

COUNTYWIDE DAMAGE ASSESSMENT TEAM STANDARD OPERATING PROCEDURES (SOP), WAUKESHA COUNTY

PURPOSE

This plan will provide the guidance and procedures for the collection of damage assessment information for all Participating Jurisdictions within Waukesha County immediately following an incident and throughout the response and recovery phases. Damage assessment is the process of determining the location, nature, and severity of damage sustained by the public and private sectors.

SCOPE OF SERVICES

The scope of this plan is to address the procedures for the effective collection of damage assessment information to complete required documentation for the request of Individual Assistance during a presidential declaration under the Robert T. Stafford Disaster Relief and Emergency Assistance Act. Additionally, the information collected will assist local and county decision-makers in the activation of shelters, points of distribution, family assistance centers, and other related response activities. Countywide Damage Assessment Team activities will include collecting damage assessment information solely focusing on Individual Assistance eligible facilities and structures including privately owned homes and business facilities.

Damage assessment activities relating to Public Assistance, including the assessments of but not limited to roads, bridges, government buildings, publicly owned utilities, and parks will be handled by the local unit of government having jurisdiction.

OVERVIEW

Waukesha County is susceptible to a variety of natural disasters and human-caused emergencies. Depending on their severity, these events can inflict significant damage on infrastructure and essential services, quickly overwhelming the capacity of individual municipalities or the county as a whole to assess the situation and respond effectively to the needs of affected residents.

Emergency responders, whose primary focus is on saving lives and protecting property, are often challenged to gather and communicate accurate information about the extent of the damage. Without reliable data on the nature and scope of the disaster, Emergency Operations Centers face difficulties in coordinating response efforts and initiating the recovery process.

Given that disasters frequently transcend municipal and county boundaries, it is common for municipalities to seek assistance from the Waukesha County Office of Emergency Management when damage and citizen needs reach thresholds past the municipality's capabilities. To streamline the process of damage assessment across political jurisdictions, a mutual aid agreement has been established between Waukesha County and participating municipalities. This agreement aims to facilitate the accurate and timely collection of damage information following natural disasters or emergencies.

Damage Assessment Overview

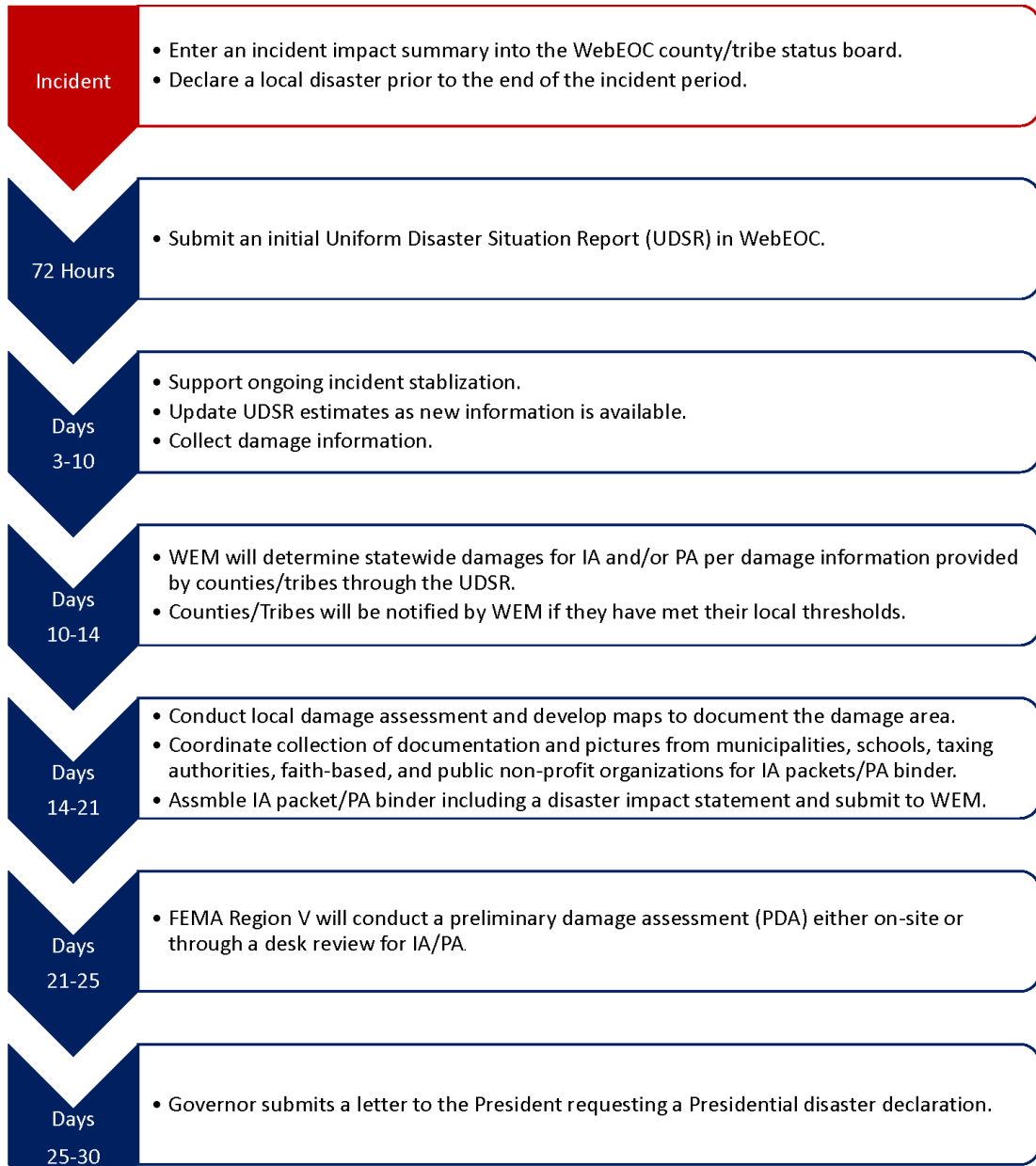
After a natural disaster or emergency causing damage to private property and public infrastructure meeting thresholds for state and federal assistance, Waukesha County Emergency Management has between 14 and 21 days to compile and submit complete and accurate information to Wisconsin Emergency Management (WEM). This information is necessary for the Governor to prepare and submit a letter to the President requesting a Presidential disaster declaration. The timeline shown in Figure 1 outlines the key steps in this process.

- During and following a disaster, county and local response agencies will, on an ongoing basis, report on the extent of their involvement, damage estimates, and gather information regarding the disaster's impact on the public and private sectors.
- The Waukesha County Emergency Management Coordinator will notify Wisconsin Emergency Management (WEM), through the Region Director, when such a disaster occurs.
- When there is the potential need for state and/or federal assistance to supplement county and local efforts or when requested by the WEM Region Director, the county is expected to inform the WEM Region Director of an incident's impact on the community via WebEOC as soon as practical. The Waukesha County Emergency Management Coordinator must submit a Uniform Disaster Situation Report (UDSR) form to the UDSR board in WebEOC, within 72 hours of the end of a disaster incident period. At a minimum, the UDSR should include the following:
 - Time, date, location, and type of disaster.
 - Time and date of the UDSR submission, as well as name of person submitting the report.
 - Number of people injured or deceased.
 - Number of persons homeless and number evacuated and in shelters.
 - Damage estimates for the public and private sectors.
 - An estimate of the amount of damage covered by insurance.
- To obtain the information required on the UDSR, Waukesha County Emergency Management will coordinate with the affected municipalities to compile applicable information into an overall report for submission within 72 hours to WEM.
- As the disaster progresses and emergency response efforts are curtailed, the county will continue to assess the impact of the disaster through information received from response agencies and from the affected municipalities.
- Waukesha County Emergency Management will be responsible for transmitting updated information to WEM to revise the original UDSR submission.
- Waukesha County Emergency Management, on behalf of the County Executive, will consult with the WEM Region Director on the need for state and/or federal assistance. A decision will be made jointly by WEM and the county as to whether or not and what types of federal assistance will be requested.
- When a decision is made to request Presidential Disaster Assistance, the county is required to participate in the Preliminary Damage Assessment (PDA) process. The PDA is the first step in requesting such assistance. The process and its purpose are described in FEMA's "Damage Assessment Operations Manual." Waukesha County Emergency Management is responsible for assigning a knowledgeable county/local representative to each of the PDA teams.

Figure 1: Wisconsin Emergency Management Damage Assessment Timeline for Individual and Public Assistance (IA & PA)



**Wisconsin Emergency Management
Damage Assessment Timeline
for Individual and Public Assistance (IA & PA)**
February 2022



Fluid Timelines

Timelines are fluid and can be shorter, but NEVER longer.
If IA and PA should happen at the same time, your focus should be on IA.

CONCEPT OF OPERATIONS

This section provides an overview of countywide damage assessment team activities, to support municipal and county-wide coordination during an emergency response. Waukesha County Emergency Management will act as the coordinating entity for the Countywide Damage Assessment Team. The team members are trained on a routine basis and are prepared for activation 24-hours a day, 7 days a week after a disaster occurrence.

ACTIVATION

Aftereffects of disasters can easily surpass municipal and county capabilities in responding to the incident and collecting accurate and timely necessary information, the countywide damage assessment team will be available to provide assistance upon request of the impacted jurisdiction(s). Due to their role in coordinating the county-wide team, requests will be made directly to the Waukesha County Office of Emergency Management. The request process will follow standard procedures in requesting assistance from the Waukesha County Office of Emergency Management.

Upon the notification of the request for assistance, the Waukesha County Office of Emergency Management will coordinate with the Municipal Damage Assessment Coordinator(s) or his/her designee in gathering information regarding the initial damage assessment information within their municipality(s). Once the decision is made to deploy resources to the requesting jurisdiction(s), the County Damage Assessment Coordinator will provide notification to team members through Konexus's AlertSense to gauge team members availabilities. The County Damage Assessment Coordinator, in conjunction with the Waukesha County Office of Emergency Management and the requesting jurisdiction(s) will determine the appropriate response based on the scope of the incident and the availability of resources.

DEPLOYMENT

When deployed, team members will report to a staging location determined in collaboration by the County Damage Assessment Coordinator and the Municipal Damage Assessment Coordinator(s) or his/her designee. Reporting team members will be briefed on the extent of the initial damage information, provided a safety briefing, and given their assignments and damage assessment zones by the County Damage Assessment Coordinator or the Municipal Damage Assessment Coordinator or his/her designee. Deployments of the Countywide Damage Assessment Team will involve teams of 3-4 members, depending on the size of the incident and availability of members, with one member designated as the Team Lead.

Upon arrival at their assigned damage assessment zones, the Team Lead will inform the Municipal Damage Assessment Coordinator(s) or his/her designee of their arrival. Within their designated damage assessment zones, teams will collect damage information in accessible areas to determine level of damage according to the FEMA thresholds for damage (Inaccessible, Affected, Minor, Major, Destroyed).

While conducting damage assessments, the Team Lead will provide updates to the Municipal Damage Assessment Coordinator(s) or his/her designee on the progress of damage assessments conducted within their assigned damage assessment zones. This information will be utilized to account for all resources in the field, as well as, provide situational awareness on the progress of the overall damage assessment functions within the municipality(s).

Upon completion of their duties or as directed by the Municipal Damage Assessment Coordinator(s) or his/her designee, deployed damage assessment team members will coordinate demobilization with the Municipal and County Damage Assessment Coordinators.

DATA COLLECTION

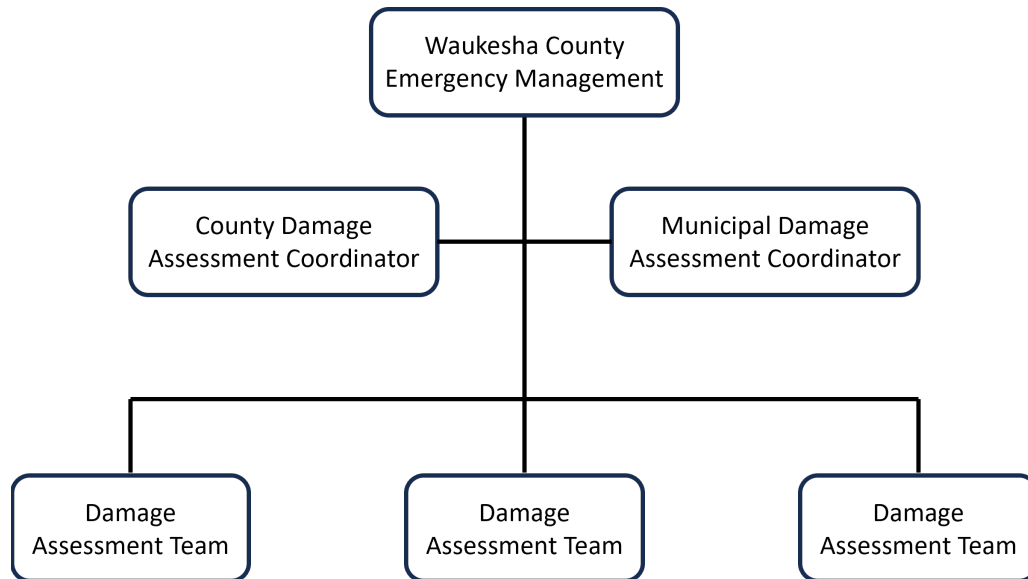
All damage assessment information will be submitted to the Waukesha County Office of Emergency Management through the submission of Waukesha County Emergency Management's Survey123 application. Requesting Jurisdictions with existing damage assessment programs or procedures may choose to have deployed team members utilize these programs or procedures. If a jurisdiction opts to use its own programs or procedures, it must ensure that all collected damage assessment information is shared with the County Damage Assessment Coordinator and Waukesha County Emergency Management. Due to Waukesha County Emergency Management's role in obtaining and submitting damage assessment information to WEM, all information collected will be regarded as the intellectual property of Waukesha County. Damage assessment information collected pertaining to the respective municipalities, will be provided to the Municipal Damage Assessment Coordinator(s) through the use of dashboards displaying the collected damage information. Damage assessment data collected pertaining to specific Participating and Requesting Jurisdictions will be shared at the request of impacted municipality.

POST INCIDENT

Following an incident and at the determination of the Municipal and County Damage Assessment Coordinators, damage assessment team members will participate in a team debriefing conducted by Waukesha County Emergency Management. This debrief will assist in providing feedback on the damage assessment program and provide recommendations for improvement.

If seeking reimbursement funds through Wisconsin Disaster Fund or public assistance under the Stafford Act, Municipal Damage Assessment Coordinators will cooperate with Waukesha County Emergency Management in complying with grant requirements.

TEAM STRUCTURE



- 3-4 Members per deployed damage assessment team, consisting of:
 - (1) Team Leader
 - (1-2) Survey Taker(s)
 - Police
 - Fire
 - Emergency Managers
 - Tax Assessors
 - Building Inspectors/Code Enforcement
 - Information Technology (IT) staff
 - Geographic Information System (GIS) Specialists
 - Public Works (DPW) staff
 - Parks and Recreation/Parks and Land Use Staff
- (1) Crisis Support Staff
 - Health and Human Services Personnel
 - Chaplains
 - Mental Health Professionals

- Team members will be provided with the following items needed to complete their assigned tasks, issued by the County and/or Municipal Damage Assessment Coordinator(s):
 - Maps of the affected area(s).
 - Recovery flyers to distribute to residents/businesses.
 - Safety pamphlets for residents/businesses.
 - Phone numbers (EOC, animal control, utilities, supporting agencies, etc.).
- Team members are encouraged to have the following supplies available to them from their employer for deployments as needed:

Electronics

- Phone/radio
- Weather radio
- GPS unit
- Laptop or tablet
- Camera
- Calculator
- Flashlight or headlamp
- Spare batteries for all electronic devices
- Phone chargers and power inverters

Tools and Miscellaneous

- Tape measure or ruler
- Small shovel (folding)
- Multitool or folding knife
- Watch
- Cash
- Plastic bag for personal garbage
- Backpack
- Clipboard
- Road flares
- Caution/Do Not Enter tape.
- Binoculars
- Duct tape
- Not pads, pens, and pencils.
- Flagging tape
- Spray paint

Personal Safety

- Hand Sanitizer
- Work gloves
- Insect repellent
- Bandana
- Sunscreen
- Sunglasses
- Hard Hat
- Eye Protection
- Hearing Protection
- Hat
- Rain gear or Poncho (large enough to fit over clothing)
- Clothing appropriate for the environment (e.g., heavy-duty pants, insulated layers, etc.)
- Dust masks
- Boots (steel-toed)
- First aid kit
- Medications
- Whistle
- Safety vest
- Water Bottles/Water
- Snacks

ROLES & RESPONSIBILITIES

Waukesha County Emergency Management

The Waukesha County Office of Emergency Management will coordinate the Countywide Damage Assessment Team. Waukesha County Emergency Management will ensure that each municipality in Waukesha County is provided the opportunity to be represented in the countywide damage assessment team and that county/local agencies/departments are aware of their responsibilities following an incident requiring damage assessment information to be collected.

During an incident, Waukesha County Office of Emergency Management will:

- Determine if the team should be activated; consult with the County Executive and activate the team, as appropriate.
- Submit an initial Uniform Disaster Situation Report (UDSR) to Wisconsin Emergency Management in WebEOC within 72-hours of the end of a disaster incident period.
- Receive and compile information from the team members and submit updated reports, as necessary, to WEM.
- Provide damage assessment information to the County Executive and other decision makers on an on-going basis. Obtain specific or additional damage assessment information at their request.
- Maintain records of all damage reports and disaster-related expenditures.
- Coordinate with all affected municipalities and government agencies to ensure there is an understanding of the need to maintain separate and accurate records of disaster-related expenditures.
- If required, appoint and brief county representatives on Preliminary Damage Assessment (PDA) teams.
- If required, coordinate with WEM and the Federal Emergency Management Agency (FEMA) in conducting the PDA. If requested, locate facility to be used as headquarters for PDA teams and coordinators.
- Upon request, provide appropriate information and documentation to WEM in support of requests for federal disaster assistance, e.g., Small Business Administration (SBA) Disaster Loan Program, Farm Services Agency (FSA) Emergency Loan Program, and Presidential Emergency or Major Disaster Declarations.

Following an incident, Waukesha County Office of Emergency Management will:

- Submit a complete and final UDSR to WEM, serving as both a damage assessment report and a record-keeping document which describes the full extent of the disaster's impact on the public and private sectors summarizing the involvement of local/county, private, and NGOs in the response effort and disaster related expenditures to date. Waukesha County Emergency Management will submit this report to WEM, with a copy to the Region Director, within two to three weeks of the disaster occurrence.
- As required, assist in the administration and implementation of Presidential Emergency and Major Disaster Declarations. Act as Designated Agent or Single Point of Contact for all public assistance project applications in the county.
- In a Presidential Disaster Declaration, work with the State Hazard Mitigation Officer (SHMO) in identifying and recommending hazard mitigation projects. Assist in the development of the federally required 180-day hazard mitigation plan. If projects are funded, coordinate with SHMO to ensure they are completed as approved by FEMA.
- Debrief damage assessment team and critique damage assessment operations. Make appropriate

changes in Damage Assessment Annex to improve future operations.

County Damage Assessment Coordinator

The County Damage Assessment Coordinator is responsible for identifying and training countywide damage assessment team members in addition to maintaining the active roster of all damage assessment team members' names and contact information. The County Damage Assessment Coordinator will coordinate countywide assessment activities while team members are deployed. The County Damage Assessment Coordinator reviews the procedures, requirements, and timeframe for reporting damage assessments with team members along with submitting county and municipal damage assessment information to the Waukesha County Office of Emergency Management, applicable Emergency Operation Center(s), or Municipal Damage Assessment Coordinators.

Training for damage assessment team members will involve:

- The purpose of the damage assessment team, the damage assessment function, and conditions in which the team would be activated and how it would operate.
- Their role as team members, including how they will be informed of the team's activation, what information would be expected of them, and the process and timeframe of submitting that information.
- The state's requirements with regards to submitting the UDSR and participating in the Preliminary Damage Assessment (PDA) process.
- Just-In-Time Training prior to team members deployment to conduct damage assessment surveys.

Municipal Damage Assessment Coordinator

The Municipal Damage Assessment Coordinator is responsible for managing the damage assessment function within their specific municipality. The Municipal Damage Assessment Coordinator is responsible for reporting their collected damage assessment data to the County Damage Assessment Coordinator. In coordination with the County Damage Assessment Coordinator, the Municipal Damage Assessment Coordinator shall provide oversight of deployed damage assessment team members to their jurisdiction and provide briefings and necessary information for the adequate collection of damage assessment information.

The Municipal Damage Assessment Coordinator shall:

- Determine, prior to a disaster occurrence, how they will obtain the damage assessment information they are responsible for submitting to Waukesha County Emergency Management.
- Coordinate the performance of damage assessments within their municipality and submit assessment information to Waukesha County Emergency Management through the County Damage Assessment Coordinator within the required timeframe(s).
- Coordinate for the safety and physical security of deployed damage assessment team members.
- Submit updated information, or other requested information to Waukesha County Emergency Management to be used as documentation in support of request for federal disaster assistance.
- Maintain records of all submitted information.
- As appropriate (e.g., if representing a local unit of government or emergency response agency), maintain separate and accurate records of disaster-related expenditures.
- If requested by Waukesha County Emergency Management, participate, as instructed, in the Preliminary Damage Assessment (PDA) process as a county/local representative.

- Assist in providing Just-In-Time Training prior to team members deployment to conduct damage assessment surveys.
- To maintain membership, Municipal Damage Assessment Coordinators are required to complete the following training within their first year of joining the team, submitting certificates of completion to the County Damage Assessment Coordinator.
 - IS-559: Local Damage Assessment
 - [Training](#)
 - IS-403: Introduction to Individual Assistance (IA)
 - [Training](#)
 - W-121: What the Damage?
 - [Wisconsin Emergency Management](#)
- Attend at least (1) damage assessment training per calendar year (provided by Waukesha County Emergency Management).

Participating Jurisdictions

Local government units, including but not limited to county, cities, villages, towns, and lake districts within Waukesha County, are considered Participating Jurisdictions in the Memorandum of Understanding (MOU) for Countywide Damage Assessment Services upon signing the agreement. Participating Jurisdictions are responsible for providing adequate resources and personnel to participate in the countywide damage assessment team.

Participating Jurisdictions will identify, at a minimum (1) personnel for the positions of Municipal Damage Assessment Coordinator and Damage Assessment Team Member. Participating Jurisdictions are encouraged to identify personnel who can effectively perform these functions, selecting from the following roles:

- Municipal Damage Assessment Coordinator
 - Tax Assessors
 - Building and Code Enforcement
 - Planning and Zoning Officials
 - (Civil, Structural, Environmental) Engineers
- Damage Assessment Team Member
 - Police
 - Fire
 - Emergency Managers
 - Tax Assessors
 - Building Inspectors/Code Enforcement
 - Information Technology (IT) staff
 - Geographic Information System (GIS) Specialists
 - Public Works (DPW) staff
 - Parks and Recreation/Parks and Land Use Staff
 - Health and Human Services Personnel
 - Chaplains
 - Mental Health Professionals

Participating Jurisdictions are responsible for and have agreed to:

- Working in cooperation with all other participating and requesting jurisdictions to collect, validate, and produce damage assessment information.

Requesting Jurisdictions

Participating Jurisdictions within Waukesha County, requesting the assistance of the countywide damage assessment team, are considered Requesting Jurisdictions in the Memorandum of Understanding (MOU) for Countywide Damage Assessment Services regardless of signing the agreement.

Requesting Jurisdictions are responsible for:

- Determine, prior to a disaster occurrence, how they will obtain the damage assessment information they are responsible for submitting to Waukesha County Emergency Management.
- Coordinate the performance of damage assessments within their municipality and submit assessment information to Waukesha County Emergency Management through the County Damage Assessment Coordinator within the required timeframe(s).
- Coordinate for the safety and physical security of deployed damage assessment team members.
- Submit updated information, or other requested information to Waukesha County Emergency Management to be used as documentation in support of request for federal disaster assistance.
- Maintain records of all submitted information.
- As appropriate (e.g., if representing a local unit of government or emergency response agency), maintain separate and accurate records of disaster-related expenditures.
- If requested by Waukesha County Emergency Management, participate, as instructed, in the Preliminary Damage Assessment (PDA) process as a county/local representative.
- Engage and coordinate with Participating Jurisdictions seeking reimbursement for services rendered, ensuring that the invoicing procedures are mutually agreed upon by both parties.

Team Members

Countywide Damage Assessment Team members make up the cooperative team consisting of municipal and county designated personnel from Participating Jurisdictions. Team members are responsible for the collection of damage assessment information within their assigned damage assessment zones as designated by the requesting Municipal Damage Assessment Coordinator. Members are responsible for providing updated contact information to the County Damage Assessment Coordinator and responding to notifications of activations and informing the County Damage Assessment Coordinator of their availabilities. Upon activation, team members are required to report to the designated location for check-in to receive a briefing and Just-In-Time Training conducted by the County Damage Assessment Coordinator, Municipal Damage Assessment Coordinator, or their designee. To maintain membership, Team Members are required to:

- Complete the following FEMA Independent Study (IS) training within their first year of joining the team, submitting certificates of completion to the County Damage Assessment Coordinator.
 - IS-559: Local Damage Assessment
 - [Training](#)
 - IS-403: Introduction to Individual Assistance (IA)
 - [Training](#)
 - W-121: What the Damage? (Not required within the first year, but recommended.)
 - [Wisconsin Emergency Management](#)

- Attend at least (1) damage assessment training per calendar year (provided by Waukesha County Emergency Management).

Team Lead

Team Leads, are designated Team Members responsible for the coordination of on-scene activities with the County Damage Assessment Coordinator, Municipal Damage Assessment Coordinator, or their designee. Team Leads are responsible for assigning areas of responsibilities and overseeing the team's activities. Team Leads will ensure that Team Members adhere to safety instructions received by the Municipal Damage Assessment Coordinator and will verify data collected by Team Members for accuracy and completeness before submission. The Team Lead will provide updated information on a pre-determined basis on the damage assessment efforts and as requested, provide updated information.

Survey Taker

Survey Takers are responsible for accurately recording and documenting detailed damage information, including locations, photos, estimated damage costs, and impact extent. They will utilize the Survey123 Damage Assessment tool, or any alternate tool provided. Survey Takers must ensure that photos effectively capture scale, context, and specific details (e.g., building identifiers or structural components) to support assessments. Survey Takers will guarantee that data recording maintains high standards of accuracy and integrity to ensure assessment reliability. Adhere to all safety instructions received by the Municipal Damage Assessment Coordinator, and they should not enter homes unless absolutely necessary and with the approval of the County Damage Assessment Coordinator, Municipal Damage Assessment Coordinator, or their designee.

Crisis Support Staff

Crisis Support Staff focus on providing vital emotional and informational support to individuals and families affected by disasters, facilitating access to resources. This role requires offering compassionate listening and assessing residents' immediate emotional needs. Crisis Support Staff will provide information regarding services such as shelter, food, and medical assistance, and guiding residents through the process of securing support. Acting as a liaison, the Crisis Support Staff ensures transparent communication between the damage assessment team and the community, aiding residents in understanding assessment processes and managing expectations. Crisis Support Staff will assist Survey Takers in gathering accurate information on the impact to residents, capturing concerns and service needs for further action.