SAN FRANCISCO STATE UNIVERSITY

Human Resources, Safety and Risk Management
1600 Holloway Avenue, ADM 252
San Francisco, California 94132-4252
Tel: (415) 338-2565
Fax: (415) 338-2498
web: www.sfsu.edu/~hrwww

Transportation Disruption Operational Planning

The University recognizes that there may exist a range of temporary operational disruptions, such as those to public transportation that may interfere with an employee's short term ability to commute to work. The purpose of this document is to outline a number of business contingency options available to Administrator's in order to ensure that such interruptions minimize the impact to continuity of operations at the University.

These recommendations apply to all employees, taking into consideration that employees shall use their best endeavors to attend work.

Options For Addressing Temporary Operational Disruptions	Explanation / Definition	Administrator / Supervisor Business Considerations
SF State Ride Match	• SF State 511 RideMatch service is an interactive, on-demand system that allows students, faculty and staff to find carpools based on where they live. • Participants can specify whether they wish to find only other SF State affiliates or extend their search to a broader pool. Visit the SF State 511 RideMatch website at: www.ridematch.511.org/?client=sfsu	1. Administrators are encouraged to consider this option and promote the resource to employees in advance of transportation disruptions.
Alternate Public Transit Options	• For those who need to find an alternative to BART, the Metropolitan Transportation Commission has augmented its other systems. Options, as advertised on 511.0rg include: a) AC Transit- Bus service between East Bay and San Francisco; b) Golden Gate Transit- Accessing San Francisco from the East Bay via Marin County c) Caltrain and Sam Trains – For Peninsula alternatives to Bart, Caltrain and Sam Trains may offer temporary shuttles. d) SF Muni – refer to 511.org for complete information	1. Administrators are encouraged to consider these options and promote the resource to employees in advance of transportation disruptions. 2. Given the circumstances, commutes may be longer and inconsistent in timing, therefore management will need to operationally plan ahead for irregular services in advance. 3. Refer employees to 511.org for additional information.

	e) San Francisco Bay Ferry – Bay area ferries may expand in the number of boats servicing Oakland, San Francisco, Alameda, Alameda Harbor Bay and Vallejo	
Satellite Parking & Waiving Normal Parking Fees	• Alternative parking locations may include negotiating use of satellite lots at Church and Brotherhood. Stonestown has been contacted in order to pursue as a venue for overflow parking and currently pending a response. UA Cinema is another option to explore. • Valet parking may be a possibility in order to increase use of existing parking lots with limited increased cost to the University. *Business Consideration:* 1) Increase in policing expense related to increase in traffic control and need to provide direction and guidance. Domino effect of free parking factoring those who have pre-paid permits- how to determine priority and meet requests for reimbursement for those with permits who are unable to find a parking spot 2) Increase in staffing costs related to Valet program- see below.	
Increased Bus Or Shuttle Service	• Parking and Transportation currently consulting with SF State Shuttle providers to ascertain pricing for possible increase in shuttle service as well as change / additions to location pick up, e.g. Ferry Building, Golden Gate Bridge. • Parking and Transportation reviewing the need for alternative to Daly City BART pick up location with the possibility that BART may close the station as a result of the strike. *Business Considerations:* 1) Traffic congestion in the city already, so would public transport (MUNI) be a better option for reasons of ease.	

	2) Cost of increasing bus numbers, estimate is $600 for 8/hr. day for a 52-seater bus;	
Emergency "Work-At-Home" Assignments	• *Emergency "work-at-home" assignment.* These are a onetime, short term arrangement whereby, during a crisis or emergency situation at the university, the employee works from home because his or her job responsibilities must still be fulfilled to provide for continuity of operations. *Business Consideration:* 1) Concerning computer equipment and software it would be need to be decided whether the University should bear these costs if the employee currently does not have all this in place. 2) As an operational practice it is also important that the University consider instituting campus-wide solutions, such as file storage, so that faculty/staff can easily maintain access to their data regardless of where they work.	1. *Degree of Impact*- consider the modifications to commute time and options in terms of alternative modes of transport available as part of determining its utilization; 2. *Operational Logistics*- perform an assessment to determine/ensure there is the operational bandwidth/ physical presence to provide for a continuity of operations that incorporates work-at home assignments for a subset of employees. 3. *Work Assignment* - Does the employee's work lend itself to a work at home assignment? This option would be most viable for positions that have little or no dependency on the infrastructure of a normal office environment and where face-to-face interactions with others are not essential. 4. *Best Fit*- Consider those individuals who are well suited for work-at home assignments, e.g. is there a good fit where work habits are concerned that in turn permit the effective use of the arrangement. 5. *Computer/Software Environment* – Consider if faculty and staff would need to prepare to have a suitable computer environment ready at home: this would include equipment, appropriate software, updated security patches, network connection, and telephone access.
Work Schedule Modifications	• *Gliding Schedules.* This entails temporary flexible work schedule such as gliding start and end times to allow for delayed arrivals.	1. *Preserving FTE*- Gliding schedules must consider concurrently preserving the hours defined by the employee's existing position FTE and meet the organization's operational

		deliverables.
		2. *Benefit Coverage* - Since there is no change in total hours worked, the flexible schedule will not impact pay and benefits eligibility. 3. *Review Effectiveness*- Administrator's should review its employee scheduling for efficiency of service.
Use of Vacation or Personal Leave	• *Utilization of vacation / personal leave as per Collective Bargaining Agreement*	1. Administrators may support the use of vacation/personal leave due to short term transportation issues. 2. Concurrent with approval from Human Resources, Safety and Risk Management, Administrators may approve a leave without pay. This leave option is as a last resort, and premised on all leave options and work alternatives having been fully explored and exhausted prior to initiating such a leave. 3. A leave of absence without pay may result in an employee having to directly contribute towards their benefit plan.
SF State Classroom Continuity- Draft Options	• *Utilization of SF State's online systems.* The technical systems needed to fully support online teaching for all classes are in place and prepared to serve an increased load. These systems include the iLearn learning management system, Blackboard Collaborate web conferencing application, and the Coursestream lecture capture system. The Coursestream system includes a limited number of 26 dedicated classrooms (16 on main campus, 9 rooms at the DTC, 1 room at the Romberg Tiburon Center - http://at.sfsu.edu/coursestream/rooms) and an unlimited ability to pre-record lectures from computer workstations using the echo360 personal capture software.	1. Many faculty currently use SF State's online tools and techniques already. For those faculty who may need assistance, several forms of support are already provided by AT staff, through a drop-in lab and phone/email/chat help-desk services. 2. For faculty who are not using online tools already, AT is preparing a three-pronged approach, which includes: a) Web-based "Quick Start" guide to learn and implement basic online teaching techniques using the existing SF State systems and leveraging existing faculty training materials. b) Two hour hands-on workshop to learn how to create basic online instruction for classes, using SF State's current set of online teaching and learning tools. This workshop will be recorded the first time it is delivered, so faculty who can listen and watch it later to support

		their individual efforts. (Initial plans are to offer this workshop several times during the week prior to the date of a possible Bart strike, as needs dictate.) c) One on one support in the faculty drop-in lab, LIB 240. The drop-in lab is staffed 9-5 by qualified AT staff who is trained instructional designers who specialize in online course design and development. This is an existing service and does not require any additional development, though additional resources may be needed to supplement the current staff, depending on faculty demand for the service.
Secondary Sites	• Utilization of the Downtown Center. Availability is contingent upon classes already being taught/ in session at the DTC. There is a greater likelihood of availability before 4pm. • *CSU East Bay* has expressed an interest in partnering with SF State to create a collaborative reciprocal arrangement for business continuity planning. Specifically, the interest in exploring options for creating secondary work sites for University employees, as part of ensuring continuity of services. Options explored (subject to additional review) include:- a) Utilization of Oakland and Concord satellite campuses; and b) Accessing the CSU East Bay shuttle service with pick up's from Hayward Bart and Castro Valley, and subsequently coordinating an SF State shuttle from CSU East Bay*.* • *San Jose State University* have subsequently requested to be kept apprised of progress in establishing a reciprocal arrangement, with the possibility of likewise participating. • Currently exploring options for a reciprocal arrangement with UC Berkeley and a site visit is being scheduled.	1. For the Downtown Center, current availability includes: a) 9 classrooms and 1 computer lab on the 5th floor, b) 23 classrooms and 8 computer labs on the 6th floor

	Business Considerations: *1)* Potential cost for utilizing the DTC. This takes into consideration that the space is leased by the University, with full rent of the sixth floor classrooms paid for by CEL (with the exception of one of them being paid for by Public Administration). The fifth floor classrooms are paid for by the College of Business. Therefore, exploration as to the business arrangement between the University and the DTC regarding usage of the classrooms, consideration for in the event it may impact whether any of the existing units be reimbursed for their payment of rent.	
Hospitality Suites at SF State and Parkmerced	• Provision of emergency accommodation during a disaster (currently pending occupancy availability) • Exploration of Emergency Accommodation (executive suites) through Parkmerced-pending response currently.	SF State (via University Property Management) can provide the following in the event of an emergency (contingent upon availability): 1. At least 1-2 furnished apartments at University Park North or South; 2. A shared bedroom (part of the student bed space program) furnished 3. University Property Management maintains an extensive inventory of emergency supplies for the housing community. Some of the items include water filtration equipment, food, first aid, tents and two way radios. Safety vests, gloves and hard hats are also available for responding staff.