

# **Damage Assessment Support Annex**

## **Coordinating Agency**

Floyd County Department of Building Inspections

## **Cooperating Agencies**

Floyd County Public Service Authority  
Floyd County Department of Emergency Management  
Floyd County Department of Finance  
Floyd County Sheriff's Office  
Floyd County Department of Social Services  
Floyd County Public Schools  
American Red Cross  
Amateur Radio Emergency Services  
Virginia Department of Transportation (VDOT)

## **Introduction**

### **Purpose:**

The Damage Assessment Support Annex describes the coordinating processes used to ensure the timely and accurate assessment and reporting of damages in Floyd County after an emergency or disaster. It provides procedures to estimate the nature and extent of the damage and outlines details of the damage assessment process as required by the Commonwealth for determination of the need to request a Presidential Disaster Declaration as outlined in the Stafford Act.

### **Scope:**

Damage assessment activities are an evaluation (in dollars) of the estimated cost for damages or loss to agriculture, infrastructure, real property (City/County, state and private) and equipment. This annex covers a broad scope of responsibilities, assignments and standard forms to be used in the overall process; it is applicable to departments and agencies that are assisting with the post-event damage assessment as coordinated by Floyd County Emergency Management. This document will address general situations with no consideration given for special incident scenarios.

### **Definitions:**

Initial Damage Assessment (IDA): Independent Floyd County review and documentation of the impact and magnitude of a disaster on individuals, families, businesses, and public property. This report is due into the Virginia Emergency Operations Center in the required format (see Tab 1) within 72 hours of disaster impact. The Governor will use this information to determine if a Preliminary Damage Assessment needs to be requested from FEMA in response to outstanding needs.

Preliminary Damage Assessment (PDA): A joint venture between FEMA, State and local government to document the impact and magnitude of the disaster on individuals, families, businesses, and public property. The Governor will use the information gathered during the PDA process to determine whether Federal assistance should be requested.

### **Situation:**

Following any significant disaster/emergency, a multitude of independent damage assessment activities will be conducted by a variety of organizations including American Red Cross, insurance companies, utility companies, and others. Outside of these assessments, a series of local, state and federal damage assessment activities will be conducted.

During the recovery phase of a disaster, Floyd County will conduct a systematic analysis of the nature of the damage to public and private property, which estimates the extent of damage based upon actual observation and inspection. Damage assessment will be performed on an urgent basis to provide an initial estimate of damage. A damage estimate of public and private property is required for Floyd County to determine actions needed, the establishment of properties, and the allocation of local government resources, and what, if any, outside assistance will be required.

Based upon the local damage assessment reports, the Governor may request a Presidential declaration of a “major disaster”, “major emergency”, or a specific federal agency disaster declaration (Small Business Administration, Department of Agriculture, Corps of Engineers, etc.) to augment state/local/private disaster relief efforts. The President, under a “major emergency” declaration may authorize the utilization of any federal equipment, personnel and other resources. The President under a “major disaster” declaration may authorize two basic types of disaster relief assistance:

1. Individual Assistance (IA)
  - a. Temporary housing;
  - b. Individual and family grants (IFG);
  - c. Disaster unemployment assistance;
  - d. Disaster loans to individuals, businesses and farmers;
  - e. Agricultural assistance;
  - f. Legal services to low-income families and individuals;
  - g. Consumer counseling and assistance in obtaining insurance benefits;
  - h. Social security assistance;
  - i. Veteran’s assistance; and
  - j. Casualty loss tax assistance.
2. Public Assistance (PA)
  - a. Debris removal;
  - b. Emergency protective measures; and
  - c. Permanent work to repair, restore or replace road systems, water control facilities, public buildings and equipment, public utilities public recreational facilities, etc.

**Assumptions:**

1. Fast and accurate damage assessment is vital to effective disaster responses;
2. Damage will be assessed by pre-arranged teams of local resource personnel;
3. If promptly implemented, this plan can expedite relief and assistance for those adversely affected;
4. A catastrophic emergency will require the expenditure of large sums of local funds. Financial operations will be carried out under compressed schedules and intense political pressures, which will require expeditious responses that meet sound financial management and accountability requirements;
5. Damage to utility system and to the communications systems will hamper the recovery process;
6. A major disaster affecting the county could result in the severance of a main transportation artery resulting in a significant alteration of lifestyle in the community.

**Policies:**

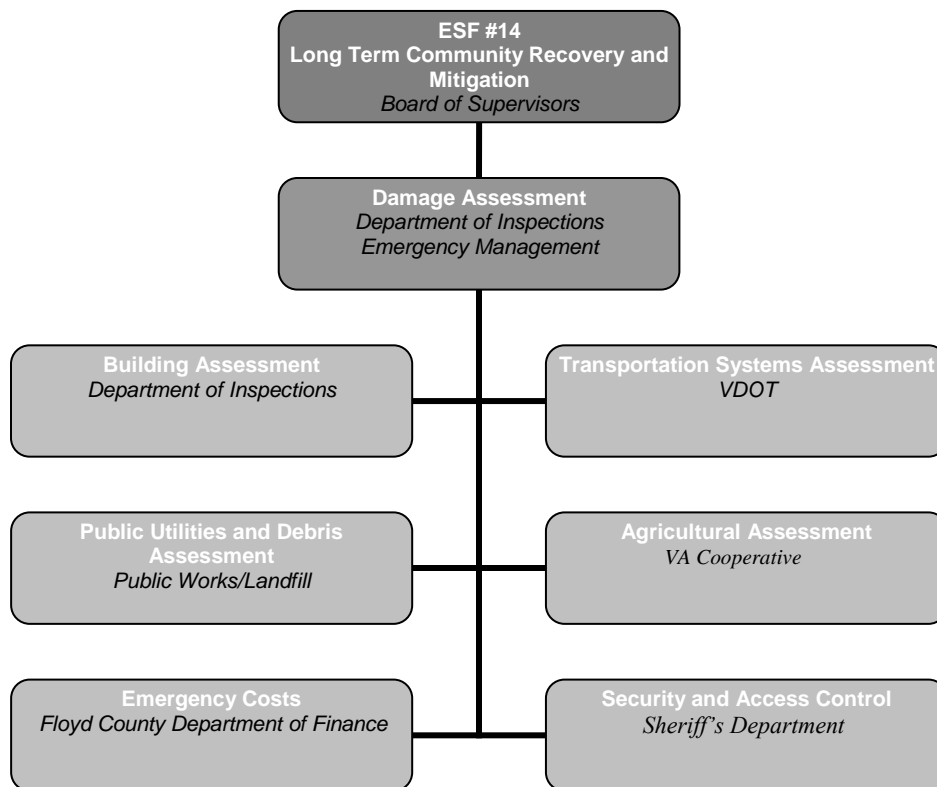
1. The Initial Damage Assessment (IDA) results will be reported to the Virginia EOC within 72 hours of the incident (WebEOC –primary; Fax or Call – secondary);
2. At the Incident Commander’s request, the first priority for damage assessment may to be to assess Floyd County structural/infrastructure damage;
3. A Federal/State supported Preliminary Damage Assessment will be conducted in coordination with Floyd County to verify IDA results and determine long-term needs. This data will be used to determine the need for a Presidential Disaster Declaration;
4. An estimate of expenditures and obligated expenditures will be submitted to both Floyd County and the VEOC before a Presidential Disaster declaration is requested;
5. Additional reports will be required when requested by the Emergency Management Director or Emergency Management Coordinator depending on the type and magnitude of the incident;

6. Supplies, equipment and transportation organic to each organization will be utilized by that organization in the accomplishment of its assigned responsibility or mission;
7. Additional supplies, equipment and transportation essential to the continued operation of each organization will be requested through ESF #7 (Resource Support) in the EOC;
8. The approval to expend funds for response and recovery operations will be given by the department head from each agency or department involved in recovery operations. Each agency or department should designate a responsible person to ensure that actions taken and costs incurred are consistent with identified missions.

## Concept of Operations

### Organization:

The ultimate responsibility of damage assessment lies with the local governing authority. The Floyd County Emergency Management Coordinator or his/her designee will be responsible for damage assessments, collection of the data and preparation of necessary reports through the functions of ESF 14, Long Term Community Recovery and Mitigation. Damage assessments will be conducted by qualified, trained local teams under the supervision of the Floyd County Department of Building. The damage assessment teams will be supported by multiple agencies from Floyd County. If the nature of the incident is such that local resources are incapable of assessing the damage, state assistance will be requested through normal resource request procedures to the VEOC.



Additional ESFs may need to be utilized to enhance the results of the Damage Assessment such as ESF 7 (Resource Management), ESF 5 (Emergency Management) and ESF 11 (Agriculture and Natural Services). If the incident involves chemicals or radiation that may cause contamination of damage area, ESF 8 (Health and Medical) and ESF 10 (Oil and Hazardous Materials) may also be needed. The primary ESFs as listed will utilize their full ESF specific annex and any supporting agencies and ESFs to implement their portion of the damage assessment.

Basic administrative and accountability procedures for any damage assessment activities will be followed as required by County, state and federal regulations. If supplies, materials, and equipment are required, records will be maintained in accordance to County, state and federal reporting requirements. All procurement processes will also follow appropriate County procurement policies and regulations, and state and federal policies and regulations as necessary.

## **Responsibilities:**

1. Floyd County Department of Building Inspections
  - a. Assemble the appropriate team and develop damage assessment plans, policies and procedures;
  - b. Maintain a list of critical facilities that will require immediate repair if damaged;
  - c. Appoint a representative to be located within the EOC to direct damage assessment operations to include operation of the teams, collecting data, and developing accurate and appropriate reports for the Floyd County Emergency Manager;
  - d. Solicit cooperation from companies and local representatives of support agencies to serve as member of damage assessment teams;
  - e. Conduct damage assessment training programs for the teams;
  - f. Coordinate disaster teams conducting field surveys;
  - g. Collect and compile incoming damage reports from teams in the field, from other operations directors, and outside agencies, systems and companies;
  - h. Using existing policies and procedures, determine the state of damaged buildings and place notification/placards as needed;
  - i. Using existing policies and procedures, facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings;
  - j. Assist in the establishment of the sequence of repairs and priorities for the restoration of affected areas;
  - k. Correlate and consolidate all expenditures for damage assessment to the Department of Finance;
  - l. Ensure that there will be an escort available for any State or Federal damage assessments and prepare an area map with the damage sites prior to their arrival.
2. Floyd County Public Service Authority
  - a. Designate representatives to serve as members of damage assessment teams;
  - b. Participate in damage assessment training;
  - c. Collect and compile damage data regarding public and private utilities, and provide to County Department of Building Inspections within the EOC;
  - d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.
3. Virginia Department of Transportation
  - a. Designate representatives to serve as members of damage assessment teams;
  - b. Participate in damage assessment training;
  - c. Collect and compile damage data regarding public and private transportation resources, and provide to County Department of Building Inspections within the EOC;
  - d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.
4. Floyd County Extension Office
  - a. Designate representatives to serve as members of damage assessment teams;
  - b. Participate in damage assessment training;
  - c. Collect and compile damage data regarding public and private agricultural resources, and provide to County Department of Building Inspections within the EOC;
  - d. Participate as requested in Initial Damage Assessment field reviews and escorting for State and Local damage assessments.

5. Floyd County Sheriff's Office
  - a. Provide security for ingress and egress of the damaged area(s) post-event;
  - b. Provide access and security for damage assessment activities with Floyd County.
6. Floyd County Department of Finance
  - a. Collect, report and maintain estimates of expenditures and obligations required for response and recovery activities;
  - b. Maintain accurate records of funds, materials and man-hours expended as a direct result of the incident;
  - c. Report these estimates and obligations to the Emergency Manager for inclusion into the appropriate Public Assistance IDA categories.
7. Floyd County Emergency Management
  - a. Overall direction and control of damage assessment for Floyd County;
  - b. Reporting of damages to the Virginia EOC within 72 of the incident in the appropriate Initial Damage Assessment format;
  - c. Ensuring appropriate and adequate public information and education regarding the damage assessment process; and
  - d. Crisis Track software activation and management over all users.
8. Floyd County Public Information Officer
  - a. Ensures prior coordination with appropriate damage assessment coordination ESFs to provide periodic spot announcements to the public on pertinent aspects of the assessments.

## **Actions**

### **Mitigation/Prevention:**

- Develop public awareness programs from building codes, ordinances and the National Flood Insurance Program;
- Develop a damage assessment training program;
- Develop damage assessment plans, procedures and guidance;
- Designate representatives to lead damage assessment activities within the EOC;
- Designate damage assessment team members.

### **Preparedness:**

- Identify resources to support and assist with damage assessment activities;
- Train personnel in damage assessment techniques;
- Review plans, procedures and guidance for damage assessments, damage reporting and accounting;
- List all critical facilities and all local buildings requiring priority restoration.

### **Response:**

- Activate the damage assessment staff in the EOC;
- Organize and deploy damage assessment teams or team escorts as necessary;
- Organize collection of data and record keeping at the onset of the event;
- Document all emergency work performed by local resources to include appropriate photographs;
- Compile and disseminate all damage reports for appropriate agencies;
- Determine the state of damaged buildings and place notification/placards as needed;
- Inform officials of hazardous facilities, bridges, road, etc.

**Recovery:**

- Continue damage assessment surveys as needed;
- Advise on priority repairs and unsafe structures;
- Facilitate the issuance of building permits and for the review and inspection of the site-related and construction plans submitted for the rebuilding/restoration of buildings;
- Monitor restoration activities;
- Complete an event review with all responding parties;
- Review damage assessment plans, policies and procedures in respect to the recent emergency response. Update as necessary and disseminate;
- Review building codes and land use regulations for possible improvements;
- Review and update the necessary logistical support to carry out emergency tasking. Instruct all departments to replenish used on-hand inventory of supplies;
- Assist the Department of Finance in the preparation and submission of disaster assistance applications to the appropriate state and/or federal agencies for reimbursement of disaster related expenditures.

## **Tab 1 to Damage Assessment Annex Damage Assessment Team Assignments**

The appointed representative from the Department of Building will report to the EOC when activated by the Emergency Manager. Damage assessment teams will be assembled and instructions provided relative to the emergency. Team leaders will be designated to compile information for situation and damage assessment reports.

TEAM ASSIGNMENTS (based on categories in Damage Assessment Form)

### **I. PRIVATE PROPERTY**

#### Category A – Residential/Personal Property

Houses, manufactured homes, apartments, duplexes (identify number of families and units affected) – Include estimate for structures, private bridges, fencing and vehicles/boats.

Team: Building Official  
Department Heads and additional staff, as needed  
VDEM Crisis Track software

#### Category B – Business and Industry

Industrial plants and businesses (facilities, equipment, materials, commercial vehicles).

Team: Building Official  
Department Heads and additional staff, as needed  
VDEM Crisis Track software

#### Category C – Agriculture

An agricultural parcel is at least 5 acres. Include estimate of all damage to houses, manufactured homes, crops (type and acres), farm buildings, livestock (number and type), fencing (in miles) and equipment (pieces and type).

Team: VPI Extension Agent  
Department Heads and additional staff, as needed  
VDEM Crisis Track software

### **II. PUBLIC PROPERTY**

#### Category A – Debris Clearance

Debris on roads and streets, on public property, on private property and structure demolition.

Team: Department Heads and additional staff, as needed

#### Category B – Protective Measures

1. Life and safety (all public safety report costs)

Team: Department Heads and additional staff, as needed

2. Barricading, sandbagging, stream drainage channels, health (rodents/insect control)

Team: Department Heads and additional staff, as needed  
Virginia Department of Health

Category C – Road Systems

Damage to roads and streets, bridges, culverts, sidewalks, traffic control systems.

Team: VDOT

Department Heads and additional staff, as needed

Category D – Water Control Facilities

Damage to dams and drainage systems.

Team: Department Heads and additional staff, as needed

Category E – Public Buildings and Equipment

Damage to buildings, inventory, vehicles and equipment.

Team: Department Heads and additional staff, as needed

Category F – Public Utility Systems

Damage to water plants, dams, sanitary/sewage systems and storm drainage systems.

Team: Department Heads and additional staff, as needed

Virginia Department of Health – Environmental Health

Category G – Recreational Facilities

Damage to parks, shelters, lighting and equipment.

Team: Parks and Recreation

Department Heads and additional staff, as needed



**Tab 2 to Damage Assessment Annex  
TELEPHONE REPORT**

<b>LOCAL GOVERNMENT DAMAGE ASSESSMENT – TELEPHONE REPORT</b>					
<b>1. CALLER NAME</b>			<b>2. PROPERTY ADDRESS (include apt. no; zip code)</b>		
<b>3. TELEPHONE NUMBER</b>			<b>4. TYPE OF PROPERTY</b>		<b>5. OWNERSHIP</b>
Home	Work	Cell	<input type="checkbox"/> Single Family <input type="checkbox"/> Multi-Family (usually Apts.) <input type="checkbox"/> Business <input type="checkbox"/> Check here if residence is a vacation home—not a primary residence		<input type="checkbox"/> Own <input type="checkbox"/> Rent <input type="checkbox"/> Lease (business only)
Best time to call	Best number to use				
<b>6. CONSTRUCTION TYPE</b>					
<input type="checkbox"/> Masonry <input type="checkbox"/> Wood Frame <input type="checkbox"/> Mobile Home <input type="checkbox"/> Manufactured <input type="checkbox"/> Other					
<b>7. TYPE OF INSURANCE</b>					
<input type="checkbox"/> Property <input type="checkbox"/> Sewer Back-up <input type="checkbox"/> Flood (Structure) <input type="checkbox"/> Flood (Contents) <input type="checkbox"/> Wind/Hurricane <input type="checkbox"/> None					
<b>8. DAMAGES (Check all that apply)</b>					
HVAC <input type="checkbox"/> Yes <input type="checkbox"/> No    Water Heater <input type="checkbox"/> Yes <input type="checkbox"/> No    Electricity <input type="checkbox"/> On <input type="checkbox"/> Off    Natural Gas <input type="checkbox"/> On <input type="checkbox"/> Off Roof Intact <input type="checkbox"/> Yes <input type="checkbox"/> No    Foundation <input type="checkbox"/> Yes <input type="checkbox"/> No    Windows <input type="checkbox"/> Yes <input type="checkbox"/> No    Sewer <input type="checkbox"/> OK <input type="checkbox"/> Not OK Major Appliances <input type="checkbox"/> Yes <input type="checkbox"/> No    Basement Flooding <input type="checkbox"/> Yes - Depth ___ Feet    Furnace <input type="checkbox"/> Yes <input type="checkbox"/> No					
<b>9. SOURCE OF DAMAGES</b>					
<input type="checkbox"/> Sewer back-up <input type="checkbox"/> Primarily Flood <input type="checkbox"/> Wind/Wind driven rain <input type="checkbox"/> Tornado Other <input type="checkbox"/> _____					
<b>10. Based on the damages reported, the property is currently</b> <input type="checkbox"/> Habitable <input type="checkbox"/> Uninhabitable					
<b>11. CALLER'S ESTIMATE OF DAMAGES</b>					
REPAIRS		CONTENTS		TOTAL	
\$		\$		\$	
<b>12. COMMENTS</b>					
<b>12. CALL TAKER</b>			<b>13. DATE &amp; TIME REPORT TAKEN</b>		

## Tab 3 to Damage Assessment Annex Cumulative Initial Damage Assessment Report

**PRIMARY: Input into WebEOC**

**SECONDARY: VDEM VEOC Phone Number (804) 674-2400 Fax Number (804) 674-2419**

<b>Jurisdiction:</b>	
<b>Date/Time IDA Report Prepared:</b>	
<b>Prepared By:</b>	
<b>Call back number:</b>	
<b>Fax Number:</b>	
<b>Email Address:</b>	

**Part I: Private Property CUMULATIVE DAMAGES**

Type Property	# Destroyed	# Major Damage	# Minor Damage	# Affected	Dollar Loss	% Flood Insured	% Property Insured	% Owned	% Secondary
<b>Single Dwelling Houses</b> (inc. condo units)									
<b>Multi-Family Residences</b> (count each unit)									
<b>Manufactured Residences (Mobile)</b>									
<b>Business/Industry</b>									
<b>Non-Profit Organization Buildings</b>									
<b>Agricultural Facilities</b>									

**Part II: Public Property (Includes eligible non-profit Facilities) CUMULATIVE DAMAGES**

Type of Property	Estimated Dollar Loss	% Insured
<b>Category A (Debris Removal)</b>		
<b>Category B (Emergency Protective Measures)</b>		
<b>Category C (Roads and Bridges)</b>		
<b>Category D (Water Control Facilities)</b>		
<b>Category E (Public Buildings and Equipment)</b>		
<b>Category F (Public Utilities)</b>		
<b>Category G (Parks and Recreation Facilities)</b>		
<b>TOTAL</b>		\$0.00

**Additional Comments:**

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## Tab 4 to Damage Assessment Annex Public Assistance Damage Assessment Guidelines

Category	Purpose	Eligible Activities
<b>A: Debris Removal</b>	Clearance of trees and woody debris; building wreckage; sand, mud, silt, and gravel; vehicles; and other disaster-related material deposited on public and, in very limited cases, private property	<ul style="list-style-type: none"> <li>• Debris removal from a street or highway to allow the safe passage of emergency vehicles</li> <li>• Debris removal from public property to eliminate health and safety hazards</li> </ul>
<b>B: Emergency Protective Measures</b>	Measures taken before, during, and after a disaster to save lives, protect public health and safety, and protect improved public and private property	<ul style="list-style-type: none"> <li>• Emergency Operations Center activation</li> <li>• Warning devices (barricades, signs, and announcements)</li> <li>• Search and rescue</li> <li>• Security forces (police and guards)</li> <li>• Construction of temporary levees</li> <li>• Provision of shelters or emergency care</li> <li>• Sandbagging • Bracing/shoring damaged structures</li> <li>• Provision of food, water, ice and other essential needs</li> <li>• Emergency repairs • Emergency demolition</li> <li>• Removal of health and safety hazards</li> </ul>
<b>C: Roads and Bridges</b>	Repair of roads, bridges, and associated features, such as shoulders, ditches, culverts, lighting and signs	<ul style="list-style-type: none"> <li>• Eligible work includes: repair to surfaces, bases, shoulders, ditches, culverts, low water crossings, and other features, such as guardrails.</li> </ul>
<b>D: Water Control Facilities</b>	Repair of irrigation systems, drainage channels, and pumping facilities. Repair of levees, dams, and flood control channels fall under Category D, but the eligibility of these facilities is restricted	<ul style="list-style-type: none"> <li>• Channel alignment • Recreation</li> <li>• Navigation • Land reclamation</li> <li>• Fish and wildlife habitat</li> <li>• Interior drainage • Irrigation</li> <li>• Erosion prevention • Flood control</li> </ul>
<b>E: Buildings and Equipment</b>	Repair or replacement of buildings, including their contents and systems; heavy equipment; and vehicles	<ul style="list-style-type: none"> <li>• Buildings, including contents such as furnishings and interior systems such as electrical work.</li> <li>• Replacement of pre-disaster quantities of consumable supplies and inventory. Replacement of library books and publications.</li> <li>• Removal of mud, silt, or other accumulated debris is eligible, along with any cleaning and painting necessary to restore the building.</li> <li>• All types of equipment, including vehicles, may be eligible for repair or replacement when damaged as a result of the declared event.</li> </ul>
<b>F: Utilities</b>	Repair of water treatment and delivery systems; power generation facilities and distribution lines; and sewage collection and treatment facilities	<ul style="list-style-type: none"> <li>• Restoration of damaged utilities.</li> <li>• Temporary as well as permanent repair costs can be reimbursed.</li> </ul>
<b>G: Parks, Recreational Facilities, and Other Items</b>	Repair and restoration of parks, playgrounds, pools, cemeteries, and beaches. This category also is used for any work or facility that cannot be characterized adequately by Categories A-F	<ul style="list-style-type: none"> <li>• Roads, buildings, and utilities within those areas and other features, such as playground equipment, ball fields, swimming pools, tennis courts, boat docks and ramps, piers, and golf courses.</li> <li>• Grass and sod are eligible only when necessary to stabilize slopes and minimize sediment runoff.</li> <li>• Repairs to maintained public beaches may be eligible in limited circumstances.</li> </ul>

Only states, local government agencies and authorities, public utilities, and certain non-profit organizations may be eligible for Public Assistance grants.

*Eligibility Criteria:* Virginia Population per latest US Census x annual multiplier for state eligibility; Locality population per latest US Census x annual local multiplier for local eligibility.

Adapted from the *Public Assistance Guide, FEMA 322* ; Additional policy information is available at <http://www.fema.gov/government/grant/pa/policy.shtml>

## Tab 5 to Damage Assessment Annex Public Assistance Damage Assessment Field Form

JURISDICTION: \_\_\_\_\_ INSPECTOR: \_\_\_\_\_ DATE: \_\_\_\_\_ PAGE \_\_\_\_\_ of \_\_\_\_\_

Key for Damage Categories (Use appropriate letters in the 'category' blocks below)		
A. Debris Clearance	D. Water Control Facilities	G. Parks, Recreation Facilities & Other
B. Emergency Protective Measures	E. Public Buildings & Equipment	
C. Roads & Bridges	F. Public Utility System	

SITE #	WORK CATEGORY:	NAME of FACILITY and LOCATION:				
		GPS ( in decimal deg.):				
DAMAGE DESCRIPTION:						
EMERGENCY FOLLOW-UP NEEDED?		Y	N	TOTAL ESTIMATED DAMAGES: \$		
FLOOD INSURANCE		Y	N	PROPERTY INSURANCE	Y	N
					NO DATA AVAILABLE (check box)	

SITE #	WORK CATEGORY:	NAME of FACILITY and LOCATION:				
		GPS ( in decimal deg.):				
DAMAGE DESCRIPTION:						
EMERGENCY FOLLOW-UP NEEDED?		Y	N	TOTAL ESTIMATED DAMAGES: \$		
FLOOD INSURANCE		Y	N	PROPERTY INSURANCE	Y	N
					NO DATA AVAILABLE (check box)	

SITE #	WORK CATEGORY:	NAME of FACILITY and LOCATION:				
		GPS ( in decimal deg.):				
DAMAGE DESCRIPTION:						
EMERGENCY FOLLOW-UP NEEDED?		Y	N	TOTAL ESTIMATED DAMAGES: \$		
FLOOD INSURANCE		Y	N	PROPERTY INSURANCE	Y	N
					NO DATA AVAILABLE (check box)	



## Tab 6 to Damage Assessment Annex Individual Assistance Damage Assessment Level Guidelines

Damage Definitions	General Description	Things to Look For	Water Levels
DESTROYED	DESTROYED	DESTROYED	DESTROYED
Structure is a total loss.  <b><u>Not economically feasible to rebuild.</u></b>	Structure leveled above the foundation, or second floor is gone. Foundation or basement is significantly damaged.	Structure leveled or has major shifting off its foundation or only the foundation remains. Roof is gone, with noticeable distortion to walls.	More than 4 feet in first floor.  More than 2 feet in <b>mobile home.</b>
MAJOR	MAJOR	MAJOR	MAJOR
Structure is currently uninhabitable. Extensive repairs are necessary to make habitable.  <b><u>Will take more than 30 days to repair.</u></b>	Walls collapsed. Exterior frame damaged. Roof off or collapsed. Major damage to utilities: furnace, water heater, well, septic system.	Portions of the roof and decking are missing. Twisted, bowed, cracked, or collapsed walls. Structure penetrated by large foreign object, such as a tree. Damaged foundation.	2 to 4 feet in first floor without basement. 1 foot or more in first floor with basement.  6 inches to 2 feet in <b>mobile home</b> with <b>plywood</b> floors. 1 inch in <b>mobile home</b> with <b>particle board</b> floors.
MINOR	MINOR	MINOR	MINOR
Structure is damaged and uninhabitable. Minor repairs are necessary to make habitable.  <b><u>Will take less than 30 days to repair.</u></b>	Interior flooring / exterior walls with minor damage. Tree(s) fallen on structure. Smoke damage. Shingles / roof tiles moved or missing.	Many missing shingles, broken windows and doors. Loose or missing siding. Minor shifting or settling of foundation. Minor damage to septic system.	2 inches to 2 feet in first floor without basement. 1 foot or more in basement. <u>Crawlspace</u> – reached insulation. <u>Sewage</u> - in basement. <b>Mobile home</b> , "Belly Board" to 6 inches.
AFFECTED HABITABLE	AFFECTED HABITABLE	AFFECTED HABITABLE	AFFECTED HABITABLE
Structure has received minimal damage and is <b>habitable without repairs.</b>	Chimney or porch damaged. Carpet on first floor soaked. Broken windows.	Few missing shingles, some broken windows. Damage to air conditioning units / etc. Some minor basement flooding.	Less than 2 inches in first floor Minor basement flooding. <b>Mobile home</b> , no water in "Belly Board".

### IDA Tips: Estimating Water Depths

Brick - 2 1/2 inches per course

Lap or aluminum siding - 4 inches or 8 inches per course

Stair risers - 7 inches

Additional information: [www.VAEmergency.com](http://www.VAEmergency.com)

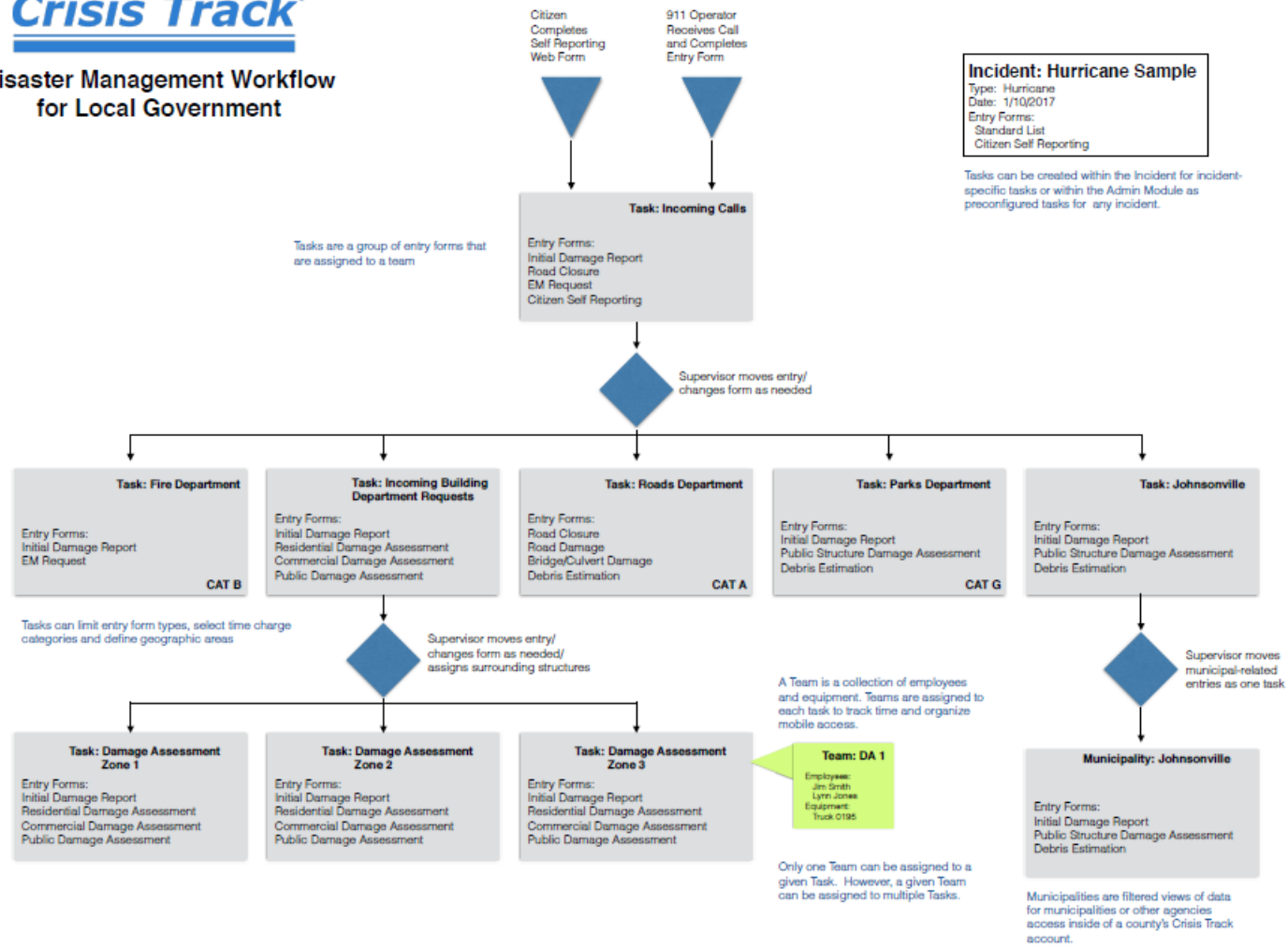
Adapted from FEMA 9327.1-PR April 2005

Revised 03/13/07 VDEM

### Tab 7 to Damage Assessment Annex



## Disaster Management Workflow for Local Government



Questions? [support@crisistrack.com](mailto:support@crisistrack.com)



## Residential Damage Assessment Quick Reference

Select the Incident --> Select Your Team --> Select Your Task --> Click Start

The image shows a tablet screen with the Crisis Track Residential Damage Assessment form. Red boxes highlight specific fields and buttons, with red lines pointing to explanatory text on the right side of the page.

**Form Fields and Buttons:**

- Form: Residential
- Locate (button)
- Name, Address, City, State, Zip Code
- Phone Number
- Occupancy (Owned, Rented)
- Residence Type (Single Family, Multi-Family, Manufactured Home)
- Private Road (Yes, No)
- Low Income (Yes, No)
- Contact (Name, Contact Phone Num., Notes)
- Current Use (Occupied, Inactive, Abandoned)
- Damage (None, Affected, Minor, Major, Destroyed)
- Safety Factor (Safe, Unsafe)
- Unsafe Notes
- Insured (Yes, No, Underinsured, Unknown)
- Flood Height (ft) (0, -, +)
- Primary (Yes, No)
- Inaccessible (Yes, No)
- Utilities (Yes, No, Unknown)
- Completed By (John Mayle)
- Individual
- Actions Taken
- Camera icon (bottom bar)
- Save icon (bottom bar)

**Explanatory Text:**

- Change Entry Form Type if needed
- Locate closest address. The system will look for closest GIS address
- Verify Name and Address from GIS data
- Check occupancy type (if resident is home)
- Check residence type
- Is the Structure on a private road?
- Don't complete
- List contact information (if resident is home)
- Is the structure abandoned or inactive?
- Select a FEMA Damage Category
- Is the structure safe to occupy?
- List notes concerning safety
- Is the residence insured (if resident is home)?
- What is the flood water height from the first floor?
- Is this the home owner's primary residence?
- Is the structure inaccessible to the main road?
- Are the utilities working?
- Who on the team completed the form?
- What actions were taken by the team?
- Take a Photo and click "Use"
- Review information and click "Save"

Questions? [support@crisistrack.com](mailto:support@crisistrack.com)



# Crisis Track

## Incident Quick Start

### 1. Create an Incident



- Incidents organize and store all related data for a given event
- Name of the Incident
- Status of the Incident. (Open will make the incident visible to all users.)
- FEMA's list of incident types. This will pre-select a list of form types.
- Date of the Incident
- Description of the Incident
- Pre-filled population and FEMA impact threshold values
- Allows you to add or delete entry form types available for tasks in the incident
- Creates a single set of default teams and tasks for quicker data entry

### 2. Create a New Task



- Tasks are a group of entry forms that are assigned to a team
- Clicking Save will move you to the Task Map screen described in Steps 3-5
- Name of the Task
- Type Label of the Task. This is a text box.
- Status of the Task: Request, Active, Holding, Closed
- Creation Date of the Task
- Description of the Task
- Special instructions pertaining to the Task
- Selects the team assigned to the Task
- Selects time charge category for the Task (i.e. FEMA Cat A for debris)
- Selects the entry form types available for the task

### 3. Create a Task Area



- Tasks can include a defined operational boundary called the Task Area. This boundary is visible to field teams via the Crisis Track mobile app.
- Provides drawing tools to define the task area
- Clears the task area shape

### 4. Assign Structures



- Assigned Structures creates pre-filled entry forms for a selected group local GIS address points.
- Uses the Task Area created in Step 3 to select a group of GIS structures
- Provides drawing tools to select a group of GIS structures
- Clears the selected group of GIS structures
- Selects the entry form type. The "default form" the damage assessment form based on the GIS structures ownership type
- Creates a pre-filled entry form for every selected GIS structure

### 5. Bulk Edit Entries



- Assigned Structures creates pre-filled entry forms for a selected group local GIS address points.
- Provides drawing tools to select a group of Entries
- Selects all entries with the status of "Assigned"
- Clears the selected group of Entries
- Changes the Task for a selected set of Entries.
- Deletes selected group of Entries

### 6. Create/Assign Teams



- A Team is a collection of people and equipment working together. Only one Team can be assigned to a given Task. However, a given Team can be assigned to multiple Tasks.
- Name of the Team
- Notes or descriptions of the Team
- People assigned to the Team from the Employee Inventory (Admin)
- Equipment assigned to the Team from the Equipment inventory (Admin)
- Select the Task for the Team. Must save the Task first before button is available



## Operations View Quick Reference

1. Show or hide legend
2. Opens the time bars on the bottom of the screen to show when each team has logged in
3. Opens the charts to show real-time tracking of thresholds
4. Open basemap selector
5. Add GIS layers to map
6. Turn on auto refresh and change coordinate values

The screenshot displays the 'Crisis Track Console' in 'Operations View' mode. The interface includes a top navigation bar with 'Home', 'Incident', and 'Operations View' tabs. A sidebar on the left shows a legend for 'Shenandoah County' with sub-items for 'Damage Assessment Team 1', 'Damage Assessment Team 2', and 'Other', along with a list of locations: Edinburg, Mount Jackson, New Market, Strasburg, Toms Brook, and Woodstock. The main area features a map of Woodstock, Virginia, with various colored icons (green, yellow, orange, red, blue) representing different teams or incidents. A 'Refresh' button is located in the top right corner. The bottom right corner shows the coordinates: Latitude: 38.89270 Longitude: -78.51096.

Callout 1 points to the legend icon in the top left toolbar.

Callout 2 points to the time bars icon in the top left toolbar.

Callout 3 points to the charts icon in the top left toolbar.

Callout 4 points to the basemap selector icon in the top left toolbar.

Callout 5 points to the GIS layers icon in the top right toolbar.

Callout 6 points to the auto refresh and coordinate settings icon in the top right toolbar.