

# SAP Callout Instructions for CALBO Regional Coordinators and Building Officials (Follow this guide and you've done it right)

## **For small scale incidents (local, no declaration of a disaster)**

These are incidents that are very small in scale in which no designation as a disaster has been made, but for which the jurisdiction would like additional help from neighboring municipalities.

Use local MOU agreements. The local entities are responsible for reimbursements and costs associated with the incident in accordance with the MOU between jurisdictions.

## **Larger Scale incidents**

### **If you are requesting services through the SAP callout procedure:**

1. The **local Building Official** will contact their local County OES with a request for Safety Assessment Program (SAP) evaluators. The local Building Official will provide the following to County-OES;
  - a. How many SAP Evaluators are needed
  - b. Date SAP Evaluators are needed
  - c. Length of deployment requested
  - d. Point of contact name and telephone number
  - e. Reporting address
  - f. Special considerations (i.e.: need to be self-sustaining for 72 hours, status of accommodations, environmental concerns, etc.)
2. **County OES** (acting as the Operation Area) will send a SAP Agreement back to the requesting City, County, or special district for their signature and return.
3. **County OES** will then forward the signed SAP Agreement to the Statewide SAP Coordinator (currently Jim Barnes at (916) 845-8273,

<mailto:jim.barnes@calema.ca.gov> or Marcia Sully at (916) 845-8170, <mailto:marcia.sully@caloes.ca.gov>) through the Cal OES Region.

4. **County OES** will then seek to fill the request using local resources.
5. If the local resources are exceeded, **County OES** will request SAP resources from the Cal-OES Region, which will forward the request to the Statewide coordinator.
6. The **Statewide SAP Coordinator** will confirm receipt of the signed SAP agreement to County OES.
7. The **Statewide SAP Coordinator** will notify the Cal-OES Regional Senior Emergency Service Coordinators and Emergency Services Coordinators to notify local governments of the imminent California Building Officials (Calbo) Callouts that are about to take place.
8. The **Statewide SAP Coordinator** will request a Callout from the Calbo Section Coordinator of the section affected.

**Note: Cal-OES will assign a mission number to the event. No Calbo Callout can be initiated and no reimbursements applied for without the mission number from Cal-OES.**

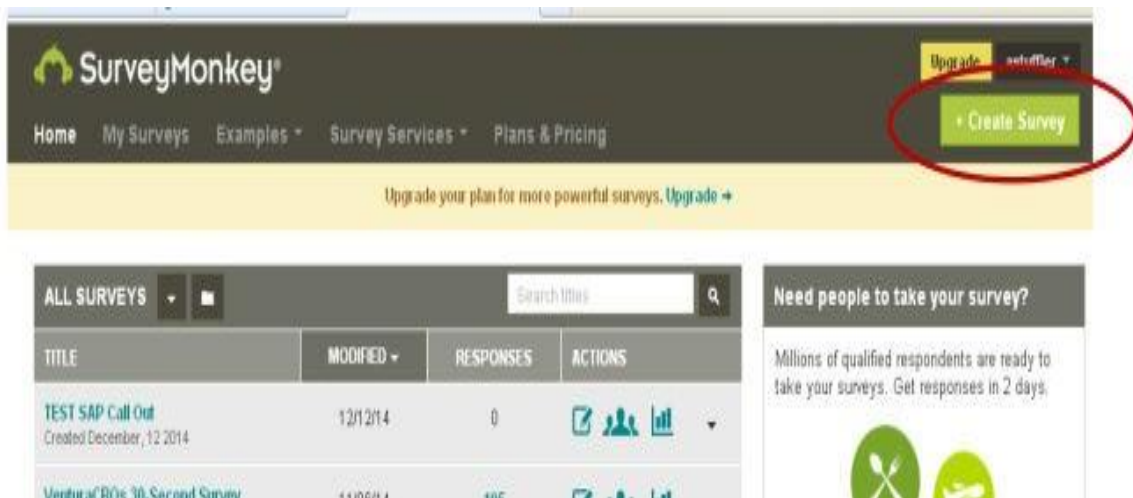
### **If you are a Calbo Section Coordinator who has been contacted by Cal-OES to provide callout assistance:**

1. **Cal-OES** will contact the Calbo Section Coordinator in the affected section by email and request a callout. The Calbo Section Coordinator will be provided with the following information;
  - How many SAP Evaluators are needed
  - Date SAP Evaluators are needed
  - Length of deployment
  - Point-of-contact name and telephone number
  - Reporting address
  - Region where resources will be requested from (depends on the size and location of the disaster)
  - Mission Number (created in Cal EOC)
  - Statewide SAP Coordinator contact information
  - Special considerations (i.e.: need to be self-sustaining for 72 hours, status of accommodations, environmental concerns, etc.)
2. **Calbo Section Coordinator (You)** will initiate a callout via Survey Monkey by following the steps below. This process will cover the following steps.

- Preparing the survey
- Generating a web link URL to the survey that can be pasted into an email message
- Preparing and sending an email from the Cal-OES roster
- Reviewing survey responses and generate callout list
- Deploying the SAP Evaluators that are available for call-out

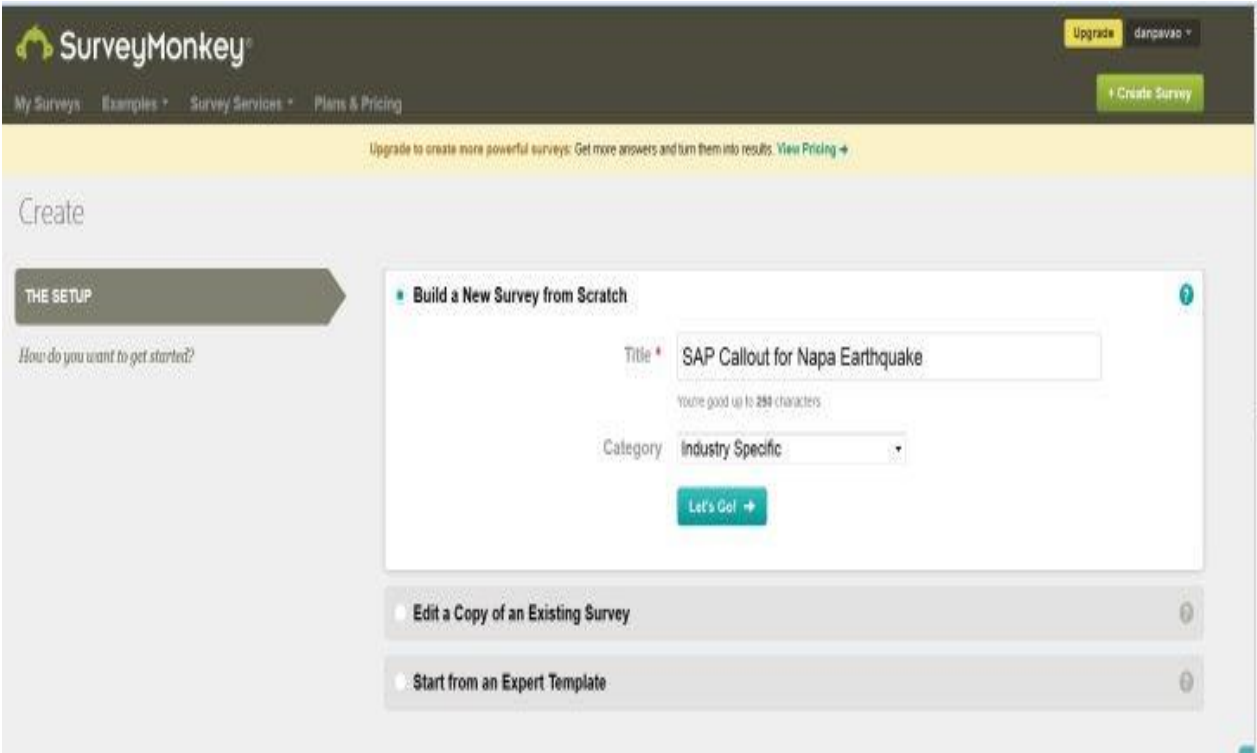
## Preparing the survey

1. Open an account at [www.surveymonkey.com](http://www.surveymonkey.com) and establish a log-in and password.
2. Click on the “Create Survey” button.

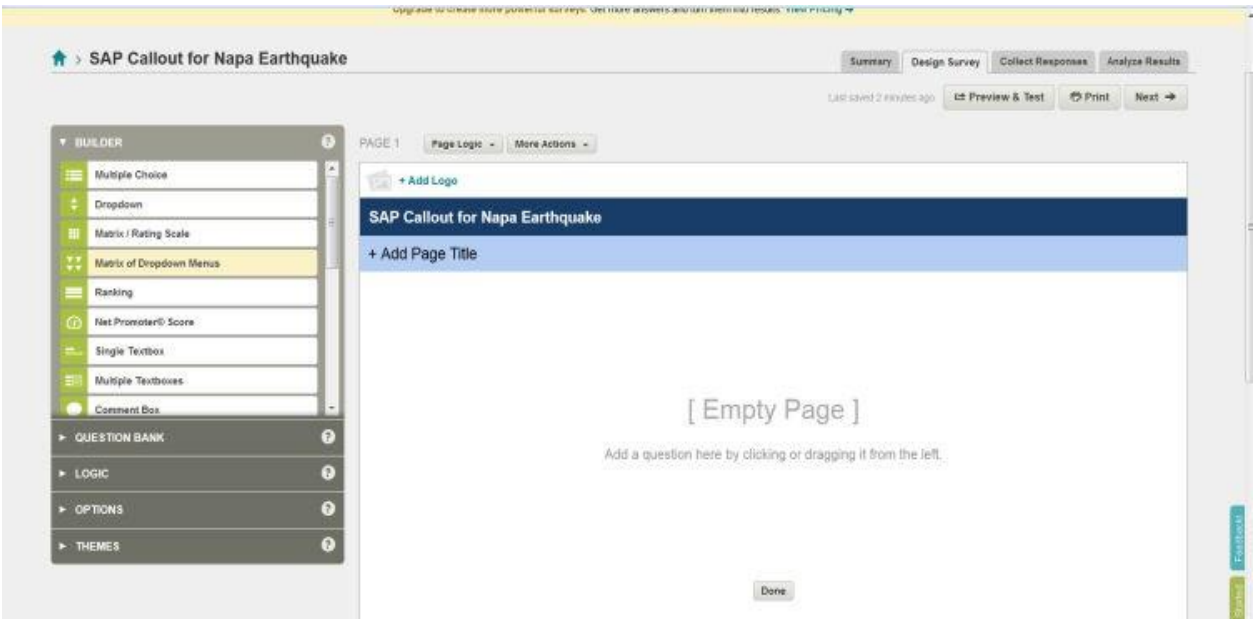


3. Select the “Build a New Survey from Scratch” button and enter name and category. Or you can alter a previously created survey. Hit “Lets go!” to begin creating the survey.

**Note – It is highly recommended that you create a template in advance for use during a callout.**



4. Create the survey using the tools available on the Survey Monkey Website.



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This SAP Evaluator call out request has been authorized by Cal EMA under mission request # 2014-SOC-6465 and is facilitated by CALBO's Emergency Preparedness - SAP Coordination team. Regional OEC Coordinators throughout the State have been advised by Cal EMA that this SAP call out would be forthcoming from CALBO.

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\* 1. Are you available AND APPROVED BY YOUR SUPERVISOR to serve cities in Napa County with SAP Inspector services FOR ONE OR MORE DAYS from the morning of October 6 through the end of the day October 10? Room and board is provided by the the hosting city. Cal OES has confirmed that SAP Inspectors will be reimbursed for travel expenses to these locations. More information on reimbursement will be provided in Napa.

- Yes
- No

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\* 2. Please select the specific days that your supervisor/manager has authorized for you to conduct SAP evaluation in Napa during the week of Oct 6 Oct 10.

- Monday, Oct 6
- Tuesday, Oct 7
- Wednesday, Oct 8
- Thursday, Oct 9
- Friday, Oct 10

\* 3. What is the name and phone number of the supervisor/manager that has approved your deployment to Napa County?

\* 4. Please enter your full name here.

\* 5. Please enter your Cal EMA SAP card number. Your SAP card must be valid and on site with you when you arrive. We check each SAP inspector's SAP card number before deployment.

\* 6. We will EMAIL you to officially deploy you. DO NOT deploy until you receive an email from Andrew Stuffer. Andrew will select the first 10 available SAP Inspectors and email them with deployment instructions. Please enter the best email address AND personal contact phone number here. PLEASE MONITOR THE EMAIL ADDRESS THAT YOU PROVIDE - AS YOUR DEPLOYMENT INSTRUCTIONS WILL BE SENT THERE FROM "astuffer@cityofventura.net" or "astuffer@ci.ventura.ca.us".

\* 7. Will you need a hotel room on the night of Oct 5?

- Yes
- No

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Thank you for considering this opportunity to serve Cal OES and the cities in Napa County. Additional surveys will be sent out as requests are received from Cal OES.

## **Generating a web link URL to the survey that can be pasted into an email message**

5. Once your survey is complete you can generate a web link to the survey by hitting the "Send Survey" button at the top right of the web page. The web link URL ([https:// www.surveymonkey.com/ s/ ...](https://www.surveymonkey.com/s/...)) is now available to copy into an email message

## **Preparing and sending an email from the Cal-OES roster**

6. Prepare and send an email message to the most current OES Roster (periodically updated by OES) by following the procedure outlined below.
  - a. Open the MS Excel file of certified SAP evaluators.
  - b. Hide all columns other than "K" (County) and "Q" (Email address).
  - c. Insert a column to the right of column "Q" (Email address).
  - d. Enter a single email address separation character ",", " or ";" (comma or semicolon) in the top cell of the inserted (empty) column and press enter.
  - e. Copy the separation character to all of the cells in that column.
  - f. Open your email system and start a new email message. Subject should read "SAP Callout for" reference the event and mission number.

- g. Choose the maximum number of emails addresses with delimiters allowed by your system and paste these into the “To:” field of your callout email message. You should end up with a list of addresses such as, [dpavao@cityofelcajon.us](mailto:dpavao@cityofelcajon.us); [astuffler@santabarbara.gov](mailto:astuffler@santabarbara.gov); ...
- h. In the message field, paste the link to the survey from step 5 above.
- i. Send the email message.

## Reviewing survey responses and generate callout list

- 7. After an appropriate amount of time has transpired, go to Survey Monkey and review the survey responses. Click on the bar chart icon of your survey.

TITLE	MODIFIED	RESPONSES	ACTIONS
<b>VenturaCBOs 30-Second Survey</b> Created June, 28 2010	11/06/14	195	✍️ 👤 <b>📊</b> ▼
<b>10-6-14 Napa SAP Call Out</b> Created October, 03 2014	10/03/14	0	✍️ 👤 📊 ▼
<b>9-29-14 Napa SAP Call Out</b> Created September, 25 2014	09/27/14	94	✍️ 👤 📊 ▼
<b>9-22-14 Napa SAP Call Out</b> Created September, 18 2014	09/23/14	134	✍️ 👤 📊 ▼
<b>9-15-14 Napa SAP Call Out</b> Created September, 10 2014	09/12/14	136	✍️ 👤 📊 ▼
<b>9-9-14 Napa SAP Call Out</b> Created September, 06 2014	09/09/14	149	✍️ 👤 📊 ▼
<b>9-3-14 Napa SAP Call Out</b> Created September, 03 2014	09/04/14	205	✍️ 👤 📊 ▼
<b>8-28-14 Napa SAP Call Out</b> Created August, 27 2014	08/28/14	132	✍️ 👤 📊 ▼
<b>1-Minute Post Training Survey</b> Created November, 12 2012	07/08/13	26	✍️ 👤 📊 ▼
<b>2013 VCPMC Update - I Live In Ventura</b> Created February, 13 2013	03/31/13	159	✍️ 👤 📊 ▼

+ Create Survey

ALL SURVEYS: 1 - 10 of 34

- 8. If you are using the sample survey listed above, go to page 2, question 4 for a list of names that are available for callout.



Q4 Export ▾

**Please enter your full name here.**

Answered: 6 Skipped: 88

● Responses (6)   Text Analysis   My Categories

**PRO FEATURE**  
Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.  
[Upgrade](#)   [Learn more >](#)

Categorize as... ▾   Filter by Category ▾

Showing 6 responses

Christina Bailey	9/26/2014 10:01 AM	<a href="#">View respondent's answers</a>
Steve Moncur	9/25/2014 8:38 PM	<a href="#">View respondent's answers</a>
Larry Montgomery	9/25/2014 4:52 PM	<a href="#">View respondent's answers</a>
Kenneth R. Baer	9/25/2014 2:10 PM	<a href="#">View respondent's answers</a>
Tim Fuelle 510-287-1324 wk 415-898-8318	9/25/2014 1:37 PM	<a href="#">View respondent's answers</a>
Alan P. Smith	9/25/2014 12:51 PM	<a href="#">View respondent's answers</a>

9. Question 6 from the survey contains contact information in the same in the same order as question 4. Cut and paste this information into a separate MS Excel spreadsheet. This is your deployment schedule/list.



Q6 Export ▾

**We will EMAIL you to officially deploy you. DO NOT deploy until you receive an email from Andrew Stuffer. Andrew will select the first 10 available SAP Inspectors and email them with deployment instructions. Please enter the best email address AND personal contact phone number here. PLEASE MONITOR THE EMAIL ADDRESS THAT YOU PROVIDE - AS YOUR DEPLOYMENT INSTRUCTIONS WILL BE SENT THERE FROM "astuffler@cityofventura.net" or "astuffler@ci.ventura.ca.us".**

Answered: 6 Skipped: 38

● Responses (6)   ▲ Text Analysis   ▾ My Categories

**PRO FEATURE**  
Use text analysis to search and categorize responses; see frequently-used words and phrases. To use Text Analysis, upgrade to a GOLD or PLATINUM plan.

[Upgrade](#)   [Learn more >](#)

Categorize as... ▾   Filter by Category ▾

Showing 6 responses

christina.bailey@sfgov.org   cbailey793@gmail.com	9/26/2014 10:01 AM	<a href="#">View respondent's answers</a>
Steve@moncur.com   209 8140408	9/25/2014 8:36 PM	<a href="#">View respondent's answers</a>
inspectacon007@gmail.com	9/25/2014 4:52 PM	<a href="#">View respondent's answers</a>
krbaer@sbcglobal.net		

Internet   Search Desktop

Survey Monkey for S...   Microsoft Excel - CAL...   Search Desktop

**Question 6 from the survey.**

**Contact information**

## **Deploying the SAP Evaluators that are available for call-out:**

10. Using the contact information from your spreadsheet, create a deployment email message to all of the SAP Evaluators that you want to deploy. Include all necessary deployment information that the evaluator will need. Include:
  - a. Dates of deployment
  - b. Mission Request #
  - c. Start date, time, address, and on-site contact name and phone number
  - d. Confirm whether or not hotel, food, and vehicles will be provided by the requesting community or must be provided by each SAP inspector.
  - e. Explain what you know about the process for reimbursement for expenses – including a disclaimer when no reimbursement information is available. ie:

“ No reimbursement process has been defined at this point in the disaster recovery process. While reimbursement MAY become available in the future, SAP Evaluators should be prepared to cover all expenses personally or through their current employer.”
  - f. Definitively explain any “night before” hotel information for SAP Evaluators arriving the night before they begin SAP inspector duties.
  - g. Sincerely thank them and remind them of the great service that they will be providing the residents of the requesting community.
11. Send the deployment email message and copy the requesting Cal OES staff

You’re done!

## **If you are a Building Official responding to the request for SAP evaluators:**

Please be advised that the request for SAP evaluators will go out to both you and your SAP Evaluators. Please consult with your inspection staff prior to their responding to the availability survey. As always, YOU HAVE TOTAL CONTROL of who you are able to send and not send in the event of a callout.