

DISASTER/MITIGATION/EMERGENCY ACTION

POLICIES AND PROCEDURES

MARTIN CAD

I. PURPOSE

The purpose of this plan is to provide for emergency, disaster, and recovery for the Martin County Appraisal (MCAD). 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 MCAD office its normal operation.

II. SITUATION AND ASSUMPTIONS

A. Situation

The Martin CAD is vulnerable to man-made and natural hazards, all of which have the potential for disrupting the operations of MCAD and the community, causing damage and creating casualties. Possible natural disasters include, but are not limited to, tornadoes, flood, wind and storm damage. Other emergencies include, but are not limited to, vandalism, theft, fire, technology failure and civil disturbances.

B. Assumptions

1. Martin CAD will continue to be exposed to the hazards noted above, as well as other, which may develop in the future.
2. Outside assistance will be available in most emergency situations affecting the MCAD. However, it is essential for the MCAD 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 Martin 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 wellbeing 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. Martin CAD, as well as Martin County may be isolated for several hours, days or even weeks, in the event of a large-scale natural disaster.

III. OPERATIONAL CONCEPT

GENERAL

It is the responsibility of the Martin CAD to protect district property from the effects of disastrous events. This plan is based upon the concept that the emergency functions for various Martin County agencies involved in the emergency management will generally parallel day-to-day functions. To the extent possible, the Martin CAD 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 Martin CAD.

A local state of disaster may be declared by the Martin County Judge or Mayor of City of Stanton for their jurisdictions. The Martin County Chief Appraiser will be in contact with these officials for direction to activate staff in the recovery aspects of the plan.

DIRECTION AND CONTROL

The Martin CAD Chief Appraiser, currently Marsha Graves, 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 Martin CAD Chief Appraiser will be the lead contact during any emergency or disaster for the Martin CAD. In the event that the Chief Appraiser is incapacitated or unable to assume leadership responsibilities, then April Salazar is designated as the replacement and will perform the recovery actions.

ORGANIZATION FOR EMERGENCIES OR DISASTER

1. The Martin CAD Emergency/Disaster organization chart parallels the district's operational organization chart.
2. The Chief Appraiser shall prepare, through planning, a contact list of the staff and contractors to perform emergency/disaster recovery functions over an extended period of days or weeks.

PHASES OF MANAGEMENT

The emergency and disaster recovery plan follows an "all hazard" 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; consequently, all phases of emergency management are addressed, as shown below.

1. Readiness

Readiness activities serve to develop the response capabilities needed in the event an emergency should arise. Planning and training are among the activities conducted under this phase.

2. Response

Response is the actual provision of an emergency plan during a crisis that helps to reduce casualties and damage and speed the recovery process.

3. Recovery

Recovery is both a short-term and long-term process. Short-term operations seek to restore the office functionality and provide for the basic needs of the public and emergency management offices. Long-term recovery focuses on restoring the office to its normal, or improved, state of affair.

IV. ORGANIZATION FOR EMERGENCIES OR DISASTER AND ASSIGNMENT OF RESPONSIBILITIES

The Martin CAD Board of Directors have the responsibility to use all means possible to minimize damage and help to restore the office of the Martin CAD in the event of natural disaster, manmade incident, or national emergency, including nuclear attack, accidental missile launch, or threat thereof.

BOARD OF DIRECTORS

The Martin CAD Board of Directors is elected and represents different taxing jurisdictions.

The responsibilities of the Board of Directors are as follows:

1. Work with and direct the Chief Appraiser in all types of planning and emergency actions.
2. Establish policy and procedure for the operation of the Martin CAD, should an emergency or disaster occur.

CHIEF APPRAISER

The chief appraiser is the district's chief administrative officer.

The responsibilities of the Chief Appraiser are as follows:

1. Work with and assist the Board of Directors in all phases of emergency preparedness effort as the Emergency and Disaster Recovery Management Coordinator.
2. Serve as the liaison officer between the Board of Directors and the Emergency Management Office, County Judge, and Mayor.

3. Establish a program to prepare, review, revise, distribute and maintain, the Martin CAD Emergency and Disaster Recovery Plan.
4. Coordinate with vendors, contractors and professional service providers necessary to carry out the Martin CAD Emergency and Disaster Recovery Plan.
5. Arrange for disaster preparedness and response to meet the needs of staff and property.
6. Coordinate emergency and recovery actions for the Board of Directors and staff.
7. Keep in contact with the Emergency Management Office, County Judge, and Mayor to receive preparedness status and anticipate the needs of the district.
8. Maintain liaison with organized emergency volunteer groups and private agencies.
9. Keep in contact with the Emergency Management Office, County, and City 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. EMPLOYEE CONTACT

Employees have and will retain the cell phone and land line number, if applicable, of the Chief Appraiser. All employees will remain in contact with the Chief Appraiser in the event that causes closure. Calls or texts should be made to determine the timing an employee needs to return to work and resume normal duties, or duties that will aid in the restoring of the work location.

Current employees and telephone numbers:

Marsha Graves 432-556-6262, no land line
Heather Simpson 432-559-5654, 432-756-3717
April Salazar 432-210-4214
Maria Rueda 432-599-3018

VI. INCREASED READINESS PROCEDURES

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 Martin CAD Chief Appraiser shall provide overall direction for readiness actions and will take the following actions:

- 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 Inc, to secure off-site hardware protection.

c. Notify the district's current insurance carrier of the pending or predicted emergency or disaster.

d. Prepare a media press release to inform the public of the situation.

2. RECOVERY TIMELINE

The Martin CAD Chief Appraiser, within 24 hours, shall provide overall direction for recovery actions and take actions as follows:

- a. If small in scope, begin to clean up and make minor repairs
- b. Assess damage and determine length of outage
- c. Secure alternate location if needed
- d. Move computers and equipment as needed
- e. Determine scope of damage for servers and workstations
- f. Obtain backup computer equipment
- g. Gather offsite backup tapes
- h. Restore the network
- i. Determine requirements for voice and data communications
- j. Contact phone company to redirect voice service to alternate location
- k. Restore telecommunications
- l. Contact utility companies to assess and restore services
- m. Remove vital records subject to damage or exposure
- n. Secure building, doors, and broken windows
- o. Contact police to secure/patrol the damaged area if necessary
- p. Notify employees and board members of situation and action already in progress

The Martin CAD Chief Appraiser, within 48-72 hours shall provide overall direction for recovery actions and will:

- a. Contact internet provider
- b. Restore internet connection at alternate location
- c. Reinstall software as necessary
- d. Restore data as necessary
- e. Prepare statements/contact media and the public of situation
- f. Notify key customers of situation
- g. Notify all vendors and delivery services of change of location
- h. Remove/secure all documents and records
- i. Notify insurance company
- j. Document all facility damage
- k. Order supplies and equipment required at alternate site
- l. Notify post office of new physical address
- m. Provide counseling to those employees that request or require it
- n. Keep employees and board member informed of recovery process

The Martin CAD Chief Appraiser, within 1-2 weeks shall provide overall direction for recovery actions and will:

- a. If moderate in scope, complete repairs as necessary while operating at alternate site
- b. Inventory damaged and destroyed equipment
- c. Salvage equipment and supplies
- d. Arrange for offsite storage if needed

The Martin CAD Chief Appraiser, within 3-4 weeks shall provide overall direction for recovery actions and will:

- a. If severe in scope, set up and operate at temporary facility while completing repairs
- b. Secure financial backing as needed for the recovery effort
- c. Settle property claims with the insurance company
- d. Determine if new permanent operating site is required
- e. Prepare media statements
- f. Report on final disaster recovery expenses to board members
- g. Update disaster recovery plan based on hands on experience

VII. EMPLOYEE RESPONSIBILITY

At the direction of the Chief Appraiser, staff employees will secure and aid in the preparation of cash deposits prior to the evacuation effort. All cash and deposits will be balanced and deposited prior to and upon evacuation, either in day or night time deposit, whichever is appropriate. Employees will help secure blank checks and other highly sensitive information and aid in securing the building and equipment as is possible.

VIII. FIRE, STORM, OR OTHER CATASTROPHIC EVENT

If the current office is destroyed by fire, storm, or other catastrophic event, the Chief Appraiser will notify the members of the Board of Directors and staff. The staff will be advised to remain away from the office site until the Chief Appraiser and the Board of Directors decide on an appropriate plan of action. The Chief Appraiser will decide on an alternative place to meet with the Board of Directors if there is no access to the current office. It has been established with the County Judge that Martin County would provide an alternate location for office setup as needed. Those possible locations would be the Martin County Library Meeting Room or the Martin County Extension Annex. On a greater scale of catastrophic damage to the City of Stanton, it has been established with the Grady ISD Superintendent that Grady ISD would provide a temporary office area for the CAD.

IX. TECHNOLOGY FAILURE

Martin CAD contracts with Pritchard & Abbott, Inc for its software needs.

Backup Procedures/methods provided by Pritchard & Abbott, Inc in Fort Worth, TX:

1. Image backups of the server environment as well as the data and database servers are performed daily and backed up to the cloud. Two full copies are kept and stored.
2. As far as the data files, SQL Databases, a full backup runs weekly with a retention period of two weeks. Incrementals run the other days of the week with a one week retention period. All data is placed on a separate storage device other than what the virtual machines run on in production.

METHODS OF TESTING:

1. For the full virtual machine (VM) backup method mentioned, testing comes in the form of restoring to a host server the full VM, powering on and verifying the functionality of the server.
2. Testing in the second method is validated by restoring files and or a database (s) to the original server or a test server and seeing the files contain the needed data.

X. THEFT OF OFFICE/COMPUTER EQUIPMENT

The Chief Appraiser will work with the appropriate authorities and vendors to effect the normal operation of Martin CAD. Office operations will be restored as quickly as possible and the staff will be expected to report to work immediately as the nature of our business requires us to serve the public by phone and walk-in taxpayers.

VANDALISM

The Chief Appraiser will notify the local police department and make a report of loss and/or property damage. The Chief Appraiser will determine a plan of action to restore normal district operations and consult the Board of Directors in the event the loss or damage is significant.

XI. CIVIL DISTURBANCES

Code words:

Red 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, a staff member should ask the staff member assisting the client, "Do you need the Red File?" If the staff member replies, "Yes", the staff member will go "get the" file in another room out of earshot and call the police.
2. An irate taxpayer asks to meet with the chief Appraiser in their office; the staff member is nervous about this person and asks the Chief Appraiser if the **Yellow File** is needed. This causes the staff member to pay attention to the situation in the office without alarming the taxpayer.

The staff member will listen for the code words, such as **Red File**, instructing the staff member to call the police; or, **Blue File**, which means the staff member, should stay in the room.

3. It is less than 5 minutes before the office closes. A taxpayer just came in and has a few questions for the Chief Appraiser. The situation appears friendly of nature and a staff member asks the Chief Appraiser if the **Blue File** is needed. In reply the Chief Appraiser would answer, "I really need the **Yellow File**, which means that the staff member should not leave, or the Chief Appraiser may answer "No", then the staff member knows that it is okay to leave.

XII. PLAN DEVELOPMENT, MAINTENANCE AND IMPLEMENTATION

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

B. This plan shall be given to all Martin CAD employees and will be reviewed with all staff members.

C. This plan shall be reviewed and/or updated according to recommendations from the Chief Appraiser and/or the Board of Directors.

XIII. KEY CONTACTS

BOARD OF DIRECTORS

Chairman: Albert Garza (432) 978-5584

Vice-Chairman: Sally Poteet (432) 349-2040

Secretary: Kevin Pepper (806) 759-7220

Members: Marty Graham (432) 889-2932

Robin Barraza (432) 466-3450

Tammy Blocker (432) 466-4042

Kenny Stewart (432) 661-5084

MCAD STAFF

Marsha Graves (432) 556-6262

Maria Rueda (432) 599-3018

April Salazar (432) 210-4214

Heather Simpson (432) 559-5654

ENTITIES:

City of Stanton (432) 756-3301

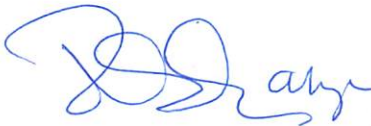
Martin County (432) 756-2231
Stanton ISD (432) 756-2244
Grady ISD (432) 459-2444
Sands ISD (432) 353-4888
Klondike ISD (806) 462-7334
Martin County Hospital (432) 756-3345
Martin Co Fresh Water (432) 270-3993
Permian Basin Underground Water District (432) 756-2136

PUBLIC OFFICIALS

Martin County Judge Bryan Cox (432) 664-5777
City of Stanton Mayor Sally Poteet (432) 349-2040

SOFTWARE CONTACTS:

IT Manager Kevin McBurnett 1-800-880-7867
Software Supervisor Jade Williams 1-800-880-7864
Orlando Rubio 1-325-456-7108
District Manager Shane Marsh 1-866-949-1800



Board Chairman



Date



Chief Appraiser



Date