
University of Minnesota

PARKING AND TRANSPORTATION SERVICES

**Operational Continuity Plan
Pandemic Preparedness
December 2006**

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I. Introduction

The University of Minnesota Parking and Transportation Services department (PTS) is committed to maintaining essential operational services to students, faculty, and staff for all “critical” units. The emergency definition of a “critical” unit/service is one without which the University cannot operate its basic level of service. Some examples from PTS include:

- Campus shuttle system
- Fleet services
- Public parking
- Contract parking
- Maintenance

II. Purpose

PTS has prepared this plan to continue its operations in the event of a pandemic emergency. The plan identifies essential personnel, and provides for continuation of essential services and an alternative location of operations in the event of the closure of one or more of its business sites. The plan outlines two scenarios:

- Reduced operations
- Closure of the university

Finally, as in any emergency preparedness plan, it provides for reestablishment of critical services as quickly as possible.

III. Applicability and Scope

Parking and Transportation Services provides services to the entire Twin Cities campus. The Fleet division provides vehicles to the coordinate campuses. The main operational office for PTS is located at 511 Washington Avenue SE, on the 3rd floor of the Transportation and Safety Building. Maintenance operations is located in the 4th Street Ramp at 1625 4th Street SE. Fleet operations are located at 901 – 29th Avenue SE. This plan has been specifically designed to deal with the unique nature of a pandemic outbreak. Its aim is to provide a consistent response across units within the department.

IV. Authorities and References

The University of Minnesota through Campus Health and Safety policy 2.6.1 identifies that each critical unit of operations must have an Operational Continuity Plan (OpCon). This policy is consistent with State and Federal governmental agencies that have also been required to develop plans to ensure that critical operations are maintained during an emergency.

A. Departmental Emergency Management - Designation of Authority

The table below identifies, by position, the authorities for making policy determinations and decisions at headquarters, field levels and other organizational locations. Generally, predetermined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

Table 1. Delegation of Authority

Official (Title)	Designated Successors (Title)	Conditions	Program Responsibility
Bob Baker, Executive Director PTS	Bill Roberts, Associate Director Fleet Services	Pandemic - Reduced Operations/Closure	Parking and Transportation Services: administration of parking, transit and fleet operations.
	Victoria Nelson, Assistant Director Contract Parking		
	Scott Anderson, Assistant Director Of Public Parking		
Bill Roberts, Associate Director Fleet Services	Jim Ebner, Assistant Director Accounting	Pandemic - Reduced Operations/Closure	Fleet Services: administration of fleet services.
	Tony Bittner, Shop Manager		
	Gary McBride, Associate Administrator		

V. Essential Functions Overview

Parking and Transportation Services is responsible for the administration, operation and maintenance of reliable and efficient transportation services on the Twin Cities campus including transit, parking, fleet, streets, walkways and way-finding. PTS supports alternatives to the single occupant vehicle and promotes programs to encourage the University community to walk, bike, carpool or take the bus. The department handles compliance documentation for all University vehicles or licensed equipment and administers the fuel credit card, vehicle insurance and safety, and employee driver training programs.

A. Information Technology

During a declared pandemic emergency maintenance of IT functions is critical. Sensitive data and critical servers must be maintained.

The techniques for backup and recovery used in this plan does not guarantee zero data loss. The department is willing to assume the risk of data loss and do without computing for a period of time in a disaster situation. The department is saving dollars in up-front disaster preparation costs and as a result accepts that business interruptions may occur during the recovery process after a pandemic disaster.

Immediately following the declaration of a pandemic emergency, a planned sequence of events will begin. Key personnel are notified and recovery teams are grouped to implement the plan.

1. Preparedness

Early efforts are targeted at protecting and preserving the computer equipment and data. In particular, any magnetic storage media (hard drives, magnetic tapes, diskettes) are backed up and data stored off-site. PTS may request IT personnel assistance from Auxiliary Services or OIT, depending on availability. External vendor assistance may also be requested.

2. Off-Site

Depending on the scope of the pandemic and the availability of essential IT staff, an alternate location known as a “cold site” may be used to consolidate data services. A cold site is a location some distance away from the scene of the disaster where computing and networking capabilities can be consolidated until the pandemic emergency has ended. Work will begin immediately to repair or rebuild the primary site. This may take many months and those details are not addressed in this document. The preferred cold site is specified as the Printing Services Building (PSB) and currently used by ASIS. This facility has an adequate networking and telecommunications infrastructure to handle the addition of the PTS systems. The site is equipped with power conditioning equipment, UPS, motor generator and electronic entry security. The facility is located between the St. Paul and Minneapolis campuses at:

University Printing Services Building
2818 Como Ave SE
Minneapolis, MN 55414

B. Telecommuting Options

During a declared pandemic emergency, remote access may be a more efficient mode to communicate and perform job duties. Access via the web to Lotus Notes will allow management of e-mail accounts at off-site locations. In addition, Novell and I-Series AS400 access may be granted on a select basis to employees to enable work at home.

To log on to these systems, user should have a high-speed connection to the internet. Internet Explorer can be used to connect to <http://www.auxs.umn.edu/ASIS/Index.html>. Links on the web page will provide access to the various systems.

Table 1. Key Personnel Roster and Essential Functions

Name (Title)	Functions
Bob Baker Executive Director PTS	Administration of Parking And Transportation Services and Concerts And Lectures
Bill Roberts Associate Director, Fleet Services	Lease/rental program; vehicle service, insurance and safety; fuel stations; compliance documentation; employee driver training programs.
Mary Sienko Assistant Director, MarComm	Web site, orientation sessions, Transportation Fair, publications, research and surveys, communications.
Scott Andersen Assistant Director, Public Parking	Public parking, field operations, events parking, information services and parking management systems.
Victoria Nelson Assistant Director, Contract Parking	Parking contracts, special programs, information desk, office support.
Bill Stahlmann Transit Manager	Campus shuttles, special shuttles, U-pass/MetroPass.
Dennis Miller Assistant Director, Finance	Budgeting, accounting, accounts payable/ receivables.
Mick Ramolae Assistant Director, Facilities	Maintenance, projects, street, walkways, bridges, bike program.

Table 2. Key Vendor Contacts

Vendor	
Kirk Hillquist, V.P. Sales McGann Associates, Inc. 651 Taft Street NE, Minneapolis, MN 55413 612-331-2020 Office / 612-331-5187 Fax	Located 5 minutes from the Minneapolis Campus of the University and provides parking operations equipment/systems support.
Dell Computer Corp. One Dell Way, Round Rock, Tx 78682 (800) 274-3355 (voice) / http://www.dell.com	Desktop Computer Support
Schindler / 1-800-225-3123	Elevator Service
OTIS Elevator / 1-800-233-6847	Elevator Service
First Student Transportation, Inc. 651-647-9290 (6:00 a.m. - 9:00 p.m.)	University Transit Provider
Metro Transit Control Center 612-349-7317 (24-hours)	Metropolitan Transit/Light Rail Provider
Paul Stanley Computer Concepts and Services, Inc. 22 Wilson Avenue NE / P.O. Box 1162 St, Cloud, MN 56302 320-253-CCSI (2274) Office / 320-253-1533 Fax	I Series AS400 Support and Maintenance
Sean P. O'Malley Automotive Rentals, Inc. 7900 West 78 th / Suite 240 Edina, MN 55439 952-829-1531 Office / 952-829-1543 Fax	ARI provides Fleet Services rental cars and support.
CCG Systems, Inc. 612 Colonial Avenue, Norfolk, VA 23507 1-800-75FASTER / 1-800-753-2783 Office 757-625-5114 Fax	CCG provides system support for Fleet Services FASTER fleet management program.

Figure 1. Emergency Operations Call Summary

DELETED
FROM ONLINE
FOR PRIVACY

Figure 2. PTS Emergency Operations Call Chart 1

DELETED
FROM ONLINE
FOR PRIVACY

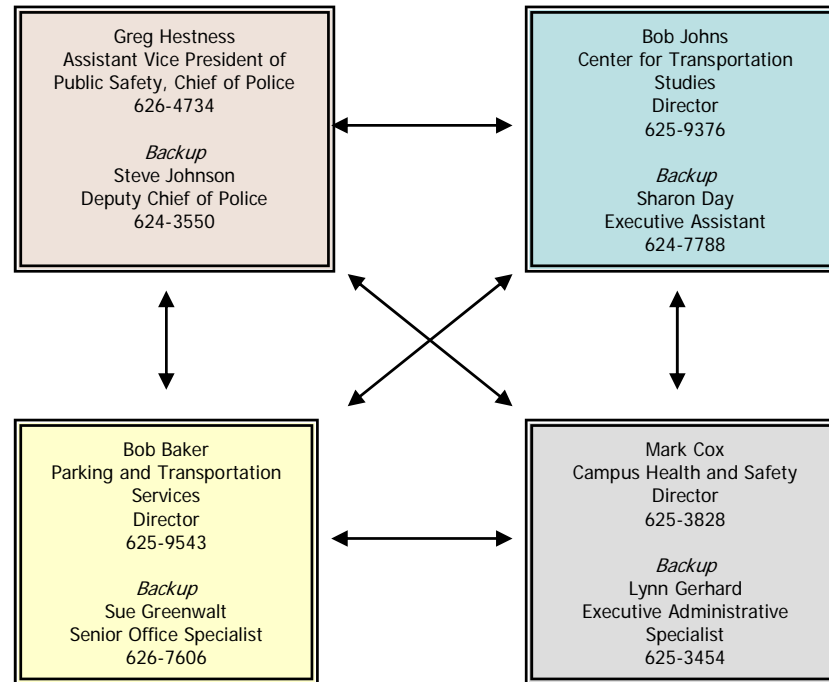
Figure 3. PTS Emergency Operations Call Chart 2

DELETED
FROM ONLINE
FOR PRIVACY

Figure 4. PTS Emergency Operations Call Chart 3

DELETED
FROM ONLINE
FOR PRIVACY

Figure 5. Transportation and Safety Building Emergency Operations Phone Chart



PTS Main Phone: 612-626-7275 / Fax: 612-624-8899

VI. Public Health Emergency – Pandemic

A Public Health Emergency (PHE) is an occurrence where imminent threat of an illness or health condition – caused by bioterrorism, epidemic or pandemic disease, or novel and highly fatal infectious agents or biological toxins – that pose a substantial risk of a significant number of human fatalities or incidence of permanent or long-term disability. Pandemics, by their nature, are longer term events than natural disasters, with the possibility of lasting for months. They may cause significant (40% or more) reductions in the available work force. Unlike a tornado or winter storm, pandemics have the potential to affect people indirectly, e.g.; staying home to care for sick family members or avoiding work for fear of “catching it.” The large reduction of available work force and extended nature of a pandemic threatens our entire infrastructure causing disruptions in normal services (availability of food, fuel, water, electricity, transportation, police or fire). The strategies below are intended to minimize employee absences and maximize the available work force.

A. Plan for Reduced Operations in PTS

Emergency office functions will consist of a staff person at each support desk - customer service, operations, fleet, and maintenance – and be staffed by essential personnel or regular employees if available. Support desks will provide services for contract holders, vendors, and University departments. Customer service desk hours are 7 am - 5 pm, Monday-Friday. General office hours are 8:00 am - 4:30 pm, Monday-Friday. Hours may be reduced if needed.

1. Transit – Reduced Operations

Parking and Transportation Services contracts bus service with First Student, Inc. First Student, Inc. is not a bargaining unit company. The bus garage for University of Minnesota operations is located at 1090 N Snelling Avenue. This garage is also the location or home base for the St. Paul School bus operation, housing over 280 school buses. This location is ideally located midway between the Minneapolis Campus and the St. Paul Campus just off Como Avenue in St. Paul. Buses can be dispatched and arrive within minutes at either the Fairgrounds Lot or the Huron Boulevard Parking Complex.

In a pandemic, transit operations will continue as long as possible under the regular schedule. Modifications to the inter-campus bus system will be accomplished as the need arises and within the University’s ability to obtain replacement drivers. Depending on circumstances and the severity of the pandemic, drivers might be recruited externally by First Student on a regional basis or internally at the University. Additional buses will not be required as the issue will be maintaining the level of buses in service. However, any additional buses and or emergency evacuations will be staged from the Huron Boulevard Parking Complex on the East Bank and the Fairgrounds parking lot on the St. Paul campus. In addition, the University would participate with regional transit emergency actions through the Minnesota Department of Emergency Services.

Parking and Transportation Services maintains an on-going relationship with Metro Transit operated by the Metropolitan Council. In case of a pandemic emergency we would be able to request assistance via their 24-hour Control Center. The phone number is listed in Table 2. We would also be able to procure additional school buses from First Student Inc. The number is also listed in Table 2. Buses would use the same staging locations stated above for campus assistance.

Table 1.1 Transit Essential Functions

Priority	Essential Function	Number of Essential Personnel	Equipment and Systems	Vital Records and Databases	Supplies
1.	Campus Connector (Limited Stop)	28	40' Buses 60' Articulated Buses	Trip and Passenger Data Records	Gasoline
2	Paratransit	2 (Winter 3)	Paratransit Vans (2)		

Under the pandemic scenario, the essential functions of Transit would be prioritized per Table 1.1. Drivers from the Circulators and other shuttle routes could be reassigned to the Connector as needed.

a. Transit Service Levels – Regular and Reduced

Campus Connectors

14 buses during the day and 28 drivers (driver changeover)
3 buses during the evening and 3 drivers
50% reduction equates to 7 buses and 14 drivers

Paratransit Vans

1 van and 2 drivers (driver changeover)
(Note: Winter Session 2 vans and 3 drivers)
50% reduction equates to 1 van and 1 driver

Transit employs two Paratransit Delivery Service Drivers, in job class #6095.

2. Public and Contract Parking – Reduced Operations

Public parking facilities are staffed by Senior Parking Attendants and are employed by the University in class #6049 under its labor contract with Teamsters Local 320. Overall, all full-time parking attendants would be considered essential personnel as parking facilities without staff will result in significant revenue loss for the University. Regularly scheduled parking operations will continue as long as possible and with as many facilities operating as staffing permits. In a pandemic scenario, facilities most centrally located would be staffed first.

Parking facilities that require staffing will be prioritized into four levels as follows:

Level 1: Washington Avenue Ramp, Church Street Garage, East River Road Garage, 4th Street Ramp, Huron Boulevard Complex, 19th Avenue Ramp, 21st Avenue Ramp and Oak Street Ramp.

Level 2: University Avenue Ramp, Lot 37, Lot 86, Lot 94, Gortner Avenue Ramp, Lot 101 and Lot S104.

Level 3: Nolte Center Garage, West Bank Office Building Ramp, Art Museum Garage, Lot 106, and Lot 108.

Level 4: Events and secondary booths.

Table 2.1 Level One Facilities

Priority	Essential Function	Number of Essential Personnel	Equipment and Systems	Vital Records and Databases	Supplies
1	Washington Avenue Ramp	2	McGann Parking Management System - Revenue Control, Keycard Access, Count Monitoring CCTV Monitoring Stentofon/Emergency Phone and Camera System	Revenue Transaction Data	Office Supplies
1	Church Street Garage	2			
1	East River Road Garage	2			
1	4 th Street Ramp	2			
1	Huron Boulevard Complex	2			
1	19 th Avenue Ramp	1			
1	21 st Avenue Ramp	1			
1	Oak Street Ramp	1			
Total		13			

Table 2.2 Level Two Facilities

Priority	Essential Function	Number of Essential Personnel	Equipment and Systems	Vital Records and Databases	Supplies
2	University Avenue Ramp		McGann Parking Management System - Revenue Control, Keycard Access, Count Monitoring CCTV Monitoring Stentofon/Emergency Phone and Camera System	Revenue Transaction Data	Office Supplies
2	Lot 37	1			
2	Lot 86	1			
2	Lot 94	1			
2	Gortner Avenue Ramp	1			
2	Lot 101	1			
2	Lot 104	1			
Total		6			

Table 2.3 Level Three Facilities

Priority	Essential Function	Number of Essential Personnel	Equipment and Systems	Vital Records and Databases	Supplies
3	Art Museum Garage		McGann Parking Management System - Revenue Control, Keycard Access, Count Monitoring CCTV Monitoring Stentofon/Emergency Phone and Camera System	Revenue Transaction Data	Office Supplies
3	Nolte Center Garage				
3	West Bank Office Bldg. Ramp				
3	Gortner Avenue Ramp	1			
3	Lot 106				
3	Lot 108	1			
Total		2			

With the use of full-time and student attendant staff, we anticipate that we will be able to operate all Level 1 facilities with normal operating hours. Level 2 and 3 facilities may operate depending on staff availability and the percentage of staff reduction due to the pandemic. Other facilities will operate if staffing is available. Student attendants are already cross-trained on parking facility operation so no training will be required. Supervisors are cross-trained on cashier functions and office staff desk support. Supervisory staff will be responsible for duties normally performed by cashiers and accounting staff.

Contract parking functions in the field should not be affected as patrons simply utilize a proximity keycard which does not require staff assistance.

3. Fleet Services – Reduced Operations

Lease, rental, gas and the car wash will function normally. Preventative maintenance of vehicles will be curtailed, but vehicles that need immediate repair can/will be sent to repair shops off campus. Fleet Services anticipates reduced demand for services from University departments. Therefore, less staff will be needed to provide services. Fleet employs:

- Automotive Mechanic, Class # 6066
- Senior Automotive Mechanic, Class #6068
- Heavy Equipment Mechanic, Class 6079

Table 3.1 Fleet Essential Functions

Priority	Essential Function	Number of Essential Personnel	Equipment and Systems	Vital Records and Databases	Supplies
1.	Gasoline/E85	Vendor	Gas Pumps	Petrovend, Voyager	Gasoline
2.	Maintenance and repair service	4	Vehicle Repair Tools, Lifts,	Faster	Shop Supplies
3.	Rentals	1	Lease Vehicles Fleet Web Page	Faster	Office Supplies
Total		5			

St. Paul Motorist Assistance calls will be suspended and/or reassigned to PTS Maintenance depending on staffing.

4. PTS Maintenance – Reduced Operations

PTS Maintenance employs:

- Utility Workers, Class #6096
- Maintenance and Operations Mechanics Class #6055
- Senior General Mechanic Class #6056

Under emergency operations, the maintenance area will concentrate their efforts on maintaining access controls and light custodial duties. It is not anticipated that all custodial functions will be maintained. If major damage occurs to equipment, it will be necessary to call in vendors to repair the damage. The Motorist Assistance Program may be suspended depending on staffing.

Table 4.1 PTS Maintenance Essential Functions

Priority	Essential Function	Number of Essential Personnel	Equipment and Systems	Vital Records and Databases	Supplies
1.	Immediate Maintenance and Repairs	2	Parking Equipment and Systems, Physical Plant, Service Vehicles	I Series AS400 Meter Log, McGann Parking Management System	Tools, Parts,
2.	Custodial Functions	8	Service Vehicles, Custodial Tools, Tenant Sweepers	NA	Cleaning Chemicals, Custodial Supplies
3.	Preventive Maintenance	1	CMMS		
4.	Snow Removal	5	Plow Trucks	NA	Salt, Sand, Gasoline
Total		16			

B. Plan for Closure

In the event of a pandemic emergency requiring a shutdown of the University Twin Cities campus or a significant portion thereof, Parking and Transportation Services will be directed by the Emergency Management Team to implement the emergency operations pandemic plan.

The plan will consist of the following actions:

1. Departmental Communications Plan

- a) In general, the department will communicate via the fastest and most secure form of telecommunications. These will include land line telephone, cellular phones, facsimile, two-way radio, via the web, through email, written communication by courier and signage, or in-person contact where required or possible. Where possible, notification of closure shall be given in advance to all staff, vendors or PTS-related agencies.
- b) Upon being advised of a closure, all essential personnel will be contacted per the call charts on pages 5-8. During off-hours, staff may need to be contacted at home or via cell and/or e-mail, all included on the all chart. These essential personnel will become the emergency management team for the department and will immediately contact all department personnel in all affected areas giving them instructions to close facilities, not report to work, or other information.
- c) During an emergency closure phase, e-mail, fax and messages to the media will be utilized for notification. Temporary signs will be placed at facility entrance and exit points with any additional instructions. These signs will also serve to inform the general public.
- d) Vendors will be notified by telephone, fax or email of an emergency situation and instructed to temporarily suspend activities, deliveries or work-in-progress.

2. Operations Plan

- a) **Parking** facilities will not be staffed during a declared pandemic emergency closure. Generally, attendant staff will be directed to follow closing procedures when possible, allowing for free exit and vacate the site. Essential personnel will verify all site closings and secure all monies and equipment.
- b) **Transit** operations will continue as long as possible under the regular schedule. Modifications to the inter-campus shuttle system will be accomplished as the need arises and within the University's ability to obtain additional drivers. Emergency schedule modifications will be staged from the Huron Boulevard Parking Complex on the East Bank and the Fairgrounds parking lot on the St. Paul campus. In addition, the University would participate with regional transit emergency actions through the Minnesota Department of Emergency Services. Notification must be given to the University's transit provider to cease operations.
- c) **Securing Facilities and Systems:** Facilities will be secured on a site-by-site basis. Site-specific plans vary by facility type. The management team will assure that all facilities have been cleared and secured. Data systems and sensitive data must be secured.
 - 1) *Transportation & Safety Building:* Upon closure notification, staff will secure equipment, and files. Time and situation permitting all cash receipts will be placed in the vault on site and all deposits made to the Bursar's Office in order to minimize cash on hand. Vehicles will be secured in the caged parking area. The building has a card-access security system and in addition all window security gates will be closed and locked.
 - 2) *Maintenance Operations Center:* Upon evacuation notification, staff will be released from work. The management team will manually lock the building upon leaving. Vehicles will be secured in the caged parking area.
 - 3) *Fleet Services Building:* Upon closure notification, staff will secure all shop equipment and files. Critical vehicles will be secured in the Fleet garage. Gas island operations will run independently. The building will be secured and the car wash closed.
 - 4) *Cold Site Preparation:* During closure IT functions may be relocated to another site, i.e., a cold site. The preferred cold site specified is the Printing Services Building (PSB) and is currently used by ASIS. This facility has an adequate networking and telecommunications infrastructure to handle the addition of the PTS systems. The site is equipped with power conditioning equipment, UPS, motor generator and electronic entry security.
 - 5) *Structured Parking Facility (ramps and garages):* Staffed facilities will receive notice from the supervisory staff to close and evacuate the facility leaving exit gate arms in the up position to enable egress. Time and situation permitting, all cash receipts will be placed in the drop-safe on site. Non-staffed facilities will be left operating normally with gates in the down position.
 - 6) *Contract Lots:* Hangtag lots will be left unchained. Keycard controlled contract lots will be left operating with gates in the down position.
 - 7) *Public Pay Lots:* Staffed facilities will receive notice from the supervisory staff to close and evacuate the facility, leaving exit gate arms in the up position to enable egress. Time and situation permitting, all cash receipts will be placed in the drop-safe on site.