

MOTLEY COUNTY APPRAISAL DISTRICT

**EMERGENCY AND DISASTER
RECOVERY PLAN**

EMERGENCY AND DISASTER RECOVERY POLICY

PURPOSE

The purpose of this plan is to provide for emergency and disaster recovery for the Motley County Appraisal District. 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 and to provide a recovery system in order to return the Motley County Appraisal District office to its normal operation as soon and as efficiently as possible.

This plan defines the responsibilities of employees in case of man-made or natural disasters, technological accidents, and other major incidents.

SITUATION AND ASSUMPTIONS

A. Situation

Motley CAD is exposed to many potential hazards, all of which have the potential for disrupting the 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, technology failure, and civil disturbances.

B. Assumptions

It is possible for a major disaster to occur at any time or any place in the 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.

It is assumed that in the event of an emergency or disaster the Motley County Appraisal District will receive assistance from local emergency

personnel such as the Sheriff's Department, Motley County Emergency Response office, ambulance service, and fire department.

OPERATIONAL CONCEPT

It is the responsibility of the Motley 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 Motley County Judge or the Mayor of Matador or Roaring Springs. The Motley County Appraisal District Chief Appraiser will be in contact with these officials for direction to activate staff in the recovery aspects of the plan.

The Motley County 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 for efficiency and effectiveness, and to ensure that any skills not normally available in the staff are obtained from other sources. The Motley CAD chief appraiser will be the lead contact for Motley 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 FOR EMERGENCIES OR DISASTER AND ASSIGNMENT OF RESPONSIBILITIES

The Motley 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.

A. Board of Directors

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

The responsibilities of the Board of Directors regarding disaster recovery are:

- a. To work with and direct the chief appraiser in any planning and implementation of any emergency actions.
- b. To establish policies and procedures for the operation of the appraisal district should an emergency or disaster situation occur which affects Motley CAD.

B. Chief Appraiser

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 efforts as the Emergency and Disaster Recovery Management Coordinator for Motley CAD.
- b. Serve as the liaison officer between the Board of Directors and the Emergency Management Coordinator, County Judge, and/or Mayor.
- c. Establish a program to prepare, review, revise, distribute, and maintain the Motley CAD emergency and disaster recovery plan.
- d. Coordinate with vendors, contractors, and professional service providers to reinstate operations at the Motley CAD office.
- e. Arrange for disaster preparedness and response to meet the needs staffing property.
- f. Coordinate emergency and recovery actions for the Board of Directors and staff.
- g. Maintain liaison with organized emergency volunteer groups and private agencies.
- h. Activate readiness plan in case of warnings, evacuation, fire and rescue, terror threat, and civil disturbances.

- i. **Maintain the contact phone list with staff, board, taxing entities, and service contractors.**

Recovery Actions

The Motley CAD chief appraiser within a reasonable time frame (24 hours to 2 weeks) shall provide overall direction for recovery actions will:

- a. **contact the Board of Directors and staff to reestablish communications**
- b. **assess the extent of damage of office and property and take photos of damage**
- c. **contact, direct or perform emergency cleanup and 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 vendor, 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 Motley CAD**
- i. **perform an inventory of personnel and equipment for the Motley 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**
- l. **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**

RELOCATION SITES IN ORDER OF PREFERENCE

- a. Matador City Hall
- b. Roaring Springs City Hall
- c. Floyd County Appraisal District Office

CONTINUITY OF GOVERNMENT

The Motley 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 the County.

Online backup of essential records is provided by Southwest Data Solutions (SDS). The data is secured three different ways. The first is the Raid component built into the server. This will allow the server to be up and running the next business day in case of a disc failure. The second component is the Network Attached Storage (NAS) drive that will back up the data nightly and also has its own Raid component in case of a disc failure in the NAS. The third component is the SDS Online Backup solution that will store the CAD's data off site.

Should the Chief Appraiser be unavailable to mitigate the emergency or disaster, the Administrative Assistant and/or Office Manager 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 off Eagle Appraisal and Consulting, Gary L. Zeitler, RPA, RTA, and/or other reputable vendors as the Board of Directors determine.

VANDALISM, THEFT, AND CIVIL DISTURBANCE

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.

In case of civil disturbances, code-words have been designed to initiate action of employees without alarming the person(s) causing the disturbance or situation.

Code-words:

green file: call police

yellow file: suspicious behavior

blue file: do you want me to stay?

Sample usage of code-words:

- 1. Upon hearing an irate taxpayer in the Chief Appraiser's office, an employee asks the Chief Appraiser, "Do you need the green file?" The Chief Appraiser replies, "Yes" and the employee goes to 'get' the file but calls the police from another office that is out of earshot.**
- 2. An irate taxpayer asks to meet with the chief appraiser in her office, she is nervous about this person and asks the clerk to find the 'yellow file'. This causes the clerk to pay attention to the situation in the office without alarming the taxpayer. The clerk will listen for the code-words, such as 'green file', instructing the clerk to call the police; or 'blue file', which means the clerk should stay in the room.**
- 3. It is less than five minutes before the office closes. A taxpayer just came in and has a few questions for the chief appraiser. It appears that the Chief Appraiser and this person are friends. The other office employee has a doctor's appointment and has to leave on time. The employee asks the Chief Appraiser, "Do you need the blue file?" In reply, the chief appraiser would answer, "I really need the yellow file", which means that the employee should not leave. But, if the chief appraiser answered, "No", then the employee knows that it's okay to leave.**

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 supervisor will advise when it's safe to return 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, individual's 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 police department. 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. Use the option that best fits the circumstance: utilize the code-words with staff, notify the chief appraiser, or call 911 and report the situation.

POLICY DEVELOPMENT, MAINTENANCE, AND IMPLEMENTATION

This policy will be reviewed and approved by the Board of Directors.

This policy shall be given to all Motley County Appraisal District employees.

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

STAFF CONTACT LISTINGS

Chief Appraiser : Jim Finley, 803 W Crockett, Floydada, 806-983-1842

Deputy: Mary Ann Reyes, 801 W Mesquite, Floydada, 806-317-8733

Clerk: Irma Vasquez, 315 W Jackson, Floydada, 806-402-0004

TAXING ENTITIES

Motley County: Jim Meador, Judge, 806-347-2334

Motley County ISD: William Cochran, Supt, 806-347-2677

City of Matador: 806-347-2255

City of Roaring Springs: Corky Marshall, Mayor, 806-348-7231

Motley County Hospital District: 806-347-2636

Gateway Groundwater District: 940-663-5722

Turkey-Quitaque ISD: Jackie Jenkins, Supt, 806-455-1411

BOARD OF DIRECTORS

Jana Marshall, Motley County Tax Assessor/Collector: 806-347-2252

Kelly Keltz: 806-348-7976

Brian Marshall, Chairman: 806-347-2616

Douglas Campbell: 806-269-2659

Michael Crowley: 806-348-7097

Gary Stone: 254-913-0311

APPRAISAL SERVICE CONTRACTORS

Southwest Data Solutions: 972-937-2400

Eagle Appraisal & Consulting: Gary Zeitler, 940-567-3245

Morgan Ad Valorem Services: James Morgan, 806-358-8186

INSURANCE CONTACT

Texas Municipal League Intergovernmental Risk Pool: 512-491-2300