



**Gonzales Central Appraisal District**

**Disaster Recovery Plan**

**2024-2025**

# **Gonzales Central Appraisal District Disaster Recovery and Mitigation Plan**

## **Plan Objectives:**

The purpose of this plan is to provide the appraisal district personnel with guidance in the performance of their duties in the event of a major emergency, whether it be an event involving only the district facilities or a major event that effects the entire community.

The District's objective is to maintain customer service by minimizing disruptions of operations and to protect the safety of the districts employees and the facilities, physical assets and electronic information.

## **Definition of a Critical Incident/Disaster:**

A critical incident is a situation that involves the District's employees or an employee and/or other members of the community that creates a major disruption of the normal operations of the district and requires a response beyond normal procedures.

Examples may be situations such as natural/structural disasters (i.e. fire, flood, tornado, hurricane, storms, explosions, leaks, and hazardous materials releases), violent behavior (i.e. 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.

Such a disruption may include the inability of the district to receive phone calls at our normal office number, inability to access hard copies of all district records and the inability to access the office computer network.

This may also include the inability to access electrical power through the normal grid.

The Gonzales County Appraisal District has installed security "Panic Buttons" at all employee stations that will notify DPS, County Sheriff's Office and local City Police all at once if any panic button is activated. It also notifies each station that an event is taking place in the office and for them to get in a secure place or evacuate.

## **Execution of the Plan:**

The Chief Appraiser (Senior Appraiser, if the Chief is unable to serve) shall have the sole authority to put this plan into effect and shall be the official spokesperson for the district during such an emergency.

## **Employee Notification:**

The Chief Appraiser, once notified of a disaster or incident involving the District and/or one of its employees, will notify the Senior Appraiser and the Board Chairman. If the Chief or Senior Appraiser is not able to be reached or is incapacitated the Computer Operations Manager is the next person in command. The Chief Appraiser will contact the Senior Appraiser and all clerical personnel and advise them of the disaster and any action to be taken as well as any closing. The Senior Appraiser after being notified is responsible for contacting the appraisal staff. The Chief, Senior Appraiser, and Computer Operations Manager have cell phone and/or home phone contact information for all employees and all employees have contact information for the Chief, Senior Appraiser, and Computer Operations Manager as well as various other staff members. (These contact numbers and employee names are not published in this document for privacy purposes as this plan may be the subject of an open records request).

## **Prevention/Loss Control:**

Prevention begins with keeping a well maintained and organized facility to reduce the chance of loss from internal sources as well as being aware of possible external hazards that the building and equipment may be exposed to. Appraisal information is stored not only on site but off site by the district's software vendor and is backed up nightly off site.

**Employee Preparedness and Responsibilities:**

Employees are responsible for being sure that their office as well as common areas near their offices are secured in the event of a foreseeable incident such as a hurricane or tornado and that all electronics are moved up off the floor and away from windows if possible to avoid possible water damage if time permits.

Fire extinguishers are located throughout the building and are inspected and maintained as required. Employees should attempt to extinguish a fire only after a "911" call has been placed and if the fire is small and not life threatening. Everyone should evacuate the building through the nearest exit.

In the event of a tornado or other event requiring employees to "shelter in place" everyone will shelter in the hallway in the north end of the building.

**Post Disaster Response:**

- A. The Chief Appraiser will initiate contact with all district employees to inform them of the emergency and have everyone assemble at a secondary location instead of the district office if necessary.
- B. Operation of the district will be established at a secondary location if necessary. This location to be determined based on available facilities once the situation has been cleared for safety.
- C. Recovery operations of the district will begin at this designated location.
- D. In the event of a large spread incident the Chief Appraiser may also contact the Gonzales County Emergency Management Coordinator for instruction and to determine if the area has been cleared for safety. The Chief Appraiser will then make assignments to district staff for recovery and reestablishment of district basic functions as this becomes possible.

**Secondary/Recovery Location**

Staff will be instructed to assemble at the East entrance to the Victoria College Gonzales Center (formerly the Gonzales National Guard Armory). The conference room shall be used as our secondary location for mitigation purposes until a more permanent location can be put into operation. When all district staff have been accounted for the Chief Appraiser will contact the Gonzales County Emergency Management Coordinator and provide that information.

District staff will be asked to bring laptop computers with them to the secondary location. District laptops will be brought to the location by the Chief Appraiser or his designate if they can be safely acquired. District employees with smartphones or tablets will have the ability to access all of our account information and mapping data that is maintained online through the cellphone networks if they are operational. This data is maintained and hosted offsite on servers located in Fort Worth and Houston by Pritchard and Abbott Inc. A gasoline powered portable generator will be used for recharging laptop computers and smartphones as needed if access to electrical power is not otherwise available.

**District Operations at a Secondary/Recovery Location**

In the event of a localized incident the use of a secondary location will allow for minimal operations of the district. If the disaster is more widespread the Chief Appraiser will contact staff as possible, where they are sheltered and institute such portions of this plan as are reasonable and prudent

The primary function of the district at the secondary location will be to provide any ownership and location data necessary to emergency management personnel during a widespread disaster and to begin coordinating recovery operations to bring the district back into full operation as soon as possible following the disaster. The Chief Appraiser will contact all members of the board of directors and the appraisal review board if necessary and keep them informed of the status of district operations.

All Software and appraisal data is stored on an in-house server as well as being stored and backed up off site nightly by the district's software vendor. In the event of a foreseeable disaster the in house server will be removed from the site and taken home by the employees or stored in a safe location such as a safety deposit box.

Safety permitting, district staff will begin securing property from the current district location and gather that property into the secondary location or to a storage location as determined by the Chief Appraiser. Priority will be given to the recovery of any paper records and electronic data storage devices to ensure that permanent records and documents required by records retention are preserved if salvageable.

**Business Operations at the Secondary/Recovery Location:**

The primary function of the district at the recovery location will be to reclaim and reassemble the records and equipment of the district as best as possible to facilitate the return of the district to full operation at a permanent location as soon as possible.

An inventory of all records and equipment for each department should be done to determine what may need to be repaired or replaced in order for the district to operate effectively in a permanent location and to make note of any records that may have been lost or permanently damaged.

The Chief Appraiser will keep all local media informed of any change in the location of the district office and in possible change in contact information for the district as appropriate. These advisories will also be posted on the districts web site if internet service is available.

All functions of the appraisal district should be carried on as near to normal as possible considering the situation at the time with every effort being made to return the district to their original location or a new permanent location as soon as possible.

**Recovery Timeline:**

**24 Hours:**

- Assess damage and determine if secondary location is necessary

- Determine length of electric and phone service outage

- If possible restore utilities and telecommunications

- Secure building, doors, and broken windows

- Begin clean up and minor repairs

- Determine scope of damage to server, PC's, and all office equipment

- Contact software provider and vendors to replace damaged or destroyed equipment

- Remove and/or secure all vital records subject to further damage or exposure

- Notify Board members of extent of damages and relocation if necessary

- Make arrangements with local law enforcement to secure and patrol the premise if necessary

**48-72 Hours:**

- Restoring utilities and telecommunications is highest priority if still out

- Reinstall software and restore data as necessary

- Work with vendors to replace furniture/fixtures as necessary

- Notify insurance company

- Prepare statements/contact local newspapers and post statement on web page advising public of current situation and possible relocation of district

- Document all facility damage – photograph damage as much as possible

- Notify post office and vendors if relocated to a secondary location for all deliveries

- Keep Directors and all employees informed of recovery process

**1-2 Weeks:**

- If incident is moderate in scope, complete repairs while operating under modified conditions at either District office or secondary/recovery location

- Salvage equipment, furniture, and supplies

- Arrange for offsite storage if needed

- Call special Directors meeting for planning and authorization of purchases as needed

**3-4 Weeks:**

**If the incident is severe in scope, operate at a temporary facility until repairs are completed or office is relocated into a new facility**  
**Settle property claims with insurance company and secure financial backing as necessary for recovery effort**  
**Report on final disaster recovery expenses to Board as necessary and keep media updated**

**See the attached Appendix A, B & C**

## **APPENDIX "A"**

**JOHN H. LIFORD, CHIEF APPRAISER**

**JOSEPH N. RAPOZA, DEPUTY CHIEF APPRAISER**

**TAMMY PERRY, COMPUTER OPERATIONS MANAGER**

**LISA PAKEBUSCH, BOOKKEEPER/HR**

**MARY MILLER, DEED CLERK**

**GARY HENDERSON, APPRAISER**

**KATHRYN BRADLEY WALKER, BPP APPRAISER**

**BRYNN COOK, APPRAISER**

**JAMES PULLIN, SENIOR APPRAISER**

**KALEB KNOX, APPRAISER**

**CLIFTON DAVID, MAPPING**

**KIMBERLY TEAGUE, EXEMPTION CLERK**

**SANDRA SANCHEZ, RECEPTIONIST**

**LAUREN NEWMAN, CLERK**

**WEBSITE:**     **[www.gonzalescad.org](http://www.gonzalescad.org)**

**EMAIL:**       **[gonzcad@gvec.net](mailto:gonzcad@gvec.net)**

**APPENDIX "B"**

**BOARD OF DIRECTORS**

SUE GOTTWALD, CHAIRMAN

FRANK "BUD" BOX, VICE-CHAIRMAN

JOSH GRAY, SECRETARY

JEFF HARVEY, MEMBER

D'ANNA ROBINSON, MEMBER

CRYSTAL CEDILLO, NON-VOTING MEMBER

**APPRAISAL REVIEW BOARD**

MICHAEL E. BAKER, CHAIRMAN

WILLIAM K. ALLEN, VICE-CHAIRMAN

MARLA F. HENEGAR, SECRETARY

GARY DRESCHER, MEMBER

JOHN BARFIELD, MEMBER

STEVE ANYAN, MEMBER

LARRY WEHDE, MEMBER

MICHAEL WALSHAK, MEMBER

**AG ADVISORY BOARD**

FRANK BENES, CHAIRMAN

ARCHIE WINEGEART

DWIGHT SEXTON

**APPENDIX "C"**

**PRITCHARD & ABBOTT INC  
4900 OVERTON COMMONS COURT  
FORT WORTH, TEXAS 76132  
817-926-7861 PHONE  
817-927-5314 FAX**

**GONZALES NATIONAL BANK  
SAFETY DEPOSIT BOX  
1622 E SARAH DEWITT DR  
GONZALES, TEXAS 78629  
830-519-4450**