Uvalde County Appraisal District 2026 Disaster Recovery Plan

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Authority

By approving this document, the Uvalde County Appraisal District Board of Directors at a regular scheduled meeting on November 17, 2026, did convey to the Chief Appraiser the following emergency powers:

1. Power to secure rented office space.

2. Power to purchase or lease needed equipment and supplies to restore district operations.

3. Power to hire needed security.

4. Power to hire recovery personnel to salvage records and equipment.

5. Request any outside governmental assistance deemed necessary or beneficial to the Appraisal District.

6. Supplemental employees pay for services rendered beyond normal scope of time and duties.

These powers are only to be used when some type of manmade or natural disaster has befallen to the Appraisal District.

Purpose

The purpose of this plan is to provide emergency and disaster recovery for the Uvalde County Appraisal District (UCAD) office. Emergency planning and preparedness in the county, municipalities, and school districts rests with those officials. This policy addresses disaster or emergency situations that impact the Appraisal District directly.

This plan seeks to minimize the effects of a disaster, prepare staff to take appropriate actions to protect lives and reduce property damage, and establish procedures for recovery to restore the Appraisal District's operations to normal as quickly and efficiently as possible.

The plan defines the responsibilities of Appraisal District's employees and defines who does what, when, where and how, in order to mitigate, prepare for, respond to, and recover from the effects of man-made or natural disaster, technological accidents, and other major incidents.

Uvalde County has established a comprehensive Emergency Management Basic Plan that was used as a reference for developing this plan. In areas of overlap, the Appraisal District will defer to the applicable city or county Emergency Management Basic Plan for guidance, coordination, and assistance.

Policy

It is the policy of the Appraisal District office to provide support and minimize the effects of disasters and emergencies of any kind to taxing units, property owners, and employees of the Appraisal District. Also to establish a communication location to assist other community leaders in responding to the needs of local citizens which will in turn secure the safety and welfare of those in need.

Responsibility

The Uvalde County Appraisal District Chief Appraiser, Roberto Valdez, is the designated Emergency Coordinator and is responsible to ensure the duties outlined in this document are performed for the respective areas. He will stay in communication with Uvalde County Judge, Uvalde City Police, the City Manager, and the Office of Emergency Management to identify, and implement mitigation measures to reduce damage and risk to human lives to ensure the health, safety, and welfare of the Appraisal District employees.

The Chief Appraiser will be notified of a critical incident involving an Appraisal District employee or citizens at (830) 278-1106 during business hours or (956) 744-0093 (cell).

If the Chief Appraiser is incapacitated during the disaster and cannot carry out the responsibilities of the Emergency Coordinator, the responsibility will fall to Deputy Tax Assessor/Collector and if not available then to the Appraisal Supervisor. He/she will alert the Board of Directors Chairman Tony Moreno or Vice-Chairman Abelardo Castillo and will assume the duties until further notice

by the Chief Appraiser or Board of Directors. The alternate Emergency Contact(s) are noted on page 10.

Type of Work Interruptions

Non-routine work interruption – This consists of an unusual emergency event(s) in which there is no immediate or impending threat to the public or employee safety. An example of this type of occurrence is a temporary power failure. This situation could prevent or interrupt the normal course of business but pose no imminent danger.

Publicized work interruption – This consists of an emergency in an event that has been recognized by the media as an event occurring or will occur in the future. This includes situations such as storms, inclement weather and/or road closures. Imminent threat may or may not place the public or employees in danger.

Critical work interruption – This consists of a situation that involves the Appraisal District's employees or citizens that creates a major disruption of normal operations and calls for a response beyond normal operational procedures. Examples of this type of occurrence are natural/structural disasters, violent behavior or life-threatening injury or illness.

Inclement Weather Policy

The Appraisal District will follow the Uvalde County or Uvalde CISD schedule with inclement weather situations. This policy is part of the Personnel Policy approved by the Board of Directors. Employees will follow guidelines as announced through local TV or radio stations, social media and/or contact with the Chief Appraiser.

Examples of Threatening or Serious Situations

Fire, severe weather, power outage, hazardous materials, criminal disturbance, bomb threats, disruptive behavior, drug/alcohol intoxication, psychotic/emotionally disturbed or medical emergencies.

Procedures

Non-routine work interruptions – The Chief Appraiser will acknowledge the event and determine the emergency steps to be followed including the following:

- The Appraisal Supervisor will be responsible for aiding and directing the public to the appropriate exit locations. Then will conduct a thorough search of the building and lock the office door once no one is left in the building.
- The Deputy Tax Assessor/Collector will be responsible for securing all cash drawers and receipt books etc. to the secured vault as well as securing the vault.
- All staff will proceed to the designated front area of the building and remain there unless circumstances or further instructions require evacuation or relocation to another area.
    - An example would be the restoring of power that would not be completed until the next business day.
- Once an event has concluded, normal operations are to resume on the same day, or as soon as the situation allows normal operations to resume.

Publicized work interruptions – The Chief Appraiser will acknowledge the event and determine emergency steps to be followed including the following:

- *The Appraisal Supervisor* will be responsible for aiding and directing the public to the appropriate exit locations. Then will conduct a thorough search of the building and lock the office door once no one is left in the building. If the event does not allow for the safe leaving (exit) of the public, the public will take shelter in the same capacity as the employees of the district.
- *The Deputy Tax Assessor/Collector* will be responsible for securing all cash drawers and receipt books etc. to the secured vault as well as securing the vault.
- *Christopher Gonzales* will be responsible for handling electronic equipment if there is a weather-related incident that requires office equipment to be shut down.
- Once an event has concluded, normal operations are to resume on the same day, or as soon as the situation allows normal operations to resume.

Critical work interruptions – Any staff member that has knowledge of the critical work situation shall activate the panic alarm if activation can be performed without escalating the threat of creating additional harm to themselves or other employees. If possible, staff members will aid in the removal of the public from the office complex.

- Cash receptacles will become a secondary priority if imminent danger to the public or employees is obvious. In the absence of the Chief Appraiser, each employee will use their individual cognition to determine their imminent danger and leave the building immediately.
- The Deputy Tax Assessor/Collector will be responsible for securing all cash drawers and receipt books etc. to the secured vault as well as securing the vault. If this is not possible,

then secure the area as best as possible, and exit the building and return when the building has been secured and deemed safe to return.

- If the situation allows, staff will remain in the front interior of the building until they have been instructed to leave. Once the event has been resolved, measures have been taken to restore the work complex to a safe and operational location, operations will begin as normal.

Employee Contact

- Employees will provide their cell phone and home phone numbers with the Chief Appraiser and their immediate supervisor. All employees will remain in communication with the Chief Appraiser until the situation has been resolved. Calls/texts will be made to inform the employee when to return to work and resume normal duties or duties that will aid in the restoring of the work complex.

Duties of Employees

- The Chief Appraiser will coordinate communications between the Board of Directors, Local Officials, and the staff of the Appraisal District.
- The Chief Appraiser will contact BIS Consulting to request immediate data backups for recovery and technical assistance.
- The Chief Appraiser will make necessary efforts to locate temporary work locations with the appropriate office equipment, supplies, records recovery, coordination of duties and other necessities to resume work operations. The temporary location will be announced publicly as soon as the recovery process is verified and tested.
- The Chief Appraiser and Collectors will secure and aid in the preparation of cash deposits prior to the evacuation effort. All cash and checks will be balanced and deposited prior to the evacuation. Blank Checks, pending paperwork and similar items necessary to the daily operations will be secured until the event is resolved by the Deputy Tax Assessor.
- The appraisers will make available and distribute the necessary supplies to perform the securing of the office and will aid in the preparation of securing and protecting all equipment and supplies of the building.

Preparedness/Planning

- After identifying, evaluating, and addressing the disaster plan, resources, tools, and training needed to address any given event which may arise have been determined, it is the responsibility of each employee to fully read and comprehend the entire plan, with specific emphasis on their role and responsibilities as part of the critical incident and recovery process. On-going training of the employees will continue through review of the plan contents and updates provided by the Chief Appraiser.

Readiness

- The Chief Appraiser shall provide directions for readiness actions and will:
- Contact the Board of Directors and staff pending or predicted emergency or disaster.
- Contact BIS Consulting, software vendor, to secure off-site software and hardware protection.
- Notify the Appraisal District's Insurance Company of the pending or predicted emergency or disaster.

Recovery

- The Chief Appraiser with the joint efforts of the County Officials and Board of Directors will analyze the impact of the event in the office complex to determine necessary action needed to resume normal operations.
- The Chief Appraiser will hold informal meetings with employees to discuss their individual responsibilities in case of disaster or an emergency.
- The Chief Appraiser will give regular status reports to the Board of Directors when possible.
- The Chief Appraiser will be in contact on a regular basis with BIS Consulting to recover all system information which includes parcels, legal descriptions, owners, exemptions, images, history for Appraisal and Collections. Data server and computer workstation data backups are performed by BIS Consulting and meet Comptroller's MAP requirements.
- The Chief Appraiser will contact local, state, federal, and software providers to arrange and coordinate the reopening of the office complex to provide services to the community.

Recovery Timeline

24 Hours

- Assess damage and determine length of outage. Make sure to document all damage.
- Secure the building, doors or broken windows.
- If necessary, turn off power to the building.
- Check HVAC systems for damage. If damaged, turn off power if power can stay on for the main building. Call HVAC provider.
- Check the building and surrounding area for water leaks. If any are noticed, contact the City to turn off the water, and contact the appropriate personnel to fix the situation.
- If the damage is minor and limited in scope, begin cleanup and perform necessary minor repairs.
- If damage is major, contact appropriate personnel to handle the situation.
- Plan with the City Police to patrol and secure the damaged area if needed. If City Police are unable to provide extra patrol, then a private security service will need to be contacted.
- Contact the County, employees and Board of Directors, Chairman or Vice-Chairman to update them of the situation.
- Secure alternative location, if needed.
- Decide to move computers and equipment and make arrangements for the move.

- Obtain backup computer equipment if needed.
- Work with BIS Consulting to gather and restore backups.
- Work with BIS Consulting to communicate situation with the public via website and mass email.
- Contact Spectrum to redirect communication to alternate location if needed to restore telecommunications.
- Restore telecommunications.
- Remove any vital records subject to damage or exposure.
- Get updates from the Emergency Management Office, County, City and emergency volunteer organizations.

48-72 Hours

- Continue efforts with BIS to relocate if necessary.
- Continue efforts with Spectrum to relocate if necessary.
- Reinstall software and data if necessary.
- Prepare statements and contact media and the public of the situation.
- Notify vendors and delivery services of the change of location.
- A list of vendors and delivery services is kept in the Chief Appraiser's office.
- Remove and secure documents and records.
- Notify Insurance Company.
- Inventory damage and destroyed equipment and document everything.
- Order any other required supplies and equipment.
- Provide aid and communication to employees.
- Keep employees and Board of Directors informed of the recovery process.
- Get updates from the Emergency Management Office, County, City and emergency volunteer organizations.

1-2 Weeks

- If moderate in scope, complete repairs as necessary while operating at alternative site.
- Salvage equipment and supplies.
- Arrange equipment and supplies.

3 -4 Weeks

- 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.
- Prepare statements and contact media and the public update them of the situation.
- Report on final disaster recovery expenses to board members.
- Update disaster recovery plan based on lessons learned.

Off-Site Recovery Location

1. Board of Directors emergency meeting location:

    - City of Uvalde Council Chambers at 101 E Main, Uvalde Texas.
2. Coordinating UCISD Superintendent for more permanent temporary location is needed.

Emergency & Evacuation Procedures

Fire

- When an emergency arises, stay calm.
- When you hear a fire alarm evacuate all personnel and customers from the building via the closest exit IMMEDIATELY.
    - Chief Appraiser, Deputy Tax Assessor, and/or Appraisal Supervisor will be escorting individuals out of the building to insure everyone has exited the building.
- All employees must leave the building and meet in the Baptist Church (east side) parking lot from the building.
- Roll call will be conducted to ensure that all employees are present and accounted for.
- A supervisor will advise when it is safe to return to the building.

Smoke Alarm Maintenance

- Monthly: Press the test button on every smoke alarm to verify it works.
- Annually: Replace standard 9-volt or alkaline batteries.
- Every 10 years: Replace the entire smoke alarm unit

Fire Extinguisher Maintenance

- Monthly: Visual inspection that the fire extinguisher has the safety pin intact and the tamper seal is unbroken. The needle is in the operational green zone. Check for dents, rust, corrosion, or hose/nozzle damage.
- Annually: A certified fire extinguisher technician inspects the extinguisher.

Medical Emergency

- Remain calm. Call or have someone else call 9-1-1.
- Be prepared to tell the 9-1-1 operator the following information: Specific location, type of injury or problem, individuals present condition, events leading up to the emergency and whether or not CPR is being performed.
- Notify or have someone notify your supervisor of the situation.
- Know where the first aid kit is located prior to any emergency and advise the person in charge of purchasing supplies that if an item has been used so that it can be restocked.

Tornado or Severe Storm

- In the event of a tornado, do not leave the building. Shelter in the conference room or storage room.
- Severe storm – stay in the building until the storm has passed.

Bomb Threat (Other Threat)

- Remain calm.

- If the threat is delivered directly to the Appraisal District by telephone, the person taking the call should make note of the following: description of the threat (what did the caller say about the bomb, where it may be located, or what time it is set to go off, etc.), description of the caller's voice (male, female, old, young, slurred, angry, etc.), description of any background noises (was there any music, laughter, traffic, etc.), any other information that is relayed by the caller or picked up by the receiver. (See form at the end of this document)
- 9-1-1 should be notified of the call and employees should exit the building and wait for the arrival of the Police Department.
- The Chief Appraiser or Deputy Tax Assessor will communicate with the officer in charge and will coordinate with the Police Department as a determination as to the credibility of the threat is determined.
- The Chief Appraiser or Deputy Tax Assessor will inform everyone when it is safe to re-enter the building.
- Terroristic Threats – If a threat is made against an employee or the Appraisal District, the Chief Appraiser should be notified immediately and law enforcement notified. Specific information should be gathered (person making the threat, time, information about the threat, etc.) to present to law enforcement. If the threat involves a bomb, etc., the employees should be evacuated immediately to a safe location until law enforcement determines it is safe to return.

Workplace Violence

- Taxpayer/Customer Violence - If a taxpayer/customer should become threatening or violent, the Chief Appraiser or Deputy Tax Assessor should be notified immediately. If the situation cannot be diffused, call 9-1-1 immediately. Panic buttons are installed and may be utilized in this situation. The interior cameras record all public encounters, hallways and exterior of the building. In the event of a potential weapon, employees should be evacuated from the situation, if safely possible. If anyone is injured, an ambulance should be requested at the time of the 9-1-1 call. Unless absolutely necessary, no attempt should be made to restrain the person causing the violence.
- Employee Violence – If an employee becomes threatening or violent, the Chief Appraiser should be notified immediately. The employee should be sent home if physical violence has not already occurred, or 9-1-1 called and a complaint filed if physical violence has occurred. A decision should be made as to disciplinary action and conditions allowing the employee to return to work made.

Suspicious/Theft/Vandalism Situation

- When encountering a suspicious/theft/vandalism situation, keep a clear head, be observant and use sound judgment.
- Use the option that best fits the circumstance: Notify your supervisor or utilize the panic button or call 9-1-1 and report the situation.

- Even if the person leaves, press the panic button or call 9-1-1 to report the situation. Lock the doors until law enforcement arrives.
- Try to remember as many details of the person or persons as possible – height, weight, clothing, sex, race, and specific details that stood out about them.

Key Contacts

Uvalde County Judge (830) 278-3216

Board of Directors

Tony Moreno (Chair)

Abelardo Castillo (Vice-Chair)

Vicente Gomzales III (Secretary)

H. Bruce Kingsbery

Rosemberg Risa III

Employees

Roberto Valdez (Chief Appraiser)

Monica Lara (Appraisal Supervisor)

Ana Hernández

Alicia Hernández

Antonio Chacon

David Valdez

Christopher Gonzales

Clarisa Alvarado

Gloria Resma

Aurora De Hoyos (Deputy Tax Assr/Clltr)

Stephanie Pena

Melissa Pulido

Grace Gonzales

Entities

City of Uvalde	(830) 278-3315
County of Uvalde	(830) 278-3216
City of Sabinal	(830) 988-2218
Knippa ISD	(830) 934-2176
Sabinal ISD	(830) 988-2472
Uvalde CISD	(830) 278-6655
Leakey ISD	(830) 232-5595
Utopia ISD	(830) 966-3339
Nueces Canyon ISD	(830) 234-3524
Southwest Texas College	(830) 278-4401
Utopia Vanderpool EMS District #1	(830) 966-2435
Uvalde County Underground Water Conservation District	(830) 278-8242

Emergency Contact Numbers

Ambulance	9-1-1	
Fire Department	9-1-1	
Police Department	9-1-1	
Software Vendor	(972) 881-1858	Harris Govern
IT Support	(800) 247-9045	BIS Consulting Inc.
Electric Company	(866) 223-8508	AEP
Water	(830) 278-3316	City of Uvalde
Phone System	(830) 278-2365	Telephone Unlimited (Brad Bridges)
Phone/Internet	(877) 283-8091	Spectrum Business

Please refer to Vendor Contact List attached as an exhibit to this report.

Training

Employee Training

All employees shall receive instruction on this Emergency Action Plan as part of New Employee Orientation upon hire. Additional training shall be provided:

- When there are any changes to the plan and/or facility;
- When an employee's responsibilities change; and
- Annually as refresher training.
- Items to be reviewed during the training include:
    - Proper housekeeping;
    - Fire prevention practices;
    - Fire extinguisher locations, usage, and limitations;
    - Threats, hazards, and protective actions;
    - Means of reporting fires and other emergencies;
    - Names of Emergency Action Plan Manager and Coordinators;
    - Individual responsibilities;
    - alarm systems;
    - Escape routes and procedures;
    - Emergency shut-down procedures;
    - Procedures for accounting for employees and visitors;
    - Closing doors;
    - Sheltering in place;
    - Severe weather procedures; and
    - Emergency Action Plan availability.

Fire/Evacuation Drills

- Fire/Evacuation drills shall be conducted at least annually.
- Additional drills shall be conducted if physical properties of the business change, processes change, or as otherwise deemed necessary.

Disaster Recovery Kit

Located in the supply closet at the west end of the building

- Disaster Plan
- Water
- Clear Plastic Sleeves
- Batteries
- Dust Mask
- CPR Adult/Child Mask Kit
- First Aid Kit
- Disposable Cameras
- Duct Tape
- Heavy Duty Extension Cords
- Flashlights
- Latex Gloves
- Hard Hats
- Paper Clips
- Plastic Drop Cloth
- Sponges
- String
- ID Badges
- Paper Towels
- Scissors
- Masking Tape
- Permanent Markers
- Scrub brushes
- Heavy Duty Trash Bags
- Twist Ties
- Mop and Buckets
- Writing Tablets
- Fungicides
- Small Hand tools
- Rope
- Generator (this may or may not be available)

Medical Emergency

• Call medical emergency phone number (check applicable):

☐Paramedics

☐ Ambulance

☐ Fire Department

☐ Other

Provide the following information:

A. Nature of the medical emergency,

B. Location of the emergency (address, building, room number), and

C. Your name and phone number from which you are calling.

• Do not move the victim unless absolutely necessary.

• Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of professional medical help:

Name:_____ Phone:_____

Name:_____ Phone:_____

• If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:

- Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
- Clear the air passages using the Heimlich Maneuver in case of choking.

• In case of rendering assistance to personnel exposed to hazardous materials, consult the

Material Safety Data Sheet (MSDS) and wear the appropriate personal protective equipment. Attempt first aid ONLY if trained and qualified.

TELEPHONE BOMB THREAT CHECKLIST

INSTRUCTIONS: BE CALM, BE COURTEOUS. LISTEN. DO NOT INTERRUPT THE CALLER.

Have someone else call 9-1-1 immediately while you stay on the line with the caller.

YOUR NAME: _____ TIME: _____ DATE: _____

CALLER'S IDENTITY

SEX: ☐Male ☐ Female ☐ Adult ☐ Juvenile APPROXIMATE AGE: _____

CALLER ID INFORMATION (if applicable): _____

VOICE CHARACTERISTICS

☐Loud	☐ Soft
☐ High Pitch	☐ Deep
☐ Raspy	☐ Pleasant
☐ Intoxicated	☐ Other:

SPEECH

☐ Fast	☐ Slow
☐ Distinct	☐ Distorted
☐ Stutter	☐ Nasal
☐ Slurred	☐ Other:

LANGUAGE

☐ Excellent	☐ Good
☐ Fair	☐ Poor
☐ Foul	☐ Other:

ACCENT

☐Local	☐Not Local
☐Foreign	☐Region
☐Race	

MANNER

☐Calm	☐Angry
☐Rational	☐Irrational
☐Coherent	☐Incoherent
☐Deliberate	☐Emotional
☐Righteous	☐Laughing

BACKGROUND NOISES

☐Factory	☐Animals
☐Machines	☐Quiet
☐Music	☐Voices
☐Office	☐Airplanes
☐Street	☐Party
☐Traffic	☐Atmosphere
☐Trains	

BOMB FACTS

PRETEND DIFFICULTY HEARING - KEEP CALLER TALKING - IF CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:

- When will it go off? Certain Hour_____ Time Remaining_____
- Where is it located? Building_____ Area_____
- What kind of bomb/package?_____
- What is your name?_____
- How do you know so much about the bomb?_____
- If building is occupied, inform caller that detonation could cause injury or death.
- Did the caller appear familiar with building (by his/her description of the bomb location)?
- Write out the message in its entirety and any other comments on a separate sheet of paper and attach to this checklist.
- Notify your supervisor immediately.
- If the phone system records calls, have a recording available for law enforcement as soon as possible.

CAD Initial Damage Assessment

BUILDING & EXTERIOR – INITIAL DAMAGE ASSESSMENT

Assessment Date:

Storm/Even Date:

Building Location: 209 N. High St, Uvalde, TX 78801

Cause(s) of Damage: (circle all that apply)

☒ Impact (damage from wind borne debris) ☐Wind ☐ Building hit by tree/limb ☐ Power Surge/Lighting ☐ Water Damage-Wind driven rain & leaks ☐ Water Damage-Water Intrusion through structural damage ☐ Water Damage-Flood ☐ Loss of Utilities

☐ Other (provide description) _____

Damage Detail (leave blank for items not damaged) Contents/Items Description of Damages

Doors –

Roof –

Soffits –

Entry -

Walls –

Power –

Windows –

(Additional Items) –

Emergency Repairs or Preventative Actions Taken (leave black if no actions taken):

(Maintain records/documentation of materials and labor used)

☐ Photographs attached.

UCAD Initial Damage Assessment

INTERIOR – INITIAL DAMAGE ASSESSMENT

Assessment Date:

Storm/Even Date:

Building Location: 209 N. High St, Uvalde, TX 78801

Cause(s) of Damage: (circle all that apply)

☐ Impact (damage from wind borne debris) ☐ Wind ☐ Building hit by tree/limb ☐ Power Surge/Lighting ☐ Water Damage-Wind driven rain & leaks ☐ Water Damage-Water Intrusion through structural damage ☐ Water Damage-Flood ☐ Loss of Utilities

☐ Other (provide description) _____

Damage Detail (leave blank for items not damaged) Contents/Items Description of Damages:

Doors –

Floors –

Roof –

Soffits –

Entry -

Walls –

Power –

Windows –

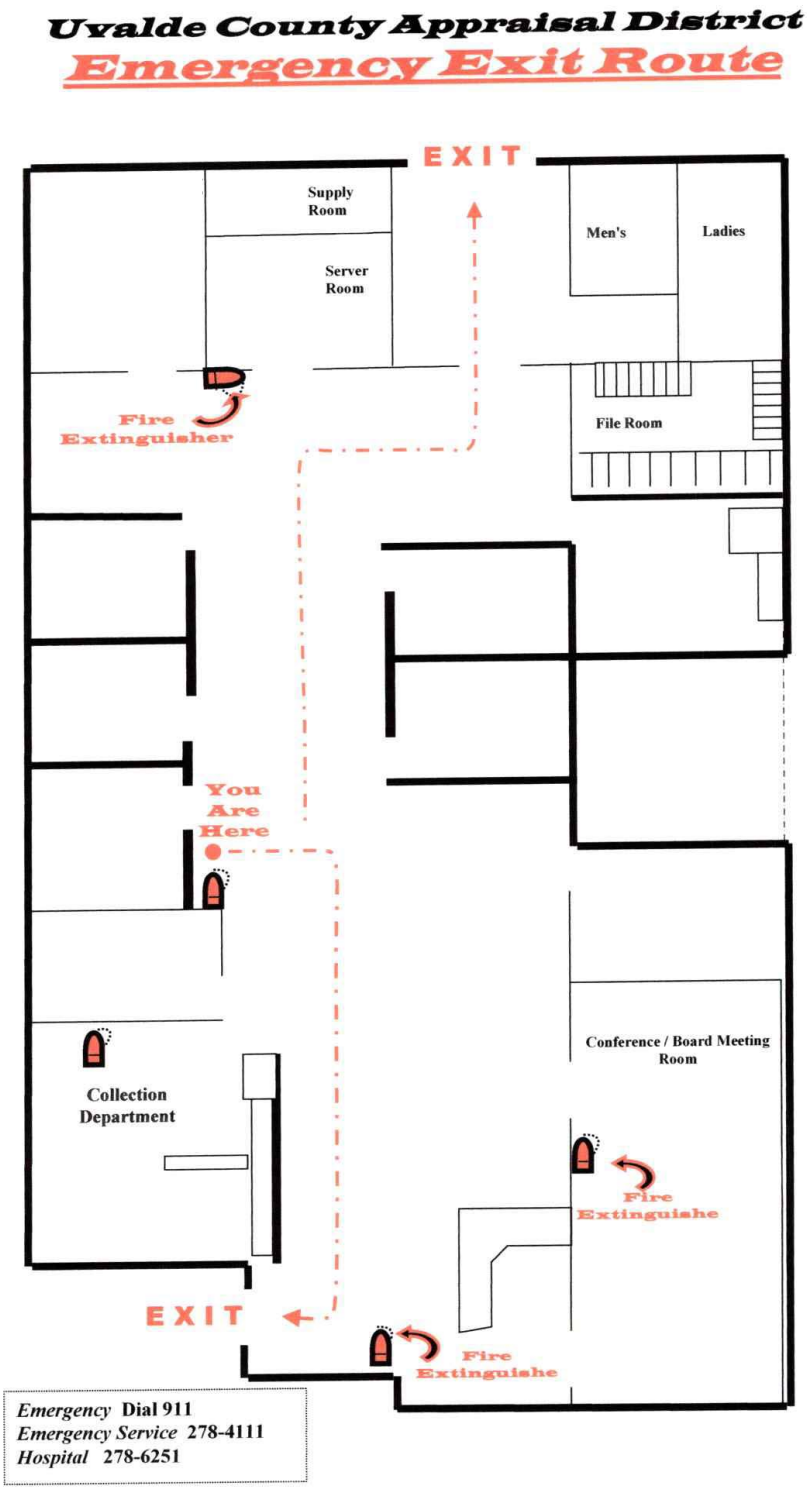
(Additional Items) –

Emergency Repairs or Preventative Actions Taken (leave black if no actions taken):

(Maintain records/documentation of materials and labor used)

☐ Photographs attached.

Emergency Exit Route



Passed and approved this 17th day of November, 2026.

Uvalde County Appraisal District

Tony T. Moreno, Chairman

Vicente Gonzales III, Secretary