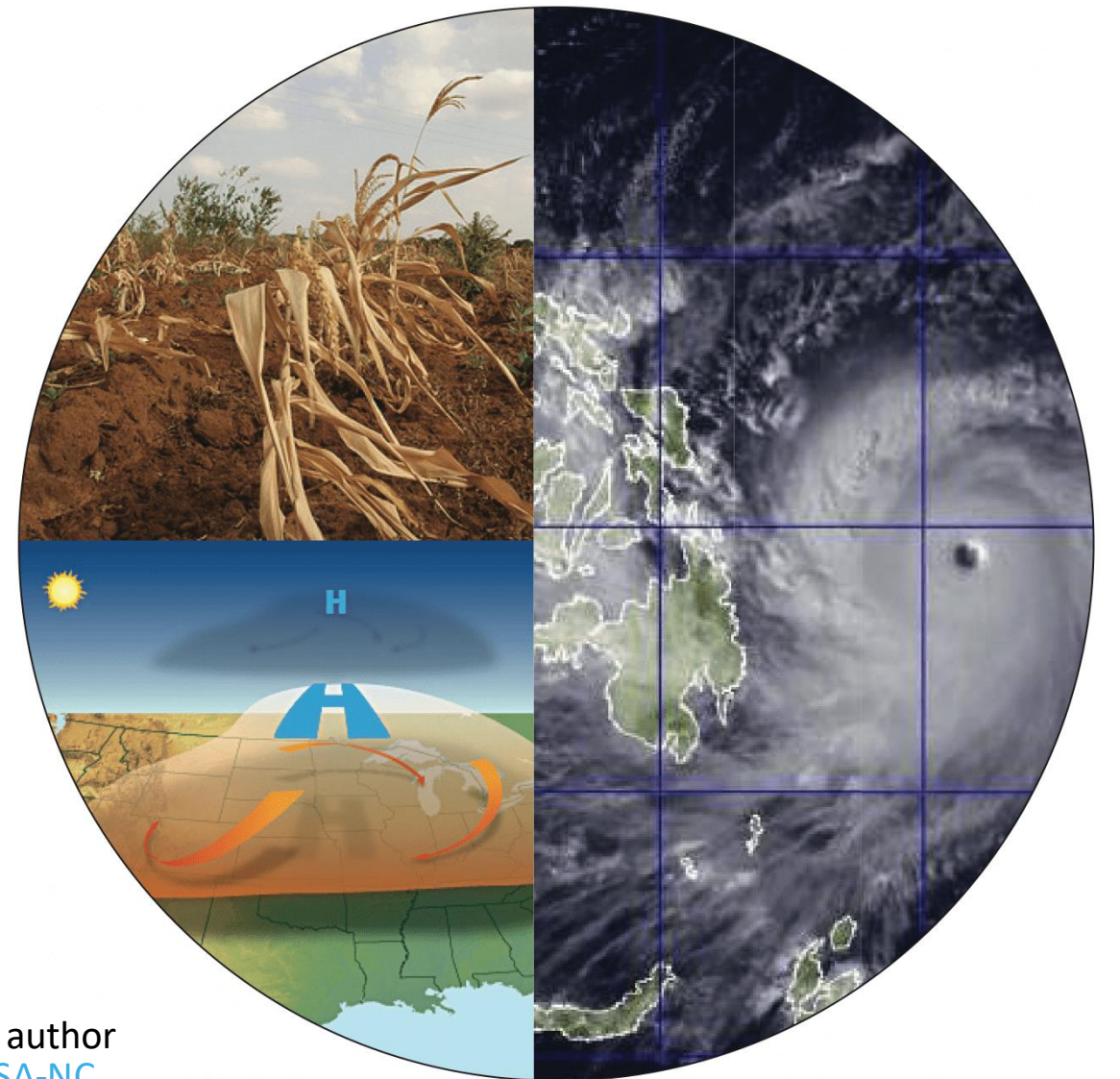


# Crossover Part 1

Case Studies: Climate Losses from CSU SLO,  
Maritime, and San Bernardino



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# Cal Poly SLO



# Rain Loss Incidents – Cal Poly SLO

## Fall 2021 Storms (3 occurrences)

- No EOC activation: impact isolated to two buildings under construction
- Frost Center: new construction
- University Union Building 19 (UU19): remodel/modernization of second level of 1960s building

## January 9, 2023 Storm

- EOC activation prior to storm event
  - Proactive measures to mitigate ag waste pond overflow
- Widespread impact to buildings, artificial turf fields and infrastructure
- FEMA claims

# Insurance Coverage

- Frost Center: BRIP
- UU19: primarily Property Program
  - BRIP for soft costs/delay in opening
    - \$1M sublimit per project (not per claim)
- January 2023 Storm: primarily Property Program
  - Pollution/Environmental Policy

# Claim Teams

## CSU Team

- Campus risk management
- Campus facilities project management
- Campus finance/accounting
  - External forensic accounting/claim preparation vendor (Stout/Claro Group)
- Alliant
- CO/CPDC support
- Campus emergency management (where EOC activated)



# Claims Teams (Continued)

## Insurance Carrier Team

- Carrier representative
- Field adjuster (McLarens)
- Construction consultant (MKA)
- Forensic accountant (business interruption, delay in opening, etc.)

# Claims Teams (Continued)

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# Lessons Learned

## Obstacles/Challenges

- Contracted project management for claims (not enough internal resources)
- Early engagement of experts
- Advance insurance payments and coordination of loss cost accounting
- Remodel projects to older buildings with aged MEP systems and outdated materials/assemblies
  - *Complicated put back and potential scope creep*
  - *Code upgrades*
- Challenges presented by general contractor partners
- Unscheduled infrastructure: insurance and FEMA claims
- Broker advocacy and guidance
- Managing reputation risk and media attention



# Video Clip



# Surface Flood Loss – San Bernardino

## September 11, 2022- Tropical Storm Kay

- •Flash flooding resulted in the flooding of more than 18 campus buildings and the closure of the campus on Monday, September 12, 2022.
- •Flood waters entered most buildings through building doorways that were at or below grade causing the majority of the damage on campus.
- •The heaviest rains began just after 6:00pm and lasted approximately 40 minutes and teams from Facilities were on campus by 7:00pm and the damage was already done.

# Assessment Response

- •Insurance Coverage Ground Assessment
- •225 remediation workers across 24/7 shifts.
- Wet/Dry Building Compartmentalization
- 5 Trailers for instructional space & online instruction
- Forensic Accountant Firm
- Security to keep people out and protect contents

# Insurance Coverage

- State and Auxiliary Buildings
- Property/Content/Business Interruptions
- Academic Spaces largest loss

# Teams

## Facilities & Risk Management Led Campus Response



# Lessons Learned

- We are one University
  - State, Auxiliaries, Self-Support
- Tell the Story Regularly
  - President's Cabinet, Campus, Weekly Stakeholder Meetings
- Like & Kind Is Not Well Understood
- Activate EOC



# Lessons Learned

- Campus Closures
- Insurance
  - Some buildings over insured/underinsured
  - Knowledge of Contents
- Define Success
  - Safety, Resume Operations,
  - "Made Whole", Campus Standards

# Glen Cove Fire – Cal Maritime

## The Week Before the Fire

- Cal Maritime was notified by the Pacific Gas & Electric Company (PG&E) that power would be interrupted to the campus as part of a Public Safety Power Shut Off (PSPS) during the week of October 21, 2019.
- Cal Maritime's Policy Group convened and made the decision to suspend campus activities, to reduce resident student population.

## Sunday, October 27, 2019 – Fire Ignition

- The Glen Cove Fire (GCF) grew to approximately 140 acres.
- Fire jumped Highway 80, near the toll plaza of the 'Al Zampa Bridge'
- Ignited a variety of fuel sources on campus
- EOC activated

# Glen Cove Fire



# Glen Cove Fire – Cal Maritime

Sunday, October 27, 2019 – Continued

- Initial Responders Included: Cal Maritime Police, Benicia Police, Vallejo Police, Vallejo Fire Department, Cal Fire, Solano County Sheriff's Department, Cal Maritime Training Ship Golden Bear (TSGB) Cadets
- First-response police agencies initiated immediate evacuation of the campus.
- Very windy, so fire quickly engulfed area around the 'bridge head,' including campus property from the Facilities yard to an open field area near the TSGB
- Cadets on the TSGB initiated hasty fire-fighting plan near the port area
- Cal Maritime's chief of police and president were on scene and managed the campus evacuation.
- Fire was contained and extinguished on October 28, 2019 – except for reoccurring spot fires).

# Glen Cove Fire – Cal Maritime

Monday, October 28, 2019 – Notes

- Forest Fire Watch – Fire Department closed campus after fire due to smoldering Eucalyptus trees, which required a posted physical fire watch
- Campus Closure and Physical Shutdown – Policy patrol vehicle checkpoints
- No injuries or illnesses

# Insurance - Risk Transfer Mechanism

- Property Program (Alliant Property Insurance Program)
- Contents
- Business Interruption
- Motor Vehicle – Physical Damage
- Workers' Compensation and Industrial Disability Leave (IDL)



# Assessment, Restoration and Claim Teams

- First Responders, Facilities, Capital Planning, EHS, Risk Management, Student Affairs, Academic Affairs, Advancement, Public Affairs/Communications, TSGB, EOC, Procurement, Finance, Budget Office. . .
- Chancellor's Office Risk Management – Jody Van Leuven, Zachary Gifford
- Alliant – Bob Frey, Amy Lightner, Dan Howell
- McClarens – Jim McGovern
- Forensic Accountants – J.S. Held – Tim Gillihan
- Independent Investigators – Fire Cause & Origin – Grotefeld Hoffmann
- Construction Consultants - MKA
- Belfor – Steve Starr and team

# Assessment, Restoration and Claim Teams

- Envirocheck – Environmental
- Otto Construction
- Geotech – Hillside stabilization
- Cal Maritime Corporation
- Sodexo
- Enterprise Fleet Management
- Ironshore
- Insurers
- Legal – General Counsel's Office
- DOF
- FEMA

# Lessons Learned

## Some Things We Did Well!!

- Quick Emergency Response by First-Responders
- EOC 'All Hazards' approach; Locate, Isolate, Evacuate
- Quick and systematic area searches (located and recovered a person trapped in an elevator)
- Team Support, Communication and Morale
- Project Management
- HAZMAT response, buildings expeditiously surveyed, tested, and cleaned
- Expanded purchasing power allowing for quick 'stop gap' recovery purchases

# Lessons Learned

## Some Things We Can Do Better

- Forest Management
- Campus-wide response by critical personnel
- 'Roll Call'
- Contracting process can seem cumbersome at times
- Initial tracking of expenses
- Risk of physically centralized critical equipment/resources

# Lessons Learned

## Some Items that Need Improvement

- Back-up power sources
- Alternative 'Rally Points' for evacuees
- ICS Training for all critical personnel
- EOC position training for critical personnel
- IT infrastructure protection plan

# Fire Losses – Some Final Thoughts

- Fires = Heat, Flames, Smoke and Ash
- What caused fire? – importance of thorough investigation
- Remember, often you can mitigate secondary damage - Water Damage (drilling weep holes, dehumidification), Undetected Spread of Smoke (turning off HVAC timely)
- Cleaning ash and addressing smoke damage