

USAA Response

Dedicated Engines

- Dedicated Engines will be pre-staged at locations exhibiting elevated wildfire risk or areas identified by special program needs or requests.
- Operational periods will be 8 hours. Additional hours will be by instruction from Senior Fire Officer.
- Dedicated Engines will be assigned Value Added tasks which may include:
 - ✓ Locate unmatched Member properties
 - ✓ Patrol, and monitor local wildfire conditions and activity
 - ✓ Visit local fire jurisdictions, or agencies
 - ✓ Practice and train to program response operations
 - ✓ Member education
 - ✓ Member pre-enrollment

Locate Unmatched Member Property

- Locate the unmatched address and collect GPS coordinates for the property. Upon completion, email completed list to the USAA engines email account. (USAAengines@wildfire-defense.com)
- Collect and report GPS coordinates in decimal degrees, for example (45.6778, -111.0472)
- WDS Operations staff will generate and distribute lists of unmatched Member properties via email
- Notify Senior Fire Officer when you are approximately 75% complete with the list
- Expect to encounter addresses that are difficult to locate or unable to access— report these to Senior Fire Officer, and record on the list that is sent to the USAA engines email account
- DO NOT ENTER OR STEP ONTO THE PROPERTY unless invited onto property by Member.
- Gather GPS data from the street, ideally at the entrance to the driveway or closest point to home

Patrol

- The Senior Fire Officer will station the engine to patrol areas with elevated wildfire risk
- Monitor new fires and status of existing fires within assigned geographic regions
- Gather intelligence and report field observations of wildfires that may threaten Members, regional fire conditions, and local fuel conditions
- Confirm access to property or note access issues, locate accessible water sources, and identify local wildfire preparations
- Report findings to Senior Fire Officer

Visit Local Fire Jurisdictions

- Coordinate with Local Fire Jurisdictions, at the direction of the Senior Fire Officer, to familiarize the AHJ's with WDS, the Insurance Response mission, and the USAA Wildfire Program
- Include discussion about WDS's qualified personnel, equipment, and tactics
- Report summary of Agency visit to Senior Fire Officer

Practice Response Operations

- Conduct mock drills and review USAA Program mission parameters, reporting details, operations safety, Program support tasks and response readiness tasks

Member Education

- Educate Members on parameters of USAA Response Program pre-suppression tactics and wildfire preparedness
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Member Pre-Enrollment

- TBD/Check with Senior Fire Officer or Program Manager on current operational specifications
- During dedicated service, you may be approached by **NOT-ENROLLED** Members who wish to enroll in the Wildfire Response Program. Your engine will be equipped with authorization forms for the Member to review and sign [electronic enrollment in development]. Save and email this form to USAAengines@wildfire-defense.com
- Enrollment materials and guidelines are currently being developed

Response

- Response Engines will be dispatched by SFO and commence once resource order(s) and submittal package(s) have been generated
- Operational periods will be 12 hours. Additional hours will be by instruction from Senior Fire Officer
- Response Engines will be assigned tasks which may include:
 - ✓ Incident Command check in and access coordination
 - ✓ Pre-Suppression tactics
 - ✓ Photo Documentation
 - ✓ Written Documentation
 - ✓ Response "just-in-time" Enrollment
 - ✓ Program Materials

USAA Member properties are either **ENROLLED** or **NOT-ENROLLED**

Pre-Suppression

- ***Pre-suppression tactics are to be engaged on ENROLLED Member properties only***
- Other Pre-suppression and suppression tactics at authorization and direction of SFO only
- **Pre-suppression tactics include:**
 - ✓ *Non-destructive fuel mitigation on property and structure(s), including relocation of combustible materials [pine debris, leaf litter, firewood piles, patio furniture...ect]
 - ✓ Tape vent s and other potential ember entries [CHECK WITH SFO ON ANY MECHANICAL OPENINGS]
 - ✓ Application of Fire Blocking Foam to vegetation only
 - ✓ (Contact Duty Officer before Foam is applied)
 - ✓ *Member Evacuation assistance
 - ✓ Mop up hot-spots, embers, smoldering vegetation, etc.
 - ✓ On scene Member enrollment

**Refer to USAA Response Field Guide to more specific information on Pre-suppression tactics*

- During initial assessment, document and/or photograph (if possible) possible threats on property
 - ✓ Immediately report any threat to Member properties to Duty Officer

Photo Documentation

- Photo documentation is a key element of property status condition and Client/Member communication
- Send photographs of each property to:
 - usaaengines@wildfire-defense.com
 - ✓ Ensure each e-mail only has one Member property, or ensure each photo is individually labeled
 - ✓ Ensure each e-mail contains Member last name, address, and any actions taken on property
- **Photographs must document:**
 - ✓ Address of property, or other identifying feature
 - ✓ View of property from the driveway or best vantage point
 - ✓
 - ✓ Pre-suppression tactics deployed, including crews in action
 - ✓ General overview of wildfire conditions, including terrain and vegetation, and wildfire activity on or adjacent to Member's property
 - ✓ Ongoing documentation throughout incident (if applicable) , which may include before and after passage of the fire, mop-up, and returning Member property and to initial conditions
- Desired photo composition would include a placarded Program engine with property and structures, wildfire activity, and firefighter(s) in PPE engaged in pre-suppression activity or mop-up.

Written Documentation

- **Engine Status Checklist and Google** you will be provided with both a list of properties and a **Google Earth Map** to be used to identify and locate Member properties
- The **Google Earth Map** will include symbols for **ENROLLED** and **NOT-ENROLLED** Member properties
- **Google Earth (KMZ) Symbolology:**
 - ✓ **ENROLLED** (Red Triangle)
 - ✓ **ELIGIBLE** (Blue Dot)
- The **Engine Status Checklist** contains Member properties sorted by distance from fire and threat level, and contains the following Member property information
 - ✓ Last name of Member
 - ✓ Address
 - ✓ City
 - ✓ State
 - ✓ Zip Code
 - ✓ Enrollment Status (ENROLLED or NON-ENROLLED)
 - ✓ Threat Status
- You will enter the following information on the **Engine Status Checklist:**
 - ✓ Address corrections
 - ✓ GPS Address Coordinates (in decimal degrees)
 - ✓ Property Status
 - ✓ Pre-suppression Action taken on Property
 - ✓ Future Action Plan for Property
 - ✓ Indication if pictures were taken
 - ✓ Any other relevant comments [access issues, additional Member requests...ect]
- The **Engine Status Checklist** will be emailed to USAAengines@wildfire-defense.com at the end of each shift or by Duty Officer request during normal operational period

Response “Just-in-Time” Enrollment

- During response, you may be approached by **NOT-ENROLLED** Members who wish to enroll in the Wildfire Response Program. Your engine will be equipped with authorization forms for the Member to review and sign [electronic enrollment in development]. Save and email this form to USAAengines@wildfire-defense.com and immediately notify the Duty Officer of newly **ENROLLED** Member properties
- Further development of JIT currently in process

Program Materials

- **Door Hangers.** The Program engine carries USAA branded door hangers to be *left* at **ENROLLED** Member properties when the property has been visited, including when pre-suppression tactics have been engaged
- **Brochure.** The Program engine also carries USAA branded brochures that explain the USAA Response program, which can be given *personally* to either **ENROLLED** or **NOT-ENROLLED** Members