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Statement	<p>Student Transportation Services of Brant Haldimand Norfolk (STSBHN) requires a detailed plan of action in the event that a disaster was to render the facility, which the department is currently located in, unusable.</p> <p>The Disaster Recovery Plan (DRP) will minimize the disruption of services to the system if such an event were to occur.</p>
Definition(s)	<p>Class 1 Disaster: A Class 1 Disaster, for the purposes of this DRP, is defined as any event of natural or human made 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>Class 2 Disaster: A Class 2 Disaster, for the purposes of this DRP, is defined as any event of natural or human made 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>
Procedure	<p>Declaration of Disaster</p> <p>In the event that a suspected disaster 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 will make a determination as to whether a disaster, and what class, has occurred.</p> <p>As the first priority in a disaster situation 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>

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Class 1 Procedure	<p>Communication- Class 1 Disaster</p> <p>If it is determined that a Class 1 Disaster has occurred, the Manager will first contact, by phone, the Senior Business Official(s) assigned to the Administrative Committee and advise them that a Class 1 Disaster has/ is occurring and that STSBHN will be following the DRP procedure.</p> <p>The second group which the Manager of Transportation Services will co-ordinate communication of the situation with, will be the management team or 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> <p>Thirdly, 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 website of the consortium.</p> <p>Determination of Alternate Temporary Location</p> <p>When it is determined that the Class 1 Disaster will negatively impact operations in location for a period of time greater than four (4) hours, or will directly 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>Recovery of Equipment</p> <p>If it is safe to do so, staff members of STSBHN will re-enter the negatively affected location and 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"> • Assigned IP phone • Operator Contact Lists
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<p>Class 1 Procedure Cont...</p>	<ul style="list-style-type: none"> • Bus Planner Installation CDs <p>Set Up at Temporary Location</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 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. 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 to the Lead Board's network. The server which houses the databases for STSBHN is stored in an offsite location and is backed up daily. Access to the remote server can quickly be re-established as soon as the planning software is available. The personal drive is used to store and back up all employee personal day-to-day files. The "H" drive will be made available to all users once they are re-connected to the Lead Board's network.</p>
<p>Class 2 Procedure</p>	<p>Communication- Class 2 Disaster</p> <p>If it is determined that the disaster affecting the location of STSBHN is a Class 2, the Manager will first contact, by phone, the Senior Business Official(s) assigned to the Administrative Committee and advise them that a Class 2 Disaster has/ is occurring and that STSBHN will be following the DRP procedure.</p> <p>The second group which the Manager of Transportation Services will co-ordinate communication of the situation with, will be the management team or 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. As it is unlikely that any of the former extensions will be available, service providers</p>

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<p>Class 2 Procedure Cont...</p>	<p>may use the Manager's cell phone as the primary means of contact unless otherwise instructed.</p> <p>Thirdly, 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 website of the consortium.</p> <p>Determination of Alternate Location</p> <p>As a Class 2 Disaster 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 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>Equipment Collection</p> <p>A Class 2 Disaster will result in the majority, if not all, of the equipment contained within the office of STSBHN being destroyed or rendered unusable. 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 the consortium will have basic functionality.</p> <p>Key pieces of equipment include:</p> <ul style="list-style-type: none"> • IP compatible phone • Computer able to run Bus Planner <p>The Manager of Transportation Services will acquire a copy of the Bus Planner software installation CD from Geo Ref or other sources if available.</p> <p>Set Up at Acting Consortium Location</p> <p>The site assigned to act as STSBHN's location during a Class 2 disaster will determine the number and what type of equipment is possible to set up.</p>
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<p>Class 2 Procedure cont...</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. If the machines do not currently 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 of the user to the Lead Board's network via the temporary machines. The server which houses the databases for STSBHN is stored in an offsite location and is backed up daily. Access to the remote server can quickly be re-established as soon as the planning software is available on the local temporary machine. The personal drive is used to store and back up all employee personal day-to-day files. The "H" drive will be made available to all users once they are re-connected to the Lead Board's network.</p> <p>Recovery of the lost equipment for the consortium will be reviewed by the Administrative Committee with consideration being given to budget constraints in the fiscal year. Where possible and after permission has been given by the Administrative 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.</p>
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