

# Emergency Management Plan – Borden County Appraisal District

## Introduction

It is the responsibility of the Borden County Appraisal District (CAD) to protect district property from the effects of disastrous events. This plan is based upon the concept that the emergency functions for various Borden County agencies involved in the emergency management will generally parallel day-to-day functions. To the extent possible, the Borden 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 task of the Borden CAD. The Chief Appraiser will be the lead contact during any emergency or disaster. The Board of Directors will work with the Chief Appraiser in all types of planning and emergency actions. The Chief Appraiser will serve as liaison officer between the Board of Directors and the County Judge and Sherriff. In the event the Chief Appraiser is incapacitated, the Deputy Chief Appraiser will be the lead contact. By knowing our vulnerability and what actions we should take, the efforts of a disaster may be reduced within our community. During an average year, hurricanes, floods, tornados and other disasters cause major damage, loss of life and injuries to Texas cities, counties and entities. Identified below is useful information to assist employees should an emergency situation arise within our community.

## Objective

- To coordinate the District's response to critical or emergency incidents while paying special attention to the safety and security needs of the staff, citizens and visitors, including persons with disabilities and functional needs.
- To maintain customer service by minimizing interruptions or disruptions of operations.
- To provide guidance and appropriate support services to the staff, Appraisal Review Board Members, and the Board of Director Members in the event of an emergency.
- To maintain the safety and security of the staff, citizens and visitors as a whole in the event of a disruption or critical incident.
- Protect the facilities, physical assets, and electronic information.
- To outline the general procedures to be taken in the event of a critical incident (or the threat thereof) affecting the operation of the appraisal functions.

## Definition of a Critical Incident

A critical incident is a situation that involves the District's employees and/or citizens that creates a major disruption of normal operations and calls for a response beyond normal operational procedures. Examples may be situations such as natural/structural disasters (fire, flood, tornado, earthquake, storms, explosions, power outages, leaks, and hazardous materials releases), violent behavior (terrorism, workplace violence, vandalism and theft) or life-threatening injury or illness. Some emergencies, disasters, or incidents will occur with enough warning that appropriate notification will be issued to ensure some level of preparation. Other situations may occur with no advanced warning. The extent of the challenges created by emergencies or disasters depends on the factors such as time of occurrence, severity of impact, existing weather conditions, area demographics, and nature of building construction.

## Plan Objectives

- Serve as a guide for recovery.
- To coordinate the District's response to disruptions and critical/emergency incidents while paying special attention to the safety and security needs of the staff, citizens and visitors.
- References and points to the location of critical data.
- Provide procedures and resources to assist in recovery.
- Document storage, safeguarding and retrieval procedures for vital records.
- Identify vendors anyone else who must be notified in the event of a disaster.

The Chief Appraiser is notified of a critical incident involving a District employee or citizen at 806-756-4484 during the day. Other management staff and the Board of Directors may be notified on their cell phones that will immediately coordinate with the Chief Appraiser after hours or holidays. In the first 24 hours if possible, of any

type of disaster, the Chief Appraiser will be in contact with the office staff and Board of Directors to start the recovery process. Recovery of operation will be contingent on the type of disaster, but the Appraisal District will try and be “up and running” within 2 days if possible so the District’s taxpayers will be as inconvenienced as possible.

## **Emergency Contacts**

- Tracy Cooley, Chief Appraiser – 432-935-9871
- Becky Herridge, Deputy Chief Appraiser – 806-790-7336
- Ross Sharp, Judge & President of Board – 806-445-3471
- Todd Holbrook, Secretary of Board – 806-773-7154
- Stephanie Behrens, Borden ISD Superintendent – 806-756-4313
- Carol Lewis, Board Member – 806-543-8191
- Greg Stansell, Board Member – 432-528-7684
- Randy Adcock, Board Member – 806-759-8804
- Jibber Herridge, Board Member – 806-759-3460
- Ernest Reyes, Board Member – 432-213-6992
- Miller Valentine, Board Member 806-759-5046
- Brian Briley, Board Member – 806-759-1432
- Chad Beaver, Board Member – 325-207-2757
- Randy Hensley, Board Member – 806-756-1010
- Deidre Smith, Board Member – 806-759-5011
- Wayne Henderson, Sands CISD Superintendent – 432-353-4888

Each employee, member or entity will be contacted in the order they appear above. If not all employees, member or entity could not be contacted they will be left a message or be called at a later time. First responders may call the Borden County EMS at 806-759-5111 if they determine that immediate attention is necessary. Once emergency services have been contacted, all steps in the process must be followed. In the event that the Chief Appraiser is incapacitated or unavailable for any reason, the Deputy Chief Appraiser, in coordination with the Chairman of the Board will assume the role of primary contacts and decision makers. The Chief Appraiser gathers information concerning the critical incident and responds accordingly. In the event that the District needs to be closed or schedules altered in some manner, approval must come from the Chief Appraiser. Any media contact or press releases must be coordinated through the Chief Appraiser as well as any email or website assistance. Depending on the evaluation of the situation, one or more of the following may occur:

- Chief Appraiser assigns an on-site coordinator that reports back to him/her. Based on the initial findings and upon the agreement with either the Chief Appraiser or on-site coordinator, the response by the Chief Appraiser may include dealing with the situation alone, contacting trained personal, contacting appropriate outside agencies (local fire, police, etc.), contacting family members, and contacting a counseling center. If warranted, an emergency meeting of all essential personnel may be called after evaluation of the situation.
- If an emergency meeting is activated, it will be held in the Chief Appraiser’s office. If this location is unavailable, it will be held in an available room in the Courthouse, next door to the Appraisal District office.
- Emergency meeting is called. If determined in the meeting, the on-site coordinator will assist the Chief Appraiser in dealing with the critical incident. This may include, but is not limited to assisting staff, citizens, and family members, while gathering additional information, etc.

## **Disaster Types**

Disaster types are defined into three (3) categories:

- Natural
- Human
- Technical

**Natural Disasters** “acts of nature” include but are not limited to events such as tornados. Hurricanes, earthquakes, heavy storms, lightening, hail or any other erratic weather.

**Human Disasters** include but not limited to acts od sabotage, arson, bombing, theft, water leaks and plumbing failure, human error, vandalism, loss of key people, fraud and embezzlement.

**Technical Disasters** include but are not limited to equipment failure, virus, human error, software failure, power flux and/or power outages.

### **Disaster Levels**

There are 3 disaster levels:

- Level 1 (Severe)
- Level 2 (Major)
- Level 3 (Minor)

**Level 1 (Severe)** represents a total disruption of the building and/or its contents. Work ceases for a period of 30 or more hours. Disruption occurs during working hours and downtime is crucial to the District’s business operation.

**Level 2 (Major)** represents a partial disruption to the building and/or its contents, occurring during the working or non-working hours. Work ceases for a period of 8 to 30 hours. The disaster affects 1 or 2 major functions of the District or has occurred during a vital time of the year for a particular department or area.

**Level 3 (Minor)** represents a partial disruption or damage to a segment of the District’s computer system. Work ceases for a period of 1 to 8 hours and has occurred during a non-vital time of year.

**Please Note:** The above levels are indicated as suggestions but are ultimately determined by the Chief Appraiser.

### **In the Event of a Disaster During Business Hours**

Identify the type of disaster:

- Natural Disaster
  - Notify staff and Board of Directors.
  - Notify the County Judge.
  - Start securing the Appraisal Office – Backup data, shut off and unplug computers and equipment.
  - Notify the IT provider, CTSI, to determine the damage to the equipment and when they might think they can get it up and running.
  - Set up a temporary site for the office if needed.
  - Notify the Borden Star when the office will be back in operation and where the new location of the office is.
- Fire
  - Minor – Fire extinguishers are located in the kitchen and the room across the hall. If fire can be extinguished safely then do so and afterwards notify the volunteer fire department. If it cannot be extinguished safely, immediately exit the building and call the volunteer fire department.
  - Major – Panic buttons are located in undisclosed areas and should be pressed if the fire is determined to be major. This will notify the Sherriff’s Office.
  - Notify the County Judge.
  - Notify the Board of Directors and set up an emergency meeting to set up a temporary office for the CAD.
  - Notify the IT provider, CTSI, to determine the damage to the equipment and when they might think they can get it up and running.
  - Notify the Borden Star when the Appraisal office will be back in operation.
- Electrical Outage
  - Determine reason for outage if possible.
  - Notify the County Judge.
  - Contact Lyntegar Electric to determine cause of outage and get a time frame for when it should be back on.
  - Notify the Board of Directors if there is going to be a significant amount of downtime.
  - Notify the Borden Star if the Appraisal District will be down for more than two (2) days.
- Burglary and/or Vandalism
  - Panic buttons are located in undisclosed areas. Press the button if possible to access help without detection from the intruder.

- If the intruder leaves, press the panic button, if you were not able to before, and lock the doors until help arrives.
- Notify the County Judge.
- Notify the Board of Directors.
- Notify CTSI if any equipment was stolen or damaged and when it can be replaced or fixed.
- Notify the insurance company of the theft if necessary.
- Notify the Borden Star when the Appraisal office will be back in operation if there is going to be a significant downtime.
- Flood or Water Damage
  - Assess the situation and determine if outside help is needed.
  - Notify the County Judge
  - If flood or water leak will cause damage to equipment, shut down and move it to a secure location.
  - If damage occurs to equipment before being able to move, notify CTSI to see when equipment can be fixed and Prichard & Abbott when backup data will be available.
  - Notify the Borden Star when the Appraisal office will be back in operation if there is going to be a significant downtime.
- Tornado
  - When a tornado warning has been alerted and if time allows, turn off equipment, gather personal items and go to basement of courthouse for safety.
  - When warning has expired, check on well-being of staff, family and others within the area.
  - Notify the Board of Directors if any damage occurred. If damage was severe have an emergency meeting to set up a temporary site for the office.
  - Notify CSTI and Prichard & Abbott of any damage to equipment and data.
  - Notify the Borden Star when the Appraisal office will be back in operation if there is going to be a significant downtime.

### **In the Event of a Disaster After Office Hours**

- Identify type of disaster
- After family and home is secure, the Chief Appraiser and Deputy Chief Appraiser will report the Appraisal Office to assess any damage.
- Notify the County Judge of any damage
- Notify the Board of Directors of any damage and call a meeting if a temporary site is needed.
- Notify CSTI and Prichard & Abbott of any damage to equipment and data.
- Notify the Borden Star when the Appraisal office will be back in operation if there is going to be a significant downtime.

### **Data Recovery**

In the event of a disaster or business interruption in the District's CAMA and processing systems the Chief Appraiser along with the District's software vendor, Prichard & Abbott, will determine and access the type and level of disaster. Upon determination the recovery plan will be implemented accordingly. In the event of a disaster during office hours, Prichard & Abbott will begin recovery procedures. The staff will be assigned projects to help with recovery as well. Prichard & Abbott will be tasked with the project of recovering the District's appraisal data. The flat files will be made into the necessary media. The Chief Appraiser will be responsible for retrieving any files that are to be stored on and off-site.

### **Vendor Contact Information**

Prichard & Abbott – 800-880-7861 - Kevin McBurnett  
 Lyntegar Electric Coop – 806-561-4588  
 Poka Lambro – 806-561-5600  
 County Judge – 806-756-4391 - Ross Sharp  
 Sherriff – 806-756-4311 - Benny Allison  
 EMS – 806-759-5111

## Recovery Timeline

- Within twenty-four (24) hours establish new location and move in necessary equipment and software.
- By the end of forty-eight (48) hours all computers and sites are working and ready.
- By the end of seventy-two (72) hours all staff is back and in full operations.

### 24 Hours

If small in scope, begin clean-up and minor repairs.  
Assess damage and determine length of outage.  
Secure alternate location, if necessary.  
Move computers and equipment.  
Determine scope of damage for servers and workstations.  
Obtain backup computer equipment.  
Contact Prichard & Abbott to begin restoration.  
Restore the network.  
Determine requirements for voice and data communications.  
Contact Lyntegar Electric and Poka Lambro to assess and restore services.  
Remove vital records subject to damage or exposure.  
Make arrangements with Sheriff's office to secure the damage area if necessary.  
Notify employees and Board Members of situation.

### 48 to 72 Hours

Contact Poka Lambro to restore internet service.  
Restore internet connection at alternate location.  
Reinstall software, as necessary.  
Restore data, as necessary.  
Prepare statements.  
Contact the Borden Star and the public of the situation.  
Notify key customers of situation  
Notify all vendors and delivery services of change of location.  
Remove/secure all documents and records.  
Notify insurance company or ascertain that owner of building has done so.  
Document all facility damage.  
Order supplies and equipment required at alternate site.  
Keep employees and Board Members informed of recovery process.

### 72 Hours +

If moderate in scope, complete repairs as necessary, while operating at alternate site.  
Inventory damaged and destroyed equipment.  
Salvage equipment and supplies.  
Arrange for offsite storage, if needed.  
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 statements.  
Report on final disaster recovery expenses to the Board of Directors.  
Update Emergency Management Plan based on lessons learned.

Once the situation is assessed, the necessary staff will meet and debrief. Any needed follow-up plans, communications, activities, and/or programs will be determined for final resolution of the critical incident. Timelines for these activities will be determined and a closure/evaluation meeting will be scheduled. The Chief Appraiser will evaluate all responses to the critical incident at the closure/evaluation meeting and will recommend any policy revisions in procedures.

## **Press Relations**

All press and media releases will be conducted by the Chief Appraiser in cooperation with the on-site coordinator. The Chief Appraiser and on-site coordinator will review all media and press releases.

## **Temporary Location**

if no county building is available other options will be brought before the Board of Directors.

## **Plan Review and Maintenance**

This plan will be reviewed annually. A copy will be given to the Chief and Deputy Chief Appraiser, each Board of Directors member and the County Judge. A copy will also be available to the public at the Appraisal Office.

**\*\*\*This plan is for general information only. During an actual critical incident, variations might be made depending on the nature of the event and the situation.**

## **INCIDENT REPORT FORMS ARE ATTACHED**

CRITICAL INCIDENT INFORMATION FORM

ATF BOMB THREAT CHECKLIST

**CRITICAL INCIDENT INFORMATION FORM**

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

NAME: (If known) \_\_\_\_\_

ADDRESS: (If known) \_\_\_\_\_

RACE: \_\_\_\_\_ SEX: \_\_\_\_\_ HEIGHT: \_\_\_\_\_ WEIGHT: \_\_\_\_\_

HAIR: \_\_\_\_\_ EYES: \_\_\_\_\_ EYEWEAR: \_\_\_\_\_ FACIAL HAIR: \_\_\_\_\_

SCARS/TATOOS: \_\_\_\_\_

<b>EARRING/PIERCINGS:</b>	EAR	LEFT _____	RIGHT _____	#OF _____
	NOSE	LEFT _____	RIGHT _____	#OF _____
	LIP	LEFT _____	RIGHT _____	#OF _____
	EYEBROW	LEFT _____	RIGHT _____	#OF _____

**CLOTHING**

**SHIRT/BLOUSE**

COLOR: \_\_\_\_\_

POLO: \_\_\_\_\_

COLLARED: \_\_\_\_\_

T-SHIRT: \_\_\_\_\_

LOGO/WRITTING: \_\_\_\_\_

**SHOES**

COLOR: \_\_\_\_\_

PATTERN: \_\_\_\_\_

LENGTH: \_\_\_\_\_

**HAT/CAP**

COLOR: \_\_\_\_\_

LOGO: \_\_\_\_\_

**PANTS/SHORTS**

COLOR: \_\_\_\_\_

PATTERN: \_\_\_\_\_

SLACKS: \_\_\_\_\_

WORN: \_\_\_\_\_

JEANS: \_\_\_\_\_

**JACKET**

COLOR: \_\_\_\_\_

PATTERN: \_\_\_\_\_

LENGTH: \_\_\_\_\_

**Additional Information**

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PLEASE FILL OUT AS SOON AS INDIVIDUAL CAUSING INCIDENT LEAVES.  
GIVE TO FIRST RESPONDER LAW ENFORCEMENT OFFICER.

**ATF BOMB THREAT CHECKLIST**

DATE: \_\_\_\_\_

EXACT TIME OF CALL: \_\_\_\_\_

PERSON RECEIVING CALL: \_\_\_\_\_

NUMBER CALL RECEIVED AT: \_\_\_\_\_

**EXACT WORDS OF CALLER**

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**QUESTIONS TO ASK**

1. WHEN IS THE BOMB GOING TO EXPLODE \_\_\_\_\_
2. WHERE IS THE BOMB \_\_\_\_\_
3. WHAT DOES IT LOOK LIKE \_\_\_\_\_
4. WHAT KIND OF BOMB IS IT \_\_\_\_\_
5. WHAT WILL CAUSE IT TO EXPLODE \_\_\_\_\_
6. DID YOU PLACE THE BOMB \_\_\_\_\_
7. WHY \_\_\_\_\_
8. WHERE ARE YOU CALLING FROM \_\_\_\_\_
9. WHAT IS YOUR ADDRESS \_\_\_\_\_
10. WHAT IS YOUR NAME \_\_\_\_\_

**CALLER'S VOICE: (CIRCLE ALL THAT APPLY)**

- |       |         |          |          |             |        |         |
|-------|---------|----------|----------|-------------|--------|---------|
| CALM  | STUTTER | GIGGLING | STRESSED | DISGUISED   | SLOW   | EXCITED |
| DEEP  | ACCENT  | NASAL    | SINCERE  | CRYING LOUD | NORMAL |         |
| ANGRY | LISP    | SQUEAKY  | SLURRED  | BROKEN      | RAPID  |         |

IF THE VOICE IS FAMILIAR, WHOM DOES IT SOUND LIKE \_\_\_\_\_

WERE THERE ANY BACKGROUND NOISES \_\_\_\_\_

**Additional Information**

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