and after permission has been given by the Operations Committee, the Manager of Transportation Services will work with the Supervisor of Purchasing of the Lead Board to procure the required supplies and equipment for STSBHN.
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