

# Continuity of Operations Plan



**Metropolitan Transportation Planning Organization  
for the  
Gainesville Urbanized Area**

February 27, 2012



# Continuity of Operations Plan

## **Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area**

With Assistance from the

North Central Florida Regional Planning Council  
2009 NW 67th Place  
Gainesville, Florida 32653  
352.955.2200

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# Executive Summary

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# **Executive Summary**

The purpose of this document is to ensure the continuity of essential office functions in the occurrence of a major event/emergency/disaster- such as a fire, bomb threat, chemical/biological threat/attack, hurricane, or tornado. In particular, this Continuity of Operations Plan addresses the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users planning factors 2 (safety) and 8 (security). The procedures discussed in this report have been tailored to the needs of the Gainesville Metropolitan Area.

Included within this report are the following elements that specify how the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area will continue with essential office functions in the event of a natural or man-made disaster:

- Plan to Continue Function in the Event of a Natural or Man-Made Disaster
- Connections to State of Florida, Alachua County and City of Gainesville Emergency Preparedness Plans
- Alternate Work Sites
- Back-up of Storage Data
- Communications
- Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area Role in Incident Management

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# Chapter I

## Plan to Continue Function In the Event of a Natural or Man-Made Disaster

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# Chapter I: Plan to Continue Function in the Event of a Natural or Man-Made Disaster

The purpose of this section is to discuss procedures that will be activated in the event of a natural or man-made disaster that impacts the operations of the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area. Some examples of a natural or man-made disaster include a fire, bomb threat, chemical/biological threat/attack, hurricane, or tornado.

## A. Phases

At some time in the future, a natural or man-made disaster may affect the ability of the staff for the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area to perform their functions from their offices at 2009 NW 67th Place, Gainesville, Florida. Relocation to an alternate site may be required for a number of emergency reasons. If the emergency impacts are so severe that Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area offices are unusable for such a long period of time that normal operations are affected, then this Continuity of Operations Plan will be activated. The following sections discuss the four phases that will be followed when this plan is activated.

Staff will prepare a list of items which would be important when conducting work tasks which would need to be completed during the activation of the Continuity of Operations Plan and while operating at an alternate location. This list should be limited to essential items which could be removed during one hour. This list will be stored on the public drive at a designated location, such as p:GO\_KITS.

### 1. Phase 1- Plan Activation (0 to 12 hours)

The Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area Executive Director is Mr. Scott R. Koons, Executive Director of the North Central Florida Regional Planning Council. In response to an emergency situation, the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area Executive Director will activate this Continuity of Operations Plan and ensure that all employees are safe and informed of the activation of the Plan. During this phase, arrangements will be made to safely evacuate the building and relocate to the alternate work site.

During plan activation, if time permits, Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff will be advised to pack their "Go-Kits" and leave the building. Staff will be advised when and where to report to the selected alternate work site.

### 2. Phase 2- Alternate Operations- (12 hours to termination)

As soon as operations have been safely relocated to the alternate work site, one of the first responsibilities to be implemented is the re-establishment of normal lines of communication to all outside agencies who regularly do business with the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area. In addition, employees will be given information in regard to estimates of how long Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area operations will be conducted at the alternate site, including information concerning payroll and any special duty assignments.

During this phase, work will also begin on plans to return to the primary facility. If the primary facility is rendered unusable by the emergency, plans will be developed to obtain a new primary facility.

### **3. Phase 3- Reconstitution and Termination**

This phase involves ending operations at the alternate site and an orderly return to a non-emergency status at the primary facility. This includes informing Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff that the emergency no longer exists and providing instructions for the resumption of normal operations. Included in this phase are plans to transition communications, records and databases back to the primary facility.

### **4. Phase 4- After-Action Review and Remedial Action Plan**

As soon as possible after operations have returned to normal at the primary facility, an assessment will be made of how well the Continuity of Operations Plan worked. This assessment will include identifying specific solutions to address any areas of concern related to problems encountered during the recent emergency incident.

## **B. Plan to Notify Customers of New Work Location, Phone Numbers, Re-route U.S. Mail**

Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff will notify the following regular Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area customers of the address of the new alternate site work location as soon as possible:

- U.S. Postal Service
- City of Gainesville
- Alachua County
- Florida Department of Transportation
- Other agencies
- Members of Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area advisory committees
- News media

This notification will include using the conventional office telephone system, cellular telephones, emails on the Internet, and posting the new work location address and phone number on the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area website, [www.ncfrpc.org/mtpo/index.html](http://www.ncfrpc.org/mtpo/index.html), and the websites of the City of Gainesville and Alachua County. Also, arrangements will be made with the telephone company to relocate the current telephone number of 352.955.2200 to the new work location site.

## **C. Mission Essential Functions- Provide Vital Services and Maintain Safety**

The primary mission essential function of the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area is to carry out the metropolitan transportation planning process to include the development of the transportation plan, transportation improvement program and the unified planning work program.

## **D. Delegation of Staff Authority**

This section identifies the delegations of authority to ensure the rapid response to any emergency situation requiring activation of this Plan. Listed in the following section is the line of delegation of staff authority for the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area:

Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area  
Executive Director  
Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area  
Director of Transportation Planning  
Transportation Disadvantaged Senior Planner  
Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area  
Senior Planner

## **E. Orders of Staff Succession**

This section identifies the person in charge of the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area Transportation Section in the event that the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area Executive Director is absent or unable to act in fulfilling his/her normal range of responsibilities. Listed in the following section is the order of staff succession:

Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area  
Director of Transportation Planning  
Transportation Disadvantaged Senior Planner  
Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area  
Senior Planner

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# Chapter II

## Connections to State of Florida, Alachua County and City of Gainesville Emergency Preparedness Plans

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## **Chapter II: Connections to State of Florida, Alachua County and City of Gainesville Emergency Preparedness Plans**

The Alachua County Office of Emergency Management has identified the Alachua County Public Works Department as the lead agency within the County for coordinating transportation support operations to governments and voluntary organizations in the event of a natural or man-made disaster. This transportation support includes the following:

1. Performance of, and assisting with, evacuation and re-entry;
2. Processing of all transportation assistance requests and tasks received in the Emergency Operations Center;
3. Prioritizing transportation resources for the transportation of people, materials and services; and
4. Performing all necessary actions to assist with recovery operations.

Other lead agencies that have been identified include the Florida Department of Transportation as the Florida Lead Agency and the U.S. Department of Transportation as the Federal Lead Agency. Additional support agencies that have been identified include the Alachua County School Board, the Gainesville Regional Airport and the Gainesville Regional Transit System.

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# Chapter III

## Alternate Work Sites

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## **Chapter III: Alternate Work Sites**

In the event of a natural or man-made disaster that impacts the operations of the Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area, arrangements have been made with the Florida Department of Transportation to temporarily relocate office operations to the Florida Department of Transportation Gainesville Maintenance Office located at 5007 NE 39th Avenue. This site has sufficient space and equipment to accommodate relocating personnel and sustain operations for up to 30 days (with some additional resource acquisition). This site also has reliable logistical support, service, infrastructure systems (water, electrical power, heating and air conditioning, etc.). If for any reason the alternate work site is not available, the back-up plan is to lease office space.

Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff has considered pre-positioning minimum essential equipment at this alternate facility and decided that this is not necessary. Also, the use of virtual office technologies (such as facsimile and email) will also be considered and used where and when appropriate.

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# Chapter IV

## Back-Up of Storage Data

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## Chapter IV: Back-up of Storage Data

This section discusses how Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff will provide for the protection and availability of electronic and hardcopy of documents, references, records, information systems and databases. This section accounts for the identification and protection of vital records and databases at both the primary facility and alternate facility. These vital records include personnel, Social Security, payroll, retirement, insurance and contracts.

Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff have provided for the off-site backup of electronic record and databases. A maintenance program will be implemented to ensure the records are current.

### A. Work Products

A full tape backup of all work product data files is performed every Friday and those tapes are kept off-site. There are two sets of Friday tapes and they are rotated every other Friday. The Friday tapes are written over every other week. Monday through Thursday, new and changed files are backed up nightly and kept on the premises. These tapes are also overwritten.

A copy of all work product data files located on the server is performed every Friday on external hard drives and are kept off-site. There are two external hard drives and they are rotated every other Friday. The external hard drives are written over every other week.

### B. Essential Software

Important software connections and data system access that are considered essential, in order to maintain Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area operations, include the following:

Adobe Acrobat

Citilabs Cube

Corel Draw

CyberLink Power DVD

Environmental Systems Research Institute, ArcGIS Desktop

Florida Department of Transportation, Florida Standard Urban Transportation Model Structure

Florida Department of Transportation, Highway Capacity Manual

Florida Department of Transportation, LOS Plan

Granicus Links

Intuit QuickBooks Premier- Nonprofit

Lotus 123

Metropolitan Transportation Planning Agency for the Gainesville Urbanized area and Florida Department of Transportation, Gainesville Urbanized Area Transportation Study Model.

Microsoft Outlook- email

Microsoft PowerPoint- presentations

Microsoft Word

Microsoft Access

Microsoft Internet Explorer- internet access

Microsoft Excel

Olympus DSS Player Lite

Symantec Endpoint Protection

Windows Explorer- file management

Windows XP, Vista and 7

WordPerfect- word processing

## **C. Distribution Lists**

Important software that are considered essential, in order to contact outside agencies, elected officials and other citizens about Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area information, include the following:

Microsoft Outlook- email

Microsoft Access- develop and maintain mail lists

## **D. Geographic Information System Data Layers**

A full tape backup of Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area geographic information system data layers is performed every Friday and those tapes are kept off-site. There are two sets of Friday tapes and they are rotated every other Friday. The Friday tapes are written over every other week. Monday through Thursday, new and changed files are backed up nightly and kept on premises. These tapes are also overwritten.

A copy of all Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area geographic information system data layers located on the server is performed every Friday on external hard drives and are kept off-site. There are two external hard drives and they are rotated every other Friday. The external hard drives are written over every other week.

## **E. Financial Records**

A full tape backup of all Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area financial record data files is performed every Friday and those tapes are kept off-site. There are two sets of Friday tapes and they are rotated every other Friday. The Friday tapes are written over every other week. Monday through Thursday, new and changed files are backed up nightly and kept on the premises. These tapes are also overwritten.

A copy of all financial record data files located on the server is performed every Friday on external hard drives and are kept off-site. There are two external hard drives and they are rotated every other Friday. The external hard drives are written over every other week.

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# Chapter V

## Communication Lines

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## Chapter V: Communication Lines

The ability to communicate with outside agencies is imperative during a national, regional or local emergency. The primary communication system currently used by Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff is the conventional office telephone system that is dependent on hardware circuits. Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff also have a backup system of wireless cellular telephones that can be used if the regular telephone system fails. This backup system has one loaner cell phone.

In addition to the telephone system, Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area staff communicates with outside agencies and citizens using emails on the Internet and fax machines.

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# Metropolitan Transportation Planning Organization for the Gainesville Urbanized Area

## *Continuity of Operations Plan Team*

Scott R. Koons, AICP, Executive Director

- \* Marlie Sanderson, AICP, Director of Transportation Planning
- \*\* Steve Dopp, Senior Planner
- \*\* Michael Escalante, AICP, Senior Planner
- \*\* Kevin Parrish, Information Technology and Property Management Director
- \*\* Carol Laine, Executive Assistant to the Executive Director

- \* Primary Responsibility
- \*\* Secondary Responsibility

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