

# STONEWALL COUNTY APPRAISAL DISTRICT

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## *DISASTER RECOVERY PLAN*

### Emergency Notification Contacts

NAME	ADDRESS	HOME PHONE	MOBILE PHONE
Debra Smith, RPA, RTA Chief Appraiser	237 S 16 <sup>th</sup> , Aspermont, TX	940-989-3309	940-200-0657
Hilary McDonald, Deputy Appraiser	201 FM 610 Aspermont, TX		682-319-4768
Jim Hecht, BOD Chairman	201 N FM 3457, Aspermont, TX	940-989-2855	432-488-9623
Renee Spikes, BOD Secretary	6000 US Hwy 380E, Aspermont, TX	940-989-3928	
Pritchard & Abbott, Inc. Software/Hardware Vendor	4900 Overton Commons Court, Fort Worth, TX		817-926-7861 Office phone
Pritchard & Abbott, Inc. Offsite Backup	4900 Overton Commons Court, Fort Worth, TX		817-926-7861
Ronnie Moorhead, Stonewall County Judge	Stonewall County Courthouse		940-989-3393 Office phone
Bill Mullen, Stonewall County Sheriff	Stonewall County Sheriff's Office –Local Warning Point		940-989-3333 Office phone

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## Purpose

The purpose of this Disaster Recovery Plan is to prepare the Stonewall County Appraisal District in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services as rapidly as possible to the widest extent possible when an incident occurs including mandatory stay at home orders due to a Pandemic Disaster declared by Governor. The Stonewall County Appraisal District leases offices within the Stonewall County Courthouse.

## Scope

The scope of this plan is to get the Stonewall County Appraisal District back to operation in the event that major components are lost, preventing the full functioning of the Appraisal District. This is a business continuity plan, not a daily problem resolution procedures document.

## Plan Objectives

- Serves as a guide for the recovery
- References and points to the location of critical data
- Provides procedures and resources needed to assist in recovery
- Identifies vendors and customers that must be notified in the event of a disaster
- Documents storage, safeguarding and retrieval procedures for vital records
- Address Pandemic Disaster responses due to mandatory stay at home orders

## Assumptions

- Key people will be available following a disaster
- This document and all vital records are stored in a secure off-site location and not only survive the disaster but are accessible immediately following the disaster

## Disaster Definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic events (weather, natural disaster, vandalism) that causes an interruption in the service provided by Stonewall County Appraisal District. This also includes Pandemic Disaster mandatory stay at home orders that will effect deadlines set by the Texas Property Tax Code division. The plan identifies vulnerabilities and recommends measures to prevent extended service outages and how to address meeting deadlines during a Pandemic Disaster.

## Team Member Responsibilities

- The Chief Appraiser will oversee the recovery of the Stonewall County Appraisal District.
- The Deputy Appraiser will assist the Chief Appraiser and will serve as an alternate in the event the Chief Appraiser is unavailable.
- The members of the Board of Directors will be apprised of all aspects of the recovery, and may be called upon to assist in the recovery.
- Members of the Board of Directors will oversee the recovery of the Stonewall County Appraisal District in the event the Chief Appraiser and the Deputy Appraiser are unavailable.
- All team members should keep this plan for reference at home in case a disaster happens after normal business hours and should be familiar with contents of the plan.

## Invoking the plan

This plan becomes effective when a disaster occurs.

## Disaster Declaration

The Chief Appraiser and/or the Board of Directors of Stonewall County Appraisal District are responsible for declaring a disaster for Stonewall County Appraisal District and activating the recovery plan.

## Notification

Regardless of the disaster circumstances, this plan will be activated immediately in the following cases:

- Damage to the building or computer software/system incurring a prolonged cessation of services more than one day.
- Cessation of utilities (electricity, gas, water) for more than two days.
- Where either of the above conditions are about to occur.

## External Communications

The Sheriff's Office has been declared the Local Warning Point for disaster circumstances in Stonewall County. The County Judge provides guidance for Stonewall County following a disaster declaration. The Chief Appraiser of Stonewall County Appraisal District is designated as the principal contact for the Stonewall County Appraisal District to the local media regarding the impact of the disaster on Stonewall County Appraisal District. The Chief Appraiser is also the principal contact for Stonewall County Appraisal District with the regulatory agency, government agencies, and other external organizations after a disaster declaration.

## Local Media Communication

### Radio

- KVRP            Frequency 97.1
- KEAN            Frequency 105.1
- Power 103      Frequency 103.7
- KBCY            Frequency 99.7

### Cable TV

- KTXS            Channel 12
- KTAB            Channel 32
- KRBC            Channel 9
- KXVA            Channel 15

### Newspaper

- The Aspermont Observer
- Double Mountain Chronicle

### Website

- [www.stonewallcad@valornet.com](http://www.stonewallcad@valornet.com)

## Recovery Timeline

In the first twenty four (24) hours if possible, of any type of disaster, the chief appraiser will be in contact with the office staff and board of directors to start recovery process. Recovery of operation of Stonewall County Appraisal District will be contingent on type of disaster but the Stonewall County Appraisal District will try

to be “up and running” within 2 days, forty eight (48) hours if possible of any type of disaster so that the taxpayers of Stonewall County will be as little inconvenienced as possible.

### In the Event of a Disaster During Business Hours

- Identify type of disaster
  1. Natural Disaster - begin preparation of the pending event, if time permits
    - a. Notify staff to secure home/family
    - b. Notify the Board of Directors
    - c. Start securing the Stonewall County Appraisal Office – Backup data, shut off/unplug computers and equipment. Place lock boxes in vault
    - d. Gather supplies – Food, Water, Batteries, Flashlights, Medical Supplies, etc
    - e. Fuel vehicles – place needed supplies in vehicle if evacuation is evident
    - f. Notify the IT provider/offsite backup of the natural disaster to determine damage (if any) to the equipment and when the Stonewall County Appraisal District will be “up and running”.
    - g. Set up temporary site for the Stonewall County Appraisal District office at the Aspermont High School located at 528 E 7<sup>th</sup> in Aspermont, Texas if needed.
    - h. Notify media when the Stonewall County Appraisal District will be back in operation and where if moved to different location
  2. Fire – evaluate situation and categorize fire as major or minor
    - a. Minor – Fire extinguishers are located at the back entrances, if can safely extinguish the fire, then do so and notify the fire department. If not, pull the nearest fire alarm to alert the rest of the building, immediately exit building through safest route, call 9-1-1.
    - b. Major – Fire alarms are located throughout the building, pull the nearest fire alarm to alert the rest of the building, immediately exit building through safest route, call 9-1-1.
    - c. Notify the Board of Directors
    - d. Notify the IT provider/offsite backup of the fire to determine damage to the equipment and when the Stonewall County Appraisal District will be “up and running”.
    - e. Call emergency Board of Directors meeting to set up temporary office for Stonewall County Appraisal District at the Aspermont High School located 528 E 7<sup>th</sup> in Aspermont, Texas.
    - f. Notify media when and where the Stonewall County Appraisal District will be back in operation
  3. Network services provider outage
    - a. Try to determine reason for outage
    - b. Contact network service provider to determine cause of outage and time frame for its recovery to get the Stonewall County Appraisal District “up and running”
    - c. If will be down for a significant period of time, notify the Board of Directors and determine if an emergency meeting needs to be called to secure another network service provider.
    - d. Notify the IT provider/offsite backup of the change of network service provider
    - e. Notify media if the Stonewall County Appraisal District will be down for more than 2 days and when will the Appraisal District be back in operation.
  4. Burglary and/or Vandalism of the Stonewall County Appraisal District
    - a. A panic button is located in an undetected place by non-staff – press the panic button if possible to access without detection by intruder
    - b. Once the threat has left and the sheriff’s office was not notified by the panic button, lock the office door until law enforcement arrives by calling 9-1-1
    - c. Notify the Board of Directors

- d. Notify the IT provider/offsite backup of the incident if any damage or theft of equipment has occurred to determine when the Stonewall County Appraisal District will be back “up and running”
  - e. Notify media if the Stonewall County Appraisal District will be down for more than 2 days and when will the Appraisal District be back in operation.
5. Flood or water damage
- a. Assess the situation and determine if outside assistance is needed, notify county judge of situation.
  - b. If flood or water damage will cause damage to any of the equipment, shut down and move equipment to secure location away from possible water damage.
  - c. Notify the Board of Directors
  - d. If water damage occurs to equipment before being able to move, notify IT provider/offsite backup water damage has occurred and determine when the Stonewall County Appraisal District will be operational.
  - e. Notify media if the Stonewall County Appraisal District will be down for more than 2 days and when will the Appraisal District be back in operation.
6. TORNADO
- a. When a tornado warning has alerted the Stonewall County Appraisal District of an approaching tornado, if time, turn equipment off, gather personal items and go to designated area of safety within the courthouse, which is the vaults.
  - b. When all clear has sounded, check on well-being of staff, family and others within area. Assess damage of equipment and building.
  - c. Notify Board of Directors of damage, if any and call emergency meeting to set up temporary site of Stonewall County Appraisal District at the Aspermont High School located at 528 E 7<sup>th</sup> Street Aspermont, Texas.
  - d. Notify IT provider/offsite backup of the damage, if any and determine when the Stonewall County Appraisal will be operational.
  - e. Notify media if the Stonewall County Appraisal District will be down for more than 2 days and when will the Appraisal District be back in operation
7. CYBER ATTACK
- a. Determine attack origin if possible
  - b. Contact Network provider, internet provider, email provider of origin of cyber attack
  - c. Notify all parties by phone that may have been effected by cyber-attack, for example recipients of emails
  - d. If Stonewall County Appraisal District normal operations will be down for more than 2 days, notify the Board of Directors to determine if an emergency meeting needs to be called to obtain other provider services.
  - e. Notify media if Stonewall County Appraisal District will be down for more than 2 days and when will the Appraisal District be back in operation.
8. PANDEMIC
- a. Abide by Local Governmental Mandates
  - b. If under stay at home orders, chief appraiser will contact IT department to make sure home internet is secure for Pritchard & Abbott laptop at home
  - c. If allowed to come into work, abide by CDC guidelines of social distance and masks.
  - d. Provide an Essential Workers Notice to all employees of Stonewall County Appraisal District

- e. Notify IT to update hours and days the office will be open on Stonewall County Appraisal District Website

### In the Event of Disaster After Office Hours

- Identify type of disaster
- After home/family is secure, chief appraiser and deputy appraiser will report to Stonewall County Appraisal District office to assess any damage.
- Notify the Board of Directors of any damage, call emergency meeting to set up temporary site of Stonewall County Appraisal District
- Notify the IT provider/offsite backup of any damage and determine when the Stonewall County Appraisal District will be operational
- Notify media if the Stonewall County Appraisal District will be down for more than 2 days and when the Appraisal District will be back in operation and if a temporary location of the Appraisal District will be needed at the Aspermont High School located at 528 E 7<sup>th</sup> Aspermont, Texas.

### Plan Review and Maintenance

This plan will be reviewed annually. Testing is to be carried out at the discretion of the Chief Appraiser. The test may be in the form of a walk through, etc.

- Chief Appraiser, Deputy Appraiser, and Board of Directors will have hard copies of this plan at home.
- A hard copy of the plan will be available at the office
- A copy will be stored electronically