

READY = PLANNING, RESPONSE & RECOVERY



LET'S GET READY

BEFORE, DURING & AFTER THE LOSS
(Specific to Insured Property)

READY = PLANNING, RESPONSE & RECOVERY



- SynergyNDS is the leading Recovery Program Manager for Public Entities in Florida & Texas with current Insured Property in Excess of \$40 billion dollars.
- 30+ Years of Municipal and Public Entity Service with PROVEN & TESTED Capacity to Simultaneously Respond to Multiple Large Catastrophic Events.
- Exclusive to TMLIRP (in Texas) with excess of \$70M in Claims Recovered to Date.
- SynergyPACT Helps Bridge-the-Gap Between Insurance, TDEM & FEMA Public Assistance during a Federal Declaration.



READY = PLANNING, RESPONSE & RECOVERY



1. BEFORE THE LOSS

- ☐ Know Your Risk
- ☐ Understand Insurance Coverage
- ☐ Update the COOP & Plan to Recover

2. DURING THE LOSS

- ☐ Activate the PLAN
- ☐ Adjust Response Based on the Event
- ☐ Communication (Internal/External)

3. AFTER THE LOSS

- ☐ Assessment of Property Damage
- ☐ Claim Process & Reporting 101
- ☐ FEMA-OLOGY
- ☐ TurnKey RecoverySM Program

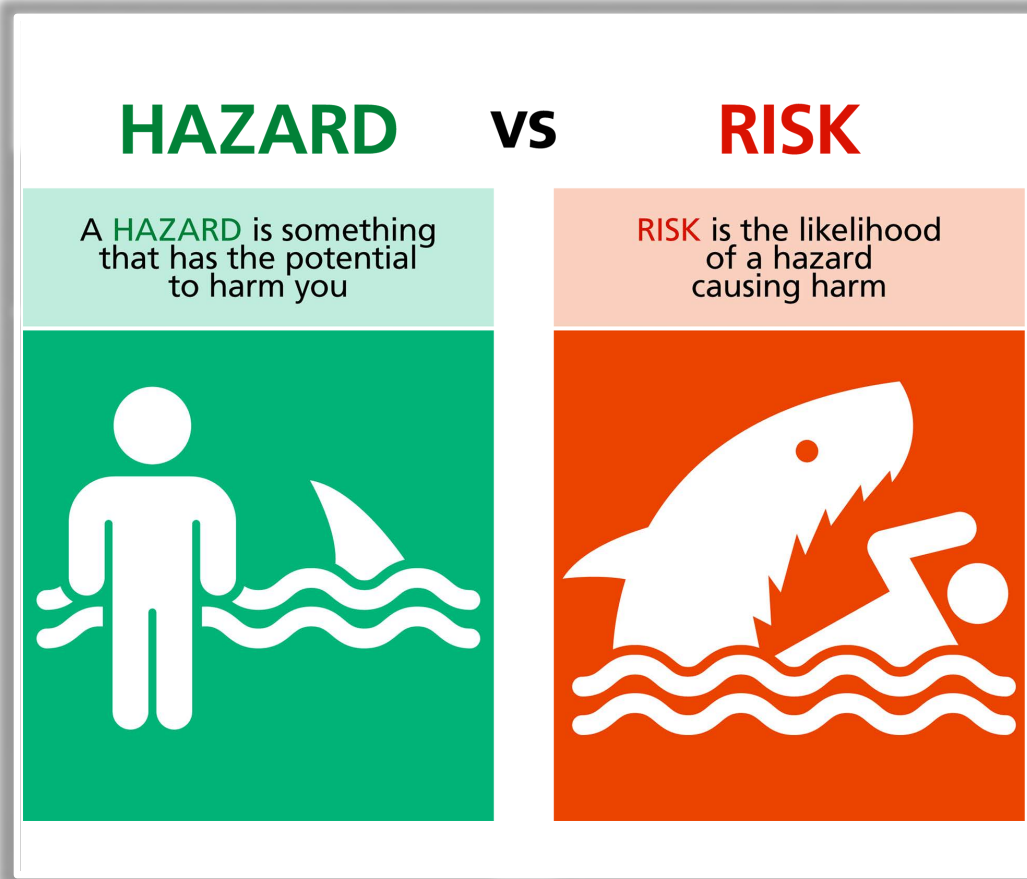


BEFORE The Loss

- ☐ Know Your Risk
- ☐ Understand Insurance Coverage
- ☐ Update the COOP & Plan to Recover



Without a HAZARD, There is No RISK.



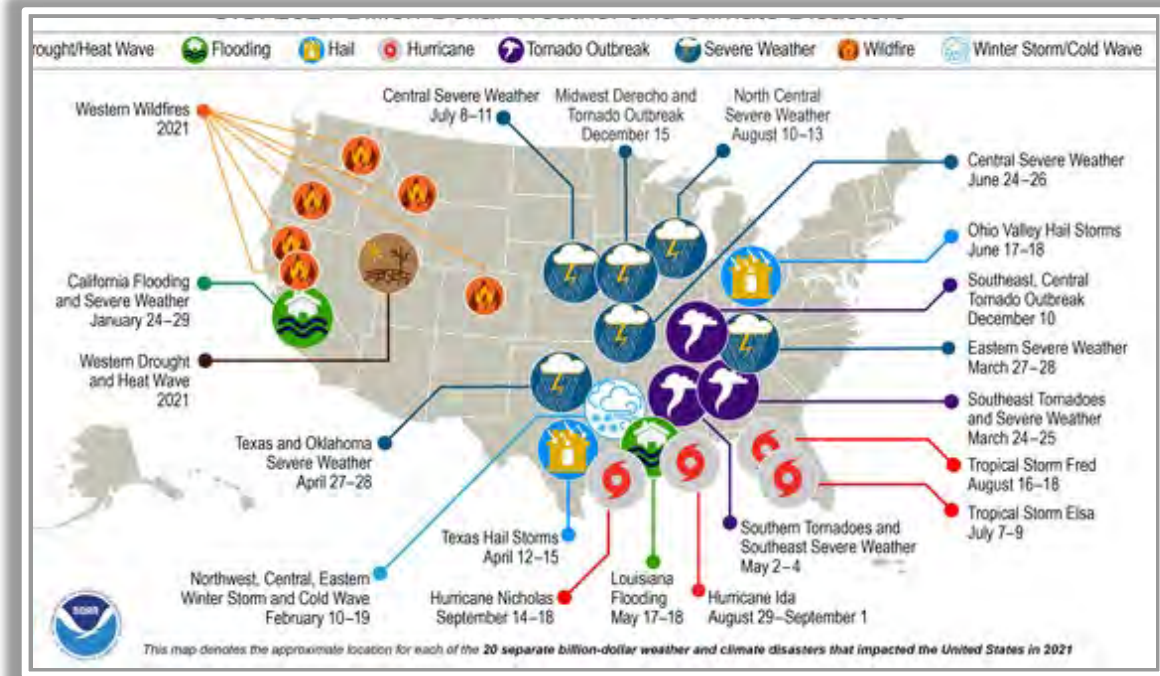
Avoidance of Loss or the ability to Minimize the Outcome simply comes down to the decision to Don't Swim or Swim VERY Fast!

- Identify HAZARDS as STEP ONE in Carrying Out a Risk Assessment to Infrastructure.
- The RISK is Assessed Based on the Severity of Damage (Harm) and the Likelihood/Frequency of the Damage Occurring.
- A RISK may be High or Low when taking into account These Two Factors.
(especially the Time & Cost of Recovery)
- Some Types of HAZARDS are Difficult to Prevent, but their Impact can be Reduced through Effective Risk Assessment, Accurate Scheduling of Property to Value, Insurance Coverage & Planning.



Hazards for Risk Come in Many Different Shapes & Sizes...

- Happen with Little or No Warning
- Influenced by Geographical Conditions
- Dictated by Climate & Weather
- Caused by People or Accidents
- Extraordinary Phenomenon

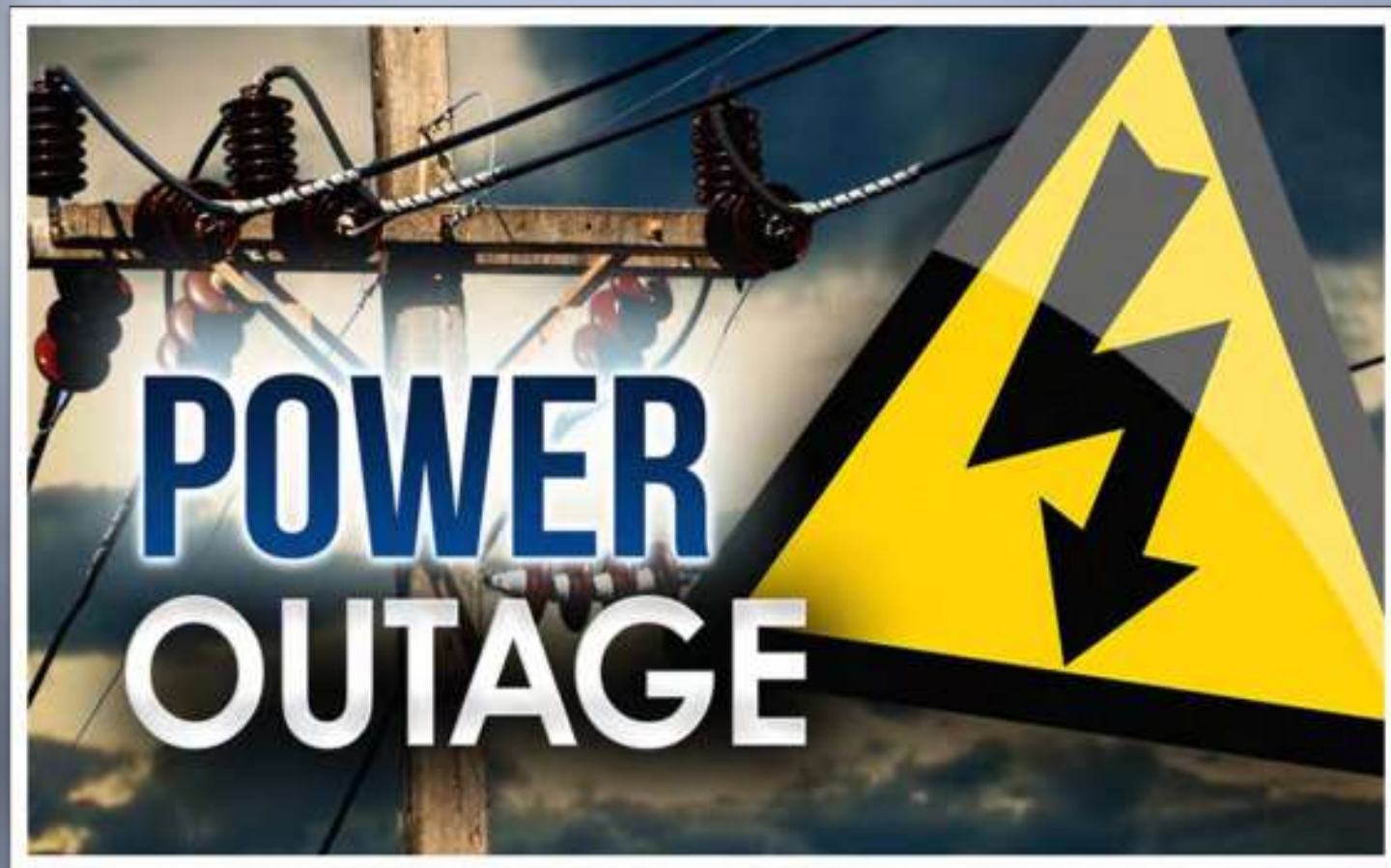


What Hazard Examples Pose a REAL RISK
for Your Organization &/or Departments...
Specific to Your Scheduled Property?

READY for POWER OUTAGE RISK?



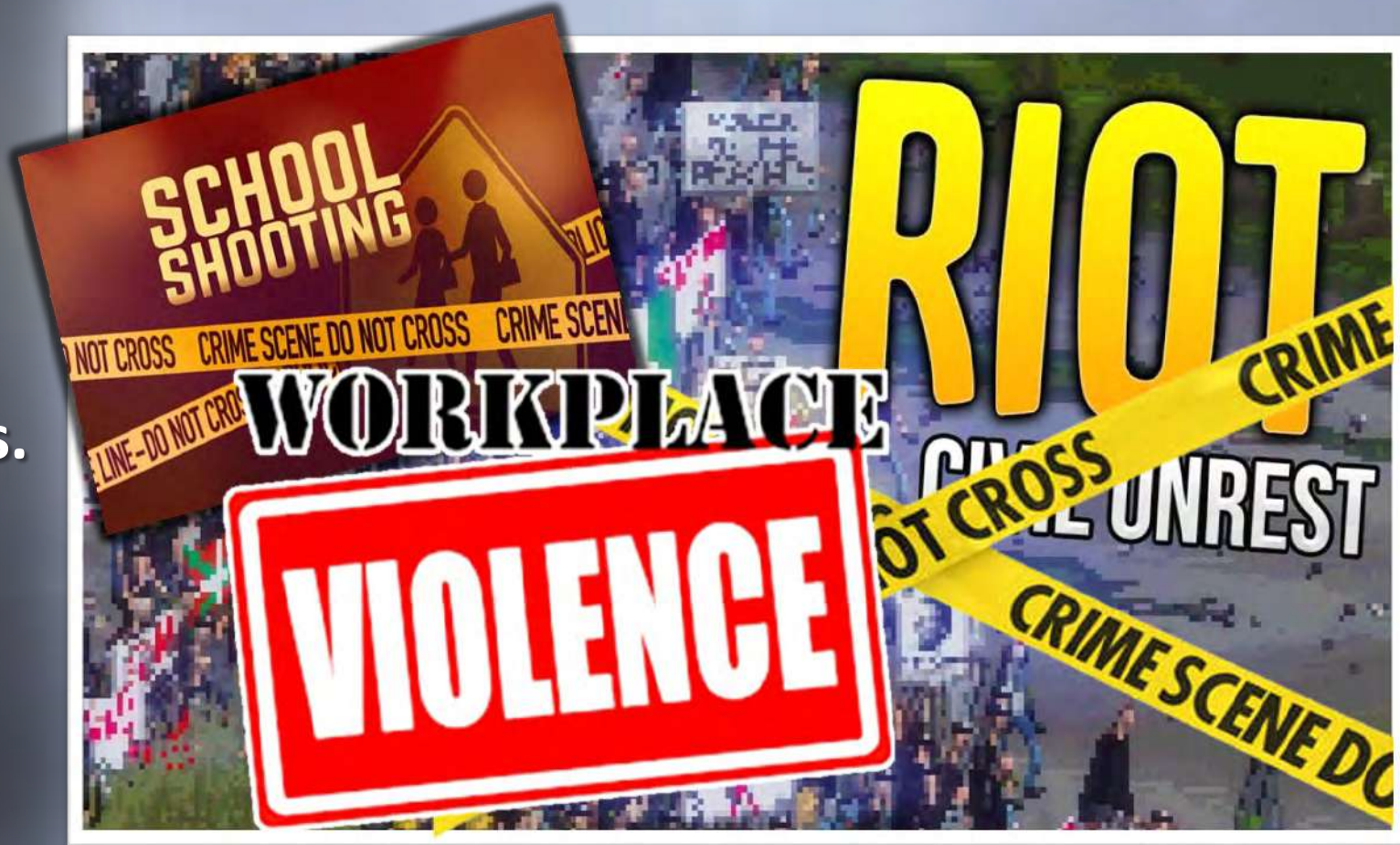
- ✓ Available Generator(s) & Fuel Supplies?
- ✓ Redundant Communication Systems?
- ✓ Increase Community-wide Preparation, Resilience & Sustainability?
- ✓ Greater Community Involvement Focused on At-Risk Population?
- ✓ TMLIRP One-Call?
(Your Resource, Advocate & Partner)



READY for SAFETY RISK?



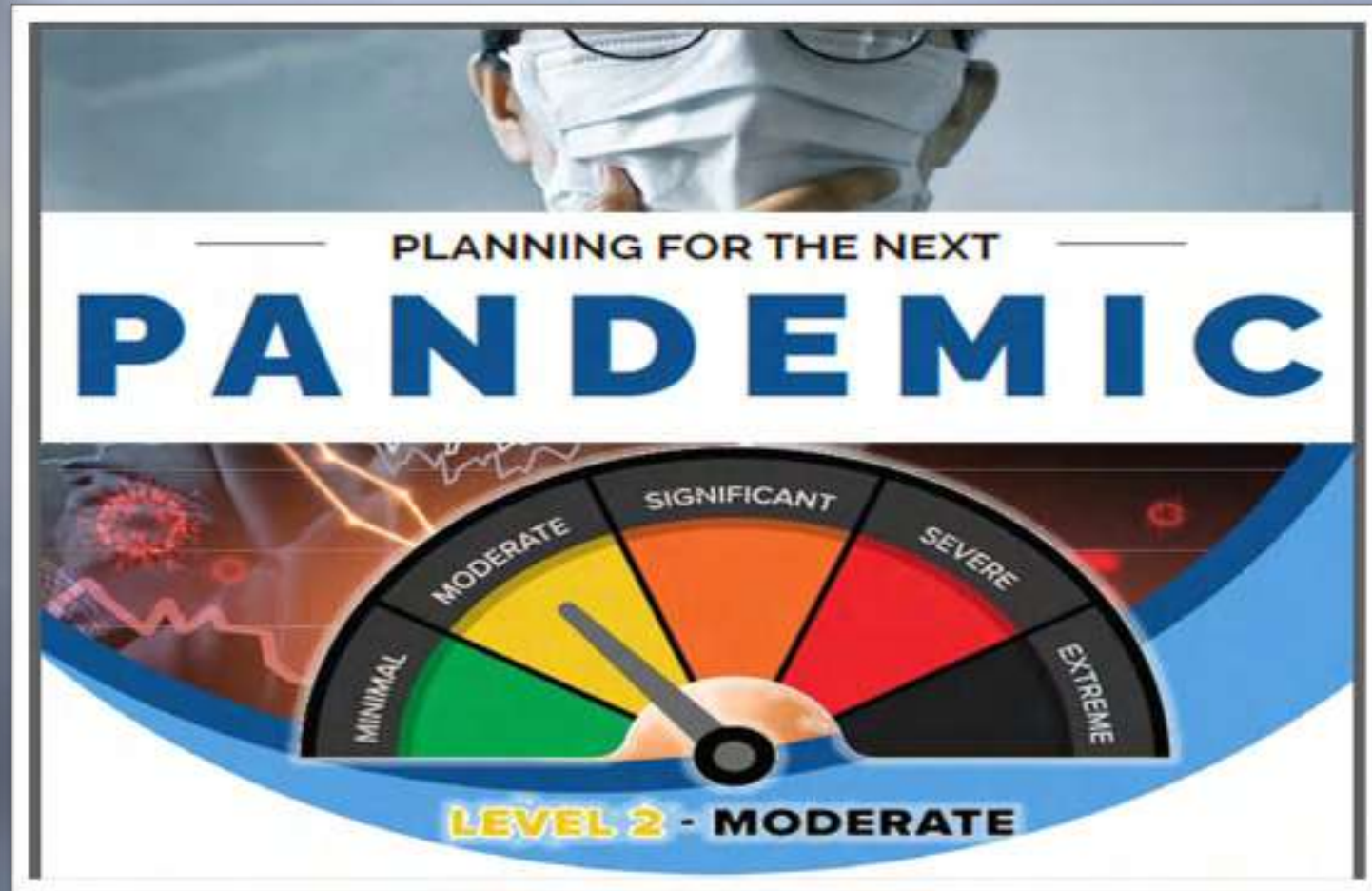
- ✓ Greater Community-wide Awareness, Prevention & Intervention.
- ✓ Improved Security & Control Measures Specific to Public Space & Buildings.
- ✓ Investment in Continuing Education, Training & Resources.
- ✓ TMLIRP One-Call?
(Your Resource, Advocate & Partner)



READY for PUBLIC HEALTH RISK?



- ✓ Lessons Learned from COVID-19?
- ✓ Updating Your Organization's Daily COOP Plan?
- ✓ Public Interaction (Processes & Functional PPE)
- ✓ Resources to Better Safeguard Staff? (Cares Act)
- ✓ TMLIRP One-Call? (Your Resource, Advocate & Partner)



- [illegible]

READY for the UNPLANNED &/or UNTHINKABLE?



- ✓ The HOPE that the Event Takes Place After 5pm on Friday & Over an Extended Weekend Holiday?
- ✓ Earlier than Expected Leave-of-Absence?
- ✓ General PLAN-of-Attack to Address a Fluid Event with Unknown Characteristics?
- ✓ All Encompassing Insurance Policy?
- ✓ TMLIRP One-Call?
(Your Resource, Advocate & Partner)



READY for Jim Cantore?



- ✓ Emergency Supplies & Protective Measures?
- ✓ SAT Phone & Other Redundant Communication
- ✓ Pre-Storm Administrative Directives & Resolutions?
- ✓ Ride-Out Teams? (Damage Assessments)
- ✓ Response Programs? (Emergency & Stabilization Vendors)
- ✓ TMLIRP One-Call? (Your Resource, Advocate & Partner)

IN-DEPTH CSU ATLANTIC HURRICANE FORECAST

	2022	AVG
Named Storms	19	14.4
Hurricanes	9	7.2
Major (Cat 3+)	4	3.2
Hurricane Within 50 Miles of Texas		54% (Avg. 36%)
Major Hurricane Within 50 Miles of Texas		25% (Avg. 16%)



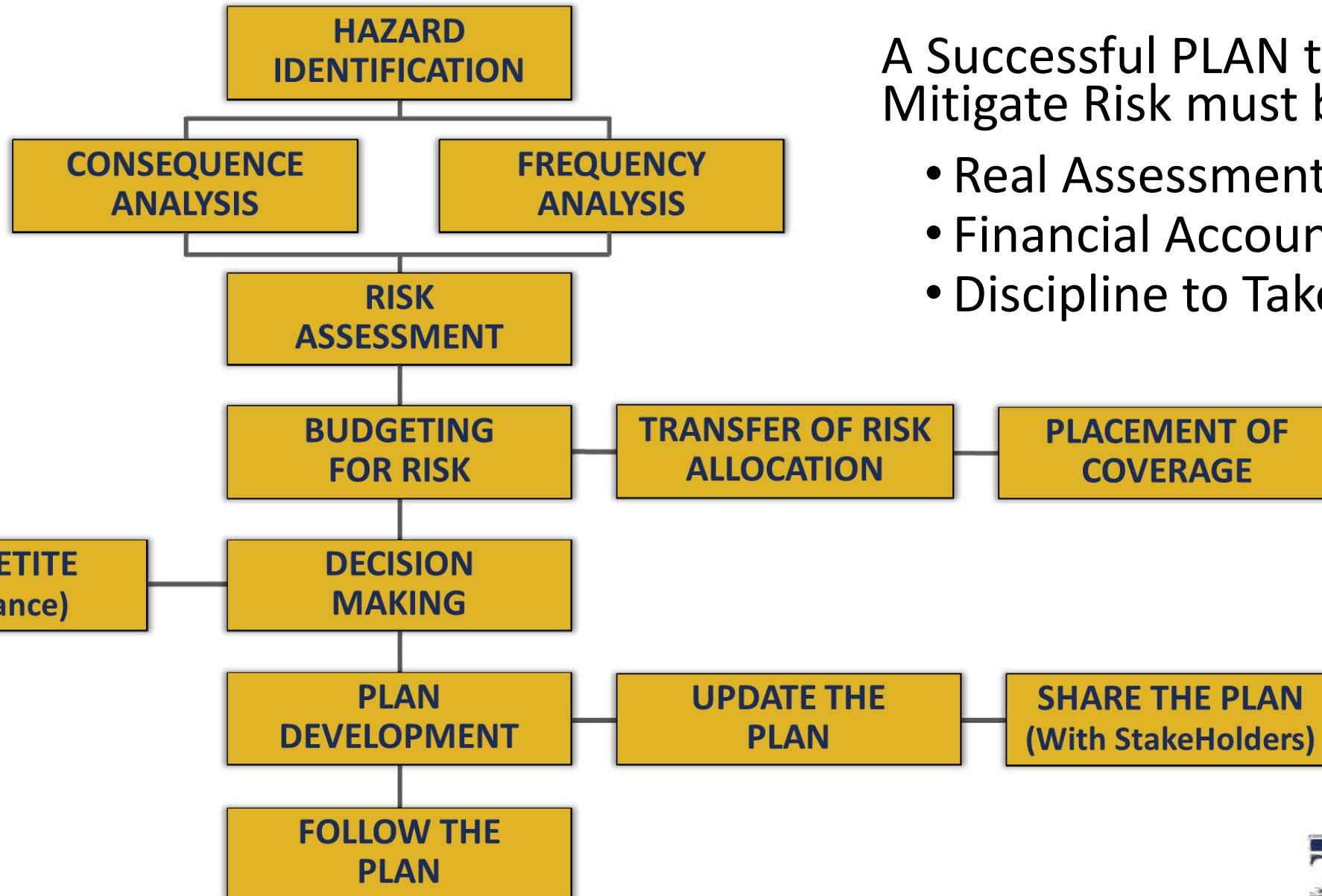
Identifying Your Exposure & Tolerance for Types of Hazards Provides Bottom-line Risk Guidance for Your Insurance Coverage Placement and COOP (Plan).

Risk Appetite Analysis is the Amount & Type of Risk that an Organization is Prepared to Pursue, Retain or Take.



- Determine the Likely Impact of those Hazards & Prioritizes Strategies to Lessen the Acceptable Impact (Exposure).
- Consult with TML on what Coverages are Available to Help Protect Your Exposure to Risk.
- Build (Update) the PLAN Around those Findings.

BASIC LIFECYCLE FROM HAZARD IDENTIFICATION TO PLANNING...



A Successful PLAN to Mitigate Risk must be based on:

- Real Assessment
- Financial Accountability
- Discipline to Take Action

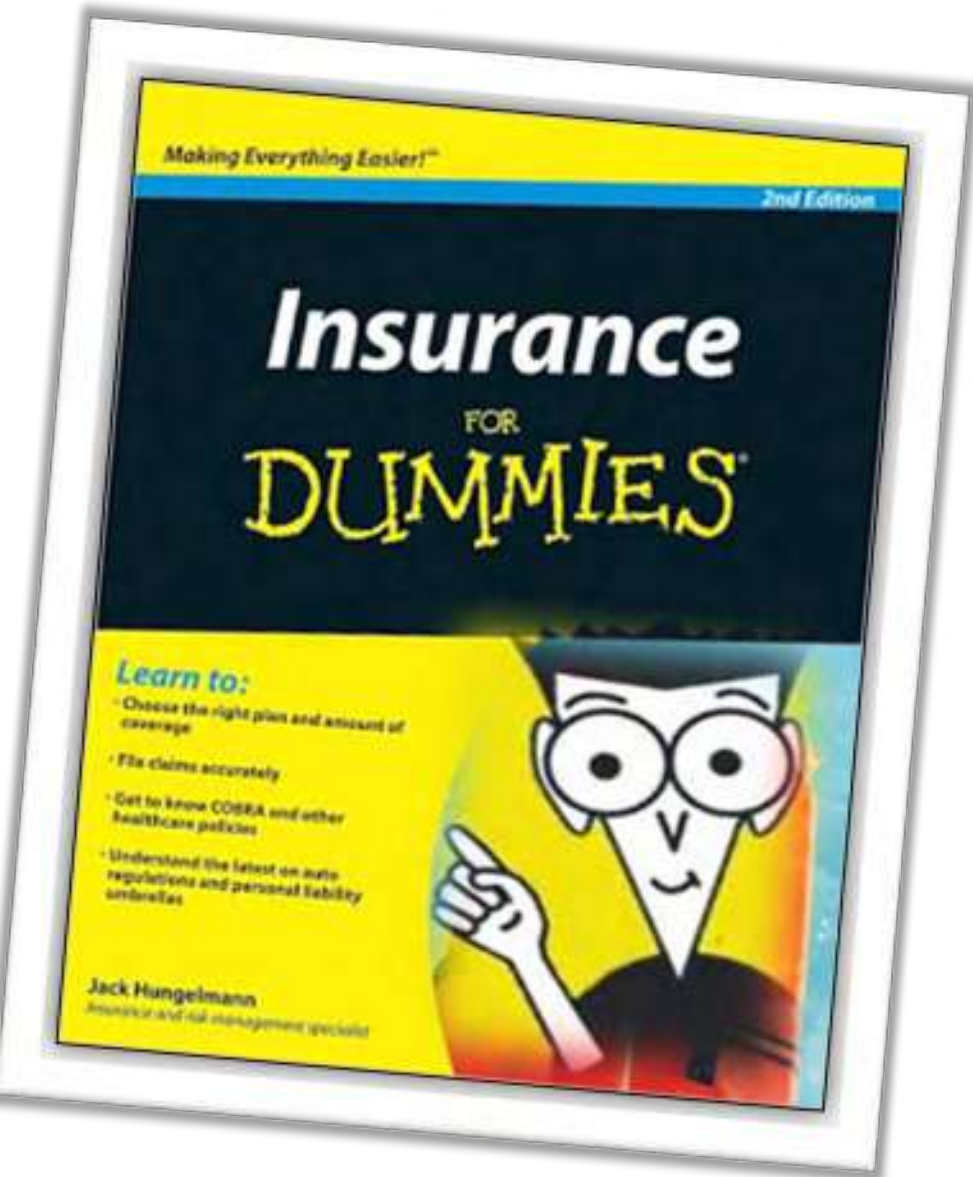
BEFORE The Loss

- ☒ Know Your Risk
- ☐ Understand Insurance Coverage
- ☐ Update the COOP & Plan to Recover



Keep It Simple With These 5 Easy Steps...

1. Locate Your TMLIRP Coverage Binder.
2. Open-the-Package and See What's In It.
3. Get to Know Your TMLIRP Member Services Manager & Ask Questions.
4. Is Your Property Correctly Listed & Scheduled to Value.
5. Before, During & After a Loss... Stay in Contact with your TMLIRP Representative.



**MAKE THAT FIRST CALL
TO TMLIRP**



AFTER A LOSS, WHERE DOES ELIGIBLE COVERAGE COMES FROM?



Understand the Different Coverage Providers & Levels of Participation...



Property & Casualty Coverage

(Scheduled Locations/Assets)



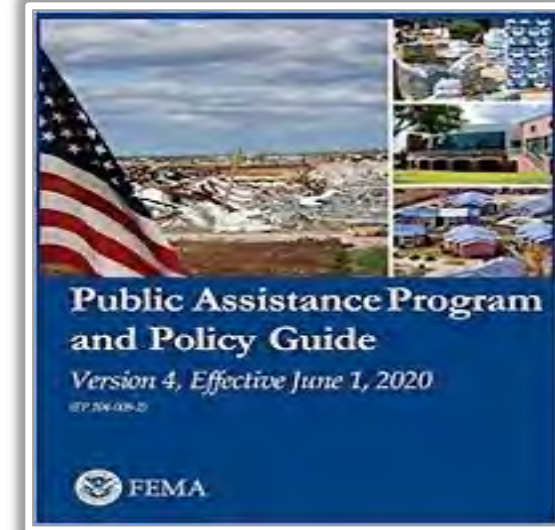
Primary & Excess Flood Insurance

(Special Flood Hazard Areas)



Texas Windstorm Insurance Program

(Zone 1 & 2)



FEMA Public Assistance

(Only a Declared Event)

Make that FIRST CALL to TMLIRP to Report a Loss or with Questions & Concerns.



Know Your Insurance Coverage & Special Endorsements:



MANAGING RISK

Understanding Your Provider's Insurance Coverages

- Primary & Secondary Coverage Provider(s)
Pending Cause of Loss
- Blanket vs Specific Policy
- Property & Contents Valuations
- Deductible(s) Obligations
- Scheduled Limits (Co-Insurance Penalty)
- Coverage Extensions/Endorsements
- Extra Expense &/or Loss of Income
- NFIP Policy, Requirements & Excess Insurance Coverage
- SFHA Considerations

INSURANCE IS GENERALLY THE PRIMARY SOURCE OF FUNDING

Waiting Until Your Organization has Been Affected by an EVENT is too Late to Understand Coverage(s)



- Have Your Team Model Various Loss Scenarios to Better Understand Available Insurance Coverage and Anticipated Insurance Proceeds.
- Define Your Expectations & Deliverables.
- Keep it Simple!
- Consult Your Coverage Provider(s). Have them detail their PLAN, Coverage Provisions and Claim Process.

DON'T HAVE AN ADVERSARIAL RELATIONSHIP WITH YOUR PROVIDER



Workers'
Compensation



Liability



Property



Cyber Liability



Special Risk

WE OFFER OUR MEMBERS


- Robust Risk Management Services
- Loss Prevention Training & Resources
- Legal Support

...and direct access to a network of experts
and pool resources.



PROPERTY COVERAGE FORM

TMLIRP Offers Coverage for Buildings, Contents, Mobile Equipment and Boiler & Machinery.

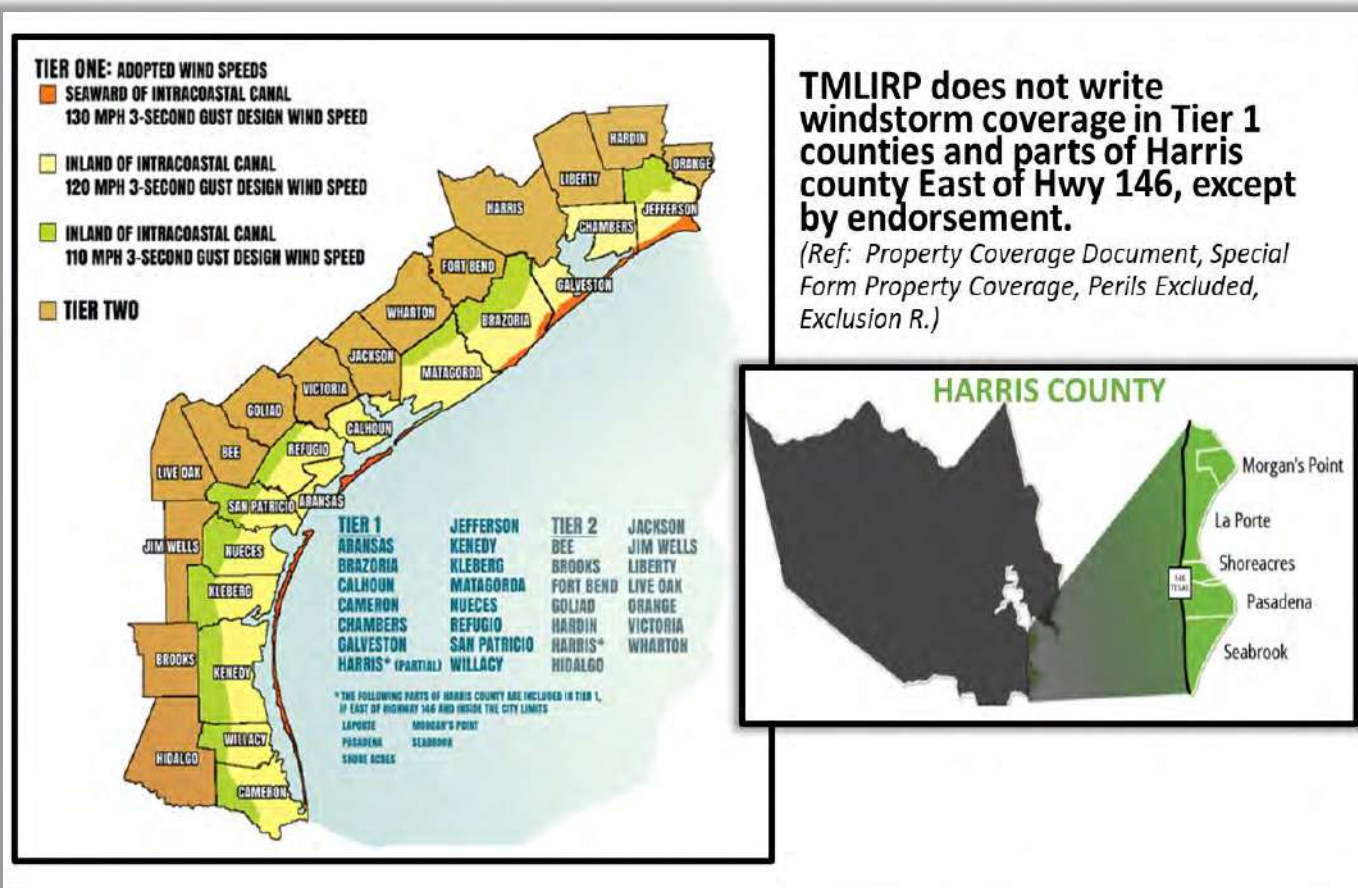


We proudly serve
more than **2,800**
governments & political
subdivisions in Texas.

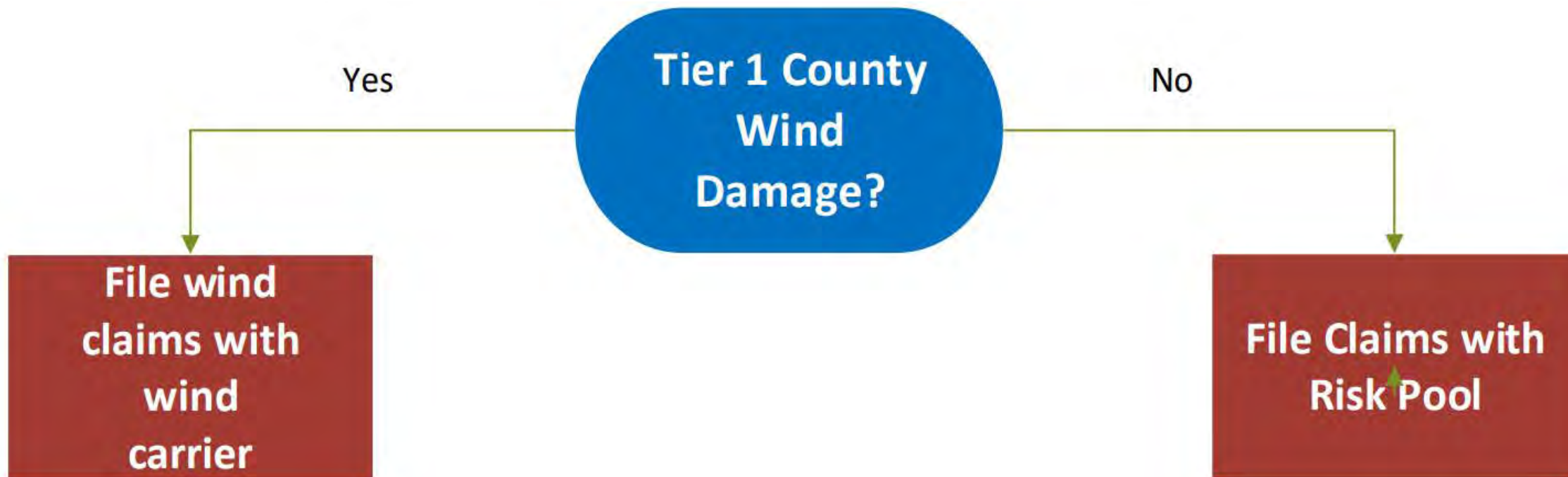
That's **98%**
of all cities
in Texas!

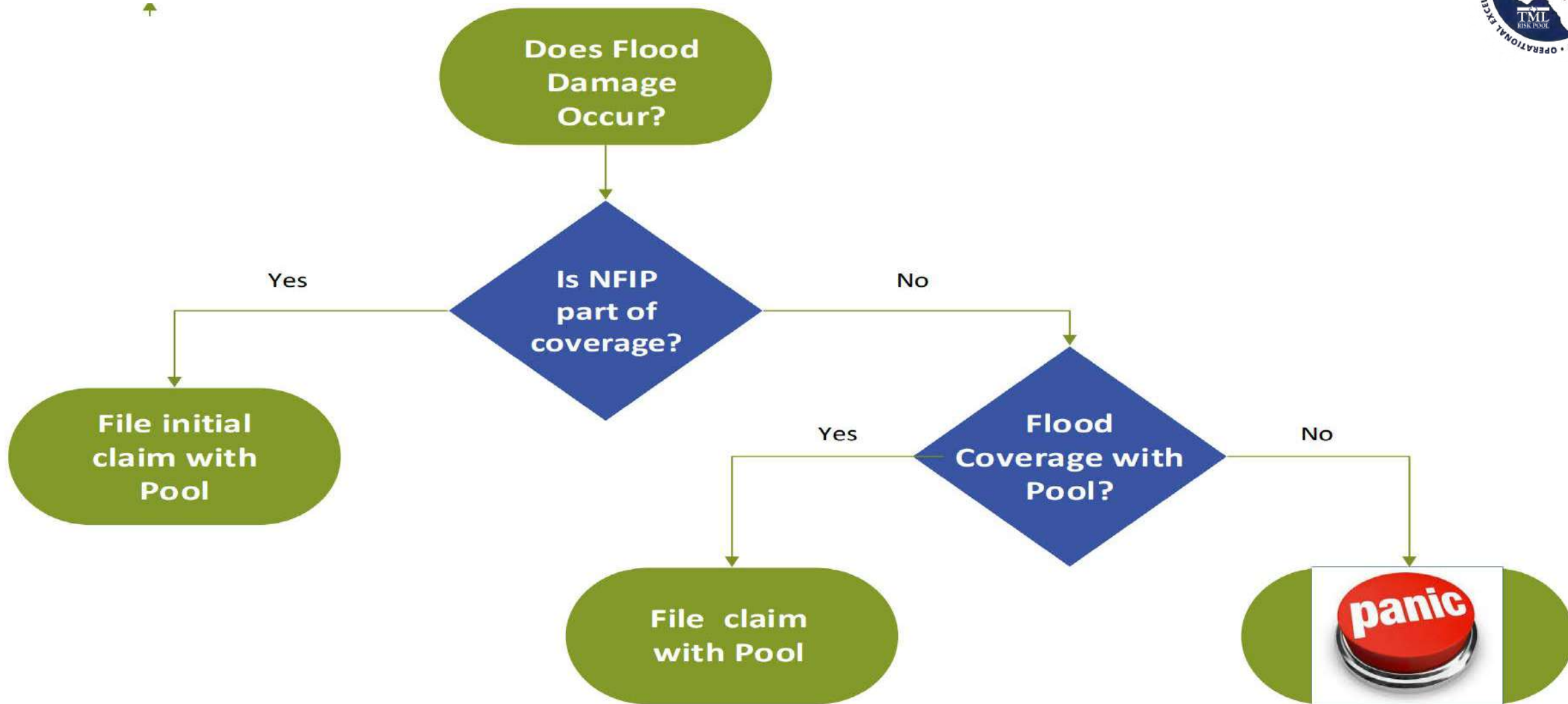
- Property Coverage Form
(Scheduled Blanket %)
- Importance of Correct & Updated
Property Schedules
 - ✓ Replacement Cost Valuation
 - ✓ Protect Against Co-Insurance Penalties
 - ✓ Safeguard Your Financial Responsibility to have
Proper Funds to Recover from a Loss.

Understand What Your Geographical Location Means & Primary/Secondary Coverage Forms...



- Tier 1 & 2 Discussion
- Windstorm Deductibles
- Flood Deductibles
- Flood Coverage with/without NFIP





Providing Comprehensive Services, Training & Support that Address Members Needs:

- Property Valuation Analysis.
- Comprehensive Coverages & Options.
- Dedicated Member Services Agents & Claim Department.
- Coverage Notification Assistance with Other Insurance Providers.
- Stronger, Together Podcast (STP).
- TMLIRP Recovery Programs.

Be sure to follow us on social media for the latest updates, tips, and postings!



Follow us on
at least one
social channel:



@tml_riskpool



@TMLRiskPool



@TMLRiskPool



Texas Municipal
League
Intergovernmental
Risk Pool



LIKE our
latest post



Scan here to go directly
to our social media links
and get started!



(800) 537-6655 • www.tmlirp.org

BEFORE The Loss

- ☒ Know Your Risk
- ☒ Understand Insurance Coverage
- ☐ Update the COOP & Plan to Recover



Updating the COOP & Planning for Recovery Can Feel Like an UNREWARDING Task.

- Difficult to PLAN for Every Scenario.
- Every Event Will Have its Own Unique Set of Circumstances.
- Challenging to Find the BUDGET & TIME to Plan.
- What Can Go Wrong...Will Go Wrong.
- The PLAN Will Always be Second Guessed!
- In a Crisis, People Shut Down & will Expect You or THE PLAN to be there to Provide Solutions.



No Public Entity Can Afford the Consequences...

- Confusion, Conflict and Avoidable Delays will Occur. (Costs will Increase!)
- Essential Activities & Operational Components are Turned Upside Down.
- Staff & Public Frustration, Negative Moral and Fatigue Set In.
- Recovery Funding can be Jeopardized. (Insurance &/or FEMA)
- Public Relations Nightmare for Officials & Administrators. (Negative Impact & Reputational Risk)

WHERE SHOULD YOU START?

All too often, the **RESOURCES** or
INFORMATION we needed the most...
were right in front of us all along!

WHATS IN THE PACKAGE... (Know What Info to Include in Your Plan)



Make Sure Your Continuity of Operations Accounts for RISK to Your Operations & Eligibility

ning



KEEP IT SHORT & SIMPLE

CRITICAL INFORMATION

Show the Plan!

ers(s) & Communication



RECOVER. RESTORE. REBUILD.
SynergyNDS
Your Resource. Your Advocate. Your Partner.

2. ACCURATE ACCOUNTING OF ALL PROPERTY/ASSETS



Maintain Inventory of all Property/Assets in the Custody of Your Organization.

- Departments should be Required to Provide Updated Inventory List.
- Accurate Replacement Cost Valuation should be Reviewed & Adjusted on an Annual Basis.
- Decisions must be made for Placement of Coverage (or Self-Retained Exposure).
- Understand Potential “GAP” for Budgeting.
- List should include Additional COPE Data Specific to each Property.
- Overall Property Awareness (Usage Viability)

The screenshot displays the simpliCity by SynergyID web application. The top navigation bar includes links for Home, Accounts, Claims, Loss Notifications, Projects, Scopes of Work, SOV-Assets, Daily Reports, Rapid Loss Notices, Marketplace, Claim Notes/Next Ac..., Claim Admin/Project..., Professional Loss Ass..., and Vendor. The main content area shows a table of assets for Victoria Housing Authority. The table has columns for TML ID, Member Name, Location Number, Asset Name, Address1, City, Flood Zone, TML Territory, Construction Type, Year Built, Area (Sq. Ft.), Bldg Value Type Code, Building Limit (Current), and Personal Property Limit (Current). Below the table, there is a summary row for 'Modular Building' and a 'TOT' row.

TML ID	Member Name	Location Number	Asset Name	Address1	City	Flood Zone	TML Territory	Construction Type	Year Built	Area (Sq. Ft.)	Bldg Value Type Code	Building Limit (Current)	Personal Property Limit (Current)
TX-9227	Victoria Housing Authority	076	Duplex 2BR / Units 89-90	1609 Lova Dr	Victoria	X	SC2	Frame	1985	1818	RC		
TX-9227	Victoria Housing Authority	077	Duplex 3BR / Units 91-92	1609 Lova Dr	Victoria	X	SC2	Frame	1985	1726	RC		
TX-9227	Victoria Housing Authority	078	Duplex 1BR / Units 37-38	4101C Halsey St	Victoria	X	SC2	Frame	1985	1338	RC		
TX-9227	Victoria Housing Authority	079	4Plex 1BR / Units 39-42	4101C Halsey St	Victoria	X	SC2	Frame	1985	2720	RC		
TX-9227	Victoria Housing Authority	081	Duplex 1BR / Units 43-44	4101C Halsey St	Victoria	X	SC2	Frame	1985	1338	RC		
TX-9227	Victoria Housing Authority	082	Duplex 1BR / Units 45-46	4202 Halsey St	Victoria	X	SC2	Frame	1985	1338	RC		
TX-9227	Victoria Housing Authority	083	4Plex 1BR / Units 47-50	4202 Halsey St	Victoria	X	SC2	Frame	1985	2720	RC		
TX-9227	Victoria Housing Authority	085	Duplex 2BR / Units 51-52	4202 Halsey St	Victoria	X	SC2	Frame	1985	1650	RC		

NEW	EDIT	VIEW	Modular Building	001006	\$98,000.00	\$0.00
TOT					\$1,408,321.00	\$839,058.00



3. IDENTIFICATION OF CRITICAL ASSETS/LOCATIONS



The PLAN Must Prioritize Essential Functions & Back-Up Options for Each Department (Structure).



- Critical Buildings & Structures to Maintain Operations/Services.
- Purchase Approval & Contract Awards.
- Temp Power Generation & Support.
- Redundant &/or Alternate Methods of Communication.
- Alternate Workspace &/or Location.
- Temporary Rental Structures & Equip.
- Security & Protective Measures.
- Office/Personnel Pack-Out & Relocation.
- Notification & Posted Signage.

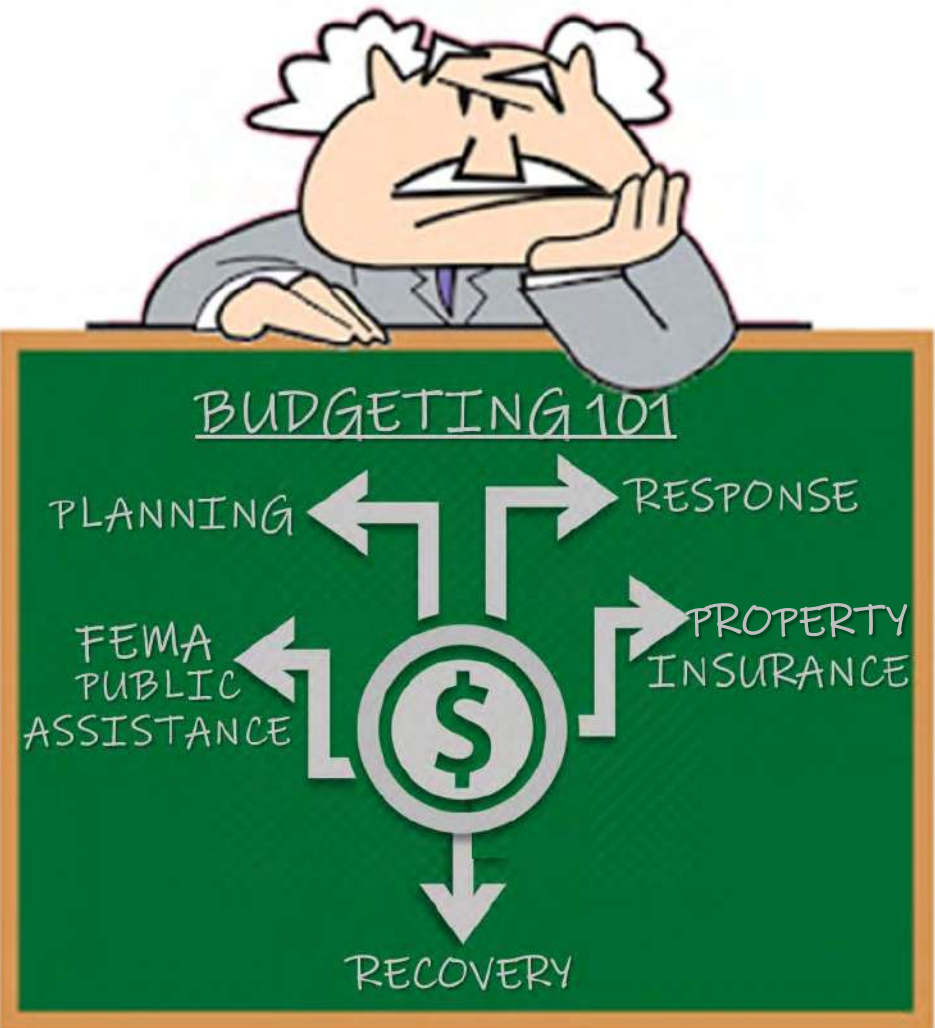


5. BUDGET FOR THE COST OF RECOVERY (Don't Be Surprised)



Understanding the Cost Associated with the Plan & Overall Recovery...

- Extra Expense & Income Loss Associated with Maintaining Operations.
- Additional Payroll Expense.
- Recovery Costs &/or Vendor Retainer Fees
- Office/Personnel Relocation Expense.
- Professional Services & Consultant Fees
- Insurance Deductibles.
- Costs Associated with Uncovered Claims or the Under-Valuation of Property.
- FEMA Cost Share Amounts.



7. EMERGENCY RESPONSE & RECOVERY DIRECTIVES...



KNOW WHAT & WHO YOU NEED BEFORE YOU NEED IT!

Identify Operational Needs for Your Departments & Property Prior to an Incident.

Name	Notes	Address	City/State/Zip	Contact	Phone	Cell	E-mail	Vendor Type	Updated
Housing Authority Services	Contract C15001	40956 State Route 18	Wallington, OH 44090	Robert Williams	330-800-2984		rwilliams@housingauthorities.com	A/E Consultant	11-05-12
Smith & Company	Contract C13013	5312 Alameda Rd	Houston, TX 77004	Terry Smith	713-524-4202		terrysmith@sc-arh.com	A/E Consultant	05-15-13
Southern Surveyors & Engineers		6251 Jefferson	Groves, TX 77619	George Newcome	409-983-2004		george@stet.com	Abatement - Lead, Asbestos	01-01-16
BreathEasy Environmental		2411 Ridgeway Ln	Pearland, TX 77584	Mark Hebert	409-962-3056			Abatement - Lead, Asbestos	05-06-12
Cox Floors & Finishes LLC		PO Box 2024	Tyler, TX 75710		903-815-6406			Abatement - Lead, Asbestos	11-05-12
ERM Consulting Engineers, Inc.		PO Box 1325	Allen, TX 75013		903-534-5001			Abatement - Lead, Asbestos	11-05-12
Farnor & Associates, Inc.		5802 Lawndale	Houston, TX 77017		972-390-8014			Abatement - Lead, Asbestos	11-05-12
NATEC		11133 Shady Trail	Dallas, TX 75229		214-461-8743			Abatement - Lead, Asbestos	11-05-12
NESS Association		PO Box 763550	Dallas, TX 75376		214-371-1707		neil@ness.org	Air Conditioner Sales	11-05-12
Environex, Inc.		10001 Riverton Place, #5	San Antonio, TX 78216	Norma Williams	210-546-0516			Air Duct Cleaning	11-05-12
Friedrich Air Conditioning Co.		6251 Jefferson	Groves, TX 77619	Mark Hebert	409-962-3056			Air duct service	05-22-15
BreathEasy Environmental					409-718-1853			Air Quality	02-06-17
American Chimney & Air Duct Service		2986 County Road 180	Alvin, TX 77511	Mark Simmons	409-783-2514	409-783-2514	Mark.Simmons@SouthernGlobal.net	Appliance Parts	05-14-14
Southern Global Safety Services, Inc.					409-727-6303			Appliance Repair	09-29-15
Bubb's AC & Appliance Parts		1940 11th St.	Port Arthur, TX 77640	Lee Thomas	713-545-2830			Appliances	09-29-15
Lee's Appliance Repair				Daphne Evans	281-932-9558		appliance@lee.com	Appliances	10-07-14
Appliance Warehouse of America		4048 Glaser St.	Groves, TX 77619	Shelia Buffington	409-962-8140		shelia@appliance.com	Appliances	03-29-17
Appliance Warehouse of America		Appliance Park A94-105	Louisville, KY 40225	Steven Paddy	800-782-8075		steven.paddy@usa.com	Appliances	11-09-12
Coburn's				Rasha Miles	800-283-0000 x5952		rasha.miles@usa.com	Appliances	09-11-12
GE Appliances				Luis Naebe	517-870-2237			Appliances	09-29-17
Interline Brands (aka Maintenance USA)		311 E. Vickery	Fort Worth, TX 76104		800-549-4505		interlinebrands.com	Appliances	11-05-17
Morrison Supply Co.		2417 Hegarty Blvd., W5	August, GA 30909	Rick Tippit	817-521-1900			Appliances	03-29-17
Sears Commercial		PO Box 148593	Irvine, TX 75016	Zachary Hapson	800-433-1804		zachary@sears.com	Appliances	05-05-17
Sears Commercial		2120 Selma St.	Fort Worth, TX 76117		800-634-9621 x5		searscommercial.com	Architect/Engineer	09-12-15
Stove Parts Supply Co.		414 N. Peters Road	Knoxville, TN 37922	Adrian Nelson	409-293-8742		adrian@stoveparts.com	Asbestos Abatement	08-26-13
Whirlpool Corporation		8450 Central Mall Drive	Port Arthur, TX 77642	Keith Richard	281-354-7500		keith@whirlpool.com	Asbestos Abatement	05-22-15
JK General Contractors & Construction, LLC		PO Box 8751	Kingwood, TX 77335		409-466-1648		jkgeneralcontractors.com	Asbestos Consulting	11-05-12
Inland Environmental Ltd.				Cyrus Jacobs	409-783-2514	409-783-2514	Mark.Simmons@SouthernGlobal.net	Asbestos Removal Training	02-18-14
Jacobs Construction		2986 County Road 180	Alvin, TX 77511	Mark Simmons	903-815-6406		marksimmons@yahoo.com	Asphalt	04-19-13
Southern Global Safety Services, Inc.		1709 Texoma Dr.	Sherman, TX 75090		409-293-6121			Asphalt & paving	04-19-13
Den Cox				Tim Slaughter	409-856-8925			Asphalt & paving	04-19-13
Imperial Enterprises		725 Dunnington Ln	Beaumont, TX		409-406-4539	409-406-4539	imperialenterprises.com	Asphalt & paving	02-06-17
Affordable Asphalt Paving		305 E. Elgin St.	Beaumont, TX	Delester Brister	409-806-7257		delester@affordableasphalt.com	Asphalt/Pavement	09-12-17
DB Asphalt Paving		655 Langham Rd.	Beaumont, TX				alan.kitchen@cohnfrick.com	Auditing Services	05-28-12
LD Construction					704-332-9100		mike@ld1958@gmail.com	Auto Maint. & Repair	02-12-17
DB Asphalt Paving	Contract C12010	525 North Tryon St., #10	Charlotte, NC 27202	Alan Kitchen	770-912-5260				
CohnFrick		1677 Old Spring House Ln	Dunwoody, GA 30338		409-982-5230				
Willard M. Wade		4403 Proctor St.	Port Arthur, TX 77642						
Boone's Automotive									

Identify Active Vendor Lists that Your Group has Experience with and Historical Contracting Relationships/Pricing.

- ✓ Power Generation & Fuel
- ✓ Redundant &/or Alternate Communication Platforms
- ✓ Debris Removal Contractors
- ✓ Security Services & Fencing
- ✓ Emergency Demo & Restoration Contractors
- ✓ Temporary Roofing Systems & HVAC
- ✓ Portable Bldgs & Equipment Rentals
- ✓ Packout & Relocation Services
- ✓ Professional Services Agreements (Inspectors, Engineers & Industrial Hygienist)



Preparing for Natural Disasters and Emergencies

Guidance from your Risk Pool

Post Catastrophic Event or Flood Response Checklist

In an effort to minimize damage and considered as soon as conditions reduce and/or control the extent of member must remain cognizant of the hazards. The list is not intended

- ☐ Secure the site to prevent unauthorized access.
- ☐ Organize and prepare emergency response. Employees are provided with necessary personal protective equipment.
- ☐ Perform an immediate damage assessment.
- ☐ Clear debris from storm drainage area.
- ☐ Identify and "mark" any structural damage consistent.
- ☐ Ensure utilities are intact and safe.
- ☐ Visually assess any open buried distribution systems.
- ☐ Separate damaged material from undamaged.
- ☐ Cover or protect material that cannot be moved.
- ☐ Remove carpet and dry out.
- ☐ Assess temporary and permanent damage. Should be properly protected and contacted for information related to the damage.
- ☐ Provide equipment such as pumps, generators, etc.
- ☐ Keep track of all expenses, including and/or overtime hours worked.
- ☐ Take photos of damaged property.
- ☐ Keep small sample of damaged material.
- ☐ Safeguard and protect important documents.
- ☐ Remove perishable foods from refrigerators unless facility has backup power (generator).



Home » Policy » Legal Research » Tools

EMERGENCY MANAGEMENT

ARTICLES/MEMOS

- [FEMA 2020 Hurricane Preparedness](#)
- [Emergency Management](#)
- [EEOC Guidance: Pandemic](#)
- [Disaster Recovery Mitigation](#)

EXAMPLE DOCUMENTS

DISASTER MANAGEMENT

- [Annex U - Legal \(PDF\)](#)

DECLARATIONS

- [Declaration of Public Health Emergency by City \(PDF\)](#)
- [Declaration of Disaster - Public Health Emergency by County \(PDF\)](#)
- [Declaration Continuing State of Local Disaster \(DOC\)](#)
- [Declaration Controlling Wage, Price and Rent \(PDF\)](#)
- [Declaration of Local Disaster \(DOC\)](#)
- [Declaration of Necessity - Water and Sewer Disconnect \(DOC\)](#)
- [Declaration of Necessity - Water and Sewer Disconnect with Notice \(DOC\)](#)



LOCAL OFFICIALS:

STP

Stronger, Together Podcast

Educating members through key legal issues and P

TMLIRP

- ✓ Your Resource,
- ✓ Your Advocate,
- ✓ Your Partner!



Preparing for
Natural
Disasters and
Emergencies

CRITICAL INFORMATION
KEEP IT SHORT & SIMPLE



Provided by
Texas Municipal League Intergovernmental Risk Pool
Loss Prevention Department | www.tmlipr.org | 800-537-6655

- ☐ Recognize Hazards that Pose Real Risk to Your Organization.
- ☐ Understand Insurance & the Different Coverage Forms.
- ☐ Identify Critical Structures & Services to Maintain Operations.
- ☐ Know WHO & WHAT You Need Before You Need It.
- ☐ Develop & Update the PLAN.
- ☐ KISS Approach (Cliff Note Style).



RECOVER. RESTORE. REBUILD.
SynergyNDS
Your Resource. Your Advocate. Your Partner.

KISS FORMAT Putting It All Together (Cliff Note Style)



COOP WORKSHEET BY BUILDING

BUILDING/LOCATION #	City Hall 001-001
DEPARTMENT	Administration
CRITICAL ASSET (1-5)	1 = Essential
FLOOD ZONE	SFHA AE

INSURANCE COVERAGE

SCHEDULED VALUE: Building	\$1,500,000.00	SCHEDULE
INSURANCE: Property & Casualty	TMLIRP	INSURANCE
INSURANCE: Flood Primary/Limits	NFIP \$500k	INSURANCE
INS DEDUCTIBLE: P&C	\$500.00	INS DEDUCTIBLE
INS DEDUCTIBLE: Flood (Primary)	\$1,250.00	INS DEDUCTIBLE

COVERAGE ENDORSEMENTS

EXTRA EXPENSE	\$50,000.00	BUSINESS
ORDINANCE & LAW	Included in Limits	PROPERTY
VALUABLE PAPER	\$10,000.00	SIGNS
OTHER:	\$0.00	OTHER

RISK ANALYSIS (Vulnerability)

WINDSTORM: Named Storm	High/Severe	CYBER
WINDSTORM: Tornado	Moderate/Severe	POWER
WINDSTORM: Hail	High/Low	SECURITY
WINDSTORM: Winter/Ice	Low/Moderate	PAND
FLOOD WATERS	High/Significant	OTHER

TEAM LEAD & SUPPORT (Documentation)

TEAM LEAD: Coordinator	Person 1	SUPPORT
SUPPORT: HR/Risk Management	Person 3	SUPPORT

DAMAGE ASSESSMENT (Workflow Description)

Public Works responsible to coordinate initial damage assessment once all clear is given by Fire Chief. PW to roll-up reporting to EOC. PW to utilize Ride-Out Personnel provided by SynergyNDS to perform Assessments on Insured Buildings/Structures as part of TML offered TurnKey Recovery Program. Field Reports will be distributed to City Leadership/Departments immediately upon completion. Field Reports are also provided automatically to TML Claims Department as part of initial claim notification. TML Claim Rep will followup with designated City Contact on Coverage & applicable Next Actions.

LOGISTICS FOR OPERATIONAL RESUMPTION

PW to coordinate fuel top-off and additional deliveries direct with Vendor for Stand-By Generator. Fire Chief has sat-phone to communicate with external groups if cell service is disrupted. Police Chief will communicate with Verizon for COW System if needed and available. IT will have BGAN Terminal Unit avail to support critical internet accessibility if connectivity is impacted. Community Center is Option 1 to stand-up essential City Hall functions for Public Accessibility if building sustains damages that would present a public health or safety concern (as evaluated by Building Official). SynergyNDS to provide portable building solutions for setup at a location TBD if necessary. IT will self perform and coordinate with Vendors any temporary relocation of assets & hardware required for operational resumption (Internal or External Location). PIO will communicate to Public, if necessary, any changes to City Hall Operations &/or Operating Hours.

EMERGENCY RESPONSE & STABILIZATION DIRECTIVES

PW & Building Official will coordinate with SynergyNDS under the approved TML offered TurnKey Recovery Program for all services that are scheduled for TMLIRP Coverage and will be paid direct by the Risk Pool. All services otherwise not part of an approved TMLIRP Coverage Form will need to follow current Citywide procurement process managed through Purchasing Department. City Manager to engage TMLIRP TurnKey Recovery Program Election Form once services provided by SynergyNDS are approved by TML for applicable coverage application.

OTHER NOTES

City Hall has had a previous hail loss claim with TMLIRP and used BEST Roofing Program to procure subcontractors and repairs.

READY = PLANNING, RESPONSE & RECOVERY



LET'S GET READY

BEFORE, DURING & AFTER THE LOSS
(Specific to Insured Property)

DURING The Loss

- ☐ Channel the PLAN
- ☐ Adjust Response as Dictated by the Situation
- ☐ Prepare to Hit the Ground Running
- ☐ Communication (Internal/External)



DISASTER

recovery

**MAY THE
FORCE
BE WITH
YOU**



RECOVER. RESTORE. REBUILD.
SynergyNDS
Your Resource. Your Advocate. Your Partner.



The PLAN will be Counted On to Provide Guidance Necessary to Respond to the Hazard (Event) & Mitigate the Risk.

- Follow the PLAN.
- Have Situational Awareness Specific to Your Property & Assets.
- Communicate & Stay-in-Touch with Personnel & Stakeholders.
- Safety of Your Personnel Takes Precedent Over the Plan.
- Ensure Proper Supplies & Equipment ready to go to Ride-Out the Hazard.
- Document Activities & Costs.

TRACK THE DEVELOPMENT OF THE HAZARD (Status)



TMLIRP Alert Level 5: High

Tornado Outbreak Update & Follow Up



8:00 AM CST, Tuesday March 22, 2022

Overview:

Areas of Central and North Texas experienced the effects of several tornadoes that touched down yesterday afternoon/evening from Austin up to the Texas/Oklahoma border. A Tornado Watch is in effect until 2 p.m. today for parts of Central and Eastern Texas.

Areas under a Tornado Watch are expected to see high winds of 58 MPH or higher in addition to severe thunderstorms.

TMLIRP provides immediate response/recovery services & claim support to Members that have sustained damages. For immediate support, contact TMLIRP at 800-537-6655.

Call 800-537-6655
to contact the TMLIRP Claims Hotline

Alert Discussion:

- Areas of Central and North Texas experienced the effects of several tornadoes that touched down yesterday afternoon/evening from Austin up to the Texas/Oklahoma border.
- A Tornado Watch is in effect until 2 p.m. today for parts of Central and Eastern Texas.
- The tornadoes have already caused damage to multiple homes and buildings in the affected areas.
- Uprooted trees blocking roadways and damage to vehicles have been reported.
- Minor power outages have been reported in Northern and Central Texas counties.

Storm Imagery (Courtesy <https://www.kxan.com/> and <https://www.spc.noaa.gov/>):



Warnings & Advisories:

A Tornado Watch is in Effect From Now Until 8:00 AM Tuesday For The Following Areas:

AUSTIN, BRAZORIA, BRAZOS, BURLESON, CHAMBERS, COLORADO, DEWITT, FAYETTE, FORT BEND, GALVESTON, GONZALES, GRIMES, HARRIS, HOUSTON, LAVACA, LEE, LIBERTY, MADISON, MONTGOMERY, POLK, SAN JACINTO, TRINITY, WALKER, WALLER, WASHINGTON, WHARTON

A Tornado Watch is in Effect From Now Until 2:00 PM Tuesday For The Following Areas:

HARDIN, JASPER, JEFFERSON, NEWTON, ORANGE, SABINE, TYLER

Next Actions:

1. Members need to report all damages to property covered by TMLIRP immediately in order to expedite the claim process and expedite recovery once conditions are safe to do so.
2. TMLIRP is assigning damage assessment personnel and adjusters to your location as necessary to document damages, identify scopes of work & reserve anticipated claim funds.
3. Please take pictures or video of damaged structures and preserve anything that might assist TMLIRP in adjusting the claim. If necessary, emergency repairs and steps to prevent further damage to assets is allowed, as long as the damaged items are properly documented. If you have questions, please contact your TMLIRP adjuster for approval/more information.

- Hazards & Ensuing Risk are Fluid.
- Monitor Status & Changing Conditions.
- Take Advantage of Different Sourcing Updates & Notifications.
- Information from Trusted Sources are Invaluable to Supporting Real-Time Decision Making.



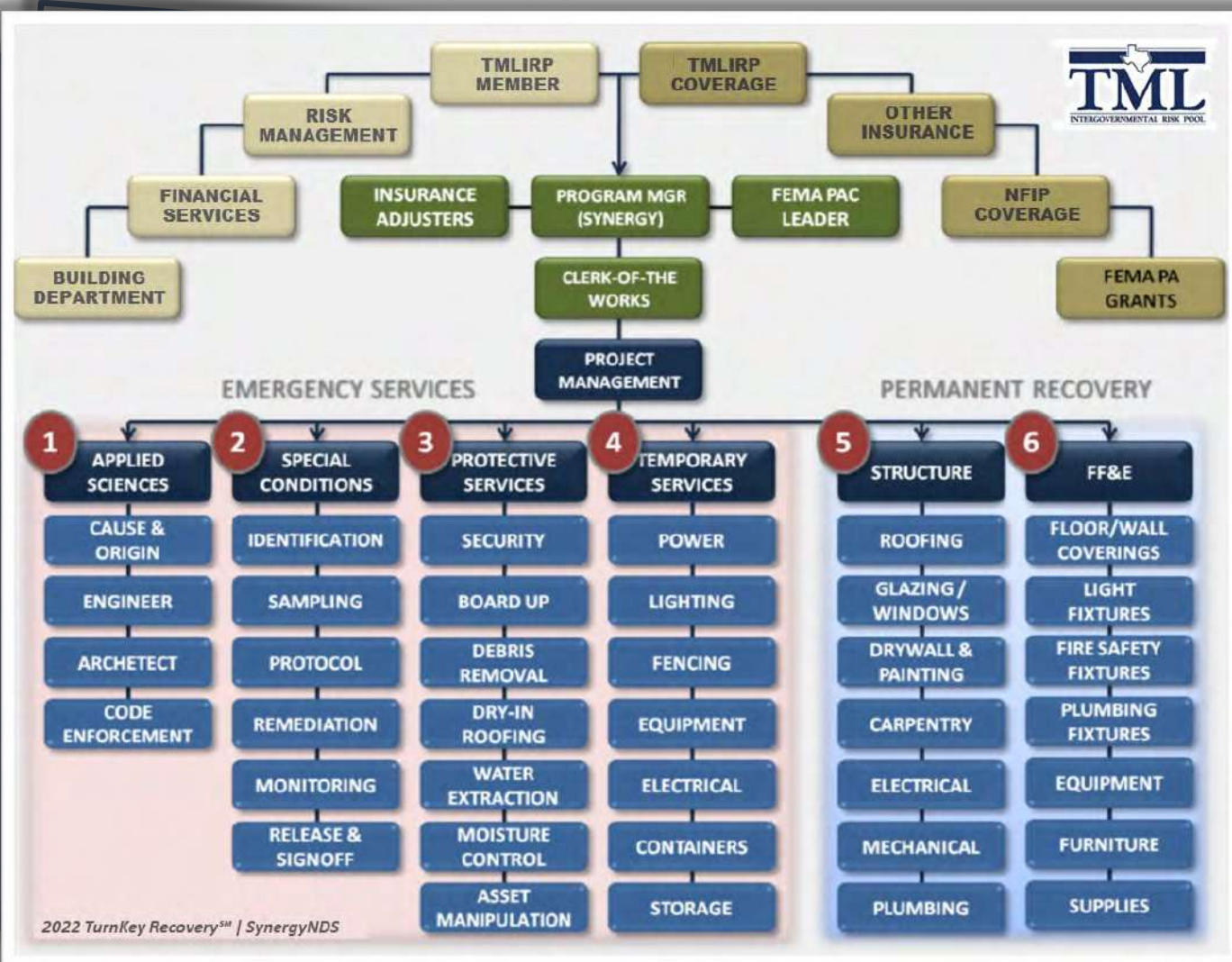
Recover. Restore. Rebuild.
SynergyNDS
Your Resource. Your Advocate. Your Partner.

Every Hazard Will Have its Own Unique Set of Circumstances & RISK on how it can Impact Your Organization.



- Trust the Plan (Discipline)
- Plan to Adjust Given what the Situation Calls For.
- Expect the Landscape to Change & Present Challenges Not Necessary Outlined in the Plan.
- Monitor/React to how the Hazard is Impacting Your Property & Assets (if safe to do so).
- Work the Fundamentals of the Plan.
- Collaborate and Reach-Out to Other Organizations or Stakeholders for Support.
- **TEAM-Work**
(Together Everyone Achieves Mitigation)

PREPARE TO HIT THE GROUND RUNNING...



- Review Safety & Procedural Check Lists.
- Have Go-Kits Ready for Distribution to Field Personnel.
- Assemble Handouts & Printed Materials in Support of Responding to the Hazard.
- Prep Organizational Charts & Workflow Documents to Help Provide Overall Guidance.





BEFORE, DURING & AFTER THE STORM

(Loss Prevention / Employee Safety)

- ☐ **Proactive preparation for employees to evacuate and return**
 - Emergency phone numbers
 - Governmental entity identification
 - Communication of roadway conditions
 - Lodging
- ☐ **Move vehicles and mobile equipment to “high ground”**
 - Consistent cause of loss
 - Proactively identify locations before storm approaches & plan for the move
 - Make sure fuel will be available
- ☐ **Electrical Safety concerns**
 - Downed powerlines
 - Generators (electricians, backfeed, proper connections, carbon monoxide)
 - Licensed electricians or electrical training.
- ☐ **Training on Machinery or Equipment**
 - Rental equipment or equipment not normally used
 - Chainsaws
 - Boats
- ☐ **Avoid Fatigue and Complacency**
 - Stress
 - Lack of sleep
 - Anxiety
 - Separation from family
- ☐ **Prepare for Communications issues**
 - Cell phone service
 - WiFi

- Proactive Preparation (Evacuation & Return)
- Relocate Vehicles & Mobile Equipment
- Identify Electrical Hazards (downed Power Lines)
- Training on Machinery & Equipment (Rental Equip, etc)
- Avoid Response & Recovery Overload



- Response & Recovery starts with Effective Communication.
- Include all Stakeholders and Involved Parties (ie: TMLIRP).
- Public Information Officer (PIO) should Lead the Narrative with all Public Information Release(s).
- Craft a Narrative that is On-Point, Influences Public Opinion/Call to Action & Conveys Your Organization's Ability to Successfully Address the Hazard.

READY = PLANNING, RESPONSE & RECOVERY



LET'S GET READY

BEFORE, DURING & AFTER THE HAZARD
(Specific to Insured Property)

AFTER The Loss

- ☐ Assessment of Property Damage
- ☐ Claim Process & Reporting 101
- ☐ Making \$ense of FEMA.
- ☐ TurnKey RecoverySM Program



PROTECT Your Personnel & Volunteers. They are Your Most Valuable Resource!



- Safeguarding Personnel During Activities & Recovery Operations Should Be the #1 Priority.
- Recognize that Most Post-Hazard Activities may be Very Different from their Daily Duties/Assignments.
- Unfamiliar Tasks can Potentially Expose additional RISK to your Team(s).
- Prepare to Provide Training & Instructions for Recovery Activities and Use of Equipment.
- Enforce Proper Attire, PPE & Hydration.
- Check-Up & Communicate throughout the WorkDay.

TMLIRP Loss Prevention Team is Your Resource for additional TIPS & Questions!

Post Catastrophic Event or Flood Response Checklist

In an effort to minimize damage as a result of flooding or catastrophic events, preventative actions should be considered as soon as conditions allow. The following are examples of mitigation efforts members may take to reduce and/or control the extent of losses. Employee safety should be a priority during these efforts and the member must remain cognizant that personnel may be asked to perform tasks where they are unfamiliar with the hazards. The list is not intended to be all inclusive, but should be used as a guide for initial response.

- ☐ Secure the site to prevent unauthorized entry.
- ☐ Organize and prepare emergency crews for salvage and initial cleaning operations. Make sure employees are provided with an orientation that addresses hazards and exposures that may affect them. Necessary personal protective equipment and proper tools/equipment should also be provided.
- ☐ Perform an immediate damage assessment of each structure to ensure the structure is safe to be entered.
- ☐ Clear debris from storm drains, floor and/or roof drains that may impede drainage from an impacted area.
- ☐ Identify and "mark" any structures that are in danger of collapse. Process for "marking" should be consistent.
- ☐ Ensure utilities are intact and do not create a hazard for crews entering the structure.
- ☐ Visually assess any open bus bars, conductors, and exposed insulators before restarting main electrical distribution systems.
- ☐ Separate damaged materials from undamaged materials so moisture does not create additional damage.
- ☐ Cover or protect material that may be damaged from further exposure.
- ☐ Remove carpet and dry out floors to prevent mold.
- ☐ Assess temporary and permanent repairs to roofs to prevent further damage. Personnel accessing roofs should be properly protected against potential fall hazards. TMLIRP's Property Claims Department can be contacted for information related to temporary roof repairs.
- ☐ Provide equipment such as wet vacuums to clean and dry out wet areas.
- ☐ Keep track of all expenses, including receipts for material/supply purchases and for equipment rentals and/or overtime hours worked by employees repairing property.
- ☐ Take photos of damaged property.
- ☐ Keep small sample of damaged property, such as carpet pieces.
- ☐ Safeguard and protect important documents.
- ☐ Remove perishable foods from refrigerators unless facility has backup power (generator).

MINIMIZE SECONDARY DAMAGES (COSTS)

Focus Immediate Efforts on Assessments & Stabilization of Property to Protect Public Health & Safety (& Property).

- Do Not Enter Buildings or Stand Near Structures that do not appear Structurally Safe or Pose a Possible Environmental Risk.
- Conduct Damage Assessments on all Your Property (with Photos).
- Determine Condition of Property & Functionality for Next Actions.
- Provide Timely Reporting to all Stakeholders (ie: TMLIRP).

Preparing for Natural Disasters and Emergencies

Guidance from your Risk Pool

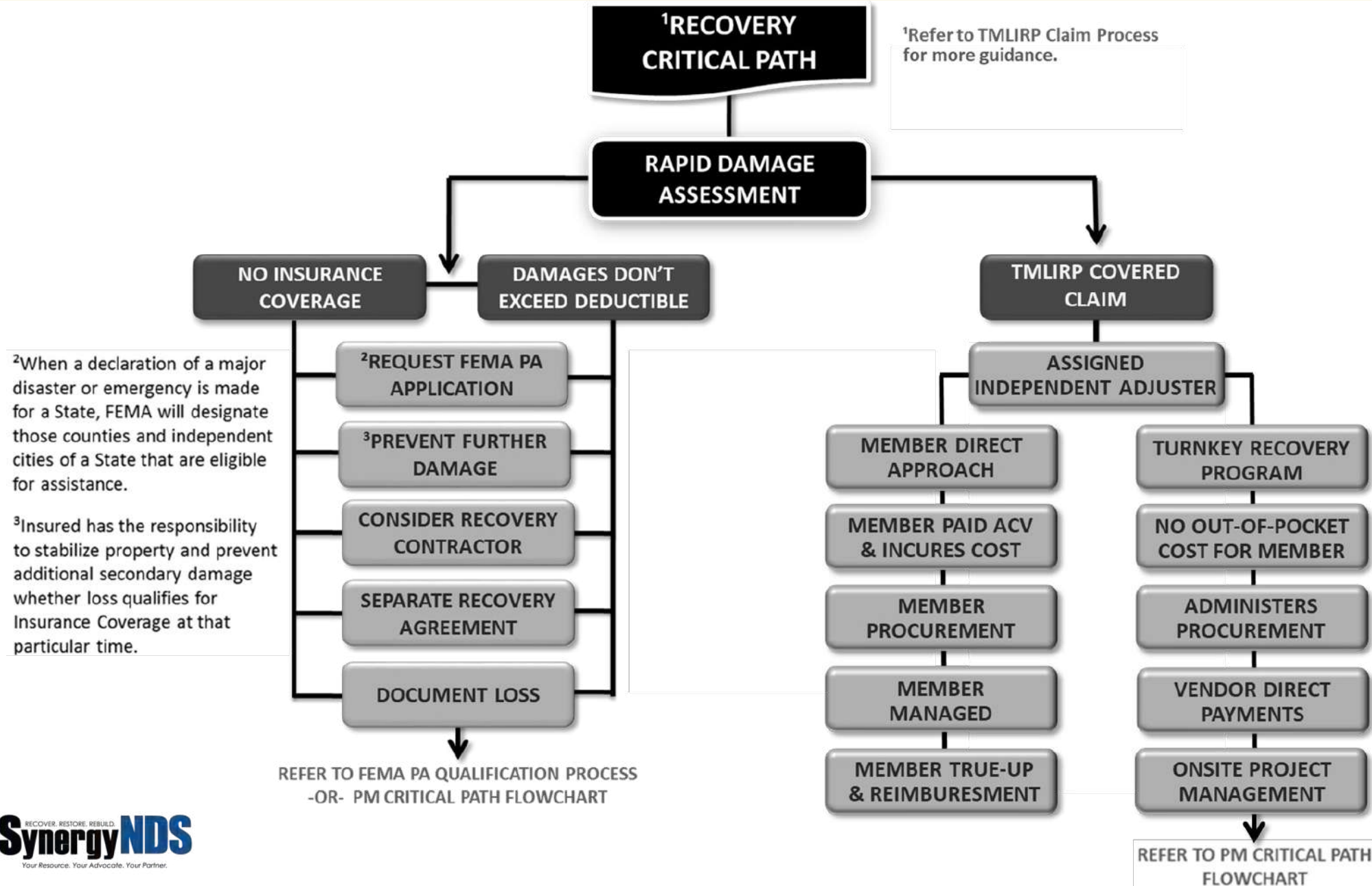


Provided by

Texas Municipal League Intergovernmental Risk Pool
Loss Prevention Department | www.tmlipr.org | 800-537-6655

1. Safety Protocols & Initiatives
2. Damage Assessment
3. Reporting (Stakeholders & TMLIRP)
4. Claim Notification & Process
5. Stabilization & Protective Services (Emergency Services)
6. Scope Development & Procurement
7. Build-Back (Permanent Repairs)
8. Project Closeout

RECOVERY CRITICAL PATH: Assessment, Claims & Mitigation



WARNING!

NOT RIGHT - BUT NOT WRONG

Initial IA XACTIMATE Estimate is Just That... an ESTIMATE!

- Independent Adjuster will Provide a Preliminary Scope with Estimated Costs of Repairs.
- Xactimate Estimate is the FIRST STEP Required for Your Coverage Provider to Substantiate a Claim & Expedite Initial Upfront ACV Payment.
- Member Procures Repairs through Applicable Procurement Process & Shares Info with Coverage Team.
- Complete Like/Kind Repairs returning the Property to Pre-Hazard Conditions (in accordance with Code).
- Follow-Up with Coverage Provider to TRUE-UP Final Scope , Coverage Adjudication & Actual Reimbursable Repair Costs.

CL 33759

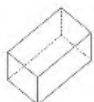


Subroom 2: Hallway

LxWxH 11' 1" x 7' 4" x 7' 6"

276.25 SF Walls	81.28 SF Ceiling
357.53 SF Walls & Ceiling	81.28 SF Floor
9.03 SY Flooring	36.83 LF Floor Perimeter
83.13 SF Long Wall	55.00 SF Short Wall
36.83 LF Ceil. Perimeter	

DESCRIPTION	QUANTITY	UNIT PRICE	TAX	O&P	RCV	DEPREC.	ACV
534. Batt insulation - 10" - R30 - paper faced	208.90 SF	1.16	0.00	48.46	290.78	(29.07)	261.71
535. R&R Suspended ceiling grid - 2' x 4'	208.90 SF	1.41	0.00	58.90	353.45	(0.00)	353.45
536. Suspended ceiling tile - 2' x 4'	208.90 SF	1.49	0.00	62.26	373.52	(56.03)	317.49
545. Detach & Reset Heat/AC register - Mechanically attached	1.00 EA	12.41	0.00	2.48	14.89	(0.00)	14.89
537. 1/2" drywall - hung, taped, ready for texture	20.00 SF	1.51	0.00	6.04	36.24	(0.00)	36.24
539. Texture drywall - smooth / skim coat	90.00 SF	0.94	0.00	16.92	101.52	(0.00)	101.52
538. Drywall Installer / Finisher - Additional labor costs*	1.00 HR	66.03	0.00	13.20	79.23	(0.00)	79.23
544. Paneling	748.75 SF	2.26	0.00	338.44	2,030.62	(507.67)	1,522.95
542. Cove base molding - rubber or vinyl, 6" high	74.87 LF	3.35	0.00	50.16	300.97	(45.14)	255.83
543. R&R Tile - vinyl composition - High grade	208.90 SF	3.12	0.00	130.36	782.13	(158.67)	623.46
Totals: Hallway 3			0.00	727.22	4,363.35	796.58	3,566.77



Hallway 4

LxWxH 34' 7" x 4' 8" x 7' 6"

553.75 SF Walls	161.39 SF Ceiling
715.14 SF Walls & Ceiling	161.39 SF Floor
17.93 SY Flooring	73.83 LF Floor Perimeter
259.37 SF Long Wall	35.00 SF Short Wall
73.83 LF Ceil. Perimeter	

Missing Wall - Goes to Floor/Ceiling

4' 8" X 7' 6"

Opens into Exterior

DESCRIPTION	QUANTITY	UNIT PRICE	TAX	O&P	RCV	DEPREC.	ACV
548. Batt insulation - 10" - R30 - paper faced	161.39 SF	1.16	0.00	37.44	224.65	(22.46)	202.19
549. R&R Suspended ceiling grid - 2' x 4'	161.39 SF	1.41	0.00	45.50	273.06	(0.00)	273.06
550. Suspended ceiling tile - 2' x 4'	161.39 SF	1.49	0.00	48.10	288.57	(43.29)	245.28
552. 1/2" drywall - hung, taped, ready for texture	20.00 SF	1.51	0.00	6.04	36.24	(0.00)	36.24

FUNDING OF LAST RESORT

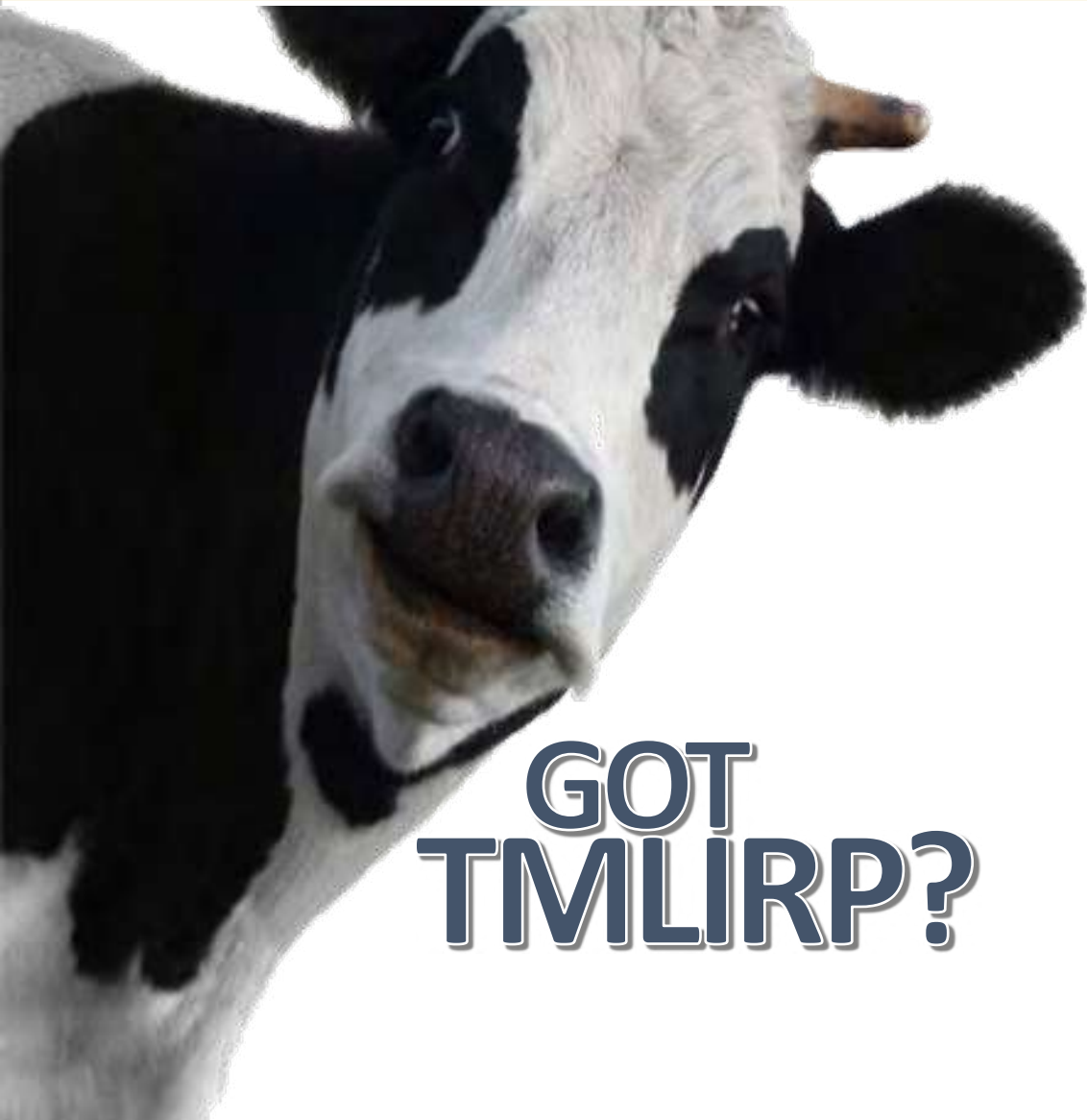
After a Declared Event, Public Entities may Qualify for FEMA Funding to Assist with their Recovery Effort.

- Title 44 of the Code of Federal Regulations (44 CFR) sets forth the Administrative Requirements, Policies and Procedures that Govern the FEMA PA Program.
- Each Declared Event can have its own Unique set of Circumstances that can Affect Conditions of Eligibility.
- Insurance is the Primary Source of Funding (NOT FEMA) on all Scheduled Property Damaged by a Covered Peril.
- Applicants should Adhere & Make Decisions Based on their Own Recovery Procedures & COOP Plans, regardless of whether 3rd Party Funding (Insurance or FEMA) is Available.
- FEMA can ***Giveth & Taketh*** based on Final CloseOut Audits (**Deobligations**).

FEMA PA Unfortunately is Not a Perfect Process; Don't Compound It By Putting Your Organization in a Position to Fail!



- Follow Specific Federal Procurement Requirements.
- Work Closely with Your Coverage Providers to True-Up Claims & Reimbursable Expenses.
- Must Avoid Duplication of Benefits.
- Record Keeping & Documentation!
- Don't Try to "Beat-the-System."
- There is Never Really Free Money!



**GOT
TMLIRP?**

Response & Recovery can be an Arduous Process:

- Navigating Insurance Coverages & Claim Documentation.
- Financial Exposure.
- Procurement & Contract Awards.
- Vendor & Project Management.
- Repair Process.
- FEMA.

✓ Check Out TMLIRP Offered Programs to Support Your Needs.

- **Member Elected Programs Make the Claim & Recovery Process more Simplified.**
- Expedites Overall Response & Recovery while Greatly Reducing Members Financial Exposure.
- Programs Enhance & Adds Capacity to Member's Ability to Recover Timely.
- Minimizes Delays & Unnecessary Out-of-Pocket Costs.
- Promotes Claim & FEMA Transparency & Accountability.

***BETTER
STRONGER
FASTER***



BETTER, STRONGER & FASTER...

TMLIRP ROOFING PROGRAM - BEST

Building Envelope Systems Team

Member Service Driven

The Risk Pool consistent with its mission to function as a Member service value driven organization encourages all of its members to utilize the Building Envelope Systems Team program (BEST). The program strives to provide members with a one-stop shop for building envelope repairs which enhance roofing performance, hail resistance, energy efficiency and reduced maintenance costs. **This program is available for a covered loss.**

Key Points to the BEST Program

- ✓ All consultant costs are borne by TMLIRP
- ✓ The Member retains choice as to procurement method:
 - RFP
 - Selected buying cooperative
- ✓ Member chooses roofing system replacement
- ✓ No additional out of pocket expenses without Member notification

Contact
TMLIRP Claims for more information
512-491-2426
800-537-6655

What BEST Does for the Member

- ✓ Reviews all Independent Adjuster estimates for accuracy as to scope and price
- ✓ Reviews current roofing system
- ✓ Assesses Member's current roofing needs
- ✓ Recommends roofing system based on Member needs considering:
 - Improved hail resistance
 - Improved energy efficiency
 - Lower maintenance costs
 - Warranty.
- ✓ Manages Procurement Process
- ✓ Manages Pre-construction Process
- ✓ Oversees Construction Process
- ✓ Finalizes completion of job
- ✓ Member satisfaction
- ✓ Coordinates deliverables specifications and Member.

TMLIRP

Enhanced Property Damage Recovery Program

Member Service Driven

In response to property damage recovery needs of our Members, TMLIRP partnered with SynergyNDS, Inc. and the steps needed to stabilize and repair the property. It also provides members with access to the **Synergy Turnkey Recovery Program**. This program provides world-class disaster response solutions allowing quicker building stabilization and recovery getting members back to operational capacity sooner. Members can focus on their community's needs as their recovery proceeds. **Program available for a covered loss.**

How the Program Works?

- TMLIRP engages Synergy to evaluate damages and provide solutions
 - ✓ Member chooses to engage Synergy Turnkey in accordance with procurement laws.
 - ✓ Synergy manages all aspects of project for member and member focuses on citizens.
 - ✓ Cost of program is paid through claims cost
 - ✓ No additional out of pocket expenses without written Member notification
 - ✓ Synergy works directly with TMLIRP claims adjusters
- Members have a vetted

What Turnkey Program Does for the Member

- ✓ Rapid Loss Notification/Damage Assessments
- ✓ Mitigation & Stabilization
- ✓ Dedicated Project Management
- ✓ Defines Project Scope
- ✓ Project Procurement
- ✓ Project Management
- ✓ Claims Management & Loss Recovery Software
- ✓ Post-Recovery Support

make it easy



TMLIRP recently provided a comprehensive training program on...
A five-part recording of the training is available at <https://www.tmlirp.org>

Catastrophe Response

800.537.6655 | tmlirp.org | STRONGER TOGETHER

Catastrophe Response

800.537.6655 | tmlirp.org | Stronger Together



RECOVER. RESTORE. REBUILD.
SynergyNDS
Your Resource. Your Advocate. Your Partner.



TMLIRP

Enhanced Property Damage Recovery Program

Member Service Driven

In response to property damage recovery needs of our Members, TMLIRP partnered with SynergyNDS, Inc. ("SynergyNDS"). This partnership allows TMLIRP and its Members to quickly and accurately identify damaged property and the steps needed to stabilize and repair the property. It also provides members with access to the **Synergy Turnkey Recovery Program**. This program provides world-class disaster response solutions allowing quicker building stabilization and recovery getting members back to operational capacity sooner. Members can focus on their community's needs as their recovery proceeds. **Program available for a covered loss.**

How the Program Works?

- ✓ TMLIRP engages Synergy to evaluate damages and provide solutions
- ✓ Member chooses to engage Synergy Turnkey in accordance with procurement laws.
- ✓ Synergy manages all aspects of project for member and member focuses on citizens.
- ✓ Cost of program is paid through claims cost
- ✓ No additional out of pocket expenses without written Member notification
- ✓ Synergy works directly with TMLIRP claims adjusters
- ✓ Ensures members have a vetted contractor
- ✓ Proven track record

What Turnkey Program Does for the Member

- ✓ Rapid Loss Notification/Damage Assessments
- ✓ Mitigation & Stabilization
- ✓ Dedicated Project Management
- ✓ Defines Project Scope
- ✓ Project Procurement
- ✓ Project Management
- ✓ Claims Management & Loss Recovery Software
- ✓ Post-Recovery Support

Contact **TMLIRP Claims**
(512) 491-2426



Catastrophe Response

800.537.6655 | tmlirp.org | Stronger Together

Public Service | Fiscal Responsibility | Operational Excellence | Integrity

- Managed Direct Repair Program.
- Expedites Response & Recovery.
- Upfront Material Deposits and Invoices Paid Direct to Contractors.
- Project Managers Work as an Extension of Member's Staff.
- Incorporates Members Existing Contractor Relationships & Adds Additional Capacity.
- Reduces Member's Financial Burden that can be Associated with a Loss.
- Greater Transparency helps Control Overall Claim Cost.
- Available on Daily Claims & CAT Losses.
- Insurance Managed Repair Program Meets FEMA PA Eligibility Criteria.



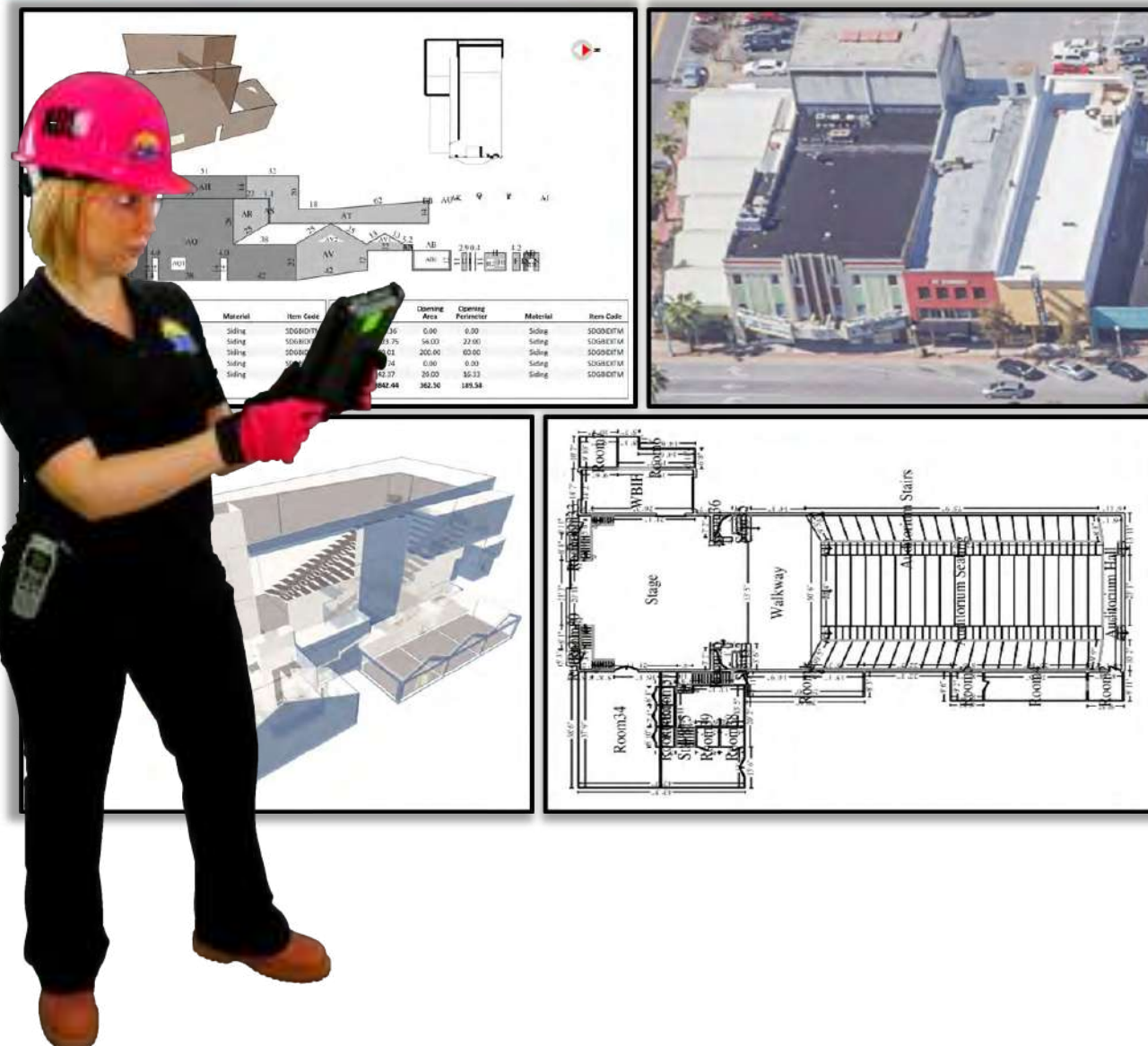
TURNKEY RECOVERYSM | Basic Workflow Example...

- 1) Claim Referred to SynergyNDS
- 2) Member Elects to Engage TurnKey RecoverySM Program
- 3) Rapid Damage Assessment (TrackDownSM Mobile Application)
- 4) Matterport Virtual Scan (Initial Assessment Visit)
- 5) Technical Assignment(s) & Review with all Involved Parties
(C&O, IH, Engineer, IA & Desk Adjuster)
- 6) Necessary Stabilization Services (Protective Measures)
- 7) Mitigation & Selective Demo Services (Restore vs Replace)
- 8) 2nd Matterport Scan (Post Mitigation/Demo)
- 9) Comprehensive Scope Development (Review with all Parties)
- 10) Build-Back Procurement (IFB Solicitation & Contracting Awards)
- 11) Permitting & Reconstruction Phase
- 12) Ongoing PM & Project Closeout (Final Matterport Scan)

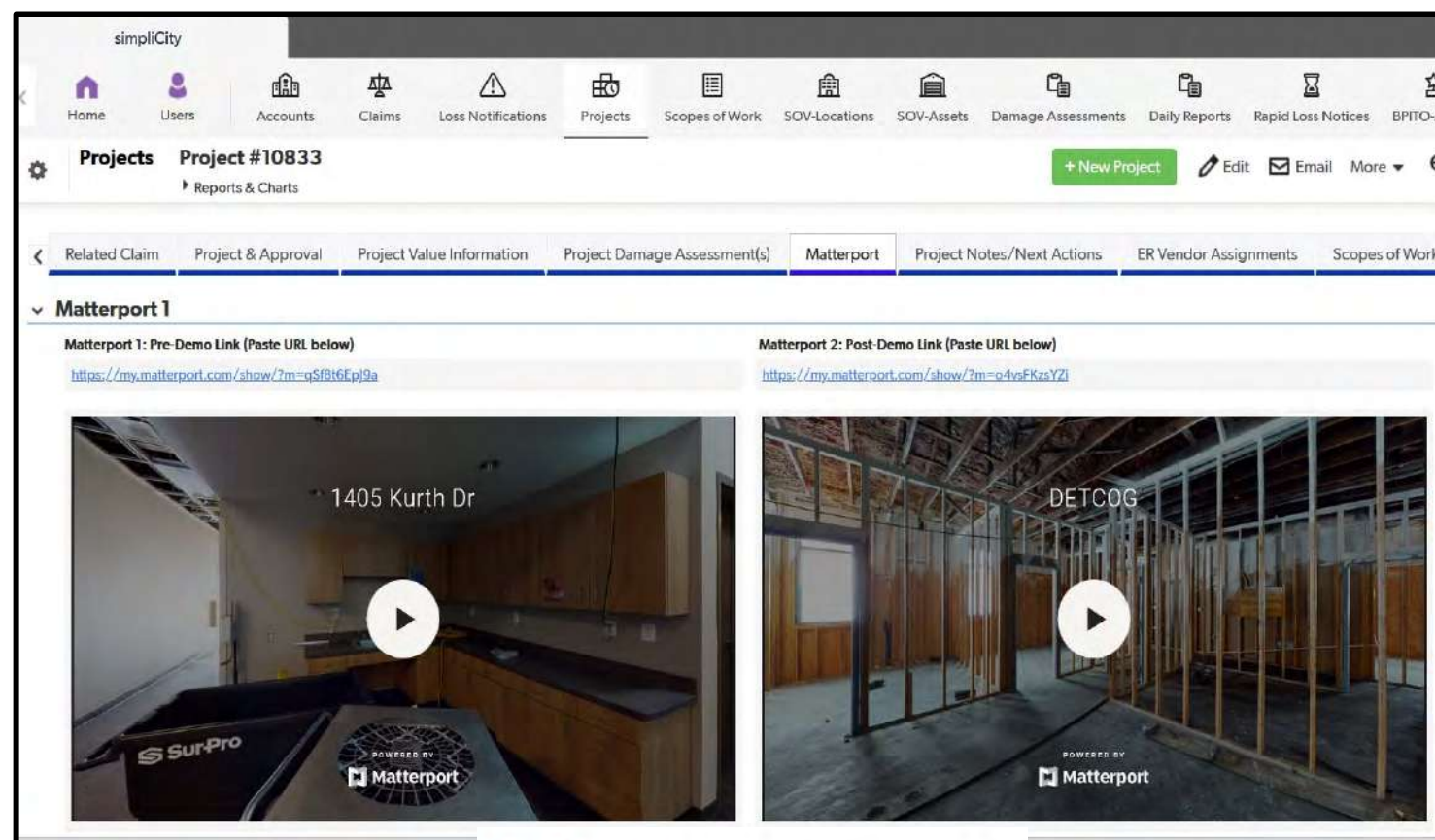


Damage Assessment & Scoping Expertise.

- Technology & Real-Time Reporting Improves Assessment of Damage.
- Detailed Scopes Capture Current Condition of Building & Like/Kind Repairs.
- Accurate Reporting Earns Members Trust & Overall Confidence in the TMLIRP Program.
- Program Transparency Minimizes Disputes.



Matterport Integration with SimpliCitySM Platform...



- 3D Virtual Tour
- Scans Over Lifecycle of Claim
(First-Onsite, Post Demo & Project Completion)
- Take-Offs & Blueprints
- Information Made Available
to IA's

Product Demo:
[Midland - Bush Convention Center](#)

TURNKEY RECOVERY SPOTLIGHT | Real-Time Reporting



Trackdown Damage Assessment Turnkey Recovery Program

This Damage Assessment is for the sole purpose of reporting asset information to your property coverage provider for review. In no circumstances will the data contained in this assessment be used to convey or deny coverage, establish an official cost estimate, or otherwise bind your property coverage provider and/or Synergy.

Date: 2/18/2022

Member Damage Assessment

General Information

Related Account: TX-0957 - Midland
Completed By: Keith Bassett
Contact Phone: 706-551-4946
Contact Email: kbassett@synergyns.com
Related Event: Property Loss (Non-CAT)
Related Claim: PR163763 - Midland: Water Damage to Bush Convention Center
Assessment Date: 2/18/2022
Assessment Time: 8:42 AM
End Time: 8:52 AM

Asset/Location Information

Location Number (6 Digit FMIT Number): 032340
Asset Name/Description: Bush Convention Center
Location: 105 N Main, Midland, TX
GPS Lat./Long.: 31.997717, -102.074737

Damage Information

Severity of Damage to Asset: Level 3 - Severe Damage
Immediate Action Required: Yes
Immediate Services Needed: Drying/Dehumidification, Industrial Hygiene, Structural Engineer, Water Extraction
Asset Safe for Occupancy and/or Use?: Yes
Imminent Threat to Public Health or Safety?: No
Does Asset Pose Environmental Concern?: No

Estimated Damages & Notes

Estimated Damage Amount: \$1 Million - \$5 Million
Damage Notes: Location is a large public convention center approximately 72,000sf total. Building construction is steel framing with masonry infill walls on exterior and significant portion of the interior. Other interior finishes include gypsum walls and ceilings, acoustical ceilings, carpet tiles in offices, and decorative wall panels in some areas. Damage was noted to some gypsum board to ceilings in basement and a couple of walls. Electrical room sustained damages as a result of water coming through conduits. Slab in SE corner of first floor was damaged and raised approximately 8" in center towards SE corner. Block movement at SE corner was noted based on differences in grout lines. Exterior showed a crack in same corner.
Damage is presumed to have occurred as a result of a broken water line under the damaged slab. Further investigation required to determine the cause of damages.
Estimated cost based on level of unknowns at this point in time. Further evaluation of cost required after more detail inspection has been completed.

Damage Photos & Signature





Texas Municipal League Intergovernmental Risk Pool TMLIRP Turnkey Recovery Program

Date: 3/15/2022

PR163763 Midland Project Report

General Information

Related Account: TX-0957 - Midland
Related Claim: PR163763: Midland: Water Damage to Bush Convention Center
Project Name: Midland: Water Damage to Bush Convention Center
Project Address: 105 N Main, Midland, TX, 79701
Report Date: 3/15/2022
Report Time: 2:36 PM

Project Details

General Location/Site: Exhibit Hall A
Specific Location/Room: Concrete slab
Project Type: Insurance Claim

Report Details

Company/Subcontractor: Synergy NDS, Inc.
Project Manager/Specialist: Mickey Hendrickson
Phone Number: 352-292-5379
Email: mhendrickson@synergynnds.com
Recommendation(s): Concrete damaged due to water leak
Project Notes: Contractor on site continues with demolition of damaged slab working West to East. Crew has demoed and removed 20 ft wide section down South wall and has started in center of room. Crew also in process of cutting up rebar for disposal. Cold joint opened up approximately 95' and rebar extended approximately 16" from existing slab.
Sidewalk barricades back in place and ground protection over concrete for removal of demo.

Next Action Details

Next Action: Demo of existing
Action Assigned To: Vanco Construction
Action Due Date: 3/25/2022

Report Photos



Toolbox meeting



West wall demo center of room



Area over cavern demoed



Power source box shows conduit directly under slab



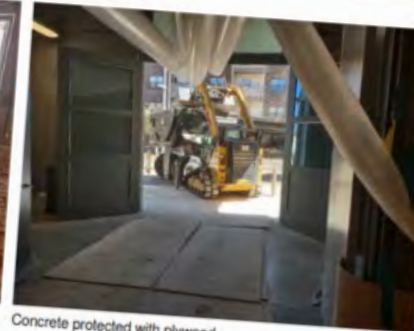
SW corner demo



Rebar removal



SE corner of building



Concrete protected with plywood

TURNKEY RECOVERY SPOTLIGHT | BID Development



INVITATION FOR BID (IFB) PR104225: CCHA CASA GRANDE | CABINETS, COUNTER & VANITIES



DESCRIPTION: Furnish all required labor, materials and equipment necessary to provide Scope-of-Service at the described location. Work is being authorized under the elected TML TurnKey Recovery Program™ administered by SynergyNDS on behalf of Cameron County Housing Authority, a Member of Texas Municipal League Intergovernmental Risk Pool (TMLIRP).

LOCATION: Casa Grande Development | 31ea Single Family Affordable Housing
104 Troywood Circle | Harlingen, Texas 78552

SUBMITTAL INSTRUCTIONS: For purposes of generating an EXPEDITED SUPPLEMENTAL BID - IFB Packet includes scope specifications and bid sheet specific to referenced project.

- Bids shall be received no later than **08/18/19** (emailed to bids@synergynnds.com)
- All registered HUB Contractors (through the Texas Comptroller's Office), as well as DBEs are encouraged to participate. Additional Contractor Financial Assistance is available to help support daily HUB/DBE Contractor's Operations under terms and condition of successful contract award.
- Contractor is required to identify and validate all necessary task items, measurements/dimensions & other applicable conditions in support of described scope-of-work. Contractor's Bid is to account for work to be performed in accordance to trade standards and as required by Ordinance & Law (whether or not a 3rd Party Professional has provided additional comment/support material).
- Bid shall be completed and submitted using **ONLY** the Contractor Submittal Form (provided at the of the IFB Packet). Supplemental Proposal (Valued Approach) to be attached with the IFB Form.
- Bid award will be made based on best overall LUMP SUM project value as determined by SynergyNDS in accordance to market valuation, project demands, critical path scheduling – as well as overall Participation Goals. Contributing factors, in addition to price, may be considered as necessary to determine bid award based on any additional criteria set forth by the specific TMLIRP Insured Member.
- Bids received after above deadline or that are not submitted in accordance to Submittal Instructions will be rejected without further explanation or contractor notification.

RETURN BID TO: SynergyNDS / TML

TML TurnKey Recovery Program Attention: bids@synergynnds.com
Request On-Site Project Visit by emailing bids@synergynnds.com

TML TURNKEY RECOVERY™ PROGRAM 2019

INVITATION FOR BID (IFB) PR104225: CCHA CASA GRANDE | CABINETS, COUNTER & VANITIES

GENERAL SUMMARY The Casa Grande Development is comprised of a total of 65 Single Family Homes consisting of 2/3/4 Bedroom Models. To date, 31 Units have been impacted by Flood Damage as identified in the IFB. Units average 1153 SF (Finished Space) with an estimated Unit Total at 33,450 SF (Refer to the Attached Appendix). Selective Interior Demo to remove flood affected building materials has been completed to date to include Standard 4ft Flood Cut to all 31 Units. Additional Drying & Decontamination Services have been completed in accordance to Mitigation Standards.

IFB SCOPE-OF-WORK | KITCHEN CABINETS, COUNTERTOPS & VANITIES

31ea Single Family Homes require Fabrication, Delivery and Install of solid-wood (12 Units) Upper Kitchen Cabinets, (31 Units) Base Cabinets, Countertop, Bathroom Vanities & Linen Cabinets. Contractor is to take into consideration and provide response specific to the following BEST approach necessary to realize a successful Cabinet Color & Profile Match (for those Units whereby Upper Cabinets are not initially scheduled for replacement). Contractor will provide Best Recommendation and overall pricing on replacement/restore options specific to the following talking points:

- Replacement of (12 Units) Kitchen Upper Cabinets to include 7ea Standard Units and 5ea ADA Units. Refer to Unit Breakout Summary (Attachment: Exhibits).
- Replacement of Kitchen Base Cabinets are to successfully match the remaining Units with existing Upper Cabinets (Standard Units).
- If Necessary, Replacement of Upper Cabinet Doors will be a considered approach for those cabinets not identified for replacement.
- Contractor should account for additional costs of sanding and color staining of those Upper Cabinets &/or Doors (not replaced) as part of overall BID Solicitation
- Contractor is to provide overall comment if Replacement of **BOTH** Upper & Base Kitchen Cabinets is the only real viable option given Color & Profile Match Criteria and the subsequent cost thereof.

Refer to Appendix for Estimated Unit Breakout and Quantities. Scope includes labor, tools, equipment, fabrication, installation, materials, delivery, supervision, and insurance necessary to complete the work and as governed by industry Best Practices & Standards whether specifically identified in the IFB. All scope-of-work shall be completed in accordance to manufacture specifications, building codes and applicable industry standards. Fabrication of Cabinets is to begin immediately after Contract Award with **scheduled installation to begin as early as 6 weeks from Order Confirmation**. Installation of Cabinets, Countertops, Vanities & Linen Cabinets must be completed no later than 21 days from scheduled start date. Failure to do so can result in applicable back-charges of incurred project costs due to delays determined within Contractor's scope-of-work responsibility.

TML TURNKEY RECOVERY™ PROGRAM 2019



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TURNKEY RECOVERY SPOTLIGHT | Managed Procurement



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SynergyNDS is a leading Recovery Program Manager for Private & Public Entities with current insured property in excess of \$30 billion dollars.



FMIT Members TMLIRP Members Private Sector Bids

Contact Us

RFP Solicitation

Please review the information below and ensure that all documents are filled out. Bids not be considered when the contract is being awarded. When submitting, in the subject line, please include the project name. Thank you for your interest and we look forward to working with you.

- ▼ Borger Housing Authority - TX
- ▼ City of San Angelo - TX
- ▼ City of Caldwell - TX
- ▼ Town of Cross Plains - TX
- ▼ City of Abilene - TX
- ▼ City of Anson - TX
- ▼ La Joya Housing Authority - TX
- ▼ Donna -TX
- ▼ City of Hidalgo/Hidalgo County Housing Authority - TX
- ▼ Mexia -TX
- ▼ Cameron County Housing Authority -TX
- ▼ Mercedes -TX

▲ Cameron County Housing Authority

Status	Project
Closed	31 Flood Damaged Units
Closed	31 Flood Damaged Units
Closed	31 Flood Damaged Units
Closed	31 Flood Damaged Units
Closed	31 Flood Damaged Units
Closed	31 Flood Damaged Units
Closed	31 Flood Damaged Units

SynergyNDS on Behalf of the Cameron County Housing Authority & Casa Grande Development, Invitation to Bid (IFB), CCHA Casa Grande - Replacement of Cabinets, Countertops & Vanities.

Bids marked "**CCHA Casa Grande - Replacement of Cabinets, Countertops & Vanities**" will be received by Email at bids@synergynnds.com until 4:00pm CST on August 18th, 2019 for the purpose of obtaining Services. All inquiries and submittals will be electronically dated and time stamped.

ALL INTERESTED parties may contact Mike Matheny, Project Coordinator, by telephone at 954.732.7594 or via email at bids@synergynnds.com to request a copy of the Invitation to Bid (IFB) and to schedule a walkthrough of the facility. IFB Posting Information can also be found by going to:

- CCHA Website at www.cchatx.org
Click on the **NOTICE TAB** for information
- Casa Grande Property Office (Community Bulletin Board)
107 Troywood Circle in Harlingen, Texas
Mon-Wed-Fri 8:00am - 5:00pm

Bids will be received by Email (electronically dated & time stamped) no later than 4:00pm CST on August 18th, 2019. Any bids received after the above stated closing time could be refused.

All qualified Historically Underutilized Businesses (HUD) and Disadvantaged Business Enterprise (DBE's) are encouraged to apply.

SynergyNDS & CCHA reserves the right to accept or reject any and all proposals received.

08/09/2019, 08/16/2019

Please check proof for accuracy!

This proof is provided for the purpose of clarification on copy, spelling, artwork layout, logos, trademarks and illustrations.

*** The Brownsville Herald / Valley Morning Star or El Nuevo Herald will not be liable for any errors found in advertisement after it has been approved by the client.
Client will be allowed up to 2 proofs for corrections.

Final approval must be made no later than 12 Noon the day prior to publication.

For Saturday, Sunday & Monday no later than 12

IFB PDF File

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TURNKEY RECOVERY SPOTLIGHT | Scoping Documentation



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simpliciCity

simpliciCity FMIT Member Dashboard (NEW)

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Scopes of Work

of Scopes of Work
[49](#)

Total Project Value: Loaded & Paid (To Date)
[\\$2,416,976.48](#)

Full Report | Grid Edit | Email | More ▾ 1-20 of 49 Scopes of Work

	Scope #	Category	Vendor	Task Description	Pool/Trust Approval	Work Status	Current Scope Status (Formula)	Scope Classification	Scope: Coverage Review Classification	Scope Reserve Value	Total Est. Vendor Value (Calculated)	Vendor Invoices Incurred (To Date)	Vendor Invoice Variance (To Date)
Applied Sciences/Inspection Services (1 Scope of Work)													
<input type="checkbox"/>	4383	Applied Sciences/Inspection Services	Industrial Hygiene Consulting, Corp	IH SOW Review & Clearance Sampling	Approved	Completed	FINAL	Turnkey Recovery	Property	\$2,250.00	\$10,000.00	\$10,000.00	\$0.00
TOT										\$2,250.00	\$10,000.00	\$10,000.00	\$0.00
Build Back (15 Scopes of Work)													
<input type="checkbox"/>	4163	Build Back	Target Roofing	Roofing	Approved	Completed	FINAL	Turnkey Recovery	Property	\$365,000.00	\$360,644.00	\$360,644.00	\$0.00
<input type="checkbox"/>	4225	Build Back	John Wayne Construction	Drywall and Insulation	Approved	Completed	FINAL	Turnkey Recovery	Property	\$18,987.00	\$29,178.50	\$29,178.50	\$0.00
<input type="checkbox"/>	4226	Build Back	Pro-Floor Plus	Floor Installation	Approved	Completed	FINAL	Turnkey Recovery	Property	\$72,000.00	\$87,154.00	\$87,154.00	\$0.00
<input type="checkbox"/>	4227	Build Back	John Wayne Construction	Ceiling grid replacement	Approved	Completed	FINAL	Turnkey Recovery	Property	\$46,796.00	\$46,796.00	\$46,796.00	\$0.00
<input type="checkbox"/>	4252	Build Back	John Wayne Construction	Interior Painting & Coatings	Approved	Completed	FINAL	Turnkey Recovery	Property	\$92,626.00	\$106,963.07	\$106,963.07	\$0.00
<input type="checkbox"/>	4294	Build Back	Haid Electric LLC	Temp Electrical Service - Building & Temp Offices	Approved	Completed	FINAL	Turnkey Recovery	Property	\$11,240.00			
<input type="checkbox"/>	4388	Build Back	Express Waste	Debris Dumpsters & Disposal	Approved	Completed	FINAL	Turnkey Recovery	Property	\$7,500.00			



TURNKEY RECOVERY SPOTLIGHT | Comprehensive Claim Reporting



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Save & close

Cancel

Delete

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Policy Information

Claim Projects

Claim Notes & Next Actions

Claim Documents

Claim Communications/Emails

Synergy Claim Admin Activities

Claim Payments

Synergy Invoices

Administrative Info

Related Loss Locations (Projects)

Add Location/Project

Projects (Project Mgmt View - CAT Claims)

Full Report | Grid Edit | Email | More 1-10 of 273 Projects

	Location Number	Related Project	Asset Name (Effective)	Asset Address	Project Title	Anticipated Insurance Proceeds	Cause/Origin Classification	FMIT Applicable Coverages	Project Status	Building Limit	Named Storm Ded: Building	Personal Property Limit	Named Storm Ded: PP/Contents	Maximum of Project Reserves	FMIT Estimated Closeout Reserve	Total Project Value: Loaded & Paid (To Date)	Photo1 - Small
Turnkey Recovery - Real Property (107 Projects)																	
<input type="checkbox"/>	001001	6922	Purchasing and Supply Building	519 E. 7th Street #5	Michael Damage to Purchasing and Supply Building	Approved	Wind (Named Storm)	Real & Personal Property End. - Named Storm	Step 3 - Project Underway	\$564,633.00	\$16,939.00	\$190,000.00	\$5,700.00	\$537,095.55	\$521,136.54	\$393,345.68	
<input type="checkbox"/>	001002	6925	Administration Building	519 E. 7th Street #10	Michael Damage to Administration Building	Approved	Wind (Named Storm)	Real & Personal Property	Step 5 - Project Closed	\$580,419.00	\$17,413.00	\$52,000.00	\$1,560.00	\$68,870.00	\$3,000.00	\$3,000.00	

TURNKEY RECOVERY SPOTLIGHT | Daily Reporting Summary



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	Report Date	Site/General Location	Room Number/Specific Location	Specialist Recommendation	Next Action	Action Date	Next Action (Company)	Notes	Photo1-Thumb-Small	Photo2-Thumb-Small
<input type="checkbox"/>	07-24-2019	Interior	Storage Room	Site Visit	Replace damaged ceiling tiles	07-24-2019	SynergyNDS	Removed damaged ceiling tiles in storage room area and disposed of in dumpster. Installed new matching ceiling tiles and insulation.		
<input type="checkbox"/>	07-24-2019	Exterior of building	Evidence intake over hang	Site visit with iron dog construction	Receive bid	08-05-2019	Iron dog construction	I have just complete a site visit with iron dog construction crew members to obtain measurements for the replacement of the covering for the evidence in take area on the north east side of the building.		
<input type="checkbox"/>	07-24-2019	Interior	Middle Hall/Bathroom	Site Visit	Repair door rubbing on frame	07-24-2019	SynergyNDS	Door hinges have been asjused to move swing gap away from door jam. Rubbed area of door and frame has had first coat of paint applied.		
<input type="checkbox"/>	07-19-2019	Interior/Exterior of the building	RTU 6, interior of building	Punch list items completed, RTU 6 trouble shooting completed	Install new board in RTU 6	07-26-2019	Lee heating and cooling	RTU 6- Technician from lee heating and cooling has completed the trouble shooting of RTU 6 and found that the board in the unit had gone bad causing certain electrical circuits to not complete properly which was causing the unit to freeze up. A new board has been ordered and will arrive		



TurnKey RecoverySM Works with FEMA to Better Support FMIT Member's Grant Opportunities.

- FLC-PACT takes a Proactive Approach to ensure that FMIT & FEMA are in Alignment with Members Recovery Initiatives as necessary to Avoid Misunderstandings or Future Deobligations.

PACT

Public
Assistance
CloseOut
Team



- ✓ FLC-PACT Validates Anticipated Insurance Proceeds, Eligible Scopes-of-Works and Provides Claim Related Documentation to FEMA & FDEM.

- ✓ FLC-PACT reviews FEMA or Consultant's Grant Development to Ensure Accurate Representation necessary for FMIT Members to Move Claim Forward.

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- Adds Capacity to Your Staff.
- We Do What We Say We're Going To Do.



Go to: www.SynergyNDS.com for More Information

Preparing for Natural Disasters and Emergencies

Guidance from your Risk Pool

Post Catastrophic Event or Flood Response Checklist

In an effort to minimize damage and considered as soon as conditions reduce and/or control the extent of member must remain cognizant of the hazards. The list is not intended

- ☐ Secure the site to prevent unauthorized access.
- ☐ Organize and prepare emergency response. Employees are provided with necessary personal protective equipment.
- ☐ Perform an immediate damage assessment.
- ☐ Clear debris from storm drainage area.
- ☐ Identify and "mark" any structural damage consistent.
- ☐ Ensure utilities are intact and safe.
- ☐ Visually assess any open buried distribution systems.
- ☐ Separate damaged material from undamaged.
- ☐ Cover or protect material that cannot be moved.
- ☐ Remove carpet and dry out.
- ☐ Assess temporary and permanent damage. Should be properly protected and contacted for information related to the damage.
- ☐ Provide equipment such as pumps, generators, etc.
- ☐ Keep track of all expenses, including and/or overtime hours worked.
- ☐ Take photos of damaged property.
- ☐ Keep small sample of damaged material.
- ☐ Safeguard and protect important documents.
- ☐ Remove perishable foods from refrigerators unless facility has backup power (generator).



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EMERGENCY MANAGEMENT

ARTICLES/MEMOS

- [FEMA 2020 Hurricane Preparedness](#)
- [Emergency Management](#)
- [EEOC Guidance: Pandemic](#)
- [Disaster Recovery Mitigation](#)

EXAMPLE DOCUMENTS

DISASTER MANAGEMENT

- [Annex U - Legal \(PDF\)](#)

DECLARATIONS

- [Declaration of Public Health Emergency by City \(PDF\)](#)
- [Declaration of Disaster - Public Health Emergency by County \(PDF\)](#)
- [Declaration Continuing State of Local Disaster \(DOC\)](#)
- [Declaration Controlling Wage, Price and Rent \(PDF\)](#)
- [Declaration of Local Disaster \(DOC\)](#)
- [Declaration of Necessity - Water and Sewer Disconnect \(DOC\)](#)
- [Declaration of Necessity - Water and Sewer Disconnect with Notice \(DOC\)](#)



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Educating members through key legal issues and P

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