DISASTER PLAN

Volusia County Property Appraiser's (VCPA) Office

This document provides planning and guidance for implementing the Volusia County Property Appraiser's Disaster Plan to ensure the office is capable of conducting both of its essential missions and ESF-21 functions under all threats and conditions.

Larry Bartlett, JD, CFA
Property Appraiser

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**Volusia County Property Appraiser's Office
Disaster Plan**

Introduction

The Volusia County Property Appraiser's ordinary business mission is to discover fairly and equitably, list, and value all real and tangible personal property in Volusia County for the purpose of creating the annual ad valorem tax roll in accordance with applicable Florida Statutes and Florida Department of Revenue Substantive Regulations.

However, in the event of a natural or manmade disaster event, the Volusia County Property Appraiser (VCPA) scope of work will change as we work in conjunction with Volusia County Emergency Operation Center (VCEOC) to fulfill our requirements as an Emergency Support Functions (ESF) group. Our group is ESF-21.

This document provides planning and guidance for implementing the VCPA's Disaster Plan to ensure the office can conduct both of its essential missions and functions under all threats and conditions. While the severity and consequences of an emergency cannot be predicted, effective contingency planning can minimize the impact on the VCPA missions, personnel, and facilities.

Objectives

The VCPA Disaster Plan objectives are listed below:

1) Provide employees disaster readiness training.
2) Ensure that the VCPA office can perform its essential functions under all conditions.
3) Ensure there are facilities from where the VCPA can perform essential functions.
4) Protect employees, equipment, records, and other assets critical to the performance of essential functions in the event of a disaster.
5) Communicate with EOC, the Cities, and staff before, during and after the disaster event.
6) To assess damage to properties as quickly and efficiently as possible.
7) Report our findings to Local, State, and/or Federal Agencies.

Concept of Operations

Types of Events & Historical Occurrences

There are two types of events:

Events with Warning – The damage happens either over time or we have notice of the event to happen for some time before it does. There is time to plan and stage resources.

Events without Warning (Sudden) – Damage happens suddenly and without much forewarning. We must react and respond in a very short time.

Examples of Events:

Events with Warning	Events without Warning (Sudden)
Hurricanes	Tornados
Tropical Storms	Wind Events
Wildfires	Sinkholes
Flooding	Hazardous Material Spills
	Terrorist/Trauma Events

Historical Data

The VCPA has responded to 39 events to date (April 2023). They have been:

Type of Events		Areas Impacted by Events	
Events with Warning	20	Eastside Events	30
Events without Warning	19	Countywide Events	11
		Westside Events	9

Employee Response Requirements

Our office will uphold the County's Emergency Disaster Employment Policy. This policy has been presented to you for a signature acknowledging the terms of the policy are considered conditions of your employment with Volusia County.

The key components of the Emergency Disaster Employment Policy are:

   a. All VCPA employees are required to report to work before, during and after an event – will be discussed in more detail later.
   b. You are required to stay local, within an hour travel time of your assigned duty location.
   c. It is your responsibility to report to your supervisor at appropriate times – will be discussed in more detail later.

The VCPA has classified your position as the following:
   a. **Mission Essential**
      ✓ Report for duty for emergency preparations and may remain on duty throughout the event.

Employee Leave during Emergency Event

For the VCPA to carry out our duties, all our employees will be required to be part of the disaster plan. Therefore, personal leave time must be cancelled until emergency response to the event is completed. The cancellation of leave- *with the guidelines below*- is <u>automatic</u> and does not require your supervisor to formally notify you of this cancellation. It is strongly recommended you investigate the purchase of travel insurance that would cover cancellation due to work responsibilities.

Guidelines for leave:

Future leave

- **Events with Warning** - All future leave is cancelled from the period 24-36 hours **BEFORE** the Event with Warning is predicted to affect Volusia County and remains in effect until all damage assessment operations are complete. *Remember: this is automatic, and you are expected to report for your assigned duty.*
- **Events without Warning** – Cancellation of leave time will be handled in accordance with the event severity, please contact your supervisor for permission to take your planned leave.

Already on leave

- **Events with Warning** - If you are already on leave during the timeframe 24-36 hours **BEFORE** the Event with Warning is predicted to affect Volusia County and are within the State of Florida, you are expected to return to your job duties as soon as possible.
- **Events without Warning** – The requirement for you to return to your duties will be handled in accordance with the event severity, please contact your supervisor as soon as possible.

Out of State or Country

- **All Events** – Please contact your supervisor to see if you are expected to return as soon as it is possible without incurring extraordinary expense to do so.

See Tab 2 for the Emergency Disaster Employment Policy

Readiness and Preparedness

The VCPA will participate in the full scale of readiness and preparedness activities to ensure personnel can continue essential functions in an all-hazard/threat environment. The VCPA readiness activities are divided into two key areas:

a) **Staff** readiness and preparedness

b) **Organization** readiness and preparedness

Preparedness needs to happen well in advance of possible disaster events and requires all staff to heed all warnings issued.

Staff Readiness and Preparedness

1) **Home & Family Readiness**

As outlined above, your duties within the VCPA require you to be ready to report for duty before, during and immediately after a disaster event. This will be a stressful time for both you and your family, so it is imperative that you have a well-rehearsed preparedness plan in place at home. Your requirement to report to work cannot be waived due to not having things under control with your family situation.

   a. Make your plan.

The following are sources to assist you with developing this plan:

     i. Emergency Management – www.volusia.org/services/public-protection/emergency-management/
- Scroll down to the Planning and Information section.
- Click on Disaster preparedness checklist 2 [PDF]

     ii. Family Support Plan - www.ready.gov
- Provides guidance for developing a Family Support Plan
- "*Get Ready Now*" pamphlet explains importance of planning.
- Template that can be tailored to meet family-specific planning requirements.

     iii. American Red Cross - www.redcross.org
- Will walk you through how to prepare for an emergency.

   b. Your plan should include child & pet care for an extended time.
   c. Purchase and prepare the items needed in your plan.

Please take time now to review the sources listed above and prepare your plan!

Organization Readiness and Preparedness

1) **VCPA Employee Readiness**

The VCPA ESF-21 Mission Essential personnel group is strongly encouraged to create and maintain a disaster "*Go-Bag*" so that all items are easily located and able to be gathered for a quick response.

   a. The "*Go-Bag*" contents should be reviewed and updated each year prior to the VCEOC Hurricane Exercise and brought with you to the exercise.

      b.   You will be responsible for carrying the "*Go-Bags*" to the EOC and/or pre-positioning the bags at the EOC.

      c.   The "*Go-Bag*" should contain the items listed in the table below:

Go-Bag Contents that should be in bag at all times	
Identification and Charge Cards -County Identification Card -Driver's License -County Credit Card (if issued one) -Health Insurance Card -Personal Charge Card	**Business and personal contact numbers** -Emergency phone numbers and addresses (relatives, medical doctor, pharmacist)
Communication Equipment -Work Cell Phone -Personal Cell Phone -800 MHz Radio	**Medical needs** -Insurance Information -List of allergies/blood type -Hearing aids and extra batteries -Glasses and contact lenses -Prescription drugs (30-day supply) -Over the counter medications, dietary supplements
Damage Assessment Items -Grid map key & any other maps necessary -IDAM forms/procedures	**Chargers/extra batteries** for phones, GPS, and laptop
Disaster Plan -Emergency/Work numbers to All VCPA Staff	**Bottled water and non-perishable food** (i.e. granola, dried fruit, etc.)
Directions to EOC/Maps of surrounding area	**Flashlight**
Additional Items to add at time of activation	
Business & Leisure Clothing & Change of clothing	**Toiletries**

In addition, the VCPA will conduct the following disaster readiness and preparedness activities as scheduled:

May – VCEOC holds Hurricane Exercise in conjunction with statewide Hurricane Exercise

June – VCPA training staff holds Damage Assessment Training
- VCPA Staff
- Cities

These training sessions will offer various educational topics and incorporate the latest technology and tools. The attendees will have the ability to spend time using the IDAM2 and EagleView technology at each session.

Disaster Plan Activation

The Disaster Plan activation is a scenario-driven process that will allow flexible and scalable responses to the events that could disrupt operations with or without warning and during work or non-work hours.

The decision to activate the VCPA Disaster Plan and related actions will be tailored for the situation and based on projected or actual impact and whether there is a warning. To support the decision-making process regarding plan activation, key organization personnel will use the decision matrix below to support that process.

Decision Process Matrix

1) The event is small in nature, but property has sustained damage to the degree the Property Appraiser, or his designees, feel it is warranted to send out damage assessment teams.

2) The VCEOC has implemented the activation process, we will coincide our internal processes with the three activation levels used. The EOC activation levels are:

   - **Level III, Monitoring Activation.** Routine County-wide monitoring.
     - At this level, the County's full-time Emergency Management Division staff provides necessary information to the respective state and local agencies regarding hazard materials incidents, adverse weather warnings, wildfires, road closures, plane crashes, or other critical events.

   - **Level II, Partial Activation.** Closely monitoring developments
     - A limited activation of core ESF personnel, Citizens Information Center (CIC) personnel and as needed, municipality and support personnel to monitor a developing situation and make initial plans to provide any necessary assistance more closely.

   - **Level I, Full Scale Activation.** All required personnel report to VCEOC
     - All County ESF representatives, CIC personnel, municipality representatives and support staff report in shifts to the County EOC for 24-hour disaster response/recovery activities. All members of the Policy Group and the Municipal Coordination Group should be notified and prepared to meet as needed.

3) In the event there is a focused emergency event or threat directed specifically to the VCPA office the Property Appraiser, or his designees, may initiate the Disaster Plan activation.

Decision Matrix for Disaster Plan Implementation		
	Work Hours	**Non-Work Hours**
Event With Warning	-Is the threat aimed at the facility or surrounding area? -Is the threat aimed at VCPA personnel? -Are employees unsafe remaining in the facility and/or area?	-Is the threat aimed at the facility or surrounding area? -Is the threat aimed at VCPA personnel? -Who should be notified of the threat? -Is it safe for employees to return to work the next day?
Event Without Warning	-Is the facility affected? -Are personnel affected? Have personnel safely evacuated or are they sheltering-in-place? -What are instructions from first responders? -How soon must the VCPA office be operational?	-Is the facility affected? -What are instructions from first responders? -How soon must the VCPA office be operational?

Alert and Notification Procedures

The VCPA will be kept informed of the threat environment using all available means, including the Volusia County EOC, regional notification systems, local operations and State and local reporting channels and news media. The VCPA will evaluate all available information relating to:

a) Direction and guidance from higher authorities
b) The health and safety of employees
c) The ability to execute essential functions
d) Changes in threat advisories
e) Intelligence reports
f) The potential or actual effects on communications systems, information systems, office facilities, and other vital equipment
g) The expected duration of the emergency

Staff Alert and Notification Procedures

The VCPA will maintain plans and procedures for communicating and coordinating activities with employees before, during, and after a disaster event.

Before an event
a) Employees shall monitor advisory information received from the VCPA.
b) Employees will verify their immediate supervisor has current contact information.
c) Employees planning to take shelter somewhere other than their residence should inform their immediate supervisor of the place they will shelter.

During an event:

When normal operations are interrupted or an incident appears to be imminent, the VCPA will implement the "Phone Tree" manner to communicate the organization's operating status with all employees. The "Phone Tree" is designed as follows:

| VCPA notify Directors of Disaster Plan Activation | Directors notify each of their employees | Employees ready their home and family for their absence |
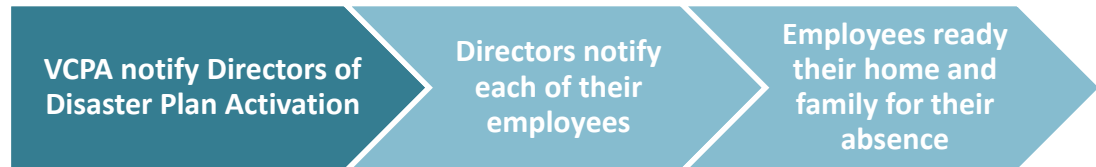
The information to be disseminated in the Phone Tree manner above will be:
- o Disaster activation status
- o Operational and communications status
- o Anticipated duration of activation
- o Staging sites expected to be used for employees to report into work

See Tab 3 for Employee Phone Listing

> *As soon as possible after the immediate danger has passed, all employees must call their director or one of the VCPA offices. Regardless of whether you are asked to report, we want to know that you and your family are safe and offer assistance to those who need help.*
>
> *If you or your family needs assistance, please let the VCPA staff at the EOC or your supervisor know. They have access to many contacts and will be able to find you help.*

Reporting to Work
- It is very important that you check in as soon as possible with a director (try your director first if unable to reach then try another director or the Chief Deputy). Instructions for reporting to your duties will be given at that time.
- In the event of a sudden event overnight report and/or in the rare case you are unable to make contact with someone at the director level or above then report to your usual workplace as soon as it is safe to do so or the beginning of the usual workday (whichever is the latest time).
- If health issues prohibit or may impact your placement in the field, this should be revealed to the Field Coordinator as soon as possible.

- If there are road blockages preventing you from reporting to your usual workplace then report to the nearest office that you are able to safely get to and await further instruction.
- When reporting to work bring with you any food and drinks and personal comfort items you will need for the duration of your shift.

See Tab 4 for Employee Assignment List

Dress Code for Disaster Assessment Purposes

- Please be aware you are representing the VCPA during your activities and dress accordingly.
- Dress code for people reporting to the VCEOC and Damage Assessment Teams should adhere to the VCPA office wear guidelines.
- Damage Assessment Teams must also wear hats and vests.
- Dress code for office staff should also adhere to the VCPA office wear guidelines.

ESF-21 Mission Essential Staff Activation

Upon Level 1 - Full activation by the VCEOC the following teams shall be deployed at the instruction of the Property Appraiser to:

Location: **Emergency Operations Center (EOC)**
                3825 Tiger Bay Road, Daytona Beach, Florida

Blue Team – Before Storm

Responsible for establishing: Contacts with other ESF groups.
                                    All hardware and software are working properly.
                                    IDAM2 is working properly.

When: Immediately following Level 1 Full Activation

Duration: Up to Red Team reporting in or as needed

Area/Responsibility	Person	Backup
Big Room	Jeff Cosat	Russell Hamilton
Big Room	Kris Hoffmann	Darick Davis
GIS	Alex Marrero	Kenny Ruegger
IDAM/Data Requests	James Bailey	Brandon Logan

*Red Team – During Storm   **FLEX TEAM***

Responsible for:	Manning ESF-21 Operations during storm.
	Providing data as requested.
	Initial damage information is compiled.
When:	Arrive with enough time prior to tropical storm strength winds to allow Blue Team to travel safely home.
Duration:	As needed, until all clear is established by emergency personnel & winds have returned to below tropical storm strength.

Area/Responsibility	Person	Backup
Big Room	Mark Wright	Keith Stewart
GIS	Kenny Ruegger	Alex Marrero
IDAM/Data Requests	-----	-----

Green Team – After Storm

Responsible for:	Manning ESF-21 operations during Damage Assessment.
	Starting up the Damage Assessment reporting process.
	Providing data as needed.
When:	As soon as the "all clear" is given by emergency personnel and/or winds have returned to below Tropical storm strength.
Duration:	8-hour to 12-hour shifts

Area/Responsibility	Person	Backup
Big Room	Todd Hull	Brandon Logan
Big Room	Jef Feeney	Russell Hamilton
GIS	Alex Marrero	Kenny Ruegger
IDAM/Data Requests	James Bailey	Brandon Logan

Damage Assessment Team Leaders

Damage Assessment (DA) Team Leaders
Jef Feeney (backup: Mark Wright)
IDAM Team Leader
James Bailey (backup: Brandon Logan)
Office Team Leader
Janelle Williams (backup: Travis Held)

Field Coordinators and Damage Assessment Team Members:

Team 1
Field Coordinator (1 vehicle)
Kris Hoffmann (backup: Tony Tambini)
Damage Assessment (DA) Team Members (2 vehicles)
A: Mike Braddock / Floyd Allen / Mario Banda

B: Sandy Bartoletti / Cameron Kearney / Tony Tambini Backup driver: Lisa Dideriksen
Team 2 ***Field Coordinator (1 vehicle)*** Andrea Bolles (backup: Kim Darius) ***DA Team Members (3 vehicles)*** **A:** Kim Darius / Kim Delgado / Devin Walter **B:** Nichole Hempel / Abraham Ghebrehiwet **C:** Jeff Conkel / Jill Lee Backup driver: Valerie Bell
eam 3 ***Field Coordinator (1 vehicle)*** Sherry Glass (backup: Dan Nesemeier) ***DA Team Members (2 vehicles)*** **A:** Diane Wiggins / Liz Driggs / Rene Beltrami **B:** Angela Pitre / Taylor Ayers / Dan Nesemeier Backup driver: Linda Greathouse
Team 4 ***Field Coordinator (1 vehicle)*** Darick Davis (backup: Terri Brigman) ***DA Team Members (3 vehicles)*** **A:** Mary Horne / David Mathis **B:** Terri Brigman / Austin Diamond **C:** Sean Branton / Robin Allen Backup driver: Carolyn Stamey
Team 5 ***Field Coordinator (1 vehicle)*** Evelyn Chestnutt (backup: Pat Viers) ***DA Team Members (2 vehicles)*** **A:** Nicole McCants / Dan Desmond / Vanessa Mercado **B:** Douglas Brown / Karen Chipman / Brian Riedel Backup driver: George Helligar
Team 6 ***Commercial Field Coordinator (1 vehicle)*** Jeff Cosat (backup: Kathy Dibenedictis) ***DA Team Members (3 vehicles)*** **A:** Meagan Mahler / Russell Hamilton **B:** Nicholas Mazzocchi / Sharon Staats **C:** Chris Davis / Jessica Meehan Backup driver: Tammy Brown
Team 7 ***Condo Field Coordinator (1 vehicle)*** Michelle Mullins (backup: Josh Heiland) ***DA Team Members (1 vehicle)*** **A:** Josh Heiland / Ann Robinson Backup driver: Lynn Landmesser

23 total vehicles (1 extra vehicle available – reserved for AG- Keith/Michelle)

Organization and Assignment of Responsibilities

Key staff positions within the VCPA office, to include individual ESF-21 group, those identified in the orders of succession and delegation of authority, and others possess additional responsibilities. The responsibilities of these key employees are described below.

Volusia County Property Appraiser Larry Bartlett, JD, CFA	
Levels	**Tasks to be Completed**
Pre-Disaster Event Level III (Monitoring Activation)	• Attend MAG (Managers Advisory Group) meetings. • Provide strategic leadership and policy direction.
Before Disaster Event Level II (EOC Partial Activation)	• May be stationed at EOC. • Implement the Disaster Plan when necessary, or when directed by a higher authority. • Update and circulate orders of succession and delegations of authority.
During Disaster Event Level I (EOC Full Activation)	• May be stationed at EOC. • Communicate with County Manager's Office, Community Information, Press, EOC, First Responders. • Communicate with Chief Deputy as to location of damage and to review disaster plan. • Have a group radio session towards the end of storm to establish a timeline for upcoming chain of events.
After Disaster Event Damage Assessment Activation	• May be stationed at EOC. • Continue to monitor incoming information and requests for data. • Communicate with Press, EOC, County Manager's Office, Community Information, State Coordinator and FEMA. • Keep in constant contact with Chief Deputy and Overall Damage Assessment Team Leaders to be apprised of the field operations.

Chief Deputy Property Appraiser Janice Cornelius (backup: Mark Wright)	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** (Monitoring Activation)	• Monitor and pass on important information from the EOC, County Manager's Office and Community Information. • Attend MAG Meeting with the Property Appraiser (not sure if this will be during partial activation). • Start coordination with Directors; if we must let staff go home to secure their own family and property. • Coordinate a test radio session.
Before Disaster Event **Level II** (EOC Partial Activation)	• Continue to monitor information and any directives coming from the County Manager's Office. • Confirm with each Director that their office areas are secure. • Have group radio session to make sure everyone is where they need to be and fully aware of any new information or changes to our plan.
During Disaster Event **Level I** (EOC Full Activation)	• Collect as much information from outside sources as to the location of damage. • Try to confer with the Property Appraiser during disaster to review plan. • Have a group radio session towards the end of storm to establish a timeline for upcoming chain of events.
After Disaster Event **Damage Assessment Activation**	• Go to EOC or staging site to assist with coordination. • Continue to monitor incoming information and requests for data. • Communicate with Press, EOC, County Manager's Office, Community Information and FEMA. • Keep in constant contact with Overall Damage Assessment Team Leaders to be apprised of the field operations.

Damage Assessment Team Leaders	
Jef Feeney (backup: Mark Wright)	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** **(Monitoring Activation)**	• Get with GIS/Deeds Team Leaders to make sure maps are updated. • Communicate with District Directors to be sure that the vehicles are stocked, and maintenance is current. • Communicate with IDAM Team Leader to make sure IDAM is updated and ready to go.
Before Disaster Event **Level II** **(EOC Partial Activation)**	• Open communications with Emergency Management personnel. • Obtain information on potential event and estimate scope. • Open communications with ESF partners and municipalities. • Manage tasks and reporting of VCPA employees at the EOC. • Keep the Property Appraiser and Chief Deputy informed. • Provide information to EOC partners as needed.
During Disaster Event **Level I** **(EOC Full Activation)**	• Coordinate Telephone Tree timing to activate DA Teams. • Estimate personnel and equipment needs. • Collect as much information from outside sources as to the location of damage. • Work with GIS/Deeds Team Leader and organize maps by each zone. • 1 Damage Assessment Team Leader assigned to EOC. • Stay in radio communication with other directors, chief deputy, and/or property appraiser.
After Disaster Event **Damage Assessment Activation**	• Damage Assessment Team Leader that was not at EOC during event reports to pre-determined staging area. • Communicate with Field Coordinators to organize their teams. • Communicate with the cities that are doing damage assessment. • Verify that the event has been created in IDAM. • Make sure all teams have cameras, so they can take pictures of the Major and Destroyed properties.

GIS/Deeds Team Leaders	
Alex Marrero / Kenny Ruegger	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** (Monitoring Activation)	• Keep plotters in working order (order supplies as needed). • Backup GIS data on a weekly basis. • Checkout stand along GIS license every weekend. • Update damage assessment zone maps weekly. • Update EagleView data weekly. • Train city/county staff on use of EagleView. • Update GIS layers. • GIS/Deeds Team Leaders will test EOC computers on a regular basis (every 3-4 months).
Before Disaster Event **Level II** (EOC Partial Activation)	• Update IDAM GIS Data. • Verify GIS software working on EOC Computers. • Copy GIS data and aerials onto EOC Computers. • Test plotter connections to and from EOC. • Checkout stand alone GIS licenses for laptops (2). • Create DVD of all essential GIS data and map templates. • Verify cell/home phone list for all staff is up to date. • GIS/Deeds Team Leaders along with Hardware Equipment Organizers will test EOC computers and connections.
During Disaster Event **Level I** (EOC Full Activation)	• Supply ESF-21 support staff with parcel information, values, buildings, etc. • Take laptops (2) home – use VPN needed and /or available. • 1 GIS/Deeds Team Leader assigned to EOC. • Begin map creation if areas are known to be damaged. • Stay in radio communication with other directors, chief deputy, and/or property appraiser.
After Disaster Event **Damage Assessment Activation**	• GIS/Deeds Team Leader that was not at EOC during event reports to pre-determined location. • Work with IDAM Team Leader to update damage assessment maps. • Print damage assessment zone maps for Field Coordinators. • Create/Print other maps / PDFs as needed. • Upload damaged parcels to EagleView. • Coordinate with EagleView after disaster flight.

AGIS Coordinator Rob Miller	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** **(Monitoring Activation)**	• Ensure Deeds/GIS staff are prepared for upcoming disaster event under the guidance of Deeds/GIS Director.
Before Disaster Event **Level II** **(EOC Partial Activation)**	• Provide support and back up for the Deeds/GIS Director as needed.
During Disaster Event **Level I** **(EOC Full Activation)**	• No active duties during disaster.
After Disaster Event Damage Assessment Activation	• Go to designated office location for normal duties. • Be support in office for any maps, etc. that need to be made. • Assist in office cleanup.

IDAM Team Leader	
James Bailey / Brandon Logan	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** **(Monitoring Activation)**	• Create training and present to county staff, city staff. • Coordinate city involvement with IDAM. • Work with Schneider on IDAM development. • Verify with Systems Hardware Coordinators that stand-alone version of IDAM is working on all laptops. • Verify IDAM is working on EOC equipment.
Before Disaster Event **Level II** **(EOC Partial Activation)**	• Coordinate data upload to Schneider for IDAM system. • Create storm event on IDAM once boundaries are known. • Inform the participating cities that the event has been created. • Coordinate with city for IDAM use. • Update Damage Assessment Team Leaders which cities have committed to perform their own damage assessment. • Contact IDAM Coordinator to make sure they are ready and have people organized to assist with keying.
During Disaster Event **Level I** **(EOC Full Activation)**	• No active duties – on call only. • Laptop taken home – connect by VPN if available. • Stay in radio communication with other directors, chief deputy, and/or property appraiser.
After Disaster Event **Damage Assessment Activation**	• Report to pre-determined location to begin Damage Assessment data compilation. • Work with IDAM Coordinator to layout plan of action. • Contact with cities – progress of IDAM damage collection. • Communicate with Public Assistance Coordinator to get totals from the cities for their Public Assistance. • Communicate with IDAM Coordinators of progress throughout each day.

IDAM Coordinators	
Cassie Abercrombie/ James Bailey	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** (Monitoring Activation)	• Assist with IDAM training of county staff, city staff.
Before Disaster Event **Level II** (EOC Partial Activation)	• Coordinate with cities for IDAM use.
During Disaster Event **Level I** (EOC Full Activation)	• No active duties during the disaster.
After Disaster Event **Damage Assessment Activation**	• Report to pre-determined location to begin Damage Assessment data compilation. • Work with IDAM Team Leader to layout plan of action. • Contact with cities – progress of IDAM damage collection. • Organize IDAM Team Members. • Communicate with IDAM Team Leader of progress throughout each day. • Communicate with Field Coordinators for errors, questions, etc. on Field Forms. • Verify pictures have been taken and applied to IDAM on all Major and Destroyed properties.

Public Assistance Damage Coordinator	
James Bailey / Brandon Logan	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** (Monitoring Activation)	• Establish contact person from each city for public assistance estimates, be sure to have a contact number and email address.
Before Disaster Event **Level II** (EOC Partial Activation)	• See Level III duties.
During Disaster Event **Level I** (EOC Full Activation)	• No active duties during disaster. • Stay in radio communication with other directors, chief deputy, and/or property appraiser.
After Disaster Event **Damage Assessment Activation**	• Contact each city person to get the most current Public Assistance estimates. • Create spreadsheet listing each city and their estimates based on each Public Assistance Category A through G. • Communicate estimates to the IDAM Team Leader.

District Directors		
Levels		**Tasks to be Completed**
Pre-Disaster Event **Level III (Monitoring Activation)**		- Encourage employees to develop and maintain a personal disaster plan. - Review with employees the county and VCPA policies. - Maintain Telephone Tree. - Charge 800 MHz radio. - Ensure vehicles have routine maintenance performed, especially worn tires, windshield wipers.
Before Disaster Event **Level II (EOC Partial Activation)**		- Coordinate with Office Team Leader to make sure your office will be covered. - Request verification from each employee of where they will be during the event in case you lose contact with them. - Monitor Vehicle Preparations: - Fill the gas tanks. - Top off all fluids. - Be alert for directions on where to park vehicles during storm. - Have supplies stocked (water, gear, etc.). - Have plenty of FEMA pocket guides and forms for teams to refer to while in the field (examples of Minor, Major, Destroyed). - Monitor Office Preparations: - Disconnect computers from power source. - Put all electronic equipment and/or boxes on top of desk. - Cover securely with plastic and tape in place. - Close all blinds. - File cabinets should have bottom drawer emptied to protect from standing water, and whole cabinet should be covered to protect from water damage above. - Critical documents and small equipment can be placed in plastic storage tubs and relocated to an interior office location. - Unplug copy machines, scanners, plotters, shredders and cover or move to interior spaces. - Empty and unplug all refrigerators.
During Disaster Event **Level I (EOC Full Activation)**		Stay in radio communication with other directors, chief deputy, and/or property appraiser.
After Disaster Event **Damage Assessment Activation**		- Do a Call Check to all employees and make sure they are all okay. - Communicate with Chief Deputy and Damage Assessment Team Leaders for instructions. - Communicate with Office Team Leader regarding daily office functions.

Field Coordinators

Levels	Tasks to be Completed
Pre-Disaster Event **Level III** **(Monitoring Activation)**	• Make sure IDAM staff are trained and ready. • Make sure maps and zones are updated and organized. • Get any vehicle maintenance that is needed completed.
Before Disaster Event **Level II** **(EOC Partial Activation)**	• Communicate with Damage Assessment Team Leaders to get staging area information and any other updates. • Have maps printed and ready to go depending on type of event. • Go over the zones with each of your DA Teams; making sure everyone knows which zone they are in. • Communicate with IDAM Team Leader to verify which cities are doing their own damage assessment to avoid duplication. • Get emergency phone numbers and contact information for each DA Team Member assigned to you.
During Disaster Event **Level I** **(EOC Full Activation)**	• Stay in radio communication with Damage Assessment Team Leaders. • Gather information to establish locations and perimeters of damage in your zone if able. • Formulate plan to begin field operations for your zone.
After Disaster Event **Damage Assessment Activation**	• Do a Call Check to all DA Teams assigned to you and make sure they are all okay– communicate with Damage Assessment Team Leaders for those that cannot participate in damage assessment operations. • Report to staging area to assign zones and instructions. • Begin field review for Preliminary Damage Assessment. • If DA Teams do not have laptops, Email pictures of field forms as they are completed to IDAM Team Leader/Coordinator to be input throughout the day. • Coordinate with appropriate cities as needed. • Coordinate field efforts with FEMA, State, and SBA personnel.

Damage Assessment Teams	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** (Monitoring Activation)	• Be prepared to deploy and support damage assessment functions in the event of Disaster Plan implementation. • Provide current contact information to your assigned Field Coordinator. • Be familiar with disaster planning and know individual roles and responsibilities. • Participate in disaster training and exercises as directed.
Before Disaster Event **Level II** (EOC Partial Activation)	• See Level III duties. • Communicate with Field Coordinator to get assigned staging area location.
During Disaster Event **Level I** (EOC Full Activation)	• No active duties during disaster.
After Disaster Event **Damage Assessment Activation**	• Report to assigned staging area once disaster has passed. • Check in with your assigned Field Coordinator.

Office Team Leader Janelle Williams (backup Travis Held)	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** (Monitoring Activation)	• Review employees' personal information, make sure all phone numbers and emergency contact information is up to date. • Check damage assessment supply inventories for vehicles. • Ensure all offices have adequate supplies to cover work and electronics. • Implement training and activation of 800mHz radios. • Verify IDAM program is accessible on laptop taken home.
Before Disaster Event **Level II** (EOC Partial Activation)	• See Level III duties. • Verify purchases of water for damage assessment teams. • Be on call for administrative needs.
During Disaster Event **Level I** (EOC Full Activation)	• No active duties, on call. • Stay in active communication with various teams. • Check VPN connection on laptop taken home.
After Disaster Event **Damage Assessment Activation**	• Report to damage assessment central location. • Coordinate support staff duties. • Coordinate fleet vehicles for teams/provide more vehicles if necessary. • Check communications with teams. • Keep track of all employee hours spent working the disaster event.

Office Coordinator Cristal Bustamante	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** **(Monitoring Activation)**	• Assist Office Team Leader in preparing offices for a disaster. • Assist with the employee alert roster.
Before Disaster Event **Level II** **(EOC Partial Activation)**	• See Level III duties.
During Disaster Event **Level I** **(EOC Full Activation)**	• No active duties during disaster.
After Disaster Event **Damage Assessment** **Activation**	• Report to designated office. • Check in with the Office Team Leader for special instructions. • Assist in organizing office employees for normal duties. • Assist in documenting employee hours. • Assist in office cleanup.

Office Team Members	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** **(Monitoring Activation)**	• Assist in preparing your office for a disaster. • Make sure your emergency information is up to date. • Be familiar with the Disaster Plan and where you will be stationed after the disaster.
Before Disaster Event **Level II** **(EOC Partial Activation)**	• See Level III duties.
During Disaster Event **Level I** **(EOC Full Activation)**	• No active duties during disaster.
After Disaster Event **Damage Assessment** **Activation**	• Go to designated office location for normal duties. • All Office Team Members are required to check in with the Office Coordinator. • If assistance is needed in any office, contact the Office Coordinator and/or Office Team Leader. • Assist in office cleanup.

Hardware Equipment Coordinator
John Schirtzinger / backup: Skyler Thornberry

Levels	Tasks to be Completed
Pre-Disaster Event Level III (Monitoring Activation)	• Prepare PC Workstations and Monitors for potential AC power surges by ensuring connection to appropriate UPS/surge protection devices. • Remind users of the importance of saving and backing up critical files and all-important data to network drives rather than the perishable local (C:) drive. Assist as needed.
Before Disaster Event Level II (EOC Partial Activation)	• Prepare PC Workstations, Monitors, and desktop peripherals for potential wind driven rain and rising water by verifying placement upon the desktop per County disaster plan. Assist as needed. • Charge laptops that may be used for the field damage assessment.
During Disaster Event Level I (EOC Full Activation)	• No active duties during disaster – on call only. • Remain accessible by radio communication with Directors, Chief Deputy and/or Property Appraiser.
After Disaster Event Damage Assessment Activation	• Reconnect PC Workstations, Monitors, and desktop peripherals to AC power and County network. • Work with County IT in any resolving network/internet connectivity issues until normal operation has resumed.

Systems Operational Coordinator Ron Waddell	
Levels	**Tasks to be Completed**
Pre-Disaster Event **Level III** **(Monitoring Activation)**	• Work with Volusia County IT Department to ensure proper back-ups are performed for protection of all software.
Before Disaster Event **Level II** **(EOC Partial Activation)**	
During Disaster Event **Level I** **(EOC Full Activation)**	• No active duties during disaster – on call only. • Stay in radio communication with other directors, chief deputy, and/or property appraiser.
After Disaster Event **Damage Assessment** **Activation**	• Report to DeLand office and bring all software back to operational. • Ensure all teams can access all software.

Plan Development and Maintenance

The VCPA Training Area is responsible for maintaining the VCPA Disaster Plan.

The Disaster Plan, VCPA essential functions, and supporting activities, will be reviewed by the Property Appraiser, and updated annually from the date of publication as part of the maintenance of disaster plans and procedures. The VCPA Training Area is responsible for the annual plan review and update. In addition, the plan will be updated or modified when there are significant organizational, procedural changes, or other events that impact disaster processes or procedures. Comments or suggestions for improving this plan may be provided to the VCPA Training Area staff.

Security and Privacy Statement

This document is *For Official Use Only*. Portions of this Disaster Plan contain information that raises personal privacy or other concerns, and those portions may be exempt from mandatory disclosure under the Freedom of Information Act (see 5 United States Code §552, 41 Code of Federal Regulations Part 105-60). It is to be controlled, stored, handled, transmitted, distributed, and disposed by the VCPA and is not to be released without prior approval of the Property Appraiser or his designee.