

Business Continuity Plan: Gates County Departmental Plan

Department of GITS Transportation Business Continuity Plan (BCP)

Updated September 13, 2022

I. Emergency Contact Persons

Our Department's two emergency contact persons are: Patrice Taylor-Lassiter (Transportation Director), 252-357-4487 and/or 252-562-4920, plassiter@gatescountync.gov, and Danit Holley (Transportation Supervisor), 252-357-4487 and/or 252-562-4925, dholley@gatescountync.gov. Our address is 714 Main Street, Gatesville, NC 27938, our facsimile number is 252-357-4489.

The Department will promptly notify Emergency Management of any change in this information (but no later than 30 days following the change) and will review, and if necessary update, this information within 20 business days after the end of each fiscal year.

II. Department Policy

Our Department's policy is to respond to a Significant Business Disruption (SBD) by safeguarding lives and property, making a financial and operational assessment, quickly recovering and resuming operations, protecting all of the Department's books and records, and allowing official business to be transacted.

A. Significant Business Disruptions (SBDs)

Our plan anticipates two kinds of SBDs, internal and external. Internal SBDs affect only our Department's ability to communicate and do business, such as a fire in our building. External SBDs prevent the operation of normal business activities, such as a terrorist attack, a city flood, or a wide-scale, regional disruption. Our response to an external SBD relies more heavily on other organizations and systems, especially on the capabilities of local, state, and federal government.

B. Approval and Execution Authority

The County Manager is responsible for approving the plan and for conducting the required annual review. The County Manager has the authority to execute this BCP.

C. Plan Location and Access

Our Department will maintain copies of its BCP plan and the annual reviews, and the changes that have been made to it for inspection. An electronic copy of our plan is not available.

III. Business Description

Our Department conducts the general business administration of the Gates County Inter-Regional Transportation System department directly under control of Gates County and the Board of County Commissioners, records and keeps minutes of the GITS Advisory Board meetings, local, state and federal grant information and coordinates with State and Federal agencies as needed. Our Department is an administrative department and provides transportation field operation activities.

IV. Office Locations

Our Department has offices located in GITS Building.

A. Office Location #1

Our Office is located at 714 Main Street, Gatesville, North Carolina 27938. Its main telephone number is 252-357-4487. Our secondary phone number is 252-357-4488. Our employees may travel to that office by means of private transport. We engage in coordinated transportation services out of this location.

A. Safe Room

In the event of a lock down or safety threat all department members will gather in the director's office.

B. Department Rally Point

In the event of an evacuation of the building, all department members will meet across the street in the Gatesville Elementary School Parking lot.

V. Alternative Physical Location(s) of Employees

In the event of an SBD, we will move our staff from affected office(s) to the Gates County Finance Office Suite at 200 Court Street, Gatesville, NC and/or the closest of our unaffected office location(s). If none of our other office locations is available to receive those staff, we will move them to the Gates County Department of Emergency Services, 202 Court Street, Gatesville, North Carolina 27938. Its main telephone number is 252-357-2411.

VI. Public Access to Department

In the event of an internal or external SBD, if telephone service is available, our employees will make every effort to maintain contact with the public, and if our Web access is available, our Department will post on our website information useful to residents and/or clientele.

VII. Data Back-Up and Recovery (Hard Copy and Electronic)

Our Department maintains its primary hard copy books and records and its electronic records at 714 Main Street, GITS office, Gatesville, North Carolina 27938. The Director/Supervisor is responsible for the maintenance of these books and records. Our Department maintains the following document types and forms: minutes, working papers of the GITS department, operational and planning documents for general governance and administration.

Our Department maintains its back-up hard copy books and records at a secure location. These records are paper copies. The GITS Director is responsible for the maintenance of these back-up books and records. Our Department backs up its paper records by copying and taking them to our back-up site. We back up our records every year.

The Department backs up its electronic records daily. In addition, financial records are also kept and backed up by Gates County Finance by prescribed network back-up conducted by the Department of Financial Services, Information Technology Division, and keeps a copy at a secure off-site location.

In the event of an internal or external SBD that causes the loss of our paper records, we will physically recover them from our back-up site. If our primary site is inoperable, we will continue operations from our back-up site or an alternate location. For the loss of electronic records, we will either physically recover the storage media or electronically recover data from our back-up site, or, if our primary site is inoperable, continue operations from our back-up site or an alternate location.

VIII. Financial and Operational Assessments

A. Operational Risk

In the event of an SBD, we will immediately identify what means will permit us to communicate with our customers, employees, critical business constituents, critical counter-parties and regulators. Although the effects of an SBD will determine the means of alternative communication, the communications options, we will employ will include our website and telephone. In addition, we will retrieve our key activity records as described in the section above, Data Back-Up and Recovery (Hard Copy and Electronic).

B. Financial and Credit Risk

In the event of an SBD, we will determine the value and liquidity of our investments and other assets to evaluate our ability to continue to fund our operations and remain in capital compliance. We will contact our Department of Financial Services to apprise them of our financial status. If we determine that we may be unable to meet our obligations to those counter-parties or otherwise continue to fund our operations, we will request additional financing as necessary.

IX. Mission Critical Systems

Our Department's "mission critical systems" are those that ensure prompt and accurate processing of official local government business on behalf of the County Manager and Board of Commissioners of Gates County, including minute taking, general government and enterprise administration, and coordination/communication with state and federal government. More specifically, these systems include: oversight of the Departments of Financial Services, Development Services, Public Services, Transit Services, General Services, and Emergency Services.

We have primary responsibility for establishing and maintaining our relationships with our residents and have sole responsibility for our mission critical functions.

A. Our Department's Mission Critical Systems

1. Transit Official Duties

Gates County Inter-Regional Transportation System, GITS, is the coordinated public transportation program for the County of Gates. GITS will provide transportation for any county residents to and from various appointments. GITS will utilize subscription, and demand response trips to service clientele. The primary duties are to assess and provide the necessary transit mobility services and ensure they are safe for GITS clientele and employees. The department will handle these duties as related to transportation

services, and its administration as directed by Public Transportation Department of NCDOT, FTA, and the county officials.

2. Transit Vehicle Maintenance

The primary duties are to assess and provide necessary maintenance to all GITS vehicles, office, and property in an effort to make sure that they remain clean, and safe for GITS staff, clientele, and the general public. The department will adhere to the maintenance policy as described in the approved GITS SSP as required by FTA, Public Transportation Department of NCDOT, and our county officials.

3. Coordination & Communication with State and Federal Transit Officials

The transportation services will be evaluated to see what services are safe to be provided and the necessary precautions will be taken. Our department will communicate to the proper officials any changes in the transportation services. Our Department serves as the primary coordination and communication role linking GITS, (County of Gates) with the Public Transportation Division of the North Carolina Department of Transportation and the Federal Transit Administration. Through this responsibility, reports are made, assets requested, and communication maintained. In the event of a SBD, the Department will establish communication with the Public Transportation Division of North Carolina Department of Transportation via the approved method (i.e. internet, telephone, etc.) thereby ensuring continued coordination and communication with state and federal transportation officials.

X. Alternate Communications Between the Department and Residents, Employees, and Regulators

A. Residents

We now communicate with our residents using the telephone, email, our website, fax, mail and in-person visits at our Department or another location. In the event of an SBD, we will assess which means of communication are still available to us, and use the means closest in speed and form (written or oral) to the means that we have used in the past to communicate with the other party. For example, if we have communicated with a party by email but the Internet is unavailable, we will call them on the telephone and follow up where a record is needed with paper copy in the U.S. mail.

B. Employees

We now communicate with our employees using telephone, email, and in-person communication. In the event of an SBD, we will assess which means of communication are still available to us, and use the means closest in speed and form (written or oral) to the means that we have used in the past to communicate with the other party. We will also employ a call tree so that senior management can reach all employees quickly during an SBD. The call tree includes all staff home and office phone numbers.

The person to invoke use of the call tree is: The County Manager

Caller	Call Recipients
County Manager	Assistant to the County Manager
Assistant to the County Manager/County Manager	Gates County Inter-Regional Transportation System, (GITS) Director
(GITS) Director	Transportation Supervisor
(GITS) Director	Dispatcher/Operator
(GITS) Supervisor	Operators

C. Regulators

We are currently governed by multiple regulatory agencies including the County of Gates, Public Transportation Division (PTD) of the North Carolina Department of Transportation and the Federal Transit Administration. We communicate with our regulators using mail, email, telephone, and facsimile. In the event of an SBD, we will assess which means of communication are still available to us, and use the means closest in speed and form (written or oral) to the means that we have used in the past to communicate with the other party.

XI. Critical Business Constituents, Banks, and Counter-Parties

A. Business Constituents

We have contacted our critical business constituents (businesses with which we have an ongoing commercial relationship in support of our operating activities, such as vendors providing us critical services), and determined the extent to which we can continue our business relationship with them in light of the internal or external SBD. We will quickly establish alternative arrangements if a business constituent can no longer provide the needed goods or services when we need them because of a SBD to them or our Department.

B. Public Finance

We have contacted our Financial Services Department to determine if they can continue to provide the financing, through commercial banks, that we will need in light of an internal or external SBD. The Financial Services Department maintains the County of Gate's relationship with banks and other financial institutions.

C. Counter-Parties

We have contacted our critical counterparties, such as other government agencies or institutions, to determine if we will be able to carry out intergovernmental activities light of the internal or external SBD. Where the activities cannot be completed, we will work with our counterparties or contact those counterparties directly to make alternative arrangements to complete those activities as soon as possible.

XII. Regulatory Reporting

Our Department is subject to regulation by: Gates County, the State of North Carolina, the federal government of the United States of America. We now file reports with our regulators using paper copies in the U.S. mail, and electronically using fax, email and the Internet. In the event of an SBD, we will check with applicable regulatory agencies to determine which means of filing are still available to us, and use the means closest in speed and form (written or oral) to our previous filing method. In the event that we cannot contact our regulators, we will continue to file required reports using the communication means available to us.

XIII. Disclosure of Business Continuity Plan

Attached is our written BCP disclosure statement we provide customers upon request.

XIV. Updates and Annual Review

Our Department will update this plan whenever we have a material change to our operations, structure, business or location or to those of our clearing Department. In addition, our Department will review this BCP annually to modify it for any changes in our operations, structure, business or location.

XV. Executive Approval

I have approved this Business Continuity Plan as reasonably designed to enable our Department to meet its obligations to customers in the event of a SBD.

Department Head: _____

Printed Name: Patrice Taylor-Lassiter

Date: 9/15/2022

County Manager: _____

Printed Name: Timothy Wilson

Date: 9/15/2022

Department of GITS Transportation Business Continuity Planning

The Gates County Inter-Regional Transportation System has developed a Business Continuity Plan on how we will respond to events that significantly disrupt our business. Since the timing and impact of disasters and disruptions is unpredictable, we will have to be flexible in responding to actual events as they occur. With that in mind, we are providing you with this information on our business continuity plan.

Contacting Us – If after a significant business disruption, you cannot contact us as you usually do at 252-357-4487, you should call our alternative number 252-357-2411 or visit us on the web: <https://gatescountync.gov/>. If you cannot access us through either of those means, you should wait for alternative contact information to be provided to you in a public service announcement.

Our Business Continuity Plan – We plan to quickly recover and resume business operations after a significant business disruption and respond by safeguarding lives and property, making a financial and operational assessment, protecting the County’s books and records, and allowing official business to be transacted. In short, our business continuity plan is designed to permit our Department to resume operations as quickly as possible, given the scope and severity of the significant business disruption.

Our business continuity plan addresses: data backup and recovery; all mission critical systems; financial and operational assessments; alternative communications with customers, employees, and regulators; alternate physical location of operations; critical supplier, contractor, bank and counter-party impact; regulatory reporting; and assuring our residents prompt access to their local government.

Varying Disruptions – Significant business disruptions can vary in their scope, such as only our Department, a single building housing our Department, the business district where our Department is located, the city where we are located, or the whole region. Within each of these areas, the severity of the disruption can also vary from minimal to severe. In a disruption to only our Department or a building housing our Department, we will transfer our operations to a local site when needed and expect to recover and resume business within one (1) business day. In a disruption affecting our business district, city, or region, we will transfer our operations to a site outside of the affected area, and recover and resume business within three (3) business days. In either situation, we plan to continue to work for the interests of Gates County, transfer operations to other facilities throughout the area if necessary, and notify you through our website <https://gatescountync.gov/> or our emergency number, 252-357-2411 on how to contact us.

For more information – If you have questions about our business continuity planning, you can contact us at 252-357-4487.

Last Updated: September 13, 2022

Gates County Inter-Regional Transportation System

Emergency Contact List

Last Updated: September 13, 2022

Supervisor Name Patrice Taylor-Lassiter
Title GITS Director
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4920
Personal Cell Phone: 252-209-4998
Emergency Contact: Stephen Lassiter
Emergency Contact #: 252-209-5729/252-358-1443

Employee Name Danit Holley
Title Administrative Assistant
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4925
Personal Cell Phone: 252-562-2190
Emergency Contact: Catherine Lane
Emergency Contact #: 252-562-4624

Employee Name Lula Cross
Title Driver
Office Phone: 252-357-4487
Work Cell Phone: 252-562-2755
Personal Cell Phone: (252)339-3892
Emergency Contact: William Riddick
Emergency Contact #: 252-339-3200

Employee Name vacant
Title Driver II
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4928
Personal Cell Phone:
Emergency Contact:
Emergency Contact #:

Employee Name Clayton Boone
Title Driver II
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4929
Personal Cell Phone: 252-310-0275
Emergency Contact: Melvin Boone
Emergency Contact #: (252) 357-1628

Employee Name John Wiggins
Title Driver II
Office Phone: 252-357-4487
Work Cell Phone: 252-287-6170
Personal Cell Phone: (252)232-8210
Emergency Contact: Monica Wiggins
Emergency Contact #: (252)357-2664

Employee Name Linda Reid
Title Driver
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4927
Personal Cell Phone: 202-308-4927
Emergency Contact: Mary Jones
Emergency Contact #: 252-506-5161

Employee Name Mary Harrison
Title Driver
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4930
Personal Cell Phone: (252)506-6081
Emergency Contact: Robert Harrison
Emergency Contact #: (252)357-1347

Employee Name Lloyd Howell
Title Driver
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4923
Personal Cell Phone:
Emergency Contact: JoAnne Howell
Emergency Contact #: (252)357-1944

Employee Name Murray Boone
Title Driver II
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4932
Personal Cell Phone: (252)-209-5761
Emergency Contact: Glendelle Boone
Emergency Contact #: (252)-357-2126

Employee Name Mary Scott
Title Driver
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4926
Personal Cell Phone: (252)287-7594
Emergency Contact: Dana Robinson

Emergency Contact #: (252)287-0658

Employee Name vacant
Title Driver II
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4918
Personal Cell Phone: (252)
Emergency Contact:
Emergency Contact #:

Employee Name vacant
Title Driver
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4924
Personal Cell Phone: 252-
Emergency Contact:
Emergency Contact #: 252-

Employee Name Larry Boone
Title Driver
Office Phone: 252-357-4487
Work Cell Phone: 252-562-4931
Personal Cell Phone: 252-357-1531
Emergency Contact: Adell Boone
Emergency Contact #: 252-357-1531

Employee Name vacant
Title Driver
Office Phone: 252-357-4487
Work Cell Phone: 252-207-4750
Personal Cell Phone: 252-
Emergency Contact:
Emergency Contact #: 252-