

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

EXECUTIVE COMMITTEE

(COMMISSIONERS STEVE ADAMS, MARION ASHLEY, JOHN BENOIT,
BOB BUSTER, MARY CRATON, TERRY HENDERSON, BOB MAGEE
GREG PETTIS, KAREN SPIEGEL, JEFF STONE, JOHN TAVAGLIONE)

PLEASE NOTE TIME CHANGE

8:45 A.M.

WEDNESDAY, DECEMBER 9, 2009

**County of Riverside Administrative Center
Conference Room A
4080 Lemon Street, Third Floor, Riverside**

In compliance with the Brown Act and Government Code Section 54957.5, agenda materials distributed 72 hours prior to the meeting, which are public records relating to open session agenda items, will be available for inspection by members of the public prior to the meeting at the Commission office, 4080 Lemon Street, Third Floor, Riverside, CA, and on the Commission's website, www.rctc.org.

In compliance with the Americans with Disabilities Act and Government Code Section 54954.2, if you need special assistance to participate in an Executive Committee meeting, please contact the Clerk of the Board at (951) 787-7141. Notification of at least 48 hours prior to meeting will assist staff in assuring that reasonable arrangements can be made to provide accessibility at the meeting.

- 1. CALL TO ORDER**
- 2. PUBLIC COMMENTS**
- 3. APPROVAL OF MINUTES – JANUARY 14, 2009**
- 4. ADDITIONS/REVISIONS** - *The Committee may add an item to the Agenda after making a finding that there is a need to take immediate action on the item and that the item came to the attention of the Committee subsequent to the posting of the agenda. An action adding an item to the agenda requires 2/3 vote of the Committee. If there are less than 2/3 of the Committee members present, adding an item to the agenda requires a unanimous vote. Added items will be placed for discussion at the end of the agenda.*

5. BUSINESS CONTINUITY/DISASTER RECOVERY PLAN

Overview

This item is for the Committee to adopt Resolution No. 09-020, "*Resolution of the Executive Committee of the Riverside County Transportation Commission Adopting a Business Continuity/Disaster Recovery Plan*".

6. CLOSED SESSION – EXECUTIVE DIRECTOR

7A. Public Employee Performance Evaluation
Title: Executive Director

7. ADJOURNMENT

The next Executive Committee meeting is scheduled to be held at **9:00 a.m., Wednesday, January 13, 2010**, 4080 Lemon Street, Third Floor, Conference Room A, Riverside.

AGENDA ITEM 3

MINUTES

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

EXECUTIVE COMMITTEE

January 14, 2009

Minutes

1. CALL TO ORDER

The meeting of the Executive Committee was called to order by Chair Bob Magee at 9:00 a.m. in Conference Room A at the County of Riverside Administrative Center, 4080 Lemon Street, Third Floor, Riverside, California, 92501.

Commissioners Present

Steve Adams
Marion Ashley
Bob Buster
Mary Craton
Terry Henderson
Dick Kelly
Bob Magee
Jeff Stone
John Tavaglione
Roy Wilson

Commissioners Absent

None

2. PUBLIC COMMENTS

There were no requests to speak from the public.

3. APPROVAL OF MINUTES

M/S/C (Stone/Buster) to approve the minutes of December 10, 2008, as submitted.

4. ADDITIONS/REVISIONS

There were no additions or revisions to the agenda.

5. PROPOSAL TO AMEND THE RIVERSIDE COUNTY TRANSPORTATION COMMISSION'S CALPERS CONTRACT

Michele Cisneros, Accounting and Human Resources Manager, presented the proposed amendment to the Commission's CalPERS contract and necessary actions.

M/S/C (Stone/Henderson) to:

- 1) Discuss the proposal to amend the Riverside County Transportation Commission's (Commission) CalPERS contract to include a provision for the option to exercise the two years additional service credit in accordance with Government Code Section 20903;
- 2) Adopt Resolution No. 09-001, "*Resolution of Intention to Amend Commission Contract with CalPERS*";
- 3) Make public the future annual costs and savings of the proposed contract amendment at a public meeting scheduled for Monday, January 26, 2009 in accordance with Government Code Section 7507; and
- 4) Present the final resolution at the Commission's February 11, 2009 meeting for final adoption.

6. ADJOURNMENT

There being no other items to be considered, the Executive Committee meeting adjourned at 9:15 a.m.

Respectfully submitted,

A handwritten signature in black ink that reads "Jennifer Harmon". The signature is written in a cursive style with a large, looping initial "J".

Jennifer Harmon
Clerk of the Board

AGENDA ITEM 5

RIVERSIDE COUNTY TRANSPORTATION COMMISSION

DATE:	December 9, 2009
TO:	Executive Committee
FROM:	Jennifer Harmon, Office and Board Services Manager
THROUGH:	Anne Mayer, Executive Director
SUBJECT:	Business Continuity/Disaster Recovery Plan

STAFF RECOMMENDATION:

This item is for the Committee to adopt Resolution No. 09-020, *“Resolution of the Executive Committee of the Riverside County Transportation Commission Adopting a Business Continuity/Disaster Recovery Plan”*.

BACKGROUND INFORMATION:

During the past year, the Federal Transit Administration conducted a Financial Management Oversight (FMO) review that was completed in May 2009. This was the first FMO review of the Commission, and its purpose was to assess whether the financial and administrative systems, which process federal funds, were adequate and performing acceptably.

As a result of the evaluation of the Commission’s financial management system and internal controls, the FMO review included a reportable, or significant, deficiency due to the lack of a written Business Continuity/Disaster Recovery Plan.

DISCUSSION:

Commission staff, with the assistance of the Riverside County Information Technology department, developed a Business Continuity/Disaster Recovery Plan for the Commission. The purpose of the plan is to prepare the Commission in the event of extended service outages caused by factors beyond its control and to restore services to the widest extent possible in a minimum amount of time.

Attachments:

- 1) Resolution No. 09-020
- 2) Business Continuity/Disaster Recovery Plan

RESOLUTION NO. 09-020

**RESOLUTION OF THE EXECUTIVE COMMITTEE OF THE
RIVERSIDE COUNTY TRANSPORTATION COMMISSION
ADOPTING A BUSINESS CONTINUITY/DISASTER RECOVERY PLAN**

WHEREAS, the Riverside County Transportation Commission (Commission) has granted the Executive Committee the authority to oversee administration of the Commission's office and staff functions; and

WHEREAS, Commission staff has recommended that suggested procedures be established to help ensure continuity in business in the event of extended service outages caused by disaster or other factors outside of the Commission's control; and

WHEREAS, the Commission staff has drafted the Business Continuity/Disaster Recovery Plan for the purpose of establishing guidelines and recommended procedures for designated personnel to follow in the event of extended service outages caused by disaster or other factors outside of the Commission's control; and

WHEREAS, the Business Continuity/Disaster Recovery Plan has been submitted to the Executive Committee for consideration and action; and

WHEREAS, the Executive Committee has reviewed the Business Continuity/Disaster Recovery Plan and determined that its adoption will assist in the smooth operation of Commission's business function in the event of an extended service outage.

NOW, THEREFORE, the Executive Committee of the Riverside County Transportation Commission does hereby resolve as follows:

Section 1. The Executive Committee of the Riverside County Transportation Commission hereby approves and adopts the Business Continuity/Disaster Recovery Plan, to be effective December 9, 2009.

APPROVED AND ADOPTED this 9th day of December, 2009.

Robert E. Magee , Chair
Riverside County Transportation Commission

ATTEST:

Jennifer Harmon
Clerk of the Board

EXHIBIT A
BUSINESS CONTINUITY PLAN



Business Continuity/ Disaster Recovery Plan

1. Purpose

The purpose of this business continuity plan is to prepare RCTC in the event of extended service outages caused by factors beyond its control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame. RCTC is expected to implement preventive measures whenever possible to minimize network failure and to recover as rapidly as possible when a failure occurs.

The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

1.1 Scope

The scope of this plan is limited to RCTC personnel, applications and assets. This is a business continuity plan, not a daily problem resolution procedures document.

1.2 Plan Objectives

- Serves as a guide for the RCTC recovery team
- References and points to the location of any data that resides outside this document
- Provides recommended procedures and resources to assist in recovery
- Identifies vendors and customers that are to be notified in the event of a disaster
- Assists in avoiding confusion experienced during a crisis by documenting, testing, and reviewing recovery procedures
- Identifies alternate sources for supplies, resources, and locations
- Documents storage, safeguarding, and retrieval procedures for vital records

1.3 Assumptions

- Key people will be available following a disaster
- A national disaster such as nuclear war is beyond the scope of this plan
- This document and all vital records are stored in a secure off-site location and not only survived the disaster but are accessible immediately following the disaster

1.4 Disaster Definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by RCTC. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

1.5 Recovery Teams

- Emergency Management Team (EMT)
- Emergency Response Coordinator (ERC)
- Technical Services (TS)

See Appendix A for details on the roles and responsibilities of each team.

1.6 Team Member Responsibilities

- All team members should keep an updated calling list of their work team members' work, home, and cell phone numbers both at home and at work
- All team members should keep this binder for reference at home in case the disaster happens during after normal work hours. All team members should familiarize themselves with the contents of this plan

1.7 Instructions for Using the Plan

1.7.1 Invoking the Plan

This plan becomes effective when a disaster occurs. Normal problem management procedures will initiate the plan, and remain in effect until operations are resumed at the original location, or a replacement location, and control is returned to the appropriate functional management.

1.7.2 Disaster Declaration

The EMT and ERC are responsible for declaring a disaster for technical services and activating the recovery team as outlined in this plan.

1.7.3 Notification

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the EMT must be activated immediately in the following cases:

- RCTC file server is down for 2 business days or more.
- RCTC finance application or server, EDEN, is down for 2 business days or more.
- RCTC web based access to records system, InfoWorks, is down for 3 business days or more.
- A problem with a system, appliance or network that would cause any of the above conditions to be present or there is certain indication that any of the conditions are about to occur.

1.7.4 External Communications

The Deputy Executive Director or Public Relations Manager are designated as the principal contacts with the media (radio, television, and print), regulatory agency, government agencies, and other external organizations following a formal disaster declaration.

1.7.5 Emergency Management Standards

Data Backup Policy

Full and incremental backups preserve agency information assets and should be performed on a regular basis for audit logs and files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

Department specific data and document retention policies specify what records must be retained and for how long.

Office Operations follows these standards for its data backup and archiving:

Tape Retention Policy

- Backup media is stored at a location that is secure, isolated from environmental hazards, and geographically separate from the location housing the system.
- A copy of the most current image files must be made at least once per week.
- This backup must be stored offsite.
- The Office and Board Services Manager is responsible for this activity.

1.7.6 Emergency Management Procedures

The following procedures are to be followed by designated RCTC personnel in the event of an emergency. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and personnel safety.

Note: Anyone not recognized by RCTC staff as normally having business in the area must be challenged by the staff who should then notify security personnel.

These procedures are furnished to the RCTC management team to take home for reference.

1.7.7 In the Event of a Natural Disaster

In the event of a major catastrophe affecting the RCTC facility, immediately notify the ERC.

STEP	ACTION
1	If impending natural disaster can be tracked, begin preparation of site within 24 hours prior to event as follows: <ul style="list-style-type: none">• Back up critical system elements• Notify senior management• Notify application vendors
2	Contact EDEN financial software vendor, Tyler Technologies, to enact disaster recovery plan. <ul style="list-style-type: none">• Tyler Technologies to create full backup of financial information if possible, otherwise use backup from previous day• Restore backup to Tyler Technologies system• RCTC personnel connect to Tyler Technologies system through provided VPN client from remote internet access location
3	Contact InfoWorks records management software support, Bechtel Infrastructure, to make aware of the disaster. <ul style="list-style-type: none">• RCTC personnel to continue accessing InfoWorks from remote internet access location
4	Contact Riverside County Information Technology Department (RCIT) to bring up the RCTC file server from backup tape. <ul style="list-style-type: none">• RCTC to contact backup vendor, Archive Management, to bring tapes to a provided location• RCTC provide backup tapes to RCIT• RCIT to restore RCTC file server utilizing RCIT hardware• RCIT to coordinate restore of RCTC file server if not at RCIT datacenter• RCIT to provide RCTC file server access to RCTC personnel

1.7.8 In the Event of a Fire

In the event of a fire or smoke in any of the facilities, the guidelines and procedures in this section are to be followed.

If fire or smoke is present in the facility, **evaluate the situation** and determine the severity, categorize the fire as *Major* or *Minor* and take the appropriate action as defined in this section. Call 911 as soon as possible if the situation warrants it.

- Personnel are to attempt to extinguish **minor fires** (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout

the facility. Any **other fire or smoke situation** will be handled by qualified building personnel until the local fire department arrives.

- In the event of a major fire, call 911 and immediately evacuate the area.
- In the event of any emergency situation, system site security and personal safety are the major concern. If possible, the operations supervisor should remain present at the facility until the fire department has arrived.
- In the event of a major catastrophe affecting the facility, immediately notify the ERC.

STEP	ACTION
1	Dial 911 to contact the fire department.
2	Immediately notify all other personnel in the facility of the situation and evacuate the area.
3	Alert facilities personnel 951-955-4850. Provide them with your name, extension where you can be reached, building and room number, and the nature of the emergency. Follow all instructions given.
4	Alert the Emergency Response Coordinator. <i>Note:</i> During non-staffed hours, security personnel will notify the Emergency Response Coordinator.
5	Notify Building Security. Local security personnel will establish security at the location and not allow access to the site unless notified by Emergency Response Coordinator or Emergency Response Team.
6	Contact appropriate vendor personnel to aid in the decision regarding the protection of equipment if time and circumstance permit.
7	All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designed authority. Under no circumstances may any personnel leave without the consent of supervision.
8	When reentry to the facility is permitted, verify equipment status using Critical Equipment Status Assessment and Evaluation Form, Appendix C.

9	<p>If RCTC file server is damaged, contact Riverside County Information Technology Department (RCIT) to bring up the RCTC file server from backup tape.</p> <ul style="list-style-type: none"> • RCTC to contact Backup vendor Archive Management to bring tapes to a provided location • RCTC provide backup tapes to RCIT • RCIT to restore RCTC file server utilizing RCIT hardware • RCIT to coordinate restore of RCTC file server if not at RCIT datacenter <p>RCIT to provide RCTC file server access to RCTC personnel.</p>
10	<p>If EDEN financial server is damaged, contact EDEN financial software vendor, Tyler Technologies, to enact DR plan.</p> <ul style="list-style-type: none"> • Tyler Technologies to create full backup of financial information if possible, otherwise use backup from previous day • Restore backup to Tyler Technologies system <p>RCTC personnel connect to Tyler Technologies system through provided VPN client from remote internet access location.</p>

1.7.9 In the Event of a Network Services Provider Outage

In the event of a network service provider outage, the guidelines and procedures in this section are to be followed.

STEP	ACTION
1	<p>Notify Emergency Response Coordinator of outage.</p> <p>Determine cause of outage and timeframe for its recovery. If over 2 business days, do the following:</p>
2	<p>Contact EDEN financial software vendor, Tyler Technologies, to enact DR plan.</p> <ul style="list-style-type: none"> • Tyler Technologies to create full backup of financial information if possible, otherwise use backup from previous day • Restore backup to Tyler Technologies system • RCTC personnel connect to Tyler Technologies system through provided VPN client from remote internet access location
3	<p>Contact InfoWorks Records management software support, Bechtel Infrastructure, to make aware of the disaster.</p> <ul style="list-style-type: none"> • RCTC personnel to continue accessing InfoWorks from remote internet access location

4	<p>Contact Riverside County Information Technology Department (RCIT) to bring up the RCTC file server from backup tape.</p> <ul style="list-style-type: none"> • RCTC to contact Backup vendor Archive Management to bring tapes to a provided location • RCTC provide backup tapes to RCIT • RCIT to restore RCTC file server utilizing RCIT hardware • RCIT to coordinate restore of RCTC file server if not at RCIT datacenter • RCIT to provide RCTC file server access to RCTC personnel
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1.7.10 In the Event of a Flood or Water Damage

In the event of a flood or broken water pipe within the data communication room or surrounding areas, the guidelines and procedures in this section are to be followed.

STEP	ACTION
1	Assess the situation and determine if outside assistance is needed; if this is the case, dial 911 immediately.
2	Immediately notify building engineer of the situation and to be prepared to cease operations accordingly.
3	If water is originating from above the equipment, power down the individual devices and cover with protective shrouds located in the facility.
4	<p>Water at floor level may have different causes:</p> <ul style="list-style-type: none"> — If water is slowly dripping from an air conditioning unit and not endangering equipment, contact repair personnel immediately. — If water is of a major quantity, immediately implement power-down procedures. While power-down procedures are in progress, evacuate the area and follow supervisor's instructions. Supervisor to notify Emergency Response Coordinator of outage.
5	When reentry to the facility is permitted, verify equipment status using Critical Equipment Status Assessment and Evaluation Form, Appendix C.

6	<p>If RCTC file server is damaged, contact Riverside County Information Technology Department (RCIT) to bring up the RCTC file server from backup tape.</p> <ul style="list-style-type: none"> • RCTC to contact backup vendor Archive Management to bring backup tapes to a specified location • RCTC provide backup tapes to RCIT • RCIT to restore RCTC file server utilizing RCIT hardware • RCIT to coordinate restore of RCTC file server if not at RCIT datacenter • RCIT to provide RCTC file server access to RCTC personnel
7	<p>If EDEN financial server is damaged, contact EDEN financial software vendor, Tyler Technologies, to enact DR plan.</p> <ul style="list-style-type: none"> • Tyler Technologies to create full backup of financial information if possible, otherwise use backup from previous day • Restore backup to Tyler Technologies system • RCTC personnel connect to Tyler Technologies system through provided VPN client from remote internet access location

1.8 Plan Review and Maintenance

This plan is intended to be a living document and as such must be reviewed on a regular basis. The plan will be reviewed semi-annually and exercised on an annual basis. The test may be in the form of a walk-through, mock disaster or component testing.

The ERC will be responsible for the plan. Specific responsibilities are as follows:

Frequency of plan update: Semi-annually or when there is a change in personnel

- Provide hard copy of plan to all team members. Team members must store copy at home, in a personal car, or electronically via a hand-held device or laptop computer.
- Regularly review and update information in the disaster recovery plan (e.g., contact lists, equipment inventories).
- Hold initial team meeting to get team members acquainted with the plan and hold annual/semi-annual meetings to review the plan on an ongoing basis
- Maintain an accurate record of the locations of alternate sites, equipment suppliers, data storage locations, and implementation plans.

2. Alert/Verification/ Declaration Phase

2.1 Notification of Incident Affecting the Site

On-Duty Personnel Responsibilities

If during business hours:

Upon observation or notification of a potentially serious situation during working hours at a system/facility, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate and notify the ERC.

If during non-business hours:

Contact the ERC.

2.2 Provide Status to EMT

The ERC will contact the EMT and provide the following information when **any** of the following conditions exist: **(See Appendix B for contact list)**

- RCTC file server is down for 2 business days or more.
- RCTC finance application, EDEN, is down for 2 business days or more.
- RCTC web based access to records system, InfoWorks, is down for 3 business days or more.
- A problem with a system, appliance, or network that would cause any of the above conditions to be present or there is certain indication that any of the conditions are about to occur.

The ERC will provide the following information:

- ◇ Location of disaster.
- ◇ Type of disaster (e.g., fire, hurricane, flood).
- ◇ Summarize the damage (e.g., minimal, heavy, total destruction).
- ◇ A meeting location that is close to the situation, but away from the disaster scene.
- ◇ An estimated timeframe of when the damage can be assessed.

2.3 Decide Course of Action

Based on the information obtained, the EMT decides how to respond to the event: initiate EMT, repair/rebuild existing site with location staff, or relocate to a new facility.

2.4 Inform team members of decision

If a disaster is not declared, the response team will continue to address and manage the situation through its resolution and provide periodic status updates to the EMT.

If a disaster is declared, the ERC will notify the EMT members immediately for deployment.

Declare a disaster if the situation is not likely to be resolved within predefined time frames. The person who is authorized to declare a disaster must also have at least one (1) backup who is also authorized to declare a disaster in the event the primary person is unavailable.

3. Disaster Declared: Initiate EMT

Once a disaster is declared, the EMT will initiate and coordinate the appropriate recovery actions.

3.1 Conduct Detailed Damage Assessment (This may also be performed prior to declaring a disaster)

1. Under the direction of local authorities and/or EMT, assess the damage to the affected location and/or assets. Include vendors/providers of installed equipment to ensure that their expert opinion regarding the condition of the equipment is determined ASAP.
 - A. Participate in a briefing on assessment requirements, reviewing:
 - Assessment procedures
 - Gather requirements
 - Safety and security issues

NOTE: Access to the facility following a fire or potential chemical contamination will likely be denied for 24 hours or longer.

- B. Document assessment results using Assessment and Evaluation Forms contained in Appendix C.

Building access permitting:

- Conduct an on-site inspection of affected areas to assess damage to essential hardcopy records (files, manuals, contracts, documentation, etc.) and electronic data
- Obtain information regarding damage to the facility (s) (e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the ERC

2. Develop a Restoration Priority List, identifying facilities, vital records, and equipment needed for resumption activities that could be operationally restored and retrieved quickly.
3. Develop a Salvage Priority List identifying sites and records which could eventually be salvaged.
4. Recommendations for required resources.
5. Contact the EMT and decide whether the situation requires the initiation of business recovery plans (long-term disaster months) or if work can return to the primary location (short-term week or so).

3.2 Contact EMT/Decide Whether to Continue to Business Recovery Phase

The ERC gathers information; contacts the EMT and provides the EMT with detailed damage assessment information.

Based on the information obtained from the ERC, the EMT decides whether to continue to the business recovery phase of this plan. If the situation **does not** warrant this action, continue to address the situation at the affected site (s). Provide periodic status updates to the EMT.

The business recovery phase of this plan will be implemented when resources are required to support full restoration of system and/or facility functionality at an alternate recovery site that would be used for an extended period of time.

NOTE: During the Initial Response Phase, service may be shifted to alternate sites to allow operations to begin functioning and provide service to its customers. Initially reduced service may be provided until sites can be fully restored. Within 45 days the system and facilities should be functional at 100%.

4. Business Recovery Phase

This section documents the steps to activate business recovery plans to support full restoration of systems or facility functionality at an alternate/recovery site that would be used for an extended period of time. Coordinate resources to reconstruct business operations at the temporary/permanent system location, and to deactivate recovery teams upon return to normal business operations.

4.1 RCTC System and Facility Operation Requirements

The system and facility configurations are important to re-establish normal operations.

4.2 Notify Technical Engineering staff

See Appendix B for Technical Services contacts associated with a new location being set up as a permanent location (replacement for site).

4.3 Secure Funding for Relocation

Depending on the incident, its severity and alternate location option selected, contact the appropriate alternate site organization, the local bank office, and other relevant firms.

4.4 Notify EMT of Recovery Startup

Using the call list in Appendix B, notify the appropriate company personnel. Inform them of any changes to processes or procedures, contact information, hours of operation, etc. (may be used for media information)

4.5 Operations Recovered

Assuming all relevant operations have been recovered to an alternate site, and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the recovery location.

5. Appendixes

5.1 Appendix A: RCTC Recovery Teams

5.1.1 Emergency Management Team (EMT)

Charter:

Responsible for overall coordination of the disaster recovery effort, evaluation, and determining disaster declaration.

Support activities:

- Evaluate which recovery actions should be invoked.
- Evaluate and assess damage assessment findings.
- Set restoration priority based on the damage assessment reports.
- Provide senior management with ongoing status information.
- Acts as a communication channel to corporate teams and major customers.
- Work with vendors to develop a rebuild/repair schedule.

5.1.2 Emergency Response Coordinator (ERC)

Charter:

Responsible for overall coordination of the disaster recovery effort and communications with the Emergency Management Team.

Support activities:

- Gather damage assessment information and report it to EMT
- Determine recovery needs.
- Notify EMT and advise them to activate their plan (s) if applicable, based upon the disaster situation.
- If no disaster is declared, then take appropriate action to return to normal operation using regular staff.
- Determine if vendors or other teams are needed to assist with detailed damage assessment.
- Prepare post-disaster debriefing report.
- Coordinate the development of site specific recovery plans and ensure they are updated semi-annually.

5.1.3 IT Technical Support (TS)

Charter

IT Technical Support will facilitate technology restoration activities.

Support Activities

- Upon notification of disaster declaration, review and provide support as follows:
 1. Facilitate technology recovery and restoration activities, providing guidance on replacement equipment and systems, as required.
 2. Coordinate removal of salvageable equipment at disaster site that may be used for alternate site operations.

5.2 Appendix B: Recovery Team Contact Lists

5.2.1 Emergency Management Team (EMT)

Name	Address	Home	Cell Phone
Cathy Bechtel			
Michael Blomquist			
Michele Cisneros			
Jennifer Harmon			
Anne Mayer			
John Standiford			
Theresia Trevino			
Robert Yates			

5.2.2 Emergency Response Coordinator (ERC)

Name	Address	Home	Cell Phone
Jennifer Harmon			

5.2.3 Technical Services (TS)

Name	Address	Home	Cell Phone
Jennifer Harmon			
ProCompNet	P.O. Box 52985 Riverside, CA 92517		951-633-1599
County of Riverside Information Technology Department	4080 Lemon Street, 10 th Floor Riverside, CA 92501 6147 Rivercrest Drive, Suite A Riverside, CA 92507	951-955-9900 951-955-3754 951-486-7700	Help Desk Data Center

5.3 Appendix C: Forms

5.3.1 Incident/Disaster Form

Upon notification of an incident/disaster situation the on-duty personnel will make the initial entries into this form. It will then be forwarded to the ECC, where it will be continually updated. This document will be the running log until the incident/disaster has ended and “normal business” has resumed.

Incident/Disaster Form

TIME AND DATE

TYPE OF EVENT

LOCATION

BUILDING ACCESS ISSUES

5.3.2 Critical Equipment Status Form

CRITICAL EQUIPMENT STATUS ASSESSMENT AND EVALUATION FORM

STATUS		
<u>Equipment</u>	<u>Condition</u>	<u>Comments</u>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
<u>Condition Legend</u> OK - Undamaged DBU - Damaged, but usable DS - Damaged, requires salvage before use D - Destroyed, requires replacement		

5.4 Appendix D: Approved Vendor List

5.4.1 Server and Computer Equipment Suppliers

Company Name	Contact	Work	Cell Phone
Insight	Christopher Letsinger	800-467-4448 x5820	-
Tyler Technologies	Bruce Henry	800-328-0310 x1068	-
Bechtel Infrastructure	Simon Woodford	301-228-7419	240-367-4447
	Stephen Mao	714-676-0088	562-889-3097

5.4.2 Communications and Network Services Suppliers

Company Name	Contact	Work	Cell Phone
AT&T	Sara Currie	800-834-2339	866-402-7667
Verizon	Juliet Crane	800-922-0204	951-235-3346
County of Riverside	Frank Bojorquez	951-486-7817	951-840-8991
	Help Desk	951-955-9900	-
ProCompNet	Bruno Anderson	-	951-633-1599

5.4.3 Electrical Contractors/Mechanical Engineering (HVAC, Facilities, etc.)

Company Name	Contact	Work	Cell Phone
County of Riverside	Gilbert Montanez	951-955-4850	951-830-8526

5.4.4 Facility Security Services

Company Name	Contact	Work	Cell Phone
County of Riverside Sheriff	Sergeant	951-955-2725	951-906-9710
County of Riverside Sheriff	Deputy	951-955-9677 951-955-9678	951-906-9711