

WHEELER CENTRAL APPRAISAL DISTRICT

DISASTER RECOVERY PLAN

402 S. Main St., Wheeler, Texas 79096

WHEELER CENTRAL APPRAISAL DISTRICT Mitigation and Disaster Recovery Plan

I. PURPOSE

The purpose of this plan is to provide for mitigation and disaster recovery for the Wheeler Central Appraisal District office.

This plan seeks to mitigate the effects of a disaster, to prepare staff members for measures to be taken which will preserve life and minimize damage, to provide a recovery system in order to return the appraisal district office to its normal state of affairs.

II. SITUATION AND ASSUMPTIONS

A. SITUATION

The Wheeler Central Appraisal District (WCAD) is exposed to many hazards, all of which have the potential for disrupting the community, causing damage, and creating casualties. Possible disasters include water (floods, roof leaks), tornadoes, fires, storms, employee sabotage, or computer virus. There is also the threat of war-related incidents such as a nuclear, biochemical, terrorism, and civil disorder.

B. ASSUMPTIONS

1. The WCAD will continue to be exposed to the hazards noted above, as well as others, which may develop in the future.
2. Outside assistance will be available in most emergencies affecting the WCAD; however, it is essential for the appraisal district to be prepared to carry out disaster response and short-time actions on an independent basis.
3. It is possible for a major disaster to occur at any time and at any place in Wheeler County. In some cases, dissemination of warning and increased readiness measures may be possible. However, many disasters and events can, and will, occur with little or no warning.
4. Local government officials recognize and accept their responsibilities for the safety and well-being of the public and will assume their responsibilities in the implementation of an emergency management plan.
5. Proper implementation of this plan will reduce or prevent disaster related losses.
6. The Wheeler Central Appraisal District, as well as Wheeler County may be isolated for several hours, days or even several weeks, in the event of a large-scale natural disaster.

III. OPERATIONAL CONCEPT

A. General

It is the responsibility of the WCAD to protect district property from the effects of disastrous events. This plan is based upon the concept that the emergency functions for various Wheeler County agencies involved in the emergency management will generally parallel day-to-day functions. To the extent possible, the appraisal district staff and office will be employed in this effort. Day-to-day functions that do not contribute directly to the emergency may be suspended for the duration of any emergency. The efforts that would normally be required for those functions will be redirected to the accomplishment of the disaster recovery tasks of the appraisal district.

A local state of disaster may be declared by the Wheeler County Judge or the Mayors of Wheeler, Shamrock or Mobeetie for their jurisdictions. The Wheeler Central Appraisal District Chief Appraiser will be in contact with these officials for direction to activate staff in the recovery aspects of the plan.

B. DIRECTION AND CONTROL

The 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 for utmost efficiency and effectiveness and to assure that any skills not normally available in the staff are obtained from other resources. The Chief Appraiser will be the lead contact during any emergency or disaster for the Wheeler Central Appraisal District. In the event the Chief Appraiser is unable to fulfill these duties for any reason, the Deputy Chief Appraiser will be the lead contact.

C. ORGANIZATION FOR EMERGENCIES OR DISASTER

The Chief Appraiser shall prepare, through planning and callout list, the staff and contractors to perform emergency/disaster recovery functions over an extended period of days or weeks.

IV. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The Wheeler Central Appraisal District Board of Directors, the Chief Appraiser and staff are responsible to do everything possible to minimize damage and help to restore the office of the WCAD in the event of a natural disaster, manmade incident, or national emergency, including nuclear attack, accidental missile launch, or threat thereof.

A. Board of Directors

1. The Wheeler Central Appraisal District Board of Directors is made up of representation from each voting taxing jurisdictions.

The responsibilities of the Board of Directors are:

- a. Work with and direct the Chief Appraiser in all types of planning and emergency actions.

- b. Establish policy and procedure for the operation of the appraisal district, should an emergency or disaster situation occur.

B. Chief Appraiser

1. The Chief Appraiser is the district's chief administrative officer.

The responsibilities of the Chief Appraiser are to:

- a. Work with and assist the Board of Directors in all phases of emergency preparedness effort as the Emergency and Disaster Recovery Management Coordinator.
- b. Serve as the liaison officer between the Board of Directors and the Emergency Management Office (EMO), County Judge and Mayors.
- c. Establish a program to prepare, review, revise, distribute, and maintain the Wheeler Central Appraisal District Emergency and Disaster Recovery plan.
- d. Coordinate with vendors, contractors, and professional service providers necessary to carry out the Emergency and Disaster Recovery plan.
- e. Work with the Board of Directors and other entities to establish a temporary office. Without knowing the type of disaster or how wide-spread throughout the county, designating a specific temporary office is merely a suggestion; however, the appraisal district's plan is to establish a temporary office at the nearest school district not affected by disaster.
- f. Arrange for disaster preparedness and response to meet the needs of staff and property.
- g. Coordinate emergency and recovery actions for the Board of Directors and staff.
- h. Keep in contact with the Emergency Management Office, County Judge, and Mayors to receive preparedness status and anticipate the needs of the district.
- i. Maintain liaison with organized emergency volunteer groups and private agencies.
- j. Keep in contact with the Emergency Management Office, County, and cities to increase the readiness actions in case of warnings, shelter in place, radiological protection, evacuation, fire and rescue, terror threat, civil disturbances, biochemical attack.

V. INCREASED READINESS PROCEDURES

A. GENERAL

Some emergencies follow a recognizable build-up period during which actions can be taken to achieve a state of maximum readiness and recovery.

1. READINESS

The Chief Appraiser shall provide overall direction for readiness actions and will:

- a. Contact the Board of Directors and staff of the pending or predicted emergency or disaster.
- b. Contact the district's current software vendor Pritchard & Abbott's Information Technology manager to secure off-site software and hardware protection.
- c. Notify the district's current insurance carrier of the pending or predicted emergency or disaster.

2. RECOVERY ACTIONS TIMELINE

- a. 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 (if possible)
 - ◆Determine scope of damage for work stations
 - ◆Obtain backup computer equipment if needed
 - ◆Work with Pritchard & Abbott, Inc. to restore off site backup
 - ◆Restore network
 - ◆Determine what is needed to restore voice and data communication
 - ◆Contact telephone company to redirect communication to alternate location
 - ◆Restore telecommunications
 - ◆Contact utility companies to assess and restore services
 - ◆Remove any vital records subject to damage or exposure
 - ◆Secure building, doors and broken windows
 - ◆Make arrangements with sheriff's department to secure/patrol damaged building
 - ◆Notify employees and board members of the situation
- b. 48-72 Hours
 - ◆Contact internet provider to 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 all vendors and delivery services of change of location

- ◆Remove/secure all documents and records
 - ◆Notify insurance company
 - ◆Document all facility damage
 - ◆Order supplies and equipment required
 - ◆Notify post office of new address to deliver mail
 - ◆Provide assistance to employees
 - ◆Keep employees and board members informed of recovery process
- c. 1-2 Weeks
- ◆If moderate in scope, complete repairs necessary while operating at alternate site
 - ◆Inventory damaged and destroyed equipment
 - ◆Salvage equipment and supplies
 - ◆Arrange for offsite storage if needed
- d. 3-4 Weeks
- ◆If severe in scope, set up and operate at temporary facility while completing repairs
 - ◆Secure financial backing as needed for the recovery effort
 - ◆Settle property claims with the insurance company
 - ◆Determine if new permanent operating site is required
 - ◆Prepare media statement
 - ◆Report on final disaster recovery expenses to board members
 - ◆Update disaster recovery plan based on lessons learned

VI. ADMINISTRATION

A. ADMINISTRATION

1. Reports and Records

Maintain a list of Board of Directors and contact numbers.

Maintain a list of employees and contact numbers

Maintain a list of service providers, contractors, and professional services and contact numbers.

Maintain an inventory list of all fixed assets.

Maintain a list of the Wheeler Central Appraisal District insurance providers.

VII. PRESERVATION OF RECORDS

The Local Government Records Act 203.021(5) requires that elected officials and governing bodies “facilitate the identification and protection of essential local government records.” Essential Records are records in any media necessary to the resumption or continuation of operations after a disaster. Records required in the recreation of the legal and financial status of the government and the protection and fulfillment of obligations to the people of the state.

The Wheeler Central Appraisal District has identified the essential records of the district as the data base within the Pritchard & Abbott software, which includes parcels, parcel numbers, legal descriptions,

owners, maps, images, exemptions, property history, etc. WCAD GIS information is hosted and backed up also by Pritchard & Abbott Inc. In addition, the financial records and fixed assets inventory of the district are backed up on a cloud server.

The databases of the district containing essential data are backed up on a daily basis electronically at Pritchard & Abbott Inc. in Fort Worth, Texas. The backup of the hard drive is stored off site through Carbonite online backup which is performed daily.

VIII. PLAN DEVELOPMENT, MAINTENANCE, AND IMPLEMENTATION

- A. If a plan is to be effective, its contents must be known and understood by those who are responsible for its implementation. The chief appraiser will brief the staff and board of directors concerning their role in emergency and disaster recovery management and ensure proper distribution of the plan to the staff and board.
- B. The chief appraiser will be responsible for contacting all vendors, contractors, and professional service providers of the duties and responsibilities associated with the plan.
- C. The plan will be reviewed annually and updated, as necessary.

Wheeler Central Appraisal District Staff:

Kimberly Morgan	Chief Appraiser
Julie Reed	Deputy Chief Appraiser
Janice Johnson	Deed Clerk

Wheeler Central Appraisal District Board of Directors:

Ike Finsterwald, Chairman
Keith Horn, Vice Chairman
Cindy Brown
Josh Bryant
James Wischkaemper

In the event of a disaster (during business hours):

- Stay tuned to KAMR/Weather channel for weather updates
- Notify spouse/relatives
- Secure work space –shut-off/unplug computers & equipment in each office
- Secure front counter
- Secure computers; secure Pritchard & Abbott system and software, backup data on server (if possible) and turn off printers, copy machine; lock filing cabinets.
- Turn off heating/cooling unit
- Kimberly Morgan, Julie Reed or Janice Johnson – take all cash & deposits on hand to the bank immediately (if possible)
- Move to the Courthouse basement if time permits, otherwise move to an interior room (conference room) away from doors and windows. Wait for the all clear.
- After all clear, check for damage. Alert the Board & Contractors

In the event of a disaster (after business hours):

- After home is secured, staff will report to appraisal district office as soon as possible.
- Check building and contents for damage/report to authorities any damage.

Contact Listings

STAFF	
Kimberly Morgan – Chief Appraiser	(806) 346-7806 Cell
Julie Reed – Deputy Chief Appraiser	(806) 216-0424 Cell
Janice Johnson – Deed Clerk	(806) 334-1134 Cell
BOARD OF DIRECTORS	
Ike Finsterwald	(806) 826-5012 (806) 663-9638 Cell
James Wischkaemper	(806) 256-2157 (806) 334-9048 Cell
Josh Bryant	(806) 663-6284
Keith Horn	(806) 375-2358 (806) 217-0570 Cell
Cindy Brown	(806) 826-3131
TAXING ENTITIES	
Wheeler County	Judge Hefley (806) 826-5961
North Hospital District	Monica Kidd (806) 826-5581
South Hospital District	Wiley Fires (806) 256-2114
Panhandle Groundwater Conservation District	C.E. Williams (806) 883-2501
City of Wheeler	Bob McCain (806) 826-3222
City of Shamrock	Lynn Ramsey (806) 256-3281
City of Mobeetie	Bobbie Walker (806) 845-3581
Wheeler ISD	Brian Markham (806) 826-5241
Shamrock ISD	Kenneth Shields (806) 256-3492
Fort Elliott CISD	Brandon Mahler (806) 375-2454
Kelton ISD	Leslie Berry (806) 826-5795
McLean ISD	Oscar Muniz (806) 779-2301
CONTRACTORS	
Pritchard & Abbott Inc.	(806) 358-7837 Amarillo Office
Pritchard & Abbott Inc.	(800) 880-7861 Fort Worth Office
Perdue, Brandon, Fielder & Mott LLP	(806) 359-3188
Tascosa Office Machines – Copier	(806) 373-6268
Pitney Bowes – postage meter	(800) 522-0020
TML Intergovernmental Risk Pool	(800) 537-6655
EMERGENCY MANAGEMENT COORDINATOR	
Ken Daughtry	(806) 334-7373 Cell
Others	
Wheeler Banking Center	(806) 826-5566
Wheeler Times – newspaper	(806) 826-3123
County Star News – newspaper	(806) 256-2070

UTILITIES	
Clearcom USA (phone system and internet)	1-800-350-7400
Xcel Energy (electric)	1-800-895-1999
City of Wheeler (water)	(806) 826-3222
West Texas Gas	(806) 826-5511 or 323-6464

**YEARLY EMPLOYEE TRAINING
AND TESTING OF OFFSITE BACKUPS**

Each year the Chief Appraiser will do annual training with the employees of the Wheeler Central Appraisal District. Topics to be discussed are the responsibilities and roles of each employee during a disaster and the recovery period. Back-up testing will be performed and each backup vendor will report the findings to the Chief Appraiser.

Each employee will sign the following statement after their training sessions. The Chief Appraiser will retain documentations from Pritchard & Abbott Inc. stating the date that the backup was tested.

Employee Statement:

I _____ have received my yearly training covering all aspects of the Wheeler Central Appraisal District Emergency and Disaster Recovery Plan. I fully understand my responsibilities as an employee of the appraisal district during any emergency and/or disaster.

Employee

Date

Chief Appraiser

Date

PRITCHARD & ABBOTT, INC.
STEPS TO RECOVER OFFSITE LOCATION

The client maintains a backup of the P&A owned servers. This happens daily via the LTO backup system. This should be moved daily to an offsite location. These back-ups contain the necessary data to restore the P&A system in case of a disaster.

In case of a disaster we give client the option to recover to another new server or recover to a hosted server at the P&A office.

If a client wishes to restore back in-house then once a replacement server is in place the client database and file structure of Pritchard & Abbott's data are restored as before from the backup image.

If the client needs a rapid restore, the backup image is loaded to a server in the Pritchard & Abbott office for remote access to the data. This is only a restore of the program data and files and does NOT include any non P&A production data.