

SUBJECT: Emergency Management Damage Assessment (ESF-19)	Effective Date: 5/28/19	Procedure Number: FS 2017 FS0025	
	Supersedes:	Page 1	Of 9
	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 Emergency Management (DEM) 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.”

PROCEDURE STATEMENT:

F&S personnel support the UCF DEM 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: Spreadsheets that contain the lists of buildings to be assessed for damage. ESF-19 team members are assigned the Assessment Lists and use them to record their assessment findings. Assessment lists are located at: \\FS.UCF\Facilities & Safety\FS General Area\F&S Emergency Management\ESF-19 Assessment Lists. In the event that VEOCI is unavailable, hard copy lists will be used.

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 Operation Center, operated by UCF DEM

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

ESF-19 EOC Representative: The Damage Assessment Team Leader, appointed by the F&S AVP, who directs ESF-19 team member activities and serves as the point of contact for ESF-19 within the EOC. This representative has authority to assign responsibility and to notify team members of report and release times. This representative has the authority to direct call-in of additional personnel if needed.

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. Team member lists are located at: \\FS.UCF\Facilities & Safety\FS General Area\F&S Emergency Management\F&S ESF Team Personnel. ESF-19F has two field teams that alternate shifts (approximately 12 hours, each once the event has passed) until the ESF-19 damage assessment activities are completed. Each of the two field (shift) teams has nine area sub-teams.

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 (University Compliance, Ethics, and Risk Office) and Building Department (Office of Research) 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.

Response Team A: ESF-19 team members who are assigned to perform damage assessments once the event has passed. Response teams A and B will work 12 hours on/off alternating shifts until the damage assessments are completed.

Response Team B: ESF-19 team members who are assigned to perform damage assessments once the event has passed. Response teams A and B will work 12 hours on/off alternating shifts until the damage assessments are completed.

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

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

PROCEDURES:

1. Preparation

- a. At least annually, the ESF-19 EOC Representative will review and update the ESF-19 documentation. (See Attachment A.)
- b. At least annually, the F&S AVP will designate ESF-19 representatives and ESF-19F Team Leaders/Team Members. (See Attachments B and C.) The F&S AVP will notify the DEM director and F&S directors of the assignments via email. F&S directors will assign their supporting team members.
- c. The ESF-19 EOC Representative will notify DEM and ESF-19 team members of VEOCI access requirements.
- d. The ESF-19 EOC Representative will notify DEM of changes to the ESF-19 assignments and coordinate new team member training with DEM.
- e. ESF-19 Team Members will attend training.
- f. 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; flashlights and caution tape; 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.

2. Activation

- a. The DEM will activate the EOC and notify the ESF-19 EOC Representative.
- b. The ESF-19 EOC Representative will notify F&S directors and ESF-19 team members of the time they are to report to work.
- c. F&S department directors will release ESF-19 members who are required on-site, and notify them of the time they are to return to work.
- d. ESF-19 personnel will report as follows:
 - i. ESF-19 EOC Representative will report to the EOC at the time assigned by the EOC.
 - ii. ESF-19F teams will report to Building 16A and meet with their Team Leaders for personnel accountability at the assigned time.
- 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 hard copy assessment lists and maps from the ESF-19 EOC Representative. Hard copy lists and supporting documentation will be returned to the ESF-19 EOC Representative.
- g. When team member change-out occurs, 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 EOC Representative of the

team turnover completion.

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 or infrastructure 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 assess the assigned buildings, remove DO NOT ENTER signs if they deem the building safe to enter, update the SitReps, and notify the ESF-19 EOC Representative of assessment outcome and completion.
- 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 ESF-19 EOC Representative.

5. Actual Damage Assessment

- 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. If necessary, request utility shut-off via the ESF-19 EOC Representative.
- d. ESF-19F Team members will record detailed photos 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


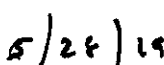
- a. Preliminary and Actual Damage Assessments should be conducted in the following priority:
 - i. Utility and Infrastructure buildings
 - ii. Housing buildings
 - iii. Research buildings
 - iv. Administrative support buildings
 - v. Classroom buildings
 - vi. Ancillary buildings
- b. As buildings are determined to be safe by the ESF-19F and ESF-19R Teams, and with the concurrence of the DEM 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 determine 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 SitReps.
 - b. Per direction from the ESF-19 EOC Representative, Work Control will initiate work orders in the CMMS.
 - 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 and subsequent response, to include:
 - i. Event Summary
 - ii. Event Log
 - iii. Damage Assessment Reports
 - 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 six 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:
	
Duane Siemen Interim Associate Vice President Administration and Finance Facilities and Safety	

Revision Log

Version	Description of Changes	Date
0	Original approved	2017
1	Updated	4/2018
2	Minor updates made (organizational changes)	5/2019

Attachment A
Damage Assessment Documentation

EOC-provided software, VEOCI, is used to collect damage assessment information, including photographs.

If VEOCI is unavailable, documents are located on the Facilities & Safety shared network at \\FS.UCF\Facilities & Safety\FS General Area\F&S Emergency Management\ESF-19 Assessment Lists.

If the shared network is unavailable, the ESF-19 EOC Representative will have a hard copy of the documents (team maps, Assessment Lists, team assignments, Building Inspected notice, etc.).

Team member lists are located at \\FS.UCF\Facilities & Safety\FS General Area\F&S Emergency Management\F&S ESF Team Personnel.

Attachment B
Response Team A Staffing Plan

ESF-19 (located in the EOC): AVP-assigned 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.

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):

Risk Management (University Compliance, Ethics, and Risk Office personnel)	Building Department (Environmental Health and Safety, Office of Research personnel)
Person 1	Person 1
Person 2	Person 2

Attachment C
Response Team B Staffing Plan

ESF-19 (located in the EOC): AVP-assigned 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 (University Compliance, Ethics, and Risk Office personnel)	Building Department (Environmental Health and Safety, Office of Research personnel)
Person 1	Person 1
Person 2	Person 2