

SUBJECT: Emergency Management Damage Assessment (ESF-19)	Effective Date: 9/14/17	Procedure Number: FS 2017 FS0025	
	Supersedes:	Page 1	Of 10
	Responsible Authority: Associate Vice President, Administration and Finance (Facilities & Safety)		

APPLICABILITY/ACCOUNTABILITY:

This procedure applies to Facilities & Safety (F&S) personnel who participate in any UCF emergency management activity that results in the activation of ESF-19 Damage Assessment Team.

The UCF Department of Security and Emergency Management (DSEM) maintains a Comprehensive Emergency Management Plan, which identifies Emergency Support Functions (ESF) that are responsible for performing duties before, during, and after emergencies. Facilities & Safety is assigned the responsibility for UCF Damage Assessment (ESF-19). This procedure provides the responsibilities and instructions for ESF-19 team members to perform their duties at all UCF locations.. University-owned buildings, DSO-funded buildings, and auxiliary-funded buildings are all covered under this plan. Locations other than the UCF main campus are grouped under “Satellite.”

Utilities and Energy Services damage assessment activities are not covered under ESF-19, as they are included in ESF-12 UCF Utility Emergency Response Plan.

PROCEDURE STATEMENT:

F&S personnel support the UCF DSEM when an emergency is declared. The Damage Assessment Team, ESF-19, when activated, operates from the Emergency Operations Center (EOC) per the UCF Damage Assessment Plan.

DEFINITIONS:

Assessment Lists: ESF-19 teams’ spreadsheets that contain the lists of buildings assigned to the teams; the lists used to record the teams’ findings. Assessment lists are located at:
 \\FS.UCF\Facilities & Safety\QMI_QMI - Documents\F&S Emergency Management\ESF-19 Assessment Lists

Actual Damage Assessment: The third assessment activity conducted by ESF-19F Team, which results in actual damage documentation of building condition and estimated recovery or repair costs

EOC: Emergency Operations Center, operated by UCF DSEM

ESF-19: Members of ESF-19 Damage Assessment Team who perform their duties within the EOC, supported by six field teams (ESF-19F) and one risk team (ESF-19R)

ESF-19 EOC Representative: The Damage Assessment Team Leader, who directs ESF-19 team member activities and serves as the point of contact for ESF-19 with the EOC. This representative is appointed by the F&S AVP.

ESF-19F Team: Members of ESF-19 who conduct damage assessment activities in the field. Team membership varies depending upon the damage assessment type and location. The field team is located in Building 16A.

ESF-19R Team: Members of ESF-19 who provide risk-related input for insurance claims and building occupation. The team includes both the Risk Management and Building Code Offices and is located in the EOC.

Initial Damage Assessment: The first ESF-19F Team damage assessment activity, which is completed predominately from a vehicle. The Initial Damage Assessment may also be referred to as a Windshield Assessment.

Preliminary Damage Assessment: The second ESF-19F Team damage assessment activity, which includes minimal entry into a building

Situation Reports (SitReps): ESF-generated reports that support FEMA documentation

VEOCI: The emergency management and operations software application used by UCF DSEM and emergency response team members to manage all aspects of emergency operations, including assessment results. Note: In VEOCI, the term “Dorms” is used to represent Housing.

PROCEDURES:

1. Preparation

- a. The F&S directors will review this procedure annually and update the team member list. (See Attachment A for the Assessment Summary and Attachments B, C, and D for the Assessment Team Staffing Plans.) At least annually, the F&S AVP will designate ESF-19 representatives, ESF-19F Team Leaders and ESF-R Team members. The F&S AVP will notify the DSEM director and F&S directors of the assignments via email. F&S directors will assign the remaining team members.
- b. The ESF-19 EOC Representative will notify UCF DSEM and ESF-19 team members of VEOCI access requirements.
- c. The ESF-19 EOC Representative will notify the UCF DSEM of changes to the ESF-19 assignments and coordinate new team member training with DSEM.
- d. ESF-19F Team Leaders will:

- i. Prepare and maintain emergency kits and ensure they are ready for use. Kits will include, at a minimum: personal protective equipment such as gloves, safety glasses, dust masks, hard hats, and reflective apparel; first aid kits; DO NOT ENTER BUILDING signs; and a copy of this procedure
- ii. Obtain one radio for each team from the EOC when an emergency is declared.
- iii. Ensure vehicles that are assigned to each team are ready for use and fueled.
- iv. Obtain cameras, mobile devices, and batteries as needed.
- e. Team Members will attend required training.

2. Activation

- a. The DSEM will activate the EOC and notify the ESF-19 EOC Representative when they can instruct ESF-19F to begin the damage assessment process.
- b. ESF-19 will determine team expertise needs, based on the emergency, and notify F&S directors.
- c. F&S department directors will release ESF-19 members who are required on-site, and assign them a time to return to work.
- d. ESF-19 personnel will report as follows:
 - i. ESF-19 and ESF-19R teams will report to the EOC at their assigned times.
 - ii. ESF-19F teams will report to Building 16A and meet with their Team Leaders for personnel accountability.
- e. All ESF-19, ESF-19F, and ESF-19R personnel will complete preparations as assigned by their Team Leaders.
- f. ESF-19F Team Leaders will record assessment information via VEOCI. If VEOCI is unavailable, ESF-19F Team Leaders will obtain assessment hard copy lists and maps from the ESF-19 EOC Representative. Hard copy lists and supporting documentation will be returned to the EOC-19 EOC Representative.

3. Initial (Windshield) Damage Assessment

- a. The EOC will advise the ESF-19 EOC Representative that he or she may send ESF-19F teams out into the field to conduct the Initial (Windshield) Assessment.
- b. ESF-19F Teams will follow the below procedure to complete the Initial Assessment:
 - i. Drive the campus, following an assigned route. If a route deviation is required, notify the ESF-19 EOC Representative.
 - ii. Record findings in VEOCI, using map locations, photos, or other means to identify obstacles, road floods, debris for removal, or any ingress or egress issues.
 - iii. Report route progress and findings to the ESF-19 EOC Representative. Report progress at least every 15 minutes or as major roads are completed, when obstacles are encountered, or if major building or utility damage is observed.
 - iv. Based upon observations and experience, record the estimated range (percentage) of building damage.
- c. The ESF-19 EOC Representative will initiate and coordinate actions to clear obstacles and debris.
- d. The ESF-19 EOC Representative will instruct ESF-19R to initiate a risk assessment.

4. Preliminary Damage Assessment

- a. The ESF-19 EOC Representative will instruct ESF-19F Team Leaders to begin a Preliminary Damage Assessment. ESF-19F Team Leaders will notify the ESF-19 EOC Representative when teams are leaving Building 16A to start the assessment.
- b. ESF-19F teams will:
 - i. Complete their assigned assessment. Teams will decide whether a building is safe to enter, and determine the level of initial inspection required.
 - ii. If the building cannot be entered, record the reason and report the reason to the ESF-19 EOC Representative.
 - iii. Report progress to the ESF-19 EOC Representative at the start and finish of each building, or at least every 15 minutes.
 - iv. Based on observations and experience, record the estimated range (percentage) of building damage.
 - v. Post inspection notices on buildings' exterior doors and circle DO NOT ENTER if buildings are unsafe to enter.
- c. The ESF-19 EOC Representative will initiate and coordinate actions for issues requiring immediate remediation.
- d. The ESF-19 EOC Representative will instruct the ESF-19R Team to initiate insurance activities.
- e. The ESF-19 EOC Representative will instruct the ESF-19R Team to visit buildings deemed unsafe to enter, to verify results from the Preliminary Damage Assessment.
- f. The ESF-19R Team members will remove DO NOT ENTER signs if they deem the building safe to enter, and update the Situation Reports (SitReps).
- g. The ESF-19R Team members will document all damaged buildings and their statuses, and record the estimated percent of the campus that is damaged. Using assessment information, the ESF-19R Team members will estimate monetary costs of damages, calculate insurance coverage, determine qualifications for Federal Compensation, and communicate information regarding assessment status to the EOC.

5. Actual Damage Assessment

NOTE: If team member change-out has occurred, team members will conduct a team turnover meeting to ensure that the new team is aware of any special conditions or situations. ESF-19F Team Leaders will inform ESF-19 that team turnover occurred.


- a. ESF-19 will instruct ESF-19F Team Leaders to perform an Actual Damage Assessment.
- b. Team Leaders will notify the ESF-19 EOC Representative when teams are leaving Building 16A to start the assessment.
- c. ESF-19F Teams will complete an assessment for each assigned building. If a DO NOT ENTER sign is posted, do not enter the building or complete the Actual Damage Assessment. Instead, follow the procedure below:
 - i. Shut off power, water, and utilities as required.
 - ii. If a building has multiple utility secure points, record whether utilities are secured at all locations.
 - iii. Request utility shut-off via ESF-19 if required.

- d. ESF-19F Team members will record detailed photo and written observations of damage and repair needs; label photo BxxxRxxxdamagename; and record estimated percentage of building damage.
 - i. Green: Minor damage; safe to enter as-is
 - ii. Yellow: Moderate damage; enter with caution after ESF-19R clearance
 - iii. Red: Major damage; do not enter
 - iv. Not used
 - e. The ESF-19F Team will report progress to the ESF-19 EOC Representative at the start and completion of each building, or at least every 15 minutes.
 - f. The ESF-19 EOC Representative will initiate insurance activities with the ESF-19R Team.
6. Evaluation of buildings for occupancy
- a. Preliminary and Actual Damage Assessments should be conducted in the following priority:
 - i. Utility and Infrastructure buildings
 - ii. Housing buildings
 - iii. Research buildings
 - iv. Administrative support buildings
 - v. Classroom buildings
 - vi. Ancillary buildings
 - b. As buildings are determined to be safe by the ESF-19F and ESF-19R Teams, and with the concurrence of the EOC Director, the ESF-19 EOC Representative will allow occupancy of campus buildings.
 - c. Any buildings with significant damage cannot be occupied until repairs are documented, permitted, completed, and inspected. The Building Code Official will allow occupancy for any such damaged and repaired buildings.
7. Completion of post-event ESF-19 actions
- a. The ESF-19 EOC Representative will complete the required Situation Reports.
 - b. Work Control will initiate work orders in the CMMS per ESF-19 EOC Representative direction.
 - i. Work Control will open Work Orders (WOs), including a project number, against each assessed building, attaching building assessments and photos.
 - ii. Work will be completed and documented, capturing all costs for potential reimbursement.
 - c. The ESF-19 EOC Representative will create an after-event report documenting the event, to include:
 - i. Event Summary
 - ii. Event Log
 - iii. Damage Assessment Reports, by zone
 - d. The ESF-19 EOC Representative and ESF-19 Teams will conduct a lessons-learned meeting to discuss ways to improve the response to future events. Changes to procedures and processes will be implemented within 6 months of the lessons-learned meeting.

REFERENCES:

UCF Comprehensive Emergency Management Plan: <http://emergency.ucf.edu/Plans/EMP.pdf>

FSP 2017 FS0011: Use of Computerized Maintenance Management System

Approved By:	Date Approved:
 Priscilla L. Kernek Associate Vice President Administration and Finance Facilities and Safety	9/14/17

Attachment A
Assessment Summary

The Documents are located at \\FS.UCF\Facilities & Safety\QMI_QMI - Documents\F&S Emergency Management. The ESF-19 EOC Representative has a hard copy of the documents (team maps, Assessment Lists, team assignments, Building Inspected notice, etc.) in the event that electronic systems are not available.

Damage Assessment Activity	ESF-19F	ESF-19F Reporting	ESF-19R Action	ESF-19 EOC Representative Action
Initial (Windshield)	Assess ingress and egress routes; identify damage visible from vehicle. Complete Initial Damage Assessment for assigned buildings.	Report to the ESF-19 EOC Representative during assessment as major roads are completed or if major building damage is observed from vehicle.	Take insurance or building safety actions, as requested by the ESF-19 EOC Representative.	Inform the Incident Commander; coordinate actions within EOC for debris removal and route clearing; collect all Assessment Lists and supporting data; instruct the ESF-19R Team to begin a risk assessment.
Preliminary	Complete Preliminary Damage Assessment for assigned buildings. Outcome: Enter building (y/n); immediate action (y/n); significant obvious damage; refine cost estimates.	Report to the ESF-19 EOC Representative upon start and completion of each building assessment.	Take insurance or building safety actions, as requested by the ESF-19 EOC Representative.	Inform Incident Commander; initiate and coordinate actions for immediate remediation.
Actual	Complete Actual Damage Assessment for assigned buildings. Record repair required for estimates and work orders; refine cost estimates.	Report to the ESF-19 EOC Representative upon start and completion of each building assessment.	Take insurance or building safety actions, as requested by the ESF-19 EOC Representative.	Inform Incident Commander; initiate and coordinate actions for records and repairs.

Attachment B
Initial Damage Assessment Staffing Plan

ESF-19 (located in the EOC): Facilities Planning and Construction personnel

ESF-19F Team (located in Building 16A): Team structure is shown below. The ESF-19 EOC Representative has the Team member lists.

Initial (Windshield) Damage Assessment Team Structure

Team 1 (Administration Buildings)	Team 2 (Classroom, Academic Buildings)	Team 3 (Research)	Team 4 (Roads, Parking, Other)	Team 5 (Housing)	Team 6 (Utility)	Team 7 (Convocation)	Team 8 (Athletics)	Team 9 (Satellite)
Team Leader 1	Team Leader 2	Team Leader 3	Team Leader 4	Team Leader 5	Team Leader 6 (UES Mgmt.)	Team Leader 7	Team Leader 8	Team Leader 6 (FO Mgmt.)
FO Mgmt. 1	FO Mgmt. 2	FO Mgmt. 3	FO Mgmt. 4	FO Mgmt. 5	UES Mgmt. 6	Convocation Mgmt. 7	Athletics Mgmt. 8	FO Mgmt. 9
PM1	PM2	PM3	PM4	PM5	PM6 (upon request)	PM7 (upon request)	PM8 (upon request)	PM9 (upon request)
LNR1	LNR2	LNR3	LNR4	LNR5	LNR6			
FO1	FO2	FO3	FO4	FO5	FO6			

ESF-19R Team (located in the EOC): Environmental Health and Safety personnel

Risk Management	Building Code Office
Person 1	Person 1
Person 2	Person 2

Attachment C
Preliminary Damage Assessment Staffing Plan

ESF-19 (located in the EOC): Facilities Planning and Construction personnel

ESF-19F Team (located in Building 16A): Team structure is shown below. The ESF-19 EOC Representative has the Team member lists. Teams are arranged by building use to match VEOCI and allow priority assignments.

Team 1 (Administration Buildings)	Team 2 (Classroom, Academic Buildings)	Team 3 (Research)	Team 4 (Roads, Parking, Other)	Team 5 (Housing)	Team 6 (Utility)	Team 7 (Convocation)	Team 8 (Athletics)	Team 9 (Satellite)
Team Leader 1	Team Leader 2	Team Leader 3	Team Leader 4	Team Leader 5	Team Leader 6 (UES Mgmt.)	Team Leader 7	Team Leader 8	Team Leader 6 (FO Mgmt.)
FO Mgmt. 1	FO Mgmt. 2	FO Mgmt. 3	FO Mgmt. 4	FO Mgmt. 5	UES Mgmt. 6	Convocation Mgmt. 7	Athletics Mgmt. 8	FO Mgmt. 9
PM1	PM2	PM3	PM4	PM5	PM6 (upon request)	PM7 (upon request)	PM8 (upon request)	PM9 (upon request)
LNR1	LNR2	LNR3	LNR4	LNR5	LNR6			
FO1	FO2	FO3	FO4	FO5	FO6			

ESF-19R Team (located in the EOC): Environmental Health and Safety personnel

Risk Management	Building Code Office
Person 1	Person 1
Person 2	Person 2

Attachment D
Actual Damage Assessment Team Staffing Plan

ESF-19 (located in the EOC or FP&C offices): Facilities Planning and Construction personnel

ESF-19F Team (located in Building 16A): Team structure is shown below. The ESF-19 EOC Representative has the team member lists. Teams are arranged by building use to match VEOCI and allow priority assignments.

Team 1 (Administration Buildings)	Team 2 (Classroom, Academic Buildings)	Team 3 (Research)	Team 4 (Roads, Parking, Other)	Team 5 (Housing)	Team 6 (Utility)	Team 7 (Convocation)	Team 8 (Athletics)	Team 9 (Satellite)
Team Leader 1	Team Leader 2	Team Leader 3	Team Leader 4	Team Leader 5	Team Leader 6 (UES Mgmt.)	Team Leader 7	Team Leader 8	Team Leader 6 (FO Mgmt.)
FO Mgmt. 1	FO Mgmt. 2	FO Mgmt. 3	FO Mgmt. 4	FO Mgmt. 5	UES Mgmt. 6	Convocation Mgmt. 7	Athletics Mgmt. 8	FO Mgmt. 9
PM1	PM2	PM3	PM4	PM5	PM6 (upon request)	PM7 (upon request)	PM8 (upon request)	PM9 (upon request)
LNR1	LNR2	LNR3	LNR4	LNR5	LNR6			
FO1	FO2	FO3	FO4	FO5	FO6			

ESF-19R Team (located in the EOC or EHS offices): Environmental Health and Safety personnel

Risk Management	Building Code Office
Person 1	Person 1
Person 2	Person 2