OCHILTREE COUNTY APPRAISAL DISTRICT

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Phone: (806) 435-9623, email: jmendez@ochiltreead.org

DISASTER RECOVERY AND MITIGATION PLAN.

Emergency notification contacts

Name	Address	Home	Other
Julia Mendez, Chief Appraiser	2115 Sequoia St Perryton, TX 79070		806-881-8038
Cristal Tarango, Administrative Assistant	2816 Harvard Dr Perryton, TX 79070		806-202-8806
Kerry Symons, Chairman BOD	814 S Harvard St Perryton, TX 79070	N/A	806-930-1733
Charles Kelly, Vice Chairman BOD	802 SW 9th Ave Perryton, TX 79070	806-435-3769	806-202-1635
Miguel's Copiers Copier/Printer	PO BOX 41 Perryton, TX 79070	806-202-0544	
BIS Consulting, GIS Map & IT Vendor	14802 Venture Dr Farmers Branch, TX 75234	800-247-9045	214-733-3095
PTCI Telephone System	PO BOX 1188 Guymon, OK 73942	800-562-2556	
Pitney Bowes Postage Meter	PO BOX 371874 Pittsburgh, PA 15250	877-213-7284	

Pritchard & Abbott Appraisals	5912 W Amarillo BLVD Amarillo, TX 79106	806-358-7837	
Pritchard & Abbott Software	4900 Overton Commons CT Fort Worth, TX 76132	817-926-7861	

Purpose

The purpose of this Disaster Recovery and Mitigation Plan is to prepare the Ochiltree 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.

Scope

The scope of this plan is limited to getting the Appraisal District "up and running" in the event that major components are lost, preventing the full functioning of the District and to help in mitigating loss. This is a business continuity plan, not a daily problem resolution procedures document.

Plan objectives

- Serve as a guide for the recovery.
- Reference and points to the location of critical data.
- Provide procedures and resources needed to assist in recovery.
- Identify vendors and customers that must be notified in the event of a disaster.
- Document storage, safeguarding and retrieval procedures for vital records.

Assumptions

- Key people will be available following a disaster.
- This document and all vital records are stored in secure off-site locations either in electronic format or hard copy, and should not only survive the disaster but be accessible immediately following the disaster.

Disaster definition

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by the District. The plan identifies vulnerabilities and recommends measures to prevent extended service outages.

Team member responsibilities

- The Chief Appraiser will oversee the recovery and is the decision maker in any emergency.
- Cristal Tarango will assist the Chief Appraiser and will serve as her alternate in the event the Chief Appraiser is unavailable. All other staff will assist them.
- 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 in the absence or unavailability of the Chief Appraiser and other office staff.
- All of the members should keep an updated calling list.

- All team members should keep this plan for reference at home in case the disaster happens after normal work hours. All team members should familiarize themselves with the contents of this plan.

Instructions for using the Recovery Plan

Invoking the plan - This plan becomes effective when a disaster occurs.

Disaster declaration – The Chief Appraiser and/or the Board of Directors are responsible for declaring a disaster 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 IT systems incurring a prolonged cessation of services of more than three days.
- Cessation of utilities (electricity, gas, water) for more than three days.
- Where either of the above conditions are about to occur.

External communications - The Chief Appraiser is designated as the principal contact with the media (radio, television, and print), regulatory agency, government agencies, and other external organizations following a formal disaster declaration.

Emergency management & mitigation standards

Data backup policy - Backup media is stored at locations that are secure, isolated from environmental hazards, and geographically separate from the location housing the system. Specific employees and third parties are tasked with testing the backups to make sure they are working correctly.

Full and incremental backups preserve the District's information assets and will be performed on a regular basis as follows:

- Backups of appraisal/collections software and files are stored offsite at the programmer's location. The Appraisal District is using a web-based software package for appraisal and collections which is maintained by Pritchard and Abbott, Inc.
    - In addition, backup of the appraisal/collection's software made once a week is stored on the Appraisal District server.
    - The District's bookkeepers are responsible for running the daily backups of their information and each staff member makes back-ups of their own documents which are usually backed up to the server, which is itself backed in several ways, one being that the Assistant Chief Appraiser backs it up once a month to an external hard drive which stores off-site.

- In addition to the backups mentioned above, BIS, the District's IT provider has installed an external hard drive. Information is automatically stored to this device.
    - This device is attached to the back of the server located in the supply room at the District.
    - In the event of an impending disaster where the device could be destroyed, it may be removed and stored in a secure, geographically separate location and isolated from environmental hazards.

Cameras- In an effort to mitigate loss the appraisal district has installed a camera (Blink) in the front office, which is monitored on an iPad located in both the Chief Appraiser's office.

Systems and Software

OCHILTREE COUNTY APPRAISAL DISTRICT			
Hardware	**Description**	**Puch Date**	**Notes**
Database Server	TS 440 Lenovo ThinkServer	6/26/2015	21" Monitor, Keyboard, mouse
Uninterrupted Power Supply	APC Smart UPS 1500		
Router	Dell SoHo Sonic Wall		
External Hard Drive	My Passport		Owned by **BIS**
WIFI Box	Apple		
ISP Modem	Comtrend 1SP		
Cable from stations to server			
Printer/Copier/Scanner/Fax	Kyocera CS2553ci Copystar	Leased	
Printer	Kyocera P2040	08/01/2022	Julia's Office
Printer	HP Laser Jet Pro M404N	03/01/2021	Front Office Desk
Printer	HP Laser Jet Pro M404N	03/05/2022	Marlee's Office
Printer	HP Laser Jet Pro M404N	03/01/2021	Lorena's Office
Printer	HP LaserJet 1020	9/18/2002	Loretta's Office
Printer	Kyocera Ecosysp 2235dw	01/15/2017	Cristal's Office
Printer	HP Laser Jet Pro 400 M401n	1/19/2018	Dulce's Desk
Phone System	Avaya 10 sets	10/18/2012	
PC Lissette	Dell OptiPlex 7090	09/15/2021	23" Monitor, Keyboard & mouse
Receptionist's Desk	Dell OptiPlex 7090	09/15/2021	2 - 23" Monitors, Keyboard & mouse
Laptop - Julia	Precision 7760	09/15/2021	2 - 27" Monitor, Keyboard & mouse
Laptop - Lorena	Precision 7760	09/15/2021	2 - 27" Monitor, Keyboard & mouse
Laptop – Marlee	Precision 7760	03/15/2022	2 - 27" Monitor, Keyboard & mouse
Apple iPad		8/14/2019 03/05/2022	2 – Appraisers
1 External Hard Drives	Verbatim 1TB	2016	Julia
1 External Hard Drive	Seagate 2TB	2016	Julia Office
3 Docking Stations	Dell	09/15/2021 03/15/2022	Julia, Lorena, Marlee & Cristal

Hardware - Continued			
PC Loretta	OptiPlex 7050	9/11/2018	2 - 23" Monitor, Keyboard & mouse
Laptop – Cristal	Dell Inspiron 15 7000	9/18/2017	2 - 23" Monitor, Keyboard & mouse
Scanner (7)	Fujitsu Scansnap IX500	4&5/2016	One in each office
Security Camera	Blink	07/01/2022	Front Office
Laptop -	Dell Inspiron 15 5000	10/05/2019	
3 Docking Stations	Pluggable	9/2017	Board Room & Accounting
7 10 Key Calculators			
Software			
Windows Professional	Win 10		License maintained by BIS
Windows Server 2012R2	Server		License maintained by BIS
Symantec Antivirus	All PCs and Server		BIS
Microsoft Office Home/Bus 2010	All PCs and Server		License maintained by BIS
P&A Based Appraisal software	Web Based		
Ochiltree Map	Web based		
Quick Books Pro	2 PCs		Loretta & Julia/On-line license

Other Equipment

Furniture			
4 desks with console/credenza		2011-2016	CA/Rec/Coll/Min
2 desks with console/credenza		2021	Front office
2 desks with side piece		2011	Accounting/RE
10 Black Ofc Chairs		2017	
5 small bookcases	1 metal/4 wood	Various	Acct/CA/RE/Min/Coll
3 small metal files	2 drawer	Various	Acct/Rec/RE
1 Metal desk			Acct
5 Small Tables		Various	Board/CA/Acct/Postage Rm
15 Tall Metal Files	3 Fireproof	Various	
12 Desk Chairs	On rollers	Various	
3 Old office chairs			
3 Large Tables			2 Board/1 Postage Rm
14 Chairs			Board Room
Safe Refrigerator 4 Cash Drawers			Loretta's Office Storage Room Dulce, Cristal, Lorena, Julia
Recliner			Julia's Office

In the event of an emergency of any kind - that may affect the facility or information systems, please follow the procedure below.

Procedure

STEP	ACTION
1	Notify the Chief Appraiser. The Chief Appraiser or designee will function as decision maker in any emergency.
2	Assess the situation and determine if outside assistance is needed; if this is the case, dial 9-1-1 immediately.
3	Immediately notify all other personnel in the facility of the situation and be prepared to cease operations accordingly.
4	If an alternate location is necessary, Chief Appraiser or designee will initiate relocation to the VFW building which will function as OCAD's emergency location.

In the event of a fire **–** The steps listed under emergency above will be followed. Because of the speed with which a fire can move, the first priority in the event of a fire will be the safety of the employees. Most fires can turn into something major quite rapidly, so calling for help will be a major priority. Office personnel will evacuate the facilities and meet in the north or east parking lot depending upon which door is not blocked by fire.

In the event of a flood or of water damage – The steps listed above will be followed. If the situation permits and there is no eminent danger, salvaging documents and equipment will be a priority.

Planning and preparedness **–** Employees and board members have received a copy of this policy and it is reviewed periodically at staff meetings. Employees are encouraged to become familiar with their role in the case of disaster.

Plan review and maintenance **-** This plan must 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. Additionally, review the listing of personnel and phone numbers contained within the plan.

- The hard-copy version of the plan will be stored in a common location where it can be viewed by District personnel. Electronic versions will be available via network on our server.

AFTER THE DISASTER

Decide course of action - Based on the information obtained, the Chief Appraiser with the help and approval of the Board of Directors if advisable will decide how to respond to the event: mobilize IT, repair/rebuild existing site(s), or relocate to a new facility.

Contact general vendors (see emergency contact list) – Within first 24 hours

Conduct detailed damage assessment. – Within 48 – 72 Hours

- Under the direction of local authorities, assess the damage to the affected location and/or assets. Include vendors/providers of installed equipment to ensure that their expert opinion regarding the condition of the equipment is determined ASAP.

    - Conduct an on-site inspection of affected areas to assess damage to the building, equipment, furniture and fixtures, hardcopy records (files, manuals, contracts, documentation, etc.) and electronic data.
        - ❖ Obtain information regarding damage to the facility (s) (e.g., environmental conditions, physical structure, integrity, furniture, and fixtures).

- Develop a restoration priority list, identifying facilities, vital records and equipment needed for resumption activities that could be operationally restored and retrieved quickly.

- Make recommendations for required/needed resources.

- Make arrangements for relocation to the emergency site (County VFW building) if needed. With connectivity to the internet, OCAD can restart operations since the appraisal/collections software as well as the map software are all web based.

Re-establish normal operations – within one/two weeks

- ***Notify the Software Vendor and Offsite Backup Provider staff/Coordinate relocation to new facility (if necessary).*** Work with vendors to develop a rebuild/repair schedule. Coordinate removal of salvageable equipment at disaster site that may be used for alternate site operations

Secure funding for relocation - Make arrangements to acquire a suitable location and equipment and other resources. Make arrangements with local banks, hotels, office suppliers and others for support. Because OCAD uses web-based appraisal/collections software, employees could work from home during a relocation period.

Operations recovered - Assuming all relevant operations have been recovered to an alternate site, and employees are in place to support operations, the district can declare that it is functioning in a normal manner at the recovery location.

Appendix

Appendix A: EMERGENCY PROCEDURES IN CASE OF A TORNADO

Specifically - WHEN A TORNADO WARNING IS GIVEN IN OUR AREA

1. **PUT MONEY IN SECURE PLACE – Cashier/Receptionist and Registered Tax Collector/Assessor**
2. **EACH STAFF MEMBER GET PURSE/OTHER PERSONAL ITEM TO BE TAKEN IF ANY**
3. **CHIEF APPRAISER OR CRISTAL TARANGO IN Her ABSENSE DETERMINE IF OTHER EQUIPMENT SHOULD BE SECURED AND ASSIGN TASKS**
4. **TURN OFF COMPUTERS – Each employee at their own station**
5. **STAFF SEEK SHELTER AT THE NEAREST TORNADO SHELTER**

LIST OF OCHILTREE CAD EMPLOYEE PHONE NUMBERS

JULIA MENDEZ
JULIA CELL PHONE #806-881-8038
MARK CELL PHONE #806-228-1110
HOME PHONE #806-435-5794

CRISTAL TARANGO
CRISTAL CELL PHONE #806-202-8806
EVELIN CELL PHONE #940-782-6367
HOME PHONE # N/A

MARLEE JONES
MARLEE CELL PHONE #940-435-2600
HOME PHONE # N/A

LORENA CENICEROS
LORENA CELL PHONE #806-228-5264
ADAN CELL PHONE #806-228-5015
HOME PHONE # N/A

LORETTA MICK
LORETTA CELL PHONE #806-202-7039
HOME PHONE # N/A

DULCE SILVA
DULCE CELL PHONE #806-228-3293
AMERICA CELL PHONE #806-228-3078
HOME PHONE # NA

CALL SCRIPT:

This is _____ at the appraisal district. We are experiencing _____ and need assistance. We are located at 825 S Main, Ste 100 in the North part of the Perryton National Bank. My cell phone number is _____