

Edwards Central Appraisal District

Emergency and Disaster Recovery Plan



Edwards Central Appraisal District Emergency and Disaster Recovery Plan

PURPOSE

The purpose of this plan is to provide for emergency and disaster recovery for the Edwards Central Appraisal District. This plan seeks to mitigate the effects of a disaster, to prepare staff members of measures to be taken which will preserve life and minimize damage and to provide a recovery system in order to return the Edwards Central Appraisal District office to its normal operation as soon and as efficiently as possible.

This plan seeks to define the responsibilities of the Edwards Central Appraisal District employees in case of man-made or natural disasters, technological accidents, and other major incidents.

SCOPE

- This plan establishes operations concepts and identifies tasks and responsibilities required to carry out the disaster recovery plan. It describes the organization and coordination of efforts. It identifies who is expected to do what, when, where, and how to prevent and manage emergency situations.
- The plan addresses the steps that are necessary to ensure continuity of operations to provide for the protection of the staff and the citizens as well as essential services to the citizens in the event of a major disaster.
- This plan also includes provisions for flexibility of methods, operations, and actions needed to facilitate the efforts of the Edwards Central Appraisal District in accomplishing its objectives.
- The Edwards County Sheriff's Office and the Emergency Management Coordinator have a copy of this plan.

SITUATION AND ASSUMPTIONS

- ***Situation***
The Edwards CAD is exposed to many potential hazards, all of which have the potential for disrupting the daily operations of the appraisal district and the community, causing damage and causing casualties. Possible natural hazards include, but are not limited to, tornadoes and wind and storm damage. Other emergencies include, but are not limited to, vandalism, theft, fire, and technology failure. Security buttons are located in each office in case of an emergency. They are tested every year.
- ***Assumptions***
A major disaster is possible at any time or any place in the County. In some cases, dissemination of warning and increased readiness measures may be possible. However, in

many cases disasters and events can and will occur with little or no warning.

In the event of an emergency or disaster the Edwards Central Appraisal District will receive assistance from Harris Government Solutions, Inc., as well as local emergency personnel such as the Sheriff's Department, Edwards County Emergency Management Coordinator, ambulance service, and fire department.

It is possible for a major disaster at any time to occur that may require evacuation and sheltering of staff and/or the public. The ability to recover and resume normal operations following a disaster is directly influenced by the effectiveness of continuity of government and operations and recovery planning.

OPERATIONAL CONCEPT

It is the responsibility of the Edwards CAD to protect employees' lives and appraisal district property from the effects of hazardous events.

A local state of disaster may be declared by the Edwards County Judge. The Edwards Central Appraisal District Chief Appraiser will be in contact with these officials for direction to activate staff in the recovery aspects of the plan.

The Edwards Central Appraisal District's Chief Appraiser is responsible for the development and maintenance of an emergency and disaster recovery response plan and measures. The basic functions of the plan are to coordinate activities efficiently and effectively, and to ensure that any skills not normally available in the staff are obtained from other sources. The Edwards CAD Chief Appraiser will be the lead contact for Edwards CAD during any emergency or disaster.

The Chief Appraiser shall prepare the staff and any contractors in the event that they are required to perform emergency/disaster recovery functions over an extended period of days or weeks.

The emergency and disaster recovery plan follows an "all hazards" approach and acknowledges that most responsibilities and functions performed during an emergency are not hazard specific. Likewise, this plan accounts for activities before and after, as well as during, emergency operations.

ORGANIZATION FROM EMERGENCIES OR DISASTER AND ASSIGNMENT OF RESPONSIBILITIES

The Edwards CAD Board of Directors and the Chief Appraiser are responsible for doing everything possible to minimize damage and to help restore the office of the Appraisal District in the event of any disruption of services due to a natural disaster, man-made incident, or national or local emergency.

- ***Board of Directors***

The Edwards CAD Board of Directors is made up of representation from each voting taxing jurisdiction.

The Board of Directors are responsible for working with and directing the Chief Appraiser in any planning and implementation of any emergency actions. The Board of Directors shall establish policies and procedures for the operation of the Appraisal District should an emergency or disaster situation occur which effects Edwards CAD.

- ***Chief Appraiser***

The chief appraiser shall work with and assist the Board of Directors in all phases of emergency preparedness efforts as the Emergency and Disaster Recovery Management Coordinator for Edwards CAD. The Chief Appraiser shall serve as the liaison officer between the Board of Directors and the Emergency Management Coordinator, County Judge, and/or Mayor. The chief appraiser will establish a program to prepare, review, revise, distribute, and maintain the Edwards CAD emergency and disaster recovery plan. The chief appraiser shall coordinate with Peoples State Bank, vendors, contractors, and professional service providers to reinstate operations at the Edwards CAD office, coordinate emergency and recovery actions for the Board of Directors and staff. The chief appraiser shall maintain liaison with organized emergency volunteer groups and private agencies. Activate readiness plan in case of warning, evacuation, fire and rescue, terror threat, and civil disturbances and maintain the contact phone list with staff, board, taxing entities, and service contractors.

RECOVERY ACTIONS

The Edwards CAD Chief Appraiser shall provide overall direction for recovery action will:

- a. Contact the Board of Directors and staff to re-establish communications
- b. Assess the extent of damage of office and property and take photos of damage
- c. Contact, direct or perform emergency cleanup debris removal of office and/or property. Follow current guidelines suggested by Texas State Library and Archives Commission, State and Local Records Management and the State Office of Risk Management Business Continuity Program.
- d. Contact outside vendors, contractors, and professional service providers requesting assistance or service as needed.
- e. Evaluate the needs and resources needed to resume business activities.
- f. Designate areas restricted to staff as necessary.
- g. Furnish regular status reports to the Board of Directors.
- h. Keep the taxing entities and public informed of the situation and how to contact the Edwards CAD.
1. Perform an inventory of personnel and equipment for the Edwards CAD's disaster recovery efforts.
- J. Maintain a list of Board of Directors and contact numbers.
- k. Maintain a list of employees and contact numbers.

- I. Maintain a list of service providers, contractors, and professional services and contact numbers.
- m. Maintain an inventory list of all fixed assets.
- n. Maintain a list of all insurance providers contact numbers.
- o. Maintain a list of all local and state offices available to provide assistance with disaster relief.

CONTINUITY OF GOVERNMENT

The Edwards CAD is a separate political entity from the local county government, but in case of emergency or disaster, the Board of Directors and Chief Appraiser will follow the lines of succession within Edwards County and relocate Edwards CAD office to their recovery location being the County Nutrition Center building located at 212 W. Main Street, Rocksprings, Texas 78880 or the County Park Building located at 903 N. US Highway 377, Rocksprings, TX 78880.

Hardware

Harris Government Solutions, Inc maintains an off-site backup of the complete software system. The district's Board of Directors minutes and financial information will be kept in the office vault located in the Peoples State Bank vault. Permanent retention of files are located in the Peoples State Bank security deposit facility and the Edwards CAD storage room located at 101 E. Main Street, Rocksprings, TX 78880.

Software

Each employee uses Harris Government Solutions, Inc/ PACS Appraisal Software as well as, Microsoft Office, Adobe Acrobat, ArcGIS, and Pictometry. QuickBooks is also used by the Chief Appraiser as well as the Adobe Writer. Additional software may be used on an assigned basis.

Hard Copy Records

The District has concerted many hard copy records to a digital format. Records that have been converted are included in the backup records. In the event of an emergency, securing on-site backup sets and those records not converted will be a priority.

PERSONNEL RESPONSIBILITIES

Should the Chief Appraiser be unavailable to mitigate the emergency or disaster, the Office Administrator/ Senior Appraiser will temporarily provide direction for the recovery efforts under the supervision of the Board of Directors. Appraisal activities would be maintained by the staff with the assistance of Pritchard & Abbot Valuation Consultants, Tyler Halfmann, RPA, and/or other reputable vendors as the Board of Directors determine.

Lines of Succession:

- Board of Directors
The Board of Director is composed of 5 members elected by eligible taxing authorities within Edwards County. At the first meeting of the year, the Board elects the Chairman and Secretary. The line of succession shall follow this order.
- Chief Appraiser
The Chief Appraiser is appointed by the Board of Directors. In any instance where the Chief Appraiser may not be immediately available or is incapacitated, the Senior Appraiser will succeed the Chief Appraiser. Upon assuming the responsibilities of the Chief Appraiser, the Senior Appraiser will notify the Board Chairman of this action and will continue in this capacity until the Chief Appraiser is available or an action is taken by the Board of Directors appointing another to act in their place. If the Senior Appraiser is also unavailable or is incapacitated, the other Office Appraiser will assume responsibility and follow the same actions above.
- A list of key contacts is attached at the end of this plan and shall be updated and maintained on a constituent basis.

COMMUNICATIONS

Readiness and Response Levels

Plans and procedures provide that certain actions be taken at each response level based on the situation encountered. The levels of readiness and response conditions are:

Normal Conditions:

Planning and training activities are conducted.
Equipment and facilities are maintained.
Warning communication and security systems and services are tested.
Conduct daily back-up of all District data.

Increased Readiness

No significant emergency situation has occurred but increased vulnerability to a specific hazard may exist.
Staff is altered as to the nature of the situation.
Plans and procedures are reviewed.

Escalated Response

The scope of the emergency situation has expanded. Actions such as evacuation or closing may be implemented.
The Chief Appraiser is notified and briefed of the situation and potential impacts. The Chief Appraiser is responsible for making decisions regarding actions necessary to protect the staff and the public.

Normal operations may be impaired. Preparations are made for the protection of vital records.

Alert and Warning

The warning of an actual or potential emergency is received. The Chief Appraiser is notified of the warning and the decision to evacuate or take cover in-place.

If the warning occurs prior to normal operating hours, a decision will be made as to continue with normal operations, limited operations or to suspend operations until such time as the level of safety of staff and public is acceptable. Affected staff will be notified of any actions using existing contact information.

Recovery

The Chief Appraiser shall provide for the overall direction of recovery actions. The Chief Appraiser is designated with the authority to make necessary decisions regarding the operations of the District. A timeline is attached at the conclusion of this plan.

PLAN DEVELOPMENT, MAINTENANCE, AND IMPLEMENTATION

Development

The Chief Appraiser is responsible, through approval by the Board of Directors, for the development and maintenance of this disaster plan. This plan will be reviewed and approved by the district on an annual basis.

Maintenance

The Board of Directors is responsible for the annual review of this plan and providing recommendations for changes to the Chief Appraiser. The Chief Appraiser will issue changes to the plan as they are made. Revisions to this plan may result after an evaluation of its effectiveness after a review of its contents, tests, or after an incident. On-going employee training will be conducted to test and familiarize employees of the actions required in this plan.

Implementation

This plan will be implemented upon approval of the Board of Directors and distributed to the staff for review and training.

SPECIFIC INCIDENTS-

VANDALISM AND THEFT

In case of vandalism, the chief appraiser will notify the local Sheriff's department and make a report. The Chief Appraiser will notify the Board of Directors, who will determine a plan of action.

EMERGENCY AND EVACUATION PROCEDURES

FIRE- When an emergency arises, stay calm proceed immediately to the nearest clear exit and leave the building. All employees must leave the building and meet in the parking lot away from the building. Roll call will be conducted to ensure that all employees are accounted. The Chief Appraiser will advise when it's safe to return to the building.

MEDICAL EMERGENCY- Remain calm. Call or have someone else call 911. Be prepared to tell the 911 operator the following information: specific location, type of injury or problem, individuals present condition, events leading up to the emergency and whether or not CPR is being performed. Notify or have someone notify the Chief Appraiser of the situation.

BOMB THREAT (OTHER THREAT)- Remain calm. If the threat is delivered directly to the Appraisal District by telephone, the person taking the call should make note of the following: description of the threat (what did the caller say about the bomb, where it may be located, or what time is set to go off, etc.), description of the caller's voice (male, female, old, young, slurred, angry, etc.), description of any background noises (was there any music, laughter, traffic, etc.), any other information is relayed by the caller or picked up by the receiver. 911 should be notified of the call and employees should exit the building and wait for the arrival of the Sheriff's office. The Chief Appraiser or staff will communicate with the officer in charge and will coordinate with the Sheriff's Department as a determination to the credibility of the threat is determined. The Chief Appraiser will inform when it is safe to re-enter the building.

SUSPICIOUS SITUATION- When encountering a suspicious situation, keep a clear head, be observant and use sound judgment. Notify the Chief Appraiser, or call 911 and report the situation.


SECURITY BUTTONS – Security Buttons are located in each office if there is a situation that the Sheriff's office needs to be notified please use the buttons.

POLICY DEVELOPMENT, MAINTENANCE, AND IMPLEMENTATION

This policy will be reviewed and approved by the Board of Directors. This policy shall be given to all Edwards Central Appraisal District employees.

This policy supersedes and rescinds all previous versions of the Edwards Central Appraisal District Emergency and Disaster recovery policy and is effective upon approval of the Edwards Central Appraisal District Board of Directors as indicated by the signatures of the Chairman of the Edwards Central Appraisal District Board of Directors and the Chief Appraiser.

Approved and adopted this the 16th day of December, 2024



 Chairman, Board of Directors
 Edwards CAD



 Chief Appraiser
 Edwards CAD

TITLE	Name	Address	Contact Number
Chief Appraiser	Renn R. Riley	P.O. Box 461, Rocksprings, TX 78880	325-315-8834
Appraiser	Mary Tackett	646 SD 53410 Rocksprings, TX 78880	214-608-8679
Tax Collector/Clerk	Robin Hohman	P.O. Box 572 Rocksprings, TX 78880	830-834-9410
Rocksprings I.S.D.	Justin Del Bosque	P.O. Box 157, Rocksprings, TX 78880	830-683-4167
Edwards County	Souli Shanklin	P.O. Box 348, Rocksprings, TX 78880	830-683-6122
Nueces Canyon C.I.S.D.	Kristy Powers	P.O. Box 118, Barksdale, TX	830-234-3514
City of Rocksprings	Homer Jimenez	P.O. Box 796, Rocksprings, TX 78880	830-683-3181
Real Edwards Cons. Rec Dist.	Joel Pigg	P.O. Box 1208 Leakey, TX	830-597-3322
McCreary Veslka Bragg&Allen PC	Matthew Tepper	700 Jeffrey Way #100, Round Rock, TX 78665	512-323-3200
Harris Government Solutions	Becky Oliver	7600 N. Watters Rd. Allen, TX 75013	972-265-7300
Pritchard & Abbott, Inc	Tyler Halfmann	3025 W. Beauregard Ave. San Angelo, TX 76902	325-482-9188
Pictometry	Kevin Beers	100 Town Centre Drive, Suite A, Rochester, NY 14623	

EDWARDS CAD EMERGENCY AND DISASTER RECOVERY POLICY

Timeline for Coordinating A Critical Incident Response

Objective:

1. To coordinate the District's response to critical or emergency incidents while paying special attention to the safety and security needs of its staff, citizens, and visitors, including persons with disabilities and functional needs.
2. To maintain customer service by minimizing interruptions or disruptions of operations.
3. Protect the district's facilities, physical assets, and electronic information.
4. Edwards Central Appraisal District will provide guidance and appropriate support services to the staff, Appraisal Review Board members, and the Board of Director members in the event of a critical incident.
5. Outline the general procedures to be taken by the Edwards Central Appraisal District, in the event of a critical incident (or the threat thereof) affecting the daily operations of the appraisal district functions.

Definition of Critical Incident:

1. A critical incident is a situation that involves the District's employees and/or citizens that creates a major disruption of normal operations and calls for a response beyond normal operational procedures.
2. Examples of critical incidents or situations such as natural/structural disasters (fire, flood, tornado, earthquake, storms, explosions, power outages, leaks, and hazardous materials releases), violent behavior (terrorism, workplace violence, vandalism and theft) or life-threatening injury or illness.
3. Some emergencies, disasters, or incidents may occur with enough warning that appropriate notification will be issued to ensure some level of preparation. Others may occur with no advanced warning.
4. The challenges created by emergencies or disasters depends on factors such as time of occurrence, severity of impact, existing weather conditions, area demographics, and nature of building constructions.

**** THIS PLAN IS FOR GENERAL INFORMATION ONLY! IN AN ACTUAL CRITICAL INCIDENT, VARIATIONS MAY HAVE TO BE MADE DEPENDING ON THE NATURE OF THE INCIDENT AND THE SITUATION.**

Basic Steps:

- 1. Prevention/Loss Control**
- 2. Preparedness/Planning**
- 3. Post Event Response**
- 4. Recovery**

Step 1.

- The Chief Appraiser is notified of a critical incident involving a District employee or citizen at 101 E. Main Street during the day.
- Other on-call management staff may be notified on their cell phones that will immediately coordinate with the Chief Appraiser after hours or holiday.

Renn Riley - Chief Appraiser - 325-315-8834

- If it is determined that immediate medical attention is necessary, first responders may call 911. After emergency services have been contacted, all steps in this process must be followed.
- In the event the Chief Appraiser is incapacitated or unavailable for any reason, the Sr. Appraiser/ Office Administrator, in coordination with the Chairman of the Board of Directors will assume the role of primary contact and decision maker.

Step 2.

- The Appraiser gathers information concerning the critical incident and responds accordingly and also assesses the situation and shall notify the Chief Appraiser.
- In the event that the District needs to be closed or schedules altered in some manner, approval must come from the Chief Appraiser.
- Any media contact or press releases must be coordinated through the Chief Appraiser.
- Any email or website assistance must be coordinated through the Sr. Appraiser/ Office Administrator.

Step 3.

Depending on the evaluation of the situation, one or more of the following may occur:

- Chief Appraiser assigns an on-site coordination that report is back to him/her. Based on the initial findings and upon the agreement with either the Chief Appraiser or the on-site coordinator, the response by the Chief Appraiser may include: dealing with the situation alone, contacting trained personnel, contacting appropriate outside agencies (local police, fire, hospital, etc.), and contacting family members, and contacting counseling center. If warranted, and emergency meeting of all essential personnel may be called after evaluation of the situation.
- If an emergency meeting is activated, it will be held in the Chief Appraiser's office. If this

location is unavailable, it will be held at Edwards County EOC, 106 S Wells Street, Rocksprings, TX 78880.

- If determined in the emergency meeting, the on-site coordinator will assist the Chief Appraiser in dealing with the critical incident. This may include, but is not limited to: assisting staff, citizens, and family members, while gathering additional information, etc.

Step 4. Recovery Timeline

- **24 HOURS**

If small in scope, begin clean-up and minor repairs.

Assess damage and determine length of outage.

Secure alternate location, if needed. Move computers and equipment.

Determine scope of damage for servers and workstations. Obtain backup computer equipment.

Contact software/hardware provider to begin restoration. Restore the network.

Determine requirements for voice and data communications.

Contact Phone Company to redirect voice service to alternate location.

Remove vital records subject to damage or exposure.

Make arrangements with police to secure/patrol the damaged area if necessary. Notify employees and board members of situation.

- **48 to 72 HOURS**

Contact internet provider.

Restore internet connection at alternate location.

Reinstall software as necessary.

Restore data as necessary.

Prepare statements/contact media and the public of the situation. Notify key customers of situation.

Notify all vendors and deliver services of change of location.

Remove/secure all documents and records.

Notify insurance company that owner of building has done so. Document all facility damage.

Order supplies and equipment required for alternate site.

Keep employees and board members informed of recovery process.

- **1 to 2 WEEKS**

If moderate in scope, complete repairs as necessary, while operating at alternate site. Inventory damaged and destroyed equipment.

Salvage equipment and supplies. Arrange for offsite storage, if needed.

- **3 to 4 WEEKS**

If severe in scope, set up and operate at temporary facility while completing repairs. Secure financial backing as needed for recovery effort.

Settle property claims with insurance company. Determine if new permanent operating site is required. Prepare media statements.

Report on final disaster recovery expenses to the Board of Directors.

Update disaster recovery plan based on lessons learned.

Step 5.

Once the situation is assessed, the necessary staff will meet and debrief. Any needed follow-up plans, communications, activities and/or programs will be determined for final resolution of the critical incident. Timelines for these activities will be determined and a closure/evaluation meeting will be scheduled. The Chief Appraiser will evaluate all responses to the critical incident at the closure/evaluation meeting and will recommend any policy revisions in procedures.

Press Relations.

All press and media releases will be conducted by the Chief Appraiser in cooperation with the on-site coordinator. The Chief Appraiser and on-site coordinator will review all media and press releases.