



Armstrong County Appraisal District

Disaster Recovery Plan

*As Adopted by the
Board of Directors
On May 1, 2023*

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****Disclaimer****

The plan may be modified in order to meet the requirements of the office and tax code.

Objective

The Armstrong County Appraisal District “Disaster Recovery Plan” is a process of regaining access to data, hardware, and software necessary to resume critical business operations after a natural or human-induced disaster. This DRP also includes plans for coping with unexpected or sudden loss of key personnel. The focus of this DRP is data protection.

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Armstrong County Appraisal District

Emergency and Disaster Recovery Plan

1. Purpose

The purpose of this plan is to provide for emergency and disaster recovery for the Armstrong County 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.

2. Situation and Assumptions

a. Situation

The Armstrong County Appraisal District (ACAD) 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, etc.)
- Tornadoes
- Fires
- Storms
- Hazardous materials accident
- Employee Sabotage
- Theft
- Computer virus or system and/or equipment failure
- There is also threat of war-related incidents such as; nuclear, biochemical, terrorism, and civil disorder

b. Assumptions

- The ACAD will continue to be exposed to the hazards noted above, as well as others, which may develop in the future.
- Outside assistance will be available in most emergencies affecting the ACAD. However, it is essential for the appraisal district to be prepared to carry out disaster response and short-time actions on an independent basis.
- It is possible for a major disaster to occur at any time and at any place in Armstrong County. In some cases, dissemination of warning and increased

readiness measures may be possible. However, many disasters and events can, and will, occur with very little or no warning. An alternate recovery site will be made available to the Armstrong County Appraisal District at the time of need per the District Court Judge of Armstrong County. The site will be most likely the Armstrong County Courthouse basement ready room.

- 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.
- Proper implementation of this plan will reduce or prevent disaster related losses.
- Adequate training will be given in the use of the plan and that all staff is made aware of its existence and their roles within the plan. The plan will be tested and reviewed on a regular basis.
- The Armstrong County Appraisal District, as well as Armstrong County, may be isolated for several hours, days, or even several weeks, in the event of a large-scale natural disaster.

3. Operational Concept

a. General

It is the responsibility of the ACAD to protect district property from the effects of disastrous events. This plan is based upon the concept that the emergency functions for various Armstrong 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 the 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 task of the appraisal district.

A local state of disaster may be declared by the Armstrong County Judge or the Mayor of Claude for their jurisdictions. The Armstrong County 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 function of the plan is 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 Armstrong Appraisal District. In the

even the Chief Appraiser is unable to fulfill these duties for any reason, the Chairman of the Board of Directors.

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.

4. Organization and Assignment of Responsibilities

The Armstrong County Appraisal District Board of Directors and Chief Appraiser are responsible to do everything possible to minimize damage and help to restore the office of the ACAD 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

The Armstrong County Appraisal District Board of Directors is made up of representation from each voting taxing jurisdictions.

The responsibilities of the Board of Directors are:

- Work with and direct the Chief Appraiser in all types of planning and emergency actions.
- Established policy and procedure for the operation of the appraisal district, should an emergency or disaster situation occur.

b. Chief Appraiser

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

The Responsibilities of the Chief Appraiser are to:

- Work with and assist the Board of Directors in all phases of emergency preparedness effort as the Emergency and Disaster Recovery Management Coordinator.
- Serve as liaison officer between the Board of Directors and the Emergency Management Office (EMO), County Judge and Mayor.
- Establish a program to prepare, review, revise, distribute, and maintain the Armstrong County Appraisal District Emergency and Disaster Recovery plan.
- Coordinate with vendors, contractors, and professional service providers necessary to carry out the Emergency and Disaster Recovery plan.
- Arrange for disaster preparedness and response to meet the needs of the staff and property.
- Coordinate emergency and recovery actions for the Board of Directors and staff.

- Keep in contact with the Emergency Management Office, County Judge, and Mayor to receive preparedness status and anticipate the needs of the district.
- Maintain liaison with organized emergency volunteer groups and private agencies.
- 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.

5. 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.

i. Readiness

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

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

ii. Recovery Actions 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 (if possible)
- Determine scope of damage for work stations
- Obtain backup computer (if needed)
- Work with Pritchard and 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 boards members of the situation

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

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

3-4 Week

- 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

6. Administration

Administration

- 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 Armstrong County Appraisal District's insurance providers

7. 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 Armstrong County Appraisal District had identified the essential records of the district as the database within the Pritchard and Abbott software, which includes parcels, parcel numbers, legal descriptions, owners, maps, images, exemptions, property history, etc. ACAD GIS information is hosted and backed up also by Pritchard and Abbot Inc.

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

Prevention against data loss should include:

- Surge Protectors
- Uninterrupted power supply and/or backup generator
- Fire prevention i.e. alarms and accessible extinguishers

Vital Records include:

- Certified Rolls
- ARB Protests
- County abstracts/maps
- Mineral Rolls
- Industrial Rolls
- Retirement & Pension Plans
- Payroll
- Legal
- Financials
- 1982-2023 taxrolls

8. 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.

Armstrong County Appraisal District Staff:

Marissa Clement	Chief Appraiser
Stacie Burt	Clerk

Armstrong County Appraisal District Board of Directors:

Rachel Myers	Chairman
Lucas Minkley	Vice Chairman
Tim Young	Secretary
Clin Cornell	Member
Shenee Bichsel	Member

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

- Stay tuned to NOAA/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 and Abbott system and software, turn off printers, copy machine; lock filing cabinets.
- Turn off heating/cooling unit
- Marissa Clement & Stacie Burt – take all cash and 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 and 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

In the event that a disaster does occur, a post-disaster assessment report should be written to determine the effectiveness of the recovery techniques utilized.

Such as:

- Which procedure worked?
- Which procedure did not work, and why?
- Does the Disaster Recovery Plan need to be revised?

Assessing the recovery can help determine more effective ways of handling disasters in the future, saving both time and resources. Extensive photographs and written records of the conditions of the building and the procedures followed should be kept. It is also important to document all resources used to cope with the disaster, including personnel, materials, time, and expenses. This documentation can be important in helping to obtain emergency budgetary funds.

9. Contact Listings

STAFF		
Marissa Clement	(325) 668-7152 Cell	
Stacie Burt	(806) 787-1984 Cell	
BOARD OF DIRECTORS		
Rachel Myers	(806) 640-2089 Cell	
Tim Young	(806) 786-5319 Cell	
Clint Cornell	(806) 886-1050 Cell	
Shenee Bichsel	(806) 674-6337 Cell	
Lucas Minkley	(806) 681-1347 Cell	
TAXING ENTITIES		
Armstrong County	(806) 690-5088 Cell	Judge Adam Ensey
City of Claude	(806) 337-0388	Joe Minkley
Claude ISD	(806) 226-7331	Greg Brown
Panhandle Ground Water Conservation District	(806) 883-2501	Brittney Britten
High Plains Water District	(806) 762-0181	Jason Coleman
CONTRACTORS		
Pritchard & Abbott Inc.	(806) 358-7837	Amarillo Office
Pritchard & Abbot Inc.	(800) 880-7861	Fort Worth Office
Perdue, Brandon, Fielder, Collins & Mott LLP	(806) 359-3188	
Remco Copy Service – Copier	(806) 355-8484	
Pitney Bowes – Postage Meter	(800)522-0020	
NC&W Insurance	(806) 376-6301	
EMERGENCY MANAGEMENT COORDINATOR		
Bobby Wilkerson	(806) 690-2915 Cell	
UTILITIES		
West Texas Gas	(806) 358-1321	
Xcel Energy	(800) 895-4999	
Amarillo Wireless	(806) 412-0888	

Disaster Recovery Plan approved by the Board of Directors on: 05.01.2023

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Chairman, BOD

A handwritten signature in black ink, appearing to be 'E. J.', written over a horizontal line.

Secretary, BOD