

Authority to Implement: Chief Appraiser
A Chief Deputy in absence of Chief Appraiser
Emergency Respondents as Necessary

Cherokee
Central
Appraisal
District

2025

To anticipate potential disasters and plan courses of action guidelines
to quickly as possible resume Operations and Service

Disaster
Response and
Recovery

Contact Information

Emergency Response:	Call 911
	If Applicable: Cut off Gas Cut off Main Breakers (Men's Restroom, Server Room) Cut off Water only if necessary or if no fire Water Main – Outside Back Door 10 feet to right as exiting
Fire Extinguishers:	B & D Fire & Safety James Booker (936) 967-5200
City Fire Inspector:	Donald Lankford (903) 683-2214
Fire Extinguishers Locations:	Main Building: 1. On Left as enter hall towards Jan's Office 2. Outside Darci Emerson's office door 3. Outside Kitchen 4. Bomb Shelter Tosh Building: 5. Base of Stairs 6. Breakroom Downstairs 7. Tosh Bldg, Hallway Upper Deck North 8. Tosh Bldg, Hallway Upper Deck South 9. Kitchen Upstairs
Emergency:	911
Sheriff:	(903) 683-2271
Police:	(903) 683-2214 or 2213
Fire:	(903) 683-2214 or 2213
Hospital:	East Texas Medical Center EMS: (903) 683-1268 Hospital: (903) 683-2273 1st Physicians Clinic (903) 683-3600 (Located in Hospital)
Cave In (Bunker):	Billy Kimbrell (Track Hoe) (903) 683-2877 Kevin Blackwell (Track Hoe) Home: (903) 726-3422 Cell: (903) 726-3422

Contact Information

Kenny Birdwell (Track Hoe)
Hudson Community
(903) 683-2033
Cell: (903) 721-3632

Jerry Lusk (Track Hoe)
Salem Community
(903) 743-5406
Cell: (903) 258-1429
Joe Cell: (903) 721-4702

Eddie's Backhoe (Track Hoe)
New Summerfield
(903) 726-3422

Staff Contacts:

Jan Lowry
Chief Appraiser
Cell: (806) 683-1523

Bryan Cook
Deputy Chief Appraiser
Cell: (903)-253-2342

Darci Emerson
Deputy Chief Appraiser
Cell: (903) 283-6868

Adam Bemis
Systems Administrator
Cell: (903)-283-7274

Department Heads:

Collections: Dee Robertson
Cell: (903) 576-1630

Records: Jenna Lobisser
Cell: (210) 542-8479

Appraisers: Kyle Lyda
Cell: (903) 253-2342

Contact Information

Board Contacts:

Tony Johnson, Chairman
4750 FM 855 W
Bullard, TX 75757
Cell: (903) 530-6440

Connie Nice, Vice Chair
5704 US Hwy 175 W
Jacksonville, TX 75766
Cell: (903) 721-1110

Joe Taylor, Secretary
676 CR 4719
Troup, TX 75789
Cell: (903) 352-6789

Shonda Potter, Tax Assessor
Work: (903) 683-5478

Electric:

Oncor:
(888) 313-4747

Gas:

Entex/Reliant Energy
(903) 586-2446

Water and Sewer:

City of Rusk
(903) 683-2214

Internet:

Eastex Telephone
Ron Crow (903) 658-7126

Networking:

True Automation
Allen TX
(Primary – have Support Contract and Services)
Business: (972) 881-1858 or
Support: (972) 265-7300

Vested Networks
(972)924-6488

B & W Communications
Network and Phone Wiring
(800) 434-9899
(903) 561-6966 Service

BIS Consulting
14802 Venture Drive
Farmers Branch, TX 75234
(800) 247-9045 (x103 Britt)

Contact Information

Janitorial: Roseanne Burran
Rusk, TX 75785
(903) 284-2125

Servpro of Palestine
Fire, Flood, and Biohazard
(903) 561-0309

Phone: Eastex Telephone
Billing: (800) 232-7839
Repair: (903) 854-1010

County Emergency Coordinator: Servio Servin
Home: 1224 CR 1616, Jacksonville
Courthouse Annex (Office)
Fax: (903) 683-4538
Office: (903) 683-5947
Home: (903) 586-1939
Email: emc@cocherokee.org

Poison Control Center: (800) 222-1222
Emergency: 911

County Judge: Honorable Chris Davis
(903) 683-2324
(903) 683-2293

Electricians: Roy Wilkinson
(903) 683-6543
Cell: (903) 721-1372

Lingard Electric
Duane Lingard
(903) 658-3625

Air Conditioning: DM Air Conditioning
(903) 824-3998

A & M Air Conditioning
(903) 586-6875

Maddox A/C
(903) 586-2589

Roof Repair: AVCO Roofing
Stephanie Osborn
Office: (903) 534-8700
Direct: (972) 849-8475

Contact Information

Gutter Repair: Glenwood Blind & Awning Co. Inc
P O Box 131209
Tyler, TX
(903) 597-2088
Fax: (903) 597-4167

Glass Repair: Henderson Glass
(903) 597-7235

Cutright Glass & Mirror
23000 County Road 187
Bullard Texas 75757
(903) 825-3300

Software & Computer: True Automation
Allen, TX
Main: (972) 881-1858
Support: (972) 265-7300
Software & System Support

Dell Computer Corp.
(800) 822-8965
Allen Marshall 8-5 CST
Account: 10178606
Orders: (512) 725-0435

BIS Consulting
14802 Venture Drive
Farmers Branch, TX 75234
(800) 247-9045 (x103 Britt)

CDW-G
Ben O'Donnell – Salesman
(312) 547-2197 Direct
(888) 239-7270 Main

Printers: Complete Business Systems
719 W Front Ste. 65
Tyler, TX 75702
(903) 323-7600 (Contracts)
(Other than Sharp)

For smaller printers, work with local office supply if cannot wait
or order from CDW-G
(not worth maintenance contract)

Contact Information

Copiers: Texas Documents
2003 Atkinson Dr
Lufkin TX 75901
(Under Contract for Sharp Copiers/Printers)
(936) 699-2800
Fax: (936) 699-4229

Insurance: General Liability
Tosh Insurance Agency
Mr. Don Jones
(903) 683-5433

Workers Compensation
Texas Municipal League (TML)
Intergovernmental Benefits Pool
Contract No. 5562
Loss Prevention: (903) 537-6655
Claims: (972) 613-1754 – Direct
(877) 478-5031 – Toll Free
(512) 491-3317 - Fax

Plumbers: Edwin Ballew Plumbing Services
(903) 683-4455

Cherokee Plumbing
(903) 721-2835

Leslie Parker
Voice: (903) 743-5357
Fax: (903) 743-5457

Sump Pumps: City of Rusk Water
(903) 683-2214

Rusk Rural WSC
(903) 683-6178

Alto Rural WSC
(936) 858-4648

See also Plumbers above

Locksmiths: B & D Security
(936) 564-7300
Magnetic Lock & Fire Extinguishers

Locksmith of Tyler (Vault)

Contact Information

(903) 595-2247

Quality Automatic Door Services
Jerry Boulware
(903) 963-8373

B & B Locksmith
(903) 586-4443

Exterminator: Orkin Pest Control
(903) 592-0848

Texas State Library: Policies & Procedures
Records Management
(512) 421-7200

East Texas Area Rep
Joshua Clark
4400 Shoal Creek Blvd
P O Box 12927
Austin, TX 78711-2927
Voice: (512) 936-0270
Email: jclark@tsl.texas.gov

Legal: Low Swinney Evans & James
120 S. Lakeline Blvd., Bldg. 4, Ste. 200
Cedar Park, TX 78613
Austin TX 78735
(512) 379-5800

Pallets: Halbert Mill
For stacking Boxes to Facilitate Transport
(903) 683-2728

Off Site Backup: BIS Consulting
14802 Venture Drive
Farmers Branch, TX 75234
(800) 247-9045 (x103 Britt)

Forklift: Harry's Building Material
(903) 586-7548

Cherokee Warehouse
(903) 683-3414

Back Up Data Information

The following is a verbatim write-up from BIS, please do not alter:

Cherokee Central Appraisal District's data recovery system utilizes two backup data storage locations. One copy of the data is located on site in the Cherokee AD computer room on an external hard drive and the other copy of data is located in Dallas, Texas at BIS's COLO (Our server storage facility, SAS 70 Type II facility). Data is backed up each night onsite and the data sent off site runs between 6 pm and 6 am. In the event of a disaster, the counties employees can contact BIS and we will work with them to recover data that was lost. Cherokee County currently has a sql database and server located files. After notifying BIS of the disaster the data can either be brought onsite by a BIS team member or we can restore the data to a virtual server and work with the software vendor to get data restored at either location. The data recovery process is tested every year to confirm recoverability. BIS cannot be held reliable for the limitation or outages that occur with internet service providers. The occasional delay in offsite backups may occur due internet consumption and / or the amount of data being sent off site and BIS will not be liable for any data that is not able to make it off site. BIS monitors the servers, storage capacity and backup processes 24 / 7.

Confirmation Procedures
Files reviewed monthly by SysAdmin.

Initial Salvage

Notify appropriate personnel as outlined above, and, if possible, contact insurance **before** beginning in order to establish any negligible claim, and then document pictorially and otherwise all damages.

Implement Safety Precautions as appropriate, all other actions are contingent upon safety factors.

Secure Site as much as possible, Use caution tape from Wall Locker or Hardware store to mark off unsafe areas.

Check Pump in bunker shelter if flooded (should work automatically)

Take Pictures of Damaged areas; briefly notate damage for future reference. Continue this notation as salvage progresses.

If possible, notify insurance before beginning operations. Agent Don Jones: (903) 683-5435

Obtain appropriate authority for permissions before beginning operations.

Initial Records Salvage (if applicable)

- a. Secure Server Computer
- b. Secure Tape Backups if they can be ejected from Server
- c. Secure Chief Appraiser's Computer
- d. Secure Information Officer's Computer
- e. Secure Bookkeeping Computer
- f. Locate Fans and/or Heaters if records are wet
- g. Secure Business Personal Confidential Files
- h. Secure records in Chief Appraiser Office
- i. Secure Bookkeeping File Cabinets and desk Drawer Contents
- j. Secure temporary operations location if needed
- k. Electronic media storage should be stored in a temperature-controlled environment.
- l. Secure most recent data first

Emergency Scenarios

The following are preventative measures for anticipated situations and may or may not constitute an emergency:

Emergency Replacement of Chief Appraiser

In the event of the death or incapacitation of the chief appraiser:

Immediate authority falls to a Deputy Chief.

In the event chief and both deputies are lost authority under this provision falls to Collections Supervisor Dee Robertson

A Deputy shall notify the Board of Directors via the most expedient method of communication of the status of the chief appraiser.

A Deputy shall notify district staff, beginning with the management team:

Other Deputy

Collections Supervisor

Records & Appraisal Leads

Systems Admin

Business Manager

The Board of Directors may enact the emergency meetings protocol as outlined in the Texas Open Meetings Act (OMA). This alleviates the 72 hour posting period and will allow the directors to take immediate action to name an interim chief appraiser. The OMA handbook can be found at:

https://www.texasattorneygeneral.gov/files/og/openmeeting_hb.pdf

The Directors, meeting in compliance with the OMA, should consider and review the status of the chief appraiser and determine the best course of action to allow the district to continue operations.

If the directors determine that the chief appraiser is unable to continue his or her duties, the directors should act to name an interim chief appraiser and invest in that person full authority to act as the district's chief appraiser until such time as the chief appraiser is reinstated or a permanent replacement is hired by the BOD.

The Directors should notify the participating jurisdictions verbally or in writing of the actions taken and the status of the chief appraiser. This notice, as much as practicable, should be communicated to both the chief executive officer and the presiding officer of each taxing jurisdiction.

Alto ISD

Bullard ISD

Carlisle ISD

Jacksonville ISD

New Summerfield ISD

Rusk ISD

Troup ISD

Wells ISD

City of Alto

Emergency Scenarios

City of Bullard

City of Jacksonville

City of Rusk

City of Troup

City of Wells

The Directors should notify the district staff of its action regarding an interim chief appraiser. This may be verbally or in writing. This will assist the staff in understanding that the BOD has acted in accordance with procedures.

The Directors, or the interim chief appraiser, should develop and distribute a news release pursuant to the Public Relations Plan notifying the media of the actions taken.

The interim Chief Appraiser should post a social media notice to the district's Facebook page in accordance with the Public Relations Plan.

The Directors and the Interim Chief Appraiser will need to update signature cards on all district bank accounts. This will require the BOD to adopt a letter authorizing a renewal of signature cards. This letter shall be provided to the financial depository. Then at the appointed time, all Directors and the Interim Chief Appraiser will need to appear at the institution with driver's license and social security cards to complete the process.

Anticipated Tornado

Get all personnel to bunker area

Get Flashlights if available

Anticipated Storm – Judge by severity and need to operate

Turn off Printers (except Fax)

Shut down computers

Shut down Server or notify BIS Consulting.

Anticipated Power Loss

Shut down all electronic gear

Put "Closed" sign on the door with reason.

Get personnel to lighted area

Complete loss of facility or inability to utilize office:

Contact local government agencies to see if office space may be procured temporarily to set up an interim working office.

Contact the local phone company, identify that this is a government agency and request a rerouting of telephone service to the temporary location.

Emergency Scenarios

Contact BIS consulting for Hardware replacements and installation. Brandon (214) 773-3095. BIS should supply a temporary server.

Contact local media to issue a press release notifying the public of the new temporary location and what services are available.

Contact Texas State Library and coordinate as appropriate.

Procure the necessary computer equipment to begin a restoration of services using last secured back up discs.

Contact BIS Consulting and True Automation for assistance in restoring appraisal and collections software and data.

Take necessary steps to secure a temporary location for the collection tax funds.

Notify employees of the temporary location

Employees should report to work at the temporary location for work assignments and possible alternate work schedules.

Coordinate with the Board of Directors regarding the temporary conduct of payroll processing.

Notify employees of the timing and distribution of payroll checks.

Continue to take appropriate action to conduct business in its temporary form while attempting to secure permanent facilities.

Once permanent facilities are secured, repeat steps 2, 3, 5 & 7 to coordinate transfer of operations to the permanent facility.

Temporary Quarters – Checklist

Identify Potential Locations

- County owns buildings on the square, but may require air/heat facilities.
- Citizen's Industrial Building may have a vacancy

Heating & Cooling considerations

- a. DM Air Conditioning
- b. A & M A/C in Jacksonville
- c. Maddox A/C

Availability of Plugs

Server Requirements

- Host Server – with virtual OS licenses (jobserver, email, Pacsserver)
- Programs
- Licenses (Windows and SQL CALs)
- Switches (48 connections preferred if purchasing)
- Network Cabling
- Extension Cords, paper etc.
- Server Cooling A/C
- Monitors
- KVM Switch (Keyboard, Video, Mouse)
- Mouse (USB)
- Keyboard (USB)

Emergency Scenarios

- USB Cables
- Monitor Cables
- UPS – Uninterrupted Power Supply

5. Securing of the Location during off hours
6. Moving of Phone Services
 - Vested Networks
 - B & W Communications
 - Suddenlink (IP Network Only)
7. ISP – Internet Service Provider
 - Cable Modem
 - Security Appliance
 - Eastex Telephone
 - Suddenlink
8. Workstations
 - Mouse Pads
 - Computer
 - Monitor
 - Keyboard
 - Mice
 - Scanner
 - Label (Dymo) Printers
 - USB, Network, Monitor (VGA, HDMI, & Power Cables)
 - Staplers
 - Calculators
 - Phone
 - Power Strips
9. Telephones
 - Vested Networks
 - F3
10. Printer - Texas Documents
 - Toner
 - Fax Abilities
 - Paper
11. Mail Machine
 - Labels
 - Ink
 - Sealer
 - Scales
 - Strong Table (Hold machine steady)
 - Moving & Setup

Arista Business Equipment: (903) 581-0460 Because of the alignment and setup complexity, and to maintain equipment integrity, our support company prefers to perform these tasks themselves.

Emergency Scenarios

12. Collections Counter

- Cash Drawers
- Printers
- Credit Card Machines

13. Wireless Access

Use of Wireless will alleviate installation of wiring for a temporary location. The current Aruba Instant Access Point performs comparable to wired. BIS can provide, or order from CDW-G.

- Wireless NICs (USB or internal)
- Windows 10 Pro Licenses & CALs (Client Access Licenses) for both SQL and Windows

Laptops may be utilized because of their ability to network wirelessly and their portability.

CCAD Bio-Hazard Procedures

In the event of an incident, all employees should follow these rules in order to assure an orderly and calm response to a suspected bio-hazard situation. While the likelihood of any such event occurring is slim, we still must be prepared for the possibility. It is our task to provide a defined step by step approach to such an occurrence in order that you are informed in the event of an emergency.

General Mail Procedures

All employees shall read and follow the publication from TDH concerning the Handling of Suspicious Letters.

Open all mail in a closed office area.

Any parcel that arouses suspicion should be referred to a supervisor.

Supervisors shall refer the parcel to the Chief or Deputy Chief Appraiser

The Chief or Deputy Chief shall determine how best to proceed.

Procedures for Opening Questionable Parcels

If it is determined that the parcel is highly suspicious, the Chief or Deputy Chief shall call 911.

Avoid the Parcel area.

Evacuate the building asking any customers or visitors to assemble outside in a designated area with the staff.

One employee must secure the front door.

One employee must shut down the air handler.

When assembling, any employees in direct contact with the parcel or in the immediate area of the parcel must stay together, away from the rest of the staff. Authorities will need a list of these individuals who were directly exposed.

All media inquiries shall be answered ONLY by the Chief Appraiser.

Any questions concerning these procedures should be directed to the Chief Appraiser.

Emergency Scenarios

Accident or Injury

Involving someone else:

1. **CONTACT** emergency services if appropriate
2. **RENDER** aid to the injured party if practicable
3. **REPORT** incident to management as soon as possible

Involving yourself

1. **CONTACT** emergency services if appropriate
2. **REQUEST** aid if practicable
3. **REPORT** incident to management as soon as possible

Note: Accidents need to be report to Worker's Comp ASAP

For coverage and liability reasons

Armed Intruder and/or Robbery

If safe evacuation is possible:

1. **EVACUATE** via the closest safe exit
2. **CONTACT** 911
3. **REPORT** to the rally point

If safe evacuation is not possible

1. **PRESS** the silent alarm button or contact 911 if you are safely able to do so
2. **COMPLY** with intruder demands.
3. **REMAIN CALM** Do not escalate tensions

Natural Disaster or Fire Emergency

Tornado or Severe Weather:

1. **EVACUATE** to the basement
2. **CONTACT** emergency services if necessary

Fire

1. **EVACUATE** via the closest safe exit
2. **CONTACT** 911
3. **REPORT** to the rally point

Bomb Threat

Taking the Call:

- 1. REMAIN CALM**
- 2. TRY TO GET ANSWERS TO THE FOLLOWING:**
 - a. When is the bomb going to explode?**
 - b. Where is the bomb now?**
 - c. What kind of bomb is it?**
 - d. What does the bomb look like?**
 - e. Why did you place the bomb?**
 - f. Where are you calling from?**
- 3. ALERT management as soon as possible**
- 4. MANAGEMENT should contact 911 immediately**
- 5. EVACUATE via the closest Safe exit**
- 6. REPORT to the rally point**

Rally Point & Procedures

Primary Rally Point:

7TH & HENDERSON
Current location of RISD
Administration Bldg.

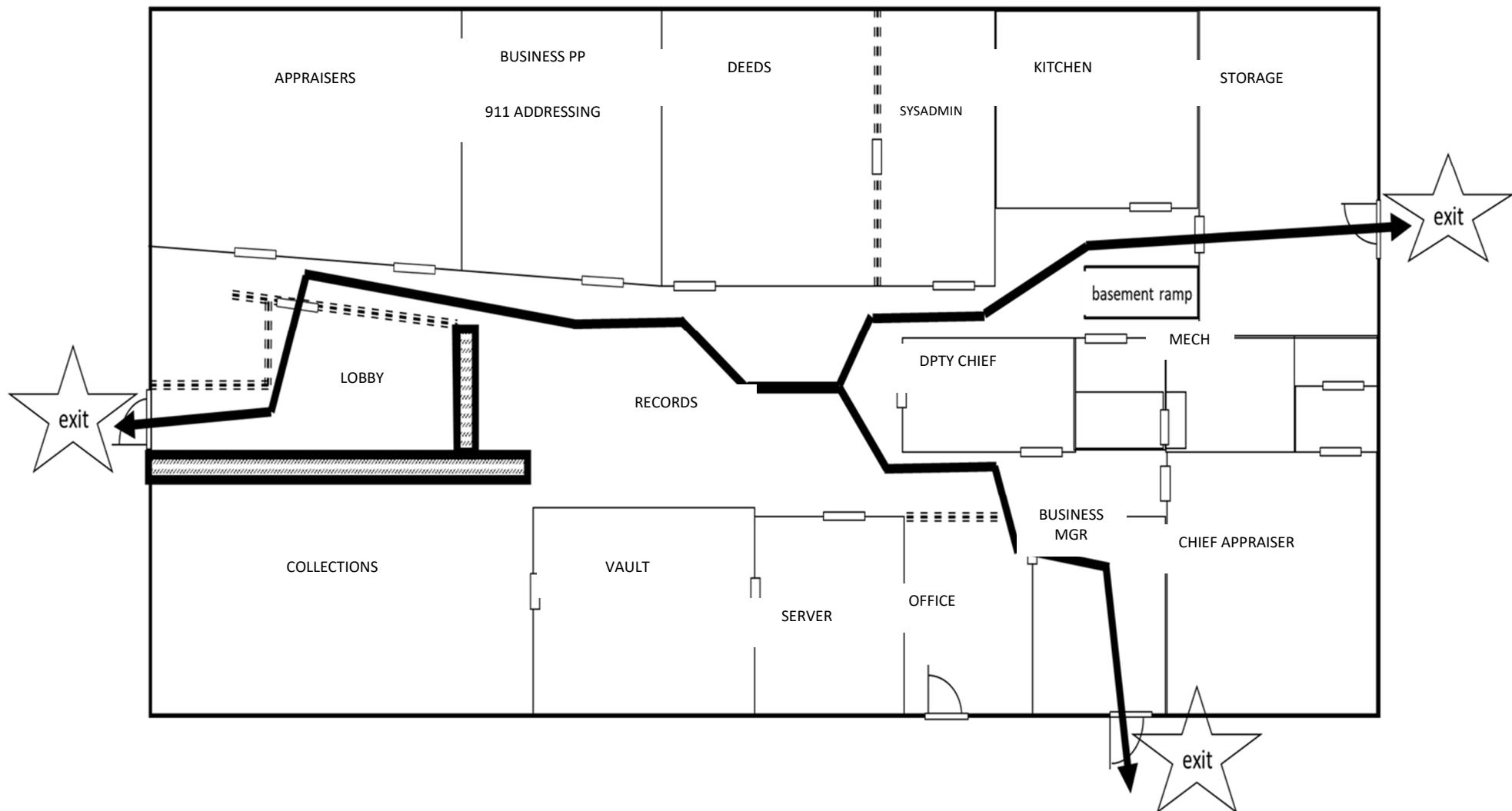
Alternate Rally Point:

6TH & HENDERSON
Current location of Anita
Woodlee's.

1. If the primary rally point is unsafe or unavailable employees must report to alternate location.
2. Employees must report to Rally Point and remain there until released by management
3. Supervisors are responsible for accounting for their employees and notifying upper management of count.
4. Employees must return to their designated work station within 15 minutes of an "All Clear" release

Evacuation Routes and Rally Points

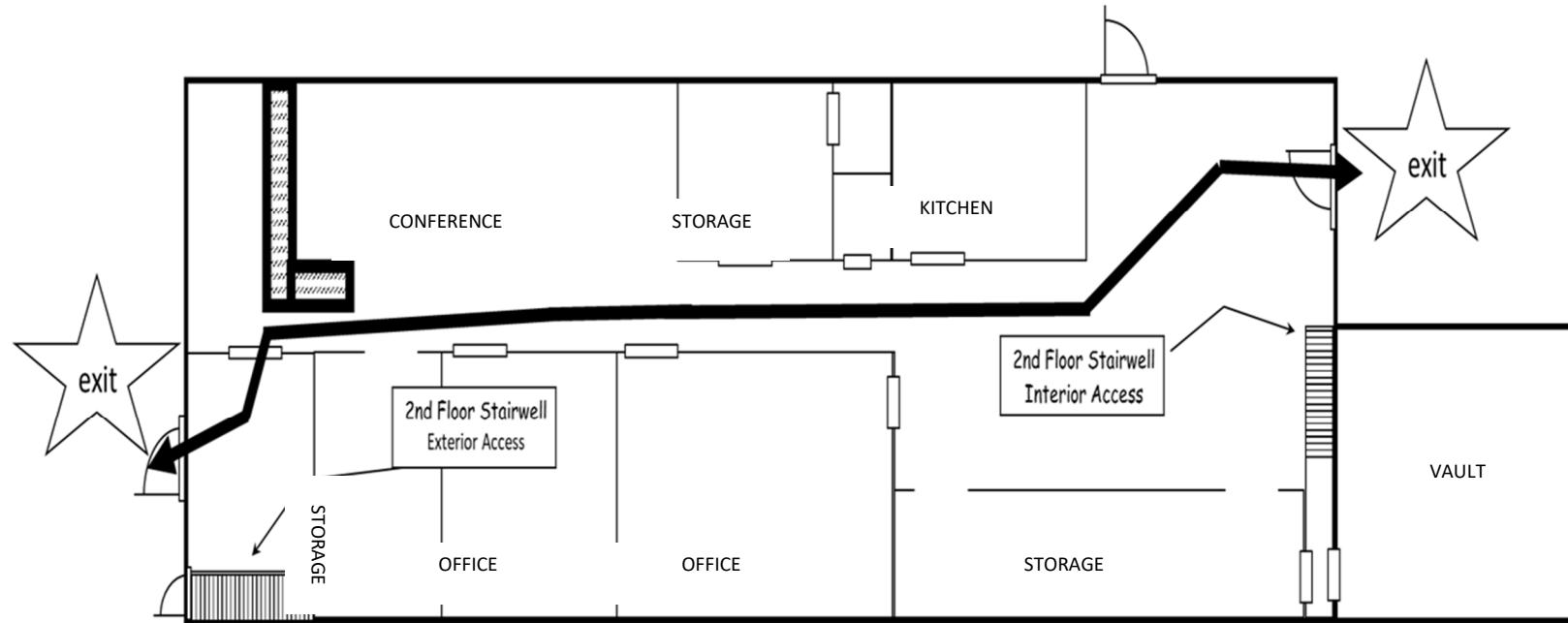
EMERGENCY EVACUATION PLAN



OFFICE EVACUATION PLAN 107 E 6TH STREET

Evacuation Routes and Rally Points

EMERGENCY EVACUATION PLAN

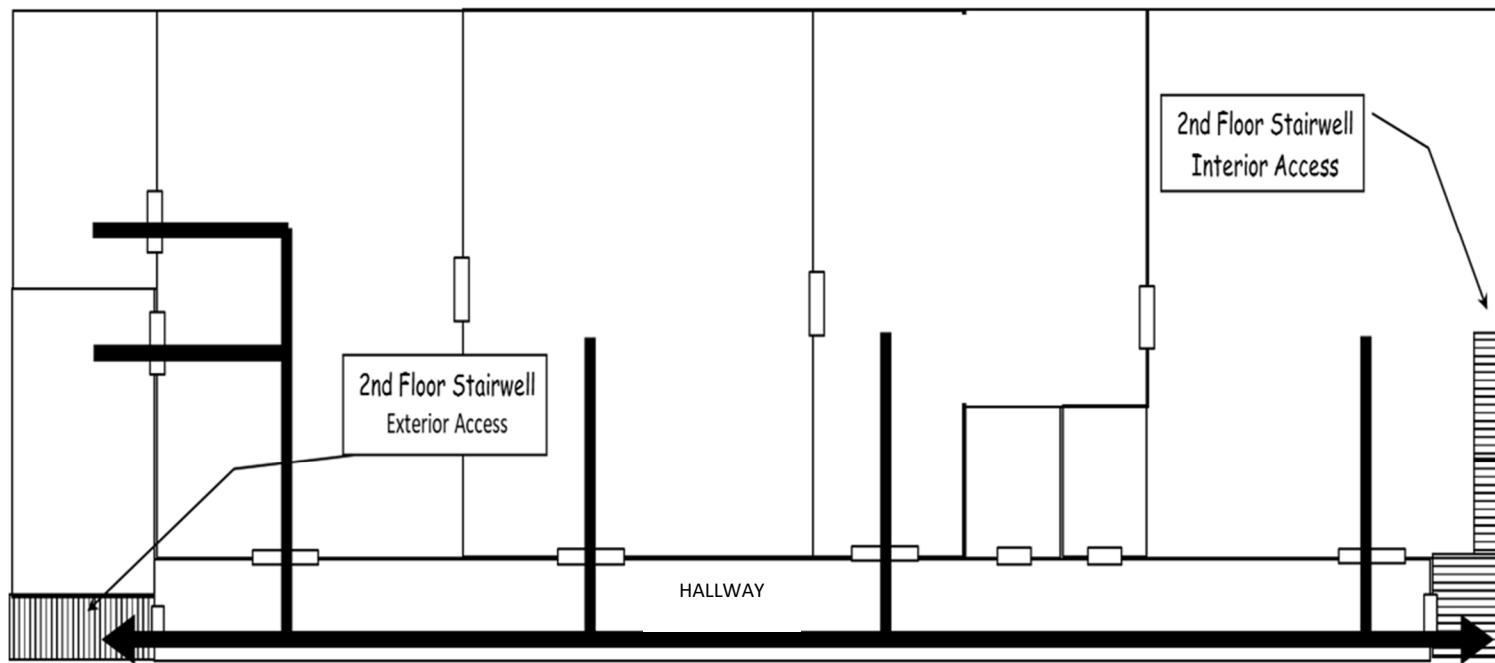


OFFICE ANNEX EVACUATION PLAN 111 E 6TH STREET

1ST FLOOR

Evacuation Routes and Rally Points

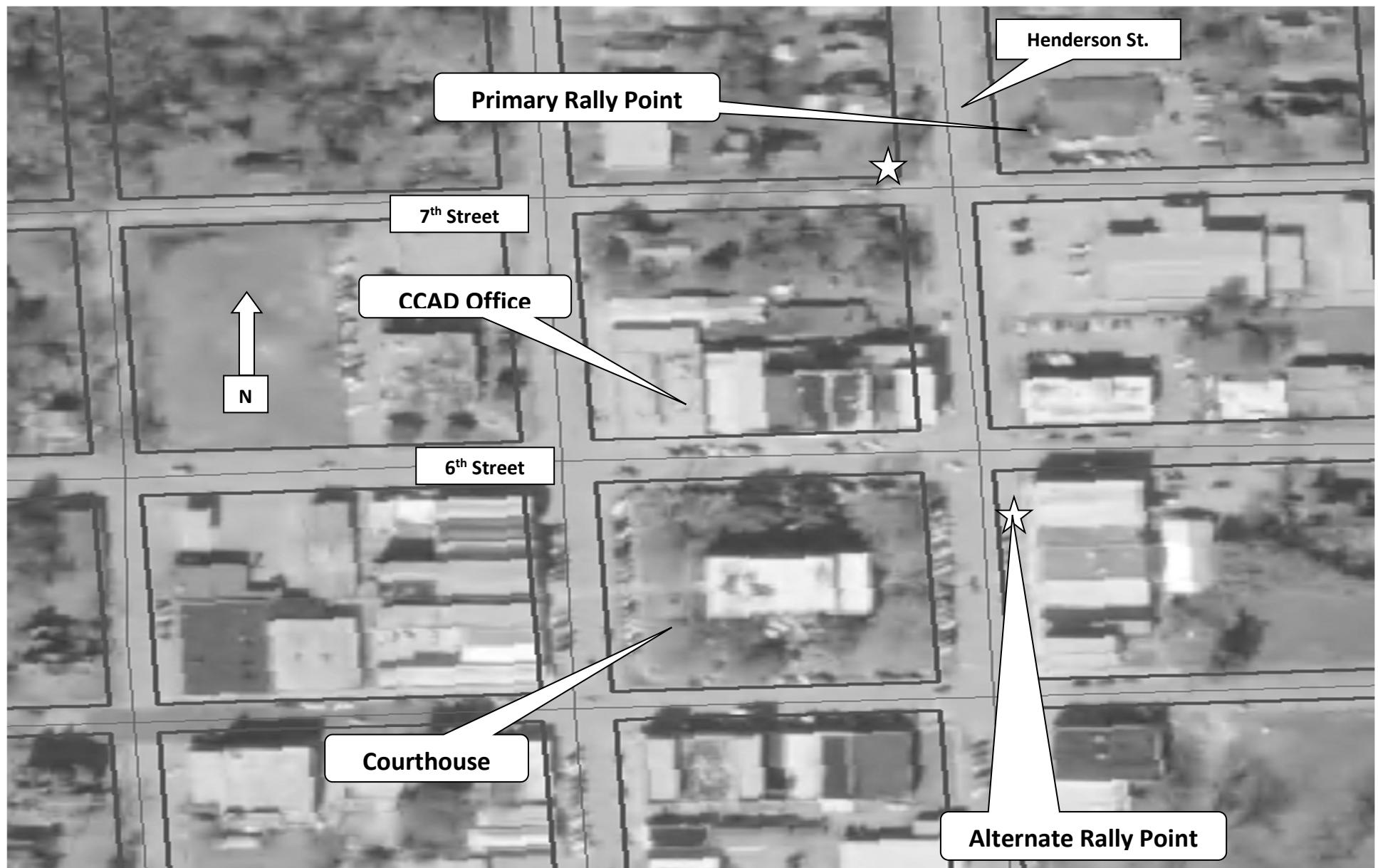
EMERGENCY EVACUATION PLAN



OFFICE ANNEX EVACUATION PLAN 111 E 6TH STREET

2ND FLOOR

Evacuation Routes and Rally Points



Cherokee Central Appraisal District

Essential/Vital Records Identified

Permanent Retention Records

- a. Certified Rolls – Printed Versions of these should be retrieved, and then those in the safe the Collections supervisor keeps for archives.
- b. Levies – Printed versions of these should be retrieved, then those in the safe on CD.
- c. GIS – microfiche should be retrieved, then GIS files
- d. Salvage Maps no longer in print kept up front.
- e. Accounts Payable, Checks and Statement, Invoices, Address Changes, Block Maps, Change Orders, BPP, H/S exemptions, Ag Applications, etc.

Records Essential for Resuming Operations Identified

- a. As many of the above as can be readily accessed.

Risk Assessment – Vulnerabilities Identified

Fire

Flood

Water Damage (Adjoining Buildings)

Roof Failure

Insect Infestation

Structural degradation

Bio-Hazard

Receiving Anthrax or such in the mail

Pandemic or similar medical outbreak (as in 2020)

Hurricanes or Tornados (Tornado actually picked up Hwy 69 pavement in Alto in 2019)

Nuclear fallout

Asteroid or Host of Heaven attack

Tsunami, or other Influx of folks from disaster areas (like in Katrina)

Volcano, or other airstream contamination

Internet, Phone, or other interruption of communications

Cyber Attacks

Acid Rain

War

Civil Disturbance or Evacuation

Cherokee Central Appraisal District

Timeline Template

As you can see from the potentials above, the circumstances with disasters vary.

It could be as simple as shortage of essential personnel, inexperience with a particular situation, unavailable officials, road inaccessibility etc.

All these scenarios adversely affect the district, so the timeline dates vary for each scenario, but stages may include the following.

As much as possible, these are in chronological order:

Immediate Stage (maybe first 3 days):

Disconnect Utilities if necessary or other Safety Precautions or Hazmat requirements (Asbestos in our Building)

Contact Insurance Company for instructions of anticipated Claims (Take & Label Pictures if appropriate)

Notify Texas Workers Compensation of potential Employee Claims

Employ Board of Directors oversight and determine appropriate authority for emergency operations.
(This may be a software vendor, IT support Company, etc.)

Line up available Personnel and assign task, and/or hire needed help.

Enlist appropriate State or County Officials for guidance as needed

Determine who will address public information networks such as reporters.

Secure all records retrievable ASAP and Inventory.
(Especially those not in backups such as printed rolls)

Secure all salvageable gear and Inventory

Intermediate Stage (Commence after Immediate Stage)

Document (Record) Losses & Damage for Insurance & audits

Cherokee Central Appraisal District

Implement Cleanup Operations and/or as necessary,

Inform & Coordinate with Public, Agencies, & Entities as recovery progress develops

Final Stage

Obtain & Setup Operations Location, temporary or permanent as necessary.

Install Services like Phone, Internet, Electricity, Gas, Water etc.

Obtain Gear & Supplies needed to set up the network and operate.

Install needed Employee support items like toiletries, Drinking water, Desk, Chairs & amenities

Set up Data Access, implement any security measures, and finalize insurance claims.

Resume Operations

File Location:

\\PACSSERVER\\CCAD Office\\Turnover Manuals\\Disaster\\Diaster Plan 2025.docx