Emergency Restoration Response: SLA Clocks & On-Site Target Matrix

FREE FIELD SUMMARY
REF: RI-SLA-QC33 • OCT 2026

OPERATIONAL SLA PRINCIPLE: An emergency response time SLA is *elapsed time from qualified notification to crew on-site with the right capability* — not time-to-answer the phone and not time-to-invoice. Incomplete calls do not start the penalty clock.

1. THE FOUR EMERGENCY CLOCK EVENTS (ERP & PVA DEFINITIONS)

Clock Event	Starts / Stops Criteria	What to Write in the ERP / PVA
Notification	**Start:** Complete qualified intake (address, access instructions, hazard flags, who authorized call).	Incomplete calls do not start the penalty clock. Document the missing item immediately in intake ticket.
Dispatch	**Internal:** Wheels rolling with the right crew type, truck load, and certified lead.	Useful for internal ops. *Never sell dispatch time as on-site time* to adjusters or facility managers.
On-site	**Stop:** Lead tech on property, safety sweep begun, timestamped exterior arrival photo captured.	This is the exact number FMs and carriers mean by "response time." Establishes contractual compliance.
Mitigation Start	Water confirmed stopped or fire scene released by FD; extraction or board-up actively begun.	Separate SLA. A crew sitting in a parking lot is not mitigation. Document time equipment energizes.

2. WORKING ON-SITE TARGET MATRIX (VERIFY AGAINST ACTUAL PVA)

Loss Type	On-Site Target Clock	Operational Rules & Contract Notes
Active Clean Water (Cat 1)	**2 HOURS** from qualified notification	If you cannot hit 2 hours, do not market 24/7 emergency response. Fast extraction halts structural swelling.
Gray Water (Cat 2) Intrusion stopped/contained	**4 HOURS** from notification	PPE and handling protocols change (nitrile gloves, splash guard). Still a same-shift problem.
Cat 3 Non-Sewage No active intrusion	**SAME BUSINESS DAY**	Sewage and occupied healthcare must be treated as faster, not slower. Full containment required.
Commercial Occupied / Multi-Tenant / Healthcare	**2 HOURS CONTRACTUAL** Active water with after-hours FM	Put the exact hour in the ERP, not a blog adjective. Facility managers buy named hours, named after-hours numbers, and named escalation paths.
Fire (After FD Release)	**2 TO 4 HOURS** from release	Board-up and make-safe: 2–4 hours from official fire department scene release, *not from 911 dispatch*. Do not start SLA before release.
Non-Emergency Repairs	**NOT AN EMERGENCY SLA**	Repair and rebuild ETAs belong strictly in the reconstruction schedule, never on the mitigation ticket.

3. ANSI/IICRC S500 BIOLOGICAL & STRUCTURAL DAMAGE WINDOW

THE 24-TO-48 HOUR CLOCK:
ANSI/IICRC S500 (5th Edition, 2021) establishes that secondary damage — microbial amplification, drywall gypsum crumbling, finish delamination, and structural timber swelling — begins in earnest between **24 and 48 hours** under typical ambient conditions. Every hour of delay between loss event and crew response widens the scope, increases indemnity, and invites carrier disputes over pre-existing conditions.

CONTRACTUAL & FM BUYING REALITY:
- **Commercial FMs:** Buy guaranteed response windows (2 hr active water), designated point of contact, and live escalation hierarchy.
- **Preferred Vendor Agreements (PVAs):** Carriers audit intake timestamps against first photo metadata; discrepancies forfeit SLA bonuses.
- **Homeowners:** Buy emotional reassurance ("we are on the way") — but adjusters adjudicate on documented time records.

4. DISPATCH TRIAGE & CREW MOBILIZATION RULES

THE 9 DISPATCH TRIAGE QUESTIONS:

1. Loss Type: Water, Fire, Storm, Biohazard / Sewage.
2. Affected Area: Est. sq footage (e.g. 400 sq ft bath vs 3-floor high rise).
3. Water Source: Active supply vs stopped / shut off.
4. Power Status: Energized vs isolated at panel.
5. Occupants & Pets: Status on-site, safety concerns.
6. Gas Odor: Immediate 911 / utility evacuation trigger.
7. Date & Time: Exact timestamp of loss occurrence.
8. Building Type: Residential, Commercial, Multi-family.
9. Authorization: Owner, tenant, property mgr, carrier.
**Tenant without owner authorization blocks payment and creates claim gap!*

MOBILIZATION & CREW REQUIREMENTS:

• **Lead Certifications:** Current IICRC WRT (Water) or ASD (Applied Structural Drying) for water losses; IICRC FSRT for fire; AMRT for biohazard.
• **Vehicle Minimum Inventory:** Portable extractor (12–16 gal, 80–100 GPH) or truck-mount (100–150 GPH, 185°F, 14" Hg), penetrating pin meter (Delmhorst J-2000), non-penetrating RF meter (Tramex CME5), psychrometer/hygrometer, thermal camera (FLIR min 320×240), air movers, LGR dehumidifiers.
• **PPE & Admin:** CAT 2/3 PPE sets, barricade tape, hazard signage, pre-printed work authorization forms, timestamp camera.

5. MANDATORY ON-SITE SAFETY SWEEP (BEFORE ANY EQUIPMENT ENERGIZES)

Safety Hazard Area	Standard & Verification Protocol	Field Action & Exclusion Rule
Electrical Kill Hazard OSHA 29 CFR 1926.416 NFPA 70E Commercial	Verification, not assumption. Confirm power disconnected at main panel with utility or building owner for all affected wet areas. Only GFCI-protected cords from unaffected circuits permitted.	Lead tech is not a licensed electrician. If utility confirmation is unavailable and area cannot be verified safe, **exclude area from work** and document in writing.
Structural Collapse OSHA 29 CFR 1926 Subparts Q & CC	Fire losses: compromised joists, sagging ceilings, unsupported masonry. Burns >30 min before suppression require licensed structural engineer or building official clearance.	Barricade unsafe access points. Storm losses: *if crew cannot safely stand under roof, no entry permitted*. Tarp from exterior or intact structures only.
Suspect ACM & Lead EPA NESHAP Regulations	**Pre-1986 structures:** Suspect Asbestos-Containing Material. **Pre-1978 structures:** Suspect Lead paint on disturbed surfaces.	**No mechanical disturbance** of suspect ACM during emergency. Wet-method manual removal only if essential; order formal survey within 24 hours.
Category 3 Biohazard OSHA 29 CFR 1910.132	Sewage, flood waters, standing water >72 hours. Aerosolized pathogens generated during extraction and demo.	**Mandatory PPE:** Nitrile gloves, N95 respirator, eye protection, boot covers. Containment + negative air scrubber before extraction.

6. MOISTURE MAPPING THRESHOLDS & IMMEDIATE MITIGATION ACTIONS

MOISTURE MAPPING STANDARDS (IICRC S500):

• **Thermal Camera:** Detection tool only — any thermal evaporative cooling anomaly must be confirmed with contact pin/RF meter.
• **Drywall Reference:** 0–1% WME dry standard. Wet threshold for drying: >1% WME.
• **Structural Framing:** 6–9% MC dry equilibrium. Wet threshold: >19% MC per ANSI/IICRC S500 & ASTM E1991.
• **Full Migration Path:** Map lateral travel under flooring, vertical up wall cavities, and horizontal into slab.

EXTRACTION & EQUIPMENT DEPLOYMENT:

• **Water Stoppage:** Verify zero meter flow; photograph closed valve.
• **Extraction Priority:** Extraction removes 50% of drying time. Use weighted tools (rover/wand) with 200+ psi down-pressure. Multiple passes.
• **Carpet/Pad Rules:** Cat 1/2 carpet salvageable if dried in 48 hrs. Cat 3 carpet and ALL pad removed immediately (cannot be sanitized).
• **Equipment Density:** 1 air mover per 100–150 sq ft (Class 2) or 50–75 sq ft (Class 3). 1 LGR dehu per 1,500–2,000 sq ft.