

**ST. JOHNS COUNTY
COMPREHENSIVE EMERGENCY
MANAGEMENT PLAN**

2016

Appendix C

Damage Assessment



Damage Assessment
Standard Operating Procedures

I. PURPOSE

The purpose of this procedure is to define the specific steps to be taken in the event of a disaster for conducting damage assessment in St. Johns County.

II. DEFINITIONS AND EXPLANATIONS

The key terms used in this procedure should be understood to mean the following:

A. Damage Assessment

Damage Assessment is the process undertaken by representatives of St. Johns County, and Representatives from impacted Municipalities, to gather information for the following purposes:

- To identify the needs of victims
- To describe and document the type, extent, and location of damages for emergency decision making purposes at all levels of government.
- To establish disaster recovery priorities and the type and quantity of resources and personnel required during recovery.
- To determine the need for, and type of State and Federal disaster assistance to ensure the County's short and long-term recovery needs are met.

B. Initial Impact Assessment

Initial Impact Assessment is the first step in the damage assessment process and is used to quickly evaluate the ability of the County to swiftly mobilize and sustain large-scale response operations following a disaster by assessing damages and impact to the following County infrastructure elements and private sector entities:

- Roads and bridges, local communications, health care facilities and capabilities, water and electric power distribution systems, and other important infrastructure facilities and capabilities.
- Private homes and businesses in the affected area.
- Initial Impact Assessment information is used to support data in the County Situation Report.

C. County Situation Report

The County Situation Report is a prescribed form, Attachment 2, which is used by the County immediately following a disaster to describe information gathered during the Initial Impact Assessment process including:

- The type of incident and extent and location of damages.
- The number of deceased and injured.
- The general impact of the disaster on the County's infrastructure.
- The status of local response efforts.

The County Situation Report also gives the County the means to summarize detailed damage assessment data in both the private and public sectors.

D. Initial Damage Assessment Reports

Initial Damage Assessments are conducted to provide quantified estimates of damages and are performed following, or in conjunction with, the County's Initial Impact Assessment. The three Initial Damage Assessment Report forms (Attachments 7,8,9) document damages to affected housing units (goldenrod), local industry and businesses (blue), and public facilities (green).

E. Emergency Management

The Emergency Management Director (EMD) or his designee will serve as the liaison with the state recovery staff.

1. The local role in support of federal and state damage assessment operations will consist of providing local assistance in locating necessary work areas and storage facilities for the Damage Assessment Team. Emergency Management will also provide necessary personnel to serve as a guide / liaison; when available.
2. The roles and responsibilities of the local Damage Assessment Team are outlined in the St. Johns County Rapid Impact Assessment Team section in the Basic Plan. The Initial Damage Assessment Reports will be consolidated by Emergency Management and forwarded to the SEOC as necessary. The Handbook for Disaster Assistance has forms and information for this use.

- a) Initial Damage Assessment – Public Assistance (Green Form)
 - b) Initial Damage Assessment – Housing Losses (Goldenrod Form)
 - c) Initial Damage Assessment – Business Losses (Blue Form)
3. Procedures for assessing physical damage will include drive / walk through of the damaged area (s) and reports received by 911, Law Enforcement, Fire and Rescue, residents and other reports as received.
 4. Aerial surveys may be conducted using the St. Johns County Sheriff's Office helicopter as soon as it is safe to fly. The helicopter is designed to carry the pilot and three additional staff members. Aerial still photos and video will be taken of the County for response and recovery activities.

F. Damage Assessment Officer

The County Damage Assessment Officer is responsible for supervising the County's damage assessment process to include pre-emergency planning, mobilization of personnel and resources, deployment of damage assessment teams into the field, compiling County-wide damage assessment information, and preparing required Initial Damage Assessment Reports. The County Damage Assessment Officer serves in the County EOC (Emergency Operations Center) when activated. St. Johns County's Damage Assessment Officer is Janette Profilio, St. Johns County Property Appraiser's Office.

G. Damage Assessment Teams

The County Damage Assessment Teams are composed of trained personnel operating in the field who visibly inspect damaged and destroyed structures and other facilities, gather information for the County Situation Report, complete the Initial Damage Assessment forms, and otherwise operate at the direction of the County Damage Assessment Officer. The County's Damage Assessment Team members are able to evaluate both private and public sector damages as well as to conduct infrastructure assessments independent of, or in support of, State Initial Impact Assessment Teams.

H. Damage Assessment Team Leaders

The County Damage Assessment Team Leaders are pre-selected County employees who have been trained in damage assessment methods and

procedures and who will lead the County's Damage Assessment Teams in the field.

III. CONCEPT OF OPERATIONS

The St. Johns County Concept of Operations for Damage Assessment encompasses the following criteria:

A. Pre-Disaster Planning and Data Gathering

The County Damage Assessment Officer, in consultation with the Emergency Management Director, will identify sources of economic, tax, and cost estimating information likely to be needed for damage assessment purposes, as well as identify methods to access that information immediately following a disaster. The SJC Property Appraiser utilizes software that will enable rapid cost estimates from initial damage assessments.

B. Organizational Structure

Upon activation, County damage assessment personnel are organized in accordance with the chart in Attachment 1. The County Damage Assessment Officer, under the guidance of Emergency Management, will direct the damage assessment process.

C. Areas of Responsibility

St. Johns County will directly conduct damage assessment activities for all unincorporated areas within the County as well as incorporated areas that have requested the assistance of the County. The incorporated municipalities of the City of St. Augustine, the City of St. Augustine Beach, and the Town of Hastings will coordinate with the County Damage Assessment Team. In the event of major destruction, these municipalities may request and receive assistance in damage assessment from the County.

D. Damage Assessment Activation

Activation of the County's Damage Assessment process will proceed as follows:

1. The Emergency Management Director, or designee, will contact by telephone the County Damage Assessment Officer, or alternate, advising them of the situation and request the County Damage Assessment Officer either fully, or partially, mobilize the County's Damage Assessment Teams or place them on standby status.

- a) The term “**fully activated**” implies that all County Damage Assessment Teams have been mobilized and members have reported to the County EOC, or other facility if so directed; are fully equipped to perform damage assessment duties; and have been briefed by the County Damage Assessment Officer.
 - b) The term “**partially activated**” implies that only selected County Damage Assessment Teams have been activated and ordered to report for damage assessment duties.
 - c) The term “**standby status**” implies that all, or part, of the County Damage Assessment Teams have been advised that the need for damage assessment is imminent.
2. The County Damage Assessment Officer will contact the County’s Damage Assessment Team Leaders advising them of the situation and either fully activate the County’s Damage Assessment Teams or place them on standby status.
 3. Team Leaders will contact Damage Assessment Team members.
 4. Once County Damage Assessment Teams have been mobilized and have met the criteria outlined under 1(a) above, the County Damage Assessment Officer will notify the Emergency Management Director that the County’s damage assessment process is fully activated and ready for deployment.

E. Damage Assessment Methodology

County Initial Impact Assessment

1. Once the County’s damage assessment process has been activated, and as soon as possible following the disaster’s impact, an Initial Impact Assessment of the affected areas will be completed by County Damage Assessment Team members. The purpose of the County’s Initial Impact Assessment is to quickly evaluate the County’s infrastructure in order to determine whether an effective response by County resources can be mounted and sustained; and to quickly determine whether survivor needs can be met internally, or will require State and possibly Federal assistance. Initial Impact Assessment forms (Attachments 7-9) will be completed by County Damage Assessment Team members assigned to this task. The results of the County’s Initial Impact Assessment will be transmitted by radio or telephone to the County Damage Assessment Officer for compilation and inclusion into the County’s overall County Situation Report.

2. During the County's Initial Impact Assessment, assessment team members will note any obviously unsafe structures or facilities, tag or otherwise mark these structures, and report them to the EOC for transmittal to the appropriate County or municipal building inspection agencies.
3. Damages to certain pre-determined critical facilities will also be noted during the Initial Impact Assessment and included in the report to the County's Damage Assessment Officer.
4. Once the information is compiled from all sources, the County's Initial Impact Assessment information will be shared with the following local government personnel:
 - County Administrator
 - Other appropriate County and Municipal Executives
 - County Public Information Officer

County Situation Report

As soon as possible thereafter, the Emergency Management Director, in consultation with the County's Damage Assessment Officer, will prepare and file the County Situation Report with the Florida Division of Emergency Management. Data transmission will be by email through the State EOC's Mission Tracking System or by facsimile machine to the State Warning Point, Florida Division of Emergency Management, Tallahassee.

Continuing Evaluation of Damage Assessment Needs

1. The Emergency Management Director will evaluate the need for further damage assessment and the point in time when it will be safe to resume the damage assessment process. The Emergency Management Director will notify the County's Damage Assessment Officer if further damage assessment is required.
2. The County Damage Assessment Officer can utilize existing resources, mobilize additional County Damage Assessment Teams, or should the situation warrant, de-mobilize the Damage Assessment Teams at this time.

Assigning Personnel to County Damage Assessment Teams

1. Damage Assessment Teams are composed of at least two individuals trained in the methods and procedures for damage

assessment and are selected based upon their training, expertise, and availability. Each Team Member is encouraged to attend the four-hour State Damage Assessment Training Class for field personnel. This class will be scheduled as needed for new Team Members prior to Hurricane Season each year. A list of potential County and municipal departments and divisions, based on their fields of expertise, can be found in Attachment 4. A list of currently trained and assigned County Damage Assessment Team members is provided in Attachment 5. Both attachments are reviewed and updated annually by the County's Damage Assessment Officer.

2. The County Damage Assessment Teams will be assigned to conduct damage assessments by the County's Damage Assessment Officer according to the following approach:
 - a) St. Johns County GIS will plot the known geographical limits of the disaster's impact using the Initial Impact Assessment information and other field reports from law enforcement and fire and safety personnel.
 - b) Overlay the disaster impact area on United States National Grid (USNG) Maps.
 - c) Assign teams according to pre-identified USNG grid zones and then further divide them by "contents", i.e., public sector or private sector damage assessment teams. Damage Assessment Teams may do both private and public damage assessment in an assigned grid zone if the number of teams available is not conducive to doing the assessments separately.
3. Damage Assessment Team members are briefed by the Emergency Management Director and the County Damage Assessment Officer on the suspected areas of impact, purposes of the assessments, and any anticipated concerns.
4. Team members are equipped with essential equipment, supplies, and transportation prior to deployment. Attachment 6 lists the equipment and supplies needed to conduct damage assessments under most conditions.
5. Damage Assessment Teams will be deployed to areas identified in initial damage assessment to be most severely impacted, and then move to areas of lesser impact. Structures deemed uninhabitable or otherwise unsafe will be tagged and the location of such structures transmitted to the EOC for referral to the proper

agencies. Teams will continue inspection of designated critical facilities upon arrival in the area.

Field Reporting

1. The Damage Assessment Team Leader will contact by radio or telephone the EOC upon the team's arrival in the designated area and when ready to begin the assessment of damages.
2. Public Sector Damage Assessment Team members will record their findings on the Initial Damage Assessment – Public Assistance Form (green), in accordance with instructions on the back of each form. Team Leaders will periodically communicate with Damage Assessment Team Officer, advising them of their progress and findings. Attachment 7 is a copy of the Initial Damage Assessment – Public Assistance Form, designated as Form A by the Florida Division of Emergency Management.
3. Private Sector Damage Assessment Team members will record their findings on the Initial Damage Assessment – Housing Losses Form and the Initial Damage Assessment – Business Losses Form, in accordance with instructions on the back of each form. Team Leaders will periodically communicate with Damage Assessment Officer, advising them of their progress and findings. Attachment 8 is a copy of the Damage Assessment – Housing Losses Form (goldenrod), designated as Form B by the State, while Attachment 9 is a copy of the Initial Damage Assessment – Business Losses Form (blue), so designated as Form C by the Florida Division of Emergency Management.
4. Private Sector Damage Assessment Team members conducting damage assessments specifically to determine economic injury will coordinate with personnel from the Florida Division of Emergency Management in completing the survey.
5. The Damage Assessment Team members will continue to assess damages until completed or until the County Damage Assessment Officer asks that the team suspend the assessment and return to the EOC or other designated site, or relocate to another grid zone or area to continue assessing damages.

Data Gathering by the Damage Assessment Team

Members of the County's Damage Assessment Team will also obtain, compile, and analyze damage assessment and related information from the following sources:

1. Property appraisal data and other information needed to complete the damage assessment process, which is available from County, State, or Municipal records or data bases;
2. County Directors and elected officials will assist damage assessment teams in the collection of damage assessment information of the following County agencies facilities:
 - Agricultural Ext. Office
 - Clerk of the Court
 - Facilities Maintenance
 - Fire Rescue
 - Growth Management
 - Health and Human Services
 - Library
 - Parks and Recreation
 - Public Works
 - Risk Management
 - Sheriff's Office
 - School District
 - Supervisor of Elections
 - Tax Collector
 - Utilities
3. Municipal governments that have conducted their own damage assessments.

IV. INFRASTRUCTURE

- A. The identification and notification of potential applicants for the Public and Individual Assistance and Hazard Mitigation Programs will be accomplished in a number of ways.
 1. The county utilizes the established process under the Stafford Act as amended by the Disaster Mitigation Act 2002 and Sandy Recovery Improvement Act of 2013, for obtaining and administering state and federal disaster assistance. When the President issues a disaster declaration that includes St. Johns County, the County will receive notice directly from the Florida Division of Emergency Management. The Emergency Management Director will transmit disaster declaration, recovery assistance information, and technical assistance resources to county departments, municipalities, special taxing districts, and not-for-profit organizations that perform essential governmental services as described in FEMA regulations by conference calls, SJC Emergency Management website, e-mail, media outlets, and other available communication mechanisms.

Each municipality is responsible for identifying public assistance projects. The recovery staff will coordinate with the State regarding

implementing the appropriate programs authorized by the declaration.

2. Notification to the public will be made on cable GTV channel, the Emergency Management website, social media and flyers posted in prominent locations, i.e., grocery stores, county and municipal offices, churches, and business store fronts.

B. ESF-3, Public Works and Engineering are charged with the responsibility for debris removal and clearance of primary routes. Primary routes into the affected area must be cleared first, followed by routes leading to hospitals, clinics, fire stations, and other critical facilities. Further information in regards to debris removal can be found in the St. Johns County Debris Management Plan in Appendix T.

1. The County landfill and transfer stations will be the primary disposal sites. Other sites have been pre-identified in the Debris Management Plan, and others may still need to be identified post-event.
2. "Hold Harmless" entry procedures for debris removal from private property have been established and are discussed in the Debris Management Plan.

V. HUMAN SERVICES

A. If St. Johns County receives an Individual Assistance Disaster Declaration Disaster Recovery Centers will be established. Disaster Recovery Center (DRC) locations will be coordinated through Emergency Management. The most practical locations will be local available facilities with several facilities pre-identified in the Recovery Section of this document. Selection of a location will depend on the severity of the disaster and the amount of damage to facilities and will take place following the incident, when a determination can be made of the soundness and habitability of the structures.

1. Some populations may require immediate outreach, such as residents of mobile homes and special needs residents that have been identified by Emergency Management.
2. Geographic areas that may require immediate outreach may be difficult to identify. Initial damage assessments in the rural areas will be extremely important, though there may be a delay in obtaining those assessments. Based on lessons learned from previous disasters, notably Hurricane Katrina, many residents will remain with their homes and property, even in unsafe conditions, rather than move to public shelters.

- B.** The EMD will identify a staff member to serve as liaison for coordination with the DRC.
- C.** The Florida Department of Health - St. Johns, Agriculture Agent, Building Inspector, Code Enforcement, Health and Human Services, COA, and ESF-6 personnel are local resources that may provide information and referrals in the DRC.
- D.** ESF-6, Mass Care is responsible for the establishment of feeding and distribution sites. ESF-6 will work closely with ESF-15, Volunteers and Donations, for distribution of donated food, clothing and supplies to those with the most urgent need. See ESF Human Services section for details of ESF-6 and ESF-15 operations.
- E.** If Temporary Housing becomes necessary, established procedures detailed in the St. Johns County Disaster Housing Plan in Appendix W will be followed.

VI. COMPILATION AND FILING DAMAGE ASSESSMENT REPORTS

All damage assessment reports will be compiled and completed by the County EOC in accordance with the following criteria:

A. County Damage Assessments

1. Completed damage assessment forms along with supporting photographs, measurements, maps, etc., will be delivered to the EOC by the County's Damage Assessment Teams.
2. Completed USNG grid zones will be marked as completed by St. Johns County GIS (Geographic Information System) Staff on master USNG Maps in the EOC.
3. All submitted private and public sector reports will be reviewed to ensure completeness and an assurance of accuracy.
4. Shortfalls or data inconsistencies will be addressed with the appropriate Team Leader (s) and an attempt will be made to expeditiously correct the shortfalls.
5. Data will be compiled in a format suitable for reporting purposes, i.e., for use in updated County Situation Reports and Incident Action Plans, or for submission to State/Federal agencies.

B. Municipal Damage Assessments

1. Municipal officials assigned to complete their jurisdiction's damage assessments will utilize the County's Situation Report, Incident Action Plan, and other reports as necessary, to summarize the impact of the disaster to their public and private sectors. Information contained on these reports will be faxed, emailed or hand delivered to the County's EOC.
2. Completed damage assessment forms along with supporting photographs, measurements, maps, etc., will remain the property of the affected municipality. However, upon request from the County's Damage Assessment Team, a suitable number of "typical forms" depicting both public and private sector damages will be copied and transported along with documents summarizing the entire scope of the municipal damages to the County's EOC by the most expeditious means possible.
3. Completed grid zones will be marked as completed by St. Johns County GIS (Geographic Information System) Staff on master USNG Maps in the EOC.
4. All submitted private and public sector reports by municipal governments will be reviewed to ensure completeness and an assurance of an appropriate level of accuracy.
5. Shortfalls or data inconsistencies will be addressed with the appropriate municipal damage assessment person and an attempt will be made to expeditiously correct the shortfalls.
6. Data will be compiled in a format suitable for reporting purposes, i.e., for use in updated County Situation Reports and Incident Action plans, or for submission to State/Federal agencies.

Both County and municipal damage assessment data will be compiled by the Damage Assessment Officer in the EOC in coordination with Emergency Management, and be reported in initial and subsequent County Situation Reports and Incident Action Plans. Once the information is compiled, all damage assessment information will be submitted to the following:

- County Administrator
- BOCC and Elected Officials
- Other appropriate County and municipal executives
- County Public Information Officer
- Florida Division of Emergency Management

Data transmission to the Florida Division of Emergency Management will be by email or the SEOC's EM Constellation System.

VII. SUBSEQUENT SUPPORT ACTIVITIES

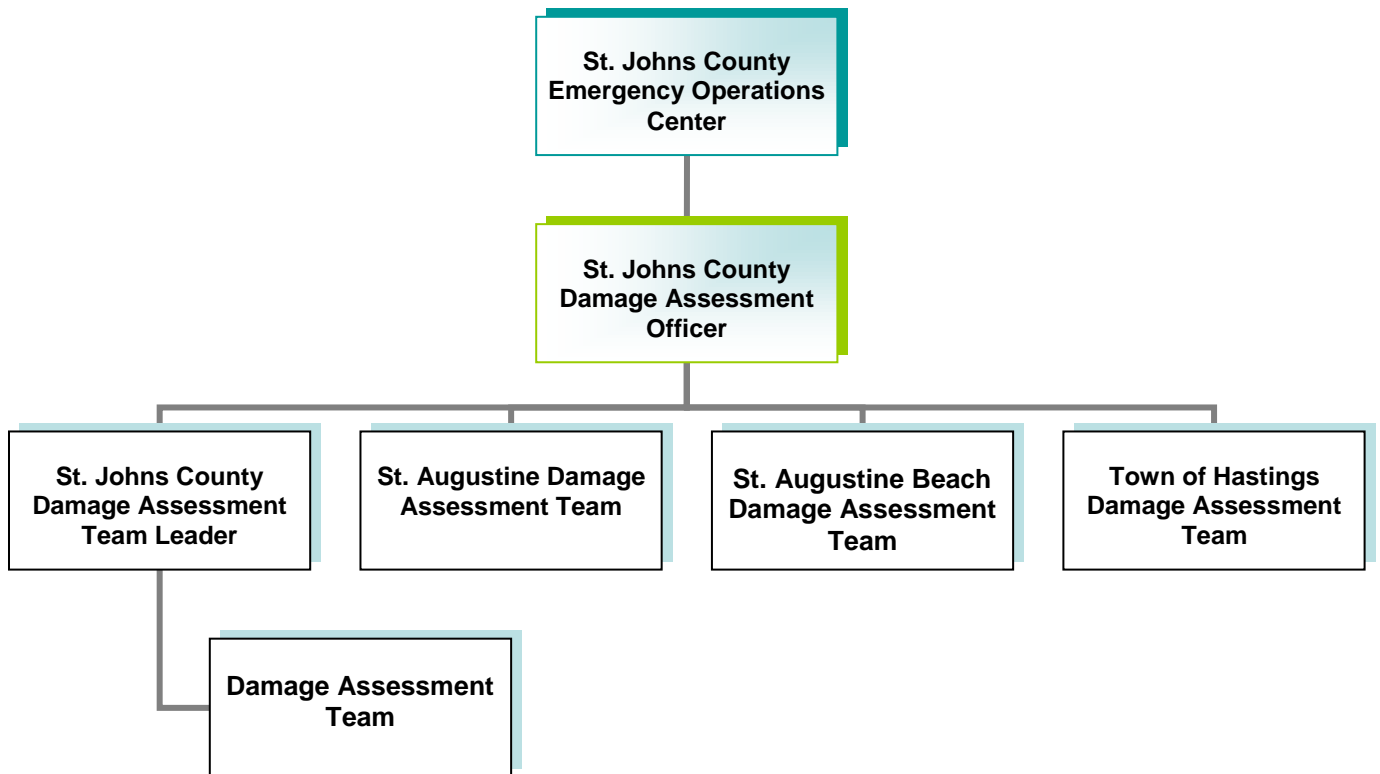
- A.** Following a review of the County's damage assessment forms, the County Damage Assessment Officer will contact the County or municipal building inspections department and verify the location of any structures that are likely to be unsafe for entry or occupancy.
- B.** The EOC will document all damage assessment related expenses incurred by the County as a result of the disaster, and will notify municipalities conducting their own damage assessments to do the same. Damage Assessment is not an eligible FEMA reimbursement expense under the Stafford Act.
- C.** The Damage Assessment Team will remain on standby status to provide information and support to the following individuals or entities:
 - 1. State and Federal Damage Assessment Teams
 - 2. County Public Information Officer
 - 3. County Administration
 - 4. State Rapid Impact Assessment Team members
 - 5. County, State and Federal Hazard Mitigation evaluation team members
- D.** The County Damage Assessment Officer in coordination with the EOC will review the reports and findings of any joint Federal-State Preliminary Damage Assessment conducted in the County to assure the County's assessments and interests have been represented.

VIII. MAINTENANCE OF PROCEDURES AND CAPABILITIES

The Emergency Management Director is responsible for assuring that a sufficient number of County and municipal personnel are fully trained in damage assessment methods and procedures. Emergency Management will update this procedure at least annually to assure its accuracy and consistency with the Comprehensive Emergency Management Plan and State requirements.

ATTACHMENT 1

**Organizational Chart
County Damage Assessment**



ATTACHMENT 2

County Situation Report to State

Florida Division of Emergency Management Forms, Nine (9) pages under Attachment 2.

ATTACHMENT 3

Critical Facilities Inventory

St. Johns County's Critical Facilities Inventory database is kept updated and is available from St. Johns County Emergency Management as needed

ATTACHMENT 4

Potential Damage Assessment Team
Members

Department/Division

- St. Johns County Agricultural Agent
- St. Johns County Building Department
- St. Johns County Code Enforcement
- St. Johns County Emergency Management
- St. Johns County Facilities Maintenance
- St. Johns County Property Appraiser's Office
- St. Johns County Public Works
- St. Johns County Sheriff's Office Agricultural Unit
- St. Johns County Utilities

Municipality/Special District

- City of St. Augustine
- City of St. Augustine Beach
- Flagler Estates
- Town of Hastings

ATTACHMENT 5**Roster of Trained and Available
Damage Assessment Personnel**

Team Leader: Janette Profilio
 Property Appraiser's Office

Department / Agency	Team Member	Office Phone	Cell Phone
Building Department 4040 Lewis Speedway St. Augustine, FL 32084	Howard White	904-827-6802	
Code Enforcement 4040 Lewis Speedway St. Augustine, FL 32084	James Acosta Karen Bruner Greg Caskie Lori Troxel Nancy Wales Pelion Shugart Matthew Randolph Leslie Banta Theresa Miller	904-209-0690 904-209-0696 904-209-0755 904-209-0686 904-209-0757 904-209-0595 904-209-0676 904-209-0704 904-209-0734	904-669-2157 904-669-2161 904-669-2163 904-669-2923 904-669-2160 904-669-0170 904-669-8065 904-669-2162 904-806-4152
Emergency Management 100 EOC Dr. St. Augustine, FL 32092	Jeff Alexander Jody Pfannkuche Linda Stoughton Kelly Wilson	904-824-5550 904-824-5550 904-824-5550 904-824-5550	904-671-5988 904-501-9957 904-501-6378 904-501-1262
Property Appraiser's Office 4030 Lewis Speedway Suite 203 St. Augustine, FL 32084	Janette Profilio Dave Darty Drew Olsen Matthew Cumiskey Joe Nelson Nick Landry Mark Taylor David Williams Rick Hall	904-827-5515 904-827-5530 904-827-5506 904-827-5505 904-827-5505 904-827-5505 904-827-5506 904-827-5506 904-827-5505 904-827-5505	904-484-4512 904-495-6382 904-814-6083 904-377-0590 904-501-3791 904-810-8083 904-484-4543 904-484-4120 904-501-5089

ATTACHMENT 6**Equipment and Supplies Needed by
County Damage Assessment Teams****Suggested Personal Equipment**

- » Appropriate personal clothing (for prevailing weather conditions)
- » Work Boots
- » Gloves, coveralls, rubber boots
- » Raincoat or poncho
- » Flashlight, with extra batteries
- » Extra pair of eyeglasses, as needed
- » Personal medications, as needed
- » Insect repellent
- » Official identification and authorization documents or cards

Damage Assessment Issued Equipment

- » Copy of this procedure
- » Paper, pencils, clipboards, etc.
- » Multiple copies of pertinent County Situation Reports (page 1 only)
- » Multiple copies of Initial Damage Assessment Reports
- » Written instructions, maps, etc., pertinent to the survey areas (s)
- » Camera and film, as needed, batteries, disks
- » Measuring tapes
- » GPS
- » Emergency telephone listing of appropriate County officials
- » Transportation to the impacted areas
- » Communication equipment (cellular telephone, radio, other)
- » Paper towels
- » Calculator
- » Map books
- » Telephone books
- » Magnetic Signs
- » Vests

ATTACHMENT 7

Initial Damage Assessment

Public Assistance Form A

Housing Losses Form B

Business Losses Form C

Initial Damage Assessment Housing and
Businesses – Field Sheet

Four (4) page under Attachment 7.

ATTACHMENT 8

Preliminary Damage Assessment
Preliminary Damage Assessment Housing
and Business Field Sheet (2)
Preliminary Damage Assessment Housing
and Business – Deployment Roster

Three (3) page under Attachment 8.

ATTACHMENT 9

Public Assistance Damage Assessment
Damage Categories - County

One (1) page under Attachment 9.