



**YOUNG CENTRAL
APPRAISAL DISTRICT**

***EMERGENCY – DISASTER
RECOVERY & MITIGATION PLAN***

ADOPTED 9/27/2016

UPDATED – 2020, 2021

Table of Contents	Page Number
<u>Introduction and Purpose</u>	<u>4</u>
<u>Plan Distribution</u>	<u>5</u>
<u>District Organization</u>	<u>5</u>
<u>Common Emergency Procedures</u>	<u>6</u>
<u>Dangerous and Threatening Situations</u>	<u>6</u>
<u>Design of the Plan and Overview</u>	<u>7</u>
<u>Initial Determination</u>	<u>7</u>
<u>Damage Assessment</u>	<u>7</u>
<u>Recovery/Mitigation Initial Process</u>	<u>8</u>
<u>Emergency Recovery Site</u>	<u>9</u>
<u>Resuming Operations</u>	<u>10</u>
<u>Conclusion</u>	<u>11</u>
<u>Exhibit A – YCAD Hardware List</u>	<u>12</u>
<u>Exhibit B – Windshield Assessment Form</u>	<u>14</u>

INTRODUCTION AND PURPOSE

The Emergency – Disaster Recovery and Mitigation Plan, maps out the process of resuming normal business operations, reconstructing or salvaging important records and equipment, and becomes a guide for all personnel. This plan's primary focus is to establish procedures for common emergencies, local and widespread disasters and the process to ensure the Appraisal District can continue operating.

All organizations are susceptible to disasters and emergencies of all types, which can interrupt their business, or in the worst cases, shut them down permanently. These events may be grouped into categories such as:

Natural – “acts of nature” include but not limited to events such as: tornadoes, hurricanes, earthquakes, storms, flooding, hail, lightning, and other such events beyond human control.

Human – include but not limited to: acts of sabotage, arson, bombing, theft, active shooters, acts of terrorism, war, civil unrest, vandalism, embezzlement and human error.

Technical – include but not limited to: equipment/hardware failure, viruses, malware, network related issues, software failure, electrical issues, and other human error.

Contingency planning is the identification and preparation prior to an emergency or disaster, of all critical procedures and resources necessary for the organization's survival. The purpose of such a program is to anticipate, and plan for these emergency situations before they arise, thus lessening their effects.

A properly organized plan will ultimately take into consideration the safety of employees first, and will also minimize the business interruption, which usually succeeds a disaster. This plan will be reviewed and updated as necessary to ensure needs are met to guide the District's staff in the recovery process in the event that a disaster destroys all or part of the facilities and property located at 724 Oak St, Graham Texas.

A few reasons for the necessity of implementing such a plan include:

- Mitigate the effects of a disaster or emergency situation
- Prepare personnel for measures to be taken to preserve life as a priority
- Minimize damage to the District's real and personal property
- Develop a plan for location of operations, should the above facility be entirely unusable for business for a period of 48 hours or longer.
- Identify equipment, resources and locations necessary for continued operation
- Provide a system for data recovery, preservation and implementation for such events

PLAN DISTRIBUTION

To allow for various situations that could occur, copies of the plan are distributed to multiple personnel and sites. When the plan is updated, all of the following locations should receive the newest version:

- Young Central Appraisal District (digital copy on website/physical copy in vault)
- Young County Judge – 516 4th Street, Graham, TX
- City of Graham (City Manager) – 429 4th Street, Graham, TX
- Graham ISD (Superintendent) – 400 3rd Street, Graham, TX
- BIS Consultants – 14805 Venture Dr., Farmers Branch, TX

DISTRICT ORGANIZATION

The Chief Appraiser is the lead contact/coordinator and responsible for the development and maintenance of the plan. If the Chief is not available during an event, the successive list of personnel should assume the duty, to the best of their ability and resources available, to ensure the process and procedures of the plan for maximum efficiency and effectiveness.

- Chief Appraiser
- Deputy Chief Appraiser
- Deputy Collector
- Administrative Assistant
- Senior Appraiser
- Appraisers
- Deed Analyst/Clerk

Person	Title	Phone
Luke Robbins	Chief Appraiser	940-282-0256
Jesse Blackmon	Deputy Chief Appraiser	940-550-8422
Mary Thompson	Deputy Collector	903-239-3933
Morgan Ballenger	Administrative Assistant	903-847-0006
Chase Banks	Senior Appraiser	903-573-4036
Cody Ramey	Senior Appraiser	940-452-8144
Sherri Alveraz	BPP Appraiser	940-229-1003
Cindy Heathcoat	Clerk	940-389-7155

COMMON EMERGENCY PROCEDURE

Common emergency procedures are to give a basic guideline for action for personnel to follow that covers most cases. The primary focus is always for the safety and protection of people. Being aware of the locations and use of basic first aid kits, fire extinguishers and other measures to prevent a loss of life and property are crucial. In all cases it is important to try and remain calm and collected. For common emergencies, the following procedures should be followed:

- Immediately dial 911 and report the emergency to the appropriate responders (police/fire) and inform all office personnel.
- Locate and ready first aid kits, fire extinguishers or other needed items
- If the threat is not contained, evacuation should immediately take place.
- Upon evacuation, all personnel should be accounted for and further evacuation determined if needed.
- For certain emergencies such as tornadoes, or other imminent threats, the Appraisal District vault shall be a point of safety.
-

All persons should vacate the building by way of the nearest exit, and report to the designated areas immediately. As situations can eliminate designated areas, they will be in the following order: Appraisal District side parking lot, Oak Street Baptist parking lot (near playground), Courthouse Square Parking lot near American Legion.

DANGEROUS AND THREATENING SITUATIONS

Outside of the common emergency procedures, this section will consider all types of dangerous and threatening situations that may face the company and its personnel. These would include such examples as irate and disoriented customers or employees, as well as armed and unstable individuals off the street.

Due to the fact that there are many circumstances that may be placed in this category, it would be virtually impossible to address them all. Therefore, the following is a list of suggested procedures to be utilized in one of these crisis situations. (It is ultimately the responsibility of management to decide how a specific set of circumstances should be handled.). Some things to consider are:

- Be mindful of the situation and prepared to contact the authorities immediately.
- Maintain calm and prepared for this type of crisis (the last thing needed is a panicked state that may "light the fuse" of this person).
- Personnel should never argue or instigate situations with these people, general rule is to keep a smile, listen and do everything in their power to appease them if possible.
- An attempt should be made to reason with the person and portray a feeling of understanding towards them.
- Consideration should be given to the possibility of evacuating the building.
- For immediate threats, evacuate to the Appraisal District vault for safety and remain until authorities have arrived and cleared the threat.

DESIGN OF THE PLAN & OVERVIEW

The design of the plan is listed as a four-part process. An overview of the primary steps is listed as the following:

- Initial Determination
- Local Damage Assessment

- Recovery/Mitigation
- Resume Operations

INITIAL DETERMINATION

Immediately following the emergency or disaster, upon the Chief Appraisers decision, District personnel will be notified to implement the plan and following steps. All available staff will be required to assist as needed. Additional outside personnel available, may be notified and asked to assist when necessary. Due to the multitude of possible events and varying severity, these steps shall a general guideline, to be processed once all threats and danger have passed.

DAMAGE ASSESSMENT

This damage assessment is intended to establish the extent of damage to all property, real and personal, including records and other intangible items. The primary goal is to determine loss, salvageable items, and critical components necessary to resume operations.

In considering hardware items, consider first the equipment lists provided in the recovery plan (Exhibit A). The items need to be separated into two groups. One group will be composed of items that are missing or destroyed. The second will be those that are considered salvageable. Those "salvageable" items will have to be evaluated and repaired as necessary.

With respect to the facility, evaluation of damage to the structure, electrical system, air conditioning, and network wiring, should be conducted. If estimates from this process indicate that recovery at the original site will require more than 14 days, migration to the emergency site is recommended.

Immediately following an event, local government first responders are normally the ones to provide an initial "snapshot" of the situation. As emergency calls come in and the response phase begins, the general location and the severity of damage becomes known. This initial assessment is commonly referred to as a rapid assessment and basically paints a footprint of the affected area. The focus of the rapid assessment is normally limited to evaluating the following humanitarian and emergency needs/activities;

- Life safety (search and rescue, injuries and fatalities, mass care, hazardous material)
- Life lines (utilities and transportation systems)
- Critical facilities (medical, emergency, communication facilities/services)

Soon after all the immediate needs and actions have been addressed and basic appraisal district functions can begin and danger has passed, (debris has been cleared, water has receded, etc.), assessment should begin to determine the extent of damage to residential, commercial and personal property within the Young Central Appraisal Districts boundary lines. This assessment is commonly referred to as a windshield assessment.

A copy of the windshield assessment form is located as "Exhibit B". This form is designed as a tally sheet. Recording damage is done by simply making a mark in the appropriate box which best categorizes the damage. For large sections of potential damage, this shall aid in making consistent determinations as to the extent of damage with a general description of

each category. For small and localized areas, if resources and personnel are available, normal appraisal functions, procedures and documentation shall take place to more accurately assess damage.

RECOVERY / MITIGATION INITIAL PROCESS

The recovery/mitigation stage is focused on the Districts resources and property, including but not limited to, the facility, computers, servers, data, records and other items that are crucial for the District operation.

Early efforts are targeted at protecting and preserving the computer equipment. In particular, any storage media (hard drives, magnetic tapes, diskettes) are identified and either protected from the elements or removed to a clean, dry environment away from the disaster site. Jesse Blackmon, Deputy Chief Appraiser, serves as the IT personnel in the Young Central Appraisal District and will be in charge of the recovery process. Mr. Blackmon will contact any personnel that he needs to assist in this process.

It is extremely important that any equipment, magnetic media, paper stocks and other items at the damaged, primary site be protected from the elements to avoid any further damage. Some of this may be salvageable or repairable and save time in restoring operations.

All salvageable equipment, documents and supplies need to be moved to a secure location. If undamaged, transportation should be arranged to move the equipment to the emergency site. If the equipment has been damaged, but can be repaired or refurbished, the emergency site may not be the best location for the equipment, especially if there is water or fire damage that needs to be repaired.

As soon as practical a complete inventory of all salvageable equipment must be taken, along with estimates about when the equipment will be ready for use (in the case that repairs or refurbishment is required). This inventory list should be used to determine which items from the disaster recovery hardware and supplies lists must be procured to begin building the recovery system.

Communication will need to be established to organize and plan as needed for varying issues with backups and recovery of CAMA Software, records, GIS/Mapping, Appraisal Services, etc. The following is a contact list of vendors to coordinate in the recovery process.

<u>BIS Consultants</u>	<u>800-247-9045</u>
<u>Pritchard & Abbott</u>	<u>817-926-7861</u>
<u>Harris Govern</u>	<u>972-265-7300</u>
<u>Telephone System</u>	<u>940-564-6999</u>

EMERGENCY RECOVERY SITE

If during the assessment process, it is determined that the facility will be unsound or unable to house the appraisal district for operational purposes for an extended period of time, the Chief Appraiser, upon his determination and counsel, shall proceed to begin the process of relocation to an Emergency Recovery Site until the facilities or other form of permanent replacement is established. Due to the nature and uncertainty, the procedures for determining an Emergency Site, shall began with coordination with the County Judge, City of Graham, and Graham ISD.

Depending on the severity of the damage, size of effected areas etc. locations shall be decided upon their ability to support appraisal district functions for needed timelines, without causing any more of an inconvenience to the host site as possible whether for a brief or extended period of time. Potential location sites could range from the American Legion, Courthouse, County or other Graham ISD locations depending upon availability, utility and space required. Our goal is to be in continued discussion with all of the jurisdictions serviced by the Young Central Appraisal District to ensure such an event is as prepared and planned for as possible while understanding the changing landscape and unpredictability of such events.

RESUMING OPERATIONS

EQUIPMENT/RESOURCES

The recovery process relies heavily upon vendors to quickly provide replacements for the resources that cannot be salvaged. The District will rely on IT and Software support from necessary appraisal district vendors, as well as outside sources and vendors to quickly place orders for equipment, supplies, software and any other needs. Priority will be focused on crucial items and needs to resume operations.

Salvaged and new components are reassembled at the emergency recovery site. Since all plans of this type are subject to changes that occur in the computer industry, it may become necessary for recovery personnel to deviate from the plan. After the equipment assembly phase is complete, the work turns to concentrate on the data recovery procedures.

RESTORE DATA FROM BACKUPS

Data recovery relies entirely upon the use of backups stored in locations off-site from the building at 724 Oak St. Backups can take the form of magnetic tape, CDROMS, and other storage media, primarily backed up online and other offsite data locations. Early data recovery efforts focus on restoring workstations, servers and other network infrastructure. Our current backup methods and practices should ensure rapid recovery once hardware is in place. The primary list of hardware currently in place is attached in the "Hardware List", exhibit A of this plan. This list shall be updated and maintained as changes and needs occur.

MOVE BACK TO RESTORED PERMANENT FACILITY

If the recovery process has taken place at the emergency site, physical restoration of the original or an alternate facility plan will begin as soon as possible. When that facility is ready for occupancy, the system assembled at the emergency site will be moved to the permanent site as well as all other resources necessary to resume normal business. This plan does not address the

logistics of this move, which should be vastly less complicated than the work done to do the recovery at the emergency site. During the full process, the Chief Appraiser will work continually to update, inform and follow proper procedures and laws, with the Board of Directors and other governing bodies.

CONCLUSION

The Young Central Appraisal District takes the preparedness for emergency and disaster situations very seriously, especially with the uncertainty and ever-increasing potential for the ever-growing list of items faced in the world today. Top priority shall always be the protection of lives and safety for personnel and public persons and property.

As there is never an absolute to total preparedness, doing all possible to plan, and execute, while also being adaptable when faced with any event, is crucial for any organization to navigate potential issues as successfully as possible. Training, drills, and any other form of planning shall always be considered above and beyond this document to ensure Young Central Appraisal District staff is informed and aware of potential threats.

EXHIBIT A

YCAD - HARDWARE LIST

Server Room:

1-Dell PowerEdge T630

1-Dell PowerEdge T620

3-Dell Flat Panel Monitors

1 APC Back-UPS Pro 1000

1-Belkin 1100 BA UPS

1-Brazos Fiber Modem

1-Netgear 24 Port Switch

1-Barracuda Backup Server 390

1-Sonic Wall TZ300 Router

1-UniFi Orb Wireless Access Point

1-24 Port Network Bay

1-Phone Bank

1-Nortel Network Phone System

1-Dell Precision 3620 Workstation (Remote Access)

3-Keyboard/Mice

WORKSTATIONS:

14-Monitors

12-Keyboards/Mouse

9-Scanners

9-Calculators

11-Computers

10-Phones

9-Copy, Printer & Scanner Unit

17-Backup/Power Surge Protectors

1-Sony 60" Flat Screen TV

4-iPad Pro 128GB 9.7 inch

MISC. HARDWARE:

1-Pitney Bowes Postage Machine

1-Dymo LetraTag Label Machine

1-Xerox Altalink C8030—Copy, Printer and Fax Machine

1-12 Port Network Switch

3-5 Port Network Switch

Several old computers, monitors, servers, accessories, etc. not in service

