

# Disaster Recovery Plan-Muskogee County Assessor

STATE OF OKLAHOMA  
MUSKOGEE COUNTY  
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COUNTY CLERK

## Section 1. Major goals of this plan

- The major goals of this plan are the following:
  - To minimize interruptions to the normal operations.
  - To limit the extent of disruption and damage.
  - To minimize the economic impact of the interruption.
  - To establish alternative means of operation in advance.
  - To train personnel with emergency procedures.
  - To provide for smooth and rapid restoration of service.
- County Assessor critical systems and vital records
  - Landmark CAMA System
    - Melinda Price [melinda.price@okstate.edu](mailto:melinda.price@okstate.edu) 918-509-0038
  - Act CAMA System
    - Mandy Snyder 580-370-5270
    - Jeff Henson [jhenson@arcamatech.com](mailto:jhenson@arcamatech.com)
  - ActDatascout/ONEMap
    - Renee Baker
  - AF3
    - Aaron Ferguson 817-705-7022
  - KellPro
    - Support 1-888-535-5776
  - CLGT Center for Local Government Tech.
    - Gary Snyder 405-744-8916
  - Assessor Only shared Drive
    - Aaron Ferguson



Our office currently holds 2 servers and a Q-Nap (G Drive/common drive) within our back office. These servers and common drive stores all the data and information the Assessors office uses to conduct business. They are currently stored in a secluded area of our office to detour any kind of disruption. Both CAMA servers (Landmark & ACT) back up to an off-site server located in Stillwater Ok and Little Rock Ar.

AF3 is currently our IT support located in Duncan Ok. Aaron our representative has full access at any time to remote into our systems.

### ➤ Equipment

Our office currently holds the following workstations to conduct everyday business.

- 19 computers- all are connected to a surge protector/battery backup in case of an outage.
- 15 phones
- 2 printers/copiers
- 1 mail machine

*We anticipate including 4 personal laptops to certain employees that will include all systems and the common drive that will be available for use outside of the office at any time or place.*

## Section 2. Personnel

<b>Assessor Employees</b>				<b>Contacted (yes or no)</b>
<b>Name</b>	<b>Position</b>	<b>Address</b>	<b>Telephone</b>	
Ron Dean	Assessor	5108 Denver St. Muskogee, Ok 74401	918-616-3893	
Reyna Benavides	1 <sup>st</sup> Deputy	2204 Elmira St. Muskogee, Ok 74403	918-913-1733	
Theresa Caves	Admin. Asst.	500 Fenwick Pl. Muskogee, Ok 74403	918-441-3099	
Anastasia Driscoll	Admin. Asst.	1155 Walnut St. Muskogee, Ok 74403	918-685-1218	
Taylor Duerson	Admin. Asst.	27033 S. 35 <sup>th</sup> St. E. Porum, Ok 74455	918-570-9728	
Madison Osborne	Admin. Asst.	201 S. Choctaw Ave. Haskell, Ok 74436	918-777-6720	
Yajaira Rosario	Admin. Asst.	2126 Kingston St. Muskogee, Ok 74401	918-809-6567	
Glenn Brown	Chief Appr.	1114 Chestnut St. Muskogee, Ok 74403	918-840-0275	
Jerry Gann	Review Appr.	4108 Eagle Crest Dr. Muskogee, Ok 74401	918-360-4798	
Sarah Wallis	Data Analyst	2310 Sarah Ln. Muskogee, Ok 74403	918-348-4011	
Diego Rubio	Field Appr.	1620 Elmira St. Muskogee, Ok 74403	918-816-6459	
Tate Payne	Field Appr.	4416 Howard St. Muskogee, OK 74401	918-616-6986	
Kendra Brown	Field Appr.		307-575-8594	
Darlene Chancery	GIS Mngr.	3741 E Davis Field Rd Muskogee, Ok 74403	918-869-9391	
Mary Hurd	GIS Tech.	5401 E. 53 <sup>rd</sup> St S. Muskogee, Ok 74403	918-685-0655	

### ➤ Assessor Emergency Response Team

This team will oversee checking on all other team members as well as the ones to direct other members to safety. They will hold the personal laptops and be available to other county officials when disaster strikes after hours.

- Ron Dean
- Glenn Brown
- Reyna Benavides
- Darlene Chancery

## ➤ **Local Emergency Response**

*These individuals include police, fire, EMS etc. they are groups that will work hand in hand in case disaster strikes.*

- **Muskogee County Emergency Management (MCEM)**– Jeff Smith 918-348-5014
  - **County Sheriff**- Andy Simmons 918-869-6613
  - **Muskogee Police Chief**- Johnny TeeHee
  - **Fort Gibson Police Chief**- Rob Frazier 918-348-2227
  - **County emergency medical services (EMS)**- Laurel Havens 918-869-6843
  - **Highway Patrol Troop C**- Major Jack Choate
  - **County Commissioner District 1**- Ken Doke 918-360-9264
  - **County Commissioner District 2**- Keith Hyslope 918-577-2028
  - **County Commissioner District 3**- Kenny Payne 918-869-6186
- I. Procedures for Emergency Response Team
- a. Ron Dean and Glenn Brown will be the ones to declare an emergency.
  - b. Reyna Benavides will be in charge to stay in contact with Ron & Glenn and guide the rest of the employees to safety as well as calling 911 if needed.
- II. Information for Emergency Officials- this is information that will be given to 911 if the call needs to be made.
- a. Name
  - b. Phone Number
  - c. Location
  - d. Nature of the emergency
  - e. Preliminary report of damages and injuries
  - f. Any other information that involves other emergency responders who need to be contacted.
    - i. *This will help the caller collect their thoughts before calling to prevent frantic rambling of useless information.*

## **Section 3. Safe Places and Alternate Site for Operations**

- Depending on the severity of any emergency employees may be required to leave the building during business hours. The following includes where employees will be asked to meet.
  - In case of fire all personal must exit the building in make their way to the parking garage and seek for Reyna, Ron, or Glenn for further instruction.
  - In case of a tornado all personal must make their way to the building basement.
  - For severe cases of any kind of emergency the Muskogee Civic Center will be where all personal gathers.
  
- Disasters that occur after work hours will be reported to Ron Dean. If the Assessors office must help other county emergency officials the Muskogee Civic Center will the off-site meeting site unless informed otherwise.
- If the Assessor's office must operate elsewhere than their main office the public will be informed via Facebook, newspaper, radio announcement, and by posted notice outside the public services building and courthouse.

## **Section 4. How to Determine a Disaster**

- *A disaster, as defined by the Federal Emergency Management Agency (FEMA), is "a non-routine event that exceeds the capacity of the affected area to respond to it in such a*

*way as to save lives; to preserve property; and to maintain the social, ecological, economic, and political stability of the affected region."*

- The following decision table must be used to determine what is a disaster.
  - Is the office intact and safely accessible?
  - Is the building intact and safely accessible?
  - Is the threat of further damage imminent?
  - What critical systems or records have been damaged?
  - Does the entire recovery plan need to be implemented or just the portion of the plan pertaining the specific damage?
- News media communication policy
  - If any media organization requests comments all personal must direct them to Ron Dean. Ex.
    - *"At this time, I do not have all the information concerning the emergency but let me refer you to our Assessor Ron Dean who will provide you with up-to-date information."*

## **Section 5. Scenarios**

- Flood
  - Turn off computers and unplug most if not all equipment from outlets. Stay informed with your emergency team. Seek higher ground or stay in place if already on higher ground. All documents are scanned into Assessor systems but, if possible, place the most recent year documents on high shelves. If you must evacuate or are traveling during flooding, remember:
    - Do not walk through flowing water. Most drownings occur during flash floods. Six inches of swiftly moving water can knock you off of your feet.
    - Remember the phrase "Turn Around, Don't Drown!" Don't drive through flooded roads. Cars can be swept away in only two feet of moving water. If your vehicle is trapped in rapidly moving water, stay in the vehicle. If the water is rising inside the vehicle, seek refuge on the roof.
    - Do not drive around road barriers. Roads and bridges may be washed out or structurally unsound.
- Tornado
  - Make way to the basement aka tornado shelter quickly and calmly. Stay away from windows and do not go large open rooms. If outside seek shelter inside sturdy building immediately.
- Extended power outage
  - Unplug all equipment. Make the public aware where the Assessors office will be conducting business.
- Ruptured water pipes
  - Contact Ron Dean and Jeff Smith immediately.
  - Remove any equipment plugged in near leakage areas or documents that might be in waters way.
- Robbery
  - Remain calm and do not resist.
  - Follow the robber's directions, but do not offer more than what they ask for.
  - Make mental notes of the robber's appearance.
  - Notice what the robber *does* so you can include it in your report.
  - After the robbery, go immediately to a safe location, then report the crime.
- Terrorist Attack
  - Contact Ron Dean and Jeff Smith immediately.
  - Stay alert to all media reports.

**Section 6. Evacuation**

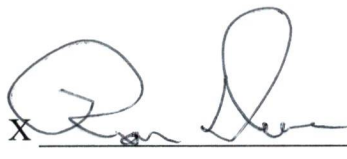
- In the event of any evacuation Reyna Benavides and Glenn Brown will be responsible for roll call of all office personal.
  - If someone does not make it out of the building, the appropriate emergency official (ex. firefighter, police officer) should be notified asap.
  - Personal is encouraged to keep sneakers or boots near their desk in case of an emergency.

**Section 7. Offsite Storage of the Plan**


- A copy of this plan will be given to Firststar Bank (Main St. location), County Clerk's Office, and to Jeff Smith with Muskogee County Emergency Management.
- If the Assessor Emergency Team cannot respond the following will also be trained with this plan:
  - **Madison Osborne**
  - **Darlene Chancery**
  - **Diego Rubio**

**Section 8. Periodic Review and/or Testing of The Plan.**

- *Because things are continuously changing the following schedule will be followed.*
  - i. This plan will be reviewed every 6 months. This will ensure that all personal and contact information is current.
  - ii. Whenever any new vendor is added this plan will also be updated.
  - iii. Anytime this plan is updated, Ron Dean will sign, and a new copy will be provided to all offsites where this plan is stored.

X  Muskogee County Assessor

Date: 8/12/2024


 \_\_\_\_\_ day of July 2024  
 Chairman Ron Dean  
 Member [Signature]  
 Member [Signature]  
 Attest [Signature]  
 County Clerk